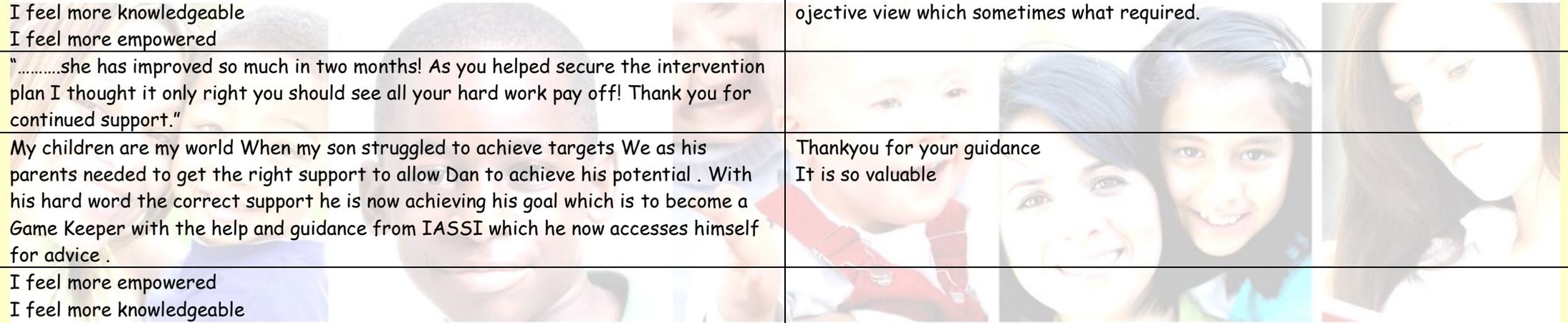


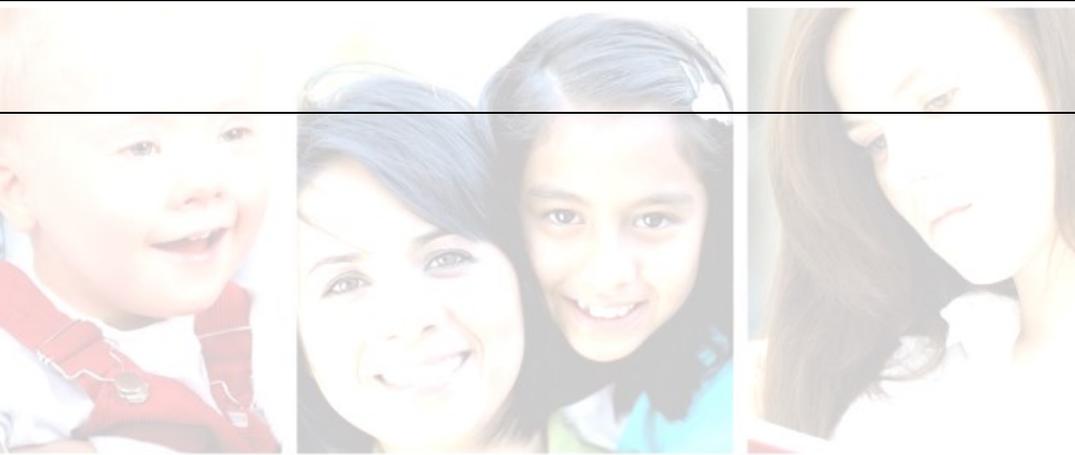
# Feedback from parents, carers, children and young people

Describe the difference the Information, Advice and Support Service involvement has made	Any other comments
<b>May 2017</b>	
Professionals around our foster child are more focused on his wishes and feeling, while not losing sight of his needs.	Thank you
Advice was excellent and i left the conversation feeling well informed. The outcome was that unfortunately, i was unable to gain extra time for my son in his GCSE exam, even though he has dyspraxia as he scored too highly in the assessment tests at college.	
Better support is in place I feel more confident I feel more involved in discussions and decisions I feel more knowledgeable I feel more empowered	The service where consistent and assertive where I'm not always. They knew the law and the correct policies and procedures and how and when to implement them. As it's not their child they dnt get emotionally involved so can take a step back and take an ojective view which sometimes what required.
 ".....she has improved so much in two months! As you helped secure the intervention plan I thought it only right you should see all your hard work pay off! Thank you for continued support."	
My children are my world When my son struggled to achieve targets We as his parents needed to get the right support to allow Dan to achieve his potential . With his hard word the correct support he is now achieving his goal which is to become a Game Keeper with the help and guidance from IASSI which he now accesses himself for advice .	Thankyou for your guidance It is so valuable
I feel more empowered I feel more knowledgeable I feel more confident There is a better understanding of my child's needs or (for young people completing this) my needs	
<b>April 2017</b>	
I've been given more info on my son's schooling and what help and support he should be getting. Lisa has been so helpful in this "working progress" she has attended meetings with me and helped me to get medication given at school.	If it wasn't for this service I think a lot of parents would suffer a great deal as schools aren't very forth coming with info and support services to help children with extra, you have to fight for it.
I have been very impressed with the help and advice I have received. I have been provided with lots of information and feel confident to pursue a course of action with my Son's college SEN Department. I am awaiting the outcome.	Many thanks to Lisa Colton for her understanding, efficiency and kindness.
I feel more empowered	Many thanks!
I feel more knowledgeable	

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<p>I feel more confident There is a better understanding of my child's needs or (for young people completing this) my needs</p>	
<p>My son's education needs have been met and has received a huge amount of support, as well as being transferred to a school that meets his educational needs. We have seen a huge change in him and he is more confident with things he learns at school.</p>	<p>Thank you for all the support you have provided us!</p>
<p>I feel everyone is working together I feel positive about the future</p>	
<p><b>March 2017</b></p>	
<p>As a parent, the support I had in meetings made me feel more confident. The school were dismissive of my concerns, they took things more seriously once WIASS were present at meetings with me.</p>	<p>Exceptional advice and support</p>
<p>Advice provided has helped to secure a Education Health Care Plan for a child who is not receiving support from his school to ensure he is able to reach his full potential.</p>	<p>Supportive and quick to respond to correspondence</p>
<p>Better support is in place I feel more confident I feel more knowledgeable I feel more empowered</p>	<p>Great service for the community</p>
<p>I feel everyone is working together I feel more knowledgeable</p>	<p>Very supportive. Thank you</p>
<p>I felt I had no one to turn to or ask advice until I was told to speak to IASS and as my child had not attended school for 5 months as finding a school to place her in was proving difficult I don't feel I would of got a school without IASS as it's easy for LAs to fob you off but with a professional talking to them they don't. The outcome is now my child is in school and having a very positive experience and doing really well academically and teachers are really working hard to help with her health condition. I feel that without IASS support we still wouldn't have a school place now</p>	<p>Well done to staff at IASS you all work really hard and provide an excellent service and don't make parents feel like their being judged when talking to you and the information and workshops you provide are second to none keep up the excellent service lovely friendly people</p>
<p><b>February 2017</b></p>	
<p>Reminding Wolverhampton City Council to work with families and of the law - their duty.</p>	<p>Elaine was a great help and helped me to have the confidence to fight for my children's needs and education.</p>
<p>I had help with the Draft EHCP due to my child due to transfer to secondary school. Although I have some knowledge regarding SEN in the area, the help received clarified some of the information in the Plan and explained different ways of looking at scenarios. All in all I am glad I had the help as I probably wouldn't of made any amendments, and a couple of things worded much friendlier too and some additional comments were added in that were very specific</p>	<p>It was great to have a very experienced independent expert on board, as I was 'looking' and responding through parents eyes</p>

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<p>If it wasn't for the IASS team I don't think my son would have any education since year 7.</p>	<p>A very helpful service Very friendly</p>
<p>There is a better understanding of my child's needs or (for young people completing this) my needs I feel more confident I feel positive about the future <b>Describe the difference the Information, Advice and Support Service involvement has made</b></p>	<p>Thank you for your support. It's making a difference.  <b>Any other comments</b></p>
<p>Parent partnership has helped me so much in getting help and understanding with my young son's condition I really don't know where or what I would have done without them.</p>	<p>Keep doing what you're doing because you are brilliant with what you do</p>
<p><b>January 2017</b></p>	
<p>School were flouting their responsibilities. And lying. Since Lucy became involved, helping them to recognise their errors, they have become fair less off-hand and dismissive and actually stop to think before making pronouncements.</p>	
<p>The support I have received from the IASS has been invaluable. All the team are friendly, knowledgeable, understanding, respectful and helpful often going beyond what you would expect. I value having a named person, Lucy, who has supported us from primary school, through junior school and now into secondary school. She knows our case inside out and can always be relied on to give advice and support when required with meetings in school, correspondence to school e.g helping with wording of emails and ensuring that all points that need to be are raised and that they are followed up and actioned when needed. The outcomes are that we will soon have a well worded final EHC Plan because I now know what 'good' looks like, I feel more confident during meetings at school, more knowledgeable and adept at keeping to the point and generally in control of the situation.</p>	
<p>Lucy is very good and effective in meetings at school. She understands how I feel and I think she is the one who makes a difference when school aren't doing what they are supposed to because she knows the law and tells them. Lucy knows that I don't really like meetings in school and missing lessons and she explains this to the SENCO. She explains a lot of things to the SENCO which is very helpful because most of the time she doesn't seem to listen or understand. I feel better when I know Lucy is going to come to a meeting because I can guarantee that she'll help sort out the issues for me so I don't have to worry about it being a waste of time and nothing getting done. I don't think the support I have at school would be as good as it is if Lucy hadn't been involved right from the beginning. I probably wouldn't have any support in school if it</p>	

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wasn't for Lucy.	
I did not feel my son's school was meeting his needs but equally wasn't sure whether I had realistic expectations of what they could do. I wanted someone impartial to attend a school meeting in order to move things forward. Since the meeting school have been more supportive and I have a better understanding of what is in place for him and how he is coping.	Very friendly and approachable staff with a good understanding of issues arising from additional needs.
<b>Describe the difference the Information, Advice and Support Service involvement has made</b>	<b>Any other comments</b>
I gained a better understanding of the unique ways that the school could support my child. I realized that parents are the key in the process of getting their children's needs met at school and EHCP process.	The information and support I was given from the staff, particularly Elaine Westwood and the opportunity to meet and interact with other parents facing similar challenges, have been life changing for my son's 'treatment' at school and for his needs. I never thought that parents are so powerful at school.
There is a better understanding of my child's needs or (for young people completing this) my needs I feel more confident I feel more knowledgeable	Just talking and feeling I'm being listened to about issues have given me a boost and support and information offered as been fantastic many thanks
<b>December 2016</b>	
After attending a drop-in session I had the confidence to pursue a diagnosis for my son. Elaine attended a meeting at my sons school which I feel helped get things back on track with him. The school had been drifting in the support they were giving him and she helped ensure the correct support was in place whilst also helping me have realistic expectations.	The service has made me aware of support that is available. The weekly e-mail bulletin is always interesting and informative.
My son is much happier going to school. I feel more confident to speak to the senco.	Great service. Everyone friendly and helpful.