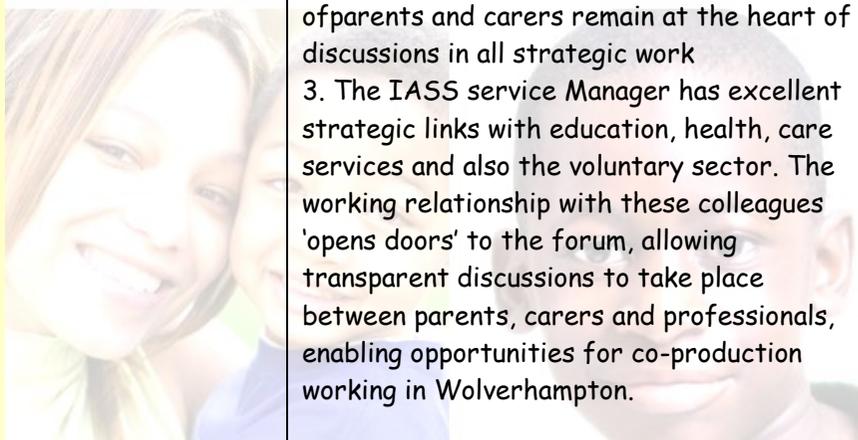
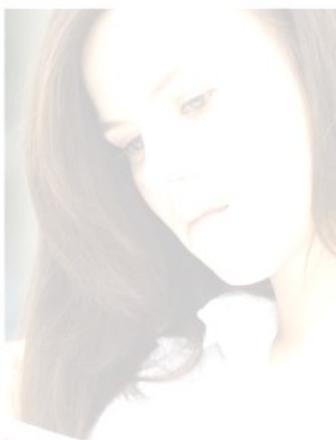


Feedback from professionals

Job title	What three things would you list as strengths of the Information Advice and Support Service?	What do you think the impact of our service has on families?	What do you think we could improve?	Anything else you would like to say....
Headteacher April 2017	<ol style="list-style-type: none"> 1 Support parents when they have concerns or worries and listening to them 2 Empowerment of parents to make choices and decisions 3 Partnership with schools 	When we have found a need to work with the service there has always been a focus on ensuring we work together in the best interests of the child.	It works well for us - the team are always willing to come to parents events when asked.	We appreciate your support and advice. The email newsletter works very well and we display copies in the parent reception area to ensure visitors read your news too.
SENCO March 2017	<ol style="list-style-type: none"> 1 Information in a clear way 2 Support and mediation 3 Empathy / groups / parents knowing they are not the only one 	Feel supported, understand more. Back up school so parents feel as if it's not just them and school	I display the newsletter each week on the board in the entrance hall - accessible to all parents. Have left flyers on the side about inspection and survey. Send an annual letter informing or reminding of service. Find it more difficult to send things to specific parents. There's Special needs and there's Special needs! (Who to choose)	
Student Social Worker February 2017	<ol style="list-style-type: none"> 1 Information provided 2 Reliability of newsletters 3 Availability of sessions varies 	Provides links to relevant information	Make it more aesthetically pleasing, colours used on the background can sometimes make it harder to read.	Keep up the good work
Children's Physiotherapist February 2017	<ol style="list-style-type: none"> 1 Supportive 2 Informative 3 Knowledgeable 	Ensures they know their voice is being heard and supports them in putting views forward.		
SEN Manager February 2017	<ol style="list-style-type: none"> 1. Impartial and solution focused support for children young people and their families 2. Regular communication with LA staff on open cases 3. Quality support for families who have children and young people with low level SEN (at SEN support) 	Empower families to understand SEND legislation and proactively engage with professionals in the rue sprit of co-production.	Bespoke service for young people	The authority value the work of the team in encouraging parents and young people to engage in discussion with the authority at an early stage in order to resolve any disagreements and therefore negate the need for more formal routes of dispute resolution.

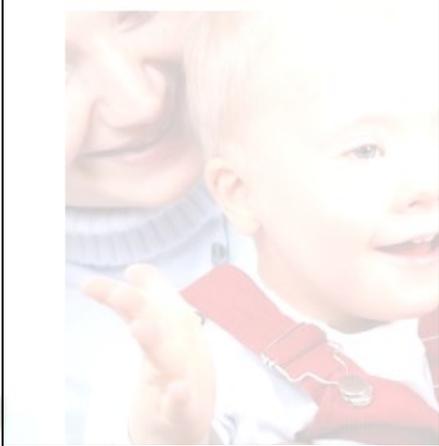
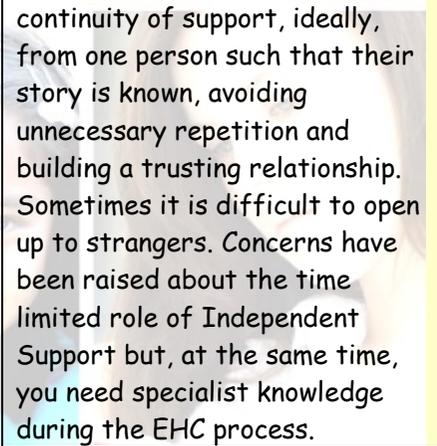
Feedback from professionals

<p>Former Chair of Voice4Parents January 2017</p> 	<p>1 A highly regarded service for parent and carers in Wolverhampton. As well as offering impartial advice and support it provides an excellent range of easy read materials for parents and carers relating to SEND, a termly magazine, weekly e-bulletin and parent carer events, all of which are co-produced with parents and carers.</p> <p>2 The Manager of the service supports the work of the parent forum Voice4Parents and is seen by them as a 'true parent champion', ensuring that the views of parents and carers remain at the heart of discussions in all strategic work</p> <p>3. The IASS service Manager has excellent strategic links with education, health, care services and also the voluntary sector. The working relationship with these colleagues 'opens doors' to the forum, allowing transparent discussions to take place between parents, carers and professionals, enabling opportunities for co-production working in Wolverhampton.</p>	<p>Parents feel supported and overtime become empowered to participate in decisions about their child's needs and the support they require to achieve the best possible outcomes. It also supports parents to participate in strategic planning and shaping of services that meets the needs of families in wolverhampton, ensuring their voices are heard.</p> 	<p>It would be great if the service had the capacity to support more schools/SENCO's in sharing best practice in identifying, meetings needs and improving outcomes for children and young people with SEND in Wolverhampton. To support the parent forum in extending its wider group membership so that as many families in the city are able to access information, events etc relating to SEND and be involved in shaping services</p>	<p>An invaluable service!</p> 
<p>Job title</p>	<p>What three things would you list as strengths of the Information Advice and Support Service?</p>	<p>What do you think the impact of our service has on families?</p>	<p>What do you think we could improve?</p>	<p>Anything else you would like to say....</p>
<p>Deputy Chief Executive Officer January 2017</p>	<p>1 Reputation 2 Relationships with families 3 Knowledge of the team</p>	<p>Empowers families to understand their rights and supports them to take more control in regard to issues involving their children. This gives them a confidence and belief that they can push for what they are entitled to and challenge when this doesn't</p>	<p>How the service links into strategic work locally with young people to strengthen messages and produce outcomes.</p>	

Feedback from professionals

		happen.		
SEN Lead Practitioner Connexions January 2017	1 Prompt response to parents and partner agencies. 2 Clear and reliable information regarding SEND matters. 3 Knowledgeable and supportive staff.			It is a pleasure to work with staff either on the phone or in meetings. The relationship between the services has clearly understood boundaries. It is always a pleasure to plan joint events and work in partnership with the service for the benefit of young people.
Student social worker January 2017	1 Relevance of Information shared 2 Additional information accessible via links 3 Useful to share with other professionals and families	Helps them feel connected and gives them choices.	Layout is too simple, can miss sections as they sometimes blend in to each other	Keep up the good work
LA commissioner January 2017	1 commitment of staff 2 depth of knowledge 3 good at networking and liaison with schools	The impact on families is huge as they are the only anchor some families have to help them through assessment processes - some families would not know what to do without the support of this team of staff.	If the team was better resourced they could build their coproduction and co design of the service with children and young people. Capacity makes this difficult although the team has good practice examples of co-production /co design with children young people and families.	
Job title	What three things would you list as strengths of the Information Advice and Support Service?	What do you think the impact of our service has on families?	What do you think we could improve?	Anything else you would like to say....
Chair of Voice4Parents January 2017	1 All members of staff are friendly, approachable, knowledgeable, efficient and helpful. 2 Emails and calls are returned, as promised. 3 There are regular updates for relevant and useful information either by way of the weekly E-bulletin, events, guides and news on the website	Wolverhampton families feedback that they feel empowered and more in control of situations if they are well supported and informed. This boosts confidence in themselves promoting a feeling that the burden of managing their situation is relieved when there	The only area of concern that, as a forum, we are aware of is that the Wolverhampton Information, Advice and Support service would benefit from more staffing resources to enable them to reach out even further to support parents, carers, young people and children. The	The forum values tremendously that we work in partnership with the IASS. We consider this a strength in our area and a way of working that is symbiotic. We are delighted to now have the post of Co-production Officer within the service. We see this as an extremely positive step

Feedback from professionals

		<p>is a clear action plan and guidance to follow. Independent advice and sensitive support is crucial to avoiding conflict. Very few families want to add more stress into their lives. A gentle guiding light can help diffuse frustration and clarify confusion.</p>	<p>forum would welcome news that such funding could be made available.</p>	<p>and good practice that could be followed in other areas. We would welcome the confidence and security of this role being long term and not a matter for regular renewal review. An observation that has been made to the forum is an appreciation of the role of Independent Support within WIASS being extended to include case work. Parents have said they prefer continuity of support, ideally, from one person such that their story is known, avoiding unnecessary repetition and building a trusting relationship. Sometimes it is difficult to open up to strangers. Concerns have been raised about the time limited role of Independent Support but, at the same time, you need specialist knowledge during the EHC process.</p>
				
<p>Job title</p>	<p>What three things would you list as strengths of the Information Advice and Support Service?</p>	<p>What do you think the impact of our service has on families?</p>	<p>What do you think we could improve?</p>	<p>Anything else you would like to say....</p>
<p>Treasurer, local children's charity January 2017</p>	<p>1 Strength in in the staff who listen to concerns and give independent advice This is important as sometimes the issues under discussion are emotive and the way staff listen to concerns can take the anger out of a situation. Never underestimate the importance of listening 2 Information sharing is important. Having an organisation that keeps up to date and</p>	<p>Parents feel someone important is listening to them and will explain some of the procedures. Professionals are busy and sometimes forget that parents do not understand the jargon they may use. Having a voice for parents where someone explains procedures and reasons why</p>	<p>More staff so you can return phone calls etc quicker???</p>	<p>An important service for both parents and professionals. The way staff work with everyone makes the service an important asset to services in Wolverhampton.</p>

Feedback from professionals

shares this information in an effective way is important.
3 Being a voice for parents is essential as some parents do not have the skills to deal with professionals.

something needs to happen is very helpful both for parents and for professionals.

