

Wolverhampton Information, Advice and Support Service



“For special educational needs and disability 0 to 25 years”



Satisfaction Survey 2024

Wolverhampton Information, Advice and Support Service (WIASS) statutory duty is to provide information, advice and support to children and young people with special educational needs and/or a disability (SEND) and their parents and carers. This report helps us to see how well the service is performing for local families as well as contributing to national measures.

WIASS offers information, advice, and support about:

- Education, health and social care matters and relevant law
- Support available in schools, early years, and post 16 settings
- Funding arrangements
- How needs are identified and met
- Disagreements and moving forward

Individual support for parents, carers and young people includes:

- Preparation for, and support at meetings
- Help to understand and complete processes and procedures
- Help to participate in discussions and decision making
- Liaising with services and organisations
- Looking at positive outcomes

Parents, carers, and young people who have used the service are invited to complete the survey, as well as professionals. Regular feedback is requested at an appropriate stage e.g., after providing relevant information or signposting, after a meeting, when an EHCP is agreed or following WIASS support with disagreement resolution.

There is also a link to the survey on the service monthly e-bulletin.

The feedback helps to present a picture of the impact the service is having and the outcomes for families. It is also important for WIASS to explore challenges and successes when working in co-production with families and other stakeholders to continually develop and improve the service.

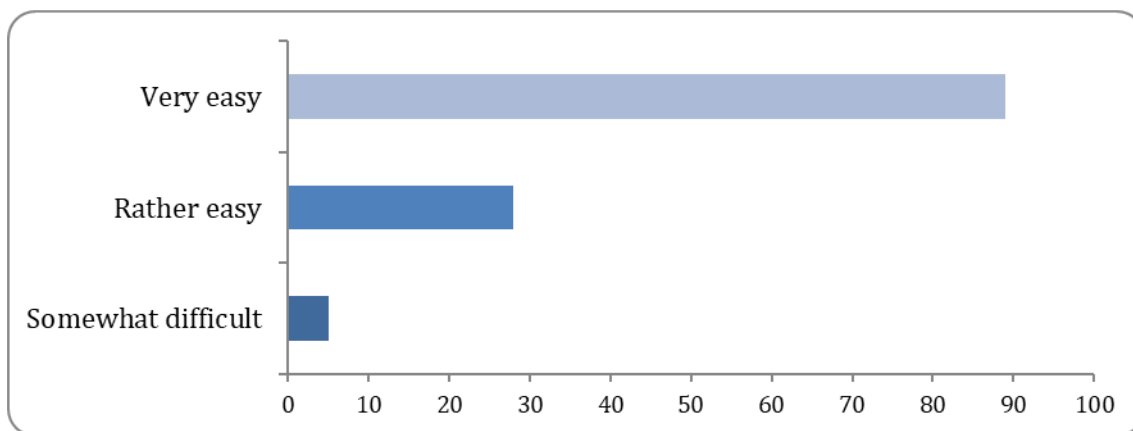
Survey responses are monitored weekly. Feedback comments expressing dissatisfaction with the service and those expressing the need for further support are investigated by the service manager to determine follow up action. Between January and December 2024 overall there have been two respondents who reported they were not satisfied with the service. Both expressed that the service had made little difference. One response was anonymous so unable to investigate further. The other response was a request for advocacy with a housing issue. The

respondent felt the advice was generic despite IASS explaining that the role of the service did not support with housing and signposted to advocacy services.

Feedback is also gathered from workshops and information sessions WIASS delivers for parents, carers, young people, and professionals.

The following questions are reported to the IASS Network as part of national IASS feedback presented to the Department for Education.

How easy was it to get in touch with us?



Option	Total	Percent
Very easy	89	72.95%
Rather easy	28	22.95%
Somewhat difficult	5	4.10%
Very difficult	0	0.00%
Not Answered	0	0.00%

Five respondents reported that it was somewhat difficult to get in touch. As previously mentioned, two respondents were dissatisfied with the service although one query was not for IASS. One respondent had used the service previously and contacted the caseworker direct on a Friday after 5pm. The caseworker responded within three working days. The other two were anonymous. Despite this, all three reported they were pleased with the outcomes the service helped them reach reporting that better support is in place, they feel more confident, they feel more involved in discussions and decisions, and are positive about the future.

I contacted WIASS after it was suggested to me by a SEN staff member at the college my daughter was about to attend. I was armed with very little information or understanding on what would be on offer when I contacted Wolverhampton IASS. I was quickly contacted by Rebecca who was very helpful and very knowledgeable...

*Rebecca reassured me and sent me an email with all the information that had been discussed during our phone call.
I really appreciate the help and support I received, and I am thankful there is such a useful service.*

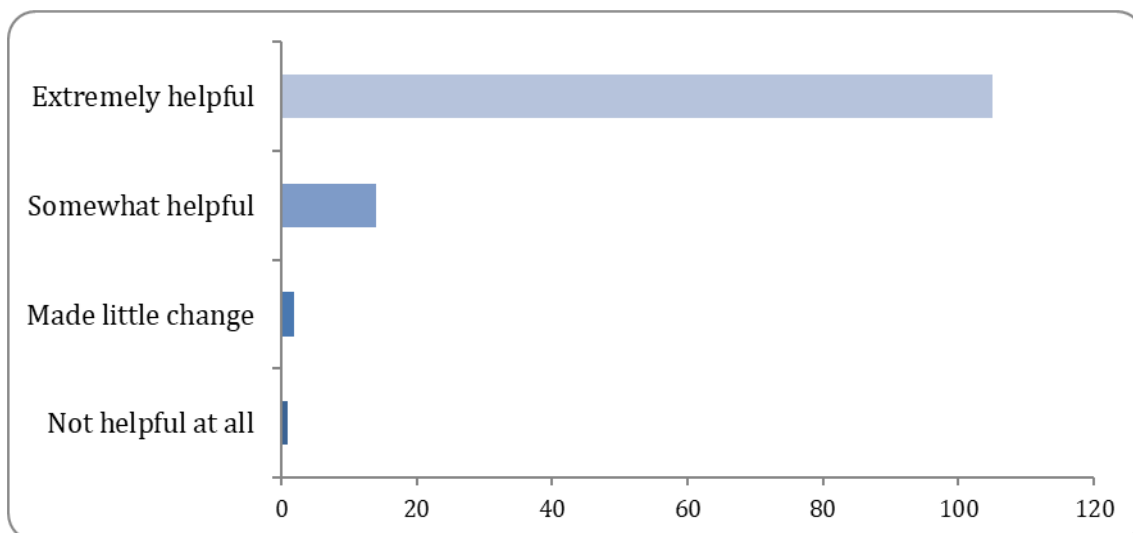
Michelle is always really helpful and friendly. I feel at ease talking to her.

Rebecca was very knowledgeable and friendly from the first phone contact to attending meetings at my child's school. She helped to make sure everything was in place that my child needs to cope in school and helping me understand the processes that the school have and should use. I'm very thankful to have the help I received.

What professionals tell us:

I value your easy to access information through all platforms to share by signposting with all relevant families in Wolverhampton, often at the beginning of long-term support. Offering 'additional' family friendly approaches such as Makaton and events in the communities is such an asset to the families to feel more supported when statutory services are more limited to offer everyday and/or practical support. This in turn, also enables families to feel connected to WIASS (hopefully before they need any other support).

How helpful was the information, advice and support we gave you?



Option	Total	Percent
Extremely helpful	105	86.07%
Somewhat helpful	14	11.48%
Made little change	2	1.64%
Not helpful at all	1	0.82%
Not Answered	0	0.00%

Only the respondent who sought advocacy for a housing issue reported that the service had not been helpful. Two reported that IASS had made little change. They had not received direct support from a caseworker so would have accessed information or advice by attending a community event or through IASS resources. However, they felt more knowledgeable and would use the service again and recommend to others.

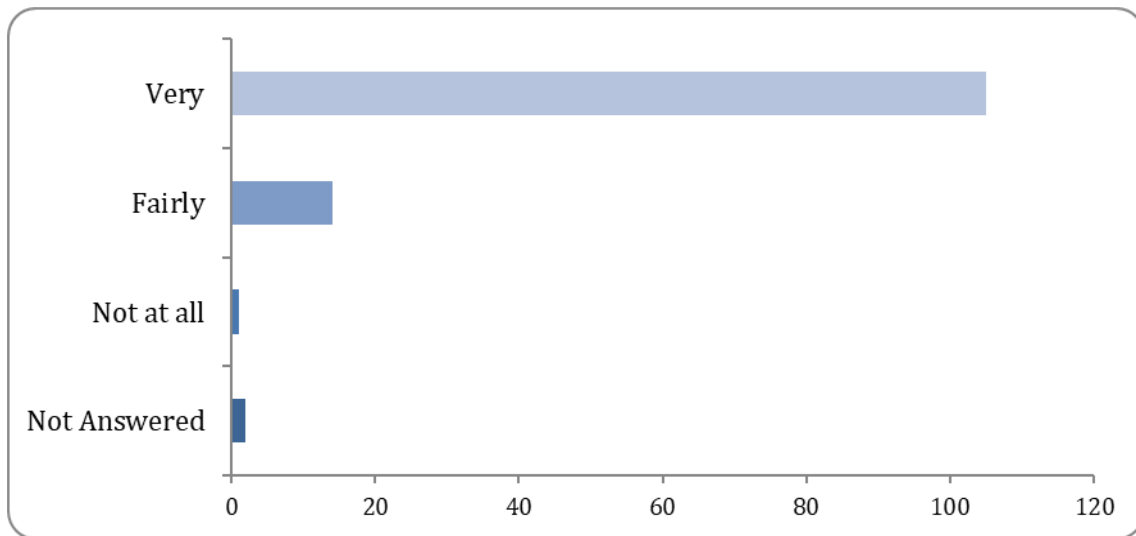
Majority of respondents reported that the information and advice they received was extremely helpful with over 97% finding the service they received helpful. This is really pleasing and a 3% increase on last year. Furthermore, feedback is not only from those who have received individual casework support but people who have received helpful information and advice from WIASS at community events. This demonstrates that families have benefitted from an increased WIASS presence in the community.

I met Lauren at an outreach event, and she gave me some tips and advice on where to get additional support for my autistic son. She followed that up with an email the next day with the information she gave me. It was really useful to have that information on paper with the website links!

The support from the IASS has been incredibly helpful for both my child and me in numerous ways. They assisted me with my child's EHCP, helping ensure the plan was amended by the school to accurately reflect his disability and needs. This included adding more detailed information about the support he receives, his abilities, challenges, and what he requires. I also received support during a school placement appeal, which had initially left me feeling extremely anxious. Thanks to their guidance, I'm always informed about the available options, allowing me to make more informed decisions without rushing.

Couldn't have got through the EHCP process without the advice and support that I have received.

How neutral, fair, and unbiased do you think we were?



Option	Total	Percent
Very	105	86.07%
Fairly	14	11.48%
Not at all	1	0.82%
Not Answered	2	1.64%

WIASS is jointly commissioned by Wolverhampton Local Authority and Black Country Integrated Care Board. This means that partners across education, health, and social care commission the service providing much needed funding and stability. This ensures WIASS can consistently deliver on national IASS standards and most importantly have a positive impact on the needs of children and young people with SEND in the city.

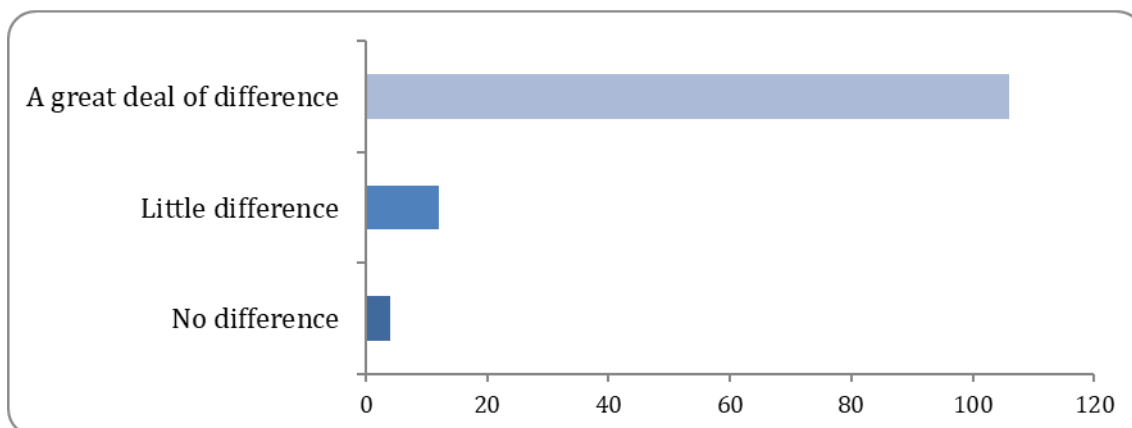
Even though WIASS is seen as an “inhouse” service over 99% of people who answered this question responded positively which suggests parents, carers and young people see WIASS as an impartial service. This means we meet the IASS national standards to deliver impartial information, advice, and support. Two respondents did not answer. The person who responded negatively wanted support with a housing issue and was signposted by WASS to the relevant services for support.

Rebecca assisted me through email and then supported me at an in-person meeting at my son's school. I felt confident and had support that was impartial. Excellent service for parents needing that little extra support.

Service is amazing and talking to someone who understands and wants fair treatment for your child is a great help.

Michelle was great, kind caring and supportive to parents and child needs.

What difference do you think our information, advice or support has made for you?



Option	Total	Percent
A great deal of difference	106	86.89%
Little difference	12	9.84%
No difference	4	3.28%
Not Answered	0	0.00%

Four respondents reported no difference. However, after investigation two expressed that they were satisfied and happy with the support offered. One young person was allocated alternate provision to support their needs. The other parent commented that following IASS support in school meetings better support was in place. The other two respondents who reported they were dissatisfied have been discussed in the report.

Majority of respondents (over 98%) said WIASS had made a difference to their situation. 88.5% reported WIASS advice and support had made a great difference with a further 9.8% reporting there had been a positive impact. This shows WIASS continues to consistently support families and have a positive impact on the lives of children and young people in the city.

I felt so lost trying to navigate the application process to get my son a place at a specialist school. It is extremely stressful and daunting but the support of Elaine at IASS made all the difference. She explained everything so clearly and helped me put in place a plan for what needed to be done. She helped me understand the language in my son's EHCP and request adjustments where required to ensure his needs were clearly documented. She was extremely knowledgeable and responsive, and we would have been lost without her.

Lauren has been super helpful. Lauren phoned me the day before the meeting took place (yesterday) and we spoke about everything that I wanted to be discussed. Lauren has a great knack of communicating what I sometimes struggle to get across, especially when I'm stressed...I am very thankful for her help and support in both the

meetings that she has been in with me, at both schools. Her support has been much needed, and invaluable.

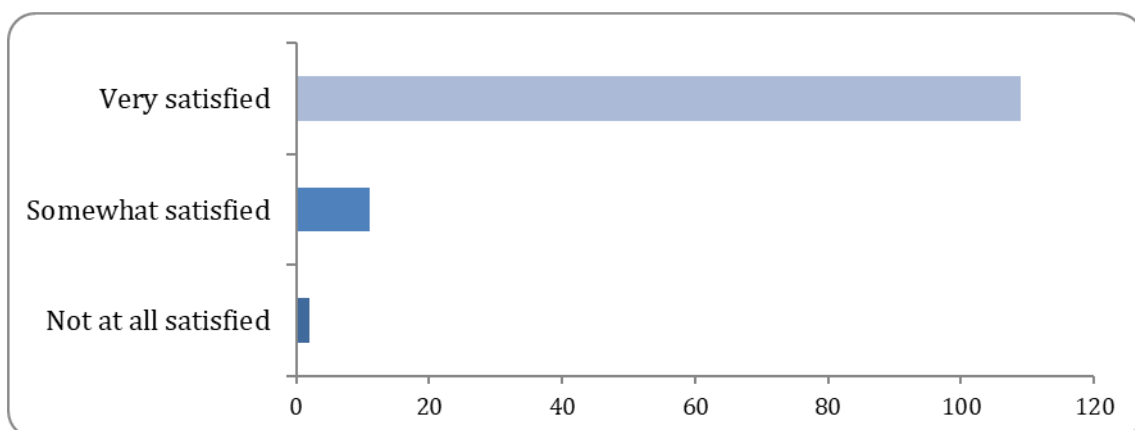
WIASS offers advice and support to everyone without enforcing eligibility criteria. The service is committed to empowering parents, carers, and young people to be more confident enabling them to participate in meetings and decision making. The following quotes are examples involving young people and those who have found that telephone and email advice to be sufficient for them to be more confident and consequently achieve positive outcomes.

Lisa helped me stay at my college. She's patient and understanding and came to see me at my school with my support where I felt most comfortable. She made it a bit less scary to talk to new people and make the LA listen to what I wanted. She understood my home situation and always asked me before she spoke to other people. Her support made a big difference.

Lisa has been essential in supporting the young person I work with in ensuring that their voice gets heard due to their communication difficulties. She has taken the time and patience to continue working with them for the duration of seeing them through difficulties with EHCP and LA communication difficulties. She has most definitely gone above and beyond to ensure she is trusted by the young person and helps ensure they get access to what they need and deserve, and their voice is heard. She has continually informed the young person factually of the legalities and options available to them. Honestly, a credit to your service.

I have found the advice and information shared with me has given me a better understanding of the processes. It has led me to feel confident with dealing with school meetings having the knowledge shared as it has meant I can deal with the school staff with so much ease and knowing what should be expected from the school support and if they aren't offering it, I now ask.

Overall, how satisfied are you with the service we gave?



Option	Total	Percent
Very satisfied	109	89.34%
Somewhat satisfied	11	9.02%
Not at all satisfied	2	1.64%
Not Answered	0	0.00%

Overall, more than 98% of respondents were satisfied with the service. A 2% increase on last year's results. Over 89% were very satisfied with the service they received from WIASS. With 9% being somewhat satisfied. These included respondents who had been signposted to other services as more appropriate for their queries. All reported positive outcomes and better support in place. The two responses that were not satisfied have been investigated and findings previously discussed in this report.

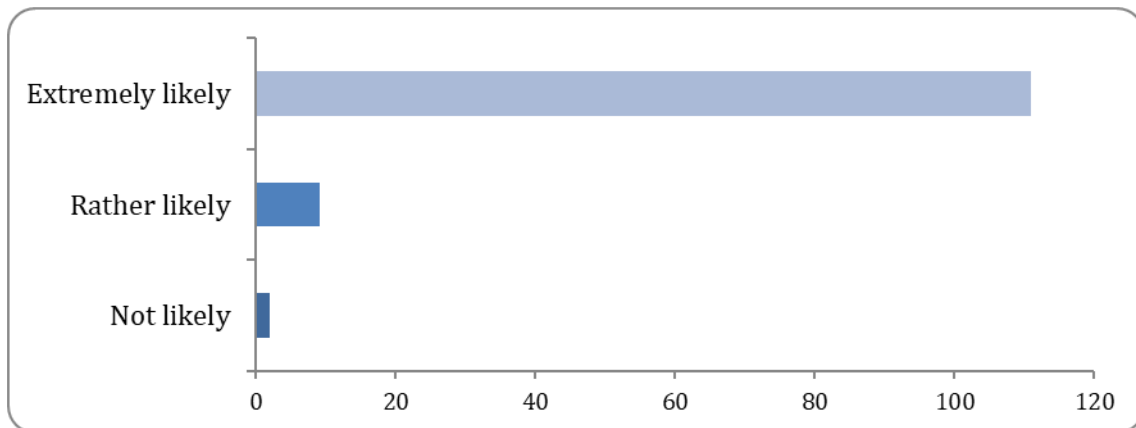
It is very pleasing to have received feedback from young people and professionals who have observed WIASS working with young people.

Lisa is a credit to your service. She has gone above and beyond for the young person I work with. She has gone out of her way to get the young person's rights and wants made clear and made sure she was informed of her choices and where she stands legally throughout. The outcome for this young person would have definitely been undesirable without her input. As a professional it was phenomenal for an external professional to truly see the needs of this young person and support her and her support network to get what she wants, deserves, and needs. I cannot recommend her enough, her professionalism, empathy and skill surpass any of the other professionals I have met in similar roles.

Stacey was very supportive. She listened and gave me advice when I needed. She came to a meeting at school and guided me on what to do next. Stacey was a friendly person on the end of my frustrated phone calls and emails repeatedly helping me each step of the way. Thank you as a parent it's great to have someone to listen and be there to help.

This service has been invaluable to us in what was an extremely stressful situation. I don't think we would have managed without it.

How likely is it that you would recommend the service to others?



Option	Total	Percent
Extremely likely	111	90.98%
Rather likely	9	7.38%
Perhaps	0	0.00%
Not likely	2	1.64%
Not Answered	0	0.00%

More than 98% of respondents said they would recommend WIASS to others. This is similar to last year's results, demonstrating that WIASS is consistently offering a good service that parents, carers, young people, and professionals are happy with. The two negative responses have been discussed previously in this report.

I have used this service multiple times and each time, the response and advice have been invaluable. It is great to know there is a service not only for parents/carers but also for professionals in how best to support young people with SEND.

I honestly don't know what I would have done without the support of Stacey our support worker, she helped me so much always there even just to listen to me. She helped with everything, explained things I didn't understand, helped with forms etc. I'll be eternally grateful for everything she has done for my daughter and myself, even though the process of getting my daughter the support she's needed is coming to an end, Stacey is still offering her support. When I hear people struggling the first place I recommend is IASS.

The following statements are not reported to the IASS National Network. However, they are used to determine the impact for families who have used the service and inform future service development.

How people have used the service.

Option	Total	Percent
Telephone or email advice	111	90.98%
Support at meetings	80	65.57%
Attended our training events	11	9.02%
Attended an outreach event	5	4.10%
Used our leaflets	20	16.39%
Used our website	25	20.49%
Read our Magazine	3	2.46%
Received our monthly E- Bulletin	19	15.57%
Other	7	5.74%
Not Answered	0	0.00%

“Since working with the Information, Advice and Support Service...”

Option	Total	Percent
There is a better understanding of my child's needs or (for young people completing this) my needs	78	63.93%
Better support is in place	64	52.46%
My relationship with the school/ setting has improved	34	27.87%
I feel more confident	71	58.20%
I feel more involved in discussions and decisions	51	41.80%
I feel more knowledgeable	75	61.48%
I feel more empowered	57	46.72%
I feel everyone is working together	34	27.87%
I feel positive about the future	64	52.46%
Not Answered	3	2.46%