

Wolverhampton Information, Advice and Support Service



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



Satisfaction Survey 2025

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
- How needs are identified and met through a graduated approach
- Disagreements, including mediation and appeal for statutory processes

Individual support for parents, carers and young people may include:

- 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. Feedback is requested after providing relevant information, signposting or at an appropriate stage following advice and support from WIASS. This could be after a school meeting, after the outcome of an assessment process, or following WIASS support with disagreement resolution.

The survey link is also on the service monthly e-bulletin and email signature strips.

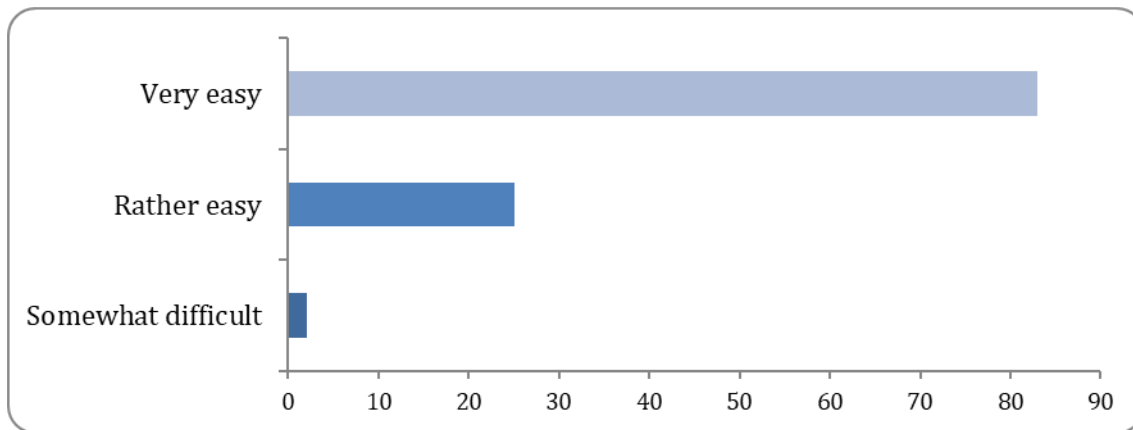
Feedback helps us to determine the impact the service is having for families. It is also important for WIASS to explore challenges and successes when working in co-production with families and other stakeholders to continually develop and improve the service.

Survey responses are monitored weekly. Feedback expressing dissatisfaction with the service and those expressing the need for further support are investigated by the service manager to determine follow up action. In 2025 only one respondent reported they were not satisfied with the service. This was investigated as soon as the feedback was received. Whilst WIASS case notes suggested appropriate advice and support had been offered further contact was made with the respondent to discuss their feedback and determine if further support could be offered.

The following questions are reported to the National IASS Network (IASSN) and this feedback is subsequently presented to the Department for Education.

110 responses were received.

How easy was it to get in touch with us?



Option	Total	Percent
Very easy	83	75.45%
Rather easy	25	22.73%
Somewhat difficult	2	1.82%
Very difficult	0	0.00%

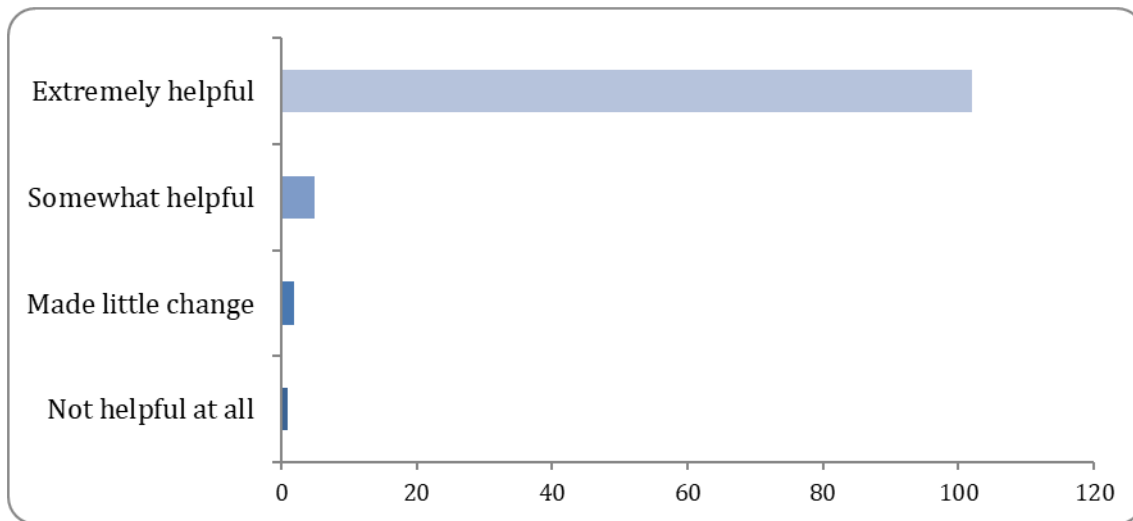
Overall, 98% of respondents reported that they found it easy to get in touch with the service. Two people reported that they found it somewhat difficult. Both respondents received a call back within five working days which is the service response time published on the WIASS website. However, their experience was positive, and they felt empowered reporting that WIASS had been extremely helpful and had made a great deal of difference.

“Elaine was easy to contact, very responsive and knowledgeable and she would signpost me to a few external services, giving their contact details and any prompt useful information.”

“The service was easy to access, information and advice given were very useful. It was reassuring to know that there’s a service available to help and support our family. The team was great in keeping in touch with us also.”

“Knowledgeable, friendly and professional service. Quick to respond to communications and continued support. I would not have got through the EHCP process without the support, and I would not have gotten through the Sen tribunal.”

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



Option	Total	Percent
Extremely helpful	102	92.73%
Somewhat helpful	5	4.55%
Made little change	2	1.82%
Not helpful at all	1	0.91%
Not Answered	0	0.00%

It is very pleasing that 107 of the 110 respondents reported that WIASS had been helpful. This equates to over 97% of people who completed the survey. There was one respondent who reported WIASS was not helpful. Upon investigation their response was due to some confusion as to their situation and what advice they wanted from their initial contact. Following the feedback WIASS contacted the respondent and offered further advice regarding the outcome of an Education, Health and Care needs assessment process and supported the family to secure a placement at an out of city special school.

“She met me at my son's annual meeting to support me. She was very prepared with notes that we had discussed prior or that I had mentioned to her. In the meeting she was very observant, it was great how she intervened professionally when needed and ensured that my sons needs were met. She suggested alternative action when applicable. I noticed that she kept looking at me for my response or reaction, I thought that was very thoughtful and I felt reassured. She asked me at the end if I was ok, again thoughtful. Overall, she was reassuring and very professional.”

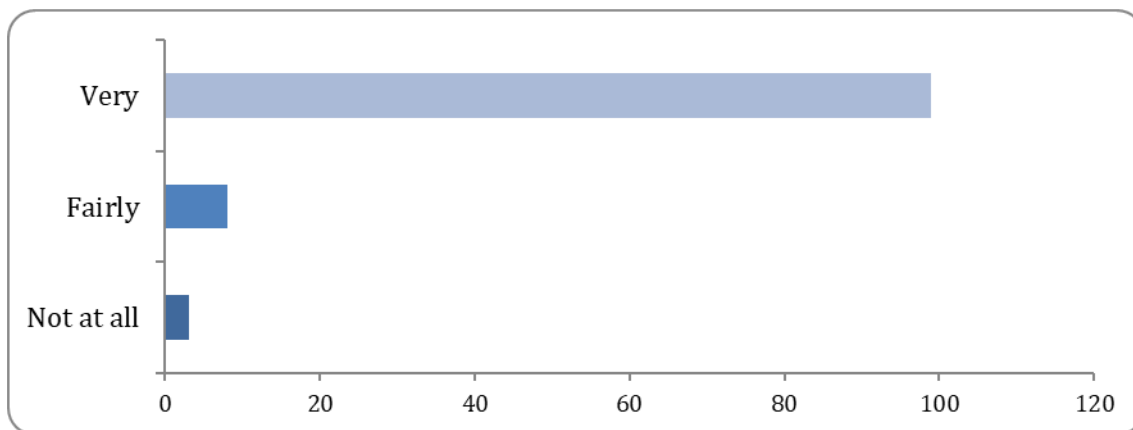
“Since becoming a SGO for my grandson I have had several difficult decisions to make. Lauren from IASS has helped me understand what I needed to do, has been

at the end of the phone, met up with me and team meetings. She has always replied to my emails straight away, I am so grateful for the help I am receiving.”

“Really helpful service, Becki was so knowledgeable and helped with my confidence to be able to obtain an EHCP for my daughter at tribunal.”

“I was desperate for some help with my child’s school as they weren’t listening to anything I was asking in terms of support needed for my daughter, then Rebecca came along to some meetings and things seemed to improve massively in terms of help for my daughter...having Rebecca at the meetings has made my daughter’s last 2 years at school more manageable.”

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



Option	Total	Percent
Very	99	90.00%
Fairly	8	7.27%
Not at all	3	2.73%
Not Answered	0	0.00%

WIASS is seen as an “inhouse” service, 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 to enable WIASS to consistently deliver on national IASS standards. Most importantly to continue to have a positive impact on the needs of children and young people with SEND in the city.

Whilst it is pleasing that 99% of people who answered this question responded positively and see WIASS as an impartial service, it was necessary to investigate the three respondents who did not feel the service was impartial. Two of the people who responded negatively reported positive feedback on all other questions which suggests whether they had understood the question or answer scale. The other negative response reported that the service was somewhat helpful but the situation

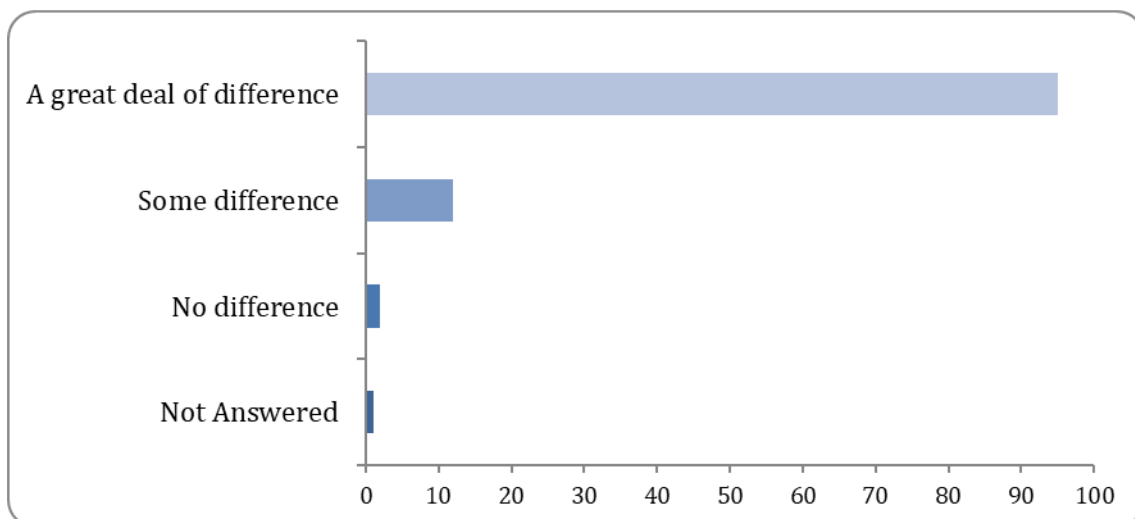
at the time of the feedback had not changed. WIASS has offered further support and explained that the service has no influence on decisions by the Local Authority and partners and can only advise on the law and support families to ensure they are able to participate in decision making discussions wherever possible.

“Stacey listened with kindness, guided me with patience, and made me feel understood during a difficult time. Her support meant so much to me and my family.”

“By providing a sounding board and sensible suggestions at my time of need, I was logically able to find a working solution for my son which has quite simply transformed his mental health...you made such a difference to my family at a really difficult time.”

“Lauren was fantastic support at the meeting. Gave both sides advice and support. Highly recommended.”

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



Option	Total	Percent
A great deal of difference	95	86.36%
Some difference	12	10.91%
No difference	2	1.82%
Not Answered	1	0.91%

Majority of respondents (over 98%) who answered the question reported that WIASS involvement had made a difference. The two people who reported no difference have been discussed previously. One did return to the service for further advice and support. Results are on a par with last year’s survey which shows that despite an increase in demand for the service WIASS continues to deliver positive outcomes for families.

“My experience for my daughter was very positive - you supported me at crisis point with a meeting at school, helped ensure everything was said which needed to and helped get the support which was needed in alternative provision.”

“The advice I was given gave me confidence when talking to the school to get my son's needs addressed and getting more support in place for him and know that if we need more support I can go to the school and get these addressed better than before.”

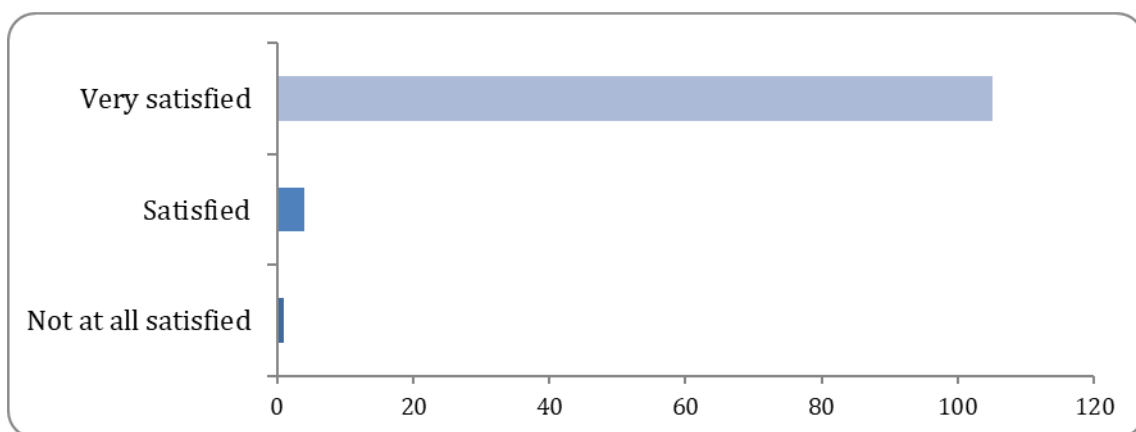
“Stacey has helped me and my son with school meetings amongst other things. She's helped put things in place for me and my son for school life to run more smoothly. I really appreciate the help I've had so far.”

“The IASS is a brilliant and much needed service to parents/carers of children and young people with SEN. It is daunting and complex the whole EHCP from implementation, to reviews and re-assessments especially with busy family lives and working full time. I cannot thank Michelle enough for her help for my mental health and for the best outcome for my son.”

“The advice and assistance from Lisa was above and beyond, from first contact to getting a college placement and transport.”

“Since our initial conversation she has always supported, advised and advocated for me, getting in contact with my son's caseworker and the managing team. I can thank her enough for all her support during dark and difficult times. I feel if it wasn't for her my son would've have gotten a school placement. I regret only not getting in touch earlier with IASS.”

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



Option	Total	Percent
Very satisfied	105	95.45%
Satisfied	4	3.64%
Not at all satisfied	1	0.91%

Not Answered	0	0.00%
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Overall, more than 99% of respondents were satisfied with the service. Over 95% were very satisfied with the service they received from WIASS which is an increase of over 5% on last year. Demonstrating once again that WIASS continues to be an effective and responsive service. The one response not at all satisfied has been investigated and findings previously discussed in this report.

“It was a really wonderful experience. The meeting was very good. My mom cannot read or write, suffers from mental health it was explained in a way she could understand and support was given in a support meeting with school for my brother... very good service and my mom was put at ease.”

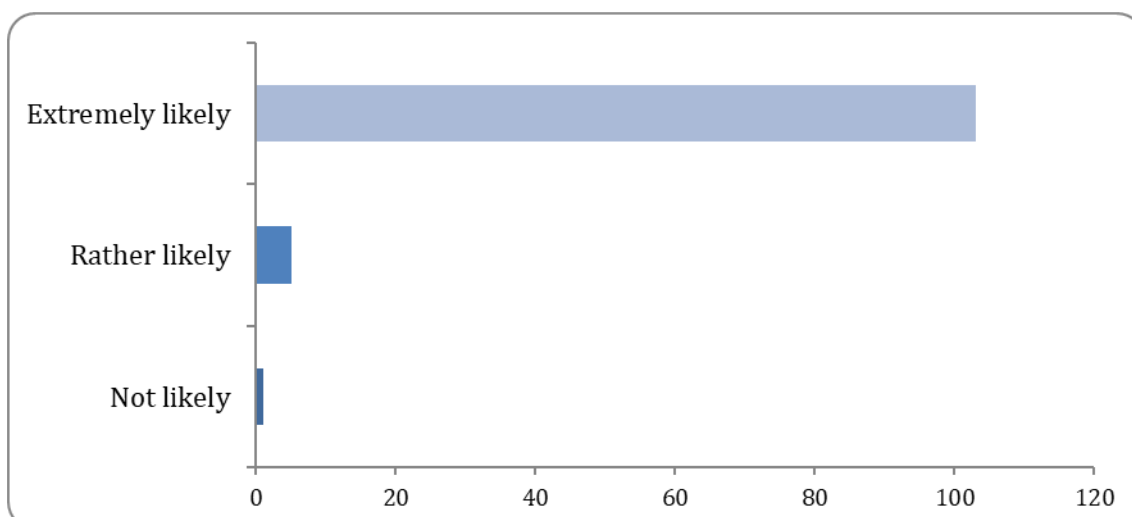
“I have used IASS many times over the years as I have two children who have SEN. They are always helpful, knowledgeable and really care about outcomes. Lisa has always gone over and above expectations and as a result both children have fab settings and EHCPs in place.”

“I have been a user of this service for at least seven years and the help has made such a difference to the lives of my children. Recent support has been as my child transitioned to a college setting and has really helped to ensure provision and needs are met.”

“I would like to express my sincere gratitude to everyone at Wolverhampton Information and Support for all the help and guidance you’ve provided. Your support has made a meaningful difference, and I truly appreciate the time, effort, and care you’ve shown.”

“I cannot praise IASS enough. They have been with me all the way through my son's nightmare experience at school. They have helped me fight for his rights, get his EHCP and get him into a specialist school where he is thriving.”

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



Option	Total	Percent
Extremely likely	103	93.64%
Rather likely	6	5.45%
Not likely	1	0.91%
Not Answered	0	0.00%

More than 99% of respondents said they would recommend WIASS to others. Like last year's results, this demonstrates that WIASS is consistently offering a good service that parents, carers, young people, and professionals are happy with. The negative response has been discussed previously in this report and effective action taken by the service.

"I've had great support from the service Rebecca she has been to meetings with me, help me fill in forms, discussed what is involved during the EHCP process and what to expect, gave me advice about other things I need help with, sent me links to other professional websites for my son, gave me a bit more understanding that now I feel I can move forward, and support is still available if I need it. I'm very grateful because my journey to get the help for my son has been very difficult, I had excellent support and advice, I would recommend this service to family and friends."

"IASS is an invaluable support for parents and school. I always signpost parents to access this support and advice."

"I can't thank Stacey enough for all the help she has given me and my daughter. Nothing was too much effort. She was kind, lovely and supportive. I would recommend anyone to use this service."

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.

"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	75	68.18%
Better support is in place	69	62.73%
My relationship with the school/ setting has improved	35	31.82%
I feel more confident	67	60.91%
I feel more involved in discussions and decisions	58	52.73%

I feel more knowledgeable	65	59.09%
I feel more empowered	48	43.64%
I feel everyone is working together	42	38.18%
I feel positive about the future	55	50.00%
Not Answered	4	3.64%

“Excellent advice for myself and child. Finally felt heard and understood. I feel relieved some action is being taken for my child. We feel positive and supported after a telephone conversation this morning.”

“I just wanted to take a moment to thank you sincerely for attending the school meeting with me and for the support you gave throughout. Your presence made such a difference — I truly appreciated your understanding, guidance, and the way you helped me express my daughter’s needs clearly. It meant a lot to have someone who genuinely cares and understands the situation by my side. Thank you for your time, patience, and kindness.”

How people have used the service.

Option	Total	Percent
Telephone or email advice	101	91.82%
Support at meetings	71	64.55%
Attended our training events	14	12.73%
Attended an outreach event	8	7.27%
Used our leaflets	17	15.45%
Used our website	23	20.91%
Received our monthly E- Bulletin	18	16.36%
Other	3	2.73%
Not Answered	2	1.82%

WIASS now offers a weekly SEND surgery at Cherry Street SEND and Sensory Hub. Although not included in the above list, the following is feedback from parents who attended one of the surgeries.

“Lisa listened to us and informed us of the Tribunal process if we needed to move forward with this approach to get our son an SEN school place. She also offered support in doing this if we needed it. Luckily it did not come to that as he has since been offered a place, but it was reassuring knowing if it did come to that we would not have to do it alone and we could have support.”