

Wolverhampton Information, Advice and Support Service



Satisfaction Survey December 2022



Wolverhampton Information Advice and Support Service (WIASS) has a statutory duty 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 contributes to an overview of feedback from parents, carers, children, and young people who have used the WIASS. It is designed to be part of creating a local picture of how the service is performing 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

It also offers individual support which 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

Participation in the survey is voluntary although all parents, carers and young people who have used the service are encouraged to complete it. A link to the survey is sent by WIASS staff when all advice/support work is completed. There is also a link to the survey on the service monthly e-bulletin. There is a survey link in all outgoing emails.

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

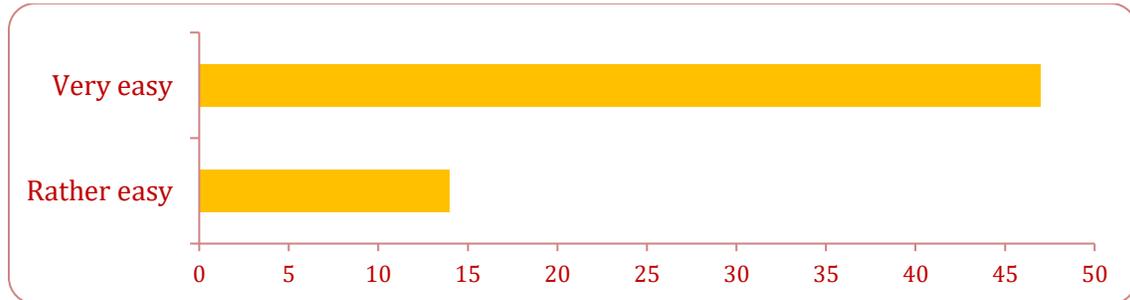
We received 62 responses to the survey. This is an increase of from the previous survey but still less than the number of people who have used the service for information, advice or support. WIASS is reviewing how we collect feedback. In 2023 regular evaluation will be requested at an appropriate stage e.g. after providing relevant information or signposting, after a meeting, or when a draft plan/final plan is agreed.

The following questions and answers are reported to the IASS National Network

How easy was it to get in touch with us?

difficult- easy

There were 61 responses to this question.



Option	Total	Percent
Very easy	47	77.05%
Rather easy	14	22.95%
Somewhat difficult	0	0.00%
Very difficult	0	0.00%

“Always respond to emails and calls in a timely manner.”

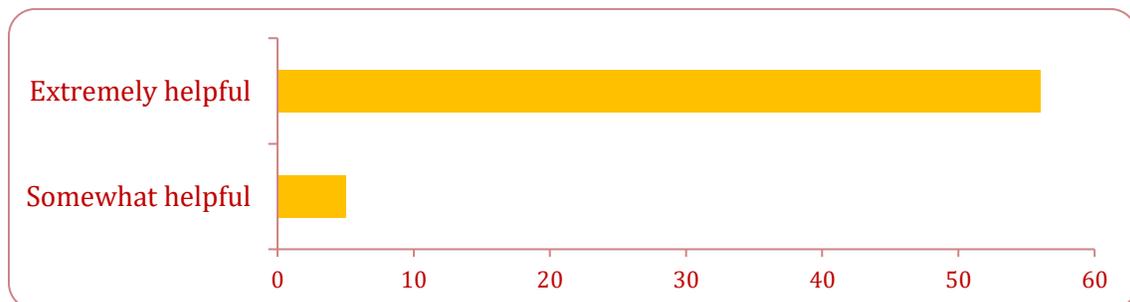
“I emailed the service desperate for advice and information. Within the hour I had a response. Excellent service. I feel much more at ease. Thank you Lauren.”

A contact form on the new IASS website has made it is easier for people to refer to the service. A tick box for consent to hold details has had a positive impact on processing referrals.

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

helpful- not at all

There were 61 responses to this question.



Option	Total	Percent
Extremely helpful	56	91.80%
Somewhat helpful	5	8.20%
Made little change	0	0.00%
Not helpful at all	0	0.00%

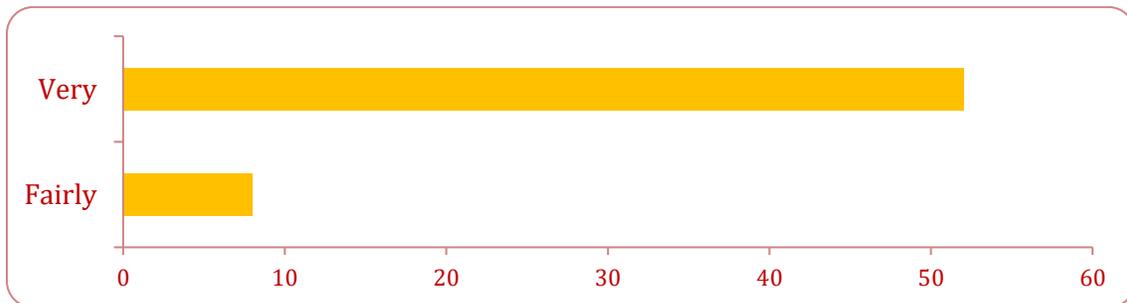
“My son and I have been receiving support from Michelle Reid since February 2022. Her help and support during the meeting with school / email/ telephone consultation was fantastic. It has definitely improved relationship between me and school and built my sons confidence. I’m ever so grateful for such a good service Wolverhampton council is able to provide not only for the children with additional needs but also for all the parents that haven’t got enough knowledge about their children rights in the school setting.”

This is very pleasing and an increase from 86% in last year’s survey.

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

Very- not at all

There were 60 responses to this part of the question.



Option	Total	Percent
Very	52	86.67%
Fairly	8	13.33%
Not at all	0	0.00%

“It has also been comforting to feel there is someone else who, albeit impartial, is 'on your side" in trying to support your child and can help you waded through what sometimes feels like treacle.”

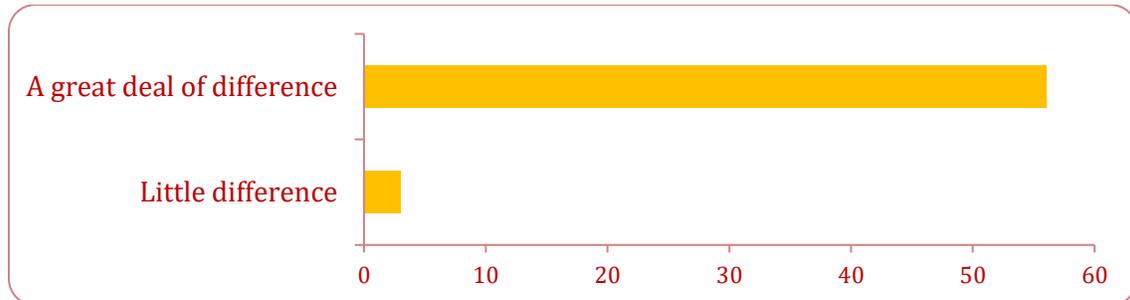
It is a common misconception IASS/SENDIASS must be independent.

Information, advice and support should be provided through a dedicated and easily identifiable service.... Information, Advice and Support Services should be impartial, confidential and accessible. (SEND Code of Practice 2.4/2.5)

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

Great deal - no difference

There were 59 responses to this part of the question.



Option	Total	Percent
A great deal of difference	56	94.92%
Little difference	3	5.08%
No difference	0	0.00%

On closer inspection 2 of the people who answered little difference had received telephone advice only. The other person had attended an outreach event IASS attended. However, over 94% of people many of whom received more intense advice and support said we made a great deal of difference. This is an increase of 13% from last year's survey. Satisfaction has also increased similarly.

"With support from the service, myself and my daughter managed to get a plan in place for her attending Senior School.

"I'd like to thank the WIASS team for all your support and help. You all do a great job and were undeniably helpful to us when we were applying for an EHC Needs Assessment, we couldn't have done it without you."

"We are no longer in a dark place and things are looking up. Our son is doing well in school now and finally getting the help needed, he has grown in confidence."

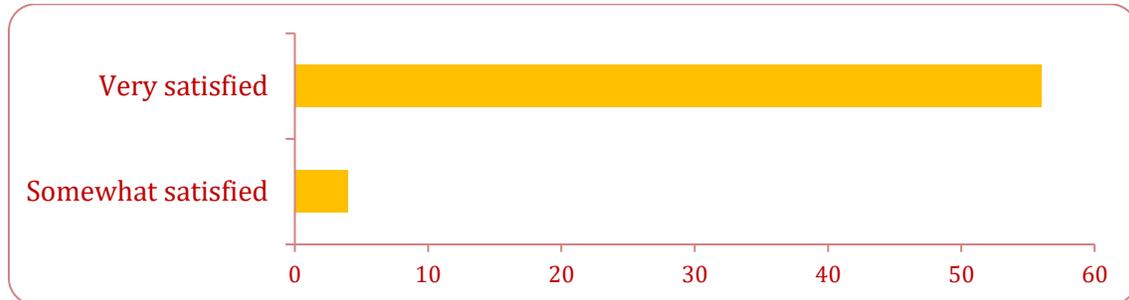
"...excellent support to us going through the process to obtain an EHC Plan for my daughter."

"Greater understanding and confidence..."

Overall how satisfied are you with the service we gave?

very- not at all satisfied

There were 60 responses to this part of the question.



Option	Total	Percent
Very satisfied	56	93.33%
Somewhat satisfied	4	6.67%
Not at all satisfied	0	0.00%

“Elaine Westwood has been very instrumental in supporting myself when liaising with my children's schools. She has on numerous occasions gone above and beyond in educating me on some of the more complex processes that are often difficult for parents to navigate within the special needs system. She has supported me in ensuring my children's needs are met within their settings, by empowering me with the knowledge to know what I can ask to expect from their setting”

“I would like to say thank you so much for supporting my family through difficult times, in particular Lisa Colton has been fantastic to work with. I could not have asked for a better caseworker. I am grateful for all the work done and support given. Family can't believe this positive outcome, so grateful for everything and it has made especially my son so happy, and the family. We are stress free.”

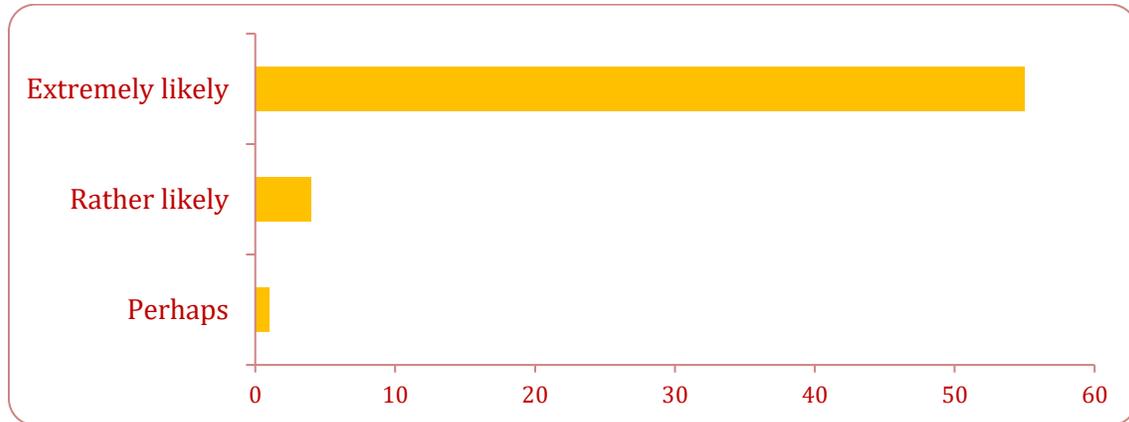
“...help and support has been invaluable.”

“...we could not have achieved everything for our granddaughter without your help understanding and advice.”

“Fantastic support for vulnerable parents who would not otherwise have been able to fully share their views.”

How likely is it that you would recommend the service to others? extremely- not likely to recommend

There were 60 responses to this part of the question.



Option	Total	Percent
Extremely likely	55	91.67%
Rather likely	4	6.67%
Perhaps	1	1.67%
Not likely	0	0.00%

It appears after further investigation the person responded slightly less positively attended an outreach event that IASS attended over the summer.

“Lisa presented caring, professionalism, empathy, and unconditional positive regards. I would happily recommend your service to anyone that needs parents' support with SEN related problems in the future.”

“I wouldn't hesitate to contact you again and recommend your team.”

Notably, the majority of surveys were completed by parents and carers. A similar trend to previous years despite continuing work to engage and work directly with young people. With the new SEND Local Area Inspection Framework implemented this month, which promises to focus more on the views of children and young people IASS must further develop ways to ensure IASS is accessible for young people and increase direct engagement with them.

The following statements are not reported to the IASS National Network. They are used to determine the impact using the service has made. Work is planned to develop this further and to ensure outcomes are recorded more robustly.

'Since working with the Information, Advice and Support Service...'

IASS support outcomes



Option	Total	Percent
There is a better understanding of my child's needs or (for young people completing this) my needs	35	58.33%
Better support is in place	36	60.00%
My relationship with the school/ setting has improved	14	23.33%
I feel more confident	41	68.33%
I feel more involved in discussions and decisions	20	33.33%
I feel more knowledgeable	41	68.33%
I feel more empowered	29	48.33%
I feel everyone is working together	20	33.33%
I feel positive about the future	27	45.00%

