

What do you think the impact of our service has on families?

"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."

"Empower families to understand SEND legislation and proactively engage with professionals in the true spirit of co-production."

Ensures they know their voice is being heard and supports them in putting views forward."

"Families are given the correct information by professionals who are friendly, non-judgemental and who offer a listening ear to those who are at a crisis. Often a shoulder to cry upon, without being made to feel that you as a parent have somehow failed.... Positive encouragement and guidance. Excellent service within the area."

"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."

"An important service for both parents and professionals. The way staff work with everyone makes the service an important asset to services in Wolverhampton."

"Professional, non-threatening advice which allows families to feel valued within processes"

"Encourages families' to meet others in similar situations, participate in workshops, and to help shape future services by making their needs/views known."