



Shropshire SEND Information, Advice and Support Service

We want to know what you think

November 2023



Introduction



Do you know?

Children and young people with special educational needs and disabilities (SEND) can get free advice and support from the Shropshire SEND Information, Advice and Support Service (SENDIASS).



We are asking children, young people, and their parent carers what they think about the advice and support they get from Shropshire SENDIASS.

We want to know what you need for information, advice and support, whether you have used this service or not.



There are no right or wrong answers. We are just interested in what you think.

You can email us at tellus@shropshire.gov.uk if you need any help or have any other comments.



You can tell us what you think by ticking the boxes on this form.

You have until the **6th of December 2023** to tell us what you think.

Our plans



We will use your comments to help us decide who should deliver the service from the start of September 2024.

About You:

1. Are you the parent carer of a child or young person with SEND?

Please tick (✓) 1 box

Yes



No



Please tick (✓) whichever box describes your child or young person best

My child is 0-5 years old

My child is 6-10 years old

My child is 11-15 years old

My child is 16-18 years old

My child is 19 – 25 years old

Other

2. Are you a child or young person with SEND?

Please tick (✓) 1 box

Yes



No



3. How old are you?

Please tick (✓) one box

I am 0-5 years old

I am 6-10 years old

I am 11-15 years old

I am 16-18 years old

I am 19 – 25 years old

Prefer not to say

4. Have you ever used Shropshire SENDIASS?

Please tick (✓) one box

*No, I have never used it

Yes, I tried to use it, but wasn't able to get the help I needed

Yes, I used it before October 2022






Yes, I have used it since October 2022

***If you answered "No" to question 4 please tell us in the box below where else you get your information, advice and support about special educational needs – then you can skip to Question 9.**

If you answered "Yes" in question 4, please continue with Question 5.

5. Overall, how satisfied were you with the help you received from SENDIASS?






Please tick (✓) 1 box

Very satisfied	<input type="checkbox"/>	
Somewhat satisfied	<input type="checkbox"/>	
Neither satisfied nor dissatisfied	<input type="checkbox"/>	
Somewhat dissatisfied	<input type="checkbox"/>	
Very dissatisfied	<input type="checkbox"/>	

6. What type of help were you seeking from Shropshire SENDIASS?

7. How easy was it to get in touch with Shropshire SENDIASS?

Please tick (✓) 1 box

Very satisfied	<input type="checkbox"/>	
Somewhat satisfied	<input type="checkbox"/>	
Neither satisfied nor dissatisfied	<input type="checkbox"/>	
Somewhat dissatisfied	<input type="checkbox"/>	
Very dissatisfied	<input type="checkbox"/>	

Please tell us more about how long you had to wait to have your first contact with someone from Shropshire SENDIASS?

How happy you were with the time it took to get a response?

8. Please tell us more about the type of information, advice or support you got from Shropshire SENDIASS and whether it was helpful or not.

9. Would you recommend the Shropshire SENDIASS?

Please tick (✓) 1 box

Yes

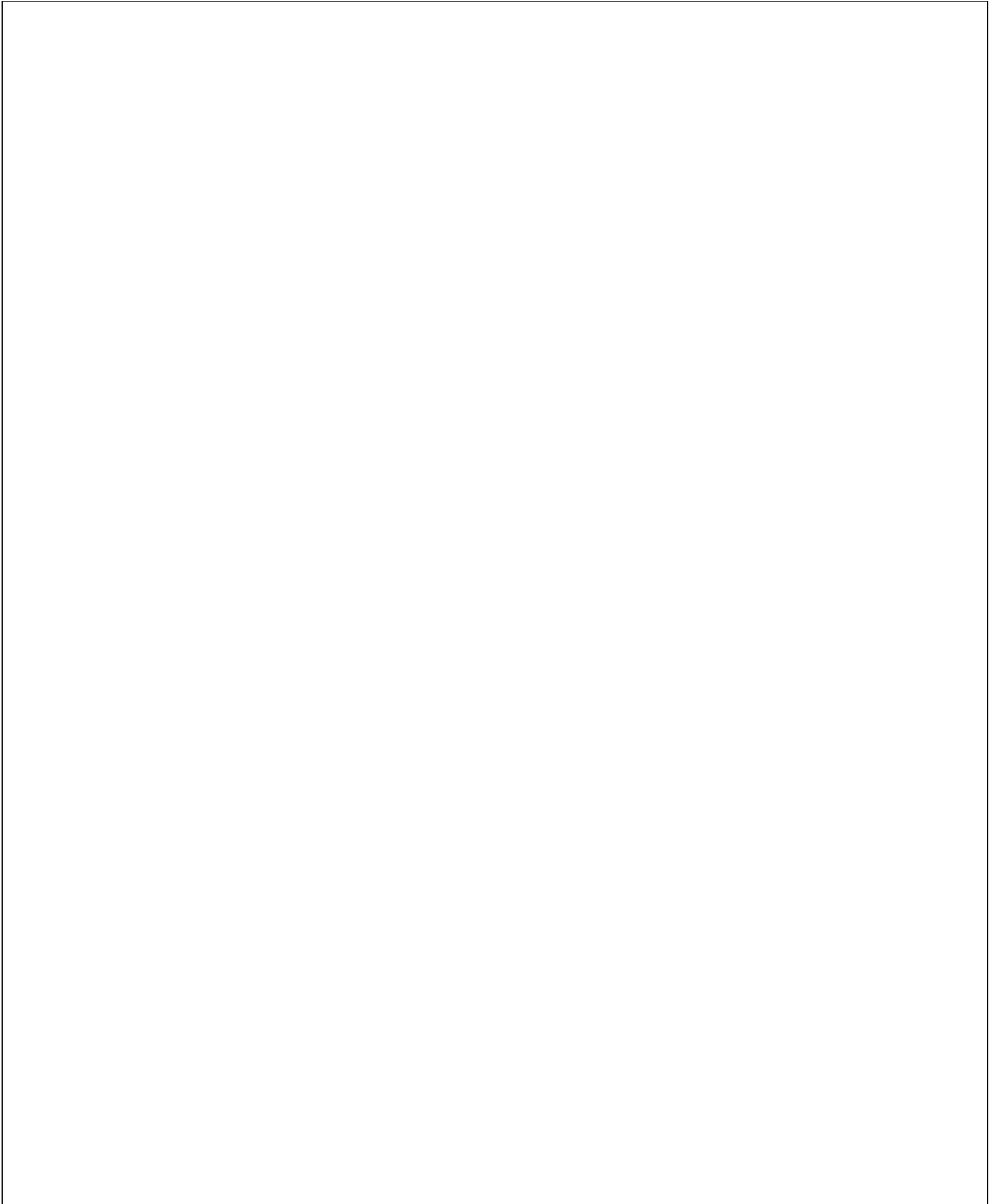


No



Please tell us a little more about your answer to question 9.

10. Is there anything else you would like to say about Shropshire SENDIASS?

A large, empty rectangular box with a thin black border, intended for a respondent to provide their answer to the question above. The box occupies most of the page's vertical space.

How we will use your information



We will follow the Law to keep information about you safe and private.

We will use your answers to help us with our work on the Shropshire SEND Information, Advice and Support Service. We will not share your information with anyone else. We will delete your information when we don't need it any more (there are rules we must follow under the Law and rules set by Shropshire Council).

When we report the results of this survey, we will not include any personal information, only a summary of everyone's answers. You can find out more about how we protect your information here: www.shropshire.gov.uk/privacy

Thank you for taking this survey!

To return this survey, you can post it or drop it off to us at:

Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate,
Shropshire SY2 6ND.

You can also scan or take a photo of the survey and email it to us at:

tellus@shropshire.gov.uk.

You need to return this survey to us by **6th December 2023**.

Images are from the Valuing People Clipart Collection

(Inspired Services Publishing 2009). www.inspiredservices.org.uk

