

Summary of Results

- Respondents expressed a preference for individual-level support over and above support through groups or workshops. Individual face-to-face support was the most preferred, but individual virtual, over the telephone, or email support were also strong preferences over group support.
- Only about half of survey respondents had used SENDIASS, and large minorities of respondents either had not heard of the service (27%) or did not know its purpose (32%). This indicates that there is a sizeable knowledge gap among potential service users that should be addressed.
 - Most current SENDIASS users find out about the service through online channels, so this might be the most effective space to promote the service in the future.
- The most popular topics for those seeking information, support and advice were:
 - Understanding the EHCP process or decision
 - Information about local services
 - Information about rights
 - Preparing for adulthood
 - Help contacting the school, local authority or another service
 - Help preparing for a meeting
- Respondents indicated that what they most expected as an outcome to using SENDIASS was to feel that they had received impartial information, advice and guidance and that they wanted to feel supported and listened to.
- Overall, the reviews provided by those who used the SENDIASS service are positive.
 - A large majority (80%) of respondents who had used the service reported satisfaction with their experience and 80% of those who had used the service also said that they would recommend it.
 - Comments praising SENDIASS and how it helped service users were extremely enthusiastic in expressing their appreciation for the service.
 - Five services offered by SENDIASS received average ratings above 4 (out of 5):
 - Contributing to assessments for EHCP and/or annual reviews

- Advice and information by email
 - Advice and information through a face to face meeting
 - Support at meetings in school
 - Advice and information by phone
- While a minority of service users were critical of the service overall, these voices offer important feedback on some gaps in services that should be taken into account.
 - 13% of respondents who had used SENDIASS said that they were dissatisfied with the service and 13% said that they did not get the help they needed. 17% said they would not recommend the service.
 - Some service users reported receiving advice or information they perceived to be incorrect or incomplete.
 - Some service users indicated that the service had not been responsive or had been slow to respond to their queries.
 - Six services offered by SENDIAS received average rating below 4 (out of 5):
 - Advice and information by social media
 - Completion of forms
 - Signposting to additional services
 - Support at tribunals and mediation
 - Support for young people
 - Workshops and training
 - A few respondents indicated a perceived lack of resources for SENDIASS and one speculated that this may have impacted the level of service available for support such as attending meetings in person.

Conclusion

While there are clearly areas for service improvement, it should be restated that an overwhelming majority of survey respondents who had used SENDIASS were highly positive about the service and emphasised the vital need for it among parents, carers, children and professionals in Shropshire.

Thanks are extended to the many parents, carers, professionals and young people who took part in this survey. It is only with strong participation from service users and potential service users that Shropshire Council can build a strong knowledge base about the services that it commissions. This feedback will be taken into account as the new SENDIASS service is commissioned to begin in September 2024.