

#### SEND Information and Advice Services Customer Satisfaction Survey

National Children's (Version for children and young people)

### Information (1 of 2)

Thank you for your interest in this survey

#### What is this survey about?

- The survey is about your experience of using SEND information, advice and support services
- It is for anyone who has used these services in the last 12 months (since July 2018)
- This version is for Children and Young People. Another version for Parents/Carers and Professionals is available
- Your answers to the questions will help the Government understand how good the services are.

#### What are SEND Information, Support and Advice Services?

- SEND IAS Services provide information, advice and support to children and young people with Special Education Needs (SEN) or Disabilities and their parents/carers.
- They are statutory services which means there has to be one in every local authority.
- They are free, impartial and confidential services.
- Before September 2014 they were known as Parent Partnership Services (PPS).
- More information about SEND IAS services can be found on the Information, Advice and Support Services Network (IASSN) website.

# Please only complete this survey if you have used, or tried to use, SEND IAS services in the last year (12 months)

### Information (2 of 2)

#### What else do you need to know?

- Your answers to the questions will be anonymous. This means we will not share any information that lets other people identify you. We will not share any personal information and your answers will not affect your entitlement to services.
- Completing this survey is voluntary (you do not have to do it)
- If you decide to complete this survey it will take about seven minutes
- The National Children's Bureau (NCB) is carrying out this survey for the Department for Education
- This survey is also available online. Please visit <u>https://t.co/1vZLMCm9AG</u> or find us on twitter @ncbtweets
- The survey closes on 2<sup>nd</sup> September 2019.

#### Contact details:

Research@ncb.org.uk

07432 740062 (this will cost your standard network rate for mobiles)

Please contact us if:



- You would like to do this survey over the phone (we will arrange a time to do this)
- You require this survey in an alternative format
- You need any other help with this survey.

## About you (1 of 2)

Answer as many of these questions as you can. It will help us understand your responses to the main questions.

Most of these questions are optional. Please also remember that we will not share any information that tells other people who you are.

#### How did you hear about this survey?

I saw it on social media
I saw it in an email bulletin
A friend, colleague or family member told me about it
My local SEND Information, Advice and Support Service asked me to fill it in
Other

#### How old are you?

0-5 years old
6-10 years old
11-15 years old
16-18 years old
19 or above

Please enter the first half of your post code below. e.g. ME7 or SW1. This will help us work out which service you accessed

### About you (2 of 2)

# How did you want the SEND information advice and support service to help you? (tick all that apply)

# When did you first contact (or try to contact) your local Information Advice and Support Service?

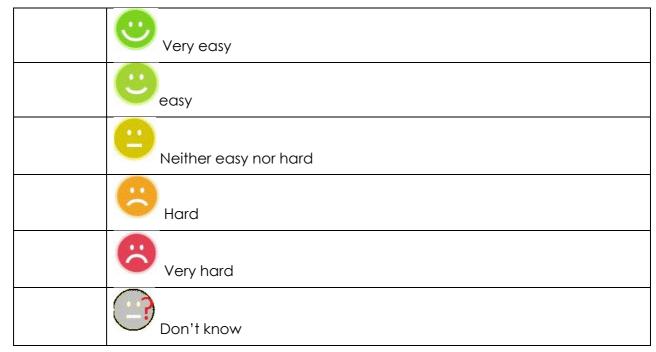
Month	Year

#### Were you able to get in touch with your local Information Advice and Support Service? (Response Required)

Yes	– Please continue to the main questions on page 5
No	<ul> <li>Please skip to the last question on page 7</li> </ul>

### Main questions (1 of 3)

How <u>easy</u> was it to get in touch with the local Information Advice and Support Service?

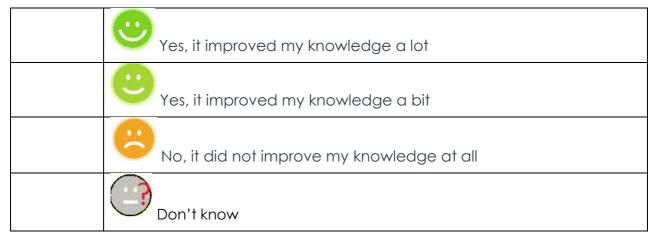


## How <u>helpful</u> did you find the local Information Advice and Support Service?

Very helpful
Helpful
Neither helpful nor unhelpful
Unhelpful
Very unhelpful
Don't know

### Main questions (2 of 3)

## Did the service improved your <u>knowledge</u> of issues relating to special educational needs and disability?

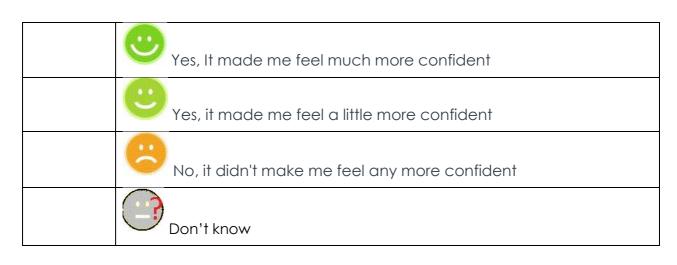


# Has the service made you feel more <u>confident</u> about getting the right services and support?

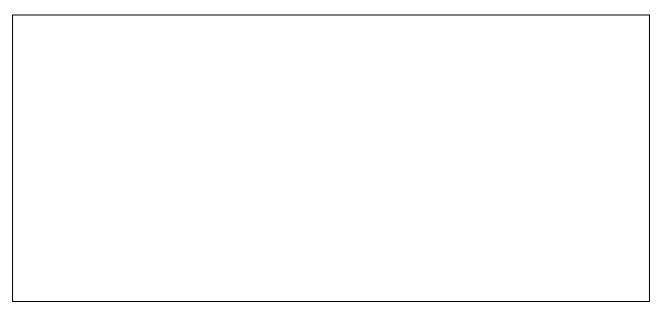
2	Yes, It made me feel much more confident
•	Yes, it made me feel a little more confident
	No, it didn't make me feel any more confident
	Don't know

### Main questions (3 of 3)

If someone you knew wanted information, advice or support about special educational needs, would you <u>recommend</u> the local SEND IAS service to them?



Is there anything else you would like to say about your local Information Advice and Support Service? If yes, please enter this in the box below.



To submit your response please photo or scan pages 3-7 and send to <u>kclements@ncb.org.uk</u> by 2<sup>nd</sup> September 2019.

Remember to dispose of your completed form carefully so that your personal information is kept safe.