



SEND Information and Advice Services Customer Satisfaction Survey

(Version for Parents/Carers and Professionals)

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 Parents/Carers and Professionals. Another version for Children and young people 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
- The survey closes on 2nd September 2019
- This survey is also available online. Please visit <https://t.co/1vZLMCm9AG> or find us on twitter @ncbtweets

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

Who were you accessing the service for? I was accessing the service for...

	My child (I am a parent/carer)
	A friend or relative
	A child or young person I work with in my job
	Other (please specify)

How old is the child you were accessing the service for?

	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 post code of the child (or of the setting where you support the child) below. e.g. ME7 or SW1. This will help us work out which service you accessed

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About you (2 of 2)

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

	Advice about my concerns about the child's needs
	Advice about choosing a school for the child
	Advice about how to get the support or school/college place the child needs
	Advice about the process for Education, Health and Care Plans
	Information about local services
	Information about the child's rights and entitlements
	Help communicating with the school, local authority or another service
	Help filling in a form
	Help preparing for a meeting
	Help with SEND tribunal
	Advice about the child being excluded from school
	Training for my staff

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	– Please skip to the last question on page 7

Main questions (1 of 3)

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





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

How helpful 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 knowledge of issues relating to special educational needs and disability?





	 Yes, it improved my knowledge a lot
	 Yes, it improved my knowledge a bit
	 No, it did not improve my knowledge at all
	 Don't know

Has the service made you feel more confident about getting the right services and support?

	 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 recommend the local SEND IAS service to them?

	 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

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 kclements@ncb.org.uk by 2nd September 2019.

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