

Information Advice and Support Service's Network Service User Report: What do parents, children and young people think? 2025-2026

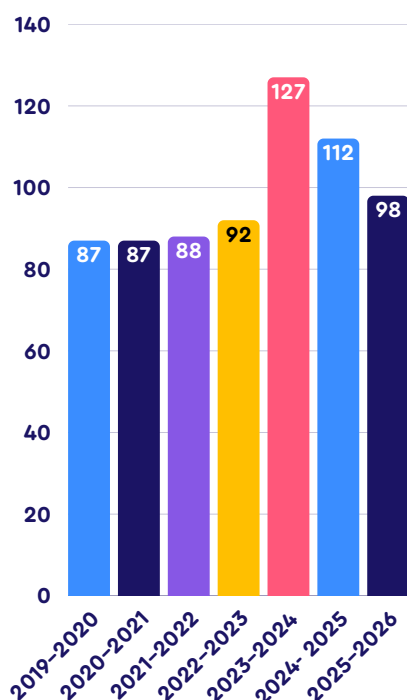
This national 25-26 report, required as part of the DfE contract, considers a key measure we use when assessing the national picture of SENDIAS services- service user feedback.

This report is one of four key reports providing a national picture of SENDIAS services. The others are our Data Report, the Minimum Standards Benchmarking report and our Ofsted Report.

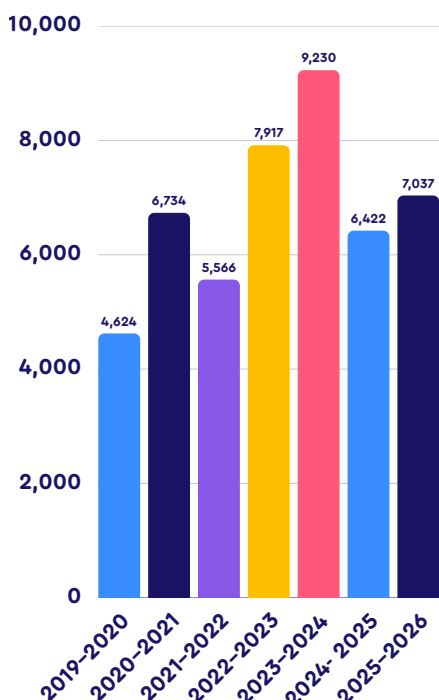
Service User Feedback - Overview

We asked all 151 SENDIAS services covering the 153 local authority areas to submit at least 30 sequential pieces of service user feedback collected within the last financial year. This is what we received:

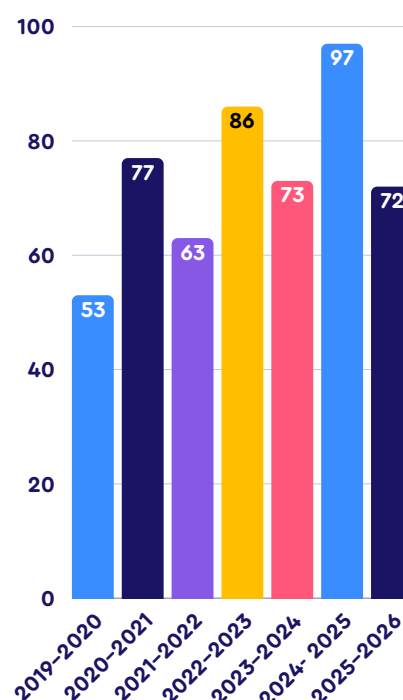
Number of services providing feedback



Total pieces of feedback



Average per service

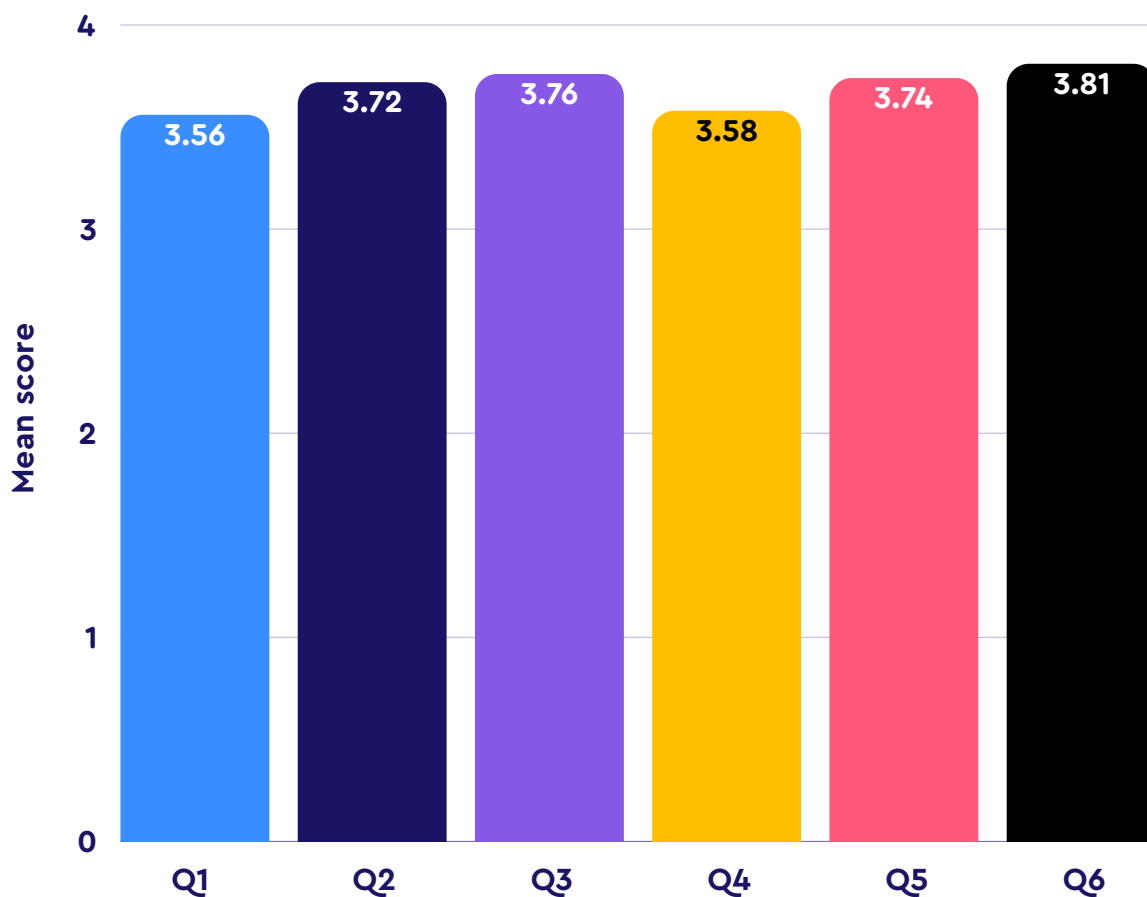


The Six Questions 2025-26

All services collect feedback differently. For consistency, we request that all services ask six specific questions to service users as part of their feedback processes. We ask that those questions be rated 0-4, with 0 being the lowest and 4 being the maximum. Those six questions and their mean average score from the 7037 feedback forms we received for 25/26 are as follows:

2025-26 Mean Scores

- Q1 How easy was it to get in touch with us?
- Q2 How helpful was the information, advice and support we...
- Q3 How neutral, fair and unbiased do you think we were?
- Q4 What difference do you think our information, advice or s...
- Q5 Overall how satisfied are you with the service we gave?
- Q6 How likely is it that you would recommend the service to...



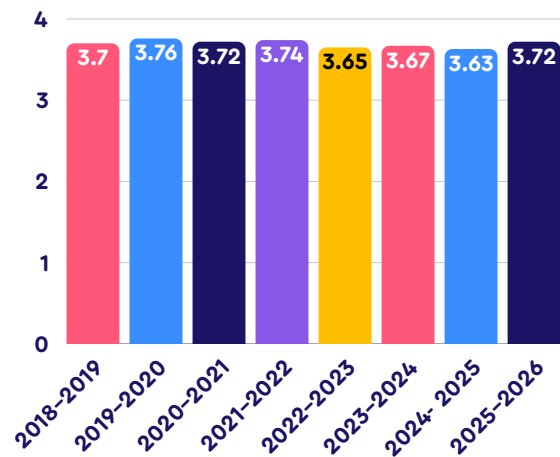
The Six Questions 2025-26

Mean Score Trend

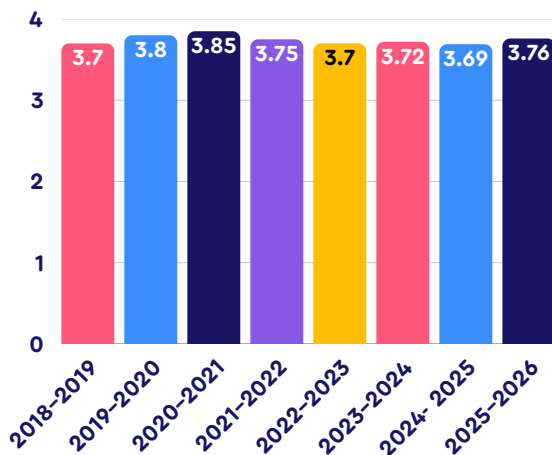
Q1 How easy was it to get in touch with us?



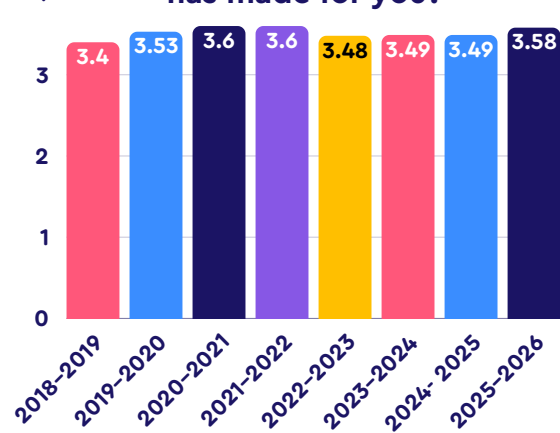
Q2 How helpful was the information, advice and support we gave you?



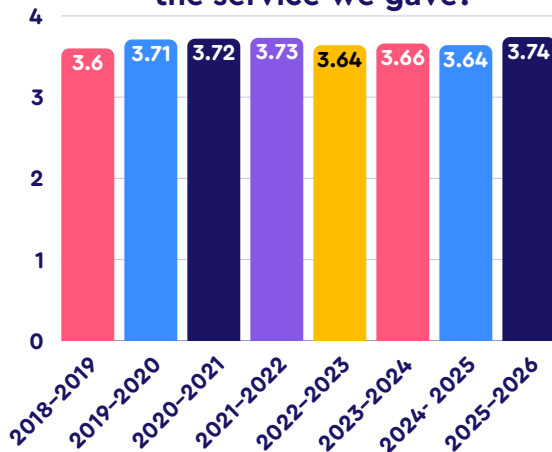
Q3 How neutral, fair and unbiased do you think we were?



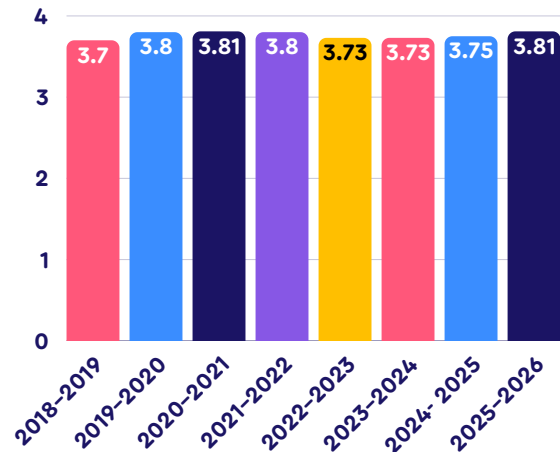
Q4 What difference do you think our information, advice or support has made for you?



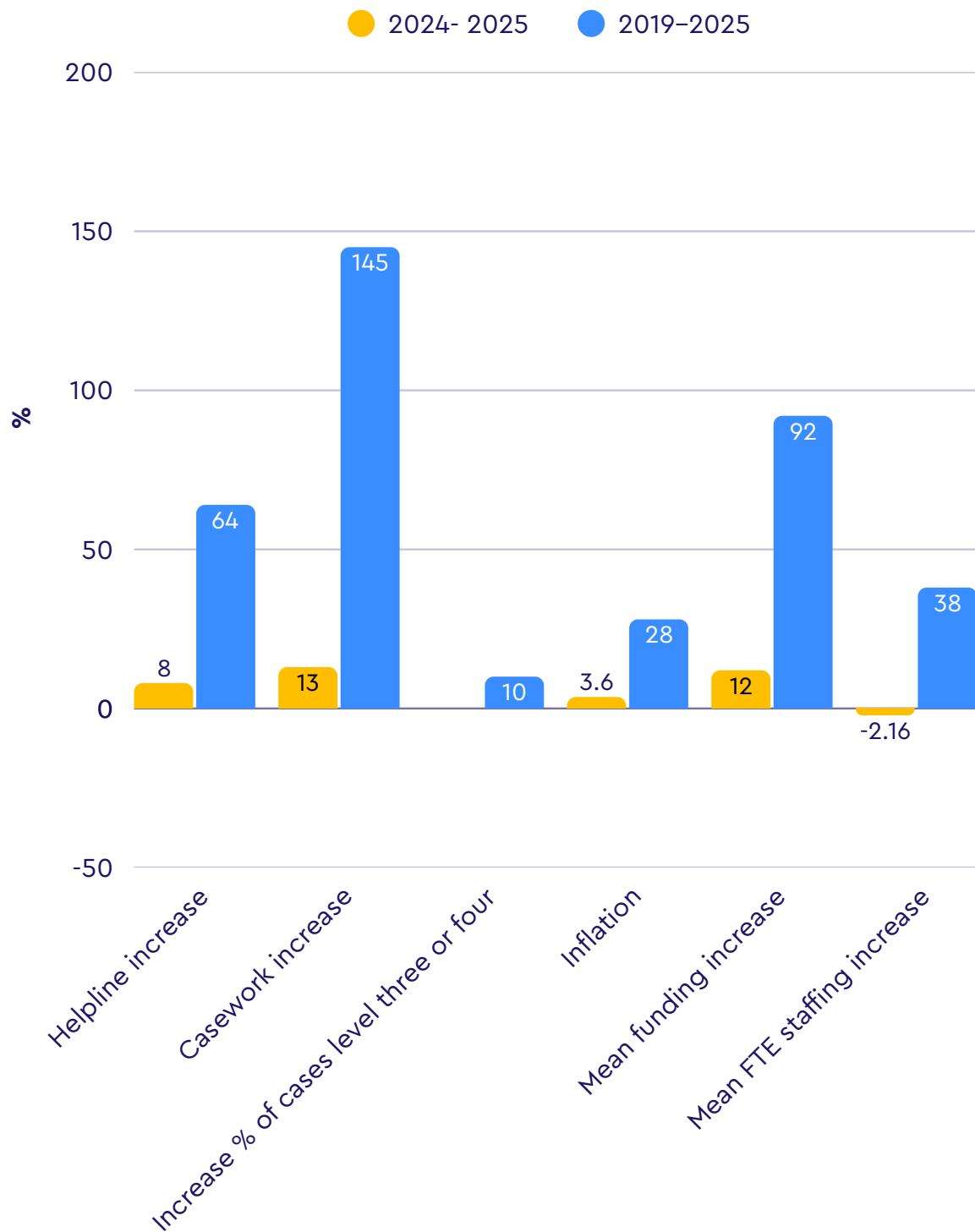
Q5 Overall how satisfied are you with the service we gave?



Q6 How likely is it that you would recommend the service to others?



Funding increase compared with complexity of cases, number and inflation



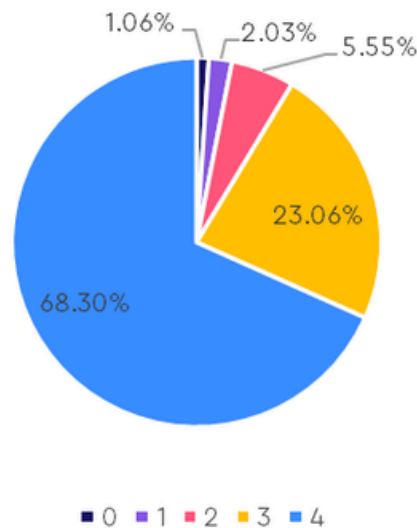
Qualitative Feedback - Quotes

- The service has supported me at annual review meetings, helping me understand next steps and ensured X voice is front and centre. I feel very reassured that we have access to the wonderful staff IN SENDIASS
- Without your support we don't know where we would be today. You took a lot of our stress and worries away by guiding and supporting us with our daughters issues around school
- I have been calling on the service for 4 nearly 5 years regarding ehcp, changing schools, transport for college and always felt heard
- I would just like to say a big thank you for all of this advice and guidance. It really does help tread through the treacle!
- We would not be here without both your direct help and your parent information sessions and meetings - H is definitely beating expectations thanks to your help, support and advice
- X Knowledge of SEND law and tribunal procedures is outstanding, but what truly set her apart was her ability to translate complex legal processes into clear, manageable steps whilst providing emotional support during an incredibly stressful time
- I honestly don't know what I would have done without you. Your continued help and support mean so much. Every time I reach out, you're right there to respond, and that consistency has been such a relief
- Contacting * Sendiass helped me understand the process and empowered me to advocate for my Daughter
- Your SENDIASS team is truly amazing, and I truly feel that you are a beacon of light and hope for children with SEND and their families who are constantly having to fight for their right to access a full-time education and the provision that they require.
- I recently had the opportunity to utilize the services of X, and I cannot express enough how incredibly helpful they were. As a parent navigating the complex world of SEND, I often found myself feeling overwhelmed and confused.
- I wouldn't have been able to proceed without your help. You were honest which is always good to hear as you never know which side someone can be on. It is invaluable. I would 100% recommend. Thank you

Question Breakdown 2025-2026

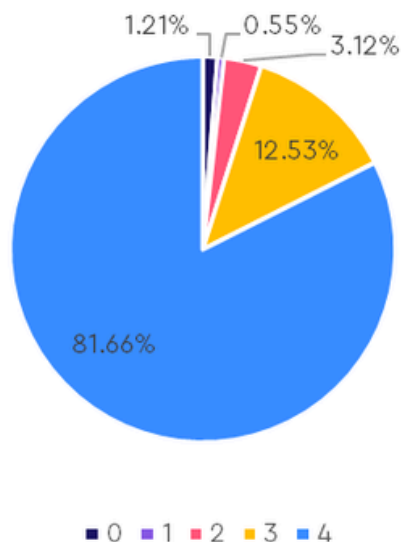
Q1 How easy was it to get in touch with us?

How easy was it to get in touch with us?



Q2 How helpful was the information, advice and support we gave you?

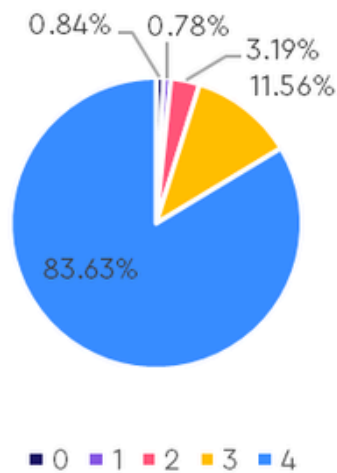
How helpful was the information, advice and support we gave you?



Question Breakdown 2025-2026

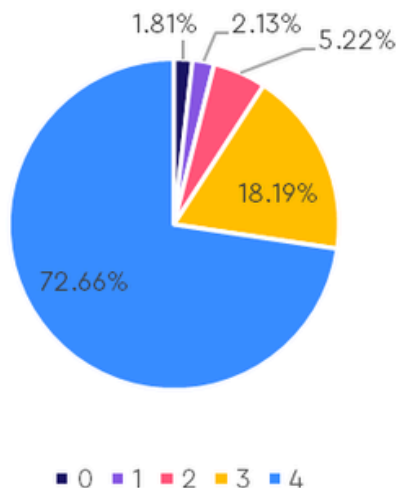
Q3 How neutral, fair and unbiased do you think we

How neutral, fair and unbiased do you think we were?



Q4 What difference do you think our information, advice or support has made for you?

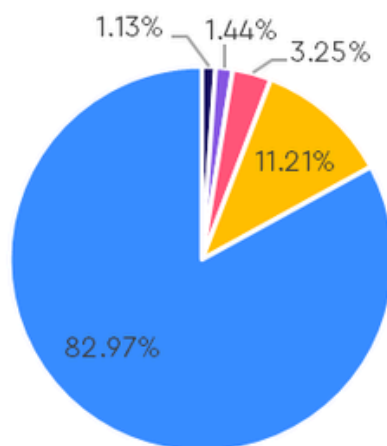
What difference do you think our information, advice or support has made for you?



Question Breakdown 2025-2026

Q5 Overall how satisfied are you with the service

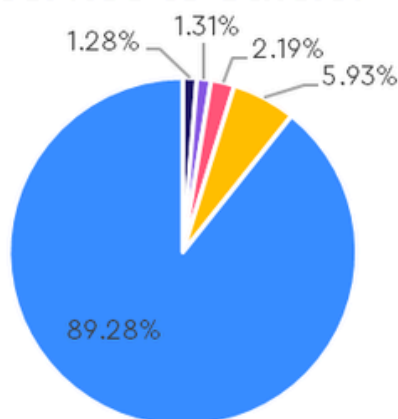
Overall how satisfied are you with the service we gave?



■ 0 ■ 1 ■ 2 ■ 3 ■ 4

Q6 How likely is it that you would recommend the service to others?

How likely is it that you would recommend the service to others?



■ 0 ■ 1 ■ 2 ■ 3 ■ 4