

# Information Advice and Support Service's Network

## Service User Report

### What do parents, children, young people (and Ofsted) think?

March 2023

*For any queries regarding any of the data please contact us via email [iassn@ncb.org.uk](mailto:iassn@ncb.org.uk)*

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## **Forward**

*"The National IASSN Children and Young People's Steering Group is made up of eight young people, 15-25, who have previously accessed and been involved in co-production with the SENDIASS in their local area. The group, having read the report together, wanted to highlight:*

*The group were concerned by the low numbers of feedback from Children and Young People. They felt this needed to be addressed in time for the next report. They were glad to see parents represented so well- but wanted to highlight that the parents' perspective is often different from the young person's perspective and both are vital to understanding a service.*

*It was agreed a co-production workshop would be held with young people from the steering group, SENDIASS professionals and the IASSN to consider why feedback numbers are low for CYP. The workshop would look at creating accessible forms and guidance for professionals to address this.*

*The group were overall very impressed by the high scores within the feedback. They were concerned that scores seemed to be on a downtrend over the last few years. Having recently written the forward for the first phase data report, they were keen to point out that this could be due to rising pressures on SENDIASSs. However, they felt that overall, the scores were very good.*

*The group were glad to see that SENDIASSs were mentioned positively in Ofsted reports. However- they had two concerns. Firstly, the number of reports not mentioning SENDIASSs at all. Secondly in all the quotes from Ofsted reports, none mentioned consultation with children and young people. The group wanted to point out that SENDIASSs were essential services for CYP, so Ofsted should be consulting with CYP about their Services.*

*Overall the children and young peoples national steering group were impressed with the high scores from feedback. However they felt the lack of CYP voice throughout was concerning and would like to see higher numbers of Ofsted reports mentioning SENDIASSs going forward."*

For more information about the young people's steering group, please contact us on [IASSN@ncb.org.uk](mailto:IASSN@ncb.org.uk)

## Introduction

As part of the [Children and Families Act 2014](#) and the SEND Code of Practice it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities ([SEND](#)) and their parents have access to an impartial [Information, Advice and Support \(IAS\) service](#). The IASSN team are there to support those services.

We do this by:

- Working with the [SENDIAS](#) services to ensure they have the resources and training to provide high quality, impartial and legally based information, advice and support to children, young people and parents in their area.
- Listening to, and working with SENDIAS services to understand their challenges and successes in order to feedback to the [DfE](#) to implement positive and necessary change.
- Working with SENDIAS services and other stakeholders to develop and promote the [Standards](#) for SENDIAS services.

The IASSN are funded by the Department for Education ([DfE](#))

### This report

This 2023 report explores how SENDIAS services are perceived by service users and by Ofsted. This report is designed to be part of creating a national picture and can be used alongside the earlier [data report](#).

## Service User Feedback

We asked the services covering all 152 local authority areas to submit 30+ sequential pieces of service user feedback collected within the last financial year. We received 7917 pieces of feedback from 92 services, four more than last year. The comparisons look like this:

**Table A: Overview**

	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
<b>Number of services providing feedback</b>	87	87	88	92
<b>Total pieces of feedback</b>	4624	6734	5566	7917
<b>Average per service</b>	53	77	63	86
<b>From parents</b>	3528	3625	4347	4485
<b>From Children (0-16)</b>	27	12	40	12
<b>From young people (16-25)</b>	146	132	151	98
<b>Unspecified</b>	923	2965	1028	3322

## The six questions 2023

**Table B: 2023 Mean Scores**

Questions	Mean Score across 7917 survey responses from 92 services (score 0-4 with 0 being negative and 4 positive)
Q1 How easy was it to get in touch with us?	3.50/4
Q2 How helpful was the information, advice and support we gave you?	3.65/4
Q3 How neutral, fair and unbiased do you think we were?	3.70/4
Q4 What difference do you think our information, advice or support has made for you?	3.48/4
Q5 Overall how satisfied are you with the service we gave?	3.64/4
Q6 How likely is it that you would recommend the service to others?	3.73/4
<b>Total</b>	<b>3.62/4</b>

This overview shows how highly the work of SENDIASs is valued by those who use it. As is often the case, we see the lowest score for question four. While we try to ensure that feedback is given on the support provided by the SENDIAS rather than the outcome desired by the service user (i.e an EHCP or overturning an exclusion) this is understandably sometimes difficult to do.

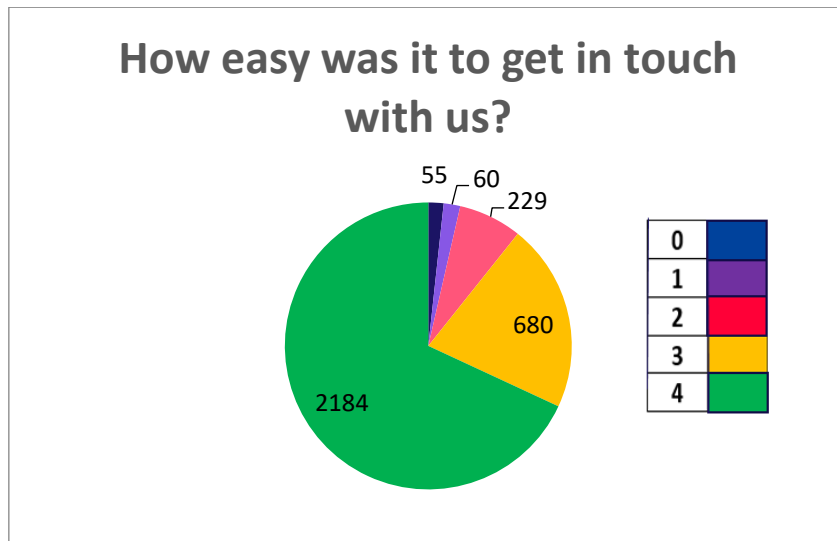
**Table B: Mean score Trend**

Questions	2018-2019 Mean scores	2019-2020 Mean scores	2020-2021 Mean Scores	2021-2022 Mean scores	2022-2023 Mean Score
Q1	3.50	3.58	3.59	3.53	3.50
Q2	3.70	3.76	3.72	3.74	3.65
Q3	3.70	3.80	3.85	3.75	3.70
Q4	3.40	3.53	3.60	3.60	3.48
Q5	3.60	3.71	3.72	3.73	3.64
Q6	3.70	3.80	3.81	3.80	3.73
<b>Mean</b>	<b>3.60</b>	<b>3.70</b>	<b>3.72</b>	<b>3.69</b>	<b>3.62</b>

Services continue to receive high scores across the board.

This report should be read in conjunction with the [first phase data](#) report. This report quite clearly shows that while funding for services is increasing, pressure on services is growing at a much quicker pace. This may go some way to explaining the slight down tick in the scores for the feedback- under pressure services will have less capacity to meet the needs of all that approach them for IAS. Our feeling is that if pressure continues to grow on services without funding to match, that the scores from service user feedback will drop. However, that shouldn't take away from the impressively high scores we see consistently in these reports, a reflection on the quality of the SENDIAS's nationwide.

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



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

**From this 2022/23 report:**

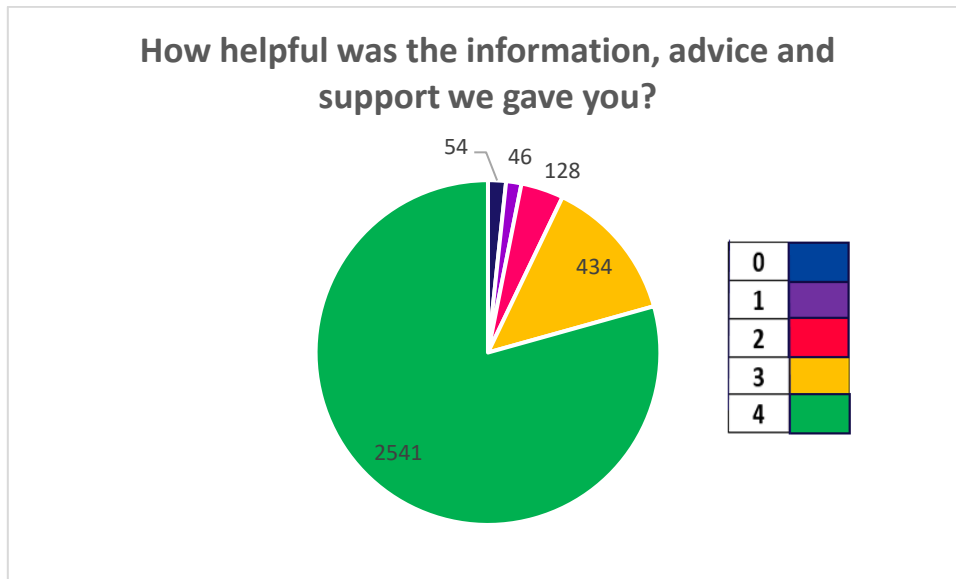
- Mean score is: 3.50
- 88% of respondents rated their IAS positively
- 4% of respondents rated their IAS negatively

**From the 2021/22 report**

- Mean score is: 3.53
- 90% of respondents rated their IAS positively
- 3% of respondents rated their IAS negatively



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



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

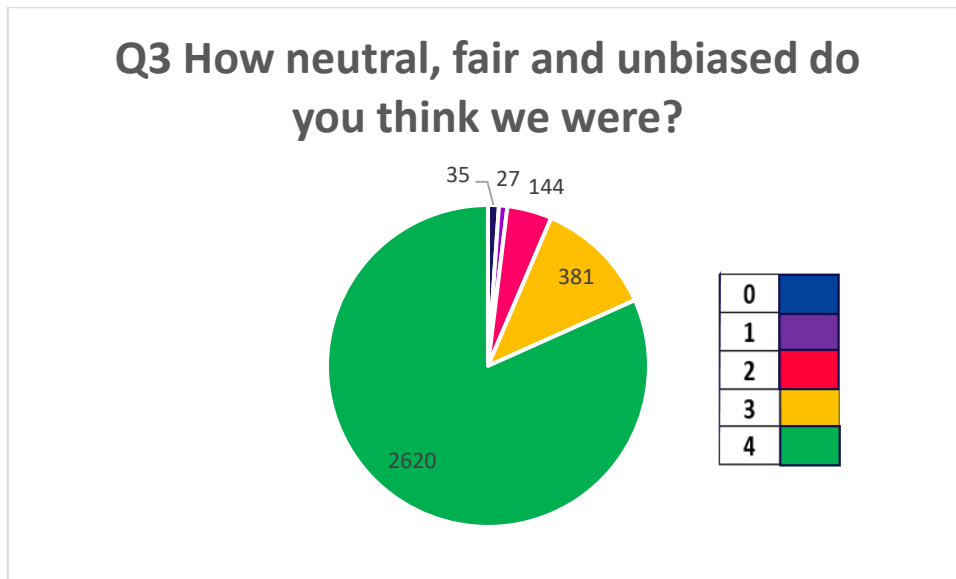
**From this 2022/23 report:**

- Mean score is: 3.65
- 93% of respondents rated their IAS positively
- 3% of respondents rated their IAS negatively

**From the 2021/22 report**

- Mean score is: 3.74
- 94% of respondents rated their IAS positively
- 2% of respondents rated their IAS negatively

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



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

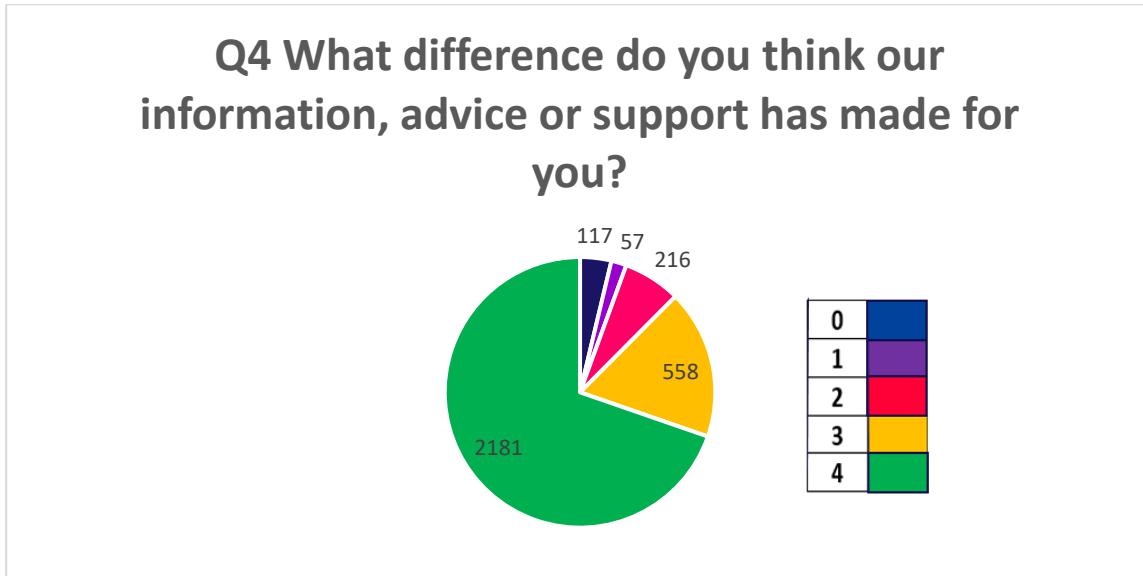
#### From this 2022/23 report:

- Mean score is: 3.70
- 94% of respondents rated their IAS positively
- 2% of respondents rated their IAS negatively

#### From the 2021/22 report:

- Mean score is: 3.75
- 94% of respondents rated their IAS positively
- 2% of respondents rated their IAS negatively

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



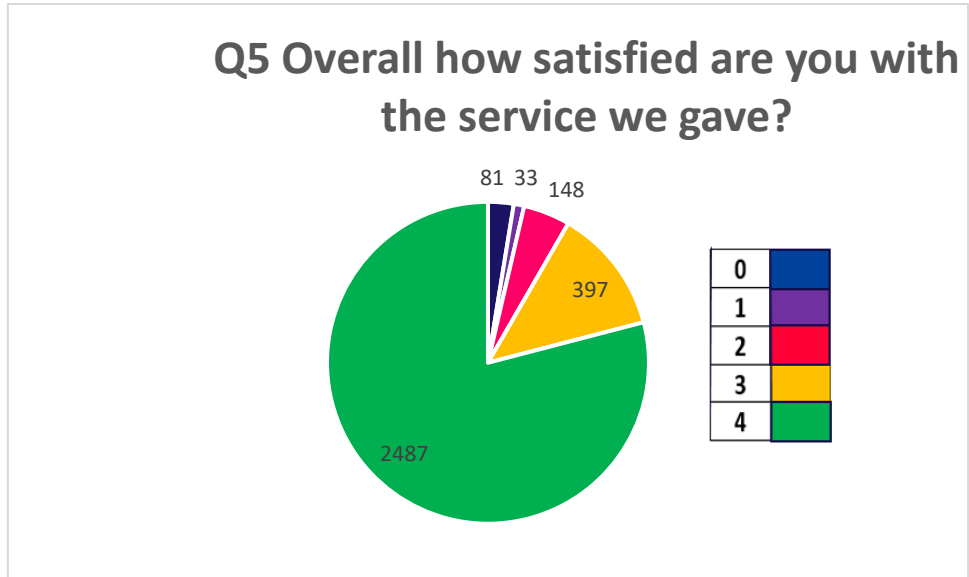
**From this 2022/23 report:**

- Mean score is: 3.48
- 88% of respondents rated their IAS positively
- 5% of respondents rated their IAS negatively

**From the 2021/22 report:**

- Mean score is: 3.60
- 90% of respondents rated their IAS positively
- 3% of respondents rated their IAS negatively

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



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

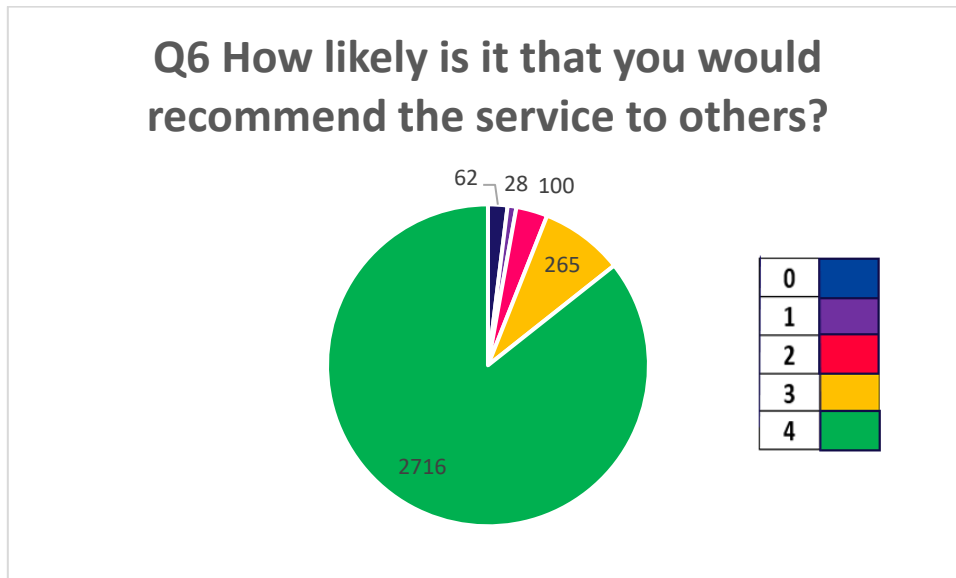
**From this 2022/23 report:**

- Mean score is: 3.64
- 91% of respondents rated their IAS positively
- 4% of respondents rated their IAS negatively

**From the 2021/22 report:**

- Mean score is: 3.73
- 84% of respondents rated their IAS positively
- 3% of respondents rated their IAS negatively

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



**From this 2022/23 report:**

- Mean score is: 3.73
- 94% of respondents rated their IAS positively
- 3 of respondents rated their IAS negatively

**From the 2021/22 report:**

- Mean score is: 3.80
- 96% of respondents rated their IAS positively
- 2% of respondents rated their IAS negatively

## Ofsted Reporting

Alongside service user feedback we have been monitoring IAS mentions within Ofsted reports to consider how they are evaluated as part of the bigger picture. We have fourteen further Ofsted Reports to consider from last year.

Of those fourteen seven received a written letter of action, three did not. Three were revisits where the LA passed, one was a revisit that they did not.

Of IAS mentions, we divided the comments into four categories for ease, where the mention was positive, where the mention contained both positives and challenges, where the mention was not positive and where there was no mention at all.

**Table C: Ofsted Scores**

	Count 19/20 report	% of total 19/20 report	Count 20/21 report	% of total 20/21 report	Count 21/22 report	% of total 21/22 report	Count 22/23 report	% of total 22/23 report
IAS reported positively only by Ofsted	49	53%	21	60%	13	72%	8	57%
IAS reported by Ofsted as being seen to be positive by service users, but areas of improvement needed	9	10%	5	14%	3	17%	2	14%
Reported by Ofsted as needing to improve to meet standards/ duties	5	5%	2	6%	0	0%	0	0%
No mention of SENDIAS service in Ofsted report	29	32%	7	20%	2	11%	4	29%
<b>Total</b>	<b>92</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>14</b>	<b>100%</b>

Once again we see that SENDIAS services are seen positively even in very challenging times. Although eight of the fourteen inspections required a written statement of action, or were a follow up that failed, there are still no reports that were wholly negative about the SENDIASs and only 14% that required improvement from the service.

## Quotes from Ofsted

### Examples of negative only mentions of services

N/A

### Examples of services seen as positive by service users but some areas of improvement needed

*'The lack of capacity in the SEND information and advice support service over the past 12 months has reduced the number of families that benefit from this service. There is not the advocacy available that some families need. While leaders have recognised these issues and have started to address them, there is much to do to develop an effective service.'*

*'The Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) is also available to parents and carers. Despite the existence of these groups, some parents and carers feel their views are not heard. They are unclear about how to share concerns and queries.'*

### Examples of services reported only positively

*'The SEND information and advice support service is well established in the area. Parents and carers told inspectors they value the service as they receive helpful advice and guidance.'*

*'Families benefit from impartial guidance from the SEND Information and Advice Service. Effective leadership has improved the support the service provides to parents. This is reflected in the increased use of this service in recent years.'*

*'Parents and carers feel supported by KCPV and the SEND information, advice and support service to navigate through the SEND process. For example, these groups provide guidance to parents and carers when filling out forms or they signpost parents and carers to useful charities.'*

*'A small group of parents form part of the parent consortium. Collectively, between these two groups, there has been involvement in several examples of co-production. These include the recommissioning of the special educational needs and disabilities information advice and support services and review of the short break offer. The local special educational needs and disability information advice and support service (SENDIASS) has established a forum for children and young people with SEND. This relatively new group has contributed to a national review on SEND and reported their views to the SEND leadership board.'*

*'Parents and carers rightly speak warmly of SENDIASS. There is now a SENDIASS intelligence group which shares information from parents and carers with leaders and practitioners on a regular basis. The lead for SENDIASS also sits on the SEND leadership board. Leaders have expanded the service and monitor its capacity and effectiveness.'*

## Conclusion

This report shows the value service users place on their SENDIASs. It also shows how inspections often highlight the SENDIASs as an example of a service working well and meeting the needs of Children/ Young People and families through some very challenging times and circumstances.

Again, it is important to read this report in conjunction with the [First Phase Data report](#). We feel strongly that in order to maintain the sterling reputation of SENDIAS's as reflected in both the service user feedback and Ofsted reporting, SENDIAS need to be supported and resourced to meet the minimum standards.