

Snapshot of Service User Feedback Report 2024-2025

Based on 30+ sequential pieces of service user feedback provided by services covering 153 Local Authority Areas



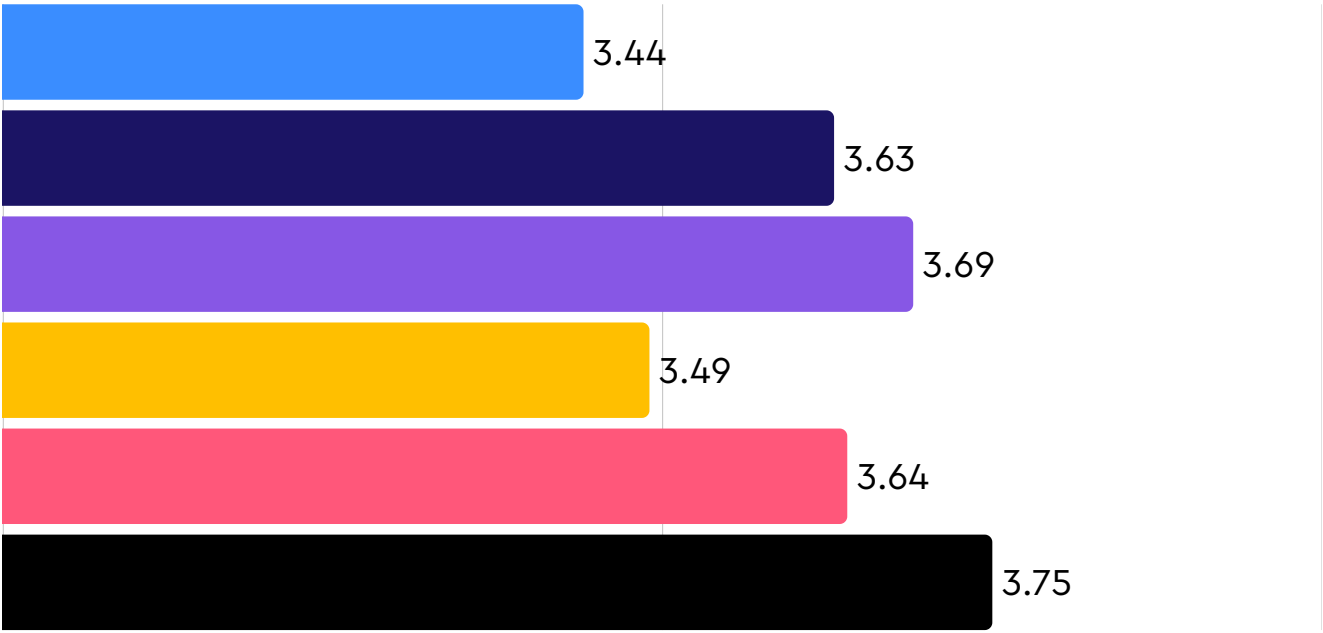
Overview

	2023-2024	2024-2025
Number of services providing feedback	127	112
Total pieces of feedback:	9230	6422
Average per service	73	97
From parents	5633	5293
From children (0-16):	26	22
From young people	131	76
Unspecified	3440	1031

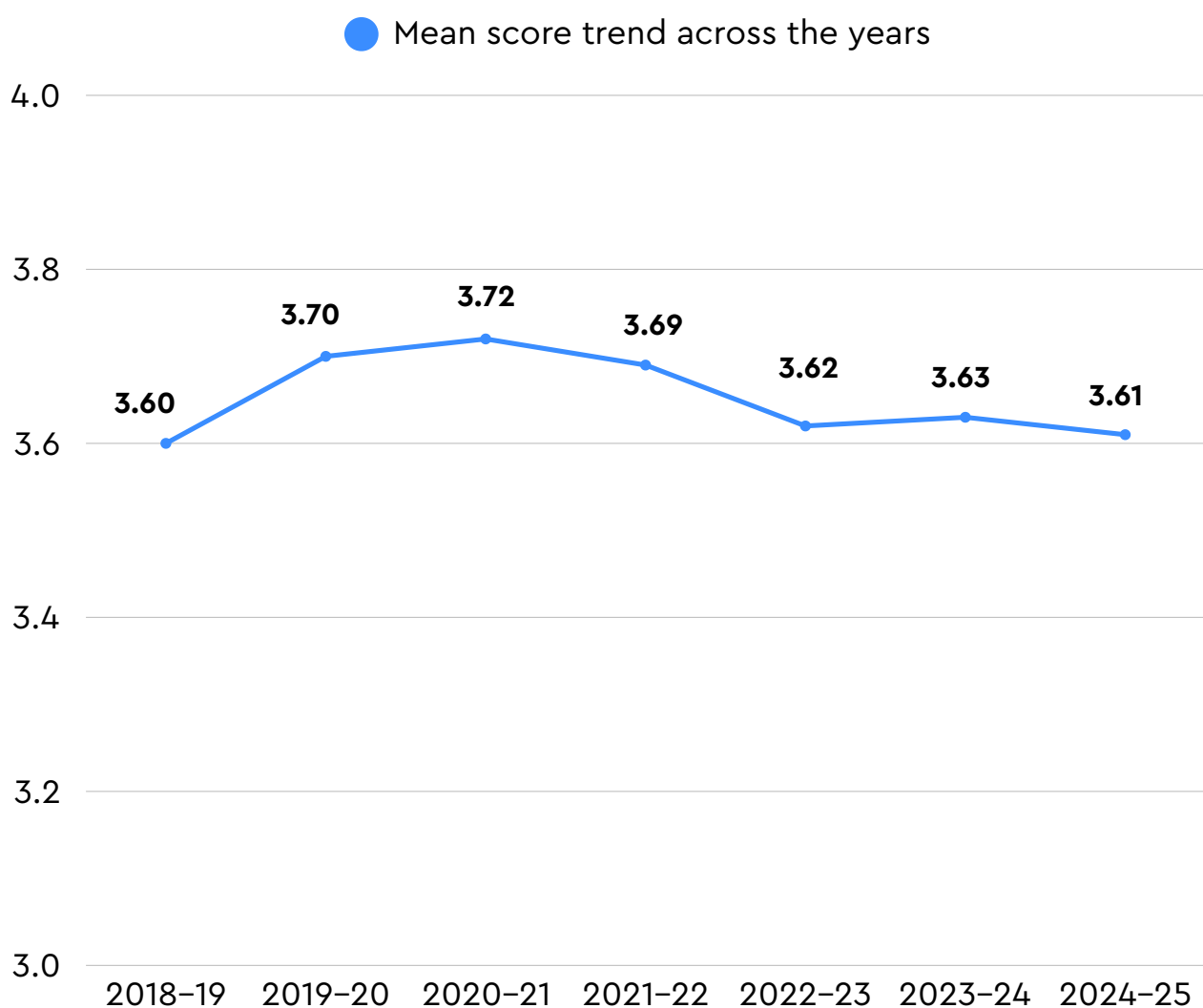
All services ensure they ask six specific questions to service users as part of their feedback processes. Those 6 questions are rated 0-4 with **0 being low and 4 being the maximum.** Those six questions and their mean (average) score from sequential pieces of feedback from service users this year are below.

2024-2025 Mean Scores (Maximum possible: 4.00)

- How easy was it to get in touch with us?
- How helpful was the information, advice and support we gave you?
- How neutral, fair and unbiased do you think we were?
- What difference do you think our IAS has made for you?
- Overall how satisfied are you with the service we gave?
- How likely is it that you would recommend the service to others?

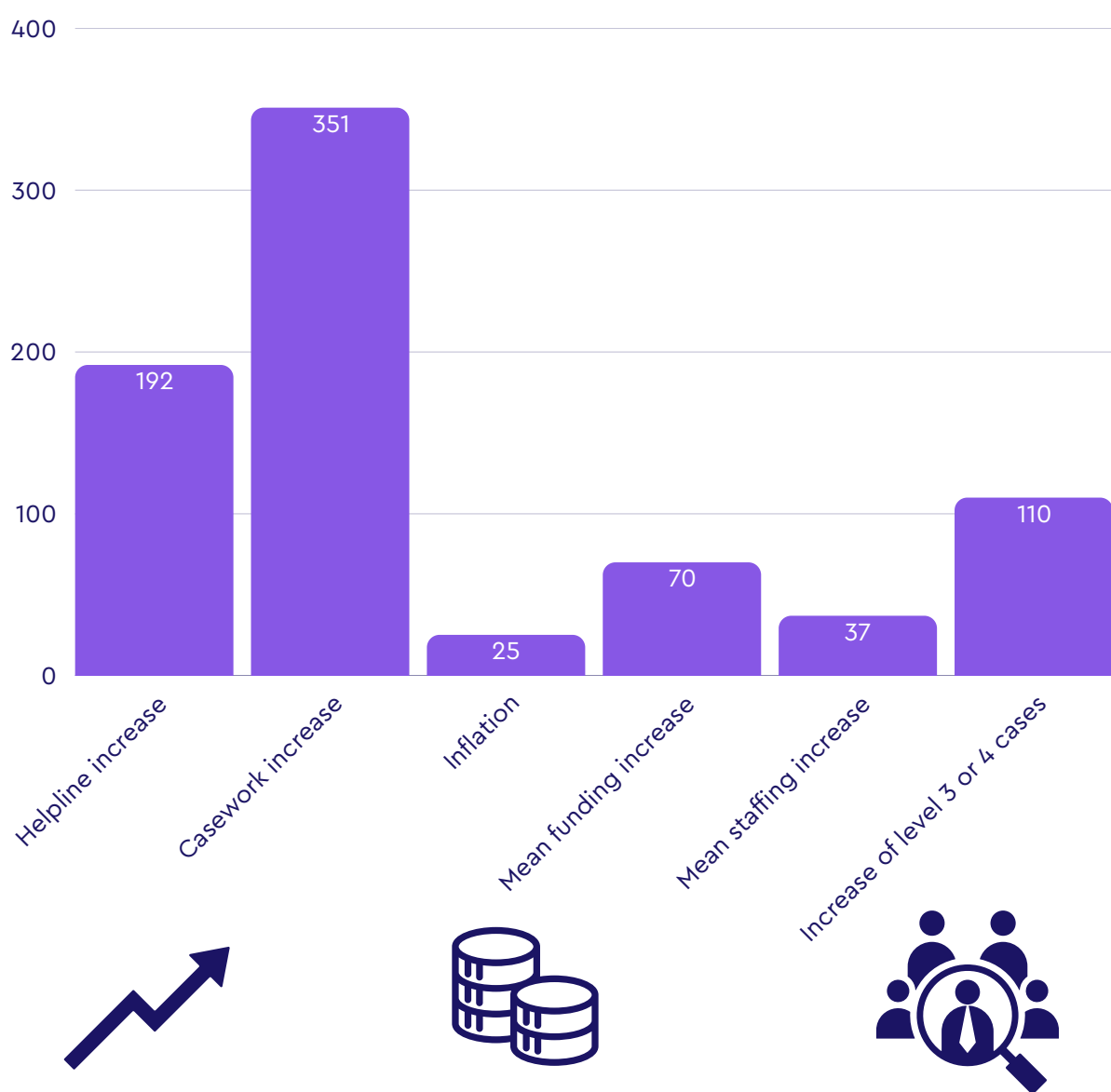


Total Mean Score for 2024-2025: 3.61 out of 4.00



Services continue to receive very high scores across the board. The slight downward trend since 2020 must be understood alongside the rising pressures on SENDIAS services as seen below.

Comparing funding increase with % growth of casework, inflation, and staffing (2019-2024)



Biggest increase:
Casework (351%
over 5 years).

Funding struggles
to keep pace:
funding growth
(70%) vs. Inflation
(25.2%) and
casework (351%)

Minimal
staffing
growth: An
increase of
37% in 5 years



Growing pressures on SENDIAS services are not being matched with funding. Yet, service user scores are very high, reflecting the continuing impressive work of SENDIAS services.

If you have any questions, please contact the Information Advice and Support Services Network

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🌐 [IASSN Website](#)