

The logo for Independent Support features the words "independent" and "support" in a bold, lowercase sans-serif font, stacked vertically. The text is centered between two grey, curved lines that form a partial circle around the text.

# independent support

## Phase 3 - Independent Support Quality Assurance Survey

### About this survey

**Independent Support is a national government initiative launched in January 2014 and designed to help parents and young people navigate through the Education, Health and Care (EHC) planning process.**

**An Independent Supporter is someone who has been appointed, supported and supervised by a local service provider or the Information, Advice and Support Service, both under contract with us. They would have completed accredited training provided by the Council for Disabled Children before offering impartial information and support to families and young people.**

**This survey gives you the opportunity to feedback on the help you have received through an Independent Supporter. This feedback will be anonymous and will enable us to improve the service going forward.**

**The information collected is for internal research purposes only and when reporting survey findings, we will not identify any individuals. Results from this survey may be shared with Government in anonymized or aggregated forms.**



# independent support

## Phase 3 - Independent Support Quality Assurance Survey

\* 1. Name of your Information, Advice and Support Service (IASS) or Independent Support (IS) agency?

\* 2. Which local authority area are you based in?

\* 3. Age of child or young person receiving support?

\* 4. Which of the following best describes you?

Parent

Carer

Young person

Other (please specify)

\* 5. When did the Independent Support start? (approximate month).

\* 6. When did the support finish or is it still ongoing?

## Phase 3 - Independent Support Quality Assurance Survey

\* 1. How did you find out about Independent Support?

\* 2. How did you find the referral process?

- Easy
- Difficult
- Don't know

Comments

\* 3. Did you receive Independent Support during;

- An EHC assessment
- Transition from a Statement / LDA to an EHC Plan
- Not sure

Other (please specify)

\* 4. How useful has the work you've done with your Independent Supporter been?

- Extremely useful
- Very useful
- Slightly useful
- Not at all useful
- Don't know

Please tell us why you feel that way

\* 5. Did the support you receive have a positive or negative impact?

- Positive impact
- Negative impact
- don't know/too early to say

Please tell us why you feel that way

\* 6. Was the support available when you needed it?

- Yes
- No

Comments

\* 7. Thinking about your experience of the Education, Health and Care assessment process, or transition from a Statement / Learning Difficulty Assessment to a new Education, Health and Care plan, did you feel you were fully able to express your views, and were they listened to?

- Yes
- No
- Don't know

comments

\* 8. What type of support are you likely to need in the future?

- |  |  |
|--|--|
| <input type="checkbox"/> General future EHCP planning                          | <input type="checkbox"/> Independent living      |
| <input type="checkbox"/> Personal budgets                                      | <input type="checkbox"/> Preparing for adulthood |
| <input type="checkbox"/> Pre-school placement                                  | <input type="checkbox"/> Short breaks            |
| <input type="checkbox"/> School placement                                      | <input type="checkbox"/> Other                   |
| <input type="checkbox"/> Access to college or other forms of further education | <input type="checkbox"/> None                    |

If other, what kind of support?

9. How can we improve the service? Any suggestions or comments

\* 10. Overall, how satisfied were you with this support? (1 being not at all and 5 being completely)

- 1
- 2
- 3
- 4
- 5

Additional comments:

\* 11. How likely is it that you would recommend this service to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----