



IASS Service User Feedback

It is very important that you refer to the [Guidance Notes](#) before completing this form

Survey period starting

06/11/2023

Number of service users surveyed

72

Please ensure you request feedback from the next 50 service users who are ending a period of intervention on or after the start of the survey period shown above.

Please record the number of service users in each group that were asked to provide feedback

No of parents /carers 68	No of children (0-16)	No of young people (17-25)	Number Not Known 4
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Total Returns

72

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

Number of returns:	0	1	2	3	4
			4	15	53
Percentage:	0.00%	0.00%	5.56%	20.83%	73.61%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		3.68

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

Number of returns:	0	1	2	3	4
			1	34	37
Percentage:	0.00%	0.00%	1.39%	47.22%	51.39%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		3.50

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

Number of returns:	0	1	2	3	4
			1	14	57
Percentage:	0.00%	0.00%	1.39%	19.44%	79.17%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		3.78

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

Number of returns:	0	1	2	3	4
			3	39	30
Percentage:	0.00%	0.00%	4.17%	54.17%	41.67%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		3.38

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

Number of returns:	0	1	2	3	4
				11	61
Percentage:	0.00%	0.00%	0.00%	15.28%	84.72%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		3.85

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

Number of returns:	0	1	2	3	4
					72
Percentage:	0.00%	0.00%	0.00%	0.00%	100.00%
	Total Returns		Return Rate		Mean Rating
	72		100.00%		4.00

Return completed by
Cheryl Wyatt

Please provide a phone number in case we need to contact you

07715462690

Email

cheryl-ppsbolton@outlook.com

If necessary you can add any comments below.

Respondents are given an open box at the end to submit any qualitative feedback. This was resoundingly positive. It included comments such as; "We wouldn't have been listened to if it wasn't for IAS". "The advice given was paramount to my child receiving an EHC" "Absolutely amazing people who are there". "Your service guided and supported me through a difficult time and led to my son accessing school full time with the support he was entitled to". "You have a top team working with you to ensure that parents don't get lost in the wild jungle of SEND". "Really helpful support, both practical and emotional. Felt fully understood and supported". "Very grateful for all the help". "You really made a difference, I felt like I was on my own with no support and nowhere to turn to before getting in touch with IAS". "When IAS attended the meeting the schools attitude changed and they actually listened and have started to change things". "I cannot express how much help they've given me not just with legal advice and information but emotionally". "I will forever be grateful". "Real life superheroes!" "The support IAS offers and gives is amazing". "Wouldn't be where we are today!"