



IASS Service User Feedback

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

Survey period starting
01/02/2021

Number of service users surveyed
32

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	No of children (0-16)	No of young people (17-25)	Number Not Known
32	0	0	0

Total Returns
32

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

Number of returns:	0	1	2	3	4
					32
Percentage:	0.00%	0.00%	0.00%	0.00%	100.00%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		4.00

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

Number of returns:	0	1	2	3	4
				4	28
Percentage:	0.00%	0.00%	0.00%	12.50%	87.50%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		3.88

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

Number of returns:	0	1	2	3	4
					32
Percentage:	0.00%	0.00%	0.00%	0.00%	100.00%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		4.00

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

Number of returns:	0	1	2	3	4
				1	31
Percentage:	0.00%	0.00%	0.00%	3.13%	96.88%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		3.97

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

Number of returns:	0	1	2	3	4
				1	31
Percentage:	0.00%	0.00%	0.00%	3.13%	96.88%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		3.97

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

Number of returns:	0	1	2	3	4
					32
Percentage:	0.00%	0.00%	0.00%	0.00%	100.00%
	Total Returns		Return Rate		Mean Rating
	32		100.00%		4.00

Return completed by
Cheryl Wyatt

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

01204 848722

Email

cheryl-ppsbolton@outlook.com

If necessary you can add any comments below.

IAS have been a lifeline to me and my children. When you feel you don't know where to turn or what to do they're always there with support and advice. They have supported me so many times in school and knowing the support is there and there's someone else in the room advocating for what is the best thing for a child it helps so much. Thank you so much for all you do..I honestly don't know where we would be without you!

The information given was very valuable for me to understand the EHCP process here in the UK. You guys are doing an awesome job and I am grateful for the support and services provided by your team

She has been my rock very fast at replying gives the most amazing advice and fights my sons corner professionally. I think I would have crumbled a long time ago if I didn't have her to vent too. She has been amazing

A wealth of information!! They are incredibly helpful, prompt replies to all my daft questions and has given me so much more confidence in Handling my sons current situation