

# Shropshire Information, Advice and Support Service (SENDIASS)

Recommissioning Review Survey Report

Version 3 March 2024



# 1 Introduction

Citizens Advice Shropshire currently provide the [Shropshire SEND Information Advice and Support Service \(SENDIASS\)](#) on behalf of Shropshire Council and NHS Shropshire, Telford and Wrekin.

The SENDIASS offers information, advice and support on a wide range of services relating the provision of education, health and social care to SEND children and young people up to the age of 25 who have, or may have, special educational needs or disabilities (SEND) and their parents. The service is free, impartial and confidential.

Shropshire Council are looking to re-tender this service from September 2024 when the current contract ends. A survey was designed by SEND commissioners to collect feedback from current and potential SENDIASS users. The survey was available publicly on the council's consultation page from 8<sup>th</sup> November to 6<sup>th</sup> December 2023 and was advertised through communications channels such as newsletters and social media.

Survey results were analysed using Microsoft Excel and open-ended responses have in some cases been thematically sorted, with examples provided of comments sorted into these themes. Some open-ended responses have also had portions redacted for this report in order to preserve respondent anonymity.

Feedback from this survey will inform the council's approach to the new contract beginning in September 2024 and advise commissioners about what is working that should be continued and how the service might be improved.

## **Version 2**

In January 2024, the report was updated to include some details which are reflected in Tables 1, 2 and 6.

## **Version 3**

In March 2024, the report was updated to make some minor changes that more carefully pointed to some of the report's positive findings.

This report is divided into six sections:

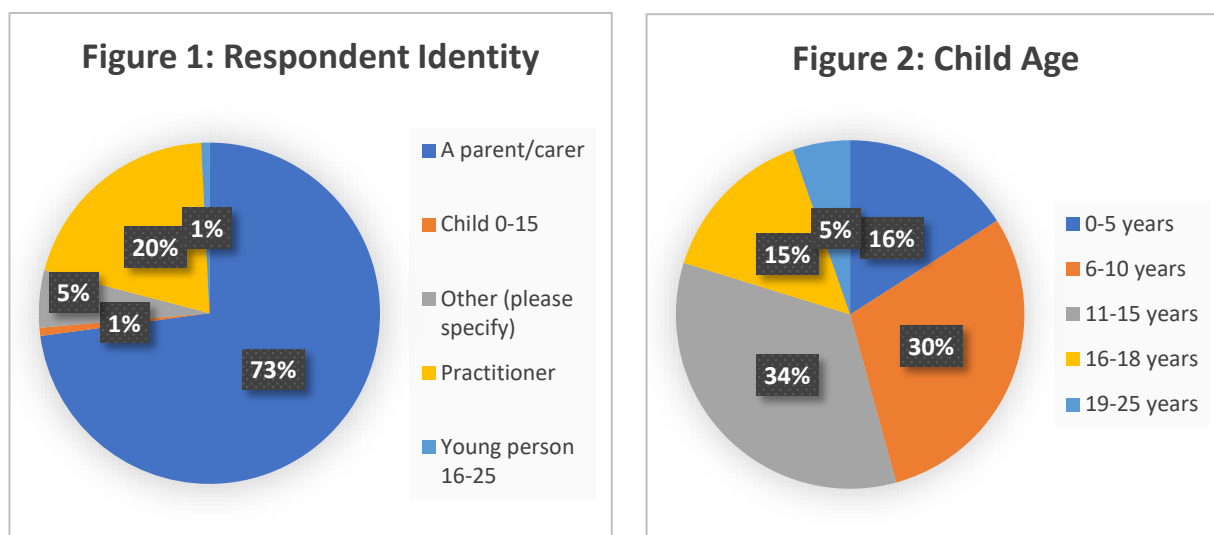
- This first section provides an outline of the background and methods for conducting the research.
- Section 2 provides an overview of the respondents and their preferences for receiving information.
- Section 3 highlights the breakdown of respondents by whether or not they had used SENDIASS, and their knowledge of the service.
- Section 4 looks at the kind of help that respondents identify that they need, as well as their expectations for service outcomes.
- Section 5 is the most important part of the report, as it presents the overall feedback on the SENDIASS service by those who have used it.
- Section 6 summarises the key findings and concludes the report.

## 2 Respondents

134 partial or complete surveys were returned and are considered in this analysis.<sup>1</sup>

### Respondent Identity

**Figure 1** shows a breakdown of the percentages of respondents by how they identified their relationship to the child or young person with special educational needs that they support.



Of 129 respondents answering the question, 94 were parents/carers, 1 was a young person (16-25), one was a child (0-15), 26 were practitioners and 7 identified themselves as “other”.

Some identified as “other” because they saw themselves in multiple roles (e.g. as parent and practitioner) or wanted to clarify their role or relationship with the child(ren) they support (e.g., responses such as “aunt” or “teacher” or “support worker”).

### Age of Child with SEN

With the exception of the child respondent, who identified themselves as between 6-10 years old, only parent/carer respondents provided age ranges of the child(ren) about whom their responses to the survey pertained.

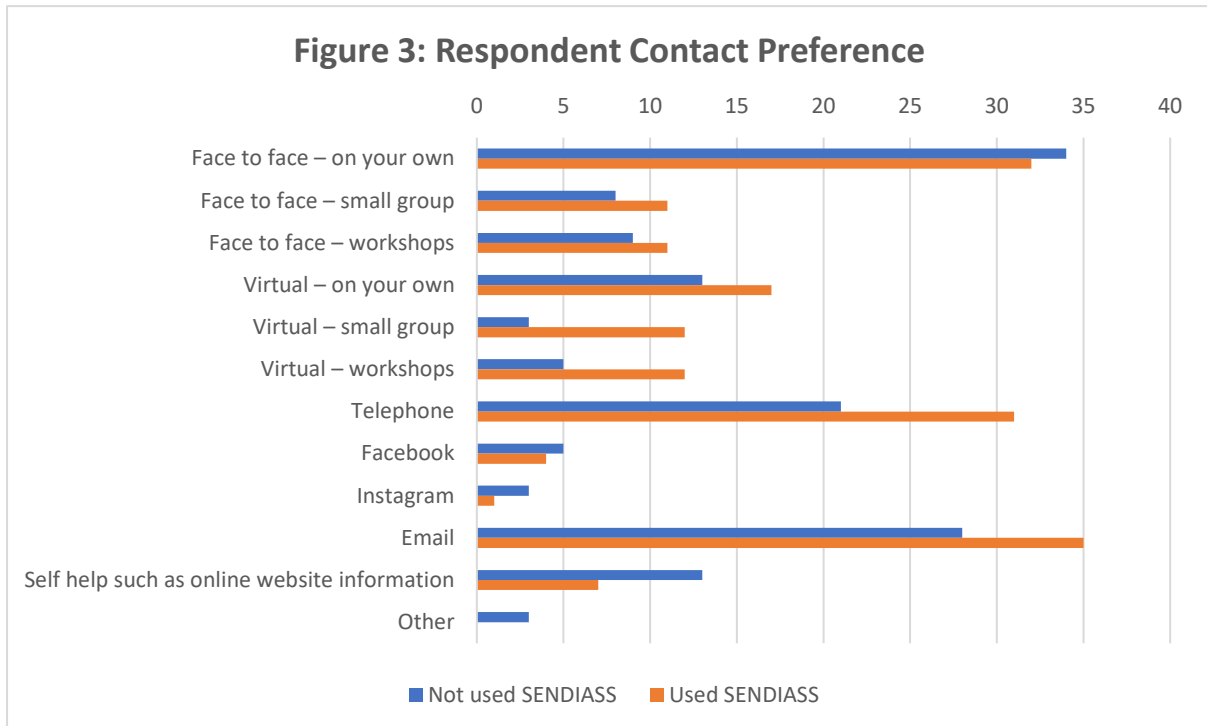
**Figure 2** shows the breakdown of age ranges of children with special educational needs that parent/carers answering the survey are supporting. The most common age group parents/carers identified supporting were children of school age, specifically children aged 11-15 (32) and children aged 6-10 (28).

### Preferences for Receiving Information

All respondents were asked their preferred method of receiving information, advice and support. A summary of responses are broken down in **Figure 3** by respondents

<sup>1</sup> Three additional responses were discarded due to respondents indicating that they were not responding about a child or young person living or accessing services in the Shropshire Council area.

who reported themselves to be SENDIASS users and those who said they had not used the service.



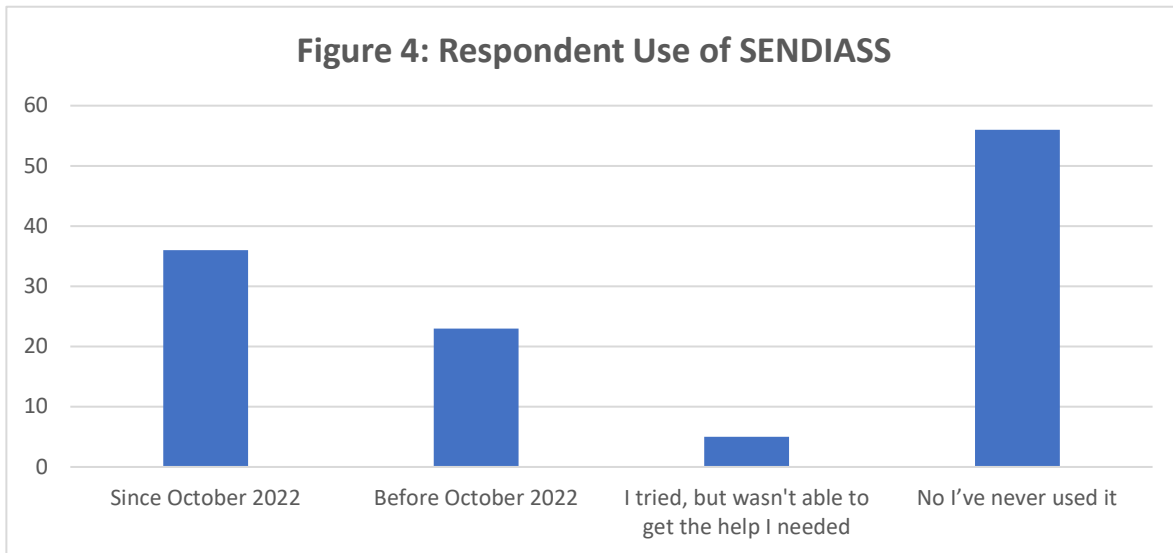
Overall, among both service users and non-service users, face-to-face, individual appointments are the preferred method of receiving information, advice and support, followed by email and telephone. Social media and group or workshop forms of virtual support were the least popular ways to receive support, though virtual individual support was still fairly popular as a choice. Interestingly, self-help was nearly twice as popular with those who had not used the service as those who had.

### 3 Uptake and Knowledge of SENDIASS

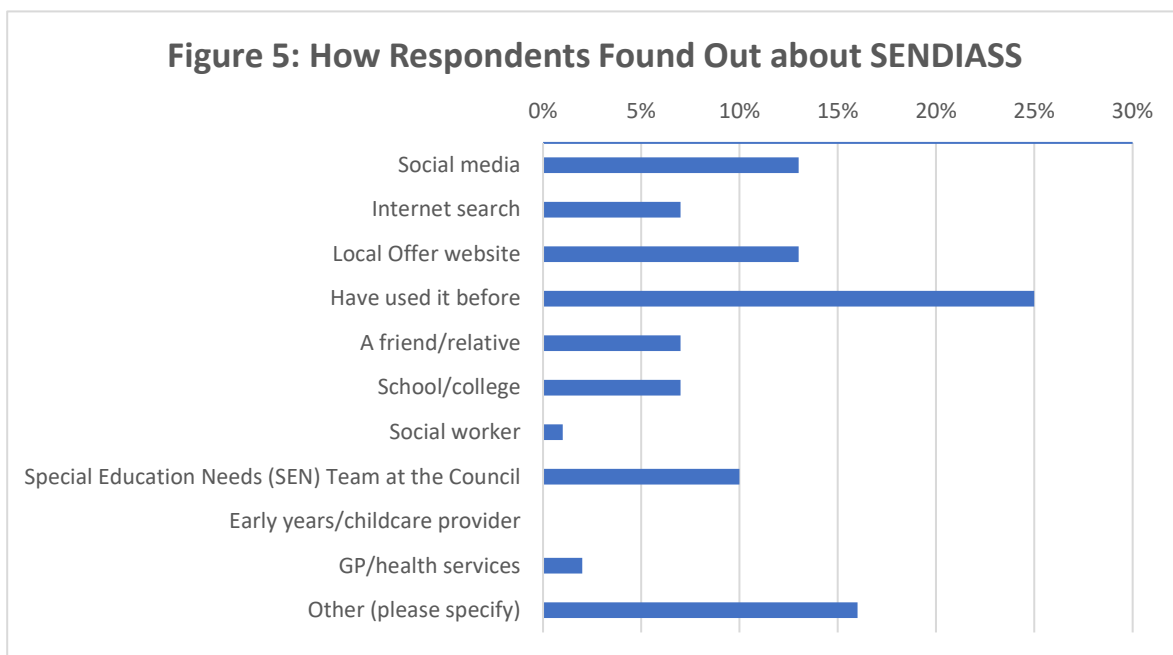
120 respondents answered a series of questions about whether or not they had heard of the SENDIASS, whether they knew its purpose, and whether or not they had ever used the service.

Of these 120 respondents, 73% (88) had heard of the service, and 27% (32) had not. 68% of respondents (82) said that they knew what the purpose of the service is and 32% (38) said that they did not.

Only a slight majority (53%) of survey respondents said that they had either used the service or had tried to use it but were unable to get the help they need. 47% of respondents (56) said that they had never used the service (see Figure 4).



Those who had used the service reported a variety of sources for having found out about the service, which are presented in **Figure 5**. Apart from those who were aware of the service because they had used it before, online sources such as “social media”, “internet search”, and “Local Offer website” were most frequently cited.



Three respondents listing “other” often also said “website” or something similar. Parent and Carer Council (PACC) was also cited as a source of information by three respondents here. Additional sources included one respondent citing the charity YoungMinds and another saying that practitioners from SENDIASS directly introduced themselves to the respondent’s organisation.

### **Tried, But Couldn’t Get Help**

The survey asked at the outset for respondents to identify whether they had tried to use the service and had not been able to get the help they needed.

There were only five respondents who selected this option. Of these five, four left comments concerning their experiences with trying to receive support.

The feedback offered here is also repeated in comments by the same individual respondents in Section 5 below.

Three of the comments pertained to difficulty with receiving a response from the service. These comments were:

- “I contacted them following my son getting a diagnosis of ASD and [his school] failing to support his needs and leaving him as a vulnerable person open to repeated physical and sexual assaults. The school did nothing and SENDIASS were not interested.”
- “Recommended to parents for advice regarding their children with SEN, phone calls not returned, poor communication prompting one parent to ask what is the point of the service if they do not respond?”
- “I phoned and left a message, never replied. We have previously asked for support and it’s very complicated, fragmented and hard to who does what.”

The fourth respondent’s comment simply outlined the support they were looking for:

- “Wanted transition advice college and post college.”

Note: these comments only represent a small percentage of respondents who accessed the service. Most did so and had positive experiences. **Section 5 of this report** will detail these more positive experiences.

### Never Used SENDIASS

Those 56 respondents who indicated that they had never used the service before were asked what alternative sources they used for information, advice and support around additional educational needs.

42 parents had responded that they have never used the service, but only 34 offered comments to indicate where else they turn to for information, advice and support. These parents’ responses can be grouped thematically into six sources (**see Table 1**).

**Table 1: Have Not Used SENDIASS - Where Parents Go for Advice and Support**

Sources of support	Count	%
PACC Shropshire, Autism.org and other voluntary groups	5	10%
School or school resources such as the SEND Coordinator	15	30%
Professionals, such as Educational Psychologists, Occupational or Physio Therapists and GPs	14	28%
Other formal support offers such as BeeU and BEAM	5	10%
Friends or support groups	5	10%
Internet searches (e.g., “Google”)	6	12%

Often multiple sources were mentioned in one comment, for example:

- “Advice from friends of SEN children or groups, school, social media”

Nine respondents identifying as “practitioners” and four identifying as “other” (but whose open-ended responses seemed to class them as a form of practitioner) also said they had never used the service. Practitioners’ responses can be grouped into similar themes (see Table 2):

**Table 2: Have Not Used SENDIASS – Where Practitioners Refer**

Refer to	No	%
SEND IASS and formal local support offers such as IPSEA, BEAM, Family Information Service, and BeeU	9	64%
Schools	2	14%
PACC Shropshire	3	21%

Again, many of the responses mentioned more than one of these sources of advice and support in one comment. For example:

- “Dependent on the need identified: Family Information Service, Parent Carer Council, BEAM or the Local Offer.”

Finally, one respondent identifying as a child between 0-15 also said that they had not used SENDIASS, and indicated that they go to their school for support.

- “I just speak to school teachers and SENDco. They got someone from NHS to run a speech and language assessment and EAL.”

## 4 Service Needs and Expectations

### Types of Information/Advice/Support Sought

Respondents who did not use the SEND IASS service were asked what type of information and advice they would want to receive from an information, advice and support service. 47 respondents answered this question with a variety of different interests, though the highest percentage of respondents (79%) said that “Understanding the EHCP process or decision” is the topic about which they were most interested (see Table 3 below).

A majority of respondents also showed interest in the topics “Information about Local Services” (66%) and “Preparing for Adulthood” (51%).

**Table 3: Have Not Used SENDIASS - Information and Advice Wanted**

Type of Help Wanted	Count	%
Understanding the EHCP process or decision	37	79%
Information about local services	31	66%
Information about my rights	27	57%
Preparing for adulthood	24	51%
How to get the school/college place I need	22	47%
How to choose a school/college	19	40%
Health issue	17	36%
Social care issue	17	36%
Youth activities	17	36%
Personal budget	15	32%

Help contacting the school, local authority or another service	15	32%
Help with SEND tribunal	14	30%
Help preparing for a meeting	13	28%
Training for staff	12	26%
Advice about being excluded from school	11	23%
Advice about dealing with bullying	10	21%
Help filling in a form	10	21%
Something else	7	15%

Respondents answering “something else” had some interesting and specific things they would be interested in seeking support about. These were:

- “Support groups for parents on weekends”
- “Support for children whilst awaiting a diagnosis”
- “How to get extra support at school”
- Help “regarding emotion-based school avoidance issues”
- “Support for our children that we can help put in place for after us parents are gone.”
- “How and when to access various items related to special needs e.g., motability, wheelchairs (as wheelchair services are rubbish!), equipment, grants, DFG many, many things that we’ve had to research ourselves.”

Respondents who had used the Shropshire SENDIASS were also asked about their interests in information and advice, but they were asked specifically about what types of information and advice that they had actually sought from the service. 61 people responded to this question. These responses were very similar in emphasis to those respondents who had not used the service (**see Table 4 below**).

Understanding the EHCP process or decision was still a top area of interest for those who had sought out the service for support, and information about rights was also still high on the list in this group.

**Table 4: Have Used SENDIASS - Information and Advice Sought**

Type of Help Sought	Count	%
Understanding the EHCP process or decision	34	56%
Help contacting the school, local authority or another service	16	26%
Information about my rights	14	23%
Help preparing for a meeting	14	23%
How to get the school/college place I need	13	21%
Something else	10	16%
Preparing for adulthood	8	13%
Information about local services	7	11%
Help filling in a form	7	11%
Help with SEND tribunal	7	11%
Advice about being excluded from school	7	11%
How to choose a school/college	5	8%



Social care issue	4	7%
Advice about dealing with bullying	4	7%
Personal budget	3	5%
Health issue	3	5%
Training for staff	3	5%
Youth activities	1	2%

10 respondents who had used SENDIASS said that they had used it for “something else” than the options listed in the survey. Help working with schools was a common theme:

- “Mediation with school”
- “Help getting support with the current school”
- “School anxiety”
- “Support for a SEN child who couldn’t attend school”

Other support sought included:

- “Drafting EHCP”
- “SEN transport”
- “Major issues with the DCT”
- “Supporting parents to access the right services”
- “Getting parents of SEND pupils support”
- “Working with a professional”

### Expectations of Service Outcomes

47 Respondents who said they had not used SENDIASS were asked “what do you think would be a good outcome” of using the service might be. 57 Respondents who had used SENDIASS were also asked what they thought a good outcome of using the service might be. The results of both questions are presented in **Table 5** below.

Table 5: Expectations for a ‘Good Outcome’	Used SENDIASS		Have not used SENDIASS	
	(Count)	%	(Count)	%
You feel you have had impartial information, advice and guidance	42	74%	36	77%
Better understanding of SEN processes from SEN Support through to tribunal	33	58%	30	64%
Feeling supported and that you have been listened to	43	75%	37	79%
Feeling well supported to write letters and attend meetings	31	54%	15	32%
Improved levels of support for parent/carers and child/young person	35	61%	33	70%
Feel better able to attend meetings as a parent/carer or young person	26	46%	15	32%
Feel more confident to self-advocate – to be able to speak about what my needs are and about the things that are important to me	30	53%	21	45%
Something else	3	5%	5	11%

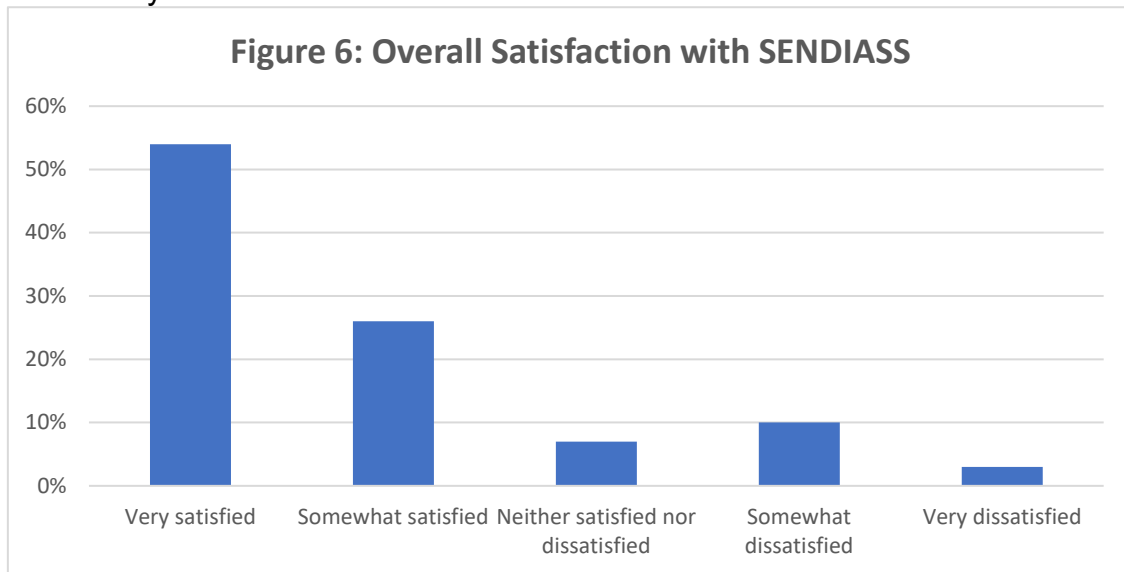
Overall, both respondents who had used the service and those who had not agreed

on the priority outcomes for the service, with feeling supported and listened to as the top priority for both groups, followed closely by feeling that impartial information, advice and guidance has been received.

## 5 Service Feedback

### Overall Satisfaction

Of those respondents saying they had used the service, 61 answered the question of whether they were satisfied overall with the service. 80% of service users were either



“very satisfied” (54%) or “somewhat satisfied” (26%) with SENDIASS overall (see **Figure 6**). However, 13% of respondents who had used the service said they were either “somewhat dissatisfied” or “very dissatisfied” with SENDIASS overall.

A large percentage of respondents who had used SENDIASS (83%) said that they felt the information they had received was impartial, while 13% said they didn’t know and 4% (respondents) did not think that the information they had received was impartial.

**When asked whether they had received the advice they were looking for, 48 (79%) service users said that they had, while 13 (21%) said that they had not.** Two of those respondents who said that they had not received the support they needed said that they had been signposted to another service to help with their enquiry.

Those respondents who said they had not received the help they needed were asked to provide details, and 11 did so (some details redacted to preserve anonymity). **Note: the comments below only pertain to the minority of respondents who said they had not received the help they needed.** Those who had positive experiences, provided further comments in **Section 5** below.

One theme that emerged from these responses was a lack of responsiveness or timely responses from the service. For example:

- “Incredibly difficult to get hold of someone and everyone says something different all the time.”
- “Asked a question about local authority obligation to provide SEN holiday clubs or assisting with funding back in July still waiting for an answer.”
- “Did not return calls to parent, I was told when I contacted on their behalf that I could not request engagement - it had to come from the parent, despite me explaining their difficulties.”
- “Our child was in crisis and had to phone 3 different teams.”

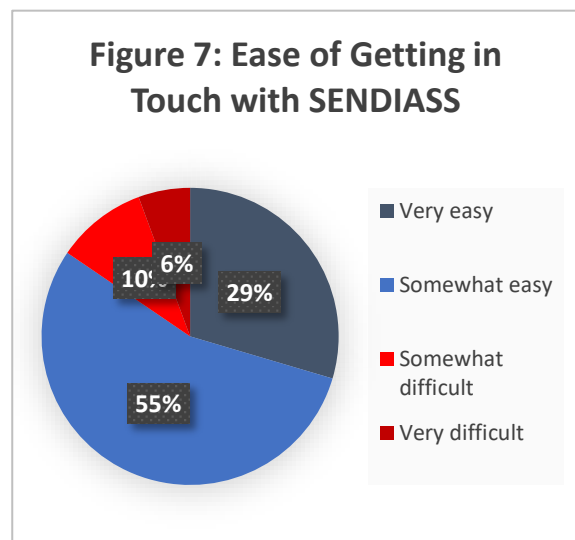
Another theme was respondents saying they had received information or support that they perceived to be incorrect or unhelpful. For example:

- “At the time, IASS were not up to speed on how/when Shropshire Council were doing reviews for children in Year 5 and 6.”
- “SENDIASS contacted the school and said they couldn’t see anything wrong with what the school had done, despite failing to keep my son safe.”
- “Lack of resources. School very unresponsive and willing to discuss.”
- “We were just told that they were unable to help us. We needed to appeal the local authority decision to not put our child into a SEN provision. We have now overturned that decision but without any support from SENDIASS.”
- “On the last occasion the man who phoned me didn’t know the proper advice and I ended up telling him what was correct.”
- “Information just genetic.”
- “Told that advice pertained only to school age students.”

### Ease of Service Access

57 respondents answered three questions asked of those who had used SENDIASS about the ease of getting in touch with the service, the speed of responses and how happy they were with the response times. A large majority 84% (46) of respondents found it “very easy” or “somewhat easy” to get in touch with the service (**see Figure 7**). These same percentages were also “very happy” or “somewhat happy” with the length of time it took for them to receive a response from SENDIASS.

Response times varied from the same day to longer than a week and four respondents said that they had never had direct contact with SENDIASS (**see Table 6**).



<b>Table 6: Length of Time to Response</b>	<b>Count</b>	<b>%</b>
The same day	9	16%
The next day	15	26%
Within a week	24	42%
Longer than a week	5	9%
I never had direct contact with a member of staff from SENDIASS	4	7%

All four of the respondents who said that they had not had direct contact with the service identified as “professionals” and two of the four were clear in their comments that they simply refer parents/carers to the service, which is why they do not have direct contact.

Two of the professionals who responded to this question, however, did say that there were potential negative consequences for them not being able to directly work with the service. One noted that it is ideal for them to be there to support the family when in contact with the service, but that isn’t possible with a call-back, and another said that parents they work with have sometimes not received call-backs after referral.

- “I can’t refer to SENDIASS as a professional but give details to parents. Will phone while with family, but often can only leave message. I am then not with family to support when service rings back.”
- “Parents complain of never being called back, despite leaving messages.”

### **Service Ratings**

Respondents who had used SENDIASS were then asked to rate their experiences with specific services. These ratings are summarised in **Table 7**.

<b>Table 7: Specific Service Ratings</b>	<b>Average Rating (out of 5)</b>	<b>Number of respondents</b>
Contributing to assessments for EHCP and/or annual reviews	4.23	26
Advice and information by email	4.18	39
Advice and information through a face to face meeting	4.05	21
Support at meetings in school	4.04	27
Advice and information by phone	4.02	46
Advice and information by social media	3.96	24
Completion of forms	3.91	22
Signposting to additional services	3.90	41
Support at tribunals and mediation	3.67	21
Support for young people	3.63	24
Workshops and training	3.41	17

The findings in **Table 7** are ranked highest to lowest based on their average rating by respondents who had used the service. Contributions to assessments for EHCP and/or annual reviews received the highest ratings, with an average of 4.23 out of 5, while workshops and training received the lowest, with an average of 3.41 out of 5. However, workshops and training were also used by the lowest number of respondents.

The most used service was advice and information by telephone, where 46 respondents had used this service, and gave it an average rating of 4.02 out of 5. Another highly used service was signposting to additional services, with 41 respondents using this service, though they gave it a lower average rating of 3.90 out of 5.

### How SENDIASS Helped

Finally, those respondents who reported using SENDIASS were asked to rate how well the service had helped them in improving their knowledge and confidence. 54 respondents answered this question and the results are summarised in **Table 8**.

<b>Table 8: Ratings for How SENDIASS Helped</b>	<b>Average Rating (out of 5)</b>	<b>Number of respondents</b>
To be more confident in dealing with things on my own	4.02	44
With knowledge of issues relating to special educational needs and disability	3.87	45
To know where to go for help and support if I need it	3.69	48

### High Ratings Comments

21 respondents offered comments on their ratings of 4 or 5 for services. **These comments were effusive in stating the benefits of the service and the competence and helpfulness of the staff providing support.** Nine examples of these comments, below, are representative of the overall sentiment from these 21 respondents:

- “Amazing staff who listen, take time to help and give the correct information. I really don’t know what I would have done without them.”
- “The advice and support ensured my daughter got the school place that she needed. I can’t thank IASS enough for all the help we’ve received over the years.”
- “Excellent advice and advice on the legal aspect of SEND equipping me with information to self-advocate.”
- “I felt listened to and understood before they offered advice and support which was so helpful. It was such a relief that a service made me feel that way when everything else in the SEN process is such a battle.”
- “[Our advisor] has been incredible at helping me to understand what our rights are legally. She has been a great support in making sure the "professionals" in my child's life follow the correct protocol. Her support in meetings and checking EHCPs has been priceless. She has done and covered so much with us over the years, I don't know where we would have been without [our advisor] and IASS' service.”
- “Knowledgeable staff, knew my case when I rang again so the service is keeping good notes of support offered. I felt supported and more confident dealing with school.”
- “IASS were the only service who managed to make the rights of the child clear. I had tried endlessly to contact various teams within Shropshire Council and they either refused to engage at all or were dismissive when I did get through. IASS helped give me a foundational knowledge of the law around my enquiry, which meant I could take the case forward on my own. IASS were

- brilliant at helping me negotiate the hurdles put in place by the council.”
- “Consistently excellent support and advice.”
- “They could not have done more to help! Amazing knowledge, empathy, understanding.... everything you need but do not receive from the Local Authority, specifically the SEN team.”

### **Low Ratings Comments**

7 respondents also provided comments clarifying why they gave negative ratings of 0 or 1 to services and/or support offered by SENDIASS. Most of these comments pertained to the service not being able to provide appropriate or timely advice. All comments provided by these respondents are included below:

- “They need to be up to speed with how the council are operating or no point in them issuing advice.”
- “We did not feel supported at all as SENDIASS agreed with the school’s actions which left my son vulnerable to future bullying and now having PTSD.”
- “They’re not able to help with issues around the Disabled Children’s Team, as it’s outside their remit. As a family, we have been seriously failed by the DCT and there simply isn’t anywhere to go with support for social care; DCT is closed to scrutiny and are repeatedly failing in their statutory duties.”
- “Still waiting response from July.”
- “I was contacting for a parent, not myself. They did not respond nor provide the support we were looking for.”
- “Complex fragmentation of teams. Wait time for assessment too long.”
- “No signposting provided.”

**It is important to note here that some of the responses may pertain more to systemic problems such as long wait times and service constraints within the local authority that are outside of the control of the Shropshire SENDIASS.**

### **Recommending the Service**

In total, **80% of those respondents who had used the service said that they would recommend the Shropshire SENDIASS.** 17% said that they would not, and 4% said that they didn’t know whether they would recommend the service.

17 of the 43 respondents who had answered that they would recommend the service detailed their reasons why in comments. Some of the comments reiterated sentiments expressed above, such as the helpfulness of advice given and the competence and knowledge of the staff. Others emphasised the importance of the service for them feeling supported and “not alone”. Examples of comments like this included:

- “Highly recommended, it’s a lonely place to be in fighting for the correct education for a SEN child who can’t go to school, getting the correct advice and feeling like you are supported has been amazing for our family and to see my child doing so well now makes the years of fighting so worth it.. I can’t thank the staff enough for their support.”
- “It is so reassuring to have someone who understands and has all the relevant information. They can support you through out a process which is empowering and you do not feel alone.”
- “The IASS team are amazing. I would have been lost without them throughout

the whole process of my sons EHCP and education changes.”

- “I feel it is stressful navigating services, particularly in an area where there is still an attitude that specialists should be dealing with my child not mainstream. IASS was very helpful to me and helped my daughter get the services she needed and enabled me to challenge school confidently.”

Of those 9 respondents who said that they would not recommend the service, 3 gave details as to why. These were:

- “They did not act impartially.”
- “Service has drastically gone downhill over last six months. Very hard to get hold of advisers and hand I did I did not feel they were interested and have me wrong advice. Definitely need advisors to be able to attend school meetings in person.”
- “Do not seem able to offer the support that parents need.”

### **Further Feedback**

22 respondents also provided additional comments on the service when given the opportunity. Most of these reiterated either the positive or negative feedback already provided above. A few comments stand out, however, as offering a bit more helpful perspective on either what is working or not working about the service.

For example, one positive comment provided more insight into the importance of the service for all levels of knowledge about SEND:

- “Fantastic service, vital to all parents. Even as an experienced SENDco I still required support for my own sons EHCP, so I feel parents without this experience would really need IASS as a support network. I feel overwhelmed sometimes and have felt like giving up fighting for my son but IASS have really supported me and helped me push forwards.”

A few comments – both negative and positive - suggested that the service might need more resources:

- “You need more advisers and people who know what they are talking about.”
- “Shame they haven’t the capacity and funding to attend meetings as much as they used to be able to years ago.”
- “SENDIASS should receive more funding so they can help more people.”
- “I think the support they give is amazing. I just hope they know the difference they do make to people’s lives. I have friends who have also used the service and I think the team would benefit from having more staff to help the growing need for this service. Thank you all so much.”

Another respondent also noted that even though they had appreciated the service, the means of contacting SENDIASS may be problematic for some:

- “Amazing service, my only gripe is the weird way you contact them, with no real helpline or website that might put other people off.”

## **6 Conclusion**

### **Summary of Results**

- Respondents expressed a preference for individual-level support over and

above support through groups or workshops. Individual face-to-face support was the most preferred, but individual virtual, over the telephone, or email support were also strong preferences over group support.

- Only about half of survey respondents had used SENDIASS, and large minorities of respondents either had not heard of the service (27%) or did not know its purpose (32%). This indicates that there is a sizeable knowledge gap among potential service users that should be addressed.
  - Most current SENDIASS users find out about the service through online channels, so this might be the most effective space to promote the service in the future.
- The most popular topics for those seeking information, support and advice were:
  - Understanding the EHCP process or decision
  - Information about local services
  - Information about rights
  - Preparing for adulthood
  - Help contacting the school, local authority or another service
  - Help preparing for a meeting
- Respondents indicated that what they most expected as an outcome to using SENDIASS was to feel that they had received impartial information, advice and guidance and that they wanted to feel supported and listened to.
- Overall, the reviews provided by those who used the SENDIASS service are positive.
  - **A large majority (80%) of respondents who had used the service reported satisfaction with their experience and 80% of those who had used the service also said that they would recommend it.**
  - Comments praising SENDIASS and how it helped service users were extremely enthusiastic in expressing their appreciation for the service.
  - Five services offered by SENDIASS received average ratings above 4 (out of 5):
    - Contributing to assessments for EHCP and/or annual reviews
    - Advice and information by email
    - Advice and information through a face to face meeting
    - Support at meetings in school
    - Advice and information by phone
- While a minority of service users were critical of the service overall, these voices offer important feedback on some gaps in services that should be taken into account.
  - 13% of respondents who had used SENDIASS said that they were dissatisfied with the service and 13% said that they did not get the help they needed. 17% said they would not recommend the service.
  - Some service users reported receiving advice or information they perceived to be incorrect or incomplete.
  - Some service users indicated that the service had not been responsive or had been slow to respond to their queries.
  - Six services offered by SENDIAS received average rating below 4 (out of 5):
    - Advice and information by social media
    - Completion of forms
    - Signposting to additional services



- Support at tribunals and mediation
- Support for young people
- Workshops and training
- A few respondents indicated a perceived lack of resources for SENDIASS and one speculated that this may have impacted the level of service available for support such as attending meetings in person.

### **Conclusion**

While there are clearly areas for service improvement, it should be restated that an overwhelming majority of survey respondents who had used SENDIASS were highly positive about the service and emphasised the vital need for it among parents, carers, children and professionals in Shropshire.

Thanks are extended to the many parents, carers, professionals and young people who took part in this survey. It is only with strong participation from service users and potential service users that Shropshire Council can build a strong knowledge base about the services that it commissions. This feedback will be taken into account as the new SENDIASS service is commissioned to begin in September 2024.

**Version 3 - March 2024**

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