

Information Advice and Support Service's Network

Measures Data Report

February 2021

*"Very impressed especially with XXX's knowledge. She is always fair and supportive and gets the job done. With her support school has listened and my son got the support he needed. He is now in college"- **Parent having accessed Worcestershire SENDIAS"***

*"Thank you so much for taking the time out to come and see me during this pandemic. I have so much aspirations which I am unable to reach. Without your help, I couldn't see a way forward"- **young person on Merton SENDIAS***

*"I was feeling so sad and stressed and I'm so glad you called to explain things to me, you are like a light of hope, now I understand. Thank you"- **Parent having accessed Leicester City SENDIAS"***

*"Thanks for all your help this year. It has made a difficult time much easier to navigate," **Professional on Rutland SENDIAS***

For any queries regarding any of the data please contact us via email iassn@ncb.org.uk

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Introduction

The IASSN Team

As part of the [Children and Families Act 2014](#) it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities ([SEND](#)) and their parents have access to an impartial [Information, Advice and Support \(IAS\) service](#). The IASSN team are there to support those services.

We do this by:

- Working with the [SENDIAS](#) services to ensure they have the resources and training to provide high quality information, advice and support to children, young people and parents in their area.
- Listening to, and working with SENDIAS services to understand their challenges and successes in order to feedback to the [DfE](#) to implement positive and necessary change.
- Working with SENDIAS services and other stakeholders to develop and promote the [Standards](#) for SENDIAS services.

The IASSN are funded by the Department for Education ([DfE](#))

This report

This report explores in detail two measures (further to self-evaluation) as to how SENDIAS services are perceived by service users and by Ofsted. This report is designed to be part of creating a national picture. It can be best used alongside the previous [data report](#).

Service User Feedback

We asked all 152 services to submit 30+ pieces of service user feedback from the feedback they collect over the course of the year. We received feedback from 87 of 152 services, the same as last year. The comparisons looks like this:

	2019-2020	2020-2021
Number of services providing feedback	87	87
Total pieces of feedback.	4624	6734
Average per service	53	77
From parents	3528	3625
From Children (0-16)	27	12
From young people (16-25)	146	132
Unspecified	923	2965

We also received additional young persons and parent' feedback that didn't fit the survey format, in the form of quotes, some of which we have included.

Ofsted

We have analysed the 35 Ofsted reports since the last report to consider how SENDIAS's were framed and to pull out comments regarding SENDIAS services.

Conclusion

This National Measures Report contributes to an overview of service user feedback from parents, children and young people combined with feedback from Ofsted reports.

This report can best be used in conjunction with the data report to compare and contrast your service within the national picture. That data report can be found on our [website](#).

This information will also be invaluable for us to promote and develop IAS services nationally.

Participating in this report

Participation in this report was voluntary but contribution to the national picture ensures we can present the impact of SENDIAS services and the outcomes for those accessing those services. This provides valuable information when working with funders or when exploring development, focus, outcomes and outputs of the service. Thank you to all who submitted.

Data will also play a key role in exploring service's challenges and successes with regards to [Minimum Standards](#) and therein, discussion with funders and learning for all.

If you feel any of this data is inaccurate please get in touch with any queries or updates.

Service User Feedback

The six questions 2021

Questions	Mean Score across 4624 survey responses from 87 services (score 0-4 with 0 being negative and 4 positive)
Q1 How easy was it to get in touch with us?	3.58
Q2 How helpful was the information, advice and support we gave you?	3.76
Q3 How neutral, fair and unbiased do you think we were?	3.80
Q4 What difference do you think our information, advice or support has made for you?	3.53
Q5 Overall how satisfied are you with the service we gave?	3.71
Q6 How likely is it that you would recommend the service to others?	3.80
Total	3.72

This overview shows how highly the work of SENDIAS is valued by those who use it.

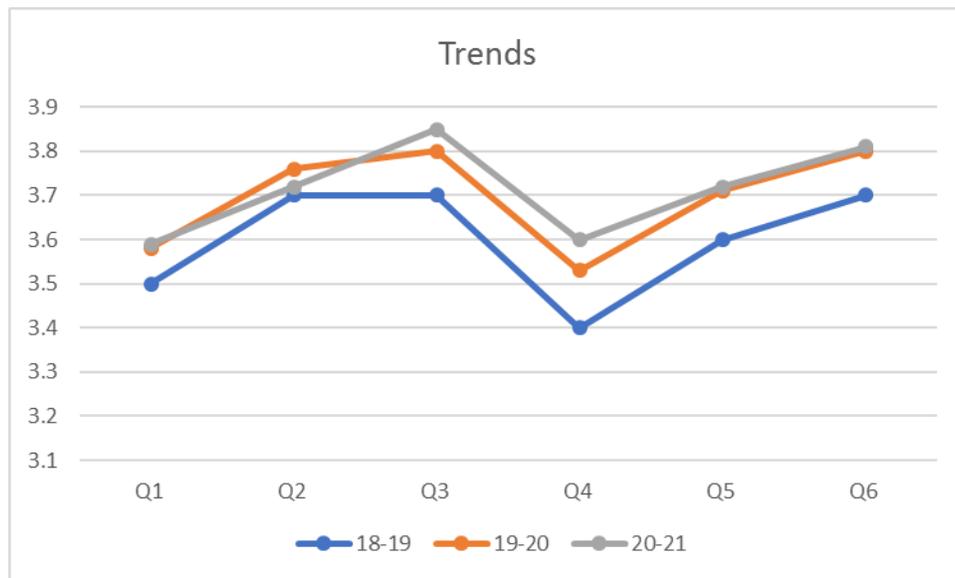
That service users, on average, score 3.72 out of 4 over the questions shows us that even in times of crisis as we have experienced over the previous year and the pandemic, services continue to be thought of very highly by those that access them and continue to work to a very high professional standard.

Consistently we see question 4 with the lowest score. This is maybe because not everyone that accesses their SENDIAS will get their desired outcome (i.e. school place or an EHCP) but equally this may be something that services want to explore further

The contrast between question 4 and question's 3 and 6 suggests we can assume that even some of those that didn't receive the outcome from which they were hoping, felt the information was fair, unbiased and neutral and would recommended their service to others.

The trend over the last three reports

Questions	2018-19 Mean scores	2019-20 Mean scores	2020-2021 Mean Scores
Q1	3.50	3.58	3.59
Q2	3.70	3.76	3.72
Q3	3.70	3.80	3.85
Q4	3.40	3.53	3.60
Q5	3.60	3.71	3.72
Q6	3.70	3.80	3.81
Mean total	3.60	3.7	3.72

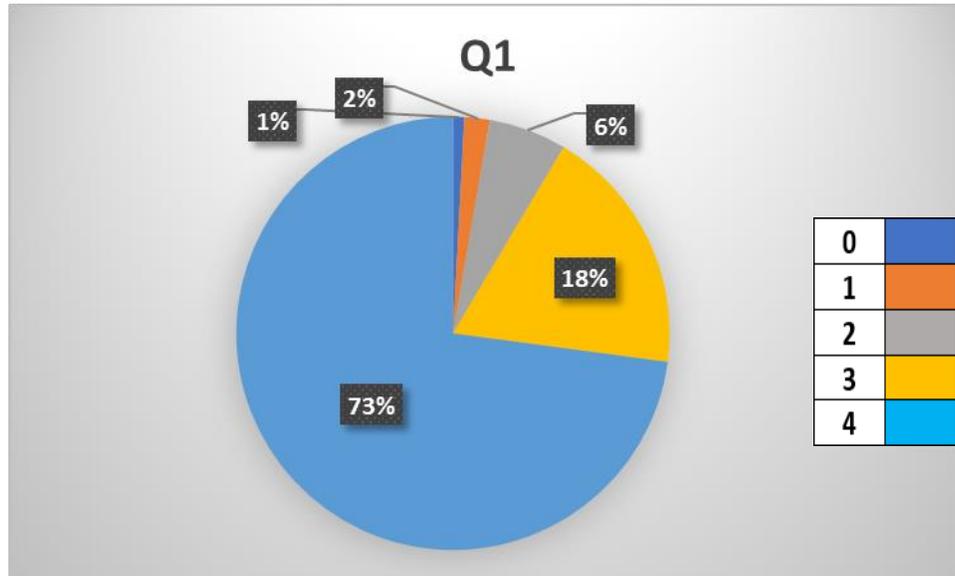


Year on year the mean score given by those that access SENDIAS services is improving. This is impressive, especially during a pandemic year that impacted services and service capacity nationally. It could also be considered alongside the increase in joint commissioning and funding explored in the first phase data report.

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

'It was great to have somebody contact me right away giving me advice and support for myself and my child. I have felt reassured that if I become stuck with any paperwork I need to complete for the EHCP that the service can help me,' **Parent, Walsall SENDIAS**

"The SENDIASS Manager is always fantastic and explains everything to me. Always at the end of a phone or email when I have any questions," **Parent, Hartlepool SENDIAS**



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

From this 2020/21 report:

- Mean score: 3.59
- 91% of respondents rated their IAS positively
- 3% of respondents rated the IAS's negatively

From the 19/20 report:

- Mean score: 3.58
- 90% of respondents rated the IAS's positively
- 3% of respondents rated the IAS's negatively

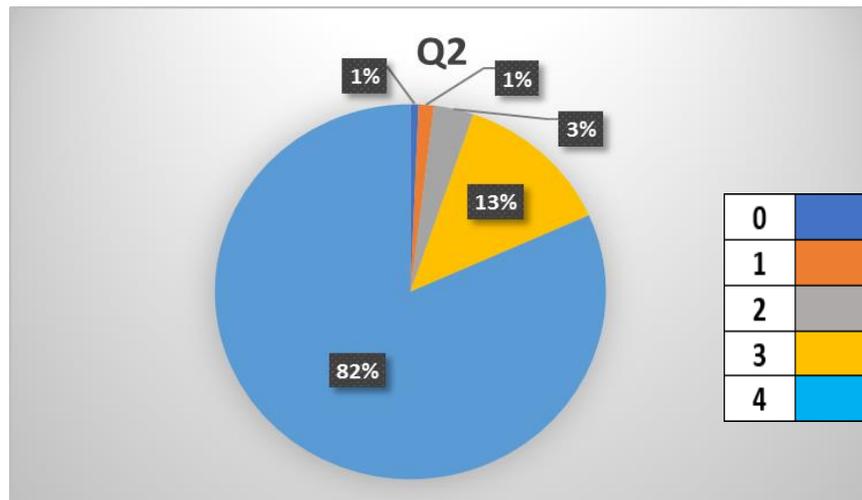
From the 17/18 report:

- Mean score: 3.50
- 90.8% of respondents rated the IASS positively.
- 2.8% gave a negative rating.

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

'Very helpful and answered every question that we asked with great detail and allowed us to understand the whole process. Overall very satisfied with the service,' **North Lincolnshire SENDIAS**

'When I first spoke to XXX in Hereford I was worried for XXX's future and finding an appropriate educational setting. The EHCP process was daunting, and as a parent of a child with a medical condition and SEN I was constantly worrying about providing the right information to secure a good outcome. XXX was so helpful and calming. She was knowledgeable and explained the process and more importantly each person's responsibility and that it didn't all fall on my shoulders as XXX's parent,' – **Feedback for Herefordshire SENDIAS**



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

From this 2020/21 report

- Mean score: 3.72
- 95% of respondents rated the IAS's positively
- 2% of respondents rated the IAS's negatively

From the 19/20 report:

- Mean score: 3.76
- 90% of respondents rated the IAS's positively
- 3% of respondents rated the IAS's negatively

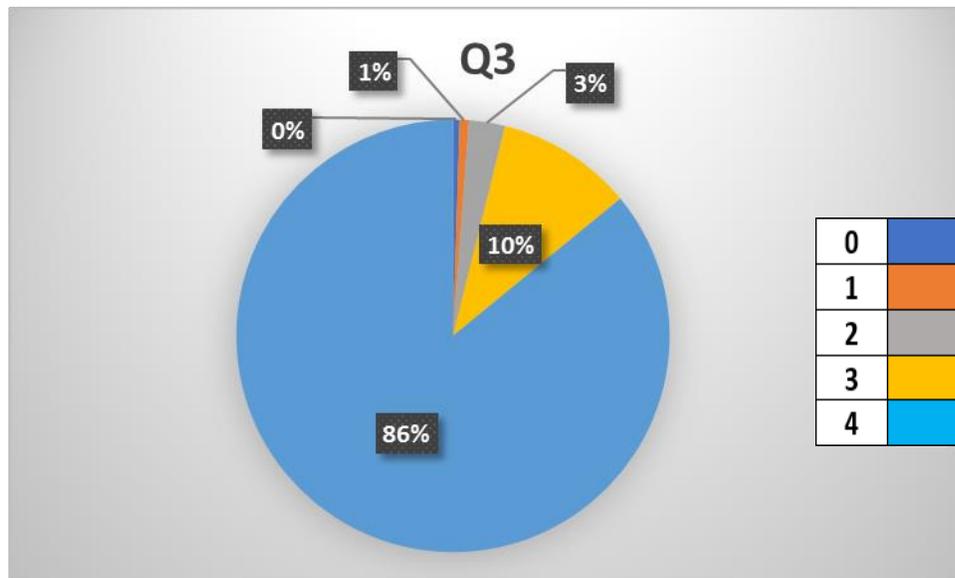
From the 17/ 18 report:

- Mean score: 3.70
- 94.5% of respondents rated the IASS positively.
- 1.8% gave a negative rating.

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

'Great to have a chat with someone who was unbiased, but had up to date knowledge and understanding,' Parent feedback, Herefordshire

'Don't feel like I'm on my own. Feel like SENDIASS are the Switzerland of services,' feedback for Blackpool SENDIAS



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

From this 2020/21 report:

- Mean score: 3.85
- 96% of respondents rather the IAS positively
- 1% of respondents rated the IAS negatively

From the 19/20 report:

- Mean score: 3.80
- 95% of respondents rated the IAS's positively
- 2% of respondents rated the IAS's negatively

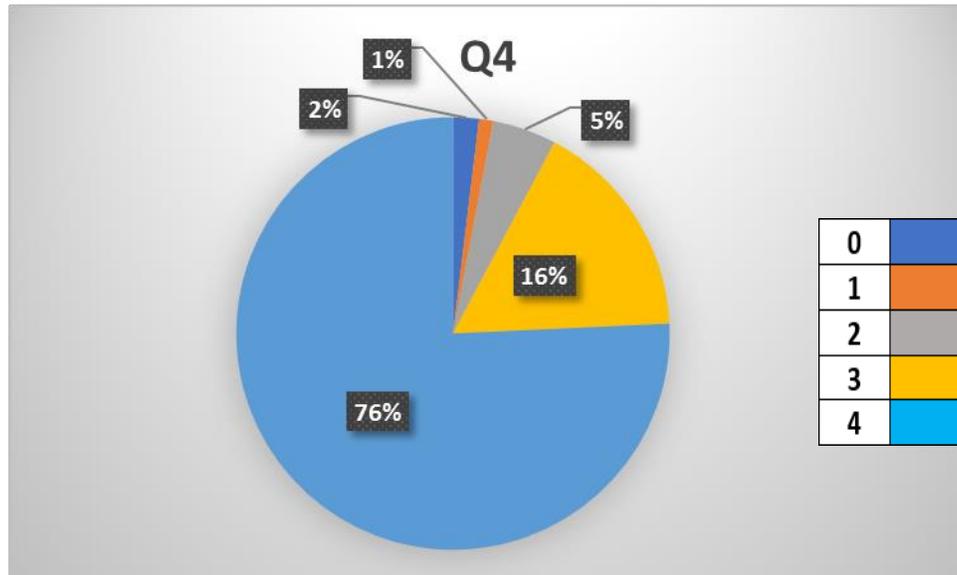
From the 17/18 report:

- Mean score: 3.70
- 95.2% of respondents rated the IASS positively.
- 1.7% gave a negative rating.

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

'You are awesome, because of your help for the first time ever I could speak in a meeting about me. Thanks, Thanks, Thanks,' feedback for Oldham SENDIAS

"The service supported me through the EHCP process to completion. Without the support I feel there would have been delays in the completion of the plan and my child receiving the right support,' Parent feedback for Hartlepool SENDIAS



(Scale- 0 – 4 with 0 being none and 4 being a lot)

From this 2020/21 report

- Mean score: 3.60
- 92% of respondents rather the IAS positively
- 3% of respondents rated the IAS negatively

From this 2019 report:

- Mean score: 3.53
- 88% of respondents rated the IAS's positively
- 5% of respondents rated the IAS's negatively

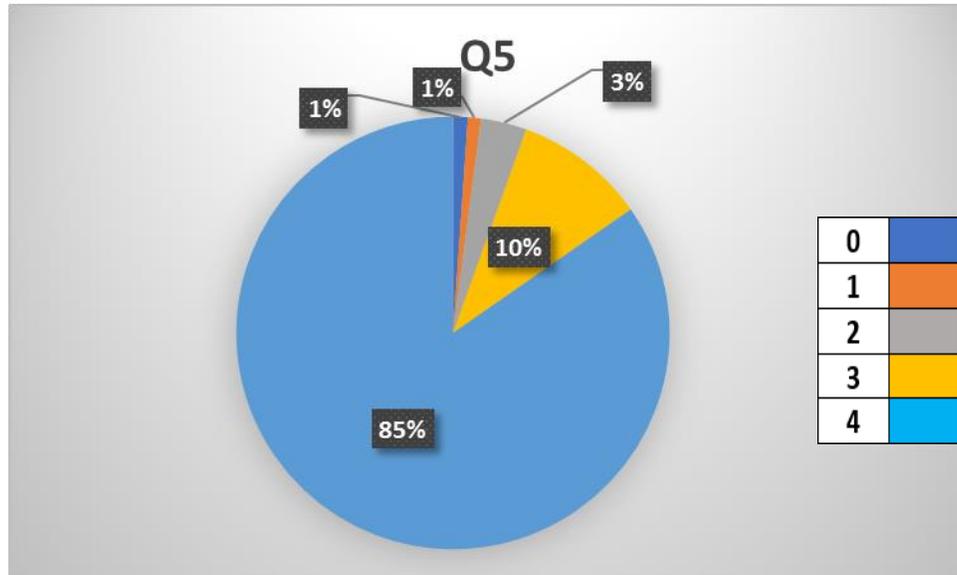
From the 2017 report:

- Mean score: 3.40
- 89.3% of respondents rated the IASS positively.
- 3.9% gave a negative rating.

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

'We need you to continue doing what you do without barriers. Funding is an issue all round. You are a testimony of excellence considering funding struggles,' feedback for Birmingham SENDIAS

'X really listened to what i had to say, and was really supportive helping with my annual review,' feedback for Wolverhampton SENDIAS



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

From this 2020/21 report:

- Mean score: 3.71
- 95% of respondents rather the IAS positively
- 2% of respondents rated the IAS negatively

From this 19/20 report:

- Mean score: 3.71
- 92% of respondents rated the IAS's positively
- 3% of respondents rated the IAS's negatively

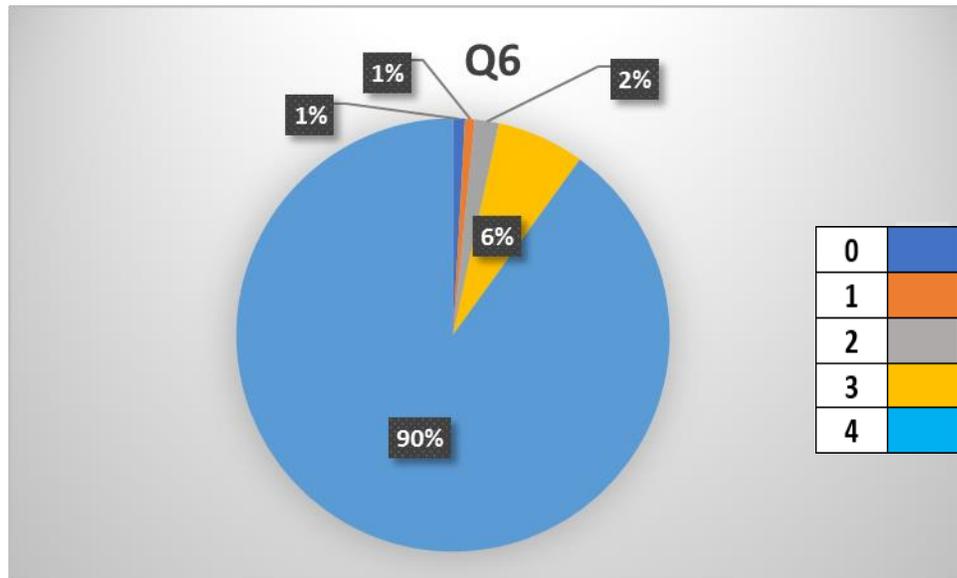
From the 17/18 report:

- Mean score: 3.60
- 94.5% of respondents were positively satisfied with their IASS.
- 2.6% gave a negative rating.

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

'I would recommend the service to others. There was no judgement from advisors. When my advisor went on holiday I was passed on to XXX who picked up my case to ensure that I wasn't just left alone,' **parent, Worcestershire SENDIAS**

'I will seek assistance again as the process goes forward. The law regarding SEND is a minefield and parents need this support thank you,' **Parent, Walsall SENDIAS**



(Scale- 0 – 4 with 0 being not at all and 4 being very.)

From this 2020/21 report:

- Mean score: 3.81
- 96% of respondents rather the IAS positively
- 2% of respondents rated the IAS negatively

From the 19/20 report:

- Mean score: 3.80
- 95% of respondents rated the IAS's positively
- 2% of respondents rated the IAS's negatively

From the 17/18 report:

- Mean score: 3.70
- 96.3% of respondents would positively recommend their IASS to others.
- 2.2% gave a negative rating.

Ofsted reporting

Alongside service user feedback we have been monitoring IAS mentions within Ofsted reports to compare and contrast how IAS's look within the bigger picture. We have 35 further Ofsted Reports to consider from last year. This is significantly less than the previous year, as the previous year was the first year we included Ofsted reports and drew on data from the previous 2.5 years.

Of those 35 from this year 20 (57%) received a written letter of action. 7 were re-visits

Of IAS mentions we divided the comments into four categories for ease, where the mention was positive, where the mention contained both positives and challenges, where the mention was not positive and where there was no mention at all.

	Count 19/20 report	% of total 19/20 report	Count 20/21 report	% of total 20/21 report
IAS reported as being seen as positive by service users and as meeting minimum standards/ code of practice	49	53%	21	60%
IAS reported as being seen as positive by service users but areas of improvement needed to meet minimum standards.	9	10%	5	14%
Reported as needing to improve image as seen by service users and to meet the minimum standards	5	5%	2	6%
No mention of SENDIAS service in Ofsted report	29	32%	7	20%
Total	92	100%	35	100%

The main positives we can draw from this is that SENDIAS services continue to increase in visibility with a decrease of 12% since the last report in reports that don't mention SENDIAS at all. It is also, of course, positive to note the 7% increase in positive mentions.

And lastly, with 20 out of 35 Ofsted reports resulting in a written statement of action, denoting a poor Ofsted report, we can see once again that even when 57% of reports are overwhelmingly negative, 75% of those that mention SENDIAS are positive, and 92% of them mention positive elements. This shows that as with the previous report, SENDIAS services are seen positively by Ofsted, even when the Local Area is found to be needing improvement.

Quotes from Ofsted Reports:

Examples of services not seen as positive by service users or seen to meet the minimum standards

Too few families know how to get the help and support that will make a difference. Leaders acknowledge that aspects of the information, advice and support require development

Examples of services seen as positive by service users but some areas of improvement to meet

Inspectors frequently heard of verbal assurances and discussions that have failed to materialise into positive action. For example, parents told us that they highly value the support of the SEND information, advice and support service but this service is stretched and is working at capacity. The service is not able to provide all the support it would like to, due to the high level of demand.

Only a few parents to whom inspectors spoke were aware of the local offer or the special educational needs and disability information, advice and support service (SENDIASS). SENDIASS is viewed positively by parents who have accessed the service.

Examples of services seen as positive by service users and meets minimum standards

Many parents said the Special Educational Needs and Disabilities Information, Advice and Support Service provide helpful guidance and support to help reduce their anxieties.

SENDIASS provide effective impartial, informed and personalized support for parents and young people. It is well led and responds positively to the increasing demand for support. Schools value the informal mediation service that SENDIASS offer. Parents, young people and education professionals appreciate the work the team does in providing information and guidance in a timely manner. Local area leaders are aware that they need to work effectively in partnership with the service and all stakeholders to ensure that SENDIASS forms part of a coordinated approach within Dudley's 0 to 25 strategy.

Parents who have accessed information, advice and support from 'SENDIAS', say it is an effective service. SENDIAS staff advocate exceptionally well for children, young people and their parents. The service is very well led. For example, the manager has undertaken a thorough review of the service and can precisely identify where their support is most needed. Evidence shows that when SENDIAS has been involved, outcomes for the families have improved. Leaders are increasingly responding to the views of parents through the strengthening relationship with the parents and carers forum. This has led to improvements in some areas of work, such as the local offer and the SENDIAS service.

The Information, Advice and Support Service (SIASS) is greatly valued by those parents who ask for help. The service helps to empower parents. It gives them knowledge and the confidence to seek appropriate support and, where necessary, challenge providers to do better for their children