# WIA8SS &

Wandsworth Information, Advice & Support Service



The local SENDIASS working in partnership with Children and Young People (aged 0-25) with SEND and their parents



## PARENT FEEDBACK SURVEY

We want to be sure that we are giving you the service you want. Please fill in the attached survey and tell us what you think.

**Produced in partnership** with local parents





### PARENT FEEDBACK SURVEY

	SECTION	A Get	ting ir	n touch v	with us	
1	How easy was it to get in touch with us? Please tick					
	0	1	2	3	4	WIASS
	Not at all				Very	
2	lf you left a mes you happy with	•		•	us an email were	2
	Yes	No				
3	How well do yo	u think we und	lerstood yo	our questions or	concerns?	
	0	1	2	3	4	
	Not at all				Very	WIASS
4	Did you find it e	easy to talk to ι	IS?			
	Yes	No				WIASS

#### **SECTION B** Advice and Support we provided

5	Did the WIASS	Yes	No			
	Listen to your views?					
	Treat you with respect (were we polite)?					
Explain who we were and what our role was?						
Provide a confidential service?						
	Give you information, advice and support (help) that met your needs?					
	Do everything we agreed to do?					
6	How helpful was the information, advice and support we gave you?					
	0 1 2 3 4		?			

Not at all

Very



## PARENT FEEDBACK SURVEY

7 How impartial/objective do you think we were? (Did we tell you what to think? Give our opinion to you? Or did we give you information and your options?)

0	1	2	3	4
Not at all				Very

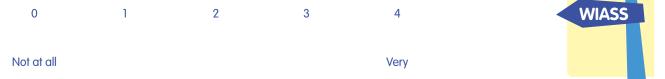
8 What difference do you think our information, advice or support we provided has made for you and your child?

0	1	2	3	4
Not at all				Very

#### Please expand your response (Please tick any that apply)

- I feel that my child's needs are better understood than they were before
- I feel my child is getting support and doing better at nursery/school/college
- I feel my child is happier at nursery/school/college
- I now have a better relationship with my child's nursery/school/college
- I now have a better relationship with the Local Authority (council) or services working with my child
- I feel more confident about giving my views to the Local Authority/school/college other services
- I have a greater understanding of my child and my rights, the law and the support that should be made for children and young people with Special Educational Needs or a Disability.
- I feel more involved in decisions about my child's education
- I am happier/less worried about my child's future
- I feel less confused or overwhelmed

#### 9 Overall how satisfied are you with the service we gave?



10 Was there anything we could have done better?



### PARENT FEEDBACK SURVEY

SECTIC	NC Th	ne future	9		
11 How likely is it that you would recommend the service to others?					
0	1	2	3	4	
Not at all				Very	

13 If you are happy to discuss your comments about our service may we contact you?

	Yes	No
lf yes, p	lease provide you	ur contact details
Name:		
Telepho	ne:	
Email:		

Thank you for your feedback!

#### How to contact us:

Helpline number: **020 8871 8065** (24 hour answer machine) Email: <u>wiass@wandsworth.gov.uk</u> Web: <u>wiass.org.uk</u>

Wandsworth Information, Advice & Support Service Town Hall, Wandsworth High Street, London, SW18 2PU