










SENDIASS- Your views, we're listening



1. We are always looking for ways to improve our service and value the views of stakeholders in supporting our development. In order to best do this it is important for our service to know the kinds of people we are supporting. Please state your job title below.

			Response Percent	Response Total
1	I am a child (under 16) with SEND		0.00%	0
2	I am a young person (16-25) with SEND		0.00%	0
3	I am a parent of a child or YP with SEND		69.77%	30
4	I am a school SENCo		11.63%	5
5	I am an Early Years practitioner		4.65%	2
6	I am a post 16 Education practitioner		2.33%	1
7	I am a practitioner working in alternative education provision		0.00%	0
8	I am an Educational Psychologist		0.00%	0
9	I am a Social Worker		0.00%	0
10	I am a Family Support practitioner		4.65%	2
11	I am a Youth Worker		0.00%	0
12	I work within the Local Authority Inclusion service		2.33%	1
13	I am a Voluntary service practitioner		0.00%	0
14	I am a Health practitioner – please state your job role:		4.65%	2
			answered	43
			skipped	4















2. Have you heard of Suffolk Sendiass before?

			Response Percent	Response Total
1	Yes		97.87%	46
2	No		2.13%	1
			answered	47
			skipped	0

3. Are you aware that our service offers support directly to children and young people?

			Response Percent	Response Total
1	Yes		70.21%	33
2	No		29.79%	14
			answered	47
			skipped	0

4. Which of our services are you aware of? (Please tick all that apply)

			Response Percent	Response Total
1	Helpline		77.78%	35
2	Text service		11.11%	5
3	Enquiries email service		40.00%	18
4	Ongoing casework support including telephone, email, and face-to-face support		60.00%	27
5	Meeting support		66.67%	30
6	Parent workshops		64.44%	29
7	Training sessions for school staff		17.78%	8
8	Training sessions for multi-agency practitioners		17.78%	8
9	Website		68.89%	31
10	Information videos		22.22%	10
11	Annual Conference for parents		22.22%	10
12	Social media (Facebook/Twitter)		42.22%	19
13	Tribunal support		35.56%	16
14	Support for families throughout the EHC process		64.44%	29
			answered	45
			skipped	2

5. Which services (if any) have you used before or would use in future? (Select both if applicable).

	Used before	Would use	Response Total
Helpline	46.8% (22)	53.2% (25)	47
Text Service	9.5% (2)	90.5% (19)	21
Enquiries Email Service	34.2% (13)	65.8% (25)	38

5. Which services (if any) have you used before or would use in future? (Select both if applicable).

	Used before	Would use	Response Total
Ongoing casework support including telephone, email, and face-to-face support	48.7% (19)	51.3% (20)	39
Meeting support	46.2% (18)	53.8% (21)	39
Parent workshops	34.2% (13)	65.8% (25)	38
Training sessions for school staff	0.0% (0)	100.0% (11)	11
Training sessions for multi-agency practitioners	14.3% (2)	85.7% (12)	14
Website	47.9% (23)	52.1% (25)	48
Information videos	29.2% (7)	70.8% (17)	24
Annual Conference for parents	25.0% (7)	75.0% (21)	28
Social media (Facebook/Twitter)	47.1% (16)	52.9% (18)	34
Tribunal support	15.4% (4)	84.6% (22)	26
Support for families throughout the EHC process	53.5% (23)	46.5% (20)	43
		answered	45
		skipped	2

6. Please mark which of the following areas you would like to see Suffolk Sendiass develop in the coming months using a score of 1-9, with 1 being highest priority and 9 being lowest.

	1	2	3	4	5	6	7	8	9	Response Total
Webinars for parents	14.3% (6)	7.1% (3)	16.7% (7)	9.5% (4)	16.7% (7)	14.3% (6)	7.1% (3)	2.4% (1)	11.9% (5)	42
Webinars for children/young people	11.9% (5)	9.5% (4)	9.5% (4)	7.1% (3)	23.8% (10)	19.0% (8)	2.4% (1)	0.0% (0)	16.7% (7)	42
Webinars for practitioners	31.6% (12)	10.5% (4)	15.8% (6)	5.3% (2)	10.5% (4)	18.4% (7)	5.3% (2)	0.0% (0)	2.6% (1)	38
Web-chat	5.1% (2)	7.7% (3)	15.4% (6)	20.5% (8)	15.4% (6)	12.8% (5)	7.7% (3)	7.7% (3)	7.7% (3)	39
Wider publicity of our service	26.8% (11)	12.2% (5)	17.1% (7)	7.3% (3)	7.3% (3)	2.4% (1)	7.3% (3)	7.3% (3)	12.2% (5)	41
Direct work with children/yp to improve their ability to participate in decisions affecting them as individuals	37.8% (17)	13.3% (6)	4.4% (2)	4.4% (2)	8.9% (4)	4.4% (2)	8.9% (4)	6.7% (3)	11.1% (5)	45
Direct work with children/yp improving their ability to participate in strategic decision-making	31.1% (14)	15.6% (7)	4.4% (2)	6.7% (3)	13.3% (6)	4.4% (2)	4.4% (2)	11.1% (5)	8.9% (4)	45
Extending the reach of the service to improve access for minority groups	27.3% (12)	9.1% (4)	11.4% (5)	15.9% (7)	11.4% (5)	11.4% (5)	2.3% (1)	9.1% (4)	2.3% (1)	44
Clinics/drop-in surgeries	33.3% (15)	20.0% (9)	6.7% (3)	4.4% (2)	11.1% (5)	4.4% (2)	2.2% (1)	8.9% (4)	8.9% (4)	45
									answered	47
									skipped	0

7. Please rate on a scale of 1-5, with 1 being the most important, and 5 being the least important, how important the following features of the service are to you?

	1	2	3	4	5	Response Total
Impartial advice	75.6% (34)	0.0% (0)	4.4% (2)	6.7% (3)	13.3% (6)	45
Confidentiality of service	71.1% (32)	8.9% (4)	0.0% (0)	4.4% (2)	15.6% (7)	45
Having a helpline available where I can speak to someone	57.8% (26)	15.6% (7)	2.2% (1)	8.9% (4)	15.6% (7)	45
Providing a call back service at busy times	55.8% (24)	16.3% (7)	11.6% (5)	2.3% (1)	14.0% (6)	43
High quality advice around SEND	75.6% (34)	4.4% (2)	0.0% (0)	2.2% (1)	17.8% (8)	45
Is able to advocate for me	65.1% (28)	7.0% (3)	7.0% (3)	4.7% (2)	16.3% (7)	43
Information on a wide range of topics	46.7% (21)	22.2% (10)	11.1% (5)	11.1% (5)	8.9% (4)	45
A website I can understand, so I can help myself	47.7% (21)	20.5% (9)	13.6% (6)	4.5% (2)	13.6% (6)	44
A service which works with other organisations	60.0% (27)	13.3% (6)	4.4% (2)	6.7% (3)	15.6% (7)	45
A service available in school holidays	41.9% (18)	18.6% (8)	9.3% (4)	9.3% (4)	20.9% (9)	43
Easy to get in touch with	57.8% (26)	20.0% (9)	2.2% (1)	2.2% (1)	17.8% (8)	45
Can work directly with children and young people	37.2% (16)	23.3% (10)	20.9% (9)	2.3% (1)	16.3% (7)	43
Can provide objective yet sympathetic advice	56.8% (25)	18.2% (8)	6.8% (3)	0.0% (0)	18.2% (8)	44
Services designed in consultation with children and parents	63.6% (28)	11.4% (5)	6.8% (3)	2.3% (1)	15.9% (7)	44
Give me support through the ongoing tribunal process	61.0% (25)	14.6% (6)	9.8% (4)	0.0% (0)	14.6% (6)	41
Single point of contact /dedicated case worker	58.1% (25)	14.0% (6)	7.0% (3)	7.0% (3)	14.0% (6)	43
Helps me and my child to advocate for ourselves	47.6% (20)	19.0% (8)	14.3% (6)	9.5% (4)	9.5% (4)	42
Empowers me to get the results I desire for my child	55.8% (24)	16.3% (7)	11.6% (5)	2.3% (1)	14.0% (6)	43
					answered	46
					skipped	1

8. We are setting up an advisory group for the service. Places will be available for representatives of a range of groups including parents/carers, young people and other stakeholders. If you would be interested in finding out more about how to get involved in this please provide your contact details below.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	15
		answered	15
		skipped	32

9. Is there anything else you would like to say about the Sendias service?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	18
		answered	18
		skipped	29