

# Somerset SENDIAS

Special Educational Needs & Disability Information, Advice & Support

A free impartial service for children and young people with SEND (aged 0-25), and their parent carers

## Feedback Data September 2016 to August 2017

Total returns for period Sept 2016 to Aug 2017	47
Total returns with useable data	46

### 1. Ease of getting in touch with Somerset SENDIAS

0 (Not easy)	1	2	3	4 (Very easy)
0	0	0	5	41
0%	0%	0%	11%	89%

### 2. Helpfulness of information, advice and support given

0 (Not helpful)	1	2	3	4 (Very helpful)
0	0	1	1	44
0%	0%	2%	2%	96%

### 3. Neutrality, fairness and unbiased approach of Somerset SENDIAS

0 (Not at all)	1	2	3	4 (Very)
0	1	0	3	42
0%	2%	0%	7%	91%

### 4. Difference made by information, advice and support given by Somerset SENDIAS

0 (No difference)	1	2	3	4 (Big difference)
0	1	0	6	39
0%	2%	0%	13%	85%

Somerset SENDIAS

The Holway Centre, Byron Road, Taunton TA1 2JD

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<b>5. Overall satisfaction with service given by Somerset SENDIAS</b>				
<b>0 (Not satisfied)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4 (Very satisfied)</b>
0	0	1	1	44
0%	0%	2%	2%	96%

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<b>6. Helpfulness of Somerset SENDIAS website (for those who it)</b>				
<b>0 (Not helpful)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4 (Very helpful)</b>
0	0	1	6	16
0%	0%	2%	13%	35%

## **Comments made by parent carers regarding the difference that support from Somerset SENDIAS has made for them:**

“I would have missed vital information needed on the EHC.”

“Now know how forms should be filled in and what to expect from school.”

“Helped with knowing our rights, procedures and policies relating to SEN and wording of my complaint to school.”

“Needed support, felt like someone was on our side.”

“Made me feel I wasn’t fighting the authorities on my own, with having the advice and support.”

“We were awarded EHCP and my child is getting help I have been fighting for 3 years.”

“SENDIAS is a great help to parents who are struggling to cope.”

“I didn’t know they existed (sic) they have actually started the school to do what needs to be done.”

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