



Dear Parents/Carers,

We are constantly looking at ways of improving the service that we offer to parents and young people. As a parent/carers who has used the Independent Supporter Service (IS), we would welcome your views on the service that you have experienced. All information will be handled in the strictest confidence. We would greatly appreciate your feedback.

Parental Evaluation Sheet

Getting in Touch with Us

- | | | | | | | |
|-----|---|-------------------------|---|---|---|----------------------|
| 1.. | How easy was it to get in touch with us? | Not at
all easy
0 | 1 | 2 | 3 | Very
easy
4 |
| 2. | How quickly did we respond? | Very
slowly
0 | 1 | 2 | 3 | Very
quickly
4 |
| 3. | How well do you think we understood your questions or concerns? | Not at
all well
0 | 1 | 2 | 3 | Very
well
4 |
| 4. | Where did you find out about Independent Supporters? | | | | | |

Another parent/friend
School/Early Years Setting/College
Flyer/Poster
Internet
SENDIASS
Professional Body (SEND/LA)
Health Professional
Local Offer
Social Services
Family Support Worker/Service Coordinators
Educational Psychologist/Adv. Teacher

The support we offered you

- | | | | | | | |
|----|---|--------------------|---|---|---|----------------------|
| 5. | How helpful was the information and support you received? | Not at
all
0 | 1 | 2 | 3 | Very
helpful
4 |
| 6. | Did the Independent Supporter: | | | | | |

Return your calls/emails promptly?
Keep in touch?
Explain why decisions were made and what was happening?
Listen to your views?
Treat you with respect?
Explain who they were and what their role was?

Provide a confidential service?
Give you information and support that met your needs?

7. How neutral, fair and unbiased do you think we were? Not at all 1 2 3 Very
0 1 2 3 4
8. What difference do you think our information and support has made for you? No difference at all 1 2 3 A great deal of difference
0 1 2 3 4

9. Can you tell us more about the difference(s) we made for you?

I feel I now have a greater involvement with my child/young person's education
I feel more confident
I feel I have a greater understanding of the SEND Code of Practice and the arrangements that should be made for children and young people with SEN
I am happier/less worried about my child's future
I feel my child has benefitted as a result of the I.S. Service being involved

10. Would you recommend the IS Service to a friend? Yes No
11. Did IS signpost you to another service: Yes No

If yes, which organisations? *(optional)*

12. Overall, how satisfied are you with the service we gave? Not satisfied 1 2 3 Very satisfied
0 1 2 3 4
13. Was there anything we could have done better?

14. Do you have any other comments about our service?

Thank you for your help.