

SEND Information, Advice & Support Service (SENDIASS) PROFESSIONAL EVALUATION OF STAFF

Dear Professional,

We hope that you have found the support provided to parents by IASS staff or by an Independent Parental Supporter satisfactory. We want to make sure that we are meeting parents' needs by providing them with impartial information & advice and supporting them well during meetings. Please take the time to complete this short questionnaire and return it to us by email at iass@stoke.gov.uk or by post to: **SEND Information, Advice & Support Service, The Mount Education Support Centre, Penkhull, Stoke on Trent, ST4 7JU.** Your comments will be extremely helpful and are completely confidential.

Please tick all that apply

1. Please indicate your role:	
<input type="checkbox"/> School	<input type="checkbox"/> SEND Services
<input type="checkbox"/> Health Service	<input type="checkbox"/> CAMHS
<input type="checkbox"/> Family Support Services	<input type="checkbox"/> Other (please state) _____
<input type="checkbox"/> LA Officer	<input type="checkbox"/> Educational Psychologist
<input type="checkbox"/> Social Care	<input type="checkbox"/> Voluntary Sector
2. Have you worked with parents supported by IASS at?	
<input type="checkbox"/> Home visit	<input type="checkbox"/> Meeting at school
<input type="checkbox"/> Visit to a school	<input type="checkbox"/> Office visit
<input type="checkbox"/> Other (please state) _____	<input type="checkbox"/> Meeting at The Civic Centre
3. Who gave the support?	
<input type="checkbox"/> Information, Advice & Support Staff	
<input type="checkbox"/> Independent Parental Supporter	
4. How helpful was the support given at the meeting?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Fair	<input type="checkbox"/> Unsatisfactory
Please state why, in your opinion:	

5. Do you think the officer / supporter helped the parents to:	
<input type="checkbox"/> Understand the meeting more	<input type="checkbox"/> Take part in the meeting
<input type="checkbox"/> Get their point across	<input type="checkbox"/> Improve the outcome for their child
<input type="checkbox"/> Understand the letters/reports	<input type="checkbox"/> Write their report
6. Do you think the officer / supporter?	
<input type="checkbox"/> Made decisions for the parents	<input type="checkbox"/> Made things better
<input type="checkbox"/> Spoke for the parents	<input type="checkbox"/> Made things clearer
<input type="checkbox"/> Helped everyone think about the child's needs	<input type="checkbox"/> Was impartial
<input type="checkbox"/> Made things worse	<input type="checkbox"/> Stuck to the point

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7. Do you think the support given was impartial?

YES NO

8. Have you recommended the Information, Advice & Support Service to parents?

YES NO

9. Would you recommend the Information, Advice & Support Service to parents again?

YES NO

10. Would you recommend the Information, Advice & Support Service to other professionals?

YES NO

11. Please tell us if/how we can make the Service better for parents:

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If you are happy to talk to us about your answers, may we contact you? Yes No

If yes, please leave your contact details below:

Name: _____

Tel: _____

Email: _____

Thank you very much for taking the time to fill in this questionnaire!

