



- PARENT/CARER FEEDBACK SURVEY ANNUAL SUMMARY REPORT 2017-2018
- 304 Service Users were asked to provide formal feedback
- 97 (32%) Service Users provided formal feedback ([Appendix 1](#))
- Telephone calls generated the highest returns of 69% compared to 29% by post.
- We averaged 32 formal feedbacks per term ([Appendix 2-5](#))
- 50% heard about WIASS (Internet 22% and School 28%)
- 95% said information advice and support was very helpful
- 95% were very satisfied with the service provided
- 96% were very likely to recommend our service to others
- 43% returns from White, Black 14%, 13% not known ([Appendix 6](#))
- How easy was it to get in touch with us? **94%**
- How impartial (neutral, fair and unbiased) do you think we were? **98%**
- What difference do you think our information, advice or support has made for you and your child?
 - I have a greater understanding of my child's 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 more confident about giving my views to the Local Authority/School/College other services
- How satisfied are you with the service we gave? (graded from 3-5) **95%**

WIAS&S



Wandsworth Information, Advice & Support Service

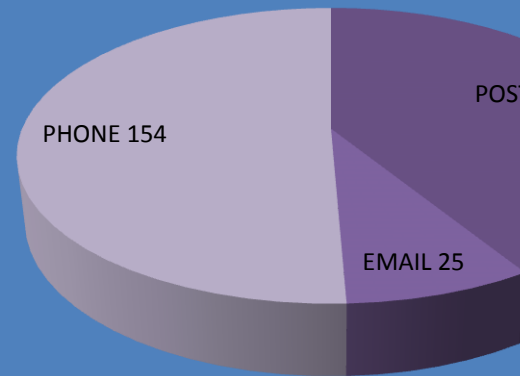
Providing an Impartial Service to Children and Young People (aged 0-25)
with Special Educational Needs or Disabilities and their Parents or Carers

- Did WIAS...
- Listen to your views? 96%
- Treat you with respect (were we polite)? 99%
- Explain who we were and what our role was? 99%
- Provide a confidential service? 99%
- Give you information, advice and support (help) that met your needs? 96%
- Do everything we agreed to do? 99%

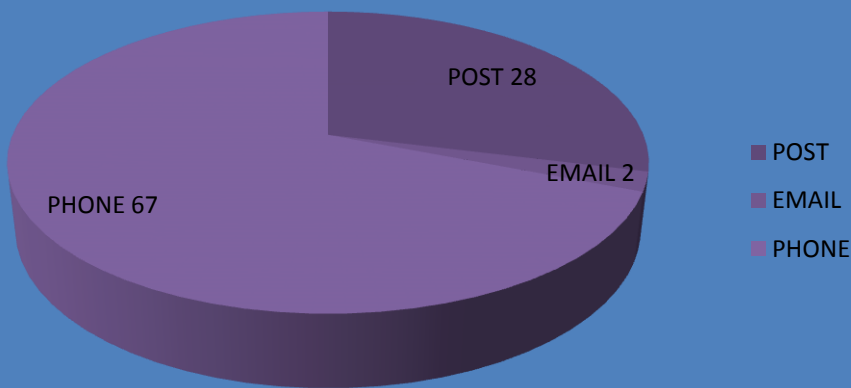


APPENDIX 1:

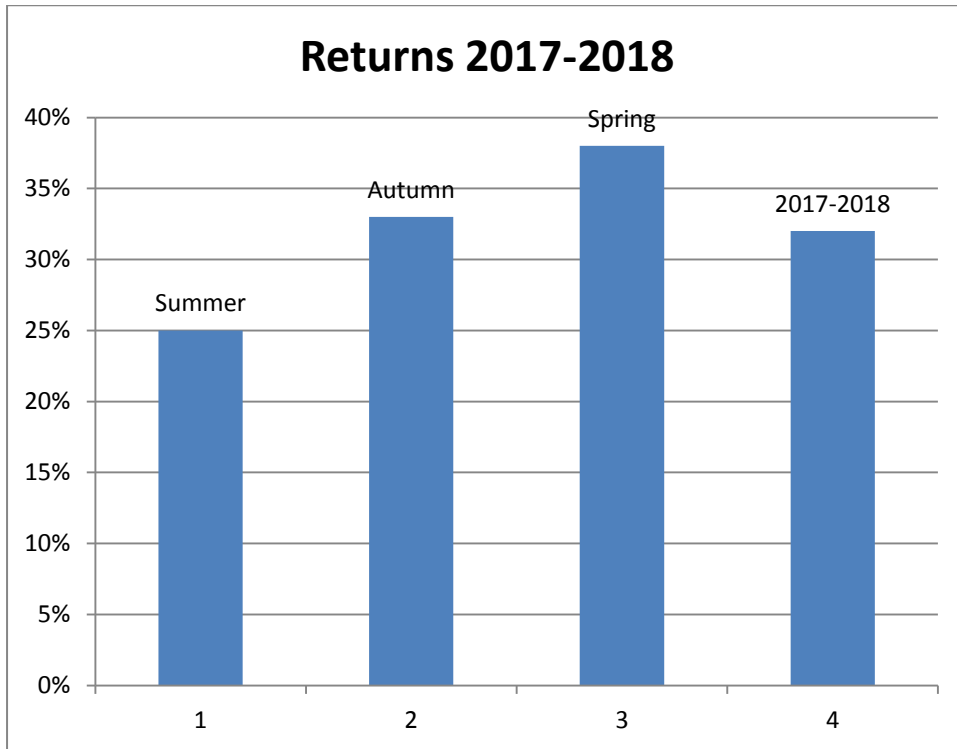
SENT 2017-2018:



RETURNED 2017-2018: 97



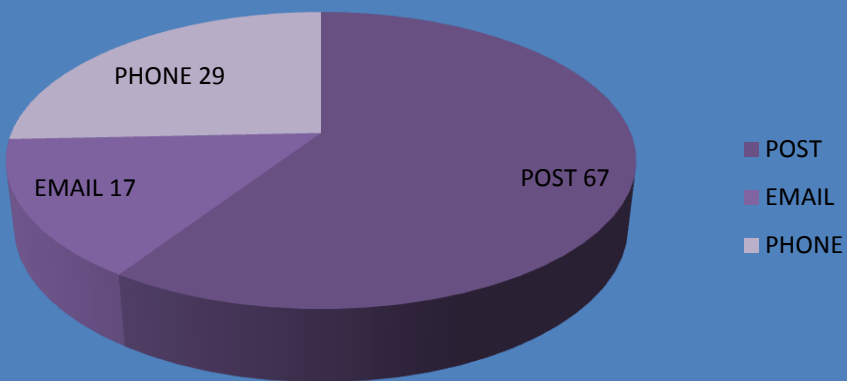
APPENDIX 2:



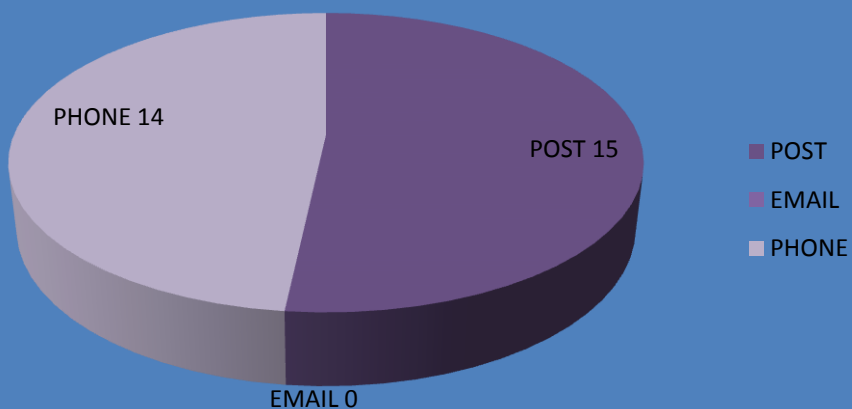


APPENDIX 3

SUMMER 2017: TOTAL SENT 113



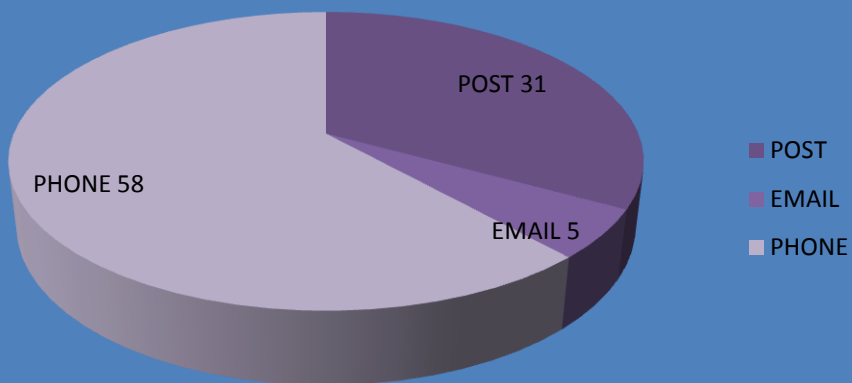
SUMMER 2017: TOTAL RETURNED 29



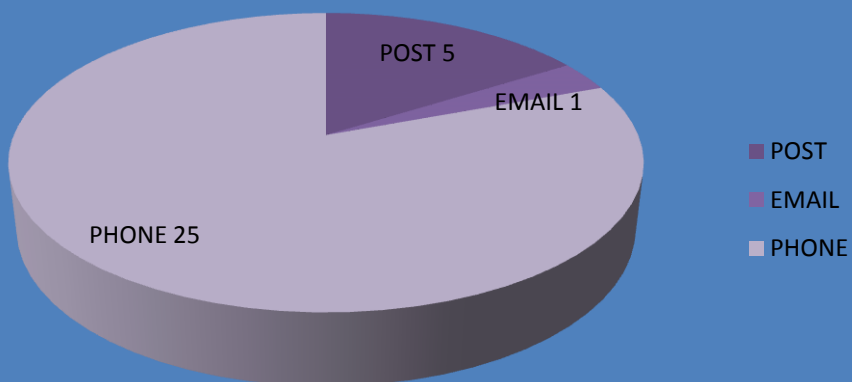


APPENDIX 4

AUTUMN 2017: TOTAL SENT 94



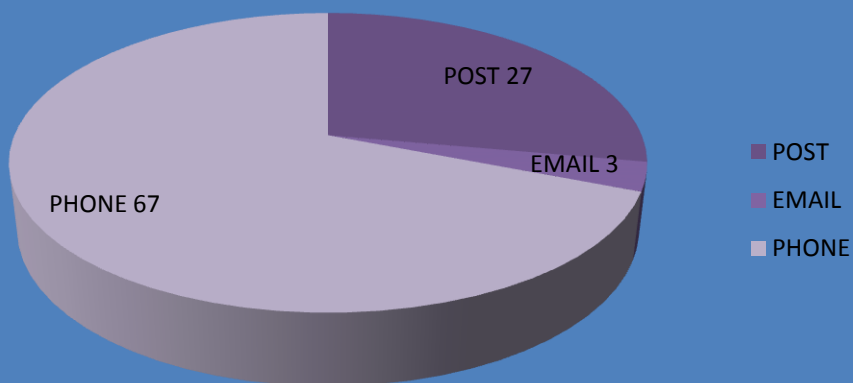
AUTUMN 2017: TOTAL RETURNED 31



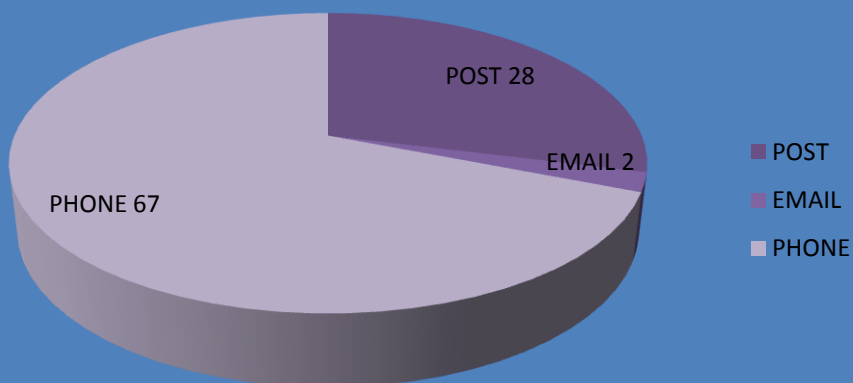


APPENDIX 5

SPRING 2018: TOTAL SENT 97

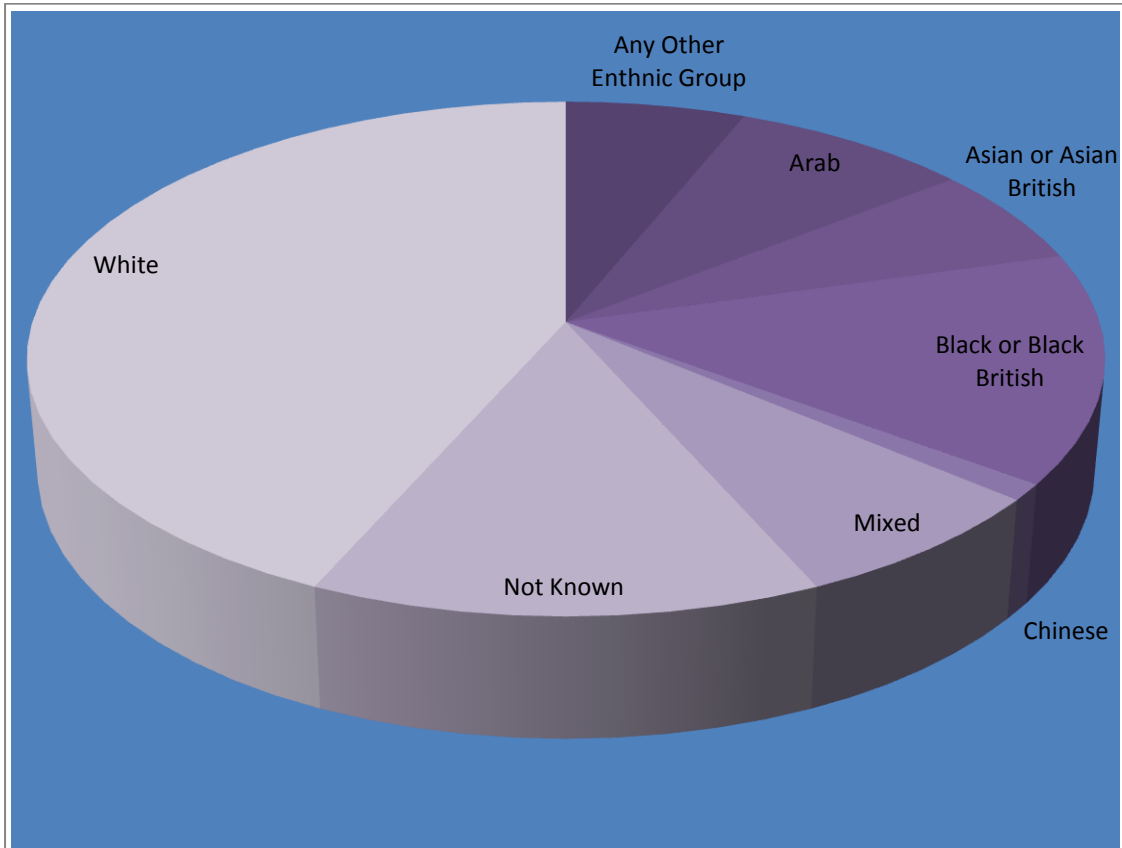


SPRING 2018: TOTAL RETURNED 37





APPENDIX 6



WIAS&S



Wandsworth Information, Advice & Support Service

Providing an Impartial Service to Children and Young People (aged 0-25) with Special Educational Needs or Disabilities and their Parents or Carers

