





SERVICE STAKEHOLDER FEEDBACK


2018/19



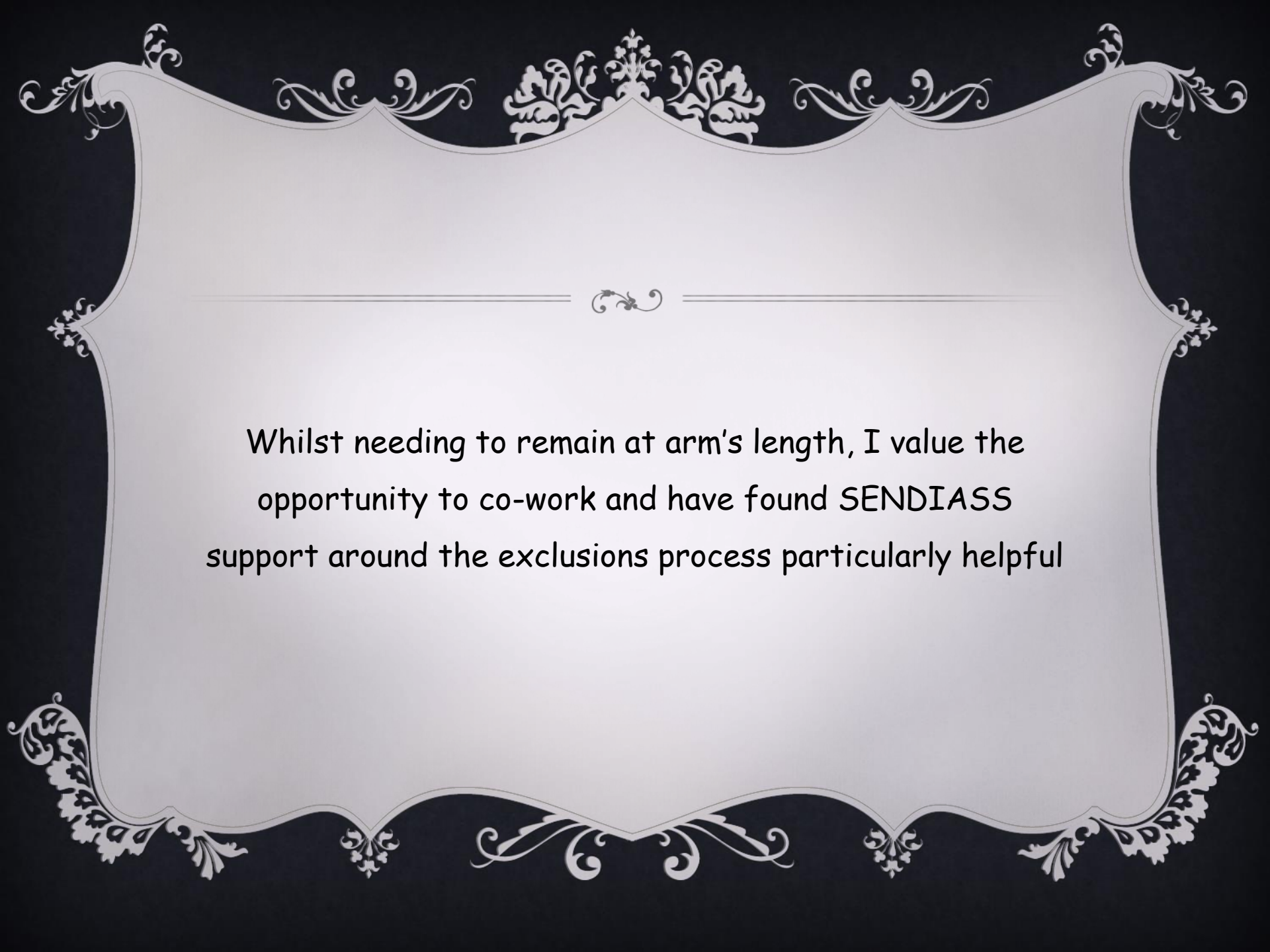
During the financial year 2018/19 we also asked other inclusion related services and school SENCO's to evaluate their involvement of Rotherham SENDIASS. The following comments came back.



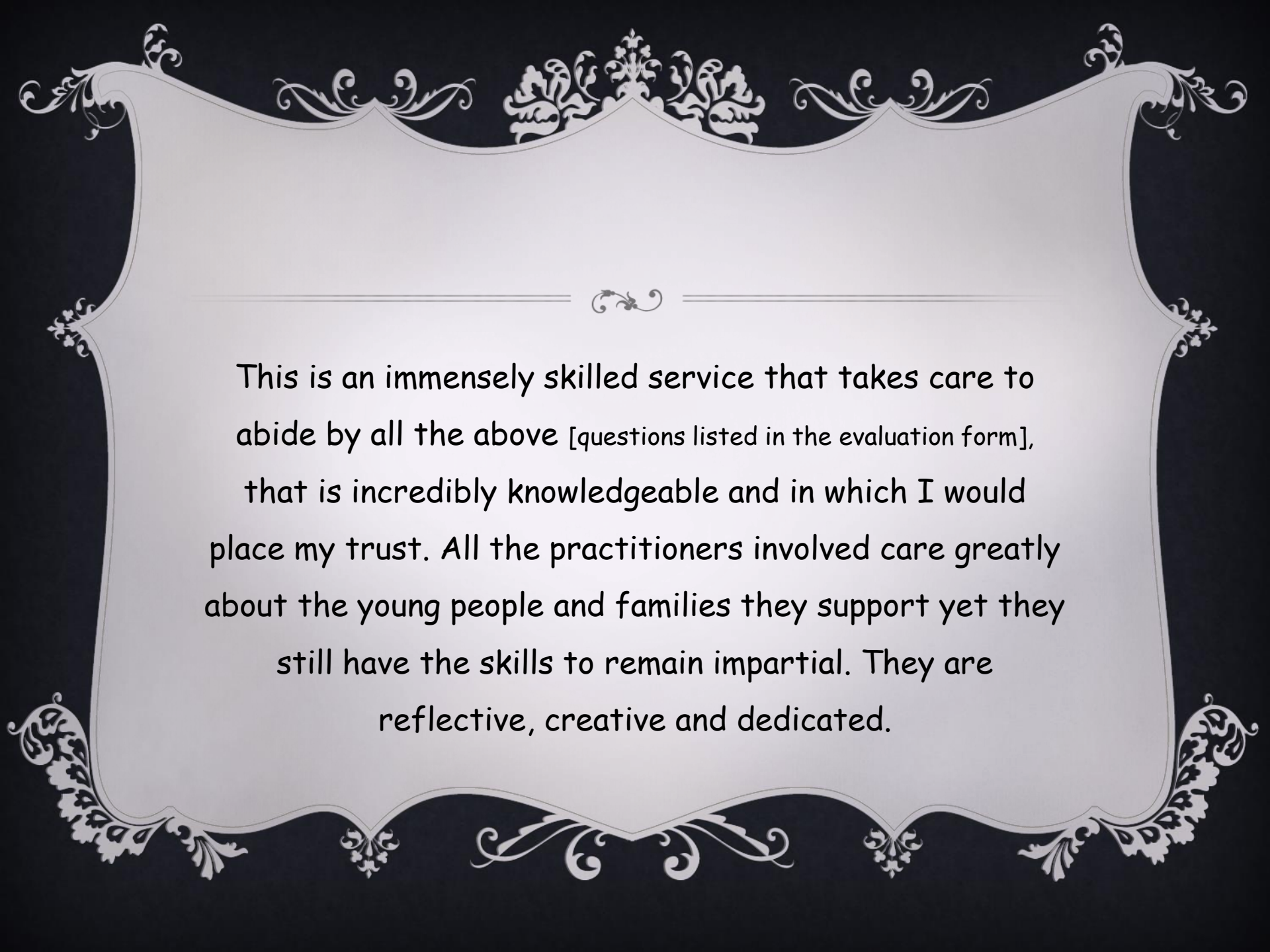
I have personally found it a positive and supported experience when working with a member of the team.



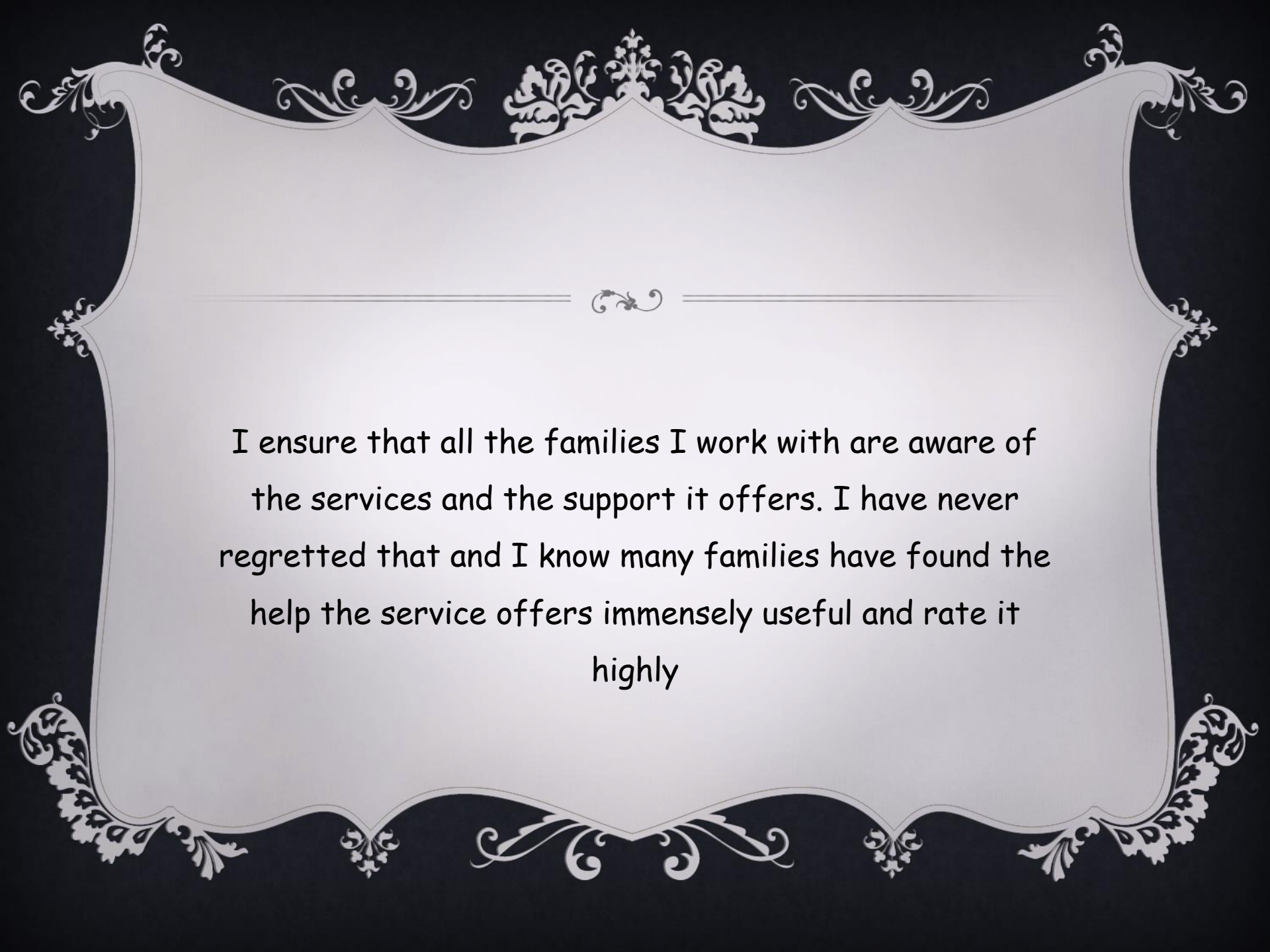
I recommend SENDIASS as a service to parents/carers
as I know that they can offer the appropriate support
required.



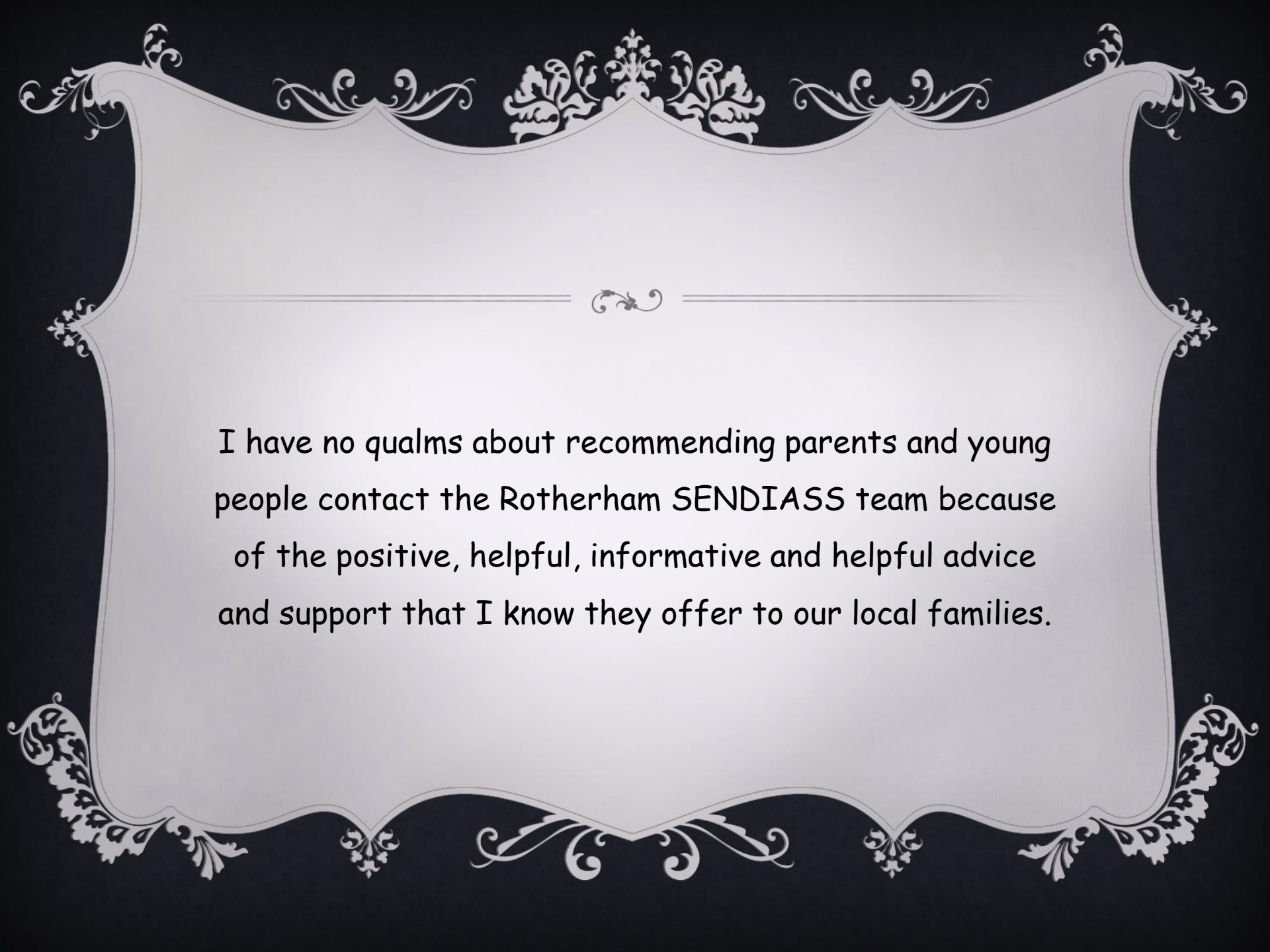
Whilst needing to remain at arm's length, I value the opportunity to co-work and have found SENDIASS support around the exclusions process particularly helpful




This is an immensely skilled service that takes care to abide by all the above [questions listed in the evaluation form], that is incredibly knowledgeable and in which I would place my trust. All the practitioners involved care greatly about the young people and families they support yet they still have the skills to remain impartial. They are reflective, creative and dedicated.



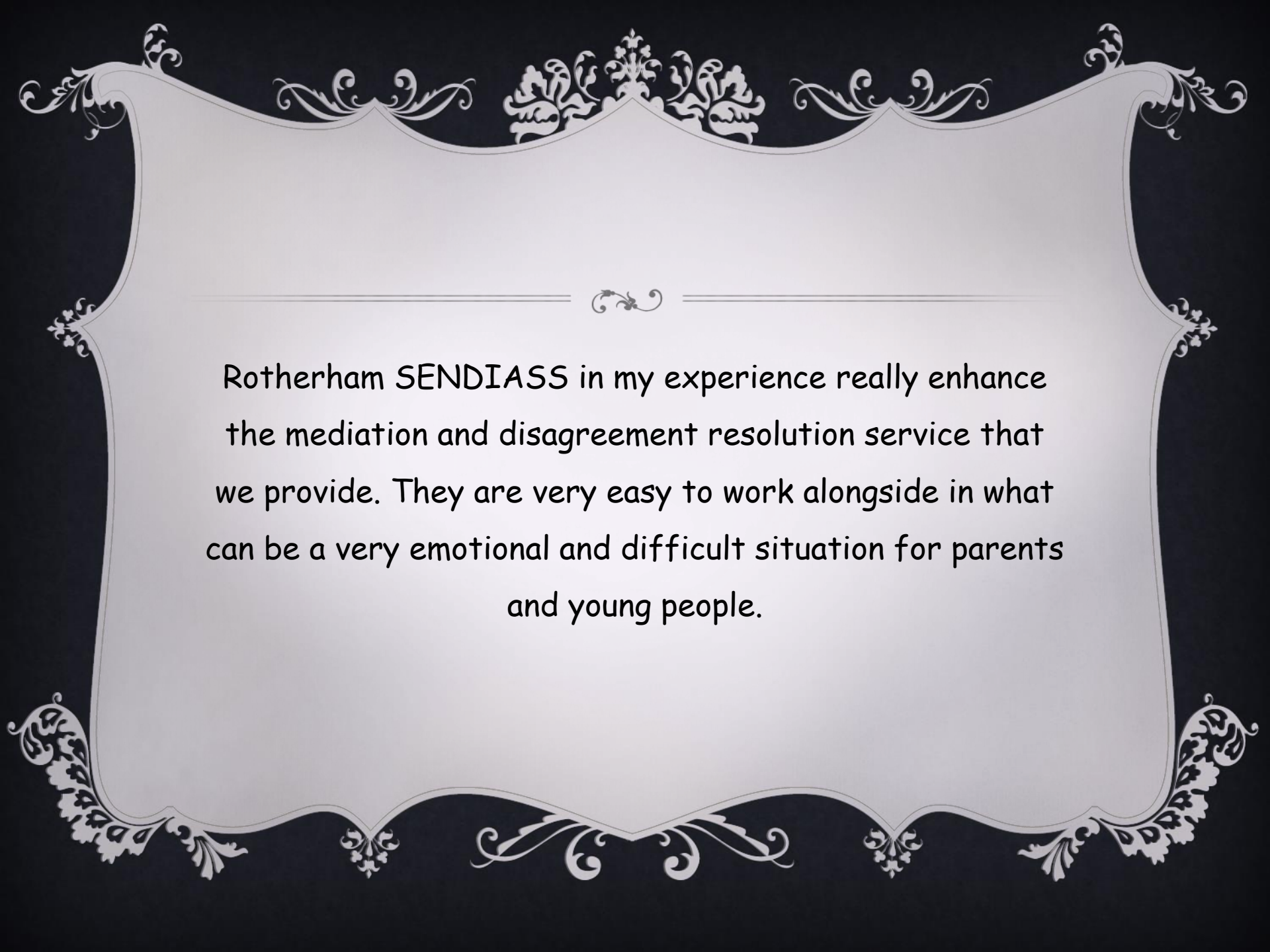
I ensure that all the families I work with are aware of the services and the support it offers. I have never regretted that and I know many families have found the help the service offers immensely useful and rate it highly



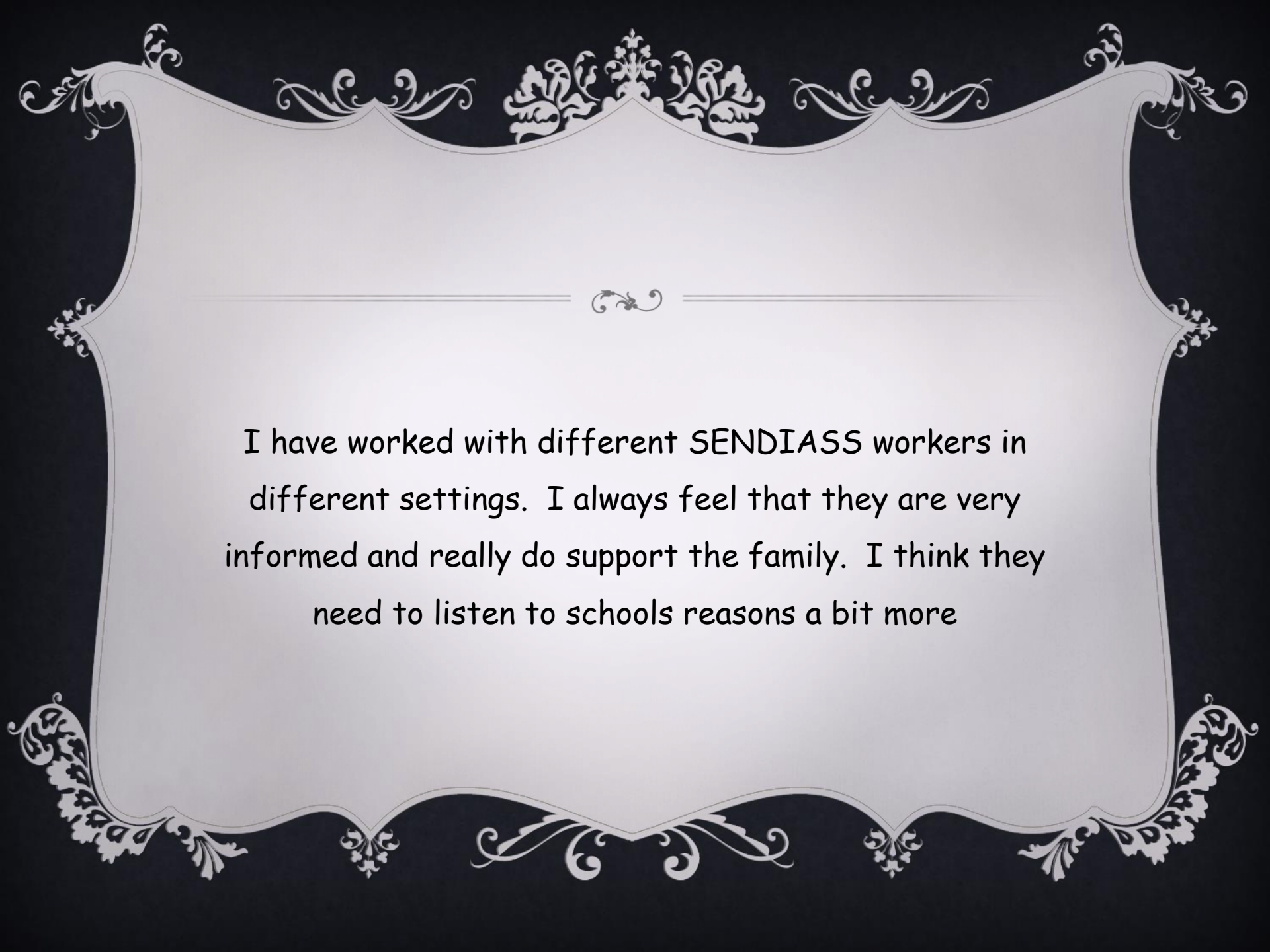
I have no qualms about recommending parents and young people contact the Rotherham SENDIASS team because of the positive, helpful, informative and helpful advice and support that I know they offer to our local families.




Excellent service which helps to empower families. I always recommend SENDIASS to families that I work with. All staff are very knowledgeable and provide excellent support. I have worked with parent partnership services in other local authorities and the service offered by Rotherham far exceeds any other!



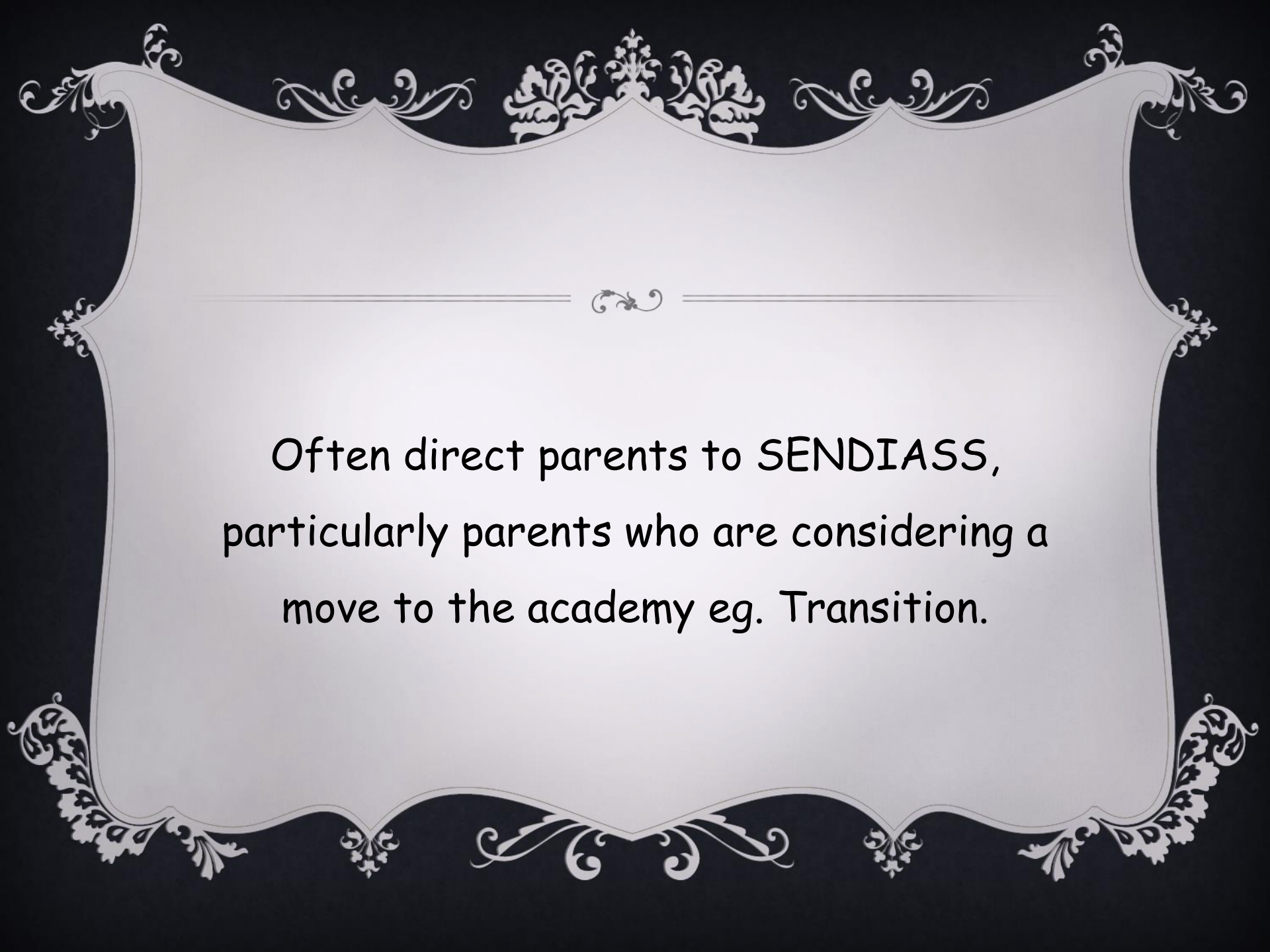
Rotherham SENDIASS in my experience really enhance the mediation and disagreement resolution service that we provide. They are very easy to work alongside in what can be a very emotional and difficult situation for parents and young people.




I have worked with different SENDIASS workers in different settings. I always feel that they are very informed and really do support the family. I think they need to listen to schools reasons a bit more



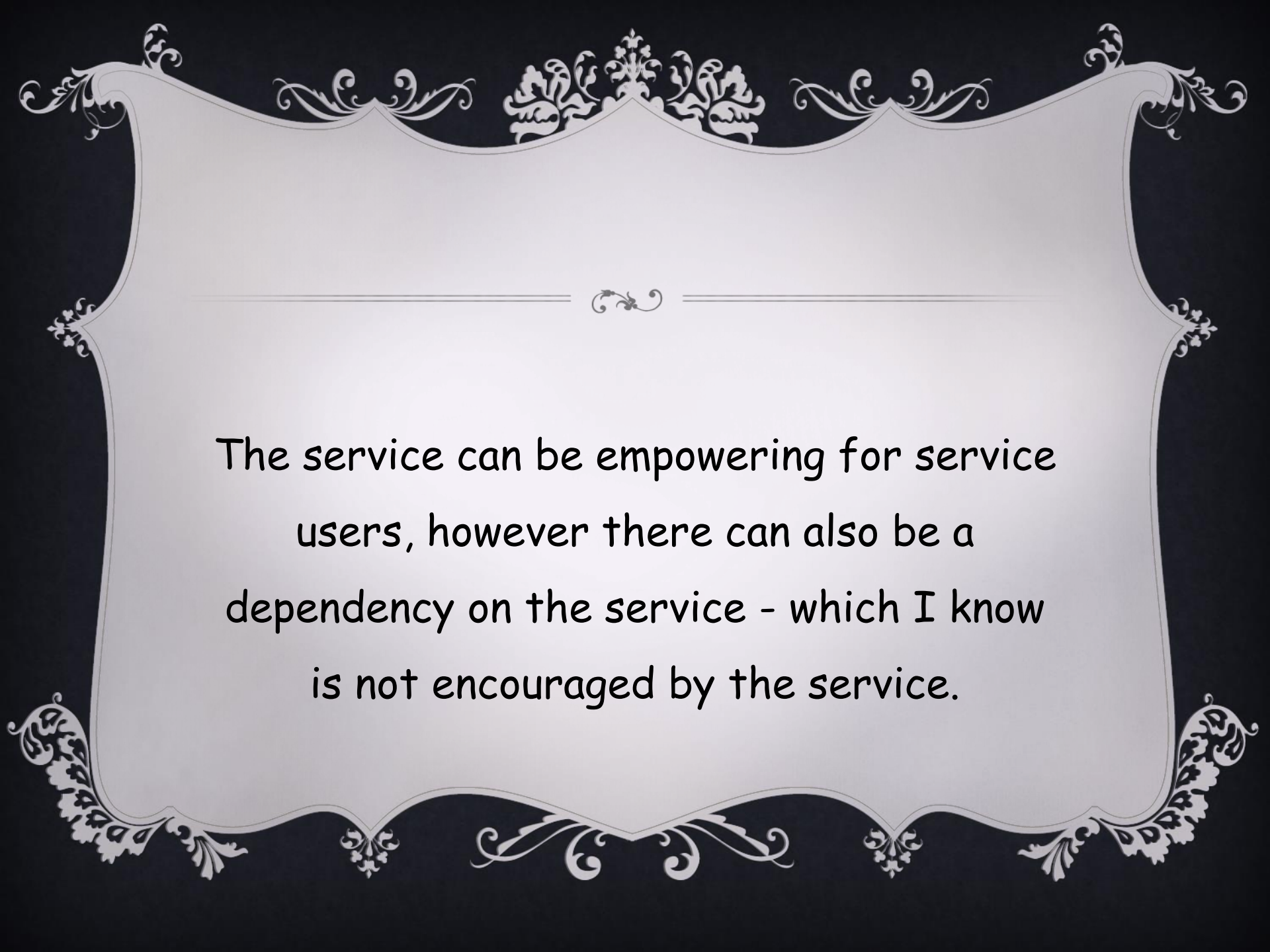
I have been very impressed by my dealings with SENDIASS over the last 18 months. They are child centred but also supportive of parents and schools. I look forward to continuing to work with them! If there is any training offered to SENCO's coming up, I would love to take part!



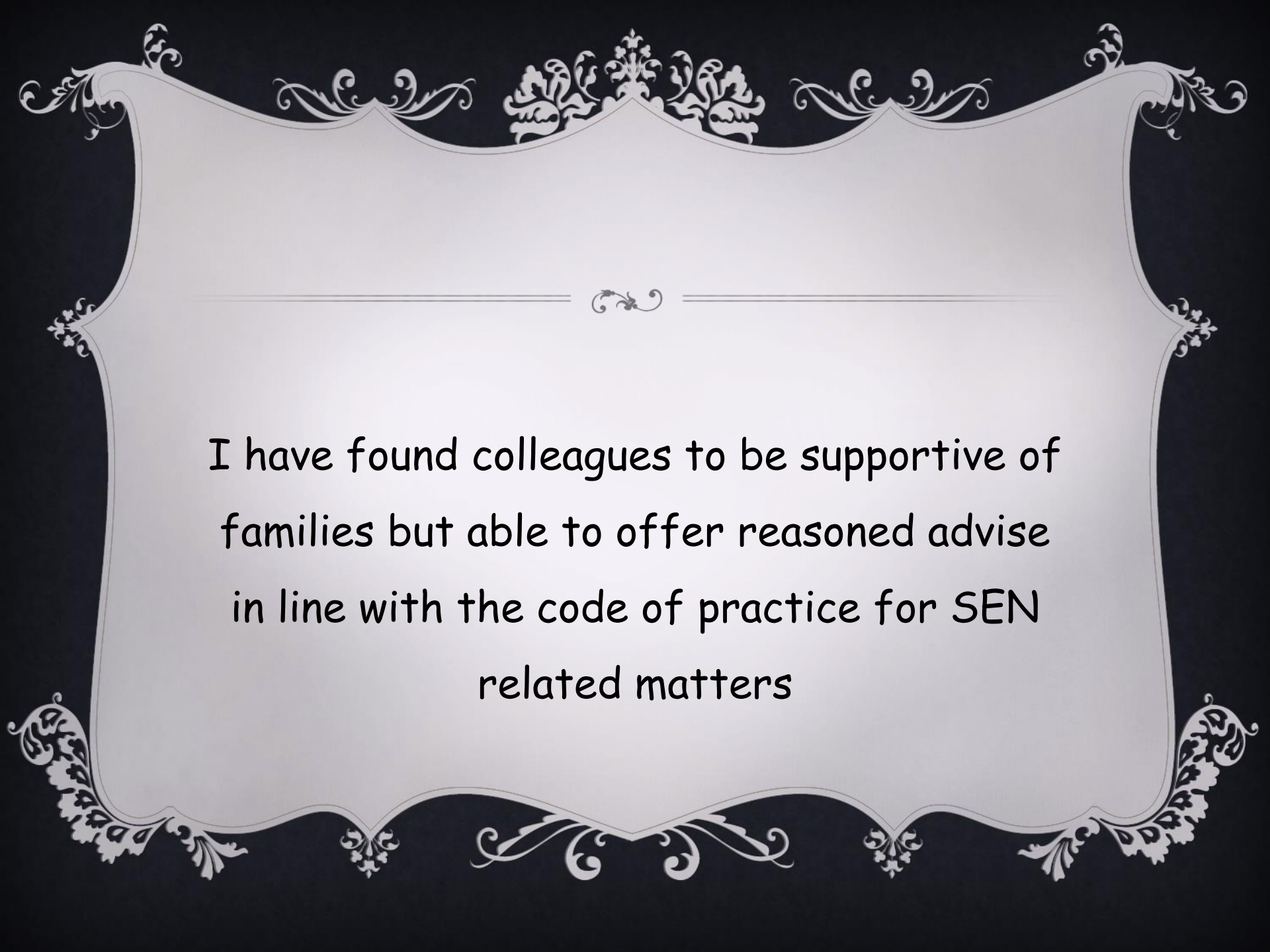
Often direct parents to SENDIASS,
particularly parents who are considering a
move to the academy eg. Transition.



We work with SENDIASS through our parents and this is always useful for the parents and us. We often recommend the service to our families. I think it would be useful for us to have more involvement with the service directly



The service can be empowering for service users, however there can also be a dependency on the service - which I know is not encouraged by the service.



I have found colleagues to be supportive of families but able to offer reasoned advice in line with the code of practice for SEN related matters