

Rotherham SENDIASS



Rotherham SEND Information, Advice and Support Service (SENDIASS)

Evaluation of the Service
April 2015- March 2016





Introduction

Rotherham SENDIASS was launched in April 2015 and was built on the Rotherham Parent Partnership Service which had been established since 1994. Previous evaluations of the service have been under the heading of Parent Partnership.

Open and closed questions and value judgements have been used in all questionnaires. Not all questions have been answered by respondents, and some have responded to more than one point within the same question. The percentage figure has been calculated according to the number of respondents for that question.

Service Offer

For the majority of this period of evaluation, the service offered IAS to parents of children and young people with SEND (0-25), Children with SEND (0-16) and from February 2016, Young People with SEND (16-25). The Service has also offered Independent Support to parents and young people who are going through the EHC process.

A questionnaire has been sent to parents two to three months after referral to the Service. Data gathered over a period of 12 months, referrals made from April 2014 to March 2015 has been used to inform this part of the evaluation. The questionnaires are colour coded in order to monitor different time periods whilst maintaining anonymity. This part of the report is based on the duty to work with parents only. During this period 402 questionnaires were sent out and 57 were returned, a return rate of 14%.

Reasons why parents contact the Service

49% of respondents said they contacted the Service for advice, 19% for support in expressing their views, 22% for information and 9% for help in resolving disagreements.

Most parents contacted the Service after hearing about it via other parents (25%) or Schools (25%). 16% came from Voluntary Community



Sector which is a 8% rise from previous year. 8% via Health Services, and only 2% of contacts came from service publicity. 8% of contacts came from Social Care and 16% came from Educational Services.

Value Judgements

Parents were asked to indicate their response to particular statements using a range from 'yes very' to 'not at all'. Six of the questions asked are also in line with other IAS Services nationally and so can provide some comparison for this financial year which will be reported towards the end of the parent evaluation.

How the Service Operates

The majority of responses were positive and were in the 'yes very' and 'yes' categories. 100% of respondents felt the service was friendly and welcoming and 96% felt it was easy to make contact. 98% of Service users who responded to the evaluation felt they were well listened to. 96% felt they had been treated fairly and with respect. 2% were unsure if this had been the case. 100% of respondents would feel happy to contact the service again and 94% said they would recommend the service to other parents. 4% were unsure if they would do this. This is an increase on previous year. 98% of respondents were confident the service was confidential and 96% felt information, advice and support offered was impartial. 2% were unsure. 94% felt they had a clear idea of what the service does and how it operates. With 3% feeling unsure about this question and 3% stating they didn't have a clear picture of what the service does. During this period one parent voiced their dissatisfaction of the service they had been offered, however since the evaluation form has been submitted the situation for this service user has improved and is moving forward in a direction the service user is happy with.

Measuring Impact

96% of respondents felt the information we gave to them was clear, easy to understand and 2% were unsure if this had been the case. 94% felt information we had given was helpful. 2% were unsure if this was the case. 93% also told us they felt more confident and knowledgeable about their situation and felt more able to share their views, wishes and feelings about future situations. 2% felt unsure about this. 98% felt any



written information we gave them was useful, an increase of 4% on previous year. Written information tends to be either SEND related factsheets or letters containing details of the information they shared with the service on first contact and advice on the options available to them based on this conversation. 2% were unsure if they found the written information useful. 93% stated that they were satisfied with the service we gave them. This is a decrease of 5% from previous year. 3% stated they were unsure if they were satisfied although 100% stated they would be happy to contact the service again. 7% responded that they were not satisfied with the service we offered. Two of the parent evaluations commented on the lack of meeting support offered when asked for suggestions how the service could improve, and one specified that they didn't need the service that was being offered. This could account for dissatisfaction in the service offered.

Website

Service users were asked if they had made use of the Service Website. 34% of respondents found the website to be either helpful or very helpful, 63% reported they hadn't used it and 3% reported that it had not helped in their situation.

Service Publicity

42% of respondents felt the service was adequately publicised, a decrease of 17% from previous year. 50% felt the service was not adequately publicised and 8% were not sure.

Making a difference



77% of respondents answered positively that our service involvement had made a difference to their situation. 10% were unsure if our involvement had helped. 12% told us that our involvement didn't make a difference. One evaluation specified that they didn't need the service that was being offered. During this period one parent voiced their dissatisfaction of the service they had been offered, however since the



evaluation form has been submitted the situation for this service user has improved and is moving forward in a direction the service user is happy with.

We asked if following our involvement their relationship with schools/settings/services/LA changed. 29% stated their relationship had remained positive, 22% stated their relationship had remained challenging. However, 45% reported that their relationship had improved since our involvement. 4% reported their relationship had deteriorated, the two evaluations which reported this deterioration didn't specify why this was the case.

As word of mouth is an important factor in parents using the Service parents were asked for quotes that could be used on service literature, these included:-

"It's a very friendly service, offering valuable advice and an impartial opinion, which is sometimes very helpful in a tricky situation"

"The service is very useful, the staff are very approachable, knowledgeable and follow up information and emails were speedy and very accurate. A great service!"

"Gave great advice in a situation where I didn't know where to turn"

"They are very helpful, their knowledge is good and good advice given."

"Gave great advice in a situation where I didn't know where to turn"



Other quotes included;

- "The service gives clear advice, clarifies confusion, is like a friend that lifts a huge weight off your shoulders and supports you to enable you to support your child effectively"
- "I think the service really helps in setting guidelines as we are a bit rusty in raising children"
- "This service is vital especially if you feel your views are not being taken into consideration as a parent. I have had support twice from this service at very difficult times, but the help and support given enabled me to stay strong"
- "Very helpful I don't know how I would have got where I have now without them"
- "Please do not hesitate to contact them. Very helpful and willing to pull out all stops to help and advise."
- "A wealth of knowledge and very tactful. Would have got nowhere without you"
- "SENDIASS are a great service if you have any problems or difficulties with other services they will mediate and resolve these and stick with you till the resolution"
- "This service listened when no one else would and helped me break down the barriers at school so I was listened to there as well about my sons needs"
- "During the EHC Plan it is very confusing as a parent and Louise made me feel at ease as I go through"
- "It's been very supportive and helpful and made me a lot more relieved and relaxed"
- "Approachable friendly, informative, supportive staff."
- "very helpful and given good advice"
- "Very, very helpful and made a big difference with our son at school, made me as a mum feel loads better."
- "It doesn't hurt to ask. No one is wrong to ask for advice. It's better to ask for advice instead of wondering "what if"
- "The service concentrates on moving on from an issue instead of covering areas that brought the parent to the service in the first place. This left us feeling annoyed and frustrated that our opinions/concerns had not been thoroughly aired, we were seeking recognition of the past incident and an apology. We didn't really get either. Though the route forward was clearly defined"

This last quote came from an overall positive evaluation form.



During this period we also received the following quotes that were not a positive reflection on the service;

- "My oldest son's worker is no help as he doesn't even know his needs as hasn't asked what help he needs"
- "I am greatly disappointed about Rotherham Services. I never find them helpful but friendly. It is really worth this service to improve with positive staff".

We also asked parents for suggestions to improve the service. Parents gave the following responses;

- Reinstatement of joint meetings with school and parents (this comment was made due to reduced staffing which impacted on the ability to offer meeting support to all who requested it)
- Advertise more so people know someone is there to help
- Support should be more available at meetings (as stated above)
- More advertising
- Get more Kerry Taylor's
- Have a bilingual assistance
- It should be on newsletters... with a small paragraph to explain what help is available

National Comparison

The Quality Standards for Information, Advice and Support Services emphasise the importance of assessing the outcomes of the work done by Information, Advice and Support Services (IASS). One of the key sources of evidence highlighted in the Quality Standards is feedback from service users. Historically IASS (formerly Parent Partnership Services) have always used a variety of methods to seek feedback from service users. This has included the use of post intervention questionnaires, telephone interview, focus groups, suggestion boxes, and analysis of complaints. Some of these methods are inevitably idiosyncratic and it would be difficult to attempt to collate the results at a national level. However some kinds of outcome assessment are relatively straightforward to standardise. Following a period of consultation the IASS Network developed a set of 6 core questions that all IASS were then asked to incorporate into their service user feedback questionnaires.



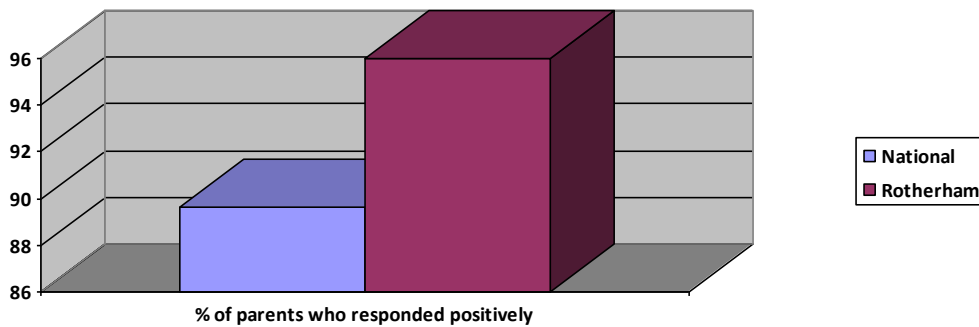
At the same time a pilot project was established to trial the collection and analysis of service user feedback ratings. The aim was to include at least one service from each region, with the criteria for inclusion being:

1. Services would incorporate the 6 core questions into their service user feedback forms no later than 31/12/15
2. Services would submit a termly return to the IASS Network of the ratings given on each of the 6 questions (the return showing the number of feedback forms received, and the totals for each rating level for each of the 6 questions)
3. Services would remain in the pilot group for at least 3 terms.

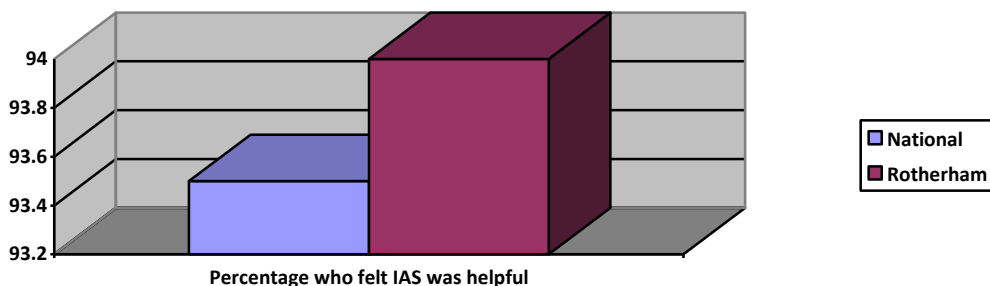
The services include a range of relatively small IASS serving unitary authorities through to IASS covering large shire counties and more than one authority. They also include in-house and out-sourced IASS. Evidence from previous data collection indicates that the services taking part in the pilot have typically provided information, advice and support for between approximately 100 and 1,200 service users per year.

Comparison of pilot services to Rotherham SENDIASS on the six specified questions

Percentage of parents who felt it was easy to get in touch

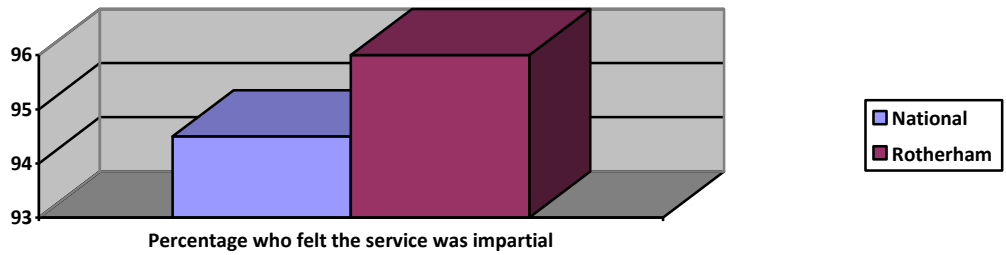


Percentage of parents who felt the information given was helpful

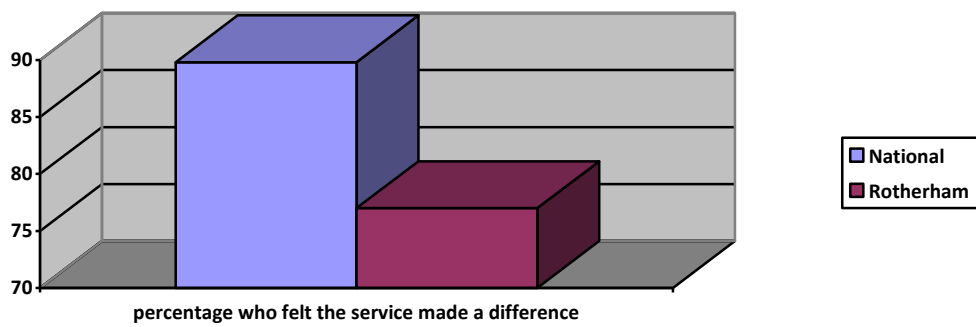




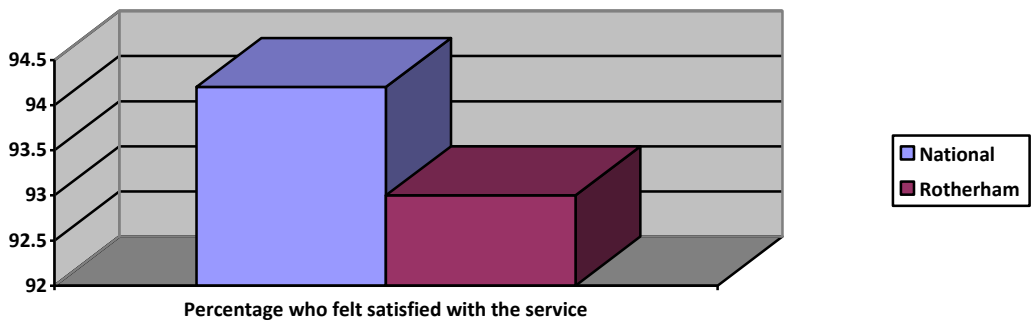
Percentage of parents who felt confident the service was impartial



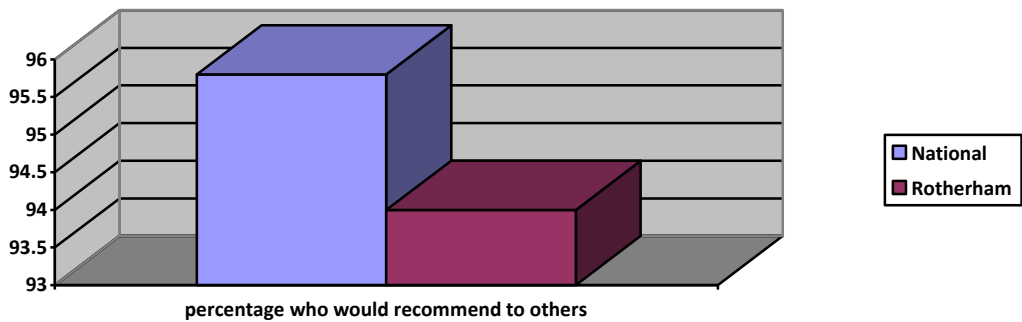
Percentage who felt the Service made a difference to their situation



Percentage who felt satisfied with the service offered



Percentage who would recommend the service to others





Service Evaluation for IAS offered to Children and Young People (0-25)

During this period the majority of work has taken place with children (0-16) as prior to February 2016 IAS for 16-25 year olds was delivered by a different service within the LA.

58 service evaluations were sent out for this period with 17 returned. A return rate of 29%

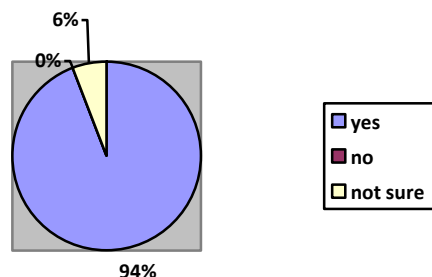
The evaluations focused on 5 core questions and offered an opportunity for comments.

Service users of this age were asked the following questions and given the opportunity to comment; yes, no, or not sure

1. Have I listened to you?
2. Is school easier now?
3. Are you happy to share private information with me?
4. Have I helped you to understand other people's point of view?
5. Have I helped people to understand what's important to you?

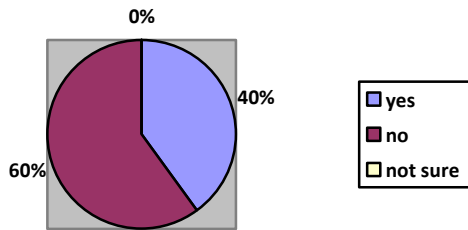
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Have I listened to you?

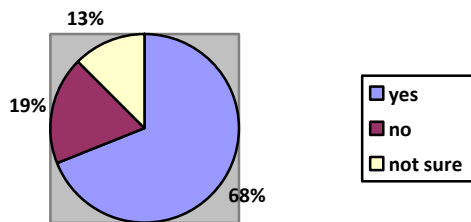




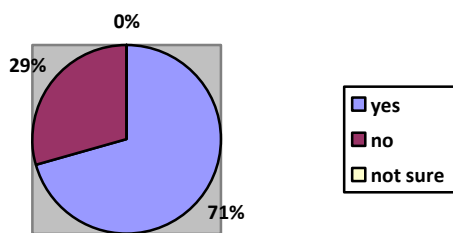
Is school easier now?



Are you happy to share private information with me?

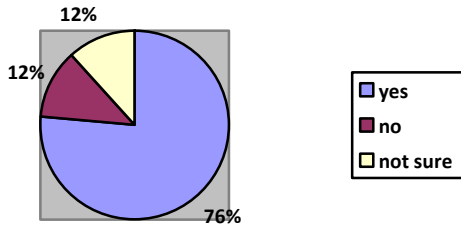


Have I helped you to understand other people point of view?





Have I helped people to understand what's important to you?



Additional Comments Made

"Your advice and support has been of such value to V** In particular he feels the most benefit has been during school meetings and reviews. V** feels his views and opinions are fairly expressed on his behalf and feels he can trust you, especially in discussing his frustration and concerns around school. He and myself has found your input has lifted many anxieties and now know there is your support there should he/we need it. Your fantastic interpersonal style and ability to forge such a strong relationship in such a short space of time is testament to your excellent skills and knowledge. Thank you so much."

"I think you have been really helpful in the way you took time out to talk to B** on his own and the way you came across. B** doesn't take to people easy never mind listen to them. He is really comfortable talking to you which makes me really happy to know there is someone else out there that takes B** feelings into real consideration as well as myself. Thank you very much Mrs S**"

Independent Support (IS) Evaluation

Rotherham SENDIASS is currently under contract to provide Independent Support to parents and young people within Rotherham who are going through the EHC process. This service is also delivered by Core Assets from the Voluntary and Community Sector. The Two services have a memorandum of understanding in place which offers freedom of choice for service users. This way of working is proving successful within Rotherham. Within SENDIASS, IS is offered by volunteers to the service. The following information is based on service users who have accessed SENDIASS Independent Support only.



Service users were asked a series of questions following IS involvement and given the option of answering "yes very" "yes" "no" and "not at all". 100% of service users answered positively to all questions. During this period 29 evaluations were sent out and 5 were returned. A return rate of 17%.

The questions asked are as follows:

1. Did you find it easy to ask for an IS?
2. Was your first contact with your allocated IS worker friendly and welcoming?
3. Were you treated with respect?
4. Did the IS worker explain how they could help?
5. Was it easy to make contact with your worker when you needed to?
6. Did your allocated IS worker listen to you?
7. Did your IS worker help you to understand the process of EHC Assessment?
8. Did your IS worker help you to feel included in the EHC process?
9. Did your IS worker ensure your views wishes and feelings were fully included in the EHC process?
10. Did your IS worker help you understand the draft plan (if issued)?
11. At the end of the process was your IS worker clear that their involvement would end?