

# Information Advice and Support Service's Network Service User Report

## What do parents, children and young people think?

### 2025-2026

*For any queries regarding any of the data please contact us via email [iassn@ncb.org.uk](mailto:iassn@ncb.org.uk)*

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## Introduction

### The IASSN team

As part of the [Children and Families Act 2014](#) it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities ([SEND](#)) and their parents have access to an impartial [Information, Advice and Support \(IAS\) service](#).

The IASSN are funded by the Department for Education ([DfE](#)) to support this.

We do this by:

- Working with the [SENDIAS](#) services to ensure they have the resources and training to provide high quality information, advice and support to children, young people and parents in their area.
- Listening to, and working with, SENDIAS services to understand their challenges and successes in order to feedback to the [DfE](#) to implement positive and necessary change.
- Working with SENDIAS services and other stakeholders to develop and promote the [Standards](#) for SENDIAS services.

### This report

This national 25-26 report, required as part of the DfE contract, considers a key measure we use when assessing the national picture of SENDIAS services- service user feedback.

This report is one of four key reports providing a national picture of SENDIAS services. The others are our Data Report, the Minimum Standards Benchmarking report and our Ofsted Report.

All reports can be found on our [website](#).

## Service User Feedback

We asked all 151 SENDIAS services covering the 153 local authority areas to submit at least 30 sequential pieces of service user feedback collected within the last financial year. This is what we received:

**Table A: Overview**

	<b>2019- 2020</b>	<b>2020- 2021</b>	<b>2021- 2022</b>	<b>2022- 2023</b>	<b>2023- 2024</b>	<b>2024- 2025</b>	<b>2025- 2026</b>
<b>Number of services providing feedback</b>	87	87	88	92	127	112	<b>98</b>
<b>Total pieces of feedback</b>	4624	6734	5566	7917	9230	6422	<b>7037</b>
<b>Average per service</b>	53	77	63	86	73	97	<b>72</b>

## The Six Questions 2025-26

All services collect feedback differently. For consistency, we request that all services ask six specific questions to service users as part of their feedback processes. We ask that those questions be rated 0-4, with 0 being the lowest and 4 being the maximum. Those six questions and their mean average score from the 7037 feedback forms we received for 25/26 are as follows:

**Table B: 2025-26 Mean Scores**

Questions	Mean Score
<b>Q1</b> How easy was it to get in touch with us?	<b>3.56/ 4</b>
<b>Q2</b> How helpful was the information, advice and support we gave you?	<b>3.72/ 4</b>
<b>Q3</b> How neutral, fair and unbiased do you think we were?	<b>3.76/ 4</b>
<b>Q4</b> What difference do you think our information, advice or support has made for you?	<b>3.58/ 4</b>
<b>Q5</b> Overall how satisfied are you with the service we gave?	<b>3.74/ 4</b>
<b>Q6</b> How likely is it that you would recommend the service to others?	<b>3.81/ 4</b>
<b>Total</b>	<b>3.70/ 4</b>

To compare how this has looked since we started collecting data in 2018, you can consider the following table:

**Table C: Mean Score Trend**

	<b>2018-19 Mean</b>	<b>2019-20 Mean</b>	<b>2020-21 Mean</b>	<b>2021-22 Mean</b>	<b>2022-23 Mean</b>	<b>2023-24 Mean</b>	<b>2024-25 Mean</b>	<b>2025-26 Mean</b>
<b>Q1</b>	3.50	3.58	3.59	3.53	3.50	3.50	3.44	<b>3.56</b>
<b>Q2</b>	3.70	3.76	3.72	3.74	3.65	3.67	3.63	<b>3.72</b>
<b>Q3</b>	3.70	3.80	3.85	3.75	3.70	3.72	3.69	<b>3.76</b>
<b>Q4</b>	3.40	3.53	3.60	3.60	3.48	3.49	3.49	<b>3.58</b>
<b>Q5</b>	3.60	3.71	3.72	3.73	3.64	3.66	3.64	<b>3.74</b>
<b>Q6</b>	3.70	3.80	3.81	3.80	3.73	3.73	3.75	<b>3.81</b>
<b>Mean</b>	<b>3.60</b>	<b>3.70</b>	<b>3.72</b>	<b>3.69</b>	<b>3.62</b>	<b>3.63</b>	<b>3.61</b>	<b>3.70</b>

It is vital to understand this data in context with funding trends. Table D, taken from the [IASSN Data report](#) sets out the trends with regards to funding and capacity since 2019.

**Table D: Funding increase compared with complexity of cases, number and inflation**

	<b>Helpline increase</b>	<b>Casework increase</b>	<b>Increase % of cases level three or four</b>	<b>Inflation</b>	<b>Mean funding increase</b>	<b>Mean FTE staffing increase</b>
<b>2024-2025</b>	8%	13%	0%	3.6%	12%	-2.6%
<b>2019-2025</b>	64%	145%	10%	28%	92%	38%

Overall, we can see that despite rising pressures on services with regards to capacity and funding, SENDIAS services continue to receive positive feedback from the parent carers and children and young people they work with.

## Qualitative Feedback- Themes

To explore the feedback more deeply, we can also consider the qualitative data which services collect. As well as responses and scores, we invite SENDIAS services to send us data in the form of direct quotes. While there are too many to include in this report, having analysed the quotes we can identify the top five themes from qualitative feedback are as follows:

1. Knowledge of SENDIAS staff
2. Consistency of SENDIAS staff
3. Respondent reporting they felt listened to and/or heard
4. Respondent reporting they felt empowered
5. Respondent reporting they felt understood

A cross section of quotes is as follows:

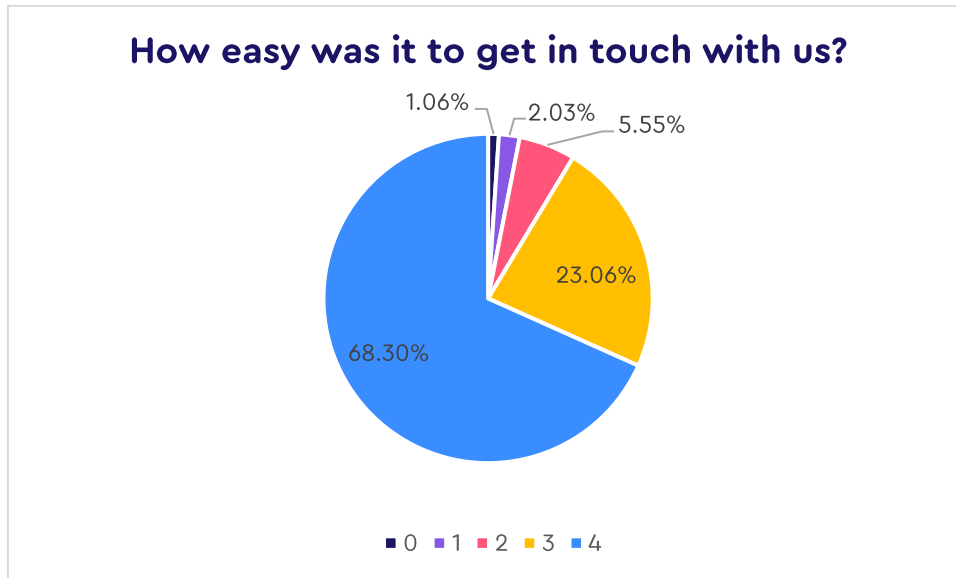
- *The service has supported me at annual review meetings, helping me understand next steps and ensured X voice is front and centre. I feel very reassured that we have access to the wonderful staff IN SENDIASS*
- *Without you're support we don't know where we would be today. You took a lot of our stress and worries away by guiding and supporting us with our daughters issues around school*
- *I have been calling on the service for 4 nearly 5 years regarding ehcp, changing schools, transport for college and always felt heard*
- *I would just like to say a big thank you for all of this advice and guidance. It really does help tread through the treacle!*
- *We would not be here without both your direct help and your parent information sessions and meetings - H is definitely beating expectations thanks to your help, support and advice*
- *X Knowledge of SEND law and tribunal procedures is outstanding, but what truly set her apart was her ability to translate complex legal processes into clear, manageable steps whilst providing emotional support during an incredibly stressful time*
- *I honestly don't know what I would have done without you. Your continued help and support mean so much. Every time I reach out, you're right there to respond, and that consistency has been such a relief*
- *Contacting \* Sendiass helped me understand the process and empowered me to advocate for my Daughter*
- *Your SENDIASS team is truly amazing, and I truly feel that you are a beacon of light and hope for children with SEND and their families who are constantly having to*

*fight for their right to access a full-time education and the provision that they require.'*

- *'I recently had the opportunity to utilize the services of X, and I cannot express enough how incredibly helpful they were. As a parent navigating the complex world of SEND, I often found myself feeling overwhelmed and confused.'*
- *'I wouldn't have been able to proceed without your help. You were honest which is always good to hear as you never know which side someone can be on. It is invaluable. I would 100% recommend. Thank you'*
- *'This is the first service I have ever used whereby it has actually made a difference. I am extremely grateful to X who was so friendly, impartial, caring and very knowledgeable*
- *'Your services are in high demand & staff are overworked, I would suggest more team members employed & trained to take on the ever increasing demand for these services.'*
- *'The service is amazing. I would never have coped without support. As I have Asd & ADHD. I found the whole process daunting and confusing and would have never got either of my boys the right school place because I wouldn't have had the knowledge of what do*
- *X was the first person I felt completely understood my situation and could actually help me. She showed empathy and gave me clear information to move forward on supporting my son. I felt so much better after that phone call.*
- *SENDIAS services have made me realise i am not alone. I struggle with mental health so to have SENDIASS support me is amazing. No question is the wrong question and they listen to you. I have a long way to go yet but i would like to thank X and X for the help they have provided so far. Thank you*

## Appendix One: Question Breakdown 2025-2026

### Q1 How easy was it to get in touch with us?



(Scale - 0-4 with 0 being not at all easy and 4 being very easy)

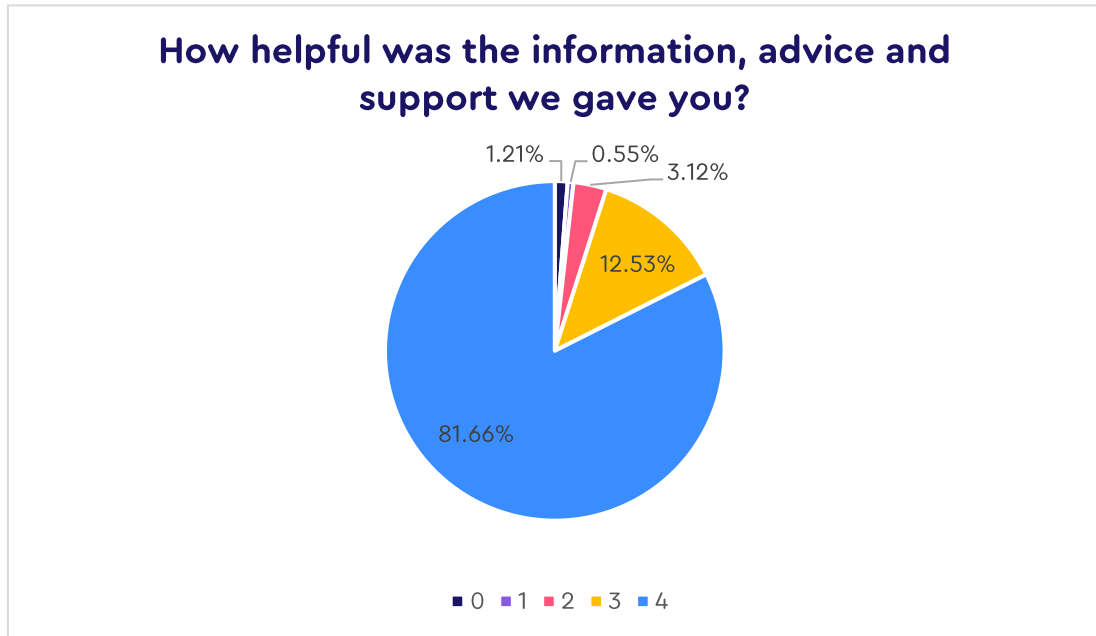
#### From the 2025-26 report:

- Mean Score 3.56
- 91% of respondents rated their SENDIAS service positively
- 3% of respondents rated their SENDIAS service negatively

#### From the 2024-25 report:

- Mean Score is 3.44
- 86% of respondents rated their SENDIAS service positively
- 5% of respondents rated their SENDIAS service negatively

## Q2 How helpful was the information, advice and support we gave you?



(Scale - 0-4 with 0 being not at all helpful and 4 being very helpful)

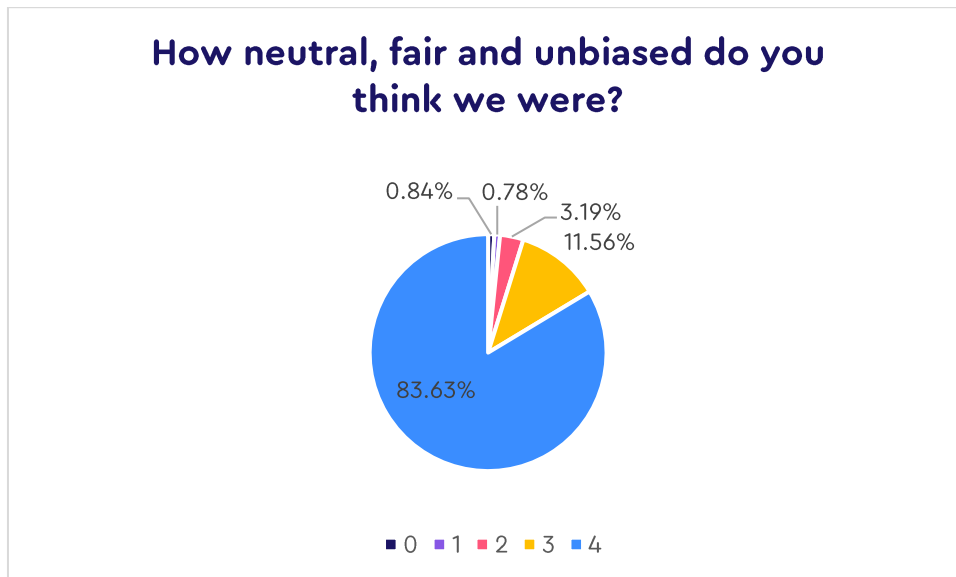
### From the 2025-26 report:

- Mean Score 3.72
- 94% of respondents rated their SENDIAS service positively
- 2% of respondents rated their SENDIAS service negatively

### From the 2024-25 report:

- Mean Score is 3.63
- 81% of respondents rated their SENDIAS service positively
- 4% of respondents rated their SENDIAS service negatively

### Q3 How neutral, fair and unbiased do you think we were?



(Scale - 0-4 with 0 being not at all and 4 being very)

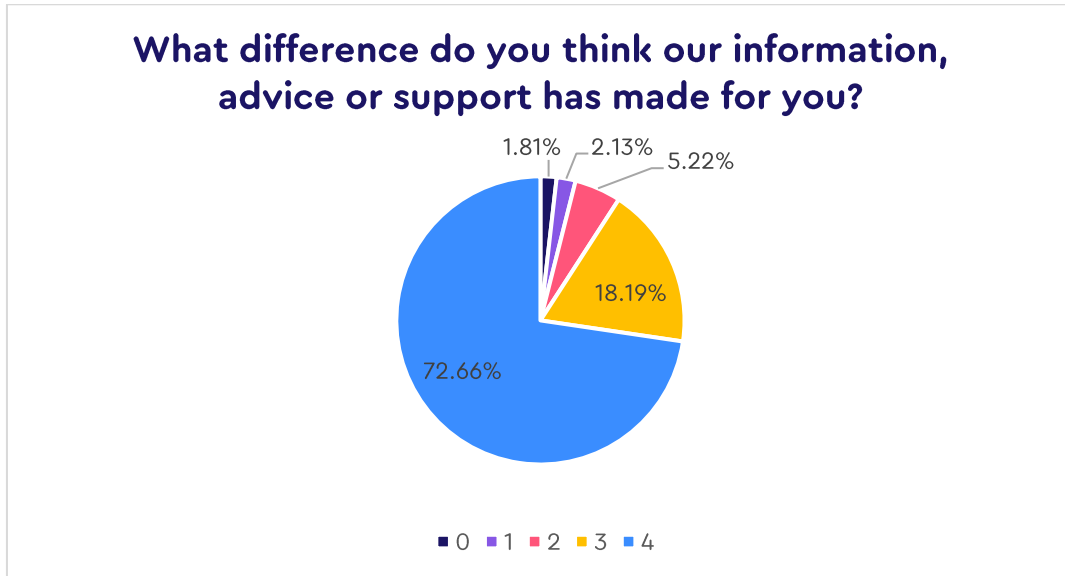
#### From the 2025-26 report:

- Mean Score 3.76
- 95% of respondents rated their SENDIAS service positively
- 2% of respondents rated their SENDIAS service negatively

#### From the 2024-25 report:

- Mean Score is 3.69
- 92% of respondents rated their SENDIAS service positively
- 3% of respondents rated their SENDIAS service negatively

#### Q4 What difference do you think our information, advice or support has made for you?



(Scale - 0-4 with 0 being no difference at all and 4 being a great deal of difference)

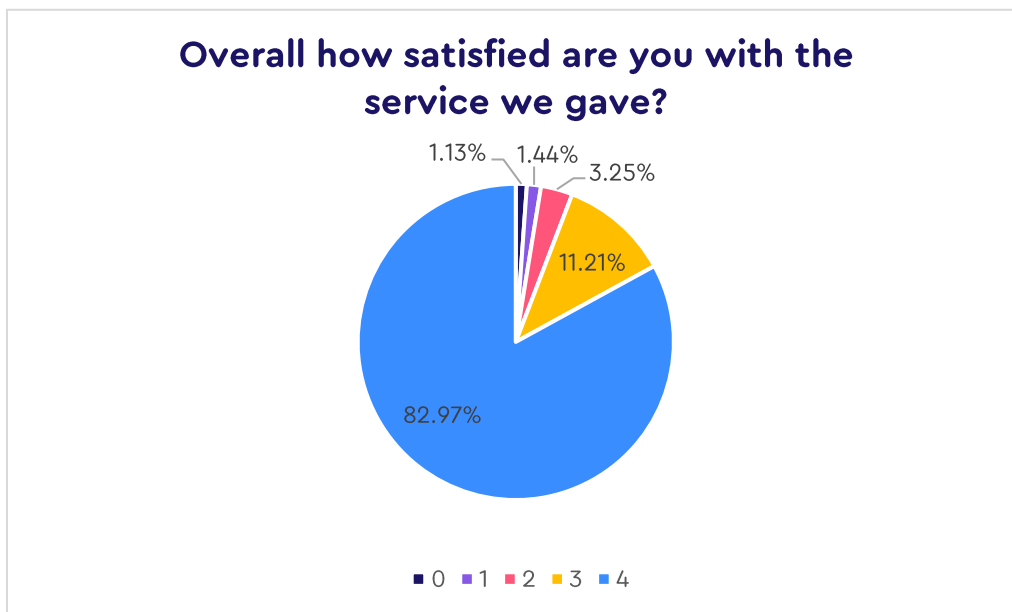
#### From the 2025-26 report:

- Mean Score 3.58
- 91% of respondents rated their SENDIAS service positively
- 4% of respondents rated their SENDIAS service negatively

#### From the 2024-25 report:

- Mean Score is 3.49
- 85% of respondents rated their SENDIAS service positively
- 8% of respondents rated their SENDIAS service negatively

## Q5 Overall how satisfied are you with the service we gave?



(Scale - 0-4 with 0 being not at all satisfied and 4 being very satisfied)

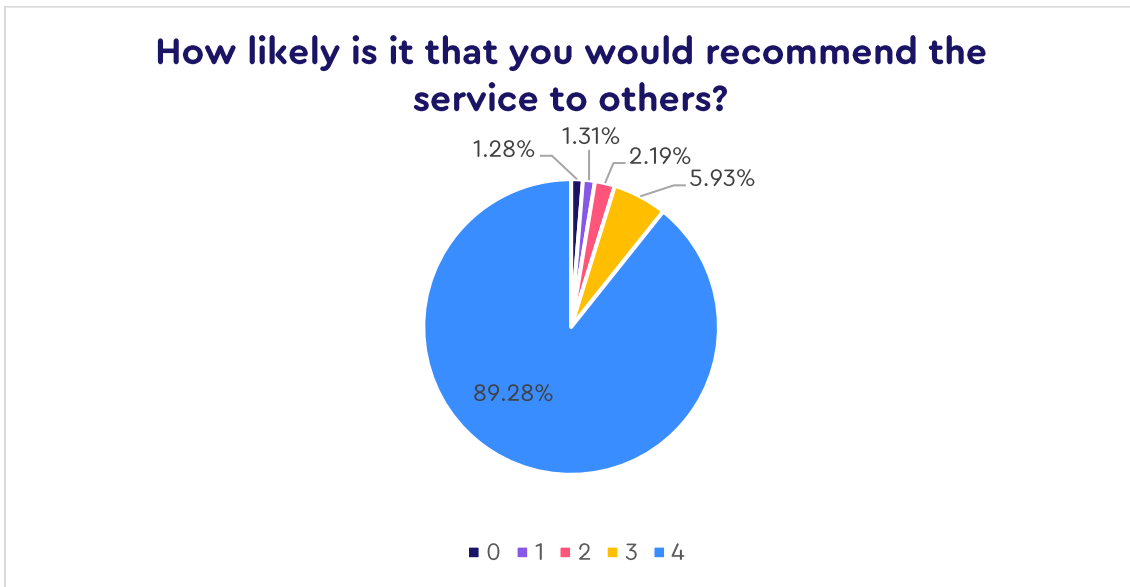
### From the 2025-26 report:

- Mean Score 3.74
- 94% of respondents rated their SENDIAS service positively
- 4% of respondents rated their SENDIAS service negatively

### From the 2024-25 report:

- Mean Score is 3.64
- 91% of respondents rated their SENDIAS service positively
- 5% of respondents rated their SENDIAS service negatively

## Q6 How likely is it that you would recommend the service to others?



(Scale - 0-4 with 0 being not at all likely and 4 being very likely)

### From the 2025-26 report:

- Mean Score 3.81
- 95% of respondents rated their SENDIAS service positively
- 3% of respondents rated their SENDIAS service negatively

### From the 2024-25 report:

- Mean Score is 3.75
- 92% of respondents rated their SENDIAS service positively
- 4% of respondents rated their SENDIAS service negatively