



**achieving  
for children**



# Survey

**Tell us what you think about the future of SENDIASS - Special Educational Needs and Disabilities Information Advice and Support Service:**

- 1) Online Form – [use this link](#)**
- 2) Print, fill in and post this form**
- 3) Save, type and email this form**

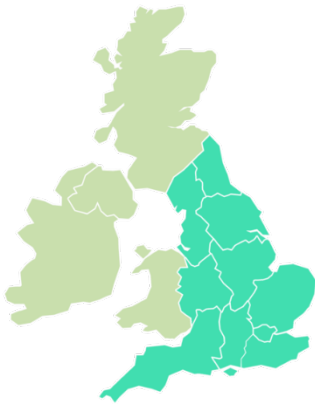
**The survey questions start on page 5.**



## About SENDIASS

We support:

- Parents and carers
- Young people aged 16+



The service is free and confidential. We do not take sides. We give people information and advice.

The law says that every local area must have a SENDIASS service.



**Easy Read information about SENDIASS:**

[Click on this link for Easy Read information.](#)



**Video about SENDIASS:**

[Click on this link to go to YouTube.](#)

# SENDIASS in Richmond and Kingston



[SENDIASS in Richmond and Kingston](#) has been run by a charity called *Kids*, since 2015.



The service is led by Jonathan Rourke.



We have an agreement (a contract) with *Kids*. It says that they will run the service until March 2023.



We want to find out what families and young people think should happen next. This will help us to make decisions.



## The future

There are number of things that could happen next:



- *Kids* could keep running the service
- A different organisation could run the service
- SENDIASS could be run by Achieving for Children



Families told us they want to be involved in making decisions about the future of SENDIASS. They can:

- Take part in workshops
- Fill in this [survey](#)
- Help to plan the new service
- Help to choose who runs the service.



# Survey

Please fill in as many questions as you can:



**Your email address:**



**Your name:**

**Which statement best describes you?**



I'm a parent or carer of a child or young person with SEND (Special Educational Needs or Disabilities)

I have caring responsibilities for a child or young person with SEND but am not a friend or family member

Other



## Where do your child(ren) or young people you support live?

Richmond

Kingston

Other



## What are the current ages of your children and young people with SEND that you support?

Tick all that apply.

0-5

6-12

13-17

18+

## What is your religion?



Christian

Muslim

Jewish

Sikh

Buddhist

Atheist

Other



## What are the special educational needs or disabilities of the children and young people that you support?

For example: autism, physical disability



## What is your ethnicity?

For example, White British, Asian Indian or Chinese.



## Have you ever used SENDIASS in Richmond or Kingston?

Yes

No

Not sure



## Have you chosen to use another service for information, advice and support? If so, which?





## What works well with SENDIASS now?

### SENDIASS must be:

- Independent
- Confidential
- Reliable



In Kingston and Richmond SENDIASS is run by a charity. Please choose one statement below:



SENDIASS should be run by an independent organisation.



SENDIASS should be run by Achieving for Children



**SENDIASS must support families in different ways. In your experience how does KIDS SENDIASS give good support to families?**



Supporting families in person

Supporting families by telephone



Supporting families by online meetings (such as ZOOM)

Communicating with families by email

Telling people about the support on offer on its website



Updating families with SEND news through social media

Other

## In which ways does SENDIASS need to improve?



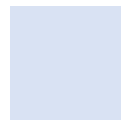
Supporting families in person



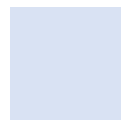
Supporting families by telephone



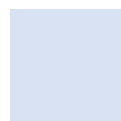
Supporting families by online meetings (such as ZOOM)



Communicating with families by email



Telling people about the support on offer on a website



Updating families SEND news through social media



Other



**SENDIASS should offer training, to teach people about things like SEND law, guidance and local policies.**

### **How can SENDIASS in Kingston & Richmond do this?**

Choose as many as you agree with.



Train nursery staff, teachers and college tutors

Coffee mornings for parents and carers



Newsletters and social media

Attending school/college open days and parent evenings.

Visiting preschools and play groups

Other





## How should SENDIASS ask people what they think of the service?

Phone families after supporting them

Paper survey

Online survey

Other



## Tick the comments you agree with:



I was happy with the advice I received from SENDIASS



It was easy to contact SENDIASS



I was happy with the time it took get a reply to my first enquiry



I could speak to an advisor at a time that was convenient for me

**On a scale of 1-10, rate your overall experience of SENDIASS**

**1** → **10**

**1 = very bad**

**10 = very good**

**Why did you choose this number?**



**Would you like to say anything else?**



**You can either post or email this form:**



**Terry Tottman  
Achieving for Children  
42, York Street  
Twickenham  
TW1 3BW**



**Or save it and email it to:**

**[terry.tottman@achievingforchildren.org.uk](mailto:terry.tottman@achievingforchildren.org.uk)**



**Please make sure we get your survey  
by the 6<sup>th</sup> June 2022.**