SAY SEND AND YOU SENDIAS

Service User Satisfaction Survey Impact Report 2025

Out of the 148 service users that responded:

97% said we were very or mostly neutral, fair and unbiased

98% of our survey respondents are likely or extremely likely to recommend the service to others

97% were satisfied or very satisfied with the service they received overall

94% said they found the help they received helpful or very helpful

92% said it was easy or very easy to get hold of us

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Service User Satisfaction Survey Impact Report 2025

Our sevices users told us:

It is amazing to have this service. Independent, understanding and able to listen and give advice

"It has been invaluable to me. Giving me confidence to advocate for my child, enabling me to understand the legal position and the process and presenting me with my options. I have felt very empowered by using this service in a SEN landscape that leave parents bewildered"

Just a massive thank you. You're brilliant and gave me much needed confidence

It's reassuring to have the service for telling parents what their options are

...extremely helpful, supportive and informative with my EHCP refusal to assess appeal

Really valuable resource when you need support. You cannot underestimate the strength these services provide