

**IAS Service User Feedback
September 2017**

Background

*The Quality Standards for Information, Advice and Support Services*¹ 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.

Following a period of consultation the IASS Network developed a set of 6 core questions that all IASS were asked to incorporate into their service user feedback questionnaires. A sample questionnaire with 7 additional questions was also made available. The questionnaires are available in formats suitable for parents and for young people – but both include the same 6 core questions. These are available from the IASS Network.

With effect from January 2017 all IASS have been invited to participate in the national collection and sharing of data based on ratings given by service users on the 6 core questions. In order to spread the workload the requests to collect data have been phased in across the year. **This report summarises the data received in Phases 1 and 2**; the report therefore supersedes the report for Phase 1 published in July 2017.

The list of services invited to contribute data in Phases 1 and 2 is shown in the Appendices. This also shows which IASS submitted data by the final deadline for Phase 2 - 8/8/17. Any service that did not meet the deadline will automatically move into Phase 3, for which the final deadline will be in September 2017.

Many thanks to all those IASS that submitted their return by 8/8/17.

Which service users are invited to provide feedback?

Once a year every IASS is asked to seek feedback on the 6 core questions from the next 50 service users from a given start date. Service users may include parents, children or young people.

The 50 service users should be selected on the basis that they are:

the first 50 where a period of intervention ends on or after a given start date
and

they have received information, advice and support at Levels 2, 3 or 4 (or their equivalent). Levels are set out in the Intervention Levels for IASS².

¹ <http://www.iassnetwork.org.uk/documents>

² *Intervention Levels for IASS – August 2016*. (Available from the IASS Network)

This methodology is intended to ensure that services ask a full cross section of service users for feedback, but also to help manage the workload involved. Services may also seek feedback from all service users and ask a much broader range of questions than the 6 core questions – both of which would be good practice – but at a national level it is only the ratings on the 6 core questions that are collected.

IASS may seek feedback through online questionnaires, on paper or over the phone – but the same questions and rating scale must be used whichever method is adopted. All IASS are encouraged to maximize the number of returns they receive and have been given guidance on this³.

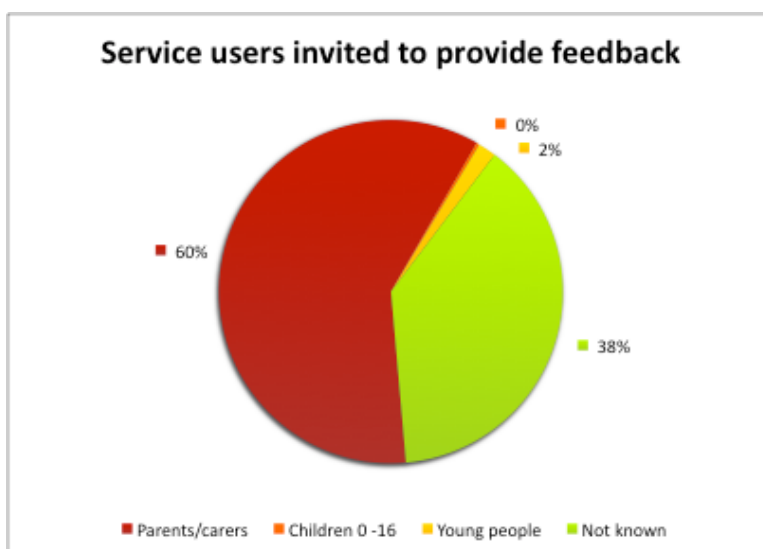
How many IASS and service users provided data between 1 January and 8 August 2017?

65 IASS submitted a return between 1 January and 8 August 2017.

3639 service users were invited to provide feedback (6 IASS included data from more than 50 service users. 19 IASS surveyed fewer than 50 service users).

1684 service users provided ratings against the 6 core questions. The overall return rate is therefore 46.3%. 19 IASS achieved a return rate of over 85%. 12 IASS had return rates below 25%.

Where possible IASS were asked to indicate what proportion of the 3639 service users that were invited to provide feedback were parents/carers, children or young people. Some were not able to do this because of confidentiality. However the chart below shows the breakdown by service user group where known.



³ *Feedback from Service Users; Maximising Returns – December 2016* (Available from the IASS Network)

Summary for 1/1/17 to 8/8/17

Based on 1684 returns from service users

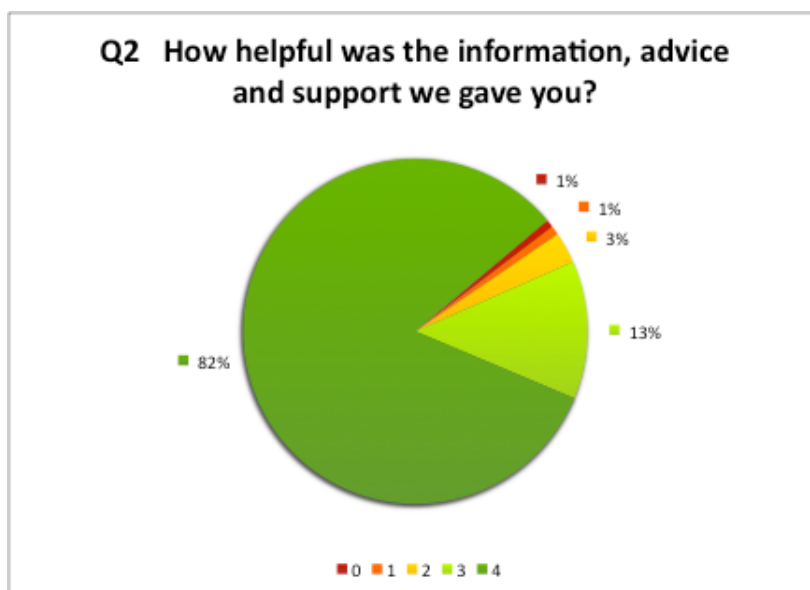
Lowest rating		Highest rating		
0	1	2	3	4

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



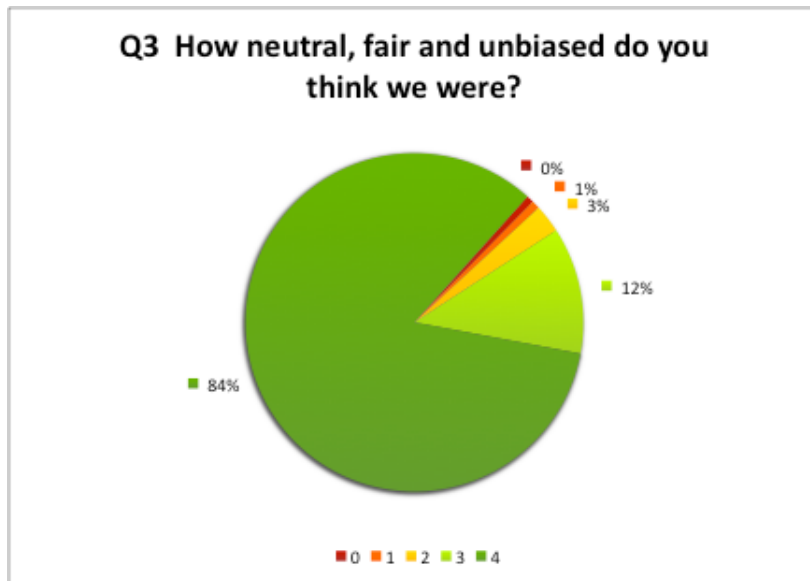
91.1% of respondents rated the IASS positively.
 2.4% gave a negative rating.
 The Mean Rating was 3.5 (where the maximum is 4).

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



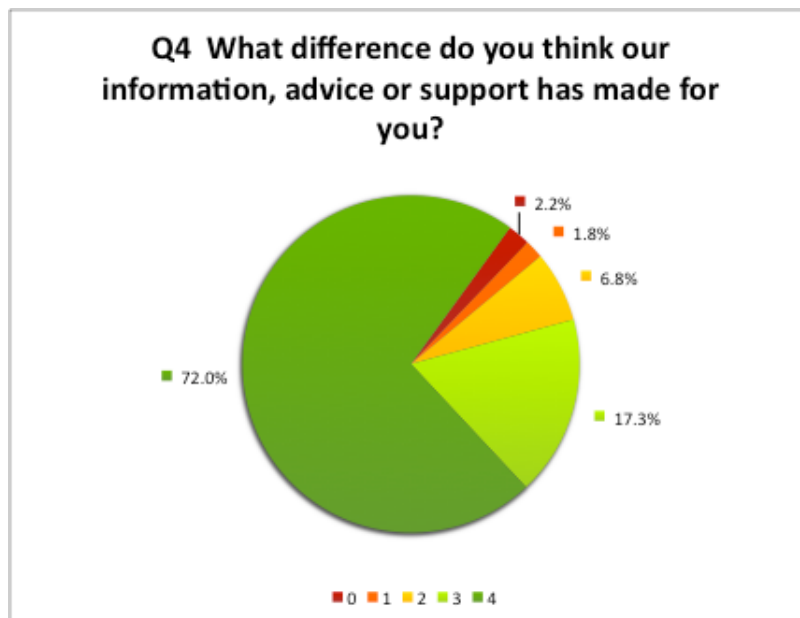
95.5% of respondents rated the IASS positively.
 1.6% gave a negative rating.
 The Mean Rating was 3.7 (where the maximum is 4).

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



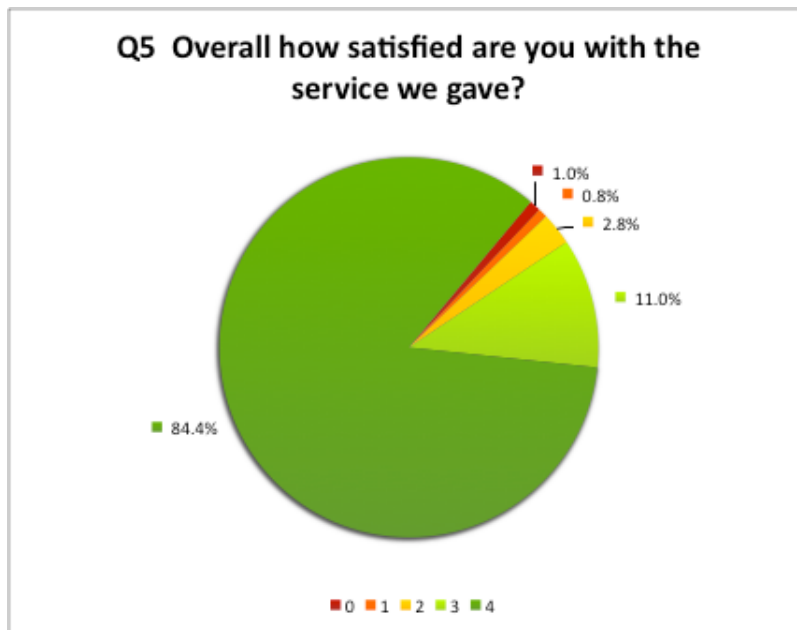
95.8% of respondents rated the IASS positively.
1.5% gave a negative rating.
The Mean rating was 3.6 (where the maximum is 4).

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



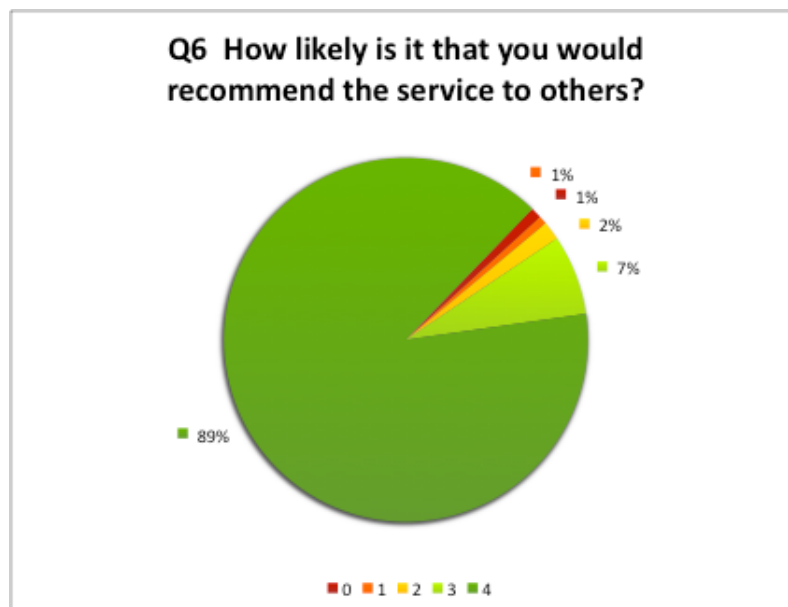
89.3% of respondents rated the IASS positively.
4.0% gave a negative rating.
The Mean rating was 3.4 (where the maximum is 4).

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



95.5% of respondents were positively satisfied with their IASS.
1.8% gave a negative rating.
The Mean rating was 3.7 (where the maximum is 4).

6 How likely is it you would recommend the service to others?



96.6% of respondents would positively recommend their IASS to others.
1.7% gave a negative rating.
The Mean rating was 3.7 (where the maximum is 4).

Commentary

Previous service user surveys⁴ of IASS have reported very high levels of satisfaction.

This latest and largest survey shows very similar levels of service user satisfaction with their local IASS. The average return rate for the data included in this report is 46%. Although this may generally be considered to be a reasonably good return rate it is lower than the average return rate achieved in earlier pilots and in Phase 1. It is strongly recommended that IASS follow the guidance given in *Feedback from Service Users; Maximising Returns – December 2016* in order to secure the highest possible engagement from service users.

It is notable that 96% or more of respondents are happy with the service that they receive and would positively recommend it to others.

At a local level IASS can compare their own ratings against these national averages and set their own targets for improving return rates and overall ratings. They should also be able to analyse more detailed comments from service users.

Next steps

IASS that have not yet submitted data have been invited to do so by 29th September 17.

The IASS Network plans to launch an online facility that will enable all IASS to provide an annual return and have access to national data that will enable services to benchmark their performance against other services.

Every IASS should regularly review its arrangements for seeking service user feedback to ensure that response rates are good, service user satisfaction levels remain very high and that any negative feedback is considered. While the collection of data at a national level will focus on the 6 core questions and a sample of service users, the IASS Network recommends that IASS at a local level should adopt a broader approach to service evaluation as set out in *The Quality Standards for Information, Advice and Support Services*.

Nick Knapman
September 2017

⁴ See: <https://councilfordisabledchildren.org.uk/information-advice-and-support-services-network/resources/iass-user-feedback-pilot>

IASS contributing in Phases 1 and 2 – start dates 20/2/17 and 24/4/17

(Services listed by Local Authority rather than by the name of the IASS)

NB All services invited to take part in Phases 1 or 2 but not submitting a return by 8/8/17 will automatically transfer to Phase 3.

Service ID	Local Authority Name	Region	Return received by 8/8/17
116	Barking & Dagenham	Lon	
111	Barnet	Lon	
39	Barnsley	Y&H	
24	Bath & NE Somerset	SW	Y
153	Bedford Borough	Eastern	
117	Bexley	Lon	Y
94	Birmingham	W Mids	Y
79	Blackburn with Darwen	NW	Y
80	Blackpool	NW	Y
118	Bolton	NW	
48	Bournemouth	SW	Y
119	Bracknell Forest	SE	
146	Bradford	Y&H	
86	Brent	Lon	
96	Brighton & Hove	SE	Y
109	Bristol	SW	Y
98	Bromley	Lon	Y
120	Buckinghamshire	SE	
89	Bury	NW	
3	Calderdale	Y&H	Y
60	Cambridgeshire	Eastern	
121	Camden	Lon	Y
154	Central Bedfordshire	Eastern	Y
151	Cheshire East	NW	Y
152	Cheshire West and Chester	NW	Y
43	Cornwall	SW	Y
52	Coventry	W Mids	Y
44	Croydon	Lon	Y
41	Cumbria	NW	
19	Darlington	NE	Y
112	Derby City	E Mids	Y
54	Derbyshire	E Mids	Y
12	Devon	SW	Y
103	Dorset	SW	Y
108	Dudley	W Mids	Y
15	Durham	NE	Y
101	Ealing	Lon	
11	East Riding	Y&H	Y
85	East Sussex	SE	
29	Enfield	Lon	
95	Essex	Eastern	Y

20	Gateshead	NE	Y
76	Gloucestershire	SW	Y
88	Greenwich	Lon	
110	Hackney	Lon	Y
63	Halton	NW	Y
73	Hammersmith & Fulham	Lon	
99	Hampshire	SE	
123	Haringey	Lon	Y
37	Harrow	Lon	
28	Hartlepool	NE	Y
77	Herefordshire	W Mids	
14	Hertfordshire	Eastern	Y
100	Hillingdon	Lon	
124	Hounslow	Lon	
50	Isle of Wight	SE	Y
125	Isles of Scilly	SW	Y
126	Islington	Lon	Y
70	Kensington & Chelsea	Lon	
106	Kent	SE	Y
87	Kingston Upon Hull	Y&H	Y
21	Kingston-upon-Thames	Lon	Y
127	Kirklees	Y&H	Y
128	Lambeth	Lon	Y
81	Lancashire	NW	Y
58	Leeds	Y&H	
62	Leicester City	E Mids	Y
10	Leicestershire	E Mids	
129	Lewisham	Lon	
35	Luton	Eastern	Y
31	Manchester	NW	Y
30	Merton	Lon	
92	NE Lincolnshire	Y&H	Y
6	Norfolk	Eastern	Y
132	North Lincolnshire	Y&H	Y
105	North Somerset	SW	Y
51	North Yorkshire	Y&H	Y
27	Northumberland	NE	Y
13	Oxfordshire	SE	Y
75	Plymouth	SW	Y
7	Poole	SW	Y
17	Portsmouth	SE	
4	Reading	SE	
82	Rotherham	Y&H	Y
18	Sandwell	W Mids	
1	Sheffield	Y&H	
140	Shropshire	W Mids	Y
104	South Gloucestershire	SW	Y
16	Staffordshire	W Mids	Y
23	Stockport	NW	

90	Stoke-on-Trent	W Mids	Y
42	Suffolk	Eastern	Y
8	Sunderland	NE	Y
33	Surrey	SE	
25	Sutton	Lon	
9	Swindon	SW	
144	Tower Hamlets	Lon	Y
69	Wakefield	Y&H	Y
2	Wandsworth	Lon	Y
150	West Berkshire	SE	
5	West Sussex	SE	
22	Wolverhampton	W Mids	Y

N.B. Bristol, North Somerset and South Gloucestershire are covered by Supportive Parents