SSPS Outreach Survey

2024 – 2025

This survey was carried out in June 2025. There were 37 replies from schools in the South Somerset Area. Comments have been edited and summarised and individual names removed.
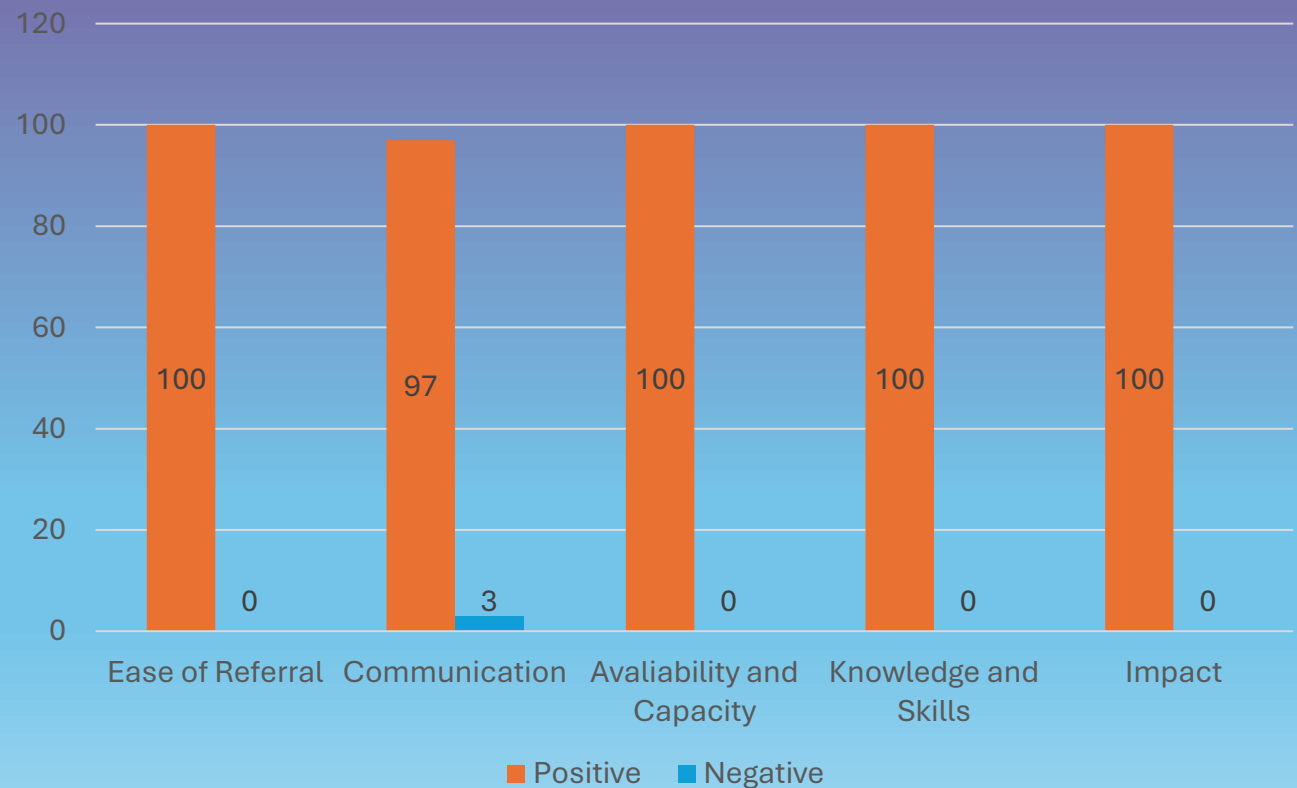
What do the stats say?

Average Score

4.84 /5.00

★★★★★

100% of respondents would recommend the Outreach service

100% of respondents said the support offered met or exceeded expectations

Category	Positive	Negative
Ease of Referral	100	0
Communication	97	3
Avaliability and Capacity	100	0
Knowledge and Skills	100	0
Impact	100	0

■ Positive ■ Negative

What do our partner schools say are the most successful elements of outreach support?

- Feel supported
- Quality discussion
- Very supportive
- Huge impact
- Practical and Sensible advice
- Invaluable support
- Pro-active support
- Practical strategies
- In school support
- Suggestions work
- Truly exceptional support
- Expert guidance, advice and signposting
- Significant and lasting difference
- Invaluable
- Very clear guidance
- Huge wealth of knowledge
- Realistic and understanding
- Timely and honest
- Non judgemental and supportive
- Insight
- Building staff confidence
- Nothing but amazing
- Enhances provision
- Goes above and beyond
- Clear and helpful advice
- Consistent Support
- Regular reviews

What do our partner schools say are the most successful elements of ASW support?

Bespoke Support

Advocate for pupils

Allow pupils to express themselves

Pupils feel heard and understood

Go above and beyond

Genuine rapport with students

Communication is really good

Problem solving

Students enjoy their sessions

Great care and support

They would not have stepped into that exam hall or at Prom without ASW support.

Moving forward…. (some ideas). We are always making sure we improve and so we welcome all of the ideas and suggestions – we do some of this already and if in doubt, just ask us!

Pace of response
We aim to keep you up to date on any referrals. If you don't hear from us just get in touch – we are a small team and we've had over 200 referrals this year so we do our best to keep up.

Parental Support
This is not something we can offer, we don't have the capacity. Other agencies are able to offer this type of support and guidance. At ASW level the work does involve parental contact as well.

Bite size online drop ins – pre referrals
We don't have this, but you can always email or call to have a quick chat pre-referral, or we can come out to have a general chat through SEMH needs and come up with an action plan.

Training and mentoring for staff in schools.
We do have a training offer, and we can work alongside TAs in school. Contact us to find out more.

More communication
Most schools see this as a strength. To work truly as a partnership we need to all communicate well. Just get in touch if the key contact needs to change or someone else needs to be included.

Next Steps if ideas don't work
We hope this is already in place through termly reviews. Just get in contact and we can discuss this more or signpost to further support.

Thank you to our partner schools for the time you have taken to reply to this, every response helps to shape the future service for the children we all work hard for in our schools.

The final word is down to a survey responder

A really supportive service with people who are so passionate about the work they can do with the children that we need support with, often some of our most challenging children.