

SEND Parent Carer Survey Spring 2022

Executive Summary of Results

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General information

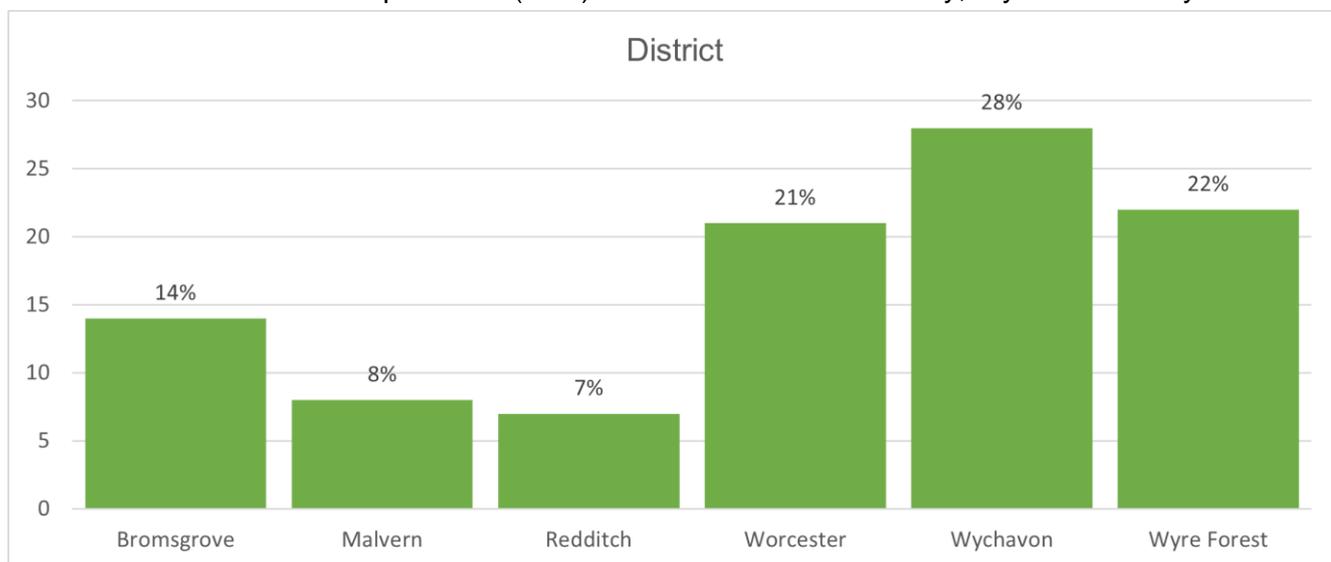
This is the third consecutive year of the survey being undertaken. In 2019 a SEND Improvement Pilot Survey was co-produced with Families in Partnership. This was further developed in 2020 and has enabled a comparison of data over a three-year period i.e., 2020-2022.

As in previous years, the survey was made available online through the Local Offer, publicised through WCF Social media channels and shared with partners to distribute. The survey was available from 25th February – 24th April 2022.

The survey was a mixture of multiple choice and open-ended questions, along with an opportunity to rank different aspects of several different services. Questions were asked about The Local Offer, Education Services, Health Services and Social Care, along with training opportunities parents had accessed.

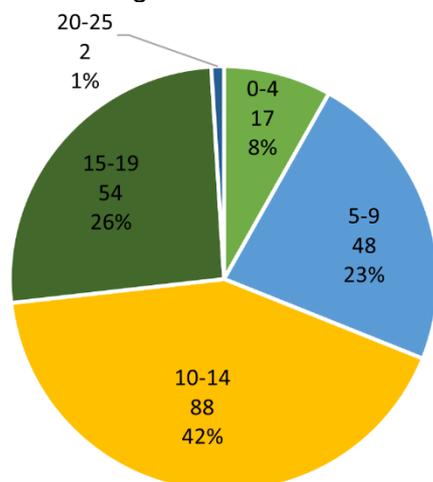
In total 215 surveys were completed by a Worcestershire parent carer with a child with SEND, up slightly from 209 in 2020. This remains a small sample, representing 5% of the total number of EHCPs in Worcestershire, but it nevertheless provides us with valuable reflection and feedback to help with the continuous improvement of services.

As in 2020 most of the respondents (74%) live in either Worcester City, Wychavon or Wyre Forest.



Age of child

63% of the children were in the 5-14 age bracket.



What is your child's SEN and/or disability?

The respondents were given a drop-down list of disabilities and were asked to select one as the main or primary SEN and/or disability, then the same list was repeated. Respondents were asked to select as many additional needs/difficulties as were appropriate.

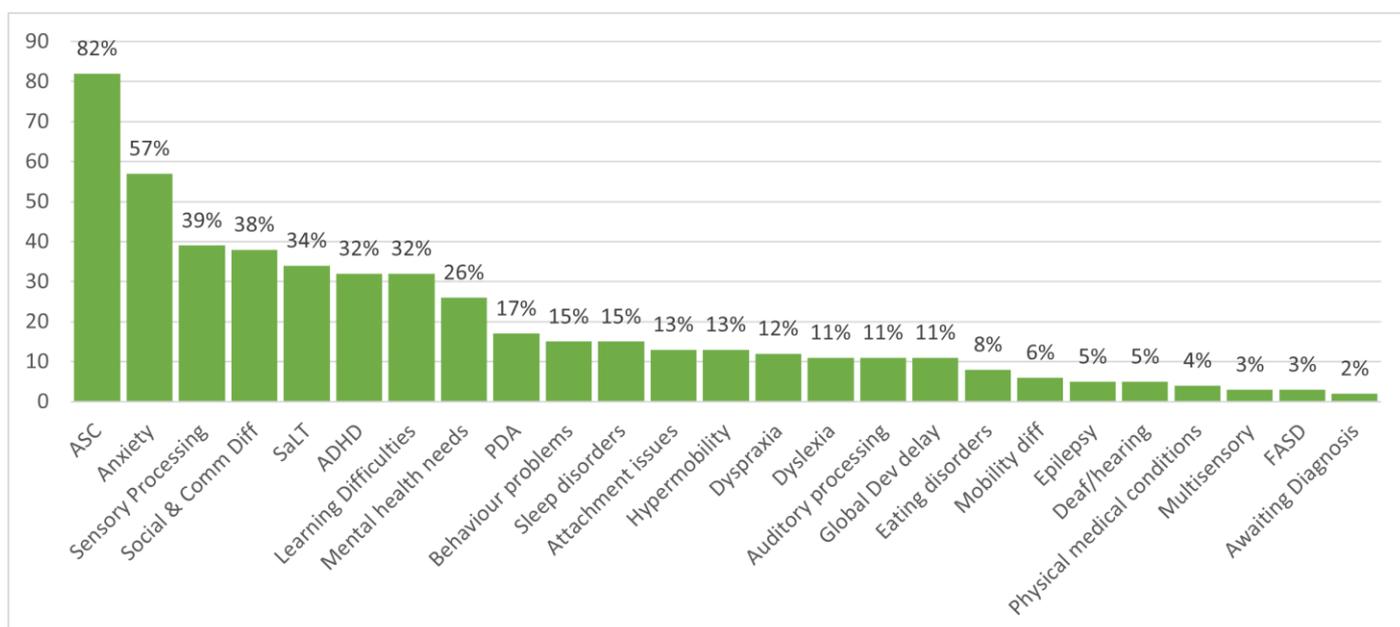
An option was also given to select 'other', and a free text box was provided to give further details. 5% of respondents named a Primary SEN, with no secondary needs or difficulties. For the purposes of this report, we have included both diagnosed and undiagnosed responses, and primary and additional needs are counted together.

The most significant difference this year was the rise in the percentage of children and young people (CYP) with Autistic Spectrum Conditions (ASC). As in previous survey's the majority of CYP are on the Autistic Spectrum, but the percentage this year is 82% compared to 67% in 2021. This was then followed by Anxiety rising from 44% to 57%. This increase may be because of the impact of COVID. Comparing 2022 with 2021, there were similar disabilities in the 'Top 10', with little change.

The top five listed disabilities were:

1. ASC (including undiagnosed and suspected)	177 – 82% of all respondents
2. Anxiety	122 – 57% of all respondents
3. Sensory processing disorder/difficulties/issues	84 – 39% of all respondents
4. Social & communication difficulties	81 – 38% of all respondents
5. Speech & Language	74 – 34% of all respondents

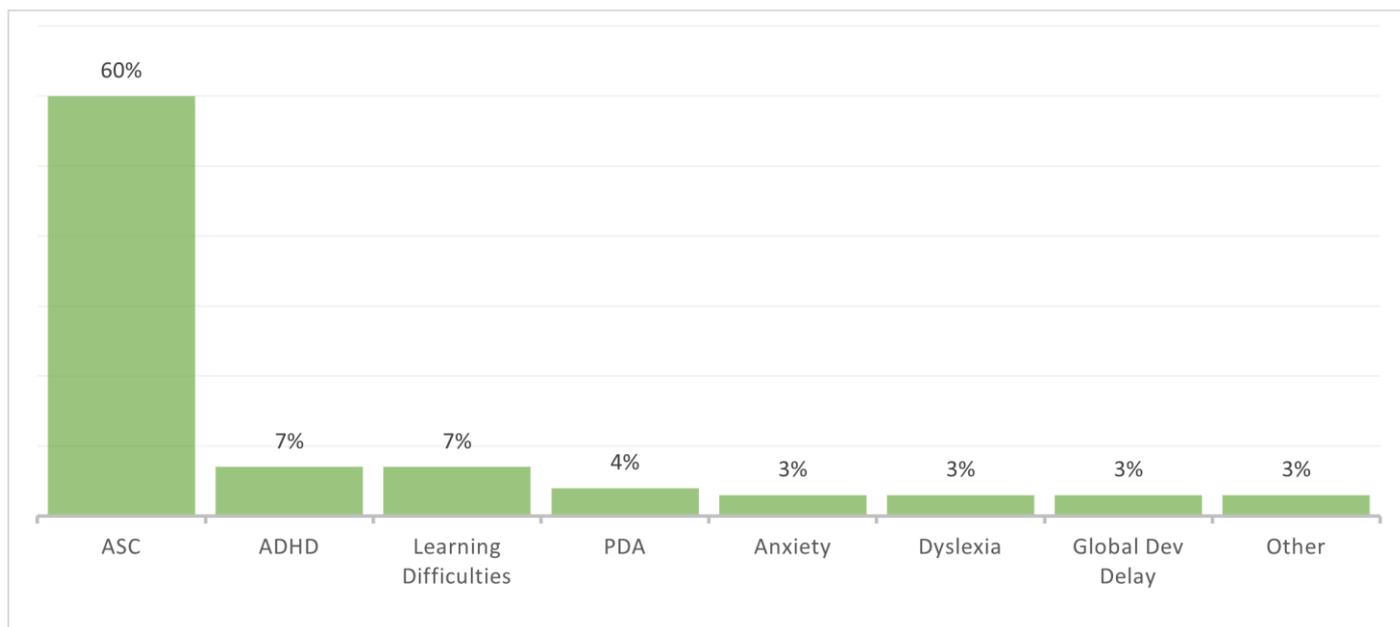
Disabilities named 5 times or more in either category (Shown as a percentage of 215)



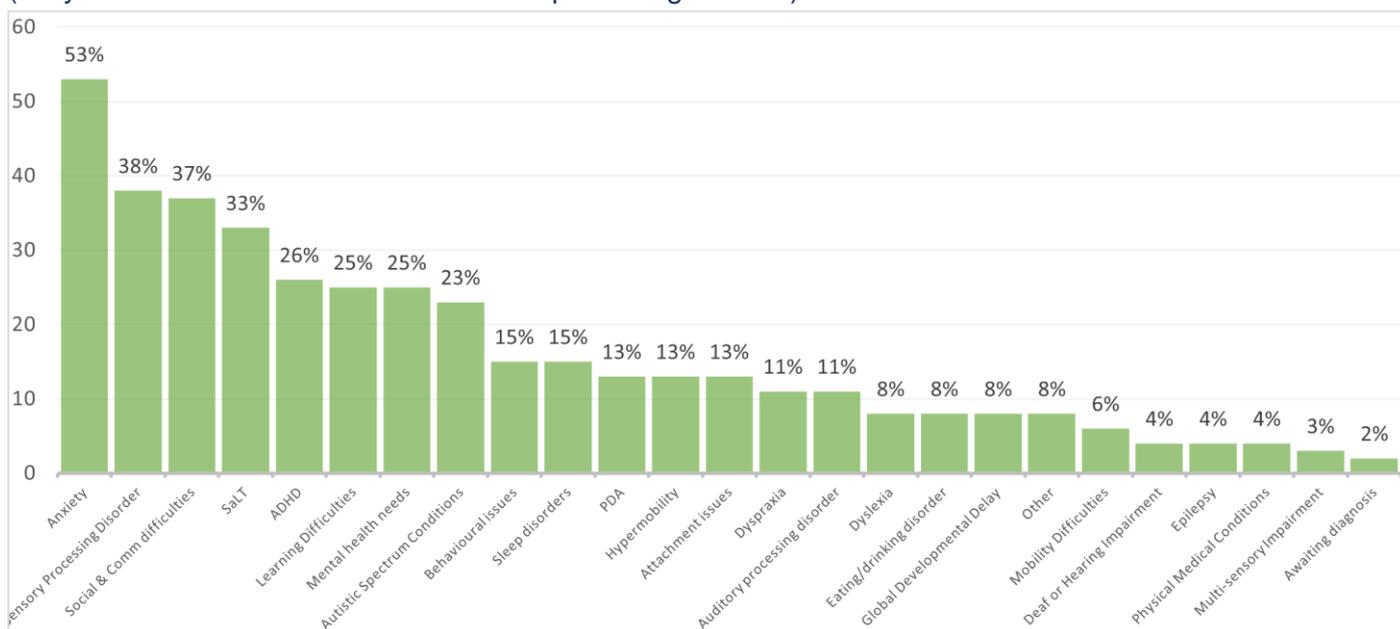
There were a number of disabilities which occurred four times or less. These smaller groups of disabilities ranged across several different chromosome disorders, syndromes, and medical conditions.

When filtering the results by primary disability 128 responses related to Autistic Spectrum Conditions and 85 (66%) of the respondents selected anxiety as a secondary disability.

What is your child's primary SEN and/or disability? (Occurring 5 times or more)



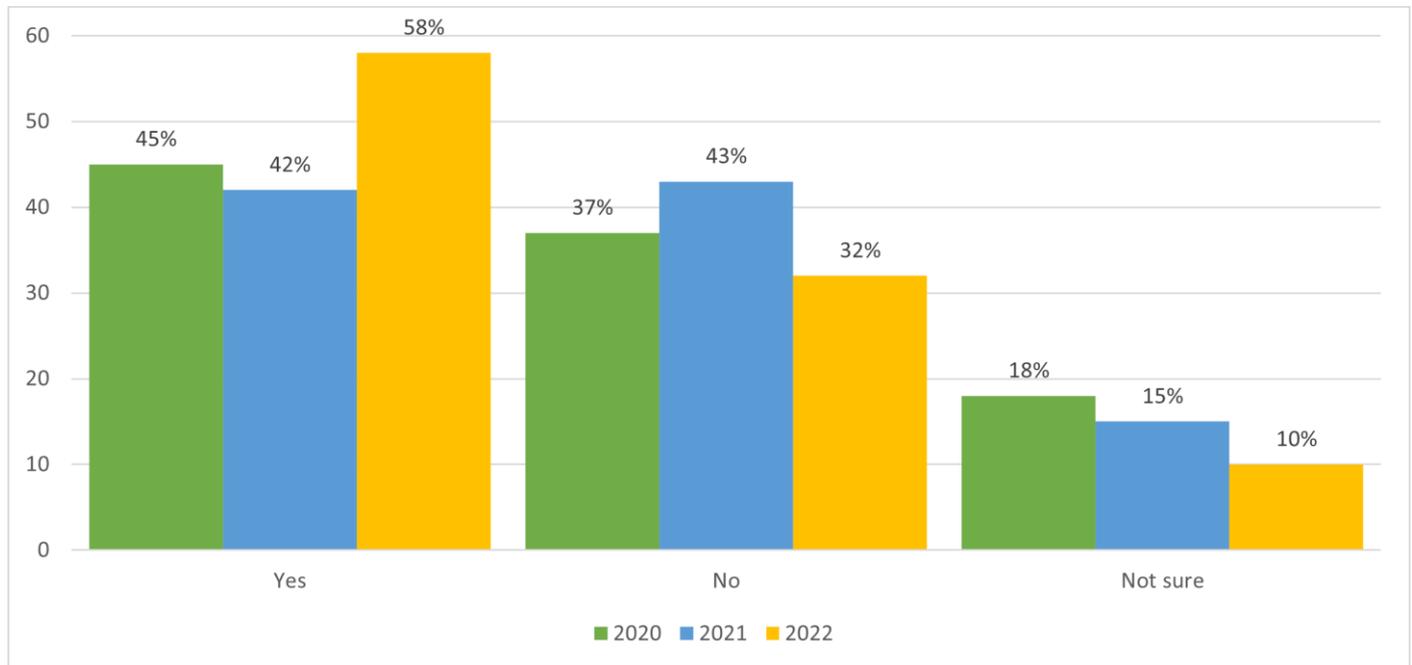
Does your child have any other SEN and/or disability? (Please tick all that apply) (Only those 5 and above and shown as a percentage of 215)



The Local Offer

Do you know where to find information and advice for, and about, children and young people with special educational needs and/or disabilities (SEND)? - This is called the Worcestershire SEND Local Offer

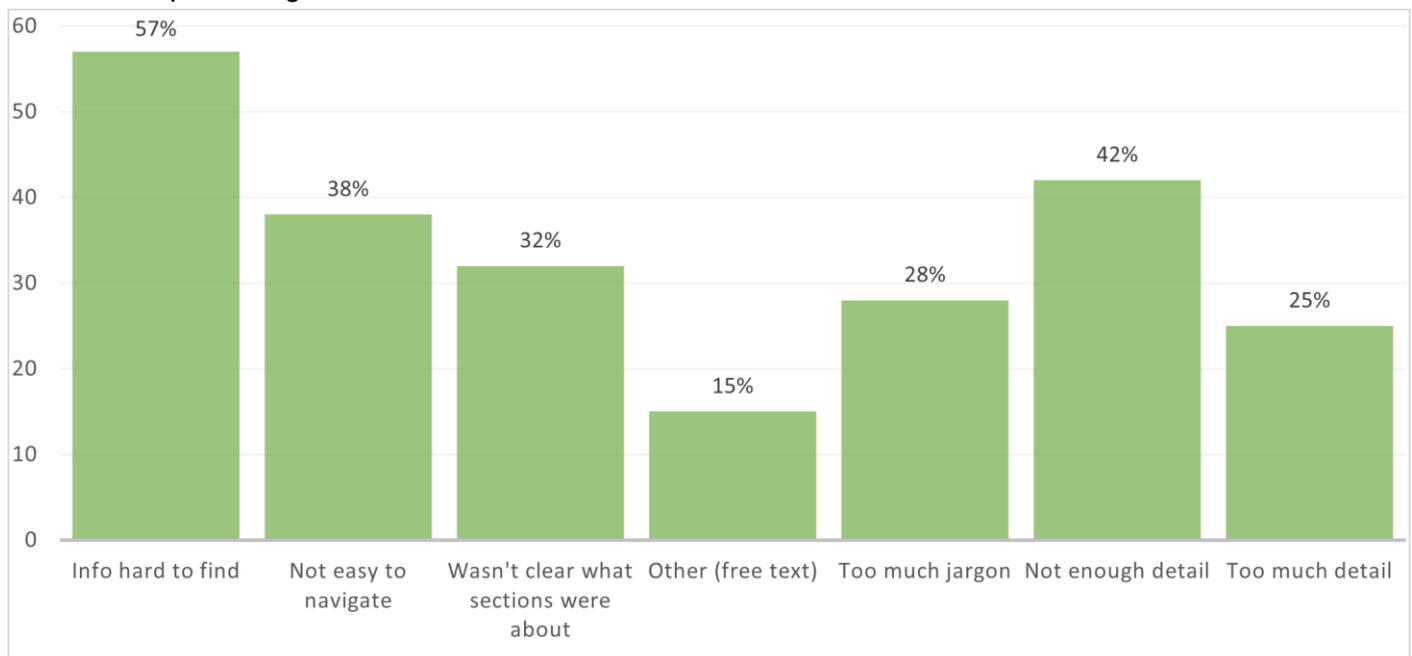
Shown as a percentage of respondents who answered the question.



It is encouraging that more people know about the Local Offer i.e. 6 out of 10 this is an increase from 2021 when only 4 in 10 respondents were aware of the Local Offer. However, an area of improvement identified by respondents was the accessibility of the Local Offer as detailed below.

What specifically is not easy to use?

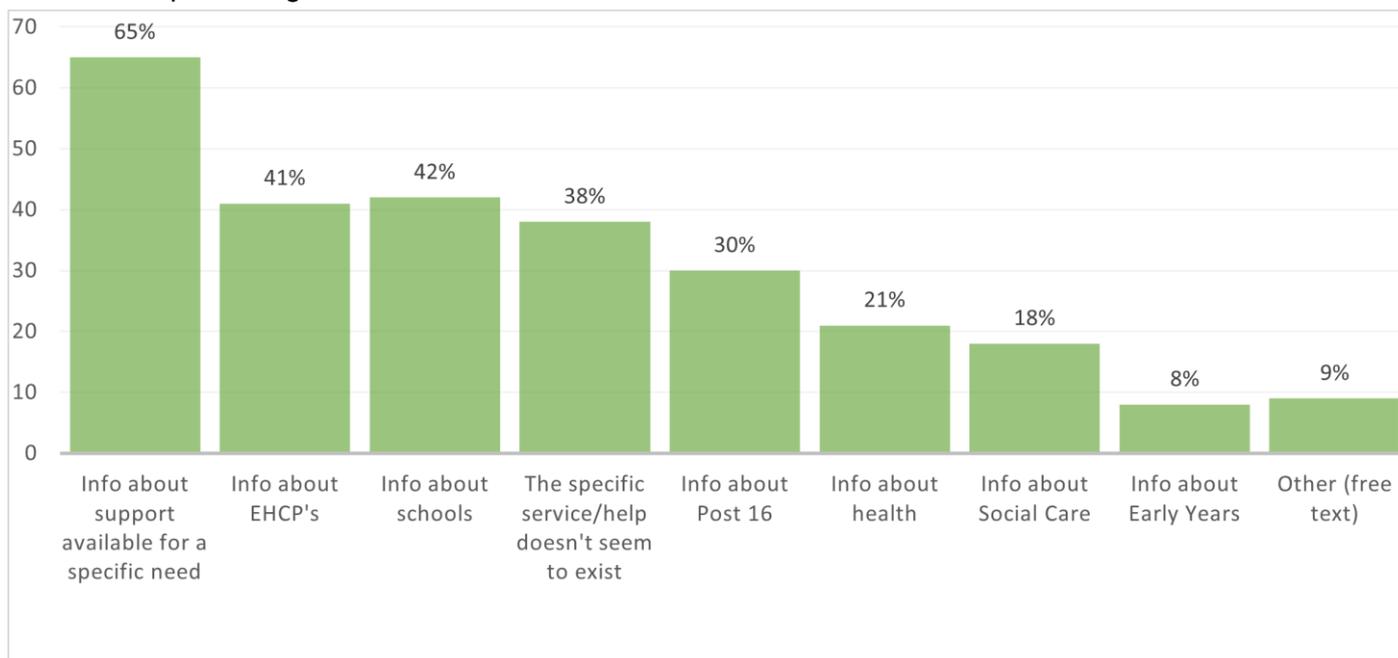
Shown as a percentage of the answers



In addition, there were 22 comments in the free text box. These comments will be used to inform the Local Offer developments.

What was it that you couldn't find?

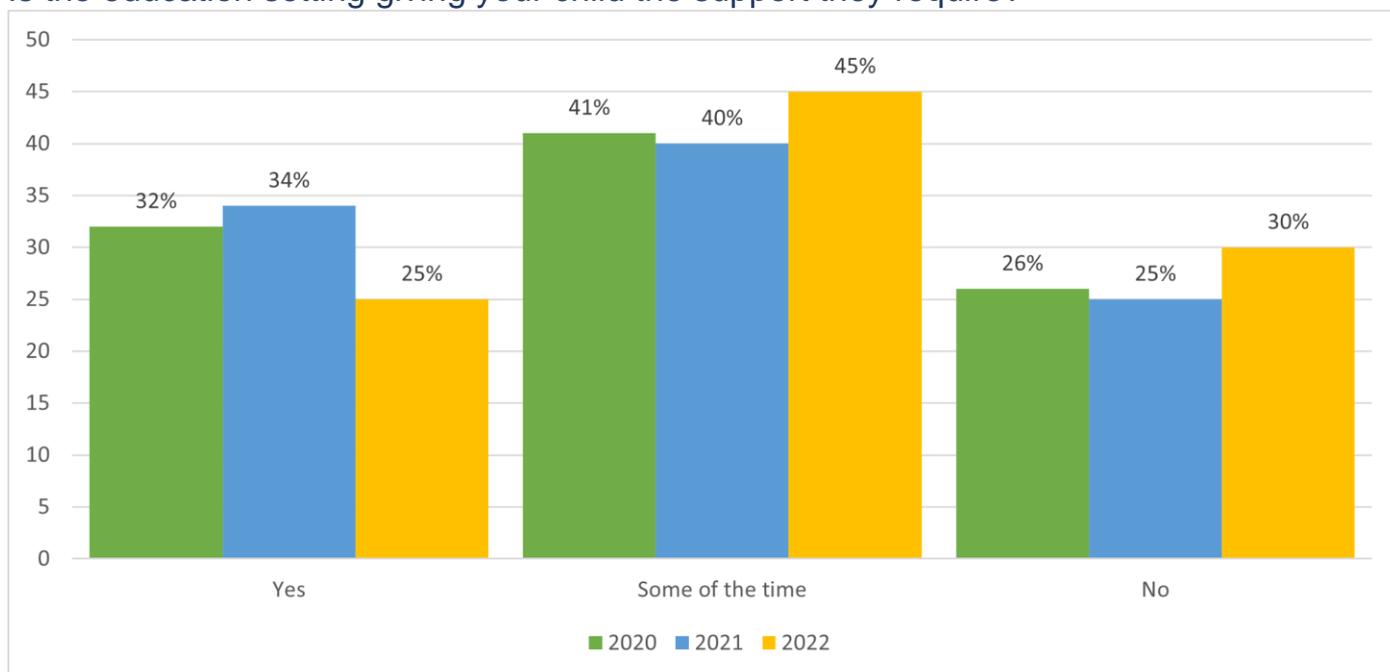
Shown as a percentage of the answers



Education

62% of respondents told us that their child attends a mainstream school, early years setting or other education provider. 50% of respondents confirmed that they were aware of the Graduated Response (GR), this is an increase of 14% from up from 2021. Although there is a notable increase there is still more awareness required.

Is the education setting giving your child the support they require?



The responses highlight areas where improvements are required. This is an area of focus in the Accelerated Progress Plan (APP).

What else could your school, early years setting, or education provider do to support you and your child?

	2020	2021	2022
Inclusion in whole school activities such as sports days, concerts or performances	15%	12%	22%
Inclusion in out of school time activities such as breaktime groups, after school clubs, breakfast clubs	17%	15%	25%
Regular communication and engagement with parents	49%	67%	55%
Ambitious targets to help your child reach their full potential	32%	53%	45%
New in 2022: Support and/or intervention earlier	NA	NA	68%

The responses highlight a number of areas of focus is required. As stated above this is being progressed through the APP.

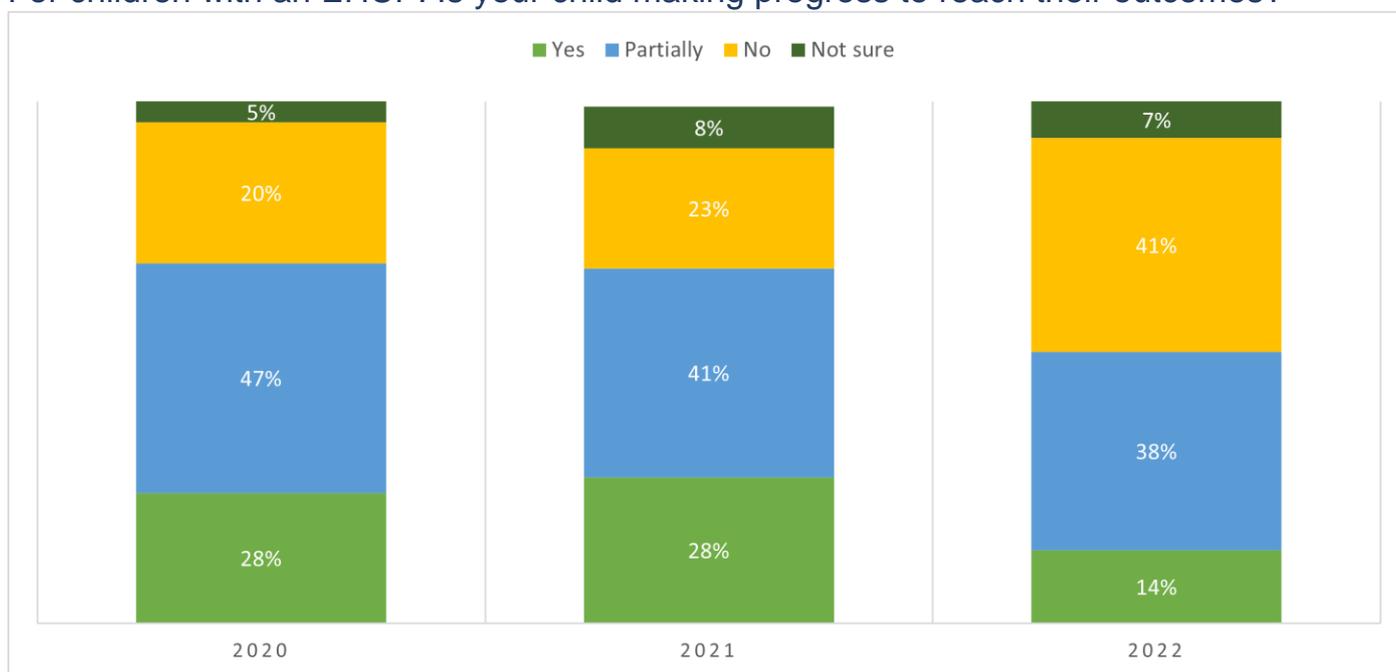
Do you feel that the staff in school have a suitable understanding of your child's disability?

47% of respondents said they felt some staff do, 21% of respondents said yes and 30% stated no. We continue to support schools through the SENCo network, the Inclusion Quality Mark and the rollout of the SENCo training programme.

Does your child have an Education Health and Care Plan?

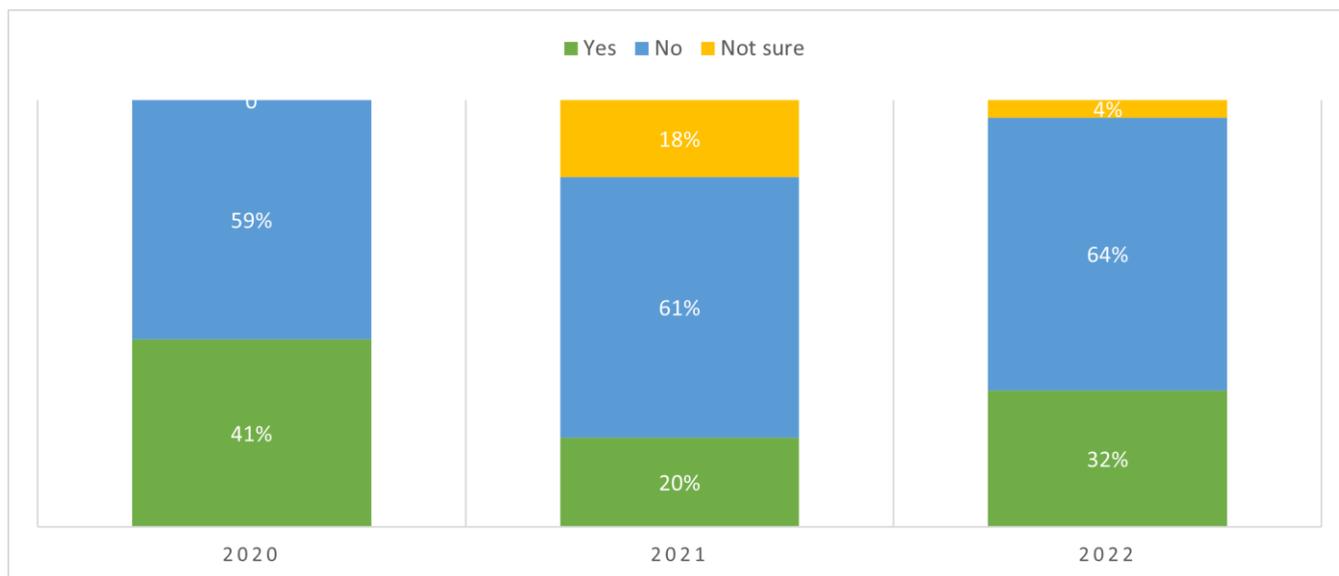
Six out of ten (62%) respondents said their child had an EHCP.

For children with an EHCP: Is your child making progress to reach their outcomes?



The above responses can be compared over that last 3 years. The Covid pandemic is likely to have impacted on the progress children have made. Outcomes for children and young people is an area of focus of the APP.

For children with an EHCP: If your child is 14 or over, has "Preparing for Adulthood" or moving on from school been discussed as part of the annual review of the Education Health and Care plan?

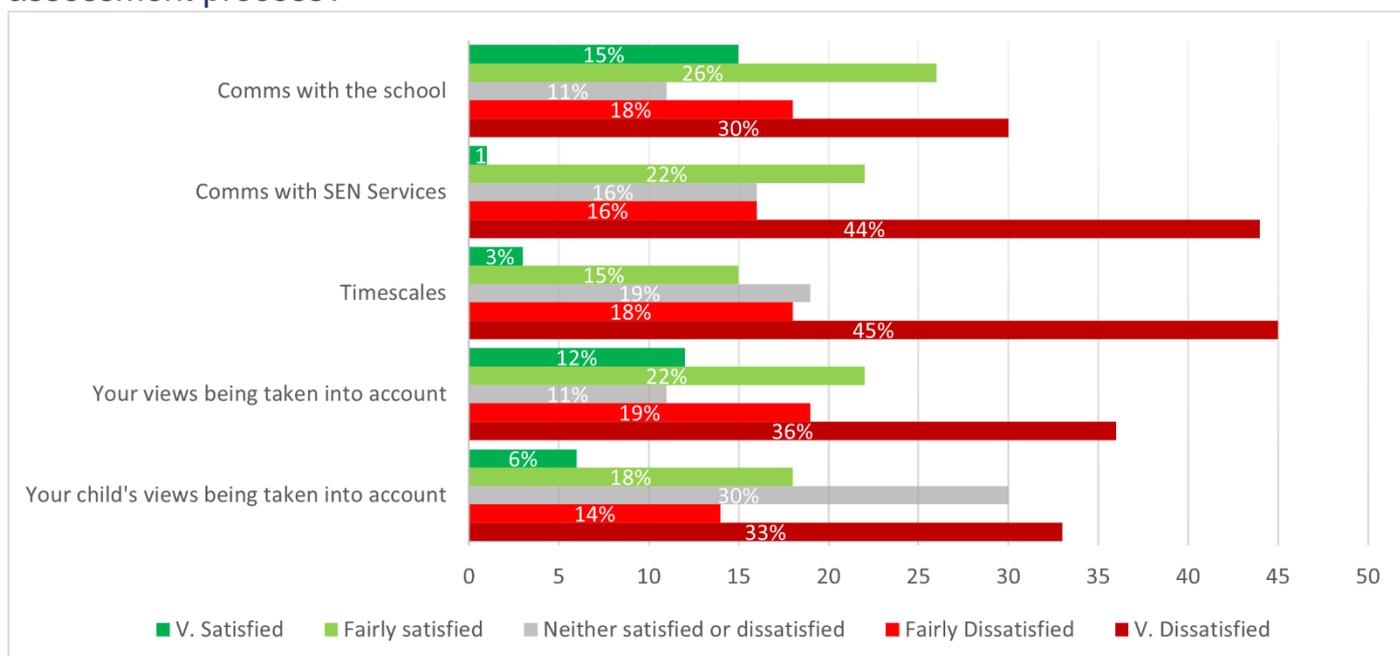


In 2022 1 in 3 respondents with a child aged 14 or over indicated that they had a preparing for adulthood discussion. Although an improvement from 2021, this continues to be an area of improvement.

Has your child been through the Education Health and Care needs assessment process in the last 12 months?

34% of respondents stated that their child had been assessed for an EHCP.

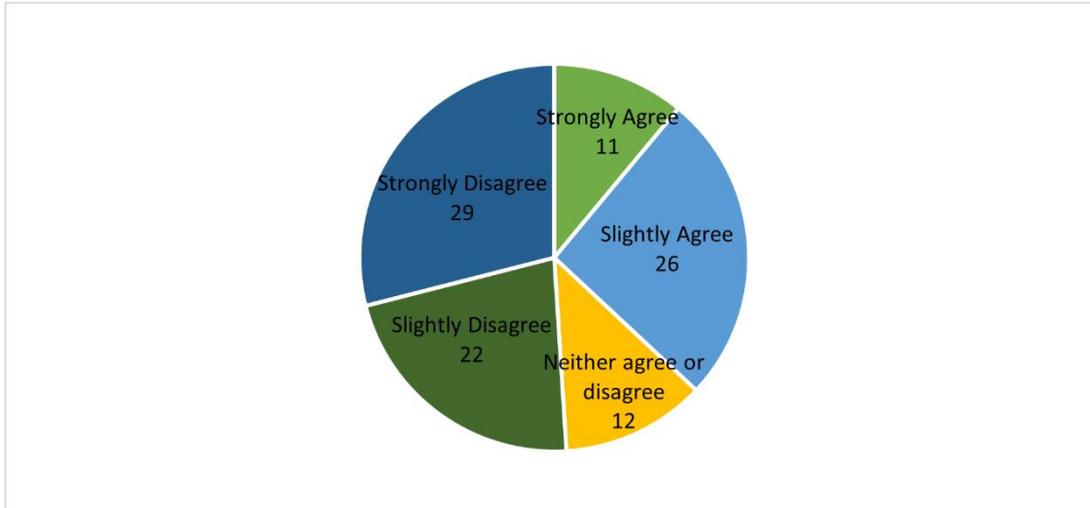
How satisfied were you with the following aspects of the Education Health and Care needs assessment process?



Understanding the experiences of families is a key element in Quality Assurance (QA) approach and framework we have adopted. It helps us to understand what the impact of our practise is and where improvements can be made. It is disappointing that satisfaction levels have gone down in all areas. This is

not reflected in our own audit process where we seek the views of parent carers who have been through the process, and they report having a positive experience overall. It should be noted however, that those sample sizes are smaller, but respondents are randomly selected and contacted. Feedback from the survey, and related comments will be used within our QA approach to help inform practise reviews.

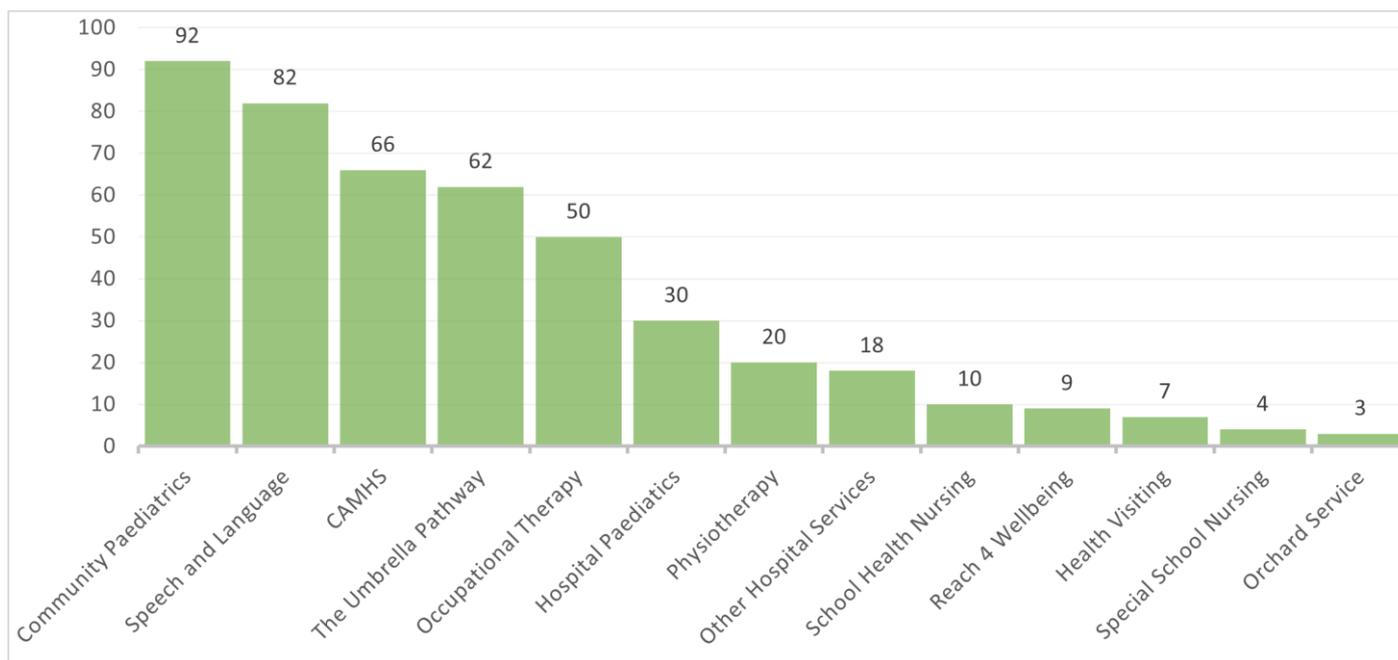
To what extent do you agree that you have been fully involved in decisions about your child's SEND with Education Services?



In 2022 37% of parent carers felt involved in decisions about their child with Education Services down from 44% in 2021. This is an area of focus within each of the workstreams in the Accelerated Progress Plan.

Health

Have you accessed the following services/ pathways for your child in the last 12 months?



As in 2021 more families accessed Community Paediatrics and Speech and Language services than any other health service. This is consistent with the data we collect regarding the needs of children and young people.

Comparison of overall satisfaction rates in Health Services in 2022 compared to 2021

In 2022 the total amount of feedback on all health services was 453, compared with 438 in 2021.

Respondents were asked to rate each of the services they had accessed, recording how satisfied they were with each. Some families accessed more than one service.

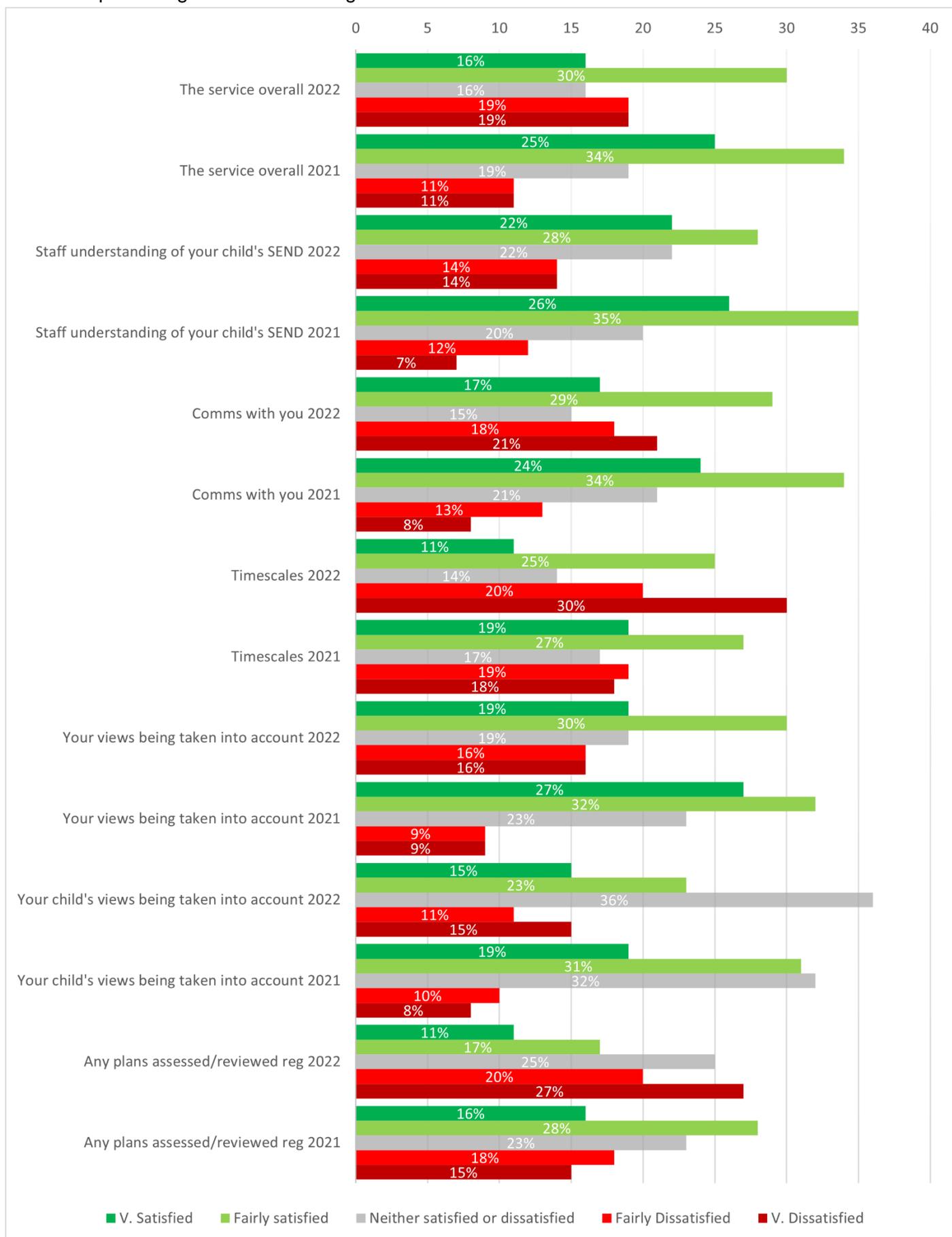
- The service overall
- Staff understanding of your child's SEN/ disability
- Communication with you
- Timescales
- Your views being taken into account
- Your child's views being taken into account
- Any plan was assessed and reviewed regularly

In 2022 respondents' satisfaction levels with all aspects of Health services have fallen. Almost 60% of respondents in 2021, stated that they were at least fairly satisfied with each service overall; this has fallen to 46% in 2022. Health is disappointed to see this decrease in satisfaction levels, some of which could be because of the impact of the pandemic and the subsequent changes to services during this period. Health colleagues will continue to work together with partners to improve services.

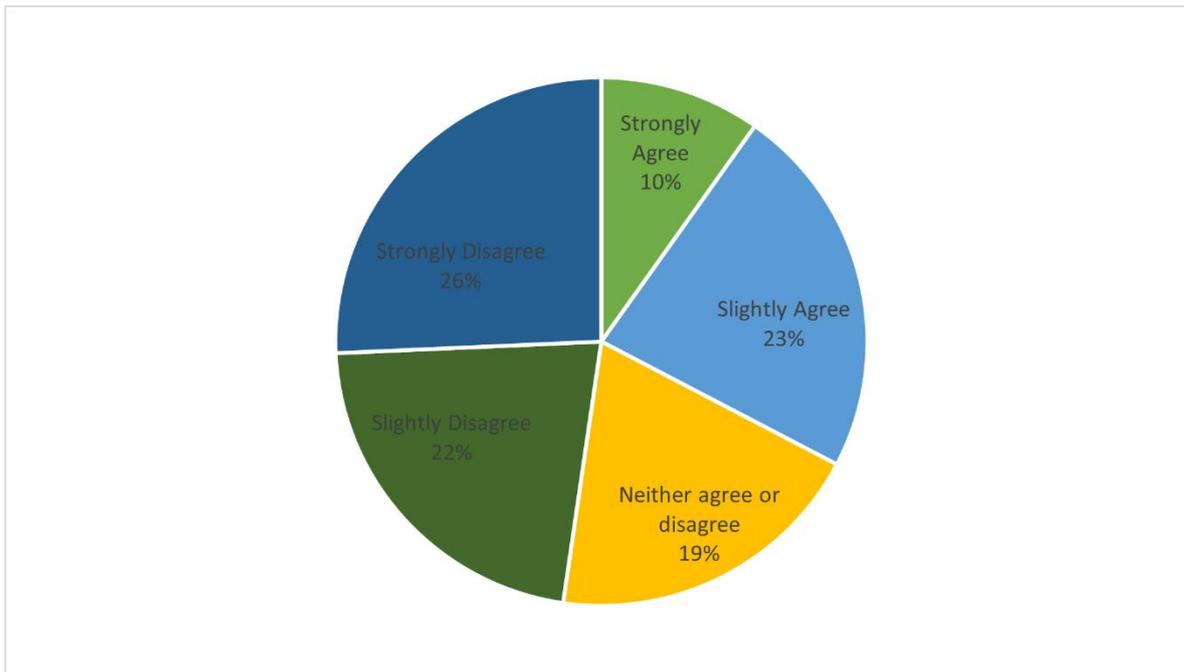
Waiting times are rising, not just in Worcestershire, but nationally, due to a significant increase in the numbers of children and young people being referred to services who have higher levels of need. Some measures are in place to try to alleviate some of the pressures however there is an acknowledgment that some areas of pressure will take longer to resolve.

Comparison of overall satisfaction rates in Health Services in 2022 compared to 2021 (continued)

Shown as percentages of the overall figures



To what extent do you agree that you have been fully involved in decisions about your child's SEND with health services?



Three out of ten parent carers felt they were involved in decisions with health services, down from four out of ten in 2021 and 2020.

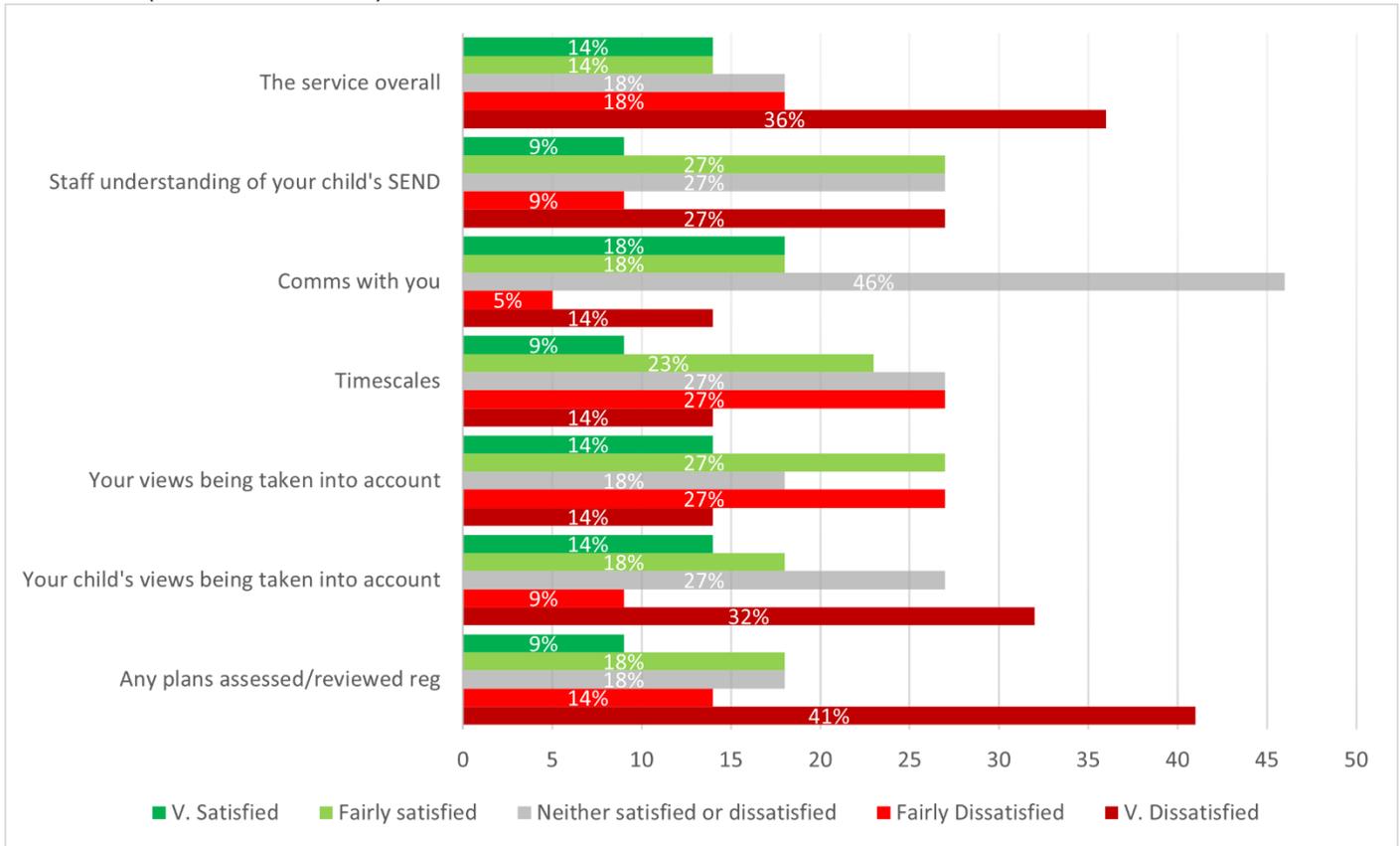
Early Help and Social Care

Have you accessed the following services for your child in the last 12 months?

Early Intervention Family Support	Yes 22
Children with Disabilities Social Care	Yes 24

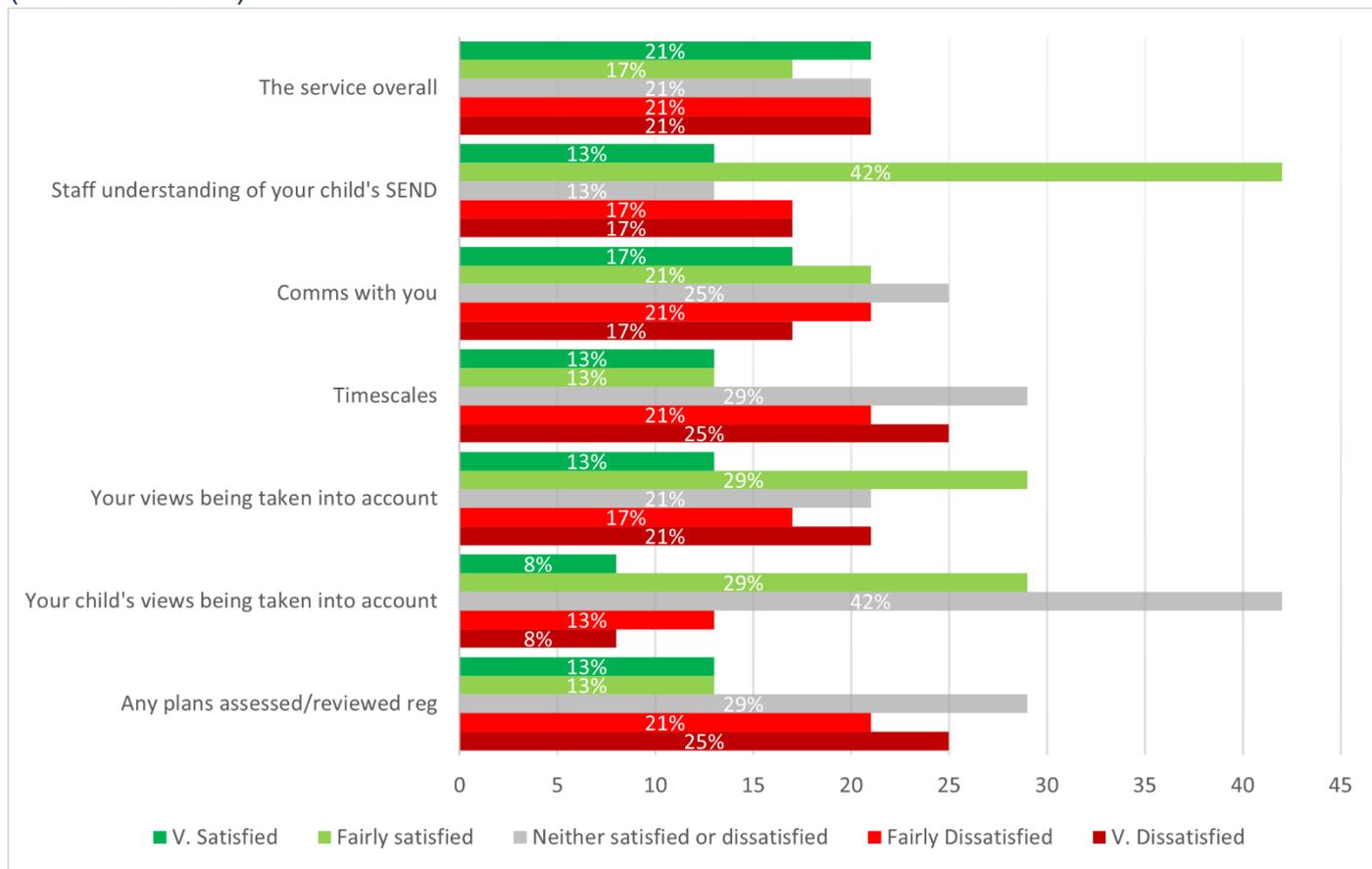
The number of respondents who had accessed Early Intervention Family Support or the Children with Disabilities team are relatively low, about 11% in both, which is similar to last year. As with other services, low numbers can mean large fluctuations in responses.

How satisfied were you with the following aspects of the Early Intervention Family Support service? (Shown as a %)



A reduction in satisfaction levels with all aspects of the service compared to last year has been seen. This has been identified as an area of improvement.

How satisfied were you with the following aspects of the Children with Disabilities Team?
(Shown as a %)



As above a reduction in satisfaction been seen. This has also been identified as an area of improvement.

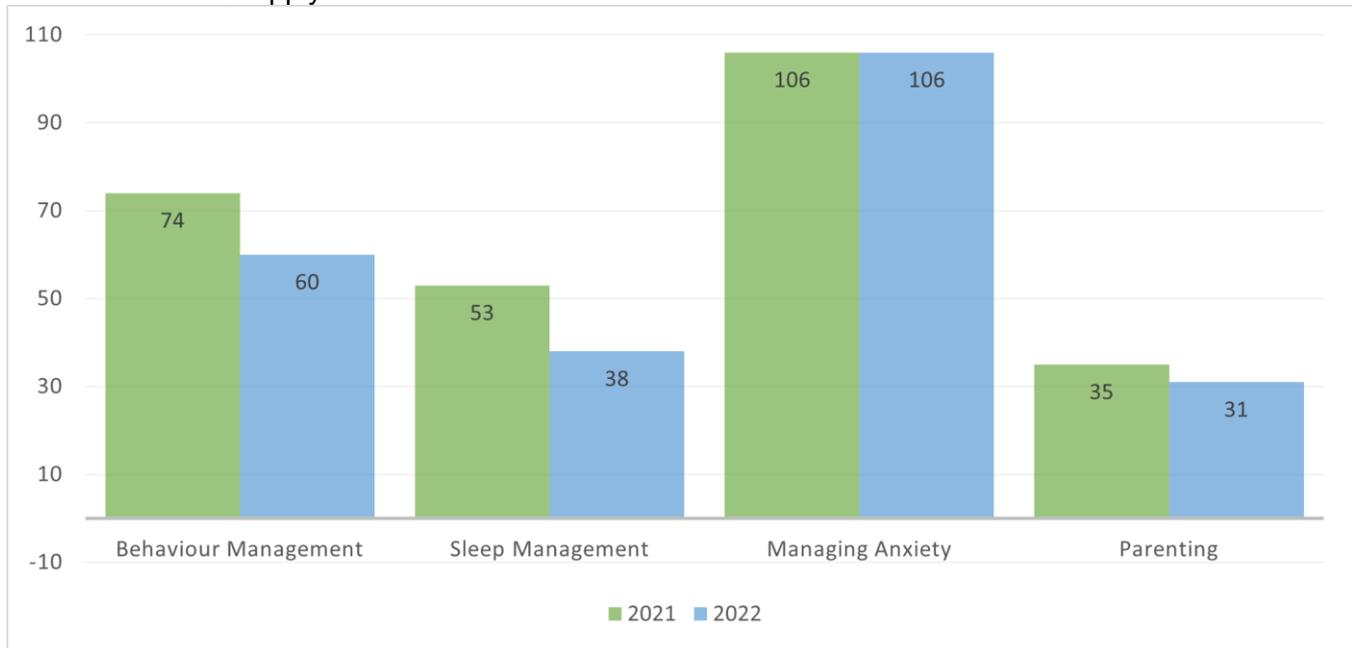
General Feedback

Have you taken part in any training to support your child's SEND?

Yes	53%
No	47%

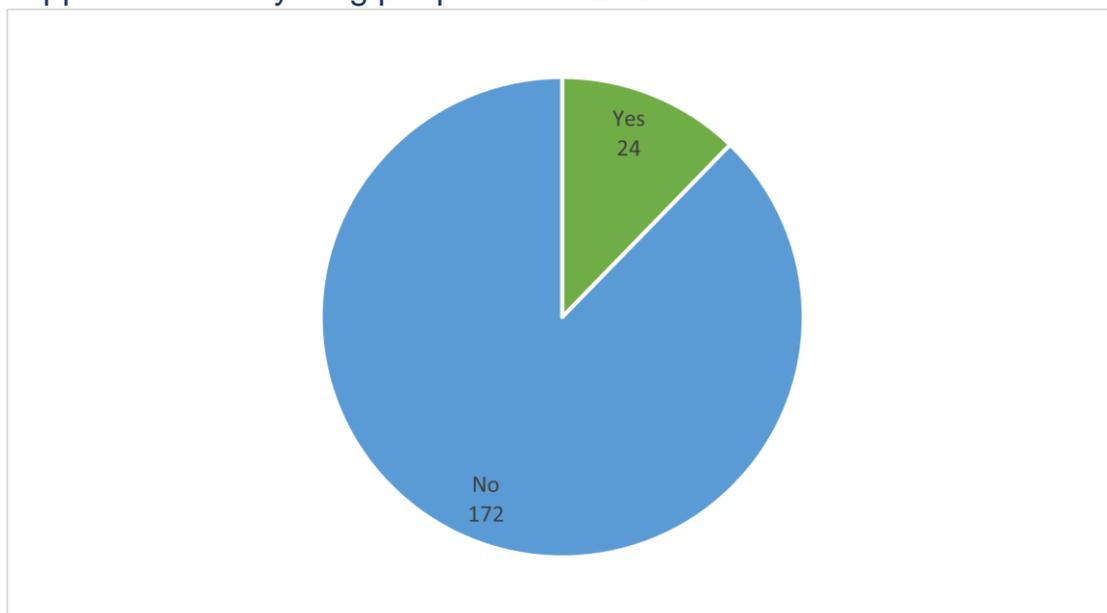
Is there any training around your child's SEND that you would like to access?

Please tick all that apply



The interest in Parent carer training around Managing Anxiety in their child remains consistently high from 2021 to 2022.

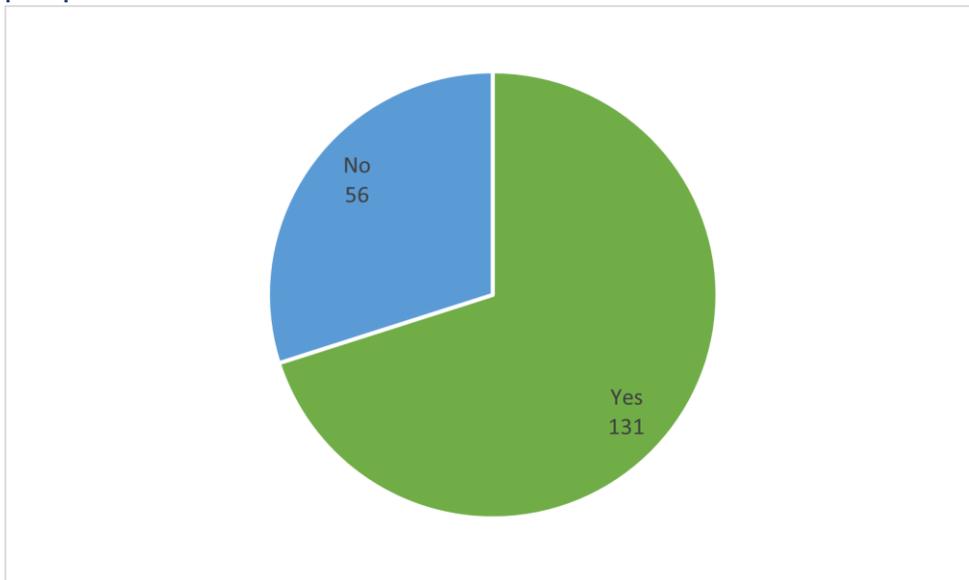
Have you been given the opportunity to be involved in planning the services available to support children/ young people with SEND in Worcestershire?



12% of those people who responded to the question said they had been given the opportunity to be involved with the planning of services, a similar figure to 2021. Since the survey was undertaken a parent/carers stakeholder group has been set up with an open invitation extended to representatives of

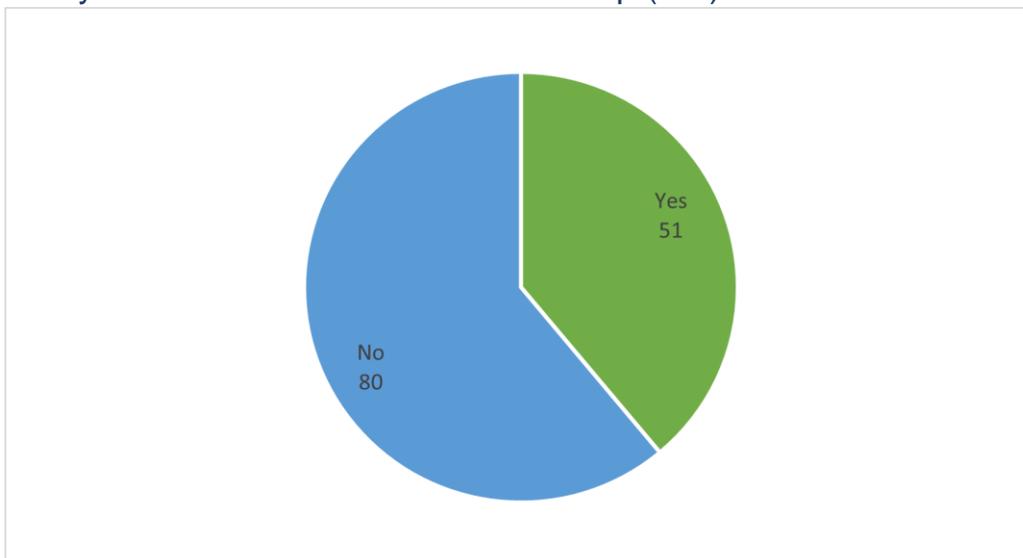
parent/carer groups. In addition, there is parent carer representation on all four workstreams of the APP and the All-Age Disability and SEND Partnership Board.

Would you like to be involved in planning the services available to support children/ young people with SEND in Worcestershire?



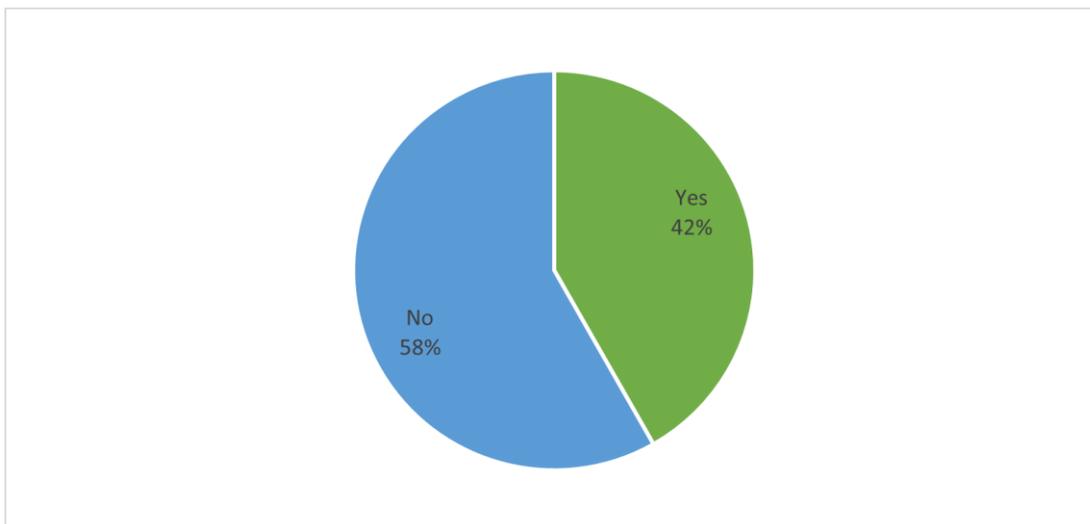
It is encouraging that there was a rise to 70% from 63%, in parent/carers interested in becoming involved with planning services. During National Co-Production week in July we ran an awareness campaign of ways you can be involved generally across all services. To support this we have created a [Get Involved](#) page on Worcestershire Children First website which is promoted through our social media channels.

Had you heard of Families in Partnership (FiP) before?



A rise from 22% in 2021 to 39% in 2022.

Did you know about the Children's Disability and Additional Needs register?



It is encouraging that awareness of the Children's Disability and Additional Needs register has risen from 33% in 2021 to 42% in 2022. We continue to promote the register through social media and information sent out to parents.

Is there anything you would like to say about this survey? For example, was it easy or difficult to fill in, or what would make it a better survey?

There were over 80 comments this year which included a number of suggestions. This included:

- Questions which could be included in future surveys.
- More free text/comment opportunities.

All comments received will be considered for future developments.

Did you know you can find the responses to the 2020 survey on the SEND Local Offer, in the form of a 'You Said, We Did' report?

30% of parent carers answered yes to this question, up from 20% in 2021. Links were also provided to the reports in the survey.

Are there any other comments you would like to make about the support for children and young people with SEND in Worcestershire?

There were over 110 individual comments made in answer to this question, many of which commented on more than one aspect of services. The conclusion of this summary shows the overall breakdown of topics covered in the comments which have been highlighted as areas for development.

Conclusion

Areas for development:

- Early intervention and support for SEND families
- Development of more Specialist Provision
- Improved communication with families from all services
- Increase understanding by professionals about disabilities and their impact on the children and their families
- Clear information and advice about how to access services and support (Local Offer)
- Inclusive schools and the graduated response
- Timescales and waiting times
- Services, systems and support co-produced to meet need
- Accountability and transparent decision making at high levels of management across all services
- Survey redesign and reach of the survey

The findings from this survey will be used to inform further development of the Accelerated Progress Plan, Quality Assurance Programme and service development.