

## Sefton Public Engagement and Consultation Panel

**Date:** Friday 11<sup>th</sup> November 2022

**Title:** Feedback and Evaluation report – SEND Spring 2022 Parent and Carer Survey

**Report of:** Jayne Vincent – Jayne.vincent@sefton.gov.uk

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### 1. **Purpose of the Report**

1.1 To provide feedback on the SEND Spring 2022 Parent and Carer Survey

1.2 The Panel have agreed to appraise the Feedback and Evaluation Reports in accordance with the standards of public engagement and consultation and will consider: -

- How the activity was carried out;
- the opinions of the people taking part on how they found the process;
- The number of people who took part and the costs of the different methods of getting them involved;
- How successful different methods were at getting the views of people who are not normally heard, for example, children, young people and people with disabilities;
- How the results will be fed back to the public; and
- How will the results influence policies and service plans.

### 2. **Name of issue you were consulting on**

2.1 As part of the governance of the SEND Continuous Improvement Board, a sub group has been established for co-production, communication and consultation to provide assurance to the Board that:

- i) the voices of children and young people are heard
- ii) regular engagement sessions are being held with Parent Carer Forum and partners
- iii) parents and carers are involved in the identification of joint activity
- iv) trust and confidence in the system is growing and that corrective action is put in place where necessary

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- v) Parents and Children and Young People have had input into the Performance and Quality Framework
- 2.2 In March 2022 a fourth SEND Parent and Carer survey took place on behalf of the SEND Continual Improvement Board. The survey used the same questions as a baseline survey in November 2019 with a couple of extra questions in connection to the Preparation for Adulthood Guide, which was co-designed with parents and carers in 2019.
- 2.3 The survey Task and Finish group, which included a representative from the Sefton Parent and Carer Forum, also looked at different ways to increase the response rate and the SEND Continual Improvement Board agreed to having 3 x £50 shopping vouchers as part of a prize draw.

### **3. The Consultation Process**

- 3.1 It was agreed that the Spring 2022 survey would be an online open survey on the Council's online consultation hub and that the survey and a feedback flyer (within appendix 1) would also be promoted via the Sefton Parent and Carer Forum membership, and through a network of distributors including:
- All school's admin teams and all school's Headteachers for SENCO's
  - SEND Co-production, Communication and Engagement Sub-Group partner members
  - Every Child Matters Forum Coordinator
  - Aiming High Coordinator
  - Head of Education Excellence (for School's newsletter)
  - Healthwatch Sefton (for website)
  - NHS South Sefton and NHS Southport & Formby CCG (for website)
  - Sefton Council social media
  - Promoted on the Local Offer.
  - Promoted by the Sefton Partnership Health Information and Communications Group
  - Promoted by the CCG Engagement and Patient Experience Group
- 3.2 A hard copy of the survey was produced in easy read and copies were given to the Sefton Parent and Carer Forum to hand out at their events and to be available should anyone want a hard copy to complete.

If parents and carers preferred to complete the survey over the telephone, they could call a dedicated phone line.

Sefton's Corporate Communications Team also promoted the survey via social media and produced materials for this purpose (within appendix 1). These materials were also used by the organisations above to promote to their networks.

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- 3.3 The survey was initially available for completion from the 1<sup>st</sup> – 31<sup>st</sup> March 2022, but was extended to encourage participation until Sunday 10<sup>th</sup> April 2022.

### 4. Summary of the Consultation Results

- 4.1 Sefton has 2,340 children and young people with an EHC Plan and there are currently 285 open EHC assessments. The survey was completed by 140 respondents, giving us a response rate of 5%. Based on these figures we can also calculate the margin of error which is 8%.
- 4.2 A margin of error provides a percentage figure by which the results of the survey may differ from the views of the wider group. As not all of those that are engaged in SEND services in Sefton responded to the survey the margin of error provides us with a range of values above and below our sample statistic (the consultation). The percentage figures that are included in the full consultation report (appendix 1) could therefore be 8% higher or lower amongst the wider group of SEND service users.
- 4.3 There were several sections to the survey and the Education section received the largest response rate, with response rates reducing in the Health section and further still with the Social Care section. A large proportion of respondents either did not answer or indicated that the Social Care related questions were not applicable to them. Of the 2,340 children/young people with an EHC Plan 253 are known to Children's Social Care. Therefore, the lower response rate to Social Care related questions is not surprising. Examples of Social Care services include; Aiming High, Respite (Springbrook), the Children with Disabilities Team, Children's Social Care and Early Help.
- 4.4 Analysis of this consultation did breakdown the responses to the questions according to the length of engagement of the respondents, it should be noted that this breakdown decreases the sample size and so the margin of error is increased, and any apparent trends are therefore less reliable. Where there seems to be a correlation, this is referenced in the report, as are quotes from parents and carers who report that as they are newer to services.
- 4.5 Of those people who responded to the equality monitoring questions:
- The responses received covered the age range of children and young people from 0-25 years, with the majority school age children. Just 1% were from the 20 – 25 age group.
  - Children and young people have a broad spectrum of (multiple) needs, with 75% having more than one assessed need. Autism was the most prevalent with 23% of children and young people having this as an

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identified need. This was followed by Sensory Processing Disorder and Mental Health needs/emotional needs (both 13%) and then Attention Deficit Hyperactivity Disorder/Attention Deficit Disorder (10%). There was some feedback from respondents about the omission of Foetal alcohol spectrum disorders (FASDS) as a category to choose from and this will be rectified for any future surveys.

- 75% of the respondents classified their child/young person's ethnicity as White Welsh/English/Scottish/Northern Irish.
- 58% of the respondents' children/young people were identified as male, 26% as female and less than 1% as non-binary. The remaining 16% preferred not to answer the question. 82% responded that their child/young person was living in the gender they were given at birth with less than 1% not living in the gender they were given at birth, the remaining 17% preferred not to answer.
- 40% of respondents classified their child/young person as heterosexual, 58% of respondents did not answer this question, 2% identified their child/young person as bisexual or as Identifying differently. Whilst the parent and carers of the child/young person who identified as bisexual or identified differently, provided feedback to some of the questions, there was no comments that could be correlated to their child's sexuality.
- Just under 4% of the responses suggested that although their child/young person were also young carers. A subsequent review of the data highlighted that accessing a school nurse was an issue for some parents whose child is a young carer. This has been shared with the Public Health Commissioning Team.

4.7 A summary from the quantitative analysis and qualitative feedback is as follows:

- Across the system, most respondents reported that written information includes a named contact and feel listened to in a calm and respectful manner and the language used by professionals is positive and useful.
- Most parents and carers find it easy to contact people in the education establishments, queries are responded to in a timely manner, they receive the right level of advice about the assessment process and feel listened to in the development and review of the young person's plan. Regarding the other areas of the SEND system, many respondents are not satisfied with those communication areas.
- Across the system parents and carers are reporting that there needs to be some improvements with the EHCP process, from being aware of the EHCP, through to the written plan and the monitoring and review of the plan.
- Parents and carers are generally satisfied with the way that the school staff, SENCO's and early years are working together, however feel that

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all staff within the education setting would benefit from an increased awareness of SEND and some additional training.

- In Health, satisfaction was highest for GP's and school nursing with parents and carers reporting that generally their needs are met. Over half of respondents were dissatisfied with CAMHS, indicating that their needs are not met, monitoring and assessment is not taking place and waiting times are too long. In relation to working together, both CAMHS and paediatricians received the most negative responses with over half of respondents feeling that these two professional agencies were not working well with others to support the needs of their child/young person.
  - Many of the respondents are not aware of the Designated Clinical Officer (DCO) and their role.
  - Whilst some parents and carers value Aiming High, Springbrook, the Local Offer and the Special Education Needs and Disabilities Information Advice and Support Services (SENDIASS), there are more parents and carers who are not satisfied with these services.
  - Of those whose child/young person is at the age for preparing for adulthood, many parents and carers are not satisfied with the support available and only 13% were aware of the Preparation for Adulthood Guide.
  - More than half of respondents have heard of the Local Offer and SENDIASS, but many have not used the service or accessed the website in the past 6 months. Some parents and carers are reporting that there is some improvement to the Local Offer but there are still some issues with navigation.
  - Some parents and carers think that the 'SEND System' is improving. There are positive experiences and areas where parents and carers feel could be improved. Just over a third of respondents reported they are 'not sure', some of these are new to the SEND system. Over half of parents and carers feel that parts of the SEND system could work better together.
- 4.5 The full Consultation Report provides comprehensive detail of both the quantitative findings and qualitative analysis, along with graphical data as an appendix 1.
- 4.6 The findings from the Spring 2022 survey will provide the SEND Continual Improvement Board with an indication of the areas that are improving and areas where further attention is needed.

## 5. Feedback

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- 5.1 The findings have been shared with the SEND Continual Improvement Board and the Coproduction, Communication and Consultation Sub-group. The findings have also been shared with the Sefton Parent and Carer Forum and stakeholders identified in 3.1. The report has also been uploaded on the Local Offer.
- 5.2 The SEND Coproduction, Communication and Consultation Sub-Group has also prepared an action plan to identify a response to the key areas of feedback from the parent and carers and a You Said, We Did flyer is currently being produced. This will be uploaded onto the Local Offer and will work with the Sefton Parent and Carer Forum to identify the best ways of promoting this to parents and carers.

### **6. Future engagement**

- 6.1 The SEND Coproduction, communications and consultation sub-group will consider how to increase participation in any future surveys and further engagement with parents and carers and how to keep parents and carers updated of the work undertaken because of their feedback from this survey and other engagement activity.

### **7. Recommendations**

- 7.1 The Public Engagement and Consultation Panel are recommended to
  - a) Note the contents of the report and feedback and evaluation forms
  - b) Request that lead officers provide the Public Engagement and Consultation Team with the results and reports so that they can be uploaded onto the Consultation Hub.
  - c) Request that lead officer's report to a future Panel meeting to update the panel as to any additional changes that have occurred as a result of the consultation feedback.

