

Survey of Parent Carers

Following our focus groups in Summer term, we ran a survey of parent carers from the end of June to the end of September. The purpose of this survey was to establish if the information we collected in those focus groups reflected the views of parent carers. Our intention was to gain a robust understanding of the issues faced by SEND parent carers and their children so that we could be part of a co-produced self evaluation by the local authority. All this information will inform the refreshed SEND Futures plan: the new plans for Special Educational Needs and Disabilities (SEND) service development in Kingston.

Achieving for Children will also be publishing separate survey results which go into much greater detail about individual families' experience. We chose to ask parent carers if they agreed or disagreed with a series of statements which we had developed on the back of these workshops.

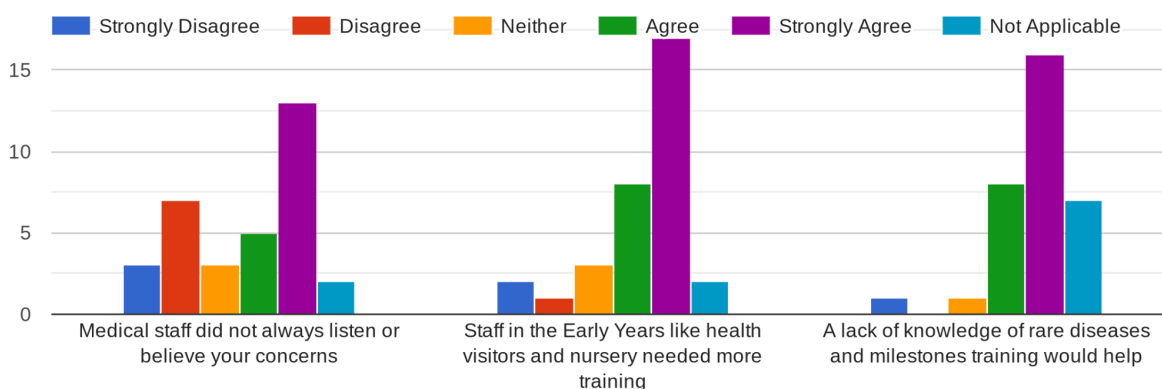
Who responded to our survey?

We received nearly 40 responses to our survey which is in line with what we have previously achieved. We heard back from some families who had attended the focus groups and some new parent carers. Over 2/3rds of the people who responded had a child at primary school or younger. This is consistent with what we have found with our work as PCF - we have been able to reach more parent carers of younger children.

What was their response?

Topic 1: Support in Early Years

Support in Early Years We were told: (please read each statement and let us know if you share these views)

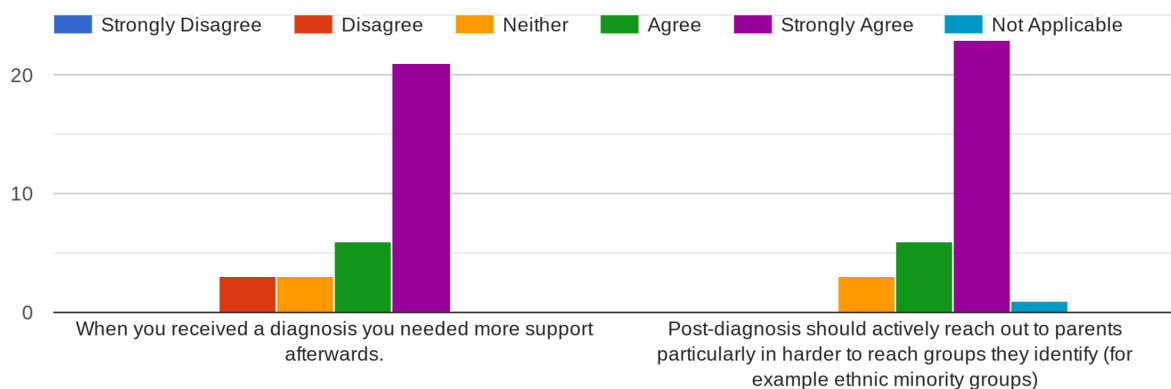


Our Analysis: Given the responses of agree and strongly agree were high, we particularly note that training is an important issue for parent carers for all Early Years staff they come

across in both health and education. This was also a key issue raised to us at our engagement fun day in June 2022 so remains a priority for parent carers.

Topic 2: Post Diagnosis

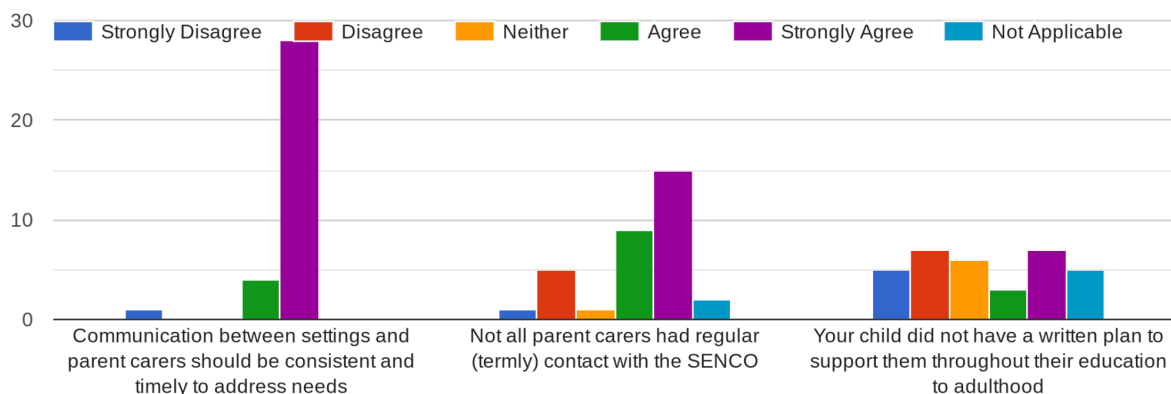
Receiving Diagnosis We were told: (please read each statement and let us know if you share these views)



Our Analysis: Again parent carers felt there should be more done post diagnosis support, particularly reaching out to communities less involved with services. We are currently involved in a post-diagnosis service development and will be keen to see how this develops.

Topic 3: SEN Support

Receiving SEN Support in Education We were told: (please read each statement and let us know if you share these views)

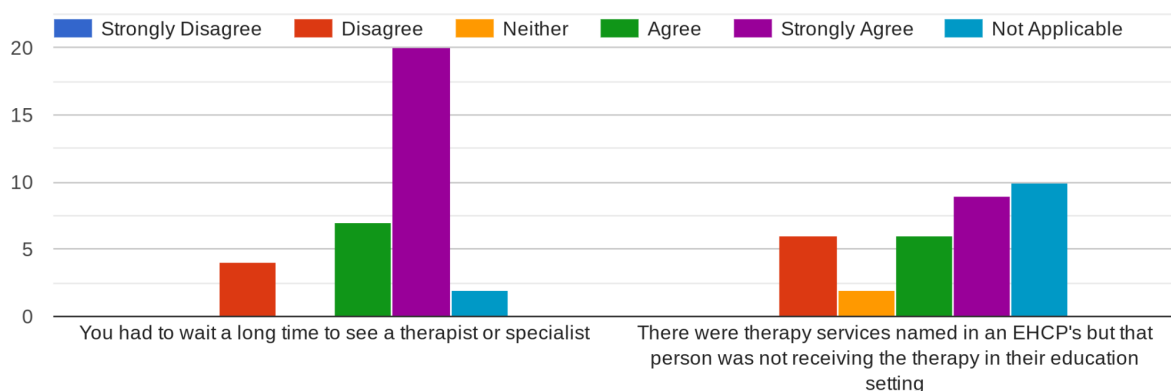


Our Analysis: The main issue the cohort agreed on was that communication was a key way that their children could get their needs met. There was clearly varied experience in

terms of SENCO involvement and most had some sort of plan. Seeing these results reflects something we noted in our key themes document that there is some variability from school to school but that SENCOs can be a good support for the child and their parent carer.

Topic 4: Therapies

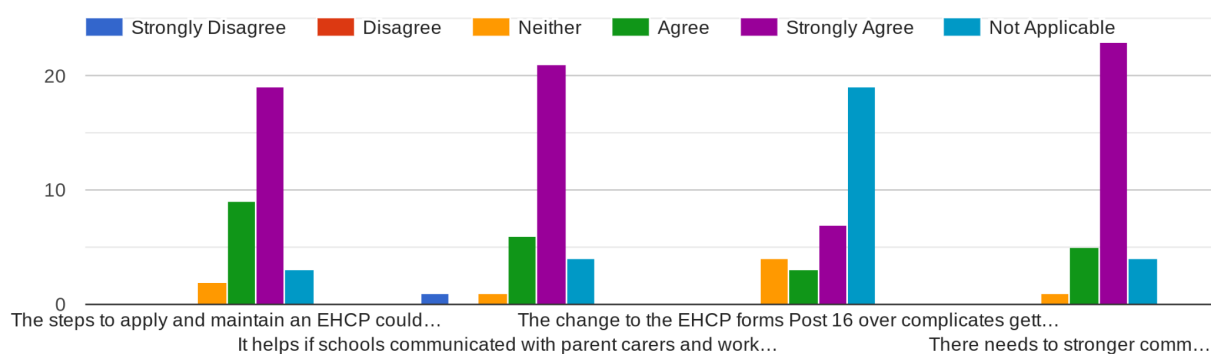
Receiving Therapy Services We were told: (please read each statement and let us know if you share these views)



Our Analysis: Unfortunately we were not surprised to see that many had to wait a long time for therapy services. The information from the focus groups and survey let us know that some people are also not receiving therapy services even if it is part of the therapy plan. At the moment, it is not clear where there is any way to redress this in the system.

Topic 5: EHCPs

Accessing an Education Health Care Plan (EHCP) We were told: (please read each statement and let us know if you share these views)



The statements are less clear in this graph so the bars are in the order of the following:

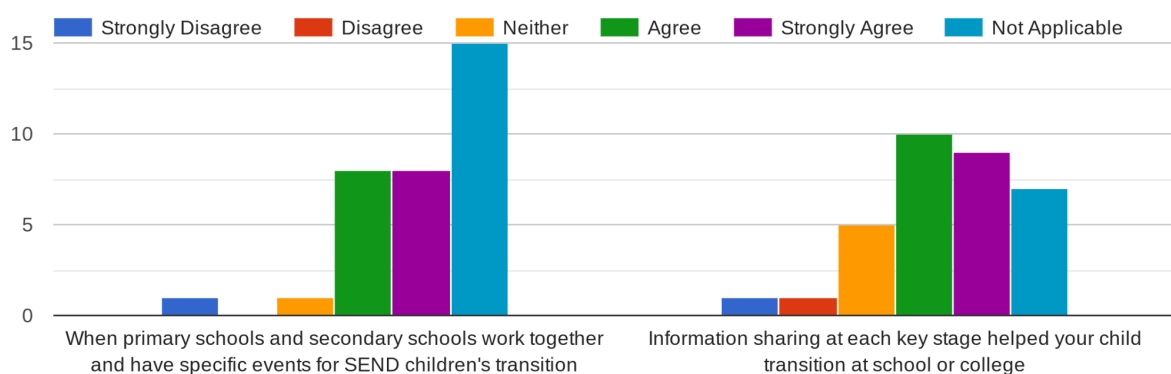
- The steps to apply and maintain an EHCP could be discouraging
- It helps if schools communicated with parent carers and worked together to produce EHCP.
- The change to the EHCP forms Post 16 over complicates getting support for young adults
- There needs to stronger communication between parent carers and professionals in the EHCP team

Our Analysis: The key information from this part of the survey is that parent carers can feel discouraged. Again they are asking for communication - in particular having access to those working on the case in the SEN team.

Topic 6: Transitions to post 16

This topic was not relevant to the majority of respondents but we have put some parent carers in contact with the team who are looking at transitions to adulthood at the Local Authority.

Transitions between schools and key stages We were told: (please read each statement and let us know if you share these views)

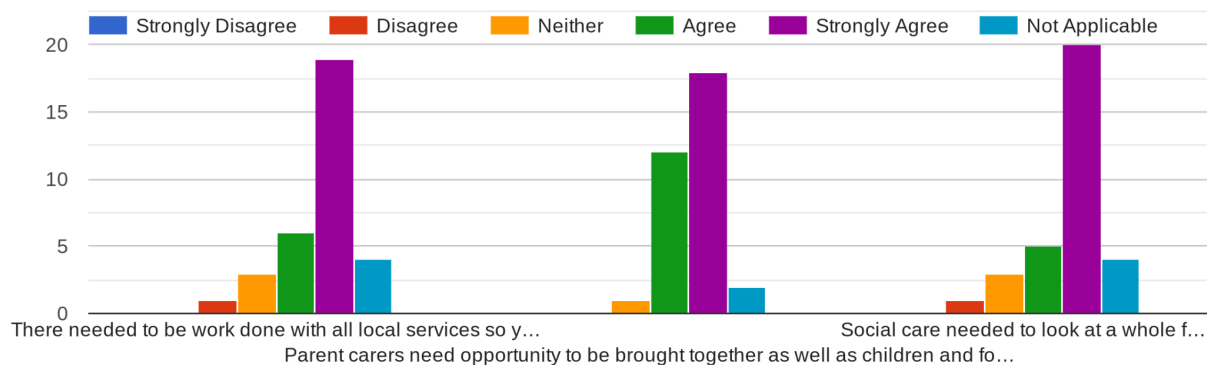


Our Analysis: Outside of this survey we have learned of some concerns with the transition from primary to secondary school so we continue to have conversations with parent carers around this topic.

More work needs to be done to reach out to the parent carers of secondary school and older.

Topic 7: In the Community

Attending Services in the Community We were told: (please read each statement and let us know if you share these views)



The questions in this graph are as follows:

- There needed to be work done with all local services so your SEND child could attend all activities, not only ones designed for SEND
- Parent carers need opportunity to be brought together as well as children and for there to be peer support
- Social care needed to look at a whole family picture and that family support was not always available.

Our Analysis: The majority of parent carers wanted to have more access to services including short breaks, inclusive activities and family support. In addition it is particularly noticeable that parent carers were asking for peer support. We noticed this in our groups that parent carers were grateful to meet and speak with each other about their experiences. This will definitely motivate our work to get people together and give them an opportunity to share.

What next?

As a forum, Kingston PCF needed to use this information to establish the key themes of information raised with us. We have limited capacity to do the work we know is needed and only have a certain amount of time to attend meetings, be part of coproduction work and reach out to parent carers. As such we asked parent carers completing the survey to rank their two greatest concerns for their family. We are aligning our work with parent carers top three concerns: receiving therapies, SEN Support in Schools and Transitions which includes the move from primary to secondary school as well as post 16.

Parent Carers Key Priorities

Therapies

Over 50% named this their priority - we had comments that people were not receiving therapy even when they had waited for it a long time.

SEN Support

Two key issues have been raised - that parent carers feel staff need more training. Also, we have received examples of parents not being believed about their concerns

Transitions

Parents felt they “had to take charge of my child’s support” - everyone asked agreed that communication between settings and parent carers should be consistent and timely to address needs

What else parent carers said?

In addition to this document, you can read the statement about the key themes from the focus group. This survey gave us an opportunity to get more detailed comments from parent carers. All these comments have been passed on directly to the local authority who we have worked with on the coproduction.

This word cloud represents the most repeated themes in the comments



In terms of what we have previously heard from parent carers at our SEND family fun day in 2022, we can see some similarities and so we will continue to concentrate on these areas as a parent carer forum.