

## Education, Health and Care (EHC) Plan Feedback – August 2018

In June 2018, Bath and North East Somerset Council sent out Education, Health and Care Plan Surveys to parent-carers of every child with an EHC Plan, including the following questions related to EHC Needs Assessments, School/College support and Annual Reviews:

**1. If you have recently been part of the Needs Assessment Process for an EHCP, did you feel supported by:**

- a) SEND Team
- B) School/College Staff (particularly SENCO)

**2. Did you feel included in this process?**

**3. Are you aware of funding paid to the school/college to provide support detailed in the EHCP?**

**4. Are you happy with the current support the school/college is providing attached to the EHCP?**

**5. Do you feel that having an EHCP has helped your child achieve outcomes at school/college?**

**6. Has the EHCP been issued over 1 year ago and therefore a review meeting has been held?**

**7. Of those who said yes, do you feel that you were listened to and your views at the review were recorded?**

**8. Were you happy with the outcome of the review meeting?**

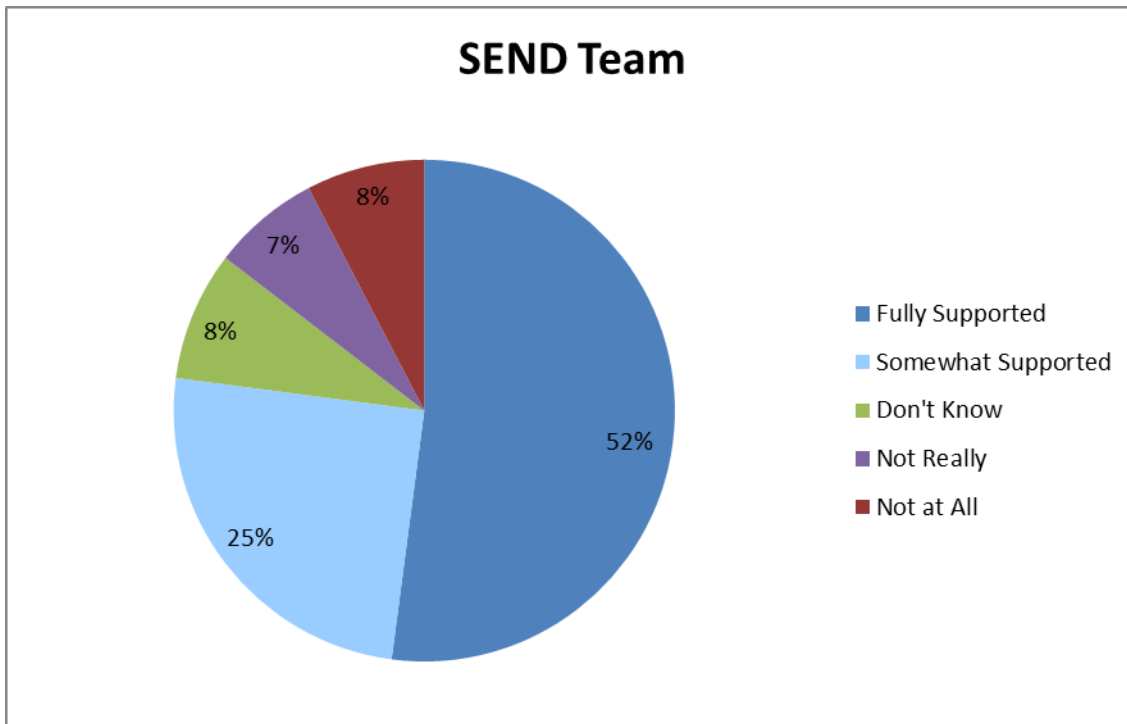
Surveys were sent out to 1,215 parent-carers. We received **146** responses in total, meaning a response rate of **12.01%**.

This is a good response rate and the returned surveys have provided useful insights into where the EHC process is working well and where we can improve. It has also proved useful as a way of gaining insight into the parent-carer perspective regarding their child achieving outcomes and making progress.

The following pages will list a breakdown of the responses to each question, comments received and action we have taken where concerns have been raised.

**1. If you have recently been part of the Needs Assessment process for an EHCP, did you feel supported by:**

a) SEND Team



Two thirds of respondents (75%) stated that they either felt fully supported or somewhat supported by the SEND team during the EHC Needs Assessment process. Positive comments received included:

*“Council staff very supportive and informative”*

*“Process was explained and clear to understand and council made it easy to provide details about child.”*

*“Everything was listened to and we are and always have been very supportive”*

*“I have been able to get the advice I need when I needed it and they have always treated me with respect, compassion and professionalism. When there were problems with my son's school placement I knew I could turn to the SEN team and that they would support me and look into it for us. They have been a fantastic source of support for my son and me and because it is just the two of us in the family I appreciated it very much indeed.”*

*“Very supportive and helpful caseworker who really assisted in guiding us through the process.”*

Where respondents indicated that they did not feel supported - ‘Not Really’ (7%) or ‘Not at all’ (8%), comments received related to:

- Finding the EHCP process confusing
- Not finding the process ‘joined-up’

## You Said, We Did

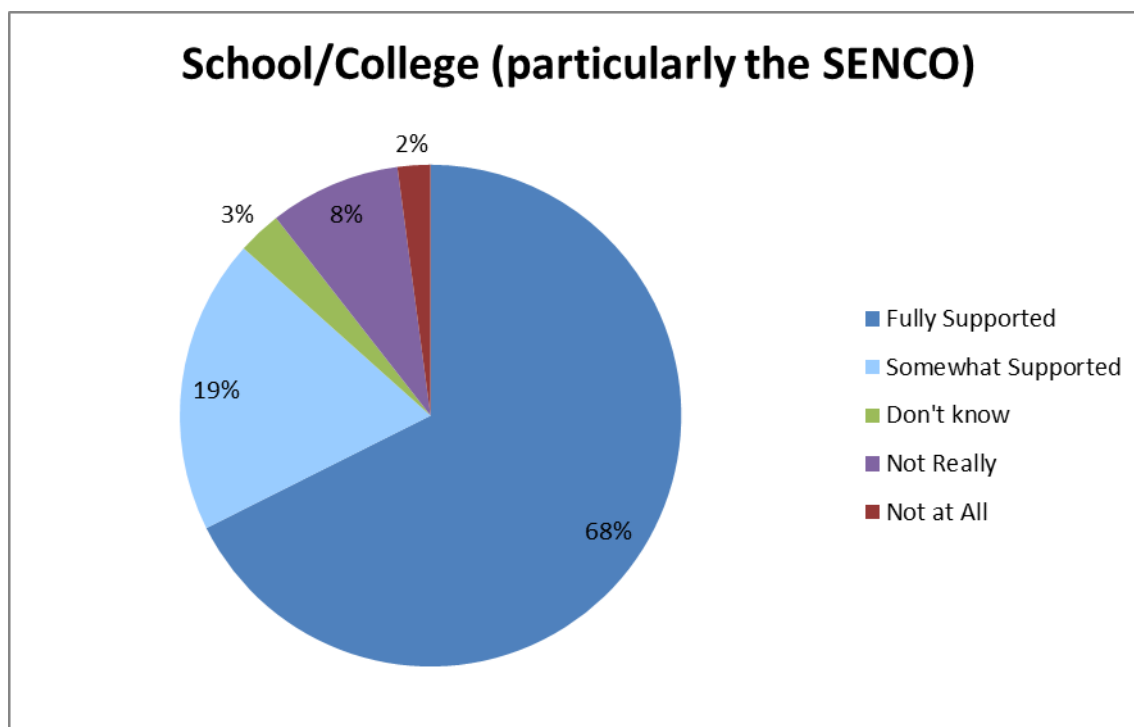
The SEND team provide support regarding the EHC Needs assessment process via attending a face to face meeting with parent-carers to explain the EHC Needs Assessment process. There is also a video outlining the EHC Needs Assessment process on our Local Offer (<https://www.rainbowresource.org.uk/pages/0-5-years/education-health-and-care-plans/special-educational-needs-and-disabilities-send-education-education-health-and-care-ehc-plans>).

The SEND team will shortly be rolling out an SMS/text message service whereby key stages of the EHC Needs Assessment process will be sent to parent-carers to keep them notified of what stage their child's assessment has reached. The SEND team will also start sending out packs of information to parent-carers when a request to carry out an EHC Needs assessment is agreed at the SEND Panel.

Regarding Personal Budgets, leaflets are provided to parent-carers whose child is undergoing an EHC Needs assessment to explain Personal Budgets, plus outlined again in paperwork when a draft EHC plan has been issued. The Personal Budgets section of our Local Offer can be found here: <https://www.rainbowresource.org.uk/pages/0-5-years/education-health-and-care-plans/personal-budgets-send>.

The SEND Partnership Service are also available as a source of impartial information, advice and support to explain any part of the EHC needs assessment process. Please visit the SEND Partnership page on our Local Offer for further information: <https://www.rainbowresource.org.uk/pages/0-5-years/information-advice-and-support/send-partnership-service>

### b) School/College staff (particularly SENCO)



87% of respondents either indicated that they felt 'fully supported' (68%) or 'somewhat supported' (19%) by school/college staff.

Positive comments received included

*"Writhlington staff have been excellent!"*

*"X is getting excellent support"*

*"Fully supported by Fosse Way School"*

*"School has been fantastic"*

Where respondents indicated that they did not feel supported – 'Not Really' (8%) or 'Not at All' (2%), comments received related to:

- Difficulty getting mainstream school to deliver/inconsistency of provision in EHCP
- Feeling that school did not adequately understand the EHC needs assessment process
- Difficulty obtaining desired placement

### **You Said, We Did**

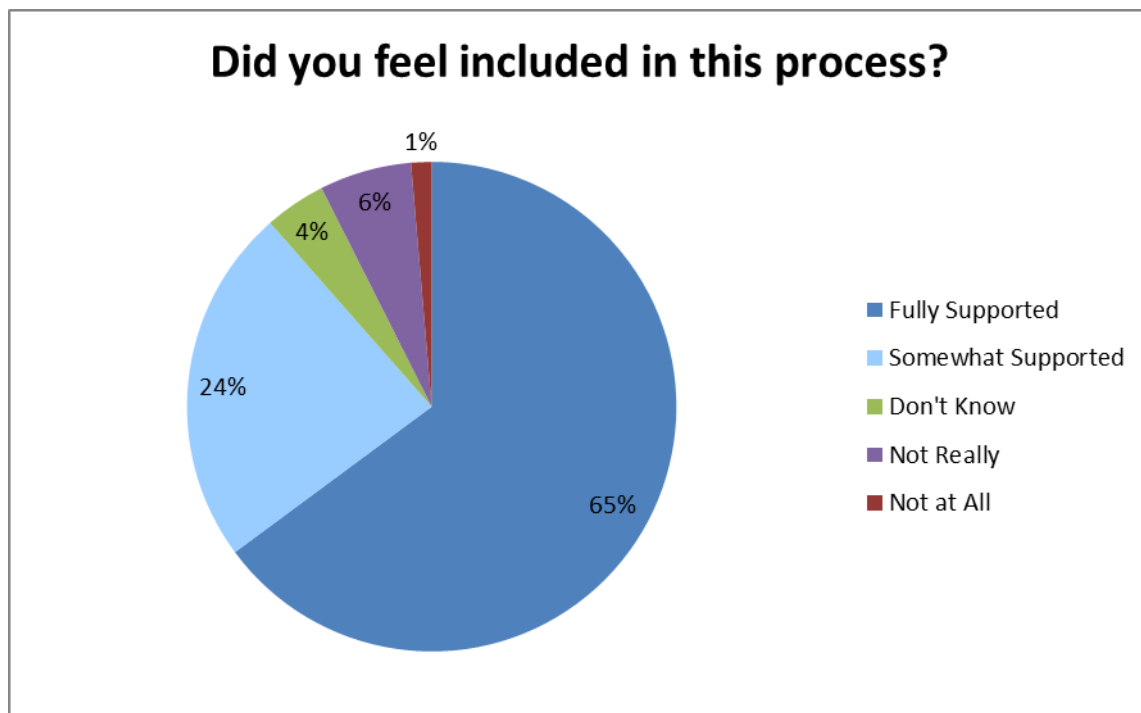
Bath and North East Somerset Council have offered regular training to Special Educational Needs Co-ordinators (SENCOs) around the EHC needs assessment processes and will continue to host regular SENCO conferences to provide staff with updates and notify of any changes to processes of paperwork.

Where respondents have raised specific concerns regarding delivery of provision as stated in their child's EHC plan, these have been brought to the attention of the SEND Manager

The SEND Partnership Service are available if parent-carers are concerned about their child's provision not being delivered as stated in their EHC plan – more information about the SEND Partnership Service can be found here:

<https://www.rainbowresource.org.uk/pages/0-5-years/information-advice-and-support/send-partnership-service>

## 2. Did you feel included in this process?



89% of respondents either felt 'fully' or 'somewhat' supported during the EHC Needs Assessment process. Positive comments received included:

*"I think the process is good and well supported. I particularly enjoy the involvement of the young person, as it is important they realise the future is in their hands and that decisions are taken for their benefit."*

*"As ever, thank you for your ongoing support"*

For those respondents who answered 'Not Really' (6%) or 'Not at All' (1) comments received related to:

- Feeling that they were not being listened to during process
- Not aware of the process/how the process works

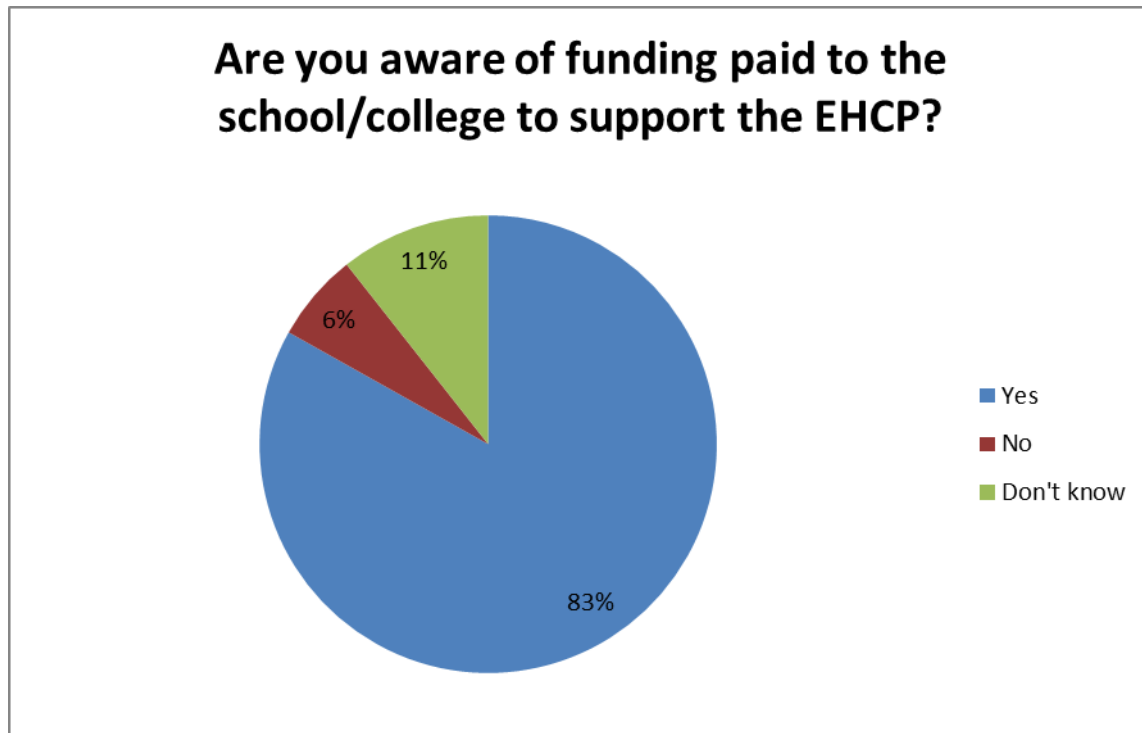
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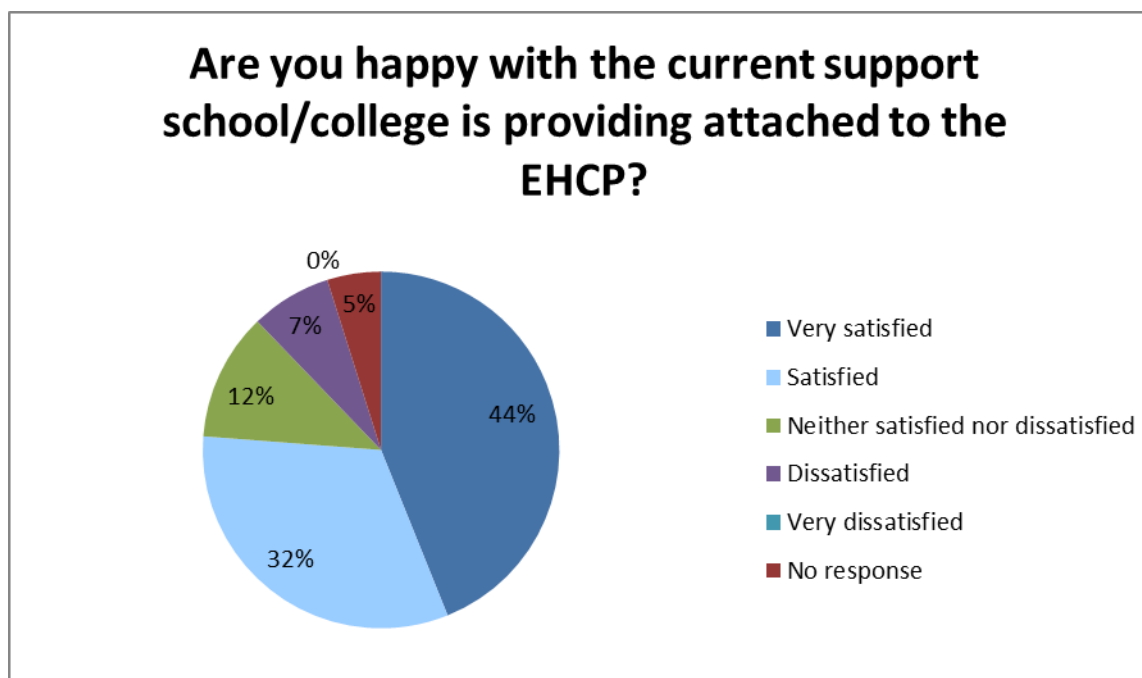
The [SEND Partnership Service](#) are available as a source of impartial information, advice and support to explain any part of the EHC needs assessment process. Please visit the SEND Partnership page on our Local Offer for further information.

**3. Are you aware of funding paid to the school/college to provide support detailed in the EHCP?**



The majority of respondents to the survey are aware of the allocated funding provided to schools/colleges to assist in the delivery of provision in their child's EHC plan. Only 6% were unaware of funding 11% responded that they did not know.

**4. Are you happy with the current support the school/college is providing attached to the EHCP?**



44% of respondents indicated that they were 'very satisfied' with the support their child is receiving from the school/college through the Education, Health and Care (EHC) plan. 32% respondent that they were 'satisfied.' Positive comments received included:

*"Always been happy with the level of support given..."*

*"Been very happy with the school and EHCP over the last three years..."*

*"Everything was listened to and we are and always have been very supported"*

*"We are extremely grateful for the support X is receiving, without it she wouldn't be able to make any progress"*

*"Bathwick St Mary Church Primary is supporting X every single day..."*

*"X has now left Bath College but the support she received there was tremendous. X loved her two year stay. The team were amazing in every respect."*

7% of respondents indicated that they were 'dissatisfied' with the support provided by the school/college for their child. When comments were provided, they related to:

- Feeling that the provision has not been put in place
- Support/provision is patchy or inconsistent

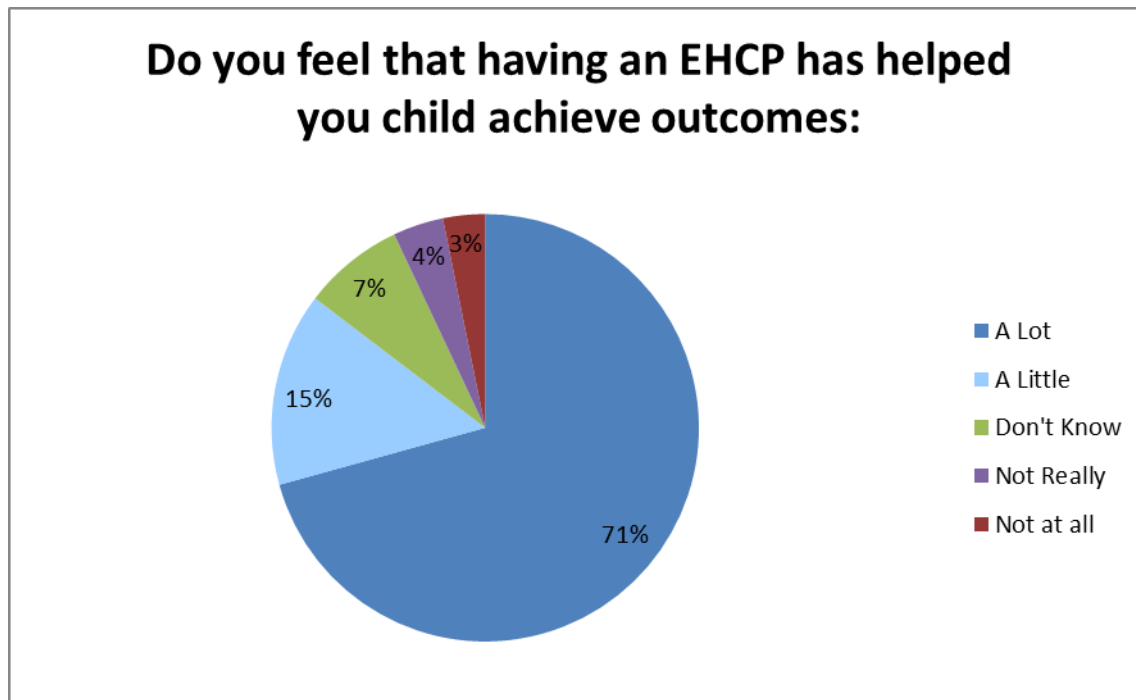
### **You Said, We Did**

When respondents have indicated that they are dissatisfied with the provision their child is receiving and have provided additional information in their responses, these have been noted and will be brought to the attention of the SEND Manager.

If there are concerns regarding a particular child or young person's EHC Plan, their SEND Practitioner will attend the Annual Review of the EHC plan to address concerns.

The [SEND Partnership Service](#) are available as a source of impartial information, advice and support if there are concerns about provision/support provided by early years settings/schools/colleges. Please visit the SEND Partnership page on our Local Offer for further information

**5. Do you feel that having an EHCP has helped your child achieve outcomes at school/college?**



The majority of respondents indicated that either their child having an EHCP has helped their child achieve their outcomes either 'a lot' (71%) or 'a little' (15%). Positive feedback received includes:

*"I feel that X has been well supported throughout his time at school. He is very happy and has made excellent progress."*

*"X has improved his academic skills and social skills. He is doing good at school. "*

*"It has made all the difference in the world to see X feeling happy in school and being able to progress. It means he feels happy and not anxious at school."*

*"Because of the support given to X, she is steadily improving and getting better."*

*"Weston College with the support of BANES SEN have provided our daughter with the means to fulfil her potential as much as possible this year."*

*"Without her EHCP and the funding available my daughter would not succeed in school. Her progress has been amazing and we hope this continues."*

*"X's EHCP has totally changed his life. The support he gets from the college is amazing. It means he can now do things he would never have been able to do and he is growing in confidence. It will enable X to have a future and has opened up opportunities for him that wouldn't have been possible without his continued support."*

*"X's EHCP has been life changing for him. Because of the continued support he can now deal with situations much better and is able to learn easier. It has also helped with his social skills*



*and enjoyment of life. It is going to help him a lot with his future and I believe without it he would be left behind in all areas."*

4% of respondents felt that their child's EHCP did 'not really' have an impact achieving outcomes and 3% responded 'not at all'. Comments received related to:

- Outcomes not being achieved due to system not being joined up
- Feeling that settings were not delivering provision stated in the child's EHCP
- Training needs for staff (in mainstream settings).

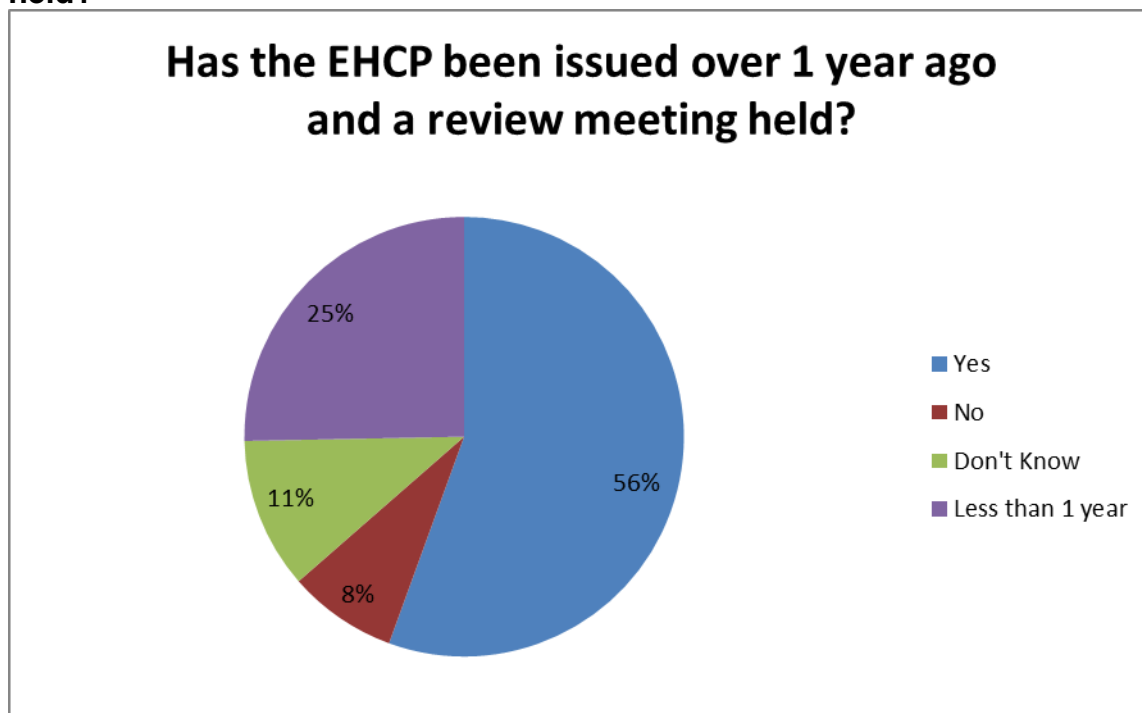
### **You Said, We Did**

When respondents have indicated that they are dissatisfied with the provision their child is receiving and have provided additional information in their responses, these have been noted and will be brought to the attention of the SEND Manager.

Training has and will continue to be offered to Special Educational Needs Coordinators (SENCOs) to assist in helping children and young people meet their outcomes as stated in their EHC plans.

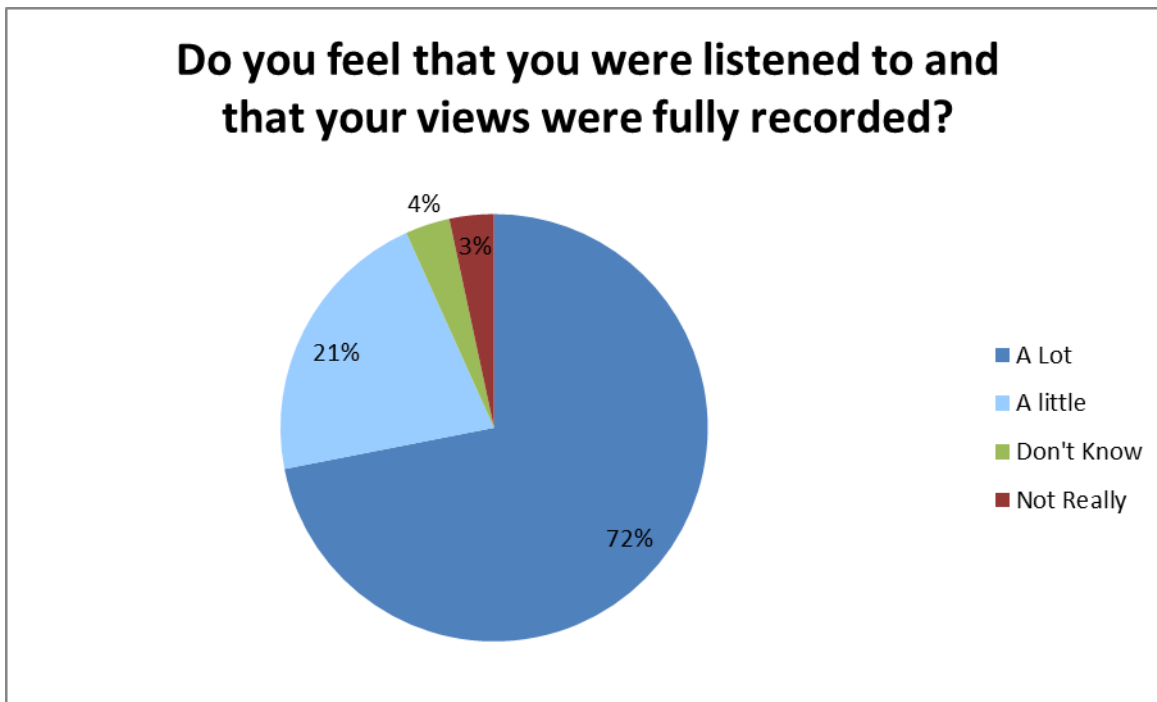
From September 2018, Bath and North East Somerset will be working with schools and settings to develop and implement SEN Core Standards (a graduated approach) which will be embedded from the earliest opportunity to help identify children with SEN and appropriately address their needs.

### **6. Has the EHCP been issued over 1 year ago and therefore a review meeting has been held?**



56% of respondents' children had their Education, Health and Care Plan issued over a year ago and annual review meetings have been held. 8% of respondents indicated that their child's EHC plan had been issued over a year ago but a review meeting was yet to take place. 11% indicated that they did not know. 25% of respondents were parent/carers of children whose EHC plans had been issued within the last year.

**7. Of those who said yes, do you feel that you were listened to and your views at the review were recorded?**



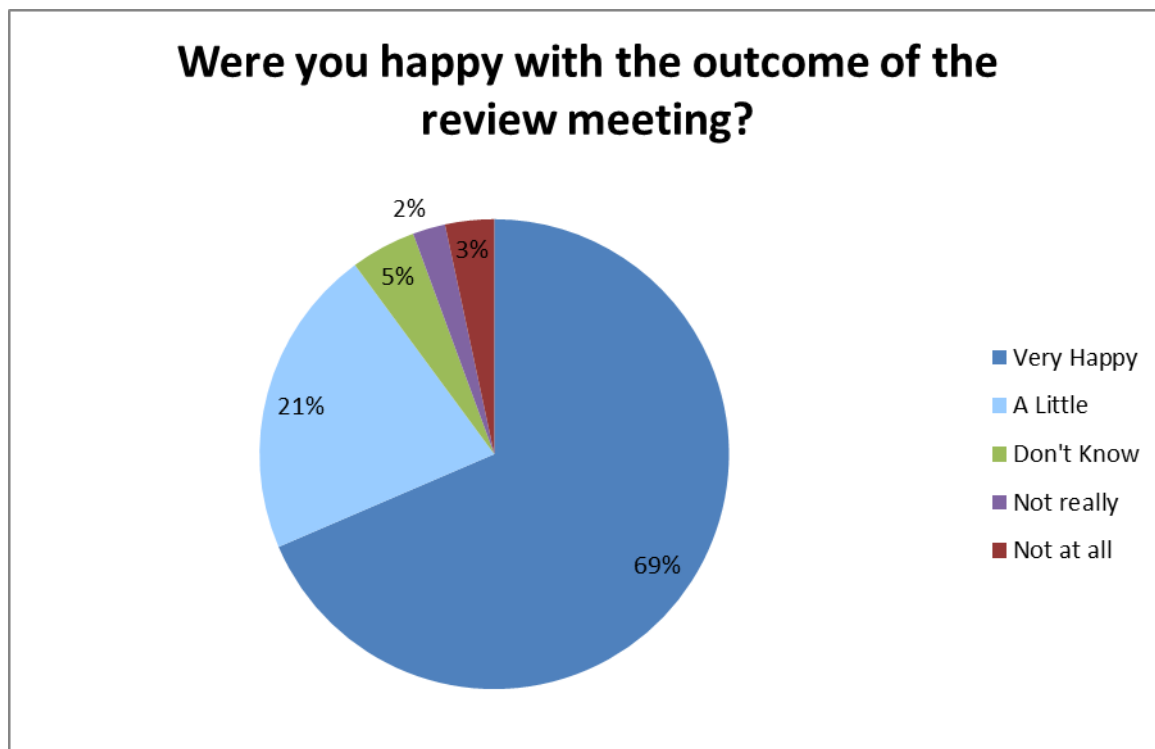
The overwhelming majority of respondents (93%) whose child's EHCP annual review meeting had been held felt that they were listened to and views recorded either 'a lot' (72%) or 'a little' (21%). Positive comment received stated:

*"We're delighted with the outcome of the annual review and a new placement agreement from September 2018 – thank you".*

*"I remain grateful for X continuing support and all the on-going efforts to ensuring X's educational needs are met and this was again evidenced during his review meeting last week."*

Only 3% of respondents felt that they were 'not really' listened to/had their views fully recorded.

## 8. Were you happy with the outcome of the review meeting?



The majority of the respondents (90%) indicated that they were either 'very happy' (69%) or 'a little' (11%) with the outcome of their child's review meeting. 5% of respondents stated 'not really' or 'not at all'.

Where respondents were less happy and provided additional comments, themes included:

- Annual Review not being held in good time
- Not feeling that views were being heard

### You Said, We Did

When respondents have indicated that they are dissatisfied with the outcome of their child's annual review meeting and have provided additional information in their responses, these have been noted and will be brought to the attention of the SEND Manager.

If there are concerns regarding a particular child or young person's EHC Plan, their SEND Practitioner will attend the Annual Review of the EHC plan to address concerns.

The [SEND Partnership Service](#) are available to assist with annual review queries.

## **Conclusions**

Overall, the majority of the feedback received has been positive in regards to Bath and North East Somerset Council's SEND team, settings (schools/colleges), parent/carers feeling involved in the EHC Needs Assessment process and the impact of Education, Health and Care plans on children's outcomes.

The majority of parent-carers are aware of the funding allocated to support their child's Education, Health and Care plans and just over two thirds are either very satisfied or satisfied with the support/provision their child's school or college is putting in place.

For those where annual reviews have been held, the majority of respondents felt that their views were listened to and recorded either very well or to some degree and the vast majority of respondents were happy with the outcome of the annual review meetings that they have experienced.

Where concerns have been raised, these have tended to fall into broad themes regarding joining up of processes, unsure of how the EHC Needs assessment process works, provision being patchy or inconsistent or a setting unable to deliver provision. Where specific concerns have been raised, these have been brought to the attention of the SEND manager.