

Education, Health and Care (EHC) Plan Survey – Feedback Summary

In September 2020, a survey was sent to parent-carers and young people with Education, Health and Care Plans (EHCPs) to gain feedback on their experiences of assessments, support and annual reviews of EHCPs during the initial lockdown period from 23rd March to 31st July 2020.

The questions included in the survey were as follows:

1. **Since March 23rd 2020 if you have been part of the Needs Assessment process for an EHCP did you feel supported by (If not applicable, move on to question 4):**
SEN Team

School/ College Staff (particularly the SENCO)

2. **Do you feel that you were included in this process?**

3. If health professionals (e.g. Health Visitors, Speech and Language Therapists, Paediatricians, School Nurses, Occupational Therapists etc.) have been involved in providing advice as part of the Needs Assessment process for an EHCP, how happy are you with the support offered?

4. **If you or your child currently have an EHCP were you satisfied with the support that you were provided from 23rd March 2020 by:**
 - a. **SEN Team**
 - b. **School/ College Staff (particularly the SENCO)**
 - c. **Health Professionals** (e.g. Health Visitors, Speech and Language Therapists, Paediatricians, School Nurses, Occupational Therapists etc.)
 - d.
5. **If the EHCP was reviewed after 23rd March were you fully involved in the review? (if not relevant please circle N/A)**

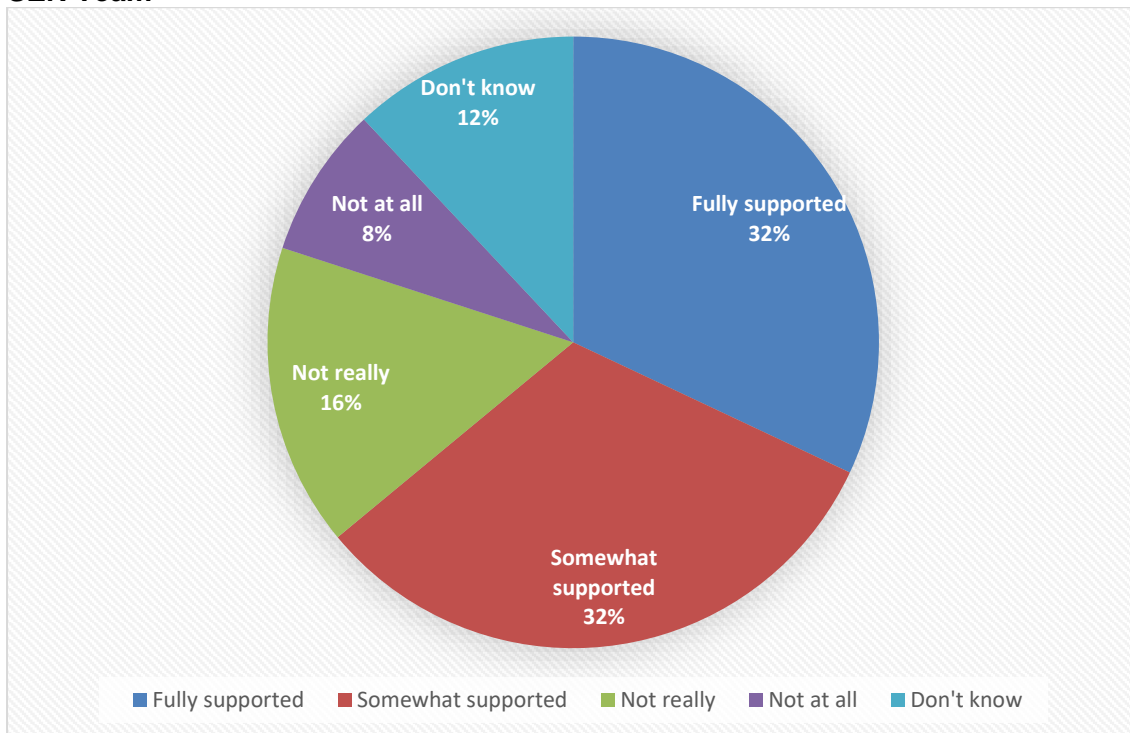
6, Were you happy with the outcome of the Annual Review? (if not relevant please circle N/A)

Out of 1389 parent-carers contacted, we received 111 responses in total (via the online Survey-Monkey or the postal survey), which is a response rate of 7.5%. Unfortunately, due to a printing error with the paper surveys and additionally some respondents answering all sets of questions which weren't relevant, 31 survey responses were not included in the analysis of the results, as this would have led to inaccurate results.

Survey results

1. Since March 23rd 2020, If you have been part of the Needs Assessment process for an EHCP did you feel supported by the following services. Please select N/A if not relevant.

SEN Team



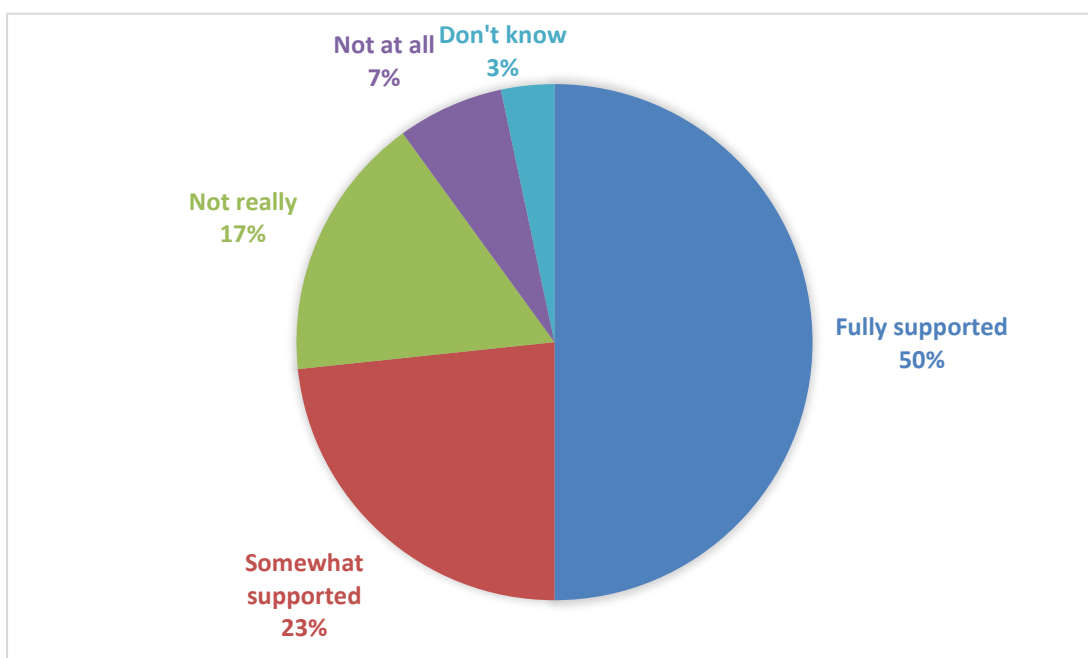
Nearly two thirds of respondents answered that they were supported by the SEN team. A number of comments received thanked specific members of the SEND team for their support.

"...good communication from SEND practitioner"

"Thank you also to Senior Inclusion Officer for helping us to get T into school over this time."

Where respondents were less positive, some commented that they had not received contact from the SEN team or had not received responses to their queries. Where this was the case and contact details were provided, these were flagged to the SEN Manager so that contact could be made with these parent-carers.

School Staff (particularly the SENCO)



Nearly three quarters of respondents felt that they and their child were supported by their child's school. A number of respondents commented:

"Headteacher from did phone every week to make sure everything was fine"

"The schoolteachers were very supportive especially once he went back to school once a week"

"School were excellent!"

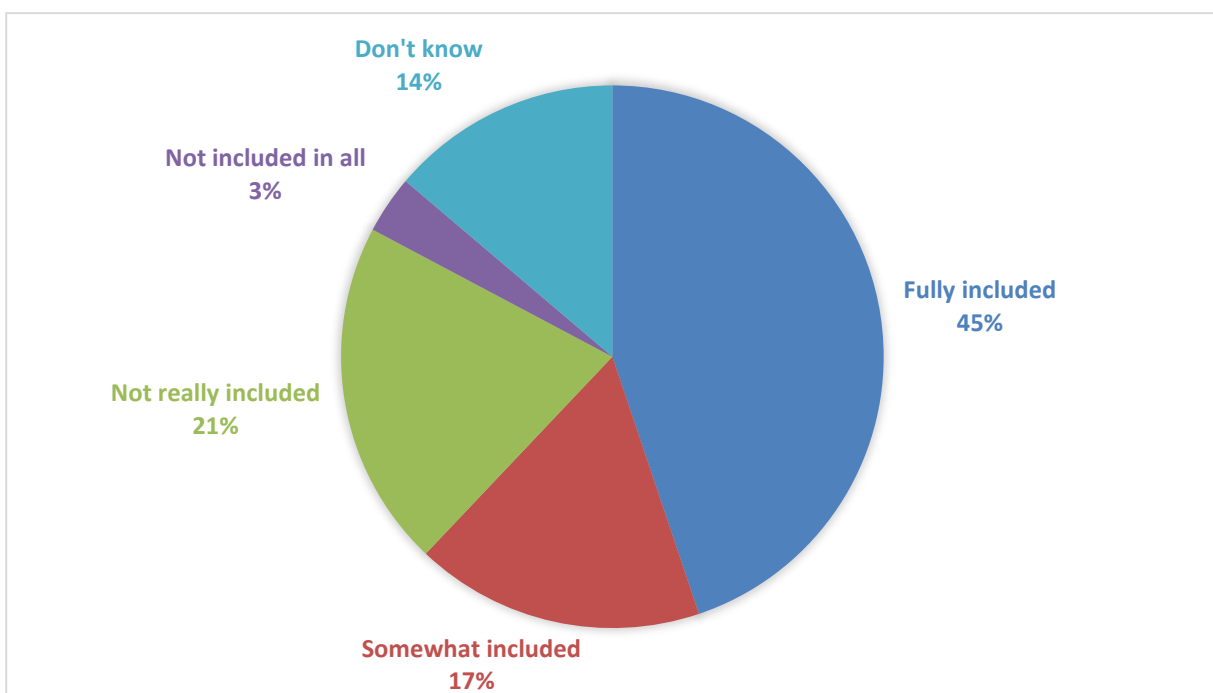
"We as a family have been supported well by SENCO and the family support worker at school during lockdown. Also school as a whole. We regularly meet with SENCO as I was in school during lockdown as her behaviour was challenging at home!"

"Very good communication from St Brendan's and ongoing support"

"School teachers were very helpful and provided works for the students everyday including weekends. And also gave feedback to them"

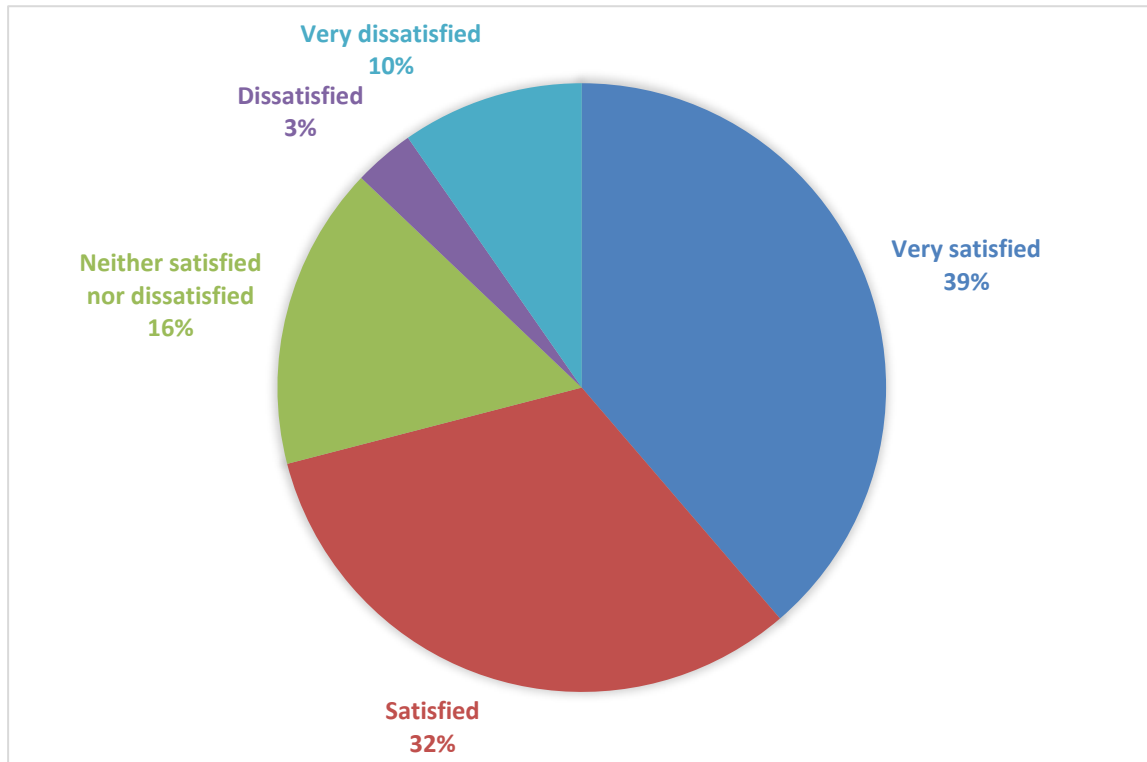
Where respondents were less happy and left their contact details, these were flagged to the SEND Manager to make contact.

2, Do you feel that you were included in this process?



Nearly two thirds of respondents felt that they were either fully included or somewhat included in the EHC needs assessment process.

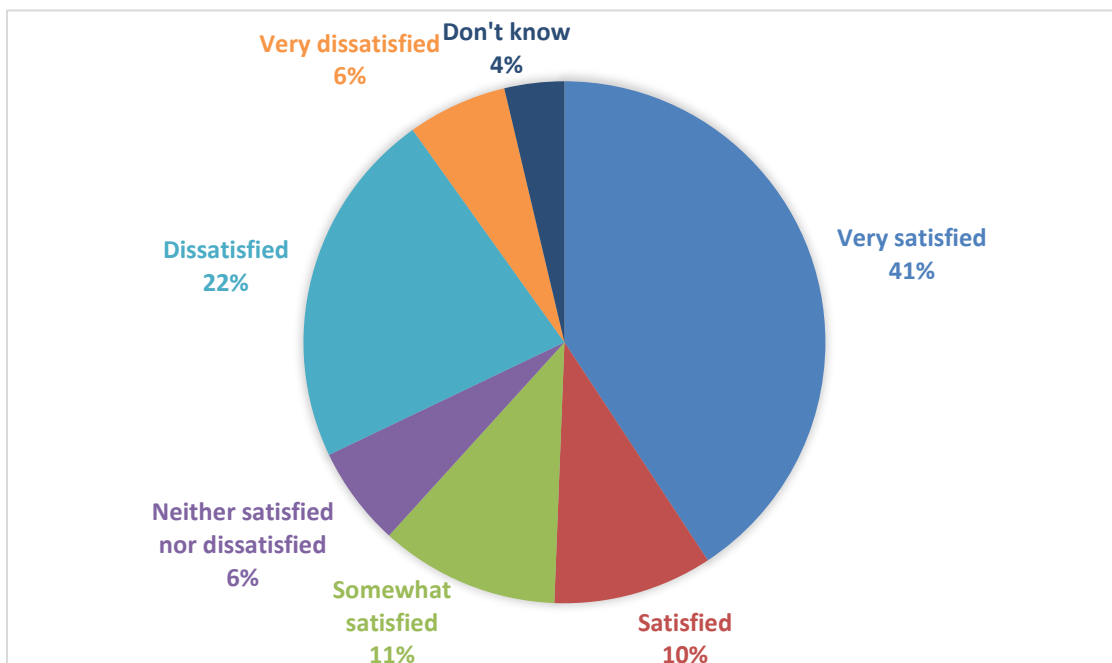
3. If health professionals (e.g. Health Visitors, Speech and Language Therapists, Paediatricians, School Nurses, Occupational Therapists etc.) have been involved in providing advice as part of the Needs Assessment process for an EHCP, how happy are you with the support offered? Please select N/A if not relevant.



Respondents were very positive about the input from health professionals overall for Education, Health and Care Needs Assessments (EHCPs).

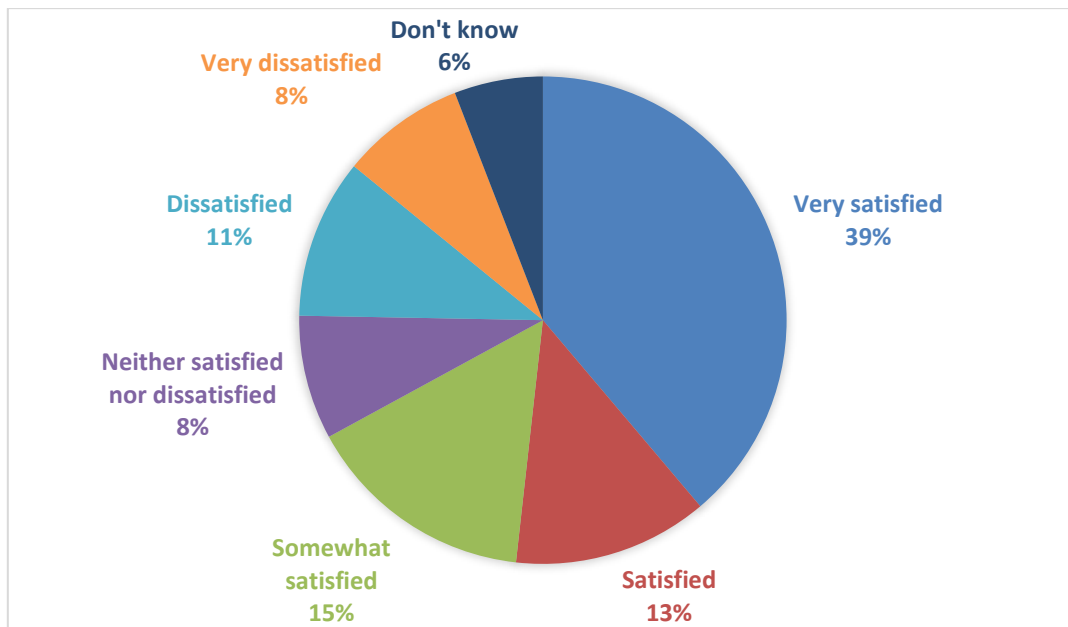
Questions relating to current EHC plans

4. If you or your child currently have an EHCP were you satisfied with the support that you were provided from 23rd March 2020?
SEN Team



Just under two thirds (62%) of respondents whose child/young person with a current EHCP were either very satisfied, satisfied or somewhat satisfied with the support provided to them by the SEN team during the first lockdown period. Again, where concerns were raised and the respondent left contact details, these were raised with the SEN manager.

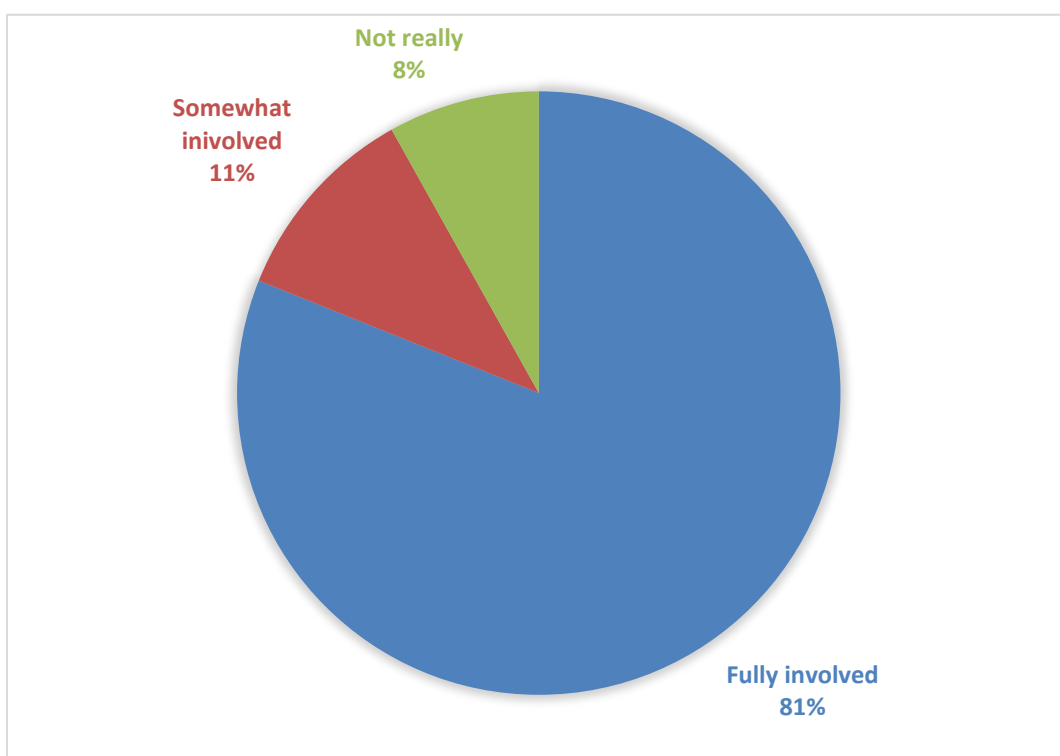
School staff (particularly the SENCO)



Just over two thirds of respondents said they were either very satisfied, satisfied, or somewhat satisfied with the support they received from school staff if their child currently has an EHC plan.

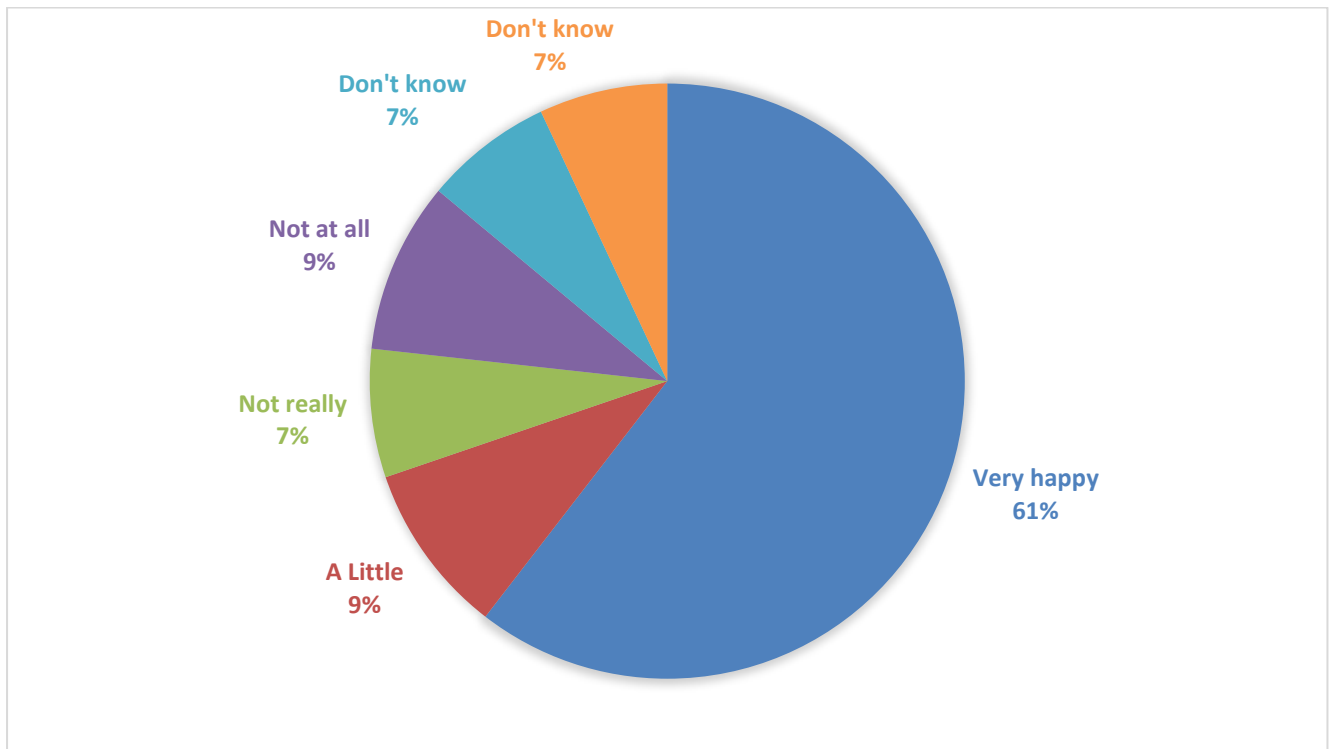
Annual Reviews

5. If the EHCP was reviewed after 23rd March 2020 were you fully involved in the review? Please select N/A if not relevant



Respondents whose child had annual review of their EHC plan during lockdown were very positive overall, with 81% of respondents were said they felt fully involved in their child's annual review.

6. Were you happy with the outcome of the Annual Review? Please select N/A if not relevant.



Again, for those respondents whose child's annual review had taken place during lockdown, respondents were positive with 61% of respondents indicating that they were very happy with the outcome of the review of their child's EHC plan.

Conclusion

Overall, the response to the survey was quite positive, given the difficult circumstances of the lockdown period. In addition, the responses compare favourably with the [EHCP parent-carer survey report](#) of 2018.

We are planning shortly to run another one these surveys to gather feedback from parent-carers to get their views of their experiences during the subsequent lockdown period. We will be looking at the questions/structure of this new survey to make the questions clearer and hopefully generate a higher response rate.