

Cheshire West & Chester Parent Carer Forum
Special Educational Needs and or Disability (SEND)

Want to make
a difference?...

2018

Survey

for parents and carers
who have children with SEND



Parent Carer Forum
Cheshire West & Chester

Want Ofsted CQC to know what you think about SEND?

Want to influence changes to policy and practice?

Let local decision makers know what works well and what needs to improve

Dear Parent or Carer,

We are the Parent Carer Forum, a group of parents and carers in Cheshire West and Chester who have children with special educational needs and/or disability (SEND) working in partnership with professionals

This survey is our chance to share your views on how our area meets special educational needs and disability (from birth to 25 years old)

It is our chance to make a difference.

We would really appreciate your time in completing the survey as your input is invaluable. The survey is to be launched:

On 1st February at Parent Carer Forum you can take part in the survey until 18th April you can find the survey online on the Local offer newsfeed www.westcheshirelocaloffer.co.uk

If you have more than one child it would be really helpful if you could complete a survey for **each child** with SEND.

There is certain information that we will need to capture to help us understand how your experience may differ from others across the borough.

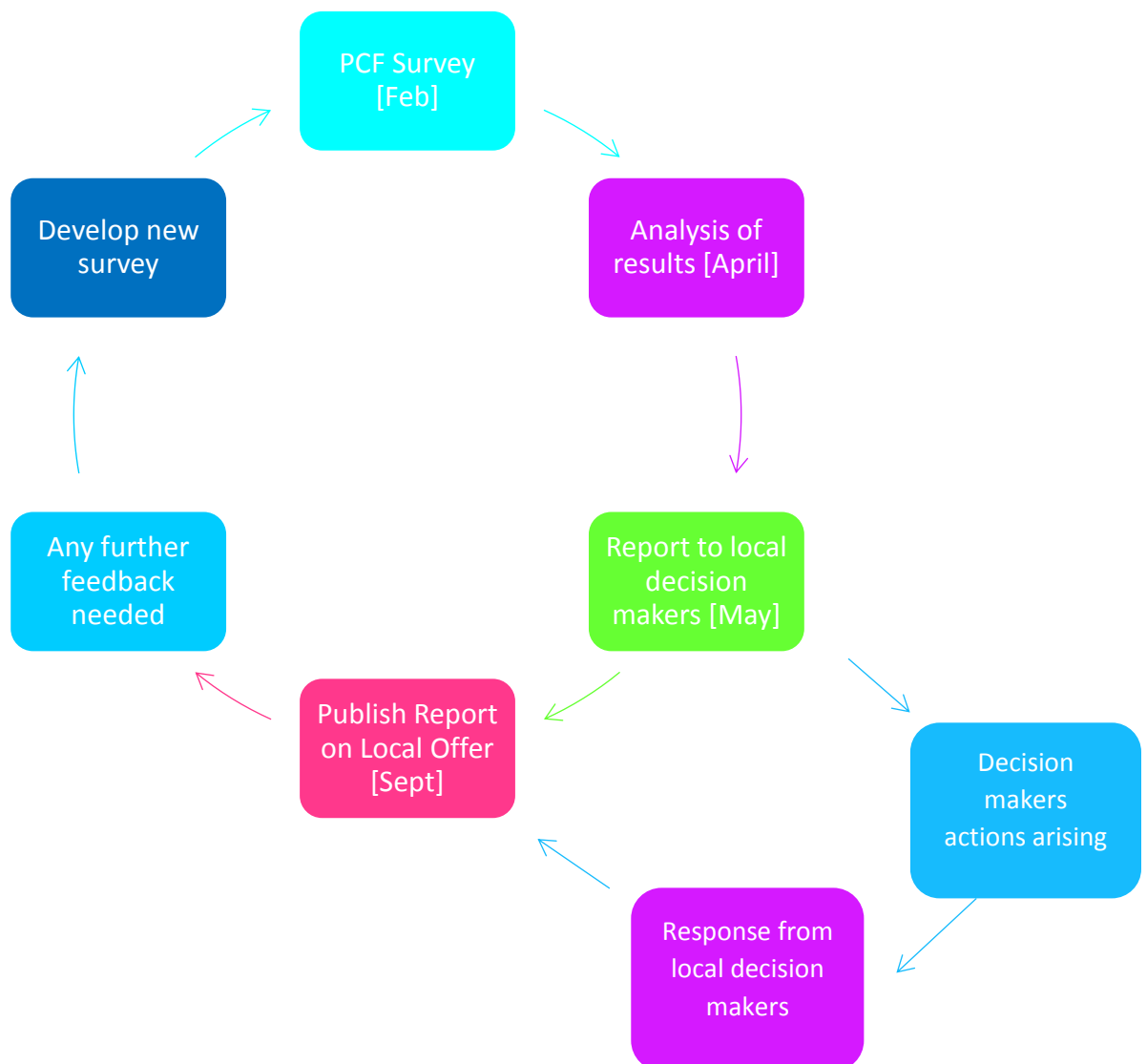
If you have any questions about this survey please contact the chair of the Parent Carer Forum 0300 123 7001 or you would like to find out more about the group and why we are doing this visit <http://www.cwacparentforum.co.uk/>

There are other ways you can also have your say:

- By attending the events put on by the Parent Carer Forum for more information visit <http://www.cwacparentforum.co.uk/>
- Local Offer - [Tell us what you think and about any gaps in services](#)
[How to Rate and Review a service on the Local Offer](#)

What will happen to the results of the survey?

- The parent Carer Forum will complete an analysis of the survey and take a report to local decision makers from education, health, social care and voluntary sector across Cheshire West and Chester.
- We will publish the report on the Local Offer by September 2018 www.westcheshirelocaloffer.co.uk
- We will use the information to influence change in local services through the groups that we attend.
- We will also share the report and any associated action plans with Ofsted as part of our contribution to the local area inspection.



There are 22 questions and the survey will take approximately 20 minutes to complete

The first few questions are optional but will help to identify any issues that affect specific areas e.g. issues where you live, gender specific, type of provision, disability specific issues and level of need. You can answer all or some or none of these optional questions.

First part of post code

Age of your child

Gender of your child Male Female

Do you or your child receive Disability Living Allowance (DLA) or Personal Independence Payment (PIP)?

Yes

No

Provision your child is attending

Please tick

early years setting	<input type="checkbox"/>
primary school	<input type="checkbox"/>
primary school with resource base	<input type="checkbox"/>
secondary school	<input type="checkbox"/>
secondary with resource base for autism	<input type="checkbox"/>
special school	<input type="checkbox"/>
college other post 16 provision	<input type="checkbox"/>
out of borough special provision	<input type="checkbox"/>

Other (please state)

Which of these best describe the barriers to learning for your child, (does not necessarily have to be their main diagnosis-if they have one) please tick all that apply

	Please tick
Speech and language	
Autism, Aspergers	
ADHD	
Hearing and or visual impairment	
Physical disabilities	
Behaviour	
Moderate learning difficulties	
Profound or severe and complex learning needs	
Medical and health	
Dyslexia, literacy, spelling and reading	
Sensory processing	
Mental health, anxiety	

Other (please state)

Which of these do you consider to be the main barrier to learning?

Does your child receive support through:

	Please tick
SEN support-no additional funding provided, needs met from within school/early years setting budget	
Top up funding. The Local Authority gives additional funding to school	
A Statement of special Educational Needs	
An Education Health and Care Plan	
Don't know	
Other (please state)	

Any further comments

Question 1

Do you feel your child's special educational needs have been accurately identified?
Please use the comments box if you would like to explain your answer further

Please tick

Yes	
No	
Partially	
Unsure	

Further Comments

Question 2

Do you feel confident that your child's special educational needs are currently being met? Please use the comments box if you would like to explain further

Please tick

Yes	
No	
Partially	
Unsure	

Further Comments

Question 3

In your view is your child making progress?

Please tick

Yes	
No	
Partially	
Unsure	

Further Comments

Question 4

The Children and Family Act came into force in September 2014 since then have you felt involved in decisions about your child or young person’s provision (help they are given) please use comments box if you would like to explain your answer.

Please tick

Yes	
No	
Partially	
Unsure	

Further Comments

Question 5

If your child has additional help tell us what works well, please tick all that apply. Please use the comments box to include any additional information you would like to share

please tick

Staff being knowledgeable about the process	
I was told about resources and services that could help me	
Effort made to listen to me and understand my views	
Effort made to listen to the child/young person and understand their views	
Easy to be involved	
My wishes and opinions were included in action plan in school/setting.	
I feel I was part of setting targets for my child	
My wishes and opinions were included in the Education Health and Care Plan (EHCP)	
It was easy to agree the content of the EHCP	
The EHCP is a true reflection of my child, including needs, aspirations and outcomes	
The EHCP is a holistic education/health/social care plan not just an education plan	
The professionals involved work together to write/plan the plan	
The support my is child receiving is making a difference to their overall experience in school	
My child is included in all aspects of school life	
Professionals were helpful (would be useful to know which team/ service and why in the comments box)	
None apply	

Further Comments

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Question 6

If your child has additional help tell us if anything didn't work well (tick any that apply)
Please use the comments section for any further information you would like to provide

	Please tick
Complex and confusing process.	
I didn't know where to go for help	
Staff weren't knowledgeable	
Staff in school/setting were unhelpful	
Professionals were unhelpful (would be useful to know which team/ service and why in the comments box)	
Process took too long	
Child/young person not included in the process	
My wishes/opinions not included	
Difficulty in meeting the needs of the child or young person	
Having to go to appeal	
Having to complain about school/setting	
Having to complain about the local authority involvement	
My child is not included in school/setting	
My child's experience of school is not a good one	

Further Comments

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Question 7

If you made a parental request direct to the Local Authority (not through the school/setting) for an assessment for an Education, Health and Care Plan (EHCP) please tell us why this was (please tick all that apply)

	Please tick
Worried about progress	
Worried about provision	
School reluctant to apply or refused	
Change of school	
School said LA would not agree to assessment	
Advised by health professional e.g. GP therapist, consultant, health visitor, paediatrician	
Advised by social worker	
Advised by another parent, voluntary organisation, national charity	
Not applicable	

Further Comments

Question 8

Does your child have an EHCP? **If No go to question 10 if Yes continue with question 8**

	Please tick
Yes	
No	

	Yes	No	Don't know
Having an EHCP has made a difference for my child			
Plan has been written in the agreed timescales			
The quality of the plan is good			
Section E Outcomes are measurable			
I am happy with the Section E Outcomes			
Other (please state)			

Question 9 If your child has an EHCP

EHCP Reviews: This process has now begun so we would like to know how you feel this is working (please tick all that apply)

	Please tick
My child's plan has been reviewed in the last 12 months	
I was involved in the process	
I was not involved in the process	
I received confirmation in writing of the outcome of the review	
Any changes requested were made by the Local Authority	
Not applicable	

The next set of questions are about health services. If not applicable please move to question 11

Question 10

A)

Did you know where to go to get help for your child?

Yes where was this from?	
No	
Not applicable	

B)

Which healthcare service/s does your child access? (*Please tick those that apply*)

Services you have accessed	<input checked="" type="checkbox"/>	Are you satisfied with the service	
		Yes	No
• GP			
• Paediatrician			
• Health visitor			
• Child and Adolescent Mental Health Services (CAMHS)			
• Behaviour Consultant			
• Dietician			
• Practice Nurse			
• Physiotherapy			
• Occupational Therapist			
• Speech and Language Therapy Service (SALT)			
• Other... <i>please state</i>			

C)

Did you feel listened to about your child's health care?

Please tick

Yes	
No	

Further Comments

D)

Were you told what the waiting times were for accessing each service?

Please tick

Yes	
No	

Further Comments

E)

Were you advised what to do while you were waiting for the service?

Please tick

Yes	
No	

Further Comments what else might you or your child need? (*Please provide details*)

The next questions are about Social Care

Question 11

A)

Do you know what Social Care support is available for your family?

Please tick

Yes	
No	
Not applicable	

B)

If you have had contact with Social Care what was the assessment process like?

Straightforward/smooth	
Satisfactory	
-difficult/unsatisfactory	
No contact	

Further comments why do you think this?

C)

Did the service from Social Care meet your identified outcomes?

Please tick

Yes	
No	
Not applicable	

Further comments

D)

Do you feel involved in making social care decisions about your child?

Please tick

Yes	
No	

Further comments

E)

How involved do you feel you were in the final assessment and ongoing services?
(Please tick as applicable)

Please tick

Fully involved	
Not involved	
Partially involved	

Further comments

Question 12

Thinking about all areas of your child's life Where did you go to get help, information and to find out about services? (Please tick those that apply)

Please tick

Parent Carer Forum	
School e.g., SENCo	
Family Support Worker	
Information Advice and Support Service	
Local offer www.westcheshirelocaloffer.co.uk	
NHS Choices website	
Countess of Chester website	
Leighton Hospital website	
Voluntary organisations	
Other parent's carers	

Other (please state)	
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Further comments please use this space if you would like to comment on the service you received

Question 13

What training do you feel that professionals who work in SEND would benefit from?
Please tick your three top priorities for each group of professionals.

	Education (please tick 3)	Social Care (please tick 3)	Health (please tick 3)	Voluntary (please tick 3)
Disability awareness				
Disability specific training				
Children and Family Act				
SEN Code of Practice				
Law relating to SEND				
Tribunal (SENDIST)				
Communication Skills				
Personalisation E.g. person centred planning				
Inclusion of children with additional need				
Equality Act				
Law and Exclusion from school				

Other (please state)	
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Further comments

Question 14

If your child has moved to high school in the last 2 years we would like to know about your experience (please tick all that apply)

	Please tick
The transfer went well and my child is now settled into high school	
I had enough information to help me make my decisions as to which school to choose.	
My child's primary school and high school worked well together to ensure my child's needs were met	
I attended a parent event to support the transfer held by Information Advice and Support Service and the Parent, Carer Forum which was helpful	
The transfer didn't go well	
I didn't have enough information to help me make decisions	
My child's primary school and high school did not work well together to ensure my child's needs were met	
I think it would be useful to have a parent event specifically to support transfer to high school	

Further comments

Question 15

If your child is in year 9 or above do you feel you have enough information to help prepare for your child becoming an adult?

	Please tick
Yes	
No	
Not applicable	

What would help?

Further Comments

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Question 16

Did your child have a statement prior to the SEND reforms September 2014 and has gone through a conversion process to an EHCP?

if not please go to question 17.

A)

Do services feel more joined up?

Please tick

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

Further Comments

B)

Do you feel professionals are working together and know your child's aspirations?

Please tick

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

Further Comments

C)

Did you have to tell your story just once to all professionals?

Please tick

Yes	
No	
Not applicable	

Further Comments *please use the space to make comments on what has worked well and what hasn't)*

Question 17

Have you experienced issues with transport to services offered by education, health social care and voluntary sector?

Please tick

Yes	
No	
Not applicable	

Further Comments *please use the space to make comments on what has worked well and what hasn't)*

Question 18

A)

Do you know about the Local Offer? www.westcheshirelocaloffer.co.uk

Please tick

Yes	
No	

The local offer tells you what support the council expects to be available for children and young people with SEN and/or disabilities. The local offer should also make services more responsive to local needs

B)

Have you used the Local Offer to explore services offered?

Please tick

Yes	
No	

Question 19

A)

Do you know about short breaks? [Link to short breaks](#)

Please tick

Yes	
No	

B)

If you access short breaks do you wish to give any feedback?

Please tick

Yes	
No	
Not applicable	

Further Comments

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Question 20

Ofsted and the Care Quality Commission inspect how well local areas fulfill their 'Special educational needs and disability code of practice' duties, as part of the inspection process they will hold a webinar in the evening for parents or carers. When the local area is inspected:

A)

Would you wish to take part in the webinar? (a webinar is an online opportunity to give your views)

Please tick

Yes	
No	

B)

If Yes, do you have access to a computer and the internet?

Please tick

Yes	
No	

C)

If No, what would help you to take part in a webinar? Comments box

Further Comments

If you need further information regarding taking part in the Ofsted and the Care Quality Commission inspection webinar please contact Charlotte Fenn, School Relationship Team, tel 01244 72901 email charlotte.fenn@cheshirewestandchester.gov.uk

Local Area SEND inspection information for families

<https://www.gov.uk/government/publications/local-area-send-inspections-information-for-families>

Question 21

What improvements would you like to see in the Cheshire West and Chester SEN process in schools and settings, or placement choices or assessment or anything else?

Further Comments

Question 22

Would you like to become a parent/carer member of the PCF steering group

If so, there is a free training course for parents/carers commencing on the 13th February.

Please tick

Yes	
No	

If yes please contact Information, Advice and Support Service 0300 123 7001 or iasservice@cheshirewestandchester.gov.uk

Nearly there now 😊 FINAL COMMENTS

Please use this space to share any good practice you have experienced that you may not have mentioned in the survey

Further Comments

Please return to: Information, Advice and Support Service, 4 Civic Way, Ellesmere Port, CH65 0BE

A massive
“Thank you”

..for taking part
in this survey. Our collective
views are vital in helping shape
and influence the services that we
all use as families of children with
SEND. Together we can achieve
better decisions and outcomes
for children and young people in
Cheshire West and Chester.



The Parent, Carer Forum would like to thank Cheshire Centre for Independent Living for providing a representative to support the co-production of the questionnaire.

The Parent Carer Forum Steering Group would also like to acknowledge the support of its professional members from Cheshire West and Chester Council and NHS.

Cheshire West and Chester Parent Carer Forum have looked at other surveys produced by Parent Carer Forums and would like to acknowledge how helpful the Kent and Manchester PCF surveys were in developing our survey.