

## **Summary of key results 24 June 2015**

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### **Introduction**

A total of 2,988 survey questionnaires were sent out to parents and carers of children with special educational needs and disabilities. Both online and printed questionnaires were used. A total of 557 questionnaires were returned giving a response rate of 19%.

**Table 1: Types of questionnaire returned**

	<b>Number returned</b>
Online	68
Printed	479
<b>Total returned</b>	<b>557</b>

### **Characteristics of the parents/carers and children who took part in the survey**

#### **Special educational needs (SEN)**

Eight out of ten respondents (81%) said their child had a Statement of Special Educational Need. Eight per cent said that their child had SEN support in school and a further 10% ticked both options.

#### **Type of school attended**

More than half of the parents/carers said that their child attended a special school (53%). Meanwhile 37% attended a mainstream school and a further 9% were at a special support centre in a mainstream school. The rest (1%) received alternative provision.

#### **The main reason the child needs extra support**

Parents/carers were asked to tick one item from a list which best represented the 'main reason' that their child needed extra support. Despite this instruction, 41% of respondents ticked more than one reason. Other specific main reasons were: cognition and learning difficulties (25%); communication and interaction (16%); social, mental and emotional health difficulties (9%); physical disability (8%); sensory difficulties (1%).

#### **Age of child**

The age of the children ranged from 2 to 19. The average age was 11.

### **People outside the direct family who provide care for the child**

Parents/carers were asked to pick from a list any other people who provided care for their child. The largest proportion (177 or 32%) said the child's grandparents provided care followed by brothers or sisters (132 or 24%). Other people included friends (58 or 10%), relatives (49 or 9%) and personal assistants (42 or 8%).

### **Other children in the family with any kind of illness, disability or health problems**

Around a quarter of parents/carers (117 or 24%) said other children in their family had some kind of illness, disability or health problem.

### **Whether parents/carers had a disability**

Forty parents/carers said that they themselves had a disability (7.5%).

### **Number of children in the family**

Respondents reported having between one and ten children. On average, respondents had two children.

### **Respondents' relationship to the child**

The vast majority of respondents said they were the child's parent, either their mother (83%) or father (7%). A further 7% stated that they were 'parents'. The rest were other relatives (1%) or carers (1%).

### **Disability Living Allowance**

Nearly eight in ten respondents (79%) said that they received Disability Living Allowance.

### **Post code and area**

A total of 479 valid post codes were supplied (78 parents/carers did not supply a post code). Representation came from the areas listed in the table below.

**Table 2: Area represented in survey**

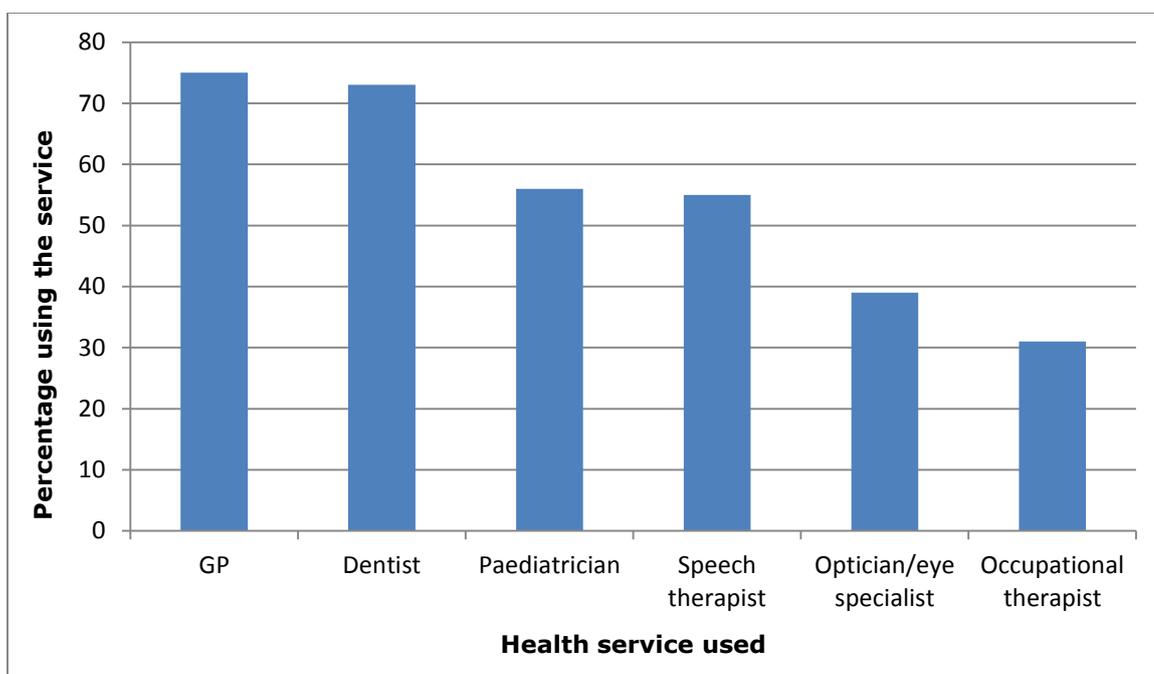
<b>District</b>	<b>Number</b>	<b>Percentage</b>
Adur	35	7%
Arun	71	15%
Chichester	59	12%
Crawley	80	17%
Horsham	73	15%
Mid Sussex	89	19%
Worthing	72	15%

## Health Care Services

### Health care services used by the child in the past 12 months

Parents/carers were asked to choose from a list the health care services that their child had used in the past 12 months. The main health care services that parents/carers said their child had used was their GP (75%) and/or dentist (73%). This was followed by paediatrician (56%) and speech therapist (55%). Table 3 lists other health care services that were used.

**Figure 1: Main health care services used**



**Table 3: Health care services used**

Health service used	Number	Percentage
GP	417	75%
Dentist	405	73%
Paediatrician or other specialist doctor	313	56%
Speech therapist	307	55%
Optician or eye specialist	218	39%
Occupational therapist	174	31%
Physiotherapist	136	24%
Practice nurse	126	23%
Health visitor, district or community nurse	90	16%
Hospital as inpatient	78	14%
CAMHS	66	12%
Dietician/nutritionist	64	12%

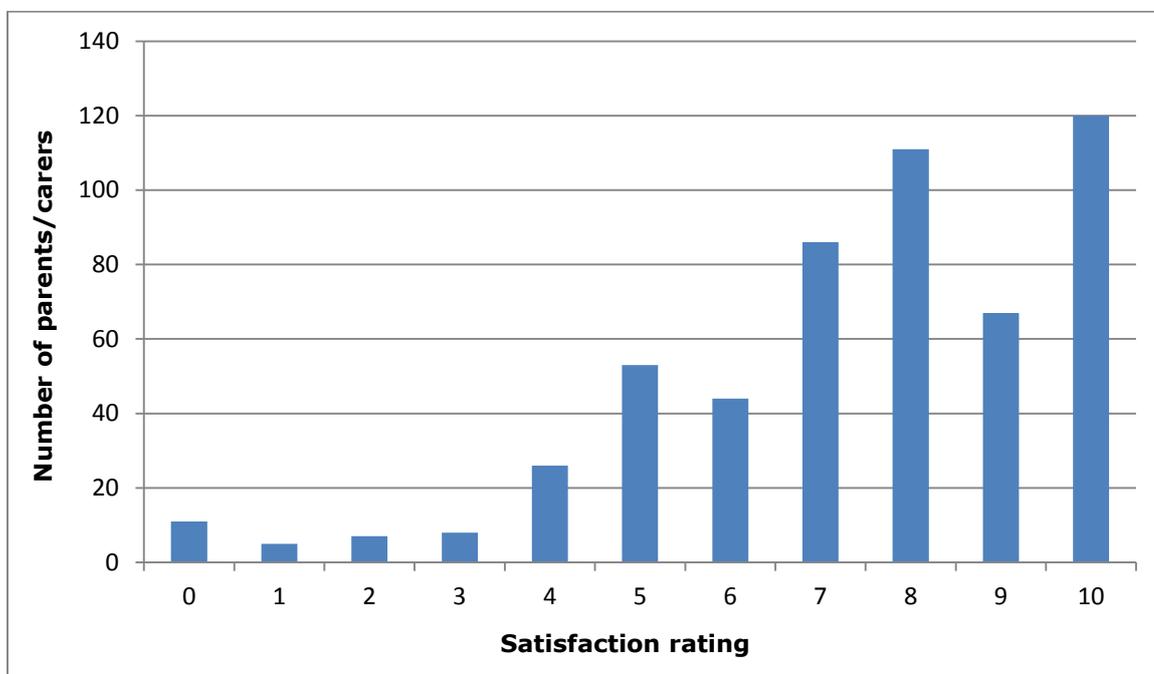
Psychologist	60	11%
Podiatrist	33	6%

**Overall satisfaction with the support and services received from health care services in the past 12 months**

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with the support and services they received from various health care services they had used in the past 12 months (where '0' is very dissatisfied and '10' is very satisfied).

A high level of satisfaction was recorded with health care services. Of the 538 people who responded to this question the largest proportion (120 people) rated the services they received as a '10'. The average rating was 7.4.

**Figure 2: Satisfaction with the support and services received from health care services**

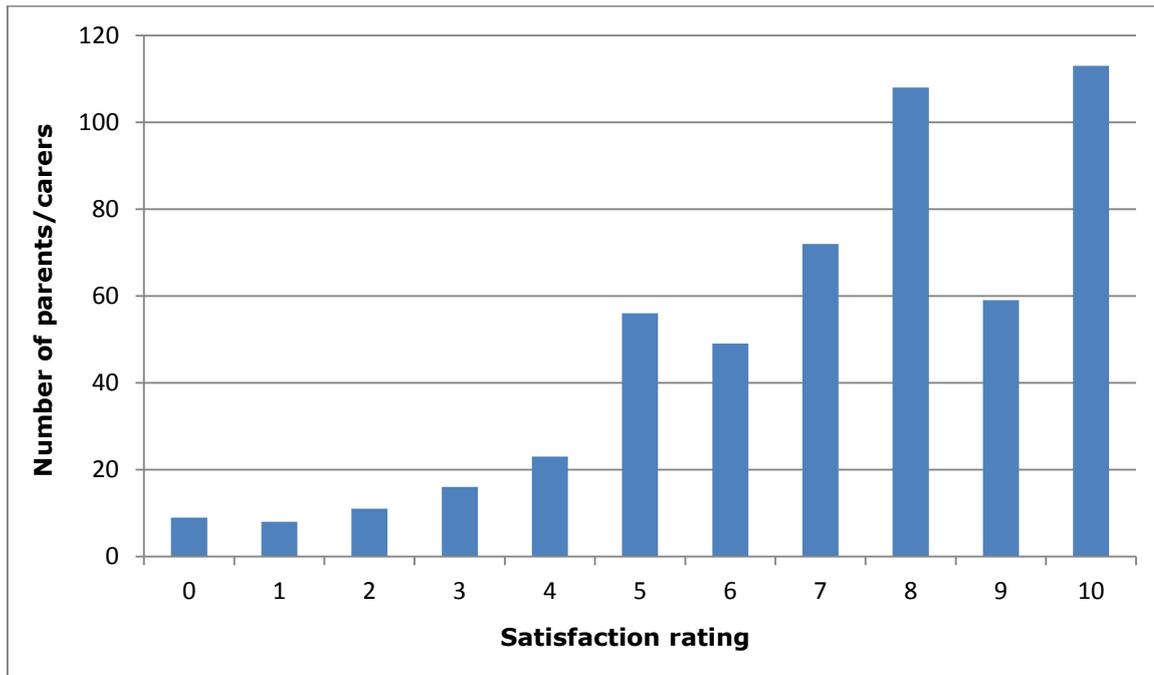


**Satisfaction with involvement in discussions about the health services provided for the child**

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with their involvement in discussions about the various health care services provided for their children (where '0' is very dissatisfied and '10' is very satisfied).

Of the 524 people who responded to this question the largest proportion (113 people) rated their involvement in discussions about the services they received as a '10'. The average rating was 7.4.

**Figure 3: Satisfaction with involvement in discussions about the health care services provided**



**Has the parent/carer or the child been asked for feedback about the health care the child has received in the past 12 months**

Of the 537 parents/carers who said their child had used health care services in the past 12 months, only 14% said that they or their child had been asked for feedback (see Table 4 below).

**Table 4: Has the parent/carer or the child been asked for feedback about the health care the child has received in the past 12 months**

	Number	Percentage
Yes	73	14%
No	397	74%
Child not able to provide feedback due to young age or learning/cognitive difficulties	67	12%

**Whether or not the feedback was listened to**

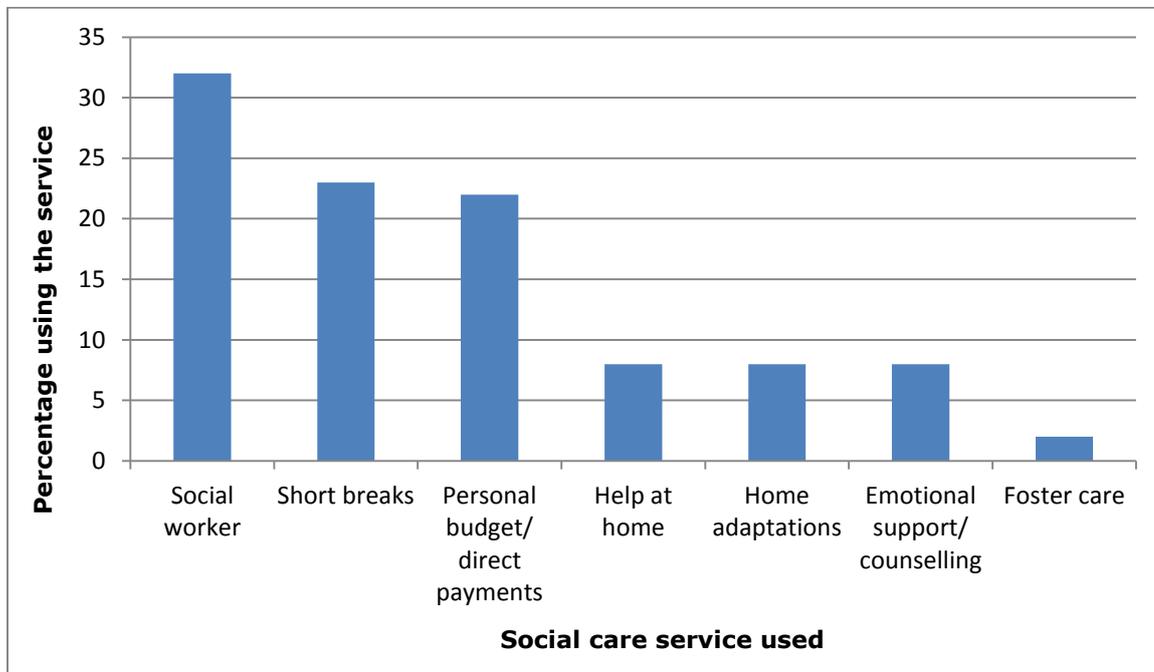
Respondents were asked whether the feedback they or their child gave was listened to. Of the 73 who were asked for feedback, 46% thought that the feedback was listened to; 53% were unsure and 1% felt it had not been listened to.

## Social Care Services

### Social care services used by the family in the past 12 months

Around a third of families (32%) reported using social worker services in the past 12 months. This was followed by shorts breaks (23%) and personal budget or direct payments (22%).

**Figure 4: Social care services used by the family in the past 12 months**

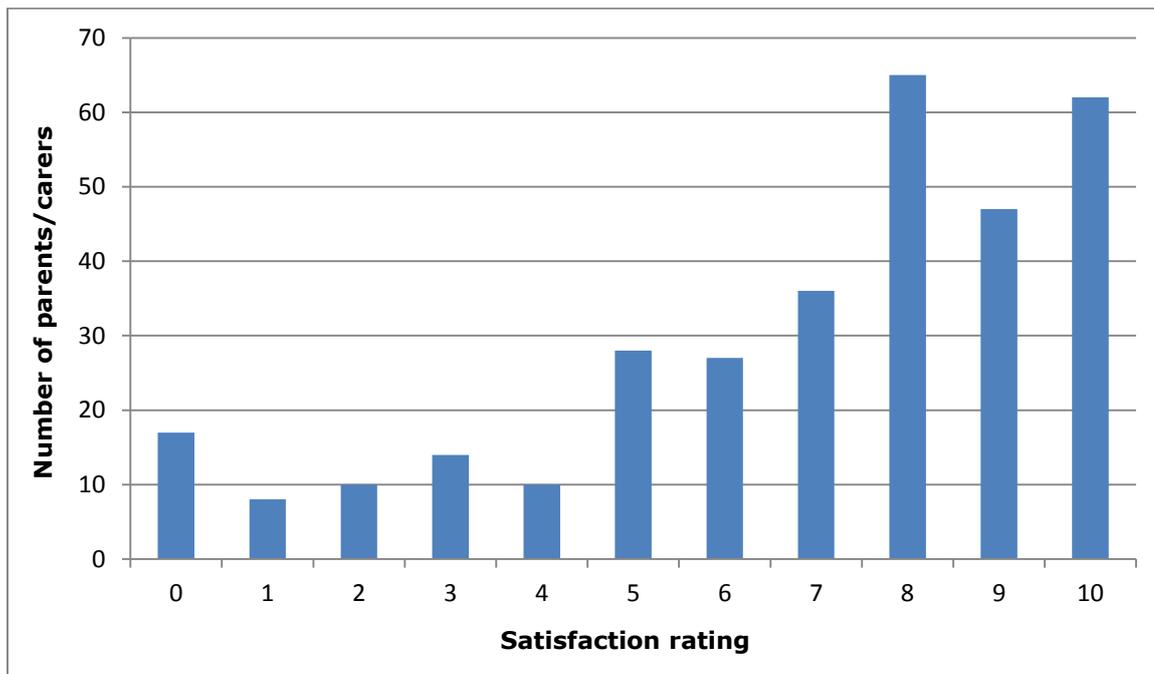


### Satisfaction with the social care and family support services received

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with the social care and family support services received in the past 12 months (where '0' is very dissatisfied and '10' is very satisfied).

A high level of satisfaction was recorded with social care and family support services. Of the 324 people who responded to this question the largest proportion (65 people) rated the services they received as an '8'. The average rating was 6.9. This is illustrated in Figure 5.

**Figure 5: Satisfaction with the social care and family support services received**

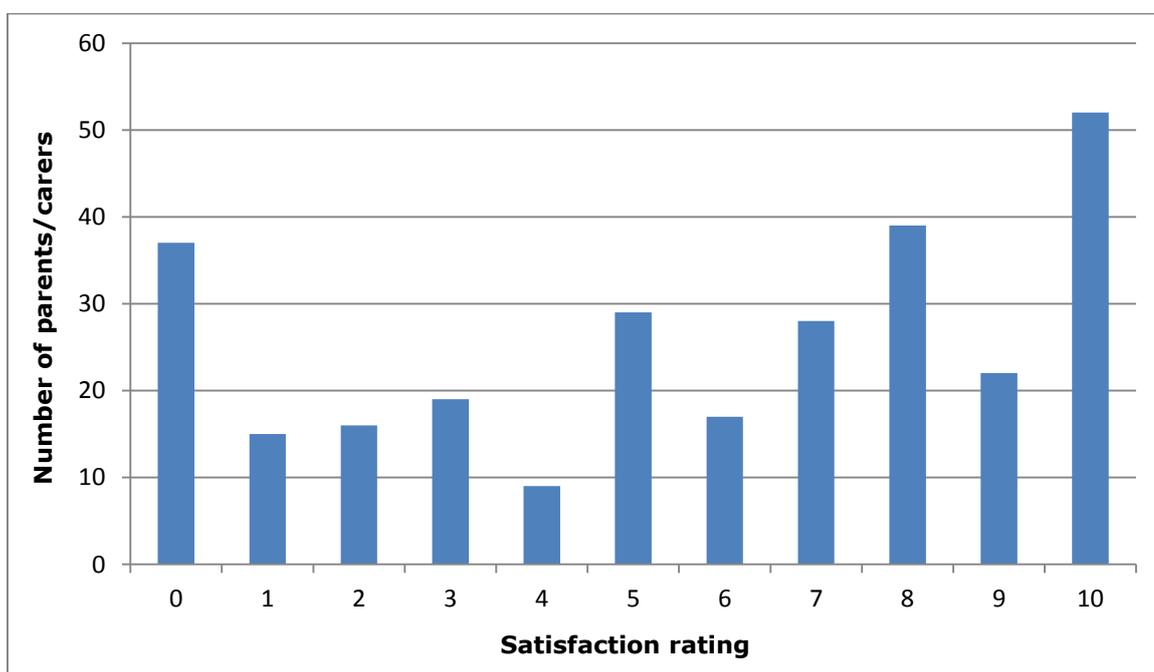


**Satisfaction with the social care and family support services provided to other members of the family (parents, siblings)**

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with the social care and family support services provided to other members of their family (where '0' is very dissatisfied and '10' is very satisfied).

Of the 283 people who responded to this question the largest proportion (52 people) rated the services they received as a '10'. Even so, 37 people rated the service provided as '0', or 'very dissatisfied'. The average rating was 6.2.

**Figure 6: Satisfaction with the social care and family support services provided to other members of the family (parents, siblings)**

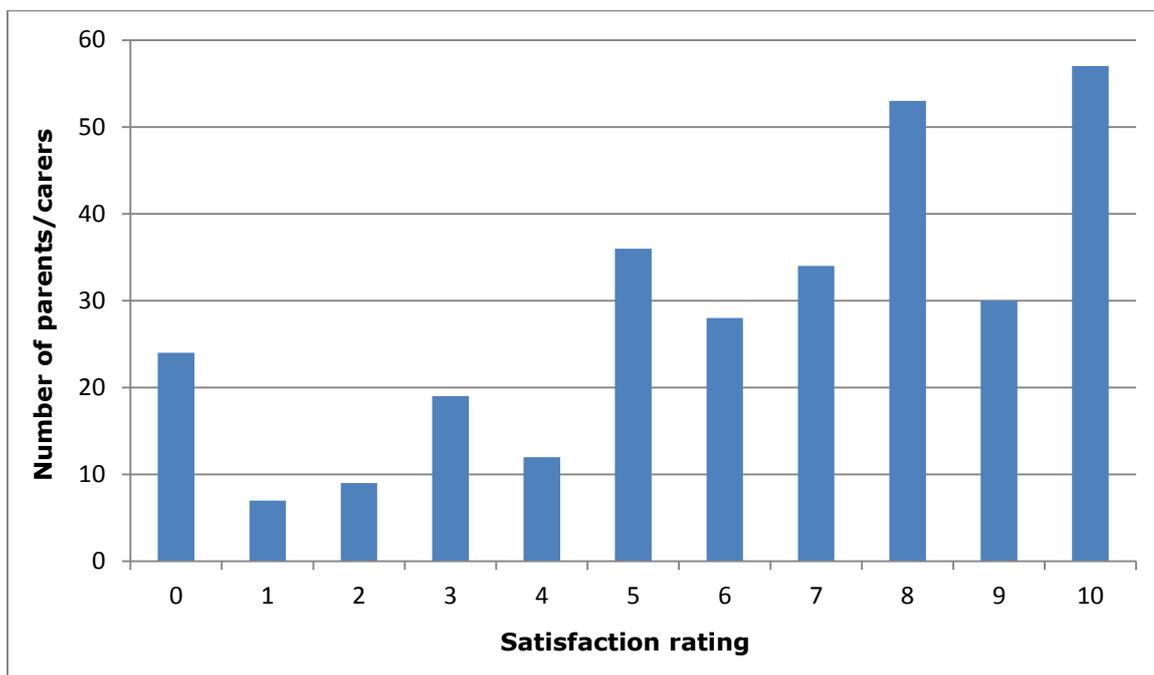


## Satisfaction with your involvement in discussions about the social care/family support provided

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with their involvement about discussions about the social care and family support services provided (where '0' is very dissatisfied and '10' is very satisfied).

A total of 309 people responded to this question. The largest proportion (57 people) rated their involvement in discussions as a '10'. However, 24 people rated their involvement as '0', or 'very dissatisfied'. The average rating was 6.4.

**Figure 7: Satisfaction with your involvement in discussions about the social care/family support provided**

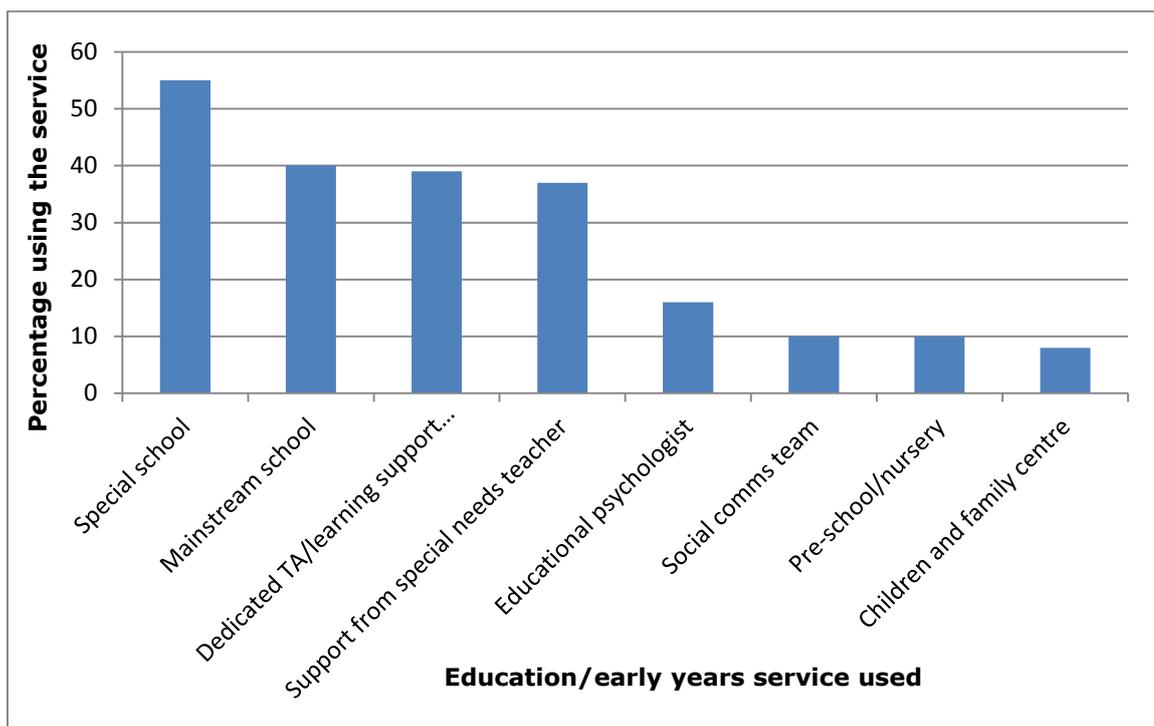


## Education/Early Years Services

### Education/early years services used in the past 12 months

Parents/carers were asked to choose from a list the education/early years services that their child had used in the past 12 months. The main education/early years services that parents/carers said their child had used was a special school (55%) and/or mainstream school (40%). This was followed by dedicated teaching assistant/learning support assistant (39%) and support from a special needs teacher (37%). Table 5 lists other education/early years services that were used.

**Figure 8: Main education/early years services used**



**Table 5: Education/early years services used**

Education/early years services used	Number	Percentage
Special school	306	55%
Mainstream school	222	40%
Dedicated TA/learning support assistant	219	39%
Support from special needs teacher	206	37%
Educational psychologist	91	16%
Social communications team	58	10%
Pre-school/nursery	55	10%
Children and family centre	47	8%
Sensory support team	41	7%
Careers advice	23	4%

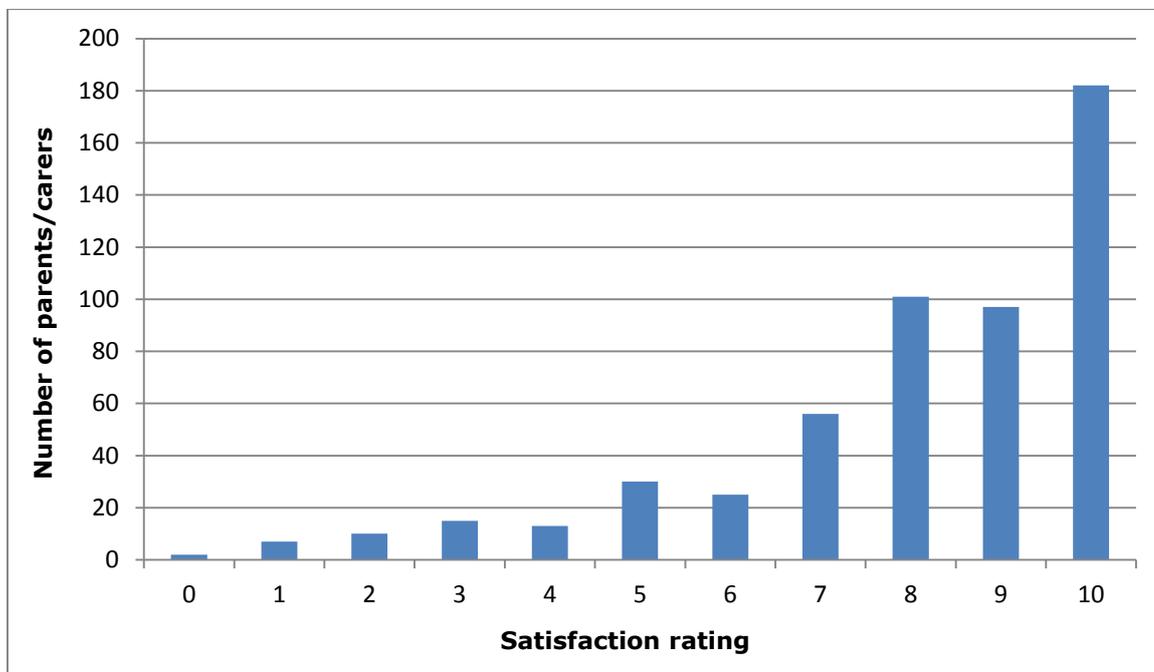
Further education college	21	4%
Portage/home teaching	17	3%

**Satisfaction with the education/early years services your child has received in the past 12 months**

Parents/carers were asked to rate on a scale of 0-10 how satisfied they were with the education and early years services they received in the past 12 months (where '0' is very dissatisfied and '10' is very satisfied).

Of the 538 people who responded to this question the highest proportion (182 people) rated the services they received as a '10'. The average rating was 8.0.

**Figure 9: Satisfaction with the education/early years services your child has received in the past 12 months**

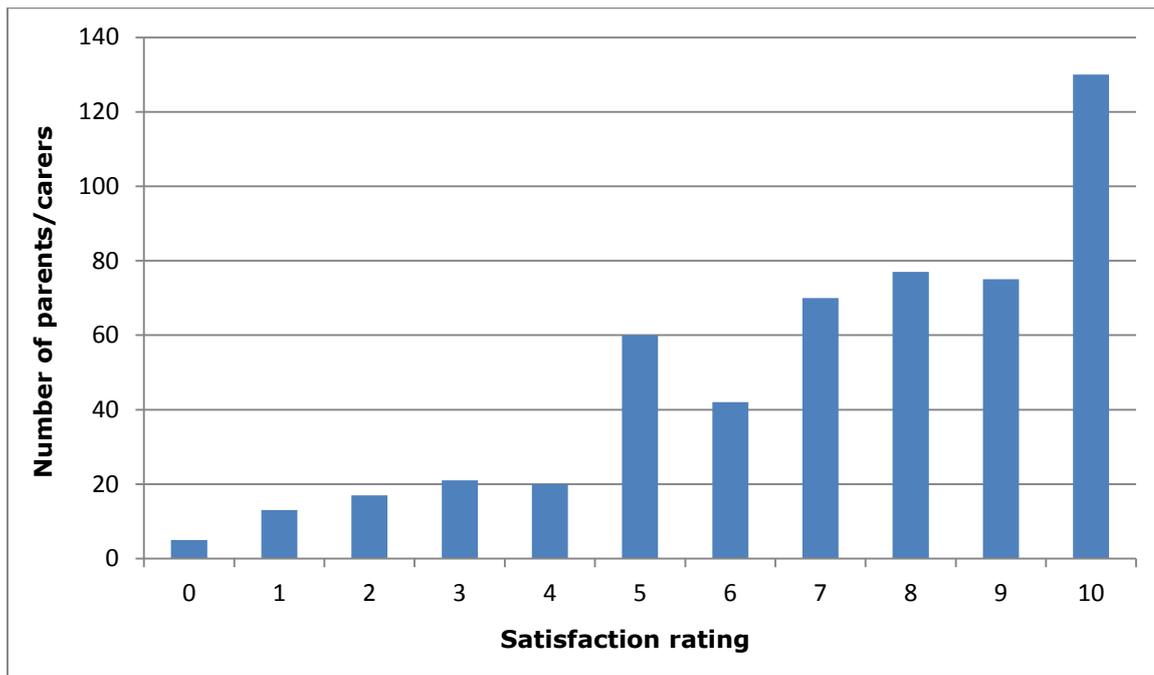


**Parents/carers' rating of the information received in the past 12 months about the education/early years services available (both written and verbal)**

Parents/carers were asked how they rated the information they received about education/early years services in the past 12 months on a scale of 0-10 (where '0' is very unclear/unhelpful and '10' is very clear/helpful).

Of 531 people who responded to this question most rated the information they received as very clear/very helpful. The largest proportion (182 people) rated the information as a '10'. The average rating was 7.4.

**Figure 10: Parents/carers' rating of the information received in the last 12 months about the education/early years services available (both written and verbal)**

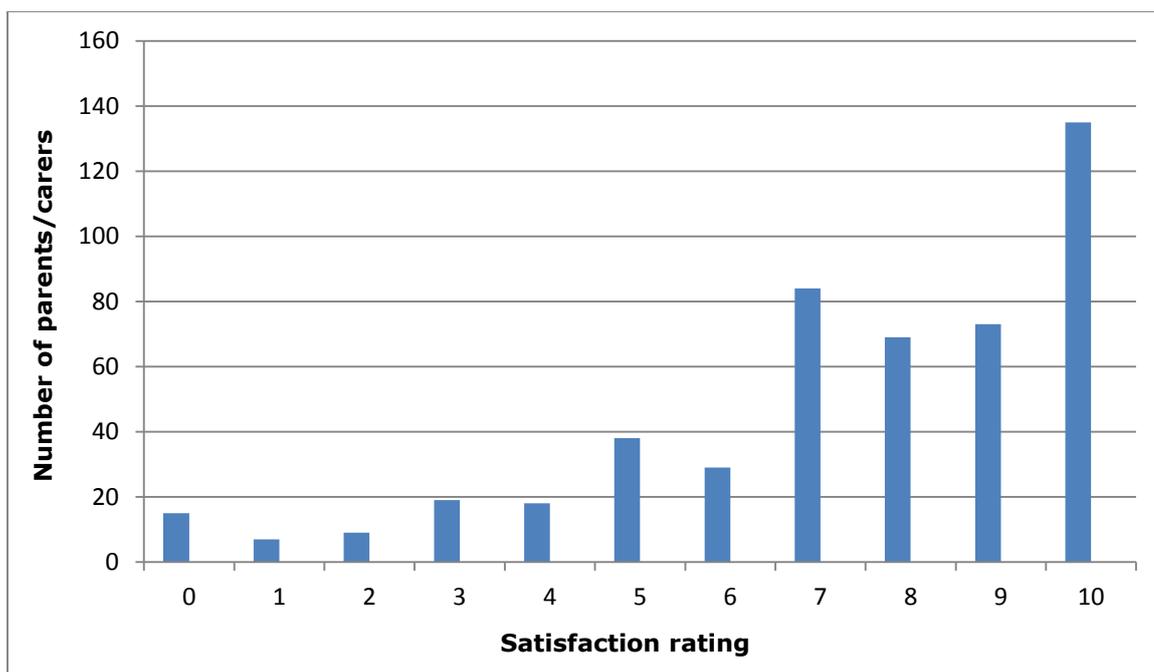


## Planning for Change

### Parent/carers' satisfaction with their involvement in planning for any changes in their children's lives

Parents/carers reported a high level of satisfaction with their involvement in planning for any changes in their children's lives (such as change of school, moving house, changes in health, etc.). The largest proportion rated their satisfaction at '10', while the average level of satisfaction was 7.4.

**Figure 11: Parent/carers' satisfaction with their involvement in planning for any changes in their children's lives**



**Parent/carers' satisfaction with *their child's* involvement in planning for any changes in their children's lives**

Of the 443 parents/carers who answered this question most were very satisfied with their child's involvement in planning for any changes in their children's lives. The largest proportion (89) rated their satisfaction at '10'. The average rating was 6.8.

**Figure 12: Parent/carers' satisfaction with their child's involvement in planning for any changes in their children's lives**

