

Hampshire Parent/Carer Network Parental Survey 2015

Review of survey findings “You said; We did”

This survey was developed by HPCN in partnership with colleagues within Hampshire County Council and Parent Voice. It was in a survey monkey format. It was sent to over 400 people on the HPCN database, and shared through the Parent Voice weekly newsletter to over 2,000 recipients. Social media was also used to promote participation in the survey.

113 responses were received, a significant reduction on the 470 received the previous year. HPCN recognise that this is a low level of response and that this cannot necessarily be seen as giving a full picture of county wide experiences. The results are therefore indicative and may need to be followed up with focus groups or telephone research to assess if the responses are reflective of the wider experience.

It should be noted that the child/children of 49% of respondents had an autistic spectrum condition.

Overall there were four key themes arising from the survey:

1. Lack of understanding of what an EHCP is and the process involved
2. Communications and involvement with parents throughout the EHC assessment and plan process
3. Time delays outside of legal deadlines
4. Publicity of support services (Impartial Information, Advice and Support and the Local Offer).

The responses to these areas are shown below.

You said	We did
<p>Lack of understanding of what an EHCP is and the process involved</p> <p>43% (of 30 responses) felt the information received from SEN was unclear (1 or 2 scores)</p> <p>63% of respondents (19 people) said the process was explained to them at the beginning</p>	<p>There are two key aspects we are addressing here:</p> <ol style="list-style-type: none"> Reviewing the information on the Local Offer and SEN Hantsweb pages with Hampshire Parent/Carer Network to ensure it is simple, clear and in plain English A number of queries related to not understanding how everything fitted in to the overall EHCP process. There is a flow chart on the Local Offer that is taken from the Code of Practice. http://www.hantslocaloffer.info/en/SEN_support_-_Education_Health_Care_(EHC)_Assessments <p>However, we will develop a simpler flow chart, showing the sequence of events in the process including timescales, with the Hampshire Parent/Carer Network (HPCN) and put this on the Local Offer and send it out to families at the start of the process. This should help guide families and manage expectations. This will go-live along with the EHC Hub developments outlined below in April 2017.</p>
<p>Communications and involvement with parents throughout the EHC assessment and plan process</p> <p>53% (of 30 responses) scored 1 or 2 being unhappy with the contact received from SEN</p> <p>55% (16 people) said their experience was very negative scoring their experience as 1</p> <p>Feedback centred around:</p> <ul style="list-style-type: none"> - Poor communication between agencies - Poor messages received from SEN 	<p>This is an area we are addressing with a big piece of work reviewing all our SEN Statutory Processes.</p> <p>We are developing an on-line digital solution that will really improve communications, make the whole process more modern, efficient and timely. This is called the “EHC Hub”. We are developing this with Open Objects.</p> <p>http://www.openobjects.com/care/ehcp/</p> <p>This work started August 2016 and the aim is that this will go live April 2017.</p> <p>It will enable parents/carers/young people will have a secure log-on and be able to:</p> <ul style="list-style-type: none"> • Track the progress within the EHC assessment and plan process (like an ‘Amazon’ parcel) • Input their documents directly in to the system • See where any delays are within the system are occurring • Add a “One page profile” for a child/young person to help support “Tell it Once” <p>All professionals involved with a child/young person will have secure access with a log-</p>

You said	We did
<ul style="list-style-type: none"> - Poor participation in the process - Not a lot different from statementing process 5/10 said it was the same. <p>62% (18) people said they were given sufficient time to contribute during the process</p> <p>85% felt their EHC assessment and plan process was not dealt with in a timely manner</p>	<p>on, input their reports directly on to the system and be able to view the other documents relating to that child/young person already uploaded, like the Our Story, My Views, One page profile.</p> <p>We are working with HPCN to help ensure this meets the needs of parents and carers, and also will be working with groups of young people.</p> <p>This all links to the information being collated within schools and colleges with the introduction of an SEN Support Agreement (From September 2016) to improve the evidence of the interventions the education setting has undertaken with your child/young person and the impact that has had using their available SEN funding. All settings should adopt a graduated approach with four stages of action: assess, plan, do and review (as set out within the SEND Code of Practice: 0-25 January 2015).</p> <p>This should also include evidence of an Education Psychologist being involved within this graduated approach. This helps to support the golden thread focussing on outcomes for each child/young person within the SEN graduated pathway from SEN Support to those with more complex needs with an EHCP.</p> <p>This new approach will also require a programme of workforce training, including further culture change training, to ensure they understand the new system and the desired way of working with the family at the heart of the process. This will be rolled out in early 2017.</p>
<p>Time delays outside of legal deadlines</p>	<p>The SEN service shares the concerns raised about the delays in completing the EHC assessments in the given timescale. However, we are determined to maintain the quality of the final EHCP and for the assessment to be a person centred process. It is anticipated that the new digital approach will enable the time scales to be met without compromising neither the quality of the plan nor the involvement of families (due to go-live April 2017).</p>

You said	We did
<p>Publicity of information, advice and support services (Impartial Information, Advice and Support, Independent Support, Support4SEND, Parent Voice and the Hampshire Local Offer)</p> <p>71% said they knew where to go in order to get impartial information, advice and/or support</p> <p>However parents were finding difficult to get through to Support4SEND and showed concern about their independence, but valued the service when they received it.</p> <p>Also parents/carers receive a lot of their information from other parents and this is an important network to build upon.</p>	<p>Family information advice and support services are well received when they are accessed and families know about the services. We have clarified how to access these services and this is set out below:</p> <p>Impartial Information Advice and Support (IIAS)</p> <p>The Impartial Information Advice and Support service in Hampshire is a collaboration of two established information and advice services Support4SEND and Parent Voice. There is a single information line (telephone number) to access the services.</p> <p>The IIAS Information Line is manned Monday to Friday from 9.00am to 5.00pm with an answerphone service outside of these times. Experienced staff will be able to respond to your query or signpost you to the most appropriate service. Tel: 0300 303 2677 or email us at iias@hantslocaloffer.info</p>  <p>Support4SEND has expertise and experience in Special Educational Needs and Disability relating to Education. To find out more about them click here, Tel: 01962 845870 or email enquiries.support4send@hants.gov.uk</p>  <p>Parent Voice has expertise and experience in Leisure, Social Care and Health To find out more about them click here, Tel: 0300 303 8603 or email parentvoice@roseroad.org.uk</p>

You said	We did
	<p>Independent support</p> <p>The Independent Support Programme has been commissioned by the Department for Education to provide additional support to help families. An Independent Supporter will give impartial support to families with children or young people who are being assessed for an Education Health and Care Plan (EHCP) or those transferring from a statement of Special Educational Needs to an EHCP. In Hampshire, Independent Support is available from Parent Voice and Support4SEND (formerly the Parent Partnership Service).</p> <p>Support is provided by telephone, group workshops or face to face meetings or a combination of all three. You will be given information about the service when there a decision to proceed with an EHC needs assessment, or when the transfer review process is started. You can contact the service directly and do not need to be referred. Further information is available on the Local Offer on the following link: http://www.hantslocaloffer.info/en/Independent_Support_Hampshire</p> <p>Hampshire Local Offer</p> <p>63% had heard of the “Local Offer” but only 49% knew what it was about. The focus on the Local Offer in its first year up to August 2015 was on improving the content prior to a large external publicity drive in September 2015. The delay in external publicity was to help ensure that families were able to find the information they wanted from much improved content, and help ensure it encouraged them to return to the webpages for information and advice for children and young people with SEND.</p> <p>We would still welcome feedback (there is a feedback button on the home page) on identified gaps in services on the local offer or as an article.</p> <p>The web pages can be found on the following link: www.hantslocaloffer.org</p> <p>49% had visited the Local Offer, with approximately half of these looking for something</p>

You said	We did
	<p>specific. Of this group, 70% said they had difficulty in finding what they were looking. Reasons for not finding information were: – too complicated, incomplete, difficult to use, did not include the information the parent was looking for (ie benefits etc.).</p> <p>We are exploring how people find information they want (navigation within the system) to see how this can be improved. Parent Voice and HPCN workers submit feedback on behalf of parents where appropriate. The Annual Report highlights the type of feedback received and the outcome of that feedback: https://www.hantslocaloffer.info/index.php?title=Feedback&pagename=Main_Page</p> <p>Parental network through Hampshire Parent/Carer Network (HPCN)</p> <p>Parental support networks are an important part of the processes.</p> <p>HPCN is an independent charitable organisation working across Hampshire. They support and train parent carer representatives to work alongside professionals who provide health, education and social services to children and young people in Hampshire with additional needs aged 0-25. We also participate in local, regional and national consultations on behalf of our families.</p> <p>The HPCN regional groups and talk together programme will significantly help develop larger networks in addition to parental networks within schools and local communities.</p> <p>HPCN say on the Local Offer: “Join HPCN for FREE and together we can use our collective voice to influence decisions about services and provisions, improve outcomes, and make a difference. Membership is open to all parent carers and professionals interested in supporting our work. We also welcome group affiliations. Contact us by phoning 01962 859849, email info@hpcn.org.uk, or find us on Facebook.”</p> <p>Further information about HPCN can be found on their web pages on the following link: http://www.hpcn.org.uk/default.aspx</p>