



Working towards a brighter future for Suffolk's children and young people

February 2023

Annual Survey Results 2023

We attach, along with this report, a copy of the anonymised results from the Annual Survey that Suffolk Parent Carer Forum produced earlier this year.

This survey comes on the back of the first Annual Survey SPCF conducted in January 22. The comparison scores (**previously...**) will be taken from this survey as respondents were asked to comment on the last 12 months.

The survey ran from: Monday 9th January 2023 – Monday 6th February 2023

We received a total of 114 responses, and these responses were used to make the following report. Some questions had multiple choices and parents were asked to 'click all that applied' which is why all the responses do not add up to 114. The percentage total may not always add up to 100 because the percentages were rounded to a whole number with no decimals.

The summary points taken from the results are as follows:

- Attempts to increase parent carer representation in the 0-4, 17-18 and 19-25 is required.
- Autistic Spectrum Disorder and Anxiety are the biggest difficulties our children and young people (CYP) are facing. With a noted large increase in Sensory Processing Difficulties, Speech Language and Communication Needs, Emotional/Mental Health Needs and Social, Emotional and Mental Health Needs.
- Mainstream settings hold the highest percentage of children with SEND in Suffolk.
- Of those that Home Educate either because they have deregistered their child or because they are not currently in Education, all 11 that responded stated that Home Educating was **not** a choice but a response to school system failure.
- Support within the classroom is the most required by our CYP with a high number also needed support during lunch and break times. **(Same)**
- There are a high number of children on part time timetables, this is the first time we have asked this question and will monitor going forward. CYP are frequently left out by peers and suffer from bullying. **(Same)**
- 74% of CYP have an EHCP in place and 11% of parent carers feel there is no need because they are supported within the setting **(previously 12%)**.
- 68% of our parent carers are happy with the EHCP plan in place for their children. However, 10% had to go through an escalation such as tribunal for this to happen **(previously 55%)**.
- 42% of CYP were involved in producing their EHCP when they were capable to do so **(previously 31%)**.
- Only 19% of CYP are receiving 'All' of the provision detailed on their EHCP **(previously 18%)** and 16% are receiving 'None' of it **(previously 16%)**.
- 55% of Annual reviews were not completed on time. **(New question)**

- 54% of Phase Transfers were not completed on time. **(New question)**
- 28% of parent carers felt that their setting did not meet their child's needs. 29% felt that they were met 'most of the time' with only 16% feeling that their needs were met 'all of the time' **(Reworded question)**
- 56% of parents were satisfied in some degree with the monitoring of their CYP's needs **(previously 55%)** and 34% are dissatisfied **(previously 31%)**.
- 27% of parent carers feel that communication between Education services and professionals work 'Extremely not well' together **(previously 27%)**.
- 62% of parent carers feel involved in setting education targets and outcomes for their CYP **(previously 61%)** and 28% feel not involved **(previously 31%)**.
- 57% of Education settings are not regarding mental illness in the same way as a physical illness when recording non-attendance. **(New question)**
- 31% of parents had seen a decline in education services and provisions over the last 12 months **(previously 26%)** with 24% having seen an improvement of some kind **(previously 18%)**.
- 72% of parent carers felt their transition/preparing for adulthood experiences had been poor or very poor **(previously 66%)**.
- 61% of parent carers were able to access health/medical professionals or services if needed **(previously 59%)**.
- 74% of health referrals were to the appropriate service.
- Of these, 65% were not seen in the maximum 18-week NHS timescale.
- When setting health targets and outcomes, 60% of parent carers felt extremely or somewhat involved **(previously 47%)**.
- 25% of parent carers feel that communication between Health services and professionals work 'Extremely not well' together **(previously 27%)**.
- 46% of parents were dissatisfied in some degree with the monitoring of their CYP's needs **(previously 37%)** and 36% are satisfied **(previously 34%)**.
- In the last 12 months, 33% of parent carers have seen a decline in Health Services and 19% of parent carers had seen an improvement in the medical services their CYP accesses **(previously 13%)**.
- 55 families received involvement from the Social Care team. 47% of them were dissatisfied with the service they received.
- 53% of families receive the Activities Unlimited Short Breaks offer **(previously 58%)**.
- When trying to find out information on services 53% of parent carers had some difficulties **(previously 44%)** whilst 29% were able to access easily **(previously 21%)**.

From the results we can see that the feedback we are receiving from parent carers is reflected in the statistics. The issues with EHCPs, phased transfers, and exclusions that are often raised with us have shown they remain an issue. There are still a lot of families who are experiencing great difficulties and for a lot of them, their experiences are deteriorating. Communication/involvement issues have also been raised with the forum and is reflected in both the education and health data. We express regularly that communication with parent carers is vital as well as channels to raise issues/concerns.

Initially, we were encouraged by the increase in the improvement score within Education services – from 18% to 24%, however, after looking at the reasons noted for the increase:

- "Actually getting some provision"
- "SES referral made"
- "Appointment of a SENCO"
- "Access to swimming after 6 years"
- "Different teacher who are making an effort to support"

It is saddening to see that just receiving the most basic, and lawful, provision is deemed as an improvement for our parent carers.

This is similar within the Health service, with improvements being noted as:

- Finally seeing a specialist after 2 years.
- Accepted by CAMHS after being rejected a year ago.
- Finally getting consistent care.
- Referred to the right hospital and doctor.

We want to ensure that **all** families have a great experience and that CYP are given the opportunity to thrive and reach their full potential. This is why the role of the parent carer forum is so vital. When families feed back their experiences, whether good or bad, we can use this feedback to coproduce services and strategies which will benefit all families, children and young people across Suffolk.

We would like to thank the parent carers who took the time to complete the survey, we know how precious your time is and we really appreciate you choosing to use your time to assist the forum.

Suffolk Parent Carer Forum Management Committee