

# Suffolk Parent Carer Forum 2024 Annual Survey Results



## Thank You From SPCF



We would like to sincerely thank everyone who took part in our Annual Survey this year.

## Overview

SPCF are the strategic co-production partner of the Local Authority and Integrated Care Board. We are a part of the Local Area Partnership in Suffolk. They oversee the commissioning of local education, social care and health provision for children and young people with SEND.

We conduct a survey every year to ensure we truly represent parents and carer voices and have their views at the heart of what we do. However, we welcome feedback at any time.

This year, we ran our Annual Survey from 14<sup>th</sup> May for 3 weeks to enable participants enough time to express their views and provide SPCF with a clear picture of how parents and carers were feeling about Education and Health services in Suffolk for their children and young people with SEND. We intend to use the findings of the survey to steer positive change with SEND & Mental Health Services in Suffolk.

In this report we will describe the results and findings of our survey.

# Participation Overview

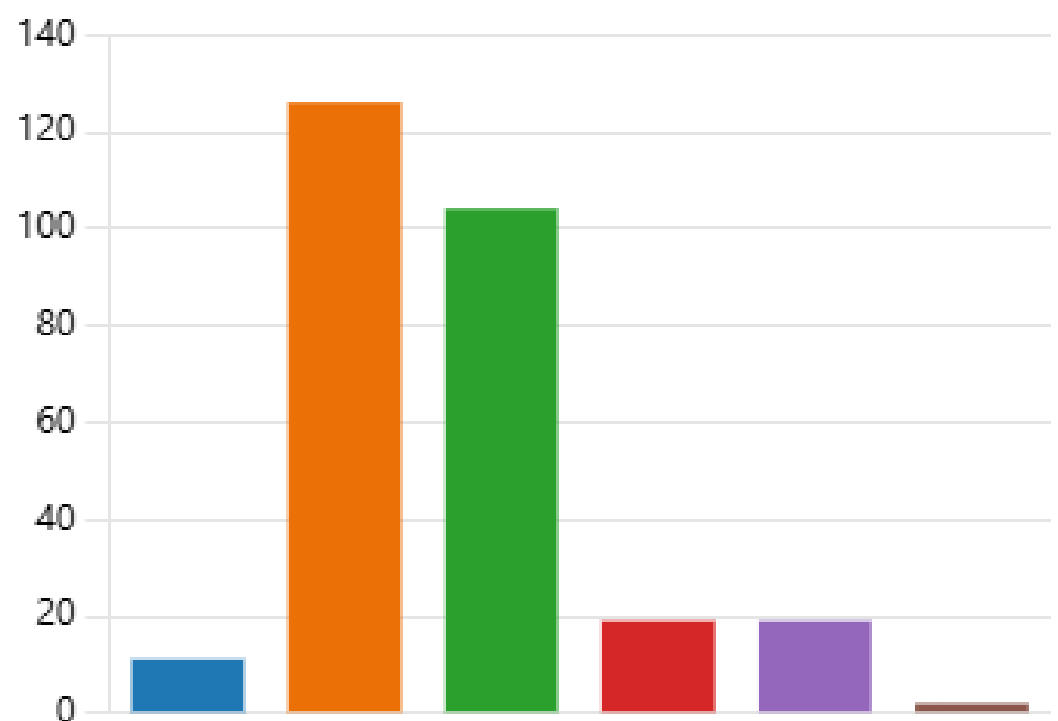
Suffolk Parent Carer Forum saw a **100%** increase in annual survey responses when compared to last year.

**38%** of participants took the time to provide additional comments about their experiences with SEND services in Suffolk.

This demonstrates that families are passionate about education and health services in Suffolk being improved for their children and young people.

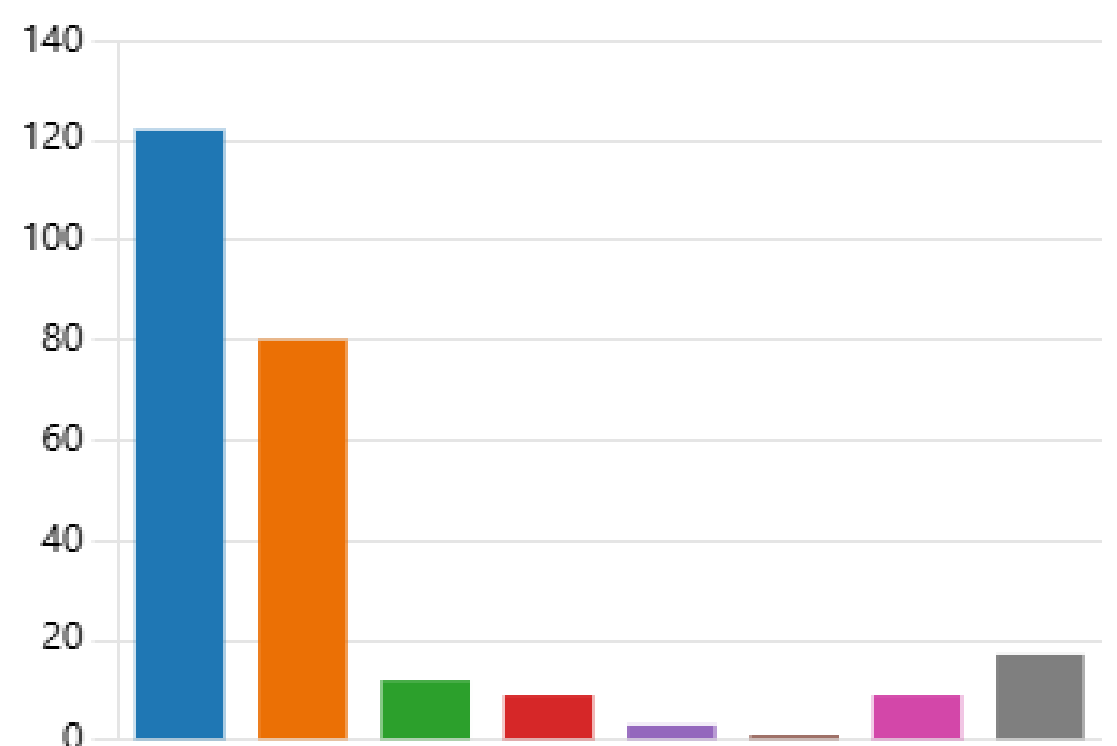
## Age Range of Children & Young People

0-4	11
5-11	126
12-16	104
17-18	19
19-25	19
Over 25	2



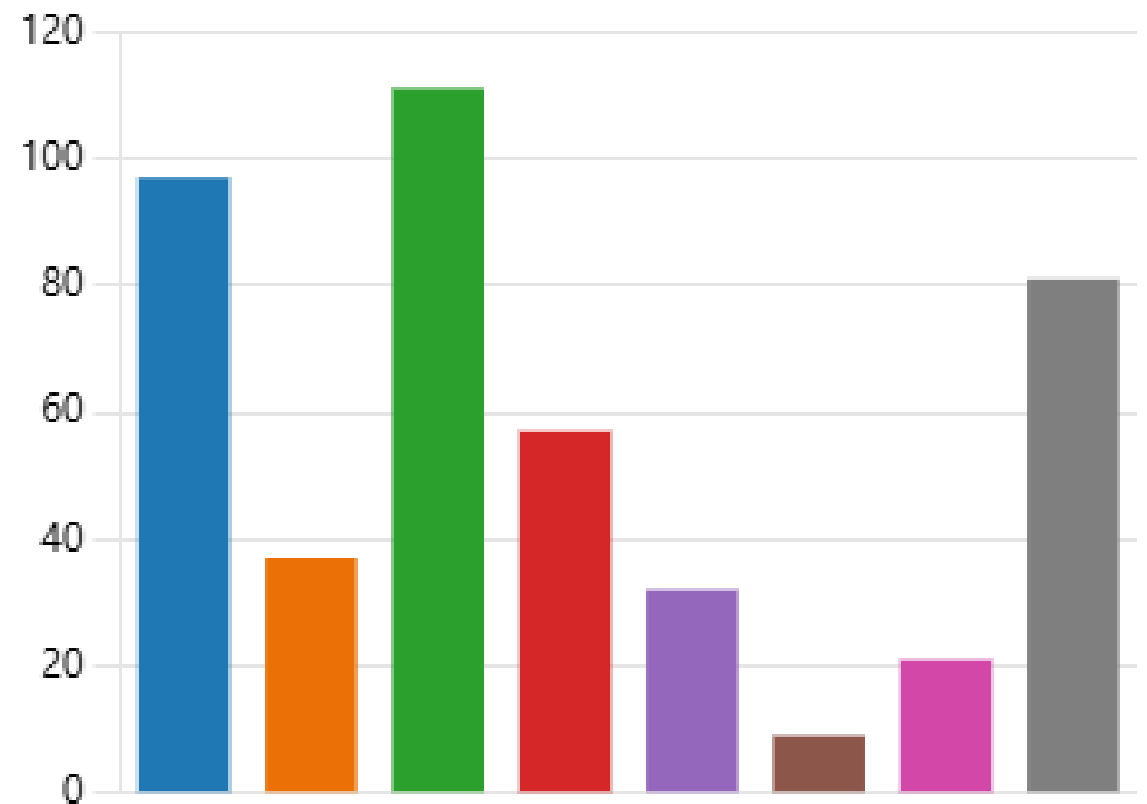
## Education Provision Accessed

Mainstream	122
Specialist	80
Alternative Provision	12
Not in Education	9
Home Educated	3
Independent School	1
EOTAS (Education Other Than In...	9
Other	17



# Experiences of Children and Young People

● Bullying from other children	97
● Bullying from staff	37
● Being left out by peers (e.g. not ...	111
● Detention/school sanction for a ...	57
● Fixed term exclusion	32
● Permanent exclusion	9
● Unlawful exclusion (e.g. child se...	21
● None of the above	81



## EHCP Stats

**66%** of respondents said that their child or young person either has or is awaiting a final draft of an EHCP.

**17%** of parent and carers said their child or young persons needs were being met without an EHCP.

**5%** said their young person was rejected for an EHCP.

**12%** said they were awaiting a decision on an EHCP.

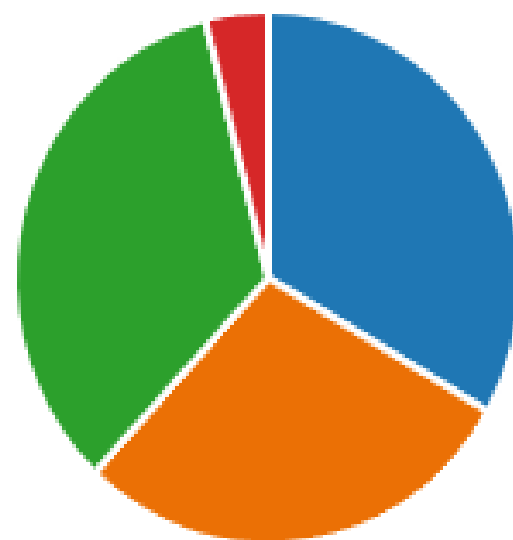
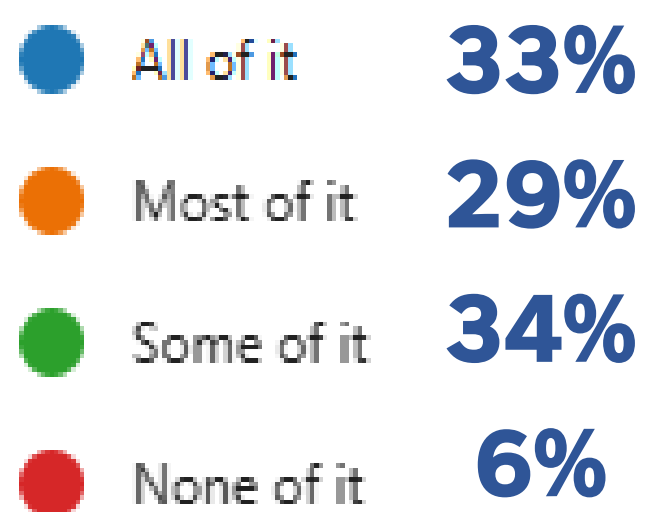
## EHCP Stats Cont.

**68%** of parents and carers said they were happy with their child or young persons EHCP. **32%** report they are unhappy.

**32%** said they weren't involved with co-producing their child or young persons EHCP.

When asked "If your child has an EHCP, has their annual review/transition/final draft been completed on time?" **42%** of parents and carers said no while **58%** said yes.

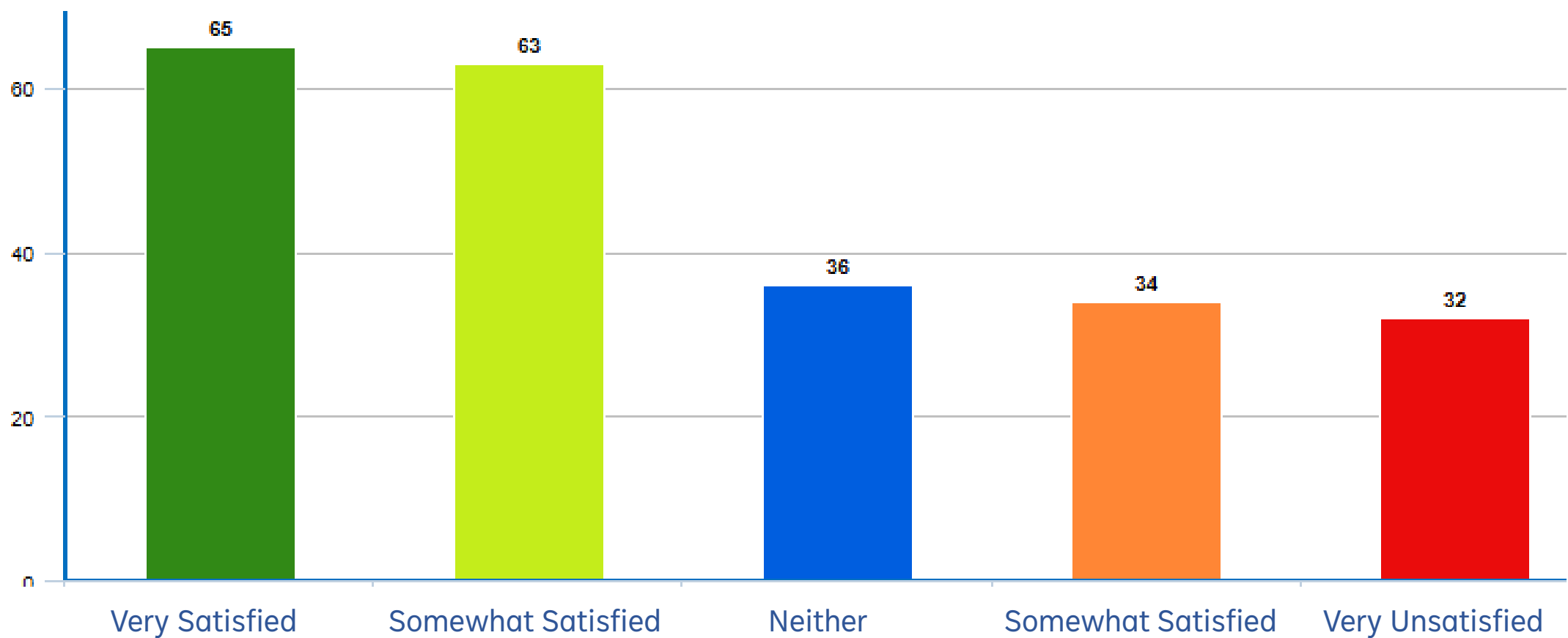
We asked parents and carers if they felt their child or young person is getting all the support/ provisions/ treatment that is detailed in their EHCP. Below is their response.



**43%** of parents and carers felt that their child or young persons educational needs are being met. **25%** said that their needs are not being met and **32%** said they are only partially being met.

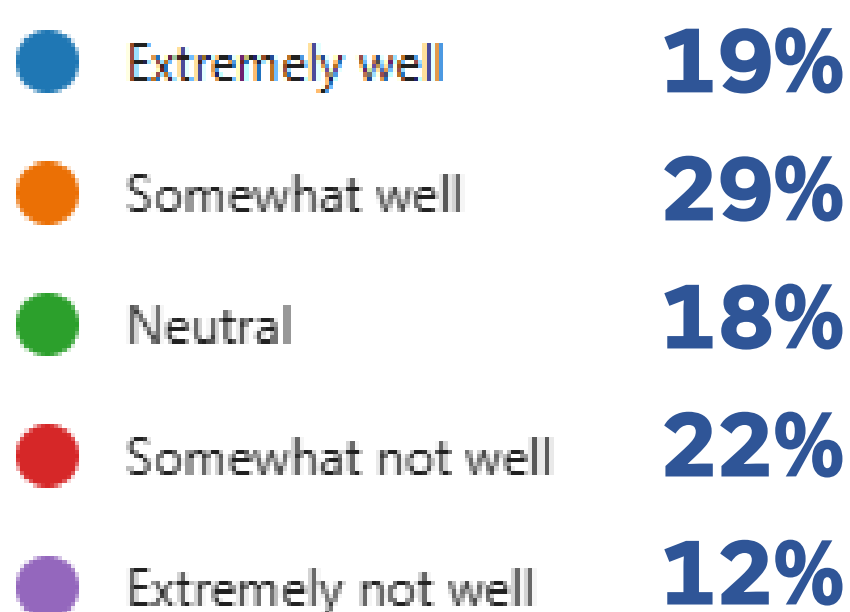
# Education

We asked parents and carers their satisfaction level with the on going monitoring of their child or young persons educational needs and found the following:



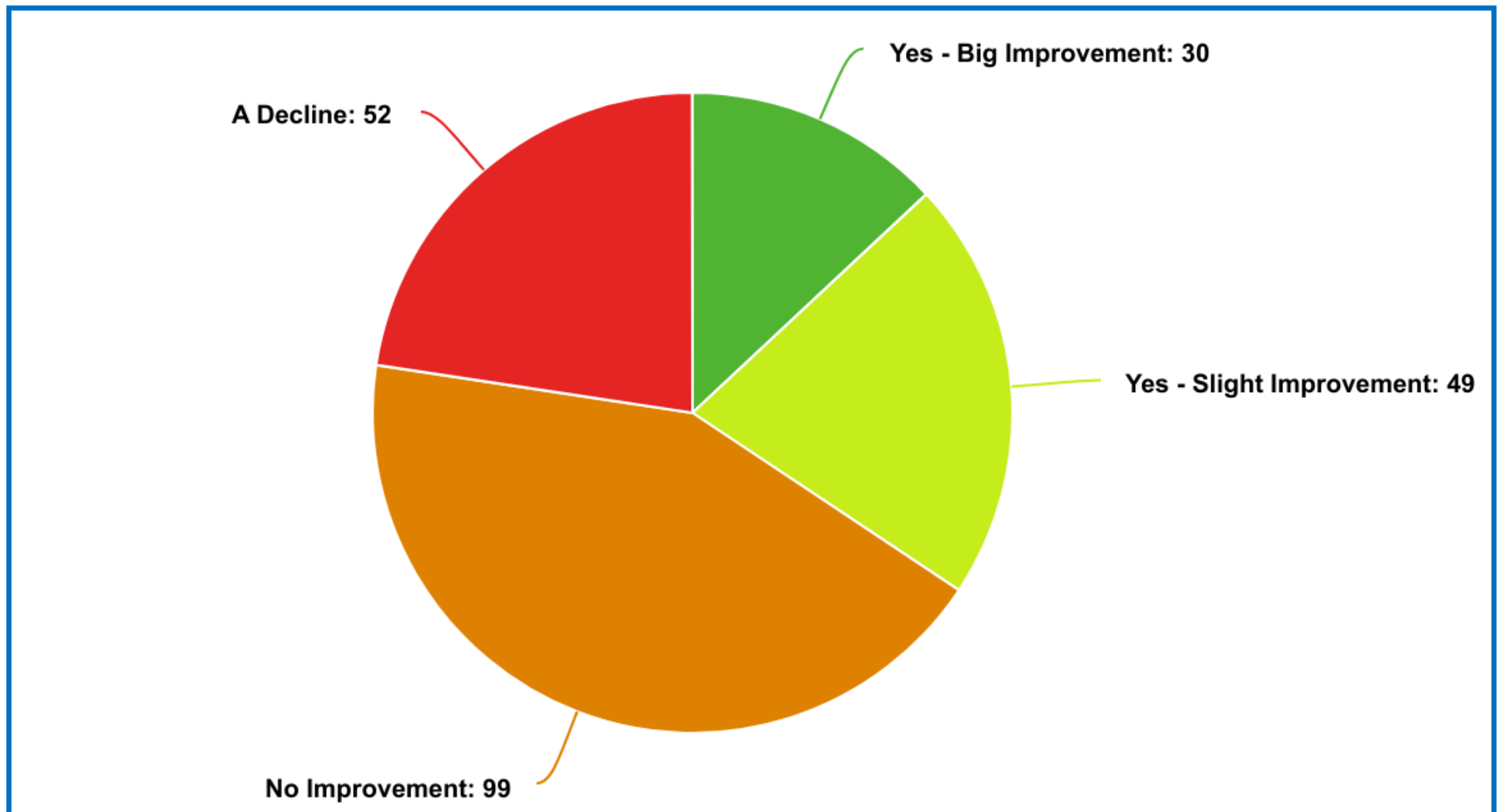
**39%** of parents and carers expressed they felt they had little to no involvement in setting their child or young persons educational targets.

We asked if parents and carers felt education providers and professional services work well together to support their child or young person and found the following results:

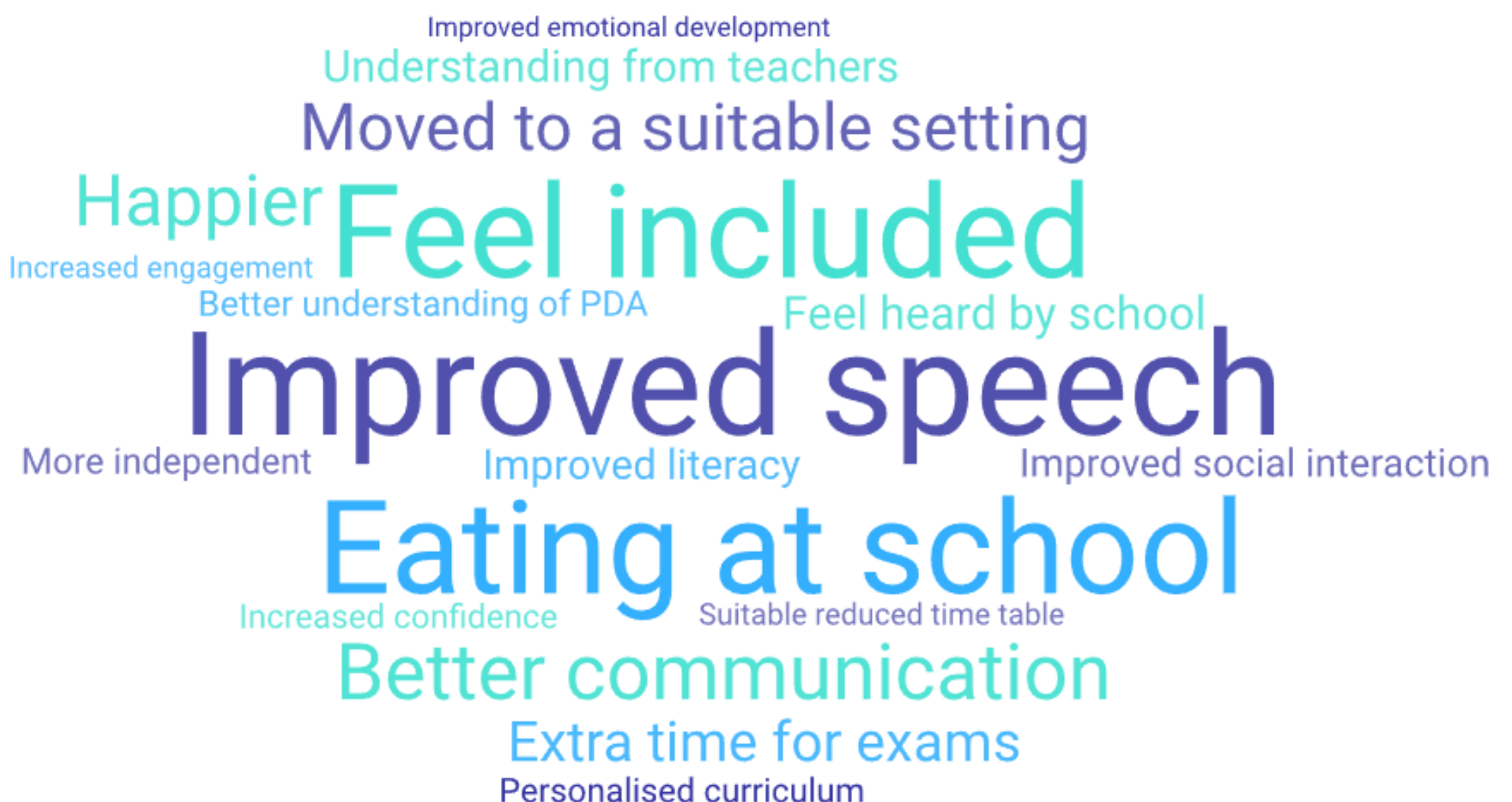


# Education Cont.

When asked if parents and carers felt they had seen any improvement in the educational services their child or young person received they said the following:



Here is where parents and carers say their children and young people have seen the improvement:



# Transition/ Preparing for Adulthood

We asked parents and carers with a young person aged 14-25 what they felt their experiences of educational/ post 16/ preparing for adulthood transition were.

Below is a comparison from 2023 to 2024.

**2023**

- Very good
- Good
- Average
- Poor
- Very poor

9  
18  
25  
10  
27



**2024**

- Very good
- Good
- Average
- Poor
- Very poor

4  
2  
10  
9  
22



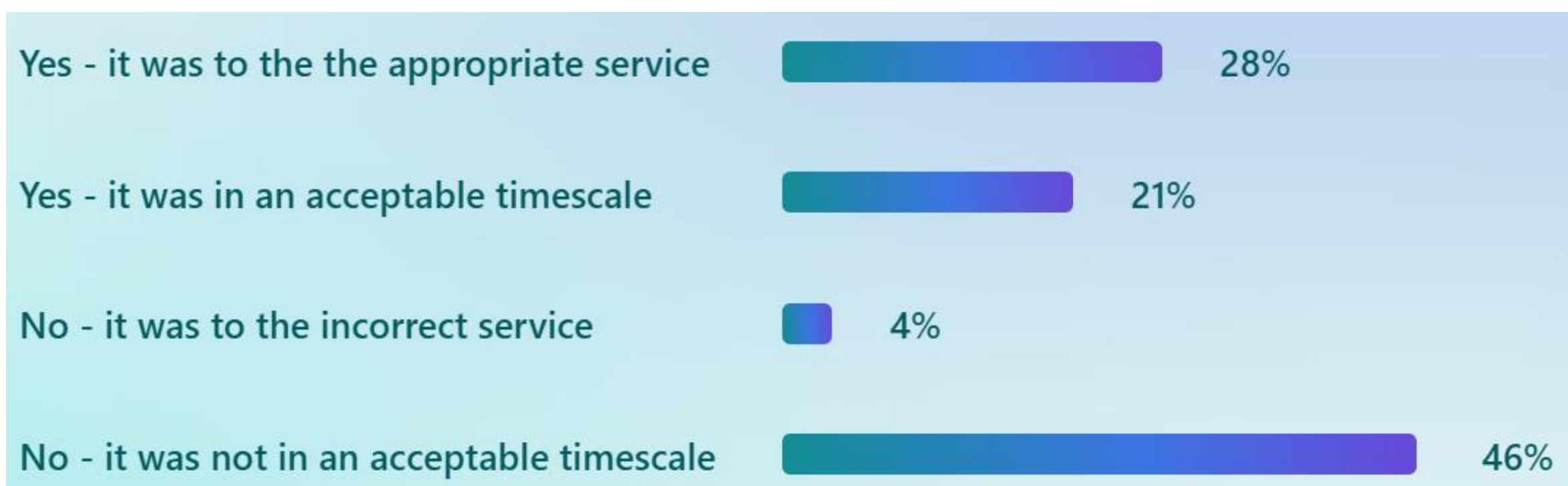
# Health Services

**42%** of parent carers said they have not been able to access health or medical professional services for their children and young people when they needed to.

We asked parents and carers if they have accessed health services for their children and young people, was it to the appropriate service and within an acceptable timescale. The results are below.



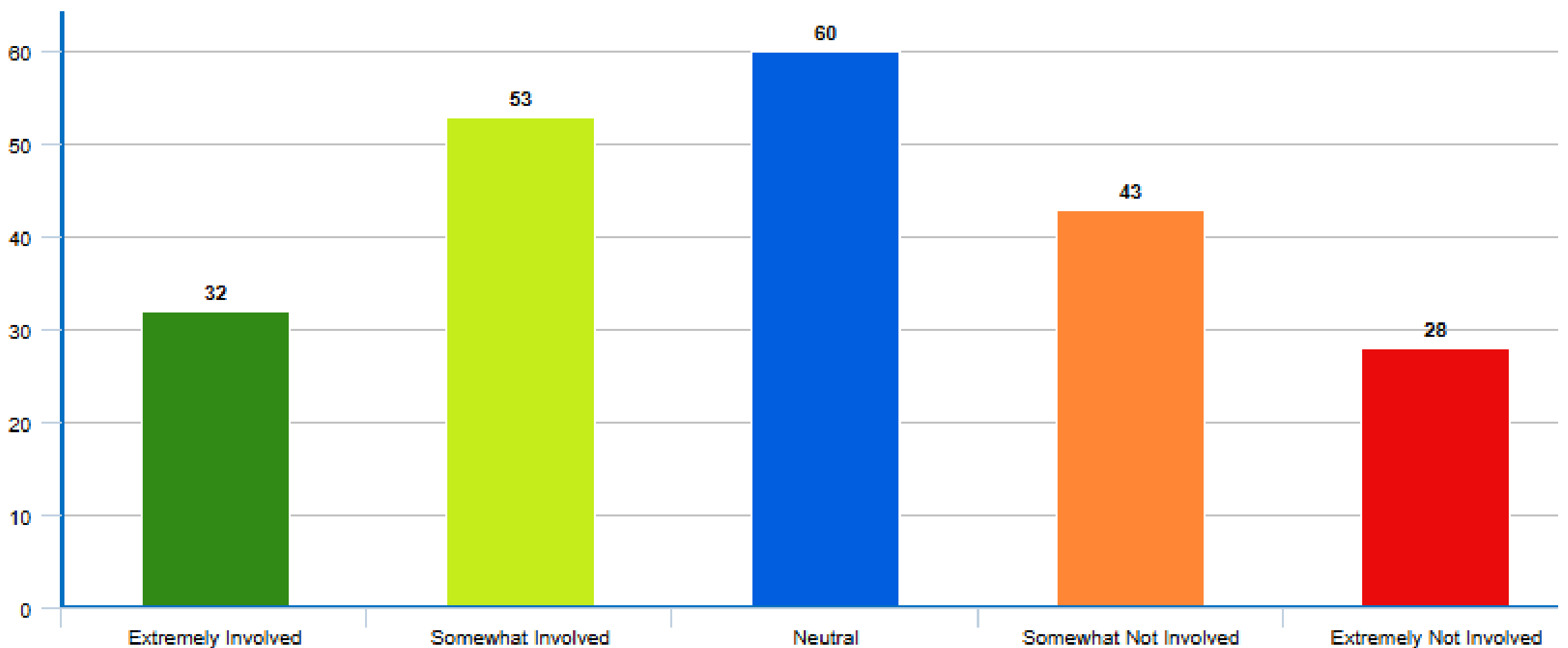
Here is the results to the same question from 2023:





# Health Services

We asked parents and carers how involved they felt setting health targets for their children and young people, the below is a breakdown of their responses.



**45%** said that they thought health services and professionals do not work together to support their child or young person and meet their needs.

When asked “How satisfied are you with the ongoing monitoring and assessment of your child or young person's needs by health professionals?” parents and carers said the below:

● Very satisfied	<b>15%</b>
● Somewhat satisfied	<b>24%</b>
● Neither satisfied nor dissatisfied	<b>22%</b>
● Somewhat dissatisfied	<b>26%</b>
● Very dissatisfied	<b>13%</b>



# Health Services Cont.

When asked if parents and carers had seen an improvement in medical services or provision that their child or young person accesses, **90%** said they had seen no improvement. **10%** said they had seen an improvement.

When comparing these results to 2023, SPCF found that **86%** of parent and carers said they have seen no improvement and **14%** had seen improvements.

Here is where parents and carers say their children and young people have seen the improvement:

More Face to Face appts

More reviews of medication

Closer monitoring of condition

**Able to access OT**

GP has a new Specialist Paediatric Nurse

Appointments come through faster

Better communication between school and medical team

Hospital staff more understanding

Professional manner

## **111 Symptom or Injury Feedback Summary**

The feedback provided by parents and carers gives a range of experiences with the 111 service, highlighting both positive and negative encounters. Some parents and carers mentioned instances of receiving good support, prompt responses, and effective assistance, while others expressed concerns regarding consistent directions to A&E or unhelpful interactions. It appears that the experiences with the 111 service exhibit significant variability.

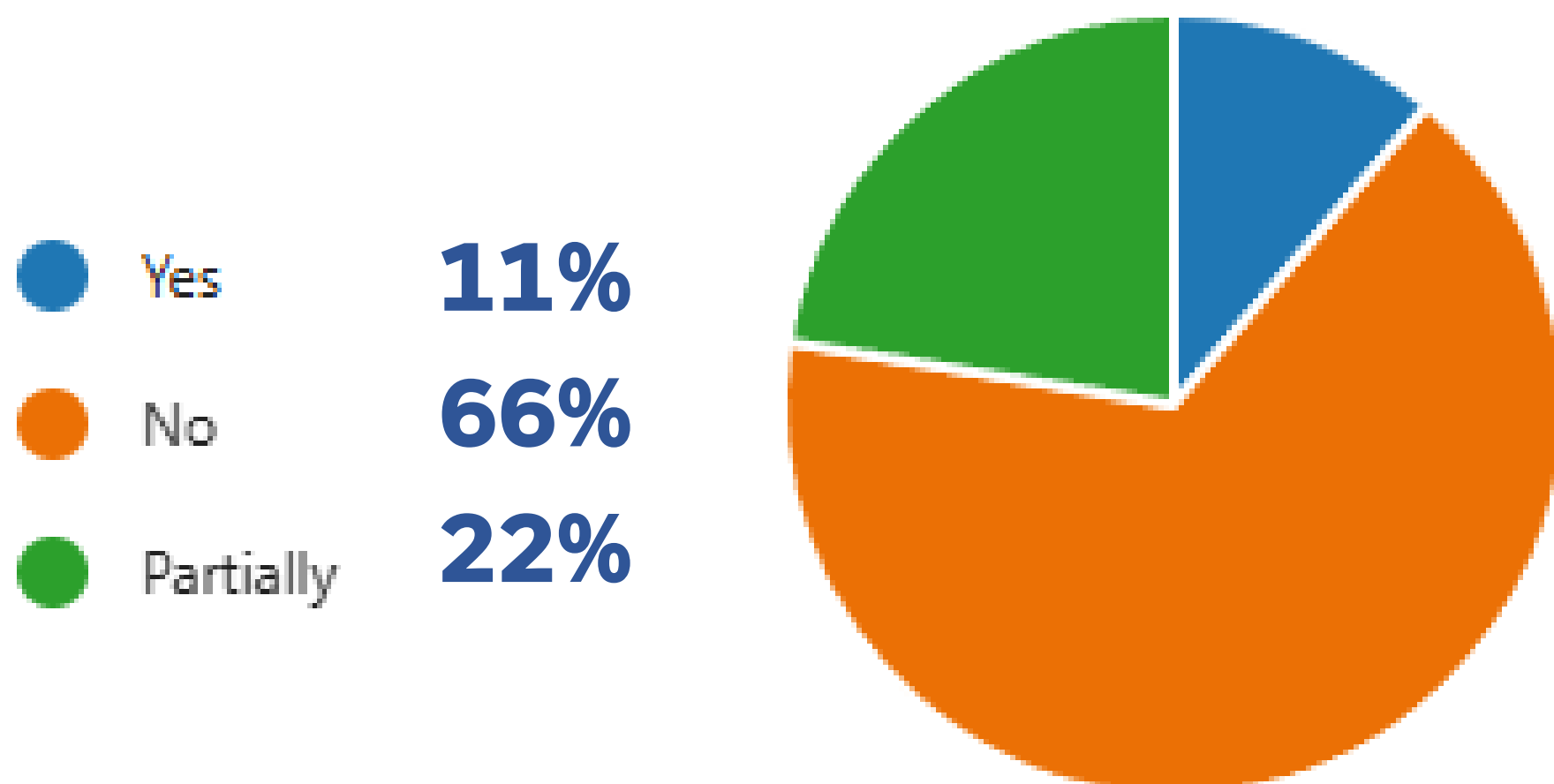
## **111 Mental Health Feedback Summary**

The responses express concerns about the quality of service provided. Some users mentioned encountering challenges such as lack of empathy, long wait times and unhelpful support. Individuals felt that the service did not adequately address their needs or provide appropriate support for their children. Additionally, there were mentions of the staff's perceived lack of training and empathy. There has also been reports of being denied help if the child or young person cannot verbally communicate themselves with the call handler. Overall, the responses indicate a notable level of dissatisfaction with the service experience.

# Services

**72%** of our parent and carer participants said that it was difficult to find out information about services available for themselves and their children and young people in Suffolk versus in 2023 when **67%** gave this response.

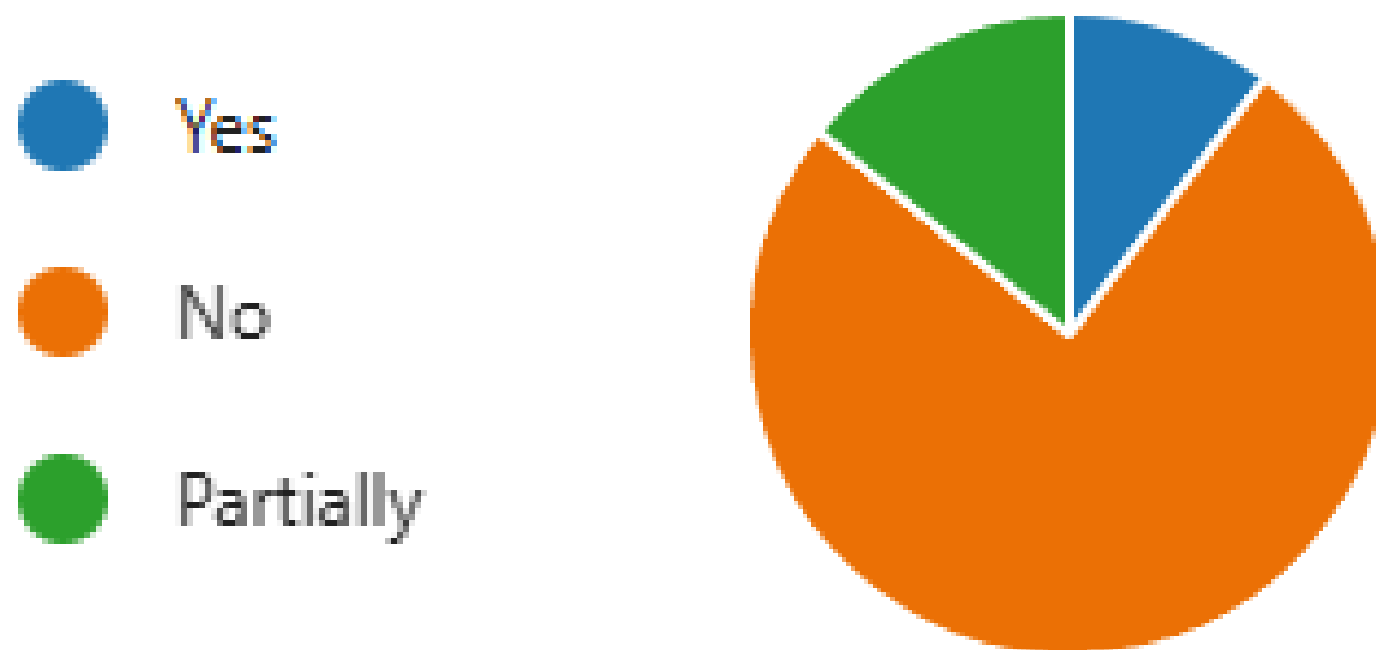
This year we added a new question to the survey. We asked Parent Carers if they thought the new Liquid Logic EHCP Portal was easy to use, below are their thoughts.



# Complaints

We asked parents and carers “If you have had to make a complaint about services in the last year, do you feel it was handled well and resolved?”

Yes: **11%** No: **80%** Partially: **15%**



We are unable to measure this question against any previous survey results as it is a new question for 2024.

We will ensure that it is included in our next survey to get an up to date understanding from parents and carers on their experiences with complaint handling.

# Parent Carer Feedback Summary

The complaints submitted to SPCF highlight a variety of issues with the educational and social care services. They include concerns about the failure to provide necessary support and services, delays in the EHCP process, lack of involvement from the local authority, and inadequate handling of cases. It's evident that families are facing significant challenges in accessing appropriate provisions for their children, and there are frustrations with the lack of resolution and support from the authorities specifically when dealing with complaints.

SPCF would like to highlight the value that participation in our Annual Survey provides and that the results and comments are individually read in order to feedback, challenge and co-produce with education and health services in Suffolk for our children and young people with SEND.



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

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