

# Annual Parent Carer Survey for September 2021 – July 2022



East Riding of Yorkshire Council and its partners would welcome the views of parents and carers who have accessed Special Educational Needs and Disabilities (SEND) services for their children and young people aged 0-25 who have an East Riding address. Please complete a separate survey for each child or young person you have with SEND. Your answers should reflect experiences you have had over the last 12 months only.

The survey focuses on services for education, health, social care and the voluntary sector and has been developed in partnership with colleagues from these services, including the East Yorkshire Parent Carer Forum (EYPCF).

To ensure we continue to take into consideration the views of parents and carers, this survey will be carried out every year.

For a chance of winning either a 1x£50 Amazon voucher or one of 5x£20 amazon vouchers please complete the survey by the 30 September 2022 and you will be entered into our prize draw!

A winner will be picked at random and contacted by email or telephone before the 31 October 2022 to confirm their prize. To enter, you will need to provide either an email address or telephone number so that we can contact you about the prize if you are successful. All personal details will be destroyed after the prize winners have been contacted.

The survey should take about 10-15 minutes to complete, depending on the number of services you have accessed. You can skip any of the questions, should you wish Further Information

This survey can be made available in other languages or formats if required. To request another format, please contact us at:

#### Adele Simpson -

SEND Communication and Partnerships Manager: adele.simpson@eastriding.gov.uk Telephone: 01482 394000

If you require support in completing this survey please contact adele.simpson@eastriding.gov.uk or admin@EYPC.co.uk

#### **Data Protection**

The information you provide in this consultation will be anonymous and kept confidential by East Riding of Yorkshire Council in accordance with the Data Protection Act 2018.

To see the privacy notice related to consultation please see the consultation privacy notice.

The Council uses SmartSurvey's software to create and administer the majority of its surveys. All survey responses are managed through SmartSurvey sub-processors, where data is stored securely by robust security features. Data held on the SmartSurvey platform will be retained for up to 6 weeks following the end of the consultation.

Details of SmartSurvey's own privacy policy can be found on their website: hiips://www.smartsurvey.co.uk/privacy-policy

### 2. Education

Wha	at type of education does your child/young person receive?
	Mainstream
	Specialist
	EHE
	EOTAS
	Flexi Schooling
	Enhanced Resource Provision
	Not at statutory school age/pre nursery
Plea	se select which stage of setting they attend.
	Nursery
	Primary
	Secondary
	Post 16
	Post 19
ls yo	our child/young person on a:
	Supported internship
	Apprenticeship
	None of the above

Other (please spe	ecify):					
Would your young per Training)?  Yes No	erson be describ	ed as NEE	T (Not in Educat	ion Employme	ent or	
Please select which,	if any, of the foll	owing sup	port your child/y	oung person	receives:	
Under assessme	nt for an EHCP					
EHCP						
SEN support						
None						
Support), were you in the very start?  Yes No N/A  Please rate how far y					rided from	
•			Neither agree		Strongly	
I have been consulted	Strongly agree	Agree	nor disagree	Disagree	disagree	
at every stage of the						
Do you feel that your child/young person's education meets their needs?						
Yes						
No						
What could we do to	improve this?					

Has your child/young person ever receiv	ed a fixed	term or p	permanent	exclusion?	?	
Yes						
No						
Have you received a letter from the scho	ol followin	g every e	exclusion?			
Yes						
No						
□ N/A						
Have you ever been asked to collect you	r child fror	n their se	etting durin	g the scho	ool day?	
Yes						
No						
Is your child/young person on a reintegr	ation timet	able?				
Yes						
No						
□ N/A						
Please rate how far you agree or disagre	e with the	following	j statement	s:		
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
My child/young person has been bullied by another child/young person as a result of their SEND						
My child/young person has been bullied by a member of staff as a result of their SEND?						
In your opinion, has your child/young person been discriminated against in their educational setting?						
Yes						
No						

Please describe how your child/young person has been discriminated against

Do you believe they were discriminated against because of their SEND or not?
Yes
□ No
Unsure
If yes, please expand
y co, pisaco sapana
Are you aware of the complaint route regarding your child/young person's educational setting?
Yes
□ No
Does your child/young person receive any of the following support?
Before school
At lunch time
At break time
At after school clubs
☐ In class
On school trips
None of the above
Do you know the name of your child/young person's SENCo?
Yes
□ No
Do you know who your child/young person's main/first point of contact is in the Local Authority?
Yes
□ No

	Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied Dis	Very satisfied	I/A
Into nursery						
Nursery to primary						
Primary to secondary						
Secondary to post 16						
Post 16 to post 19						
Post 19 onwards						
Has your child/young	g person rec	eived any s	support rega	rding Preparati	on for Adulth	ood?
Yes	g person rec	eived any s	support rega	rding Preparati	on for Adulth	ood?
Yes No How would you rate	your experie	ence regard				
Yes	your experie	ence regard Neither	ling the suppose			in
Yes No How would you rate their Preparation for	your experie Adulthood?	ence regard Neither	ling the supp	oort your child h	nas received i	in

## 15. Experience of the EHCP process

Who made the referral request for the EHC needs assessment?
Yourself/child/young person
Educational setting
Other professional

Do you understand what the graduated response is?						
Yes						
No						
How satisfied, or not, were you with the successful implementation of the graduated						
response as part of t						
Very satisfied	Satisfied	Neither sati	1 )1000	ntisfied Ve	ery dissatisfied	
		nor dissatis	sfied			
Was your first reque	st for an EHC ne	eds assessr	ment successf	ul?		
Yes						
No						
When was the EHCP	agreed?					
Following the firs	t assessment					
Following a subs	equent assessme	ent				
How would you rate areas?	your experience	of the EHCI	P process with	in the followi	ng service	
			Neither		\	
	Very satisfied	Satisfied	satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	
School/setting						
SENDART						
SENDIASS						
0 - 25 SEND Team						
Any additional comme	nts?					

If you received an EHCP for your child/young person, did you receive it within the statutory timeframe of 20 weeks?

Yes No					
Was your child/young person's this has occurred within the las		view of the	first EHCP he	eld within 10	months (if
Yes					
No					
Unsure					
If applicable, was your child/yo months?	ung persons	s subseque	ent EHCP rev	iews held wi	thin 12
Yes					
No					
Unsure					
□ N/A					
How did you rate the quality of	communica	tion regard		al review pro	ocess?
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Communication from local					
authority Communication from Educational settings					
Luucational Settings					
Please tell us how we could imp	orove the co	mmunicati	on.		
How do you rate your overall ex	perience of	the Annua	I Review pro	cess where I	relevant?
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Experience of the annual review from local authority					
Experience of the annual review from Educational settings					

Please tell us how we could improve the experience of the annual review

		سندان ماد میداند.	. ofo ob !!al/.		ICD2
now satisfied ar	e you, or not,	with the quality	of your child/y	oung persons El	ICP?
Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	N/A
Any other comme	ents?				
Please tell us ho	w we could in	nprove the qual	ity of the EHCP	support.	
Are you aware o	of the disagree	ement resolution	n service?		
Yes					
No					
Have you ever u	sed mediation	n services to he	lp resolve a pro	blem?	
Yes					
No					
INO					
Did you find it be	eneficial or n	ot?			
	J				
Yes					
☐ No					
Have you neede	d to take any	matters to tribu	nal?		
Yes					
☐ No					

Were you successful, or not?

Yes		
No		
Have you contacted SENDIASS for an or the process?	y reason concerning your child/y	young person EHCP
Yes		
No		
25. Health		
Does your child/young person have a	medical diagnosis?	
Yes		
No		
Did you feel supported through the pr	ocess of diagnosis?	
Yes		
No		
Do you feel that the healthcare profes	sionals understood the needs of	your:
	Yes	No
Child/young person		
Yourself		
Please comment on the understanding of	f your child's needs	
Which health services are involved wi (please tick all that apply)	th your child/young person in ad	ldition to a GP?
School nurse/health visitor		
Adults Learning Disability Team		
Children's Learning Disability Team	l	
Paediatrician		
SaLT		

Occupational Thei Physio Audiology Opthamology Specialist consulta Specialist nurse Specialist dentist Sensory and phys CAMHS/mental er Orthotics Other (please spe	ant ical disability motional wel		oort			
How satisfied, or not,	are you wit	h the servi	ce you receiv	ve in each o	f the followin	g areas?
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Audiology						
CAMHS/mental emotional wellbeing support						
Learning Disability Team						
Occupational Therapy						
Ophthalmology						
Orthotics						
Paediatrician						
Physio						
SaLT						
School nurse/health visitor						
Sensory and physical disability team						
Specialist consultant						
Specialist dentist						
Specialist nurse						
Is your child/young pe	erson on a	waiting list	for any asse	ssments?		

☐ No			
If yes, specify which w	aiting list.		
Has your child/young	g person been assessed fo	or a wheelchair or specialist	equipment?
Yes			
No			
Please specify			
How satisfied, or not	, are you with the service	you receive in each of the fo	llowing areas?
	Very satisfied Satisfied	Neither satisfied nor Dissatisfied dissatisfied	d Very dissatisfied
Wheelchair			
Specialist equipment			
Have you privately fu wheelchairs?	inded or accessed a grant	for any specialist equipmen	it or
Privately Funded	Yes	No	
Grant			
If yes, please specify			
During your wait time	es, did you feel supported	, or not, by your Healthcare	Professional?
Extremely support	rted		
Very supported			
Somewhat suppo	orted		
Not so supported			
Not at all support	ed		

## 29. Social Care

In the last year, have you contacted social care for support?
☐ Yes ☐ No
Did this result in assessment for support?
Yes
☐ No
Do you feel the assessment identified your family's needs?
Yes
☐ No
Did the assessment recommend support that would meet those needs?
Yes
☐ No
Does your child/young person have a social worker?
Yes
☐ No
How often do you receive communication from your social worker?
On a regular basis
When information needs to be shared with me
Never
Do you receive a social care package for your child/young person?
Yes
☐ No

Do you feel the social care package is adequate, or not?

Yes					
No					
If no, why not?					
Do you receive regul	lar respite?				
Yes					
☐ No					
35. Home Li	fe				
If available, would yo home, with any of th (Please select all tha	e following?	upport manaç	ging your chil	ld/young perso	n's needs at
Your child/young	person's behavio	our			
ASC/ASD					
Health needs					
Medical needs					
Sleep routine					
Mental health (e.	g. anxiety, eating	disorders, se	f harm)		
Learning difficulti	es				
Physical difficultion	es				
Language difficul	Ities				
Sensory difficultie	es				
Other (please sp	ecify):				
How has having a ch	nild/young perso	on with SEND	impacted you	ur home life?	
	Very positively	Positively	Neutral	Negatively	Very negatively
Relationships					
Siblings					
Personal life					
Work					

	Very positively	Positively	Neutral	Negatively	Very negatively
Emotional well being					
Sleep					
Relaxation					
Exercise					
If you have other ch (Please tick all that a		s having a bro	other or siste	with SEND aff	ect them?
They miss out on a	attention				
They are actively in	nvolved in caring				
They have been be	ullied				
They can't have fri	ends over				
They miss out on o	clubs and activitie	s (e.g. Scouts	, sports clubs)		
They miss out on f	amily activities				
Their sleep is disru	ıpted				
It has negatively a	ffected their ment	al health or er	notional wellbe	eing	
It has positively aff	ected their menta	al health or em	otional wellbe	ing	
It has negatively a	ffected their achie	evement at sch	nool		
It has positively aff	ected their achiev	ement at sch	ool		
It has made them	more considerate	/patient/under	standing		
They feel resentful	towards their dis	abled sibling			
They are warm and	d caring towards	their disabled	sibling		
Educated them in	SEND				
Given them respon	nsibilities				
Has had positive in	mpact				

They are supportive toward their disabled sibling	
It hasn't really affected them	
Other (please specify):	

## 37. Support

37. Support
Is there any training that would help you manage with the demands of caring for your child? (Please tick anything you would be interested in)
Understanding disability benefits and form completion
Understanding Mental Capacity Act
Understanding your rights as a carer
Understanding the SEN system
Managing Direct Payments and employing & training Personal Assistants
Making a will and setting up trusts
Managing the transition to post-16 education / adult services
Assertiveness/communication training
Supporting your own emotional wellbeing / mental health
Looking after your relationships (e.g. with partner, other children)
Understanding your child's condition
Managing challenging behaviour
Lifting and handling
Supporting speech and language development
Supporting your child's emotional wellbeing / mental health

Helping your child with sleep
Helping your child with toilet training
Helping your child with eating/feeding issues
Helping your child with sensory issues
Helping your child be safe in traffic
Making your home safe for your child
Support with cognition and learning needs
Strategies to support a child with autism spectrum condition
De-escalation strategies
I don't need any additional support
Other (please specify):
38. Communication
38. Communication  Do you know where to find information regarding support and services for child/young
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?  Yes
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?  Yes No  Where do you mostly gain information from regarding SEND information, advice and
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?  Yes No  Where do you mostly gain information from regarding SEND information, advice and support?
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?  Yes No  Where do you mostly gain information from regarding SEND information, advice and support?  Local Authority Officers - SENDART
38. Communication  Do you know where to find information regarding support and services for child/young person with SEND and their families?  Yes No  Where do you mostly gain information from regarding SEND information, advice and support?  Local Authority Officers - SENDART  Local Authority Officers - 0 - 25 SEND Team

EYPCF						
Internet						
Educational setting	website					
Other support group						
Other (please speci	fy):					
How often do you con	sult the Lo	cal Offer fo	or information	1?		
Never						
As necessary						
Daily						
Weekly						
How satisfied, or not, (If you would like to si email!)	-	_		, please co	onsider sendir	
Local Offer Look Ahead Bulletin Look Ahead Service Look Ahead Newsletter Other, please specify	Very satisfied	Satisfied	satisfied nor dissatisfied	Dissatisfied	dissatisfied	
Look Ahead Bulletin Look Ahead Service Look Ahead Newsletter		Satisfied	satisfied nor	Dissatisfied		
Look Ahead Bulletin Look Ahead Service Look Ahead Newsletter	satisfied		satisfied nor	Dissatisfied		
Look Ahead Bulletin  Look Ahead Service  Look Ahead  Newsletter  Other, please specify	satisfied		satisfied nor dissatisfied	Dissatisfied		

Speech and language difficulties
Specific Learning Difficulties (Dyslexia, Dyscalculia, Dyspraxia)
Moderate Learning Difficulties
Severe Learning Difficulties
Profound and Multiple Learning Difficulties
Visual Impairment
Hearing Impairment
Physical Needs
Other (please specify):
Do they have any other identified need?
Yes
No
Unsure
Other (please specify):
What, if any, other identified needs does your child/young person have? (Please tick all that apply)
Autistic Spectrum Condition
Speech and language difficulties
Specific Learning Difficulties (Dyslexia, Dyscalculia, Dyspraxia)
Moderate Learning Difficulties
Severe Learning Difficulties
Profound and Multiple Learning Difficulties
Hearing Impairment
Hearing Impairment  Physical Needs  Other (please specify):

Have you sought any private assessments for your child young person (health, ASD, EP etc?)
Yes
□ No
If yes, please specify
42. Travel to school
How does your child/young person get to their setting?
School bus
LA transport (e.g. taxi)
Walk
Taken by family
Taken by family with a personal travel budget
Other (please specify):
How long is your child/young person's trip to their education setting?
0-15 mins
15-30mins
30-45mins
45-60mins
60-75 mins
75mins+
If appropriate, has your child/young person received travel training in the last year?
Yes
□ No

Would your child be	nefit from tra	vel training	g to aid the	ir independer	nce?	
Yes No						
43. Local Au	ıthority	Servio	ces			
How satisfied, or not for each separate se		n the quali	ty and effec	ctiveness of t	he suppo	rt you receive
	Very satisfied	Satisfied	Neither satisfied no dissatisfied	or Dissatisfied	Very dissatisfie	ed N/A
0 – 25 SEND Team						
BST						
EP services						
Futures +						
HI						
SAPTS						
SENDART						
SENDIASS						
VI						
Youth Offending Team						
Has your child/young	g person tran	sitioned ir	nto Adult Se	ervices?		
Yes						
No						
How supported have	you felt with	this trans	sition into a	dult services	?	
Extremely supported	Very supporte	n	mewhat oported	Not so suppo	orted	Not at all supported

# 46. Comments, compliments & complaints

Do you know how to make a comment, compliment or complaint regarding the services you receive?
Yes
□ No
Have you ever done so?
Yes
□ No
Which did you make?
Comment
Compliment
Complaint
48. Complaint
What level was your complaint?
Stage 1
Stage 1 Stage 2
Stage 2
Stage 2 Local Government Ombudsman  Do you have any other comments you would like us to know about regarding any of the

## 50. Personal Details of Child

Please complete a separate questionnaire for each of your children with SEN/D.

If your child/young person has any siblings, how many also have SEND?

	1
	2
	3
	4
	5+
	N/A
How	does your child/young person communicate?
	Verbal
	Non-verbal
Wha	t is your child/young persons first language?
	Arabic
$\overline{\Box}$	Bengali
	BSL
	Bulgarian
	Cantonese
	Dutch
	English
	Farsi
	French
	German
	Hungarian Kurdish
	Latvian
	Lithuanian
	Norwegian
	Polish
	Portuguese
	Romanian
	Russian
	Spanish
	Swedish

	Tigrinya
	Turkish
$\overline{\Box}$	Ukrainian
$\overline{\Box}$	Vietnamese
$\overline{\Box}$	Other (please specify):
Wha	t kind of non-verbal communication does your child/young person use?
	Makaton
	BSL
	PECS
	Sign supported English
	None
	Other (please specify):
<b>55</b>	
Are	. Parenting Situation
Are	. Parenting Situation  you a: ase tick all that apply)
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer Adoptive parent
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer  Adoptive parent  Foster carer
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer Adoptive parent Foster carer A young carer
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer Adoptive parent Foster carer A young carer A sibling
Are	Parenting Situation  you a: ase tick all that apply)  Single parent carer Adoptive parent Foster carer A young carer
Are (Ple	Parenting Situation  you a: ase tick all that apply)  Single parent carer Adoptive parent Foster carer A young carer A sibling
Are (Ple	Parenting Situation  you a: ase tick all that apply)  Single parent carer  Adoptive parent  Foster carer  A young carer  A sibling  A family member (extended)
Are (Ple	Parenting Situation  you a: ase tick all that apply)  Single parent carer  Adoptive parent  Foster carer  A young carer  A sibling  A family member (extended)  you a member of the East Yorkshire Parent Carer Forum?

Are you a member of other support groups or charities such as: Hull and District Cerebral Palsy Society Unique Friends Special Stars Downright Special Castaway Theatre Group FIG (Families In Goole) Aim Higher Empowerment for Parents

Yes	
☐ No	
If yes, please specify:	
Are you a member of any national or local charities which provide support for you child/young person?	
Yes	
☐ No	
If yes, please specify:	
If you could make 3 changes regarding any education, health or care services you would like to see improved or changed what would they be?	
ge	
1	
Chan	
ge   2	_
ge	
3	
Would you like to be contacted by a local authority officer or EYPCF member as a result of completing this survey?	
Yes	
☐ No	
Please input the first 5 digits of your postcode:	
Who would you like to be contacted by?	
Local authority officer	
EYPCF member	

which are most (If you don't wis	the most suitable means of communication including days and times convenient. sh to enter your contact details but wish to contact the Local Authority lele.simpson@eastriding.gov.uk)
Name:	
Telephone:	
E-mail:	
Preferred days / times:	
The information to monitor the fa personal information producing equality You do not have	us to know whether we are supporting or providing services fairly to all groups of questions are intended to help us to find out about that.  you give us will be kept confidentially and stored securely and will only be used irness and effectiveness of our service delivery and employment practices. No ation which can identify you, such as your name or address, will be used in
Are you:	
Male	
Female	
Non-binary	
Prefer not t	•
Other (plea	se specify):
Do you:	
Consider m	yself to be trans
Do not cons	sider myself to be trans
Prefer not t	o say
Please indicate  Under 18 years	your age group: ears

	18 to 24 years
	25 to 44 years
Ä	45 to 64 years
Ä	65 to 74 years
	75 to 84 years
	85 years or over
	Prefer not to say
Whi	ch ethnic group do you consider you belong to?
	White (inc. Gypsy/Irish Traveller/Roma)
	Black/African/Caribbean/Black British
	Asian/Asian British
	Mixed/multiple ethnic groups
	Prefer not to say
	Other ethnic group (please specify):
You	you consider yourself to have a disability? If so, please indicate the type of disability Iness you have.  may tick more than one:
You	Iness you have.
You	Iness you have. may tick more than one:
You	Iness you have.  may tick more than one:  No disability
You	Iness you have.  may tick more than one:  No disability  Physical disability including mobility issues  Sensory impairment (visual)  Sensory impairment (hearing)  Mental Health condition for example depression, anxiety disorders, bi-polar or schizophrenia  Long-standing health condition for example cancer, diabetes chronic heart disease, epilepsy, ME, long-covid
You	Iness you have.  may tick more than one:  No disability  Physical disability including mobility issues  Sensory impairment (visual)  Sensory impairment (hearing)  Mental Health condition for example depression, anxiety disorders, bi-polar or schizophrenia  Long-standing health condition for example cancer, diabetes chronic heart disease, epilepsy, ME, long-covid  Neurological conditions for example dementia, Parkinson's disease, motor neurone disease
You	Iness you have.  may tick more than one:  No disability  Physical disability including mobility issues  Sensory impairment (visual)  Sensory impairment (hearing)  Mental Health condition for example depression, anxiety disorders, bi-polar or schizophrenia  Long-standing health condition for example cancer, diabetes chronic heart disease, epilepsy, ME, long-covid  Neurological conditions for example dementia, Parkinson's disease, motor neurone disease  Neurodiversity for example dyslexia, dyspraxia, ADHD or autism
You	Iness you have.  may tick more than one:  No disability  Physical disability including mobility issues  Sensory impairment (visual)  Sensory impairment (hearing)  Mental Health condition for example depression, anxiety disorders, bi-polar or schizophrenia  Long-standing health condition for example cancer, diabetes chronic heart disease, epilepsy, ME, long-covid  Neurological conditions for example dementia, Parkinson's disease, motor neurone disease
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You	Iness you have.  may tick more than one:  No disability  Physical disability including mobility issues  Sensory impairment (visual)  Sensory impairment (hearing)  Mental Health condition for example depression, anxiety disorders, bi-polar or schizophrenia  Long-standing health condition for example cancer, diabetes chronic heart disease, epilepsy, ME, long-covid  Neurological conditions for example dementia, Parkinson's disease, motor neurone disease  Neurodiversity for example dyslexia, dyspraxia, ADHD or autism  Genetic disorder for example Down's syndrome, Huntington's disease, cystic fibrosis, muscular dystrophy