

SEND Parent & Carer Survey 2018-20: Analysis of quantitative responses

November 2018, June 2019, December 2019 and July 2020 surveys
August 2020

Key findings

- Findings from the latest survey suggest that average satisfaction levels with the SEND service are improving across a range of measures, driven by a lower proportion of respondents that appear to be actively dissatisfied with their experience. This is true for parental experience of the EHC plan assessment process and overall experience of SENAR.
- The latest survey saw continued improvement in respondents' perception of how well partners are communicating with each other, with a lower proportion of respondents stating that partners are communicating adequately with each other 'rarely' or 'not at all' (37%) compared to previous surveys (43-71%).
- During the Covid-19 lockdown period, results suggest that respondents had mixed experiences of the support and communication provided by the SEND service. Just over half of respondents were not actively dissatisfied with the communication and level of support for their child during the Covid-19 lockdown period. Most respondents said they knew who to contact if they had any queries or concerns. Just over half of respondents felt more could have been done to ensure their child received the support they needed.
- When asked how long they had waited for a therapy appointment, 40-57% of respondents had had a long wait of 30+ weeks: similar to the level seen in the original November 2018 survey (39-61%), and a worsening picture compared to the June 2019 (30-55%) and December 2019 (28-49%) surveys. The longer wait times are likely to be associated with the redeployment of Birmingham Community Healthcare therapy professionals during to the height of the COVID-19 pandemic.
- 78% of respondents stated they did not feel supported by services while waiting for a therapy appointment, suggesting significant room for improvement in this area remains.
- Results of the latest survey suggest a continued reduction in the amount of occasions that respondents are having to repeat their child's story. Average rating for respondents' experience of telling their child's story remains middling (3.2 out of 5).
- The proportion of respondents reporting no challenges with their child's EHC plan continued to increase in the most recent survey (62%) compared to previous surveys (35-52%).
- The proportion of respondents that had raised a concern about a part of the SEND service (34%) was less than that seen in previous surveys (42-71%). Similar to previous years, the majority of respondents that had raised a concern did not feel it had been effectively resolved (71%), suggesting room for improvement in this area of the service.

- In common with previous surveys, the majority of respondents had not been invited to a parent consultation (64%).
- Only a quarter of respondents had visited the local offer website (26%): a reduction compared to previous surveys (28-58%). Of those respondents that had visited the website, more reported finding it somewhat/very/extremely useful.
- There was low awareness of the Birmingham Parent Carer Forum (37%).

Introduction

As part of the ongoing work to improve SEND services in Birmingham following the SEND Inspection carried out in June 2018, there is a commitment from the SEND Partnership to conduct regular Parent and Carer surveys. The first of these took place in November 2018 (291 respondents), the second took place in June 2019 (142 responses), the third took place in December 2019 (392 responses), the most recent took place in July 2020 (183 responses). This report summarises the quantitative findings from the surveys, comparing the results across time for those baseline questions which have remained constant across all three surveys (see [Appendix 1](#) for the list of baseline questions). Subsequent reports are planned which will analyse the results of the latest survey in more detail.

Context

As of July 2019, 50% of the English local authority SEND services that Ofsted and the Care Quality Commission (CQC) have inspected were assessed as underperforming¹, suggesting an endemic problem across many statutory SEND services, including Birmingham. Ofsted and CQC found Birmingham's service to have 'significant weaknesses' including, for example, 'a lack of strategic and coordinated leadership', issues with the service provided by the city council's special educational needs assessment and review (SENAR), and relatively poor outcomes for SEND children and young people in terms of academic progress and employment².

¹ National Audit Office (2019) Support for children with special educational needs and disabilities in England

² Ofsted / CQC (2018) Letter to Colin Diamond CBE, Director of Children's Services at Birmingham City Council

As part of their investigation into SEND services in England, National Audit Office (2019) gathered feedback from parents and carers who tended to be dissatisfied with the support their child was receiving; more specifically, respondents pointed to the following issues:

- difficulties in getting a place in the school that parents considered most suited to meeting their child's need;
- difficulties in getting local authorities to assess children for education, health and care plans (EHC plans), or their refusal to provide an EHC plan;
- concerns that mainstream schools were not meeting pupils' needs or were unable to cope with children's behaviour³.

The report also found an increase in the number of appeals/tribunals against local authority decisions since 2014/15⁴.

Method

The online SEND parent/carer survey was open for responses for a month, between 1 July – 27th July 2020. The link to the survey was circulated widely across various networks, including for example:

- The Birmingham Parent & Carer Forum
- Birmingham & Solihull Clinical Commissioning Group internal newsletter
- Birmingham City Council Education Directorate – all staff
- Birmingham Children's Trust - disabilities team, family support and social work teams
- All Birmingham schools (via schools' newsletters)
- Birmingham Education Partnership
- Birmingham Forward Steps

³ National Audit Office (2019) Support for children with special educational needs and disabilities in England, p.39

⁴ National Audit Office (2019) Support for children with special educational needs and disabilities in England, p.40

The number of repeat respondents that have completed the survey on more than one occasion over time is unknown but it is assumed that some respondents have completed the survey on multiple occasions over time. For this reason, the results of each survey have been analysed and presented separately (as opposed to amalgamated).

A note on the representativeness of the data

As respondents were self-selecting, and not drawn randomly from the overall population of parents and carers, the findings of this report should be treated as a useful insight into some people's experience of the system, as opposed to a representative account.

Findings

Respondent profile

As demonstrated in figure 1 and table 1 below, the majority of respondents have completed the survey in their capacity as a parent/carer across all surveys. In the July 2020 survey, parents/carers accounted for a larger proportion of respondents (100%) compared with the December 2019 (97%), June 2019 (91%) and November 2018 (78%) surveys.

Parents/carers accounted for a larger % of respondents in the July 2020 survey compared with previous years

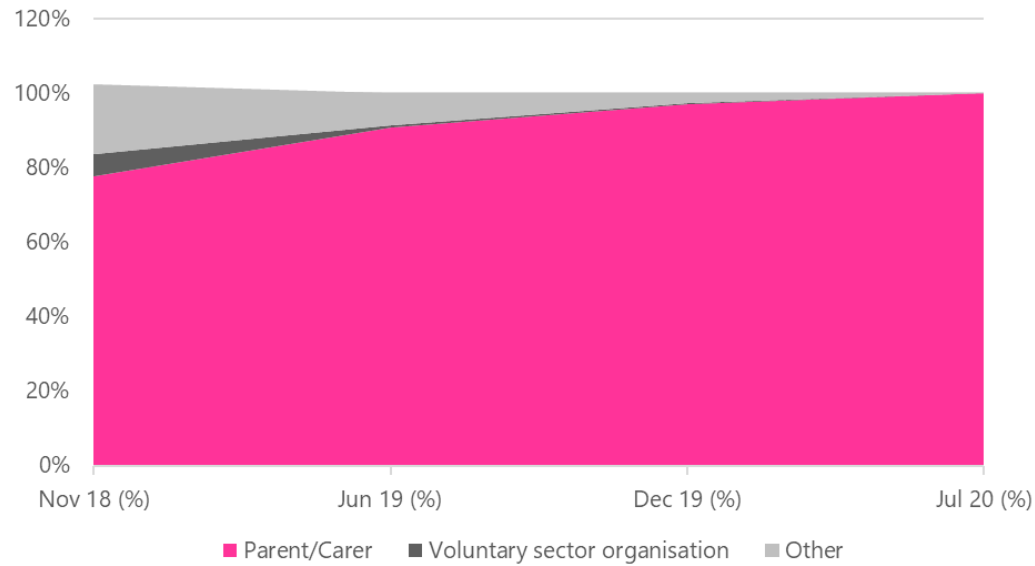


Figure 1: Chart showing respondent profile compared over time (Nov 2018 – Jul 2020)

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Parent/Carer	226	77.66%	129	90.85%	378	97.17%	180	100%
Voluntary sector organisation	18	6.19%	1	0.70%	1	0.26%	0	0%
Other	54	18.56%	12	8.45%	10	2.57%	0	0%

Table 1: Table comparing respondent profile over time (Nov 2018 – Jul 2020)

Respondents had mixed experiences of the support provided during lockdown

As shown in figure 2 and table 2, the average ratings for the support and communication provided by the SEND service during lockdown were middling overall, suggesting a range of experiences.

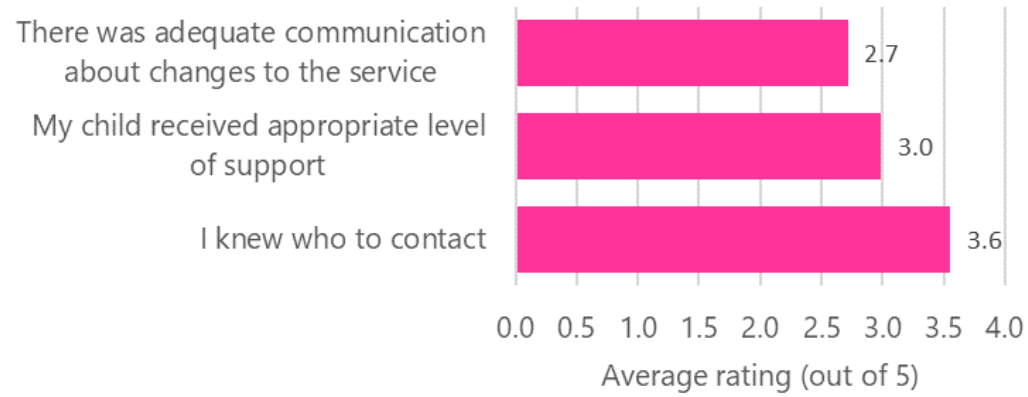
When asked if they agreed/disagreed that 'the service communicated with me/my child adequately in relation to changes to the service resulting from COVID-19' respondents gave an average rating of 2.7 out of 5. Overall, it can be said that 55% of respondents were not dissatisfied with communication from the service, and 45% were dissatisfied.

Asked if they agreed /disagreed that 'my child has received an appropriate level of support for their needs during lockdown', respondents gave an average rating of 3.0 out of 5. Overall, it can be said that 58% of respondents were not dissatisfied with the level of support, and 42% were dissatisfied.

When asked if they agreed /disagreed that 'I knew who to contact during lockdown if I had any queries/concerns' respondents showed a stronger level of agreement than for other variables, providing an average rating of 3.6 out of 5. Overall, it can be said that 74% of respondents were not dissatisfied with this element of provision, and 26% were dissatisfied.

Over half of respondents agreed that 'more could have been done to ensure my child received the support they needed' (57%), just under a quarter remained neutral (23%), and a fifth of respondents disagreed with this statement (20%). Again, this result suggests a mixed picture of experience: overall, 57% of respondents were dissatisfied with the level of support and 43% were not dissatisfied.

Average rating findings suggest parents had mixed experiences of the SEND service during lockdown



*Figure 2: Chart summarising responses to the following questions:
The service communicated with me/my child adequately in relation to changes to the service resulting from COVID-19?
My child has received an appropriate level of support for their needs during lockdown?
I knew who to contact during lockdown if I had any queries/concerns?*

	The service communicated with me/my child adequately in relation to changes to the service resulting from COVID-19 (No.)	The service communicated with me/my child adequately in relation to changes to the service resulting from COVID-19 (%)	My child has received an appropriate level of support for their needs during lockdown (No.)	My child has received an appropriate level of support for their needs during lockdown (%)	More could have been done to ensure my child received the support they needed (No.)	More could have been done to ensure my child received the support they needed (%)	I knew who to contact during lockdown if I had any queries/concerns (No.)	I knew who to contact during lockdown if I had any queries/concerns (%)
Strongly agree (rating of 5)	9	15%	18	21%	34	30%	43	34%
Agree (rating of 4)	8	13%	14	17%	32	28%	33	26%
Neutral (rating of 3)	16	27%	17	20%	26	23%	18	14%
Disagree (rating of 2)	11	18%	19	23%	15	13%	17	13%
Strongly disagree (rating of 1)	16	27%	16	19%	8	7%	16	13%

Table 2: Chart summarising responses to the following questions:

The service communicated with me/my child adequately in relation to changes to the service resulting from COVID-19?

My child has received an appropriate level of support for their needs during lockdown?

More could have been done to ensure my child received the support they needed?

I knew who to contact during lockdown if I had any queries/concerns?

A lower proportion of respondents had been through the EHC plan assessment process than previous years. As demonstrated in figure 3 and table 3 below, the proportion of respondents whose child has been assessed for an EHC plan (61%) in the most recent survey was lower than that seen in previous years (73-79%). Of those whose child had been assessed, 59% had been assessed within the last year and 41% had been assessed more than a year ago.

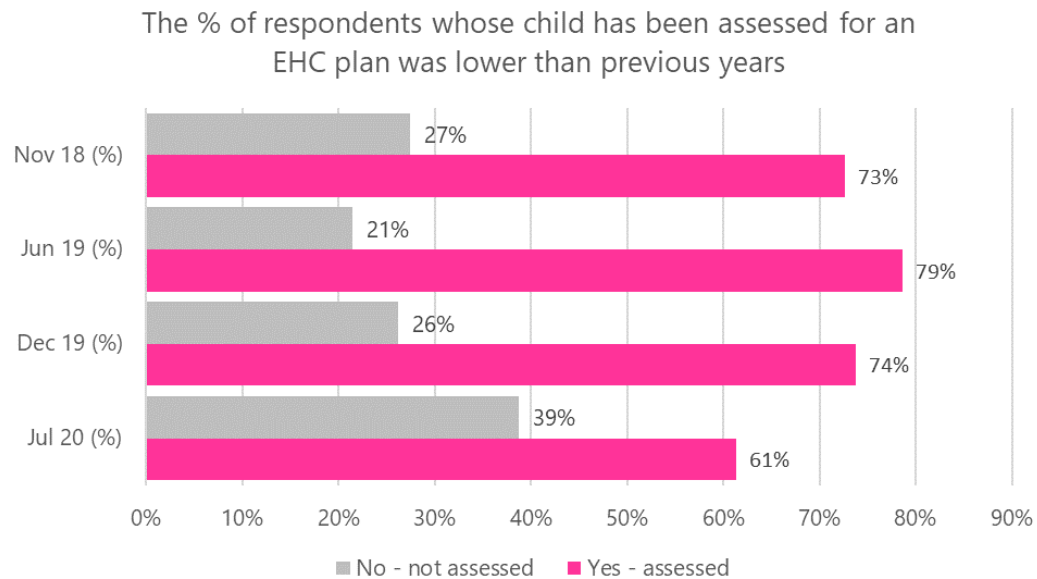


Figure 3: Chart summarising responses to the following question: Has your child been assessed for an Education Health and Care (EHC) Plan?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Yes – my child has been assessed	151	72.60%	110	78.57%	287	73.78%	111	61.33%
No – my child has not been assessed	57	27.40%	30	21.43%	102	26.22%	70	38.67%

*Table 3: Table summarising responses to the following question:
Has your child been assessed for an Education Health and Care (EHC) Plan?*

Results suggest continual improvement in the parental experience of the assessment process

As shown in figure 4 and table 4, in the most recent survey, respondents rated their overall experience of the EHC plan process as 3.5 out of 5 on average, and this is an improvement on the average rating in the November 2018 (2.6), June 2019 (2.8) and December 2019 (3.2) surveys.

Driving this improvement in rating is a lower proportion of respondents that appear to be actively dissatisfied with their experience: 18% of respondents can be said to have been dissatisfied with their experience in the most recent survey, compared to a higher proportion in previous surveys (34–49%).

Average rating findings suggest a slight improvement in terms of respondents' overall experience of the assessment process

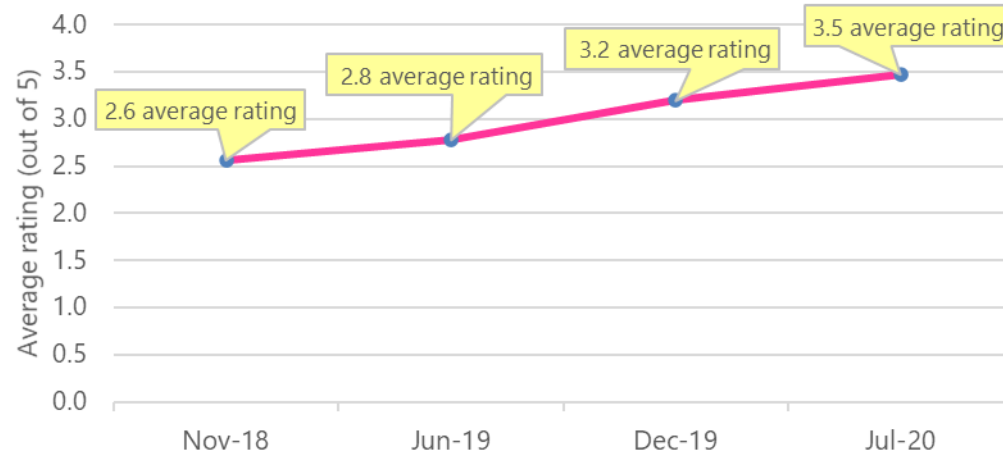


Figure 4: Chart summarising responses to the following question: [If your child has been assessed for an EHC plan] what was your overall experience of the process?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Very good (rating of 5)	9	5.99%	11	9.52%	55	19.16%	22	19.82%
Good (rating of 4)	33	19.76%	23	19.05%	89	30.66%	40	36.04%
Neutral (rating of 3)	33	25.15%	27	26.98%	46	16.03%	29	26.13%
Poor (rating of 2)	34	20.96%	33	27.78%	56	19.51%	9	8.11%
Very poor (rating of 1)	42	28.14%	18	16.67%	42	14.63%	11	9.91%

Table 4: Table summarising responses to the following question: [If your child has been assessed for an EHC plan] what was your overall experience of the process?

A higher proportion of respondents reported no challenges with their child's EHC plan. As shown in figure 5 and table 5 below, the proportion of respondents reporting no challenges with their child's EHC plan continued to increase in the most recent survey (62%) compared to the November 2018 (35%), June 2019 (39%) and December 2019 (52%) surveys. This finding could suggest an improvement in the client experience, although more data over a longer period of time is required to make more confident conclusions therein.

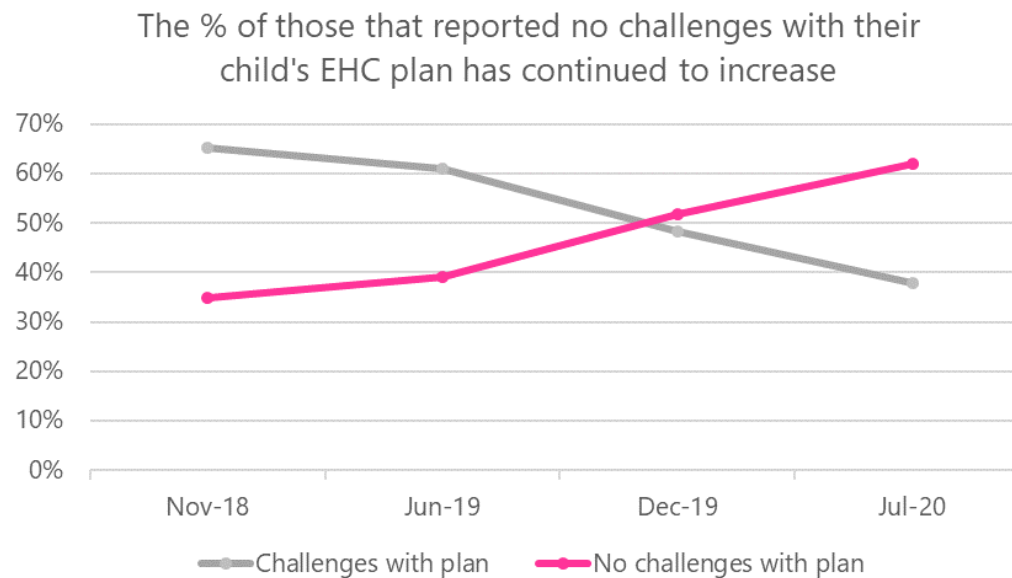


Figure 5: Chart summarising responses to the following question: Did you experience any challenges with the plan?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Challenges with plan	95	65.07%	67	60.91%	135	48.21%	44	37.93%
No challenges with plan	51	34.93%	43	39.09%	145	51.79%	72	62.07%

Table 5: Table summarising responses to the following question: Did you experience any challenges with the plan?

Relatively few respondents stated they'd had contact with SENAR in the recent survey

As shown in figure 6 and table 6 below, in the most recent survey, a lower proportion of respondents stated that they had had contact with the Special Educational Needs Assessment and Review (SENAR) service (49%), compared with that seen in the November 2018 (78%), June 2019 (74%) and December 2019 (59%) surveys. Of those that had been in contact with SENAR, most had done so within the last year (70%).

As one would expect, of those respondents that stated their child had undertaken an EHC plan assessment, a higher proportion had had contact with SENAR (67%), though a third (33%) of this cohort stated they had had no contact with SENAR, in spite of having been involved in an assessment process. More intelligence is needed to establish reasons for these patterns; for example, the results could suggest that SENAR now has minimal involvement in the EHC assessment process.

In the recent survey, less respondents stated they'd had contact with SENAR than previously

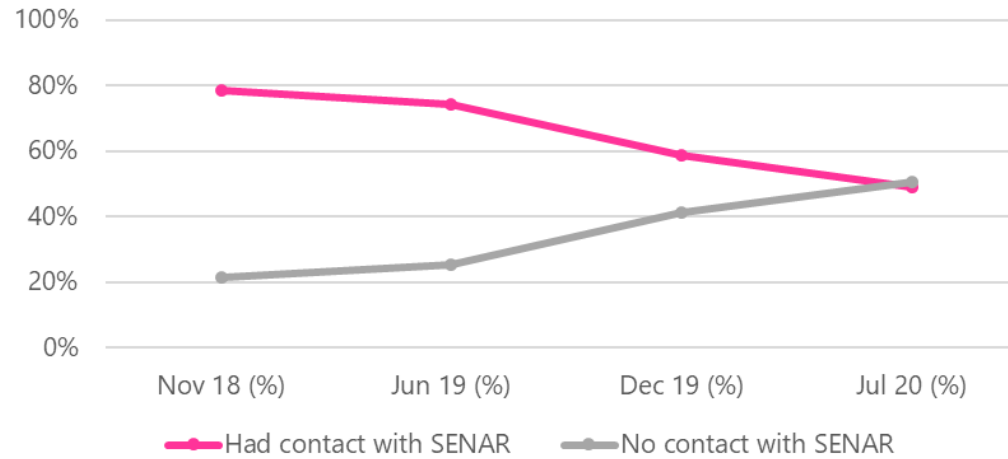


Figure 6: Graph summarising responses to the following question: 'Have you had any contact with the Special Educational Needs Assessment and Review (SENAR) service?'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Had contact with SENAR	153	78.46%	105	74.47%	225	58.75%	86	49.14%
No contact with SENAR	42	21.54%	36	25.53%	158	41.25%	89	50.86%

Table 6: Chart summarising responses to the following question: 'Have you had any contact with the Special Educational Needs Assessment and Review (SENAR) service?'

Results suggest continual improvement in the parental experience of SENAR

As shown in figure 7 and table 7, in the most recent survey, respondents rated their overall experience of the SENAR service as 3.1 out of 5 on average, and this is an improvement on the average rating in the November 2018 (2.3), June 2019 (2.5) and December 2019 (2.9) surveys⁵. Driving this improvement in rating is a lower proportion of respondents that appear to be actively dissatisfied with their experience: 32% of respondents can be said to have been dissatisfied with their experience in the most recent survey, compared to a higher proportion in previous surveys (42–63%).



Figure 7: Graph summarising responses to the following question: 'How would you rate your overall experience of the SENAR service?'

⁵ Average rating was the same (3.1) for respondents that had been in contact with SENAR in the past 12 months as for all respondents (3.1)

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Very satisfactory (rating of 5)	10	6.58%	7	6.67%	34	15.11%	8	9.41%
Satisfactory (rating of 4)	18	11.84%	23	21.90%	54	24.00%	34	40.00%
Neutral (rating of 3)	28	18.42%	18	17.14%	42	18.67%	16	18.82%
Unsatisfactory (rating of 2)	51	33.55%	29	27.62%	53	23.56%	12	14.12%
Very unsatisfactory (rating of 1)	45	29.61%	28	26.67%	42	18.67%	15	17.65%

Table 7: Table summarising responses to the following question:
How would you rate your overall experience of the SENAR service?

In common with previous years, the majority of respondents had not been invited to participated in a parent consultation. As shown in figure 8 and table 8, in the most recent survey, the proportion of respondents that had been invited to participate in a parent consultation (36%) was similar to that seen in previous surveys (34-40%).

In the latest survey, 40% of respondents had been invited to participate in a parent consultation

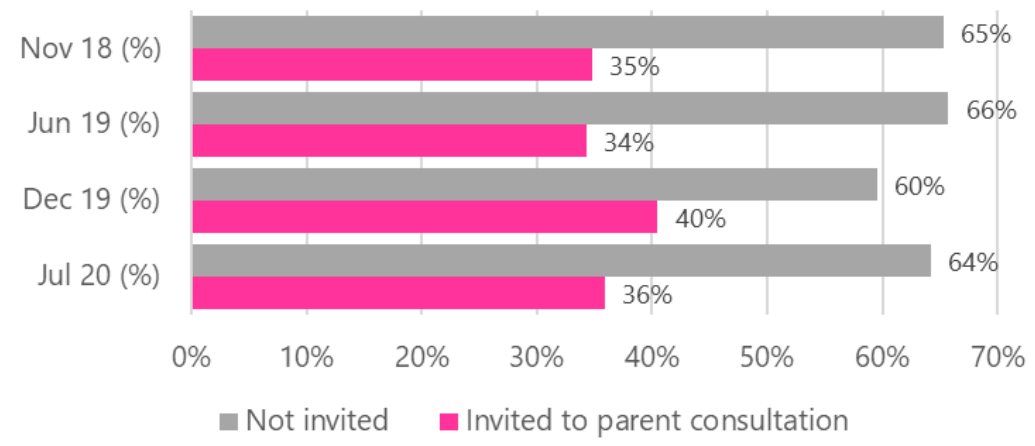


Figure 8: Chart summarising responses to the following question:
 'Have you ever been invited to participate in a parent consultation?'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Invited to parent consultation	66	34.74%	48	34.29%	155	40.47%	62	35.84%
Not invited	124	65.26%	92	65.71%	228	59.53%	111	64.16%

Table 8: Table summarising responses to the following question:
 'Have you ever been invited to participate in a parent consultation?'

Results suggest a reduction in the amount of occasions respondents are having to repeat their child's story. As shown in figure 9 and table 9 below, the latest survey results show a change in the profile of responses to the question relating to the number of times respondents have had to repeat their child's story in the past two years, with a higher percentage of respondents having repeated themselves 1-3 times only (59%), compared with the November 2018 (29%), June 2019 (46%) and December 2019 (53%) surveys.

Findings from the latest survey suggest a reduction in the frequency of how often a child's story is told

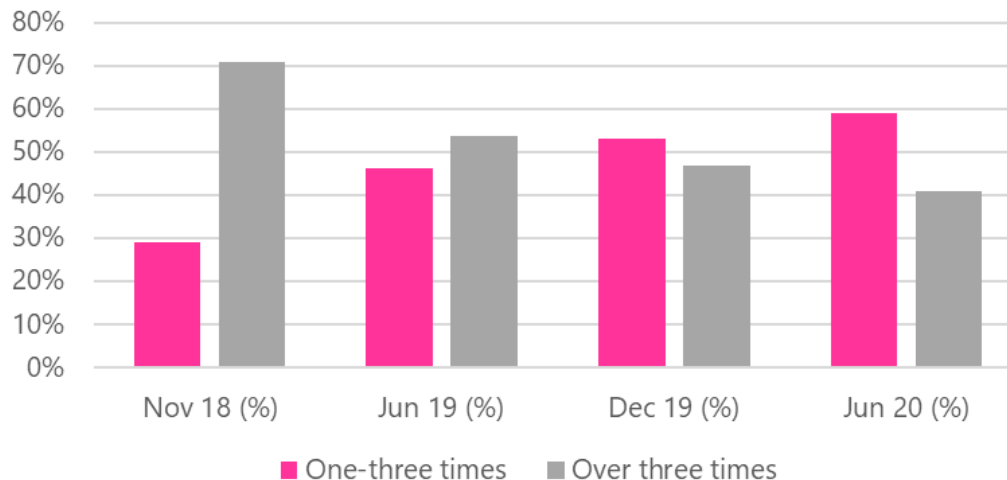


Figure 9: Chart summarising responses to the following question: 'In the last two years how many times have you had to tell your child's story within the partnership?'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Once	10	6.17%	23	17.42%	69	20.41%	45	29.22%
Twice	12	7.41%	22	16.67%	65	19.23%	23	14.94%
Three times	25	15.43%	16	12.12%	46	13.61%	23	14.94%
Four times	18	11.11%	16	12.12%	35	10.36%	11	7.14%
Five times or more	97	59.88%	55	41.67%	123	36.39%	52	33.77%

Table 9: Table summarising responses to the following question: 'In the last two years how many times have you had to tell your child's story within the partnership?'

Respondents' average rating of their overall experience of telling their child's story remained middling. As shown in figure 10 and table 10, in the most recent survey, respondents rated their overall experience of telling their child's story as 3.2 out of 5: similar to that seen in the December 2019 survey (3.3). Similar to the December 2019 survey, around a fifth of respondents remain actively dissatisfied with their experience (21%).

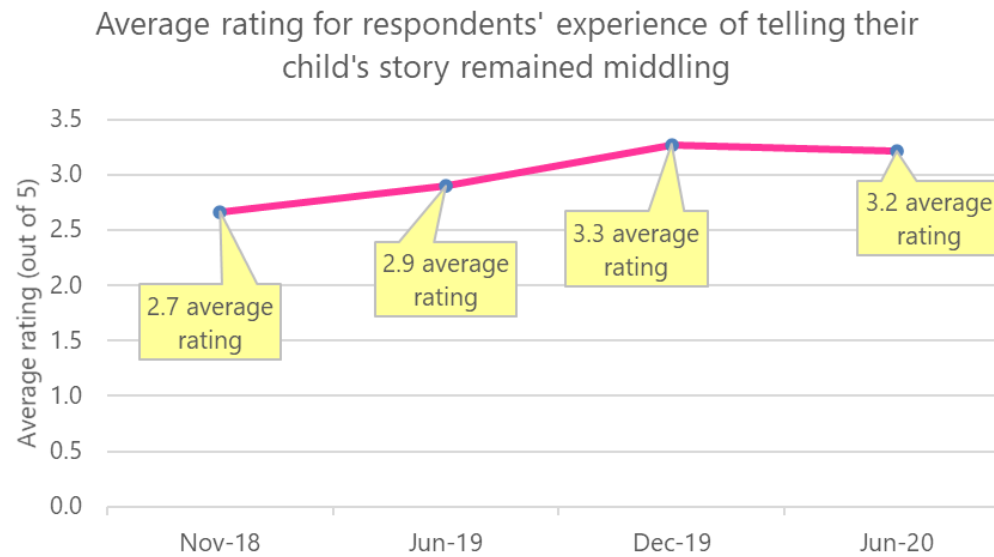


Figure 10: Graph summarising responses to the following question: What was your overall experience of telling your child's story?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no)	Jul 20 (%)
Very positive (rating of 5)	3	1.86%	11	8.27%	37	10.79%	19	12.18%
Positive (rating of 4)	20	12.42%	18	13.53%	106	30.90%	45	28.85%
Neutral (rating of 3)	78	48.45%	65	48.87%	133	38.78%	59	37.82%
Negative (rating of 2)	39	24.22%	25	18.80%	46	13.41%	17	10.90%
Very negative (rating of 1)	21	13.04%	14	10.53%	21	6.12%	16	10.26%

Table 10: Table summarising responses to the following question: What was your overall experience of telling your child's story?

The latest survey saw an improvement in respondents' perception of how well partners are communicating with each other. As shown in figure 11 and table 11, in the most recent survey, when asked to what extent they felt different parts of the partnership had communicated adequately with each other, most respondents answered 'neutral'/'mostly'/'always' (63%): an improvement on the November 2018 (29%), June 2019 (37%) and December 2019 surveys (57%).

Respondents tended to feel more positive about how often partners communicated adequately with each other

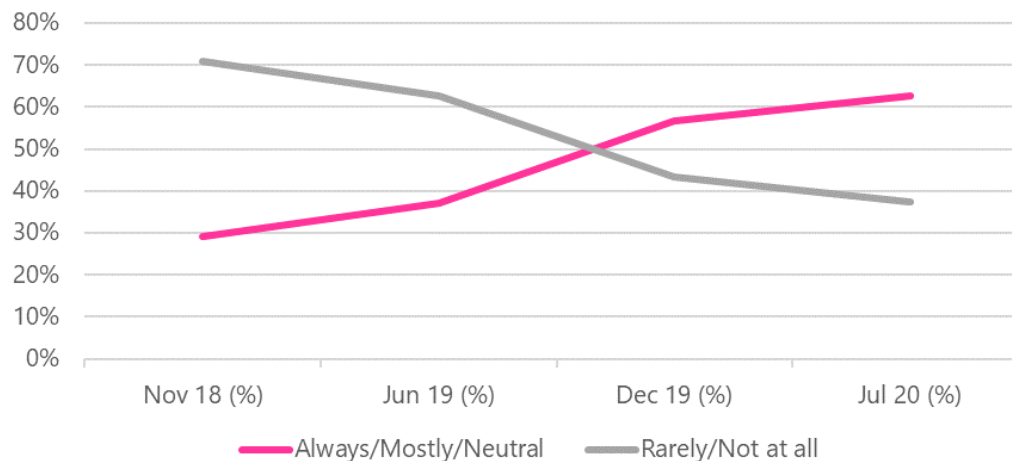


Figure 11: Graph summarising responses to the following question:

To what extent do you feel that different parts of the partnership have communicated adequately with each other in relation to your child? For example, do you feel that health communicated with education and vice versa?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Always	5	3.03%	8	5.84%	34	9.42%	20	12.27%
Mostly	14	8.48%	25	18.25%	82	22.71%	36	22.09%
Neutral	29	17.58%	18	13.14%	89	24.65%	46	28.22%
Rarely	71	43.03%	48	35.04%	96	26.59%	30	18.40%
Not at all	46	27.88%	38	27.74%	60	16.62%	31	19.02%

Table 11: Table summarising responses to the following question:

To what extent do you feel that different parts of the partnership have communicated adequately with each other in relation to your child? For example, do you feel that health communicated with education and vice versa?

Results suggest continued improvement in terms of overall parental satisfaction with the SEND service. As shown in figure 12, combined average rating findings suggest an improvement in overall parental satisfaction with the SEND service since 2018. In the latest survey, there was a slight improvement in the combined average rating for overall experience of SENAR/experience of telling their child's story/perception of cross-partnership communication (3.1 out of 5) compared with the December 2019 survey (3.0).

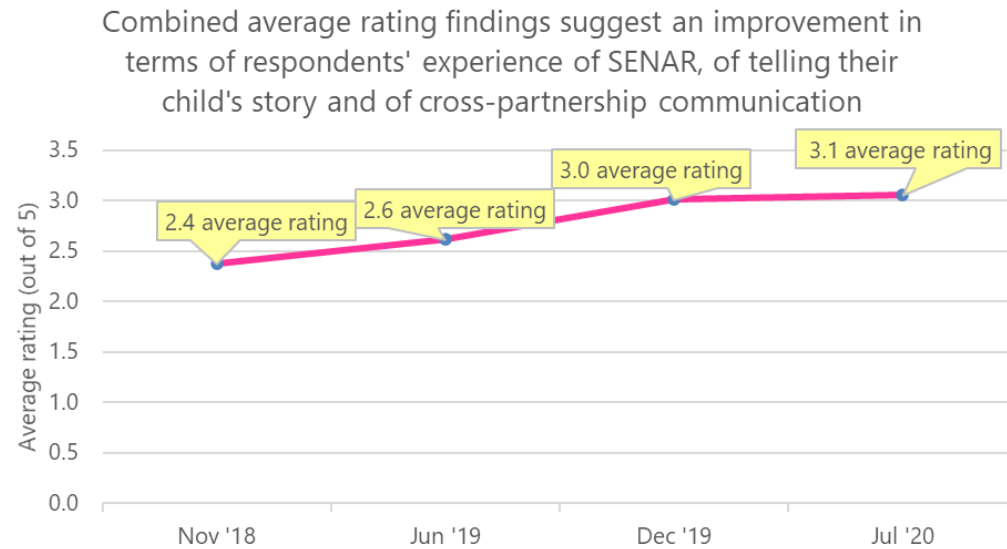


Figure 12: Line chart summarising combined average ratings for the following three questions:

- 'How would you rate your overall experience of the SENAR service?'
- 'What was your overall experience of telling your child's story?'
- 'To what extent do you feel that different parts of the partnership have communicated adequately with each other in relation to your child? For example, do you feel that health communicated with education and vice versa?'

The proportion of respondents that had raised a concern continues to decrease

As shown in figure 13 and table 12 below, in the most recent survey only a third of respondents stated they had raised a concern (informal or formal) about a part of the SEND service (34%), less than that seen in previous surveys (42-71%). This finding could suggest an improvement in the client experience, although more data over a longer period of time is required to make more confident conclusions therein.

As shown in table 13, similar to previous years, the majority of respondents that had raised a concern did not feel it had been effectively resolved (71%), suggesting room for improvement in this area of the service.

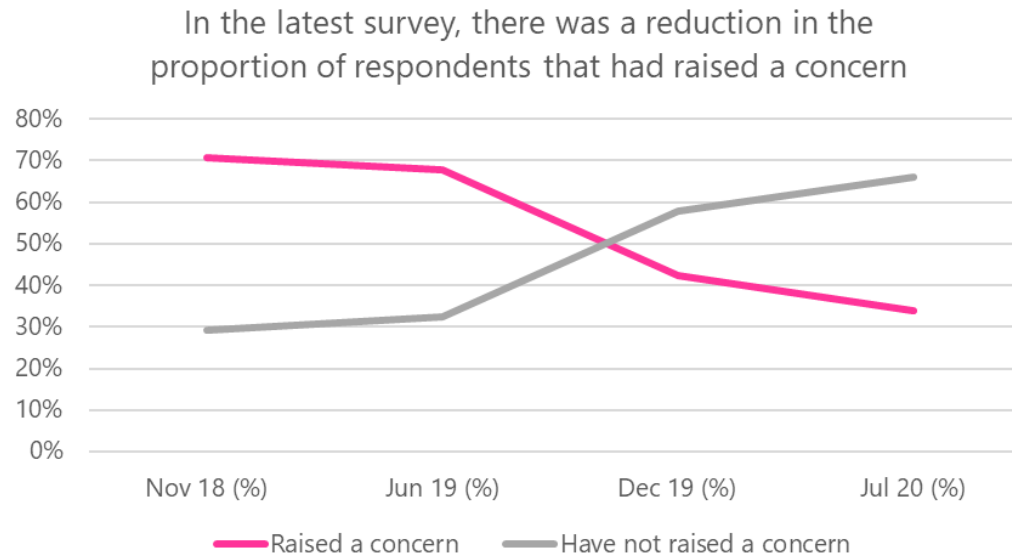


Figure 13: Graph summarising responses to the following question: Have you ever raised a concern about any part of the SEND service?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Raised a concern	119	70.83%	92	67.65%	159	42.29%	60	33.90%
Have not raised a concern	49	29.17%	44	32.35%	217	57.71%	117	66.10%

Table 12: Table summarising responses to the following question:
Have you ever raised a concern about any part of the SEND service?

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Concern effectively resolved	24	20.34%	28	31.82%	50	33.11%	22	28.57%
Concern not effectively resolved	94	79.66%	60	68.18%	101	66.89%	55	71.43%

Table 13: Table summarising responses to the following question: If yes, was your concern effectively resolved?

More respondents reported a long wait for a therapy appointment

As shown in figure 14 and table 14, in the most recent survey, when asked how long they had waited for a therapy appointment, 40-57% of respondents had had a long wait of 30+ weeks: similar to the level seen in the original November 2018 survey (39-61%) and a worsening picture compared to the June 2019 (30-55%) and December 2019 (28-49%) surveys. The longer wait times are likely to be associated with the redeployment of Birmingham Community Healthcare therapy professionals during to the height of the COVID-19 pandemic (which led to increases in waiting times)⁶.

In the latest survey, there was a higher proportion of respondents reporting a long wait (30 weeks+) for occupational therapy (57%) as compared with speech and language therapy (52%) and physical therapy (40%).

⁶ BCHC Therapies Progress Highlight reports (March – July 2020)

There was an increase in respondents experiencing a long wait for a therapy appointment compared to December 2019

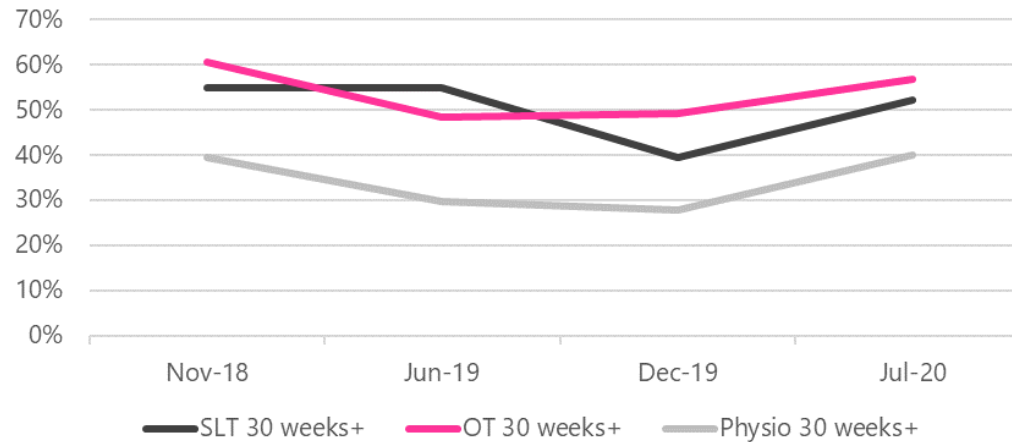


Figure 14: Graph summarising responses to the following question: *If your child was referred for speech and language therapy (SLT) / occupational therapy (OT) / physical therapy (Physio), please tell us how long you waited for the appointment?*

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Less than 10 weeks	14	12.84%	7	7.53%	50	24.75%	12	13.95%
11-19 weeks	16	14.68%	17	18.28%	41	20.30%	15	17.44%
20-29 weeks	19	17.43%	18	19.35%	31	15.35%	14	16.28%
30-39 weeks	13	11.93%	13	13.98%	19	9.41%	5	5.81%
More than 40 weeks	47	43.12%	38	40.86%	61	30.20%	40	46.51%

Table 14: Table summarising responses to the following question: *'If your child was referred for speech and language therapy (SLT) / occupational therapy (OT) / physical therapy (Physio), please tell us how long you waited for the appointment?'*

As previously, the majority of respondents did not feel supported by the partnership during their wait for a therapy appointment. As shown in figure 15 and table 15, in the most recent survey, 78% of respondents stated they did not feel supported by services while waiting for a therapy appointment which marks a slight increase compared to the December 2019 survey (76%), and suggests significant room for improvement in this area remains.

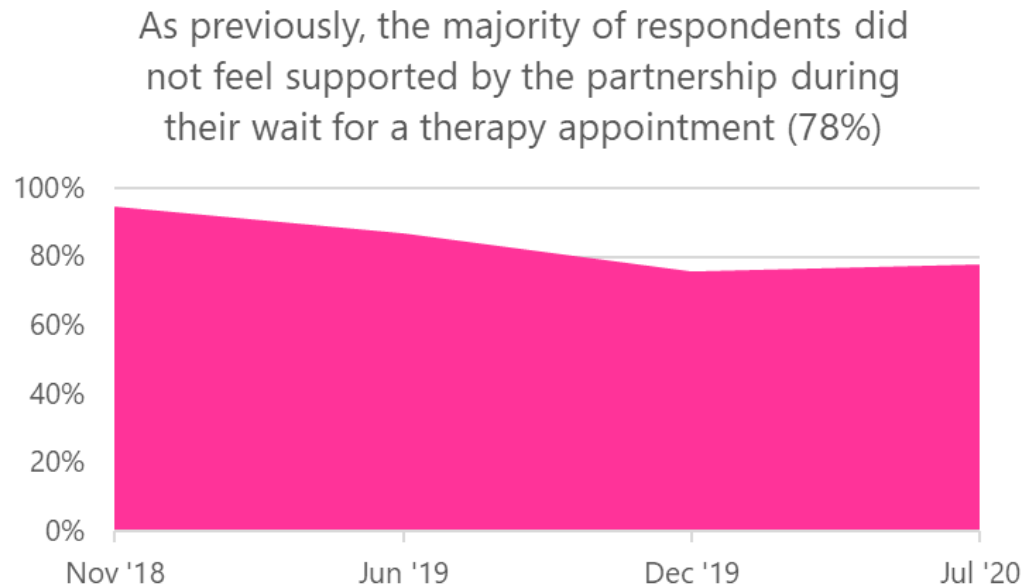


Figure 15: Graph summarising responses to the following question: 'While waiting for appointments, did you feel supported by the services? e.g. did you get on-going contact whilst waiting?'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Yes I felt supported	7	5.22%	15	13.16%	67	24.19%	27	21.95%
No I did not feel supported	127	94.78%	99	86.84%	210	75.81%	96	78.05%

Table 15: Table summarising responses to the following question: 'While waiting for appointments, did you feel supported by the services? e.g. did you get on-going contact whilst waiting?'

Only a quarter of respondents had visited the local offer website

As shown in table 16, in the July 2020 survey, only 26% had visited the local offer website: a reduction compared to the November 2018 (58%), June 2019 (54%) and December 2019 surveys (28%). **This result could suggest a reduction in traffic to the website, though the finding could be triangulated against unique visitor data to make more confident conclusions on this topic.**

As shown in figure 16 below, in the latest survey, of those respondents that *had* visited the website, more reported finding it somewhat/very/extremely useful (69%) compared to the November 2018 (38%), June 2019 (50%) and December 2019 (58%) surveys. Driving this improvement is a lower proportion of respondents that appear to have actively felt the website not to be useful: 31% of respondents can be said to have felt the website was not useful in the most recent survey, compared to a higher proportion in previous surveys (42–62%).

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
I've visited the website	95	57.58%	76	54.29%	106	27.68%	45	25.71%
I have not visited the website	70	42.42%	64	45.71%	277	72.32%	130	74.29%

Table 16: Table summarising responses to the following question: 'Have you ever visited the local offer website?'

The latest survey saw a further improvement in terms of the % that found the local offer website useful

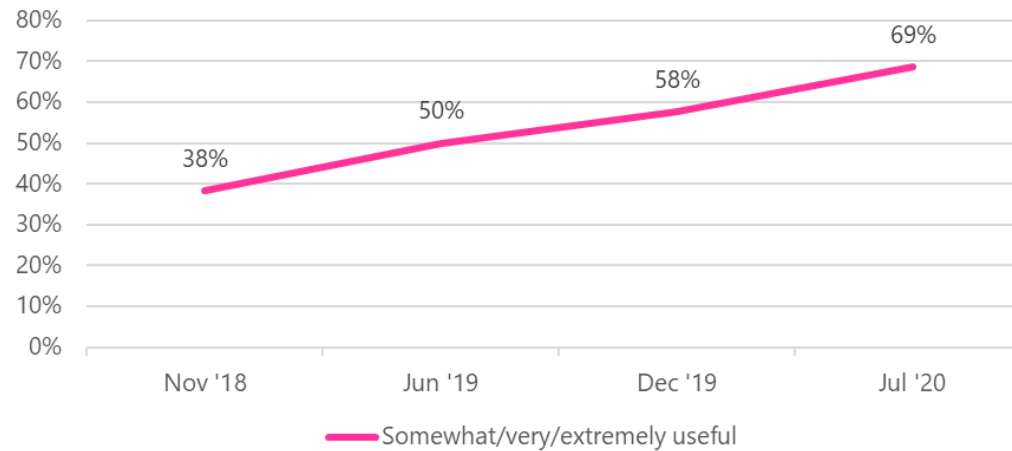


Figure 16: Graph summarising responses to the following question: 'If you've visited the local offer website, what did you think of it?'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Extremely useful	2	2.13%	1	1.35%	6	5.66%	3	5.88%
Very useful	5	5.32%	4	5.41%	8	7.55%	8	15.69%
Somewhat useful	29	30.85%	32	43.24%	47	44.34%	24	47.06%
Not so useful	29	30.85%	23	31.08%	28	26.42%	6	11.76%
Not at all useful	29	30.85%	14	18.92%	17	16.04%	10	19.61%

Table 17: Table summarising responses to the following question: 'If you've visited the local offer website, what did you think of it?'

Only small numbers of respondents had a child who has transitioned to adult services

As shown in table 18, in the recent survey, only small numbers of respondents had a child that had transitioned to adult services (8%): similar to the December 2019 survey (8%), and a reduction compared to the November 2018 (14%) and June 2019 (12%) surveys.

Table 19 shows how respondents rated their experience of their child transitioning to adult services. With very small sample sizes for this questions across the three surveys (N = 16-32), it would be unwise to draw too many conclusions from these results. With the recent launch of the 'Preparation for Adulthood' (PfA) service (September 2020) and accompanying data support team, it is envisaged that the transition questions will be withdrawn from future surveys and instead, transitions parent/carer satisfaction data will be sourced from this new team⁷.

As shown in table 20, very small numbers of respondents had participated in the 'Ready, Steady Go' project to support with transition across the surveys (1-5 respondents).

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Transitioned to adult services	23	14.37%	16	11.51%	32	8.49%	14	7.95%
Not transitioned	137	85.63%	123	88.49%	345	91.51%	162	92.05%

Table 18: Table summarising responses to the following question: Have any of your children transitioned into adult services?

⁷ Data for the following indicator is set to be collected from October 2020 by the new PfA team: '% Parents/ Carers satisfied with the transition plan provided by Birmingham agencies for their young people'

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Very good	0	0.00%	0	0.00%	6	18.75%	5	20.83%
Good	2	9.09%	3	18.75%	5	15.63%	3	12.50%
Neutral	2	9.09%	3	18.75%	10	31.25%	10	41.67%
Poor	7	31.82%	6	37.50%	3	9.38%	2	8.33%
Very poor	11	50.00%	4	25.00%	8	25.00%	4	16.67%

*Table 19: Table summarising responses to the following question:
'If your child has transitioned to adult services please rate your experience'*

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Part of 'Ready Steady Go'	N/A	N/A	1	0.72%	5	1.34%	2	1.15%
Not part of 'Ready Steady Go'	N/A	N/A	137	99.28%	367	98.66%	172	98.85%

*Table 20: Table summarising responses to the following question
'Have you or your children been part of the 'Ready steady go' project to support transition?'*

The majority of respondents were not aware of the Birmingham Parent Carer Forum

As shown in table 21, in the most recent survey, 37% of respondents had heard of the Birmingham Parent Carer Forum (BPCF), the same level as was seen in December 2019 (37%) and lower in comparison to the June 2019 survey (47%).

The results of the free-text question asking respondents to identify issues and challenges they would you like the forum to focus and work on to improve support for children with SEND will be analysed in detail in a future report; an initial scan of responses suggests that improved "communication with parents" is seen as an area that the BPCF could focus on.

	Nov 18 (no.)	Nov 18 (%)	Jun 19 (no.)	Jun 19 (%)	Dec 19 (no.)	Dec 19 (%)	Jul 20 (no.)	Jul 20 (%)
Aware of the PCF	N/A	N/A	66	46.81%	141	36.62%	67	37.43%
Not aware of the PCF	N/A	N/A	75	53.19%	244	63.38%	112	62.57%

Table 21: Table summarising responses to the following question: 'Are you aware of the Birmingham Parent and Carer Forum?'

Appendix 1: Baseline questions

Baseline questions	Purpose of this question
In what capacity are you completing the survey?	<i>In order to ensure that we understand the spilt between parent, carers and others</i>
Has your child been assessed for an EHC Plan?	<i>To understand the number of respondents who have had been part of the EHC process</i>
If yes, what was your overall experience of the process?	<i>To gather information about respondents experience of the process and to understand if the changes introduced into the system are making a difference.</i>
Did you experience any challenges with the plan?	<i>To gauge the % of respondents that experience challenges and to see if the changes that are being made reduce the % of respondents who experience challenges</i>
Have you had any contact with the SENAR service?	<i>To understand the number of respondents who have had contact with the SENAR service</i>
If yes, how would you rate your overall experience of the SENAR service?	<i>To provide the opportunity for respondents to tell us about their experience of engagement with SENAR and to demonstrate that the system changes are making a difference to the experience.</i>
Have you ever been invited to participate in parent consultation?	<i>To understand the number of parents who are invited to participate</i>
In the last two years how many times have you had to tell your child's story within the partnership?	<i>This issue was identified by Ofsted / CQC as an issue. The response to this question helps us to understand the problem.</i>
What was your overall experience of telling your child's story?	<i>To provide us with an understanding of how parents and carers feel about telling their story.</i>
To what extent do you feel that different parts of the partnership have communicated adequately with each other in relation to your child? For example, do you feel that Health communicated with Education and vice versa?	<i>To understand the concern raised by partners and to track if the situation is improving following the actions being undertaken by the SEND Improvement Board.</i>

Baseline questions	Purpose of this question
Have you ever raised a concern?	<i>To understand the % of parent / carers who have raised concerns and to identify if we have an improving trend.</i>
If yes, was your concern effectively resolved?	<i>To understand if our actions are creating an improvement.</i>
If your child was referred for speech and language therapy, please tell us how long you waited for the appointment?	<i>To understand the parent / carer experience of waiting times.</i>
If your child was referred for occupational therapy, please tell us how long you waited for the appointment?	<i>To understand the parent / carer experience of waiting times.</i>
If your child was referred for physical therapy; please tell us how long you waited for the appointment?	<i>To understand the parent / carer experience of waiting times.</i>
While waiting for appointments, did you feel supported by the partnership?	<i>To understand how parent / carers feel about the waiting time experience and then to judge if the actions that we are taking have an impact.</i>
Have you ever visited the local offer website?	<i>To understand the % of parent / carers who have visited the local offer website.</i>
If yes, what did you think of it?	<i>To ask parent / carers their view of the current local offer website and to be able to judge if our actions have had an impact.</i>
Have any of your children transitioned into adult services?	<i>To understand the % of respondents whose children have transitioned into adult services.</i>
If yes, please rate your experience	<i>To understand parent / carers views of the experience and then be able to judge if our actions are having an impact.</i>
Are you aware of the Birmingham Parent and Carer Forum?*	<i>To glean levels of awareness about the Forum among parent / carers, and enable us to monitor this over time</i>
What issues and challenges would you like this group of parents to focus and work on to improve support for children with SEND?*	<i>To identify priority issues for parents / carers, and to inform the work of the Forum</i>

Baseline questions	Purpose of this question
Have you or your children been part of the 'Ready Steady Go' project to support transitions?*	<i>To glean levels of awareness and take-up for project and enable us to monitor this over time</i>

*These questions were present from the June 2019 survey onwards only.