

Appendix 1

Manchester Parent Carer Forum Survey Winter 2017-18 and Summer 2018

Every six months Manchester Parent Carer Forum send out a survey to parents and carers of children and young people with SEND. The answers are anonymous, but respondents are asked to give the first part of their postcode, child's ethnicity and type of school their child attends, so we can understand if the survey answers are representative of families across Manchester.

The survey results are reported to the SEND Board and are used to inform the SEND strategy, work plan and staff training.

1. Please tell us how well you think your child/young person's needs are being met by Education? e.g. schools, IAS, EHCPs etc

Winter	Summer
67% of respondents answered quite well or very well	76% of respondents answered quite well or very well

2. How well do education services and professionals work together to support your child/young person?

Winter	Summer
46% said quite well or very well	57% said quite well or very well
28% said just OK	28% said just OK
22% said poorly	10% said poorly

3. How satisfied are you with how education assesses and monitors your child's needs?

Winter	Summer
59% Quite or very satisfied	74% Quite or very satisfied
36% Not very satisfied	25% Not very satisfied

4. As a parent/carers how involved are you in setting education targets for your child/young person?

Winter	Summer
56% answered quite well or very well	72% answered quite well or very well
19% answered satisfactory	13% answered satisfactory
20% answered poorly	11% answered poorly

5. Please tell us how well you think your child/young person's needs are being met by health?

Winter	Summer
56% said very well or quite well	65% said very well or quite well
30% said not very well	25% said not very well

6. How well do health services and professionals work together to support your child/young person?

Winter	Summer
42% said very well or quite well	52% said very well or quite well
28% said just OK	25% said just OK
21% said poorly	15% said poorly

7. As a parent/carer how involved are you in setting health targets/outcomes for your child/young person?

Winter	Summer
45% said very well or quite well	63% said very well or quite well
26% said satisfactory	11% said satisfactory
16% said poorly	10% said poorly

8. Do you receive a Short Break?

Winter	Summer
28% answered Yes	22% answered Yes
72% answered No	78% answered No

9. Have you had a social worker in the past 12 months?

Winter	Summer
18% answered Yes	11% answered Yes
82% answered No	89% answered No

10. If your young person is aged 14-25 years old, please tell us how your experience of transition/preparing for adulthood has been to date.

Winter	Summer
22% answered good or very good	29% answered good or very good
39% answered satisfactory	42% answered satisfactory
39% answered bad or very bad	29% answered bad or very bad

11. How easy do you find it to get information about what services are available and what they do?

Winter	Summer
33% said really easy or quite easy	40% said really easy or quite easy
61% said a bit difficult or very difficult	56% said a bit difficult or very difficult

12. Have you heard of the SEND Local Offer?

Winter	Summer
41% said Yes	41% said Yes
59% said No	59% said No

13. If you have used the SEND Local Offer, did you find the information you were looking for?

Winter	Summer
41% said Yes easily or after a lot of searching	53% said Yes easily or after a lot of searching
59% said No it was too difficult to search or the information was not there	47% said No it was too difficult to search or the information was not there

14. As a parent/carer do you feel you need any extra support?

68% said Yes

32% said No

Winter	Summer
68% said Yes	56% said Yes
32% said No	44% said No

The responses to these surveys show that families of children and young people with SEND are saying that most services and support are improving. More families of pupils in mainstream provision answered the summer survey, so some of the responses will have been affected by that (especially relating to Short Breaks and whether the child has a social worker).

In the survey, parents also provided comments for each answer and many of these are similar to the conversations at the Working Together events. The local authority and health are using this feedback to review and improve their services.

One area of concern is that too many families do not yet know about the Local Offer and find it difficult to find the information they need. In response, the local authority is developing a Local Offer publicity campaign in 2019 which will use traditional methods and social media to publicise the Local Offer and other ways of getting information, advice and support to all families and services.

Parent Champions, working with Information, Advice and Support Manchester (IASM) are making a difference in helping families find the information they need and in feeding back gaps in provision. The Local Offer Early Help drop ins are also proving to be an excellent way for parents and carers to find out information and meet staff from services in an informal setting.