



Easy
Read



Parents' Voices Matter 2024

For parents and carers of children and young people with additional needs and disabilities



Easy
Read

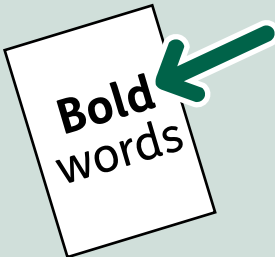
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this survey.....	4
Questions for you to answer.....	8
Questions about your child with additional needs or disabilities...	10
Questions about your child’s Education, Health and Care Plan (EHCP)	18
Questions about yearly checks of your child’s Education, Health and Care Plan (EHCP).....	26
Questions about your child’s support.....	29
Questions about where your child learns.....	34
Questions about your child’s health.....	39
Questions about other children.....	45
Questions about professionals you have spoken to	46
Questions about information and advice.....	56
Questions about you and your family	66
About the prize draw.....	72
Results of the survey	74
Contact with parents and carers in the future.....	76
How to send your answers to us	78

About this survey



This is a survey from Surrey Additional Needs and Disabilities (AND) Partnership.



We are a group of services that support people with additional needs and disabilities.



We would like to hear from parents and carers of children and young people with additional needs and disabilities (including special educational needs).



We would like to know how you have found getting support from our services for your child.



We want to know about this so we can improve our services in the future.



Your answers will be **anonymous** - this means your name will never be linked to the answers you give.



You do not have to fill in this survey.



If you do not fill in the survey, you can still use any Council services as normal.



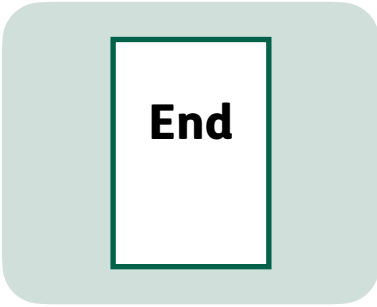
If you are sending us your survey by post, please send us your answers by 23 November 2024.



If you are emailing us your answers or filling in the survey online, please do this by 11.59pm on 24 November 2024.



There is a chance to win a £50 shopping voucher to say thank you for filling in the survey.



We will tell you more about how you can enter the prize draw to win a voucher at the end of this survey.

If you need this survey in another way

If you need to get this survey in another way, like large print or braille, please contact us by:



- Email: parentsvoicesmatter@surreycc.gov.uk



- Phone: 0300 200 1015
Phone lines are open from 9.00am to 5.00pm from Monday to Friday.

Keeping your information safe



We will keep any information you give us safe and private.



We will only use your contact details for certain parts of our work.



You can find out more about how we keep your information safe on our website:

www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/children-families-lifelong-learning-and-culture

Questions for you to answer



Question 1: How many young people under the age of 25 live in your home?

From now on in this survey, we will call them “child or children”.

1

2

3

4 or more



Question 2: How many of your children have an additional need or disability?

Their additional needs might be called special educational needs.

- 1 child
- 2 children
- 3 children
- 4 or more children

Questions about your child with additional needs or disabilities

Questions in this part are about what your child has been through in their life, from:



- When their additional needs or disabilities were found, to



- When they started school.



If you have more than 1 child with additional needs or disabilities, please fill in these questions about 1 child only.



You can then answer the same questions about your other child or children if you want to.



Question 3: How old is your child?



Question 4: Please tell us more about your child's additional needs or disabilities, if you are happy to.

Please tick the box next to what you think is their most important need.

- Autistic Spectrum Conditions (ASD/ASC)** -
this affects things like communication, being with other people, or how they think and feel about things

- Speech, Language and Communication Needs (SLCN)** -
this affects how they talk to others

There are more answers on the next page.

- Social, Emotional and Mental Health (SEMH)** - this affects their emotions and how they mix with others. This also includes ADD and ADHD

- Moderate Learning Difficulty (MLD)** - this affects how easily they learn new things, like writing and using numbers

- Specific Learning Difficulty (SpLD)** - this includes dyslexia, dyspraxia, dyscalculia and dysgraphia

- Severe Learning Difficulty (SLD)** - this greatly affects how they learn new things and mix with others

- Physical Disability (PD)** - this is a disability to do with the body

- Hearing Impairment (HI)** - this is trouble with hearing

There are more answers on the next page.

- Visual Impairment (VI)** - this is trouble with seeing

- Profound and Multiple Learning Difficulty (PMLD)** - this affects how a child can see, hear, speak and move around

- Multi-Sensory Impairment (MSI)** - this is trouble with both seeing and hearing

- I do not want to say

- Other Disability or Difficulty - please tell us here:



Question 5: When did someone first say that your child might have additional needs or disabilities?

- Before they were born
- When they were born or under 1 year old
- From 1 to 4 years old
- From 5 to 11 years old
- From 12 to 15 years old
- From 16 to 18 years old
- 19 years old or older
- I am not sure or do not want to say



Question 6: Who first saw that they might have additional needs or disabilities?

- A parent or carer
- Another family member
- Someone who worked at their school
- A health professional
- I am not sure or do not want to say
- Other - please tell us here:



Question 7: What kind of support with learning does your child get to help with their additional needs?

Please tick the box that most fits what support they are getting at the moment.

- My child does not get any learning support for their additional needs - *please go to question 19*

- My child has additional support with learning in school (known as SEN support) but does not have an Education, Health and Care Plan (EHCP) - *please go to question 16*

- My child is being checked to see if they need an Education, Health and Care Plan (EHCP) at the moment - *go to question 16*

There are more answers on the next page.

My child has an Education, Health and Care Plan (EHCP) - go to *question 8*

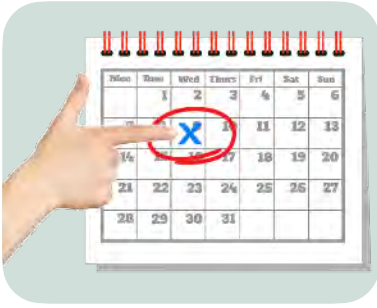
I do not know or do not want to say - go to *question 19*

Questions about your child's Education, Health and Care Plan (EHCP)



Question 8: Was your child's EHCP given to them by Surrey County Council?

- Yes
- No - *please go to question 12*
- I do not know or do not want to say - *please go to question 12*



Question 9: When was the EHCP given to your child?

- In 2024
- In 2023
- In 2022
- Before 2022 - *please go to question 13*
- I do not know or do not want to say - *please go to question 13*



Question 10: How happy were you with the process to check if your child needed an EHCP?

Very happy

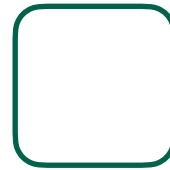
Happy

Neither happy or unhappy

Unhappy

Very unhappy

I do not want to say



Please tell us how happy or unhappy you were with each part of the checking process.



Question 11a: Were you happy with how clear it was to ask for your child to be checked for an EHCP? This is called the **request**.

Very happy

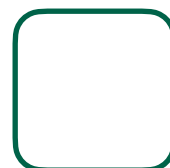
Happy

Neither happy or unhappy

Unhappy

Very unhappy

I am not sure or do not want to say





Question 11b: How happy were you with how clear the checking process was to you? This is called **the process**.

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11c: How happy were you with how long the checking process took?

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11d: How happy were you with how much detail the checking process went into?

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11e: How happy were you that what the checking process found out was correct?

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11f: How happy were you that you were told what was going on with the checking process?

Very happy

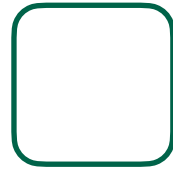
Happy

Neither happy or unhappy

Unhappy

Very unhappy

I am not sure or do not want to say



Question 11g: How happy were you with how much you and your child were listened to during the process?

Very happy

Happy

Neither happy or unhappy

Unhappy

Very unhappy

I am not sure or do not want to say





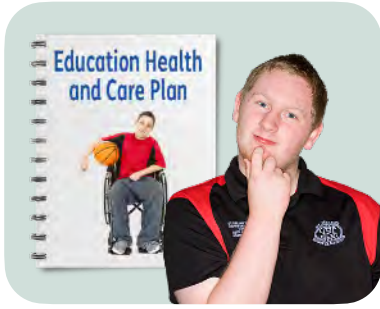
Question 11h: How happy were you with the amount of choices that were there to support your child's learning?

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11i: How happy were you with the decision at the end of the checking process?

Very happy	Happy	Neither happy or unhappy	Unhappy	Very unhappy	I am not sure or do not want to say



Question 11j: How happy were you with how clear and understandable the EHCP and other documents were to you?

Very happy

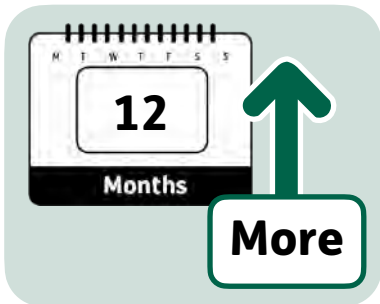
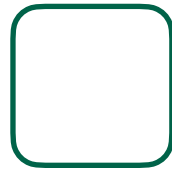
Happy

Neither happy or unhappy

Unhappy

Very unhappy

I am not sure or do not want to say



Question 12: Has it been more than 12 months since the EHCP started?

Yes

No - *please go to question 16*

I do not know - *please go to question 16*

Questions about yearly checks of your child's Education, Health and Care Plan (EHCP)

Every year, we look at your child's EHCP to check:



- How they are doing.



- If any changes are needed.



Question 13: Has your child had a yearly check of their EHCP?

- Yes, in the last 12 months
- Yes, more than 12 months ago
- No - *please go to question 16*
- I am not sure or do not want to say - *please go to question 16*



Question 14: After your child's yearly check, were you happy that they met the goals in their EHCP?

- Yes, completely
- Yes, partly
- No, not much
- No, not at all
- I am not sure or do not want to say



Question 15: Did you get a letter from Surrey County Council telling you that the yearly check had been done?

- Yes
- No
- I am not sure

Questions about your child's support



Question 16: Is the support your child is getting in their **setting** helping them to learn more?

A **setting** is the place where your child goes to learn.

- Yes, definitely
- Yes, a bit
- No, not much
- No, not at all
- I am not sure or do not want to say



Question 17: What is helping your child to learn more?

Please tick up to 2 boxes.

- Feeling like they belong in their setting
- Being in a setting close to their home
- The size of the class they are in
- Feeling that they are being listened to
- Changes to the room where they learn, to meet their needs
- Good relationships with other students
- Good relationships with staff

There are more answers on the next page.

- Being able to get ready for being an adult
- Special equipment to support their needs
- Support with their mental health
- Support with moving to another school or learning centre
- Teachers making changes in how they teach to meet their needs
- Therapies that they can use at their setting
- I do not want to say
- Other - please tell us:



Question 18: What else would help your child to learn more?

Please tick up to 2 boxes.

- Feeling more like they belong in their setting
- Being in a setting closer to their home
- A different size of the class they are in
- Feeling that they are being listened to more
- More changes to the room where they learn, to meet their needs
- Better relationships with other students
- Better relationships with staff

There are more answers on the next page.

- Being more able to get ready for being an adult
- More special equipment to support their needs
- More support for their mental health
- More support with moving to another school or learning centre
- Teachers making more changes in how they teach to meet their needs
- More therapies that they can use in their setting or being able to use the therapies more
- I do not want to say
- Other - please tell us:

Questions about where your child learns



Question 19: What type of school or learning centre does your child go to, if they go to one?

- Nursery, pre-school, childminder or another place for young children
- A **mainstream** school - this is the type of school where most children go
- A **private** mainstream school. A **private** school is one you have to pay for
- A special school that is run by the council

There are more answers on the next page.

- A special school that is private
- A college
- A different place, like learning at home, or an Access to Education Centre
- Education Other Than At School (EOTAS)
- A Pupil Referral Unit (PRU)
- Home school
- My child is not getting any type of learning at the moment - *please go to question 24*
- Other - please tell us here:



Question 20: Does your child regularly go to the place where they learn??

- Yes - *please go to question 22*
- No
- I am not sure or do not want to say - *please go to question 22*



Question 21: Why do you think your child is not going to the place where they learn?

Please tick all the boxes that apply.

- They do not have any transport to get there, like a car or bus
- They cannot use the building because it does not meet their needs

There are more answers on the next page.

- They cannot use the place because of issues with their emotions
- The place cannot meet their needs
- Difficulties in relationships with other students
- Difficulties in relationships with staff
- They have been **excluded** for a short time - this means they are not allowed to go to the place where they learn
- They have been excluded from the place for good (permanently excluded)
- I do not want to say
- Other - please tell us here:

If you have answered question 21, please now go to question 24.



Question 22: How happy are you with the place where your child learns and how it meets their needs?

- Very happy
- Happy
- Neither happy or unhappy
- Unhappy
- Very unhappy
- I am not sure or do not want to say



Question 23: Do you think your child feels they belong at the place where they go to learn?

- Yes, very much
- Yes, a bit
- No, not much
- No, not at all
- I am not sure or do not want to say

Questions about your child's health



Question 24: Do professionals involved in your child's care talk to you about your child's mental health and emotions?

- Yes, often
- Yes, sometimes
- Not very often
- No, never, because we do not need to talk about it
- No, never, but I think we should talk about it



Question 25: Does your child have the equipment they need for their health needs?

This might be things like wheelchairs or hearing equipment.

Yes, they have everything they need

Yes, they have some of the equipment they need

No, they do not have the equipment they need

This does not apply to my child



Question 26: Children over 14 with a learning disability can get a yearly health check from their doctor (GP).

Is your child invited to go to a yearly health check?

- Yes, this happens every year
- Yes, but not every year
- No, but the doctor knows about their needs
- No, because the doctor does not know about their needs
- This does not apply to my child - they do not have a learning disability
- This does not apply to my child - they have a learning disability but are under 14 years old



Question 27: What health services in your local area has your child used in the last 12 months?

Please tick all that you have used.

- Audiology - this is support with hearing
- Community Nursing
- Continence - this is support with going to the toilet
- Developmental Paediatricians - these are special doctors who support children to develop their brains and behaviour
- Health visitors
- Occupational Therapy for children and young people - these are professionals who help people recover from illnesses and do activities again

There are more answers on the next page.

- Physiotherapy for children and young people - these are professionals that help people to move their body
- School nursing in a special school
- Speech and Language Therapy (SaLT) and support in school
- Speech and Language Therapy (SaLT) and support in the early years (until a child goes to reception)
- None of the above



Question 28: Has your child got better thanks to the support they got from the health service they used?

Yes, they got fully better

Yes, they got a bit better

No, they mostly did not get better

No, they did not get better at all

Questions about other children



Question 29: Do you have another child with additional needs or disabilities, and would you like to answer the same questions about them?

- Yes - please print pages 11 to 44 and fill in questions 3 to 28 for your other child or children
- No

Questions about professionals you have spoken to



Think about how you found working with different support services.



Did you believe that these professionals would do the best they could for your children and family?



Question 30a: Did you think Special Education Needs and Disabilities professionals would do the best they could for your children and family?

- Yes, a lot
- Yes, a bit
- No, not much
- No, not at all
- This does not apply to me, or I do not want to say



Question 30b: Did you think social workers would do the best they could for your children and family?

- Yes, a lot
- Yes, a bit
- No, not much
- No, not at all
- This does not apply to me, or I do not want to say



Question 30c: Did you think school staff (including Special Educational Needs Coordinators) would do the best they could for your children and family?

- Yes, a lot
- Yes, a bit
- No, not much
- No, not at all
- This does not apply to me, or I do not want to say



Question 30d: Did you think your doctor (GP) would do the best they could for your children and family?

- Yes, a lot
- Yes, a bit
- No, not much
- No, not at all
- This does not apply to me, or I do not want to say



Now think about how your child or children find using Special Educational Needs and Disabilities services in Surrey.



Question 31a: Do you feel your views are listened to?

Strongly agree

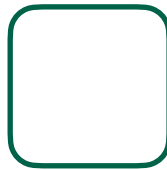
Agree

Neither agree or disagree

Disagree

Strongly disagree

Does not apply to me or I do not want to say



Question 31b: Do you feel your child or children's views are listened to?

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Does not apply to me or I do not want to say





Question 31c: Do you feel any disagreements you have with staff are dealt with professionally?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply to me or I do not want to say



Question 31d: Do you feel you are told about how your child would be supported next and in the future?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply to me or I do not want to say



Question 31e: Do you get enough information about your child's needs?

Strongly agree

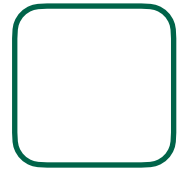
Agree

Neither agree or disagree

Disagree

Strongly disagree

Does not apply to me or I do not want to say



Question 31f: Do you have enough information about what special needs support is available?

Strongly agree

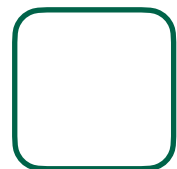
Agree

Neither agree or disagree

Disagree

Strongly disagree

Does not apply to me or I do not want to say





Question 31g: Do you have enough information about the different schools or learning centres that could meet your child's needs?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply to me or I do not want to say



Question 32: Please tell us how good you find the Special Educational Needs and Disabilities services in Surrey.

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor



Question 33: Do you feel able to say what you think about the services and professionals who have supported your child or children?

- Yes, all of the time
- Yes, some of the time
- No, rarely
- No, never
- I am not sure

Questions about information and advice



We would like to know about what information, advice and support services you have heard of and used.



Please tell us how you found each of the services.



You can find more information about SEND groups and activities, as well as information, advice and support on the Parents' Voices Matter 2024 survey support page:

www.surreylocaloffer.org.uk/news/homepage/parents-voice-matters-survey



Question 34a: About **Surrey Local Offer** - this service provides information for children and young people with Special Educational Needs and Disabilities.

How did you find using Surrey Local Offer?

- I used it, and I found it very helpful
- I used it, and I found it a bit helpful
- I used it, and I did not find it very helpful
- I have not used it, but I know about it
- I have not used it, and I did not know about it



Question 34b: About Family Information Service - they give free information about services, support groups and activities to families with children from 0 to 19 years old.

How did you find using Family Information Service?

- I used it, and I found it very helpful
- I used it, and I found it a bit helpful
- I used it, and I did not find it very helpful
- I have not used it, but I know about it
- I have not used it, and I did not know about it



Question 34c: About SEND Advice Surrey - they give free support and advice to parents, children and young people with SEND from 0 to 25 years old.

How did you find using SEND Advice Surrey?

- I used it, and I found it very helpful
- I used it, and I found it a bit helpful
- I used it, and I did not find it very helpful
- I have not used it, but I know about it
- I have not used it, and I did not know about it



Question 34d: About Family Voice Surrey - this is a place for parents and carers to talk to each other about the needs and rights of families with children who have additional needs, illnesses and mental health conditions.

How did you find using Family Voice Surrey?

- I used it, and I found it very helpful
- I used it, and I found it a bit helpful
- I used it, and I did not find it very helpful
- I have not used it, but I know about it
- I have not used it, and I did not know about it



Question 34e: About Surrey Short Breaks - these are activities and overnight stays for children aged 5 to 18 years old.

How did you find using Surrey Short Breaks?

- I used it, and I found it very helpful
- I used it, and I found it a bit helpful
- I used it, and I did not find it very helpful
- I have not used it, but I know about it
- I have not used it, and I did not know about it



Question 35: Where else have you got information, advice or support for your child or children with additional needs?

Please tick all that you have used.

- Surrey County Council website
- Websites about Special Educational Needs, like IPSEA, NASSEN, Special Needs Jungle
- Friends or family
- Parent or carer groups or forums
- Charities and other community groups
- Social media, like Facebook or Twitter (X)

There are more answers on the next page.

- Schools, including Special Educational Needs Coordinators (SENCo) and other teachers
- Other educational professionals
- Surrey Virtual School
- Your doctor (GP)
- A health visitor
- Special health professionals, like dentists or Occupational Therapists
- Social worker or other social care professional
- Family support worker
- None of the above
- Other - please tell us here:



Question 36: Has your child or children had a **young carer** assessment from Surrey County Council?

A **young carer** is a young person who needs to look after someone else in their family.

- Yes, they all have
- Yes, some of them have
- No, but I think they should have
- No, my child or children are not young carers
- I am not sure



Question 37: Is there anything else you would like to tell us that would improve how we support children with Special Educational Needs and Disabilities?

A large, empty rectangular box with rounded corners and a dark green border, intended for providing an answer to the question above.

Questions about you and your family



We would like to ask you a few final questions about you and your family.



These questions help us to know which groups of people in Surrey have answered our survey.



You do not have to answer these questions if you do not want to.



Question 38: Which Surrey borough or district do you live in?

- Elmbridge
- Epsom & Ewell
- Guildford
- Mole Valley
- Reigate & Banstead
- Runnymede
- Spelthorne
- Surrey Heath
- Tandridge

There are more answers on the next page.

Waverley

Woking

I do not want to say

I am not sure - please tell us the first part of your postcode, like GU2:

I do not live in Surrey

Question 39: What is your ethnic group?

Your **ethnic group** is where your family comes from and your race.



White

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Any other White background



Mixed ethnic group

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background



Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background



Black, African, Caribbean or Black British

- African
- Caribbean
- Any other Black, African or Caribbean background



Other ethnic group

Arab

Any other ethnic group, please tell us here:

I do not want to say about my ethnic group



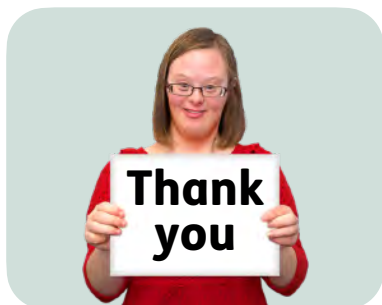
Question 40: Do you have a disability?

Yes

No

I do not want to say

About the prize draw



As a thank you for filling in this survey, you can enter a prize draw to win £50 of shopping vouchers.



You can find out more about the rules of the prize draw here:

www.surreylocaloffer.org.uk/news/homepage/parents-voice-matters-survey



If you would like to enter the prize draw, please write your contact details on the next page.



Your information will be kept safely and will not be linked to your survey answers.



By giving us this information, you are agreeing that we can use it to do the prize draw only.



You do not need to give us this information if you do not want to enter the prize draw.



Please tell us your first name and surname:



Please tell us your email address:



Please tell us your phone number:

Results of the survey



Surrey County Council plans to share the results of this survey on the Local Offer website.



If you are interested in being told when the results are being shared, please tell us your email address.



We will contact you when the results are ready to look at.



Your email address will be kept safely and will not be linked to your survey answers.



By telling us your email address, you agree to us using your email address to contact you about the survey results only.



Please write your email address here:

Contact with parents and carers in the future



We would like to set up a **forum** for parents and carers.

A **forum** is a place online where people can talk to each other.



We will share future surveys and other activities on the forum for parents and carers to take part in.



If you are interested in finding out more, please tell us your contact details below.



We will keep your information safe and only share it with the SEND programmes team.



By giving us this information, you agree to us using it to contact you about this only.



You do not have to give us this information if you do not want to.

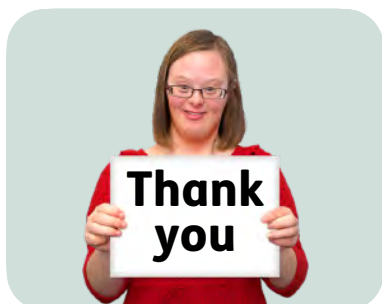


Please tell us your first name and surname:



Please tell us your email address:

How to send your answers to us



Thank you for filling in the survey.



We will use your answers to improve services and support for children and young people.



You can send your answer back to us by taking a picture or scan of each page and emailing it to:

parentsvoicesmatter@surreycc.gov.uk



Or you can post the paper survey to us:

Parents' Voices Matter survey
Surrey County Council
Woodhatch Place
11 Cockshot Hill
Reigate
RH2 9EF



If you are sending us your survey by post, please send us your answers by 23 November 2024.



If you are emailing us your answers or filling in the survey online, please do this by 11.59pm on 24 November 2024.

If you need any help with sending us your survey, please contact us by:



- Email: parentsvoicesmatter@surreycc.gov.uk



- Phone: 0300 200 1015
Phone lines are open from 9.00am to 5.00pm from Monday to Friday.

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