



SURREY
COUNTY COUNCIL

Parents' Voices Matter Survey 2024

Large Print version



Overview

The Surrey Additional Needs and Disabilities (AND) Partnership has designed a survey for all parents and carers of children and young people with additional needs (including special educational needs) and disabilities in Surrey.

We want to understand your experience of accessing help and support related to Special Educational Needs and Disabilities (SEND) in Surrey. We will use your feedback to improve local services that support Surrey's children with additional needs with their education, health (including diagnosis) and care.

Thank you.

How to use this Large Print survey

This survey has been created to help people who need information to be provided in Large Print.

Most questions within this survey will contain a list of possible answers for you to select from. We will then confirm whether you should select just **one** answer from this list or **more than one** answer that applies. If 'Other' is given as an option in the list, there will be a space for you to give your answer.

For questions where we would like you to write your own answer or comment, there will be a larger space provided underneath the question for you to do this.

Privacy and Accessibility

All responses are confidential, and your data will be used in-line with our data protection policy which can be found online by visiting <https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notices/children-families-lifelong-learning-and-culture>.

Alternative versions of the survey questions are available to download from the Local Offer website.

If you would like a hard copy of any of the alternative formats of the survey (**including a stamped addressed envelope to return the survey**) please contact us using the details provided on page 37.

Closing date

This survey will be open until 23:59 on Sunday 24 November 2024. Hard copies returned by post will need to be received by Saturday 23 November 2024.

Survey questions

Your children

Question 1.

How many young people under the age of 25 live in your household?

From now on, we will be referring to them as “child/children”.

- a. 1 child
- b. 2 children
- c. 3 children
- d. 4 or more children

Please state **one** answer.

Question 2.

How many of your children have an additional need and/or disability?

- a. 1 child
- b. 2 children
- c. 3 children
- d. 4 or more children

Please state **one** answer.

About your child/children with additional needs and disabilities

This section is about your child's experience, from identification of their needs/disabilities, through to their school placement.

If you have more than one child with additional needs and/or disabilities, please answer questions 3 – 28 (page 5 – 22) for each child.

Question 3.

How old is your child/children with additional needs and/or disabilities?

Question 4.

If you are happy to do so, please provide more details of your child's additional needs and/or disabilities.

These might also be referred to as "special educational needs". Your child does not need to have received a formal diagnosis.

Tick what you consider to be their primary need.

- a. Autistic Spectrum Conditions (ASD/ASC)
- b. Speech, Language and Communication Needs (SLCN)
- c. Social, Emotional and Mental Health (SEMH) includes ADD/ADHD
- d. Moderate Learning Difficulty (MLD)
- e. Specific Learning Difficulty (SpLD) including dyslexia, dyspraxia, dyscalculia and dysgraphia
- f. Severe Learning Difficulty (SLD)
- g. Physical Disability (PD)
- h. Hearing Impairment (HI)

- i. Visual Impairment (VI)
- j. Profound and Multiple Learning Difficulty (PMLD)
- k. Multi-Sensory Impairment (MSI)
- l. Prefer not to say
- m. Other disability or difficulty (please provide details below)

Please **state all those that apply**, if you selected 'other' please provide details of your child's additional needs and/or disabilities:

Question 5.

When was it first identified that your child might have additional needs and/or a disability?

This might have been by yourself/partner or a professional before any formal diagnosis.

- a. Pre-birth / during pregnancy
- b. At birth / under 1 year
- c. 1 – 4 years
- d. 5 – 11 years
- e. 12 – 15 years
- f. 16 – 18 years
- g. 19 years or older
- h. Not sure / prefer not to say

Please state **one** answer.

Question 6.

Who first identified the need?

- a. Parent / Carer
- b. Other family member
- c. Educational Professional
- d. Health Professional
- e. Not sure / prefer not to say
- f. Other (please specify below)

Please state **one** answer, if you have answered 'other', please specify who the individual was:

Question 7.

What type of educational support does your child currently receive to help them with their additional needs?

Please select the option that best describes their current circumstances:

- a. My child does not receive any educational support specific to their additional needs – **go to question 19**
- b. My child has additional support with learning in school (known as SEN support) but does not have an Education, Health and Care Plan (EHCP) – **go to question 16**
- c. My child is currently under assessment for an Education, Health and Care Plan (EHCP) – **go to question 16**
- d. My child has an Education, Health, and Care Plan (EHCP) – **go to question 8**
- e. Don't know / prefer not to say – **go to question 19**

Please state **one** answer and follow onto the next question as shown.

Education, Health and Care Plan (EHCP)

Question 8.

Was your child's EHCP issued by Surrey County Council?

- a. Yes
- b. No – **go to question 12**
- c. Not sure / prefer not to say – **go to question 12**

Please state **one** answer.

Question 9.

When was it issued?

- a. In 2024
- b. In 2023
- c. In 2022
- d. Before 2022 – **go to question 13**
- e. Not sure / prefer not to say – **go to question 13**

Please state **one** answer.

Question 10.

How satisfied were you with the assessment process?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Prefer not to say

Please state **one** answer.

Question 11.

Please rate the following factors based on how satisfied you were with them during the assessment process.

Please state **one** answer for each question.

Question 11a.

Request (how clear the process to request an assessment was to you)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11b

Process (how clear the assessment process was to you)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11c

Timeliness (how long it took)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11d

Thoroughness (how complete the assessment was)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11e

Accuracy (how accurate you think the assessment was)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11f

Communication (how well informed and “kept in the loop” you were)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11g

Voice (how much you felt you and your child were listened to in the process)

- a. Very satisfied
- b. Satisfied
- c. Neutral

- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11h

Options (how good and wide the range of options available for your child's education was)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11i

Decision (how well the choice made by the local authority met your child's needs)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 11j

Documentation (how understandable and clear the EHCP and any accompanying documents are)

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / not applicable / prefer not to say

Question 12.

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

- a. Yes
- b. No – **go to question 16**
- c. Not sure – **go to question**

Please state **one** answer.

Annual reviews of a child's EHCP

During the annual review of your child's EHCP we look at your child's needs, progress and provision to see if changes to the EHCP need to be made.

Question 13.

Has your child had an Annual Review of their EHCP?

- a. Yes, in the last 12 months
- b. Yes, more than 12 months ago
- c. No - **go to question 16**

d. Not sure / prefer not to say - **go to question 16**

Please state **one** answer.

Question 14.

After your child's most recent review, were you satisfied that your child was making progress against the goals set out in their EHCP as expected?

- a. Yes, completely
- b. Yes, partly
- c. No, not much
- d. No, not at all
- e. Not sure / prefer not to say

Please state **one** answer.

Question 15.

Did you receive a confirmation letter from Surrey County Council following the annual review?

- a. Yes
- b. No
- c. Not sure

Please state **one** answer.

Support

Question 16.

Overall, is the support your child is receiving helping them to make progress in their setting?

- a. Yes, definitely
- b. Yes, to some degree
- c. No, not much
- d. No, not at all
- e. Not sure / prefer not to say

Please state **one** answer.

Question 17.

What is helping them most make progress? **Tick up to two.**

- a. A sense of belonging in their setting
- b. Being educated close to home
- c. Class size
- d. Feeling heard
- e. General adjustments to their learning needs in the learning environment
- f. Positive relationships with other students
- g. Positive relationships with staff
- h. Preparation for adulthood
- i. Specialist equipment
- j. Support with their mental health
- k. Support with transitions
- l. Teacher adjustments to their learning needs
- m. Therapies they have access to

- n. Prefer not to say
- o. Other (please specify below)

Please state **two** answers for your child, if you have answered 'other,' please specify what is helping them make progress:

Question 18.

What else could help them make further progress, in your opinion? **Tick up to two.**

- a. More of a sense of belonging in their setting
- b. Being educated close to home
- c. Different class size
- d. Feeling heard more consistently
- e. More general adjustments to their learning needs in the learning environment
- f. Better relationships with other students
- g. Better relationships with staff
- h. Better preparation for adulthood
- i. Additional specialist equipment
- j. Additional support with their mental health
- k. More support with transitions
- l. More teacher adjustments to their learning needs
- m. Additional therapies / more frequent therapies
- n. Prefer not to say
- o. Other (please specify below)

Please state **two** answers for your child, if you have answered 'other', please specify what would help them make further progress:

Educational placements

Question 19.

What type of educational setting does your child currently attend, if any?

- a. Nursery, pre-school, childminder or other early years setting
- b. Mainstream school or centre within a mainstream school
- c. Independent mainstream school
- d. Special school (local authority)
- e. Special school (independent)
- f. College
- g. Alternative provision (for example, home tuition, Access to Education)
- h. Education Other Than At School (EOTAS)
- i. Pupil Referral Unit
- j. Home school
- k. Not currently receiving any form of education – **go to question 24**
- l. Other (please specify below)

Please state **one** answer, if you have answered 'other', please specify the educational setting/s that your child attends:

Question 20.

Do they regularly attend their educational setting (i.e. more than 80% of the time)?

- a. Yes – **go to question 22**
- b. No
- c. Not sure / prefer not to say – **go to question 22**

Please state **one** answer.

Question 21.

In your view, what are the reasons why your child is not attending their setting? **Tick all that apply.**

- a. Lack of transport
- b. Cannot access the setting due to physical issues
- c. Cannot access the setting due to emotional wellbeing issues
- d. Setting cannot meet their needs
- e. Difficulties in the relationships with other students
- f. Difficulties in the relationships with staff
- g. Has been temporarily excluded
- h. Has been permanently excluded
- i. Prefer not to say
- j. Other (please specify below)

Please **tick all that apply**, if you have answered 'other', please specify why your child is not attending their setting:

If you have answered question 21 for your child, you can go to question 24.

Question 22.

How satisfied are you with your child's current educational setting and its ability to meet their needs?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- f. Not sure / prefer not to say

Please state **one** answer.

Question 23.

Do you think your child feels they belong in their current educational setting?

- a. Yes, very much so
- b. Yes, to an extent
- c. No, not much
- d. No, not at all
- e. Not sure / prefer not to say

Please state **one** answer.

Health

Question 24.

Do professionals involved in your child's care regularly discuss your child's mental health and emotional wellbeing with you?

This might be teachers at school, a social worker, or health professionals such as a GP.

- a. Yes, regularly
- b. Yes, sometimes
- c. Not very often
- d. No, never, because it's not relevant
- e. No, never, but I think we should discuss it

Please state **one** answer.

Question 25.

Does your child have access to the equipment they need for their health needs?

This might be equipment such as wheelchairs, equipment for visual impairment, hearing equipment etc.

- a. Yes – they have access to everything they need
- b. Yes - they have access to some equipment that they need
- c. No - they do not have access to the equipment they need

d. Not applicable – they do not require any equipment

Please state **one** answer.

Question 26.

Children with a diagnosed learning disability over 14 years old are entitled to an annual health check if the GP is aware of their needs.

Is your child invited to attend an annual health check?

- a. Yes, this takes place every year
- b. Yes, but not every year
- c. No, but the GP is aware of their needs
- d. No, because the GP is not aware of their needs
- e. Not applicable – they do not have a learning disability
- f. Not applicable – they have a learning disability but are under 14 years old

Please state **one** answer.

Question 27.

What community health service has your child accessed most in the last 12 months? **Tick one.**

- a. Audiology
- b. Community Nursing
- c. Continence (Toileting)
- d. Development Paediatricians

- e. Health Visitors (HV)
- f. Occupational Therapy (OT) for children and young people
- g. Physiotherapy (PT) for children and young people
- h. School Nursing in a specialist school setting
- i. Speech and Language Therapy (SaLT) and support in school
- j. Speech and Language Therapy (SaLT) and support in early years (until reception)
- k. None of the above

Please state **one** answer.

Question 28.

Has your child made progress thanks to the support provided by the community health service they accessed (the service identified in the previous question)?

- a. Yes, all their outcomes were met
- b. Yes, some of their outcomes were met
- c. No, most of their outcomes were not met
- d. No, none of their outcomes were met

Please state **one** answer.

Other children

Question 29.

Do you have another child with additional needs or a disability, and would like to answer the previous questions for them?

- a. Yes – **please print pages 5 – 22 and complete Q3 – 28 for your other child(ren).**
- b. No

Communication with professionals

Question 30.

Thinking about your general experience, how much confidence do you have in the following people to act in the best interests of your child(ren) and family?

Please state **one** answer for each question.

Question 30a.

SEND Case Officers

- a. Complete confidence
- b. Some confidence
- c. Not much confidence
- d. No confidence at all
- e. Not applicable / prefer not to say

Question 30b.

Social Workers

- a. Complete confidence
- b. Some confidence
- c. Not much confidence
- d. No confidence at all
- e. Not applicable / prefer not to say

Question 30c.

School staff (including SENCOs)

- a. Complete confidence
- b. Some confidence
- c. Not much confidence
- d. No confidence at all
- e. Not applicable / prefer not to say

Question 30d.

GP – General Practitioner

- a. Complete confidence
- b. Some confidence
- c. Not much confidence
- d. No confidence at all
- e. Not applicable / prefer not to say

Question 31.

Thinking about your child/ren's overall experience of SEND in Surrey, do you...

Question 31a.

Feel your views are listened to

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31b.

Feel your child/ren's views are listened to

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31c.

Feel any disagreements are handled respectfully and professionally

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31d.

Feel you are kept up to date on the way forward

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31e.

Have access to enough information about your child/ren's needs

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31f.

Have access to enough information about what special needs provision is available

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 31g.

Have access to enough information about schools/setting available to meet your child/ren's needs

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree
- f. Not applicable / prefer not to say

Please state **one** answer.

Question 32.

Please rate your overall experience of SEND in Surrey.

- a. Very good
- b. Good
- c. Neutral
- d. Poor
- e. Very poor

Please state **one** answer.

Question 33.

Do you feel able to give feedback on services or professionals who have supported your child/ren?

- a. Yes, all of the time
- b. Yes, some of the time

- c. No, rarely
- d. No, never
- e. Not sure

Please state **one** answer.

Information and advice

Question 34.

We would like to know about what information, advice and support services you have heard of and accessed. Please rate the following sources of information and support based on your experience.

You will find information about these services via our Local Offer website. A link can be found at the end of the survey on page 34.

Question 34a.

Surrey Local Offer

- a. Accessed, found it very helpful
- b. Accessed, found it somewhat helpful
- c. Accessed, did not find it very helpful
- d. Not accessed, but know of it
- e. Not accessed, did not know about it

Please state **one** answer.

Question 34b.

Family Information Service

- a. Accessed, found it very helpful
- b. Accessed, found it somewhat helpful
- c. Accessed, did not find it very helpful
- d. Not accessed, but know of it
- e. Not accessed, did not know about it

Please state **one** answer.

Question 34c.

SEND Advice Surrey

- a. Accessed, found it very helpful
- b. Accessed, found it somewhat helpful
- c. Accessed, did not find it very helpful
- d. Not accessed, but know of it
- e. Not accessed, did not know about it

Please state **one** answer.

Question 34d.

Family Voice Surrey

- a. Accessed, found it very helpful
- b. Accessed, found it somewhat helpful
- c. Accessed, did not find it very helpful
- d. Not accessed, but know of it
- e. Not accessed, did not know about it

Please state **one** answer.

Question 34e.

Surrey Short Breaks

- a. Accessed, found it very helpful
- b. Accessed, found it somewhat helpful
- c. Accessed, did not find it very helpful
- d. Not accessed, but know of it
- e. Not accessed, did not know about it

Please state **one** answer.

Question 35.

From where else have you obtained information, advice or support for your child/ren with additional needs? **Tick all that apply.**

- a. Surrey County Council webpages
- b. Websites about special educational needs e.g. IPSEA, NASSEN, Special Needs Jungle
- c. Friends and / or family
- d. Parent / carer groups or forums
- e. Charities and other voluntary or community groups
- f. Social media (e.g. Facebook, Twitter)
- g. Schools (including SENCo and other teachers)
- h. Other educational professionals (e.g. educational psychologist, SLT)
- i. Surrey Virtual School
- j. GP

- k. Health Visitor
- l. Specialist health professionals (e.g. dietician, dentist, OT)
- m. Social worker or other social care professional
- n. Family support worker
- o. None of the above
- p. Other (please specify below)

Please **state all those that apply**, if you selected 'other' please provide details of where else you have obtained information, advice or support from:

Question 36.

Has your child/ren had a young carer assessment from Surrey County Council?

- a. Yes, they (all) have
- b. Yes, some of them have
- c. No, but I think they should have
- d. No, my child/ren are not young carers
- e. Not sure

Please state **one** answer.

Question 37.

Is there any other feedback that you would like to provide that might help us improve the way we support children with SEND?

About you and your family

We would like to ask you a few final questions and collect some demographic information. These questions are optional, you do not need to answer them if you would prefer not to.

The demographic information you provide will only be used for monitoring and equality access purposes; your answers will not be used to identify you or your family.

Question 38.

Which Surrey borough or district do you live in?

- a. Elmbridge
- b. Epsom and Ewell
- c. Guildford
- d. Mole Valley
- e. Reigate and Banstead
- f. Runnymede
- g. Spelthorne
- h. Surrey Heath
- i. Tandridge
- j. Waverley
- k. Woking
- l. Prefer not to say
- m. Other - somewhere else / not listed above (please detail below)

Please state **one** answer, if you selected 'other' please provide the first part of your postcode (e.g. GU22) or where you live if outside of Surrey:

Question 39.

What is your ethnic group?

- a. White – English / Welsh / Scottish / Northern Irish / British
- b. White – Irish
- c. White - Gypsy or Irish Traveller
- d. White - Any other White background (please describe below)
- e. Mixed / Multiple ethnic groups - White and Black Caribbean
- f. Mixed / Multiple ethnic groups - White and Black African
- g. Mixed / Multiple ethnic groups - White and Asian
- h. Mixed / Multiple ethnic groups - Any other mixed or multiple ethnic background (please describe below)
- i. Asian / Asian British – Indian
- j. Asian / Asian British – Pakistani
- k. Asian / Asian British – Bangladeshi
- l. Asian / Asian British – Chinese
- m. Asian / Asian British - Any other Asian background (please describe below)
- n. Black / African / Caribbean / Black British – African
- o. Black / African / Caribbean / Black British - Caribbean
- p. Black / African / Caribbean / Black British - Any other Black / African / Caribbean background (please describe below)
- q. Arab
- r. Prefer not to say
- s. Any other ethnic group (please describe below)

Please state **one** answer, if you have answered 'Any other' and are happy to do so, please describe your ethnic group:

Question 40.

Do you consider yourself to have a disability?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer.

Competition

As a thank you for completing the survey, you could be in with **the chance of winning one of four high street shopping (One4all) vouchers each worth £50.**

The competition's Terms and Conditions document are available at the survey's support webpage:

<https://www.surreylocaloffer.org.uk/news/homepage/parents-voice-matters-survey>

If you would like to enter the prize draw, please enter your details below. Your name and your contact details will be stored securely and will not be linked to your survey answers.

By giving us this information you will be providing us with consent to use your information for this purpose only.

Name and Surname:

Email:

Phone number:

Results of the survey

Surrey County Council intends to publish the results of this survey for public consultation on the Local Offer website.

If you are interested in being alerted when the results are available for consultation, please leave us an email address below and we will contact you to let you know details on how to access the results.

Your contact details will be stored securely and will not be linked to your survey answers.

By giving us this information you provide us with consent to use your information for this purpose only.

Email address:

Parent/carer future engagement

We are creating a parent/carer engagement forum. Members will be invited to take part in future surveys and co-production activities, helping us to evaluate and improve our SEND offer and services.

If you are interested in finding out more, please provide your details below. Your name and your contact details will be stored securely and will only be shared with the SEND programmes team.

By giving us this information you will be providing us with consent to use your information for this purpose only.

Name and Surname:

Email:

Further information and advice

You can find further information about SEND-related groups and activities, as well as sources of information, advice and support via the Parents' Voice Matters 2024 survey support page: www.surreylocaloffer.org.uk/news/homepage/parents-voice-matters-survey

If you have any questions or you would like the survey in a different format, please contact:

- **Email:** parentsvoicesmatter@surreycc.gov.uk
- **Telephone:** 0300 200 1015 (9am to 5pm, Monday to Friday, excluding bank holidays)
- **Textphone (via Relay UK):** 18001 0300 200 1005
- **British Sign Language:** www.surreycc.gov.uk/bsl

Submitting your answers

Thank you for taking the time to share your thoughts, feedback and voice – it is important and highly appreciated.

If you are completing this survey electronically or scanning to return, please send it to:

parentsvoicesmatter@surreycc.gov.uk

Parents' Voices Matter 2024

If you are completing this survey as paper hard copy, we need to receive your response by **Saturday 23 November**.

It can be returned by post to:

**Parents' Voices Matter survey
Surrey County Council
Quadrant Court
35 Guildford Road
Woking
GU22 7QQ**