

# Sefton Parent and Carer SEND Survey 2024



Dear Parents and Carers,



We would like to gather your views, as parents/carers of children and young people with Special Educational Needs and/or Disabilities (SEND), on what is going well and what could be improved in our local area.



We would be grateful if you could complete this survey on Education, Health and Social Care services and the information and support you receive.



Your individual personal information will not be shared with services.

**Please use a separate form for each child or young person with SEND.**

## What is the survey for?



We have carried out the same survey since 2019. The answers that you give in this survey will help us to see how services are received and how you feel about the services and support, compared to 2023.



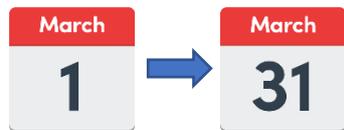
We want to use the feedback to help us see what might be working well and where improvements need to be made.

Your feedback is important. Please help us by completing this survey, which will only take between 10 - 15 minutes to complete.



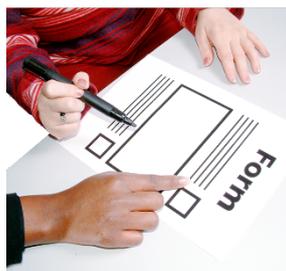
By taking part in this survey, you will have the option later in the survey to be entered into a prize draw, where winners will be randomly selected to win one of three £50 shopping vouchers.

## When will the consultation start and finish?



The consultation will start on Friday 1<sup>st</sup> March 2023 and end on Sunday 31<sup>st</sup> March 2023.

## How can I give my ideas?



Either:

- Complete the questionnaire below and send it back to us using the freepost envelope that came with it.
- You can get involved by filling in the questionnaire on the computer. Go to [yourseftonyoursay.sefton.gov.uk](http://yourseftonyoursay.sefton.gov.uk) and look for Sefton Parent and Carer SEND Survey 2024 in the list.



You can also scan this QR code, which will take you straight to the survey.



You can give us your views over a phone call between 10.00am – 3.00pm Monday to Friday. Please call 0151 934 3733 to arrange a suitable time.

## What we do with what you tell us?



The information and answers that you share with us will be put into a report. This report will be available in accessible formats.



The responses will be shared with the SEND Continuous Improvement Board, who are a group of people from the council, health and other services and organisations. It will help to show what families feel need improving.

Attached to this questionnaire is a Privacy Notice. A Privacy Notice tells you:

	Sefton Council SEND Parent and Carer Consultation Privacy Notice
	Sefton Council would like to tell you about our Privacy Notice for the SEND Parent and Carer consultation.
	This Easy Read privacy notice for the SEND Parent and Carer consultation will explain:
	<b>The personal information about you we collect.</b> In this questionnaire we will collect information about <ul style="list-style-type: none"> <li>• IP addresses (this is a computer code to show what computer)</li> </ul>

- What personal information we collect in the questionnaire.
- Why we collect it.
- What we will do with the information.

Your answers will not tell us who you are. You can refuse to answer any questions in the questionnaire.

## Section 1 – General information.

1. When did you first access SEND support?



- Less than 12 months.
- Between 1 – 3 years.
- More than 3 years.

2. Does your child or young person have:



- A Special Educational Needs Support Plan?
- Currently in the process of being assessed for an EHCP?
- An Education, Health, and Care Plan (EHCP)?
- None of these.

## Section 2 – Needs being met.



3. How do you feel your child or young person's needs are being met by **EDUCATION**?

Education can include nursery, school, college, or early years provider (e.g., childminder)



- |                          |                       |                          |                 |
|--------------------------|-----------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Very good.            | <input type="checkbox"/> | Bad.            |
| <input type="checkbox"/> | Good.                 | <input type="checkbox"/> | Very bad.       |
| <input type="checkbox"/> | Neither good nor bad. | <input type="checkbox"/> | Not applicable. |

Please write any comments in the box below. **(Please tell us which part of the education system your feedback is about).**



4. How do you feel your child or young person's needs are being met by the **LOCAL AUTHORITY SEND TEAM**?

The Local Authority SEND team coordinates information (including Health and Social Care), updates EHCP, issue placement requests to providers and collate responses.



- |                          |                       |                          |                 |
|--------------------------|-----------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Very Good.            | <input type="checkbox"/> | Bad.            |
| <input type="checkbox"/> | Good.                 | <input type="checkbox"/> | Very bad.       |
| <input type="checkbox"/> | Neither good nor bad. | <input type="checkbox"/> | Not applicable. |

Please write any comments in the box below.

**(Please tell us which part of the Local Authority SEND Team your feedback is about).**

**5.** How do you feel your child or young person's needs are being met by **HEALTH?**

Health can include Child & Adolescent Mental Health Service (CAMHS), Speech and Language Therapy (SALT), Physio, Occupational Therapist (OT), Paediatrician etc.



Very good.

Bad.

Good.

Very bad.

Neither good nor bad.

Not applicable.

Please write any comments in the box below.

**(Please tell us which part of the health system your feedback is about).**





6. How do you feel your child or young person's needs are being met by **SOCIAL CARE**?

Social Care can include, Early Help, Children with Disabilities Team, Social Workers, Aiming High, Respite etc.



Very good.

Bad.

Good.

Very bad.

Neither good nor bad.

Not applicable.

Please write any comments in the box below.  
**(Please tell us which part of Social Care your feedback is about).**



### Section 3 – Your views.

The SEND Partnership includes Sefton Parent Carer Forum, Local Authority (Sefton Council), Mersey Care, Alder Hey Hospital, Sefton Council for Voluntary Service, Healthwatch Sefton & NHS Cheshire and Merseyside Integrated Commissioning Board (Sefton Partnership). They listen to feedback and work together to make improvements to Sefton's SEND services.

We are interested to find out from you if you agree or disagree with the following statements.





7. My level of **trust and confidence** in the Sefton SEND Local Area Partnership to provide help and support has increased.



- |                          |                 |                          |                    |
|--------------------------|-----------------|--------------------------|--------------------|
| <input type="checkbox"/> | Strongly        | <input type="checkbox"/> | agree. Agree.      |
| <input type="checkbox"/> | Disagree.       | <input type="checkbox"/> | Strongly disagree. |
| <input type="checkbox"/> | Not applicable. |                          |                    |

Please write any comments in the box below.



8. I feel that the level of **help and support** that my child/young person with SEND receives meets their needs.



- |                          |                 |                          |                    |
|--------------------------|-----------------|--------------------------|--------------------|
| <input type="checkbox"/> | Strongly agree. | <input type="checkbox"/> | Agree.             |
| <input type="checkbox"/> | Disagree.       | <input type="checkbox"/> | Strongly disagree. |
| <input type="checkbox"/> | Not applicable. |                          |                    |

Please write any comments in the box below.





9. I feel I receive the right level of **information and advice about the assessment process.**



<input type="checkbox"/>	Strongly	<input type="checkbox"/>	agree. Agree.
<input type="checkbox"/>	Disagree.	<input type="checkbox"/>	Strongly disagree.
<input type="checkbox"/>	Not applicable.		

Please write any comments in the box below.  
**(Please tell us which assessment you are referring to)**



10. I feel **listened to** in the development and review of my child/young person's Education, Health, and Care plan.



<input type="checkbox"/>	Strongly	<input type="checkbox"/>	agree. Agree.
<input type="checkbox"/>	Disagree.	<input type="checkbox"/>	Strongly disagree.
<input type="checkbox"/>	Not applicable.		

Please write any comments in the box below.





11. I feel **listened to and involved** in shaping SEND services in Sefton.

Strongly agree.

Agree.

Disagree.

Strongly disagree.

Not applicable.



Please write any comments in the box below.



12. I feel that **communication** regarding SEND services has improved.

Strongly agree.

Agree.

Disagree.

Strongly disagree.

Not applicable.



Please write any comments in the box below.





**13.** Do you agree or disagree with the following statements about decision-makers? **(please tick one option for each statement)**

Do decision-makers.....	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Think about the needs of children and young people and engage them in coproduction?					
Make sure that services consider children and young people's needs, experiences, ambitions, and outcomes?					
Give feedback to children and young people and parents and carers?					
Understand the experiences and outcomes of children and young people?					

**14.** I am seeing an improvement in the way education, health, social care, and the SEN Casework team **are working together** to help and support me.



Strongly agree.

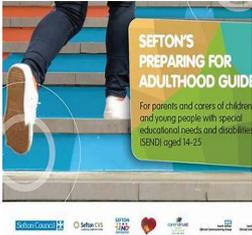
Agree.

Disagree.

Strongly disagree.

Not applicable.

Please write any comments in the box below.



The Sefton Preparation for Adulthood Guide has been co-produced with staff from Sefton Council, Buddy Up, Health and Sefton Carers Centre in partnership with young people and the Sefton Parent and Carer Forum.

**15.** Are you aware of the Sefton Preparation for Adulthood Guide?



Yes.

No.

Not sure.

## Local Offer Live 2024 event.

The Sefton Parent Carer Forum are planning the Autumn 2024 Local Offer Live event. This is an event where parents, carers and young people can find out more about the support and services that education, health and social care provide.

**16.** When should the Autumn 2024 Local Offer Live event take place? **(please tick one option only).**

Term-time.

October half-term.

**17.** What time of day will be most convenient for you? **(please tick one option only).**



9.30am – 2.00pm.

9.30am – 5.30pm

12.00 noon – 6.00pm

2.00pm – 8.00pm



By taking part in this survey, you have the option to be entered into a prize draw, where winners will be randomly selected to win one of three £50 shopping vouchers.

If you want to enter the prize draw for one of the £50 shopping vouchers, you will need to provide your email address. This information will only be used for the prize draw in accordance with the Privacy Notice at the back of the survey.



**18.** Do you agree for us to use your personal data in this way?



Agree.

Do not agree.



**19.** Do you agree to providing consent to be entered into the Prize Draw?

By clicking on 'agree', this tells us that:



- You have read the information in the Privacy Notice.
- You voluntarily agree to provide your details in relation to the prize draw.
- You are at least 18 years of age.

If you do not wish to participate in the prize draw, please tick 'do not agree'.



Agree.

Do not agree.

**20.** If you have ticked that you agree to being entered into the prize draw, please provide your email address (using capital letters)



Thank you for completing the survey.

Please continue if you would like to complete the next section - questions about your child or young person'.

## Section 4 - About your child or young person.



Please note that these questions are asked in accordance with the Privacy Notice at the back of this survey and they are optional to complete. You can complete as much or as little as you wish.



**21. Are you happy to complete the equality monitoring questions about your child or young person, in accordance with the Privacy Notice?**

Yes  No

**22. How old is your child or young person?**



0 - 4.  5 - 11.  12 - 16.   
 17 - 19.  20 - 25.   
 Prefer not to say.

**23. Is you child or young person.**

      
 Male. Female. Prefer not to say.

**24. Is the gender your child or young person identify's with the same as your sex registered at birth?**



  
 Yes. No. Prefer not to say.

## 25. Relationships - How would your child or young person describe their sexual orientation?



Heterosexual or straight.

Gay or Lesbian.

Bisexual.

They identify differently.

Prefer not to say.



Please tell us how they identify.

---



## 26. Is your child or young person cared for by Sefton Council?

Yes.

No.

Prefer not to say.



## 27. Has your child or young person ever been cared for as a child by Sefton Council or any other council?

Yes.

No.

Prefer not to say.



**28. Disability - Does your child or young person have any of the following?**



Physical Impairment.



Visual Impairment.



Hearing impairment or deaf.



Learning difficulty.



Learning disabilities.



Autism Spectrum Conditions.



Long-term illness that affects their daily life.



Mental Health Condition.



Prefer not to say.

Other Disability Please tell us.

If your child or young person has Cancer, diabetes, or HIV this is seen as a disability under the Equalities Law.  
Or you have selected any of the boxes in question 28.

**29. Does your child or young person think of themselves as disabled?**



Yes.

No.

Prefer not to say.



**30. What is your child's or young person's religion or belief?**



No religion or belief.



Christian.



Hindu.



Muslim.



Jewish.



Sikh.

Buddhist



Prefer not to say.



Other. Please tell us:

---

**31. Race and ethnicity – does your child or young person identify as:**



Prefer not to say.

**White.**



English.  
Welsh.  
Scottish.  
Northern Irish.  
British.

Irish.

Gypsy or Irish Traveller or Roma.

Polish

Portuguese

Latvian.

Lithuanian.

**Mixed and Multiple Ethnic groups.**



White and Black Caribbean.

White and Black African.

White and Asian.

**Asian or Asian British.**



Indian.

Bangladeshi.

Pakistani.

Chinese.

**Black or Black British.**



African.

Caribbean.

**Other Ethnic Group.**



Arab.

Other Ethnic background. Please tell us.

---

**Thank you for filling in this form.**



This information will **not** be able to tell us who you are.  
But it will help us to understand if we are missing people out.



## SEND Parent and Carer Consultation.

### Privacy Notice.

Sefton Council would like to tell you about our Privacy Notice for the SEND Parent and Carer consultation.



This Easy Read privacy notice for the SEND Parent and Carer consultation will explain **the personal information we collect.**

In this questionnaire we will collect information about:



- IP addresses (this is a computer code to show what computer the information comes from).
- Equality questions.
- Email address for prize draw.



### **What personal information we collect.**

In this consultation we collect

- IP address.
- Email address.
- Age.
- Sexuality.
- Gender.
- Care experience.





- Disability.
- Religion.
- Race or ethnicity.

### **Why we collect and use this information.**

Sefton Council are asking people to have their say about the SEND services they receive.



### **IP addresses that identify computers.**

- The IP addresses are collected to make sure only one response per resident is received.
- Once this is checked the IP address information is deleted.



### **Personal information.**

- Email address.
- If you want to enter the prize draw, this will help the Council to contact you if you are one of the three winners.
- Once the winners have been selected, the email address will be deleted.



### **Equalities Questions.**

These are collected to show what groups of people are responding to the questionnaire.

This also lets us know if we need to use different ways to contact groups of people who are not responding.





## How long we keep your information.

The IP address will be deleted immediately after the checks are done.

The email addresses after the prize draw winners are selected.

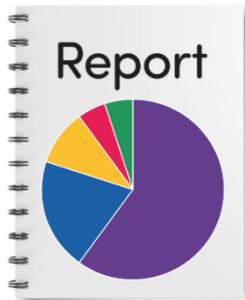
The equalities information will be kept until the information has been looked at and a report written.



## How we use the information and who we share the information with.

The information collected in this questionnaire will only be used as numbers in the report and to look at themes.

The only information that is collected that tells us who you are, is the email address.



## Storing the information.

All information is kept safe.

Sefton Council follows the laws around data protection.



## The laws.

We need to make sure we

- Only ask the questions we need to in the questionnaire.



- Ask the equalities questions.



The law says we must ask and act on this information.

It helps us to know what groups of people are responding to the questionnaire.

It also helps us to know that we are not missing groups of people.

### **Confidential.**



Your answers to the questions will not tell us who you are.

The answers will be collected to help us know what people think.

### **Who will we share this information with?**



Your information will not say who you are, unless you have given your email address. The email address will not be shared with anyone. The consultation report will be shared with partners who provide SEND services.

### **Asking to see your personal information.**



You can ask to see what personal information we keep about you.

Be aware there are some rules about why some information cannot be shared.



You can refuse to answer any questions in the questionnaire.



If you want to ask to see your personal information you can. Use the Council [website to complete a request form.](#)



Or you can call Sefton Council on  
0345 140 0845

### **Contacts**

For more information about this privacy notice please contact:



### **Jayne Vincent**

0151 934 3733



### **Sefton's Data Protection Officer**

[Ino.information@sefton.gov.uk](mailto:Ino.information@sefton.gov.uk)

0345 140 0845



### **Contact for the SEND Parent and Carer consultation is:**

[yourseftonyoursay@sefton.gov.uk](mailto:yourseftonyoursay@sefton.gov.uk)