



Parents' Voices Matter survey

Overview

A survey for parents and carers of children and young people with additional needs (including special educational needs) and disabilities.

- Are you a parent or carer for a child or young person with additional needs and disabilities? Surrey County Council want to know more about your experience with local services.
- Your feedback will help improve local services that will support Surrey's children with additional needs and their families.
- The survey is open until July 31st 2022.
- The survey will take around 15 minutes to complete.
- It is optional to complete the survey or not. This will not affect your access to any Council support or services.

Competition

- As a thank you for completing the survey, you could be in with the chance of winning two Gold Merlin passes. These can be used to visit attractions such as Thorpe Park and Chessington World of Adventures Resort.

- At the end of the survey you will have the option to enter the prize draw and will be asked for your details.
- Completed surveys must be submitted by July 31st 2022 to enter the survey, and only one entry per person will be valid.

Accessibility

If you require this survey in another alternative format, please contact us and we will do our best to assist you:

Email: parentsvoicesmatter@surreycc.gov.uk

Telephone number: 0300 200 1015 (9am to 5pm, Monday to Friday, excluding bank holidays)

SMS: 0786 0053 465

Your data and privacy notice

Your responses will only be used for this survey, and any contact details collected will only be used to enter you into the competition prize draw.

You can view the Children, Families, Lifelong Learning and Culture privacy notice [here](#).

Survey questions

Your child(ren)

1. How many children do you have?

1 child

2 children

3 children

4 or more

2. How many of your children have an additional need and/disability? Their additional needs might also be referred to as special educational needs.

1 child

2 children

3 children

4 or more

About your child

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 the following questions for one child only. You will have the opportunity to answer the same questions for your other child(ren) with additional needs.

3. How old is your child?

4. If you are happy to do so, please provide more details of your child's additional needs and/or disabilities. Their additional needs might also be referred to as special educational needs. They do not need to have received a formal diagnosis.

Attention Deficit Hyperactivity Disorder (ADHD)

Autism

Chromosomal condition

- Deaf or hard of hearing
- Epilepsy
- Learning difficulty and/or disability
- Multi-sensory impairment
- Physical disability
- Social, emotional and mental health needs
- Speech, language and communication needs
- Visual impairment
- Prefer not to say

If your child has any additional needs or disabilities that are not listed above, please tell us what they are:

5. What type of education setting does your child currently attend?

Nursery or pre-school

Mainstream school or mainstream with centre

Independent mainstream school

Special school (local authority)

Special school (independent)

College

Home school

Alternative provision / pupil referral unit

Not applicable / none

Other (please specify below)

6. 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 they were formally diagnosed.

- Pre-birth / pregnancy
- At birth / under 1 year
- 1 – 4 years
- 5 – 11 years
- 12 – 15 years
- 16 – 18 years
- 19 years or older
- Not sure

7. While your child's needs were being assessed by professionals, did you...

Feel you were kept informed?

- Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

Feel your views were listened to?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

Feel your child's views were listened to

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

Have access to enough information about your child's needs

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

Have access to enough information about what special needs provision would be available

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable

8. What type of educational support does your child(ren) receive?

My child does not receive any educational support → go to Q19, page 17

My child has SEN support → go to Q9, page 11

My child does not have an education, health, and care plan (EHCP), but are currently in assessment → go to Q9, page 11

My child has an education, health, and care plan (EHCP) → go to Q10, page 12

Don't know → go to Q19, page 17

Educational support received

9. Overall, how satisfied or dissatisfied are you with the support your child receives from their school to support them with their additional needs and/or disability?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Not applicable – my child is not currently attending an education setting → go to Q25, page 22

EHCP

10. Did your child have a statement of special education needs before they had an EHCP?

A Statement of Special Educational Needs is a legal document which sets out a child's educational needs and outlines how the Education Authority will meet those needs in an educational setting.

Yes

No

Not sure

11. Which professionals are involved with supporting your child's needs? This might be at school or elsewhere. Please tick all that apply.

Educational psychologist

Specialist Teachers for Inclusive Practice (STIP)

Speech and language therapist

School nurse

GP

Health therapies (e.g. occupational therapy)

Paediatricians

Emotional Wellbeing and Mental Health services
(e.g. Mindworks, CAMHS)

Specialist health professionals

Social worker (or other social care professional)

None of these

Other (please specify below)

12. Do you feel you are involved and your views as a parent/carer are encouraged, valued and listened in conversations with professionals about your child's support and needs?

Yes, completely

Yes, partly

No, not at all

Not sure

13. Overall, how satisfied or dissatisfied are you with the support your child receives from professionals to support them with their additional needs and/or disability?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Not applicable

14. Has your child had an annual review meeting in the past 12 months?

Annual review is the statutory process of looking at the needs and provision specified in an EHCP and deciding whether these need to change or remain. A meeting is organised by the local authority (Surrey) and it usually takes place at your child's school or educational setting. Professionals who provide the support detailed in the plan are also invited to attend or provide a written update.

- Yes
- No
- Not sure

Annual reviews

15. Thinking about the last review meeting you attended, were you as parents/carers provided with sufficient easy to read information in advance?

- Yes, completely
- Yes, partly
- No

16. Was feedback from professionals involved in your child's care included in the annual review?

- Yes, from all professionals
- Some professionals
- No, none of them
- Not sure

17. At the meeting, were you as parents/carers asked about your child/young person's mental health at home and at school?

- Yes, I was asked about their mental health at home and at school
- I was only asked about their mental health at school
- I was only asked about their mental health at home
- I was not asked about either
- Not sure
- Not applicable

18. Did you receive a letter from Surrey County Council following the annual review, which summarised the outcome of the meeting?

Yes – within a month

Yes – over a month

No

Not sure

School placements

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

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Not applicable - my child is currently not attending an education setting

20. How would you rate your child's school/education setting's approach to special educational needs and inclusion?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Not applicable

21. Please rate the following facilities and provision that your child's school/education setting provide?

Sensory adaptations

- Very good
- Good
- Neither good nor poor

Poor

Very poor

Not applicable

Environmental adaptations

Very good

Good

Neither good nor poor

Poor

Very poor

Not applicable

Timetables

Very good

Good

- Neither good nor poor
- Poor
- Very poor
- Not applicable

Curriculum

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Not applicable

22. How well do you feel school staff understand your child's medical condition?

- Very well

Well

Neither good nor poorly

Poorly

Very poorly

Not applicable

23. How well do you think your child was supported by their school with their most recent key stage transition?

Key stage transitions are when a child moves up to the next key stage e.g. KS1 to KS2.

- KS1: school years 1 and 2
- KS2: school years 3 - 6
- KS3: school years 7 - 9
- KS4: school years 10 -11

Very well

Well

Neither good nor poorly

Poorly

Very poorly

Not applicable – they have not had a key stage transition

24. If applicable, how well do you think your child is being supported by their school with their current key stage transition?

Very well

Well

Neither good nor poorly

Poorly

Very poorly

Not applicable – they are not currently moving key stage

Health

25. Are you as parents/carers asked about your child's mental health by professionals involved in their care? This might be by teachers at school, a social worker, or health professionals such as a GP.

Yes, regularly

Not very often

No, never

26. What mental health support has been offered for your child?

Emotional Literacy Support Assistants (ELSA)

Mental health worker in school

Specialist services (e.g. Mindworks, CAMHS)

My child has not been offered any support but would like some

Not applicable - my child does not need support

Other (please specify)

27. Does your child have access to equipment they need for their health needs? This might be equipment such as wheelchairs, VI equipment, auditory equipment etc.

- Yes – they have access to everything they need
- They have access to some equipment that they need
- They do not have access to the equipment they need
- Not applicable - they do not require any equipment

28. If your child has a learning disability and is over 14 years old, does their GP invite them for an annual health check?

- Yes, this takes place every year
- Yes, but not every year
- No
- Not applicable - my child is under 14 years old
- Not applicable - my child does not have a learning disability

Social care

29. Have you had an assessment for early help or social care support?

- Yes – early help
- Yes – social care
- Yes – both
- No, neither
- Not sure / prefer not to say

30. Does your child have a social worker?

- Yes
- No
- Prefer not to say

Other children

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

If yes, please complete another survey for your other child(ren). You only need to complete Q3 – 26 in those surveys.

Covid-19

We would like to know a bit more about your experiences of the Covid-19 pandemic and lockdown, and what impact this had on you and your child(ren). Please think about the period after March 2020 to the present day when considering your answers.

If you have more than one child with additional needs or disabilities, please answer thinking about the experiences of all your children.

32. Based on your experiences of the Covid-19 pandemic and lockdown, what impact did this have on your child(ren):

EHCP / SEN support received

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Access to therapies

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Access to medical appointments

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Access to leisure and play activities

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

School attendance

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Their mental health

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Their physical health

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Socialisation

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

33. Based on your experiences of the Covid-19 pandemic and lockdown, what impact did this have on you personally:

Your mental health

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Your physical health

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Your work

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Your finances

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Relationships with family members

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Socialisation

No impact

Positive impact

Negative impact

Positive and negative impact

N/A

Communication with professionals

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

SEND Case Officers

Trust Completely

Trust somewhat

Do not trust very much

Do not trust at all

N/A

Tribunal Officers

Trust Completely

Trust somewhat

Do not trust very much

Do not trust at all

N/A

Other Surrey Council staff (SEND services)

Trust Completely

Trust somewhat

Do not trust very much

Do not trust at all

N/A

Schools (including SENCOs)

Trust Completely

Trust somewhat

Do not trust very much

Do not trust at all

N/A

Health professionals

Trust Completely

Trust somewhat

Do not trust very much

Do not trust at all

N/A

35. Thinking about your overall experience of the SEND system in Surrey, do you...

Feel your views are listened to?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A

Feel your child(ren)'s views are listened to?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

Strongly disagree

N/A

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

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

N/A

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

Strongly agree

Agree

- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A

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

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A

36. If you have ever disagreed with the professionals involved in your child(ren)'s care, how well do you think the disagreement was resolved? Please think

about your most recent disagreement if there has been more than one.

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very poorly
- Not applicable

37. Do you feel able to give feedback on services or professionals who have supported your child(ren)?

- Yes, all of the time
- Yes, some of the time
- No, rarely or never
- Not sure

Information and advice

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

38. Have you previously visited the Surrey Local Offer website?

Yes

No

Not sure

39. If yes, did you find the information you were looking for?

Yes, I found everything I was looking for

I found some of what I was looking for

No, I did not find what I was looking for

I was only browsing

Not applicable

40. Have you previously used the Family Information Service?

Yes

No

Not sure

41. If yes, did you find the information you were looking for?

Yes, I found everything I was looking for

I found some of what I was looking for

No, I did not find what I was looking for

I was only browsing

Not applicable

42. Have you previously contacted SEND Advice Surrey?

Yes

No

Not sure

43. Have you previously contacted or received information from Family Voice Surrey? For example, you may have received the newsletter, accessed a Facebook live session or attended an event?

Yes

No

Not sure

44. Where else do you go for information or advice for your child(ren) with additional needs?

Surrey County Council webpages

Websites about special educational needs e.g. IPSEA, NASSEN, Special Needs Jungle

Friends and/or family

Parent/carer groups or forums

Charities and other voluntary or community groups

- Social media (e.g. Facebook, Twitter)
- Schools (including SENCo and other teachers)
- Other educational professionals (e.g. education psychologist, SLT)
- Surrey Virtual School
- GP
- Health visitor
- Specialist health professionals (e.g. dietician, dentist, OT)
- Social worker or other social care professional
- Family support worker
- None of the above
- Other (please specify)

45. Has your child(ren) had a young carers assessment from Surrey County Council?

Yes – they (all) have

Yes – some of them have

No

Not sure

Not applicable

46. Have you heard of Surrey Short Breaks?

These are play and leisure activities and overnight respite for children and young people aged 5 to 18 with additional needs and disabilities.

Yes

No

Not sure

About you and your family

We would like to ask you a few final questions and collect some demographic information. These questions are optional to complete, 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.

47. What practical support do you and/or your child(ren) receive relating to their disability? Please tick all that apply.

Dietician

Emotional Wellbeing and Mental Health (EWMH) (formerly CAMHS) – e.g. Mindworks Surrey

Occupational therapy

Personal assistant (direct payments)

Personal support

Physiotherapy

Play therapy

Short Breaks

Speech and language therapy

Other services/support (please specify below)

We do not receive any support

Prefer not to say

48. Which Surrey borough or district do you live in?

Elmbridge

Epsom and Ewell

Guildford

Mole Valley

Reigate and Banstead

Runnymede

Spelthorne

- Surrey Heath
- Tandridge
- Waverley
- Woking
- I do not live in Surrey
- Not sure (please provide the first part of your postcode e.g. GU22)
- Prefer not to say

49. What is your ethnic group? Please choose one option that best describes your ethnic group or background.

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller

Any other White background, please describe

Mixed/Multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed/Multiple ethnic background,
please describe

Asian/Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please describe

Black/ African/Caribbean/Black British

African

Caribbean

Any other Black/African/Caribbean background,
please describe

Other ethnic group

Arab

Any other ethnic group, please describe

50. Do you consider yourself to have a disability?

Yes

No

Prefer not to say

51. Overall, how happy did you feel yesterday? Please answer on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”.

0

1

2

3

4

5

6

7

8

9

10

Competition and other engagement

To opt into the competition prize draw, please see below.

To submit your survey responses (and competition details), you will need to click 'continue' at the bottom of this page, and then 'submit responses' on the next page.

Details on our parent/carer engagement forum, and Our Voice Matters survey for children and young people, can also be found below.

Competition details

As a thank you for completing the survey, you could be in with the chance of winning two Gold Merlin passes. These can be used to visit attractions such as Thorpe Park and Chessington World of Adventures Resort.

If you would like to enter the prize draw, please enter your details below.

By giving us this information you will be providing us with consent to use your information for this purpose only. Your name and your contact details will be stored securely.

If you do not wish to enter the survey, please skip this question.

Name

Email

Phone number

Parent/carer future engagement

We would also like to set-up a parent/carer engagement forum, where members will be invited to take part in future surveys and co-production activities to help us evaluate and improve our SEND offer and services. If you are interested in finding out more, please provide your details below. By giving us this information you will be providing us with consent to use your information for this purpose only. Your name and your contact details will be stored securely and will only be shared with the SEND programmes team. If you do not wish to find out more, please skip this question.

Name

Email

Survey for children and young people

We would also love to hear from children and young people aged 8 - 25 about their experience of living in Surrey. The Our Voice Matters Survey is open until 31st July and covers a wide range of topics from emotional wellbeing and education to the environment. It's a great chance for children and young people to have their say and there's also the chance of winning a £100 Lovetoshop voucher! If your child or young person would like to complete this, please signpost them to <https://bit.ly/SurreyOurVoiceMatters>

How to submit your survey

Thank for you for answering the survey, we really appreciate your feedback. Your answers will be used to help improve services and support for children/young people and families.

Please scan / email your completed survey(s) to:

parentsvoicesmatter@surreycc.gov.uk

Alternatively, you can post your survey to:

Parents' Voices Matter

Surrey County Council

Quadrant Court

35 Guildford Rd

Woking

GU22 7QQ

Please contact us if you require any further assistance with submitting your survey:

Email: parentsvoicesmatter@surreycc.gov.uk

Telephone: 0300 200 1015 (9am to 5pm, Monday to Friday, excluding bank holidays)

SMS: 0786 0053 465

Information and advice

If you would like more information about what services or support is available, please see the list of information sources and organisations below.

Surrey Local Offer: provides information for children and young people with special educational needs and disabilities (SEND) and their parents or carers and information about local agencies including education, health and social care.

<https://www.surreylocaloffer.org.uk/>

Surrey Family Information Service: provides free impartial information and signposting for families with children aged 0 to 19 (up to 25 years for those with additional needs), as well as a directory of services,

support groups, activities, events and more.
<https://www.surreycc.gov.uk/children/families>

Surrey County Council: information about support available to children with additional needs.
<https://www.surreycc.gov.uk/children/support-and-advice/children-with-disabilities>

SEND Advice Surrey: impartial, confidential, and free support provided to empower parents/carers, children and young people with special educational needs and disabilities (SEND) aged 0 to 25 years.
<https://sendadvice.surrey.org.uk/> / 01737 737300 / SENDAdvice@surreycc.gov.uk

Family Voice: a parent and carer forum championing the needs and rights of families in Surrey with children or young adults up to the age of 25 who have special educational needs, chronic illnesses, including mental health conditions, or disabilities.
<https://www.familyvoicesurrey.org/> / contact@familyvoicesurrey.org / 01372 705708

Surrey Young Carers: provide support for young carers (under 18 years old) to get the information and advice they need. They can give children and young people someone to talk to and provide opportunities for them to have fun and make new friends with young people in

similar circumstances.

<https://www.actionforcarers.org.uk/who-we-help/young-carers-under-18/> / syc@actionforcarers.org.uk / 01483 568 269

Short Breaks: play and leisure activities and overnight respite for children and young people aged 5 to 8 with additional needs and disabilities, which can be accessed directly. <https://www.surreycc.gov.uk/children/support-and-advice/children-with-disabilities/surrey-short-breaks-for-disabled-children>

Healthy Surrey: provides self-care information, as well as signposting to local services available to Surrey residents. <https://www.healthysurrey.org.uk/>

Mindworks: emotional wellbeing and mental health service which provides support and advice for children and young people in Surrey. <https://www.mindworks-surrey.org/> / mental health crisis line, open 24/7: 0800 915 4644 / to request support: 0300 222 5755.