

**The POET Survey – Summary of feedback from Parents/Carers of Children and Young People with additional special educational support needs**

**Introduction**

In January 2020 Southend on Sea launched a survey for parents and carers of children and young people who have additional support and may have and Education Health and Care Plans (EHC plan). The survey is known as the Personal Outcome Evaluation Tool (POET).

This summary provides an overview of the responses over the period January – July 2020.

Please refer to the full data report July 2020 which benchmarks the Southend on Sea data against responses from parents in other parts of England.

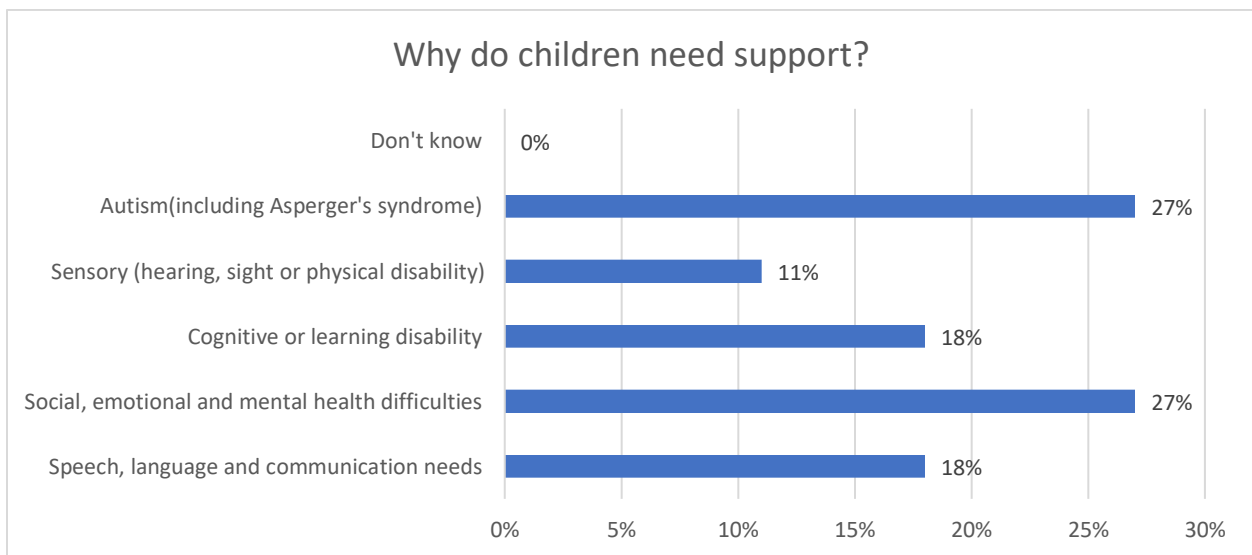
**Who took part in the survey?**

In total 168 parents in Southend on Sea completed to the POET survey.

**Reasons for additional support**

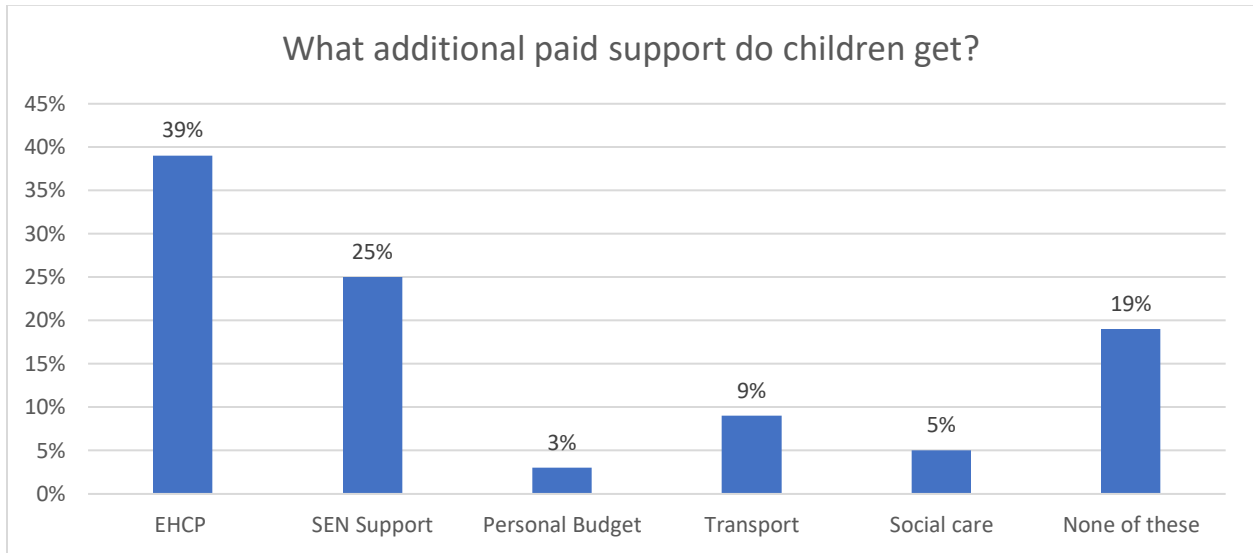
The chart below shows the main reason why their child or young person needed additional support

The responses show that the most common area for the child or young person needing support related to Autism (27%) or for social, emotional and mental health difficulties (27%).



## What support is provided?

The chart below shows what additional paid support is being provided. Well over a third of parents who responded (39%) said that their child had an EHCP



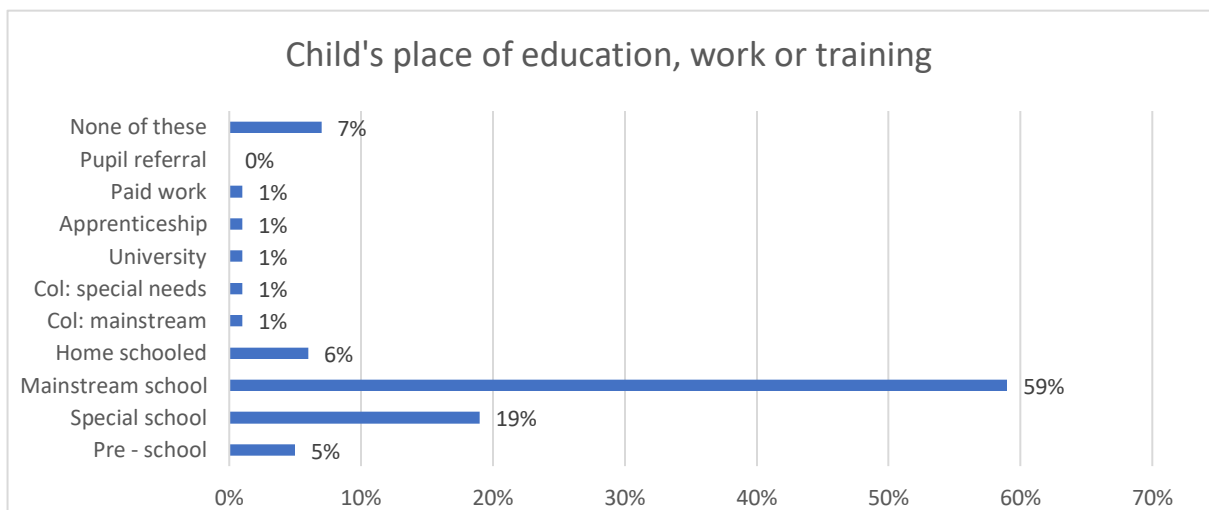
19% said their child did not get any paid support.



What we will do in response: Improve the information on the Local Offer to ensure that families are aware of the support and services available in education, health and social care. Audits and feedback of the Local Offer will confirm that information is accessible, accurate and widely shared amongst partner organisations.

## Type of setting the child or young person attends.

Parents / carers were asked what type of school, college, work or training their child / young person attended; and whether this was mainstream or special education:





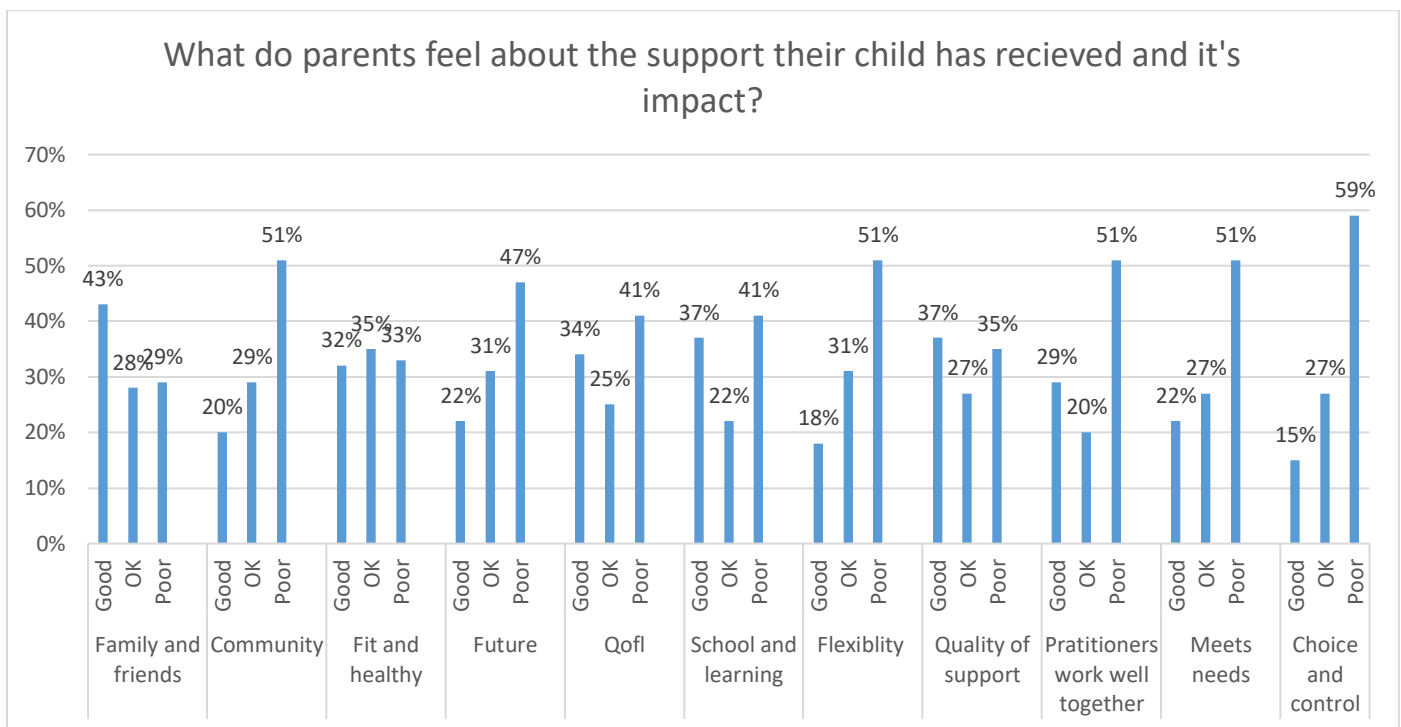
This tells us we need to gather feedback from parents and carers from the pre-school, home educated and post 16 sectors as they are underrepresented in providing their views.



What we will do in response: The Local Offer Review Group is made up of Southend's parent carer forum, voluntary and statutory organisations and groups. This group will take the lead on engaging with a wide range of families to ensure that their feedback is gained for the current and any new surveys.

### Support received and its impact.

Parents and carers answered questions about their experience of the additional support that their child or young person receives and what impact it has had in 11 areas;



Parents said that the support their child receives is good in 4 of the 11 areas we asked about.



Parents reported that the help and support that they received was poor in 5 of the 11 areas we asked about.



This tells us that SEND families do not always have a good experience when seeking support or see a noticeable impact or difference as a result of support.



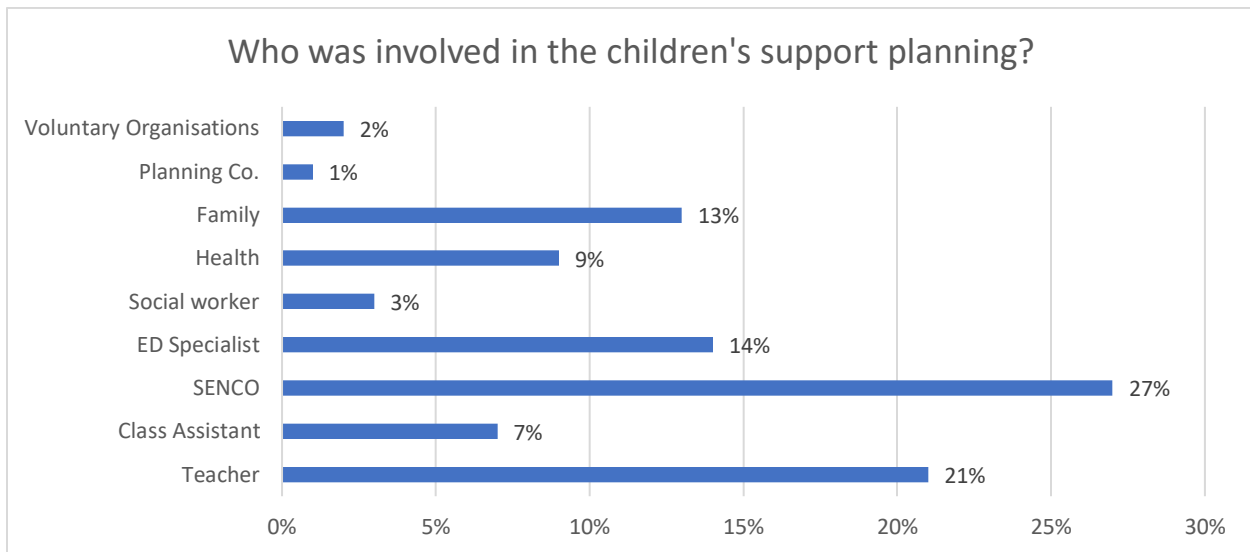
What we will do in response: We need to understand what is not working and why families feel they do not have choice and control over support and that it is not flexible. We are working closely with Southend parent carer forum to understand lived experiences for families who require additional support.



What we will do in response: We have developed a Voice of the Child group in partnership with Southend's parent carer forum and other organisations / services to gather stories detailing a child or young person's journey. These stories will be shared at every SEND Partnership Board meeting so that leaders understand what works and what needs to improve in Southend.

### Support planning.

Parents and carers were asked who was involved with the planning of their child or young person's support.



This tells us wide range of professional people were actively involved in planning support, especially education staff.



More work needs to be done to include families, partners in health, social care and the voluntary sector when planning for a child or young person's support.



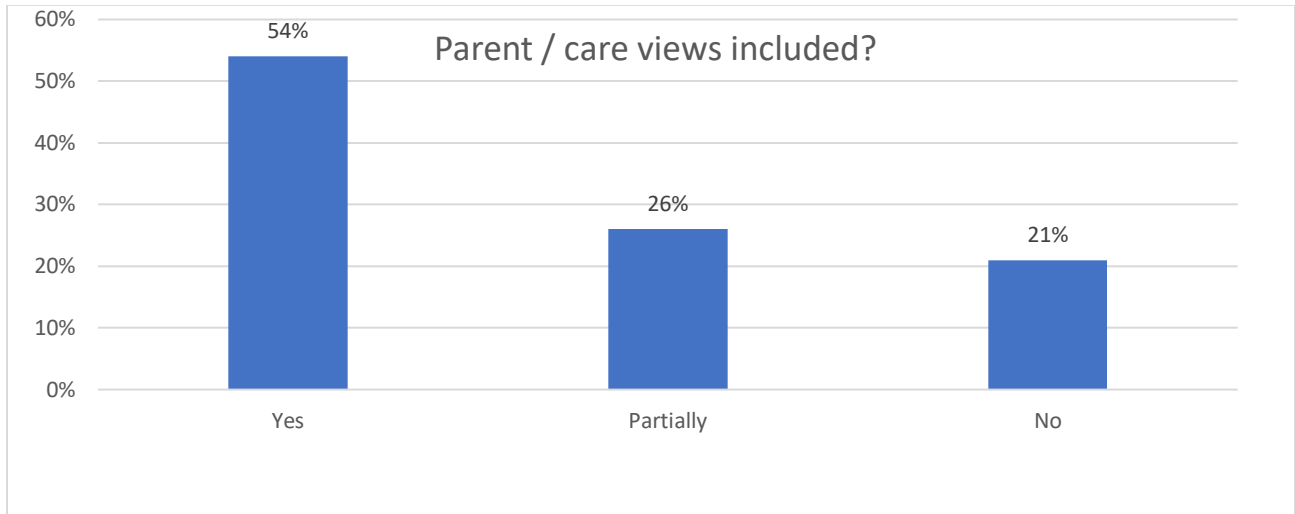
What we will do in response. The advisory SENCo Team worked with families, young people and professionals to create Shared Expectations, which is a document that sets out the expectations within the borough of Southend when planning SEN support. This also clarifies the statutory requirements for those working with young people who have additional needs.



What we will do in response. A SEND multi-agency framework has also been written with LA teams to ensure that good practice is embedded across teams and services.

## Parent / carer views

The graphic below shows if parent and carer believed their views had been fully included when their child or young person's support was planned



This tells us the majority of parents and carers views were included into the plan of support either fully or partially.



A fifth of parents do not feel their views were included.



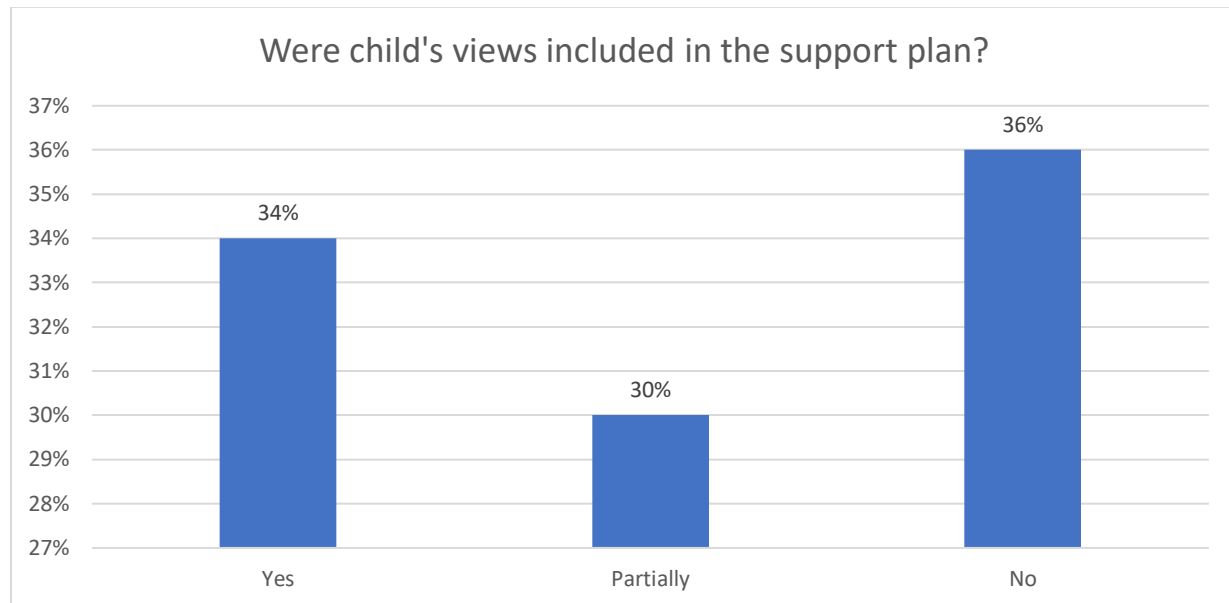
What we will do in response. A quality assurance framework has been produced by LA teams in education, health and social care to assess the quality of Education, Health and Care Plans. Every EHC plan undergoes checks to ensure parent and carers views are included and audits will show these are fully reflected in all new plans.



What we will do in response. The Advisory SENCo Team will undertake dip sample moderation of SEN Support plans across settings in Southend to identify areas to develop in gaining parent and carer views.

## Child / young person's views

Parents and carers were asked if they thought the views of their child or young person had been included when their support was planned.



This tells us the majority of child and young person's views were included into the plan of support either fully or partially.



However over a third of parents do not feel their child's views were included.



What we will do in response. A quality assurance framework has been produced by LA teams in education, health and social care to assess the quality of Education, Health and Care Plans. Every EHC plan undergoes checks to ensure children and young people's views are included and audits will show these are fully reflected in all new plans.



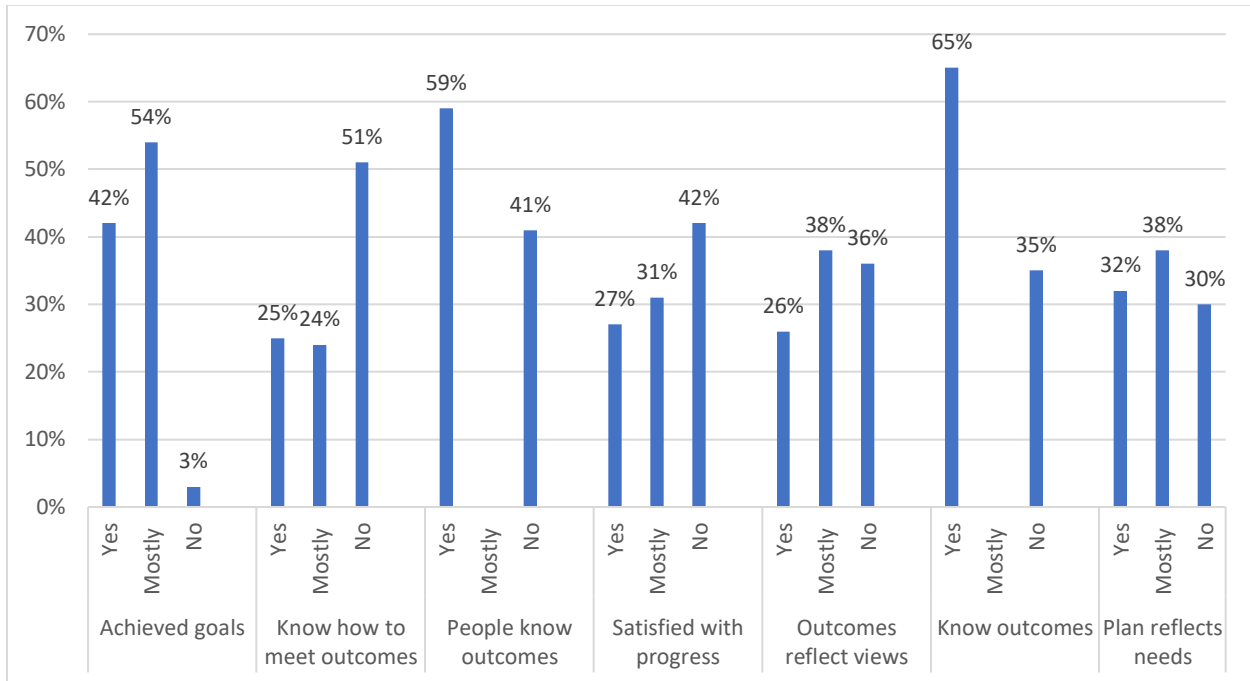
What we will do in response. We introduced the EHC hub to progress EHC assessment or EHC plan annual review's. The EHC Hub allows children and young people to provide their views towards their assessment or review using short video clips and photographs so that it is more accessible to those who have communication needs.



What we will do in response. The Advisory SENCo Team will undertake dip sample moderation of SEN Support plans across settings in Southend to identify areas to develop in gaining parent and child and young person's views.

## Outcomes and progress.

Parents and carers were asked questions about their child's outcomes, how they were progressing and if any outcomes had been achieved.



65% responded that the people who support their child or young person knows what the outcomes are in the support plan.

42 % reported that their children had achieved outcomes within their support plan



42% of parents were not happy with progress made towards their outcomes

51% of parents did not know how to meet their child's outcomes.

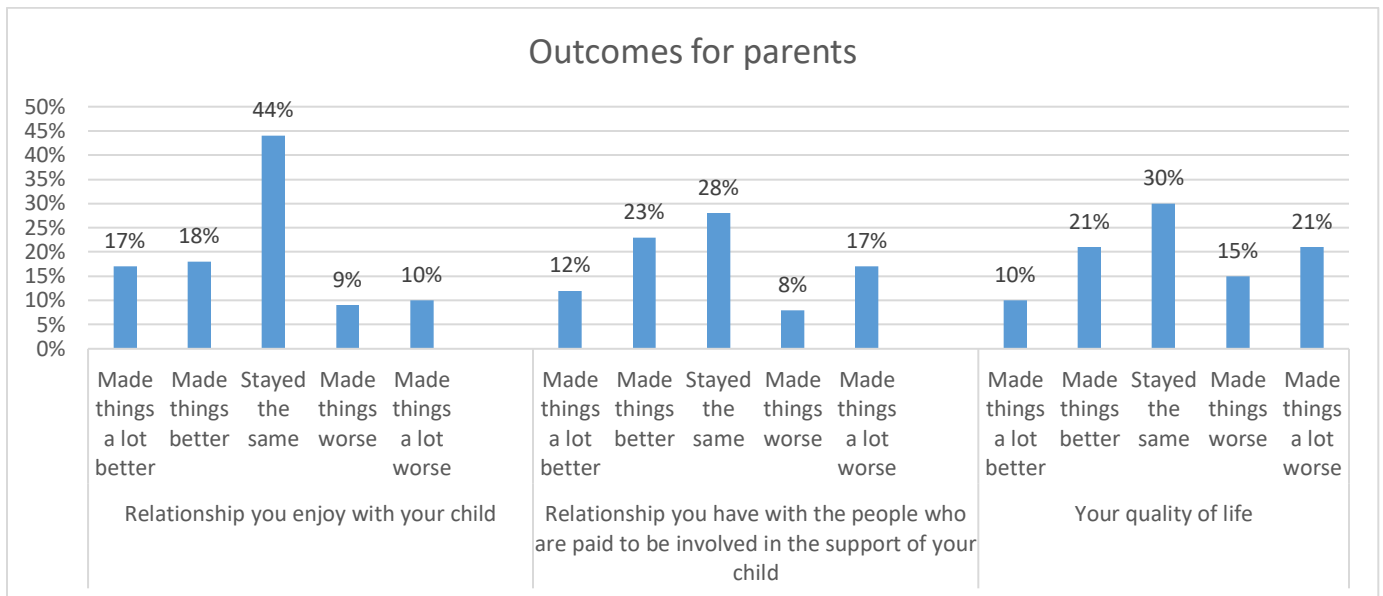


What we will do in response. We introduced the EHC hub to progress EHC assessment or EHC plan annual reviews. We are now developing a reporting system from the Hub to collect data specifically around outcomes for children and young people. We will use the reporting system to measure the impact of outcomes and will take necessary action to improve support where progress is not as expected.

## Outcomes for parents

Parents and carers were asked whether the support their child had received over the past year had made a difference to three aspects of their own life:

- Your quality of life.
- The relationship you have with people who are paid to be involved in the support of your child.
- The relationship you enjoy with your child



Over a third said that the support their child receives had made things better or a lot better in their relationship with their child and in their quality of life.



Over a third said that the support their child receives had made things worse or a lot worse in their quality of life.



What we will do in response: We need to understand what is not working and why families feel their quality of life has not improved. We are working closely with Southend parent carer forum to understand lived experiences and will produce 'service user stories' for every SEND Board meeting so that leaders understand what works and what needs to improve. The SEND Board will direct service areas on where developments need to happen.



## **Conclusion and next steps**

A task and finish group of Local Authority officers, Southend's parent carer forum and other partner agencies to interpret these results and to produce this summary.

We concluded that the survey has not been promoted enough amongst those families we need to hear from. 39% of parents and carers filling in POET last year had a child/young person with an EHCP and we want to capture feedback from those families that do not have support at that level. We need to target families who do not have their voices heard as this will give us a richer picture of what is happening locally and where the gaps are.

We found that the benchmarks in the full report (against other local authorities); do not really help us measure how we are doing. This is because the interpretation is dependent on how well it is distributed, seen and completed in each area. The current benchmark does not give any real understanding on how we are doing in Southend.

Agreement was reached that a new, co - produced survey is needed with a clear set of questions that gives us richer data to work from. A range of practitioners will be involved in developing the new survey to ensure the right questions are developed which can provide meaningful results about what is working and the gaps in services, support and provision. We will agree locally defined measures so that we can accurately report on progress made and reflect what difference it is making.

The new survey will evidence the Local Authority is listening to service users to ensure that it is meeting local need. The Local Offer Review Group will take the lead on development of a new survey to launch in September 2021.

**This summary is produced from the full Data Report: July 2020**