

# Parent carer feedback on the Education, Health and Care Needs Assessment process and the Annual Review process for an existing Education, Health and Care Plan

## November 2023 – March 2024

In March 2024 we published a report with findings from surveys which were undertaken as part of Worcestershire Children First's Quality Assurance programme of the processes related to Education, Health and Care Plans, during the period November 2022 to October 2023.

As part of our ongoing improvement work, we committed to publishing a 'You said, We did' style report bi-annually, so families can see that they have been listened to and changes have been made as a result. This report is for the period November 2023 to March 2024, which is five months only, but will bring future reports in-line with the financial year.

In the period November 2023 to March 2024 we had feedback from **98** parent carers, following either the issuing of a new Education, Health and Care Plan (EHCP) or following the annual review of an existing one. All 98 were randomly selected and contacted by phone for their feedback, the questionnaires are designed to collect both qualitative and quantitative data.

This report is specifically about the qualitative data which could be found in the responses to the questionnaires. We have analysed the comments made by all the parent carers and then grouped them together under themes. As a result we have implemented changes to processes, where appropriate, and have shared the report with colleagues so they are aware of the difficulties and concerns parent/carers have experienced and can try to ensure they are not repeated.

## What are Parent Carers telling us and what are we doing about it?

Overall the experience families reported was a positive one, with very high levels of satisfaction following both a new EHCP and an annual review. Only 7% of families rated the process of either the annual reviews or assessments as poor.

### **Comments about the process**

Eight parent/carers said they found the whole process (EHCNA) difficult and long-winded. Some would have liked to have someone to guide them through the process.

and

Two parent/carers



**One parent carer said the method of contact could be difficult, particularly for working parents telephone calls cannot always be answered, and emails can be difficult to access.**

We ask parent/carers what their preferred method

Parent/carers can raise any concerns they have with their casework officer, if we are aware that a child is not attending, we are able to monitor the situation. Referrals can be made to the local authority ‘

## **Comments about health services**

**Five families said that they thought most of the professionals worked well together and communicated except for their Paediatricians. They also said Paediatricians have long waiting lists, and they had to wait a long time for appointments.**

**And**

**Two families said that they thought most of the professionals worked well together and communicated except for within health, saying**

In April 2024 Worcestershire's services for children and young people with SEND were inspected by Ofsted and the Care Quality Commission (CQC).

As a result of the inspection,

The local authority is continuing to work with professionals within the local area partnership to ensure that they have a clear understanding of what the statutory duties around specificity and quantification of section F provision are, and we aim to improve the quality of plans by ensuring that all those involved in their writing are able to provide this.

**Four parent carers said that some information in the EHCP was out of date and irrelevant (AR).**

All EHCP should be reviewed at least annually, and parents and carers are able to provide their opinions around what is relevant and up to date with regard to the content of the EHCP, as are the professionals who are invited to contribute to the meeting.

**One parent carer found some information was missing from the EHCP.**

The local authority continues to work with parents and carers around amendment notices and should they feel that some information is missing from the EHCP, we are happy to give them the opportunity to provide us with amendments that make sure that all the information they feel is relevant is included.

**One parent carer found the Education, Health and Care Plan (EHCP) itself lengthy and difficult to understand.**

We realise that spaces in some specialist provision are limited, and we are working hard to build effective, appropriate provision in Worcestershire. Details of education and provision planning can be found here: [Education sufficiency, school organisation and provision planning](#)

### **One parent carer**

As a local authority we have a statutory duty to use our resources efficiently, therefore we can only name suitable provision, which can meet identified need. We try hard to work with parent carers to reach agreement, but where parent carers are unhappy with the provision named, they have recourse through the Tribunal system. [I'm not happy with my child's EHCP | SEND Local Offer](#)



**One parent carer -minute phone call to them and their young person for the Education Psychology assessment was sufficient. They also found the EP rude and abrupt.**