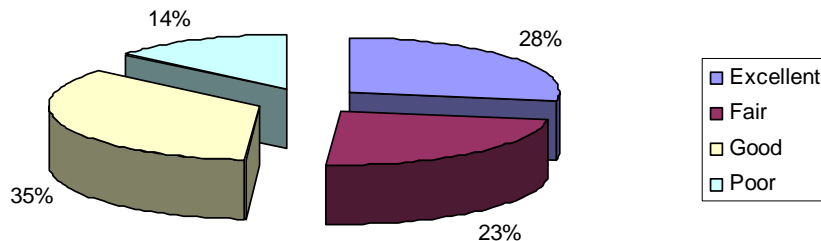


Statutory Assessment Survey

Section 1 : How satisfied were you with communication with LA officers?

1. How do you rate the communication you received from the LA?

86% rated communication fair or better, 63% rated it good or excellent.



"Lack of communication from both Parent Partnership and LA made me do the Statutory Assessment appeal process on my own."

"When I did contact the LA by phone to find out if the proposed statement was in the post they were very polite and even though the caseworker on the original letter changed I was put through to the correct person and assured that it was in the post - and it arrived the next day. It all has kept well to the schedule."

"Had to talk to lots of different people, none of whom understood the whole picture. The person writing the statement had never met Zoe. Couldn't get hold of people and they didn't come back to us when they said and very slow. 'Final' statement issued without telling us even though we had responded to say that we weren't happy with it. No communication, never knew if things had been received or were being looked at. It was a frustrating and traumatic process that still makes us angry and upset months after it was complete (and it still isn't finalised completely.)"

2. Was it made clear who you could talk to at the LA for further information?

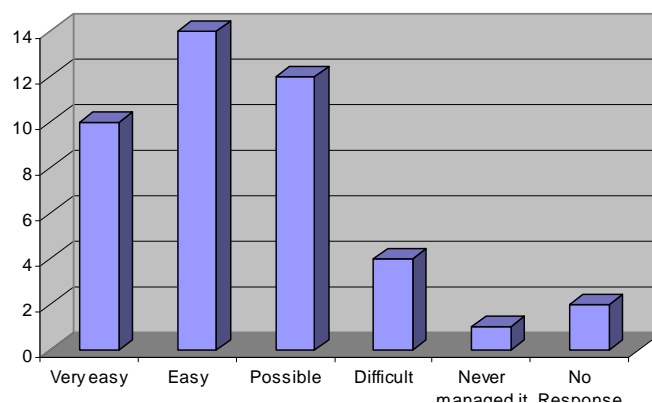
88% said yes.

"Continuity of staff would be helpful."

3. How easy was it to contact this person (by whatever means)?

84% rated ease of contact as possible or better

"Easy to get hold of casework officer, but found information a bit vague"



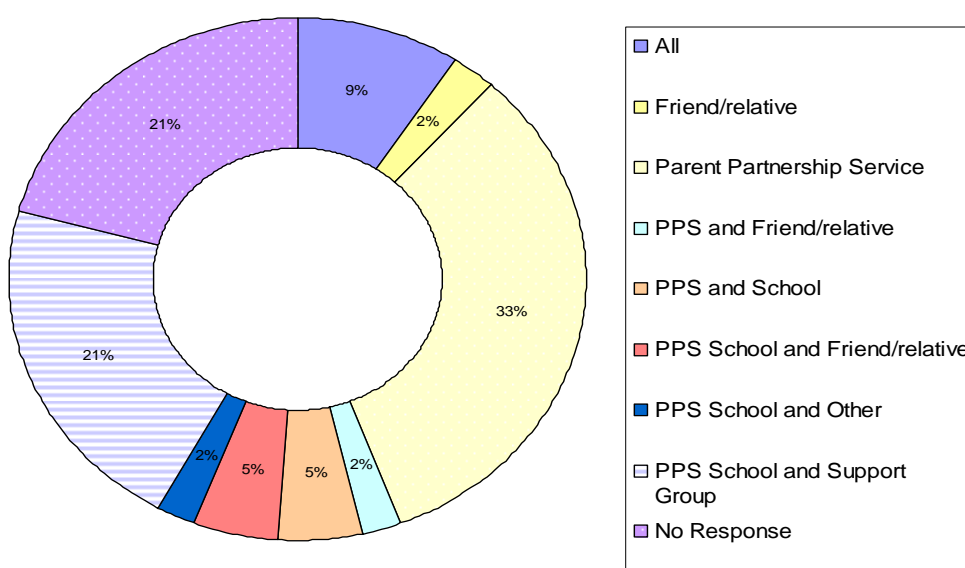
4. Were you told that you could seek support from other people during the process?

91% said yes

"I was not advised of extra help or support but I did contact Parent Partnership before applying for the assessment

"I was in contact with Thomas' educational psychologist throughout the process, she was a great help and always answered all of my questions and concerns. I also contacted County Hall about what stage we were at, they too was helpful."

Which service(s) were signposted?



77% in total mentioned PPS as source of support

"Supported very well by PPS. Couldn't have done it without their support."

5. If you did seek additional support, was it helpful?

84% said the support was helpful

"We are very grateful for all the help you provided and for your help in getting a statement for our daughter and also for all the other help that you gave us in putting us in contact with other services."

6. Did the information you received from the LA explain the process of statutory assessment well?

95% said information was OK or better

"Did understand some of the info sent by the LA but didn't understand it all - was quite confusing."

Statutory assessment refused (9 initially refused, 3 later went ahead)

7. Were you aware that you could ask to meet your case officer to discuss (the refusal to assess)?

8. Did the case officer make it clear that this meeting would be arranged soon enough to give you time to appeal afterwards if necessary?

6 out of 9 (67%) knew they could meet with the officer and understood about timing

9 Did the meeting resolve your worries or concerns?

2 out of the 5 (40%) that met with the officer said yes.

10. Are you now satisfied with the LA's decision not to go ahead with the statutory assessment?

5 (56%) said no. Of these, 3 were later issued with a statement.

Statutory Assessment carried out (34 cases + 3)

11. Were you clear what you needed to do next?

78% said yes

12. Were you kept regularly informed as to the progress of the statutory assessment?

62% said yes

"I was left in the dark a bit after being told they would carry out the assessment up until we received the decision."

13. Did you meet your case officer at any point? 14. If so, when?

21 (57%) said no. However, not all of these made negative comments.

After the Proposed Statement or Note in Lieu was issued	6
Before the Proposed Statement or Note in Lieu was issued	6
Both	3
Unsure	1

"My husband and I are well-educated and we found meeting the case officer a stressful experience. County Hall is an imposing place. Most parents would have been put off but it is only because we were determined to fight our son's corner that we succeeded in getting a statement"

"We didn't meet but we had a good conversation on the phone after the first draft was issued and I returned comments. I was glad my comments were taken on board."

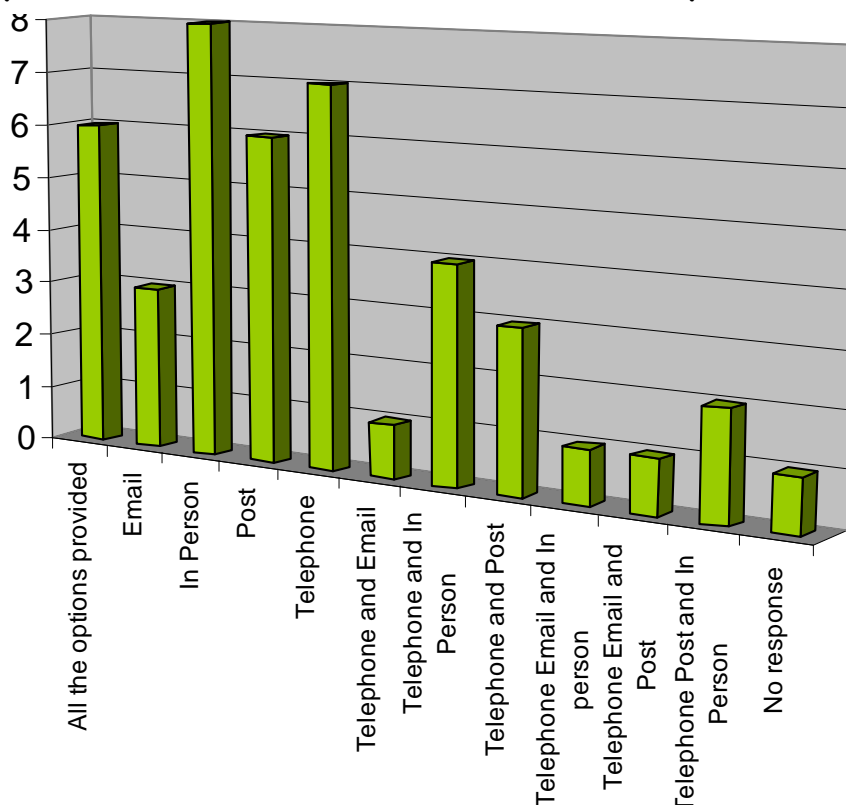
15 Did this meeting resolve any concerns you had?

16 (43%) parents met with their case officer. 11 of them (69%) said that the meeting had resolved some or all of their concerns.

"My son's statement went through smoothly and I had help writing the 'parents view' from a friend who had also completed her son's statement. It may help others to meet a caseworker if they are worried about the statement not going ahead i.e. in the (?) writing to LA"

Section 2 How could the process be improved for parents?

16 How would you have liked the LA to communicate with you?

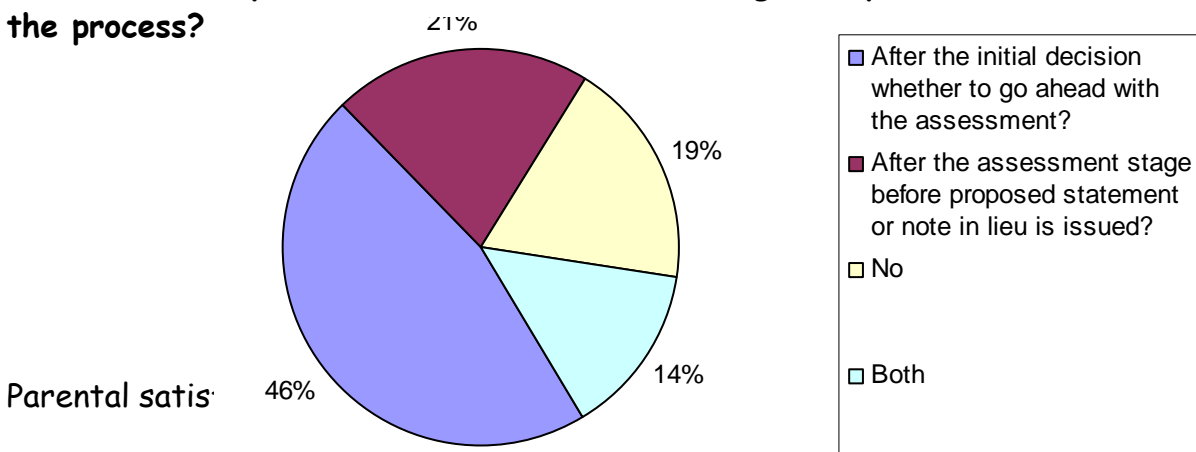


A combination of means was preferred - 58% said they would like telephone and one or more other means. Telephone was the most popular means of communication, then face-to-face contact, post, email. Email alone was unpopular; only 7% opted for this.

17. Would it help to have a telephone conversation with your case officer at the very start of the process?

88% said yes

18 Would it help to have a face to face meeting with your case officer during the process?



Parental satis:

"Someone could have gone threw it with us that would have been nice"

"No help from anyone to advise me on the school which would best suit my son's needs."

"Possibly at some point it would have been helpful to know what to expect from the statement in terms of details. It is very difficult to read between the lines and understand what is actually 'not being said' in the statement. Therefore it took me a while to realise what was missing and that I needed to look into that!"

19. Would it help to have a meeting at school, including the case officer, once the process is complete (regardless of whether the assessment went ahead)?

74% said yes

"A meeting with the school, parents and case officer should automatically be arranged to plan the way forward in school. I was told a meeting would happen but it still has not happened."

20. Would it help to have contact with your case officer just before the first annual review of the statement?

79% said yes

21. Would it help to have additional information about the roles of the various people who might be involved e.g. case officer, casework assistant, educational psychologist, Parent Partnership Service?

83% said yes

Key points

- Telephone call at the beginning of the process would be helpful
- During this initial call parents should be made aware of PPS and the support that can be had
- Parent's email address should always be provided, and the preferred means of communication recorded, together with some indication as to best times to contact them.
- Parents should be clear that there is the option to ask for a meeting
- Information about the roles and different ways of involvement of LA officers and advisory services (ISS, EP) would be very helpful, and not just for parents in or around the statutory assessment process. It would help parents to understand that for example, an EP may not be involved intensively all the time, but would liaise with ISS to ensure appropriate support.