**Education Health and Care Plans Feedback**

All plans sent out include a feedback form asking parents and carers about their child’s Education Health and Care Plan and their experience of the process to get a Plan.

Form included 5 questions with four possible ratings for each question. Comments were also invited for each question.

Between January and June 2016 a total of 98 forms were returned and of these 86 (88%) were positive replies. 12 (12%) were negative replies.

The charts below show the various responses to each of the 5 questions asked.



Common themes from the comments accompanying positive ratings received were:

* Being listened to, considered and involved and the young people also being involved (32 comments)
* Everyone in the process was helpful (21 comments)
* The EHCP is better than a statement. (8 comments)

Representative comments include:

* We are extremely grateful to L for working with us. We had heard so many terrible EHCP stories. The whole process was very smooth and efficient. L was extremely helpful and supportive and generally very kind and sensitive to our feelings and wishes for our child. She made a very difficult and emotional process bearable.
* I couldn’t have asked for more. The plan describes our child exactly and all the information and help, support is exactly what he needs. I have complete faith that he has a fantastic team and everyone involved has made sure he is going to get everything he needs!!
* What was most improved was the involvement of my son who’s opinion was listened to and taken into consideration and really that is what is most important.
* My child’s EHCP is 100% perfect!
* The plan focuses on my child as a person and not his problems and the things he can’t do…….the whole process felt like it was about Andrew and not his problems.
* We carry a lot of hope forward now.

Common themes from the comments accompanying negative ratings were:

* Health was not fully involved (2 comments)
* EHCP co-ordinator; people were not fully clear on who/what an EHCP co-ordinator does. (7 comments)
* Plan is no better than a statement (7 comments)
* Did not feel fully involved/considered (7 comments)

Representative comments include:

* Was not involved in any of his transfer
* Haven’t got one (EHCP co-ordinator)
* Plan doesn’t seem to describe him any differently than before.
* I asked for transport for my child to get to and from school and got no help at all.
* My child needs more motivation and perhaps a Social Worker would know how to develop this.

**You said/We did – Action taken**

You said

In the feedback collected about the process of getting an EHC Plan or transferring from a Statement to an EHC plan you said that you weren’t clear on the role of the co-ordinator or who you co-ordinator is.

We did

Wirral SEN team is reviewing the paperwork sent to parents informing them of the process. Although the letters are signed by the EHCP Co-ordinator responsible for that particular plan it is clear that parents are not sure what the role of the Co-ordinator is. Amendments to paperwork design will be co-produced with parents and carers to reflect this; to incorporate a simple explanation of how the Co-ordinator is involved in writing a child/young person’s plan and also to make more obvious how parents/carers can contact their own Co-ordinator. This will be completed during the Autumn Term 2016.

You said

In the feedback collected about the process of getting an EHC Plan or transferring from a Statement to an EHC plan a small minority of parents/carers said that they did not feel fully involved in the development of their child/young person’s EHC plan.

We did

These individual cases were reviewed and moderated by the SEN team as to what could have been done better and to establish any learning points from them. Analysis showed that most of these cases happened early on in the process and there has been an increase in practice improvement since then which we hope will be reflected in the feedback figures for the next 6 months.

You said

In the feedback collected about the process of getting an EHC Plan or transferring from a Statement to an EHC plan you said the plan does not seem much different from the statement.

We did

The format of the plans are continually being revised and improved with input from parents/carers and advice from the DfE in order to better facilitate the achievement of a child/young person’s outcomes.