


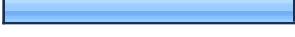













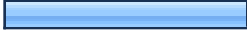


## 1. Where are the places you would look for information about your child's education / or who do you go to?

		Response Percent	Response Count
School/pre-school		82.6%	57
Health Visitor		11.6%	8
GP		20.3%	14
Specialist Support Group		43.5%	30
Parent Partnership Contact		37.7%	26
Ethnic Minority & Traveller Achievement Service		2.9%	2
Friend		43.5%	30
Relative		17.4%	12
Internet		62.3%	43
Community Network Group (such as TaCMEP)		8.7%	6
Library		18.8%	13
	Other (please specify)		7
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>3</b>

## 2. Do you like your information to be...

		Response Percent	Response Count
On Line		56.5%	39
Emailed to you		55.1%	38
By paper copies - in libraries, Children Centres, Schools etc		30.4%	21
<b>Posted to you</b>		<b>58.0%</b>	<b>40</b>
Through a helpline		26.1%	18
Face to face		50.7%	35
Newsletters		36.2%	25
	Other (please specify)		2
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>3</b>

### 3. Would any of the following be helpful? Please tick as many boxes as you wish

		Response Percent	Response Count
Workshop for parents - having the opportunity to have some practical examples	<input type="checkbox"/>	72.3%	47
<b>Conferences for parents - having the opportunity to hear about different subjects and talk to the individuals</b>	<input type="checkbox"/>	<b>73.8%</b>	<b>48</b>
Group meetings with other parents/carers and people from the Parent Partnership Services	<input type="checkbox"/>	64.6%	42
Drop in sessions	<input type="checkbox"/>	46.2%	30
A DVD by parents for parents	<input type="checkbox"/>	27.7%	18
One to one visits	<input type="checkbox"/>	56.9%	37
Any other ideas	<input type="checkbox"/>	6.2%	4
	Other (please specify)		12
<b>answered question</b>			<b>65</b>
<b>skipped question</b>			<b>7</b>

**4. What are some of the things that are most important to you when seeking advice about your child's education? Please rank in order of your priority from 1 as the most important to you to 4 as the least important to you.**

	most important			least important	Rating Average	Response Count
Having someone independent to talk to and will put you and your child first.	<b>80.6% (54)</b>	16.4% (11)	3.0% (2)	0.0% (0)	1.22	67
A helpful telephone manner	36.9% (24)	<b>46.2% (30)</b>	12.3% (8)	4.6% (3)	1.85	65
The quality of the information given	<b>89.6% (60)</b>	10.4% (7)	0.0% (0)	0.0% (0)	1.10	67
Your questions and queries being handled sensitively	<b>71.2% (47)</b>	25.8% (17)	3.0% (2)	0.0% (0)	1.32	66
Being re-assured that the information you share will be kept confidential.	<b>62.1% (41)</b>	24.2% (16)	10.6% (7)	3.0% (2)	1.55	66
Feeling that you are being listened to and understood	<b>85.3% (58)</b>	10.3% (7)	2.9% (2)	1.5% (1)	1.21	68
Feeling confident to ask any questions relating to your child's education	<b>71.6% (48)</b>	23.9% (16)	4.5% (3)	0.0% (0)	1.33	67
Been given the facts without any prejudice or bias	<b>77.3% (51)</b>	19.7% (13)	3.0% (2)	0.0% (0)	1.26	66
Independent of the local authority	<b>46.2% (30)</b>	21.5% (14)	26.2% (17)	6.2% (4)	1.92	65
Free service	<b>59.1% (39)</b>	30.3% (20)	6.1% (4)	4.5% (3)	1.56	66
Having accessible literature	<b>51.6% (33)</b>	35.9% (23)	7.8% (5)	4.7% (3)	1.66	64
Having accessible websites	<b>53.8% (35)</b>	35.4% (23)	4.6% (3)	6.2% (4)	1.63	65
A key contact number (local rates)	<b>50.0% (33)</b>	36.4% (24)	10.6% (7)	3.0% (2)	1.67	66
Somone to do a home visit	29.7% (19)	<b>34.4% (22)</b>	25.0% (16)	10.9% (7)	2.17	64
First language support	23.7% (14)	18.6% (11)	16.9% (10)	<b>40.7% (24)</b>	2.75	59
Named person	<b>36.8% (25)</b>	35.3% (24)	17.6% (12)	10.3% (7)	2.01	68

Other (please specify)

8

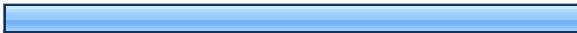


answered question 68

skipped question 4




**5. When visiting or having meetings at school, what may be helpful to you? Please rank in order of your priority from number 1 as the most important to you and number 4 as the least important to you.**

	most important			least important	Rating Average	Response Count
Support with preparation	<b>55.9% (38)</b>	20.6% (14)	11.8% (8)	11.8% (8)	1.79	68
Support with planning the questions you may wish to ask	<b>53.8% (35)</b>	20.0% (13)	15.4% (10)	10.8% (7)	1.83	65
Somone to come to the meeting with you	<b>37.9% (25)</b>	22.7% (15)	21.2% (14)	18.2% (12)	2.20	66
Being able to talk to someone on the phone	<b>54.5% (36)</b>	27.3% (18)	7.6% (5)	10.6% (7)	1.74	66
Somone to organise the visits and/or meetings for you	17.2% (11)	<b>31.3% (20)</b>	23.4% (15)	28.1% (18)	2.63	64
Support with actions after the visits/meetings	<b>53.7% (36)</b>	31.3% (21)	6.0% (4)	9.0% (6)	1.70	67
First language support	16.9% (10)	23.7% (14)	13.6% (8)	<b>45.8% (27)</b>	2.88	59
					answered question	69
					skipped question	3




**6. Do you think that pre-schools, schools and other organisations should be trained in how to support parents to be involved in decisions about their child's education?**

		Response Percent	Response Count
Yes definitely		86.4%	57
Not sure		7.6%	5
No		6.1%	4
answered question			66
skipped question			6



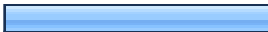
**7. As a parent/carer, do you think your child's views are heard and respected when decisions are being made about their education?**

		Response Percent	Response Count
Yes definitely		26.5%	18
<b>Not sure</b>		<b>50.0%</b>	<b>34</b>
No		25.0%	17
If no, how do you think a Parent Partnership Service could help?			20
answered question			68
skipped question			4

**8. Would you like your Parent Partnership Service to be based somewhere near your local area (in your locality)?**

		Response Percent	Response Count
Yes		72.1%	49
Not sure		5.9%	4
No		0.0%	0
Shouldn't make any difference		23.5%	16
	Please tell us why		32
	<b>answered question</b>		<b>68</b>
	<b>skipped question</b>		<b>4</b>

**9. Do you think that Parent Partnership should be delivered from within the Local Authority, by an independent provider commissioned by the Local Authority or by some other means?**

		Response Percent	Response Count
Within the Local Authority		25.8%	17
An independent provider		37.9%	25
<b>Shouldn't make any difference</b>		<b>39.4%</b>	<b>26</b>
	Any suggestions or comments		21
	<b>answered question</b>		<b>66</b>
	<b>skipped question</b>		<b>6</b>

**Page 2, Q1. Where are the places you would look for information about your child's education / or who do you go to?**

1	When I filled out a CAF form, I would like to have known about this service then, from School Nurses	Oct 4, 2011 1:32 AM
2	college	Sep 23, 2011 1:08 AM
3	myself	Sep 22, 2011 1:10 PM
4	Autism Anglian	Sep 22, 2011 8:50 AM
5	Local Education Department	Sep 16, 2011 4:26 AM
6	school	Sep 4, 2011 2:07 AM
7	training sessions/workshops	Aug 24, 2011 6:08 AM

**Page 2, Q2. Do you like your information to be...**

1	Service presentation/workshops	Aug 24, 2011 6:08 AM
2	Workshop	Aug 22, 2011 4:15 AM

**Page 2, Q3. Would any of the following be helpful?**

**Please tick as many boxes as you wish**

1	hard of hearing so one to one or microphone for speaker helpful	Sep 23, 2011 1:08 AM
2	any of the above in clacton on sea	Sep 22, 2011 1:10 PM
3	conference days	Sep 20, 2011 4:02 AM
4	Follow SNAP's wonderful set up	Sep 20, 2011 3:35 AM
5	More info available at school to access available support groups & free conference - schools could put this info in their newsletters/letters or have it available in reception	Sep 16, 2011 8:51 AM
6	I need methods that do not require me to take time off work as I use so much time for my son's medical appointments	Sep 16, 2011 4:26 AM
7	Would need to be outside of school hours	Sep 8, 2011 11:29 AM
8	cost is an important factor as is the location as other siblings are often at school so distance is difficult	Sep 7, 2011 1:48 PM
9	On-line forums	Sep 7, 2011 11:19 AM
10	leaflets and helplines	Sep 3, 2011 11:04 AM
11	helpline really useful plus maybe internet forums to chat to other mums and professionals	Aug 26, 2011 2:35 AM
12	FREE LOCAL workshops are extremely valuable	Aug 25, 2011 12:12 PM

**Page 2, Q4. What are some of the things that are most important to you when seeking advice about your child's education?**

**Please rank in order of your priority from 1 as the most important to you to 4 as the least important to you.**

1	Again a SNAP organisation in this area	Sep 20, 2011 3:35 AM
2	local free workshops and drop in centres that are arranged to co-incide with school pick up. I have two children at school and need to attend these events and be able to collect them on time.	Sep 16, 2011 8:51 AM
3	Please note: Parent Partnership needs to be INDEPENDENT, so that it is HONEST with parents. Parents know funds have to be prioritised, there is no need to "spin" to them. Any consultations should be genuine. I have been to too many meetings and consultations where they are just window dressing / denials of any problems.	Sep 8, 2011 1:56 AM
4	coat is always a limiting problem.	Sep 7, 2011 1:48 PM
5	some of these things are so basic they shouldn't be optional or rated on importance eg helpful telephone manner should be a pre requisite of anyone in a job required to answer the phone, surely you are not aiming to provide poor quality information. Some very silly questions on this survey.	Sep 3, 2011 11:14 AM
6	It is very important for parents to have someone to guide them through each transisitional phase of a childs education. It would be wonderful to have a named person to offer this support and ensure parents know who to ask and when to ask regarding future steps.	Sep 2, 2011 4:37 AM
7	all these things are important to to just pick 4 is not helpful in completing the questionnaire and I would think not helpful to your interpretation of peoples views, opinions and needs.	Aug 23, 2011 9:13 AM
8	Current and accurate information. Well trained/informed staff.	Aug 22, 2011 4:15 AM



**Page 2, Q7. As a parent/carer, do you think your child's views are heard and respected when decisions are being made about their education?**

1	In school, yes, but not in the wider framework of the Education Authority. PPS would do a great job if they could accompany parents to meetings with the ea.	Oct 6, 2011 10:47 AM
2	The School we are working with are more concerned about funding. The do not have the resources to help my Son, so it becomes about fitting my Son around their resources rather than providing what is best for my Son.	Oct 4, 2011 1:32 AM
3	My daughter is now 17 and been refused to continue her college course at Writtle as they say they cannot support her but I feel if we had a beter understanding and support with Education / medical services working closer together, we would not now be off the radar as there are NO services for this age NO one want to pick up the pieces plenty pass the buck and say try ..... then after another lengthy discussion they tell you to try elsewhere. She was a prem at birth and it is a lnow fact that some need MORE support from day one but once again MONEY is the issue and we never found the right support network and now I feel that we were left on the wayside. Apparently her transision from school to college was not properly done so who checks these things out ?	Sep 25, 2011 6:15 AM
4	Too much importance is given to a child to make educational when they are too young. With special needs children, specially Autism, they are not always aware of the importance of education decisions for their future. Of course they should have choices, but no work, or no study should not be an option ever.	Sep 22, 2011 7:40 AM
5	Sometimes directives from Government are paramount not the needs of the individual child. Parent Parnership gives a proffesional voice to be listened to.	Sep 22, 2011 1:38 AM
6	Possibly to help that others see and respect the child for the individuals that they are and not put them all in one box and and have them do what everyone is expected to do.	Sep 21, 2011 7:27 AM
7	Meet in a relaxed way with parents and children together, and see if child feels relaxed enough to talk - if they have the language skills.	Sep 8, 2011 1:56 AM
8	support with liaison between the school and parent and teachers. an opportunity to help children say what they feel, but not necessarily to decide what is best for them as they are after all children with limited experience of the world.	Sep 7, 2011 1:48 PM
9	We have had no help from Parent Partnership, at what point does the help get offered if there is anny?	Sep 7, 2011 11:19 AM
10	Advice on what sort of questions will be asked and what the childs response would be in their own words and what they would like to happen without being led on answers.	Sep 5, 2011 6:37 AM
11	I don't know what services you offer so can't answer this question. Sorry.	Sep 4, 2011 8:03 AM
12	to help support the child/parent in getting views across and decisions taken into account of the the childs specific needs/ views	Sep 3, 2011 11:04 AM
13	My daughter's views were not taken into consideration when a move from mainstream primary to special education was needed. She had expressed how unhappy she was and how difficult she was finding day to day activities in school	Sep 2, 2011 4:37 AM

**Page 2, Q7. As a parent/carer, do you think your child's views are heard and respected when decisions are being made about their education?**

and the ed psych told us that she only had one more year before we needed to consider secondary schools so things would and should remain the same until then. In my opinion this was definately not listening to her views.

14	Parent Partnership help to express the views of my children in a professional way that is taken on board by other professionals.	Aug 26, 2011 2:25 AM
15	I	Aug 25, 2011 12:12 PM
16	By supporting me as a parent in supporting my child to give his views	Aug 25, 2011 6:42 AM
17	I don't always think that schools listen and if they do then they do not have a full understanding of how my childs condition affects him and are therefore not in a position to respect his decisions as they think they know best.	Aug 24, 2011 2:16 AM
18	schools etc are not impartial and take criticism and differences of opinions between themselves and parents personally and in my experiences are often NOT helpful. parents need an independant advocate to help and advise them of how best to support them, their child and their childs now and into the future.	Aug 23, 2011 9:13 AM
19	By being available to support parents when a school is resistant to recognising the needs of the child and following up difficult situations which are caused by schools even when the child has a diagnosis.	Aug 23, 2011 3:19 AM
20	Support from Parent Partnership to make my child's views heard and acted on.	Aug 22, 2011 4:15 AM



**Page 2, Q8. Would you like your Parent Partnership Service to be based somewhere near your local area (in your locality)?**

1	If meetings and family functions are located miles away from my home, we would not attend.	Oct 4, 2011 1:32 AM
2	Nothing is based in this side of the county , not for social groups, schools or support everything is Chelmsford based or over that side, nothings is in Harlow. Sometimes it is not possible to access these places through lack of transport or the correct information being relayed.	Sep 25, 2011 6:15 AM
3	other child at school in area	Sep 23, 2011 1:08 AM
4	Not everyone has access to the internet or a car we take much for granted	Sep 22, 2011 8:50 AM
5	Our Parent Partnership Service is based at our Local Authority County Council. We had asked support from PPS towards our tribunal hearings against the LA and when we visited them at the office, we found they were in the same floor, same office. Hardly giving parents a feeling of being biased.	Sep 22, 2011 7:40 AM
6	Then it can relate to specific local schools.	Sep 22, 2011 1:38 AM
7	Most support can be given by phone, email or online. I would be prepared to travel a bit to attend a conference or training so location isn't an issue as long as advisers understand about my local area.	Sep 21, 2011 3:23 AM
8	Happy to contact by phone or email etc	Sep 20, 2011 1:12 PM
9	I feel that if the service is based in the locality it is serving then the workers should have a better knowledge & understanding of the Schools in that area, the challenges faced by the schools, parents & children in accordance with the area.	Sep 20, 2011 6:17 AM
10	as long as your contacts are strong - ether phone/internet then you don't need a local office	Sep 20, 2011 4:02 AM
11	Parent Partnership Scheme is in its current state no use to us as a family what so ever.	Sep 20, 2011 3:35 AM
12	Beacause maybe then we would know what advantage/benifits having a Parent Partnership would be.	Sep 20, 2011 3:10 AM
13	Should be countywide - with same service available to all.	Sep 20, 2011 2:24 AM
14	Local knowedge is important. I would like to speak to a support adviser who is aware of what is happening locally and what would be best for my child. It is important that the adviser has a good relationship with the school and visits regularly so that a good rapport is built. Schools need to promote parent representation as it useful for both parties. I have used Parent Partnership for a school meeting but had to find out about them myself - why don't schools advise that parent support is available? Schools should make parents aware of Parent Partnership as soon as the child goes on School Action, even if they don't need it.	Sep 16, 2011 8:51 AM
15	For ease of access	Sep 16, 2011 4:26 AM
16	because i don't drive it's hard to get to the school for meetings etc.	Sep 12, 2011 11:45 AM

**Page 2, Q8. Would you like your Parent Partnership Service to be based somewhere near your local area (in your locality)?**

17	If the same general principles are followed, it shouldn't make any difference. A quality well-trained understanding independent service with the POWER to change things and make decisions could be in a central office. As long as it's there for all children in Essex at the end of the phone, or parents can travel in for sessions.	Sep 8, 2011 1:56 AM
18	having additional siblings and attending school limits the time available for meetings or talking. having no access to own transport and having to use bus services cuts down time to attend gatherings/meeting etc	Sep 7, 2011 1:48 PM
19	We already have to attend numerous appointments and meetings that are very time consuming.	Sep 7, 2011 11:19 AM
20	Because I don't drive and you would get a more personnel service and schools would give the service more respect if it was on their doorstep.	Sep 7, 2011 11:01 AM
21	Local knowledge of different types of schools and services.	Sep 6, 2011 3:43 AM
22	The parent partnership staff would know the area and also the schools and would build up a more personal relationship with parents knowing more of the local information.	Sep 3, 2011 10:10 AM
23	yes in an ideal world but with technology improvements access to info and support could initially be obtained via internet or telephone	Sep 2, 2011 4:37 AM
24	To be able to access them easily face to face considering the times and pressures around looking after my children.	Aug 26, 2011 2:25 AM
25	Local knowledge of schools and services is important.	Aug 25, 2011 12:12 PM
26	local knowledge of schools, voluntary groups etc	Aug 25, 2011 6:42 AM
27	Would know what support is offered locally.	Aug 24, 2011 6:08 AM
28	As long as there is someone you can contact either by phone, email or in person then it shouldn't matter where they are based.	Aug 24, 2011 2:16 AM
29	local service would hopefully mean local knowledge of professionals, schools, education department protocol and appropriate signposting of parents to support groups etc.	Aug 23, 2011 9:13 AM
30	They need to know the areas and local schools so as to develop the right strategies to support the parents.	Aug 23, 2011 3:19 AM
31	Local knowledge of schools and services would be more accurate.	Aug 23, 2011 12:11 AM
32	Local knowledge regarding relevant agencies/support	Aug 22, 2011 4:15 AM



**Page 2, Q9. Do you think that Parent Partnership should be delivered from within the Local Authority, by an independent provider commissioned by the Local Authority or by some other means?**

1	It would improve parents perception and trust of PPS if they were independent	Oct 6, 2011 10:47 AM
2	I once again feel that parents, children, and families need to know more about the services provided and available for their need to access a suitable and fair education from a very early age to get the right start as every child matters and if they are not progressing "why" who really cares schools do not all want to face up to poor reports and always extra support or specialised teaching costs more money. People need to know early on about where to go for advice and support and know that the agency is there for them as a family and care. In all our experiences we have had to dig out information or go from pillar to post as we found out our daughter has missed all the schools warning areas so now we are in the mess we are in no college and no work, Our daughter wants to work but needs a little bit more help and support to access some areas others do daily.	Sep 25, 2011 6:15 AM
3	make sure everyone can hear the information delivered at the talks	Sep 23, 2011 1:08 AM
4	The LEA cover their own backs to save their budgets someone impartial would be fairer in ensuring a child's needs are met as a result of need not because of funds	Sep 22, 2011 8:50 AM
5	not sure	Sep 21, 2011 7:27 AM
6	It would be difficult to expect a truly independent service from a PPS within the LA, however there are different levels of service and a great many can be provided by the PPS. The remainder need to be offered by totally independent organisations.	Sep 21, 2011 3:23 AM
7	I would just like to say that the few times that I have contacted the Parent Partnership Service I have not found them to be very helpful & on one occasion the employee was quite dismissive & basically said that I should know it was my responsibility to make sure my son was in school, which I did but I took offence at the manner in which it was said. I have really felt that the service has not helped me much at all & have researched the information myself & represented myself & my son. So so much that I haven't even really bothered to contact them about my daughter.	Sep 20, 2011 6:17 AM
8	Again I find Parent Partnership no help - SNAP has helped us no end. I just wish they were closer so that we could access more of their services.	Sep 20, 2011 3:35 AM
9	Again should be equitable service whoever provides.	Sep 20, 2011 2:24 AM
10	I have found that LA Funding can mean that the service is less than well supported, leading to onerous workload for the PP liaison as well as lack of cover at times.	Sep 16, 2011 4:26 AM
11	I feel strongly that it should be independent	Sep 14, 2011 1:25 PM
12	as long as those offering the service are trained and do know what it is they are dealing with so that lengthy explanations are not needed each time. They should have an understanding of the various special needs	Sep 7, 2011 1:48 PM
13	I found the fact that the service I referred to when going to tribunal against the	Sep 7, 2011 11:01 AM

**Page 2, Q9. Do you think that Parent Partnership should be delivered from within the Local Authority, by an independent provider commissioned by the Local Authority or by some other means?**

	LEA was in the same building and they all knew each other intimidating and in the end decided to avoid them. I was also put off by the attitude that there wasn't any point because funding was so tight.	
14	I just think that if the local authority has some hold over a group like this they are likely to either make changes to the way its run or have some sort of say over certain areas.	Sep 5, 2011 6:37 AM
15	It really should be impartial advice and support given. If the local authority is best placed to do this then that is ok but parents must not feel that by talking to someone within the LA that their view will considered and not be disregarded. Bearing in mind the LA will know of any impending funding cuts and the history of individual schools.Its all about sharing information to make sure the childs best interests are listended to and acted upon. .	Sep 2, 2011 4:37 AM
16	Lcal authority can give you a realistic picture as know how authority works and what is possible. also more experienced than external provider	Aug 26, 2011 2:35 AM
17	I think having the service within the local authority would be best as I would not be sure if an independent provider would be thinking solely about the needs of my children rather than the needs of their business.	Aug 26, 2011 2:25 AM
18	I think a parent partnership service delivered within the LA would have more clout with schools and they would also have access to some of the other people involved in my daughters SEN and would be able to communicate with them and with me more effectively.	Aug 25, 2011 6:42 AM
19	Confidentiality and no prejudice is important.	Aug 24, 2011 6:08 AM
20	Things are long overdue for change. Parent Partnership does not work effectively from within the Local Authority as that is the employer (more Service Land to deal with). We are leaving Essex as the provision and support has been so poor. We are removing both of our businesses as a result of this.	Aug 23, 2011 3:19 AM
21	Better knowledge of current legislation/strategies/partnerships to support my child's education. Carries more authority to outside agencies. Still possible to be impartial/confidential.	Aug 22, 2011 4:15 AM