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| **SEND Assessment and Review Team – Education, Health and Care Plan**  **(EHCP) – Satisfaction Questionnaire weeks 1 - 6** |

This questionnaire is to gather your **opinion about the process** you went through when applying for an EHC Needs Assessment.

We recognise that the decision reached by the local authority about your request did not meet the threshold for assessment at this time, but it is hoped that the journey towards the local authority reaching their decision has been positive and that the service provided has been of a high standard.

Your views and feedback on our service are welcomed and enable us to review the service we offer and make improvements. We therefore hope that you can take the time to answer the following questions and offer both positive and not so positive feedback. The questionnaire can be returned to the SEND Assessment & Review Team by post or email.

|  |  |
| --- | --- |
| **School** |  |
| **Key Stage** |  |

|  |  |
| --- | --- |
| **Date:** |  |
| **School Year** |  |

**Please Note –** *EHC refers to ‘Education Health & Care’ throughout this questionnaire*

**Post code for home address**

|  |
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**Name of the person completing the form:-**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Did you find it easy to request an EHC needs assessment?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

|  |
| --- |
|  |

1. **How easy was it for you to request an Education Health and Care Needs assessment?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very easy | Fairly easy | Acceptable | Fairly difficult | Difficult |

**Comments:**

|  |
| --- |
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1. **Why did you request an EHC assessment? (Please tick all that apply)**

To secure necessary Health Care services

To secure necessary Social Care services

Wish to access special school education and/or placement

Due to concerns over your child’s transfer from one stage of education to another,

Due to concerns over your child’s education progress

Other, please comment

**Comment**

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1. **How satisfied are you with the time taken for the SEND service to respond to your request for an EHC Needs assessment?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Satisfied | Acceptable | Dissatisfied | Very dissatisfied |

**Comments:**

|  |
| --- |
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1. **Did anyone, including school, explain the graduated approach to Special Educational Needs Support to you, prior to either you or your son/daughters school requesting an EHC needs assessment?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

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| --- |
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1. **Did you receive communication (via letter, email, telephone calls) from the SEND Assessment & Review Team regarding the request for an EHC Needs assessment for your son/daughter.?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

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1. **How satisfied are you with the ease of contacting the SEND Assessment & Review Team or the SEND Caseworker/person you needed?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Satisfied | Acceptable | Dissatisfied | Very dissatisfied |

**Comments:**

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1. **Was the request for an EHC Needs assessment accepted?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

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1. **(a) If the answer to Q9 was ‘No’, was the reason for this decision communicated to you clearly?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

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| --- |
|  |

**(b) Was the decision communicated by**

|  |  |  |
| --- | --- | --- |
| **Telephone call** | **Letter/email** | **Both** |

**(c) Were you provided with information about how to register an appeal via mediation or tribunal?**

|  |  |
| --- | --- |
| Yes | No |

**Comments:**

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| --- |
|  |

1. **Is there anything you would change or anything you think could have been done better in respect of the service(s) you received?**

|  |  |
| --- | --- |
| Yes | No |

**Comment:**

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| --- |
|  |

1. **Overall, how satisfied are you with the clarity of information and advice provided to**

**you?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Satisfied | Acceptable | Dissatisfied | Very dissatisfied |

**If you have any other comments or feedback (both positive and not so positive) you would like to share with us about the quality of service, you have experienced from the SEND Team please comment in the box below:**

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| --- |
|  |

**Please return to:**

**The SEND Assessment & Review Team by emailing**

[SEND@hullcc.gov.uk](mailto:SEND@hullcc.gov.uk)

**Or via post to**

**SEND Assessment & Review Team**

**Brunswick House, Strand Close, Hull. HU2 9DB**