

EHCP Deep Dive Survey



Welcome to our report summarising key findings from the "Have Your Say" survey on Education, Health, and Care Plans (EHCPs). The focus of this report is to highlight experiences of SEND families, identify areas for improvement, and suggest ways to enhance communication and support.

This survey was conducted during the spring of 2025, with a total of 50 respondents. The data was collected through the RPCF membership via social media, direct email, and group activities.

The survey was conducted following feedback from our members, it highlighted EHCP's as a key priority to members, and to continued to be a hot topic of discussion at face-to-face interactions with members. Rotherham parent carers forum is committed to working in equal partnership with local services to ensure the living experience of families helps to influence services which are important to them.

Introduction

This presentation will cover key findings from the Spring 2025 RPCF EHC survey.

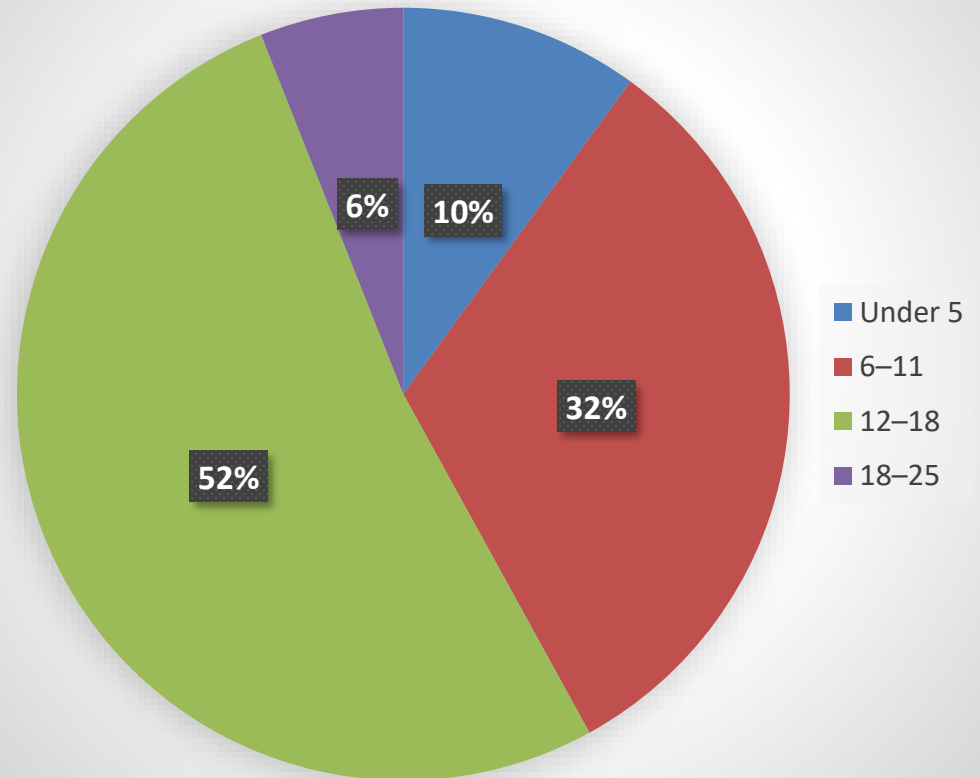
Survey conducted
in Spring 2025 by
RPCF

50 parent carers
participated

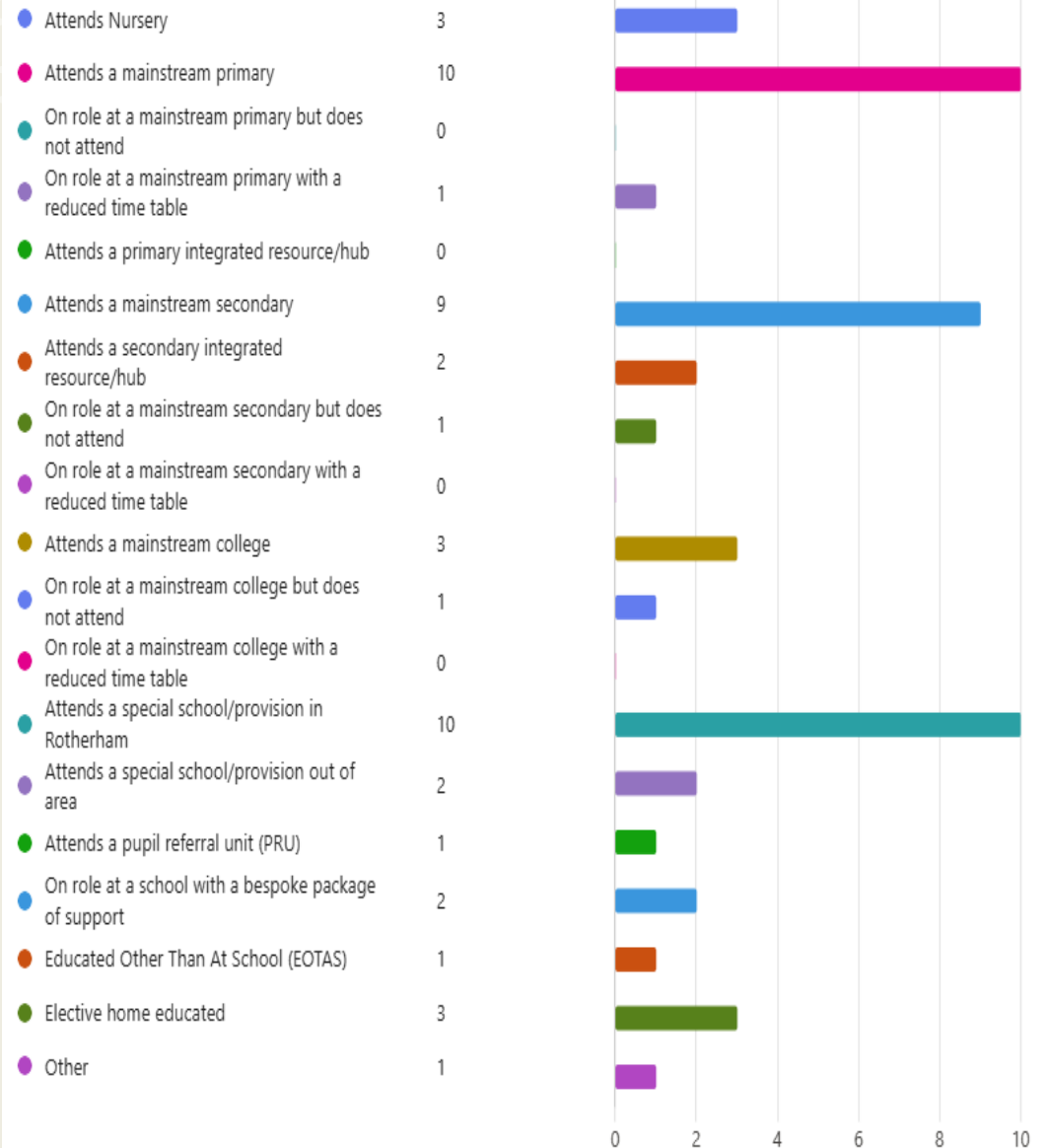
Aim: Improve
EHCP process by
listening to
families' voices

Age Range of Young People

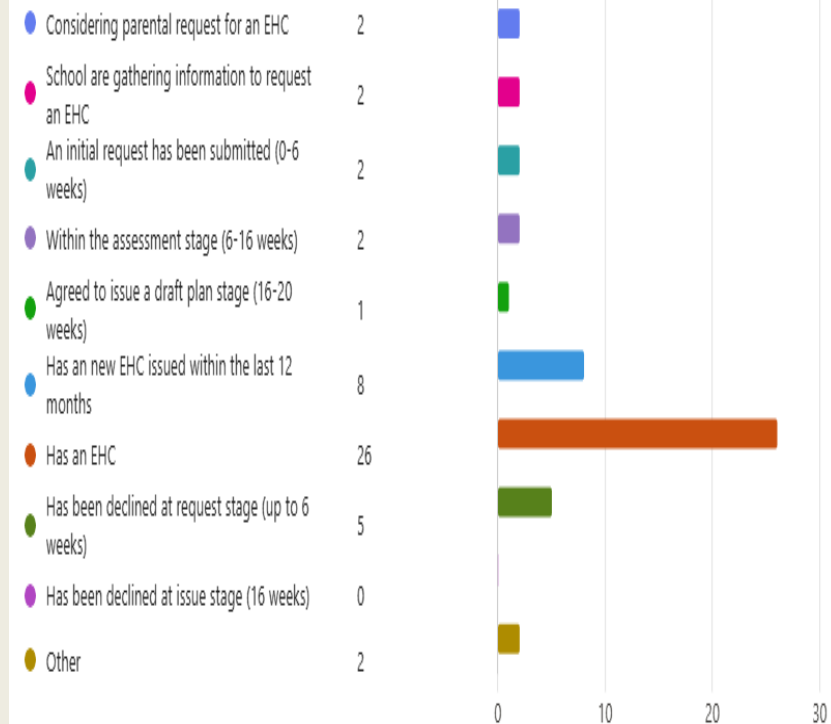
Responses



Current Provision



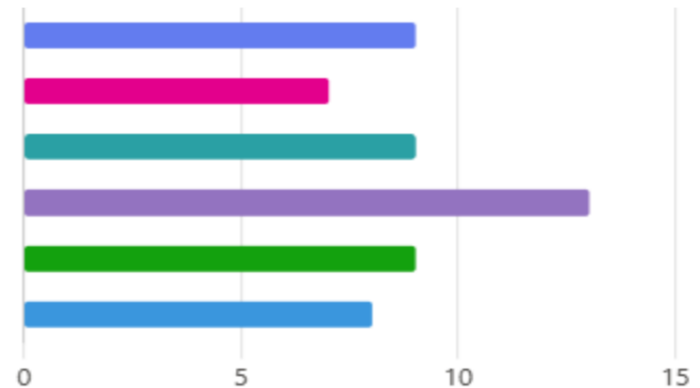
Current Position within the Statutory Process



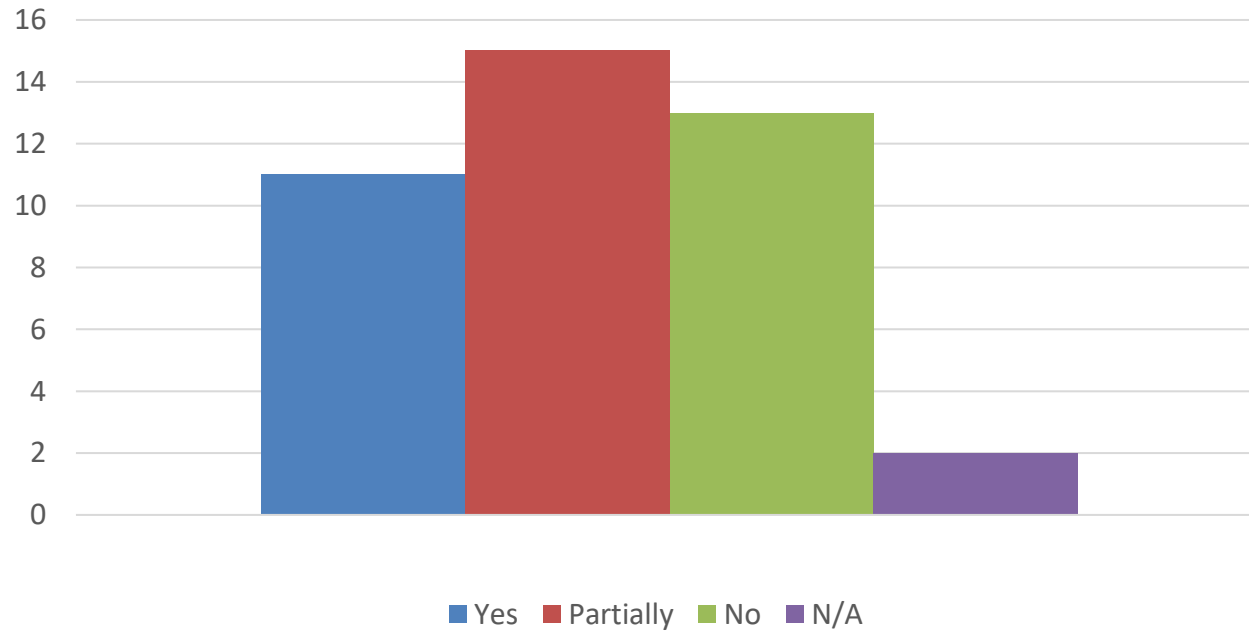
Welcome & Care

When speaking with the EHC team, did you feel they were welcoming and caring in their communications?

● Extremely	9
● Somewhat	7
● Neutral	9
● Not	13
● Extremely	9
● I have never spoken to anyone from the EHC team	8



Did the parent feel fully informed about the EHC assessment process and what it entails?



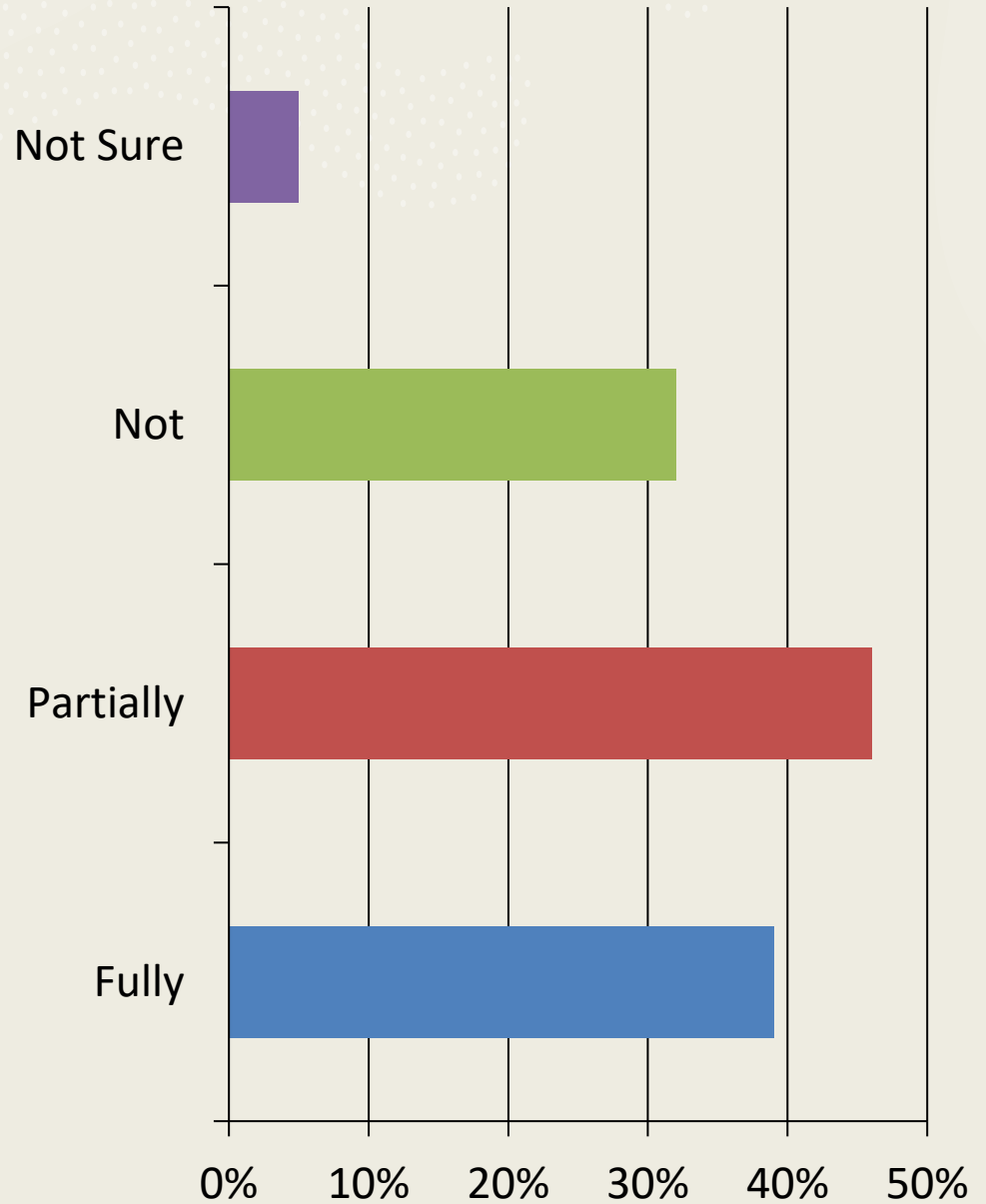


Value and Include



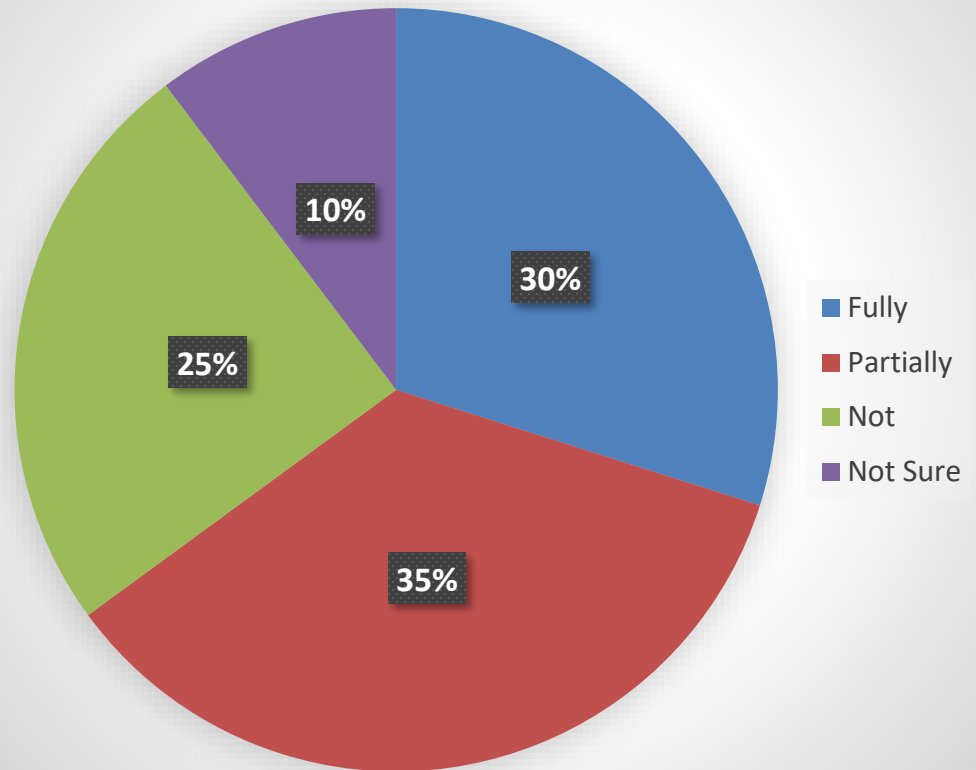
Parental Inclusion - EHC Process

Responses



Young Person Feeling Included - EHC Process?

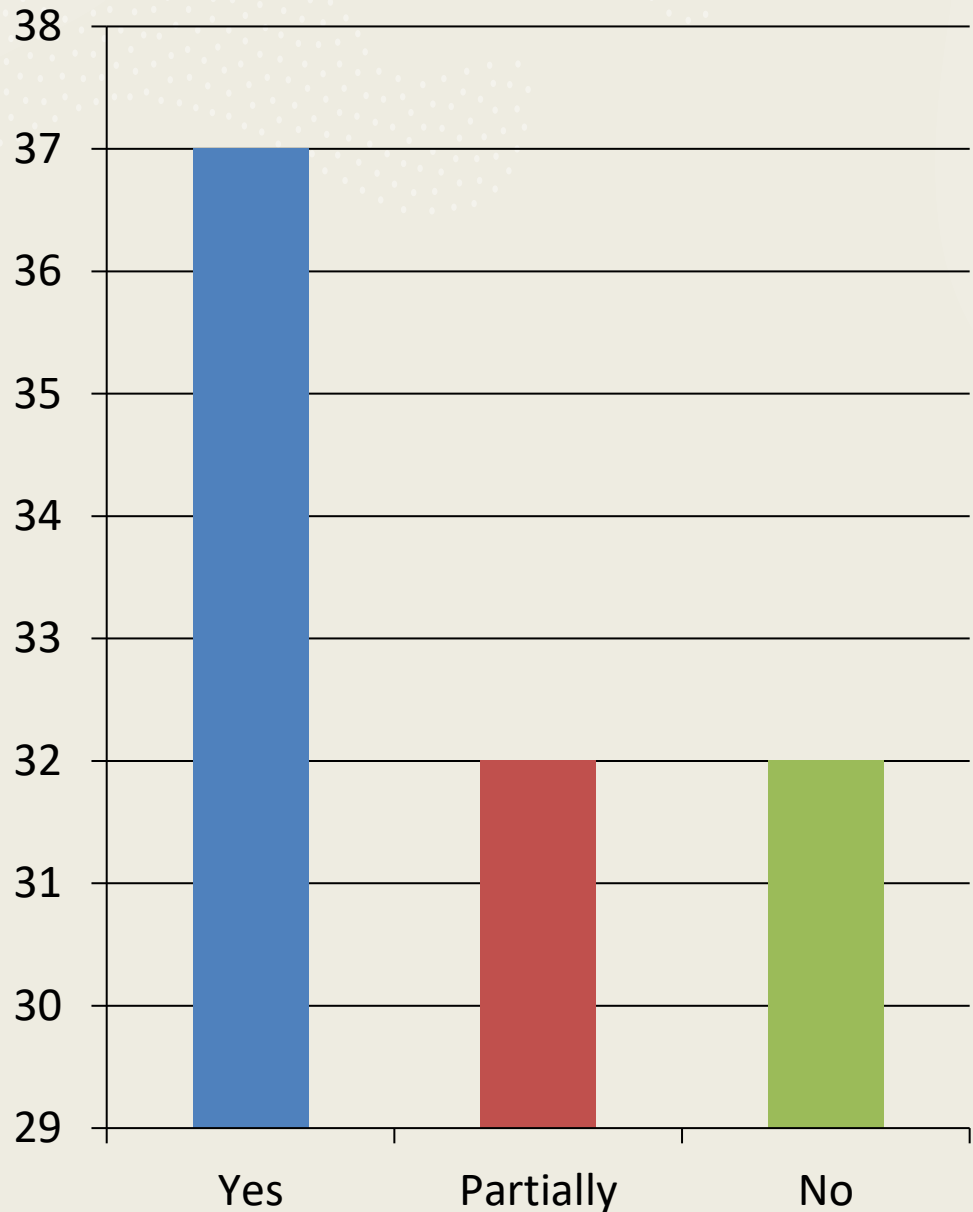
Responses



Assessment Reflects Needs

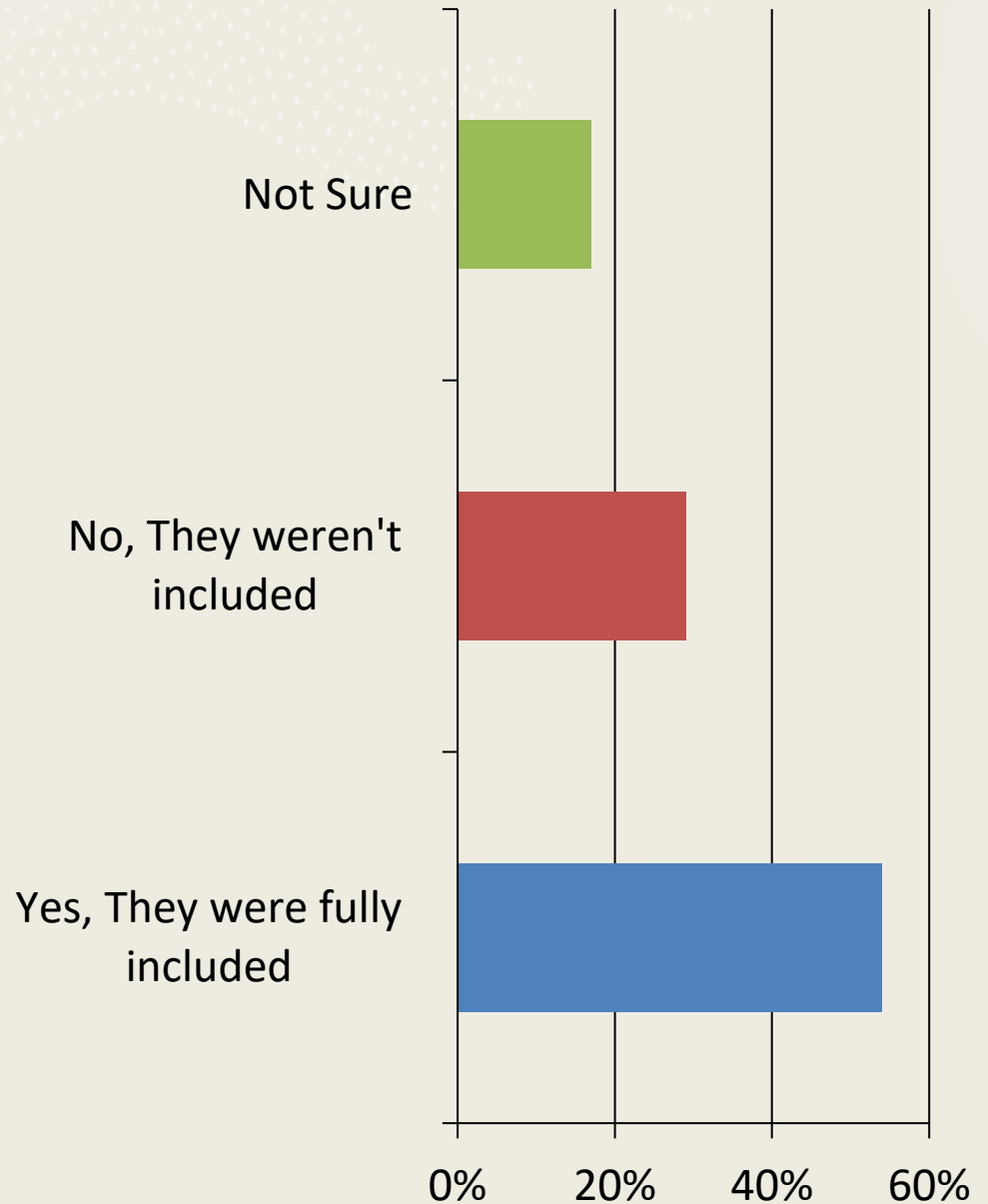
Do you feel your young persons needs are accurately reflected within the assessment/plan?

Responses



Practitioners Involvement within the EHC Assessment

Responses





Communication

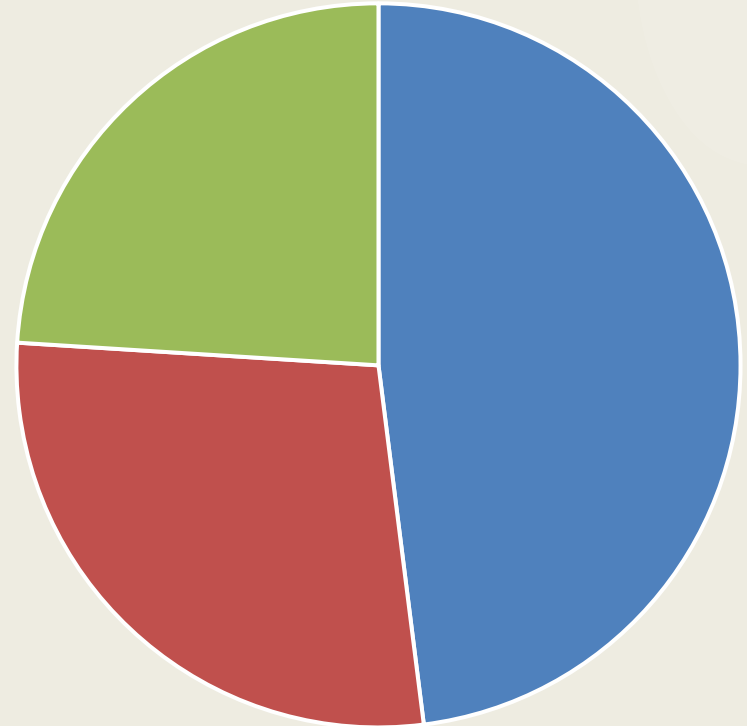


Communication

We asked how well they felt communicated with by the EHC coordinator/team (1 being not well and 5 being perfectly well)

The average rating was **2.28**, therefore reflecting more needs to be done to ensure parent carers feel they have effective communication.

Preferred Communication Method

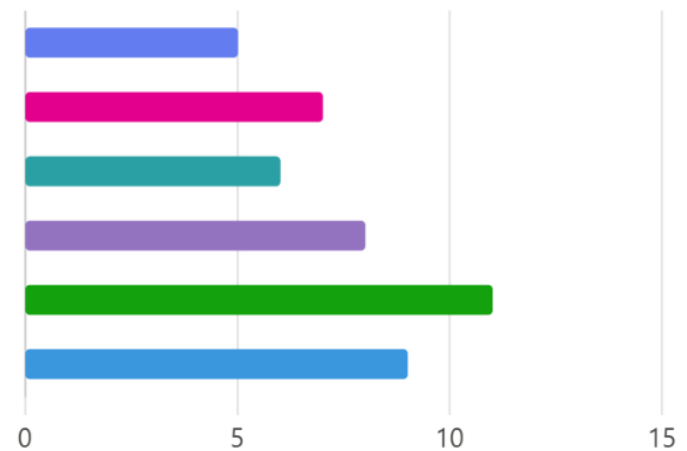


■ Not Asked ■ Not Sure if Asked ■ Were Asked

Availability of the EHC Coordinator

How easy it was to get hold of the EHC coordinator?

● Extremely easy	5
● Somewhat easy	7
● Neutral	6
● Not so easy	8
● Impossible	11
● N/A	9



Key Communication Issues

Lack of information
and delayed
responses

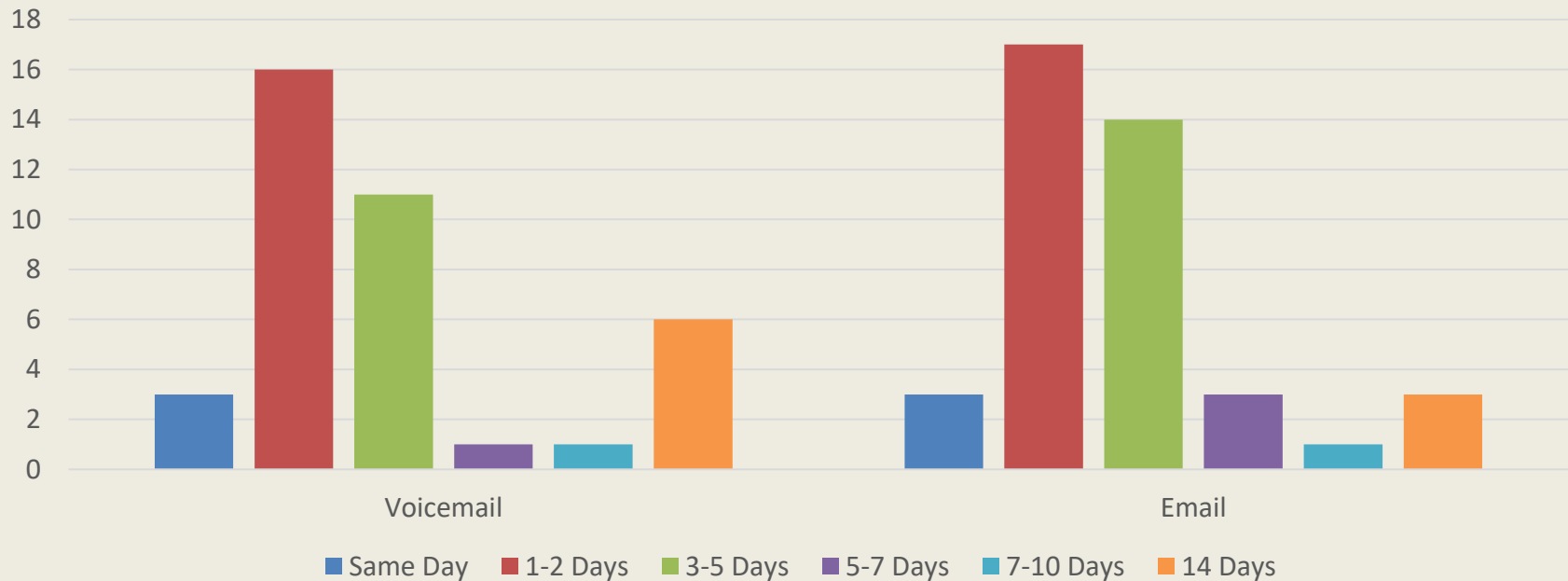
Unclear guidance on
the EHC Hub

Average
communication
satisfaction rating of
2.26 / 5

Only 24% were asked
their preferred
communication
method

Expectations of Communication Frequency

Question: If you were to leave a voicemail or email for a member of the EHC team, how quickly would you feel is an appropriate amount of time to get back to you?





Equal Partnership



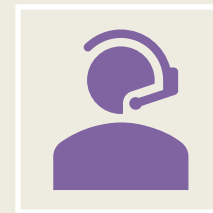
What went well as part of the assessment process



Support of school this made a noticeable difference



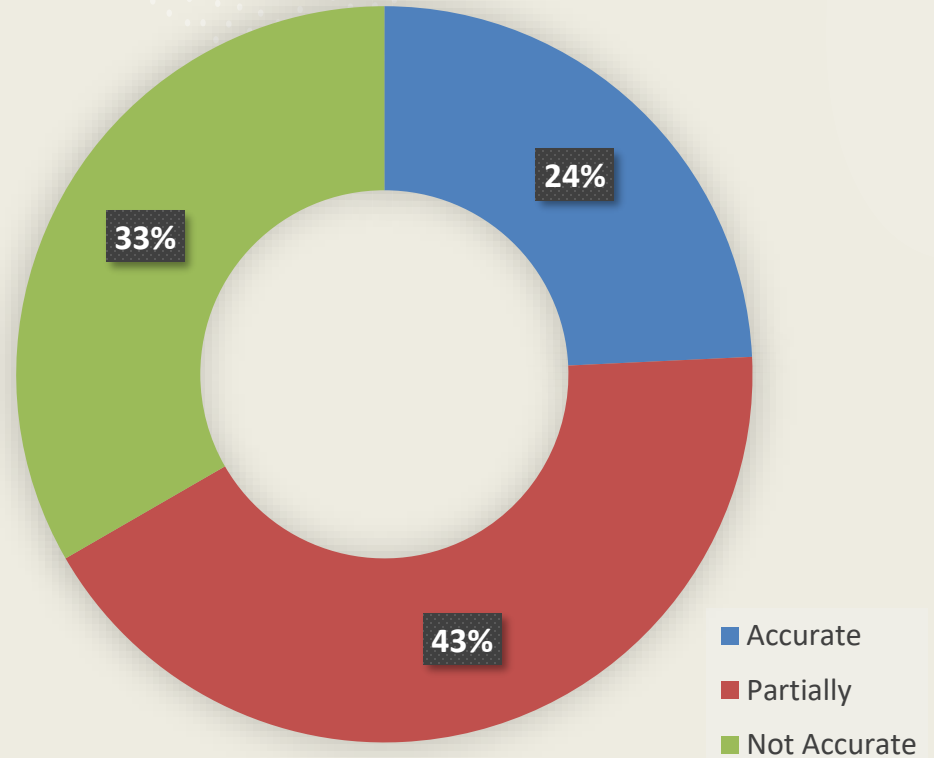
Support from the Educational Psychologist (EP) was invaluable and made communications much easier.



Having a supportive, approachable EHC coordinator

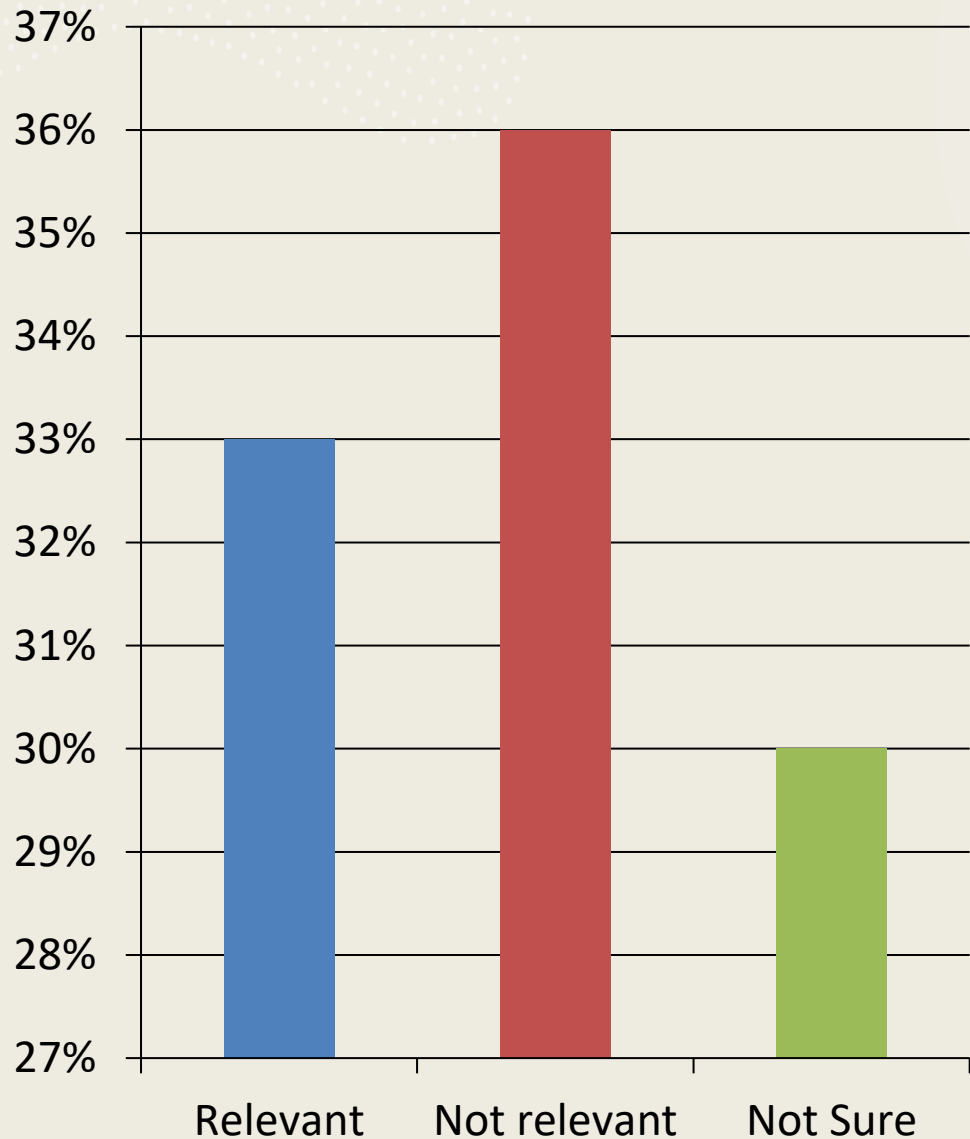
Plan Accuracy

Does the plan accurately represent your young persons needs?



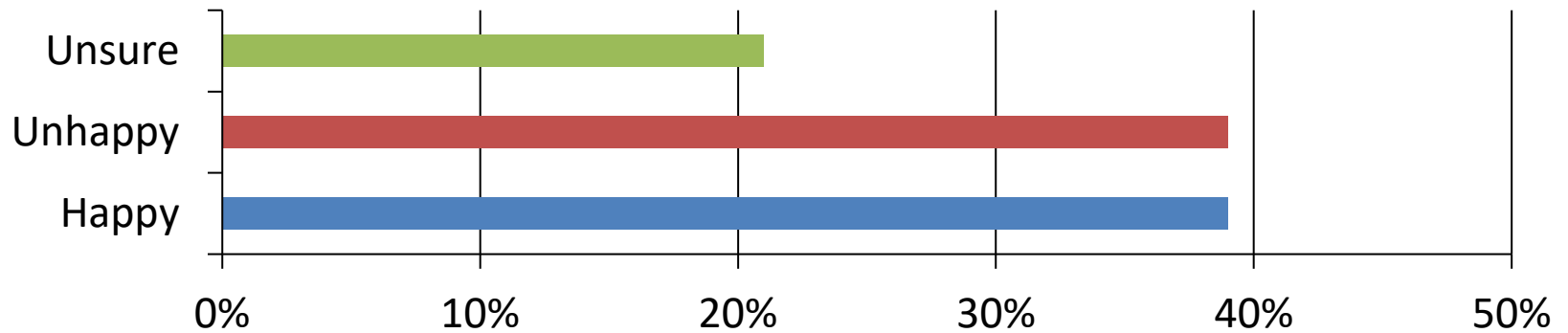
Relevant Outcomes

Do you feel the outcomes in the plan are relevant?



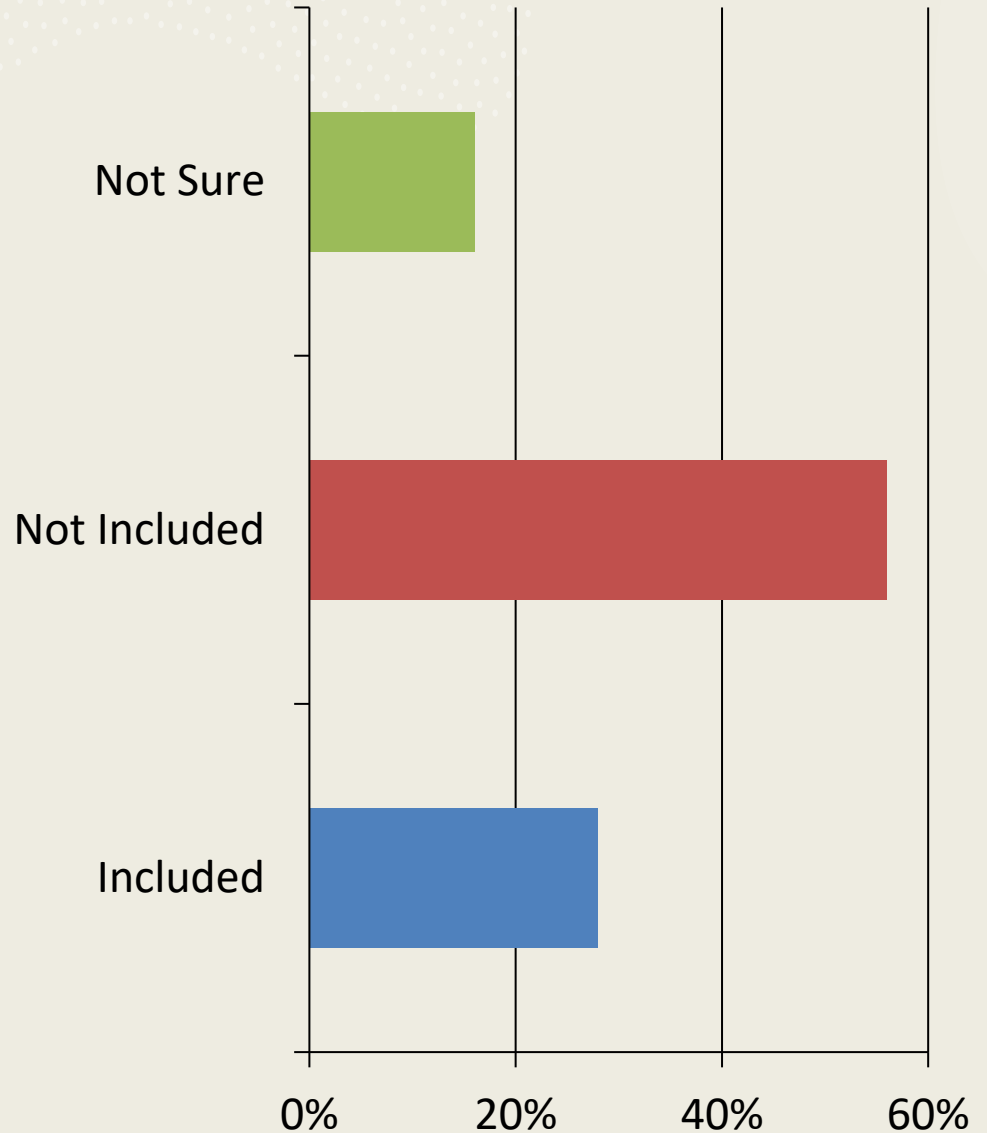
Provision Satisfaction

Are parent carers happy with the provision named in the plan?



Annual Review Attendance

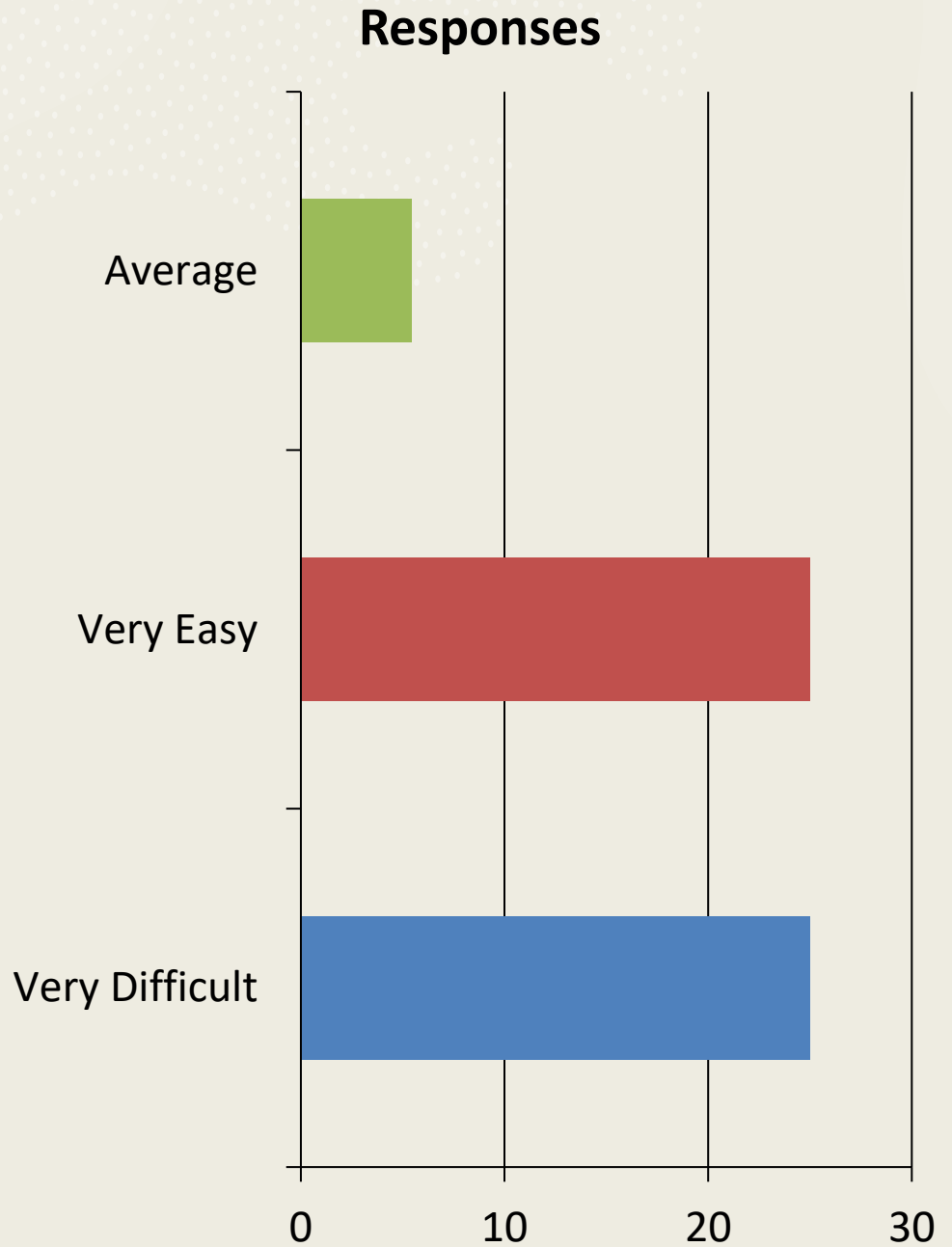
Were all relevant people in attendance at the annual review?



What Could be Better during the assessment process

- Clear and accessible information regarding the assessment process. *"...straight forward guidelines for parents. I had to speak to so many professionals to gain the information I wanted. Nothing seems straight forward. Everyone had different answers to questions I had"* (Parent Carer)
- Better communication, a clear understanding when parent carers could expect to hear from their EHC coordinator
- To be signposted to relevant support services at the beginning of the assessment process *"when I finally found out about SENDIASS the support was excellent, I wish someone would have told me about them from the start not just when things started to head towards mediation and tribunal"* (Parent Carer)
- *Face to face/virtual meetings to explore any concerns during the assessment process, to strengthen communication.*
- *A guide how to utilise the hub to its full potential "people kept mentioning the "hub" but no one could help me how to use the hub" (parent carer)*

Ease of Access to EHC Hub



Challenges Parent Carers Identified



Implementation of EHCPs
within schools



Direct communication with
practitioners dealing with
the EHC's



Uncertainty around available
support for SEN children and
young people



Difficulty finding/visiting
potential educational
settings

Suggested ideas to address concerns raised

1

Clear expectations for good communication with clear timelines

2

Support schools in EHCP implementation, empowering parent carers.

3

Provide accessible information and guidance relating to the use of the hub

4

Encourage more collaborative discussions

Conclusion



Thank you to all the parent carers who participated in the survey and continue to share their living experiences



RPCF Voice & Influence team will continue feed back the findings of the survey along with the living experiences we hear daily, to relevant local authority officers and strategic meetings.



To read the full more detailed findings and report please visit www.rpcf.co.uk/surveys



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