

Aiming High for Disabled Children (AHDC) – November 2009

AHDC results for Lincolnshire

Prepared by TNS-BMRB for the Department for Children, Schools and Families and the Department of Health

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1.1 Introduction

Aiming High for Disabled Children (AHDC) is the Government's strategy to improve the quality of services for disabled children and their families. One of its commitments was to measure performance and progress at a local level, by tracking parents' perceptions, and in May 2007 an indicator was proposed to enable their views to be measured at a local and national level. The new indicator therefore plays a central part in improving the quality of services for disabled children.

The first wave of the survey, conducted in April 2009, was used to calculate a national baseline indicator, together with local authority indicators for 30 local authorities which had included the indicator in their Local Area Agreement (LAA) or as a local target for 2008-09.

A short screener questionnaire was used to identify parents of disabled children. Those parents willing to take part were then contacted again with a more detailed questionnaire about their experiences of services for disabled children.

In 2008-09, over 12,000 main stage surveys were returned by parents. These parents were invited to take part again as part of the 2009-10 survey, along with additional parents identified as part of a new screening exercise. Over 31,000 main stage surveys were returned for 2009-10 covering the vast majority of local authorities in England.

Details of how the indicator is calculated and copies of the screener and main stage questionnaires can be accessed here: <http://www.dcsf.gov.uk/everychildmatters/healthandwellbeing/ahdc/coreoffer/coreofferandni/>

This report presents the survey findings for Lincolnshire where 237 questionnaires were completed by parents of disabled children.

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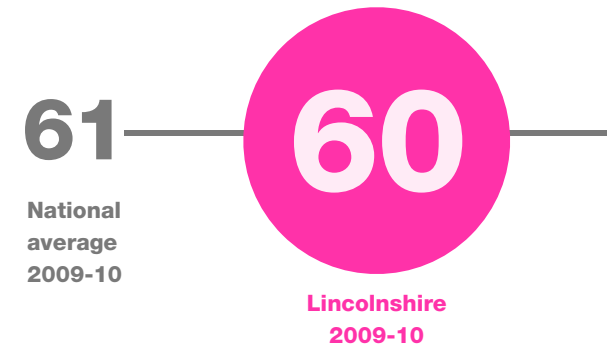
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1.2 The indicator

The overall score is based on an average of fifteen sub-indicators which each cover an element of the core offer in one of the three service sectors of health, education, and care & family support services. The five core offer standards are: information, assessment, transparency, participation and feedback; hence there are five sub-indicators for each service sector reflecting these core offer standards. A higher score denotes greater satisfaction with services.

At an overall national level parents rated the services received by their disabled child as 61 out of 100. Across all local authorities where an indicator score was produced, scores ranged from 55 to 68. In Lincolnshire parents rated the services received by their disabled child as 60 out of 100. This figure represents a baseline from which to track progress or changes in perceptions and experience in future years.

There were some important differences between the 2008-09 and 2009-10 questionnaires, which should be borne in mind when comparing scores.¹

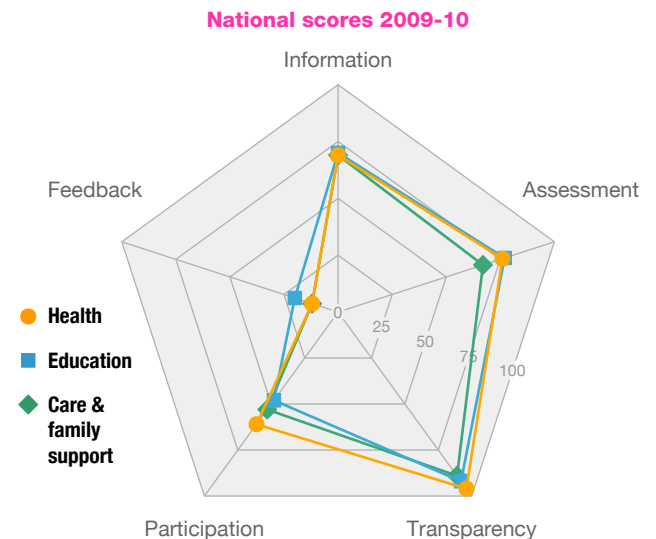


1.1 National scores

All areas, 2009-10 Shaded: All areas, 2008-09	Health		Education		Care & family support	
	2009-10	2008-09	2009-10	2008-09	2009-10	2008-09
Information sub-indicator score	69	68	70	69	69	60
	n=29340	11241	n=28526	10923	n=29503	3612
Assessment sub-indicator score	76	75	77	76	67	62
	n=13238	5047	n=13135	4580	n=3700	1181
Transparency sub-indicator score	96	96	92	92	89	86
	n=13720	5330	n=13424	4738	n=3809	1229
Participation sub-indicator score	61	60	48	50	53	52
	n=13698	5313	n=13435	4768	n=3808	1225
Feedback sub-indicator score	12	12	20	22	12	11
	n=29321	11272	n=29933	11493	n=13773	4359

Scores: derived from relevant statements

(1) See the national report for a full discussion of changes in the questionnaire between 2008-09 and 2009-10. These affected care & family support sections of the questionnaire, and in particular questions relating to the care & family support information sub-indicator.



1.2 Local scores

Lincolnshire, 2009-10	Health	Education	Care & family support
Information sub-indicator score	65 n=224	72 n=221	68 n=224
Assessment sub-indicator score	79 n=92	78 n=127	• n<30
Transparency sub-indicator score	99 n=96	94 n=129	• n<30
Participation sub-indicator score	60 n=96	45 n=129	• n<30
Feedback sub-indicator score	10 n=222	18 n=231	12 n=92

Scores: derived from relevant statements

Key to symbols and codes used in this report

n/a indicates a question was not asked in a given category

***** shows a value less than 0.5 but not 0

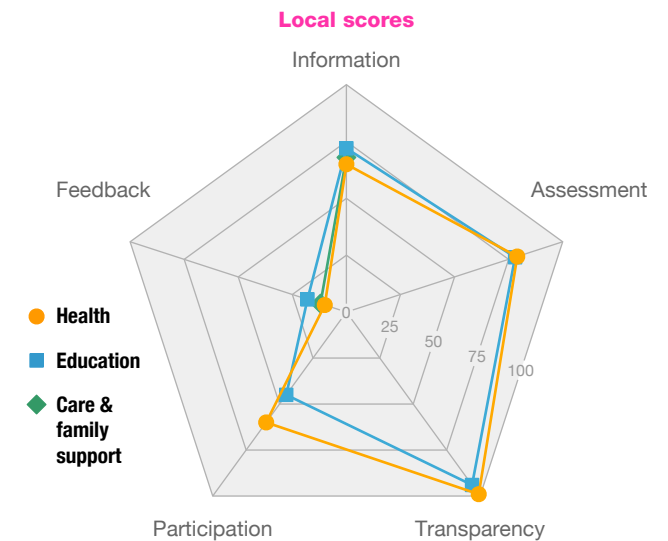
– means exactly 0

n= shows the base, or number of respondents, for a given result

⚠ indicates the result should be treated with caution as the base is below 50

• replaces a value not shown because fewer than 30 people responded

NB: where figures have been excluded from a table they have also been excluded from the related chart



2 The five core offer areas

This section outlines parents' views of the health, education and care & family support services around the five core offer areas of information, assessment, transparency, participation and feedback. Questions reported here contributed to the calculation of the indicator score for 2009-10. More detail of how indicator scores were calculated can be accessed in the national research report and via <http://www.dcsf.gov.uk/everychildmatters/healthandwellbeing/ahdc/coreoffer/coreofferandni/>

2.1 Information

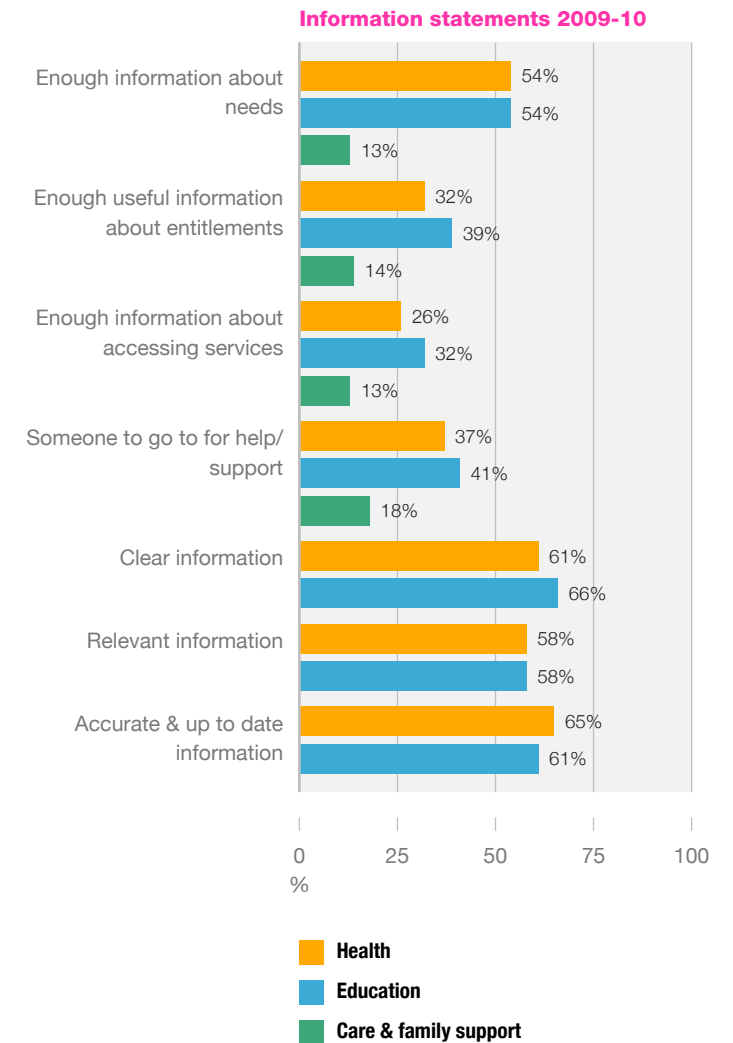
Parents were asked to give their opinion about the information they had received about health, education and care & family support services. Those who had received information were asked how often the information was clear to understand, relevant and accurate.

Table 2.1.1 below shows the percentage of parents who agreed with each of the four statements, and table 2.1.2 shows the percentage of parents who said that the information they received was always clear, always relevant or always accurate.

2.1.1 Information statements (1) – percentage agreeing

Lincolnshire, 2009-10	Health	Education	Care & family support
We/I have been given enough information about my child's disability or health condition/educational needs/our care & family support needs	54% n=234	54% n=230	13% n=227
We/I have been given enough useful information about the health/education/care & family support services my child/family is entitled to	32% n=233	39% n=225	14% n=226
We/I have been given enough information about how to get health/education/care & family support services for my child	26% n=231	32% n=227	13% n=230
There is someone we/I can go to for help and support in getting health/education/care & family support services for my child	37% n=231	41% n=225	18% n=225

Base: All parents of disabled children



2.1.2 Information statements (2) – percentage choosing ‘always’

Lincolnshire, 2009-10	Health	Education	Care & family support
In the last 12 months, how often was the information you received about health/education/care & family support services clear to understand?	61% n=69	66% n=100	• n<30
In the last 12 months, how often was the information you received about health/education/care & family support services relevant to you and your child?	58% n=64	58% n=96	• n<30
In the last 12 months, how often was the information you received about health/education/care & family support services accurate and up to date?	65% n=62	61% n=96	• n<30

Base: All who had received information

2.2 Assessment

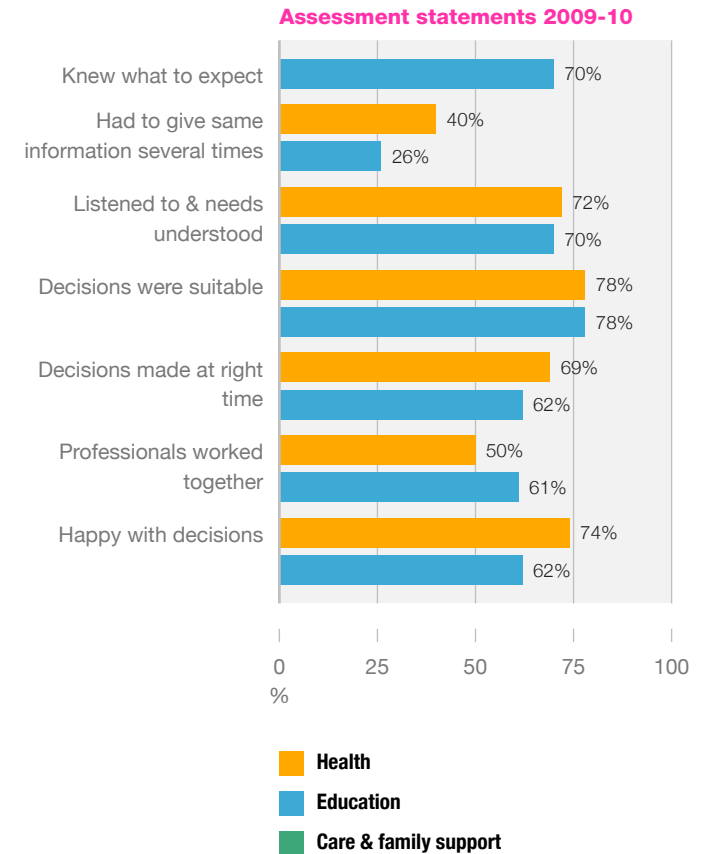
Parents were asked their opinions about the assessment process used for making decisions about the services their child would receive. The table below shows the percentage of parents agreeing with each statement about the assessment process.

It should be noted that agreement with statement two ‘We/I had to give the same information several times’ represents a negative response.

2.2.1 Assessment statements – percentage agreeing

Lincolnshire, 2009-10	Health	Education	Care & family support
We/I knew what to expect from the assessment	n/a	70% n=128	n/a
We/I had to give the same information several times	40% n=92	26% n=125	• n<30
We were/I was listened to and our needs were understood	72% n=92	70% n=128	• n<30
The decisions made were suitable for my child’s needs	78% n=93	78% n=127	• n<30
The decisions were made at the right time for my child	69% n=93	62% n=129	• n<30
Where necessary the health/education/care & family support professionals worked together to make decisions	50% n=93	61% n=129	• n<30
On the whole we were happy with the decisions that were made	74% n=92	62% n=129	• n<30

Base: All who had an assessment or decisions made about their child



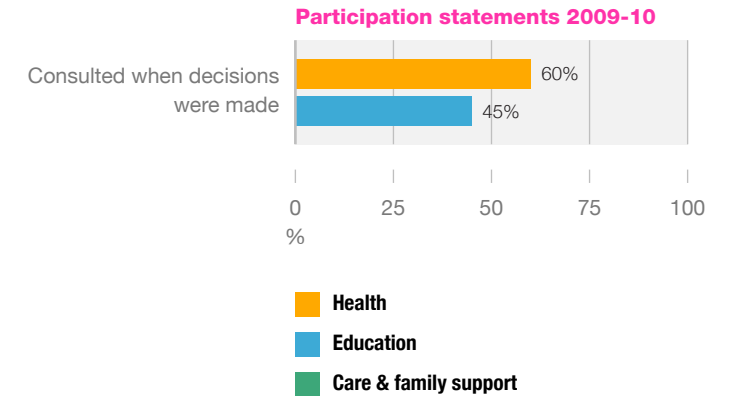
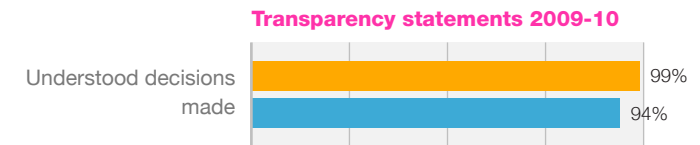
2.3 Transparency

Providing greater transparency about decisions is one of the elements of the core offer. To measure this element parents were asked how well they understood the decisions that were made about the services their child received.

2.3.1 Transparency statements – percentage choosing ‘very’ or ‘fairly well’

Lincolnshire, 2009-10	Health	Education	Care & family support
How well do you understand the decisions that have been made about which health/education/care & family support services your child receives?	99% n=96	94% n=129	• n<30

Base: All who had an assessment or decisions made about their child



2.4 Participation

Participation is another element of the core offer and parents were therefore asked to what extent they felt they were consulted or asked for their opinions when decisions were being made about their child. The table below shows the percentage of parents who felt they were consulted a lot when decisions were made about their child.

2.4.1 Participation statements – percentage saying they were consulted a lot

Lincolnshire, 2009-10	Health	Education	Care & family support
Over the last 12 months, were you consulted when decisions were being made about the health/education/care & family support services your child receives?	60% n=96	45% n=129	• n<30

Base: All who had an assessment or decisions made about their child

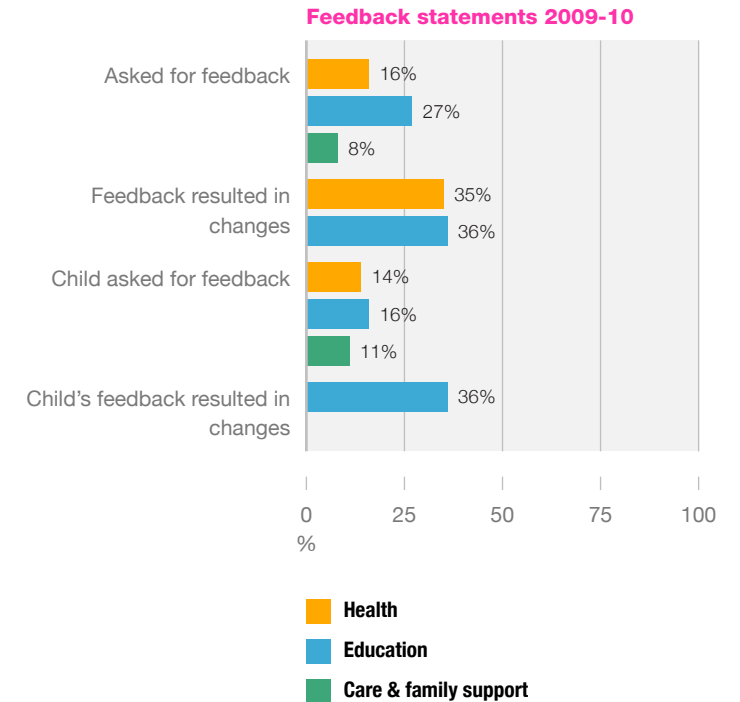
2.5 Feedback

As in the 2008-09 survey, feedback was shown to be an area where the indicator showed particularly low scores. Parents were asked in the survey whether they or their children were asked for their opinion or feedback about the services they received and if so whether they thought changes were made as a result of the feedback they gave. The table below shows the percentage of parents who answered 'yes' at these questions. Parents were also asked about the complaints process but so few parents had complained that there were not sufficient responses for analysis.

2.5.1 Feedback statements – percentage choosing 'yes'

Lincolnshire, 2009-10	Health	Education	Care & family support
Over the last 12 months, have you been asked for your opinion on the health/education/care & family support services your child received? ¹	16% n=235	27% n=233	8% n=232
Do you think that changes were made as a result of the feedback you gave? ²	35% ▲ n=43	36% n=75	• n<30
Over the last 12 months, has your child been asked for their opinion on the health/education/care & family support services he or she received? ¹	14% n=216	16% n=233	11% n=92
Do you think that changes were made as a result of the feedback your child gave? ²	• n<30	36% ▲ n=45	• n<30

Base: (1) All parents of disabled children, (2) All who were asked for feedback




3 Additional feedback

Parents were also asked additional questions about whether their child had received all the services that they required and how parents themselves rated the quality of the services their child had received.

This section gives details about which services parents had used, whether they felt they received the services they needed, how they rated these services and any additional comments parents wanted to make about the services they had received.

A spreadsheet containing a more detailed list of comments is attached here in the electronic version of this report.



3.1 Health care services

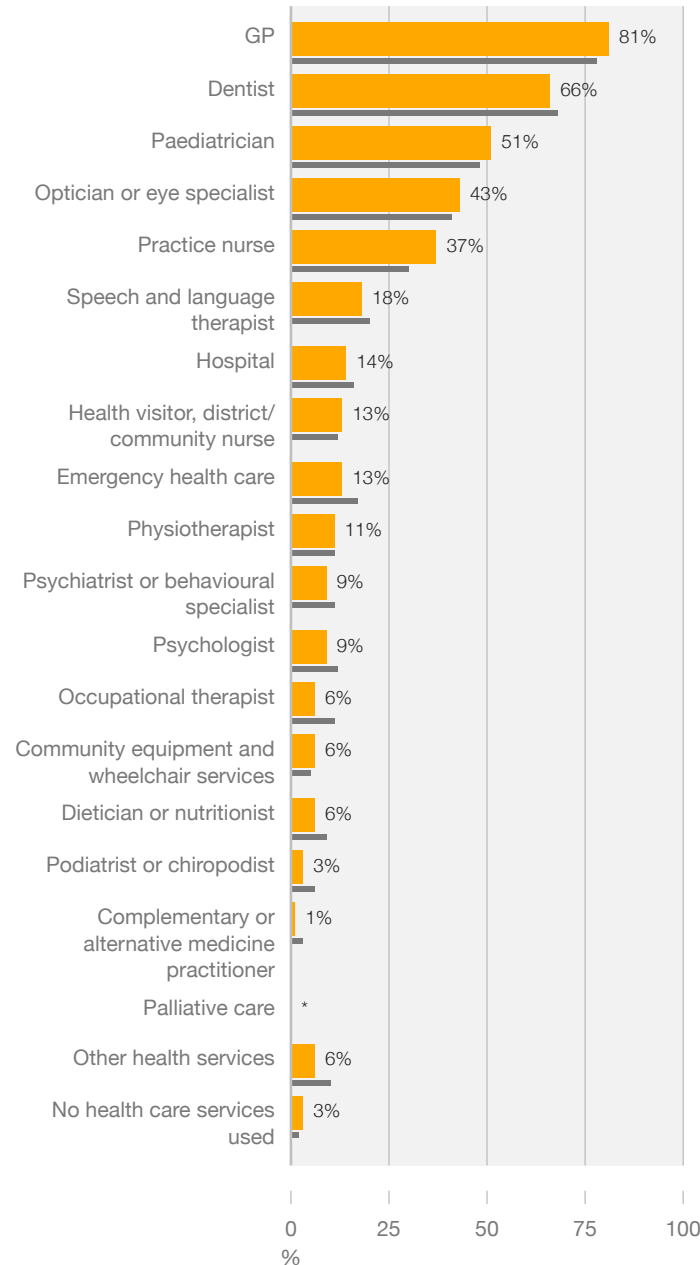
Parents were asked to indicate which health services they had used in the last 12 months for their child. Chart 3.1.1 shows the proportion of parents who had used each service.

In addition to the questions used to create the national indicator, the survey also asked parents whether their child had received all the health care services that they required and how parents themselves rated the quality of the health care services their child had received.

■ Lincolnshire
■ National

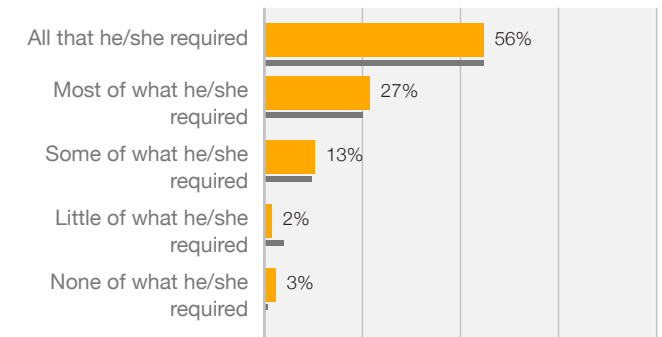
3.1.1 Health care services used in the last 12 months

Base: all parents of disabled children (n=237)



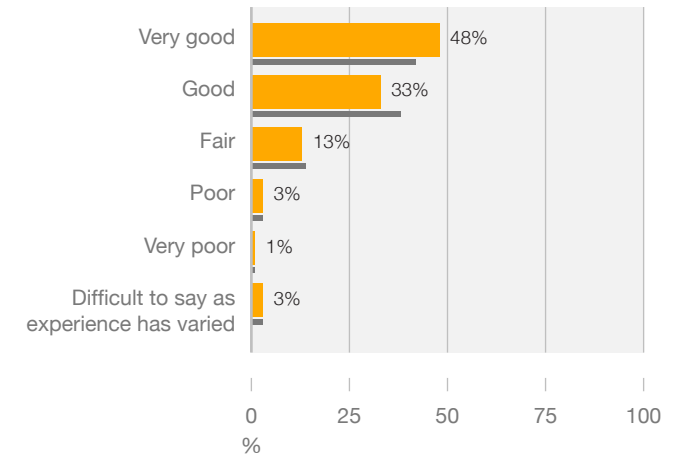
3.1.2 Level of health care services received for child over the last 12 months

Base: all who required a service (n=228)



3.1.3 Quality of health care services received in the last 12 months

Base: all who had used services (n=228)



3.2 Health care comments

Parents were asked if there was anything else they would like to say about the health care services their child had received that had not been covered in the survey. Parents' individual comments were summarised and grouped into key topic areas and these are shown in Table 3.2.1.

The tables to the right provide greater insight into the specific comments parents made about the health care services their child received. The most frequently mentioned comments for the top four topic areas are listed.

3.2.1 Topics for comments on health care services

Lincolnshire, 2009-10	Total
Positive feedback about the Health Care Services received	31%
Poor communication and information	24%
Difficulties/issues when accessing Health Care Services	17%
Negative feedback about the Health Care Services received	17%
Lack of Health Care Services available	16%
Lack of understanding of child's condition	15%
Difficulties or issues with child's diagnosis	14%
Difficulties/issues arranging appointments	2%
Other	28%
No/Nothing/Not Applicable	1%
Don't know	-
Base: all who commented	79

Topic 1 Positive feedback about the Health Care Services received

Healthcare services are good
 HPs are helpful
 HPs are good
 Allergy service is good

Topic 2 Poor communication and information

Not sure what help/benefits are available
 HPs should realise that parent knows child best
 Services had to be found by myself
 GP is uncommunicative

Topic 3 Difficulties/issues when accessing Health Care Services

Frustrating/difficult process
 Lengthy process/all takes so long
 Problems/issues when HP left or retired
 Healthcare services had to be found by myself

Topic 4 Negative feedback about the Health Care Services received

CAMHS is poor
 GP/GP's surgery is poor
 The health visitor/health visitor service is poor
 Need single point of contact/one person to oversee

3.3 Education services

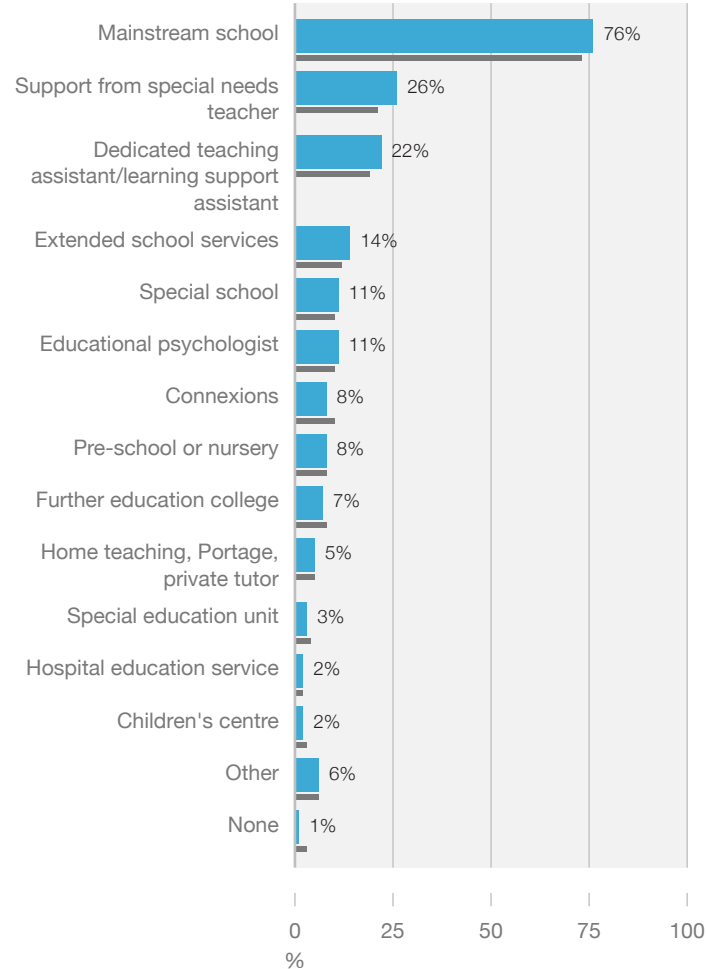
Parents were asked to indicate which education services they had used in the last 12 months for their child. Chart 3.3.1 shows the proportion of parents who had used each service.

In addition to the questions used to create the national indicator, the survey also asked parents whether their child had received all the education services that they required and how parents themselves rated the quality of the education services their child had received.

■ Lincolnshire
 ■ National

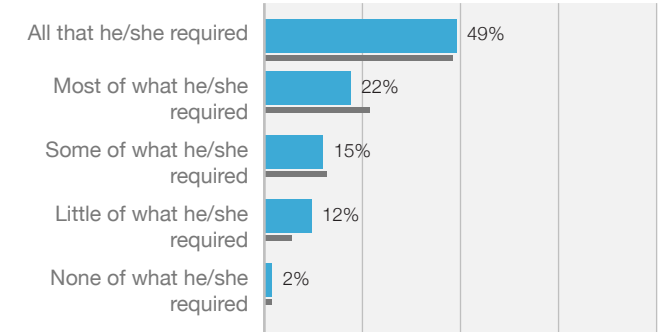
3.3.1 Education services used in the last 12 months

Base: all parents of disabled children (n=237)



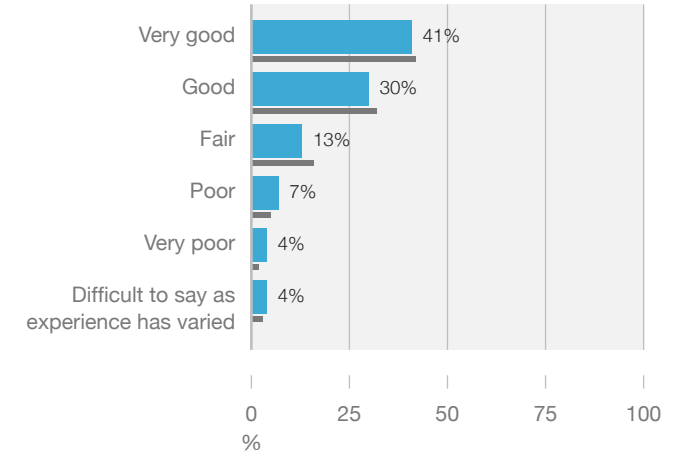
3.3.2 Level of education services received for child over the last 12 months

Base: all who required a service (n=231)



3.3.3 Quality of education services received in the last 12 months

Base: all who had used services (n=233)



3.4 Education comments

Parents were asked if there was anything else they would like to say about the education services their child had received that had not been covered in the survey. Parents' individual comments were summarised and grouped into key topic areas and these are shown in Table 3.4.1.

The tables to the right provide greater insight into the specific comments parents made about the education services their child received. The most frequently mentioned comments for the top four topic areas are listed.

3.4.1 Topics for comments on education services

Lincolnshire, 2009-10	Total
Positive feedback about the Education Services received	38%
Lack of Education Services available	32%
Difficulties or issues accessing Education Services	29%
Negative feedback about the Education Services received	19%
Poor communication and information	10%
Lack of understanding of child's condition	8%
Other	23%
No/Nothing/Not Applicable	2%
Don't know	1%
Base: all who commented	82

Topic 1 Positive feedback about the Education Services received

Pleased or happy with the school
 The school is helpful
 The school is supportive
 Child has improved or done well at this school

Topic 2 Lack of Education Services available

The child's needs were not met
 The child needs more help or support at the school
 Child does not receive (enough) one to one support
 There is not enough money for special needs

Topic 3 Difficulties or issues accessing Education Services

Difficulty with getting a statement of SEN
 Takes too long to be assessed
 Parent had to fight for help to be given
 LEA obstructive/no help from LEA

Topic 4 Negative feedback about the Education Services received

Moved to another school as previous school inadequate
 The school is poor
 Feel child has been let down by the school/ education system
 Child is unhappy at school

3.5 Care & family support services

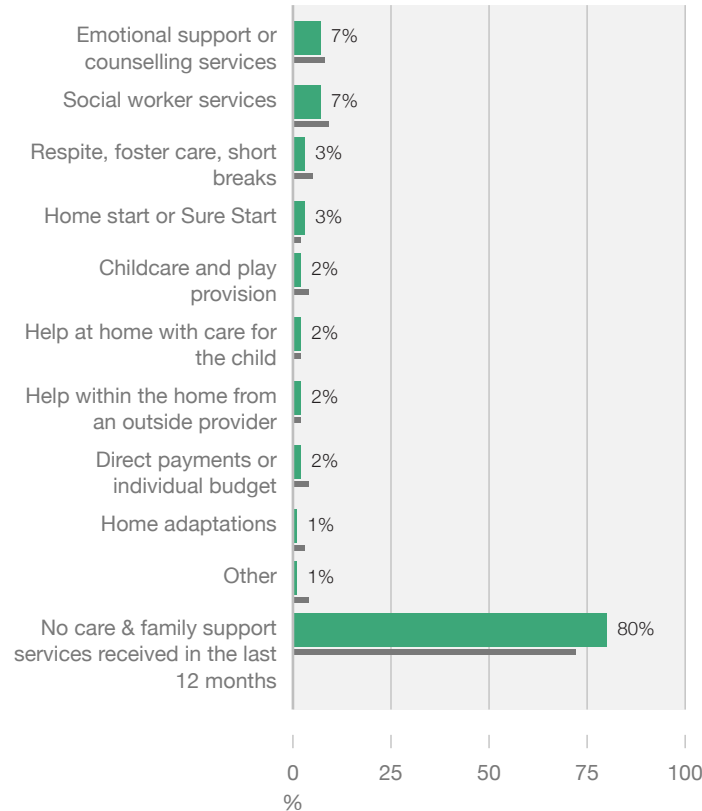
Parents were asked to indicate which care & family support services they had used in the last 12 months for their child. Chart 3.5.1 shows the proportion of parents who had used each service.

In addition to the questions used to create the national indicator, the survey also asked parents whether they and their family had received all the care & family support services that they required and how parents themselves rated the quality of the care & family support services their family had received.

■ Lincolnshire
 — National

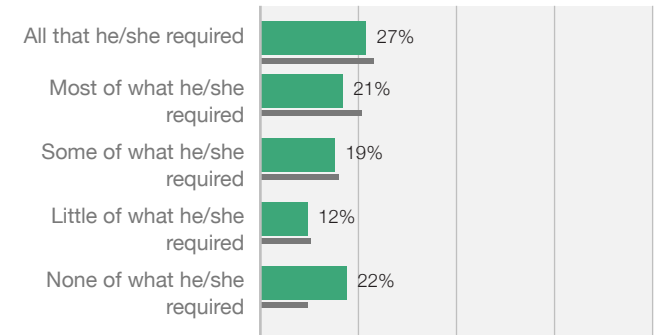
3.5.1 Care & family support services used in the last 12 months

Base: all parents of disabled children (n=237)



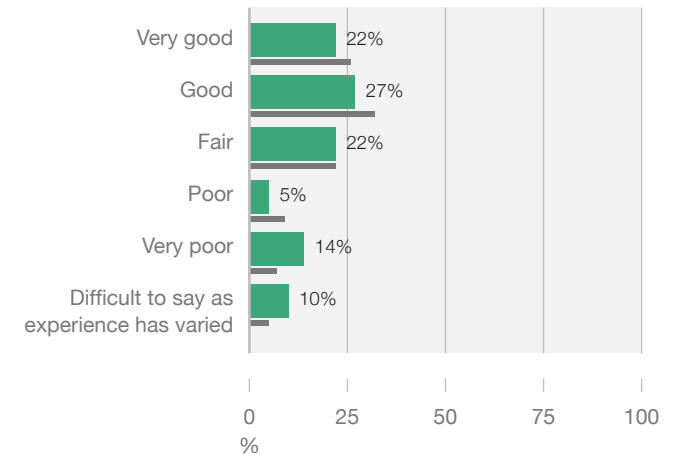
3.5.2 Level of care & family support services received over the last 12 months

Base: all who required a service (n=125)



3.5.3 Quality of care & family support services received in the last 12 months

Base: all who had used services (n=81)



3.6 Care & family support comments

Parents were asked if there was anything else they would like to say about the care & family support services their child had received that had not been covered in the survey. Parents' individual comments were summarised and grouped into key topic areas and these are shown in Table 3.6.1.

The tables to the right provide greater insight into the specific comments parents made about the care & family support services their child received. The most frequently mentioned comments for the top four topic areas are listed.

3.6.1 Topics for comments on care & family support services

Lincolnshire, 2009-10	Total
Poor communication and information	46%
Lack of Care & Family Support Services available	33%
Positive feedback about the Care & Family Support Services received	21%
Negative feedback about the Care & Family Support Services received	10%
Difficulties or issues accessing Care & Family Support Services	5%
Lack of understanding of child's condition	*
Other	12%
No/Nothing/Not Applicable	20%
Don't know	-
<hr/>	
Base: all who commented	48

Topic 1 Poor communication and information

Don't know what help is available/ entitled to
 No feedback / follow-up received / no reviews
 Not enough communication between everyone involved
 Need more information about 'out of school' clubs

Topic 2 Lack of Care & Family Support Services available

Feel in need of support with child's health problem
 Support/help is needed for the whole family
 No help or support available
 Need more respite care

Topic 3 Positive feedback about the Care & Family Support Services received

Excellent / good / no complaints
 Good support from social worker
 Plenty of help and support available
 Respite care excellent (all positive references)

Topic 4 Negative feedback about the Care & Family Support Services received

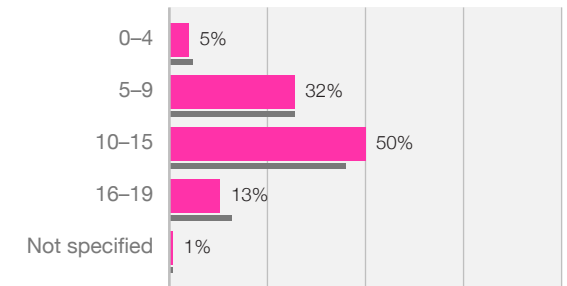
Feel let down by social care services
 Have complained / made a complaint
 Poor service received / receiving (no detail)

4 Demographics

4.1 Age of child

Lincolnshire, 2009-10	Total	All areas
0-4	5%	6%
5-9	32%	32%
10-15	50%	45%
16-19	13%	16%
Not specified	1%	1%
Base: all parents of disabled children	237	31466

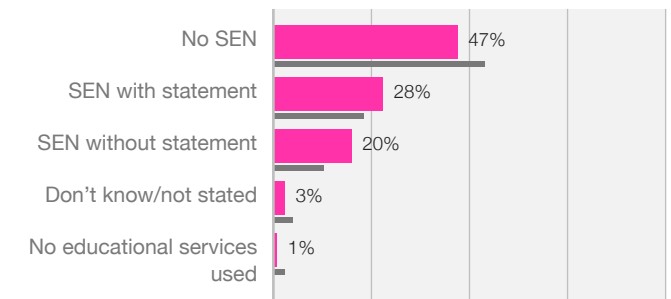
4.1 Age of child



4.2 Special educational needs of child

Lincolnshire, 2009-10	Total	All areas
No SEN	47%	54%
SEN with statement	28%	23%
SEN without statement	20%	13%
Don't know/not stated	3%	5%
No educational services used	1%	3%
Base: all parents of disabled children	237	31466

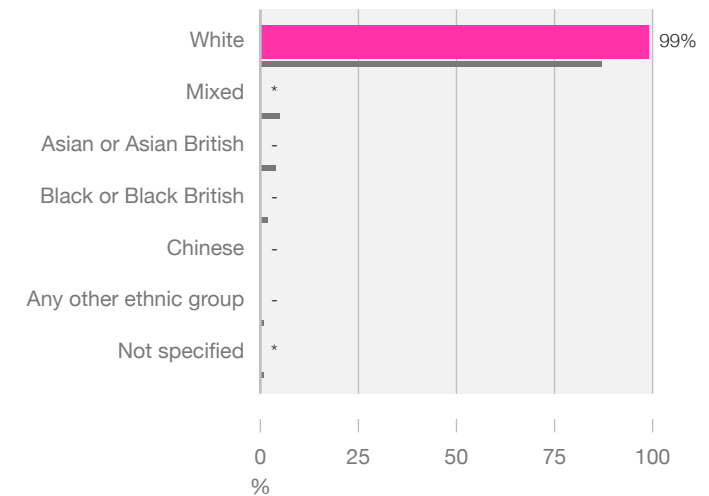
4.2 Special educational needs of child



4.3 Ethnic group of child

Lincolnshire, 2009-10	Total	All areas
White	99%	87%
Mixed	*	5%
Asian or Asian British	-	4%
Black or Black British	-	2%
Chinese	-	*
Any other ethnic group	-	1%
Not specified	*	1%
Base: all parents of disabled children	237	31466

4.3 Ethnic group of child



4.4 Areas in which child is affected by illness, disability or condition

Lincolnshire, 2009-10	% of those receiving DLA	% of those with SEN	Total	All areas
Learning	77%	67%	36%	34%
Behaviour	65%	50%	27%	30%
Personal care	75%	42%	24%	23%
Communication	54%	37%	22%	28%
Autism/Asperger Syndrome/ASD	56%	38%	20%	14%
Mobility	58%	29%	18%	18%
Vision	17%	14%	14%	13%
Incontinence	26%	17%	14%	12%
Eating and drinking	28%	16%	11%	14%
Medication	28%	16%	11%	12%
Hearing	8%	9%	9%	10%
Hand function	21%	12%	8%	11%
Depression	9%	5%	7%	5%
Consciousness	10%	6%	5%	5%
Palliative care needs	1%	*	*	1%
Other	14%	18%	16%	20%
No illness, disability or condition indicated in main survey, ¹ however:	-	3%	21%	19%
<i>a. an illness, disability or condition indicated in screener survey</i>	-	1%	9%	10%
<i>b. medication, physical aid or special diet or supplements successfully used to manage an illness, disability or conditions reported in screener survey</i>	-	2%	12%	9%
Not specified	-	4%	2%	2%
Base: all parents of disabled children in category. (1) A full analysis of this group at national level is provided in the main research report.	95	143	237	31466

4.5 Level of DLA receipt

Lincolnshire, 2009-10	Total	All areas
High DLA	13%	11%
Any DLA	30%	29%
No DLA	69%	70%
Not specified	1%	1%
Base: all parents of disabled children	237	31466

4.6 Number of illnesses, disabilities or conditions child affected by

Lincolnshire, 2009-10	% of those receiving DLA	% of those with SEN	Total	All areas
None	-	3%	21%	19%
1 health problem/condition	2%	18%	29%	30%
2 to 4 health problems/conditions	36%	40%	28%	29%
5 or more health problems/conditions	62%	35%	20%	20%
Not specified	-	4%	2%	2%
Base: all parents of disabled children in category	95	143	237	31466