

Appendix 5 - Summary of responses from parents and young people to the Early Help consultation questions

Families and young people were asked for their views on the Early Help consultation with a series of questions on the overall approach to targeting services and delivering a service within budget constraints. Responses were collected via online surveys promoted by locality teams, the Partnership Service, Pinpoint and the Youthoria website and via direct work with young people through locality workers.

The online survey received 61 responses (46 parents and 15 young people), with a further 22 responses from young people gathered through direct work. The survey responses were all collected in the month of January 2015.

Of the parent responses

80% have previously accessed services for SEND / behaviour support

36% have previously accessed services for mental / emotional health (these were the two largest categories)

16% had not previously accessed Enhanced and Preventative services outlined

95% agreed with the groups prioritised for service delivery in the EH review

Of the young people responses

38% had previously accessed no Enhanced and Preventative services (the largest group)

32% had have previously accessed services for mental / emotional health (the next largest group)

49% agreed with the groups prioritised for service delivery in the EH review

Comments on proposals:

Providing more online resources

Online resources to for self-help received a mixed response (slightly more negative than positive). A principle concern of parents was related to the need for face to face support after receiving a diagnosis around SEND.

Community / Voluntary based services

Overall, comments showed that this was an area where people felt it would be desirable to access services. However, concerns over publicity were raised and the risk of access to services becoming a 'post-code lottery'.

Doubts were raised whether these providers can cope with children demonstrate challenging behaviour, and with SEND generally. A small number of young people were concerned over the confidentiality of these services.

Targeting those with the greatest need

Responses were almost evenly split between those who think this is fair versus those who feel that this will lead to a build-up of greater need over time, but not tackling it early on. In addition, a minority felt that it would be more productive to support families with needs at a 'less than crisis' level as these may respond more readily to help, whereas those in greatest need will drain more resource for less impact.

Young people's responses were more negative than positive to this proposal.

Paying for services

Responses were almost evenly split between those who think asking for a contribution is acceptable and those who think it will create a barrier to accessing services.

Young people were slightly more positive about this proposal, though not for all areas of support (notably not or mental health support).

Respondents were asked to rank order the 3 approaches of: 1) Providing more self-help resources, 2) Targeting those with the greatest need, and 3) Asking service users to make a financial contribution.

Providing more self-help resources was ranked as the 'most fair' by 40% of parents and 45% of young people (the largest group in each). It was also ranked as the 'least fair' by fewest parents 16% and young people 27%.