

## **Aiming High for Disabled Children (AHDC) – November 2009**

# AHDC results for Isle Of Wight

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 Isle Of Wight where 244 questionnaires were completed by parents of disabled children.

## Contents

1.1	Introduction	2
1.2	The indicator	3
<b>2</b>	<b>The five core offer areas</b>	<b>5</b>
2.1	Information	6
2.2	Assessment	8
2.3	Transparency	9
2.4	Participation	9
2.5	Feedback	10
<b>3</b>	<b>Additional feedback</b>	<b>11</b>
3.1	Health care services	12
3.2	Health care comments	13
3.3	Education services	14
3.4	Education comments	15
3.5	Care & family support services	16
3.6	Care & family support comments	17
<b>4</b>	<b>Demographics</b>	<b>18</b>

## 1.2 The indicator

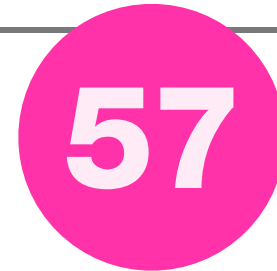
The overall score is based on an average of fifteen sub-indicators which each cover an element of the core offer in one of the three service sectors of health, education, and care & family support services. The five core offer standards are: information, assessment, transparency, participation and feedback; 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 Isle Of Wight parents rated the services received by their disabled child as 57 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.<sup>1</sup>

61

National average  
2009-10



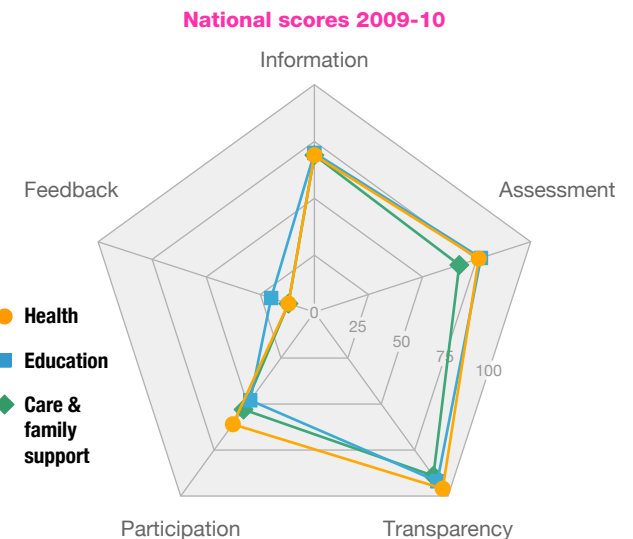
Isle Of Wight  
2009-10

### 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 n=29340	68 11241	70 n=28526	69 10923	69 n=29503
Assessment sub-indicator score	76 n=13238	75 5047	77 n=13135	76 4580	67 n=3700	62 1181
Transparency sub-indicator score	96 n=13720	96 5330	92 n=13424	92 4738	89 n=3809	86 1229
Participation sub-indicator score	61 n=13698	60 5313	48 n=13435	50 4768	53 n=3808	52 1225
Feedback sub-indicator score	12 n=29321	12 11272	20 n=29933	22 11493	12 n=13773	11 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

Isle Of Wight, 2009-10	Health	Education	Care & family support
Information sub-indicator score	62 n=227	66 n=222	63 n=231
Assessment sub-indicator score	68 n=117	69 n=81	• n<30
Transparency sub-indicator score	99 n=121	91 n=85	• n<30
Participation sub-indicator score	52 n=121	38 n=86	• n<30
Feedback sub-indicator score	8 n=236	24 n=233	7 n=103

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

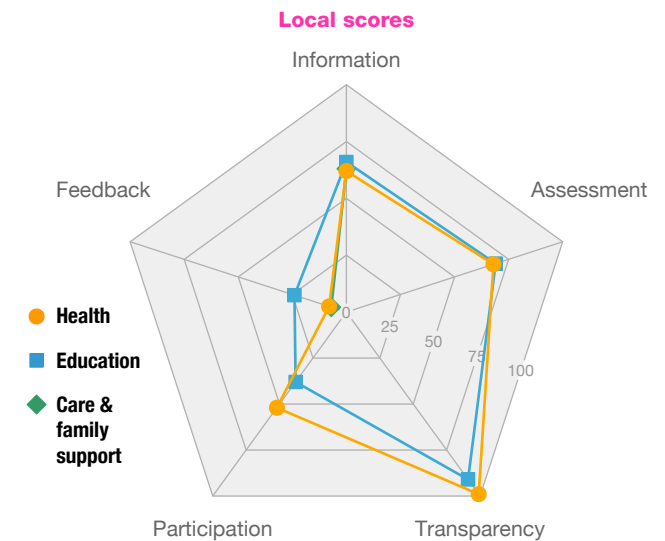
**–** means exactly 0

**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

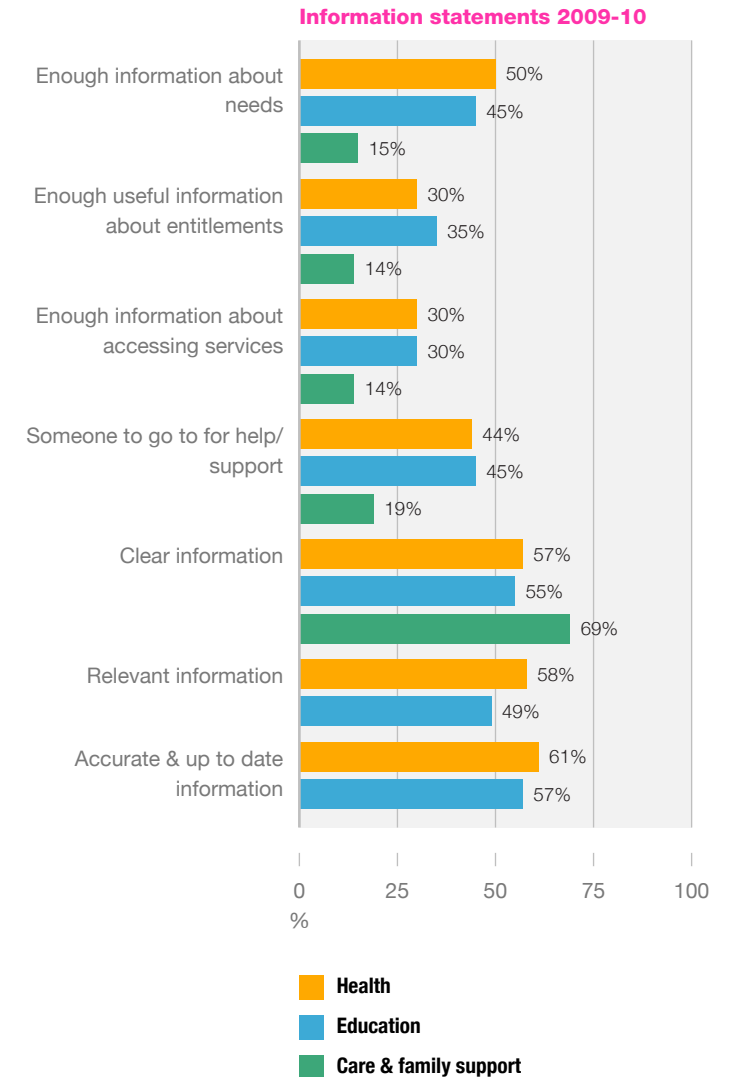
Parents were asked to give their opinion about the information they had received about health, education and care & family support services. Those who had received information were asked how often the information was clear to understand, relevant and accurate.

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

Isle Of Wight, 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	50% n=241	45% n=230	15% n=239
We/I have been given enough useful information about the health/education/care & family support services my child/family is entitled to	30% n=239	35% n=230	14% n=236
We/I have been given enough information about how to get health/education/care & family support services for my child	30% n=238	30% n=228	14% n=236
There is someone we/I can go to for help and support in getting health/education/care & family support services for my child	44% n=236	45% n=230	19% n=236

Base: All parents of disabled children



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

Isle Of Wight, 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?	57% n=82	55% n=110	69% ▲ 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=79	49% n=107	• 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?	61% n=76	57% n=106	• n<30

Base: All who had received information

## 2.2 Assessment

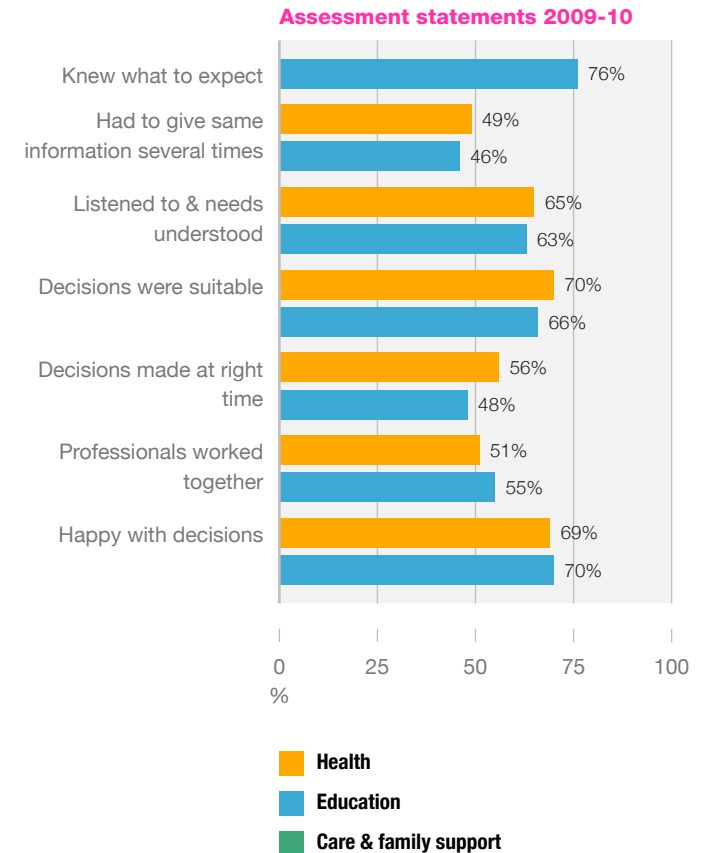
Parents were asked their opinions about the assessment process used for making decisions about the services their child would receive. The table below shows the percentage of parents agreeing with each statement about the assessment process.

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

Isle Of Wight, 2009-10	Health	Education	Care & family support
We/I knew what to expect from the assessment	n/a	76% n=83	n/a
We/I had to give the same information several times	49% n=119	46% n=83	• n<30
We were/I was listened to and our needs were understood	65% n=117	63% n=85	• n<30
The decisions made were suitable for my child’s needs	70% n=118	66% n=85	• n<30
The decisions were made at the right time for my child	56% n=117	48% n=84	• n<30
Where necessary the health/education/care & family support professionals worked together to make decisions	51% n=119	55% n=84	• n<30
On the whole we were happy with the decisions that were made	69% n=119	70% n=85	• n<30

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





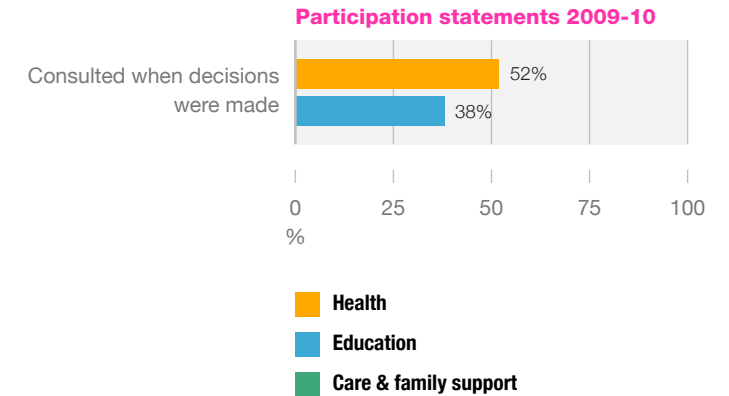
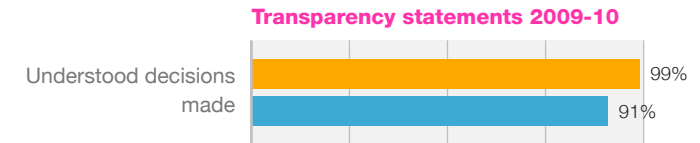
## 2.3 Transparency

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’

Isle Of Wight, 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=121	91% n=85	• 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

Isle Of Wight, 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?	52% n=121	38% n=86	• n<30

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

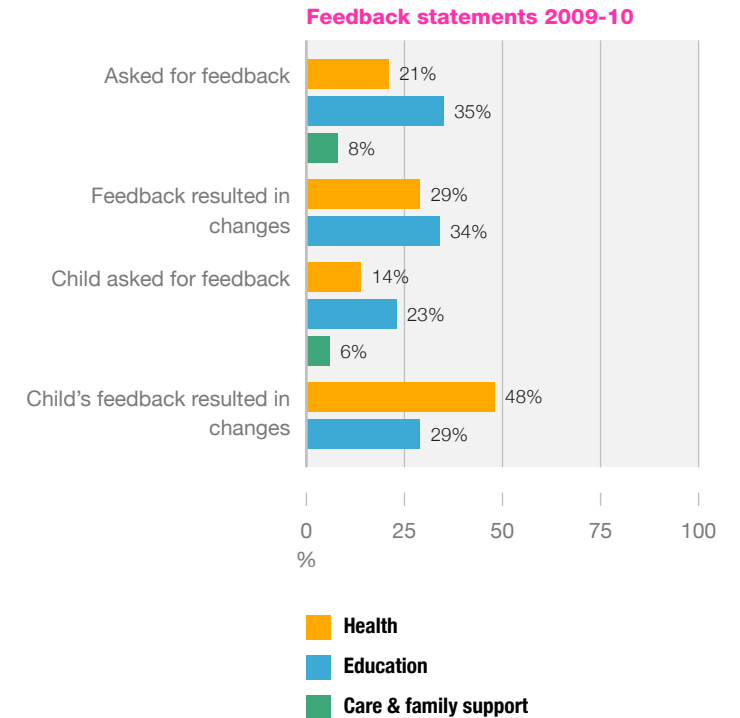
## 2.5 Feedback

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'

Isle Of Wight, 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? <sup>1</sup>	21% n=241	35% n=235	8% n=239
Do you think that changes were made as a result of the feedback you gave? <sup>2</sup>	29% n=52	34% n=81	• 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? <sup>1</sup>	14% n=234	23% n=235	6% n=103
Do you think that changes were made as a result of the feedback your child gave? <sup>2</sup>	48% ▲ n=30	29% n=54	• 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

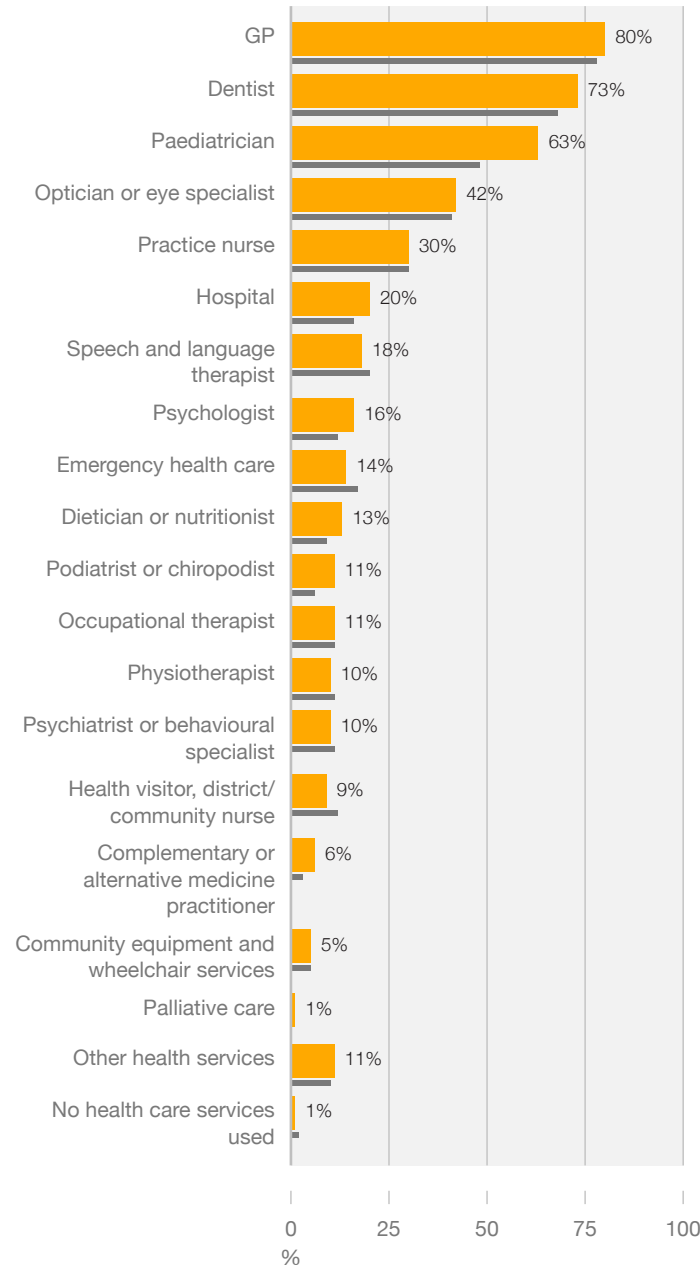
Parents were asked to indicate which health services they had used in the last 12 months for their child. Chart 3.1.1 shows the proportion of parents who had used each service.

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.

■ Isle Of Wight  
 — National

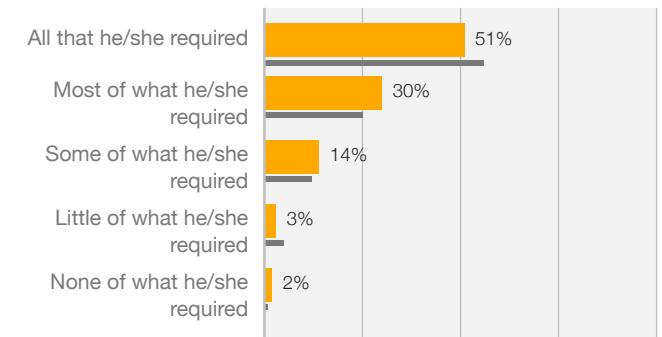
3.1.1 Health care services used in the last 12 months

Base: all parents of disabled children (n=244)



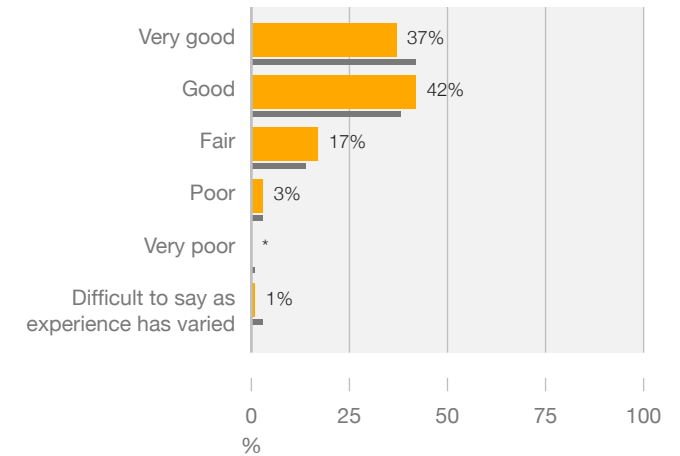
3.1.2 Level of health care services received for child over the last 12 months

Base: all who required a service (n=242)



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

Base: all who had used services (n=240)



## 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

Isle Of Wight, 2009-10	Total
Positive feedback about the Health Care Services received	35%
Difficulties/issues when accessing Health Care Services	24%
Negative feedback about the Health Care Services received	22%
Lack of Health Care Services available	20%
Poor communication and information	17%
Lack of understanding of child's condition	11%
Difficulties/issues arranging appointments	9%
Difficulties or issues with child's diagnosis	8%
Other	14%
No/Nothing/Not Applicable	3%
Don't know	-
Base: all who commented	83

#### Topic 1 Positive feedback about the Health Care Services received

Healthcare services are good  
 GP/GP's surgery is good  
 Paediatrician is good  
 ENT/audiology service is good

#### Topic 2 Difficulties/issues when accessing Health Care Services

Frustrating/difficult process  
 Lengthy process/all takes so long  
 Told we would receive further help then nothing happens  
 Availability of services a postcode lottery

#### Topic 3 Negative feedback about the Health Care Services received

Hospital staff/service is poor  
 GP/GP's surgery is poor  
 Psychologist service is poor  
 Service/care is poor (all other negative references)

#### Topic 4 Lack of Health Care Services available

Negative references to family being left alone  
 No support provided for child  
 Don't receive enough care/often enough  
 Services not available locally

### 3.3 Education services

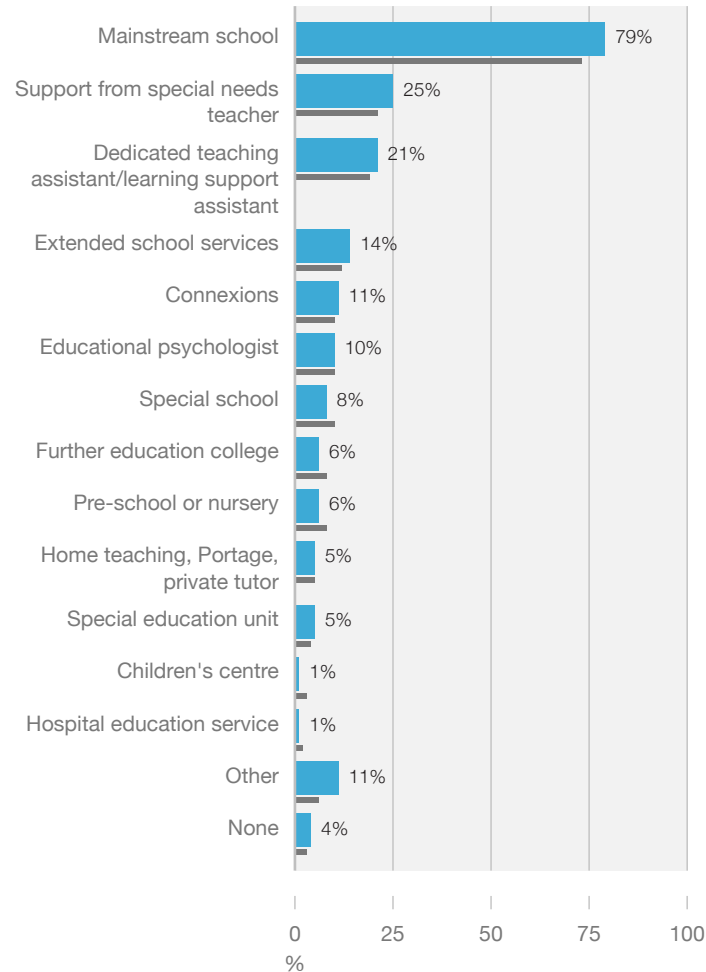
Parents were asked to indicate which education services they had used in the last 12 months for their child. Chart 3.3.1 shows the proportion of parents who had used each service.

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.

■ Isle Of Wight  
 ■ National

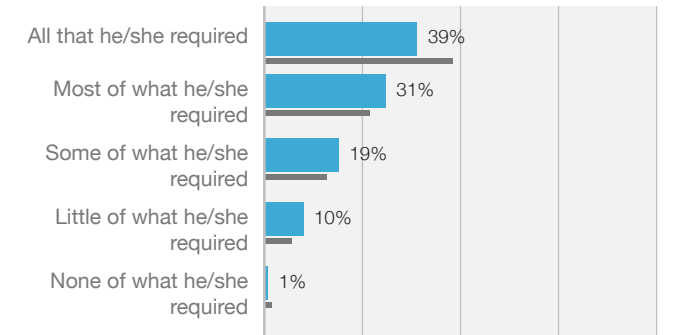
3.3.1 Education services used in the last 12 months

Base: all parents of disabled children (n=244)



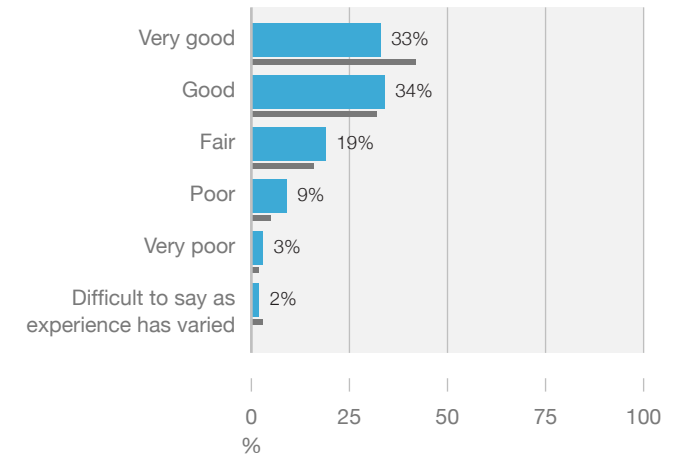
3.3.2 Level of education services received for child over the last 12 months

Base: all who required a service (n=234)



3.3.3 Quality of education services received in the last 12 months

Base: all who had used services (n=238)



## 3.4 Education comments

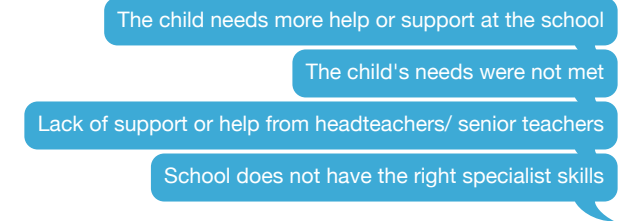
Parents were asked if there was anything else they would like to say about the education services their child had received that had not been covered in the survey. Parents' individual comments were summarised and grouped into key topic areas and these are shown in Table 3.4.1.

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.

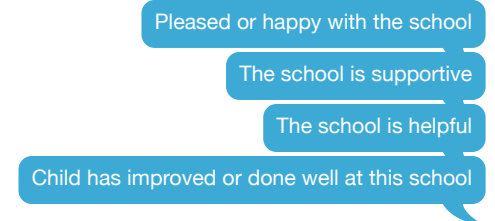
### 3.4.1 Topics for comments on education services

Isle Of Wight, 2009-10	Total
Lack of Education Services available	41%
Positive feedback about the Education Services received	34%
Negative feedback about the Education Services received	19%
Difficulties or issues accessing Education Services	17%
Poor communication and information	16%
Lack of understanding of child's condition	10%
Other	26%
No/Nothing/Not Applicable	8%
Don't know	-
Base: all who commented	105

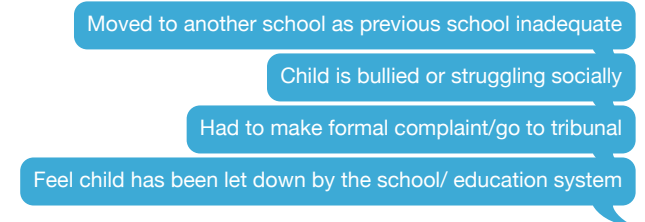
#### Topic 1 Lack of Education Services available



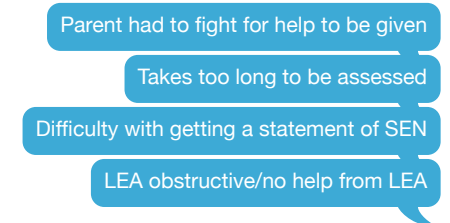
#### Topic 2 Positive feedback about the Education Services received



#### Topic 3 Negative feedback about the Education Services received



#### Topic 4 Difficulties or issues accessing Education Services



### 3.5 Care & family support services

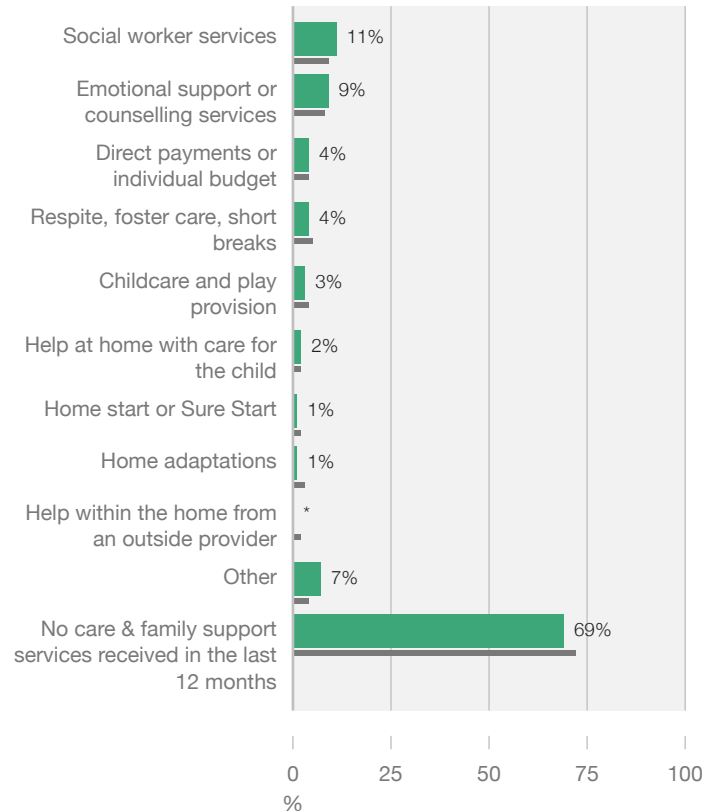
Parents were asked to indicate which care & family support services they had used in the last 12 months for their child. Chart 3.5.1 shows the proportion of parents who had used each service.

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.

■ Isle Of Wight  
 — National

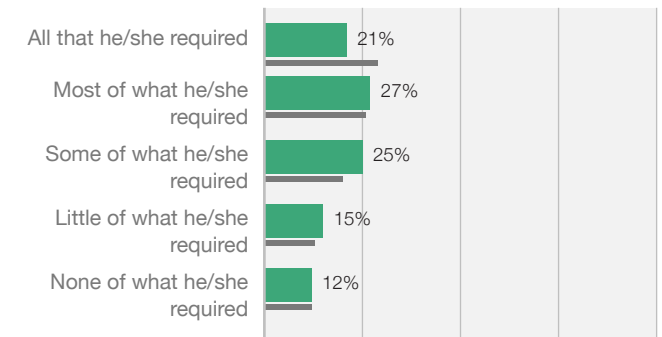
3.5.1 Care & family support services used in the last 12 months

Base: all parents of disabled children (n=244)



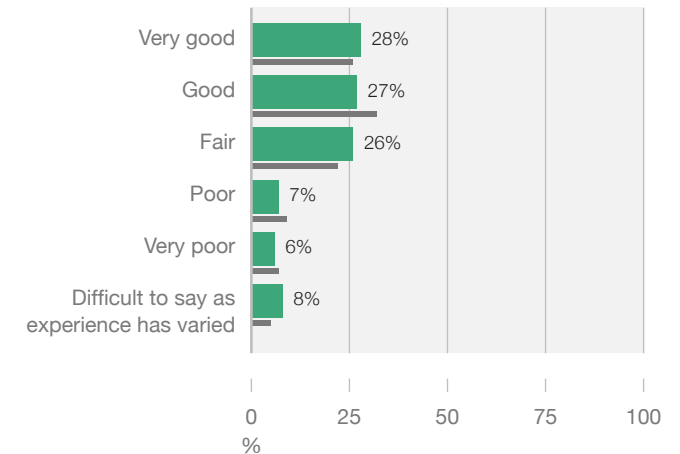
3.5.2 Level of care & family support services received over the last 12 months

Base: all who required a service (n=140)



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

Base: all who had used services (n=111)





## 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

Isle Of Wight, 2009-10	Total
Lack of Care & Family Support Services available	23%
Difficulties or issues accessing Care & Family Support Services	18%
Positive feedback about the Care & Family Support Services received	17%
Poor communication and information	15%
Negative feedback about the Care & Family Support Services received	5%
Lack of understanding of child's condition	2%
Other	33%
No/Nothing/Not Applicable	29%
Don't know	-
Base: all who commented	57

#### Topic 1 Lack of Care & Family Support Services available

No help or support available  
 Feel in need of support with child's health problem  
 We have no allocated Social worker  
 Support/help is needed for the whole family

#### Topic 2 Difficulties or issues accessing Care & Family Support Services

Have to find out about/organise services yourself  
 It takes a long time to get the assistance that we are entitled to  
 Had to fight for social care services  
 Services difficult / impossible to access (no detail)

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

Plenty of help and support available  
 Excellent / good / no complaints  
 Individuals are / have been excellent / good  
 Child enjoys visits to see social care professional

#### Topic 4 Poor communication and information

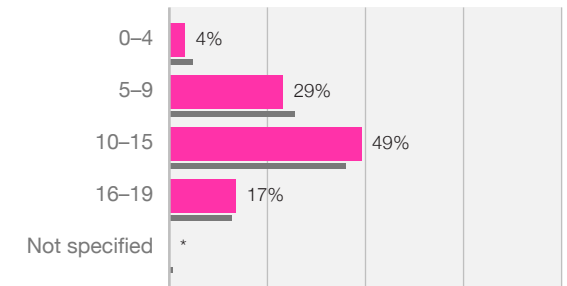
Don't know what help is available/ entitled to  
 No feedback / follow-up received / no reviews  
 Need more information about 'out of school' clubs  
 Not enough communication between everyone involved

# 4 Demographics

#### 4.1 Age of child

Isle Of Wight, 2009-10	Total	All areas
0-4	4%	6%
5-9	29%	32%
10-15	49%	45%
16-19	17%	16%
Not specified	*	1%
Base: all parents of disabled children	244	31466

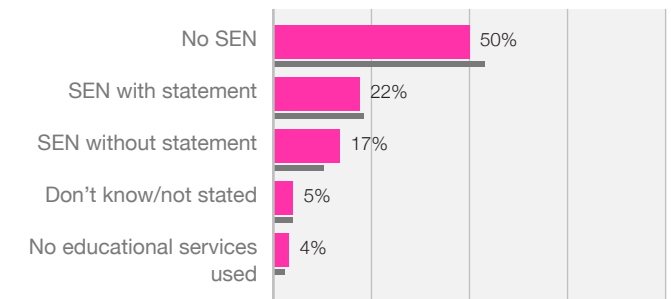
#### 4.1 Age of child



#### 4.2 Special educational needs of child

Isle Of Wight, 2009-10	Total	All areas
No SEN	50%	54%
SEN with statement	22%	23%
SEN without statement	17%	13%
Don't know/not stated	5%	5%
No educational services used	4%	3%
Base: all parents of disabled children	244	31466

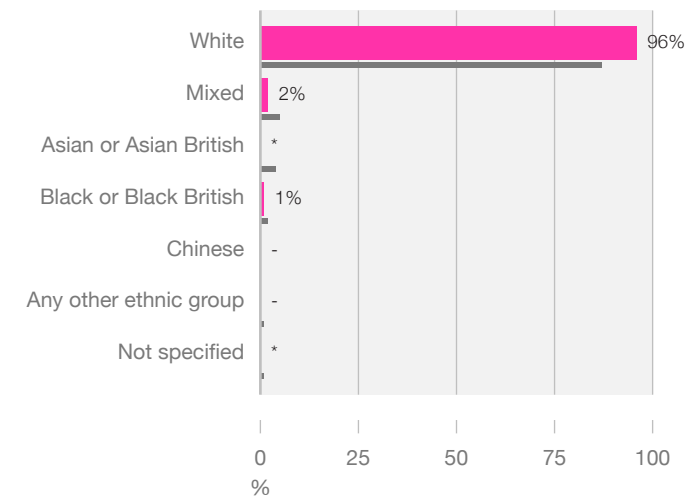
#### 4.2 Special educational needs of child



#### 4.3 Ethnic group of child

Isle Of Wight, 2009-10	Total	All areas
White	96%	87%
Mixed	2%	5%
Asian or Asian British	*	4%
Black or Black British	1%	2%
Chinese	-	*
Any other ethnic group	-	1%
Not specified	*	1%
Base: all parents of disabled children	244	31466

#### 4.3 Ethnic group of child



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

Isle Of Wight, 2009-10	% of those receiving DLA	% of those with SEN	Total	All areas
Behaviour	61%	62%	<b>38%</b>	30%
Learning	66%	69%	<b>34%</b>	34%
Communication	60%	54%	<b>30%</b>	28%
Personal care	67%	38%	<b>26%</b>	23%
Mobility	58%	31%	<b>20%</b>	18%
Incontinence	31%	20%	<b>15%</b>	12%
Eating and drinking	42%	22%	<b>15%</b>	14%
Medication	39%	21%	<b>15%</b>	12%
Autism/Asperger Syndrome/ASD	28%	30%	<b>15%</b>	14%
Vision	20%	18%	<b>14%</b>	13%
Hand function	26%	17%	<b>11%</b>	11%
Hearing	14%	8%	<b>9%</b>	10%
Depression	9%	9%	<b>7%</b>	5%
Consciousness	18%	7%	<b>6%</b>	5%
Palliative care needs	2%	2%	<b>1%</b>	1%
Other	20%	20%	<b>26%</b>	20%
No illness, disability or condition indicated in main survey, <sup>1</sup> however:	-	1%	<b>17%</b>	19%
<i>a. an illness, disability or condition indicated in screener survey</i>	-	1%	<b>9%</b>	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>	-	-	<b>7%</b>	9%
Not specified	-	-	<b>1%</b>	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.	82	121	<b>244</b>	31466

#### 4.5 Level of DLA receipt

Isle Of Wight, 2009-10	Total	All areas
High DLA	<b>12%</b>	11%
Any DLA	<b>31%</b>	29%
No DLA	<b>69%</b>	70%
Not specified	<b>1%</b>	1%
Base: all parents of disabled children	<b>244</b>	31466

#### 4.6 Number of illnesses, disabilities or conditions child affected by

Isle Of Wight, 2009-10	% of those receiving DLA	% of those with SEN	Total	All areas
None	-	1%	<b>17%</b>	19%
1 health problem/condition	-	11%	<b>24%</b>	30%
2 to 4 health problems/conditions	39%	48%	<b>36%</b>	29%
5 or more health problems/conditions	61%	39%	<b>23%</b>	20%
Not specified	-	-	<b>1%</b>	2%
Base: all parents of disabled children in category	82	121	<b>244</b>	31466