

Appendix 2

National Indicator 54 : Summary Analysis

National indicator, NI 54 on services for disabled children is designed to measure the experience of families with disabled children. 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%. The regional variation is between 58 and 64%. In Wirral parents rated the services received by their disabled child as 63 out of 100. This figure represents a baseline from which to track progress or changes in perceptions and experience in future years.

The survey results are based on 215 responses locally – less than 30 respondents used social care services and there is therefore no rating provided for the domains of assessment, transparency or participation.

Profile of respondents: 31% had a statement of Special Educational need, 18% were in receipt of Higher rate DLA and 23% had 5 or more health conditions – which gives an indicator of those with higher order needs.

Three areas would seem to emerge that would warrant comment:

- **Information:** there were lower results for information about services and entitlements. This will prompt consideration of how information is made available across services and ensuring key professionals have an appreciation of parental expectations that they should be well informed.
- **Assessment :** there were a number of people indicating they felt they needed to repeat information to different people .(30%) This seems to reflect that parents expect that workers will readily have access to reports from other professionals, and strengthens case for parent held record systems.
- **Feedback :** relates to the degree to which we ask opinion of services and change them as a result. There is a low rating nationally and locally: National average (19%) Locally: Health (13%) Education (20%) Care (16%). This reflects that we need to be clearer that when young people have a review that this is a feedback process and the degree to which we need to better publicise the outcomes of service consultation and service developments.

The full report is available at :

<http://www.dcsf.gov.uk/everychildmatters/resources-and-practice/IG00667/>

Aiming High for Disabled Children Project

As part of the Project we have developed database of families who receive direct mail shots every 6-8 weeks containing information about short breaks and services. Currently there are 252 families on the database. We have also developed a professionals database to ensure professionals in contact with families regularly receive the latest information.

A lot of the short breaks developed through Aiming High for Disabled Children now have easier access processes, the majority can be done through self referral.

All the services commissioned are required to obtain feedback from parent/carers and young people every six months as part of the contractual monitoring, this will be fed back to parents and used to develop the services.