

Research Report DFE-RR026a

Parental Experience of Services for Disabled Children: Technical Report for Years one and two

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This research report was written before the new UK Government took office on 11 May 2010. As a result the content may not reflect current Government policy and may make reference to the Department for Children, Schools and Families (DCSF) which has now been replaced by the Department for Education (DFE).

The views expressed in this report are the authors' and do not necessarily reflect those of the Department for Education

Table of Contents

1	Introduction	1
1.1	Background.....	1
1.2	Development of the indicator.....	1
1.3	Roll-out of the indicator survey	1
2	Survey method 2008-09.....	3
2.1	Development of the screener questionnaire	3
2.2	Development of the indicator questionnaire	4
3	Fieldwork	6
3.1	Main stage mailings	7
3.2	Alternative methods of completing the survey.....	9
4	Sampling	10
4.1	Target population and sampling frames	10
4.2	Sampling procedure	11
4.3	Actual Outcomes	18
4.4	Weighting	23
5	The 2009-10 Indicator survey (Year 2)	26
5.1	Stage 1 - The screener questionnaire	26
5.2	Stage 2 – The indicator survey	26
5.3	Response rate for Fresh and panel sample	37
	Sampling	41
5.4	Alternative methods of completing the survey	49
6	Designing and calculating the indicator	51
6.1	How the indicator is measured.....	51
6.2	Concept behind the performance indicator	52

6.3	Treatment of valid and non-valid responses	52
6.3.1	Missing answers	53
6.3.2	Specific missing answer categories	54
6.4	Calculation of sub indicators for Health, Education and Care and family support	58

1 Introduction

1.1 Background

The Department for Children, Schools and Families (DCSF) commissioned TNS-BMRB to conduct a survey among parents of disabled children.

The survey was primarily designed to generate an overall indicator and set of sub-indicators which measure parental views on the five elements of the *Core Offer* as set out in the government's report *Aiming High for Disabled Children*¹. These comprise: *Information; Transparency; Assessment; Participation; and Feedback*. Sub-indicators have been calculated for each of these elements within the three service areas of *Health, Education and Care & family support*². Thus, there are a total of 15 sub-indicators which are also combined to form an overall high-level indicator reported at the national and local level.

This technical report details the methodology for the first wave of the research. The methodology was kept largely consistent between year 1 and year 2 but where there were differences these are outlined in Chapter 5.

1.2 Development of the indicator

The methodology for the indicator and the surveys which underpin it was developed by NatCen, who were appointed by the DCSF to conduct the feasibility stage³. To meet the requirements for a large-scale survey and also the budget constraints, the proposal was for two paper-based questionnaires. The first was a short "screening questionnaire" to identify parents with disabled children. The second was a longer questionnaire, sent only to parents identified as having disabled children, designed to question them on their experiences of local services. The answers to the second would then be used to calculate the indicator. Both questionnaires were subject to detailed testing⁴.

1.3 Roll-out of the indicator survey

The first wave of the survey conducted by TNS-BMRB was used to calculate a national baseline indicator, together with local authority level indicators in those 30

¹ <http://www.everychildmatters.gov.uk/socialcare/ahdc/coreoffer/>

² In the questionnaire this was abbreviated to Social Care

³ <http://www.dcsf.gov.uk/research/data/uploadfiles/DCSF-RR053v1.pdf>

⁴ <http://www.dcsf.gov.uk/research/data/uploadfiles/DCSF-RR053v1.pdf>

authorities which have included the indicator in their Local Area Agreement (LAA) or as a local target for 2008-09.

Subsequent waves will provide both national and complete local level (higher level LA and PCT) indicators – and the first of these was carried out by TNS-BMRB in summer/ autumn 2009 and reported in February/March 2010.

Financial Year	Questionnaires sent to parents	Indicator Score published	Spatial level	National overall score
2008-09 (baseline)	March/April 2009	May 2009	National and 30 LAs	59
2009-10	September/October 2009	December 2009	National and all local areas	61

2 Survey method 2008-09

The indicator is based on an intended minimum sample of 200 parents of disabled children in each local area. The definition of a disabled child/ young person used is as defined by the Disability Discrimination Act (DDA) 1995: “*a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities*”.

2.1 Development of the screener questionnaire

Much of the development of the screener and main indicator questionnaires was undertaken by NatCen and details of the piloting and development work can be found in their report⁵.

The screener questionnaire collected details for up to four children within each household with an instruction that respondents should call the research team to request an additional questionnaire should they have more than four children.

The screener questionnaire collected the following information:

- Number of children in the household

- For each child aged between 0-19;
 - Name
 - Sex
 - Age
 - Whether child had difficulties with certain areas of life
 - Whether any medication was taken
 - Whether child continued to have difficulties even after taking medication

- Permission to re contact

- Telephone number

- Confirmation of address

⁵ <http://www.dcsf.gov.uk/research/data/uploadfiles/DCSF-RR099.pdf>

- Name of parent

The questionnaire was professionally designed to make the document look eye catching and appealing to parents and thus encourage response.

2.2 Development of the indicator questionnaire

As with the screener questionnaire the main indicator questionnaire was cognitively tested by the National Centre for Social Research. TNS-BMRB reviewed the questionnaire and made a number of minor amendments to the content of the questionnaire. One of the more significant changes made to the questionnaire was the inclusion of three comment boxes inviting parents to write in any additional comments they wished to make about the services they received for their children. A separate comment box was included for each of the three service areas of health, education and care & family support. Respondents were invited to complete the main questionnaire for their child who had been identified as having a disability or health problem through the screener survey.

The main questionnaire covered the following areas:

- Receipt of Disability Allowance
- Ethnicity
- Areas in which child is affected

And for each of the three services areas (Health, Education and Care & Family Support) the following areas were covered:

- Services used in the last 12 months
- Rating of the services used and whether all services required were received
- Attitudes towards any assessments that had been carried out
- Transparency of any decisions made
- Participation in the decision making process
- Quality of information received
- Complaints process

- Any other comments

As with the screener questionnaire the main stage questionnaire was professionally designed and included clear sign posting about the questions that respondents were requested to answer.

3 Fieldwork

The survey was conducted using two postal self completion questionnaires. For both questionnaires respondents have the option of completing the survey online or via telephone in English or in one of eight community languages. The languages offered to respondents were Hindi, Bengali, Polish, Arabic, Punjabi, Urdu, Gujarati and Somali.

Stage One – Screening Survey

A short four page screener questionnaire was sent to households and used to identify households potentially eligible to complete the indicator survey. The households included in the screening survey were identified from the National Pupil Database⁶ which holds details of all school-aged children and includes details of whether they have a special educational need (these households were over-sampled compared with other households). Fieldwork for the screener survey for the first wave took place between 20th January 2009 and 26th February 2009. Overall 101,328 screener surveys were returned constituting a response rate of 28% at the screener stage.

Stage Two – The indicator survey

Households identified through the screener survey as having one or more children with a disability or health problem were invited to take part in the indicator survey. Fieldwork for the first indicator survey took place between 16th March 2009 and 20th April 2009. There were 12,241 indicator surveys returned by eligible parents, a response rate of 54%.

Screener mailings

The screener survey was based on a three stage mailing strategy. The first mailing consisted of a letter explaining the survey, the screener questionnaire and a pre paid reply envelope. The second mailing to non responding households was identical to the first mailing but the content of the covering letter was amended slightly. The final mailing was a letter reminding respondents to complete and return the screener questionnaire.

⁶ The eligibility criterion for the survey is defined as disabled children aged 0-19. The NPD excludes pre-school aged children (under 5) and those who have left school (from age 16). However, siblings of NPD-listed children who fall within these age groups will have had a chance of selection. This sampling method can never fully represent the full range of children aged 0-19 and this omission has been addressed through weighting. In addition the NPD does not cover children in independent schools.

3.1 Main stage mailings

Like the screener survey the main stage survey was also based on a three stage mailing strategy. Respondents were initially sent the 20 page questionnaire accompanied by a covering letter and reply paid envelope. Households where two or more eligible children were identified in the screener survey were sent two copies of the questionnaire to complete. The child's name was printed on the front of the questionnaire to enable each survey to be linked back to the information collected at the screener survey. The covering letters were tailored for these households to explain the inclusion of two questionnaires and in cases where there were more than two eligible children to explain how to complete more surveys if they wanted to do so.

Table 3.1 details the sample achieved at each stage of the survey by each local area (based on the residential postcode supplied in the NPD data file). Following the screener survey 17,812 households were identified with eligible children. In some households more than one eligible child was identified and where this was the case a questionnaire was sent for each eligible child. Thus 22,816 questionnaires were despatched to 17,812 households. The number of questionnaires sent to any single household was capped at two in order to limit the burden placed households in taking part in the survey. However households that had more than two eligible children were invited to request additional questionnaires if they wished.

Table 3.1 Achieved sample by local area

	Issued sample	Total eligible households	Total eligible children	Total returned q'aires	Response rate at main stage
Hackney	10472	329	407	171	42%
Lewisham	6857	307	380	169	44%
Barking and Dagenham	13005	437	589	242	41%
Bexley	6966	295	419	229	55%
Brent	7146	229	264	130	49%
Solihull	7606	364	445	257	58%
Bury	12017	515	638	328	51%
Oldham	9215	399	496	224	45%
Barnsley	13622	536	646	367	57%
Bath and North East Somerset	9971	467	589	336	57%
Redcar and Cleveland	9287	473	545	255	47%
East Riding of Yorkshire	10310	551	687	396	58%
North East Lincolnshire	10682	432	534	254	48%
North Lincolnshire	10874	482	579	325	56%
York	10864	502	629	335	53%
Luton	12189	418	610	289	47%
Derbyshire	10448	535	723	425	59%
Derby	8332	376	520	274	53%
Poole	8646	357	434	256	59%
Brighton and Hove	5494	378	464	270	58%
Leicester	6460	273	394	199	51%
Windsor and Maidenhead	6488	317	386	217	56%
Cambridgeshire	8459	509	672	393	58%
Peterborough	9338	387	513	272	53%
Devon	8300	530	698	422	60%
Torbay	7813	351	441	240	54%
Worcestershire	6930	395	525	278	53%
Gloucestershire	8185	465	587	348	59%
Hertfordshire	7710	467	636	367	58%
Norfolk	8463	604	777	470	60%
Other England	95705	5132	6589	3488	53%
Total	367854	17812	22816	12226	54%

3.2 Alternative methods of completing the survey

The survey was offered to parents in various languages at both the screening and the main stage in order to reach a wide range of parents with disabled children.

Respondents were able to complete the survey in a number of different ways; by post, by telephone or via the internet. A survey helpline was available where respondents could direct any queries they had about the survey and where they also had the option to complete the survey with an interviewer over the telephone. Alternatively a website was set up where respondents could complete the survey online. These options were offered to respondents in English and in eight community languages to encourage participation of people from minority ethnic backgrounds. The languages available were: Polish, Urdu, Punjabi, Arabic, Somali, Bengali, Hindi and Gujarati.

Overall 946 surveys were completed online at the screener stage and 25 were completed online at the main stage. At the screener stage no households were identified who were both eligible for the main survey and willing to be recontacted who had completed the survey in another language, with the exception of Polish and Arabic. Therefore the main survey was only translated into these languages.

Table 3.2 Number of surveys completed online or via telephone

	Language	Number of surveys completed online	Number of surveys completed by telephone
Screener	English	778	150
	Polish	145	2
	Urdu	1	3
	Punjabi	0	0
	Arabic	12	7
	Somali	5	0
	Bengali	2	0
	Hindi	0	0
	Gujarati	3	0
	Total	946	162
Main Indicator survey	English	25	1
	Polish	0	0
	Urdu	0	0
	Total	25	1

4 Sampling

This chapter outlines the sampling approach employed for the survey with some contextual information regarding the rationale for the final approach employed.

The sample was drawn from the National Pupil Database (NPD) provided to TNS-BMRB by DCSF. The NPD holds information at the child level but the data was aggregated to a household level to ensure that only one child per household was selected for the screening stage of the survey. Letters were then addressed to the 'parents of child x' requesting the information required for screening. Parents were requested to complete information for ALL children not just the named child. In this way information was collected for children included on the NPD and all their siblings (regardless of whether or not they were registered on the NPD). Thus details were collected for children under school age and those past school leaving age. A more detailed explanation of the sample design and rationale is included in section 4.1.

4.1 Target population and sampling frames

The original intention was to generate estimates from a representative sample of households in England (with a target of 200 survey responses to be achieved within each local area) that contained at least one individual aged 0-19 (inclusive) who fulfilled the disability conditions outlined in the Disability Discrimination Act. In the first year of the survey (2008-09) only 30 local areas were to be covered by the survey with an additional national sample included to allow an indicator score to be calculated at the national level.

The original proposed sample design was to utilise three databases:

- (1) the Child Benefit register,
- (2) the National Pupil Database (restricted to those children with special educational needs), and
- (3) the Disability Living Allowance register.

It was expected that this combination would provide near 100% coverage of the target population (through the use of the Child Benefit register as a 'backbone' sampling frame) as well as relative cost efficiency by employing higher sampling fractions with the NPD-SEN and DLA registers (where survey eligibility was expected to be substantially greater than average).

However, due to restrictions to data access and transfer in place at the time, neither the Child Benefit register nor the Disability Living Allowance register was made available in time for the 2009 survey. Consequently, TNS-BMRB suggested utilising the *entire* National Pupil Database (i.e. not restricted to those children with special educational needs) as a single sampling frame but employing progressively higher sampling fractions for five sub-groups within the database:

- 1: children with no special educational needs
- 2: children assigned to the 'School Action' category
- 3: children assigned to the 'School Action Plus' category
- 4: children with a statement of special educational needs
- 5: children attending a special school (NTS categories 26-29)

The drawback to sole use of the NPD is that elements of the target population are only partially covered. Contact details are held for children attending state schools only which means that a number of groups are excluded, primarily children under the age of 5 or over the age of 16 and children attending an independent school. In addition using only the NPD database meant that the screening exercise was of a much larger scale than originally intended.

Although the NPD is presented on a one-case-per-child basis, the target sampling unit is the *household* with one parent acting as spokesperson. The design called for letters to the 'parent(s)/guardian(s) of x ' – with x the sampled child – but parents are asked to provide details about *all* dependent individuals aged 0-19 resident in the household. Consequently, households are only excluded if *no* individuals are listed on the NPD (for example if ALL children in the household are under school age) .

The extent of non-coverage is difficult to assess since few other surveys collect all the relevant details for each child in sampled households. However, TNS-BMRB estimate that around half of households containing children under the age of 5 would be excluded.

How far this level of non-coverage biases the survey estimates is unknown.

Nevertheless, so long as (a) the conditions for being listed on the NPD remain the same, and (b) the broad distribution of household types remains stable, the level of non-coverage bias should hold steady across future waves of this survey. Consequently, any significant changes in performance indicator scores ought to reflect real change in performance rather than issues with the sample frame.

4.2 Sampling procedure

The sampling procedure was conducted in two stages. Firstly the child-level NPD was converted to household level file based on matching address fields. A number of household level aggregate variables were then produced to add to each record for stratification purposes.

The second stage was to stratify the household level NPD. The NPD was stratified according to Local Authority area, SEN strata, average age of children and receipt of free school meals in order to draw the sample. More details of each of these stages are included below.

Stage 1: Conversion from child-level to household-level database

DCSF converted the child-level NPD into a pseudo household-level database by identifying cases with exactly matching addresses⁷.

Once linked cases were identified, a small number of 'aggregate' variables were derived and the values attached to each linked case:

- The *highest* 'special educational needs' score among children in the household, ranging from 5 (attends a special school) to 1 (has no special educational needs)
- Whether *any* child in the household is recorded as eligible for free school meals
- The *mean* age of the children in the household
- *Number* of children in the household

This allowed DCSF to create a household-level database by deleting 'duplicates' because the key household-level data required for stratification was attached to all cases.

Despite the imperfect nature of this conversion from a child-level to a household-level database, the number of cases was reduced substantially, from c. 7.4 million to 5,322,822.

Nevertheless, those households that are erroneously listed more than once on the reduced database will have a higher than desired sampling probability. This effect is partly a function of household size. The more children listed on the NPD the less likely it is that complete linkage will be achieved. This is especially likely if the children attend different schools.

An effort needs to be made to correct for this imbalance although it must be acknowledged that no method will be perfect.

TNS-BMRB suggested collecting data from each participating household about each resident child so that the number of children listed on the NPD could be estimated for each household. This could be compared with the number of children contributing data at the sampling stage and a correction weight applied.

⁷ It was expected that this procedure would identify only a proportion of cases resident in the same household because the same address can be recorded in many subtly different ways. However, the NPD is too large to check cases manually and, in this instance, the timetable did not allow for anything beyond this simple automated procedure.

The feasibility study recommended that the sampling strategy should be based on a number of assumptions. However TNS-BMRB felt that the field assumptions in the feasibility study report were over-optimistic, especially as they had not been tested in any way. In order to guard against under-delivery, it was assumed that:

- 6% of sampled households would explicitly opt-out of the survey
- 30% of the remainder would complete the survey qualification questionnaire
- 60% of those qualifying for the survey would complete the main questionnaire

This leads to a 17% total conversion rate even among those eligible for the survey.

It was expected that eligible households would complete the survey qualification questionnaire at a higher rate than would non-eligible households. Consequently, the eligibility rates derived from the survey qualification questionnaire ought to be higher than would be expected from the general population. However, the *magnitude* of this effect was entirely unknown so TNS-BMRB did not adjust the eligibility rates from those provided in the feasibility study report.

Stage 2: Stratification of the household-level NPD

TNS-BMRB assigned cases to one of 930 formal strata each comprised of the dimensions below:

- 31 'local authority' strata, comprising 30 key local authorities plus one stratum covering the rest of England;
 - 5 'SEN' strata within each 'local authority' stratum, based on the highest 'special educational needs' score among children in the household
 - 6 'average age' strata within each 'local authority-SEN' stratum (<7, ≥7<9, ≥9<11, ≥11<13, ≥13<15, ≥15)

An extra level of implicit stratification was to sort cases by 'free school meals' status before drawing the sample. This ensured there was no risk of disproportionate sampling among those receiving or not receiving free school meals. TNS-BMRB used the 'complex samples' module within the software package SPSS 16.2 to draw the sample.

The household-level NPD was then sorted using the variables described above but specified precise sample targets only for the first two stratification levels (155 strata in total). Cases *within* each of these strata were sampled proportionately but the sampling fraction itself was allowed to vary between the 155 major strata.

The sample targets were computed based on (a) broad sampling fractions for each of the 5 'SEN' strata, and (b) a scaling factor to ensure an expected total of 200 completed main questionnaires per target local authority, and 2,000 in the rest of England.

An additional restriction was to set a cap in which a maximum of 63.5% of cases in any one stratum may be sampled. This was to ensure a pool of cases to draw upon for the 2009-10 and 2010-11 surveys. The logic is as follows:

- 200 completed questionnaires from 2009
- Assume 140 (70%) also complete questionnaires in 2010
- Require 60 completed questionnaires from new cases in 2010 to make 200 total
- Assume 145 (72.5%) also complete questionnaires in 2011 (103/140 from the 2009 sample and 42/60 from the 2010 sample)
- Require 55 completed questionnaires from new cases in 2011 to make 200 total
- Total co-operating cases across 2009,10,11 = 200 + 60 + 55 = 315
- 2009 maximum sample = $200/315 = 63.5\%$ of total pool

This assumes no new cases are added to the population in 2010 and 2011, which is unlikely to be the case, and is therefore conservative.

Where caps produced expected totals short of target (200 in each of the 30 target local authorities and 2,000 in the rest of England), additional cases were sourced by prioritising those in the highest 'SEN' strata and moving downwards as cap limits were reached.

The overall objective was to maximise fieldwork efficiency while controlling the degree of disproportionate sampling so that the expected effective sample size was at least 150 per local authority.

In order to estimate the degree of disproportionate sampling, TNS-BMRB needed to make assumptions about the survey eligibility rate for households in each of the 5 'SEN' strata. As noted above, it was expected that eligible households would respond to the survey qualification questionnaire at a higher rate than non-eligible households. However, it was decided not to adjust assumed eligibility rates upwards because there was no evidence of the likely magnitude of this effect.

The feasibility study report contained two relevant statements:

- (1) Around 10% of *households* listed on the CB register contain at least one child who would qualify as disabled under the DDA definition.
- (2) Around 30% of *children* with 'special educational needs' (attends special school or does not attend special school but has a statement of SEN or is assigned to 'School Action Plus') would qualify as disabled under the DDA definition.

Based on this, it was assumed that c40% of those households containing at least one child with 'special educational needs' would prove eligible for this survey. The

increase from 30% to 40% was intended to reflect the degree of compression from a child-level file to a household level file.

Table 4.1 shows the final eligibility assumptions for each of the five 'SEN' strata, together with the overall target distribution of completed main questionnaires.

Specific targets were set to (a) maximise the general conversion rate (the number of completed questionnaires expressed as a proportion of the number of sampled cases) while (b) ensuring that the general design effect due to disproportionate sampling was less than 1.30⁸. The design effect is used to calculate the effective sample size (by dividing the actual sample size by the design effect). The effective sample size is used for statistical tests and takes into account the fact that a complex sample design was employed rather than a simple random design.

The targets were rounded to the nearest 250.

Table 4.1: Initial sample assumptions

Household stratum	Distribution of all households	Assumed household eligibility rate	Expected distribution of survey-eligible households	Target distribution of completed main questionnaires
Special school	1.6%	95%	15.6%	37.5% (n=3,000)
Statement of SEN	2.3%	40%	9.4%	9.4% (n=750)
School Action Plus	7.6%	30%	23.3%	18.8% (n=1,500)
School Action	13.8%	15%	21.2%	12.5% (n=1,000)
No SEN	74.7%	4%	30.6%	21.9% (n=1,750)
TOTAL	100.0%	10%	100.0%	100.0% (n=8,000)

However, combinations of population limits and cap limits necessitated compromise distributions at the local authority level. The main effect was to limit the sample size in the 'special school' stratum so that, overall, only 23% of completed questionnaires were expected from this stratum instead of 37.5%.

The net effect was to reduce the design effect somewhat while still maximising fieldwork efficiency as far as possible. The maximum sampling design effect for any

⁸ This 'general design effect' does not include the scaling weights required to produce national level estimates. It should be read as an average value per 'local authority' stratum.

one local authority was 1.26 with an unweighted average of 1.11. In eleven of the thirty key local authorities all available cases (up to a maximum of 63.5% per stratum) were sampled. Consequently, the sampling design effect was 1.00 in these areas.

Table 4.2: Revised vs initial target distributions of completed questionnaires

Household stratum	Revised (expected) distribution of completed questionnaires	Initial target distribution of completed questionnaires
Special school	23.0% (n=1,837)	37.5% (n=3,000)
Statement of SEN	13.5% (n=1,083)	9.4% (n=750)
School Action Plus	23.8% (n=1,904)	18.8% (n=1,500)
School Action	19.3% (n=1,541)	12.5% (n=1,000)
No SEN	20.4% (n=1,635)	21.9% (n=1,750)
TOTAL	100.0% (n=8,000)	100.0% (n=8,000)

The combination of differential sampling fractions and response assumptions led to the following sampling matrix. In total 367,854 cases were sampled in order to achieve 8,000 completed main questionnaires distributed as in Table 4.2. This represents an overall conversion rate of 2.2%, roughly a third higher than would be achieved without disproportionate sampling.

Table 4.3: Final sampling matrix

	Sampled cases per 'SEN' stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Hackney	155	339	1,108	2,112	6,758	10,472
Lewisham	305	348	1,232	1,257	3,715	6,857
Barking and Dagenham	130	295	741	2,401	9,438	13,005
Bexley	266	422	1,049	1,339	3,890	6,966
Brent	266	365	1,011	1,543	3,961	7,146
Solihull	231	327	959	1,659	4,430	7,606
Bury	147	379	910	1,208	9,373	12,017
Oldham	203	257	1,056	2,370	5,329	9,215
Barnsley	127	396	908	2,318	9,873	13,622
Bath and North East Somerset	162	245	476	1,177	7,911	9,971
Redcar and Cleveland	185	195	1,271	1,199	6,437	9,287
East Riding of Yorkshire	159	545	1,213	1,614	6,779	10,310
North East Lincolnshire	175	331	1,124	2,077	6,975	10,682
North Lincolnshire	145	394	1,411	1,145	7,779	10,874
York	102	151	607	1,318	8,686	10,864
Luton	181	274	980	2,330	8,424	12,189
Derbyshire	274	580	954	1,509	7,131	10,448
Derby	228	344	1,155	1,722	4,883	8,332
Poole	112	106	727	1,108	6,593	8,646
Brighton and Hove	323	273	1,057	957	2,884	5,494
Leicester	371	394	887	1,226	3,582	6,460
Windsor and Maidenhead	69	223	415	805	4,976	6,488
Cambridgeshire	346	647	874	1,350	5,242	8,459
Peterborough	206	450	1,029	2,249	5,404	9,338
Devon	313	605	792	1,343	5,247	8,300
Torbay	183	303	512	1,172	5,643	7,813
Worcestershire	377	378	971	925	4,279	6,930
Gloucestershire	404	439	490	1,465	5,387	8,185
Hertfordshire	418	310	773	1,128	5,081	7,710
Norfolk	312	681	901	1,468	5,101	8,463
Other England	4,570	5,027	9,978	15,316	60,812	95,705
Total	11,445	16,023	37,571	60,810	242,003	367,854

4.3 Actual Outcomes

Table 4.4 shows the number of returns from each cell in the sampling matrix. The return rate was fairly even across the 'SEN' strata, ranging from 22% to 30% with an overall return rate of 28%. Households in the 'special school' stratum were no more likely than households in the 'non SEN' stratum to return questionnaires. The overall return rate of 28% exactly matched expectations but would have been higher had all questionnaires been processed. Around 20% arrived too late to be included so the return rate for a similar survey with a longer fieldwork period might be around 33-34%.

Table 4.4: Screening stage returned questionnaires

	Returned cases per 'SEN' stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Hackney	32	64	214	370	1,469	2,149
Lewisham	69	64	233	240	923	1,529
Barking and Dagenham	38	64	174	487	2,282	3,045
Bexley	70	89	220	324	1,151	1,854
Brent	42	74	162	252	811	1,341
Solihull	68	93	184	396	1,228	1,969
Bury	46	101	200	275	2,670	3,292
Oldham	42	68	192	464	1,343	2,109
Barnsley	26	94	205	560	3,001	3,886
Bath and North East Somerset	45	80	120	297	2,618	3,160
Redcar and Cleveland	71	52	285	260	1,969	2,637
East Riding of Yorkshire	53	171	323	445	2,461	3,453
North East Lincolnshire	45	91	206	453	1,955	2,750
North Lincolnshire	37	100	321	255	2,442	3,155
York	37	45	155	357	3,221	3,815
Luton	50	67	214	492	2,143	2,966
Derbyshire	70	163	234	382	2,376	3,225
Derby	74	76	227	315	1,298	1,990
Poole	35	32	147	237	1,888	2,339
Brighton and Hove	81	75	261	227	951	1,595
Leicester	85	90	170	237	862	1,444
Windsor and Maidenhead	22	62	108	194	1,556	1,942
Cambridgeshire	103	170	206	338	1,757	2,574
Peterborough	51	103	199	438	1,331	2,122
Devon	85	189	215	345	1,750	2,584
Torbay	35	64	101	256	1,574	2,030
Worcestershire	92	100	238	217	1,281	1,928
Gloucestershire	106	114	112	342	1,825	2,499
Hertfordshire	115	102	212	301	1,856	2,586
Norfolk	114	203	249	429	1,839	2,834
Other England	1,323	1,362	2,156	3,427	18,302	26,570
Total	3,162	4,222	8,243	13,612	72,133	101,372
Return Rate	28%	26%	22%	22%	30%	28%

As expected, the survey eligibility⁹ rates varied from stratum to stratum. However, the differences between the strata were less marked than anticipated, ranging from 64% of responding households in the ‘special school’ stratum to 11% of responding households in the ‘non SEN’ stratum. The overall eligibility rate was 18%, well above the expected rate of 10%. This suggests either some methodological discontinuity between the definitions of disability used to design the survey or a higher response rate from those who proved survey eligible. This last explanation is the more likely but a combination of the two cannot be ruled out.

The results for each stratum are shown in Table 4.5.

Table 4.5: Eligibility rates among responding households

	All	‘Special school’ stratum	‘Statement of SEN’ stratum	‘SA+’ stratum	‘SA’ stratum	‘Non SEN’ stratum
Actual	18%	64%	59%	35%	19%	11%
Expected	10%	95%	40%	30%	15%	4%

In total, 17,812 households were deemed survey eligible.

A separate main stage questionnaire was printed for each child identified as survey eligible up to a maximum of 2 per household. In total, 22,816 were printed, an average of 1.28 per survey eligible household. The average number per household only varied slightly between strata.

Table 4.6 shows the number of completed questionnaires for each cell in the sampling matrix. In total, 12,226 were completed, well above the target of 8,000. The overall return rate was 54%, slightly short of the expected return rate of 60%. This return rate varied between strata, despite all issued cases qualifying for the survey. The return rate was over 60% for those in the first two strata (‘special school’ and ‘statement of SEN’) but closer to 50% for those in the next three.

⁹ A household was survey eligible if at least one child fulfilled the survey disability conditions.

Table 4.6: *Final stage returned questionnaires*

	Achieved cases (Final stage) per 'SEN' stratum					Total
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Hackney	13	21	37	27	73	171
Lewisham	23	17	49	25	55	169
Barking and Dagenham	17	25	39	43	118	242
Bexley	28	40	63	43	55	229
Brent	17	23	33	16	41	130
Solihull	38	35	37	58	89	257
Bury	27	46	39	32	184	328
Oldham	11	35	46	51	81	224
Barnsley	16	38	58	74	181	367
Bath and North East Somerset	25	40	31	50	190	336
Redcar and Cleveland	32	19	57	29	118	255
East Riding of Yorkshire	29	98	76	42	151	396
North East Lincolnshire	21	45	33	50	105	254
North Lincolnshire	22	31	75	37	160	325
York	28	23	39	47	198	335
Luton	18	33	53	58	127	289
Derbyshire	42	87	47	50	199	425
Derby	37	38	67	29	103	274
Poole	17	16	48	34	141	256
Brighton and Hove	42	35	81	31	81	270
Leicester	38	35	41	27	58	199
Windsor and Maidenhead	11	37	30	24	115	217
Cambridgeshire	51	75	62	53	152	393
Peterborough	31	52	42	46	101	272
Devon	50	118	79	51	124	422
Torbay	18	23	33	36	130	240
Worcestershire	51	43	56	27	101	278
Gloucestershire	55	58	43	52	140	348
Hertfordshire	63	61	64	47	132	367
Norfolk	64	91	77	61	177	470
Other England	698	623	514	454	1,199	3,488
Total	1,633	1,961	2,049	1,704	4,879	12,226
Return rate	63%	60%	53%	49%	51%	54%

Table 4.7 shows how the final returned questionnaires were distributed between the strata against expectations. The actual distribution did not match the expected distribution because the expected eligibility rates were very different from the observed eligibility rates.

Table 4.7: Distribution of final stage returned questionnaires between strata

	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum
Actual	13%	16%	17%	14%	40%
Expected	23%	14%	24%	19%	20%

The overall conversion rate (expressed as the number of completed final stage questionnaires as a proportion of sampled households) was 3.3%, significantly higher than the original expectation of 2.2%.

Table 4.8: Overall conversion rates

	All	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum
Actual	3.3%	14.3%	12.3%	5.5%	2.8%	2.0%
Expected	2.2%	16.1%	6.8%	5.1%	2.5%	0.7%

These results allow us to update our basic assumptions. If we assume that all questionnaires are processed (and consequently increase the screening questionnaire return rate by a magnitude of 1.2) plus a series of other simplifications then table 4.9 shows the expected conversion rates for future waves of this research.

Table 4.9: Expected conversion rates to use in future waves of research

	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum
Return rate – screening	33%				
Number of eligible children per eligible household	1.28				
Return rate – final questionnaire	60%		50%		
Final questionnaires as a proportion of sampled households	16%	15%	7%	4%	2%

In subsequent waves of the research, the sample will be made up in part from a panel consisting of previous respondents (who will each be re-contacted for two further annual waves) and a top-up using the original sample sources. This will maximise the efficiency of the sample by allowing us to identify in advance families which are already known to have a disabled child.

4.4 Weighting

The final weights correct for (a) imbalances in sampling probability, and (b) imbalances in response propensity. The result of stage (a) is called the design weight and is used as the base for correcting any remaining differential non-response.

There are three elements to the design weight:

- 1) The sampling probability of the 'household'

The sampling frame (the NPD) is a child-level file but the screener questionnaire is a household-level questionnaire. The NPD is converted into a household level file using a set of simple rules related to address details. This is not a perfect transformation but the scale of the NPD makes a more thorough transformation impossible within the time/budget constraints.

- 2) A correction to account for likely errors in allocation to children to households

In an attempt to account for the child>household transformation errors, the main stage questionnaire includes a question asking for the number of children in the household that are likely to be listed on the NPD. This data is used to adjust the basic design weight.

- 3) An adjustment to account for the maximum limit of 2 main stage questionnaires per household

A maximum of two main stage (child-level) questionnaires were sent to each household but there were a small number of cases where more than two children were eligible. In these cases, a random sample of two was selected which means that the sampling probability of each child is lower than in households where all eligible children were included.

The final design weight is computed as:

$$1/(n_a/N_a * ((Q_{ax}-C_{ax})/C_{ax}) * (QS_{ax}/EC_{ax}))$$

n_a = number of households sampled in stratum a

N_a = number of households in stratum a

Q_{ax} = number of eligible children in household x in stratum a according to questionnaire (must be equal or higher than C_{ax} ; if lower then $Q_{ax} = C_{ax}$ for this purpose)

C_{ax} = number of eligible children in household x in stratum a according to sample frame

QS_{ax} = number of child-level main stage questionnaires sent to household x in stratum a

EC_{ax} = number of eligible children in household x in stratum a

Once this design weight was computed it was applied to the data file and the distribution of several sample frame variables was compared with a design-weighted data file that includes both respondents and non-respondents to the main stage questionnaire¹⁰.

¹⁰ This was used as a proxy for the target population. The target population cannot be well estimated due to (a) non-response to the screener questionnaire, and (b) the likely correlation between main stage eligibility and screener response propensity. By using the sample of eligible children for the population profile we make the assumption that all eligible households (i.e. those containing at least one eligible child) had the same screener questionnaire response propensity.

Where differences were observed, the design weight was adjusted to account for non-response. The selected variables were:

- the proportion of children resident in FSM-eligible households
- the proportion of children resident in households containing at least one non-white child

These adjustments were made separately for each local authority using a rrm weighting technique¹¹ and then the local authorities themselves were scaled to match the design-weighted distribution found in the data file that includes both respondents and non-respondents to the main stage questionnaire.

¹¹ TNS-BMRB set a minimum of 30 completed questionnaires for both cells in a pair. If this sample size was not reached for a particular pair, an adjustment was not made. For example, if a local authority had only 25 questionnaires from children resident in FSM-eligible households, the FSM correction would not be applied.

5 The 2009-10 Indicator survey (Year 2)

As mentioned previously the methodology for the year 2 survey was largely kept consistent with the year 1 survey to ensure consistency between the two survey years.

The most significant change to survey method between years 1 and 2 was the inclusion of all local areas in the second year of the survey rather than just the 30 areas covered by the first survey. As was the case in the 2008-09 survey households were first screened to establish eligibility before being asked to participate in the main survey. In the 30 areas included in the first survey the need for screening was reduced as a panel element was introduced in the second survey. Thus all households who participated in the first survey were invited to participate again in the second survey.

Further details of the differences between the two surveys and the survey design for year 2 are outlined throughout this chapter.

5.1 Stage 1 - The screener questionnaire

The content of the screener questionnaire remained unchanged between the two survey years with the exception of an addition of a question to collect the respondents' e mail address. This was added to allow the possibility of contacting respondents via e mail to encourage response at stage 2.

Screener fieldwork for the 2009-10 survey took place between 13th July 2009 and 11th September 2009. Overall 722,495 screener surveys were mailed for wave 2 and 187,190 were returned, a response rate of 26% (compared with 28% achieved in 2008-09).

5.2 Stage 2 – The indicator survey

The majority of the content of the indicator survey remained unchanged between the first and second surveys. Changes made to the questionnaire are outlined below

- Special Educational needs provision – the questions included in the first survey (Q30 and Q31) did not allow respondents with no statement of SEN to record any special educational needs provision. This was amended in year 2 to combine the two questions into one overall question.
- In the second survey all references to 'social care/family support services' were changed to 'care and family support services'.
- In the first survey questions about the information received about care and family support services were asked only of those who had used the services

in the last 12 months. In the second survey this was changed to include all parents.

- In the second survey an additional open ended question was added to the end of the questionnaire to enable parents to record any other comments they wished to make.
- The appearance of the questionnaire differed between the two surveys (in colour and images used) to ensure that those invited to participate in both the first and second surveys could clearly see that it was a different survey.

Fieldwork for the 2009-10 Indicator survey took place between 1st September and 6th November, 2009. Overall 56,332 questionnaires were mailed and 31,466 questionnaires were returned representing a response rate of 56% (compared with 54% achieved in 2008-09).

In the second survey the final mailing was changed to a full pack reminder as response was slightly lower than anticipated at that stage. At the time fieldwork was taking place a postal strike was in effect and therefore e mail reminders were also sent (where e mail addresses were available) to encourage people to respond.

Sample and response

The sample for the second survey consisted of a 'panel sample' comprised of parents who had taken part in the first survey and a 'fresh sample' drawn from the national pupil database. The fresh sample was necessary to cover the local areas not targeted in the first survey and to provide additional sample in those areas that were included but where sample was not sufficient to achieve 200 completed surveys in the area in the second survey.

Table 5.1 details the sample achieved by local area for the fresh sample issued in year 2 as well as the panel sample.

Table 5.1 Achieved sample by local area

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
Darlington	5798	237	280	156	9	7	289	163
Durham	4351	271	329	208	37	16	366	224
Gateshead	4813	265	310	180	17	15	327	195
Hartlepool	5530	184	221	111	7	5	228	116
Middlesbrough	4723	232	286	174	26	17	312	191
Newcastle Upon Tyne	4534	233	277	183	26	17	303	200
North Tyneside	4509	275	324	187	20	11	344	198
Northumberland	4445	257	311	188	27	14	338	202
Redcar and Cleveland	824	45	54	33	255	136	309	169
South Tyneside	4946	240	274	152	7	4	281	156
Stockton-On-Tees	4623	256	303	178	14	9	317	187
Sunderland	4639	247	287	178	13	8	300	186
Blackburn with Darwen	4778	222	282	148	13	4	295	152
Blackpool	5719	273	320	155	8	4	328	159
Bolton	4513	204	239	135	20	13	259	148
Bury	254	10	13	10	328	174	341	184
Cheshire	8980	529	617	384	44	31	661	415
Cumbria	4455	248	295	167	38	26	333	193
Halton	5334	195	228	136	8	5	236	141
Knowsley	4274	153	187	89	11	8	198	97
Lancashire	11979	737	890	536	75	50	965	586

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
Liverpool	4777	210	252	121	25	15	277	136
Manchester	4724	236	283	163	48	34	331	197
Oldham	1695	69	88	40	224	109	312	149
Rochdale	4341	225	270	151	27	17	297	168
Salford	4507	191	228	131	23	12	251	143
Sefton	4657	312	372	194	16	10	388	204
St Helens	5161	223	259	151	10	3	269	154
Stockport	4350	262	307	182	27	18	334	200
Tameside	4454	193	238	132	25	13	263	145
Trafford	4691	294	347	193	18	8	365	201
Warrington	4574	249	282	172	13	7	295	179
Wigan	4355	221	258	150	25	21	283	171
Wirral	4030	258	314	195	25	20	339	215
Barnsley	258	8	9	6	367	218	376	224
Bradford	4789	218	271	146	31	17	302	163
Calderdale	4681	249	298	182	17	6	315	188
Doncaster	4848	233	277	151	28	23	305	174
East Riding of Yorkshire	90	9	10	7	396	240	406	247
Kingston Upon Hull, City of	4352	235	277	155	33	16	310	171
Kirklees	4705	248	309	175	33	15	342	190
Leeds	4462	239	283	172	50	33	333	205
North East Lincolnshire	796	45	54	29	254	158	308	187
North Lincolnshire	92	8	9	3	325	177	334	180

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
North Yorkshire	4255	285	334	198	88	54	422	252
Rotherham	4387	285	347	199	23	15	370	214
Sheffield	4027	328	392	221	44	27	436	248
Wakefield	4680	268	322	183	27	20	349	203
York	44	0	0	0	335	203	335	203
Derby	426	13	16	6	274	147	290	153
Derbyshire	214	11	13	8	425	258	438	266
Leicester	1689	74	86	44	199	116	285	160
Leicestershire	4571	296	360	200	51	29	411	229
Lincolnshire	3745	265	327	182	85	55	412	237
Northamptonshire	4024	253	301	185	66	32	367	217
Nottingham	5079	216	261	138	13	4	274	142
Nottinghamshire	11035	568	672	409	57	32	729	441
Rutland	1504	70	82	52	4	3	86	55
Birmingham	11900	569	713	395	113	75	826	470
Coventry	4265	232	277	167	20	12	297	179
Dudley	4548	274	338	183	15	8	353	191
Herefordshire	4720	314	384	219	18	15	402	234
Sandwell	5367	223	276	139	10	7	286	146
Shropshire	4378	289	351	200	14	10	365	210
Solihull	1163	60	67	36	257	144	324	180
Staffordshire	8729	467	555	342	70	45	625	387
Stoke-On-Trent	4165	220	274	153	18	8	292	161
Telford and Wrekin	4209	284	348	190	18	8	366	198
Walsall	5072	233	282	182	25	13	307	195
Warwickshire	4070	261	315	182	40	23	355	205

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
Wolverhampton	4555	217	267	139	21	13	288	152
Worcestershire	548	24	29	20	278	181	307	201
Bedfordshire	8967	537	638	359	54	29	692	388
Cambridgeshire	123	7	9	3	393	251	402	254
Essex	14601	969	1181	662	120	73	1301	735
Hertfordshire	4281	280	338	183	367	225	705	408
Luton	391	12	15	5	289	171	304	176
Norfolk	1187	77	93	56	470	283	563	339
Peterborough	488	24	30	12	272	151	302	163
Southend-on-Sea	3961	229	270	159	15	10	285	169
Suffolk	6415	459	557	322	66	40	623	362
Thurrock	4756	233	273	165	12	5	285	170
Camden	7835	221	264	132	5	4	269	136
City Of London	100	4	4	3			4	3
Hackney	6348	177	224	91	171	78	395	169
Hammersmith and Fulham	5999	165	189	101	5	1	194	102
Haringey	7413	310	368	170	16	7	384	177
Islington	8271	277	334	154	20	14	354	168
Kensington and Chelsea	3675	101	118	63	4	1	122	64
Lambeth	7766	341	405	178	12	3	417	181
Lewisham	5711	239	290	127	169	84	459	211
Newham	8166	263	329	145	15	7	344	152
Southwark	6749	310	377	168	25	13	402	181
Tower Hamlets	6405	171	215	122	14	6	229	128
Wandsworth	6747	266	323	154	9	6	332	160

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
Westminster	6630	150	185	78	8	3	193	81
Barking and Dagenham	4601	166	215	92	242	122	457	214
Barnet	6999	333	404	208	35	24	439	232
Bexley	4518	218	278	141	229	129	507	270
Brent	7082	222	257	111	130	68	387	179
Bromley	6831	441	538	302	28	12	566	314
Croydon	7840	352	430	222	16	9	446	231
Ealing	7897	319	382	191	14	9	396	200
Enfield	7505	328	398	191	28	18	426	209
Greenwich	6297	282	340	172	54	25	394	197
Harrow	8215	304	374	188	11	7	385	195
Havering	8980	378	447	227	23	10	470	237
Hillingdon	7029	351	428	230	20	11	448	241
Hounslow	7549	303	383	189	6	5	389	194
Kingston Upon Thames	7476	327	375	226	12	6	387	232
Merton	9100	346	411	204	6	6	417	210
Redbridge	7299	301	365	177	24	13	389	190
Richmond Upon Thames	7709	336	395	213	13	7	408	220
Sutton	6923	337	418	232	15	11	433	243
Waltham Forest	6468	245	303	165	21	16	324	181
Bracknell Forest	5191	279	341	185	16	6	357	191
Brighton and Hove	438	30	35	15	270	160	305	175
Buckinghamshire	4483	299	368	199	47	27	415	226

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
East Sussex	8536	601	718	412	34	22	752	434
Hampshire	3998	298	349	203	94	62	443	265
Isle Of Wight	5943	368	460	236	17	8	477	244
Kent	7473	519	627	347	134	87	761	434
Medway Towns	4229	286	361	203	30	12	391	215
Milton Keynes	4348	243	295	170	25	19	320	189
Oxfordshire	4470	317	379	213	36	15	415	228
Portsmouth	4234	259	313	178	17	12	330	190
Reading	6158	309	379	171	5	2	384	173
Slough	4286	172	202	100	12	7	214	107
Southampton	4936	253	319	180	6	5	325	185
Surrey	4575	295	341	191	91	51	432	242
West Berkshire	4012	237	276	166	10	9	286	175
West Sussex	3505	253	304	161	83	58	387	219
Windsor and Maidenhead	1034	54	68	45	217	136	285	181
Wokingham	5233	295	357	195	10	6	367	201
Bath and North East Somerset	45	6	7	4	336	203	343	207
Bournemouth	4926	279	334	167	29	17	363	184
Bristol, City of	4765	330	392	220	41	19	433	239
Cornwall	4420	317	378	208	28	17	406	225
Devon	269	25	32	15	422	267	454	282
Dorset	4003	296	341	196	77	52	418	248
Gloucestershire	103	6	7	5	348	212	355	217
Isles Of Scilly	87	7	9	7			9	7
North Somerset	5082	359	422	237	24	13	446	250

Local Area	Issued sample	Total eligible households	Total eligible children from fresh sample	Total returned q'aires (fresh sample)	Issued Panel sample	Returned panel sample	Total Issued sample	Total achieved sample
Plymouth	4331	317	392	207	20	10	412	217
Poole	381	20	27	12	256	170	283	182
Somerset South	5327	336	396	219	33	18	429	237
Gloucestershire	4483	298	365	204	40	29	405	233
Swindon	4618	265	312	188	18	14	330	202
Torbay	943	58	68	26	240	136	308	162
Wiltshire	4504	326	386	228	42	24	428	252
Area unknown	597	23	25	0	9	0	34	0
Total	712,048	36693	44166	24267	12226	7199	56392	31466

5.3 Response rate for Fresh and panel sample

Table 5.2 below shows the response rates achieved for both the fresh and panel sample in the 2009-10 survey. Overall a response rate of 56% was achieved across all areas and sample types. The response rate for the fresh sample was slightly lower than that achieved for the panel sample (55% compared with 59%).

Table 5.2 Response rate by local area

Local Area	Fresh sample Response rate at main stage	Panel Response rate [†]	Overall response rate
Darlington	56%	N/A	56%
Durham	63%	N/A	61%
Gateshead	58%	N/A	60%
Hartlepool	50%	N/A	51%
Middlesbrough	61%	N/A	61%
Newcastle Upon Tyne	66%	N/A	66%
North Tyneside	58%	N/A	58%
Northumberland	60%	N/A	60%
Redcar and Cleveland	61%	53%	55%
South Tyneside	55%	N/A	56%
Stockton-On-Tees	59%	N/A	59%
Sunderland	62%	N/A	62%
Blackburn with Darwen	52%	N/A	52%
Blackpool	48%	N/A	48%
Bolton	56%	N/A	57%
Bury	77%	53%	54%
Cheshire	62%	N/A	63%
Cumbria	57%	N/A	58%
Halton	60%	N/A	60%
Knowsley	48%	N/A	49%
Lancashire	60%	N/A	61%
Liverpool	48%	N/A	49%
Manchester	58%	N/A	60%
Oldham	45%	49%	48%
Rochdale	56%	N/A	57%
Salford	57%	N/A	57%
Sefton	52%	N/A	53%
St Helens	58%	N/A	57%
Stockport	59%	N/A	60%
Tameside	55%	N/A	55%
Trafford	56%	N/A	55%
Warrington	61%	N/A	61%
Wigan	58%	N/A	60%
Wirral	62%	N/A	63%
Barnsley	67%	59%	60%
Bradford	54%	N/A	54%
Calderdale	61%	N/A	60%
Doncaster	55%	N/A	57%

Local Area	Fresh sample Response rate at main stage	Panel Response rate [†]	Overall response rate
East Riding of Yorkshire	70%	61%	61%
Kingston Upon Hull, City of	56%	N/A	55%
Kirklees	57%	N/A	56%
Leeds	61%	N/A	62%
North East Lincolnshire	54%	62%	61%
North Lincolnshire	33%	54%	54%
North Yorkshire	59%	N/A	60%
Rotherham	57%	N/A	58%
Sheffield	56%	N/A	57%
Wakefield	57%	N/A	58%
York	N/A	61%	61%
Derby	38%	54%	53%
Derbyshire	62%	61%	61%
Leicester	51%	58%	56%
Leicestershire	56%	N/A	56%
Lincolnshire	56%	N/A	58%
Northamptonshire	61%	N/A	59%
Nottingham	53%	N/A	52%
Nottinghamshire	61%	N/A	60%
Rutland	63%	N/A	64%
Birmingham	55%	N/A	57%
Coventry	60%	N/A	60%
Dudley	54%	N/A	54%
Herefordshire	57%	N/A	58%
Sandwell	50%	N/A	51%
Shropshire	57%	N/A	58%
Solihull	54%	56%	56%
Staffordshire	62%	N/A	62%
Stoke-On-Trent	56%	N/A	55%
Telford and Wrekin	55%	N/A	54%
Walsall	65%	N/A	64%
Warwickshire	58%	N/A	58%
Wolverhampton	52%	N/A	53%
Worcestershire	69%	65%	65%
Bedfordshire	56%	N/A	56%
Cambridgeshire	33%	64%	63%
Essex	56%	N/A	56%
Hertfordshire	54%	61%	58%
Luton	33%	59%	58%
Norfolk	60%	60%	60%
Peterborough	40%	56%	54%
Southend-on-Sea	59%	N/A	59%
Suffolk	58%	N/A	58%
Thurrock	60%	N/A	60%
Camden	50%	N/A	51%
City Of London	75%	N/A	75%
Hackney	41%	46%	43%
Hammersmith and Fulham	53%	N/A	53%
Haringey	46%	N/A	46%

Local Area	Fresh sample Response rate at main stage	Panel Response rate [†]	Overall response rate
Islington	46%	N/A	47%
Kensington and Chelsea	53%	N/A	52%
Lambeth	44%	N/A	43%
Lewisham	44%	50%	46%
Newham	44%	N/A	44%
Southwark	45%	N/A	45%
Tower Hamlets	57%	N/A	56%
Wandsworth	48%	N/A	48%
Westminster	42%	N/A	42%
Barking and Dagenham	43%	50%	47%
Barnet	51%	N/A	53%
Bexley	51%	56%	53%
Brent	43%	52%	46%
Bromley	56%	N/A	55%
Croydon	52%	N/A	52%
Ealing	50%	N/A	51%
Enfield	48%	N/A	49%
Greenwich	51%	N/A	50%
Harrow	50%	N/A	51%
Havering	51%	N/A	50%
Hillingdon	54%	N/A	54%
Hounslow	49%	N/A	50%
Kingston Upon Thames	60%	N/A	60%
Merton	50%	N/A	50%
Redbridge	48%	N/A	49%
Richmond Upon Thames	54%	N/A	54%
Sutton	56%	N/A	56%
Waltham Forest	54%	N/A	56%
Bracknell Forest	54%	N/A	54%
Brighton and Hove	43%	59%	57%
Buckinghamshire	54%	N/A	54%
East Sussex	57%	N/A	58%
Hampshire	58%	N/A	60%
Isle Of Wight	51%	N/A	51%
Kent	55%	N/A	57%
Medway Towns	56%	N/A	55%
Milton Keynes	58%	N/A	59%
Oxfordshire	56%	N/A	55%
Portsmouth	57%	N/A	58%
Reading	45%	N/A	45%
Slough	50%	N/A	50%
Southampton	56%	N/A	57%
Surrey	56%	N/A	56%
West Berkshire	60%	N/A	61%
West Sussex	53%	N/A	57%
Windsor and Maidenhead	66%	63%	64%
Wokingham	55%	N/A	55%
Bath and North East Somerset	57%	60%	60%

Local Area	Fresh sample Response rate at main stage	Panel Response rate [†]	Overall response rate
Bournemouth	50%	N/A	51%
Bristol, City of	56%	N/A	55%
Cornwall	55%	N/A	55%
Devon	47%	63%	62%
Dorset	57%	N/A	59%
Gloucestershire	71%	61%	61%
Isles Of Scilly	78%	N/A	78%
North Somerset	56%	N/A	56%
Plymouth	53%	N/A	53%
Poole	44%	66%	64%
Somerset	55%	N/A	55%
South Gloucestershire	56%	N/A	58%
Swindon	60%	N/A	61%
Torbay	38%	57%	53%
Wiltshire	59%	N/A	59%
Total	55%	59%	56%

[†]Response rate for Panel sample shown only for the 30 areas that took part in the 2008-09 survey.

Sampling

The sample source for the 2009-10 survey was the same as that used for the 2008-9 survey, the National Pupil database. A new extract was drawn from the database using the latest available data and excluding cases included in the sample for the first survey. Table 5.3 shows the sampled cases by SEN stratum. The table shows only the fresh sample drawn for screening in 2009-0. The profile of the panel sample by SEN stratum is shown in table 4.6 as the profile of year 1 achieved sample.

Table 5.3 Final sampling matrix – 2009/10

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Darlington	105	107	502	773	4386	5873
Durham	273	222	763	623	2533	4414
Gateshead	196	216	569	814	3084	4879
Hartlepool	91	87	546	816	4057	5597
Middlesbrough	193	174	709	846	2865	4787
Newcastle Upon Tyne	249	154	569	840	2784	4596
North Tyneside	203	230	633	603	2913	4582
Northumberland	195	362	428	517	3008	4510
Redcar and Cleveland	65	55	159	102	459	840
South Tyneside	226	148	699	902	3051	5026
Stockton-On-Tees	246	189	727	492	3040	4694
Sunderland	249	188	623	787	2872	4719
Blackburn with Darwen	141	164	862	1129	2539	4835
Blackpool	126	82	669	1107	3801	5785
Bolton	223	266	511	772	2801	4573
Bury	19	15	31	23	174	262
Cheshire	385	672	761	1156	6115	9089
Cumbria	121	344	425	717	2904	4511
Halton	155	159	584	1222	3309	5429
Knowsley	214	170	971	577	2403	4335
Lancashire	682	902	1238	1378	7929	12129
Liverpool	248	109	882	838	2780	4857
Manchester	284	252	571	796	2910	4813
Oldham	45	46	139	210	1276	1716
Rochdale	208	351	486	644	2725	4414
Salford	270	169	563	738	2843	4583
Sefton	248	157	739	574	3012	4730
St Helens	154	95	758	857	3370	5234
Stockport	197	357	402	629	2818	4403
Tameside	203	182	525	600	3015	4525
Trafford	239	258	493	603	3169	4762
Warrington	158	386	600	568	2910	4622
Wigan	217	250	672	533	2752	4424
Wirral	322	228	527	572	2429	4078

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Barnsley	12	9	20	49	170	260
Bradford	206	213	647	903	2874	4843
Calderdale	119	321	604	784	2903	4731
Doncaster	217	247	391	861	3196	4912
East Riding of Yorkshire	24	7	8	5	46	90
Kingston Upon Hull, City of	206	254	648	629	2670	4407
Kirklees	188	305	404	818	3046	4761
Leeds	175	170	581	655	2930	4511
North East Lincolnshire	40	53	125	151	442	811
North Lincolnshire	7	5	10	10	62	94
North Yorkshire	147	173	419	534	3051	4324
Rotherham	234	222	684	698	2602	4440
Sheffield	204	225	813	554	2282	4078
Wakefield	156	293	535	714	3057	4755
York	3	1	0	5	35	44
Derby	15	12	33	66	304	430
Derbyshire	18	10	12	32	144	216
Leicester	67	68	232	290	1067	1724
Leicestershire	167	321	398	597	3149	4632
Lincolnshire	198	271	478	478	2371	3796
Northamptonshire	183	289	403	741	2485	4101
Nottingham	148	53	782	1270	2891	5144
Nottinghamshire	252	95	862	1998	7980	11187
Rutland	12	59	115	121	1231	1538
Birmingham	659	629	1437	1717	7663	12105
Coventry	299	156	789	605	2467	4316
Dudley	257	259	622	604	2853	4595
Herefordshire	111	170	964	829	2723	4797
Sandwell	163	215	591	995	3470	5434
Shropshire	182	386	619	565	2691	4443
Solihull	46	54	102	118	868	1188
Staffordshire	442	369	875	1003	6135	8824
Stoke-On-Trent	269	268	641	742	2295	4215
Telford and Wrekin	227	245	699	533	2571	4275
Walsall	222	211	323	752	3625	5133
Warwickshire	255	255	442	653	2523	4128
Wolverhampton	289	254	368	675	3032	4618
Worcestershire	28	24	78	63	362	555
Bedfordshire	401	525	858	1326	5988	9098
Cambridgeshire	8	5	11	16	86	126
Essex	569	865	1659	1690	10033	14816
Hertfordshire	206	154	497	632	2861	4350
Luton	24	20	52	65	239	400
Norfolk	48	93	167	207	689	1204
Peterborough	18	28	46	71	335	498
Southend-on-Sea	208	188	655	495	2467	4013
Suffolk	272	453	980	817	3994	6516
Thurrock	157	296	825	828	2719	4825

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Camden	136	306	750	1240	5539	7971
City Of London	1	3	10	17	70	101
Hackney	83	148	557	966	4689	6443
Hammersmith and Fulham	107	175	582	1047	4173	6084
Haringey	160	346	992	1529	4517	7544
Islington	150	194	819	1473	5772	8408
Kensington and Chelsea	66	97	229	407	2938	3737
Lambeth	230	357	1823	1103	4353	7866
Lewisham	143	172	1044	850	3607	5816
Newham	57	237	1336	1594	5107	8331
Southwark	229	419	1367	934	3900	6849
Tower Hamlets	140	478	1167	1015	3726	6526
Wandsworth	214	278	1105	1412	3847	6856
Westminster	95	224	703	909	4804	6735
Barking and Dagenham	75	121	325	936	3207	4664
Barnet	209	451	822	1110	4546	7138
Bexley	99	167	483	927	2901	4577
Brent	140	182	690	1427	4757	7196
Bromley	234	496	946	739	4513	6928
Croydon	383	320	1203	1068	4981	7955
Ealing	279	297	1370	1163	4938	8047
Enfield	263	343	931	1353	4755	7645
Greenwich	186	423	1224	999	3573	6405
Harrow	197	270	933	1569	5379	8348
Havering	118	213	790	1373	6618	9112
Hillingdon	252	294	999	1436	4162	7143
Hounslow	208	307	1254	1387	4551	7707
Kingston Upon Thames	105	162	484	757	6081	7589
Merton	141	264	599	1198	7042	9244
Redbridge	243	413	882	978	4891	7407
Richmond Upon Thames	82	207	284	724	6545	7842
Sutton	166	298	790	1186	4592	7032
Waltham Forest	271	353	1420	1033	3495	6572
Bracknell Forest	93	167	397	738	3880	5275
Brighton and Hove	21	16	53	75	285	450
Buckinghamshire	265	274	396	563	3046	4544
East Sussex	438	488	1435	1309	4986	8656
Hampshire	281	163	465	674	2491	4074
Isle Of Wight	102	139	450	791	4564	6046
Kent	405	345	1094	1302	4448	7594
Medway Towns	190	228	726	763	2386	4293
Milton Keynes	289	237	570	527	2783	4406
Oxfordshire	205	250	561	630	2892	4538
Portsmouth	232	206	755	859	2235	4287
Reading	131	231	699	1038	4157	6256
Slough	138	170	737	998	2330	4373
Southampton	154	90	925	1086	2768	5023
Surrey	229	249	462	518	3195	4653

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
West Berkshire	110	242	538	856	2336	4082
West Sussex	212	198	564	544	2056	3574
Windsor and Maidenhead	42	67	93	126	730	1058
Wokingham	92	227	408	765	3823	5315
Bath and North East Somerset	2	1	2	11	31	47
Bournemouth	95	103	528	1033	3245	5004
Bristol, City of	264	303	445	709	3120	4841
Cornwall	126	375	560	634	2805	4500
Devon	17	13	21	24	197	272
Dorset	196	192	642	569	2465	4064
Gloucestershire	6	2	9	17	70	104
Isles Of Scilly	0	2	5	7	75	89
North Somerset	123	139	686	907	3306	5161
Plymouth	247	263	493	723	2661	4387
Poole	6	6	42	67	265	386
Somerset	174	154	443	1099	3538	5408
South Gloucestershire	162	303	385	632	3073	4555
Swindon	201	239	621	725	2902	4688
Torbay	55	80	115	134	581	965
Wiltshire	166	299	559	652	2908	4584
Total	26439	33020	89637	111286	461915	722297

Returned screener questionnaires by stratum

Table 5.4 below shows the profile of returned screener questionnaires by stratum.

Table 5.4 Returned screener questionnaires by stratum

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Darlington	29	26	97	150	1292	1594
Durham	78	61	191	157	789	1276
Gateshead	64	54	144	189	911	1362
Hartlepool	27	24	108	177	980	1316
Middlesbrough	54	42	118	157	662	1033
Newcastle Upon Tyne	69	35	101	184	798	1187
North Tyneside	66	67	158	108	921	1320
Northumberland	50	108	107	132	920	1317
Redcar and Cleveland	17	11	33	23	124	208
South Tyneside	60	31	151	174	793	1209

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Stockton-On-Tees	50	48	156	97	818	1169
Sunderland	80	66	120	149	831	1246
Blackburn with Darwen	35	34	156	198	614	1037
Blackpool	27	24	131	206	963	1351
Bolton	52	62	94	145	682	1035
Bury	5	3	6	8	44	66
Cheshire	110	185	202	284	1999	2780
Cumbria	46	100	90	177	862	1275
Halton	40	32	99	186	739	1096
Knowsley	39	27	154	106	469	795
Lancashire	226	211	304	301	2177	3219
Liverpool	72	24	145	160	615	1016
Manchester	58	56	106	134	658	1012
Oldham	9	11	26	44	278	368
Rochdale	49	94	104	99	687	1033
Salford	70	43	101	107	626	947
Sefton	81	48	185	143	822	1279
St Helens	46	22	166	169	806	1209
Stockport	48	106	85	141	863	1243
Tameside	51	46	77	115	737	1026
Trafford	76	70	101	132	944	1323
Warrington	51	79	118	127	822	1197
Wigan	52	58	131	106	720	1067
Wirral	72	61	106	140	649	1028
Barnsley	3	2	6	11	47	69
Bradford	52	44	123	172	673	1064
Calderdale	31	94	145	162	827	1259
Doncaster	59	72	84	175	814	1204
East Riding of Yorkshire	8	1	2	2	16	29
Kingston Upon Hull, City of	66	64	131	124	645	1030
Kirklees	50	76	92	177	871	1266
Leeds	49	45	129	156	860	1239
North East Lincolnshire	10	18	21	45	120	214
North Lincolnshire	2	2	3	2	15	24
North Yorkshire	60	55	107	152	1024	1398
Rotherham	67	58	165	176	804	1270
Sheffield	64	72	200	146	736	1218
Wakefield	40	75	108	150	834	1207
York	0	0	0	2	15	17
Derby	2	3	3	7	74	89
Derbyshire	7	2	3	6	41	59
Leicester	15	10	58	67	261	411
Leicestershire	57	85	118	175	997	1432
Lincolnshire	69	79	111	138	776	1173
Northamptonshire	48	80	87	161	743	1119
Nottingham	31	14	158	246	639	1088
Nottinghamshire	87	24	214	486	2397	3208
Rutland	7	11	31	40	418	507

	SEN Stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
Birmingham	156	152	244	328	1746	2626
Coventry	75	38	161	120	617	1011
Dudley	74	67	147	124	841	1253
Herefordshire	37	55	260	206	886	1444
Sandwell	42	54	116	197	839	1248
Shropshire	71	111	158	129	895	1364
Solihull	16	12	18	28	227	301
Staffordshire	125	99	201	217	1817	2459
Stoke-On-Trent	81	58	144	146	554	983
Telford and Wrekin	67	74	172	102	714	1129
Walsall	52	40	63	137	925	1217
Warwickshire	74	61	99	144	815	1193
Wolverhampton	65	58	65	119	717	1024
Worcestershire	9	6	18	15	101	149
Bedfordshire	114	127	224	318	1836	2619
Cambridgeshire	4	2	3	3	22	34
Essex	184	249	399	375	3167	4374
Hertfordshire	53	51	134	178	928	1344
Luton	3	8	9	6	40	66
Norfolk	20	19	41	39	188	307
Peterborough	4	5	11	10	82	112
Southend-on-Sea	60	44	133	120	724	1081
Suffolk	90	124	250	214	1320	1998
Thurrock	47	68	169	176	747	1207
Camden	32	49	130	189	1162	1562
City Of London	0	0	2	2	23	27
Hackney	21	22	96	183	1039	1361
Hammersmith and Fulham	24	39	96	203	873	1235
Haringey	44	83	190	303	1047	1667
Islington	40	44	141	284	1248	1757
Kensington and Chelsea	14	19	35	73	595	736
Lambeth	58	94	355	206	989	1702
Lewisham	35	35	204	142	887	1303
Newham	17	53	288	313	1273	1944
Southwark	64	105	329	207	931	1636
Tower Hamlets	30	68	162	170	685	1115
Wandsworth	57	76	219	290	992	1634
Westminster	18	31	97	170	938	1254
Barking and Dagenham	28	22	78	192	775	1095
Barnet	66	137	177	271	1250	1901
Bexley	31	51	100	226	808	1216
Brent	36	41	146	273	1255	1751
Bromley	76	162	193	184	1396	2011
Croydon	101	81	241	237	1309	1969
Ealing	88	65	274	252	1348	2027
Enfield	69	76	194	293	1294	1926
Greenwich	42	118	256	202	901	1519
Harrow	46	71	202	348	1479	2146

	SEN Stratum					
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	All
Havering	28	48	180	307	1839	2402
Hillingdon	69	75	231	314	1161	1850
Hounslow	56	71	268	322	1284	2001
Kingston Upon Thames	36	59	118	198	1868	2279
Merton	37	73	111	257	1883	2361
Redbridge	66	100	164	210	1254	1794
Richmond Upon Thames	21	57	66	181	2045	2370
Sutton	47	64	171	293	1375	1950
Waltham Forest	73	94	289	208	842	1506
Bracknell Forest	28	45	107	163	1151	1494
Brighton and Hove	3	2	16	18	88	127
Buckinghamshire	76	86	99	154	1011	1426
East Sussex	135	154	346	310	1559	2504
Hampshire	92	49	113	187	839	1280
Isle Of Wight	42	45	116	173	1345	1721
Kent	121	103	257	329	1424	2234
Medway Towns	54	51	174	163	695	1137
Milton Keynes	73	58	121	124	762	1138
Oxfordshire	76	70	127	144	963	1380
Portsmouth	57	65	172	188	625	1107
Reading	39	62	119	224	1126	1570
Slough	36	32	142	200	530	940
Southampton	43	22	166	203	665	1099
Surrey	76	73	109	137	1045	1440
West Berkshire	38	74	129	208	744	1193
West Sussex	66	60	134	144	721	1125
Windsor and Maidenhead	11	12	22	29	212	286
Wokingham	34	63	101	209	1303	1710
Bath and North East Somerset	0	1	1	4	14	20
Bournemouth	31	30	118	238	983	1400
Bristol, City of	66	81	90	158	839	1234
Cornwall	46	92	144	173	880	1335
Devon	6	5	7	13	78	109
Dorset	72	59	174	142	843	1290
Gloucestershire	1	1	2	2	26	32
Isles Of Scilly	0	0	2	2	30	34
North Somerset	45	47	167	245	1041	1545
Plymouth	73	77	122	161	797	1230
Poole	2	0	11	15	98	126
Somerset	55	49	108	289	1191	1692
South Gloucestershire	65	108	94	174	957	1398
Swindon	57	65	130	158	893	1303
Torbay	13	17	23	32	143	228
Wiltshire	47	106	136	186	986	1461
Total	7515	8584	19211	24156	127665	187131

Eligibility rates among responding households

The eligibility rate among responding households was very similar to that achieved in the first survey. Overall 20% of responding households were classified as eligible to complete the main indicator survey.

Table 5.5 Eligibility rates among responding households

	Eligibility rates by 'SEN' stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
2008-09	64	59	35	19	11	18
2009-10	70	64	38	19	11	20

Achieved sample by SEN stratum

Table 5.6 shows the final achieved sample for the 2009-10 survey by SEN stratum.

Table 5.6 Achieved sample by SEN stratum

	Eligibility rates by 'SEN' stratum					All
	'Special school' stratum	'Statement of SEN' stratum	'SA+' stratum	'SA' stratum	'Non SEN' stratum	
2008/9	4,958	5,417	6,063	3,785	11,243	31,466

5.4 Alternative methods of completing the survey

As was the case in the first survey the questionnaires were available to parents in a number of different languages and respondents were able to complete the survey either using the paper questionnaire sent to them, using the online questionnaire or over the telephone with an interviewer. The table below shows the number of surveys completed in each language either online or via telephone.

Table 5.7 Number of surveys completed online or via telephone

		Year 2	
	Language	Number of surveys completed online	Number of surveys completed by telephone
Screeener			
	English	7,158	115
	Polish	294	1
	Urdu	21	24
	Punjabi	1	3
	Arabic	33	5
	Somali	34	32
	Bengali	4	23
	Hindi	8	4
	Gujarati	5	11
	Total	7,558	218
Main Indicator			
	English	2,134	105
	Polish	42	0
	Urdu	2	9
	Punjabi	0	0
	Arabic	5	0
	Somali	2	2
	Bengali	2	10
	Hindi	0	0
	Gujarati	0	3
	Total	2,187	129

6 Designing and calculating the indicator

6.1 How the indicator is measured

The overall Indicator score is derived by calculating the mean score from fifteen sub-indicators which each cover an element of the core offer in one of the three service sectors of health, care & family support and education. Thus there are five sub-indicators covering Information, Transparency, Assessment, Participation and Feedback respectively in the Health sector; the Care & family support sector; and the Education sector (each sub-indicator is represented by X in the table below).

	Core offer				
Service area	Information	Transparency	Assessment	Participation	Feedback
Health	X	X	X	X	X
Education	X	X	X	X	X
Care & family support	X	X	X	X	X

Each of the fifteen sub-indicators was calculated based on responses to the relevant section in the questionnaire. Responses to each section of the questionnaire were used to identify whether respondents had received an 'acceptable level' of experience of the relevant services in the past twelve months. Respondents that had not had experience of relevant services in the past twelve months were excluded from the calculation of the sub-indicator (with the exception of the information sub-indicator for all service areas and the feedback sub indicator for health and education where all respondents were included). Each sub indicator score represents the proportion of parents who have been classified as having rated the service received as 'acceptable'.

The national overall indicator was derived by taking the mean of the 15 sub-indicator scores. The local area overall indicator score was derived in the same way as the national indicator (the mean of the 15 sub-indicators) but based only on responses from the relevant local area. However, for each local area in cases where the base of an individual sub-indicator was less than 30 (and thus too low to produce a reliable score) the local score was replaced with the national score for that sub-indicator.

This most commonly affected scores for care & family support indicators. Replacing the local score with the national score ensured that the overall indicator score for each area could still be calculated based on fifteen sub indicator scores. In areas where four or more sub indicator scores had to be replaced by the national score no overall indicator score was produced for that area.

6.2 Concept behind the performance indicator

The Indicator provides a numerical score for each local authority included in the survey. The five elements of the core offer (information, assessment, transparency, participation and feedback) are measured across the three service areas (Health, education and social care). Fifteen sub-indicators are produced for each of these service areas which feed into an overall performance indicator for each local area.

The classification of the Sub Indicators is based on Appendix D of the feasibility report produced by NatCen12 and updated in the light of the new version of the questionnaire produced after the cognitive test.

A binary score is calculated for each sub-indicator. Responses for each question that feeds into the sub indicator are defined as either positive or negative and the number of positive or negative responses for all questions in the sub indicator determine whether the sub indicator shows either an acceptable or non-acceptable level of service.

The details of whether responses are defined as positive or negative and the number of positive or negative responses required to indicate acceptable or non acceptable levels of service are outlined in section 6.4.

6.3 Treatment of valid and non-valid responses

One of the problems with defining the acceptable/non-acceptable thresholds is that within a set of questions, not all respondents are eligible to answer all questions. So while there may be 7 questions contributing to an indicator, some respondents will only be routed through 4 of the questions (see health-information SI for an illustration of this). To overcome this a “no problem” score will be imputed for respondents who are not on the question route. However, even after imputation there are still some missing answers and this is discussed further below.

¹² Development of a survey on services for disabled children, Bryson C et al

6.3.1 Missing answers

There are two levels of missing answers:

1. People for whom the SI is not relevant as they have not used **any** health/education/social services or they have not used services relating to the specific SI (e.g. the health assessment SI is not relevant for people whose children have not been subject to any decisions).
2. People who are eligible for the SI but who choose not to answer a question or give a not applicable code to at least one of the eligible questions contributing to the SI.

In response to the first issue, if the Sub Indicator is not relevant the respondent should be excluded from the calculation of the Sub Indicator.

The second issue is more difficult. The following approach has been taken:

- All who give a valid answer at each question feeding into the sub-indicator will be included in the sub-indicator.
- Review as a separate group all who give at least one non-valid answer code. If anyone in this group reaches the minimum threshold for either an “acceptable” level of service or a “non-acceptable” level of service include them. If neither threshold is attained then exclude them from the sub-indicator.
 - o **Example:** the health-information SI is based on 7 measures, and the provisional ratio for acceptable/non-acceptable is 6/2. A person would have to answer at least 6 as positive to receive an acceptable score or at least 2 as negative to receive a non acceptable score (NOTE: the ratio is not 5/2 as a person would then reach the threshold for acceptable AND non-acceptable score). In this example, if Person A answered 3 as positive, 3 as negative and left one blank then they would count as receiving a non-acceptable standard of service. If Person B answered 6 as positive, 1 as negative they would count as receiving an acceptable standard of service. However, if Person C answers 5 as positive, 1 as negative, and leaves one blank then they should not be included in the calculation of the SI.
- A respondent is only included in the indicator if their valid responses determine an absolute outcome. In cases where the missing answers mean that had the respondent given a response to these they could be either positive or negative in the indicator these cases will be excluded.

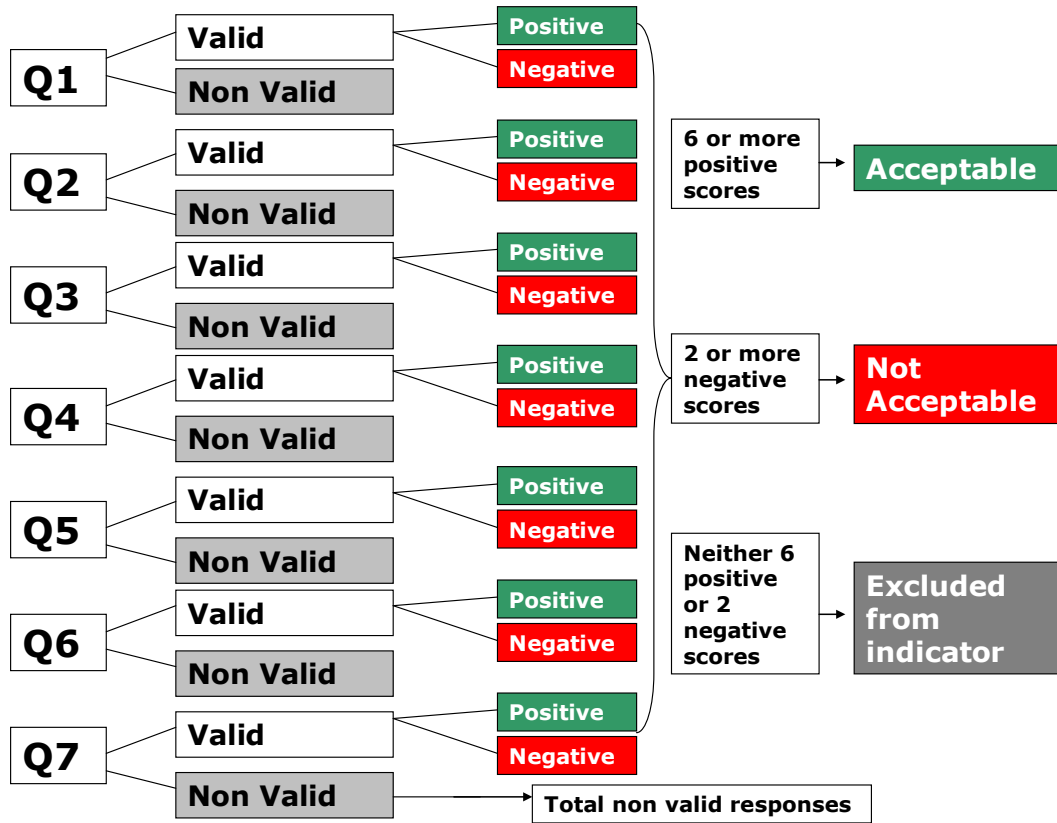
6.3.2 Specific missing answer categories

There are four types of missing answers and the following approach has been taken:

1. Not Answered – this refers to respondents who should have answered a question but left it blank. This is a **non-valid** response.
2. Neither agree nor disagree – this is generally assumed to be a neutral response although people may use to refer to “don’t know”; “don’t understand the question”; or in place of “not applicable”. This is a **valid** response and should be regarded as a non-problem.
3. Don’t Know – This is a **valid** response and a non-problem.
4. Not Applicable – examples of such codes are included throughout the questionnaire. Usually they are there to allow people to self-filter themselves out of a question. These are coded as **valid**.

Chart 1.1 illustrates the process for calculating a sub-indicator based on seven questions. The response to each question is first defined as valid or non valid. The valid responses are then classified as either positive or negative. If more than 6 positive answers are recorded the sub-indicator is recorded as being at an acceptable level, if more the two negative scores are recorded the sub indicator is recorded as being at a not acceptable level. If neither threshold is met the respondent will be excluded from the indicator. Where there are missing answers the respondent must meet either the ‘acceptable’ or ‘not acceptable’ threshold to be included in the indicator.

Chart 1.1 Example of sub-indicator calculations based on seven questions



The next section details the number of valid answers and combination of responses required for an 'acceptable' level of service to be recorded. The table below takes the Information sub indicator and shows an example set of responses based on 7 valid answers that would result in an 'acceptable' level of service being recorded.

For example for the information indicator the questions were as below:

	Agree	Neither agree nor	Disagree	Not applicable
Q19a) We/I have been given enough information about my child's disability or health	x			
Q19b) We/I have been given enough useful information about the health services my child is entitled to		x		
Q19c) We/I have been given enough information about how to get health care services for my child		x		
Q19d) There is someone we/I can go to for help and support in getting health services for my child	x			
Q21a) How often was this information Clear to understand		x		
Q21b) How often was this information Relevant to you and your child	x			
Q21c) How often was this information Accurate and up to date			x	
INDICATOR RESULT	ACCEPTABLE			

6.4 Calculation of sub indicators for Health, Education and Care and family support

The solution for the calculation of SIs for health, education and social care is mapped out below.

Health - Information			
Components	Codes rated as “problem”	Definite exclusions	Recodes
Q19a) We/I have been given enough information about my child’s disability or health condition	Disagree	Not Stated	Code N/A to “no problem”
Q19b) We/I have been given enough useful information about the health services my child is entitled to	Disagree	Not Stated	Code N/A to “no problem”
Q19c) We/I have been given enough information about how to get health care services for my child	Disagree	Not Stated	Code N/A to “no problem”
Q19d) There is someone we/I can go to for help and support in getting health services for my child	Disagree	Not Stated	Code N/A to “no problem”
Q21a) How often was this information Clear to understand	No/never	Q20=not stated, Q21 = Not stated	If Q20=no info received impute “no problem”
Q21b) How often was this information Relevant to you and your child	No/never	Q20=not stated, Q21 = Not stated	If Q20=no info received impute “no problem”
Q21c) How often was this information Accurate and up to date	No/never	Q20=not stated, Q21 = Not stated	If Q20=no info received impute “no problem”

Total number of potential “problems” = 7

Minimum no. of problems to be classified as “non-acceptable service”: 2

Minimum no. of positive responses to count as “acceptable service”: 6

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

	7		6		5		4		3		2		1	
	P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7		0	6	0	5	0	4	0	3	0	2	0	1
1	6		1	5	1	4	1	3	1	2	1	1	1	0
2	5		2	4	2	3	2	2	2	1	2	0		
3	4		3	3	3	2	3	1	3	0				
4	3		4	2	4	1	4	0						
5	2		5	1	5	0								
6	1		6	0										
7	0													

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

	7		6		5		4		3		2		1	
	P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7		0	6	0	5	0	4	0	3	0	2	0	1
1	6		1	5	1	4	1	3	1	2	1	1	1	0
2	5		2	4	2	3	2	2	2	1	2	0		
3	4		3	3	3	2	3	1	3	0				
4	3		4	2	4	1	4	0						
5	2		5	1	5	0								
6	1		6	0										
7	0													

Health - assessment				
Components	Codes rated as “problem”	Definite exclusions		
Q12a We/I had to give the same information several times	Agree	Q11 = no decisions made Q12 = Not stated		
Q12b We were/I was listened to and our needs were understood	Disagree	Q11 = no decisions made Q12 = Not stated		
Q12c The decisions made were suitable for my child’s needs	Disagree	Q11 = no decisions made Q12 = Not stated		
Q12d The decisions were made at the right time for my child	Disagree	Q11 = no decisions made Q12 = Not stated		
Q12e Where necessary, the health professionals worked together to make decisions	Disagree	Q11 = no decisions made Q12 = Not stated		
Q12f On the whole we were happy with the decisions that were made	Disagree	Q11 = no decisions made Q12 = Not stated		

Total number of potential “problems” = 6

Minimum no. of problems to be classified as “non-acceptable service”: 2

Minimum no. of positive responses to count as “acceptable service”: 5

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N
0	6	0	5	0	4	0	3	0	2	0	1
1	5	1	4	1	3	1	2	1	1	1	0
2	4	2	3	2	2	2	1	2	0		
3	3	3	2	3	1	3	0				
4	2	4	1	4	0						
5	1	5	0								
6	0										

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N
0	6	0	5	0	4	0	3	0	2	0	1
1	5	1	4	1	3	1	2	1	1	1	0
2	4	2	3	2	2	2	1	2	0		
3	3	3	2	3	1	3	0				
4	2	4	1	4	0						
5	1	5	0								
6	0										

Health - transparency				
Components	Codes rated as “problem”	Definite exclusions	Other possible non-valid codes	Recodes
Q13) Thinking about these decisions in the last 12 months how well do you understand the decisions that have been made about your child’s health care?	“Not very well” “Not at all well”	Q11 = no decisions made Q13 = Not stated	NotA	

Total number of potential “problems” = 1

Minimum no. of problems to be classified as “non-acceptable service”: 1

Minimum no. of positive responses to count as “acceptable service”: 1

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

Health - participation				
Components	Codes rated as "problem"	Definite exclusions		
Q14 Over the last 12 months , were you consulted or asked for your opinion when decisions were being made about your child's health care?	Consulted a little Not consulted at all	Q11 = no decisions made Q14 = Not stated		

Total number of potential "problems" = 1

Minimum no. of problems to be classified as "non-acceptable service": 1

Minimum no. of positive responses to count as "acceptable service": 1

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

Health - feedback				
Components	Codes rated as “problem”	Definite exclusions	Other possible non-valid codes	Recodes
Q15) Over the last 12 months , have you been asked for your opinion or asked to give feedback on the health care services your child received ?	Q15 = 2, Not asked for opinion or feedback	Q15 = No healthcare services received in last 12 month, Q15 = Not stated		
Q16) Do you think that changes were made as a result of the opinions or feedback you gave?	Q16 = No - Changes not made as result of feedback	Q16 = Not stated		
Q17) Over the last 12 months , has your child been asked their opinion or asked for feedback on the health care services he or she received?	Q17 = 2 or 4 - Child not asked for opinion or feedback (and able to give opinion)	Q17 = Not stated		
Q18) Do you think that changes were made as a result of the opinions or feedback your child gave?	Q18 = No - Changes not made as a result of feedback	If Q18 = Not stated		
Q24) How easy or difficult was it to find out how to make a formal written complaint?	Fairly or very difficult to find out how to make complaint	Not made a complaint at Q22	NotA	Impute no complaint made as “not a problem”
Q23) Thinking about the complaints process, how well was your complaint dealt with?	Fairly or very unhappy with way complaint dealt with	Not made a complaint at Q22	NotA	Impute no complaint made as “not a problem”

Essentially Q15 and Q16 is a pair of questions, as are Q17 and Q18. Therefore although there are 6 questions feeding into the indicator there are only four potential problems (it is not possible to have a problem at both Q15 AND Q16). For a response to be valid their must be a valid response at both Q15 and Q16.

Total number of potential “problems” = 4

Minimum no. of problems to be classified as “non-acceptable service”: 1

Minimum no. of positive responses to count as “acceptable service”: 4

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

	4		3		2		1	
	P	N	P	N	P	N	P	N
0	4		0	3	0	2	0	1
1	3		1	2	1	1	1	0
2	2		2	1	2	0		
3	1		3	0				
4	0							

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses							
4		3		2		1	
P	N	P	N	P	N	P	N
0	4	0	3	0	2	0	1
1	3	1	2	1	1	1	0
2	2	2	1	2	0		
3	1	3	0				
4	0						

EDUCATION - Information				
Components	Codes rated as “problem”	Definite exclusions		Recodes
Q40) We/I have been given enough information about my child’s educational needs	Disagree	Not Stated		Code N/A to “no problem”
Q40) We/I have been given enough useful information about the education services my child is entitled to	Disagree	Not Stated		Code N/A to “no problem”
Q40) We/I have been given enough information about how to get education services for my child	Disagree	Not Stated		Code N/A to “no problem”
Q40) There is someone we/I can go to for help and support in getting education services for my child	Disagree	Not Stated		Code N/A to “no problem”
Q42) How often was this information Clear to understand	No/never	Q41=not stated, Q42 = Not stated		If Q41=no info received impute “no problem”
Q42) How often was this information Relevant to you and your child	No/never	Q41=not stated, Q42 = Not stated		If Q41=no info received impute “no problem”
Q42) How often was this information Accurate and up to date	No/never	Q41=not stated, Q42 = Not stated		If Q41=no info received impute “no problem”

Total number of potential “problems” = 7

Minimum no. of problems to be classified as “non-acceptable service”: 2

Minimum no. of positive responses to count as “acceptable service”: 6

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

EDUCATION - assessment				
Components	Codes rated as “problem”	Definite exclusions		Recodes
Q33_1 We/I knew what to expect from the assessment (NOT INC IN HEALTH)	Disagree	Q32 = no decisions made Q33 = Not stated		
Q33a We/I had to give the same information several times	Agree	Q32 = no decisions made Q33 = Not stated		
Q33b We were/I was listened to and our needs were understood	Disagree	Q32 = no decisions made Q33 = Not stated		
Q33c The decisions made were suitable for my child’s needs	Disagree	Q32 = no decisions made Q33 = Not stated		
Q33d The decisions were made at the right time for my child	Disagree	Q32 = no decisions made Q33 = Not stated		
Q33e Where necessary, the education professionals worked together to make decisions	Disagree	Q32 = no decisions made Q33 = Not stated		
Q33f On the whole we were happy with the decisions that were made	Disagree	Q32 = no decisions made Q33 = Not stated		

Total number of potential “problems” = 7

Minimum no. of problems to be classified as “non-acceptable service”: 2

Minimum no. of positive responses to count as “acceptable service”: 6

Blue = Included in Indicator, White = Excluded
P = Positive, N = Negative

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.
Red = Not acceptable, Green = Acceptable

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

EDUCATION - transparency				
Components	Codes rated as "problem"	Definite exclusions		Recodes
Q34 Thinking about these decisions in the last 12 months , how well do you understand the decisions that have been made about which education services your child receives?	"Not very well" "Not at all well"	Q32 = no formal assessment Q34 = Not stated		

Total number of potential "problems" = 1

Minimum no. of problems to be classified as "non-acceptable service": 1

Minimum no. of positive responses to count as "acceptable service": 1

Blue = Included in Indicator, White = Excluded
P = Positive, N = Negative

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

Health - participation				
Components	Codes rated as "problem"	Definite exclusions		
Q35 Over the last 12 months , were you consulted or asked for your opinion when decisions were being made about the education services your child receives?	"Consulted a little" "Not consulted at all"	Q32 = no assessment made Q35 = Not stated		

Total number of potential "problems" = 1

Minimum no. of problems to be classified as "non-acceptable service": 1

Minimum no. of positive responses to count as "acceptable service": 1

Blue = Included in Indicator, White = Excluded
P = Positive, N = Negative

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

1		0	
P	N	P	N
0	1	0	0
1	0	0	0

EDUCATION - feedback				
Components	Codes rated as “problem”	Definite exclusions	Other possible non-valid codes	Recodes
Q36) Over the last 12 months , have you been asked for your opinion or asked to give feedback on the education services your child received ?	Q36=2, Not asked for opinion or feedback	No Education services received at Q28		
Q37) Do you think that changes were made as a result of the opinions or feedback you gave?	Q37=No, Changes not made as result of feedback	No Education services received at Q28 or if not asked for feedback at Q36		
Q38) Over the last 12 months , has your child been asked their opinion or asked to give feedback on the education services he or she received?	Q38 = 2 OR 4, Child not asked for opinion or feedback (and able to give opinion)	Q38=Not stated		
Q39) Do you think that changes were made as a result of the opinions or feedback your child gave?	Q39 = No, Changes not made as a result of feedback	If Q39=Not stated		
Q45) How easy or difficult was it to find out how to make a formal written complaint?	Fairly or very difficult to find out how to make complaint	Not made a complaint at Q43	NotA	Impute no complaint made as “not a problem”
Q44) Thinking about the complaints process, how well was your complaint dealt with?	Fairly or very unhappy with way complaint dealt with	Not made a complaint at Q43	NotA	Impute no complaint made as “not a problem”

Total number of potential “problems” = 4

Minimum no. of problems to be classified as “non-acceptable service”: 1

Minimum no. of positive responses to count as “acceptable service”: 4

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

4		3		2		1	
P	N	P	N	P	N	P	N
0	4	0	3	0	2	0	1
1	3	1	2	1	1	1	0
2	2	2	1	2	0		
3	1	3	0				
4	0						

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

4		3		2		1	
P	N	P	N	P	N	P	N
0	4	0	3	0	2	0	1
1	3	1	2	1	1	1	0
2	2	2	1	2	0		
3	1	3	0				
4	0						

CARE AND FAMILY SUPPORT - Information				
Components	Codes rated as "problem"	Definite exclusions	Other possible non-valid codes	Recodes
Q59a) We/I have been given enough information about our social care needs	Disagree	Not Stated		Code N/A to "no problem"
Q59b) We/I have been given enough information about the social care and family support services my family is entitled to	Disagree	Not Stated		Code N/A to "no problem"
Q59c) We/I have been given enough information about how to get social care and family support services	Disagree	Not Stated		Code N/A to "no problem"
Q59d) There is someone we/I can go to for help and support in getting social care and family support services	Disagree	Not Stated		Code N/A to "no problem"
Q61a) How often was this information Clear to understand	No/never	Q60=not stated, Q61 = Not stated		If Q60=no info received impute "no problem"
Q61b) How often was this information Relevant to you and your child	No/never	Q60=not stated, Q61 = Not stated		If Q60=no info received impute "no problem"
Q61c) How often was this information Accurate and up to date	No/never	Q60=not stated, Q61 = Not stated		If Q60=no info received impute "no problem"

Total number of potential "problems" = 7

Minimum no. of problems to be classified as “non-acceptable service”: 2

Minimum no. of positive responses to count as “acceptable service”: 6

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

7		6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N	P	N
0	7	0	6	0	5	0	4	0	3	0	2	0	1
1	6	1	5	1	4	1	3	1	2	1	1	1	0
2	5	2	4	2	3	2	2	2	1	2	0		
3	4	3	3	3	2	3	1	3	0				
4	3	4	2	4	1	4	0						
5	2	5	1	5	0								
6	1	6	0										
7	0												

CARE AND FAMILY SUPPORT - assessment				
Components	Codes rated as "problem"	Definite exclusions	Other possible non-valid codes	Recodes
Q52a We/I had to give the same information several times	Agree	Q51 = no decisions made Q52 = Not stated		
Q52b We were/I was listened to and our needs were understood	Disagree	Q51 = no decisions made Q52 = Not stated		
Q52c The decisions made were suitable for our needs	Disagree	Q51 = no decisions made Q52 = Not stated		
Q52d The decisions were made at the right time for us	Disagree	Q51 = no decisions made Q52 = Not stated		
Q52e Where necessary, the social care professionals worked together to make decisions	Disagree	Q51 = no decisions made Q52 = Not stated		
Q52f On the whole we were happy with the decisions that were made	Disagree	Q51 = no decisions made Q52 = Not stated		

Total number of potential "problems" = 6

Minimum no. of problems to be classified as "non-acceptable service": 2

Minimum no. of positive responses to count as “acceptable service”: 5

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N
0	6	0	5	0	4	0	3	0	2	0	1
1	5	1	4	1	3	1	2	1	1	1	0
2	4	2	3	2	2	2	1	2	0		
3	3	3	2	3	1	3	0				
4	2	4	1	4	0						
5	1	5	0								
6	0										

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

6		5		4		3		2		1	
P	N	P	N	P	N	P	N	P	N	P	N
0	6	0	5	0	4	0	3	0	2	0	1
1	5	1	4	1	3	1	2	1	1	1	0
2	4	2	3	2	2	2	1	2	0		
3	3	3	2	3	1	3	0				
4	2	4	1	4	0						
5	1	5	0								
6	0										

CARE AND FAMILY SUPPORT - transparency				
Components	Codes rated as "problem"	Definite exclusions		Recodes
Q53 Thinking about these decisions in the last 12 months how well do you understand the decisions that are made about the social care and family support services you receive?	"Not very well" "Not at all well"	Q51 = no decisions made Q53 = Not stated		

Total number of potential "problems" = 1

Minimum no. of problems to be classified as "non-acceptable service": 1

Minimum no. of positive responses to count as "acceptable service": 1

Blue = Included in Indicator, White = Excluded
P = Positive, N = Negative

Number of valid responses

	1		0	
	P	N	P	N
0	1		0	0
1	0		0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

	1		0	
	P	N	P	N
0	1		0	0
1	0		0	0

CARE AND FAMILY SUPPORT - participation				
Components	Codes rated as "problem"	Definite exclusions		
Q54 Over the last 12 months , were you consulted or asked for your opinion when decisions were being made about your family's need for social care and family support services for your child?	"Consulted a little" "Not consulted at all"	Q51 = no decisions made Q54 = Not stated		

Total number of potential "problems" = 1

Minimum no. of problems to be classified as "non-acceptable service": 1

Minimum no. of positive responses to count as "acceptable service": 1

Blue = Included in Indicator, White = Excluded
P = Positive, N = Negative

Number of valid responses

		1		0	
		P	N	P	N
0		1	0	0	0
1		0	0	0	0

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

		1		0	
		P	N	P	N
0		1	0	0	0
1		0	0	0	0

CARE AND FAMILY SUPPORT - Feedback				
Components	Codes rated as “problem”	Definite exclusions	Other possible non-valid codes	Recodes
Q55) Over the last 12 months , have you been asked for your opinion or asked to give feedback on the social care and family support services your family received for this child?	Q55=2, Not asked for opinion or feedback	Q55 = No care and family support services used in the last 12 months		
Q56) Do you think that changes were made as a result of the opinions or feedback you gave?	Q56 = No, Changes not made as result of feedback	Q56 = Not stated		
Q57) Over the last 12 months , has your child been asked their opinion or asked to give feedback on the social care and family support services he or she received?	Q57 = 2 or 4 Child not asked for opinion or feedback (and able to give opinion)	Q57 = Not stated		
Q58) Do you think that changes were made as a result of the opinions or feedback your child gave?	Q58 = No Changes not made as a result of feedback	Q58 = Not stated		
Q64) How easy or difficult was it to find out how to make a formal written complaint?	Fairly or very difficult to find out how to make complaint	Not made a complaint at Q62	NotA	Impute no complaint made as “not a problem”
Q63) Thinking about the complaints process, how well was your complaint dealt with?	Fairly or very unhappy with way complaint dealt with	Not made a complaint at Q62	NotA	Impute no complaint made as “not a problem”

Total number of potential “problems” = 4

Minimum no. of problems to be classified as “non-acceptable service”: 1

Minimum no. of positive responses to count as “acceptable service”: 4

Blue = Included in Indicator, White = Excluded

P = Positive, N = Negative

Number of valid responses

	4		3		2		1	
	P	N	P	N	P	N	P	N
0	4		0	3	0	2	0	1
1	3		1	2	1	1	1	0
2	2		2	1	2	0		
3	1		3	0				
4	0							

This table shows for valid cases whether the Sub indicator will be recorded as an acceptable level of service or a not acceptable level.

Red = Not acceptable, Green = Acceptable

Number of valid responses

	4		3		2		1	
	P	N	P	N	P	N	P	N
0	4		0	3	0	2	0	1
1	3		1	2	1	1	1	0
2	2		2	1	2	0		
3	1		3	0				
4	0							

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