

3rd October 2011

Dear Colleagues

NAPEP Survey: Feedback from parents and carers

As you will recall, NAPEP is sponsoring the development and use of a survey that can be used to gain feedback from parents and carers. A representative group from the regions met to develop the questionnaire and to participate in further shaping a draft. This is attached. Our thanks go to everyone who offered us their thoughts or suggested amendments.

We welcome the use of the survey by as many EP Services as possible.

We suggest running it for at least 6 months and then take stock of how it is working and what parents think about it. Some services also offered to consult with parents about the questionnaire, and this can influence any subsequent versions.

We are intending to review the survey in the summer term 2012.

We have also produced a SurveyMonkey version of the survey which can be accessed at <http://www.surveymonkey.com/s/EPFeedback>

It is intended that this is used by EP services to return data to us. In other words, a parent or carer will complete a paper copy of the survey, return it to the EPS and then someone in the Service (e.g. admin support officer) will transfer it to SurveyMonkey.

We will collate and produce an anonymised report of this data just after Easter 2012.

Note: Where more than one child might have been the subject of the contact with the parent/carer, we suggest that it is easier to manage if the parent/carer responds in respect of only one of the children.

On behalf of NAPEP

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