

18th October 2018



Derbyshire Local Offer
Consultation Report
Evidenced by Derbyshire Parent Carer Voice

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Consultation with Parent/Carers with Children/Young People with SEND: Derbyshire Local Offer 2018

Introduction

During the period of 17th September to the 7th October the Derbyshire Local Offer Survey Monkey was live and promoted to establish the views, ideas and suggestions of parent/carers with children or young people with SEND. This was extended to professionals who worked directly with children and young people with SEND.

The survey was carried out through Survey Monkey and paper surveys to obtain the views of parent/carers and professionals who worked directly with children and young people with SEND only.



Methods Used to Request Information for the Consultation

Emails were sent to the full membership of the Derbyshire Parent Carer Voice database for the families that provided an email address, this was approximately 200 families. The email gave a brief description of the consultation and directed potential participants to our website to find out more and link directly to the survey.

Social media was used to share the link to the website. Our current methods of social media are Facebook and Twitter and this information was shared a number of times via these methods. Facebook had a number of re-shares by members to encourage and inform non-members of the consultation.

Over the consultation period Derbyshire Parent Carer Voice attended support groups and during these meetings parent/carers were asked to complete paper copies of the survey to be later input on to Survey Monkey by admin. This is to ensure all data is collated.

Caroline Dyson asked professionals who she met whilst gathering verbal feedback to complete the survey or directed them to the website.

Eight questions were proposed to participants with a ninth asking about the needs of their child or young person or who they work with.



Methods of Information Gathering Used and Sources Consulted

Email, social media and visiting groups were the main form of communication with families. The link to DPCV website was published on social media and encouraged people to participate. We also asked members at support groups to take part and share their views.

Over the 3 weeks 141 people viewed the consultation page of the website and from there 39 of those clicked through to the Survey Monkey page. From the 39 it is unclear how many took the survey as some manual entries were input.

We had 175 visits to our website from Facebook but we are unable to break down which or how many pages they visited. During the consultation period we were also advertising the ISOS review events on the 8th of October which did drive more traffic to the website. It is also noted that only 4 people came to the website via Twitter.

Over the period we had 40 participants.



Purpose of the Consultation

1. Establishing Awareness of the Derbyshire Local Offer
2. Views on Categories and Effectiveness Moving Forward
3. Establish Areas to Include
4. Suggestions to Support the New Derbyshire Local Offer
5. Needs of Participants Child or Young Person



1. Establishing Awareness of the Derbyshire Local Offer

92% of respondents had already heard of the Derbyshire Local Offer. When answering **no** to this question respondents were referred to the Local Offer website to enable them to complete the remainder of the consultation.

2. Views on Categories and Effectiveness Moving Forward

When asked about preference in sections relating to Parent/Carers, Children/Young People and Professionals 89% said they would prefer to see this to help navigate the website. Others preferred not and from comments this idea may have led some people to believe that the sections would not be available to everyone but this is not the case. The intention was that everyone would have access to all the information to ensure clarity. Some comments left were:

- *This would be clear and precise*
- *I think this makes it site easier to navigate*
- *Should be the same for everyone*
- *Just a way of filtering and sorting information would be useful*
- *As long as we have access to all areas.*

The categories were listed from the current Derbyshire Local Offer website and participants were asked if more categories would like to be seen. 64% said they would like to see more and some specific categories suggested are as follows:

- *Leisure Activities*
- *What's on*
- *A-Z of SEND Information*
- *Free Activities*
- *Schools*
- *Benefits*

One comment stated that they wanted to see less due to, too much duplication. Whilst another asked for just better search facilities.



3. Establish Areas to Include

Participants were asked if anything was missing from the current Derbyshire Local Offer and 75% said that there was. Although the comments stated it was difficult due to the inability to search and find what they are looking for.

30 respondents put forward their suggestions as to what would be found most useful on the Local Offer, here are some suggestions:

- *Grants and Funding*
- *Downloads e.g. pecs, one page profile*
- *Better links to the voluntary sector*
- *Up to date contact details*
- *Links to websites*
- *An easy to follow website with continual links*
- *A visual picture for children and young people*
- *Help and advice companies*
- *Sign posting services*

When asked about the user friendliness of the site the result was poor with only two people saying it was user friendly. Comments left suggested google was used instead with many saying they can't find anything. Others stated information was out of date, inaccurate and there was little information on schools.



4. Suggestions to Support the New Derbyshire Local Offer

19 participants commented to give suggestions to take further when developing the new website. One stated that it would be beneficial to speak to Worcester and Leeds for their parent/carer feedback on their Local Offer as it was developed by the same organisation and suggested that we use that feedback to develop a better functioning website. Other comments left are below:

- *Easy to use is paramount*
- *Do it well or not at all*
- *More information and easy to use (the search never works)*
- *Please come back and talk to parent/carers about what you are putting on the website so we can feedback*
- *Needs to be user friendly , no jargon, easily accessible*
- Simplify info to be able to access categories
- Search facility to be better

The next question was about the colour scheme of the local offer and what would people like to see:

Matching the Logo	36%
Neutral	30%
Mixture of Both	9%
Other	24%

Some comments left showed that they didn't mind what colour the site was as long as information was accessible whereas others felt it very important to ensure it was colour limited to support visual sensory needs, Irlen Syndrome, dyslexia, visual impairments and tolerated by everyone with disabilities.



5. Needs of Participants Child or Young Person

All participants answered this question giving details of all of their child and young person needs. Percentages reach above 100% due to each participant selecting all of their child/young person's needs, which could be one or all that applied.

ADHD/ADD	35%
Multi-sensory Impairment	8%
Down Syndrome	5%
Autism Spectrum Disorder	63%
Physical Disability/Mobility Issues	20%
Visual Impairment	8%
Behavioural, Emotional and Social Difficulties	55%
Profound and Multiple Learning Disabilities	13%
Specific Learning Disability (Dyspraxia, Dyslexia etc.)	8%
Hearing Impairment	10%
Medical Needs/Long Term Illness	20%
Speech, Language and Communication Needs	48%
Severe Learning Disability	15%
Mental Health Difficulties	45%
Moderate Learning Disability	10%
Awaiting Diagnosis	3%
Other (stated in appendices)	



Summary – Key Themes Identified

Throughout the consultation, the majority found that it was extremely difficult to find information. It was also clear that the information was not always up to date with information and contact details.

It was felt throughout that if there was an easier navigation system or search facility this would make all the information accessible to everyone. It is also felt that continuing the consultation with parent/carers going forward would also be beneficial to ensure the website is functioning to expectations and doing the job it is for.

Report Completed by Derbyshire Parent Carer Voice

18/10/18



Appendix

a.	Survey Results – Purpose 1	Page 12
b.	Survey Results – Purpose 2	Page 13
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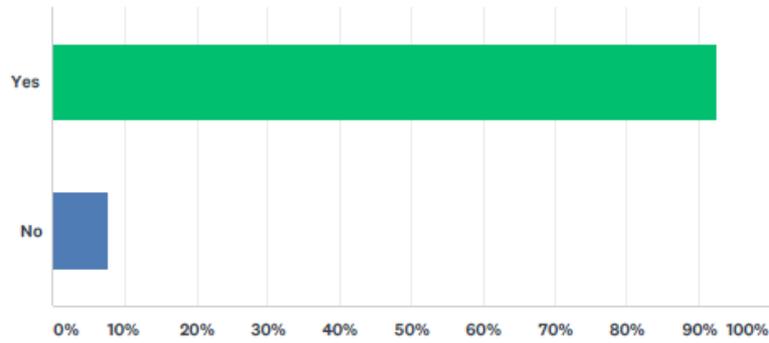


Purpose 1

Derbyshire Local Offer

Q1 Have you heard of the Derbyshire Local Offer?

Answered: 40 Skipped: 0

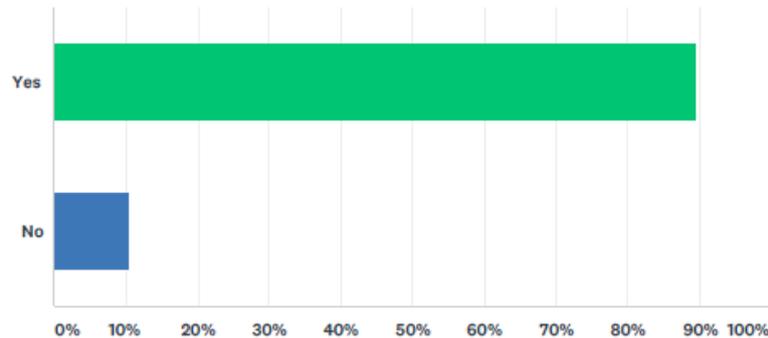


ANSWER CHOICES	RESPONSES	
Yes	92.50%	37
No	7.50%	3
TOTAL		40

Purpose 2

Q2 When looking at the Derbyshire Local Offer, would you prefer to see different sections for parent/carers, children/young people and professionals?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	89.47%	34
No	10.53%	4
TOTAL		38

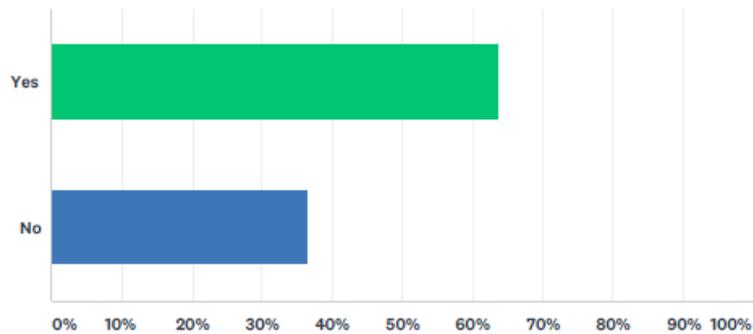
#	ANY OTHER COMMENTS?	DATE
1	should be same for everyone	10/9/2018 1:24 PM
2	I think this makes it easier to navigate the site	10/9/2018 11:27 AM
3	this would be useful	10/9/2018 11:25 AM

4	As long as we can have access to all areas	10/9/2018 11:24 AM
5	Yes in different sections would be good. What applies to certain ages as well. Easy and straight forward.	10/5/2018 3:06 PM
6	Sections need to be clear to understand which you need.	10/5/2018 3:01 PM
7	Should be all the same for everyone	10/5/2018 2:57 PM
8	Yes but everyone should be able to access everything	10/5/2018 2:54 PM
9	Mock up 2 - clear and precise	10/4/2018 7:53 PM
10	So that the information can be individualised to improve accessibility	10/4/2018 7:34 PM
11	But helpful to have access - just a way of filtering when searching would be helpful.	10/4/2018 7:21 PM
12	The informay6needs to be accurate and updated regularly, how it is presented can be improved once these things are amended as it will be used more.	10/3/2018 6:18 PM
13	I would also like it to be easy to navigate instead of having to search several times and / or go through many pages before getting to what you want.	10/3/2018 1:27 PM
14	Only as a guide, I would like to think that the information is the same and accessible by all.	9/28/2018 3:53 PM
15	Surely the information should all be the same?	9/27/2018 9:20 AM
16	Not used it for a while because when I went on I couldn't find what I needed. Very confusing site	9/19/2018 12:09 PM



Q3 On the existing Local Offer site, categories are: Preparing for Adulthood, Health, Education, Social Care, Early Years and Childcare, Support for Families, Things to do/ places to go, How can my child or I get support? Are there any other categories you would like to see?

Answered: 33 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	63.64%	21
No	36.36%	12
TOTAL		33

#	ANY OTHER COMMENTS:	DATE
1	Leisure activities and whats on? A-Z of SEND information e.g. titles who they are what they do	10/9/2018 11:38 AM
2	EHCP	10/9/2018 11:30 AM
3	Free activities	10/9/2018 11:27 AM
4	Schools	10/9/2018 11:25 AM

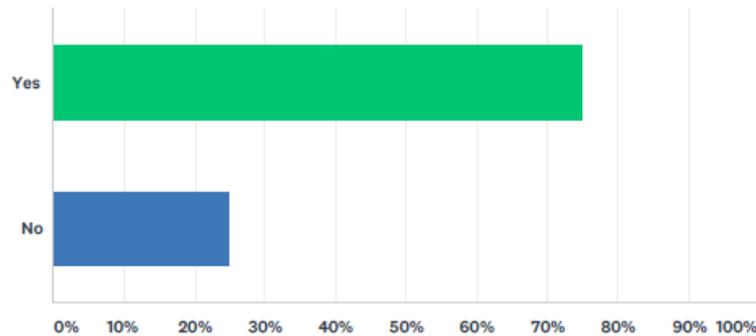


5	Somewhere to say if things are not going well. How to appeal	10/9/2018 11:24 AM
6	Needs to be kept up to date	10/5/2018 3:06 PM
7	OT/SLT	10/5/2018 3:03 PM
8	Less! Too much duplication of information	10/5/2018 3:01 PM
9	Support Groups	10/5/2018 2:59 PM
10	Siblings/Support Groups/Feedback/Complaints	10/5/2018 2:54 PM
11	Advice for parents with newly diagnosed children in same/ similar categories to how you class disability later in this survey. Would include advice on next steps, dealing with the news, faqs, where to find help & support. The biggest problem with the local offer (& there are many) is that it doesn't cater for unknown unknowns. It's hard enough to find something you already know about but when you've only just got a diagnosis there is literally no help from anyone. All you're told to do is look at the local offer. But if you've no idea of what you need to search for you might as well give up before you even start.	10/5/2018 9:30 AM
12	Specialist provision, many providers claim to be inclusive - it is not enough to just allow our young people to access these things. They may need proper support.	10/4/2018 9:54 PM
13	Under health NHS & GP's who are local Support for families to include specifically siblings add Home to School transport	10/4/2018 8:15 PM
14	Just a good search facility	10/4/2018 7:53 PM
15	Support Groups	10/4/2018 7:44 PM
16	Young carers/sibling support These are good but need better quality information within and need better search options/depth of info e.g. A-Z SEND information - link to Ofsted reports for every service	10/4/2018 7:30 PM
17	A category for young adults to navigated for help with mental and emotional health health. Volunteering opportunities for young adults to gain work experience. Training for teens on independent living and benefits to support them.	10/3/2018 6:18 PM
18	Health - more categories and / or links to further information that is relevant to children and young people with learning disabilities. How to / who to contact for social care (Child and adult) assessments and support. Overview of process / eligibility criteria for children and young people to access services.	10/3/2018 1:27 PM
19	Some information on financial support and advice, maybe grants for therapy, personal budgets help and support.	9/28/2018 3:53 PM
20	Financial Support Grants Support Groups	9/27/2018 9:20 AM
21	Where to begin!	9/19/2018 7:08 PM
22	Post 16 (I appreciate it may be similar to Preparing For Adulthood but PFA should really start Yr9), Transport	9/19/2018 2:21 PM
23	Benefits	9/18/2018 8:14 PM
24	Filling the ones you have	9/18/2018 4:02 PM

Purpose 3

Q4 Do you feel anything is missing from the Derbyshire Local Offer?

Answered: 32 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	75.00%	24
No	25.00%	8
TOTAL		32

#	PLEASE COMMENT	DATE
1	Grants and funding, links to support groups, "life Hacks", schools and personal budget usage, schools that are out of county, did you know.....discount on council tax, frequent Q&A. Siblings information and young carers, a start rating system or review for services, parent carer link or Ofsted reports links to	10/9/2018 11:38 AM
2	Good user interface	10/9/2018 11:30 AM
3	more activities and groups for my child to go to	10/9/2018 11:27 AM
4	Schools	10/9/2018 11:25 AM
5	Groups that apply to the area where you live	10/5/2018 3:06 PM
6	More info on thing to do SEN friendly	10/5/2018 3:03 PM
7	More signposting	10/5/2018 3:01 PM
8	Cannot find anything so no idea	10/5/2018 2:59 PM
9	Contacts - email contact to ask for Social Care assessments, CAMHS assessment. Some parents do not have confidence to ring for this.	10/5/2018 2:54 PM
10	Points of contact & contact details for departments/staff who deal with specific services	10/5/2018 2:47 PM
11	See above A decent search facility. Only way to find something is to use google search for n+Derbyshire +local +offer. Site search is worse than useless	10/5/2018 9:30 AM



12	Autism specific activities, post-16 providers, cross county info would be helpful to those of us near borders.	10/4/2018 9:54 PM
13	Home to school transport	10/4/2018 8:15 PM
14	Cannot find anything	10/4/2018 7:55 PM
15	Hard to say due to inability to find things	10/4/2018 7:53 PM
16	Social media pages	10/4/2018 7:44 PM
17	A suitable search facility	10/4/2018 7:34 PM
18	Quality of information and search	10/4/2018 7:30 PM
19	Its very hard to find what I am looking for.	10/4/2018 7:21 PM
20	Accuracy and being up to date	10/3/2018 6:18 PM
21	Not enough information given overall and hard to navigate.	10/3/2018 1:27 PM
22	There's no services for the high peak. When I put our postcode in it comes up with nothing in our area. Also it's not clear how to access services.	10/3/2018 12:44 PM
23	As it stands I find it difficult to find anything useful most of the time so this is a tricky question to answer.	9/28/2018 3:53 PM
24	I find it hard to navigate anyway so unable to find anything useful, so yes, from my perspective lots is missing.	9/27/2018 9:20 AM
25	See above	9/19/2018 2:21 PM
26	Content	9/18/2018 4:02 PM
27	I think all the information is there that needs to be.	9/18/2018 2:45 PM

Q5 What would you find most useful to have on the Local Offer?

Answered: 30 Skipped: 10

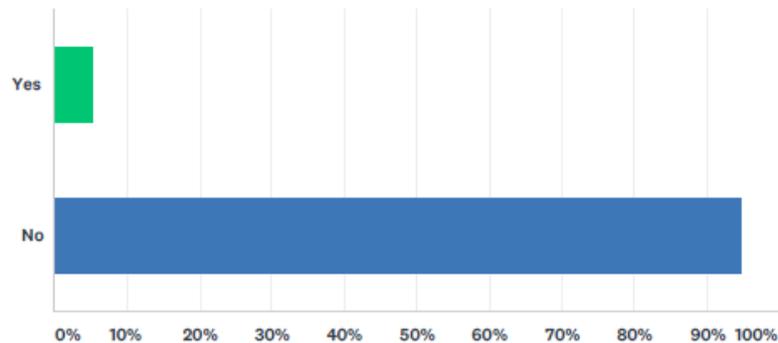
#	RESPONSES	DATE
1	Grants and funding, downloads - pecs - one page profile, social and leisure activities, up to date whats on, discounts, parent/carers support, info and socail	10/9/2018 11:38 AM
2	to be able to track progression of EHCP	10/9/2018 11:27 AM
3	Support on EHCP	10/9/2018 11:25 AM
4	Better links to the vol sector, DIASS and Derbyshire parent carers	10/9/2018 11:24 AM
5	Groups and events for my child - relevant and up to date	10/5/2018 3:06 PM
6	Family SEN friendly stuff and up to date info	10/5/2018 3:03 PM
7	Up to date contact details	10/5/2018 3:01 PM
8	Support Groups/Sibling & Support/Grants and funding	10/5/2018 2:59 PM
9	n/a	10/5/2018 2:57 PM
10	Not much as can't find anything	10/5/2018 2:54 PM
11	Links to websites	10/5/2018 2:48 PM
12	See question 4	10/5/2018 2:47 PM
13	A functioning website that clearly sets out information	10/5/2018 9:30 AM
14	answers to the questions I ask	10/4/2018 9:54 PM
15	An easy to follow website with continual links. A visual picture for our Y/P	10/4/2018 8:15 PM
16	Easier access to pages	10/4/2018 7:55 PM
17	Social care list of pre-approved providers	10/4/2018 7:53 PM
18	PDF downloads/suggested pages (ie. if you search for Autism Support Groups have you may be interested in	10/4/2018 7:44 PM



19	The wealth of information in one place.	10/4/2018 7:34 PM
20	Depth of information and links to independent special schools to enable depth of search and options available	10/4/2018 7:30 PM
21	When looking for specialist provision (autism specific) I find organisation that say they are inclusive but give no indicator of level of expertise.	10/4/2018 7:21 PM
22	Genuine sign posting to services that can help especially in a crisis	10/3/2018 6:18 PM
23	Information that I need. See above!	10/3/2018 1:27 PM
24	Some services	10/3/2018 12:44 PM
25	Home Education support and advice. Information about support groups, email contact for social care assessment.	9/28/2018 3:53 PM
26	Online information and contact for social care assessments. On the telephone they are rude, dismissive and make you feel ashamed to have got to the stage where you are so broken you have had to swallow your pride and ask for help.	9/27/2018 9:20 AM
27	Searches that work and up to date details	9/22/2018 12:08 AM
28	See above	9/19/2018 2:21 PM
29	Help and advice companies	9/19/2018 12:09 PM
30	A tagline that explains what it does, e.g. "Signposting services and support for your and your family"	9/18/2018 2:45 PM

Q6 Do you feel that the Derbyshire Local Offer site is user friendly?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	5.26%	2
No	94.74%	36
TOTAL		38

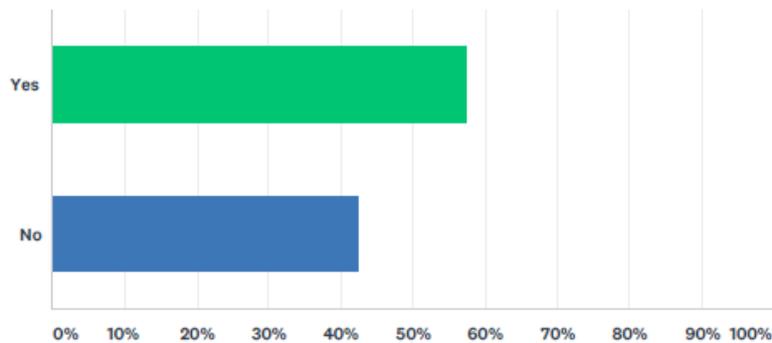


#	ANY OTHER COMMENTS:	DATE
1	not at the present, too many clicks to get to information, too much time to find information	10/9/2018 11:38 AM
2	unless you know exactly what words to use in search hard to find anything	10/9/2018 11:30 AM
3	Doesn't work well, easier to use google to find good activities	10/9/2018 11:27 AM
4	Not currently	10/9/2018 11:25 AM
5	I use Google it is better	10/9/2018 11:24 AM
6	Find it difficult/confusing	10/5/2018 3:06 PM
7	Overwhelming on first view but has little information of use.	10/5/2018 3:01 PM
8	Takes to long to find anything	10/5/2018 2:54 PM
9	Cannot find information - too difficult, get fed up.	10/5/2018 2:44 PM
10	See above	10/5/2018 9:30 AM
11	I have struggled to find info relevant to what I was looking for.	10/4/2018 9:54 PM
12	I can never find anything I look for.	10/4/2018 8:15 PM
13	Can't find anything	10/4/2018 7:53 PM
14	Too many clicks to find anything and can't generally find what you want.	10/4/2018 7:44 PM
15	Very difficult to navigate.	10/4/2018 7:34 PM
16	E.g - Health - CAMHS - LD CAMHS, normal CAMHS	10/4/2018 7:30 PM
17	Having made several different searches I have not found what I need.	10/4/2018 7:21 PM
18	It's out of date and inaccurate	10/3/2018 6:18 PM
19	Hard to navigate. Search facility not effective. Have to go round the houses to get to where you want to be.	10/3/2018 1:27 PM
20	It's very confusing. I find it difficult to find anything at all.	10/3/2018 12:44 PM
21	Takes too long.	9/28/2018 3:53 PM
22	I can't find anything, the search function does not work effectively.	9/27/2018 9:20 AM
23	Takes a while to navigate around to find what you need	9/19/2018 7:08 PM
24	Information is not kept up to date. Very little information on schools.	9/19/2018 2:21 PM
25	My searches never return anything useful	9/18/2018 4:02 PM
26	I find it difficult to work out what sort of information I can find on there. Maybe it could be more person-centred, e.g. "I'm looking for childcare / places to go out for the day /	9/18/2018 2:45 PM

Purpose 4

Q7 Do you have any further comments you would like to make to contribute to the development of the New Derbyshire Local Offer Website?

Answered: 33 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	57.58%	19
No	42.42%	14
TOTAL		33

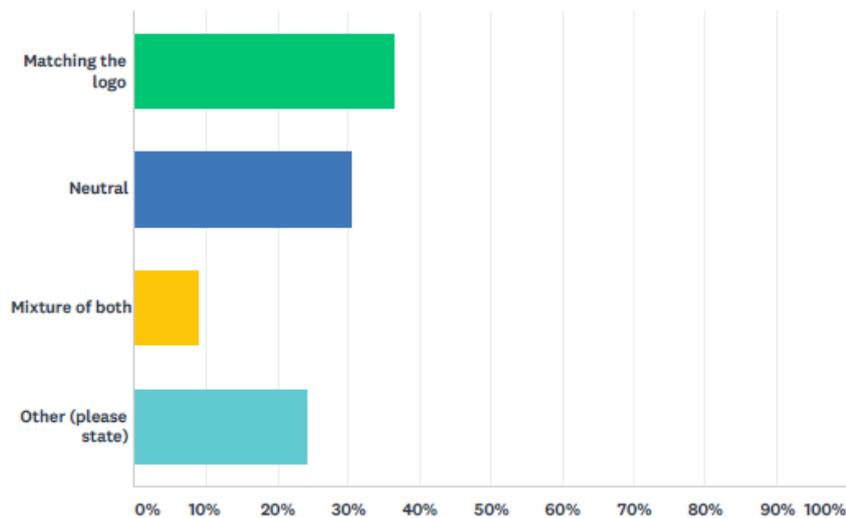
#	ANY OTHER COMMENTS:	DATE
1	What are the Worcester & Leeds parents feedback about their local offer and how would they like it improves - we want better and more ddeveloped	10/9/2018 11:38 AM
2	easy use is paramount	10/9/2018 11:30 AM
3	do it well or not at all	10/9/2018 11:24 AM
4	Easy to use for people	10/5/2018 3:06 PM
5	More information and easier to search. The search never works	10/5/2018 3:03 PM
6	Please come and talk to parents/carers about what you are putting on the website so we can feedback.	10/5/2018 2:54 PM
7	Needs to be user friendly/no jargon/easily accessible	10/5/2018 2:44 PM
8	In almost 30 years of using the internet and a lifetime in research I have never come across anything so badly designed and user unfriendly. It is not fit for purpose.	10/5/2018 9:30 AM
9	User friendly	10/4/2018 8:15 PM
10	Simplify info to be able to access categories	10/4/2018 7:55 PM
11	Search facility to be better	10/4/2018 7:53 PM
12	It needs to be quick and simple, no acronyms unless there is an explanation. Access on mobile phone also. Social media pages	10/4/2018 7:44 PM
13	Keep it simple and supportive (positive)	10/4/2018 7:34 PM



14	Review parent and professional feedback from the sites already constructed by looking local - learn from previous mistakes.	10/4/2018 7:30 PM
15	Whenever I search for social activities/post-16 education/transport and filter for autism the results just give universal providers who say they are inclusive - nothing suitable for my child.	10/4/2018 7:21 PM
16	Please consider the merit of the content and its potential usefulness and how the website works. Currently I have given up as it is easier to find info on Google.	10/3/2018 1:27 PM
17	Provide services in the High Peak, we get nothing.	10/3/2018 12:44 PM
18	Consult more with parents, carers, children and young people.	9/28/2018 3:53 PM
19	Get more parents and young people involved in what needs to go on it.	9/27/2018 9:20 AM
20	Not used for a long time as the site wasn't user friendly	9/19/2018 12:09 PM

Q8 Whilst developing the NEW Derbyshire Local Offer website the colour scheme will be changed. What colour would you like to see?

Answered: 33 Skipped: 7



ANSWER CHOICES	RESPONSES
Matching the logo	36.36% 12
Neutral	30.30% 10
Mixture of both	9.09% 3
Other (please state)	24.24% 8
TOTAL	33

#	PLEASE COMMENT:	DATE
1	no preference	10/9/2018 11:38 AM
2	not bothered	10/9/2018 11:25 AM
3	colour coded would be good	10/5/2018 3:06 PM
4	Design should take into account the wealth of information and research about use of colour and design for accessibility. Plenty of white space. Font design which takes accessibility into account. Not too many colours used. Takes account of visual sensory needs.	10/5/2018 9:30 AM
5	it really doesn't matter to me	10/4/2018 9:54 PM



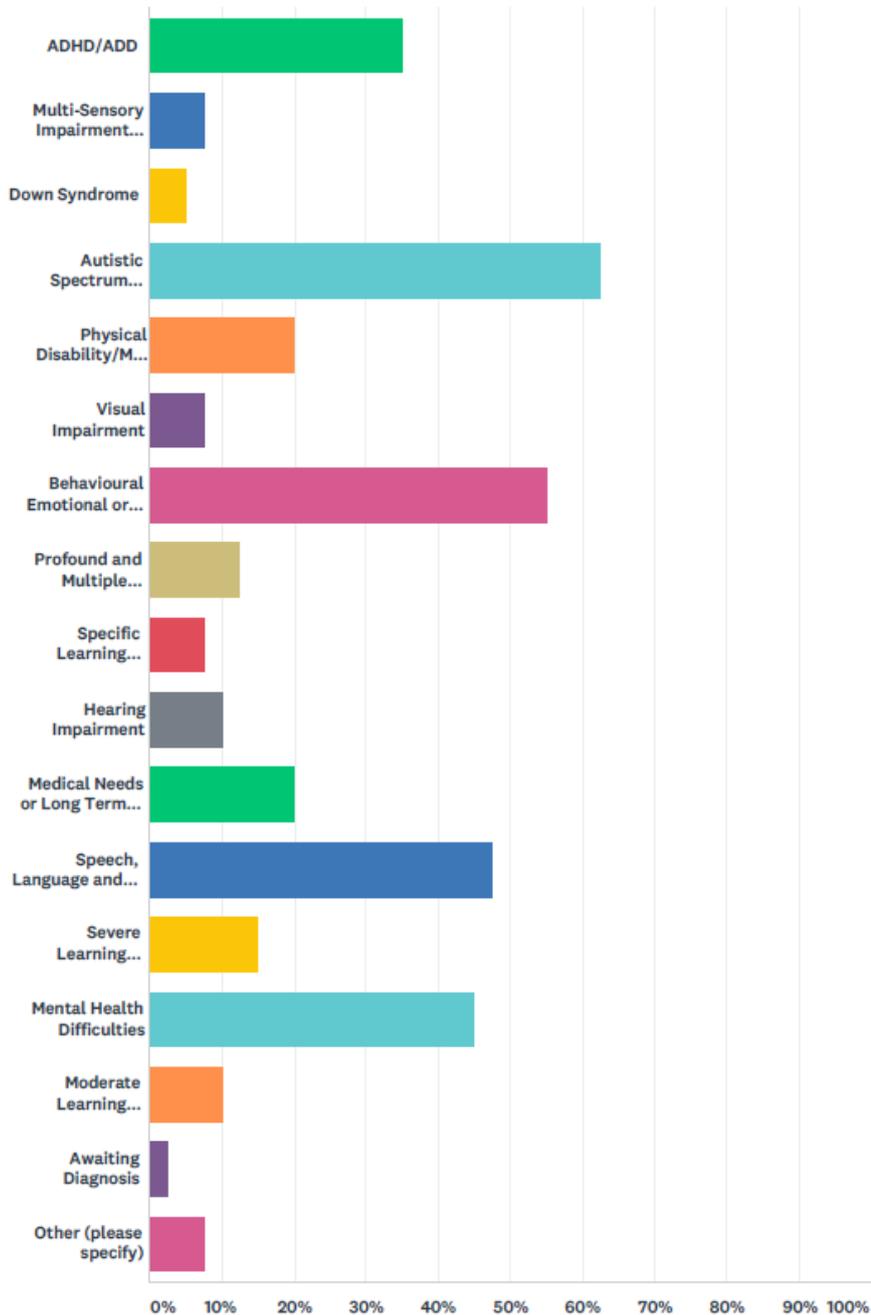
6	Does not matter to me	10/4/2018 7:21 PM
7	Colours that can be tolerated by everyone and anyone with a disability	10/3/2018 6:18 PM
8	Colour does not concern me, content does.	10/3/2018 1:27 PM
9	Don't care about the colour, it's the content that's a problem.	10/3/2018 12:44 PM
10	Really not bothered about the colour scheme, just what is on it.	9/27/2018 9:20 AM
11	User enabled changes for those with visual impairment, Irlen syndrome/dyslexia	9/18/2018 8:14 PM
12	The colours on the logo are lovely and bright but I am not sure how friendly they are for colour-blindness.	9/18/2018 2:45 PM

Purpose 5

Q9 How would you describe your child/young person's disability/additional need?

Answered: 40 Skipped: 0

Derbyshire Local Offer





ANSWER CHOICES	RESPONSES	
ADHD/ADD	35.00%	14
Multi-Sensory Impairment (Vision & Hearing)	7.50%	3
Down Syndrome	5.00%	2
Autistic Spectrum Disorder	62.50%	25
Physical Disability/Mobility Issues	20.00%	8
Visual Impairment	7.50%	3
Behavioural Emotional or Social Difficulties	55.00%	22
Profound and Multiple Learning Disabilities	12.50%	5
Specific Learning Difficulty (e.g. Dyslexia)	7.50%	3
Hearing Impairment	10.00%	4
Medical Needs or Long Term Illness	20.00%	8
Speech, Language and Communication Needs	47.50%	19
Severe Learning Disability	15.00%	6
Mental Health Difficulties	45.00%	18
Moderate Learning Difficulties	10.00%	4
Awaiting Diagnosis	2.50%	1
Other (please specify)	7.50%	3
Total Respondents: 40		

#	OTHER (PLEASE SPECIFY)	DATE
1	unspecified learning difficulty, vulnerable, sensory processing difficulties	10/4/2018 9:54 PM
2	Attachment disorder, PTSD, developmental delays, colour blindness	10/3/2018 6:18 PM
3	Moderate Learning Disabilities	10/3/2018 1:27 PM