

Pinpoint's Mid-Year Survey Report

Oct 23



**Empowering
Parent carers**

Summary Headlines

We don't usually run a mid-year survey, but with the Local Authority having a Peer Review, it seemed appropriate to gather a view from parent carers to coincide with it.

Of our respondents, we might characterise two-thirds to three-quarters as being broadly positive about their experiences. This is a slight increase from last year. But, as before, there are concerns about the messages we are hearing from those who do not report satisfaction with their experiences with the SEND system in Cambridgeshire. Although most respondents have been broadly positive within the statistical information provided, as in previous years, the open text comments boxes give a much more negative view.

We appear to have heard from parents who are much earlier on in their journeys on this occasion which is positive as it supports the SEND transformation work to identify and support needs earlier.

There is an opportunity to look at how the positives can be used to address the concerns that the survey raises.

Pinpoint has already raised the issues raised by the survey over the last 12 months, and they are well known to the Local Authority and Health – there are no surprises and the areas identified by Pinpoint and this survey has been agreed upon as priorities: compliance, Preparing for Adulthood/transitions and improving SEN Support.

Key messages

- Free text commentary predominantly reflects frustrations and disappointments – it is rare that we get positive feedback from this section of the survey but there are a couple of supportive comments.
- Unlike previous years, there is no direct reference to the Statutory Assessment Team. Instead, there are more references to delays in waiting for health services.
- Parents continue to report that they feel they are abandoned once their child is diagnosed.
- Parent carers report that some schools continue to act illegally / are not compliant with legislation and the spirit of SEND inclusion.
- Parent carers continue to report that everything is a constant battle, with the onus being on parent carers.
- There have been no significant changes over the last 6 months beyond the lack of reference to the STA Team.

Review by questions

- Parental confidence about their engagement is stable – but there are still too many parents who believe they are not listened to, even in the statutory processes.

91% of parents report feeling they understand their children's needs, with 42% feeling very confident.

25% is a high number to be reporting that professionals do not understand the needs of their children.

A small number, 8%, feel they, as parent carers, don't understand their children's needs – it's not clear whether these are families reporting before or after assessments and this could be symptomatic of hearing from parent carers who are earlier in their SEND journey.

- Too many (we hear from) only get their needs met by recourse to a dispute

10% of those who responded reported that EHCPs were only issued after a dispute.

- The legal requirements are either poorly understood and inconsistently implemented or are unknown and non-compliant in some cases.

Worryingly, 24% report they have had no involvement in SEND processes. A third are not satisfied with the ongoing monitoring and assessment of their children's needs.

- There is still work needed to ensure all services are considered to perform well and work together around the child.

Health and Social Care received a similar response regarding those who felt that they received a good or very good service, with around two-thirds reporting it as being good or better.

The highest satisfaction levels were recorded among education services, with three-quarters feeling that support was good or very good.

13% (of those we heard from) are only accessing part-time education.

17% of those reporting still tell us that professionals do not appear to work together.

- When needs were identified, 70% felt they had the help they needed, meaning that more than a quarter felt that they didn't.

- Whilst there is still work to be done on the Local Offer, a new micro-site has been running for 6 months, and reporting is significantly more positive.

The Local Offer information is mostly of good quality and meets needs/expectations, but 9% cannot find the support they need (reduced by 50%) and 21% found it difficult to find information (just over 50%). This suggests the new Local Offer / SEND Information Hub is having the hoped-for positive impact.

Preparing for Adulthood remains a priority – the target group does not universally know about it, and what is known does not fully reflect an offer beyond education.

Preparing for Adulthood is not well-known – 7% report no awareness of it – a small improvement on last time.

The confidence of those supporting young people 18yrs+ is poor with just over a third reporting no or very little, poor-quality information provided.

The information provided for those in the PfA group is predominantly about the education, social care and supported living offers. Most had no information about the financial or wills aspects of the PfA offer.

Question responses:

How well were your views taken into account to support your child/young person's account when your child/young person's needs were identified?

79% positive responses – with 34% giving the highest praise.

17 % negative - with 4% reporting their views as being ignored.

● Very well	28
● Quite well	37
● Not very well	14
● I was not asked my views	3
● Other	0



How well do you feel professionals who support your child/young person understand their identified needs?

83% positive responses - with 34% saying needs were well understood.

17% negative responses reporting needs were not well understood.

● Very well	27
● Quite well	39
● Not very well	9
● Other	5



Support you have received from education services:

82% positive - with 37% reporting very good support.

18% negative – reporting support was not very good.

Very good	29
Quite good	35
Not very good	9
Other	5



Support you have received from health services:

66% positive – with 28% being very good.

34% negative – reporting support was not very good.

Very good	23
Quite good	31
Not very good	20
Other	8



Support you have received from social services:

60% positive – with 24% being very good.

40% negative – reporting support was not very good.

Very good	107
Quite good	154
Not very good	59
Other	58



How well do you feel professionals who support your child/young person understand their identified needs?

75% positive – with 37% feeling well supported.

25% negative – reporting they were not well supported.

● Very well	29
● Quite well	30
● Not very well	16
● Other	4



How well do you feel you understand your child/young person's needs?

42% are confident in their own understanding.

49% felt they understood the needs quite well.

7% reported that they felt they had inadequate understanding.

● Very well	172
● Quite well	186
● Not very well	30
● Other	4



Once your child/young person's needs were identified, were you given any support to help you understand them?

70% felt they had the support they needed.

29% felt they were not given the support needed.

● Yes	56
● No	20
● Other	4



As a result of identifying your child/young person's needs, are they receiving any of the following support with their education?

26% of respondents reported children on SEN Support.

62% had EHCPs.

12% report no support.

● SEN Support	21
● Education Health and Care Plan	50
● No additional support	10



If your child/young person has an ECH Plan, was the Plan issued after:

14 % had previously had statements.

46.5% had new assessments.

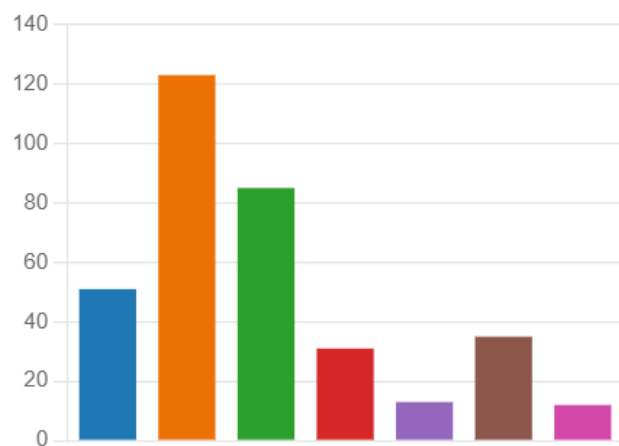
20.5% already had EHCPs.

8% had been through mediation.

2.7% tribunals

13.7% cited other triggers.

● Transfer from a statement	51
● A new assessment	123
● Annual review (already have an ...	85
● Mediation	31
● Tribunal	13
● Other	35
● Other	12



If your child/young person has SEN Support or an EHC Plan, does their education provider involve you in identifying and/or reviewing any support they receive?

76% say they are involved.

24% report no involvement.

● Yes	61
● No	10
● Other	9



How satisfied are you with the ongoing monitoring and assessment of your child/young person's needs?

72% are positive – with 34% very satisfied.

27% are negative and not satisfied.

● Very satisfied	133
● Quite satisfied	181
● Not very satisfied	68
● Other	11



Did/do you find it challenging to ensure that your child/young person's needs are met?

33% report it was not challenging – with 11% reporting the smoothest experience

67% had a more difficult experience with 22% reporting it as very challenging

● No, I do / did not find it challen...	9
● Not very challenging	18
● Quite challenging	37
● Very challenging	18

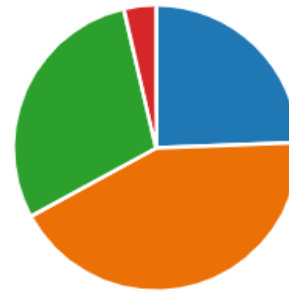


How well do services and professionals work together to support your child/young person?

67% are positive – with 24% reporting the most satisfaction.

28% are negative reporting they do not feel there is joint working.

Very well	20
Quite well	35
Not very well	24
Other	3



How easy do you find it to get the information about what services are available and what they do?

62% are positive- with 23% reporting it was easy.

38% are negative – with 11% reporting it is very difficult.

Very Easy	19
Quite easy	32
Not very easy	26
Difficult	5



If you have used the 0-25 SEND Local Offer, how easy did you find it? Please choose the most appropriate statement.

80% were positive – with 34% reporting it was easy.

21% reported they could not find what they were looking for.

I found what I needed easily	23
I found what I needed after som...	31
I couldn't find what I was lookin...	14



If you've used the Local Offer, how would you rate the information?

90% were positive – with 20% reporting what they found was very good.

9% were negative – reporting it was not very good.

● Very good	88
● Quite good	138
● Ok	74
● Not very good	33



If your young person is older than 14, what has been your experience of the support for Preparing for Adulthood?

27% reported it as very good.

34% reported it as good.

20% reported it as ok.

7% reported it as not good.

7% had not heard of preparing for adulthood.

● Very good	16
● Quite good	20
● Ok	12
● Not very good	7
● I've not heard of Preparing for A...	4



If you have a young person over 18 years, how well-informed do you feel about how you can support them?

23% reported they were very well informed.

42% reported being quite well informed.

23% reported negatively – with 12% reporting they were not informed at all.

● Very well informed	12
● Quite well informed	22
● Not very well informed	12
● Not informed	6



If your young person is 16 and older, have you/they received information on the following:

37% had information about further education options.

37% had information about adult social care options.

20% had information about independent living options.

4% had information about Wills and trusts.

2% had information about benefits and finance.

● Further education options	19
● Adult Social Care Support options	19
● Independent Living options	10
● Wills and trusts	2
● Benefits and finance	1



If your young person is older than 18, how well supported are they by Adult Social Care?

72% reported being well supported, with 25% feeling very well supported.

11% reported it as not being applicable.

● Very well	14
● Quite well	26
● Not very well	9
● Not applicable	6



Those completing the survey described their role in the following ways:

75% Parent carer

18% Kinship carer

5% foster parents

2% supportive relatives

● I am a parent carer	62
● I am a carer in kinship	15
● I am a foster parent	4
● I am a supportive relative	2



Some of the free text comments:

- *Everything is so hyper-focused on SEN - Not D!!!! Even yourselves. It's SEND - D for disability. There is so much support out there for children with education needs who are NOT disabled! My child has severe medical needs which impact on cognition and function. Trying to get support for her is exasperating. Unless your child has a spectrum disorder or neurodivergence, no one wants to help. My child is suffering because of the lack of support out there for NON neurodivergent children but who are still disabled. Start using SEND properly and include the D. You are not helping the situation.*
- *Our experience has been really positive, and our son is thriving. The only reflection is that services don't talk to each other, as I have to ensure they all do what is needed. I would like the school to give us more regular updates, but when I ask for feedback, it's quickly given.*
- *My child has been slow to learn because of his condition, and Cambridgeshire has provided services such as tutoring and extracurricular activities.*
- *I have benefited greatly from the Cambridgeshire education system and have access to excellent educational resources.*

- *We have been left to it after diagnosis. Pretty much told you can afford to pay for things and care so will, so not a priority. We had to remortgage to pay for support.*
- *START very slow with paperwork (but always want a quick response). Social care just isn't hearing my concerns. I am at breaking point! I am sick to death of all the way intrusion hoop jumping.*
- *Delays, delays and more delays causing long-term (possibly permanent) damage to our children. Services don't talk to each other and blame each other for delays. Our views are ignored, but we are blamed when things go wrong. Every service wants to get rid of us as soon as possible and pass us on to someone else rather than helping. We don't know where to turn for help. Information on local offer is very basic and hard to navigate.*
- *I have nothing but praise for this exceptional team. Whenever I had a question, they were able to provide me with answers promptly. I never experienced a moment where I couldn't reach one of their staff members. I highly recommend their services.*
- *It's easier to find out about the support from other parents of SEN children than from specialists working with my child. There are very limited activities in the City of Ely for children with SEN. We always travel to different places.*
- *Fighting to get a referral, and nobody is taking me seriously*
- *Have more group activities so that they are not afraid to socialise*
- *Better understand the actual situation of the child.*
- *It was extremely hard to obtain an EHCP for my child. He was identified as having specific learning difficulties very early on in primary school. Yet, it took until the end of year 6 to obtain additional funding for the support that he needs. We had to personally pay for a private diagnostic assessment to support the application. That we had to wait until he was so far behind his peers before the application would even be considered seems farcical and extremely demoralising for my child. He now has such a profound gap between his academic scores and those of his peers I'm not sure how we can close this. However, the support we have received from the in-house SEN team at Secondary school has been super, but I don't think, as a parent, I have not really received any direct support from the LA through this process.*
- *For one of my sons, it's been fantastic, but for his younger brother, I've had a very poor experience, and is ongoing*
- *I have had little or no support unless I have personally sought and demanded it. I have had to go to my superiors to do this. All the school and LA are interested in is attendance. They don't care that needs are not met, and this, in turn, is having a negative effect on my child's mental Health. The school is a disgrace, and the LA does not appear to be cracking down. Any support my child has had had been at my instigation and expense. The past 2 years have been traumatic for everyone in my family, and because of the lack of support from the health and education services (2 years on CAMH's list), my son's mental health has suffered.*
- *They are not co-ordinated, and it took until after school age to get relevant support, after private legal involvement.*
- *After the EHCP was completed, the wait for YOUNITED is too long for full assessment. This has caused my child to currently be on the border of crisis at school and no support of available due to being on a waiting list.*
- *How is the bridge to communication meant to be met if SLT doesn't offer Makaton provision for parents to communicate with their children from an early enough age?*
- *Social services has been a positive experience for me & my son.*
- *I wanted to answer question 27 to say that I haven't had any information on any of the topics my daughter is 18 in dec*

- *Not bad overall*
- *SEND Services are first rate, the school's SEND support and liaison with parents is poor*
- *We had a private diagnosis in 2022, but everything else is still in train, from NHS assessment to SEN to EHCP. This delay and lengthy process could be why we have not been offered parental guidance or signposted to other resources.*
- *You have to fight for every bit of support you get for your child; I have a full-time job, but trying to get my son what he needs is a full-time job. The school are constantly saying they can't provide reasonable requests because my son doesn't have an EHCP, so I have had to put in a parental request*
- *In the last month, 2 organisations have acted illegally with regard to supporting my disabled children. One school virtually refused to put my son forward for an exam they had been preparing him for the last year. They threatened to make us put the application ourselves with 3 days' notice prior to the deadline, and none of their thinking was communicated to parents at the outset of the course. This required a huge fight. My other child was asked to leave her school as she wasn't attending regularly. The local authority has openly acknowledged that schools don't want to support people like my daughter. She received no support in the weeks when support was most critical. A request for a managed move was turned down with no explanation given. Her then school refused to supply material for an EHCP request within the timescale set up by law. On 10 July, we were promised tuition for her; to date (10.10.23), no tuition has come. Our daughter was a star pupil in her primary, but the support offered for her transition was dire and non-existent despite having been labelled as vulnerable. We don't know how she will recover. She has been without schooling for a year. Worse still, we are parents who know the system.*
- *Good experience*
- *More attention should be paid to children's mental health education and growth environment. Children who are physically healthy may also have mental problems..*
- *Can't fault the SEN services; it is doctors that have been the problem*

About the respondents

Location

13% Fenland

31% East Cambridgeshire

18% South Cambridgeshire

19% Huntingdonshire

19% Cambridge City

Gender of child

58% male

37% female

5% non-binary

Age of child

13% under 5

38% primary age

31% secondary age

13% 16 – 18 years

5% 19 – 25 years

Ethnicity

66% White British

27.5% White European

8% White Gypsy Traveller

24% White other

10% Mixed Ethnicity

4% Asian

6% Asian British

4% Black British

6% Black African

2% Black Other

0% Arab

2% Other

Current placement by school/institution

12% Nursery / pre-school

28.5% Mainstream primary

27% mainstream Secondary

6% Special

1% cabin

1% Pupil referral unit

5% independent school

3% independent special

2% Out of county placement
0% Elective home education
3.5% Out of school/not receiving education
1% Hospital School
0% Further/post 16 institution
2% finished school

Timetabled provision

88% are in a full-time timetable.
13% are on a part-time timetable.

Need ranked by times reported by those completing the survey

Autistic Spectrum Disorder
Social and Emotional Mental Health Needs
My child/young person's needs have not been identified yet
Attention Deficit Hyperactivity Disorder / Attention Deficit Disorder
Specific Learning Difficulty e.g., dyslexia, dyspraxia, dyscalculia, dysgraphia
Sensory Processing Disorder
Speech and language impairment
Medical Needs / Complex Health Needs Medical Needs / Complex Health Needs
Moderate learning difficulties
Global Developmental Delay
Hearing Impairment
On the Early Help Pathway
Physical Disability
Visual impairment