



# **SNAP PARENT CARER FORUM**

C E N T R A L   B E D F O R D S H I R E

**SNAP Parent Carer Forum report on the results of the Satisfaction of SEND Services Survey to measure impact on families in the previous 12 months.**

November 2020

**'SNAP PCF's role is to inform and empower parent carers to be able to participate and coproduce in the local SEND community'**

## **Introduction**

SNAP Parent Carer Forum Steering Group has written this report to highlight the current level of parental satisfaction within Central Bedfordshire. This should be read in conjunction with the survey results which are drawn from the responses of 636 parent carers. We have compared the current survey data with that collected in November 2019, to measure any progress made. Parents have completed the survey to reflect and share their lived experience, which must be valued, respected, and most importantly acted upon.

It has now been a year since Central Bedfordshire Council and the Clinical Commissioning Group received a Written Statement of Action (WSoA) from OFSTED and the Care Quality Commission, which detailed six areas of significant weakness:

1. Existing Education, Health and Care Plans (EHC Plans) are not of sufficient quality to ensure that the needs of children and young adults are being properly identified and appropriately met
2. Leaders do not have sufficient oversight of the quality of new EHC Plans
3. Area leaders in education, health and care do not have a shared understanding of the outcomes they want to see for children and young adults with SEND

4. The area's SEND strategy is not clear
5. Co-Production is not well developed and informed by the views of children, young people, and their families
6. The Local Offer is not effective

## Observations

1. The overall outcome of parental experience and satisfaction with the services that they use has not changed significantly since November 2019. 170 families completed the survey in November 2019, but this number has risen sharply a year later with 636 families completing the survey in November 2020 (a 379% increase). We would like to thank everyone who promoted the survey and for the parents who took the time to complete it.
  - Whilst participant numbers were different for the 2019 and 2020 surveys; the views and feedback from parents is almost universally consistent (excluding specific questions from the Survey regarding Education Health Care Plans), indicating that the strengths and weaknesses across SEND provision have not significantly changed. This is evidence that most families are not yet experiencing a noticeable improvement in the services that they use.
2. The next annual survey due in November 2021 will be a significant and important indicator of whether parents are experiencing any positive effects of the WSoA Plan. By November 2021, families should be seeing recognisable progress in all areas, including:
  - The quality of their child or young adult's Education Health Care Plans (EHCP)
  - Improvements in the delivery of the provision detailed in the EHCP
  - Improved communication and trust, with parents expressing increased confidence in Central Bedfordshire Council (CBC) and Bedfordshire Clinical Commissioning Group (BCCG) professionals and services
  - Recognition of a 'Culture Change' across CBC and the BCCG, with parents and young people feeling that their views are listened to and validated
  - Parents see evidence of different services across CBC and the BCCG routinely working together to meet the needs of their child or young adult
  - There is good SEN Support with clear accountability, and training for all staff and professionals who come into contact with families
  - Parents report an increased awareness of the Local Offer, feel it is easily accessible and provides the information that they need when they need it
  - Improved parental satisfaction of Social Care including the Early Help offer

- Parents report that there are not enough leisure opportunities and social activities within the county this needs to be improved for their child or young adult
3. By November 2021, SNAP PCF would like to be able to show, through its survey, that the actions within the WSoA plan have been delivered with momentum and that parents and young people are experiencing a more ‘family centred approach’. Where there have been ongoing mistakes, SNAP PCF would like to see CBC and the BCCG change their ways of working as a matter of urgency, to speedily improve the overall experience for families.
  4. It is important that we maintain or increase the number of parents completing the next survey in 2021. This will provide a more definitive measure of progression, with the 2020 survey acting as the benchmark for comparison. We are also concerned that the distribution of our 2020 survey by schools was variable, resulting in some parents not knowing about the survey or receiving an invitation to participate. It would be helpful to know which schools were affected so that we can ensure this situation is not repeated next year. All services must be willing to seek and hear the voice of parents, to provide a better understanding and ongoing learning about the needs of young people and families in Central Bedfordshire and the suitability and quality of the services that they access.
  5. The ratio of boys to girls in both the 2019 and 2020 SNAP PCF surveys were broadly in line with National statistics. Girls formed 27% and 33% of the responses in each of the surveys respectively. Information from GOV.UK states that 27% of all EHCPs and 36% of SEN Support plans are for girls.
  6. The proportion of parents who have no knowledge of the Local Offer has increased since 2019. This may be because of the increase of respondents from mainstream settings, who historically have been less likely to be aware of the Local Offer. Of those who had heard of and used the Local Offer, an increased proportion could not find the information that they needed.
  7. There has been slight improvement within Education and Health services which is positive. However, the data was not consistent nor significant; therefore, we can use this survey as a benchmark for 2021 Survey. Hopefully, the 2021 Survey will show clearly that parents have seen significant improvements with the services they receive.
  8. There has been some positive written feedback from parents commenting on Early Years, SENDIASS, Transport and SNAP PCF. It is reassuring to see that these services are held in such high regard.

9. Parents still find Social Care to be more challenging than Education or Health. This could be explained by COVID and the challenges that this brought to families. Hopefully, there will be significant improvement in the 2021 Survey.

10. SNAP PCF now has 963 members from across Central Bedfordshire. Of the 636 respondents, only 173 were registered SNAP PCF members. The 2020 survey represents the views of a large proportion of families who are, as yet members of the forum. Reviewing the feedback this is mainly due to parents only finding out about the forum from being asked to complete this survey.

## Next Steps – Coproduction

This is an area that needs to be developed. SNAP PCF has worked to achieve a trusted role with families and professionals alike. When we work together as equal partners great things can happen to improve services. We have demonstrated this with our work to develop SENDIASS and SEND School Transport once it had been moved into Children's Services.

SNAP PCF is a diverse group of parents of children and young adults with a wide range of ages, needs and life circumstances. SNAP PCF is qualified to be the strategic voice for parents within Central Bedfordshire and to represent their views.

We represent parents' views by:

- Working with professionals and then feeding back to the forum members
- Gather parental views, to ensure that the voice of as many parents as possible is heard and represented
- We invite officers to attend our Board meetings to hear feedback directly
- We hold regular Parent Panels to ensure wider parent participation
- We seek parent views and feedback by attending events and holding coffee mornings to ensure we are truly listening to the lived experiences of families

We will continue to try our best to coproduce services that are fit for purpose and achieve the right outcomes for the young people and their families. All officers and practitioners need to have a sound understanding of, and work within, the requirements laid down by the legislation relevant to their service e.g. the Children and Families Act, The Care Act and the SEND Code of Practice. Where this is the case and is coupled with a genuine understanding of the young person and their family needs, then parents would not need to be trained to ensure that there is coproduction. They would trust that officials and professionals were working in compliance with their duties and would naturally feel like equal partners who have a voice that is valued and listened to. This is the culture change we now need to see.

## **Next Steps – EHCP process**

We have had a positive start working with the two new Heads of Service for the SEND Team. We have held one Parent Panel to review the EHCP process and have a second one scheduled for December 2020. The Parent Panel provided parents with an opportunity to describe their lived experience to officers directly, and to challenge the unlawful barriers that currently exist within CBC when trying to secure an EHC Needs Assessment. This included the issue of reports not being written in a meaningful way or being fit for purpose, and the content of EHCPs being routinely flawed with provision being unspecified and unquantified. Often this included SALT being unlawfully placed in section G rather than F, rendering its delivery as unenforceable. Parents need to feel that officials and professionals are aware of and follow the law. Parents and carers need to be listened to and responded to appropriately when they question this and raise concerns. Unfortunately, our survey continues to highlight poor communication and lack of transparency with families, badly written plans, and a continuing mistrust of services. We do however recognise the commitment and determination of the new Heads of Service to turn this service around and will do everything we can to support them to achieve this.

## **Next Steps – Leadership Outcome and Strategy**

Workforce development – SNAP PCF helped to coproduce the new SEND e-learning program, and we hope that once the training has been delivered and embedded, that practice will improve. Parents are also able to access this training to ensure full transparency and engender trust. We will also work to develop some coproduction training for professionals and will ensure that this training is also fully accessible to parents.

Data Dashboard – SNAP PCF parents have been involved with this work right from the start which is really encouraging. We also have a commitment that our SNAP PCF Director will be invited to attend the operational management meetings to review the data from the dashboard. By bringing all data relevant to SEND together in one place, we can better understand what is working well, what needs to improve, and where any gaps in services are – all of which will ultimately improve services.

## **Next Steps – Local Offer**

Since 2014, SNAP PCF have consistently raised concerns that the Local Offer is not fit for purpose. We welcome the commitment from Central Bedfordshire Council to invest in a new Local Offer website, which is desperately needed to ensure that parents have easy access to the information, support, and guidance that they need when they need it. We look forward to coproducing a new Local Offer and promoting it widely to families once we have an ‘offer’ that is effective, regularly updated and that we can all be proud of. We will continue to work together in partnership to ensure that parents, young people, and professionals all know about the Local Offer, can navigate it, and understand its value and usefulness.

## Conclusion

From the results of our survey and our continuing engagement with parents, it is disappointing that there has been little progress made in the last twelve months. Our children and young adults are another year older, and too many of them are still living without the right provision or services in place to meet their needs and aspirations.

Some parent feedback shows us that when things work well parents report feeling engaged and supported. However, too frequently parents report having to fight for the services that they need, which is exhausting, unjustified and unfair. SNAP PCF will continue to push the SEND agenda. We will celebrate where good practice exists and will use this as an example of how other services need to improve. Families urgently need to see changes at ground level. Currently, we feel that there are too many meetings, with too many people attending and it can be difficult to see what is actually being achieved.

We must now pick up the pace of visible change. We propose having working groups to focus on resolving some of the issues that matter most to parents right now. This will ensure that change is felt quickly by families, which will then build trust in longer term planning. We very much hope that in November 2021 we will be able to report that families are feeling a significant positive change and are seeing the impact of improved services, attitudes, and support. SNAP PCF will continue to do all we can to make this a reality for all children and young adults with SEND, and their families.

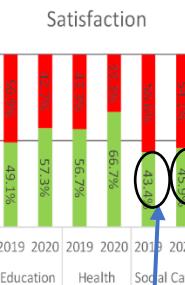
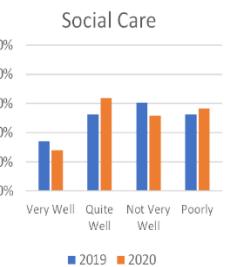
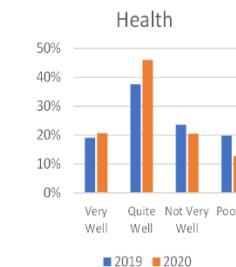
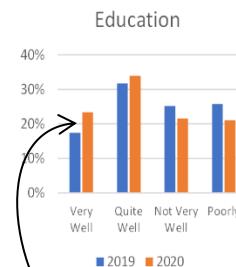
The following pages below show the graphs, commentary, and some of the parents' feedback. We have highlighted the answers to the questions we asked to describe their positive and negative experiences of services to ensure the voice of the parents is clearly heard.



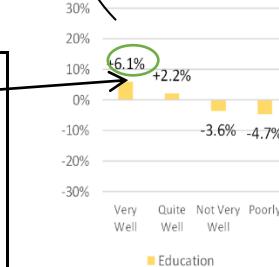
The surveys from 2019 and 2020 have been collated together and have a graph page for each question. Each of Education, Health and Social care have their own pair of graphs to show the full detail comparing each year.

Where it is relevant to the question, the Satisfaction chart shows "Very Well plus "Quite Well" as **Satisfied (in Green)** with **unsatisfied** as "Not Very Well" plus "Poorly" in **red**. Again 'N/A' or skipped answers are not included. The horizontal line is at 50%.

The upper 3 charts show the individual scores for all respondents excluding those that skipped that question or answered "Not Applicable".

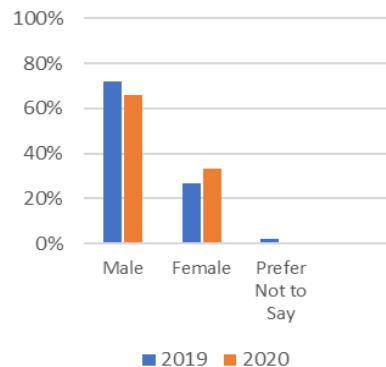


The lower charts show the difference from 2019 to 2020. Here, the Very Well score for Education has gone up by 6.1% points from 2019 to 2020.

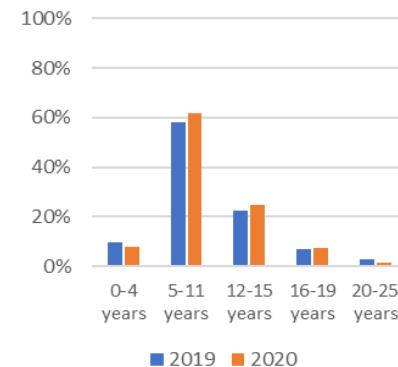


The Change in Satisfaction chart shows the difference between 2019 and 2020. Here, Social Care has a changed from 43.4% to 45.9%; a difference of +2.5% points.

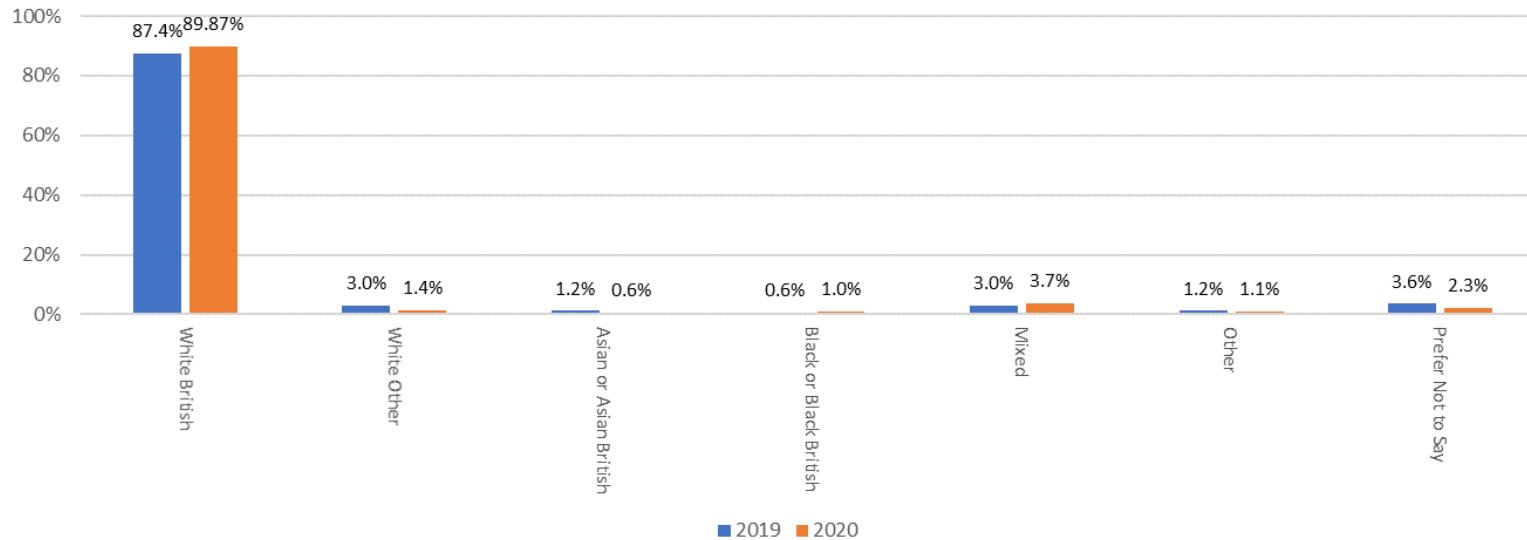
### Q2 What is your child/young person's gender?



### Q3 What age range is your child or young person?



### Q28 What is the ethnic background of YOUR CHILD/YOUNG PERSON?

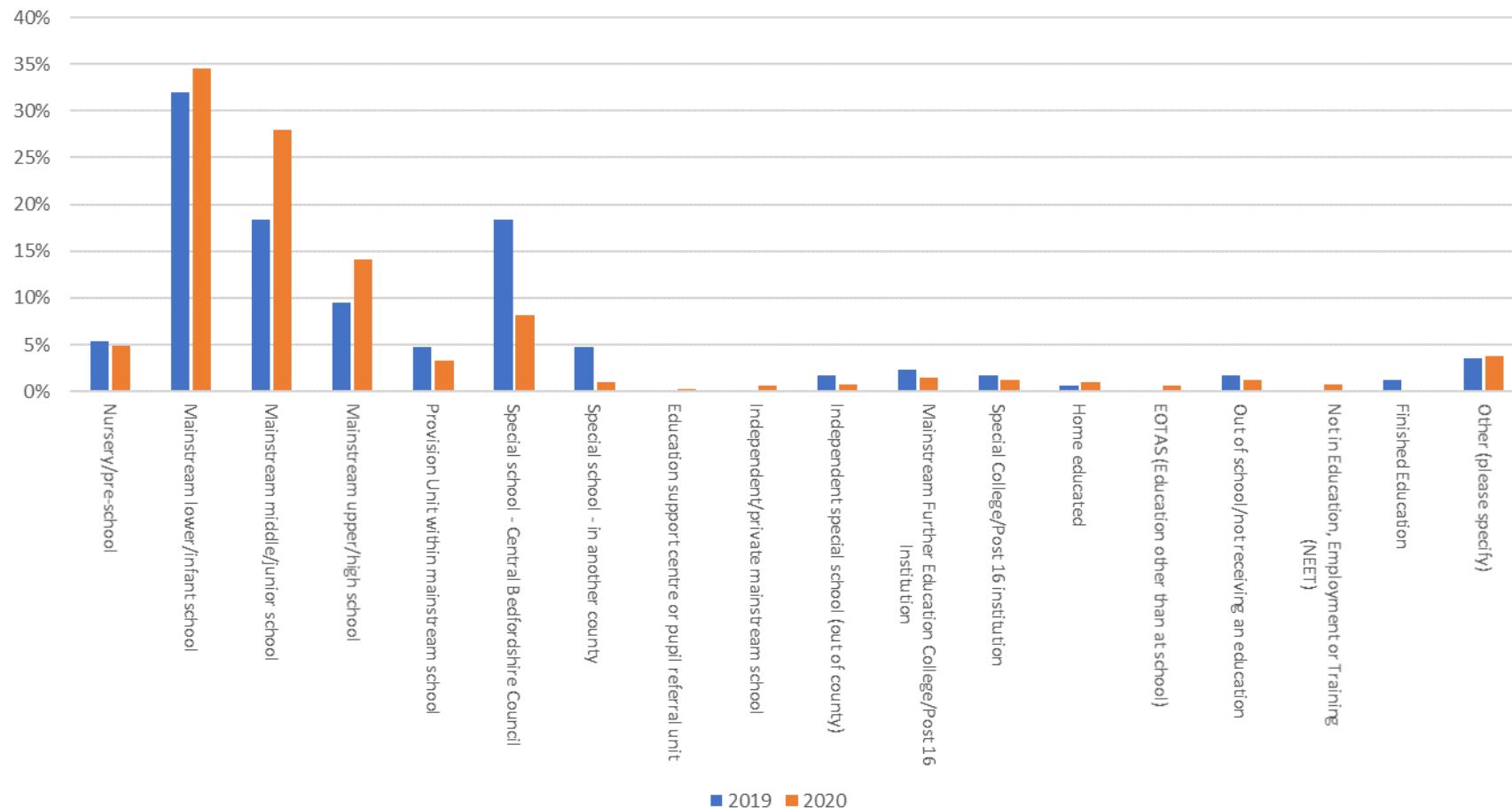


The Survey had 636 responses. This is a marked increase on the 168 responses in 2019.

The ethnic grouping generally reflects the Central Bedfordshire population as a whole.

This year more of the children/young people are female.

#### Q4 Which type of educational setting does your child/young person attend?



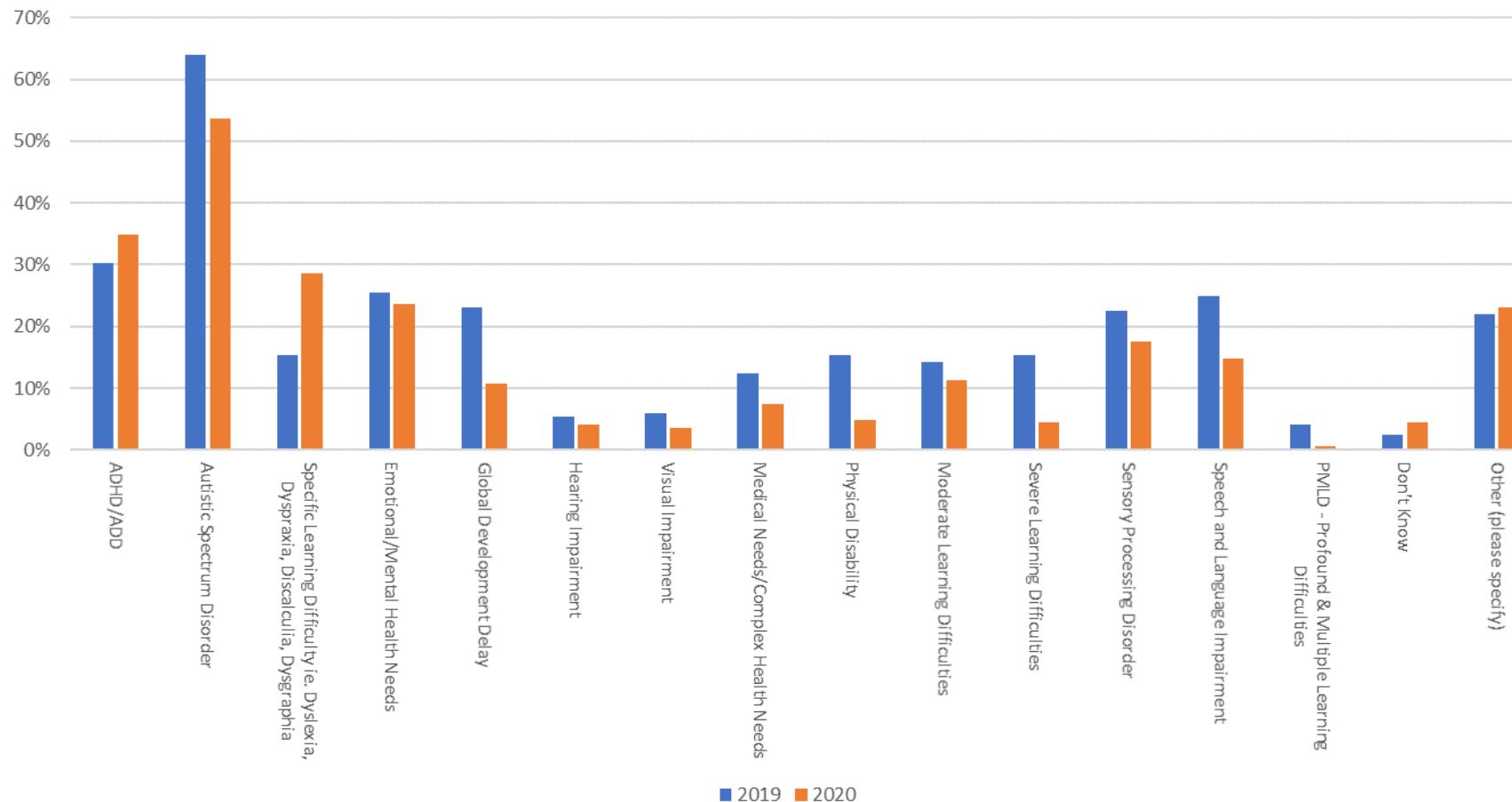
The vast majority of new respondents are in mainstream provision.

In 2019, 42 respondents mentioned special schools. In 2020 this only increased to 66. This is a small increase of only 14 respondents.

In 2019, 114 respondents mentioned mainstream schools. In 2020 this increased to 528. This is an increase of 414.

The majority of those selecting "Other" mention mainstream schools in their comments.

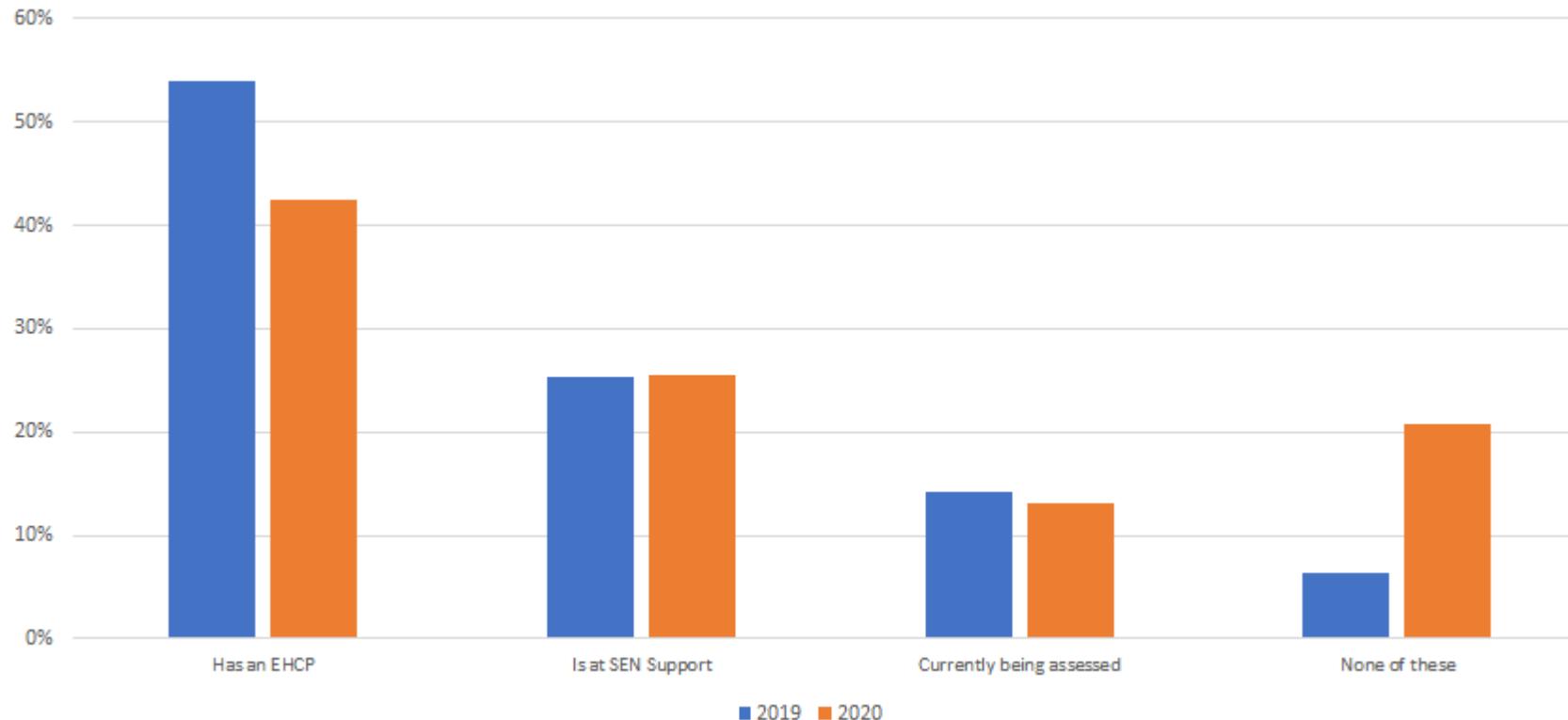
### Q5 What type of needs has your child been assessed as having?



This year, the number of mainstream based respondents has increased. Therefore, the 2019 and 2020 results look quite different and consequently, the percentages have changed.



**Q6 Which of the following apply to your child/young person?**

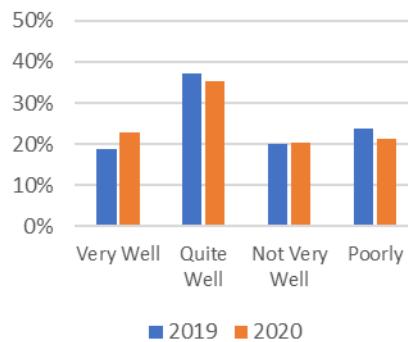


Across Central Bedfordshire Council, there are approximately 2100 pupils with Education Health Care Plans and 5000 pupils on SEN Support. Therefore, the survey over-represents respondents with EHCPs.

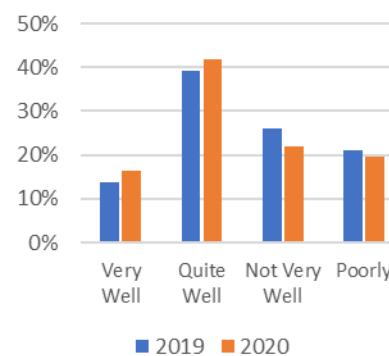


**Q7 Please tell us how well you think your child/young person's needs have been identified.**

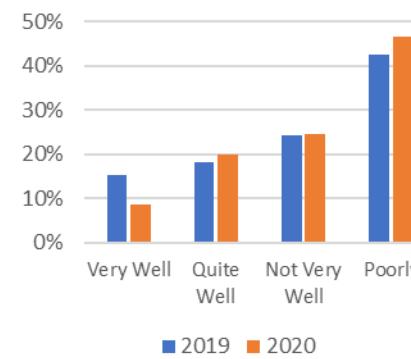
Education



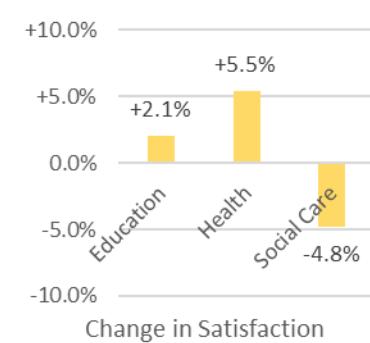
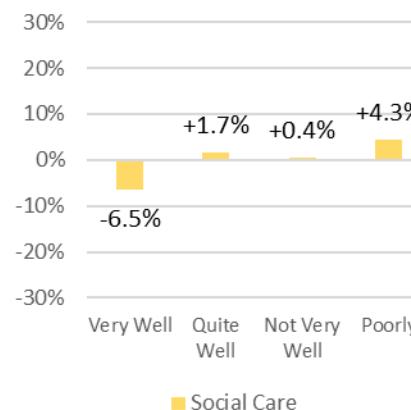
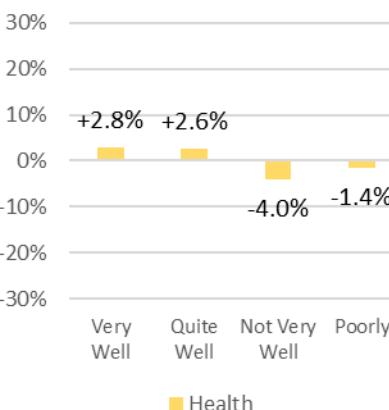
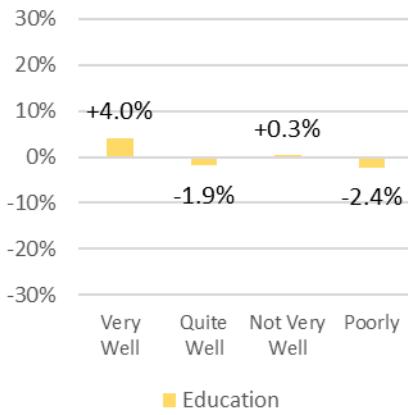
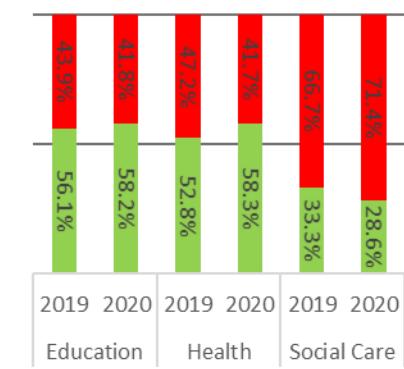
Health



Social Care



Satisfaction

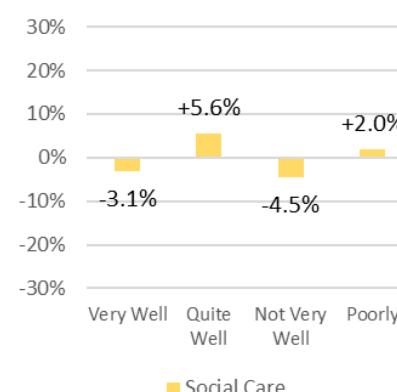
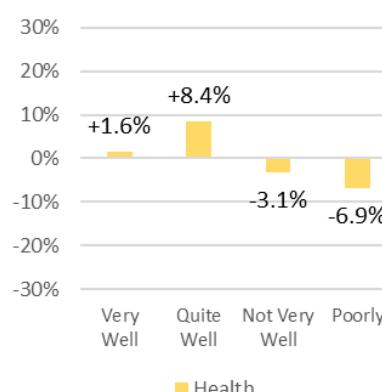
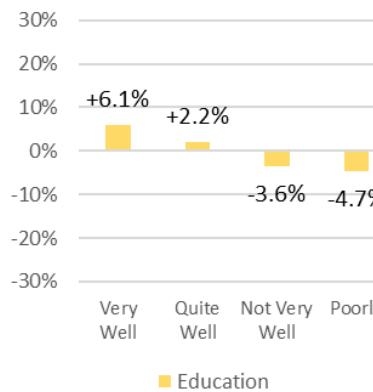
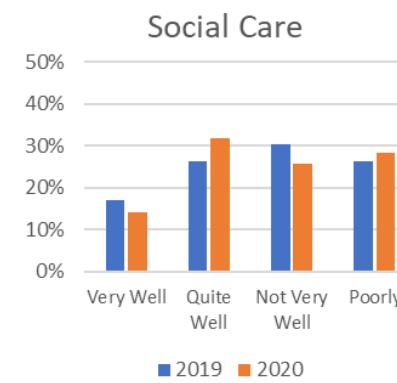
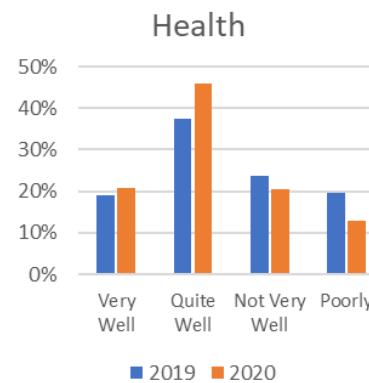
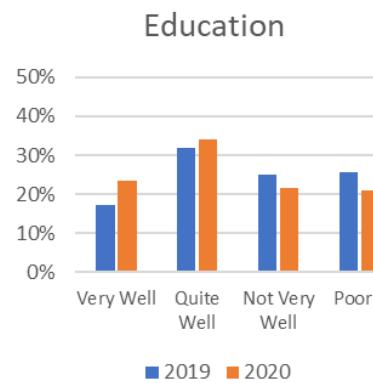


From both the 2019 and 2020 surveys, Social Care is underperforming and there has been no improvement. This may be due to the impact of COVID.

However, Health has seen a small increase in satisfaction, despite COVID.



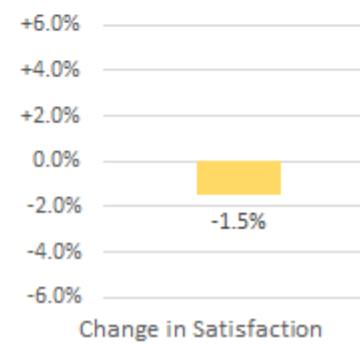
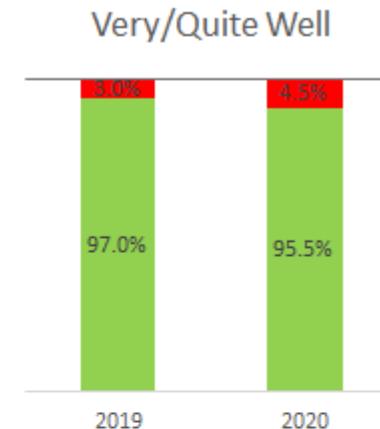
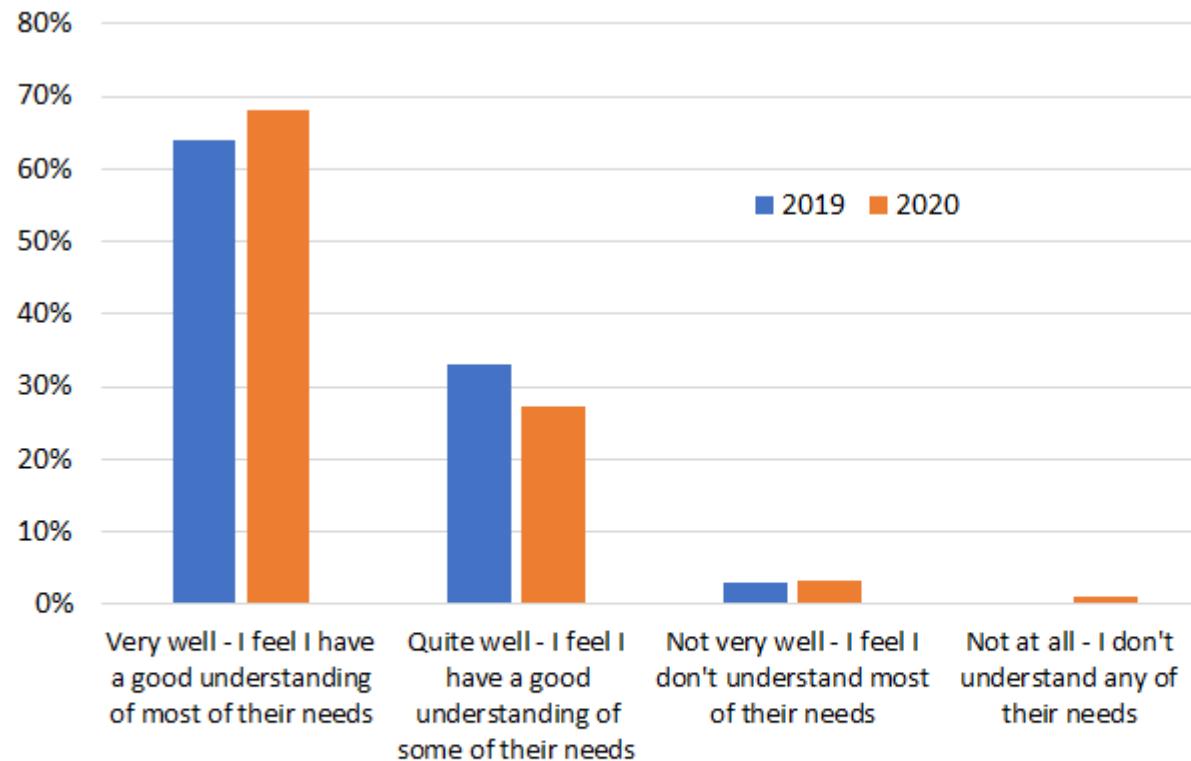
**Q8 Please tell us how well your views were taken into account when your child/young person's needs were identified.**



This year's survey shows a positive result for Education and Health. However, there is almost no change with Social Care.



**Q9 How well do YOU understand your child/young person's needs?**

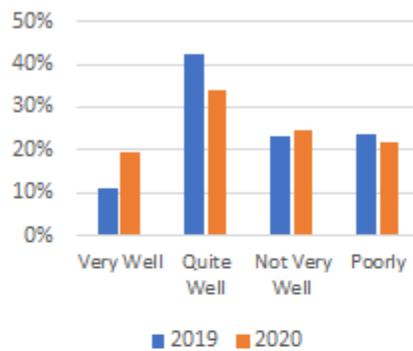


This is a very small change between the two surveys. Once again, this demonstrates that most parents feel they understand their child/young person's needs.

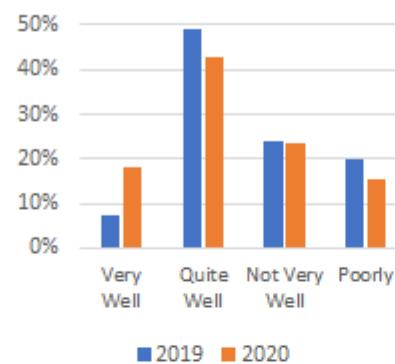


**Q10 Overall, how well do you think Health, Education and Social Care understand your child/young person's needs?**

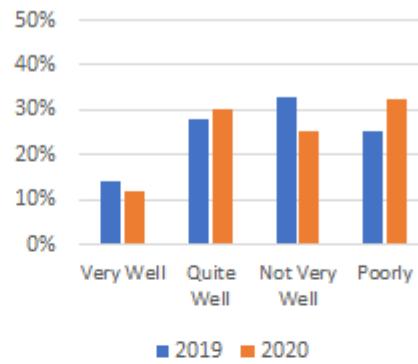
Education



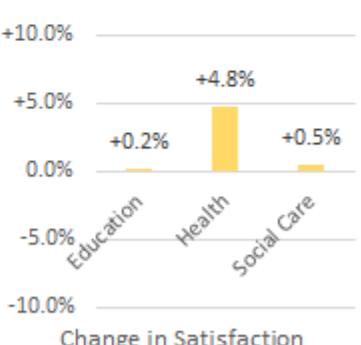
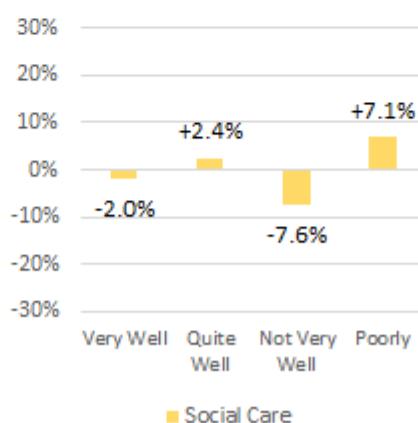
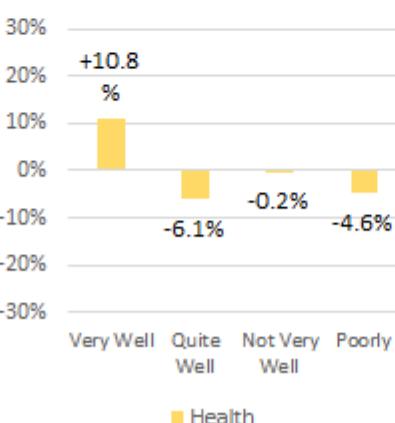
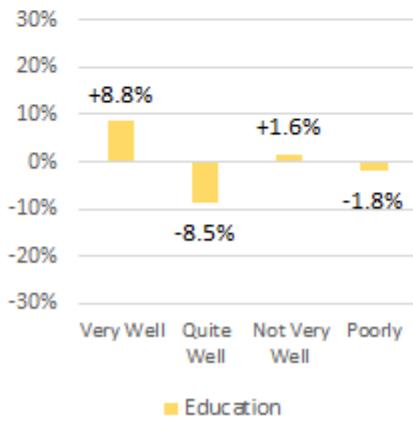
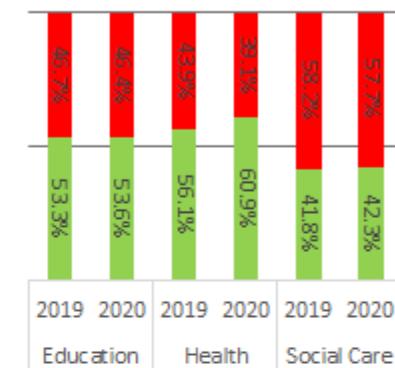
Health



Social Care



Satisfaction

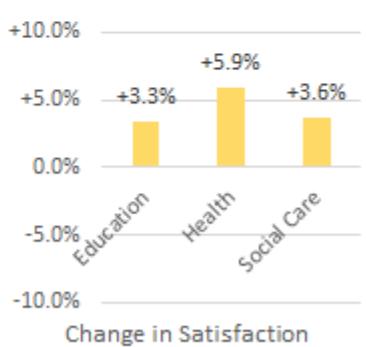
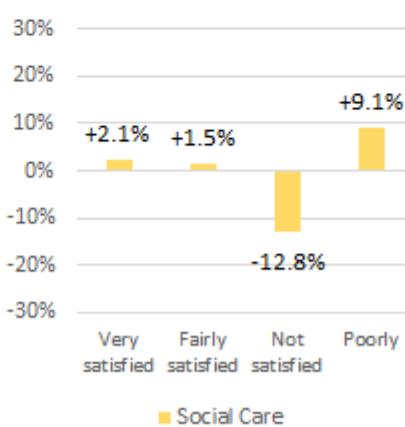
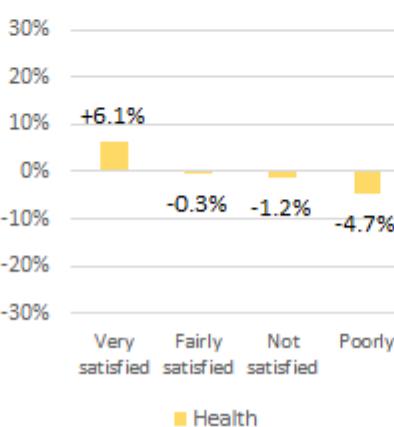
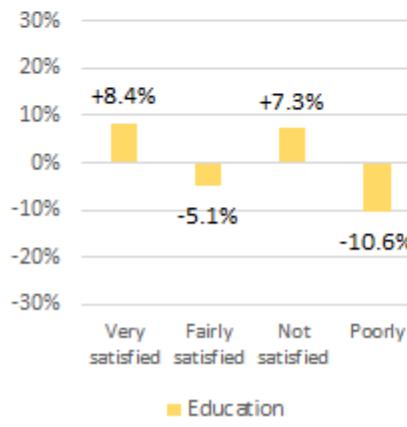
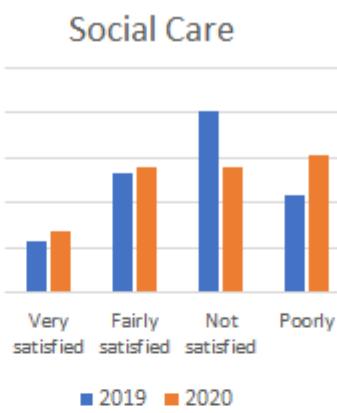
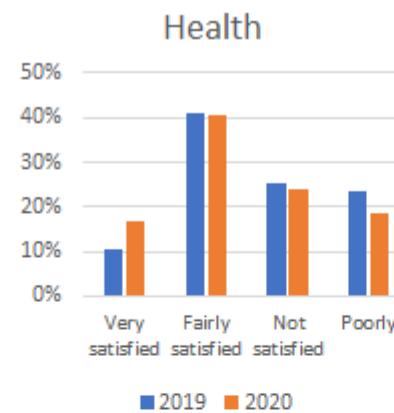
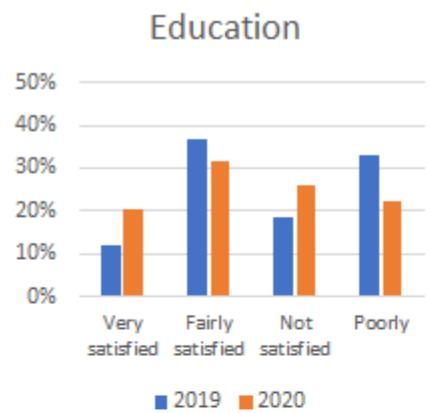


Education and Health have both had increases in the number of respondents selecting "Very Well" on this question.

However, Social Care has seen a shift towards people answering "Poorly".



**Q11 How satisfied are you with the ongoing monitoring and assessment of your child/young person's needs?**



Education and Health look to have improved due to an increased number of people selecting "Very Satisfied" and a decrease in those selecting "Poorly".

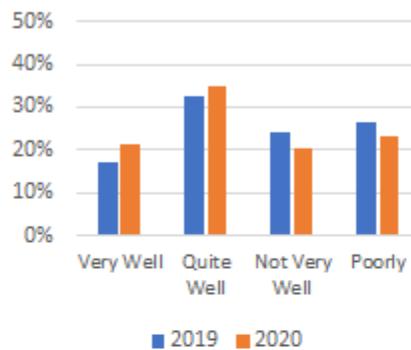
However, we note that the Education satisfaction score is still only at 51.8%.

Social Care still has 58.4% of respondents unsatisfied and a swing from "Not Satisfied" to "Poorly".

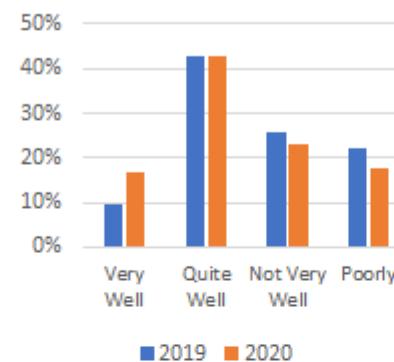


**Q12 How well do you think your child/young person's needs are met by the following service areas?**

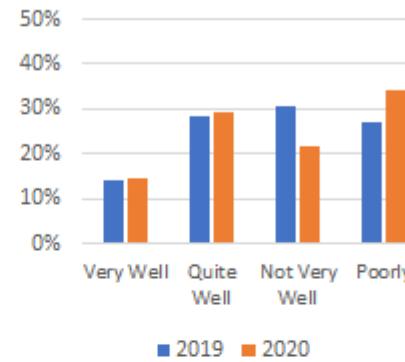
**Education**



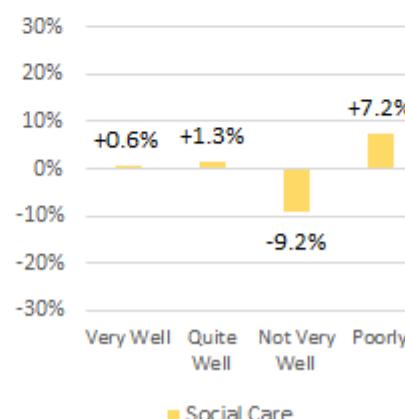
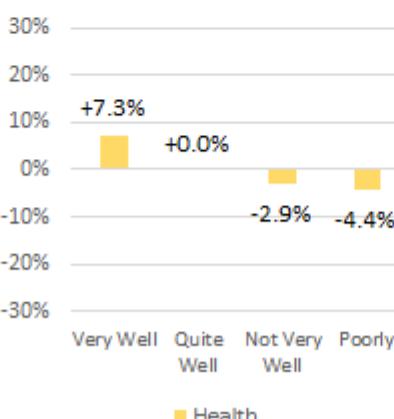
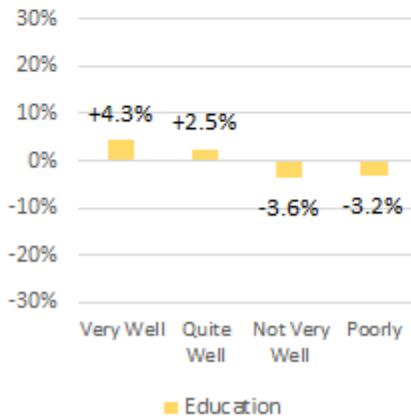
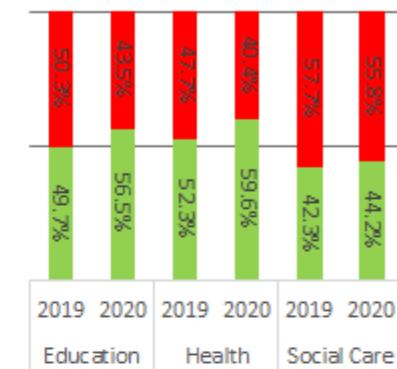
**Health**



**Social Care**



**Satisfaction**



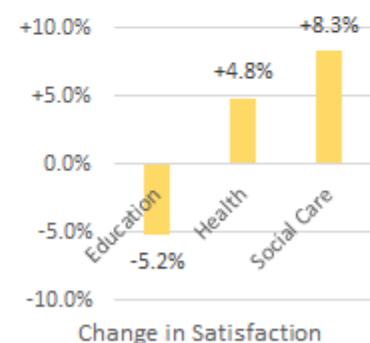
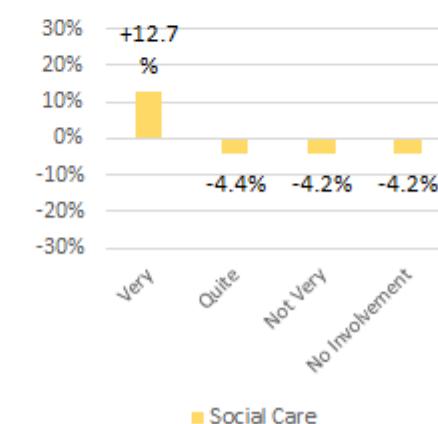
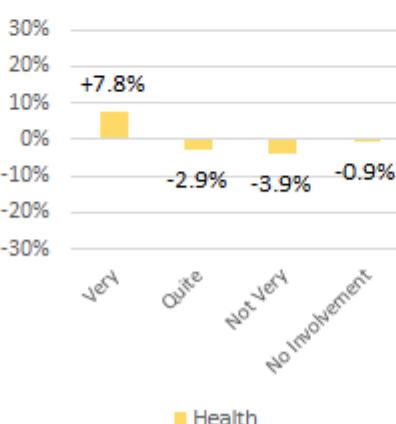
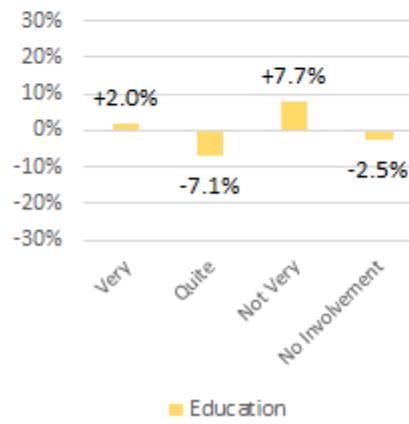
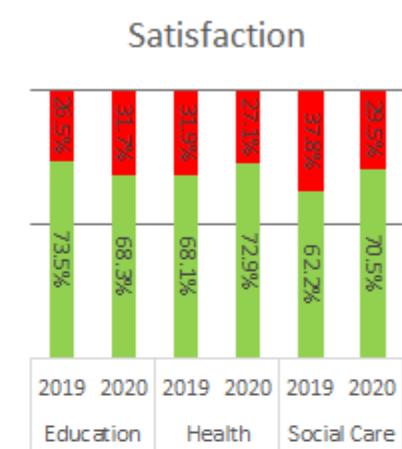
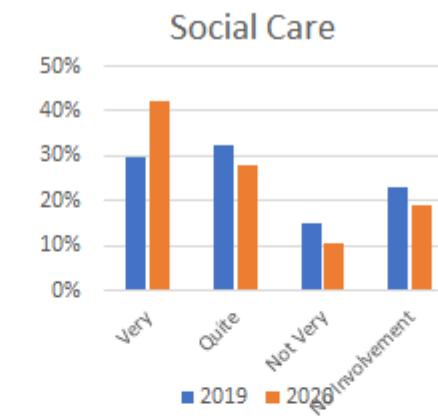
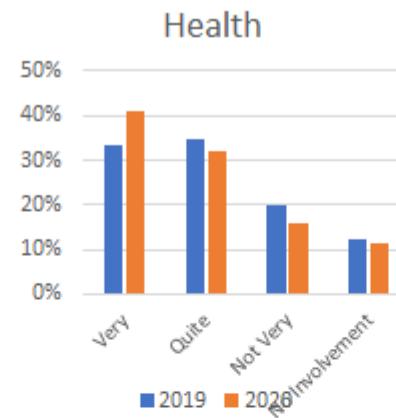
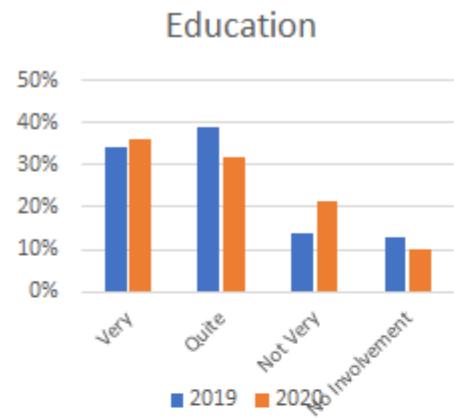
The Education satisfaction score has risen from below 50% to 56.5%.

Health shows the biggest improvement for this question, with a 7% increase.

Social Care has had a 7% increase in people selecting "Poorly".



**Q13 As a parent carer how involved are you in setting targets and outcomes for your child/young person?**

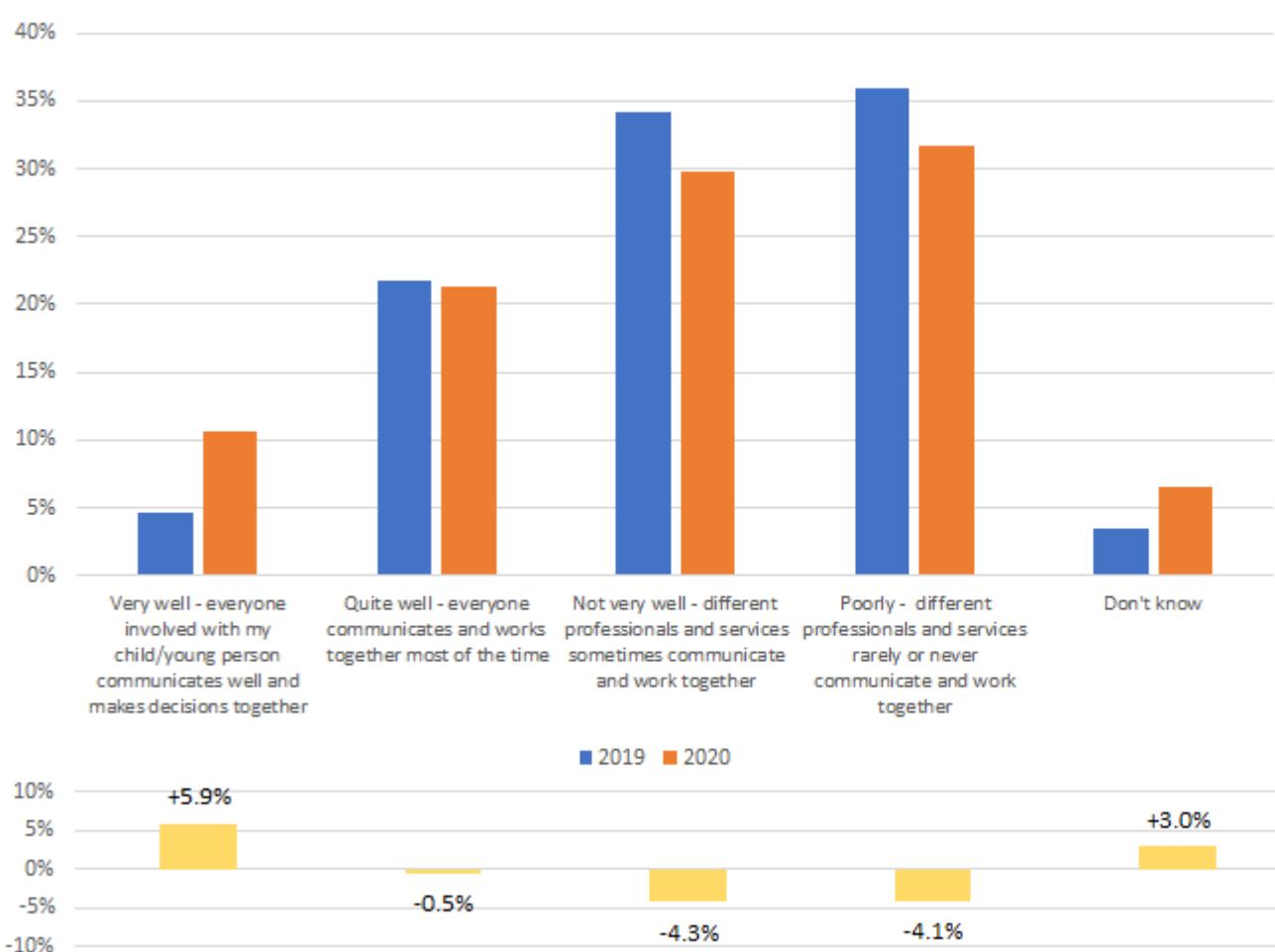


It is encouraging that parents report positively with this question in regards to Social Care.

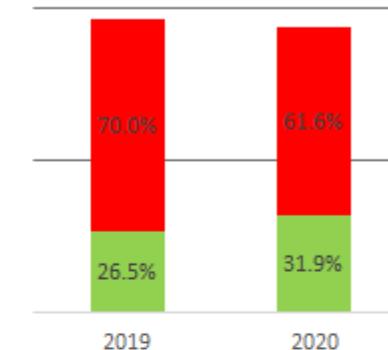
Education has more people selecting "Not Very" instead of "Quite". This has held back the performance in this sector.

In terms of overall satisfaction, parental involvement is one of the most successful areas addressed in the survey.

**Q14 How well do you think services and professionals work together to support your child/young person?**



Satisfaction

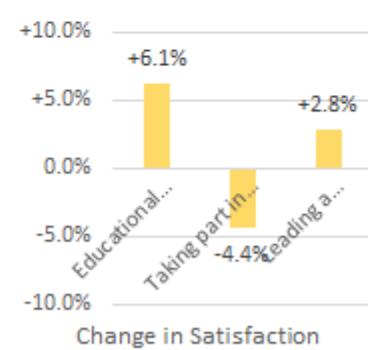
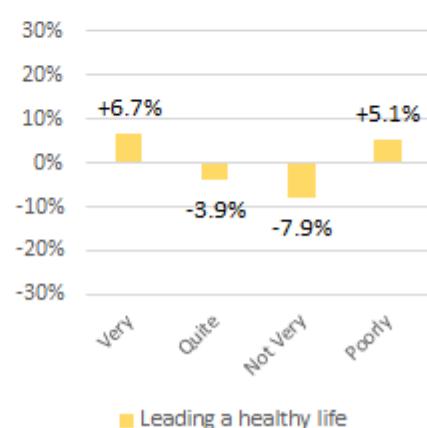
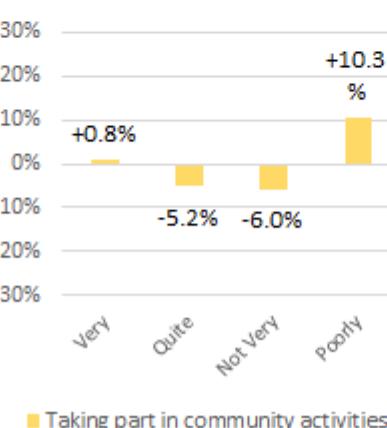
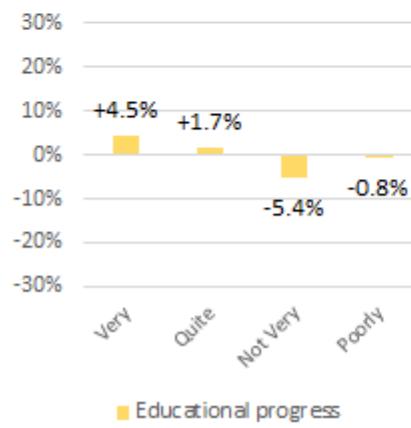
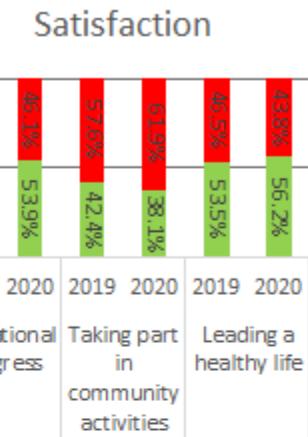
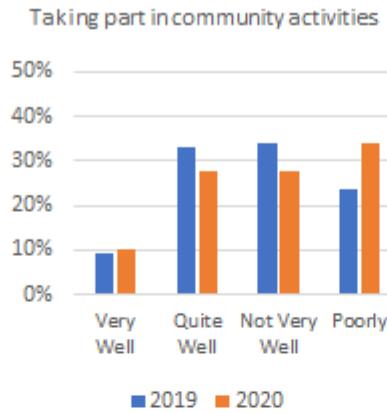
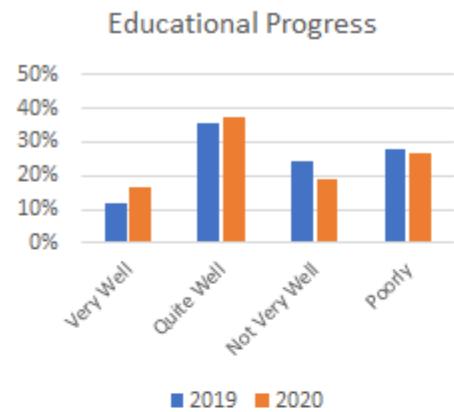


While the 2020 scores are better than 2019, still less than 1 in 3 responded Very Well or Quite Well.

Note - the satisfaction bars do not add up to 100% due to those that selected "Don't know".



**Q15 (i) Overall how well do the services your child/young person uses help them to reach their potential?**



The scores for "Taking part in community activities" have dropped between 2019 and 2020. This may be as a result of COVID restrictions.

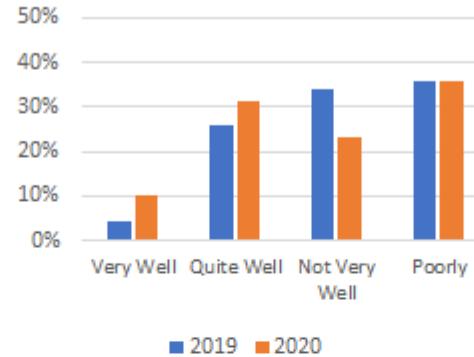


**Q15 (ii) Overall how well do the services your child/young person uses help them to reach their potential?**

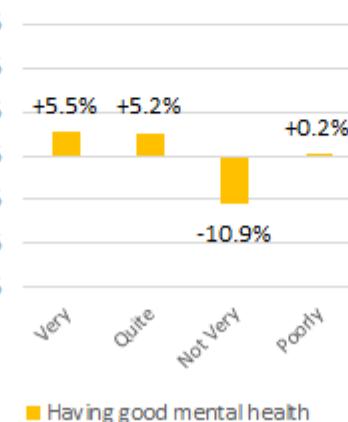
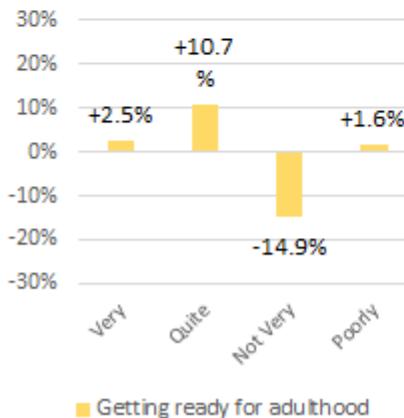
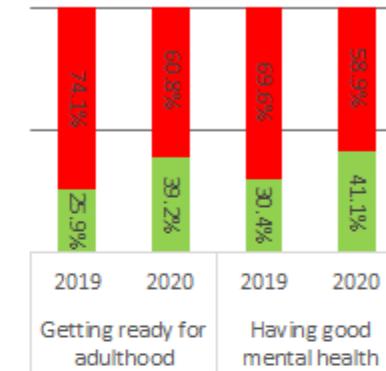
Getting ready for adulthood



Having good mental health

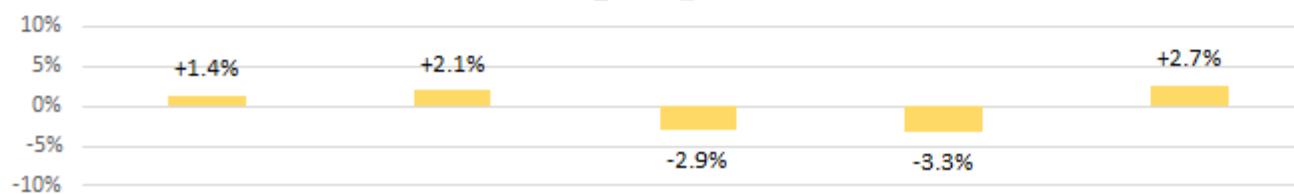
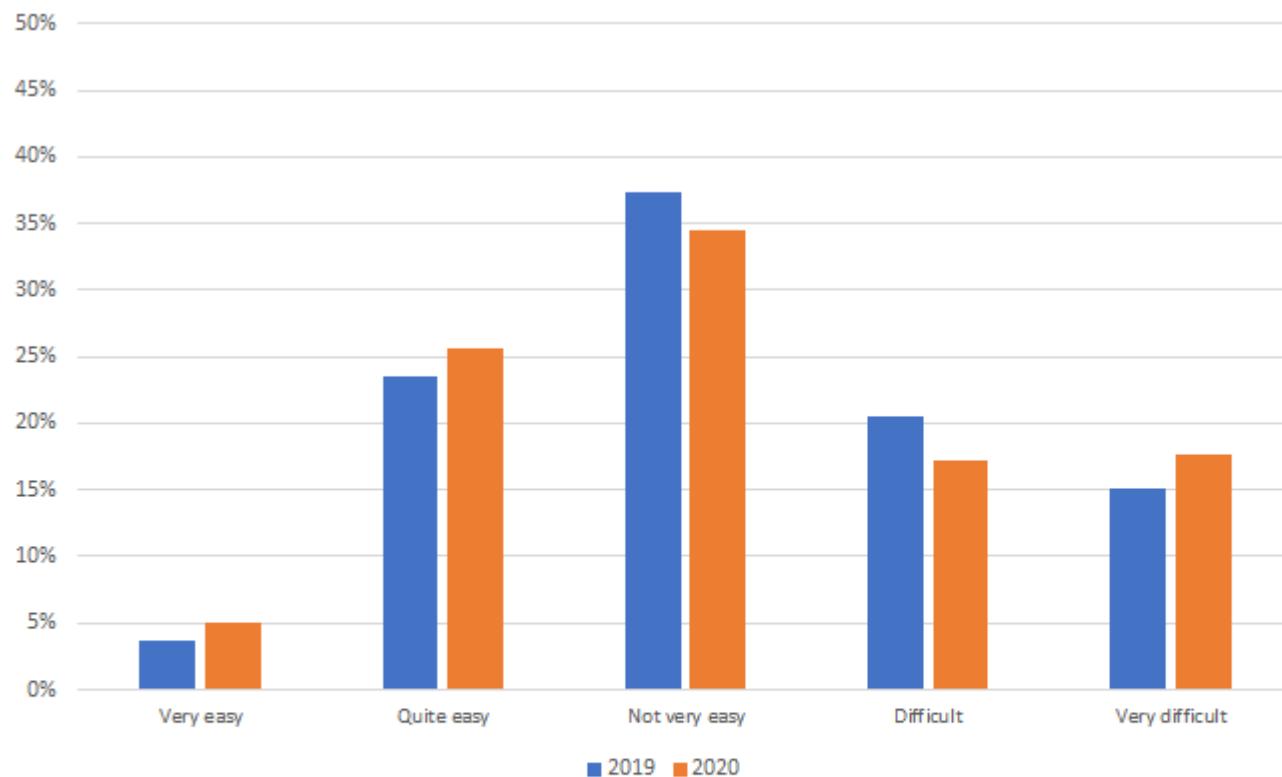


Satisfaction



Despite improvements, both categories have a large proportion still selecting "Not Very Well" or "Poorly". For each of these questions, a third of respondents selected "Poorly".

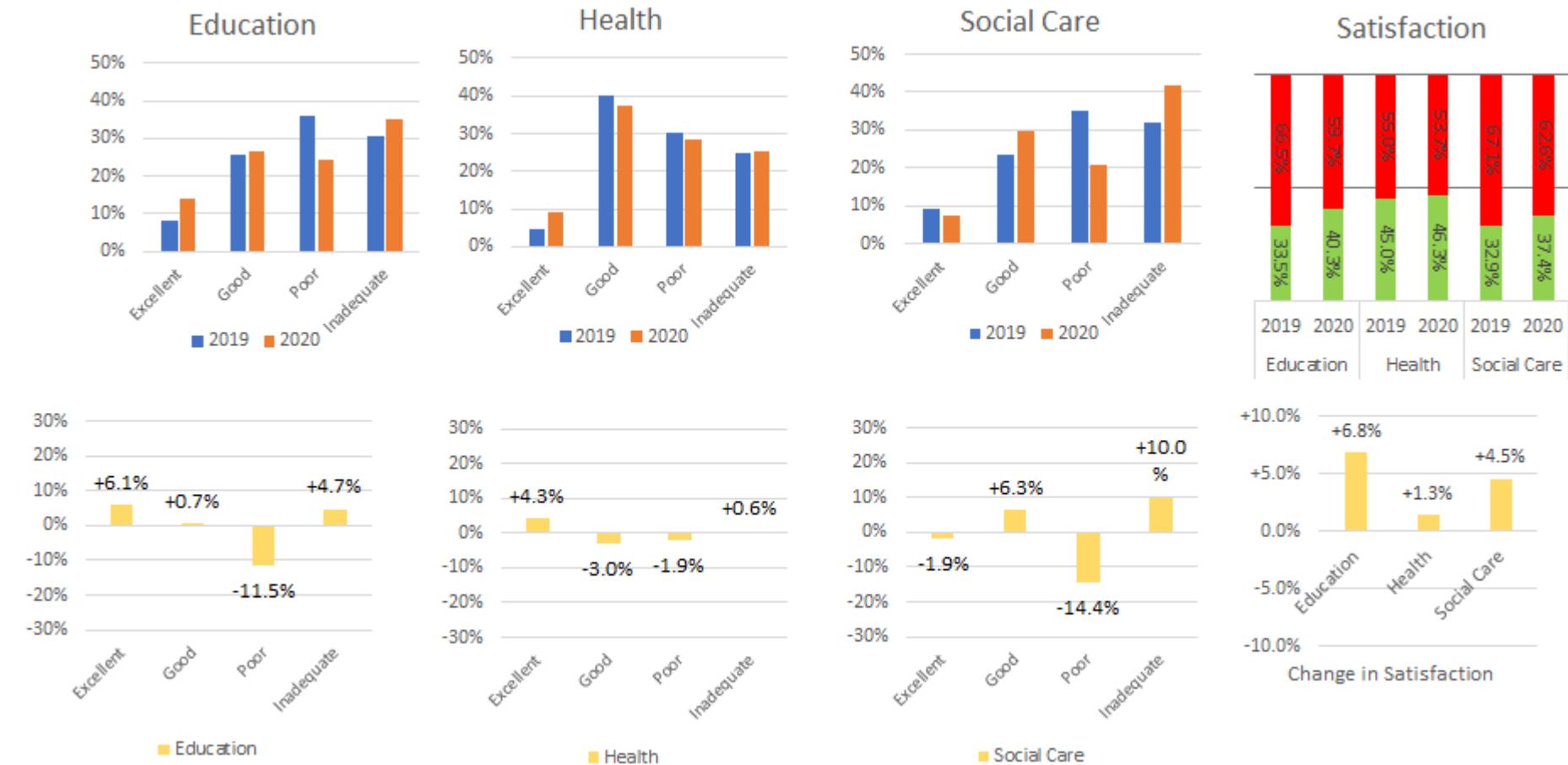
**Q16 How easy do you find it to get information about what services are available and what they do?**



The 2020 survey shows a small improvement from 2019 results but still nearly 70% of respondents selected "Not Very Easy", "Difficult" or "Very Difficult".



**Q17 How would you rate the SEND provision provided locally?**

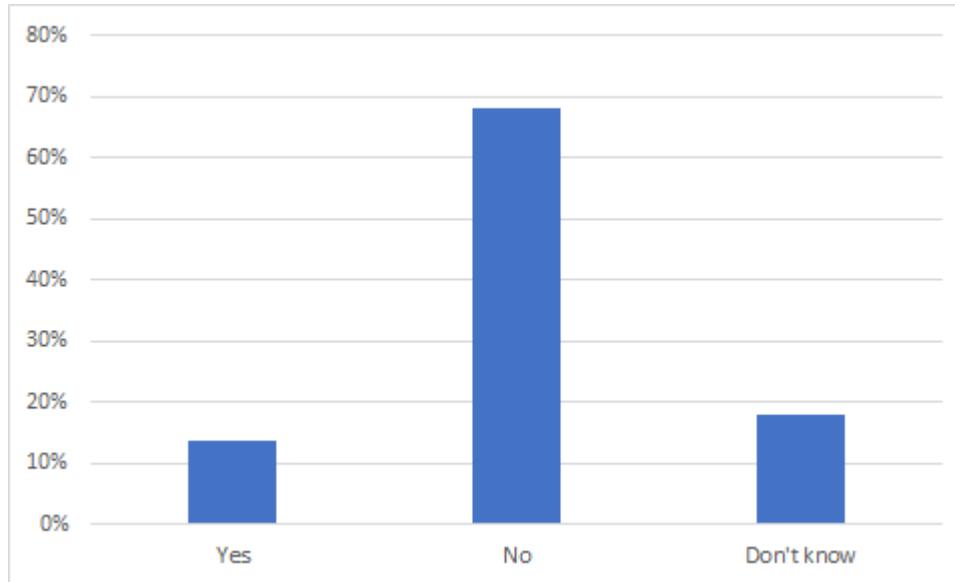


For Education, over 50% of respondents in 2020 selected "Poor" or "Inadequate". Very few selected "Excellent".

For Social Care, 61% of respondents selected "Poor" or "Inadequate" with a significant increase in those selecting "Poor". Again, very few selected "Excellent".

**Q18 Do you think there is enough leisure activities for children or young people to access in Central Bedfordshire?**

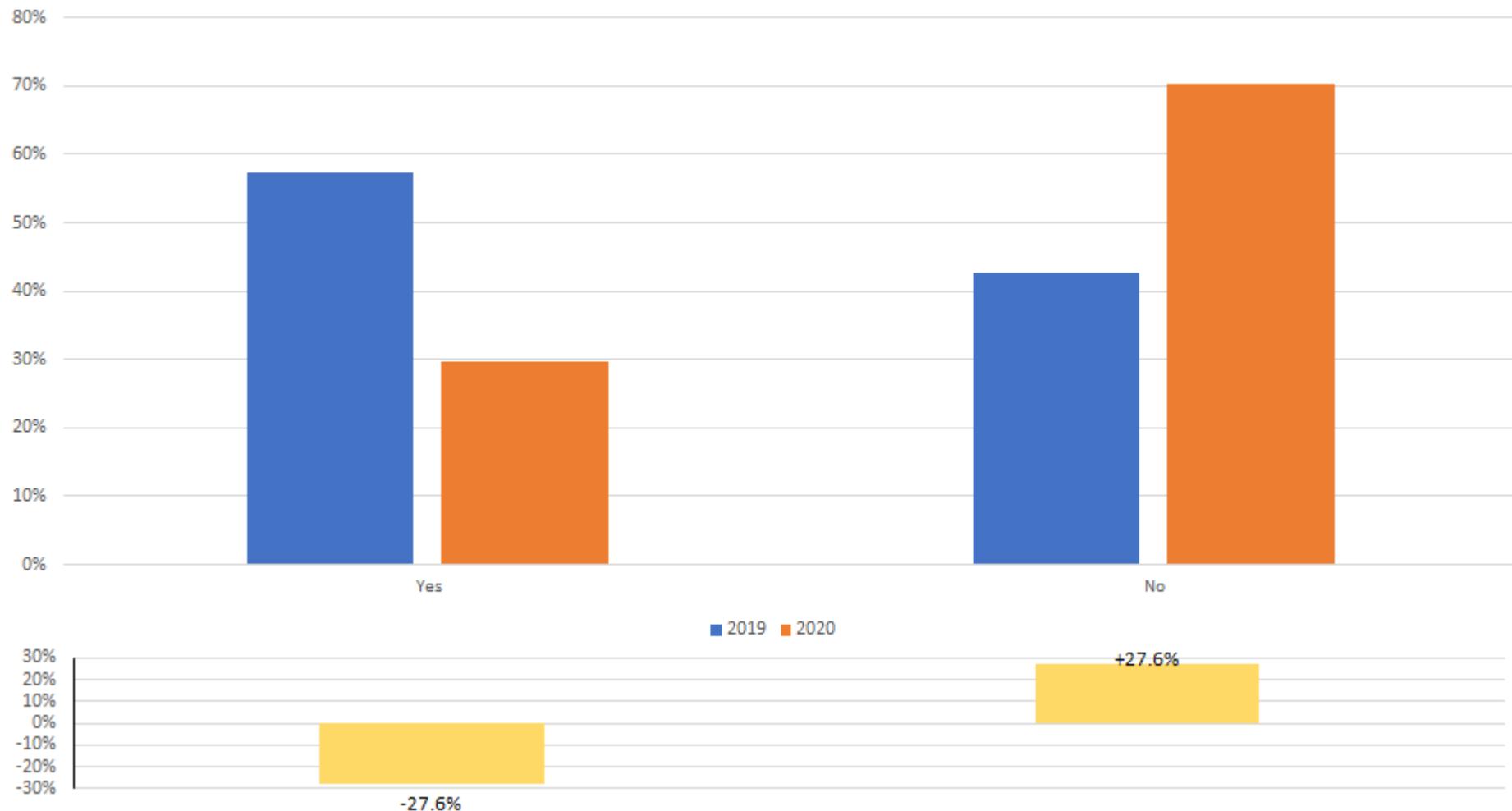
This question was not asked in 2019.



While some comments mention COVID restrictions, the majority express the opinion that there were not enough activities before COVID had an impact.



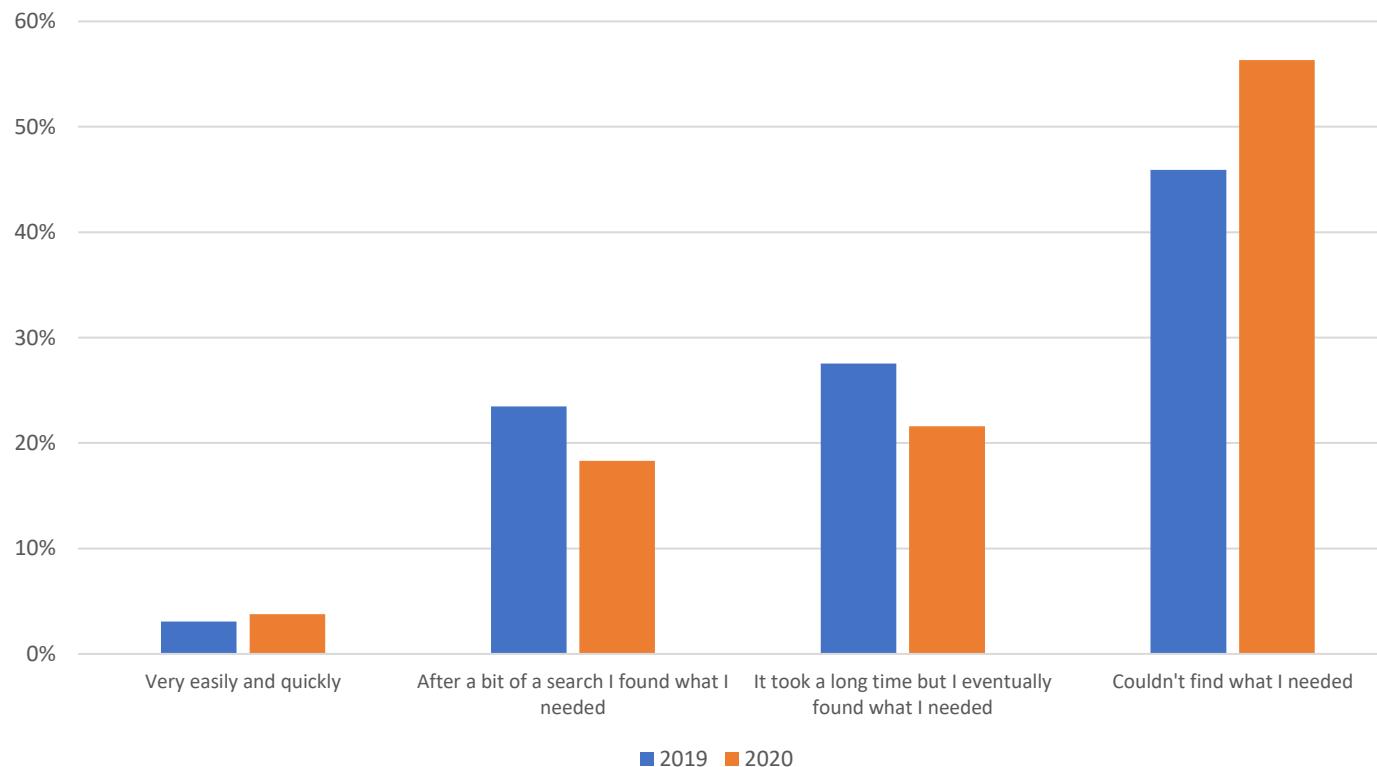
**Q19 Have you heard of the 0-25 Central Bedfordshire SEN & Disability Local Offer?**



The proportion of respondents who have not heard of the Local Offer has increased substantially.

This may be due to the larger proportion of mainstream respondents.

**Q20 If you HAVE used the 0-25 Central Bedfordshire Special Needs and Disability Local Offer, how well did you find what you were looking for?**



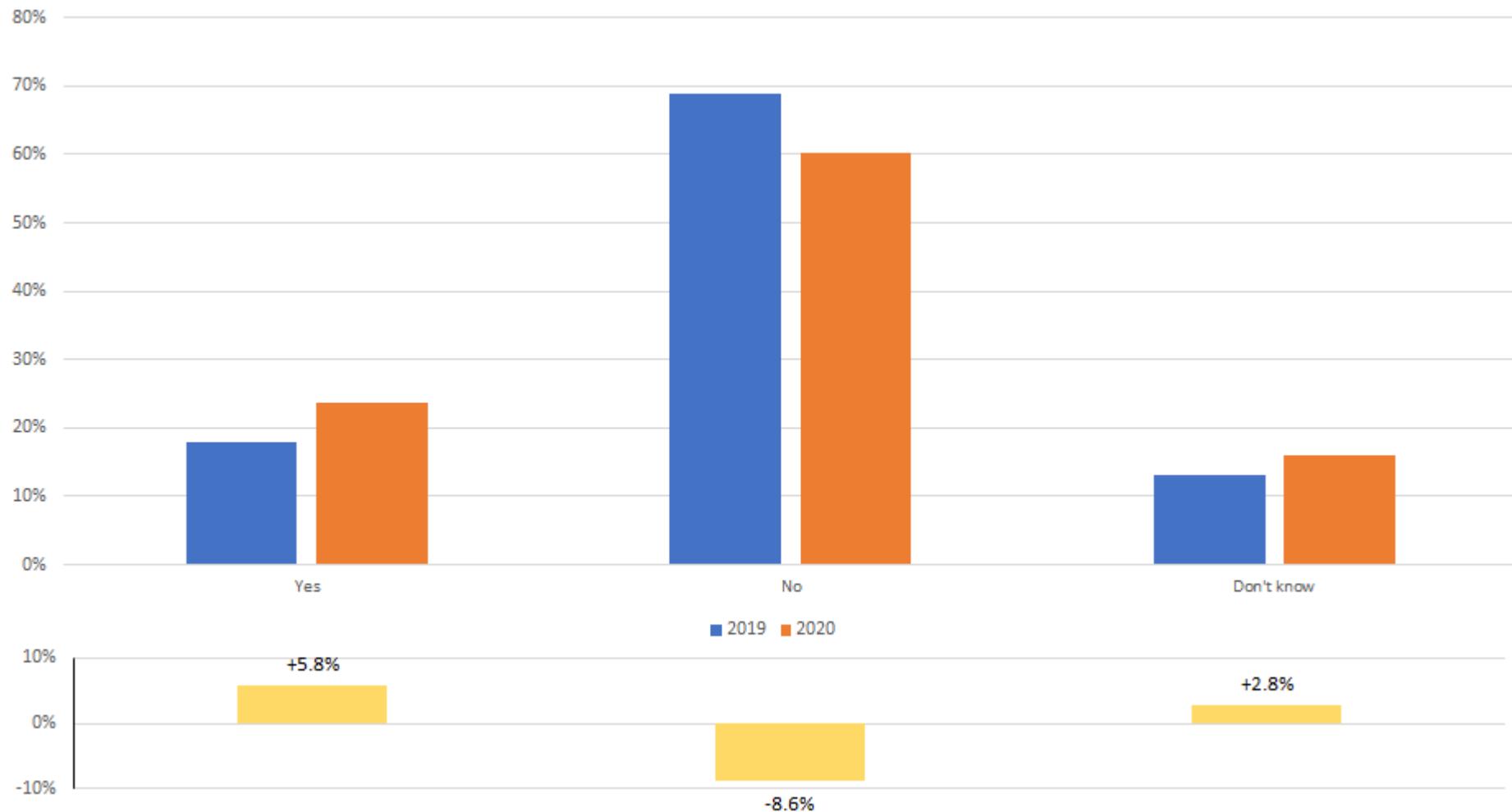
Less than 1 in 20 respondents could information quickly and easily. Over three quarters took a long time or could not find what they needed at all.

Two thirds of respondents skipped this question as they had not used the Local Offer.

A large number of comments mention difficulty navigating the Local Offer.



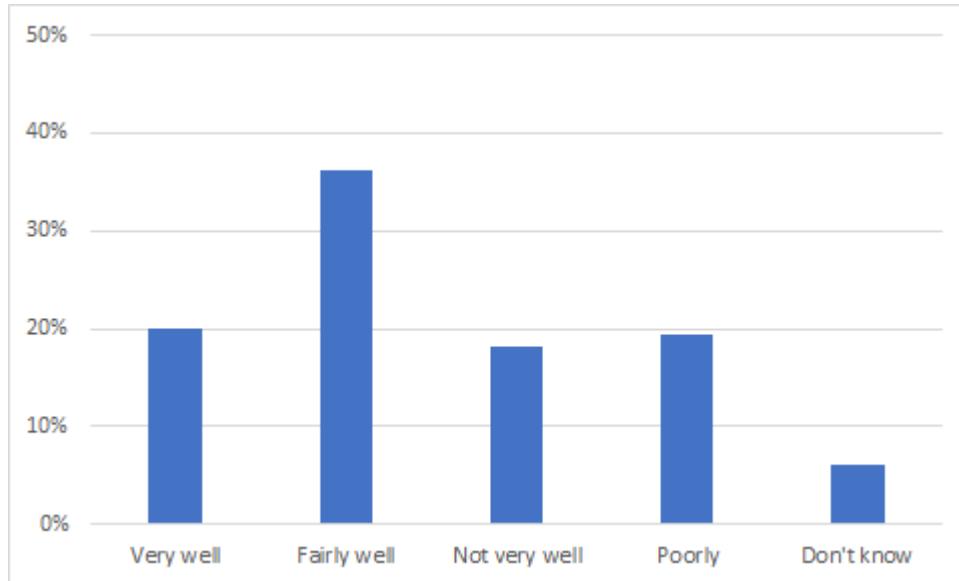
**Q21 Do you feel your child/young person has the help they need to achieve their best possible outcomes?**



This still an area of concern with only a slight improvement in the 2020 survey results.

**Q22 Is your child/young person's education setting well resourced to meet their needs?**

This question was not asked in 2019.

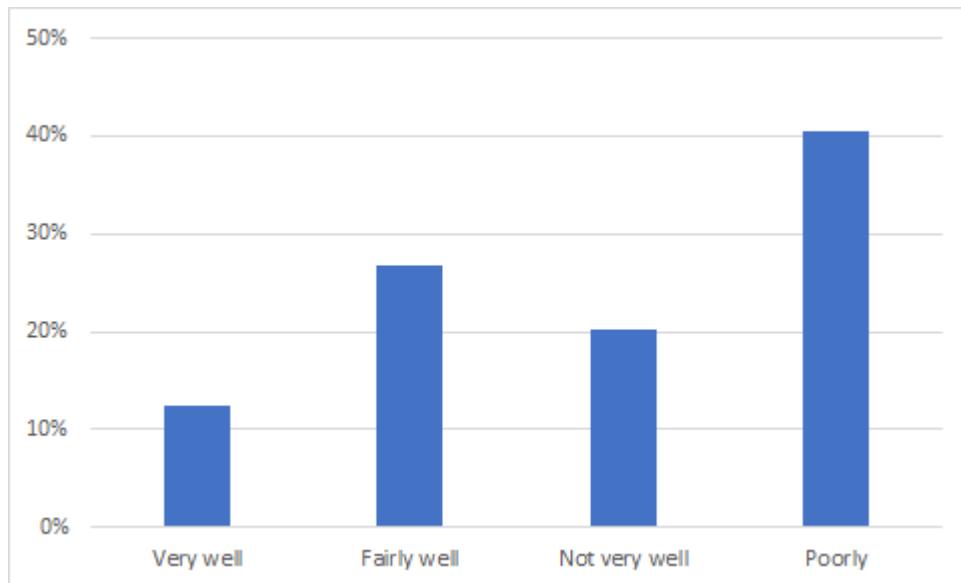


The individual comments for this question showed a large number of frustrated parent/carers.

### Q23 How would you describe your overall experience of the EHCP Process?

This question was not asked in 2019.

208 respondents did not feel this was applicable to them.



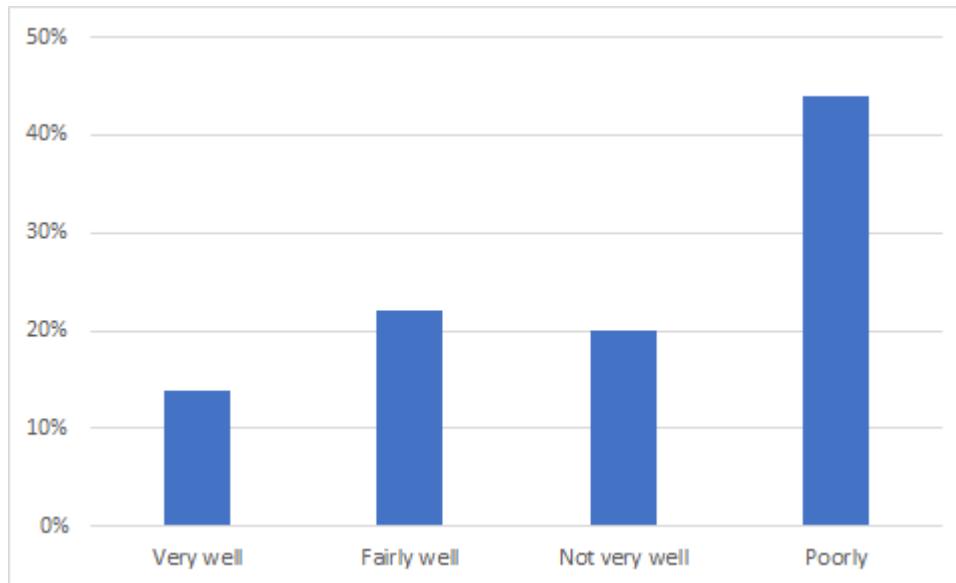
60% of respondents have had a bad experience.

The vast majority of the 129 comments for this question were very negative.

#### **Q24 How well have the SEND Team communicated with you and kept you up to date with your Child's/Young Person's EHCP?**

This question was not asked in 2019.

212 respondents did not feel this was applicable.



The amount of respondents selecting "Poorly" here is noticeably high.

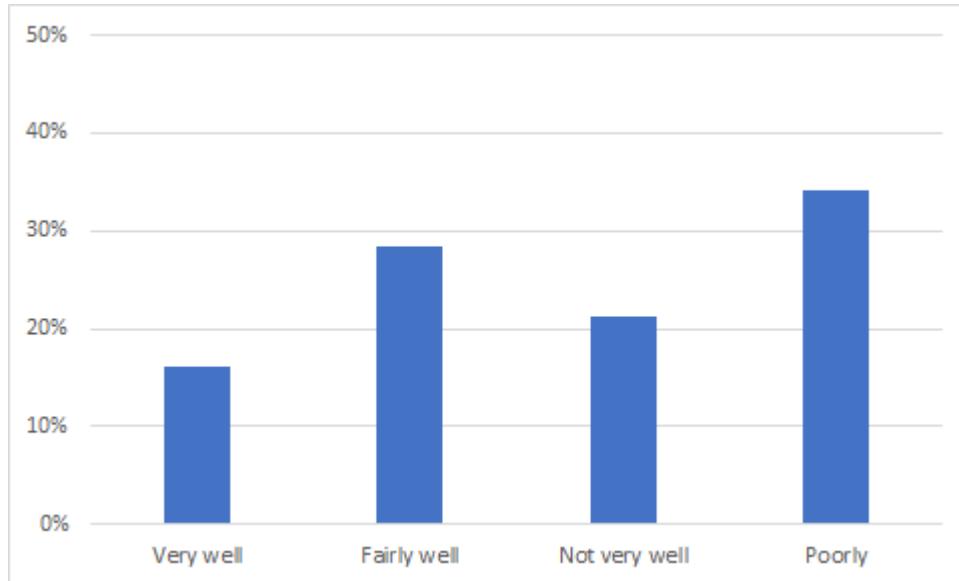
The majority of the 104 written comments for this question have a common theme of 'never' and 'we had to keep chasing'.

Interestingly, some parent/carers added comments which were complimentary about schools' communication regarding EHCPs.

## Q25 To what extent have you felt listened to by the SEND Team?

This question was not asked in 2019.

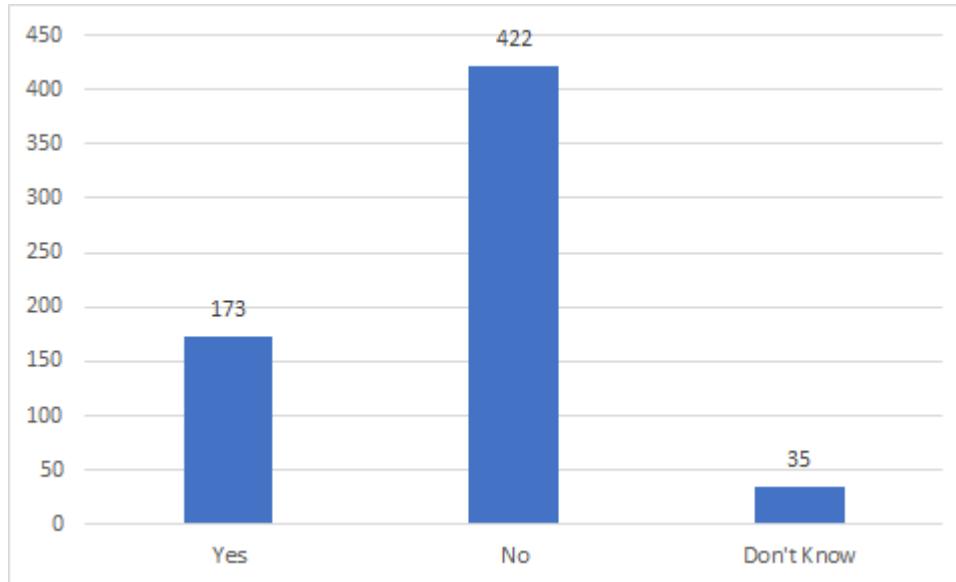
123 respondents did not feel this was applicable.



While 44% of families have had a good experience, the written comments for this question demonstrate the frustration felt by many parent/carers.

### **Q29 Are you a member of SNAP Parent Carer Forum?**

This question was not asked in 2019.



SNAP PCF has 950 members across Central Bedfordshire.

There were 422 non-members responding. This shows that the survey is representative of the broader community.

## This is the voice of the parent/carers of Central Bedfordshire.

This is a sample of the parent/carers' comments. They are directly from the survey and have not been edited or amended in any way.

### **Q26 Can you please tell us of any positive experiences you have had with any SEND Services?**

292 respondents gave a reply to this question. 104 of these comments were negative with many parent/carers simply responding “no” or “None”.

“The early years team were fantastic. They helped so much”

“Medical Needs continue to support within the restrictions they find themselves in”

“School SENDCo team are fantastic, responsive and compassionate.”

“The Nurse at the Edwin Lobo has been amazing and very supportive.”

“Childs old lower school perfect. Got child refered and diagnosed”

“I felt like they really listened to my conserns”

“I feel supported by my sons social worker.”

“School have listened and adjusted without question. Edwin lobo have been epic at supporting through COVID”

“Some main teachers at childs school have been excellent in helping our childs assessment”

“Very quick and regular cheek ups and updates”

“One to one contact with his teacher during lock down when the schools were closed.”

“My child's EHCP has been finalised within deadlines this year.”

“Everything was very straight forward and I felt listened to the entire time. “

“Getting a EHCP has changed my youngest sons school life “

“Autism Bedfordshire were happy to provide advice. SEND coordinators at schools have always been willing to meet and discuss any issues.”

“Speech and Language have had video calls with my son, these calls went really well and they were great with communicating with my son considering her anxieties with strangers”

“My son’s EHCP was processed in the end”

“No other than the EHCP being approved “

“Sendiass have been very supportive and encouraging, coffee morning via zoom with Shefford childrens centre for parents with SEND children”

“My experience within the school setting has been very good, very quick to respond and are available to talk things through when needed, they were also very quick at starting speech therapy even before being officially assessed. Speech and language services have been really good once you get an appointment “

“CHUMS charity have been a great support”

“The Early Years team are fantastic i can not praise them enough. “

“The SEND service at the school are amazing and have helped my little boy with ASD get a full EHCP.“

“Bedfordshire SEND have been amazing. We can’t fault them . Very helpful “

“The staff at the Edwin Lobo centre are absolutely wonderful and have kept me up to date often“

“My son’s school have been amazing and supportive. “

“SENDIASS very helpful and giving of their time and advice.“

“Pre-school and lower school in Leighton buzzard absolutely fantastic!!! “

“My son attended a chums course which was a god send. I also attended a 123 matters help workshop which was a great insight ADHD Issues “

“SENDIASS were extremely helpful in signposting me to where to get information. The support the children need though is in learning strategies and coping mechanisms, which can't be taught from a piece of paper.“

“Snap. IPSEA training excellent!!!“

“Very good at supporting mental health for those with ehcps“

“SNAP PCF is a great service always keeping parents up to date with news and available support. Thank you“

“Edwin lobo have been a phenomenal service, personal, caring and my child has enjoyed every engagement with them. We are real people to them and they care for our child’s development.“

“They listened and we secured a personal budget for speech therapy“

“SENDIASS have been very helpful “

“Finally getting a final EHCP back after 18mths“

“Through snap they helped get my youngest on the cases for my sons schools to be looked at in January. I wouldn’t have had this without their support, they were great! “

“I have found SNAP very useful”

“Friendly staff“

“It’s been a very positive experience, I’ve felt listened to and always felt my son’s best interests were catered for.“

“Social care and being able to employ our chosen carer“

“I found speech and language and occupational health worked very quickly and competently to assess my sons needs“

“When being diagnosed within the Edwin lobo Centre I was very pleased with how they dealt with my child and the on going support he receives.”

“Although not directly involved myself, I have been very impresses with the work they have been doing and my wife has been involved in this. She values the PCF as a voice and cannot sing SNAP’s praises highly enough.”

“Social care for young people between 18 and 25 have been the only service that have really tried to meet my sons needs and we have had a couple of really good social workers but they leave and then it takes months before we get a new one. “

“ASD Advisory Team were very good and wrote a great report.“

“SNAP PCF provide an excellent, helpful service, keeping us up to date will all of the relevant local information. As a SEND parent it is often difficult to access, or be confident of the current accuracy of information and criterias, especially in relation to what support will actually be offered or services implemented.”

“SENDIAS has been my life saver!”

“School transport has been good”

“SENDIASS was fantastic when you can get hold of them”

## **Q27 Can you please tell us of any negative experiences you have had with any SEND Services?**

324 Respondents put a comment in this question.

“Very busy. Difficult to speak to. “

“Follow up and communication is very poor, feel like you have been left to your own devices”

“It's not so much negative as just not happening!”

"Huge delays in provision, not keeping to timescales, not keeping promises, avoiding responsibility, frustrating rights to access education and ruining futures, making parents chase and worry. It's been scandalous and even though there are some small improvements it is still appalling."

"Took over 6 months to finalise my sons EHC, it was still wrong and had another child's outcomes in it. I asked many times for call backs etc it never happened "

"Rarely answer or return calls, fail to attend meetings "

"Not being listened too, hours being cut, being told she doesn't qualify for additional help when she does, wrong information recorded in EHCP, poor help and advice, no help or advice about updating the care plan. Overall an horrific experience over the years "

"Speech and language services are not staffed enough and follow ups are to long "

"They have completely ignored my child and have made no contact with me"

"Refusal to assess, Slow to provide services. Ignoring schools who do not implement the provisions correctly. Not supporting schools who do. Inadequate knowledge of their role"

"Every year new teacher is not aware of my child's hearing problem unless I keep telling them. "

"The middle school was terrible, they didn't help my child at all, his handwriting unreadable and they didn't even care, "

"EHCP plan not being followed consistently. Opposition in Lower Schools to new strategies. Designated classroom teaching support not always being available or able to support my son."

"Not fully kept up to date on what was happening to finalise my sons EHCP "

"Poor communication between services and no updates via school."

"Trying to get an assessment for an ehcp, disagreeing with the ehcp when we finally had it for child, not getting the preferred education setting, not feeling listened to "

"Long wait to diagnosis. Sendco at school doing absolute minimum (because they are overwhelmed by workload) Discouraged to apply for EHCP, feel like the LA would rather not be burdened with this."

"They never answer the phone, EHCP is poorly written and always requires amendments. Local Offer is very limited compared to other counties "

"It takes along time to get into speech and language assessments and appointments "

"I fell the school do not have the resource to fully support my son "

"Didn't know about any send involvement with my child until I received a letter stating she was on a send plan. I haven't been involved in any aspect of her going into the plan or knowing the school had any issues "

"Until a diagnosis I felt there was no support at all. I was made to feel I was making the whole thing up. After diagnosis it was like the doors opened to support although it's hard to know what is available "

"Not listened too, the process is very long and no support or info for parents"

"We had to remove our son from Upper school as his needs were not being met."

"Camhs not wanting to know, classes our son as a naughty boy , "

"Reviews not held for EHCP poor support in accessing specialist provisions "

"No one has really explained to me my child's needs "

"Have to fight at every stage it seems. Had to fight to get my child into special school, despite the support from his mainstream school. Have to chase EHCP, and end up manually amending it myself for them. SALT stopped despite it continuing to be on his EHCP. School do their best. I have lost all faith in CBC"

"Very little information - Bedford Local Offer much better"

"It's just frustrating. I have to battle every step!"

"They do not turn up to the EHCP meetings"

"Whilst waiting for help from CAMHs/diagnosis we were penalised with a fine and possible further action due to poor attendance which was traumatic for all of us most importantly our son."

“Ignoring send law, ignoring emails and not returning calls. Refusing assessment as a stalling tactic. Not assessing properly and leaving it to the last minute. “

“Everything is a battle and you are made to feel it is your fault all the time no one listens !”

“It’s always an uphill battle and we have had to fight every inch of the way. We’ve not had any help without either fighting or paying for it privately ”

“They never respond to emails & phone calls. They provide the limited of information. They are unhelpful and not forthcoming and even rude.”

“Not returning phone calls and emails. Make you feel like your a nuisance. Not responsive”

“The day we were told she had been accepted to be assessed for an ehcp it was via an email. The email was actually to a different family detailing the child's name and school. We are now waiting for an educational psychologist assessment. All reports should have been in by September but we haven't heard anything. I chased it up but they are so far behind that we have been told.we will be lucky if it's this year. She is currently receiving no education as she can't engage with medical needs ”

“Everything. We have encountered unlawful barriers, delays, a poorly written EHCP, an EHCP that is worthless, no SMART targets, EHCP doesn’t show the support he needs, unlawful needs assessment, no support, no communication, no joined up working, no accountability, emails that have been insulting, include discrimination and wrong information, legislations that have been broken, education psychologist and LGSS law who are dishonest at tribunal and most importantly no SEN spaces in any ASD provisions. You get over one barrier and you are faced with a brick wall again. It is a dire situation here. Nothing has changed.”

“Lack of cohesion, resources, teamwork and empathy”