



Annual Wokingham Borough Area SEND Survey 2025

August 2025

Background

The Annual Wokingham Borough SEND Survey 2025 was produced by SEND Voices Wokingham (Parent Carer Forum) to find out about Parent Carer experiences of the SEND system in Wokingham Borough in the last 12 months (since June 2024).

This questionnaire was for families of all children, aged 0-25, with any Special Educational Needs and/or a Disability (SEND), not just those with an Education, Health and Care Plan (EHCP) or on formal SEN support at school.

The questions this year were updated to gain more information about Inclusion, Ordinarily Available Provision and Independent Travel Training.

The survey was sent to all families on the SEND Voices Wokingham and CAN Network mailing lists, to school SENCOs, via social media and other local SEND providers (estimated to be in excess of 1500 families).

168 responses were received from Wokingham Borough residents.

The survey ran from **13th June to 31st July 2025**

NB: The number of responses has declined over the previous 3 years (294, 408, 440). This year other surveys such as the PINS Parent Survey and the Short Breaks redesign survey were both run in the first half of the summer term and we were not able to launch this survey earlier. The PINS Parent survey had a huge response with 791 responses and may have caused confusion with this survey. The was also not circulated through all schools.

Not all respondents answered every question. Therefore, the percentages shown are based only on those who answered and/or where the question was applicable to the respondent.

Contents

- **Survey Highlights** – brief outline of main findings.
- **Summary of Results** – summary of each sections findings.
- **Full Report** – containing **ALL** respondents anonymised comments and graphs on the .

Data References

Data from this year along with 2024, 2023 and 2022 have been provided in the summary tables. 2024, 2023 and 2022 data is also presented graphically in the Full Report Index along with all response data and respondents' comments.

To highlight changes the following colour coding has been used.

- Results in **green** indicate a positive change of 3% or more
- Results in **red** indicate a negative change of 3% or more
- Results in **black/blue** indicate less than 3% change

Highlight Summary

Highlights of What is Going Well

- **SEND Caseworkers & EHCP Process**– improved communication and EHCP Process rated better
- **Transport** – improved rating for WBC Transport team
- **SEND Local Offer** – More people know about the Local Offer and say that it is easier to find the information they are looking for
- **CAN Network** - improved rating
- **ASSIST & SENDIASS**** – families feel supported and heard.
- **Support from charities** - SEND Voices Wokingham, IPSEA, Parenting Special Children, Promise Inclusion, Autism Berkshire
- **Healthcare Services** – many with improved ratings
- Recovery in overall rating for **Wokingham Borough SEND services**

Our case worker has been fantastic. She really helped to get things moving when they had been stagnant for a while

This has been a really positive change within WBC. (Transport Team)

SENDIASS are great

ASSIST have been a lifeline

CAMHS ADHD Team, ASSIST, Early Help, FIRST, SEND Voices, and Promise Inclusion have been incredibly supportive. They are thoughtful, genuinely passionate about helping SEND children and their parents or carers, and always show great understanding

** These services have been highlights of 'what is going well' for the last 4 years

Highlights of Where Improvements can be made

Key Areas for focus – Improve services working together, experience in education, Annual Reviews especially Preparing for Adulthood element.

General

- Improve services/professionals working together
- Identifying and meeting needs
- Improve access to help for those who need extra support understand how the system works
- Waiting times for everything are too long

They don't (work together).
Never experienced a joint approach

Get passed from one to another

(Annual) Review meeting straightforward enough, now months later we still don't have a final version

Too slow, rejected EHCNA then had 9 month tribunal wait. Won at tribunal in April. Now waiting decision whether to issue after needs assessment.

SEND Team

- Annual Review process timeliness and process needs improving (including improve PFA Annual Reviews)
- EHC Needs Assessment – process needs to meet statutory timelines; communications need to improve and reduce the need to go to Tribunal
- Communication improving for some – for others improvements still needed

Education

- Support needs to be consistent across whole school
- Inclusion needs to improve in mainstream
- More understanding of masking and mental health needs
- Too many children out of school/on part-time timetables
- Waiting times for everything are too long
- Schools not well resourced. More TAs needed

There are some excellent things in place to support. However there are a lot of inconsistencies with other staff especially receptions and gate staff that make physically getting into the school a massive barrier to accessing education

Currently out of school due to entrenched EBSA / unmet ASD/ADHD needs

Highlights of Where Improvements can be made

Key Areas for focus – Improve services working together, experience in education, Annual Reviews especially Preparing for Adulthood element.

Social Care

- Improve the identification and meeting needs
- Communicate to families the services offered by the Children with Disabilities Team.
- Lack of Short Breaks available

Barely any (Short Breaks) services available and we are now having to pay for them

I didn't know this service existed

Lady was pleasant enough but pointless meeting. Asked for way too much medical information when they weren't going to offer support. Tick box exercise. My young person was not happy with sharing as was clear it was all for ticking the box

Still waiting for the (ADHD) assessment!

Almost impossible to get an appointment (GP)

Health

- Waiting times the main concern across the majority of services CAMHS, ASD and ADHD assessments all sited long wait times
- Improve communication
- Lack of service when provision stated in EHCP
- GP services – hard to get appointments.
- Improve identifying and meeting need

I wouldn't use a transport service now, some of the vehicles and staff I see at school aren't what I would like for my child.

Transport

- More training for taxi drivers/escorts on SEND and more understanding of the children's SEND needs.

Parent Carer Wellbeing

- Improve support & communication of support available to parent carers

Summary of Results

This is the fourth Annual SEND Survey run by SVW. We received 168 responses from Wokingham Borough residents, covering all age groups (0–25), a range of SEND needs, and most types of educational settings.

The response rate this year is lower than in previous years. This is likely due to the timing because of other surveys such as the PINS Parent Survey and the Short Breaks Redesign Survey, this survey could not be launched until after the summer half-term.

The [PINS Parent Survey June 2025](#) received 791 responses, and some families may have assumed they had already completed the Annual SEND Survey when it followed soon after. Families also report “survey fatigue” and reduced motivation, linked to anxiety about national changes to the SEND system reported in the media. The survey explores all aspects of SEND provision in the Borough, including education, social care, health, transport, information, and parent carer wellbeing. Results from the first survey in 2022 act as a benchmark to track improvements and highlight areas for further development each year.

Overall Rating for SEND in Wokingham Borough

The majority of respondents rated SEND Services as being neither good nor bad.
This year the overall rating has seen a recovery from the drop in 2024 (2.59),
2023 (2.86) and 2022 (2.84) out of 5.

2.69★

average rating



Educational Settings

There were responses from all settings except Specialist pre-school/dual placement, Portage service and hospital education. Responses from those with children at a specialist setting is above Borough %. We know that the survey was not distributed through all schools which may result in the overrepresentation by Special Schools.

	2025 result	2024	2023	2022
Education setting well resourced to meet child's needs (Agree/strongly agree)	41.8%	49.5%	58.9%	54%
Child was welcomed at their educational setting (Agree/strongly agree)	71.9%	77.6%	81.6%	72%
Their child's education setting was fully inclusive	44.4%	New question for 2025 39.8% said some adjustments made, more could be done. 12% said none made		
- their child enjoys their educational setting most/all of the time - their child never or rarely enjoyed it.	50.9% 20%	53.9% 22.6%	64.8% 13.4%	53% 20%
Children who are missing several days a week or rarely attending school	17%	14.7%	7.7%	9%
Have no idea/vague idea of what to do to get extra support for their child	39.5%	47.5%	38%	49%
Their child's school had a Mental Health Support Team	17.7%	New question for 2025 Majority, 45.2% didn't know		
Have not seen or are aware of Wokingham's Ordinarily Available Provision	62.1%	New question for 2025		

School have said they don't have enough money or resources

Does not feel welcome or listened too.

the staff openly show their dislike of my son

He is included in all activities like other kids and he likes to take part in it

Attends most days because we put in a lot of sensory and zones of regulation input before and after school.

I have had to find support myself

Educational Settings cont.

	2025 result	2024	2023	2022
Education identified their child's needs very well/well	36%	43%	46%	42%
Education met their child's needs very well/quite well	29.5%	39%	44.6%	41%
Services and professionals rated as working together not very well/poorly	71.8%	65.5%	60.3%	58%
Rating for services as very well/quite well at helping children to reach their full potential :				
Educational progress	44.9%	43.5%	51.1%	51%
Community Activities	34.3%	33.3%	28.2%	35%
Healthy life	43.2%	49.7%	44.1%	44%
Preparing for Adulthood	25.3%	29.1%	27.8%	32%
Good mental health	36.3%	36.4%	40.8%	35%

Sendco had great understanding but class teachers not so much, very dependent on the willingness of each teacher.

Some teachers are good but some do not recognize all signs of autism or trauma, ADHD and masking

My child was referred to early help and she did not receive adequate support

I have driven this and we ended up seeking private input

- Many also reported that they have had to initiate things themselves or pay privately to get needs properly identified.
- Respondents indicate that there are still improvement to be made across all areas to better meet the needs of their child, a lot is parent driven.
- More understanding of masking needed
- More consistency needed across the whole school
- SENDIASS and SEND Voices Wokingham are the most used sources of help and advice.
- Respondents highlighted, Communication between teams as needing improvement silo working is still happening or when advice from professional given it is not followed
- Many commented about having to find help themselves others that it is really hard to get extra support and understand how the system works and waiting times for everything are too long
- Opportunity to improve awareness of Mental Health Support Teams (MHST) and Ordinarily Available Provision in schools

All respondent comments are in the results section of this report.

Educational Settings

Comparison of **Special school** responses vs **Mainstream**.

	2025 Overall result	Special school 2025	Mainstream 2025
Education setting was well resourced to meet their child's needs (Agree/strongly agree)	41.8%	77.4%	28.4%
Their child with SEND was welcomed at their educational setting inclusive/some adjustments made)	71.9%	77.5%	70.3%
Their child's education setting was fully inclusive	44.4%	66.7%	37.8%
- their child enjoys their educational setting most/all of the time	50.9%	64.5%	45.8%
- their child never or rarely enjoyed it.	20%	12.9%	20.8%
Children who are missing several days a week or rarely attending school	17%	12.9%	18.9%
Have no idea or only a vague idea of what to do to get extra support for their child	39.5%	25%	43.2%
Their child's school had a Mental Health Support Team	17.7%	18.6%	17.6%
Have not seen or are aware of Wokingham's Ordinarily Available Provision	62.1%	59.4%	64.9%
Education identified their child's needs very well/well	36%	53.1%	28.3%
Education met their child's needs very well/quite well	29.5%	50%	28.4%
Overall rating for Annual Review Process	2.5	2.9	2.2
Services and professionals rated as working together not very well/poorly	71.8%	71.9%	71.6%
Rating for services as very well/quite well at helping children to reach their full potential:			
Educational progress	44.9%	66.7%	39.7%
Community Activities	34.3%	40.7%	36.2%
Healthy life	43.2%	51.2%	46.3%
Preparing for Adulthood	25.3%	45.8%	21.3%
Good mental health	36.3%	50%	36.1%

Transition

For those who had been through **any** transition in the last 12 months preparation was done very/quite well for:

	2025	2024	2023
Education	27.1%	26.2%	40.4%
Health	10%	17.2%	26.9%
Social Care	15.4%	17.4%	27.6%

Both the primary and secondary school supports the transition very well

There was no transition support

Transport

28 responses from families whose child has transport or mileage provided by WBC	2025	2024	2023	2022
Overall rating for Transport Provision (out of 5)	3.8	3.6	3.7	3.1
rated transport provision as excellent/good	63.6%	65.1%	68.3%	67%
rated transport provision as poor/very poor	22.7%	20.9%	13.9%	12%
Overall rating for WBC Transport Service	3.7	3.5	4.2	
rate WBC Transport service as good/excellent	55.2%	45.8%	51%	56%
rate WBC Transport service as poor/very poor	17.2%	16%	14%	

PAs is woefully inadequate for children with complex needs. My son has suffered regular physical abuse from another child and CTU refuse to take any action

transport team at WBC have been brilliant - very conscientious and thorough

Training needs to be ongoing. Unfortunately it isn't safe for vulnerable young adults to travel alone. They need to learn about when things go wrong, what to do in an emergency etc

- Mixed experience for families, some say CTU and drivers excellent, for others this is not the case. Parents still asking for training for taxi drivers/escorts on SEND and more understanding of the children's SEND needs.
- Personal Travel Budgets (PTBs) are an improvement.
- A small number of respondents said their child had Independent Travel Training (ITT). For some this was provided by school and Optalis as well as WBC

EHCP & Annual Review Process

EHCP Process	2025	2024	2023	2022
overall rating for the EHCP process (out of 5)	2.4	2.3	2.7	2.7
rated the overall EHCP experience as going very well/fairly well	52.6	50%	58.5%	51%
rated the overall experience as going poor/very poor	28.9%	32.9%	32.3%	28%
rated SEND Team communicated very well/fairly well during the process	56.6%	37%	50.8%	52%
rated communication as poor /very poor during the process	33.3%	50.7%	36.7%	28%
<ul style="list-style-type: none"> The main issue is communications with the SEND team, not keeping to statutory timescales and refusal to assess. 				

Annual Review Process				
overall rating for the Annual Review process (out of 5)	2.5	2.9	2.7	2.7
have had a review of their child's plan	95.2%	93.3%	89.8%	92%
received a letter confirming the EHCP would be maintained, updated or ceased	59.7%	59.4%	70.9%	59%
had received a finalised updated EHCP	47.3%	54.8%	71.6%	39%
There was evidence in the plan about achieving outcome for				
• Education attainment	61.3%	65.7%	-	-
• Health	41.5%	46.5%	-	-
• Resilience/self-esteem	44.4%	51%	-	-
• Socialisation/friendships	45%	51%	-	-
• Keeping Safe	35.6%	45%	-	-
<ul style="list-style-type: none"> Statutory timescales are not being met Respondents say timescales to finalise plans are the main issue along with communication. 				

Listened to by the SEND team				
Said they felt listened to by the SEN team	37.5%	38.3%	51.2%	52%
<ul style="list-style-type: none"> Some respondents seeing an improvement, but this is not the case for everyone 				

Very quick to decline an EHCP without visiting my child in school

We had review by the end of Feb but we are still waiting for the final EHCP to be signed

New case worker is trying hard.

Social Care Services

We asked families about the various Social Care services in Wokingham. The **very good/good rating** for the services as follows:

	2025	2024	2023	2022
The Children with Disabilities Team including Early Help (for ages 0-18 yrs)	20%	19.5%	26.2%	27%
Adult Social Care Team (age 18-25 years)	0%	18.2%	17.6%	28%
Short Breaks Team	38.7%	39.2%	31.9%	27%
Preparing for Adulthood (PfA) Team (formerly Transitions Team)	5.9%	31.6%	20.9%	24%
ASSIST	47.1%	56.5%	62.1%	63%
FIRST	36.4%	40%	33.3%	31%
CAN Network	35.7%	30.8%	44.5%	-

Early Help has
been a great
support to us

Didn't know there
was this service

The majority of respondents commented that they were not aware of the Social Care services, or what the services offered. Respondents still comment about lack of provision and concerns raised over changes to what DP can be used for.

- ASSIST - Rating dropped, respondents not aware and service not able to offer what it used to.
- FIRST – good courses, but confusion over eligibility and not helpful for more complex issues
- CAN Network – didn't know about them or that they still existed
- PfA Team – significant drop in rating
- A small number of respondents had social care assessments and 57.1% (56.5) were happy with the outcome.

All comments from respondents on the individual services are available in the later in this report.

Social Care Services

We received 22 responses from families that have **Short Breaks DPs and also DPs for other social care services**

- As in previous years there were comments about lack of services available to use the DP's on, particularly PA's. There were also comments about the restrictions on what DPs can be used for.
- 50% were happy with the services they could purchase

Identifying & meeting need	2025	2024	2023	2022
Social Care identified their child's needs very well/well	16.2%	26%	29%	28%
Social Care met their child's needs very well/quite well	14.7%	26%	27.1%	22%
rated services and professionals as working together not very well/poorly	71.8%	66.5%	58%	
were happy with the services that they could purchase	50%	44.7%	56.3%	52%

There are not enough short breaks available

All comments from respondents on the individual services are available later in this report.

Preparing for Adulthood (PfA) (14 year + child with EHCP) .

	2025	2024	2023	2022
PfA rated as very well/quite well at helping children to reach their full potential	25.3%	29.1%	27.8%	32%
PfA had been part of their most recent Annual Review	41.7%	41.9%	49.1%	51%
Options for housing had been included in their Annual Review	14.3%	28.2%	11.7%	19%
Travel training had been discussed	27.3%	35.9%	45%	-
Support to prepare for higher education/employment was discussed	36.4%	40%,	35.9%	-
Discussions about preparation for independent living	18.2%	23.7%	15.6%	-
Discussions about finding/how to do a job	5.6%	29%,1	6.3%	-
Support in maintaining good health was discussed	30.4%	22%	20%	-
Discussions about understanding what welfare benefits might be available	0%	12%,	4%	-
Discussions about participating in society/friendships	26.1%	24.4%	26.4%	-
Had contact with the PfA (Adult Social Care) team	33.3%	34.9%	14.6%	28%
Not confident at all/not confident that their child would receive appropriate healthcare when they are too old for paediatric services	54.9%	60%	56.3%	65%
Do not know where to go for more information about Preparing for Adulthood or what it is.	58.8%	70.8%	70%	72%
Would like more information and support for independent travel for post-16	52.9%	-	-	-

We raised independent travel training as it had been mentioned to us by send voices only

Is PFA only available for those on an EHCP? It would almost certainly be helpful for those with a diagnosis but not on EHCP as the information would still be helpful for those young people

Access to Information

	2025	2024	2023	2022
how easy it was to find information about services and what they do	2.9	2.7	2.7	2.7
found it very easy/easy to get information	26.8%	25.8%	25.8%	21%
it was not very easy, difficult or very difficult to find information	73.2%	74.1%	74.2%	79%

Wokingham Local Offer

	2025	2024	2023	2022
respondents who have heard of the Local Offer website	71.4%	64%	55.2%	52.6%
For those who had used the Wokingham Local Offer website: said that they found what they were looking for very quickly or after a bit of a search	50%	37.2%	46%	47%

It has improved -
more info needed
for adopters and
kinship carers

Not user friendly

It's just a list of
charities

Engagement Events

The top-rated engagement events were:

1. SENDIASS Training sessions,
2. Termly Zoom Updates for Families with WBC & Health,
3. Local Offer Live.

Many respondents were not aware of the events.

I attended the
(SENDIASS) ehcp a
parents guide course
and it was excellent

Healthcare Services

We asked respondents to rate any of the following healthcare services that their child had used in the last 12 months (since June 2024). The % of respondents (for who it was applicable) who **rated service excellent/very good** were as follows:

	2025	2024	2023	2022
GP – general appointment	33.3%	31.2%	30%	36%
CAMHS (Children & Adolescent Mental Health Services)	22.9%	12.6%	19.8%	16%
CAMHS Learning Disability service (new question 2024)	22.9%	21.9%	-	-
CAMHS CiC (Children in Care) (new question 2025)	25%*	-	-	-
Keyworker Service	33.3%*	29.4%	-	-
ASD Diagnosis (via Neurodiversity service)	32.4%	19.7%	25.7%	20%
ADHD Diagnosis (via Neurodiversity service)	18.8%	16.7%	11.4%	14%
Private mental health services	76.2%*	77.1%	69.8%	59%
EY Speech & Language Therapy	5.9%	25%	-	-
Speech & Language Therapy - at school (via CYPIT) (Amended Q from 2023)	18.8%	14.6%	-	-
Speech & Language Therapy - Dingley Child Dev Centre (Amended Q from 2023)	15.4%	26.3%	-	-
Speech & Language Therapy - privately funded	100%	62.5%	65.6%	73%
Physiotherapy – via NHS	33.3%*	26.7 %	36.9%	36%
Physiotherapy – via EHCP	100%*	6.7%	53.3%	35%
Physiotherapy – Dingley Child Dev Centre (Amended Q from 2023)	33%*	54.5%	-	-
Physiotherapy - privately funded	100%*	62.5%	56.7%	58%

The service (CAMHS) we received was good and the therapist connected well with my son. The follow up parent workshops well delivered but were not appropriate for autistic/adhd children

Therapy offered by CAMHS long waiting lists and not specialised in ASD children

Brilliant support with (ADHD) meds

(Autism) Staff are lovely but the waiting time is too long

Inadequate (SALT) provision throughout secondary school. Despite being on his EHCP has received no therapy in last 12 months.

*NB: some of the services had very low numbers of respondents – see more details in results section

Healthcare Services

We asked respondents to rate any of the following healthcare services that their child had used in the last 12 months (since June 2024). The % of respondents (for who it was applicable) who **rated service excellent/very good** were as follows:

	2025	2024	2023	2022
Occupational Therapy - via NHS	25%	18.2%	19.2%	19%
Occupational Therapy - at school (for EHCP)	22.2%	13.5%	34%	23%
Occupational Therapy – private	95.5%	80%	82.9%	80%
Occupational Therapy – Dingley Child Dev Centre (Amended Q from 2023)	54.5%	26.3%	-	-
Community paediatrician	37.5%	38.2%	44.6%	46%
Emergency Department (A&E) (new 2024)	53.6%	42.4%	-	-
Hospital inpatient (new 2024)	44.4%*	30.8%	-	-
Hospital outpatient (new 2024)	58.8%	46.3%	-	-
Wheelchair services	16.7%*	50%	20%	44%
Continence Service	25%*	26.1%	39.4%	33%
Health Visitor	50%*	27.8%	32.3%	24%
GP - Free Annual Health check (aged 14+ with learning disability)	17.6%	30.3%	8.5%	17%
School nurse team	48.4%	37.3%	47.5%	33%
Family Centre	no responses	21.4%	24.1%	22%
Community Dental Services	60%	28.2%	40.3%	36%
Other private healthcare services	87.5%	56%	64.7%	50%

We've used Royal Berks (ED) and they've been great with dealing with him directly and with expediting waiting times

Vaccinations team are great

How do you access?
(GP 14+ Health checks)

*NB: some of the services had very low numbers of respondents – see more details in results section

Healthcare Services cont...

Identifying & meeting need	2025	2024	2023	2022
Health identified their child's needs very well/well	30%	39%	38%	36%
Health met their child's needs very well/quite well	29.1%	35%	34.7%	34%
rated services and professionals as not working together (not very well/poorly)	71.8%	66.5%	60.3%	58%

Main comments from respondents were:

- Improvements in ratings across many healthcare areas
- Waiting times an issue across many services
- GP appointments hard to get.
- CAMHS, ASD and ADHD assessments all sited long wait times, some issues with communications
- Therapies (Speech & Language, OT) – issues for children out of Borough or at schools not included is service level agreements
- Decrease for rating for GP 14+ year health check. Many still not aware.
- Waiting times for assessments being the main reasons why families opt for private diagnosis.
- Numbers of Hospital Passports users still low. 41% said they had never heard of them but would like one for their child

Parent Carer Wellbeing

We asked parent carers if they felt physically and mentally fit and healthy enough to look after your child with SEND:

	2025	2024	2023	2022
respondents said they were reasonably, very or perfectly fit and healthy	64.4%	65.3%	69.8%	74%
respondents said they usually have enough or have plenty of time to look after everyone as well as themselves	22.1%	22.6%	36.8%	38%
respondents said they were extremely or moderately anxious	64.4%	65.8%	61.5%	58%
accessing any support for carers from WBC or the NHS	6.7%	5.7%	5.7%	5.6%

- Being fit and healthy continues to decline along with amount of time
- Anxiety levels remain high with very few accessing support for carers from WBC of the NHS

whenever I've reached out for support I've been told that I just need to get more time for myself - which is impossible if it's not actually available - so I don't bother asking if this is the only response I'm going to get - it's like rubbing salt in the wound

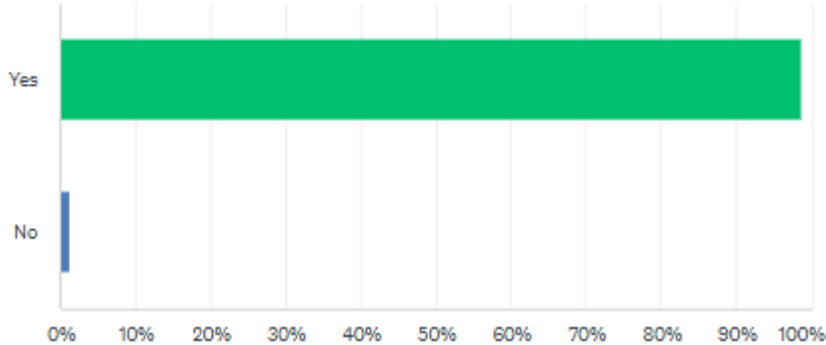
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Q1: Do you live in the Wokingham Borough?

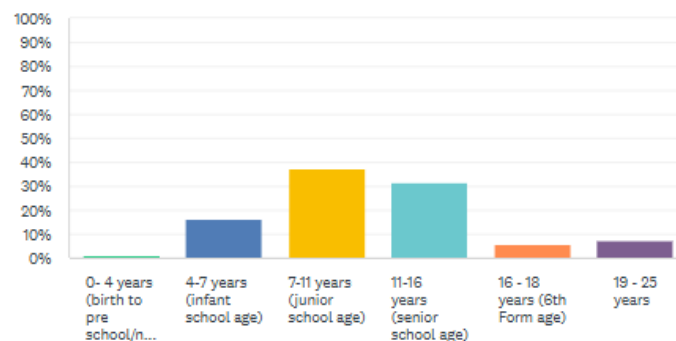
Answered: 168



ANSWER CHOICES	RESPONSES	
Yes	98.81%	166
No	1.19%	2
Total Respondents: 168		

Q2: How old is your child?

Answered: 152 Skipped: 16



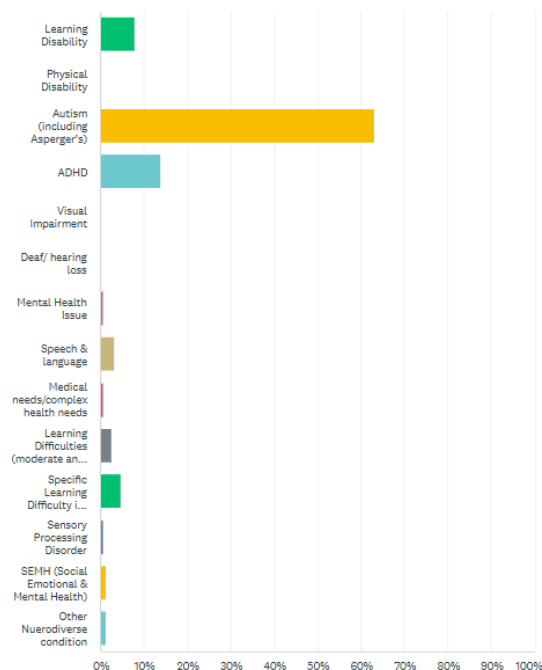
ANSWER CHOICES	RESPONSES	
▼ 0- 4 years (birth to pre school/nursery age)	1.32%	2
▼ 4-7 years (infant school age)	16.45%	25
▼ 7-11 years (junior school age)	37.50%	57
▼ 11-16 years (senior school age)	31.58%	48
▼ 16 - 18 years (6th Form age)	5.92%	9
▼ 19 - 25 years	7.24%	11
TOTAL		152

EDUCATIONAL SETTING

This section asks respondents about their child's educational setting

Q3: What is your child or young person's primary special educational need or disability ?

Answered: 152 skipped:16



ANSWER CHOICES	RESPONSES	
▼ Learning Disability	7.89%	12
▼ Physical Disability	0.00%	0
▼ Autism (including Asperger's)	63.16%	96
▼ ADHD	13.82%	21
▼ Visual Impairment	0.00%	0
▼ Deaf/ hearing loss	0.00%	0
▼ Mental Health Issue	0.66%	1
▼ Speech & language	3.29%	5
▼ Medical needs/complex health needs	0.66%	1
▼ Learning Difficulties (moderate and profound MLD, PMLD)	2.63%	4
▼ Specific Learning Difficulty i.e. Dyslexia, Dyspraxia, Dyscalculia, Dysgraphia	4.61%	7
▼ Sensory Processing Disorder	0.66%	1
▼ SEMH (Social Emotional & Mental Health)	1.32%	2
▼ Other Nuerodiverse condition	1.32%	2
TOTAL		152

Q4: Please tell us about any other special educational needs or disabilities your child has in addition to their primary one?

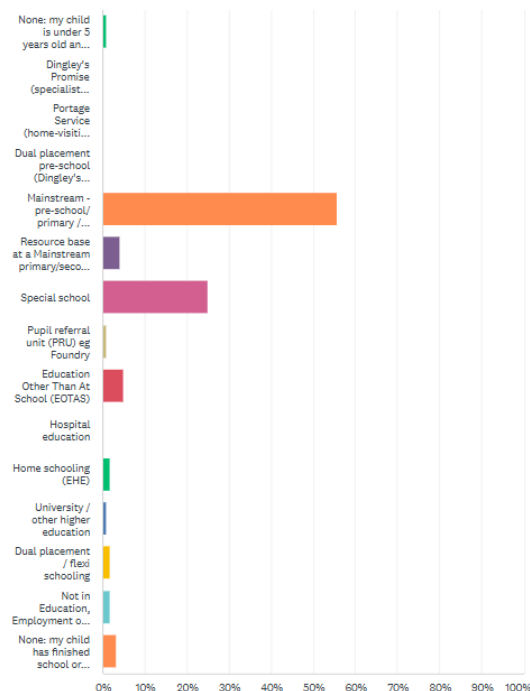
Answered: 152 Skipped: 16

Many families reported their children having numerous SEND needs in addition to their primary need:

Autism (21)	SEMH (11)
Visual Impairment (3)	ADHD (44)
EBSA (1)	Tourette's/Tics (5)
SPD (21)	OCD (2)
Dyspraxia (8)	Working memory (2)
Mental Health/anxiety (28)	Hearing Impairment (1)
Dyslexia (14)	Hypermobility (10)
Down's Syndrome (1)	Executive function (2)
Learning Disability (14)	PDA (3)
Speech & Language (19)	Muteness/non-verbal (3)
Epilepsy (1)	GDD (4)
Eating disorder (1)	Hypermobility (14)
AFRID (4)	Sleep Apnea (2)
PTSD (4)	Genetic Condition (1)
Medical Condition (2)	Trauma (7)
Awaiting diagnosis (5)	

Q5: What type of school does your child attend?

Answered: 124 Skipped: 44



There were responses from all settings except Specialist pre-school/dual placement, Portage service and hospital education.

Responses from those with children at a specialist setting is above Borough %

ANSWER CHOICES	RESPONSES	
▼ None: my child is under 5 years old and hasn't started school, pre-school or nursery yet	0.81%	1
▼ Dingley's Promise (specialist pre-school)	0.00%	0
▼ Portage Service (home-visiting educational service for pre-school children with SEND)	0.00%	0
▼ Dual placement pre-school (Dingley's Promise + mainstream pre-school)	0.00%	0
▼ Mainstream - pre-school/ primary / secondary school/ 6th Form/ college	55.65%	69
▼ Resource base at a Mainstream primary/secondary school	4.03%	5
▼ Special school	25.00%	31
▼ Pupil referral unit (PRU) eg Foundry	0.81%	1
▼ Education Other Than At School (EOTAS)	4.84%	6
▼ Hospital education	0.00%	0
▼ Home schooling (EHE)	1.61%	2
▼ University / other higher education	0.81%	1
▼ Dual placement / flexi schooling	1.61%	2
▼ Not in Education, Employment or Training (NEET)	1.61%	2
▼ None: my child has finished school or college	3.23%	4
TOTAL	124	

Q5: What type of school does your child attend?

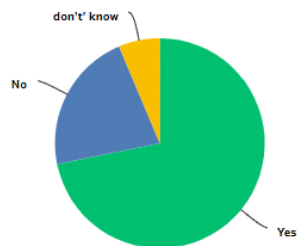
Respondents comments

- Reduced timetable in the mainstream school with 1 to 1 supervision
- Going to a mainstream college in September
- Moving to specialist in September 25
- Attendance is approximately 20%. Education is not meeting their needs.
- Been on for a few years but nothing in place for the last year as he won't engage/leave the house
- Been on EOTAS for several years but not actively engaged in any form of education whatsoever for the past year
- For 3 years they have not been able to meet her emotional or educational needs.
- Alternative provision
- on Portage waiting list
- He has 1:1 for 32.5 hours a week
- My child does NOT attend a school, but is on role. Outreach programme from Foundry College 1 hour per week.
- Specialist Provision has been approved, pending suitable space
- The school is not in WBC
- She's only there on a one to one basis (outside of a classroom) for a few hours a week
- On role, but not attending. Awaiting SEN setting placement
- Awaiting specialist school placement for over a year
- He will need specialist in near future
- SEN management needs support, understanding of development trauma, autism and adhd inconsistent
- He is Going to Addington School Woodley all setting as per school and my son's EHCP PLAN
- Etosas
- The setting has been very resistant. Despite being named on EHCP
- Part time
- It could be improved related to strategies and resources used for autism and ADHD and dyslexia screening
- It is actually a Special college not a Special school
- Independent specialist funded by Ia
- Online school - not elective home ed
- Currently in Alternative Provision due to school unable to meet my child's needs
- Their SEN department is shocking and needs to be reassessed urgently

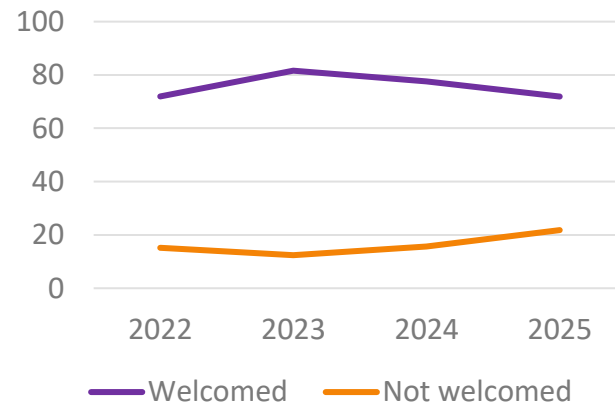
Q6: Do you feel your child with SEND is welcomed at their pre-school, school or college?

Answered: 140 Skipped: 44

71.9% (77.6%) said their child was welcomed at their education setting,
21.8% (15.6%) said that they were not welcomed



ANSWER CHOICES	RESPONSES	
▼ Yes	71.82%	79
▼ No	21.82%	24
▼ don't know	6.36%	7
TOTAL		110



Response for those who it was applicable
Figure in brackets - 2024 result

Q6: Do you feel your child with SEND is welcomed at their pre-school, school or college?

Respondents comments:

- SENCO specialist keep reducing the hours
- although they are unable to meet need
- No understanding
- Answers based on past experience
- They've ignored our requests for help, choosing to focus only on the resources they have available and a desire to improve academics and attendance.
- Hasn't been able to attend since March and school have not helped!
- I feel to an extent she is welcomed by very few staff.
- Statement by school at annual review that child is not suitable to progress to next year group at current setting
- They don't know what to do with her, and have lost interest. They've just held enrichment week- we requested the information home for the activities she wished to do but they didn't send it, they cancelled most of her few hours of regular provision without any intent to inform me (I had to email individuals separately to find out) and she's never felt more isolated or alone
- Not yet started
- Although not much is done provision wise
- He is welcomed but expectations are inconsistent. EHCPs needs not addressed and funding misused
- Outstanding special school in Woodley
- By teachers, on the whole, yes. By parents of other children, no.

Q6: Do you feel your child with SEND is welcomed at their pre-school, school or college?

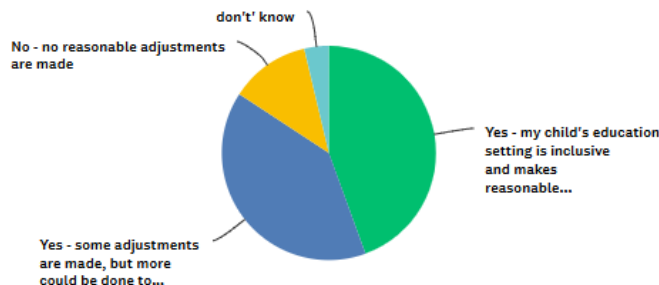
Respondents comments:

- She doesn't attend. They don't know what to do with her.
- The Headteacher has made every effort to remove.
- Very much so
- the staff openly show their dislike of my son. he is challenging but they make little attempt to mask the frustration and resentment of him.
- He is the invisible child. Teacher and current SENCo do not validate his needs and do not carry out provisions in EHCP, teacher does not validate masking or sensory processing needs and does not ensure specified interventions are carried out by his TA as per OT report and EHCP. Resources known to benefit autism and trauma are not used. Annual review not carried out in timely manner. No pre or post review reporting
- This is not a WBC school! Mainstream school was not meeting needs.
- Failure to understand my child's needs
- They treat ADHD children as naughty and place them constantly in isolation, refocus or detention
- School has always suggested we take him to a SEND school and we don't get place in a SEND school.

Q7: Do you feel your child's pre-school, school or college is inclusive?

Answered: 124 Skipped: 44

44.4% said their child's education setting was inclusive
a further 39.8% said that some adjustments could be made but more could be done
12% said no reasonable adjustments were made.



ANSWER CHOICES	RESPONSES
Yes - my child's education setting is inclusive and makes reasonable adjustments in order to include them in all activities	44.44% 48
Yes - some adjustments are made, but more could be done to be fully inclusive	39.81% 43
No - no reasonable adjustments are made	12.04% 13
don't' know	3.70% 4
TOTAL	108

Response for those who it was applicable
New question for 2025

Q7: Do you feel your child's pre-school, school or college is inclusive?

Respondents comments:

- SENCO specialist keep reducing the hours and always exclude my daughter to school
- specialist setting is required
- They incorporate his special interest into lessons.
- Exam support exams taken in classroom, scheduled student support meetings
- Regular check ins re emotional regulation, continuously adapting support methods eg using visual cues to ask for help
- Don't follow recommends or Sen Support Plans
- If your child doesn't fit, then there are no true adjustments. Poor training, lack of resources lead to negative experiences and children out of education.
- They're completely unaware of their own needs so they have no idea what would help them.
- Attendance is a barrier to access - not enough is known about this
- It has taken 4 years to apply and finally get my child an EHCP, only now, as she is about to start year 11 in September are things properly in place to support her, now school have more funding.
- Home learning with a teacher.
- specialist autism school
- Dyslexia advice from teachers to pupils. Maybe use a different font or coloured slides to help those in all subjects -assembly and main subjects
- He is wanted, on his good and bad days and he is understood. We collect him 10 minutes early to avoid the mad rush of parents and I drop him off and have a small de-brief every morning about how he's slept etc to ensure we are aligned.
- There is an area neurodiverse children can go at break times if they need to but my child goes there a lot and this, by its nature, excludes him from ordinary play, chatter and learning from other peers.
- More can be done for sure to encourage my child to take part in the classroom. support staff not qualified
- Specialist autism school
- They have made myself feel like my child is not welcome there or at any other school
- Time out of class card
- Need more adults employed to support less able pupils
- Approaches are inconsistent between staff, he is rarely in the classroom and not included in group learning.
- He is included in all activities like other kids and he likes to take part in it
- Use of sport grant and clubs after school, outdoor space, good understanding of some teachers and TAs though not consistent. Structure and routine not consistent. Use of known aids for ADHD Autism. trauma support. Some class teachers use TAs for general organizational duties as opposed to targeted precision teaching to close gaps, teachers lack understanding of masking and that adhd can look different when autism Co exists

Q7: Do you feel your child's pre-school, school or college is inclusive?

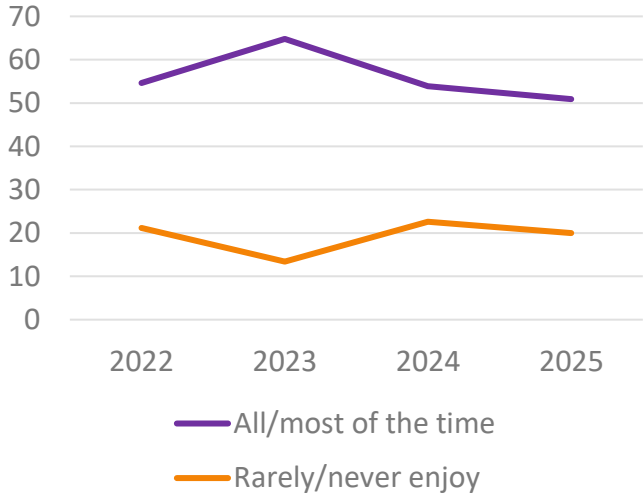
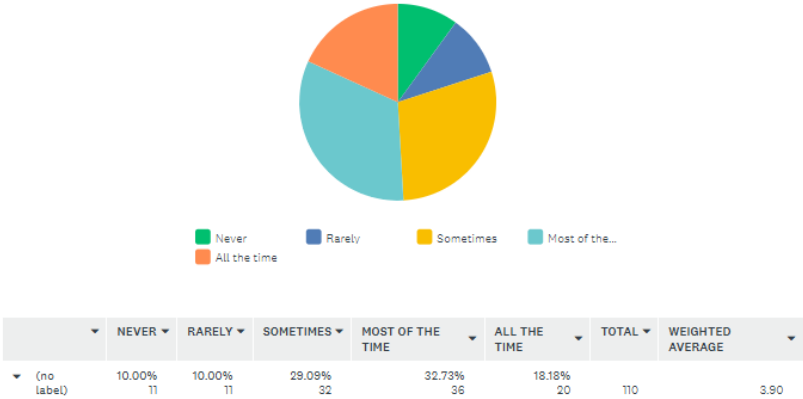
Respondents comments:

- The Headteacher has stated not following EHCP. And tried to remove our child. And the Council have done nothing to enforce it. We had to get lawyers
- Being allowed to park onsite for safety reasons
- EHCP fully delivered
- Additional visual resources/learning and social communication aids for autism and developmental trauma are not used by most teachers. OT guidance re sensory processing is not followed, autism specialists advice not followed. School staff do not all understand masking impact
- The college work hard to make every student feel included
- Staff to be available at lunchtime for students to take part in activities
- despite being a special school for trauma his current sen school make little attempt to flex out of their comfort zone to accommodate my son whose needs differ to their approach
- Sports clubs use of sports grant after school.
- Not WBC school. Online school is fully inclusive with over 60% of students with SEND including 30% with autism.
- Be flexible with the way they talk, allow not complete the works if the child found it too overwhelming.
- Only put on part time timetable more could have been done and should have been done
- Supporting neurotypical children to understand SEND diversity so that they are not excluded at social times
- They are 'lost' in a big secondary school with no EHCP support. Someone to touch-base with or raise minor concerns to would help them no end
- More classrooms that are SEN friendly. More qualified teachers.
- Assistant
- preferential seating position in class, 'take a break' card to leave classroom when needed, safe space in school to visit when overwhelmed
- Extra teaching.
- There are some excellent things in place to support. However there are a lot of inconsistencies with other staff especially receptions and gate staff that make physically getting into the school a massive barrier to accessing education

Q8: Does your child enjoy their pre-school, nursery, school or college?

Answered: 140 Skipped: 44

50.9% (53.9%) said their child enjoyed their education setting most or all of the time
20% (22.6%) said that they rarely or never enjoyed their education setting.



Response for those who it was applicable
Figures in brackets - 2024 result

Q8: Does your child enjoy their pre-school, nursery, school or college?

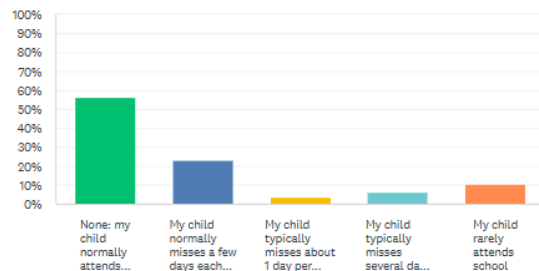
Respondents comments:

- Doesn't enjoy PE and it makes her feel bad about herself. It would be useful if she could be encouraged to do solo activities to keep healthy, as team sports do not suit her. She gets overwhelmed by other players being competitive and shouting
- Has school trauma after precious happy memories which are affecting her going forward.
- My child has felt ignored, pressured, anxious and left behind.
- Unsure
- He enjoys when he plays with friends, but he is worried and angry when he feels unsupported by the teaching team when he was irritated by his peers.
- His highest need is not met with consistency due to delays of EHCP
- He comes home stressed most days particularly when sensory processing recommendations have not been carried out as per advised OT plan
- Doesn't want to go when he finds learning hard
- Never wants to go to school. Overwhelmed by school. Enjoys it when there.
- She gets dog therapy and keyworking there
- Child enjoys school. Attitude if senior leadership makes it difficult
- He often says he wants to drop out of school.
- He enjoys his EOTAS package
- He struggles as a school environment is very difficult to be in for him.
- Most days he is reluctant to go and stressed or burnt out afterwards particularly if routines not in place. He says he wants to drop out of school
- Hated WBC mainstream
- Does not feel welcome or listened too.
- Can't learn or settle if constantly being pulled out of class and sent to isolation or refocus

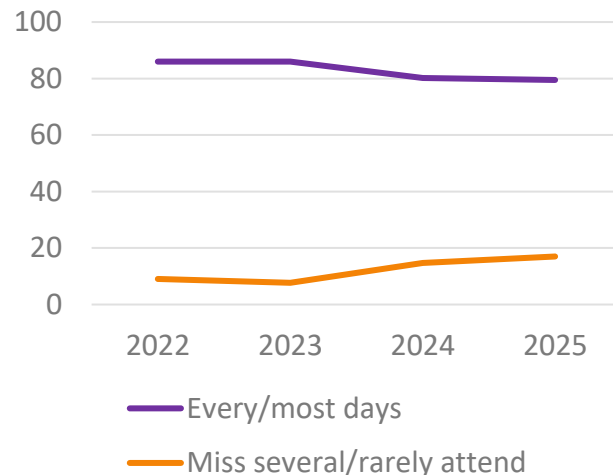
Q9: Does your child regularly miss days of schooling because of their physical or mental health (other than typical short-term illnesses or scheduled medical appointments)? if so how many days do they typically miss?'

Answered: 140 Skipped: 44

- Over 79.5% (80.2%) of respondents said their child attends their education setting every day or only misses a few days each term.
- 17% (14.7%) are missing several days a week or rarely attending.



ANSWER CHOICES	RESPONSES
▼ None: my child normally attends everyday	56.25% 63
▼ My child normally misses a few days each term	23.21% 26
▼ My child typically misses about 1 day per week	3.57% 4
▼ My child typically misses several days a week	6.25% 7
▼ My child rarely attends school	10.71% 12
TOTAL	112



Response for those who it was applicable
Figures in brackets - 2024 result

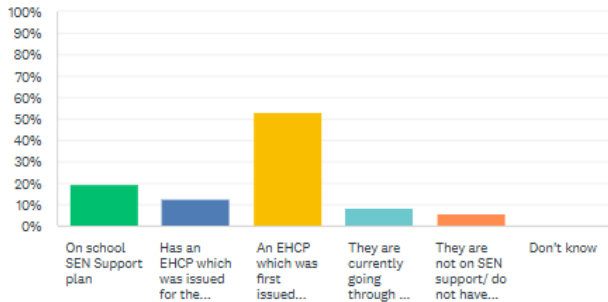
Q9: Does your child regularly miss days of schooling because of their physical or mental health (other than typical short-term illnesses or scheduled medical appointments)? if so how many days do they typically miss?

Respondents comments:

- Lot of prep at home to get him to attend
- Heavily masks
- My child has not been able to attend since March 24. No alternative provision provided.
- Refuses to engage with anything
- Currently refuses any provisions
- This is now only because she is on a reduced time table she is able to attend more. Prior to that, she was attending 1/2 days a week, (if that).
- We do a lot of prep and support at home to help him get to school.
- My child has not been at school since 27/09/24
- He feels extremely helpless when he was punished to be over-reacted towards peers when he was irritated.
- Currently out of school due to entrenched EBSA / unmet ASD/ADHD needs
- We have to do a massive amount of home support, OT support and therapy to encourage our child to attend
- What about EOTAS?
- School keeps trying to send our child home. Who wants to be there. Including study leave days. As needs school environment to study. Home is home school is school
- AP and reduced timetable so planned time out
- Attends most days because we put in a lot of sensory and zones of regulation input before and after school. He is always reluctant as he says learning is difficult, teachers have favourites
- My son loves his EOTAS package and his attendance is high
- Once this year took several weeks off in a row but usually the odd day here and there for well-being
- He attends most days but we have to do a lot of sensory input at home pre or post school to encourage that to happen occasionally he would go later or we might book a mental health burnout break day.
- Agreed not to attend since November and alternative setting would be sorted. 1hr of Ap received a week since then. LA aware but say they paid school so can't pay for more provision. Child left 8 months so far with effectively no education. There is no expectation or plan for her to be on school site at present.
- Online education 100%. Attendance at WBC mainstream had dropped to 51% in Dec 2024 before deregistering.
- He is on a reduced timetable since September
- My child now only attends 1 hour a week at school
- He refuses to go in when he has been accused of something he hasn't done

Q10: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

Answered: 124 Skipped: 44



ANSWER CHOICES	RESPONSES	
On school SEN Support plan	19.66%	23
Has an EHCP which was issued for the first time after June 2024	12.82%	15
An EHCP which was first issued before June 2024	52.99%	62
They are currently going through the EHCP process	8.55%	10
They are not on SEN support/ do not have an EHCP	5.98%	7
Don't know	0.00%	0
TOTAL		117

We received responses from those whose children are on all levels of support with 65.8% of responses coming from those with EHC plans

Q10: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

Respondents comments:

- Sen Support Plan from LA
- 4 years of asking the school for one; they finally applied last year and she now has one at last.
- I don't think my child on official SEN support. Am working through EHCP application. School trying to support but need more guidance as school absence is longest they've ever experienced.
- Unfortunately during the EHCP process (which exceeds 20 weeks) he was experiencing increased level of distress due to peer interactions.
- Although hasn't been reviewed and updated for 2 years
- It's written with the intent for her to be in full time mainstream which will never happen so it's of no use to her and she access about 15% of it
- It appears that not all teachers are aware of this
- The school considers my son to be not on the higher needs and doesn't require EHCP
- An IEP is in place to provide support
- IEP in place
- University makes some adjustments but not sufficient. Still has a plan but hasn't yet been ceased
- Diagnosed in year 10. Advised against seeking EHCP by school
- EHCP specifies support required but it is not carried out in full this year by current teacher
- Not fit for purpose
- Still waiting on specialist provision
- We are waiting for an appointment to get a full diagnosis and plan

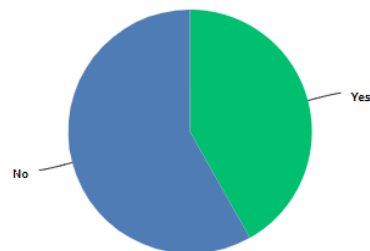
Q11: Do you think your child/young person's education setting has enough resources to meet your child's needs (eg. number of staff, staff training, equipment etc)?

Answered: 124 Skipped: 44

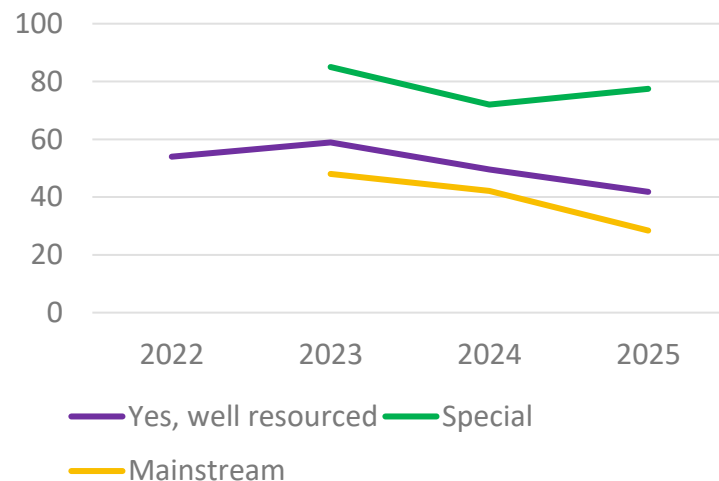
For those who it was applicable 41.8% (49.5%) say that the education setting is well resourced to meet their child's needs.

Special School 77.4% (72%)

Mainstream 28.4% (42.1%)



ANSWER CHOICES	RESPONSES	
Yes	41.82%	46
No	58.18%	64
TOTAL		110



Response for those who it was applicable
Figures in brackets - 2024 result

Q11: Do you think your child/young person's education setting has enough resources to meet your child's needs (eg. number of staff, staff training, equipment etc)?

Respondents comments:

- Still waiting for language therapist and Occupational therapist
- They don't use it for intended purposes
- There isn't enough quiet space. They can meet her needs most of the time and she gets by, but there are not enough staff to meet needs of all the kids that need additional support
- Despite their extortionate fees
- Only now she has an ehcp are they planning all the support to hopefully meet her needs somewhat.
- Recent staff turnover among teachers and educational psychology team has meant some progress has slowed down in terms of diagnosing whether additional support is needed in some lessons.
- Yes SEN team provided well but it was not managed well
- Not enough staff to visit home
- They do their best, but my child needs a specialist setting and when equipment is broken, there isn't always the funding to replace it.
- My child would benefit from more 1 to 1 time given he is a year behind
- Staff general awareness to SEND needs need to be improved, also the consistency of staff is crucial for autistic children. Currently the teaching team rotates every week, making children hard to build relationship with and also communications between staff might not be very effective.
- Some but probably not enough adjustments made to support my child
- School have said they don't have enough money or resources
- They have said they can not handle her at all
- He struggles socialising in a big crowd of children and when he gets overwhelmed, he ends up getting physical with other children. On the adult perspective, he's unprovoked but when I ask my son, he would say he is annoyed with how loud other child is and invading his personal space.
- Needs one to one tuition outside of home to avoid social isolation
- Not enough staff
- More OT and sensory resources needed
- Yes in theory but they choose to not support as funding intended this could be monitored and enforced better by LA
- They need more one to ones
- There's not enough money to employ the number of staff they need to meet my son's needs.
- More specialist support for speech and language and dyslexia is needed

Q11: Do you think your child/young person's education setting has enough resources to meet your child's needs (eg. number of staff, staff training, equipment etc)?

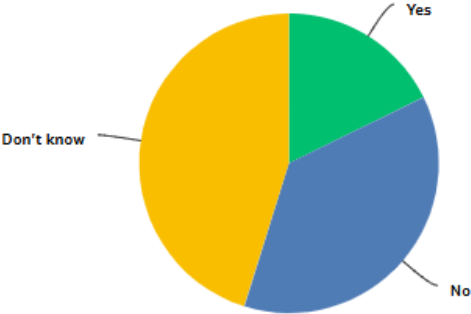
Respondents comments:

- What about eotas
- I think they'd prefer to allocate resources to students who are less challenging.
- No qualified class teacher for a year - Inclusion Manager has led lessons
- They could always do with more staff - he should be getting 1:1 support throughout the day but the school can't provide that during lunch and break times
- Needs more staff for help and more awareness.
- But they do not use them. They do not follow the EHCP
- Not enough staff who understand/ funding to support appropriately
- Needs not being met despite EHCP and TA hours. TA is often utilized for other work allocated by teacher. Sensory processing advice by OT and on EHCP is not followed, annual review process is not adhered to, no AR pre or post review reports, no termly ISP, no daily reading support plus more
- More TA s are required
- Hard to answer re eotas
- Fantastic support team but class sizes are generally too big which causes stress when someone doesn't work well which a lot of people around. Over 30 is way too many!
- SEN team are good but subject teachers show lack of training and understanding. Many were now aware of diagnosis until parents evening
- we are looking for a new school that can better meet needs
- Teacher uses TA for other work. Teacher does not recognize assessed and statutory requirements. Perhaps some unconscious bias?
- Not directing funds to ap for child. La continued to pay despite this. SEND Team says they can't pay twice so she's been left without education
- MVA can meet educational needs but not a WBC school.
- The school has not enough understanding on PDA
- Daily reading intervention not being done, staff training for dyslexia still not delivered
- Can't meet needs in school
- Too many students needing support and not enough staff. SEN areas is also not big enough and needs investment.

Q12: Does your child's school have a MHST (Mental Health Support Team)?

Answered: 124 Skipped: 44

17.7% of respondents said their child's school had a MHST. The majority, 45.2% didn't know



ANSWER CHOICES	RESPONSES	
Yes	17.74%	22
No	37.10%	46
Don't know	45.16%	56
TOTAL		124

Q12: Does your child's school have a MHST (Mental Health Support Team)?

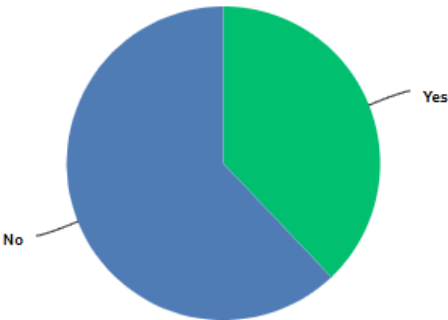
Respondents comments:

- Not offer
- They do, however I do not feel my daughter has had any support from them.
- I didn't know there was one!
- Applied but rejected as we had other support, should've known this before completing lengthy application form.
- I wish it would have as my child is emotion-demanding.
- External resource brought in regularly, just not sure my child takes best advantage and parental encouragement goes unheeded
- She's on the list for camhs anxiety and depression so they'd rather she had no access to any services whilst she is waiting
- I haven't really made use of the school's MHST but was able to attend a session with other parents discussing how they can support older children suffering from anxiety.
- School referred my child for 1:1 MHST counselling - a member of that team came in to school to deliver the sessions, they were not led by a member of the school team.
- Some of the therapists lacked an understanding of the PDA profile, and even the headteacher acknowledged that they were resistant to change and unwilling to adopt new, affirming approaches to meet the child's needs.
- Piggott School does not have one. Badly needs it
- Not sure if it is MHST but they do have Student Support which have been invaluable to him
- he has camhs and a youth worker
- Local MHST only short term help. Amazing team at education provision (AP) support students and parents
- Fantastic!

Q13: Have you seen or are you aware of the Wokingham Ordinarily Available Provision?

Answered: 124 Skipped: 44

62.1% of respondents have not seen or are aware of Wokingham's Ordinarily Available Provision



ANSWER CHOICES	RESPONSES	
Yes	37.90%	47
No	62.10%	77
TOTAL		124

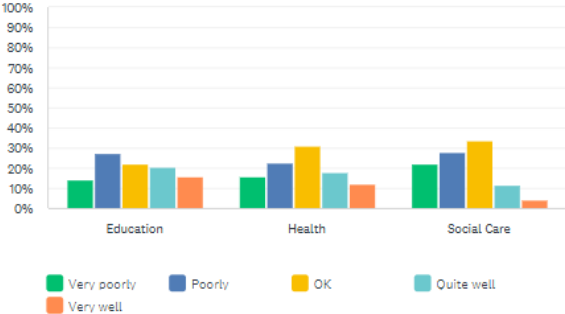
Q13: Have you seen or are you aware of the Wokingham Ordinarily Available Provision?

Respondents comments:

- not aware
- It's very good
- It's basically rubbish.
- not sure
- Gaslighting nonsense
- Very comprehensive and clear document . Needs to be circulated more to parents so they understand and don't jump to EHCP applications
- Not really, perhaps can promote it through school?
- I have never heard of them.
- It is a very good document that we found helpful as parents. Not all parents know of this as step before EHCP
- Never heard of it but would like to know what it is!
- I could do with more information regarding this
- Never followed by the school
- I am aware of it but we haven't experienced it
- It could not meet son's needs

Q14: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services, this includes identifying needs at the right time.

Answered: 124 Skipped: 44



Education

Very/Quite well – 36.3 % (43%)
Very poorly/poorly – 41.3% (35.8%)

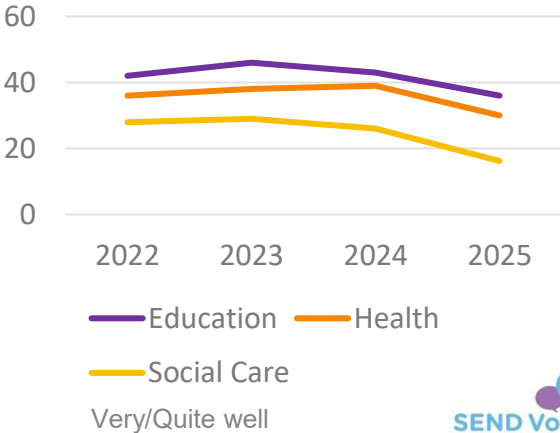
Health

Very/Quite well – 30.2% (39%)
Very poorly/poorly 38.7% (34.2%)

Social Care

Very/Quite well – 16.2% (26%)
Very poorly/poorly – 50% (39.6%)

	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	14.05% 17	27.27% 33	22.31% 27	20.66% 25	15.70% 19	121	2.97
Health	16.04% 17	22.64% 24	31.13% 33	17.92% 19	12.26% 13	106	2.88
Social Care	22.06% 15	27.94% 19	33.82% 23	11.76% 8	4.41% 3	68	2.49



Response for those who it was applicable
Figures in brackets - 2024 result

Q14: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services, this includes identifying needs at the right time.

Respondents comments:

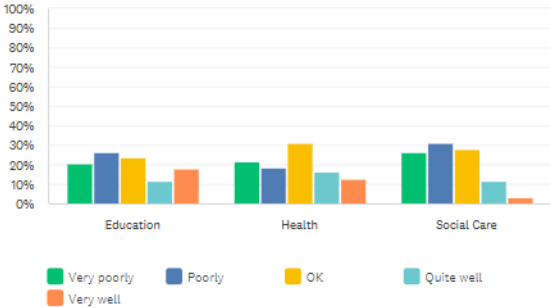
- It is impossible to get MH support, which is then used against you in your EHCP.
- They haven't. We went private autism diagnosis. Salt and Ot reports. We're now exploring private adhd diagnosis but school won't even respond to that questionnaire so paying for additional an assessment to make sure the diagnosis is properly informed and impartial. We had to take LA to tribunal for a needs assessment so finally had a good EP assessment.
- Private services have been able to identify needs much better
- My child was referred to early help and she did not receive adequate support.
- Social worker
- We have paid for private assessments on more than one occasion in order to provide school with a more detailed understanding of our daughter's needs.
- We have only just recently moved to area so a lot of services are still with another council
- Some teachers are good but some do not recognize all signs of autism or trauma, ADHD and masking
- We now have a Child in Need plan and dedicated social worker. It took months to get here and we have lost precious time and my child has become further away from education and more anxious during the time it took to get social care. The seriousness and complexity of our situation was not recognised soon enough as we are now paying the price.
- Emotions
- took new Sendco to recognise. After that great
- ADHD assessment pending
- Social care only care about what they fix they know rather than a child's actually needs
- Went through all primary without knowing about his ASD despite issues with behaviour, social and academic
- Camhs, Helios excellent autism assessment. Camhs tried to help re adhd but school lost referral. CYPIT OT excellent advice, RBH orthopaedics and GP very good support and treatment, private nhs paediatrician excellent re adhd. Excellent EP assessment virtual school v helpful re trauma. SEND team assessment for EHCP very efficient. Monitoring of phase annual review and reporting did not have any impact with school so statutory requirements not met. Really it is Just the school that let the child down
- Unable to access ed syc

Q14: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services, this includes identifying needs at the right time.

- Respondents comments:
My son's previous mainstream school recognised signs of Autism and ADHD early and sent a referral letter to the GP for assessment, but the GP didn't take any action until things reached a crisis point. His current school is still learning how to meet the needs of a child with a PDA profile.
- None so far but would think there are some
- Needs not really been identified yet.
- Sendco had great understanding but class teachers not so much, very dependent on the willingness of each teacher. Health barely bother now transitioning to adults. No information at all from camhs. Social care visited due to the number of referrals but was a tick box exercise
- We went privately. Huge waiting lists. And CAMHS were awful
- Social worker misunderstands info given to them and gets "the wrong end of the stick"...which is worrying. Need to check paperwork v. Carefully.
- AP agreed, but not funded for next year. No communication to advise
- Re education EP identified needs well, school have not been consistent, infant school did not identify needs well either, parent application for EHCP. School lost adhd referral, parents had to pay privately due to lost years on wait list, school teacher currently does not accept sensory differences even though recognised by OT, paediatrician, previous teachers and Camhs/Healios did. This has caused problems this year
- I have driven this and we ended up seeking private input
- Primary school was rubbish at identifying needs - he wasn't diagnosed until secondary and that was because of my personal referral. Once we had a face to face appointment with the CAMHS team (via a screen) he then got 3 diagnosis in 2yrs - after being flagged at 4yrs old by GOSH. Turned down twice from the school referrals I requested. Thankfully secondary understood he wasn't the 'naughty' boy!
- Education and social care departments do not identify need well. They have always applied tick boxes, I.E children with autism need and get this, children with a learning disability get that. It's the parents and my own experience that I have to fight for everything. Wokingham Council won't ever be specific with need as each need has a price tag. I've had to pay for private assessments which the council refused to acknowledge. This is unlawful. ALL evidence including from parents is relevant and should be included
- Lack of accessible support caused us to deregister
- OT referral via doctor was very supportive.

Q15: Please tell us how well you think your child/young person's NEEDS have been MET by the following services. This includes meeting the needs at the right time.

Answered: 124 Skipped: 44



	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	20.49% 25	26.23% 32	23.77% 29	11.48% 14	18.03% 22	122	2.61
Health	21.36% 22	18.45% 19	31.07% 32	16.50% 17	12.62% 13	103	2.61
Social Care	26.47% 18	30.88% 21	27.94% 19	11.76% 8	2.94% 2	68	2.19

Response for those who it was applicable
Figures in brackets - 2024 result

Education

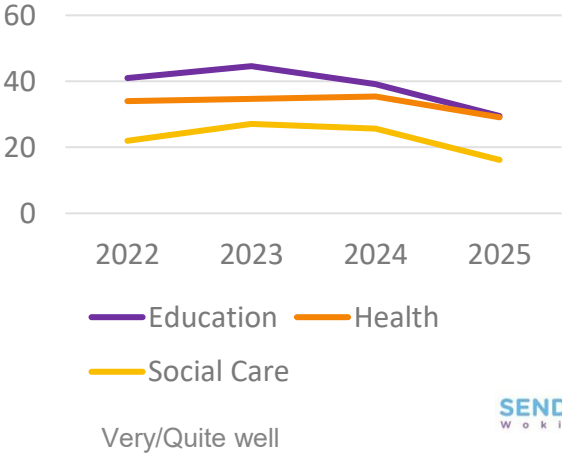
Very/Quite well – 29.5% (39.1%)
Very poorly/poorly – 46.7% (38.2%)

Health

Very/Quite well – 29.1% (34.5%)
Very poorly/poorly – 39.8% (35.5%)

Social Care

Very/Quite well – 14.7% (25.7%)
Very poorly/poorly – 57.4% (41.1%)



Q15: Please tell us how well you think your child/young person's NEEDS have been MET by the following services. This includes meeting the needs at the right time.

Respondents comments:

- School have tried to meet her needs but the general lack of understanding of masking and anything that happens out of school is poor. Seeing the bigger picture is not happening, when I have spoken to school I have been dismissed as if I don't understand. When reports have been made school have commented on reports being over the top.
- Had to go private.
- Because nothing has improved. He needs the help from health to help MH issues in order for the other areas to improve
- Same as above
- Social activities for children like our daughter are very rare. She has confidence limits, meaning she can't just be dropped off in a group - even if the group is tailored to her needs. Finding local activities that can cater to her is very hard.
- We have only just recently moved to area so a lot of services are still with another council
- Short breaks, has been on CIN
- Education- school management of SEN provision is disappointing particularly with EHCP. SEND team have been good. CYPIT OTs excellent, EP excellent
- School are trying to help but do not have the resources. Foundry are good but we need more hours from them, 1 hour per week means progress is extremely slow. We have lost faith in CAMHS and this is key is my child's progress. Social Care are getting some traction now but need more authority and influence and budget..
- He is safe in his school, and they are doing their best, but he needs a specialist setting to adapt learning.
- Emotions
- WBC Send awful, we were treated very badly, a year of education lost because of how awful their service.
- Therapy offered by CAMHS takes long waiting lists and not specialised in ASD children
- My son is still struggling to access the right school setting. Fewer than half of the health professionals we've encountered have been patient or understanding enough to meet his needs. I often feel like I'm walking on eggshells when taking him to see new health professionals. In contrast, all the social care staff we've worked with have been great with him.
- Needs still being identified.
- Sendco, key contact and a few teachers are good. Camhs de ok but poor comms, social care nothing

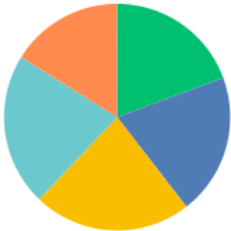
Q15: Please tell us how well you think your child/young person's NEEDS have been MET by the following services. This includes meeting the needs at the right time.

Respondents comments:

- my son is waiting to see professionals but not given a timescale
- Education rated on the secondary experience - NOT the primary. ADHD care has been amazing from the Wokingham team
- All services are met by the College/Supported Living
- They don't unless you fight them. Their policies are unlawful because they aren't flexible or work on the basis of personalisation
- no one can actually deliver on meeting his needs in any area. he demonstrates challenging behaviour due to his diagnoses and that means we always get a blank when we ask for support or access on any area. respite, leisure, education, accessing health care and therapy. all have failed him being unable to deliver on identified needs.
- WBC mainstream did not understand SM, ASD or anxiety
- Assist from children services and caseworker
- Complete failure across the board. Complaint to school Stage 3. Current at Stage 2 with the council
- Most of Section F delivered

Q16: Did you know what to do in order to get extra support for your child?

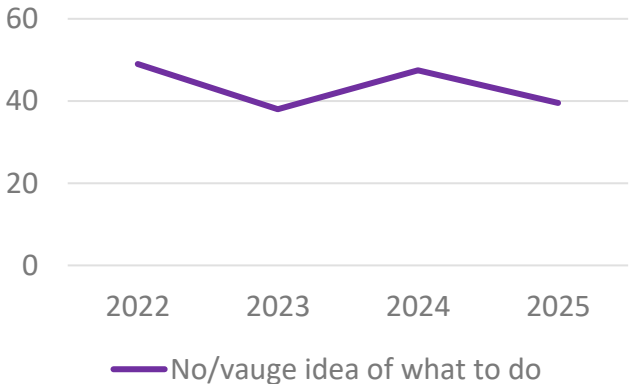
Answered: 140 Skipped: 44



I had no idea... I had a vag... I had some ... I had quite ... I knew exac...

	I HAD NO IDEA WHAT TO DO	I HAD A VAGUE IDEA	I HAD SOME IDEAS	I HAD QUITE A FEW IDEAS	I KNEW EXACTLY WHAT TO DO	TOTAL	WEIGHTED AVERAGE
(no label)	19.35% 24	20.16% 25	22.58% 28	21.77% 27	16.13% 20	124	2.95

39.5% (47.5%) of the respondents say they have no idea or only a vague idea of what to do to get extra support for their child. This is an improvement from 2024.



Response for those who it was applicable
Figures in brackets - 2024 result

Q16: Did you know what to do in order to get extra support for your child?

Respondents comments:

- Resource
- I have needed to be extremely proactive in researching EHCPs, specialist schools, my son's needs etc through attending webinars, social media with other parents of children with SEND etc. When mainstream school and LA said no, I needed to not take no for an answer and strongly advocate for my son to get him the support he needed. Now he has a specialist placement he gets the right support other than he is extremely intelligent and they don't offer much academic support. It is the best fit for him though and he is happy.
- I had to educate myself in the legal framework and fight my case
- I have had to find support myself, I haven't been able to talk to school about anything. I'm now struggling with deciding on secondary schools and being met with ignorant comments about her ehcp being too strong and to not show schools the ehcp until I have to. Basically not being honest about her needs.
- Know what to do but school ignore
- I had to learn myself, I am educated and know the system but many don't.
- Yes. Take the LA to tribunal after tribunal, make a massive nuisance of myself and minute everything so I have an audit trail with the actions that haven't been completed by services, mainly school.
- Not that it makes any difference
- Doesn't mean getting the support though!
- I worked in a SEN provision so I pushed and pushed. I exhausted all services, pestered everyone I could and finally applied for an ehcp alongside school to get her support.
- I didn't know anything about a MHS Team
- We have learned a huge amount from the parents of other girls at her school. The school has also been good at bringing important ideas to us.
- Because he's not my first ND child
- It is a minefield until you get someone who takes you under their wing and walks you through it.
- EHCP needs to be put in place
- Tried to ask school/GP but not very effective so far
- Felt difficult getting additional support for GCSEs. Little feedback from school to discuss and make sure he was taking advantage of the support put in place
- After the diagnosis, I was not contacted again. Only given links and left to it. No follow up or after care.
- Unfortunately the services take years to help.
- It's really hard to get extra support and understand how the system works.

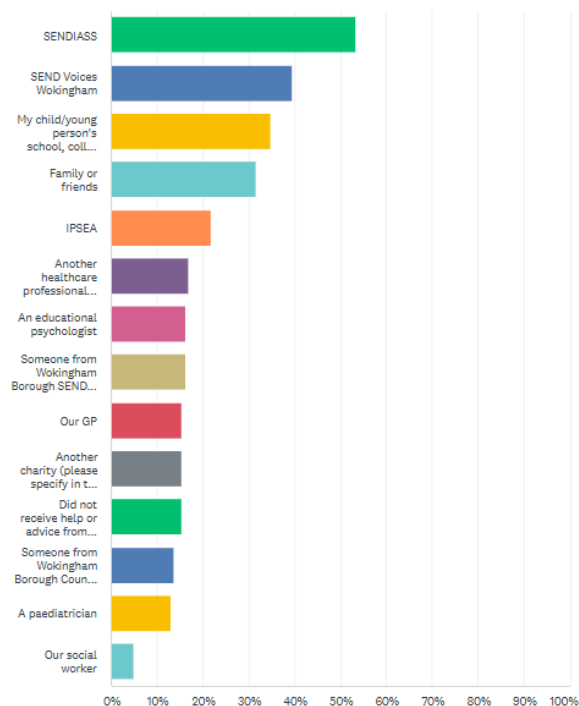
Q16: Did you know what to do in order to get extra support for your child?

Respondents comments:

- We are on every possible waiting list and still fighting for same issues as 5 years ago
- Camhs wait list for adhd poor plus school losing referral meant we had to pay. Nurse at gp at the time said that they could not refer to Right to Choose.
- Impossible
- Tribunal proceedings against WBC
- Hard to know where to start.
- School have led the process in putting extra help in place.
- Very hard to get university to work with us as a family. They might be over 18 but require parental support input and help navigating the world
- Feels like nothing works. I've tried it all
- Professional do not anticipated need. Withhold information and see children and parents as a problem
- It's a very long battle and should have happened years earlier
- We started several years ago. SENDIASS training was really helpful. Local Offer is too complicated to follow / get the right answers. It's improving slowly
- I have a better idea now but in the beginning I felt totally lost and alone
- Only because I'm a teacher
- i have found it most from other mums. professionals rarely know of services that actually deliver
- Everything you're meant to do has made no difference.
- Constant fight
- Found a provision to meet my child's needs and to get him back into education
- More support with EHCP annual reviews and transitioning
- I've made complaints to the school and the LA, I've done a section 19 request and she still has next to no provision suitable for her to learn/
- I wish have more knowledge on getting support for any therapy that can help us manage our child's behaviour. I feel like we can't do much until he gets a diagnosis

Q17: Did you receive help or advice about how to get support for your child from any of these people? Please tick all that apply

Answered: 124 Skipped: 44



Top 4 sources of help and advice:

1. **SENDIASS** (53.2% increase from 46.6% in 2024)
2. **SEND Voices Wokingham** (39.5% increase from 28.3% continues to rise year-on-year and 1 place higher ranking than 2024. Now reaching more families through supporting drop-ins and increasing engagement)
3. **School/college/nursery** (34.7% decrease from 38.6% last year and continues to drop)
4. **Family or friends** (31.5% increase from 26.9% in 2024)

ANSWER CHOICES	RESPONSES
▼ SENDIASS	53.23% 66
▼ SEND Voices Wokingham	39.52% 49
▼ My child/young person's school, college or nursery	34.68% 43
▼ Family or friends	31.45% 39
▼ IPSEA	21.77% 27
▼ Another healthcare professional (please specify in the box below)	16.94% 21
▼ An educational psychologist	16.13% 20
▼ Someone from Wokingham Borough SEND team	16.13% 20
▼ Our GP	15.32% 19
▼ Another charity (please specify in the box below)	15.32% 19
▼ Did not receive help or advice from anyone	15.32% 19
▼ Someone from Wokingham Borough Council Early Help team	13.71% 17
▼ A paediatrician	12.90% 16
▼ Our social worker	4.84% 6
Total Respondents: 124	

Q17: Did you receive help or advice about how to get support for your child from any of these people? Please tick all that apply

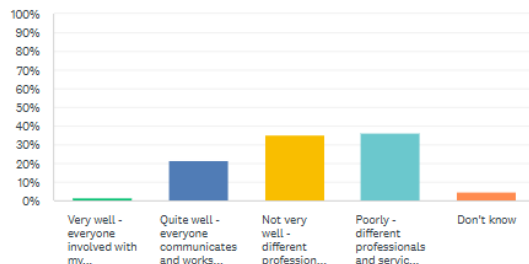
Respondents comments – Other Sources of information:

Promise Inclusion (4)	Helios (1)	CAMHS (4)	School Nurse (2)
OT (7)	Parenting Special Children (3)	Local SEND Facebook (2)	ASSIST (5)
Edge of Care Team (1)	Clinical psychologist (5)	SALT (4)	ASD Family Help (1)
Autism Berkshire (2)	Psychiatrist (3)	Compass Team(2)	RBH Orthotics (1)
Adopt Thames Valley (1)	Dingley (1)	Independent Advocate (2)	Adoption UK (2)
NAS (1)	Kinship.org (3)	Downs Syndrome Assoc (2)	UK trauma Council (2)
ADHD Nurse (1)	Counsellor (1)	Me2 Club (1)	CYPIT (1)
Anna Freud (1)			

- I sought all help and resources myself. Luckily I was in the know or we wouldn't be where we are now.
- Private assessments undertaken by numerous specialists while trying to identify her needs
- Previous primary school helped but none of that was taken forward
- Because I already knew where to go. But the support is often passed from pillar to post
- I've reached out to others, but they've all been useless.
- we've had lots of people looking into our case but very few actually follow through with actual provisions

Q18: How well do you think services and professionals work together to support your child/young person?

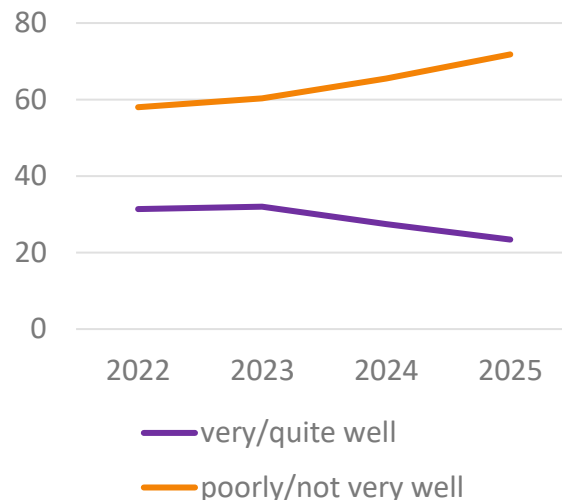
Answered: 124 Skipped: 44



ANSWER CHOICES	RESPONSES
Very well - everyone involved with my child/young person communicates well and makes decisions together	1.61% 2
Quite well - everyone communicates and works together most of the time	21.77% 27
Not very well - different professionals and services sometimes communicate and work together	35.48% 44
Poorly - different professionals and services rarely or never communicate and work together	36.29% 45
Don't know	4.84% 6
TOTAL	124

23.4% (27.4%) of respondents say that professional work very/quite well together

71.8 % (65.5%) say professional work together not very well/poorly.



Q18: How well do you think services and professionals work together to support your child/young person?

Respondents comments:

- Needs to be more link up
- No one is as interested in my child as I am. It always feels like a battle to get his needs met so, ultimately, it is only me who is willing to oversee matters for my child.
- The SEN team at the LA often seem to want to avoid helping the children. This is not the case for all of the staff. More the panels and decision makers. The teams that advise parents seem to work better. SENDIASS were very helpful when the EHCP was initially refused.
- Senco at school was extremely defensive when having a meeting with ASIST, resulted in school relationship breakdown, huge amount of stress. I've dealt with ASIST a lot over the years and they have been helpful but there isn't enough people to do the job, having to wait weeks for a phone call, not having calls back. They want to help but don't have the time to give. I worked with early help over the years to and again, senco was defensive as with ASIST and not willing to work with together.
- Get passed from one to another
- School are not interested/totally overwhelmed so they can't help. When our Ewo was X, she was amazing and really tried to bring people together. The new Ewo hasn't made contact with us as parents.
- Health are the worst for not being part of the MDT in my opinion
- No one appears to communicate with each other to support Sen children unless they feel there is a safeguarding concern. As much as that is definitely essential and important, the sen children, like my child, with loving, supporting families, fighting for them, get no support.
- As parents, we are the link between many of the experts looking at our daughter's needs. We're not trained or qualified to spot important links that may exist - but it seems the system relies on the parents to make such unqualified assessments and analyses themselves.
- It feels like the only time the while team work together is on the 6 weekly CIN meeting. Outside of this a couple of services work well together.
- TS neurology support has dropped off completely and it was a laborious process to try to get it back on track. Not enough TS/Neurology Specialists in the healthcare system
- Why is there not an OK option?
- We communicate with school but have little or no contact with the SEND team.
- She has no regular support. Early help left before the school had put anything in place and it took me months and months to get them to agree to two hours of ap for her after it had been agreed (and put in the notes) at a taf meeting, sendiass told me she was too tired and dysregulated to need any provision
- The local authority are the weakest link. Slow to get things approved, lack of communications, lack of flexibility and not at all proactive.

Q18: How well do you think services and professionals work together to support your child/young person?

Respondents comments:

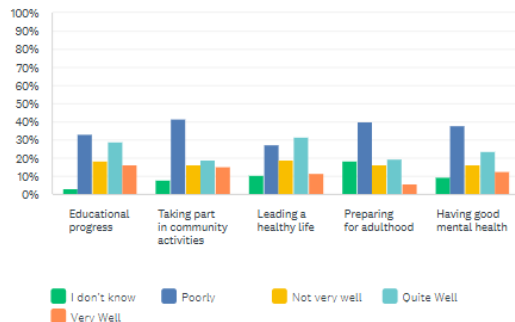
- SEND team have very poor communication, knowledge and understanding
- All assessments were good and acknowledged each others reporting and assessment but there was no Co writing or consultation
- Speech and Language service is inadequate and does not meet the needs of my child
- Horrendous CTU experience - put my son at risk daily through shared transport with violent child
- Experience is not great- siloed. Hit and miss whether you talk to the correct people.
- SEND and Childrens services social workers seem to have zero contact with each other. Oblivious to need and EHCP
- Delays are ridiculously long and frustrating. Poor communication makes everything so much worse.
- CYPIT try but school does not follow advice. EP provides excellent guidance but not always acted on. External profefoun WBC excellent but school does not utilize advice
- His professional MDT work well together. I don't feel services work well together at all
- I don't know if there was much contact between anyone apart from in school assessment visit by the ADHD nurse. All information has been passed on via me.
- They don't. Never experienced a joint approach
- apathy, complacency and arse covering seem to be the most important traits in the workplace of a lot if the professions we've come across
- OT worked well but school did not follow advice. School did not communicate well with Camhs
- Support offered is only a short program and son cannot trust anyone in just 4 weeks, so get passed from one to another.
- I'm rarely informed if these services are working with my child and I wouldn't know how to contact them

Q19: Overall how well do the services your child/young person uses help them to reach their potential?

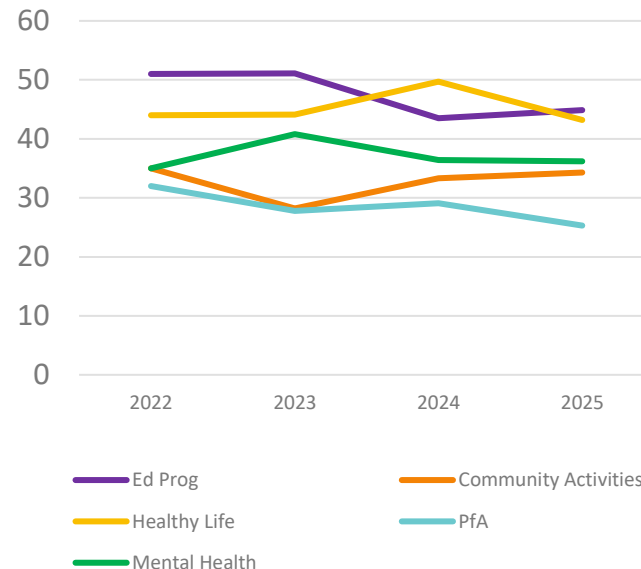
Answered: 124 Skipped: 44

Respondents rated the services as very well/quite well at helping children to reach their full potential:

Educational progress 44.9% (43.5%)
 Community Activities 34.3% (33.3%)
 Healthy life 43.2% (49.7%)
 Preparing for Adulthood 25.3% (29.1%)
 Good mental health 36.2% (36.4%)



	I DON'T KNOW	POORLY	NOT VERY WELL	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
▼ Educational progress	3.39% 4	33.05% 39	18.64% 22	28.81% 34	16.10% 19	118	2.58
▼ Taking part in community activities	8.08% 8	41.41% 41	16.16% 16	19.19% 19	15.15% 15	99	2.41
▼ Leading a healthy life	10.53% 10	27.37% 26	18.95% 18	31.58% 30	11.58% 11	95	2.44
▼ Preparing for adulthood	18.39% 16	40.23% 35	16.09% 14	19.54% 17	5.75% 5	87	2.13
▼ Having good mental health	9.52% 10	38.10% 40	16.19% 17	23.81% 25	12.38% 13	105	2.39



Response for those who it was applicable
 Figures in brackets - 2024 result

Q19: Overall how well do the services your child/young person uses help them to reach their potential?

Answered: 140 Skipped: 44

- He doesn't participate in anything.
- I say poorly as nothing improves but not all can be blamed on professionals eg SEND are now willing to provide but he just won't engage
- The waiting list for any support through CAMHS is diabolical. My child has been waiting 6 months for CAMHS A&D support.
- My little boy is making progress, but is still behind his peers as he isn't in the correct provision
- His neurodiversity means he is often unwilling to discuss things outside the family group
- No help from any services
- We struggle to find community activities to access. Our child's preparation for adulthood is done well by school.
- Therapy for children with ACES is not considered part of SEND or EHCPs in WBC. Consequence can be unmet mental health needs and masking or disinhibited responses. This needs to be addressed particularly for LAC and PLAC or those living in different care arrangements. Monitoring is not adequate- services discharge too early - review at different developmental stages would help
- Still feel there is a long way to go towards helping children. Fear for them in adulthood, after they are let down by the education system as children.
- Wokingham Council Children Services made everything worse. Lied frequently and were utterly incompetent. Never following even their own procedures. At Stage 2 Complaint
- Beyond words. Our kids are being failed because they aren't round pegs
- EP guidance, OT guidance, school nurse service, Healed's Camhs all provide good advice and resources. We use it but school staff do not consistently follow this to make a difference
- I'm not sure who these "services" are. I drive all parts of his package and bring professionals together when needed.
- It's quite disgraceful that I have needed to actively look for help in all these areas for years and have not received any actual provision/ as my son is - 'complex, profound, challenging' etc, etc. It seems WBC can cater for most physical/mental difficulties so long as you are compliant - if you ever present as not compliant then the door is closed everywhere. Leaving us with acknowledged need but no actual support for years
- Waiting for EHCP to see if we can use some of WBC services to support him. All has gone quiet since deregistering.
- Is "what services?!" a possible answer!! as soon as my child stopped being a child Wokingham Borough Council couldn't care less
- He needs autism specialists which mainstream schools don't have.

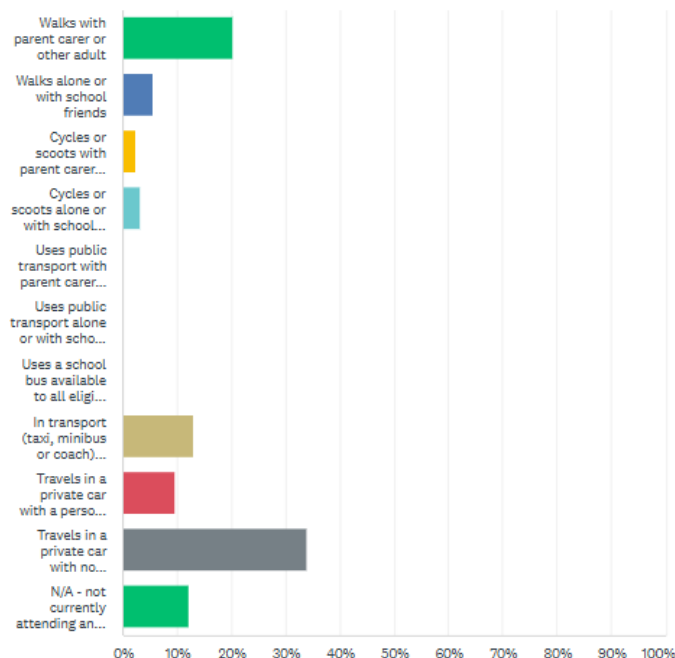
TRANSPORT

This section asks respondents about transport used to attend and educational setting.

Q20: How does your child travel to their education setting?

Answered: 124 Skipped: 44

We received 28 responses from families whose child has transport/mileage provided by WBC.



ANSWER CHOICES	RESPONSES
Walks with parent carer or other adult	20.16% 25
Walks alone or with school friends	5.65% 7
Cycles or scoots with parent carer or other adult	2.42% 3
Cycles or scoots alone or with school friends	3.23% 4
Uses public transport with parent carer or other adult	0.00% 0
Uses public transport alone or with school friends	0.00% 0
Uses a school bus available to all eligible children	0.00% 0
In transport (taxi, minibus or coach) provided by the Local Authority	12.90% 16
Travels in a private car with a personal transport budget/mileage payment provided by the Local Authority (eg driven to school by parent carer, but LA pays mileage costs)	9.68% 12
Travels in a private car with no financial support (eg driven to school by parent)	33.87% 42
N/A - not currently attending an educational setting	12.10% 15
TOTAL	124

Q20: How does your child travel to their education setting?

Respondents comments:

- Car with parent carer or other adult
- Sometimes cycles with parent
- Will change in September to having to get the bus on his own
- My child is too anxious to walk alone to school.
- Currently driven as still attending previous setting, but from Sept will be walking to new school
- Also walks with an adult
- Not currently attending school. Education provided via APs. LA have funded travel in private car until now, but have told us this will stop from next term. No rational reason given for this change.
- Don't qualify for transport and mental health too poorly to be with strangers or peers
- Will have support with transport at secondary due to distance and no safe travel route. At primary it has been car, bike or mix of car and walk to help regulate
- Walks and cycles as well
- Occasionally cycles with a parent
- College is 5/10 minutes walk from his Supported Living
- Online school from home (not WBC)
- I have to drive my son out of area to attend his alternative provision no assistance on travel provided

Q21: If transport is provided/funded by Wokingham Borough Council how would you rate the TRANSPORT PROVISION (eg. the taxi or minibus service) provided?

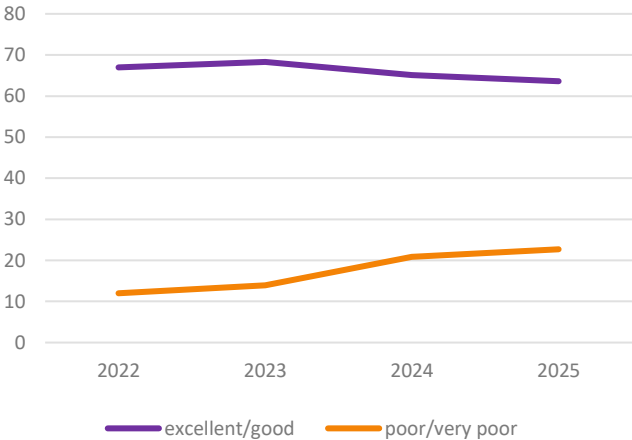
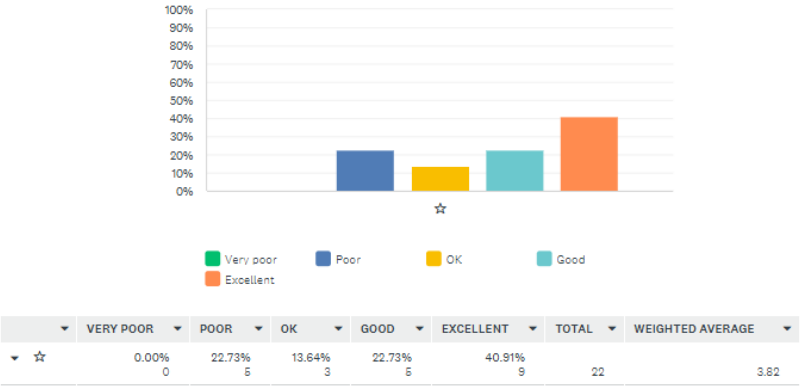
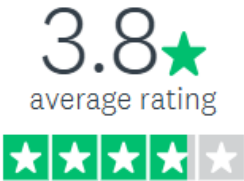
Answered: 140 Skipped: 44

For those who have transport provided/funded by WBC (for those who it was applicable - 22)

63.6% (65.1%) rate the transport provision as excellent/good.

22.7% (20.9%) rate it as poor/very poor.

The overall rating has increased to 3.8 from 3.58 in 2024



Q22: If transport is provided/funded by Wokingham Borough Council how would you rate the SERVICE PROVIDED BY the LOCAL AUTHORITY? (Corporate Transport Unit/CTU & SEND Transport teams)

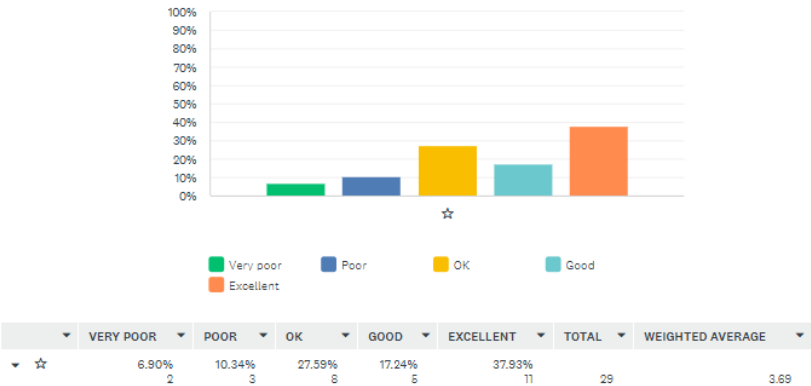
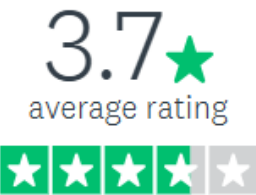
Answered: 124 Skipped: 44

For those who have transport provided/funded by WBC:
(for those who it was applicable - 29)

55.2% (45.8%) rate the service provided by WBC as excellent/good.

17.2% (22.9%) rate it as poor/very poor.

The overall rating has increased to 3.7 from 3.29 in 2024



Response for those who it was applicable
Figures in brackets - 2024 result

Q22: If transport is provided/funded by Wokingham Borough Council how would you rate the SERVICE PROVIDED BY the LOCAL AUTHORITY? (Corporate Transport Unit/CTU & SEND Transport teams)

- Not provided in primary but arranged very efficiently for secondary next year
- LA not clear when they will / will not fund transport. Keep trying to push back to school. Keep moving goalposts. One term will fund things, next term change their mind etc. No flexibility / common sense to meet need.
- Although we haven't used it yet transport team at wbc have been brilliant - very conscientious and thorough
- Provided, NOT funded
- This has been a really positive change within WBC.

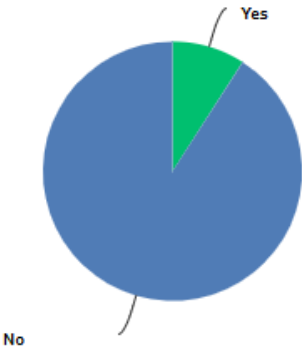
Q23 Please let us have any comments about Home to School transport provided by Wokingham Borough Council

Respondents Comments:

- I would save this resource to fund to other main support
- We don't get transport yet but wbc arranged personal budget for secondary and travel training. Very helpful and efficient department staff
- It is an essential service.
- Seen the way taxis drive and would never allow my child in one
- Poorly managed.
- Terrible previously but that was 5 years ago and not used since
- The training provided to designated transport providers (e.g. taxi firms) appears to be inadequate. Staff often fail to follow agreed procedures and demonstrate limited understanding of special educational needs (SEN). Additionally, there seems to be a lack of understanding of the relevant legislation governing designated transport, including the implications of failing to comply with legal duties around safeguarding, accessibility, and consistency of care. This raises serious concerns for the safety and wellbeing of vulnerable young people. A more robust quality assurance system is needed to not only monitor practice but also to check the effectiveness of training, ensuring that all staff fully understand and apply the legal and practical responsibilities required of them.
- It was the easiest part of the process to organise. Thank you.
- Transport dept very helpful and efficient
- Child is not expected to attend school - has Alternative Provisions in place instead, which LA approved and are cited on EHCP. For two terms LA funded transport to APs, then decided this would stop. Leaves us in a place where we risk being unable to get child to the APs which they require in order to access their education.
- We wish to get support for transportation
- The staff members were excellent- very helpful, efficient explained options well and have arranged travel training. Excellent service - very caring and conscientious and prompt
- Disappointed with the 2 mile exclusion around the school. We are just under two miles away and can't get help. There used to be a mileage allowance but not any more. (I wouldn't use a transport service now, some of the vehicles and staff I see at school aren't what I would like for my child.)
- The service itself is pretty good (after a rough start this year), but we find out very late about changes to the service (new company, etc.)
- Service offered and service providers are good vary well take care
- CTU never replies to my complaints, blames Alanis Travel for any issues yet CTU training of PAs is woefully inadequate for children with complex needs. My son has suffered regular physical abuse from another child and CTU refuse to take any action. There are a disgrace.
- Transport provider does not arrive at allotted time, has forgotten to pick up my child from school, has dumped my son in the school car park and not handed over to member of staff, as per previous transport provider
- I can see the work that has gone into the PtB and it works a lot better than the previous arrangement.
- When my child was at school it was a lot of work to get suitable transport.
- Poor. Awful timekeeping no understanding from escorts of child's needs. No support from Wokingham council and nothing ever improves
- X at abc travel is a problem and very difficult to deal with. They are very rude.
- Won't allow my child to use transport as have seen poor driving from taxi

Q24: Has your child or young person received any Wokingham Borough Council support or training to help them travel independently?

Answered: 124 Skipped: 44



ANSWER CHOICES	RESPONSES
Yes	9.09% 6
No	90.91% 60
TOTAL	66

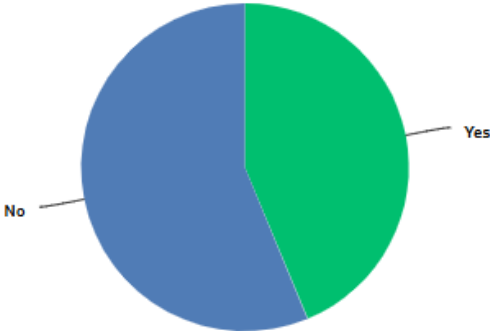
Q24: Has your child or young person received any Wokingham Borough Council support or training to help them travel independently?

Answered: 139 Skipped: 45

- Arranged for next year though
- He is too young. The journey to his special school is too difficult on public transport so travel training to school is not relevant to my child.
- Was promised this but hasn't happened
- Planned to start in Spring year 7
- Not yet but this is planned for later next academic year
- The school provides this.
- Provided through school
- Has travel training incorporated into appropriate lessons at school.
- Requested but had to pay privately for it as no funds via plan
- Bikeability lessons
- He is too nervous of people to try public transport. It's not a question of showing him photos and explaining the process.
- My child cannot travel independently
- Travel Training Optalis
- Bikeability

Q25: If they have had support or training has this helped your young person become more confident or independent when travelling?

Answered: 124 Skipped: 44



ANSWER CHOICES	RESPONSES
Yes	43.75% 7
No	56.25% 9
TOTAL	16

Q25: If they have had support or training has this helped your young person become more confident or independent when travelling?

Respondents comments:

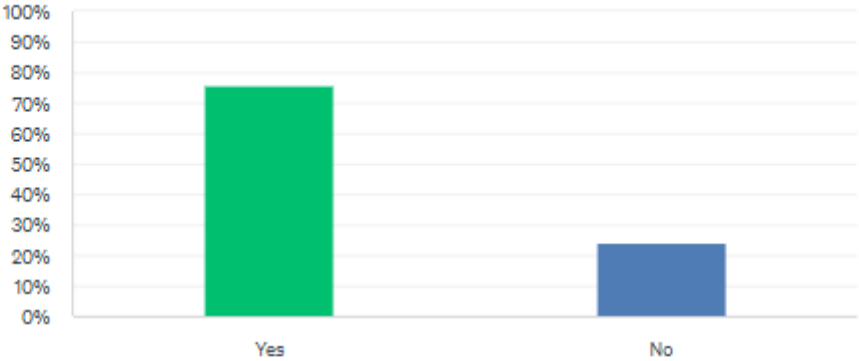
- We hope it will
- Learning disabled, will not be able to travel independently
- Child not ready/not able to do this
- Training needs to be ongoing. Unfortunately it isn't safe for vulnerable young adults to travel alone. They need to learn about when things go wrong, what to do in an emergency etc

EHCP's

This section asks respondents about the EHCP process and was directed at those who have gone through the process in the 12 months from June 2024 or are currently going through the process.

Q26: Does your child or young person have an EHCP or are you in the process for applying for an EHCP?

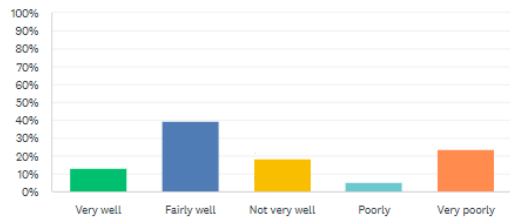
Answered: 140 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes	75.81%	94
No	24.19%	30
TOTAL	124	

Q27: If your child has had an EHCP issued in the last 12 months (since June 2024) or are currently going through the EHCP process how well would you describe your overall involvement in the EHCP Process went/is going?

Answered: 89 Skipped: 79

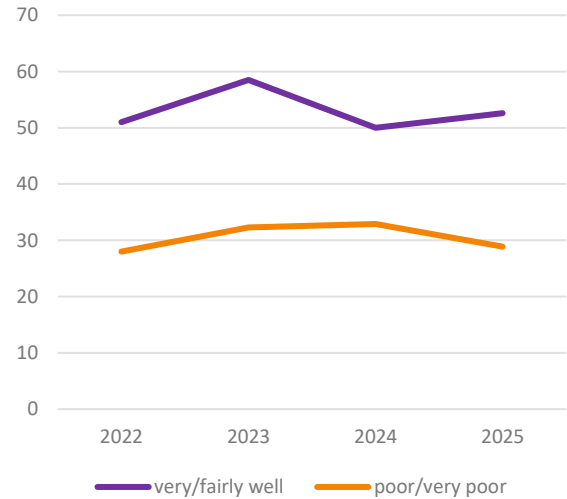


ANSWER CHOICES	RESPONSES	
Very well	13.16%	5
Fairly well	39.47%	15
Not very well	18.42%	7
Poorly	5.26%	2
Very poorly	23.68%	9
TOTAL		38

For those who have had an EHCP issued in the last 12 months or are currently going through the EHCP process (38 respondents)

52.6% (50%) rate the overall experience as going very well/fairly well.

28.9% (32.9%) rate it as going poor/very poor.



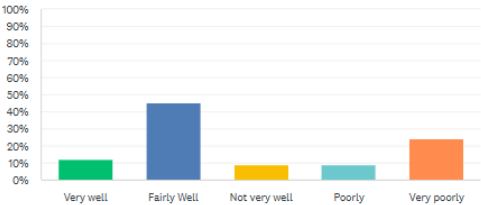
Q28: For EHCPs issued in the last 12 months (from June 2024) or for those currently going through the EHCP process, how well have the SEND Team communicated with you and kept you up to date with your Child's/Young Person's EHCP and the process?

Answered: 89 Skipped: 79

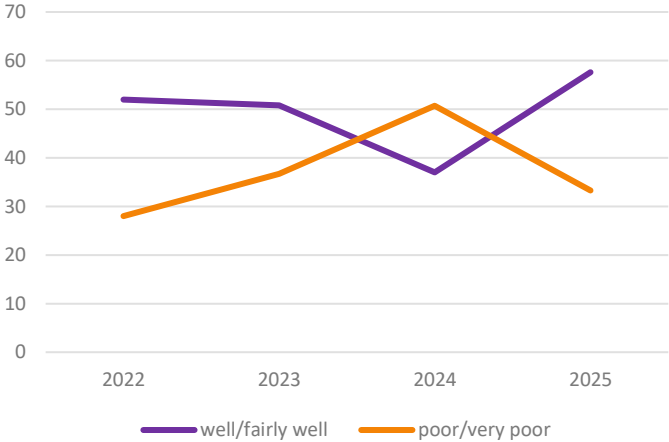
For those who have had an EHCP issued in the last 12 months or are currently going through the EHCP process (33 respondents):
57.6% (37%) said the SEND Team communicated very well/fairly well with them during the process.

33.3% (50.7%) rate it as going poor/very poor.

Respondents' ratings have very significantly improved for **SEND Team communications**



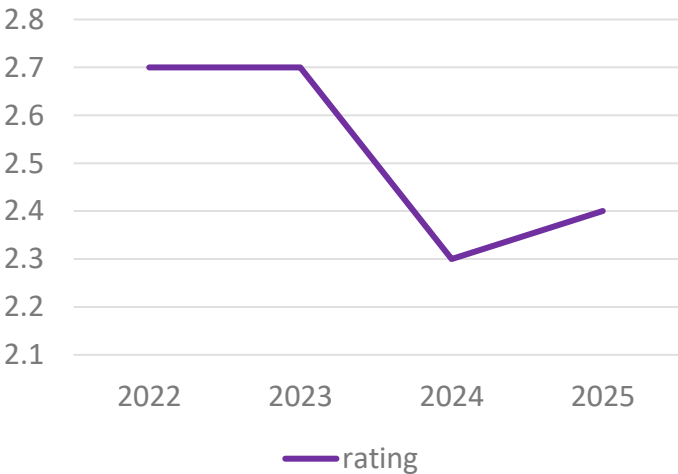
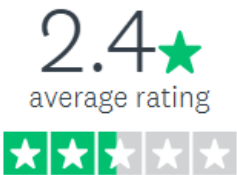
ANSWER CHOICES	RESPONSES	
Very well	12.12%	4
Fairly Well	45.45%	15
Not very well	9.09%	3
Poorly	9.09%	3
Very poorly	24.24%	8
TOTAL		33



Q29: How would you rate the EHCP process?

Answered: 89 Skipped: 79

There has been a small improvement in the EHCP Process rating this year (rating of 2.3 in 2024)



Response for those who it was applicable
Figures in brackets - 2024 result

Q30. Please let us have any comments about the EHCP process in the last 12 months (since June 2024)

Answered: 105 Skipped: 79

- My school informed me that the EHCP target was set too high and is difficult to achieve. They contacted the council regarding this, but no one has been assigned to the case yet. We have identified the key contact person, but we still haven't received any updates.
- EHCP assessment in 2023 was good
- His last annual review no-one from the LA attended and also the ehcp was sent in error to another parent. Complaint was made about this and only got an apology
- Many staff leaving and not passing on cases, having extremely long wait times or sometime no contact and having to chase
- Currently appealing after refusal to use private reports in EHCP. New case worker has been helpful within the system. We have been allocated a specialist placement for one year despite this and I am grateful for that.
- LA acted unlawfully by not providing a needs assessment, tribunal took place, they conceded shortly before the tribunal. They will be in breach of its legal obligations under Regulation 13(2) as we have not received the draft plan in time.
- It's only through this survey that I checked and discovered he was due an annual review in April! His last review was April 2024 but it wasn't finalised until Feb 25
- Slow.
- It took far too long. Our caseworker kept going on leave and there was no one to stand in to keep up with my daughter's application or who would take her case to the panel. This delayed the whole thing by an extra 2 months than otherwise stated.
- right at the beginning of the process so not really sure on feedback yet
- Statutory deadlines not met; poor communication; huge admin burden on me having to direct the LA; generally useless SEN team and poor leadership
- The process was smooth and well communicated, but the decision was to initially place my child in a mainstream, before the emergency appeal to get him a specialist provision. Thankfully his mainstream are able to adapt to keep him safe and cared for.
- less supervision on the caseworker's work, as a result delay in reply and action always, cannot provide accurate info sometimes
- Good so far for communications (email got reply at a reasonable time) but unfortunately due to the admin errors by LA our application has been delayed which impacted the timeliness for my child in receiving the right support.
- The school offered us a lot of support. The downfall was after draft got approved having to push for final copy.
- Appalling communication, failure to contact the right professionals, failure to provide a fit for purpose document.
- It wasn't bad, the OT input was pretty pointless- read like they'd picked accomodations out of a blind bag of 'accomadations for an autistic child' The main problem is that nothing I could do, even with an advocate to support, was able to secure her a suitable ehcp so she is still without an education

Q30. Please let us have any comments about the EHCP process in the last 12 months (since June 2024)

Answered: 105 Skipped: 79

- I have heard barely anything and have constantly had to chase after receiving her ehcp plan. No one wants to do there work or answer an email or call back
- Slow process, inaccurate and poor assessment, poorly peer reviewed
- Assessment was refused despite ample evidence provided from professionals and school. Very small details in paperwork used for refusal. Mediation meeting was unsuccessful, however as notice to not assess letter is so vague in it's reasoning, it is impossible to know what to prepare or bring to the mediation meeting.
- "The 20 week legal timeframe for the EHCP took 37 weeks.
- Communication from the SEND officer was practically non existent.
- Draft of EHCP lacked reference to key reports including needs and provision. The provision in section F was far too vague. I needed to request for private reports to be included. The SEND needed to be chased at every point. The final is now issued but still lacks some information and the type of setting identified is likely to need changing in the near future but I can imagine this will be a battle. "
- Very quick to decline an EHCP without visiting my child in school.
- Very happy with the process.
- Absolutely no response from Wokingham. Very slow and negative. Not in the slightest bit helpful
- NA
- Process still takes too long even for end of key stage. Plans not amended within key stage.
- Etoas depends on panel and even with justified items and detailed in section F panel still refuse things - it not setup for the best interest of the child and they only get a few hours a week because of the faceless processes
- N/A
- The school changed the wording of the EHCP but I wasn't able to challenge this change the EHCP
- Annual Review Nov 2024. Draft received April 2025 after numerous emails, still no sign of Final draft!
- Our EHCP was produced in a timely manner in 2023 and was written well. We were involved with good school SENCo at the time in co production which was very helpful
- send were supposed to find a new school - they failed - i found one. they were supposed to prepare the case for panel - they failed. we have no idea where my son is going to go come September. SEND seem wholly unaware too!! every time i tried to ask them to preempt certain events they disregarded me and the liw and behold they ate on the back foot in crisis management asking for my patience and acceptance of the difficult situation they are in. it's a bling hypocrisy that would be laughable if it weren't for our lives being in chaos as a result. i am now thinking if taking them to tribunal for the 3rd time - it's a joke.
- Too slow, rejected EHCNA then had 9 month tribunal wait. Won at tribunal in April. Now waiting decision whether to issue after needs assessment.
- Constantly chasing for updates

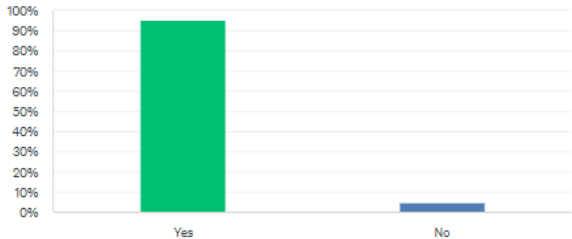
Annual Reviews

This section asks respondents about the Annual Review process and was directed at those who have gone through the process in the 12 months from June 2024 or are currently going through the process.

Q31: If your child's EHCP was issued over 12 months ago (Before June 2024) have you had and Annual Review of their plan in the last 12 months ?

Answered: 89 Skipped: 79

63 responses were received for those with EHCPs issued before June 2024
95.2% (93.3%) have had an Annual Review of their child's plan



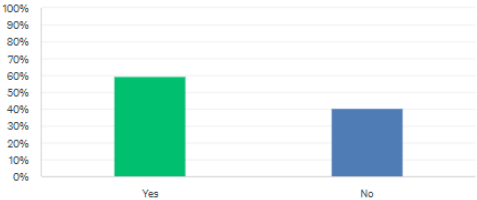
ANSWER CHOICES	RESPONSES	
Yes	95.24%	60
No	4.76%	3
TOTAL		63



Q32: If your child has had an Annual Review of their plan in the last 12 months have you received a letter confirming that the plan will be maintained, updated or ceased?

Answered: 89 Skipped: 79

Answered: 89 Skipped: 79



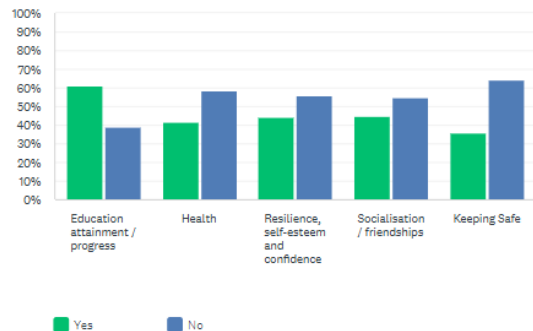
ANSWER CHOICES	RESPONSES	
Yes	59.70%	40
No	40.30%	27
TOTAL		67

59.7% (59.4%) of respondents whose child had an EHCPs issued before June 2024 had received a letter confirming whether the EHCP will be maintained, updated or ceased.



Q33: If your child has had an Annual Review of their plan in the last 12 months months is there evidence in it about achieving outcomes in the following areas?

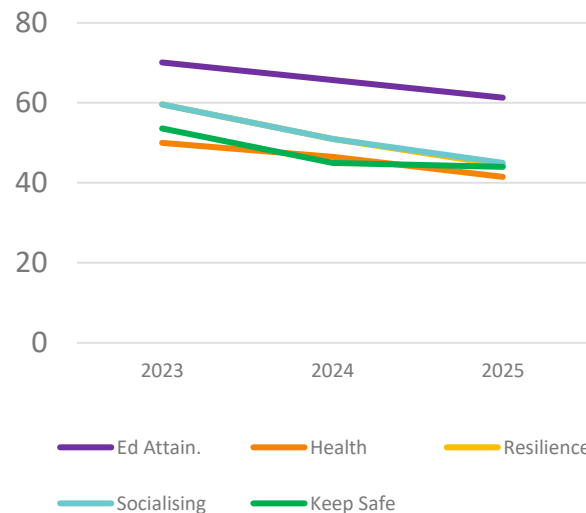
Answered: 89 Skipped: 79



	YES	NO	TOTAL
Education attainment / progress	61.29% 38	38.71% 24	62
Health	41.51% 22	58.49% 31	53
Resilience, self-esteem and confidence	44.44% 28	55.56% 35	63
Socialisation / friendships	45.00% 27	55.00% 33	60
Keeping Safe	35.59% 21	64.41% 38	59

Yes - evidence in AR outcomes for:

- Education Attainment **61.3%** (65.7%)
- Health **41.5%** (46.5%)
- Resilience/self-esteem **44.4%** (51%)
- Socialising **45%** (51%)
- Keeping safe **35.6%** (45%)

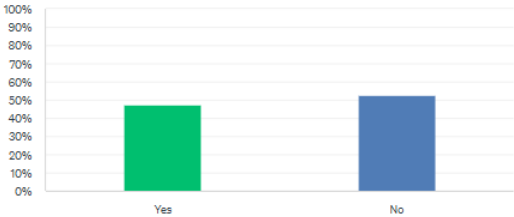


Response for those who it was applicable
Figures in brackets - 2024 result

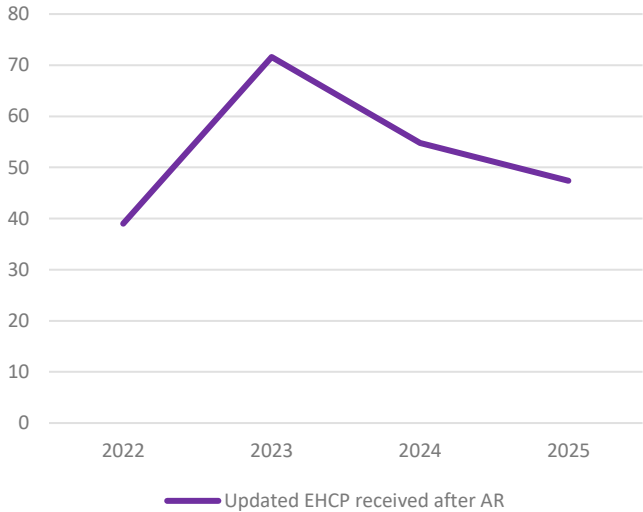
Q34: If your child's Annual Review resulted in an update to their EHCP in the last 12 months (before June 2024) have you received a FINAL UPDATED EHCP?

Answered: 89 Skipped: 79

47.4% (54.8%) of respondents whose child had an EHCPs issued before June 2024 had received a **final updated** EHCP.



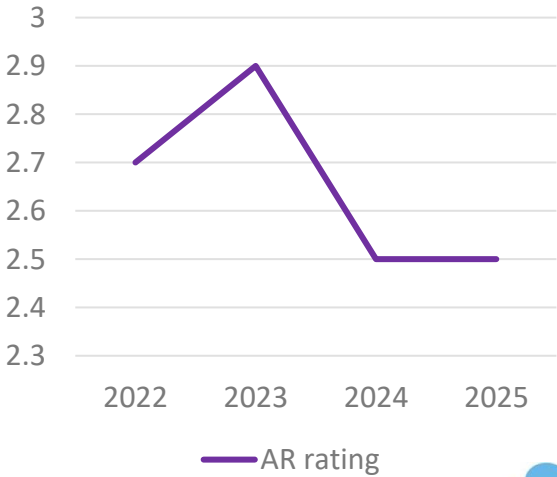
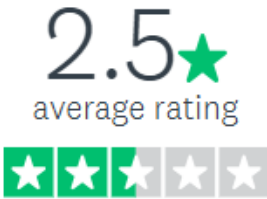
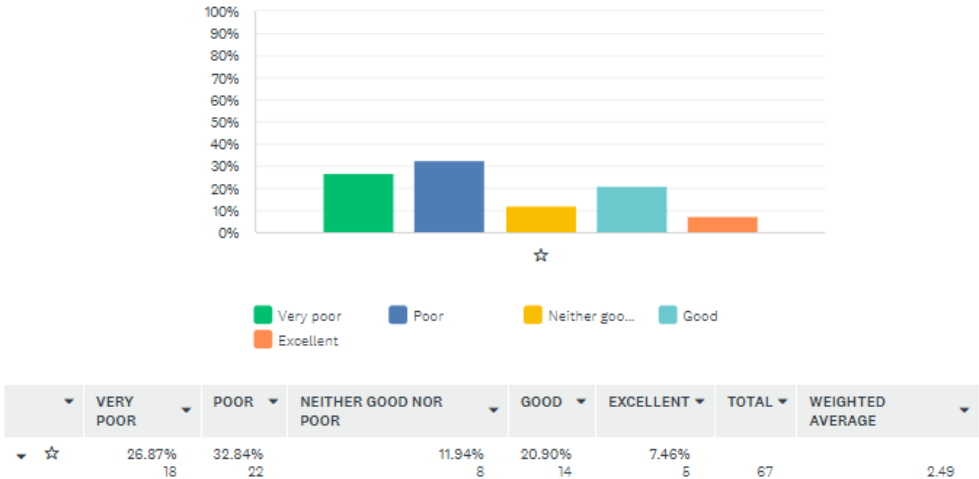
ANSWER CHOICES	RESPONSES
Yes	47.37%27
No	52.63%30
TOTAL	57



Q35: How would you rate the EHCP Annual Review process?

Answered: 89 Skipped: 79

The rating for the Annual Review Process remains the same as 2024 (2.5 rating 2024)



Response for those who it was applicable
Figures in brackets - 2024 result

Q35: How would you rate the EHCP Annual Review process?

Respondents comments:

- The key person not available.
- AR did not fall in statutory timescales, no pre or post AR report, no ILP or IEP from review to prioritize achievement
- Annual review of November 2024, school used an out of date draft EHCP from the previous year. The EHCP needed 3 EHCPs to be combined. It was not correct at the Annual Review. School tried to correct it but they missed a section so I was the only person who understood what was required to update the EHCP. The LA has looked at starting to update the EHCP but I keep needing to chase it up. Last correspondence was that the LA person, Mette, was going on annual leave and leaving the EHCP for someone else to complete. I have tried asking for basic information from the LA about who will complete it and by when and no-one has responded.
- The SEN team seem to take statutory deadlines as a vague suggestion. The paperwork was due months ago. Case worker left and new details have never been provided, despite promises at the SEND Team meet and greet saying complaints had been taken into account and a new structure would make everything better. It is worse
- Council did not complete until after the deadline and sent in error to another parent
- There seems little point when you and professionals are not listened to
- Poorly as we've missed the review deadline and I didn't even realise
- The annual review process for X was deeply unsatisfactory and fell far below the legal and professional standards expected. Key legislation and statutory guidance were not followed - including the Children and Families Act 2014, SEND Code of Practice, Equality Act 2010 (reasonable adjustments), and guidance for Designated Teachers. The process was so poor that a second annual review had to be held, at the parents' request, with the Local Authority in attendance. At the initial meeting, the school openly admitted they had not read all the submitted reports" which is wholly unacceptable when making decisions about a child's education, support, and future. This lack of preparation and disregard for statutory duties caused unnecessary distress and undermined confidence in the entire review process. There must be a thorough review of training, oversight, and compliance across all professionals involved in EHCP reviews to ensure that statutory duties are properly understood and delivered. Quality assurance procedures must be strengthened to prevent such a breakdown happening again no child or family should have to experience this.
- We achieve this is consultation with the school.
- I travelled to school for a meeting and the Wokingham case worker didn't join our planned review as something came up. Other than this, the process has been good.
- Still waiting since March 2025 for finalised documents post the review
- We are still waiting for a final amended plan following AR in March 2025. WBC have never attended AR meeting. Don't know who case worker is as previous one left post.

Q35: How would you rate the EHCP Annual Review process?

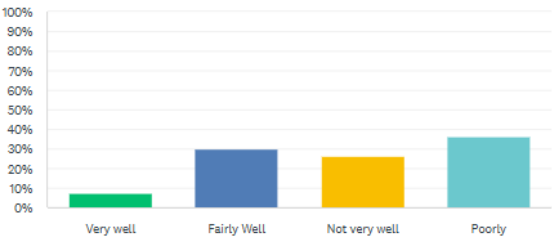
Respondents comments:

- Review meeting straightforward enough, not months later we still don't have a final version.
- The annual review paperwork is not fit for purpose.
- Phase transfer review was late - missed statutory deadline, no pre or post annual review reports from school, had to chase up SEN officer, no transparent communication to school regarding expectation so school do not learn from process, child did not pass maths or writing Sats. This will impact setting at secondary. Greater expectations related to SEN monitoring in school re EHCP would have helped. To be fair the school would not have been easy work with the SEN officer- so the fault is really with school not send team
- EHCP's are never updated so it feels like a complete waste of time. "updated" ehcps take months to come through, but they are just as out of date as before.
- This was end of KS4 Annual Review. Only the school SENCO was present. No representative from the SEND team. No Speech Therapist (primary need).
- Even with ehcp etosus packages go to panel and they remove key item agreed previous year it a faceless process that punishes children
- We had review by the end of Feb but we are still waiting for the final EHCP to be signed.
- After 18 no help to achieve outcomes
- Excellent SENCO at School, not thanks to WBC
- Wasn't an annual review as moving settings so school just not interested
- Still not updated. Our child's progress has not been due to the EHCP. School have also failed to follow it.
- Still waiting for Final Plan. Funding not been agreed so school have stopped some of Section F and won't look at AP. No communication till we asked. LA don't know it's their responsibility to ensure / no rush to follow up.
- Deadlines were missed and had to be chased up several times to issue draft/final
- Health does nothing at all.
- The annual review was late nearly 2 months post year 6 timescale. No pre review report. No post review report 3 months later. LA notified
- Unfortunately due to many changes in SEND team it took 11 months
- This process is rushed, there is no profession from education and health presents. The meetings aren't person centred and do not have processes in place to engage the young person. They are just a tick box
- Still waiting on consultations to be carried out from April panel decision. No notice to maintain, amend, cease etc from review in Oct 24 or in March 25
- Not due until next year
- No communication or interaction from Wokingham Borough Council, wrong information given to me, took 3 months of me chasing to get through to

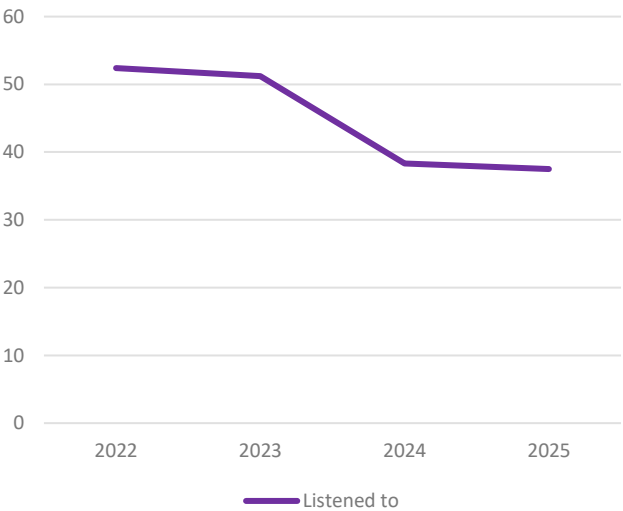
Q36: To what extent have you felt listened to by the SEND Team?

Answered: 89 Skipped: 79

37.5% (38.3%) of respondents said they felt listened to very/fairly well by the SEND team



ANSWER CHOICES	RESPONSES	
Very well	7.50%	6
Fairly Well	30.00%	24
Not very well	26.25%	21
Poorly	36.25%	29
TOTAL		80



Q36: To what extent have you felt listened to by the SEND Team?

Respondents comments:

- No reply when I asked who would work on updating EHCP and by when. We have so far been waiting 8 months to receive the updated EHCP with no communication from them.
- They don't communicate with me at all
- Poor communication and many errors in processes
- New case worker is trying hard.
- We probably haven't really engaged, but our request for AP was ignored by the director of children's services for several weeks. We recently received their response via our MP. I emailed them initially on 31 January and they only acknowledge me on 13 March. The email to the MP contained and strategies that were never actually put into place. They wanted us to put our child into school for more times a week and more hours per day in order to then provide him with support. They were offering support before school and at break times. This felt like blackmail and like blocking of support. With the help of assist, I could advocate for my child and ensure this timetable was not implemented until/unless support was provided. It still has not been provided to this day....
- His case officer has been great
- We have had no recent communication with the SEND team at WBC.
- they always delay in reply and cannot provide comprehensive advice on the case
- No news from SEND case worker, failed to turn up at annual review with no warning, not been able to reach them and not received even my final amended plan
- We've had no communication since December 2024. Prior to that no communication since letter confirming EHCP in 2023.
- But nothing is being done to support my daughter
- They sound like they're listening in meetings, but this does not translate to action in a timely fashion. No final draft of EHCP (despite chasing), provision maps not signed off in time to secure consistency in APs, weeks of radio silence with no explanation.
- Communication is poor. Comments on type of setting are ignored.
- Send team do listen prior to and after new structure. Customer relations manager very good and we have a lot of respect for our current and previous SEN officer and Team manager. Wokingham is working hard to create better systems and structures.
- Don't get back to me.
- You cannot get hold of anyone! Wrong information given. Rude staff. No support.

Q36: To what extent have you felt listened to by the SEND Team?

Respondents comments:

- Long waits for response/no response at all despite making a complaint which was upheld.
- Good communication via email and telephone.
- Panel process is simple a way of removing key items without discussion- parent should be able to attend
- My case officer has changed three times, and each new officer had to start from scratch. While they listened, it was difficult for them to follow up properly. Overall, it's been hard to feel truly listened to by the SEND Team.
- They are impossible to contact Awaiting review but no contact made
- They had action points that they haven't followed up on eg getting OT for my son
- Just don't get the opportunity to join in any of the drop in sessions because I work full time
- Ignored my child's and parent preferences completely and dreadful communication
- Better
- Absolutely a waste of time. EHCP really not worth getting.
- Did not respond within timescale
- We had 3 rejected applications before finally securing the EHCP
- Listened to well during assessment process in 2023. Currently not well as AR report or EHCP not updated and this is year 6 transition. Quite embarrassing
- It took almost 9 months for them to agree a suitable college
- You can never contact them. I have had to chase every year for a letter confirming the decision after the review. This is historical and they are continuing to break the law with timeframes
- they only act when i make it clear they would be liable to prosecution should lawyers look at the case as a part of a tribunal- it's awful that i have to resort to threats to get action. my son has only ever received support because i am unwavering and tenacious in my advocacy for him. im sure many others give up and accept their fate in the face of 'the system' but I stubbornly insist on getting what my son needs
- They have been communicating with myself but things are still not done in timely manner or at all
- The Sendiass team have been great BUT it is not easy to contact them on the given phone number which is very frustrating as it ALWAYS goes to voicemail.
- Listened to?? Don't make me laugh. Horrendous service

Transitions

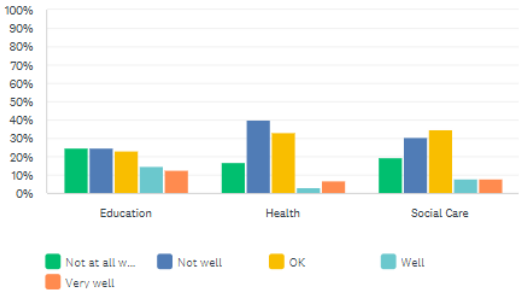
This section asks respondents about any transitions process their child has gone through in the last 12 months and how well different teams prepared them for that transition.

Transitions includes Early years/pre-school to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment. Transitions from paediatric to adult health services eg from paediatrician to GP, CAMHS to Adult mental health services etc. Transitions from Children's to Adult Social Care

Q37: If your child has gone through a transition in the last 12 months, please tell us how well different teams prepared them for that transition. Transitions includes: * Early years/pre-school to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment. * Transitions from paediatric to adult health services eg from paediatrician to GP, CAMHS to Adult mental health services etc. * Transitions from Childrens to Adult Social Care

Answered: 116 Skipped: 52

Answered: 116 Skipped: 52



	NOT AT ALL WELL	NOT WELL	OK	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	25.00% 12	25.00% 12	22.92% 11	14.58% 7	12.50% 6	48	2.65
Health	16.67% 6	40.00% 12	33.33% 10	3.33% 1	6.67% 2	30	2.43
Social Care	19.23% 6	30.77% 8	34.62% 9	7.69% 2	7.69% 2	26	2.54

Response for those who it was applicable
Figures in brackets - 2024 result

Education

Well/very well – 27.1% (26.2%)
Not at all/not well – 50% (47.6%)

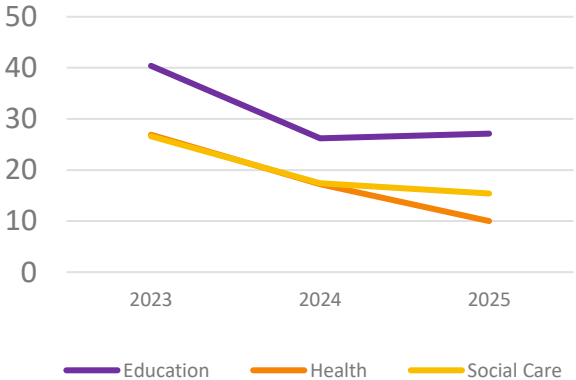
Health

Well/very well– 10% (17.2%)
Not at all/not well– 56.7% (50%)

Social Care

Well/very well– 15.4% (17.4%)
Not at all/not well– 50% (52.2%)

Respondents rated preparation for transitions by Health teams to have significantly weakened



Q37: If your child has gone through a transition in the last 12 months, please tell us how well different teams prepared them for that transition. Transitions includes: * Early years/pre-school to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment. * Transitions from paediatric to adult health services eg from paediatrician to GP, CAMHS to Adult mental health services etc. * Transitions from Childrens to Adult Social Care

Respondents comments:

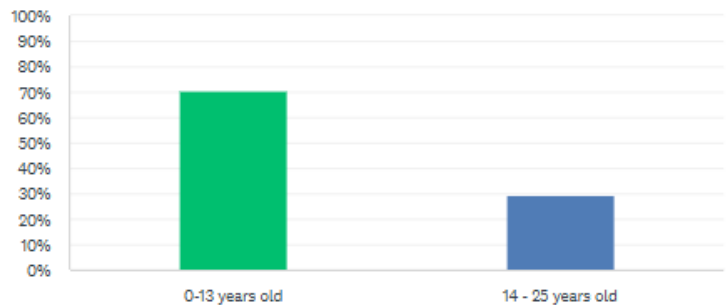
- Early help worker was an amazing support.
- We have not had any support in the transition from learning at home due to not being able to attend secondary school to potentially trying to attend a college next academic year.
- Transition from one year to another - staff changes on the last day - not great for a child who has been in care and has attachment difficulties - better forward planning of 'staff movements' would be advice for the future.
- both the previous nursery in a different council, and the new preschool in Wokingham have been absolutely fantastic during the transition. Some areas have been more difficult as we have had to start the referral or waiting list all over again - like portage, SLT. but the nursery/preschool staff have been fantastic
- Most of the transition was supported by private help that I paid for, and from the school.
- About the transition to post 16 - induction was OK. Transition to Adult Neurology hopefully under way but slow and lacking feedback from providers
- Enforced tension from school to home based learning and APs. Great support from school and OT. No support from LA. If anything LA have hindered the process by being so slow to approve funding requests, adjust APs and generally be flexible to best meet child's needs in the most cost efficient way. Everything revolves around 'processes' rather than placing the child at the centre.
- We've faced ongoing challenges in getting the school to properly support our child's transition needs.
- Due to placement mess up by the Sen team, the transition was non-existent which was completely unnecessary stress
- There was no transition support
- School fought being named on the EHCP. Then tried to deny sixth form entry. Had to use our lawyers. The Council should have enforced it
- Receiving secondary in West Berks have sent excellent information and timeline visual to follow. Additional visits planned. He has met his main lead LSA. SENCo attended annual review and has met with child at new school. Secondary have been proactive in asking us to let them know anything that will help. Have booked the WBC transitions workshop for parents. Primary school have done less especially not following year 6 AR process or reporting. Currently little support in class and routines are making end of year stage more difficult for neurodiverse child with developmental trauma
- Stayed at the same school and assured that sixth form teachers would be made aware of diagnosis and potential need for adjustments. None of the new teachers were aware until we told them at parents evening. Social pressures worse in sixth form due to more flexibility in timetable.
- There was no transition support when he left school
- Zero support zero help zero given no help no support nothing
- Both the primary and secondary school supports the transition very well.

Preparing for Adulthood

This section asks respondents about the Preparing for Adulthood and filtered for those with a child aged 14 years +.

Q38: What is the age of your child?

Answered: 116 Skipped: 52

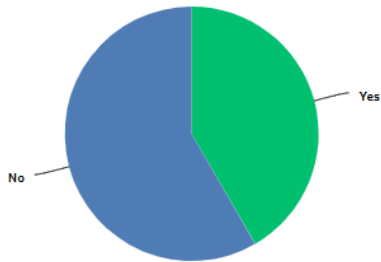


ANSWER CHOICES	RESPONSES	
▼ 0-13 years old	70.69%	82
▼ 14 - 25 years old	29.31%	34
TOTAL		116

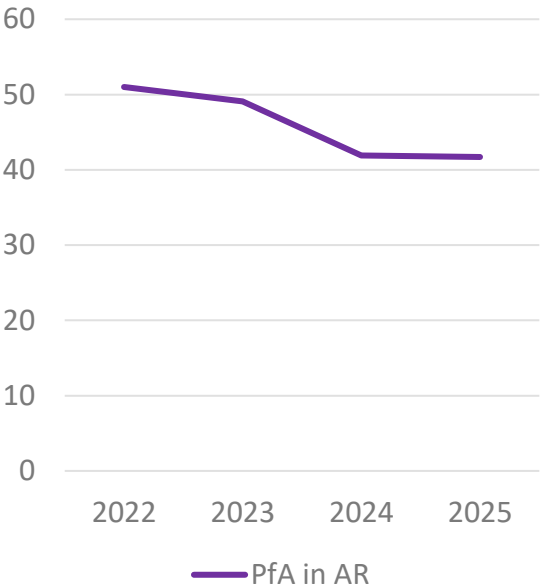
Q39: If your child/young person has an EHCP has Preparing for Adulthood been part of their most recent EHCP Annual Review?

Answered: 34 Skipped: 134

41.7% (41.9%) of respondents (14 year + child with and EHCP) said that PfA had been part of their most recent Annual Review



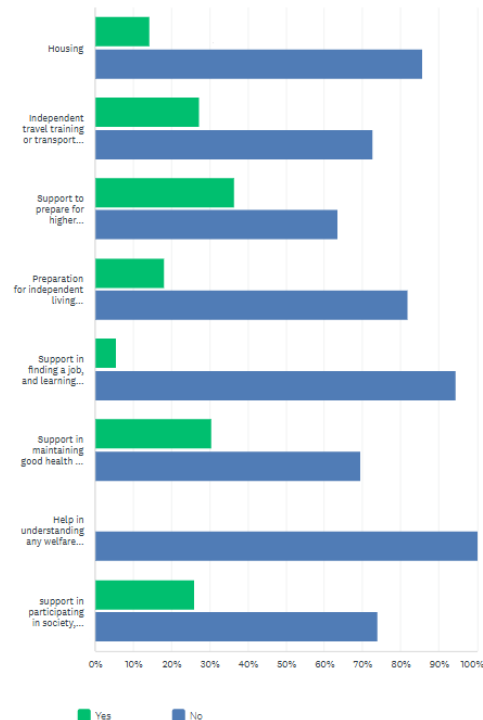
ANSWER CHOICES	RESPONSES	
▼ Yes	41.67%	10
▼ No	58.33%	14
TOTAL		24



Response for those who it was applicable
Figures in brackets - 2024 result

Q40: If your child/young person has an EHCP were any of the following Preparing for Adulthood topics discussed as part of the Annual Review?

Answered: 34 Skipped: 134



PfA topics being discussed in AR decreased in all areas except **Maintaining good Health and Participating in Society**.

The majority of the areas are discussed in less that 30% of EHCP Annual Reviews.

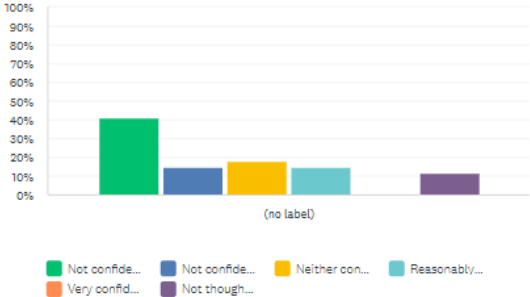
- Housing **14.3%** (28.2%)
- Travel training **27.3%** (35.9%)
- Support for higher education/training in **36.4%** (40%)
- Independent living **18.2%** (23.7%)
- Job Support **5.6%** (29%)
- Maintaining good health **30.4%** (22%)
- Welfare benefits **0%** (12%)
- Participating in Society **26.1%** (24.4%)

	YES	NO	TOTAL	WEIGHTED AVERAGE
▼ Housing	14.29% 3	85.71% 18	21	1.86
▼ Independent travel training or transport support	27.27% 6	72.73% 16	22	1.73
▼ Support to prepare for higher education and/or employment	36.36% 8	63.64% 14	22	1.64
▼ Preparation for independent living including where the child or young person wants to live in the future	18.18% 4	81.82% 18	22	1.82
▼ Support in finding a job, and learning how to do a job	5.56% 1	94.44% 17	18	1.94
▼ Support in maintaining good health in adult life	30.43% 7	69.57% 16	23	1.70
▼ Help in understanding any welfare benefits that might be available	0.00% 0	100.00% 20	20	2.00
▼ support in participating in society, which includes making and maintaining relationships.	26.09% 6	73.91% 17	23	1.74

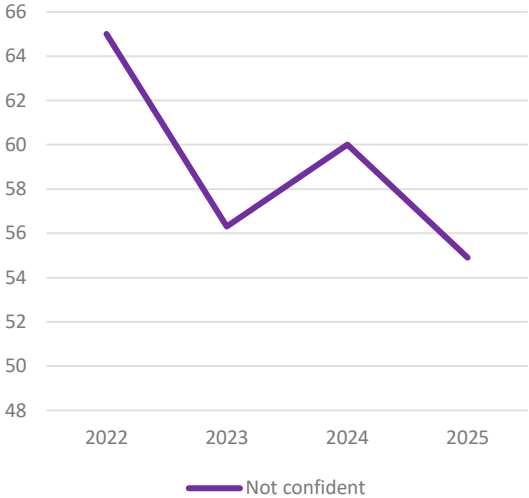
Q41: How confident are you that your child/young person will receive appropriate healthcare when they are too old for children's (paediatric) healthcare services?

Answered: 34 Skipped: 134

54.9% (60%) of respondents (14 year + child with and EHCP) said that they were not confident at all/not confident that their child would receive appropriate healthcare when they are too old for paediatric services

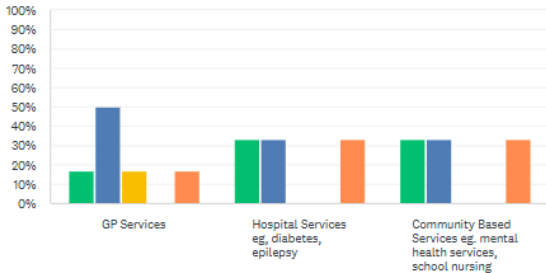


	NOT CONFIDENT AT ALL	NOT CONFIDENT	NEITHER CONFIDENT OR NOT CONFIDENT	REASONABLY CONFIDENT	VERY CONFIDENT	NOT THOUGHT THAT FAR AHEAD	TOTAL	WEIGHTED AVERAGE
(no label)	41.18% 14	14.71% 5	17.65% 6	14.71% 5	0.00% 0	11.76% 4	34	2.53



Q42: If your child has gone through Preparing for Adulthood transition from a paediatric to adult health service in the last 12 months (since June 2024) please tell us how well this went

Answered: 34 Skipped: 134



Not at all well Not well OK Well Very Well

	NOT AT ALL WELL	NOT WELL	OK	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
GP Services	16.67% 1	50.00% 3	16.67% 1	0.00% 0	16.67% 1	6	2.50
Hospital Services eg, diabetes, epilepsy	33.33% 1	33.33% 1	0.00% 0	0.00% 0	33.33% 1	3	2.67
Community Based Services eg, mental health services, school nursing	33.33% 1	33.33% 1	0.00% 0	0.00% 0	33.33% 1	3	2.67

This was a new question for 2024 to help inform Health Transition services.
Respondents said services went well/ very well for :

- GP services 16.7% (7.7%)
- Hospital Services 33.3% (22.0%)
- Community Services 33.3% (0%)

NB – very small numbers of respondents.

Q42: If your child has gone through Preparing for Adulthood transition from a paediatric to adult health service in the last 12 months (since June 2024) please tell us how well this went

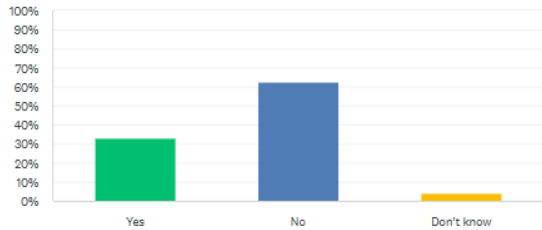
Respondents comments:

- will avoided public services and go private. Due to appalling experiences with public sector
- Having to have his own account from 13 has been a nightmare. The system is not set up for access properly. It's only just working now he is 16. I'm not his carer but I am his mum. 13 is too young to have to have phone calls himself from a doctor - it causes stress. Access to things are a faff - 13 is still a child especially when there is extra need.
- I have lead all of these. My young person has either fallen off the radar or had to wait for appointments for over 2 years.
- Nothing was differed to my child other than "goodbye we can't help you anymore"

Q43: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Preparing for Adulthood (formerly Transitions) Adult Social Care Team? (The PfA team will support young people who are Care Act eligible as they move to Adult Social Care services)

Answered: 34 Skipped: 134

33.3% (34.9%) of respondents (14 year + child with and EHCP) said that they have had contact with the Preparing for Adulthood (formerly Transitions Team) in Adult Social Care



ANSWER CHOICES	RESPONSES	
▼ Yes	33.33%	8
▼ No	62.50%	15
▼ Don't know	4.17%	1
TOTAL		24



Q43: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Preparing for Adulthood (formerly Transitions) Adult Social Care Team? (The PfA team will support young people who are Care Act eligible as they move to Adult Social Care services)

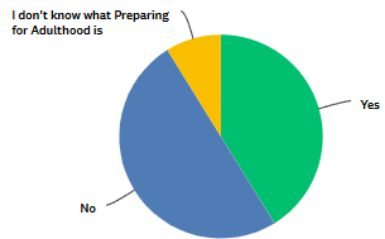
Respondents comments:

- Nothing about this at all in annual review or afterwards
- Contact only as part of annual review (part of EHCP process)
- No contact

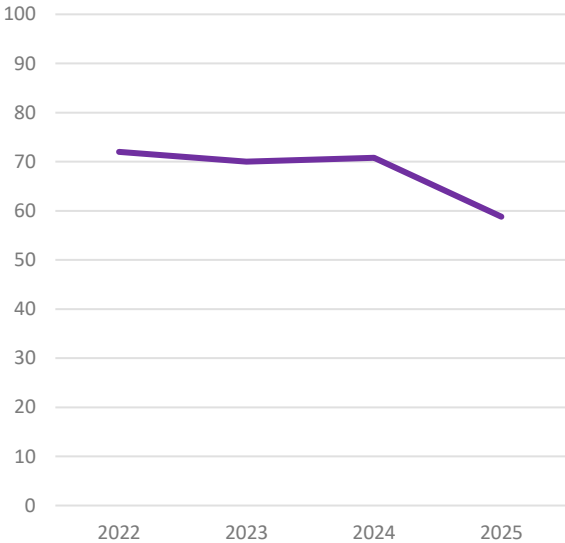
Q44: Do you know where to go for more information about any aspect of Preparing for Adulthood?

Answered: 34 Skipped: 150

58.8% (70.8%) of respondents (14 year + child with and EHCP) said that they did not know where to go for more information about preparing for adulthood or what it is.



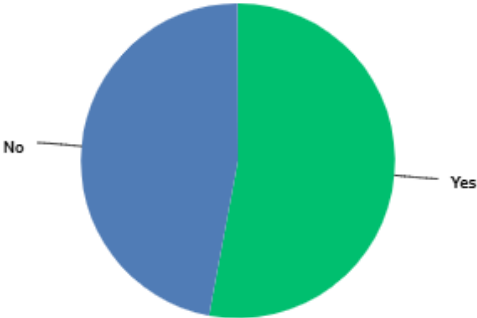
ANSWER CHOICES	RESPONSES	
Yes	41.18%	14
No	50.00%	17
I don't know what Preparing for Adulthood is	8.82%	3
TOTAL		34



Response for those who it was applicable
Figures in brackets - 2024 result

Q45: Would more information or support about independent travel at post-16 be helpful?

Answered: 34 Skipped: 150



ANSWER CHOICES	RESPONSES	
Yes	52.94%	18
No	47.06%	16
TOTAL		34

Q46: Is there anything else you would like to tell us about Preparing for Adulthood?

Respondents comments:

- Is PFA only available for those on an EHCP? It would almost certainly be helpful for those with a diagnosis but not on EHCP as the information would still be helpful for those young people
- Some topics are discussed too early when they are not relevant. Would rather focus on the near future and needs that need addressing in the next 1 or 2 years.
- Unlikely he will be able to cope and nothing being planned for
- Never heard of this before Why not she is 20 and had echp since 13
- We raised independent travel training as it had been mentioned to us by send voices only
- Extremely mentally and emotionally stressful. Felt like authority was trying to gain control, instead of providing support.
- I have raised it at AR but haven't received any contact or info from wbc
- I don't know anything about it
- The majority of the support I have had has been from charities (especially Promise Inclusion)
- Again everything is a fight. Nothing gets done unless you raise a formal complaint

Social Care Services

This section asks respondents about their experiences with Wokingham Social Care Services.

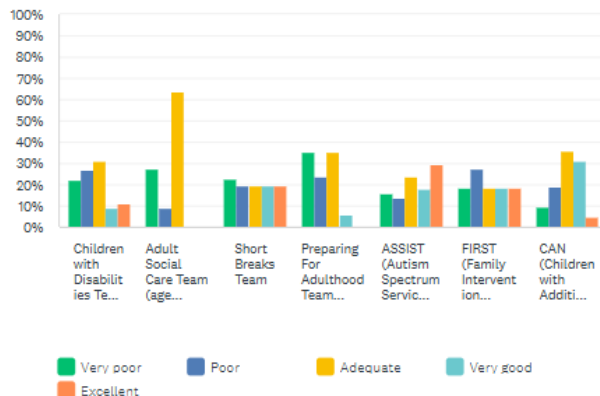
Q47: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 113 Skipped: 55

Improvements in rating for the CAN Network

Decline in rating for:

- Adult social care – most rated as adequate an improvement in those rating service as poor/very poor
- PfA Team
- ASSIST
- FIRST



% of respondents* who rated service excellent/very good

% of respondents* who rated service poor/very poor

Children with Disabilities Team	20% (19.5%)	47.9% (50%)
Adult SC	0% (18.2%)	36.4% (63.6%)
Short Breaks	38.7% (39.2%)	41.9% (39.2%)
PfA team	5.9% (31.6%)	58.8% (56.2%)
ASSIST	47.1% (56.5%)	29.4% (17.4%)
FIRST	36.4% (40%)	45.5% (40%)
CAN Network	35.7% (30.8%)	28.6% (30.8%)

Response for those who it was applicable
Figures in brackets – 2024 result

Q47: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 129 Skipped: 55

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Children with Disabilities Team including Early Help (for ages 0-18 years) Comments (17)	22.22% 10	26.67% 12	31.11% 14	8.89% 4	11.11% 5	46	2.60
Adult Social Care Team (age 18-25 years) Comments (2)	27.27% 3	9.09% 1	63.64% 7	0.00% 0	0.00% 0	11	2.36
Short Breaks Team Comments (12)	22.58% 7	19.35% 6	19.35% 6	19.35% 6	19.35% 6	31	2.94
Preparing For Adulthood Team (formerly the Transitions Team) Comments (6)	35.29% 6	23.53% 4	35.29% 6	5.88% 1	0.00% 0	17	2.12
ASSIST (Autism Spectrum Service for Information Support and Training team) Comments (19)	15.69% 8	13.73% 7	23.53% 12	17.65% 9	29.41% 15	61	3.31
FIRST (Family Intervention Resources and Support Team - supporting families with sleep and behavioural issues) Comments (12)	18.18% 4	27.27% 6	18.18% 4	18.18% 4	18.18% 4	22	2.91
CAN (Children with Additional Needs) Network Comments (15)	9.52% 4	19.05% 8	35.71% 15	30.95% 13	4.76% 2	42	3.02

Q47: How would you rate any services from the Wokingham Borough Social Care services?

Respondents Comments: **Children with Disabilities Team**

- Open and closed in one day as attending psycho-education already.
- Total waste of time apart from having access to Compass team - that WAS helpful, the rest has just affected us negatively
- I felt early help basically told me I am already experienced and doing everything they would suggest, so they signed her off their caseload.
- Not used them. No contact from them.
- Wouldn't know had no interaction
- No communication
- Don't know what they do
- No contact with them
- Early help was ok, seemed efficient and helpful in taf meetings, but was so focussed on my daughter engaging with them that nothing else was acheived because she wasn't able to
- Early help were helpful in the past
- I didn't know this service existed
- never heard from them
- Early Help has been a great support to us.
- My child has been referred several times only one visit, tick box exercise
- They were supportive and helpful in dealing with school and attending meetings but stopped quickly because my daughter couldn't engage with their agenda. So everything school had agreed they then said they wouldn't do
- Useless

Q47: How would you rate any services from the Wokingham Borough Social Care services?

Respondents Comments: **Adult Social Care Team**

- not consistent due to high staff turnover
- Zero support. Zero contact ... completely given up trying to get help Which is no different to staff complete Ty giving up on my child because she turned 18

Respondents Comments: **Short Breaks Team**

- I'd love to be under the short breaks team as then maybe I'd get respite but CWD restricted what our options were leaving us with no options
- Not used them. No contact from them.
- not used
- X visited, panel agreed short breaks support
- Always supportive and responsive
- Receive emails which give some information
- We never requested
- No idea who is eligible for this.
- Never got any support
- Not offered
- There are not enough short breaks available
- Still waiting on support

Q47: How would you rate any services from the Wokingham Borough Social Care services?

Respondents Comments: **Preparing for Adulthood**

- Not used them. No contact from them.
- How do we get access to this?
- Not heard from them
- Not heard of it before
- No contact
- No support, no contact, no help ... nothing

Respondents Comments: **ASSIST**

- Not contacted. No information provided about service
- Staff really do try to help but are met with resistance in schools. They are helpful but the calling back and checking in isn't consistent.
- Don't support like they used to
- Limit to their powers
- Not used for a long time but helpful in the past
- I haven't reached out to these yet, not sure I knew they existed, will be looking it up
- X is excellent.
- not heard of this
- Didn't know there was this service
- Never heard of them
- We have not used assist yet but will look at support offer for teenage years
- ASSIST has been a big help to us and offers some excellent courses.
- Not heard of this team
- Never used. No confidence in Council.
- Not aware of this
- Requested help and received none
- Not offered to us even though autism diagnosis- we have used autism Berks and national autistic society instead
- Have not had any contact with them for many years as they made me feel inadequate as a parent
- Assist

Q47: How would you rate any services from the Wokingham Borough Social Care services?

Respondents Comments: **FIRST**

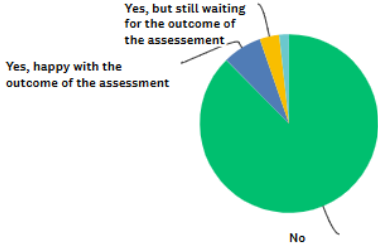
- Amazing support
- Attended sleep course - not specific for neurodiversity. Kind.
- When I tried to get help we were classed as too complex - that's when they were new though
- I didn't know this service existed
- FIRST has been very understanding and offers some excellent courses.
- Never been able to access as case too complex but not bad enough for social care to help. Pointless
- Never meet their criteria
- Not aware of this
- Not needed use own colleagues or paediatrician advice
- this might be useful for those who are completely new to any diagnosis but this was far too basic for our needs and unable to help with the level of complexity/profound need
- Didn't know this existed

Respondents Comments: **CAN Network**

- I'd totally forgotten about them and just check, the last email I had from them was in May. Don't feel like I get much from them these days
- Not used them. No contact from them.
- not heard of this
- No contact with these services
- Didn't know they were there
- Just heard about them via email. Have signed up for emails for further information.
- Only got info to access Sharon and not very useful
- Not used but intend to
- I didn't know this service existed
- Didn't know they were still going! Haven't heard from them for ages
- My son has a CAN card that helps him enjoy his favourite activities, like swimming, without the cost being a barrier.
- CAN card often used, very good.
- Not used
- Didn't know this existed
- very good

Q48: Has your child had a Social Care assessment in the last 12 months (since June 2024) ?

Answered: 113 Skipped: 55



ANSWER CHOICES	RESPONSES	
No	87.61%	99
Yes, happy with the outcome of the assessment	7.08%	8
Yes, but still waiting for the outcome of the assessment	3.54%	4
Yes, but not happy with the outcome of the assessment	1.77%	2
TOTAL	113	

Only a small number of respondents children had a social care assessment in the last 12 months (14), of these:

57.1% (53.6%) were happy with the outcome

28.6% (10.7%) were still awaiting the outcome

14.3% (35.7%) were not happy with the outcome.

There was an increase in the percentage of respondents happy with the outcome of the assessment and also a decrease in those who were unhappy.

Q48: Has your child had a Social Care assessment in the last 12 months (since June 2024) ?

Respondents comments:

- We dont know this is an option
- No, although I have emailed to request this has not been acknowledged.
- A waste of time, comments never listened to, they don't update and never sent a final version. Carers assessment - might as well not have bothered! A report full of nothing to just justify their existence!
- Happy with the advise provided and plan put forward. Plan needs more urgency and traction.
- One visit, said was doing assessment but that was a couple of months ago. Nothing since
- At Stage 2 complaint due to their conduct to years ago.
- Assessment was late and slow to get finalised
- Although had short breaks assessment

Q49 Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments:

- No help
- I have too much to say here, they have put me and my family through hell and I can't wait to be rid of them
- They need more resources, more training and more funding to better support all the send children in our borough.
- No signposting/ guidance - best kept secrets
- It feels as though budgets are so tight there is only room for crisis management.
- Grateful to have EHCP and child being funded in a specialist school. Have low expectations for any other support or services. Understand system is severely underfunded but this does not make it right that we feel unsupported. Our child does well because of our advocacy, financial support and him attending a special school. The school is out of borough therefore costing WBC considerable amount. We make family sacrifices to get him to and from school in another borough.
- Lady was pleasant enough but pointless meeting. Asked for way too much medical information when they weren't going to offer support. Tick box exercise. My young person was not happy with sharing as was clear it was all for ticking the box
- Have no contact or support
- Never meet outcomes, clueless, lack of communication, concentrate on the wrong things, have never helped and are not well informed on anything that's for our children. I've had several different ones for my Daughter.
- Not used
- they have been understanding of our situation and do try to work with us which is great but there has been little in terms of change for us in years and that grinds you down and makes you very jaded with the system

Q50. Please let us have any additional comments about WBC Adult Social care team

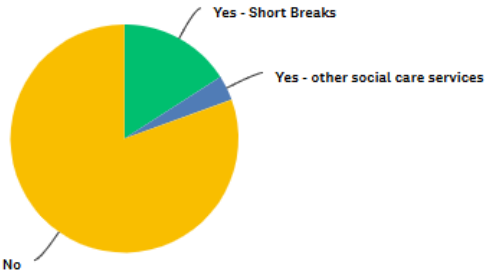
Respondents comments:

- Staff need training on the law! The care act should be followed. They can not apply blanket policies. The panel who decides on budgets are not directly engaging with the young people. They need to bring in young, dynamic staff who are creative and understand that our young people don't just want a babysitter. Other councils are leading the way and using budgets so well that it's costing less.

Q51: Do you receive 'direct payments' from Wokingham Borough Council to buy social care services?

Answered: 113 Skipped: 55

We received 22 responses from a small number of families that have Short Breaks DPs and also DPs for other social care services.

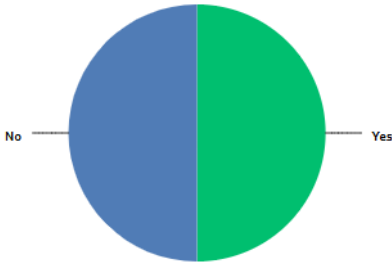


ANSWER CHOICES	RESPONSES	
Yes - Short Breaks	15.93%	18
Yes - other social care services	3.54%	4
No	80.53%	91
TOTAL		113

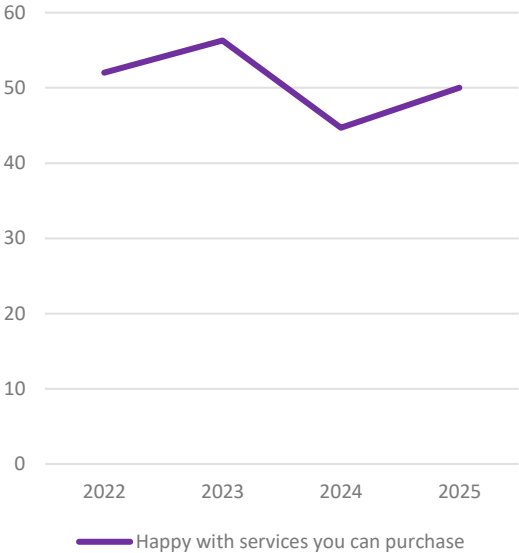
Q52: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Answered: 129 Skipped: 55

Of that small number of responses 50% (44.7%) were happy with the services that they could purchase.



ANSWER CHOICES	RESPONSES	
Yes	50.00%	11
No	50.00%	11
TOTAL		22



Q52: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Respondents comments:

- I'm not allowed to use in the way we used to. The only thing my son would engage in is certain babysitter. At a time his mental health got lots worse and I asked for extra respite. SW agreed was needed. CWD team said I shouldn't be using for babysitting and that I was only allowed a PA. This wasn't an option for us so I went from needing more to losing the lot. This has been the case for over a year. It was always fine before to use on activities and babysitters. It's disgusting the way they treat families!
- not aware of service
- I think I should be able to pay for youth club fees with direct payments.
- Unaware of any that are available to us
- Not aware of this
- Difficulty finding support with the current pay rate.
- shortage of available PA's
- Restrictions. Unable to use on Explorers.
- I was, until they've pulled direct payments for Thumbs Up Club. The one provision we have! They also did this after everyone had booked their spaces!
- The Direct Payments software system is very poor and stressful to use
- Again I know how I can use direct payments. The council push their own services and providers because they are cheap. I have had to take legal advice and raise complaints because I've been misinformed and been told that I have to use a particular service because it fits the brief on paper. Wokingham need to move with the times!
- we do get a respite service now at the weekend and after a yrs long wait and some hiccups we now have a provision that gives a couple of hours respite a week
- Barely any services available and we are now having to pay for them.

Information

This section asks respondents about their experiences with information sources in the Borough.

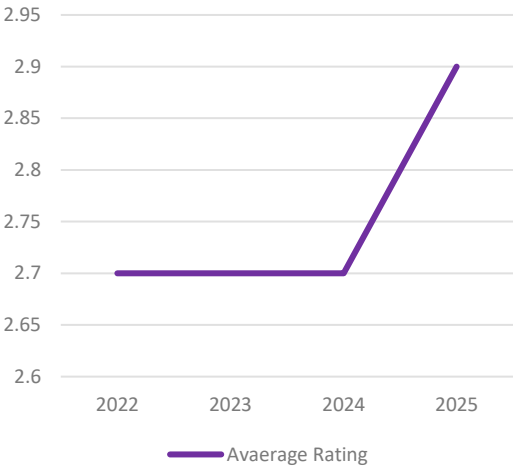
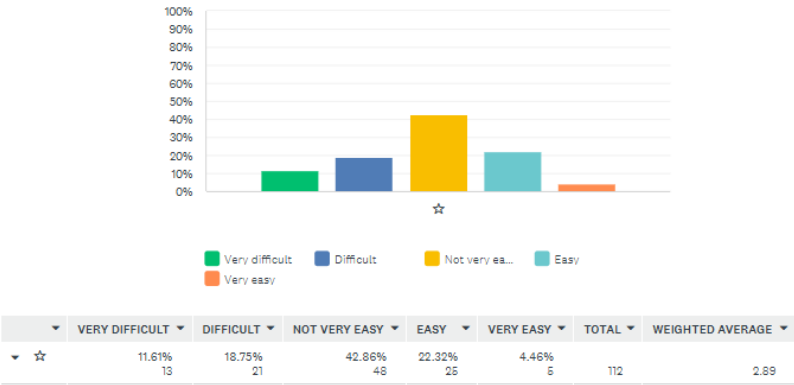
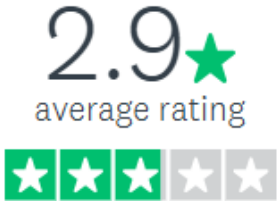
Q53: How easy do you find it to get information about what services and community activities are available and what they do? (this covers all SEND services, holiday clubs, financial support, motability etc)

Answered: 112 Skipped: 56

This year has seen the first improvement in the overall rating for how easy it is to find information.

26.8% (25.8%) of respondents found it very easy/easy to get information about services and what they do.

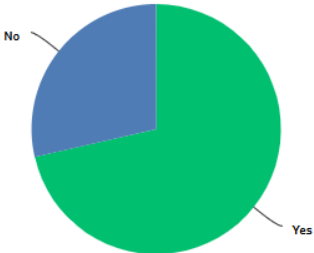
The majority, 73.2% (74.1%), said it was not very easy, difficult or very difficult.



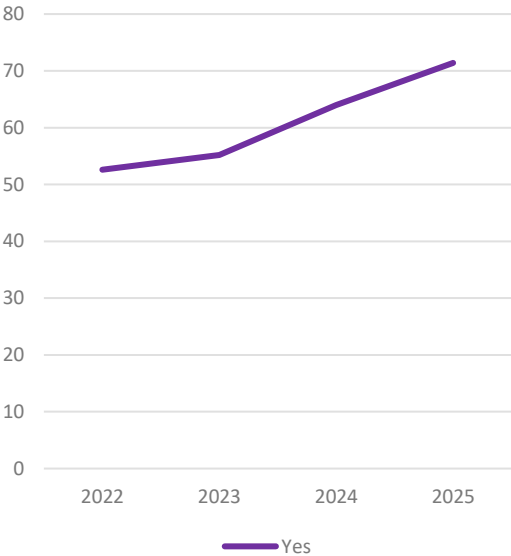
Q54: Have you heard of the Wokingham SEND Local Offer website for 0 - 25 year olds with special educational needs and/or disabilities?

Answered: 112 Skipped: 56

There continues to be an improvement in the number of people who have heard of the Wokingham SEND Local Offer website **71.4%** (64%)



ANSWER CHOICES	RESPONSES	
Yes	71.43%	80
No	28.57%	32
TOTAL		112



Response for those who it was applicable
Figures in brackets - 2024 result

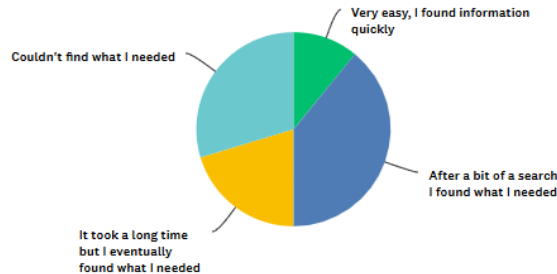
Q55: If you HAVE used the Wokingham SEND Local Offer for 0 - 25 year olds with special educational needs and/or disabilities (SEND) , how easy was it to find what you were looking for?

Answered: 112 Skipped: 56

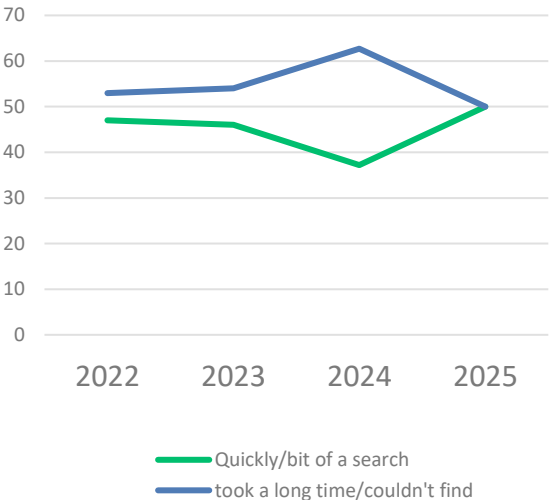
For those who had used the Wokingham Local Offer website, there has been a significant improvement in those saying it is easier to find the information they are looking for.

50% (37.2%) of respondents said that they found what they were looking for very quickly or after a bit of a search.

50%, (62.7%) said it took a long time or they couldn't find what they were looking for.



ANSWER CHOICES	RESPONSES	
Very easy, I found information quickly	10.94%	7
After a bit of a search I found what I needed	39.06%	25
It took a long time but I eventually found what I needed	20.31%	13
Couldn't find what I needed	29.69%	19
TOTAL		64



Q55: If you HAVE used the Wokingham SEND Local Offer for 0 - 25 year olds with special educational needs and/or disabilities (SEND) , how easy was it to find what you were looking for?

Answered: 128 Skipped: 56

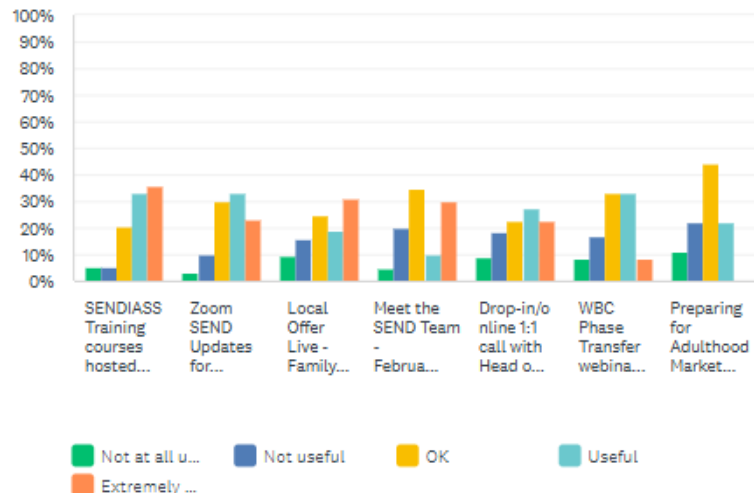
- Started my own list
- It feels like a list of charities. Nothing is applicable to my child who will not engage with anything whine gaming.
- But I haven't looked for a long time as there isn't anyone that can help us right now
- Not used recently. Had a look and found it hard.
- Not yet as only just moved to the area
- not heard of this until now
- Not much for teens with social anxiety
- It has improved- more info needed for adopters and kinship carers
- No holiday club with 1-2-1 provision so my son can't attend any
- Complicated
- I really should revisit the website. Initially it wasn't at all helpful but I haven't been back since it was updated.
- as i said before theres very little for children whose diagnosis mean they exhibit challenging behaviour. we have also had several incidents of providers saying they are experienced with asd/adhd when clearly in reality they are not and it has ended in disaster.
- Very limited offers
- Not user friendly

Q56: Please let us know how useful you found any of the events you have attended since June 2024

Answered: 128 Skipped: 56

The top-rated engagement events were:

1. SENDIASS Training sessions
2. Termly Zoom Updates for Families with WBC & Health
3. Local Offer Live



	NOT AT ALL USEFUL	NOT USEFUL	OK	USEFUL	EXTREMELY USEFUL	TOTAL	WEIGHTED AVERAGE
▼ SENDIASS Training courses hosted by SEND Voices Wokingham	5.13% 2	5.13% 2	20.51% 8	33.33% 13	35.90% 14	39	3.90
▼ Zoom SEND Updates for Families with WBC & Health - 1 per term via Zoom	3.33% 1	10.00% 3	30.00% 9	33.33% 10	23.33% 7	30	3.63
▼ Local Offer Live - Family Information & Fun Day @ St Crispins School - October 24	9.38% 3	15.63% 5	25.00% 8	18.75% 6	31.25% 10	32	3.47
▼ Meet the SEND Team - February 25	5.00% 1	20.00% 4	35.00% 7	10.00% 2	30.00% 6	20	3.40
▼ Drop-in/online 1:1 call with Head of SEND/SEND QA Manager - 1 per term	9.09% 2	18.18% 4	22.73% 5	27.27% 6	22.73% 5	22	3.36
▼ WBC Phase Transfer webinars - May 25	8.33% 1	16.67% 2	33.33% 4	33.33% 4	8.33% 1	12	3.17
▼ Preparing for Adulthood Market Stall Event - May 25	11.11% 1	22.22% 2	44.44% 4	22.22% 2	0.00% 0	9	2.78

Q56: Please let us know how useful you found any of the events you have attended since June 2024

Respondents comments:

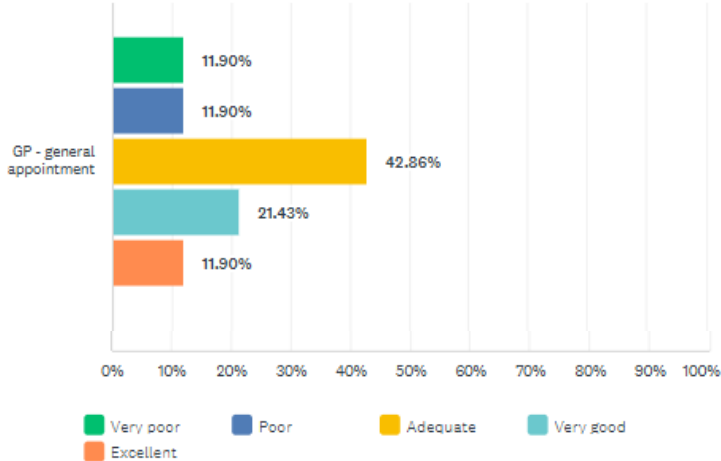
- if there is no resource, all are useless. THEY DONT HAVE RESOURCE
- Not at appropriate times to be able to attend
- i didnt know any of these events were happening, i dont think we had moved to area yet looking at these dates, will keep an eye out for them in the future
- The training was incredible - the only downside is my little boys Dad struggles with the time options due to work, so an on-demand/e-learning option for this would be incredibly helpful to help him understand my childs needs.
- I went to the local offer live and the ladies running it were lovely when I ended up crying on their shoulders because nothing there was suitable for my daughter
- I attended the ehcp a parents guide course and it was excellent
- Meeting SEND & Health great. Will use more of the above
- I didn't know about any of these
- Meeting with SEND Team sounds useful but nothing happens and issues continues
- I only didn't find it useful because none of the services were a fit for my daughter
- Was not aware of many
- I get very frustrated that these courses highlight what should happen, what your rights are, what is available, but parents need support and Wokingham needs to be held to account for continuing to break the law.
- Didn't know about it
- Didn't know about any of these events!

Healthcare Services

This section asks respondents about their experiences of healthcare services in the Borough.

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 84 GP General Appointment

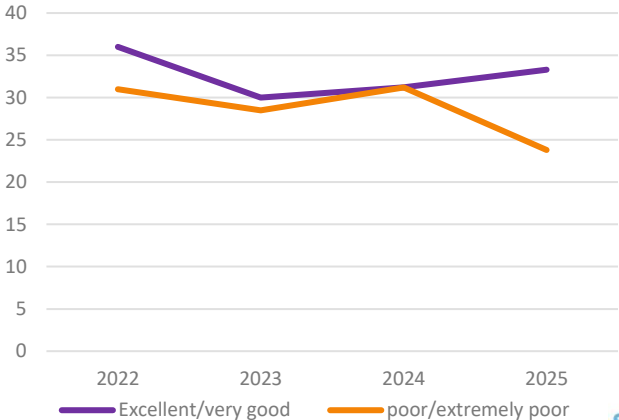


Response for those who it was applicable
Figures in brackets - 2024 result

There is an improvement in with a lower percentage rating GP general appointment ratings as poor/extremely poor

% of respondents* who rated service excellent/very good
33.3% (31.2%)

% of respondents* who rated service poor/extremely poor
23.8% (31.2%)



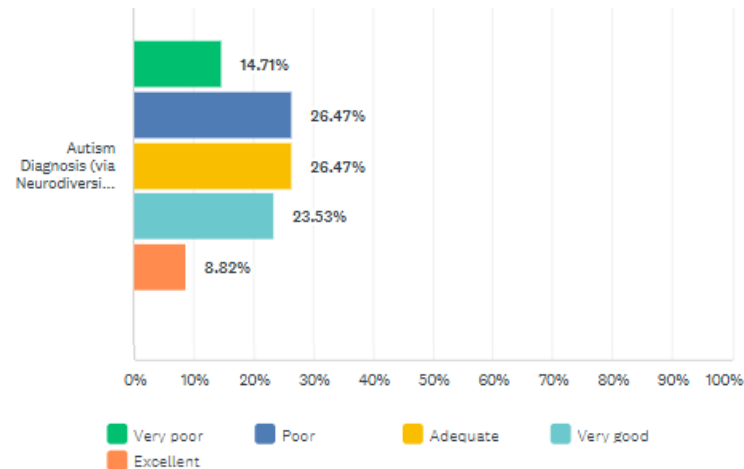
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: **100 GP General Appointment**

- GP said they not dealing with SEND
- They are stopping shared care for new patients who get a private ADHD diagnosis. My child is going to continue shared care until he is seen at CAMHS (3 year wait for meds appointment) so it feels less secure.
- Almost impossible to get an appointment
- OT didn't see in person. SaLT only looking for specific things.
- They are too generalist to provide much support to us. They also inconsistent with care and support, first they will continue to prescribe the medication by private psychiatrist and then they won't. The. They ask for shared care information to be provided and then they won't do shared care. It's awful.
- Won't leave the house
- Not always accessible due to mental health. GPs don't always have neuro-affirming attitudes.
- Gp could only refer us to CAMHS for anxiety and school absence and sleep support. The CAMHS waiting times are shocking.
- getting appointments are difficult
- Impossible to get appointments. Rarely practical to call at 8am and hold indefinitely for an appointment. Reception staff typically rude and obstructive. Have resorted to using private services where possible.
- Difficult to get appointment all work part time so no regular dr to see which my child finds difficult
- Had to chase to get YP on Learning Disability register, still not received Annual Health Check
- Asthma assessment by nurse who had no understanding of autism and why my son couldn't understand her instructions
- GP has always been incredibly supportive
- ADHD team are great. Anxiety pathway - 20 months on waiting list - don't need to say anymore 🧑
- Our GP is very good. Receptionist and nursing team excellent
- Doctors are great. Appointments are hard to access via online when the set up for children age 13 and above doesn't work properly.
- We swapped to an understanding and efficient GP
- there's only one gp who deals well with my son and getting an appointment with him is harder than getting a sit down with the pope
- Only 1 dr at gp surgery understands because his own son attends the sen school my daughter does.

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 34 Autism Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)



Response for those who it was applicable
Figures in brackets - 2024 result

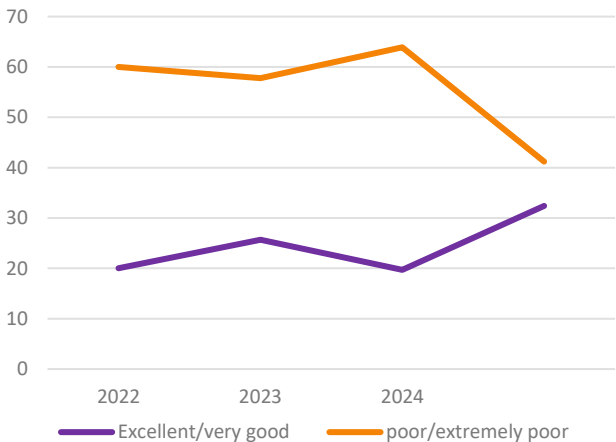
There is a significant increase in rating over the last year

% of respondents* who rated service excellent/very good

32.4% (19.7%)

% of respondents* who rated service poor/extremely poor

41.2% (63.9%)



Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

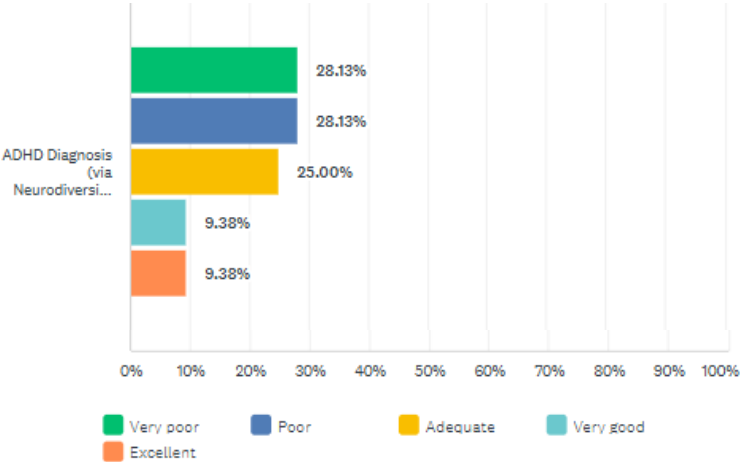
Respondents comments: **Autism Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)**

- Not professional, and once identified, they don't do assessment update
- Went private due to wait.
- waited 3 years for an appointment
- Not aware they existed
- we received ASD diagnosis when in different location
- On the very long wait list - wait time unknown. It is heart breaking.
- Had private diagnosis
- After diagnosis it was very much 'we're going to discharge you'
- Still waiting
- have already been waiting for 2 years for diagnosis, the waiting time is too long
- professional and helpful
- We went private
- After a 3 year wait got a "borderline" diagnosis, Pointless waste of time.
- Awaiting diagnosis
- Long wait
- Dropped us from waiting list without telling us. No communication
- Still on waiting list
- Staff are lovely but the waiting time is too long
- Only waited a year and used healios CYF via Camhs
- Long wait time
- they won't deal with us because he uses csmhs for adhd and you can't be on both pathways
- Rude admin staff. No communication from them. Consistent chasing.
- Long waiting list but amazing staff did assessment accommodating sons SM
- Took forever and now discharged had to go Private

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

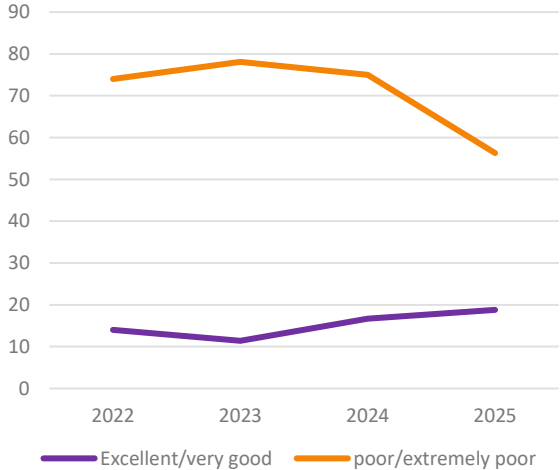
Answered: 32 ADHD Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)

There is improvements in ratings this year with fewer respondents rating the service as poor/very poor



% of respondents* who rated service excellent/very good
18.8% (16.7%)

% of respondents* who rated service poor/extremely poor
56.3% (75%)



Response for those who it was applicable
Figures in brackets - 2024 result

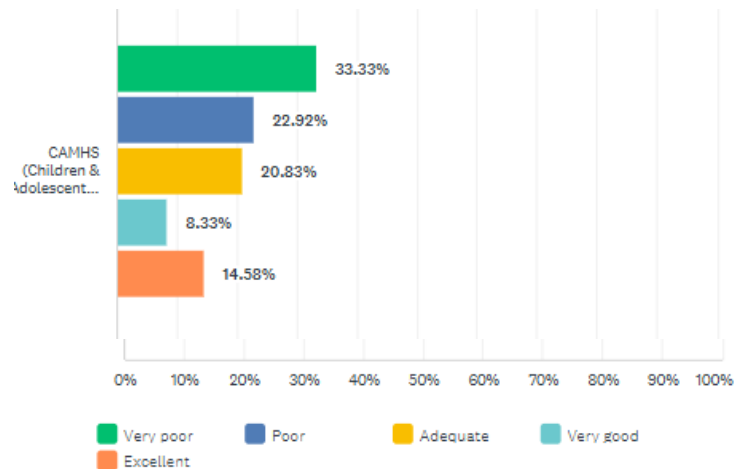
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: **ADHD Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)**

- Not professional, and once identified, they don't do assessment update
- Hasn't been able to be assessed yet due to with high anxiety
- ADHD STILL WAITING FOR AN APPOINTMENT COMING UP TO 3 YEARS NOW
- Not aware they existed
- Went Private as needed something sooner than the council could provide, Given that my child is a year behind and we needed to understand his behaviors.
- could be more punctual
- We went private, diagnosis over 2 years ago and still waiting for report to be viewed.
- Nothing since diagnosis
- Still waiting for contact to begin adhd diagnosis
- We are still on the waiting list
- Very good but took far too long to get there
- Privately done
- Brilliant support with meds
- Waiting time too long
- School lost referral. Put back 2 years. Camhs we're good in that they adapted referral time to include advice from healing re recommending adhd assessment. No concession made for being previously looked after. We had to pay private paediatrician. Diagnosis of Adhd given
- Long wait times
- Fantastic team at Wokingham hospital. Always available for questions and support.
- ive had to push for adequate service, fight hard for escalating provision, have to chase for letters, prescriptions etc.
- Unreasonable and unrealistic waiting times
- Still waiting
- Still waiting for the assessment!
- Waiting 28-36 months for an appointment is shocking. Start with children first and then adults. Eventually you won't have to treat adults as they would have been in a program of treatment from young

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 64 CAMHS (Children & Adolescent Mental Health Services)

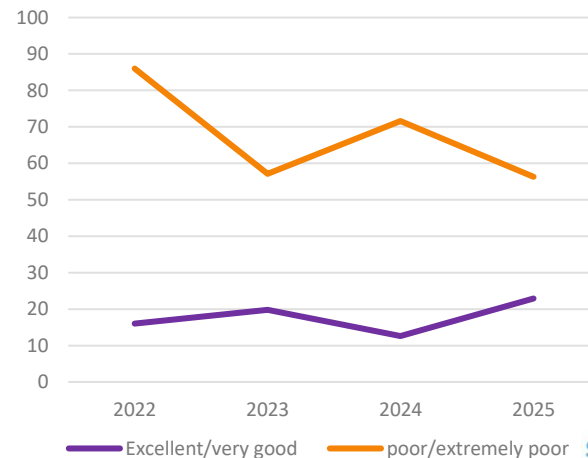


Response for those who it was applicable
Figures in brackets - 2024 result

There is an increase in rating from this year

% of respondents* who rated service excellent/very good
22.9% (12.6%)

% of respondents* who rated service poor/extremely poor
56.3% (71.6%)



Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: 64 CAMHS (Children & Adolescent Mental Health Services)

- 3 year wait to be seen to adjust my child's ADHD medication. The private assessment place does not offer followup appointments so there is no option of going private even if we could afford it.
- Still on the list
- Unable to get help.
- The service we received was good and the therapist connected well with my son. The follow up parent workshops well delivered but were not appropriate for autistic/adhd children
- Had appointment booked for last week (for suicide ideation from a year ago, that is still present at times) - he wouldn't leave the house to have the appointment!
- All they ever do is say to access Early Help
- This rating is given to the system which is beyond inadequate. All individuals in CAMHS have helped us as much as they can with the resources they have.
- not used in this time
- We haven't had any contact from CAMHS since initial diagnosis
- No communication. Rubbish service
- Took nearly 4 years for my daughter to receive cbt.
- I did the anxiety and nd course- it was useful in that it confirmed what I knew and thought, but frustrating because nothing actually happens like that. When she was under regular camhs at least I had a point of contact once a fortnight and could ask them things, and that proved really helpful. Nothing continues, and she's not allowed to access the mhst while on the list so we are once again completely unsupported with my daughter
- We have an excellent ADHD nurse. Very responsive.
- Long wait
- Dr has been good. But absolutely no information on transitioning to adult services. Cliff edge here we come
- 6/27/2025 08:54 PM
- We got referred from regular camhs to camhs a and d and lost the monthly check ins we got which I'd found out camhs lady really helpful and missed that I had someone for if I had a question. My daughter got offered the group treatment programme but is much too anxious to attend. So we are back on a waiting list 'lengthy' with nothing and my daughter is pretty isolated
- Better than a few years ago.
- Poor - see previous comments. Staff are far too overwhelmed with numbers to give any kind of support unless your child is suicidal.
- Lovely staff waits are way too long
- The support we have had from CAMHS psychiatrist has been amazing. It's a shame it took years, a formal complaint and input from a private therapist to get to this point.
- I had a very bad experience with them with my older child
- ive had to fight hard for 5 years to get my son a forensic camhs assessment which is happening now. i only got this by being a class A pain in their side repeatedly for years. i should not have to fight this hard to get what my son is owed. the toll of raising my son and the toll of fighting the oppositional attitude at camhs is truly exhausting and exasperating
- No call backs from anxiety team

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

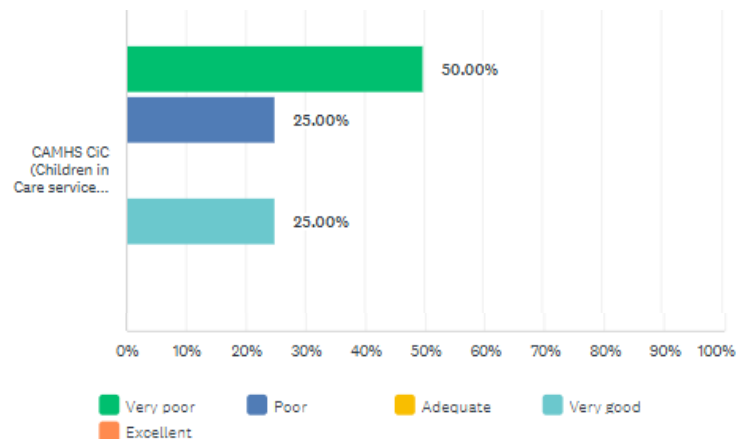
Answered: 4 CAMHS CiC (Children in Care service) - for children in care, foster carer or with a special guardian.

New question for 2025

25 % of respondents* who rated service excellent/very good

75% of respondents* who rated service poor/extremely poor

**NB small number of respondents



Response for those who it was applicable

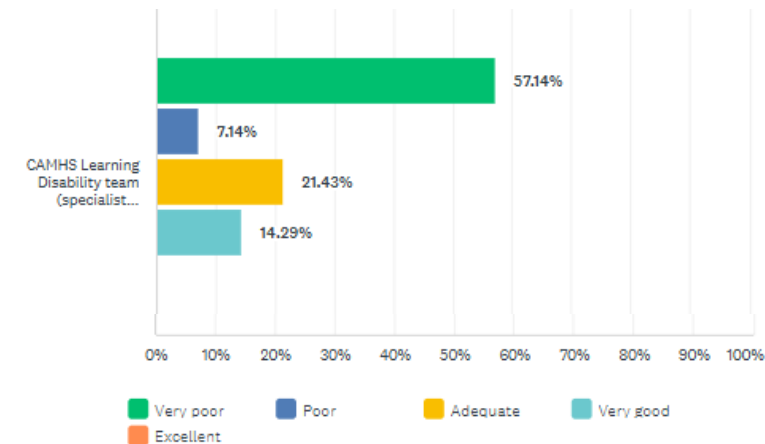
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: 4 **CAMHS CiC (Children in Care service) - for children in care, foster carer or with a special guardian.**

- Discriminatory in that it does not cover kinship carers with other care orders
- Not aware they existed
- We were not told about this service

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

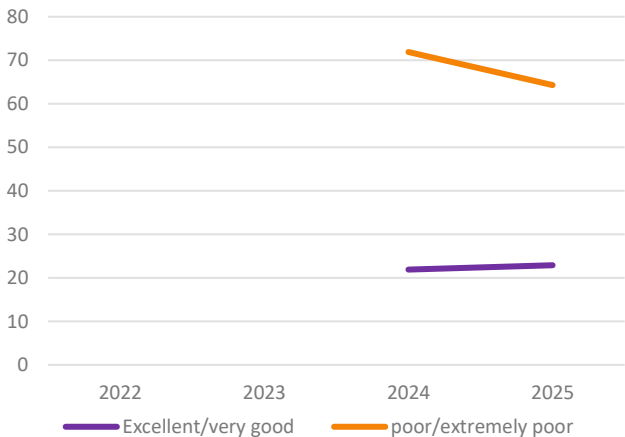
Answered: 14 CAMHS Learning Disability team (specialist mental health support for children and young people with moderate to severe learning disabilities and significant or suspected mental health needs)



Service started Jan 24. Improvement seen with decreasing percentage of respondent rating service as poor/very poor

% of respondents* who rated service excellent/very good
22.9% (21.9%)

% of respondents* who rated service poor/extremely poor
64.3% (71.9%)



Response for those who it was applicable
Figures in brackets - 2024 result

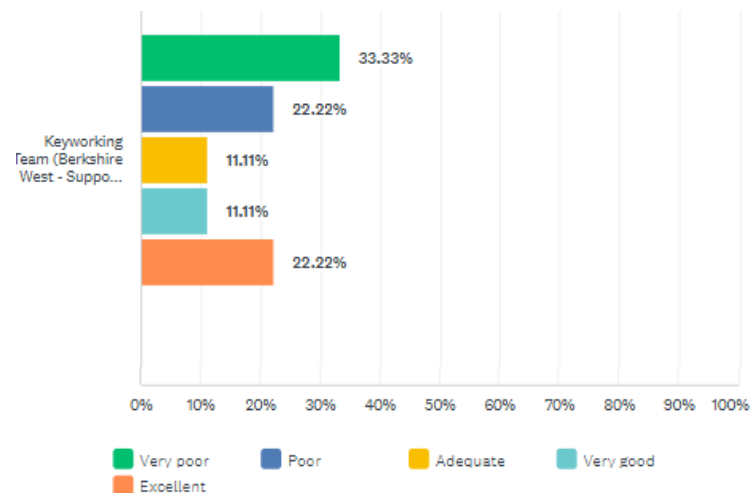
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: 14 **CAMHS Learning Disability team (specialist mental health support for children and young people with moderate to severe learning disabilities and significant or suspected mental health needs)**

- Not aware they existed
- Didn't know this was separate to CAMHS
- Didn't know this existed
- Useless

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 9 **Keyworking Team (Berkshire West - Supports children and young people (up to age 25) with autism and/or a learning disability who are at risk of psychiatric hospital/unit admission)**

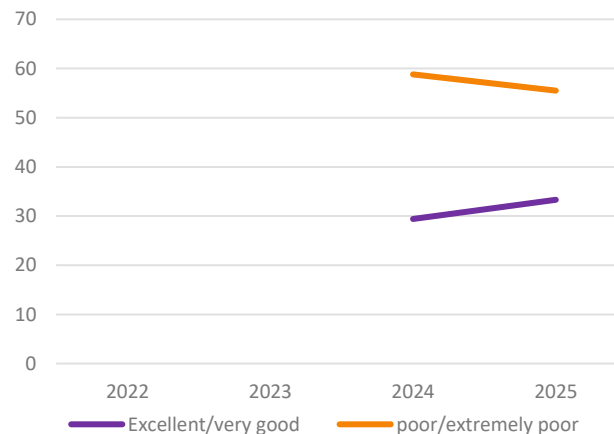


Response for those who it was applicable
Figures in brackets - 2024 result

% of respondents* who rated service excellent/very good
33.3% (29.4%)

% of respondents* who rated service poor/extremely poor
55.5% (58.8%)

**Small number of respondents



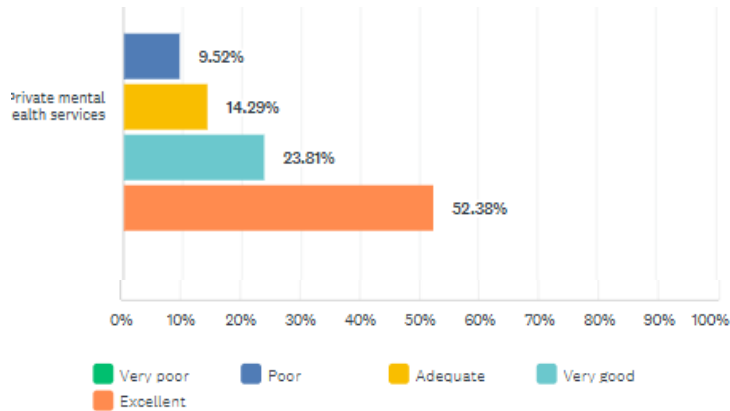
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 9 Keyworking Team (Berkshire West - Supports children and young people (up to age 25) with autism and/or a learning disability who are at risk of psychiatric hospital/unit admission)

- This was not used my daughter but for my son. They were outstanding in their support and what they could offer.
- Never been mentioned to us by any professional and my son has been at risk for years

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 8 Private Mental Health Services

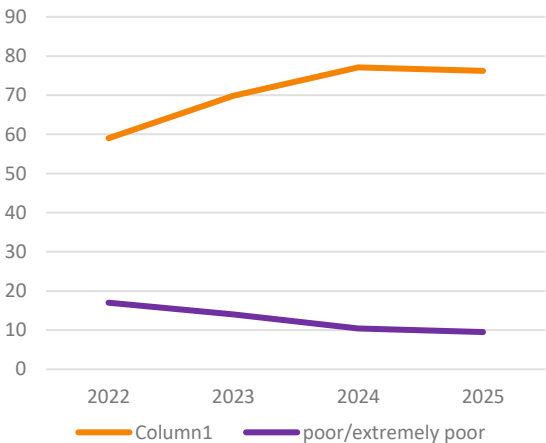


Response for those who it was applicable
Figures in brackets - 2024 result

% of respondents who rated service excellent/very good
76.2% (77.1%)

% of respondents who rated service poor/extremely poor
9.5% (10.4 %)

** Small number of respondents



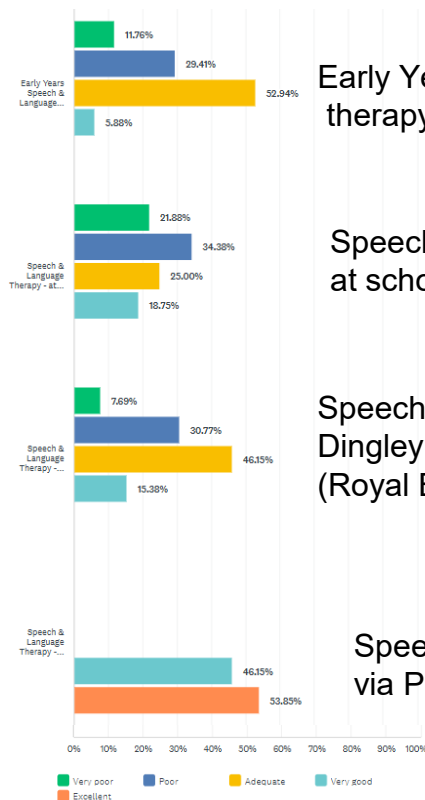
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Private mental health services

- Overpriced
- Private mental health support is helping our child recover from complete burnout. He can now play online with friends and partially attend school thanks to them - and us.
- Not accessible!
- Good but so expensive
- Actually competent. Vs NHS
- Private psychiatrist , very knowlegable, was able to prescribe medication which helped
- We used a paediatrician privately who was also NHS and a Camhs lead in different nhs trust. Also specialised in neurodevelopment and pre birth trauma very experienced
- But the council refuses to accept anything from private provided

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: Speech & Language Therapy



Early Years Speech & Language therapy (17 responses)

Speech & Language therapy at school (via CYPIT)(32 responses)

Speech & Language Therapy – Dingley Child Development Centre (Royal Berkshire Hospital)(13 responses)

Speech & Language therapy via Private (13 responses)

% of respondents* who rated service excellent/very good

% of respondents* who rated service poor/extremely poor

5.9%
(25%)

41.2%
(59.4%)

18.8%
(14.6%)

56.3%
(60.4%)

15.4%
(26.3% new question 2024)

38.5%
(73.7%)

100%
(62.5%)

0%
(29.2%)

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments:

Early Years Speech & Language Therapy (for 0-5 years via CYPIT)

- Still on waiting list for 3 years
- Didn't stick to the advice and recommendations in their OWN report - how does that work??
- Used ages ago. They were good.
- haven't received this yet for my children, hoping it will transfer smoothly across from last location
- Barely any support given even though engaged them very early at 2 years old
- Tried this when child was younger. Had one visit only after a long wait. Had to go private in the end.
- My daughter never received any help when she was in this age range

Speech & Language Therapy - at school (via CYPIT)

- Only training for the school staff which pretty useless.
- The school staff don't seem to have enough understanding of what they are doing with the children. Sometimes this is doing more harm than good
- Used in Primary school.
- specialist school has therapy team
- Shes on the waiting list due to selective mutism- sure it won't be much help though. I've been told CAMHs are the people, but obviously they aren't helping
- Completely useless. My son has not been seen for nearly two years. You get discharged despite there being continuing needs. Not fit for purpose.
- Inadequate provision throughout secondary school. Despite being on his EHCP has received no therapy in last 12 months.
- Couldn't provide as attends school out of Berkshire
- This could be improved greatly for parent and school support and training
- i get an annual report from his school it is not very useful and i cannot see any support foe his dyslexia at all. when i ask what thry are doing i nevee get a action plan
- No speech therapist
- I have no idea if they are working with my child - no communication

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments:

Speech & Language Therapy - Dingley Child Development Centre (Royal Berkshire Hospital)

- Still on waiting list for 3 years
- Saw at Wokingham hospital. Only able to help to a point.
- Used ages ago, briefly.
- My child was too dysregulated to access this support in clinic, follow up sessions took months. does that work??

Speech & Language Therapy - privately funded

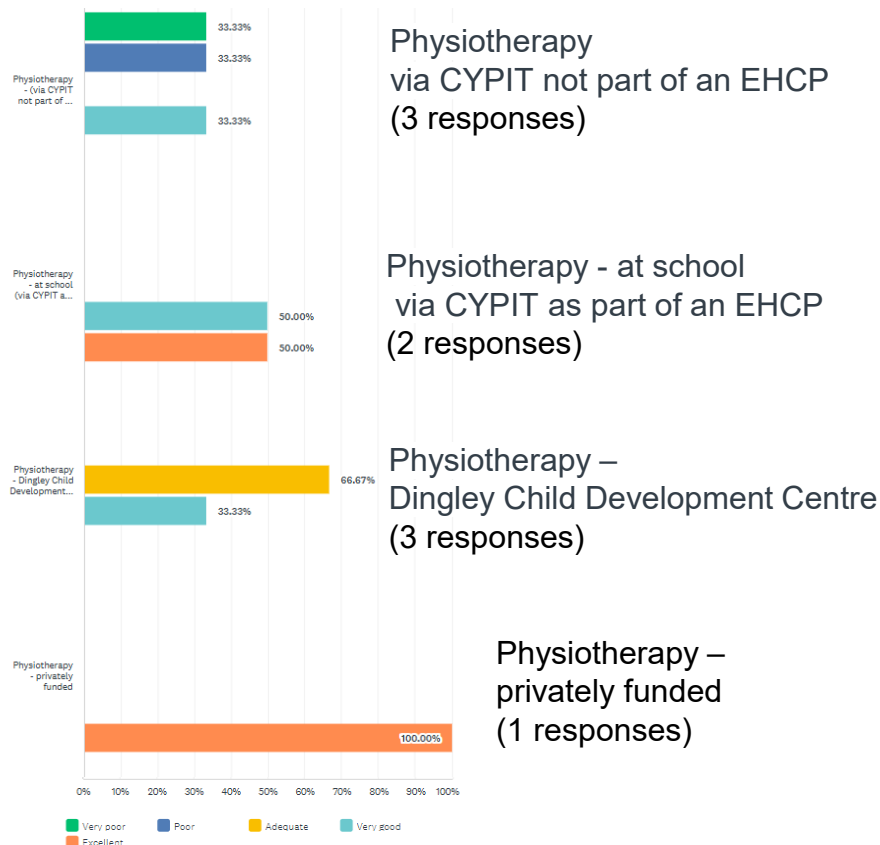
- Overpriced
- We only paid for the assessment.
- We got a good private therapist. Recommended through friends, not school (who - at the time were very unhelpful).
- Very good but therapist has left and shortage of available therapists
- Had to source and pay for our own SM experts

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: Physiotherapy

% of respondents* who rated service excellent/very good

% of respondents* who rated service poor/extremely poor



33.3%
(26.7%)

66.7%
(53.3%)

100%
(6.67%)

0%
(60%)

33.3%
(54.5%)

0%
(45.5%)

100%
(62.5%)

0%
(37.5%)

Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments:

Physiotherapy via CYPIT not part of an EHCP

- Not aware they existed
- The physiotherapist isn't very helpful - my child's foot has been painful for a period of time and his walking posture is not proper. We consulted her advice but she simply said he was walking well so we did not need to come anymore.
- What is cypit even though engaged them very early at 2 years old

Physiotherapy - at school (via CYPIT as part of an EHCP)

- Not used.

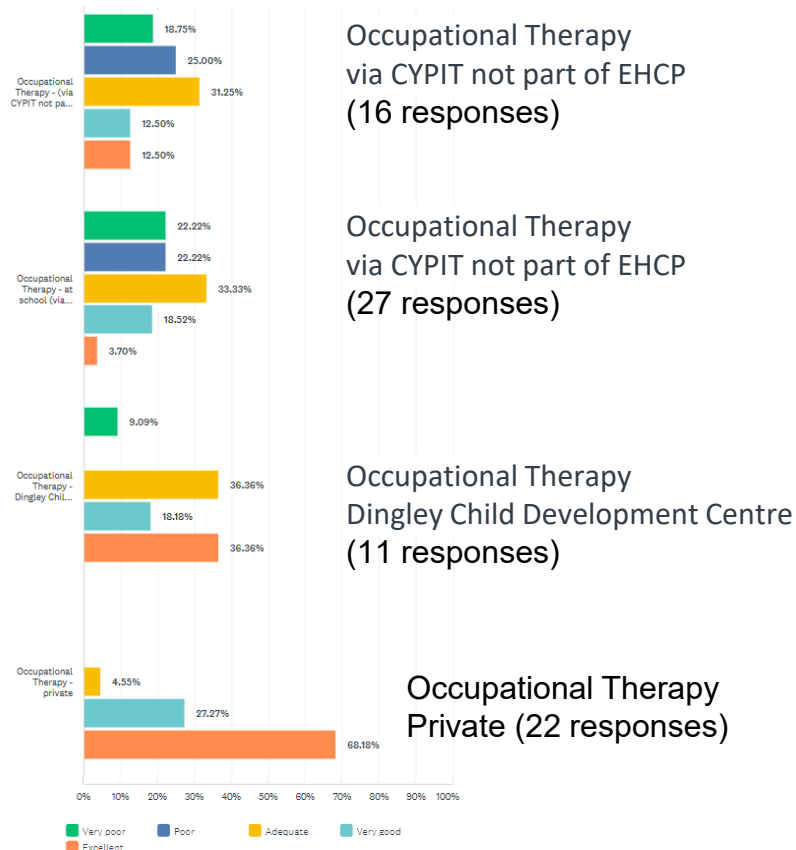
Physiotherapy - Dingley Child Development Centre

Physiotherapy - privately funded

- No comments

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: Occupational Therapy



% of respondents* who rated service excellent/very good

% of respondents* who rated service poor/extremely poor

25%

(18.2%)

43.8%

(60.6%)

22.2%

(13.5%)

44.4%

(56.8%)

54.5%

(26.3%)

9%

(47.4%)

95.5%

(80%)

0%

(15%)

Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments:

Occupational Therapy via CYPIT not part of an EHCP

- Still on waiting list. What a joke. it been over 3 years
- How can they assess a child without seeing them or talking to them?
- A questionnaire and one hour session were not enough, but the person was great, she engaged and interacted well and spotted quite a lot and gave some good interventions (that haven't been delivered by school) in the report.
- Would not assess in person, then wouldn't see my child as their new school wasn't on their service level agreement
- School OT gave me exercises for my child that were totally unsuitable concern around lack of understanding
- Apparently my child had been seen but I have not been sent any reports
- OT was incredible help

Occupational Therapy - at school (via CYPIT as part of an EHCP)

- Not sure if OT at school is part of CYPIT
- Has been in EHCP for 3 years but SEND team still not sorted out the issue that W'ham refuse to pay for OT as my son is out of borough.
- Didn't even come in to school to see my child, they did a report reading other reports.
- We requested a dyspraxia assessment and then also got referred for an ehcp assessment. Spent 1/2hr in the room, just a chat and no assessment. Ended up getting a private assessment done and my daughter was diagnosed with dyspraxia
- School has no funding
- Couldn't be provided as child out of borough
- Not followed through when school do not understand or do recommendations consistently
- the OT my child gets from school is fantastic- i wish he could have more
- We've been waiting two years for someone to see my child

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments:

Occupational Therapy - Dingley Child Development Centre

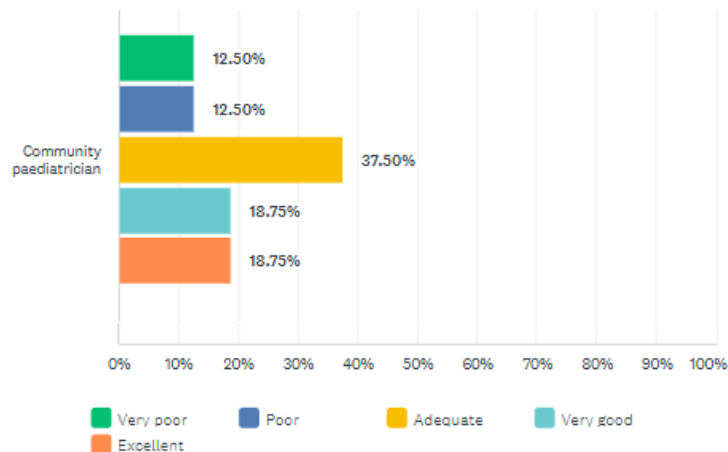
- Our occupational therapist was extremely helpful, caring and encouraging to my child during assessment, which helped my child in building up confidence and felt supported.

Occupational Therapy - privately funded

- Overpriced
- Anchor Team
- I had an in school assessment for the ehcp. She could spend more time with my child and observe her for a longer amount of time. Unlike the ehcp OT who didn't feel it was necessary to even see my child.
- Assessment was very thorough.
- Although my son isn't well enough to engage, the support has been invaluable
- I sourced an amazing private OT for my children. I should not have had to go private to support them though.
- Very thorough and information on sensory needs, executive functioning etc was interesting. Very detailed report.
- Only had one session so far so not sure what option to select

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 16 Community Paediatrician



% of respondents* rating service excellent/very good
37.5% (38.2%)

% of respondents* who rated service poor/extremely poor
25% (26.5%)



Response for those who it was applicable
Figures in brackets - 2024 result

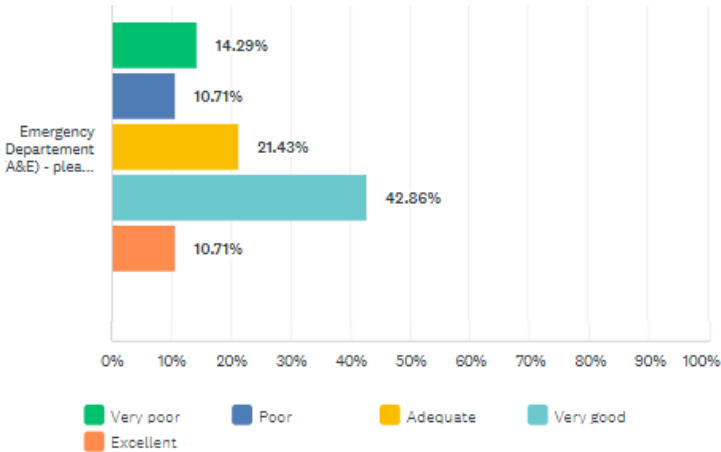
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Community Paediatrician

- Not aware, could do with support
- Would not see us
- Don't have a lot of involvement apart from meds
- Not aware they existed
- Doctor is amazing

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

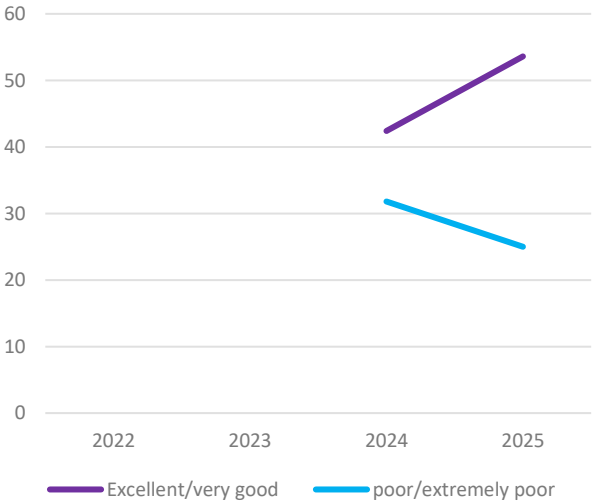
Answered: 28 Emergency Department (A&E) - please state which hospital in your comments



Response for those who it was applicable
Figures in brackets - 2024 result

% of respondents* who rated service excellent/very good
53.6% (42.4%)

% of respondents* who rated service poor/extremely poor
25% (31.8%)



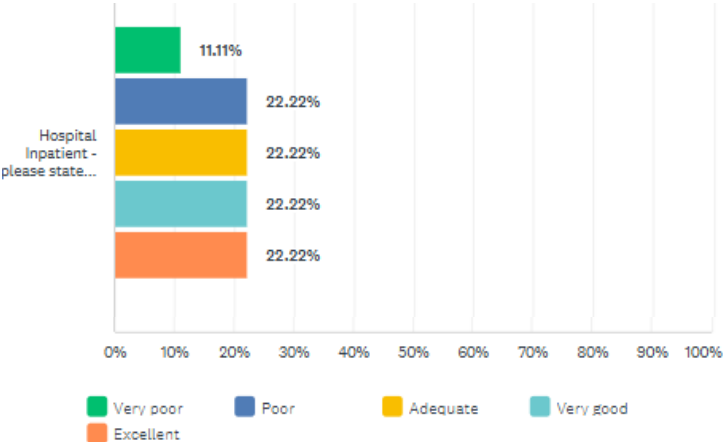
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Emergency Department (A&E) - please state which hospital

- RBH
- RBH
- Royal Berkshire Hospital
- Good so far but always wait too long (RBH) (more than 6 hours)
- RBH
- Royal Berkshire Hospital
- RBH
- Royal Berkshire
- Being autistic in adult waiting room for hours with drunks and shouting and trying to keep calm when suicidal is extremely difficult almost impossible No quite ares to go and have asked on several occasions Rbh
- 9 hours waiting but good treatment for low oxygen levels and chest infection
- Minor injuries, were really helpful and considerate
- Very poor understanding of mental health needs asd and ptsd.
- Gave recent diagnosis of heamarthrosis bleeding in knee joint space following incident at school and falls
- RBH - when my child had seizures
- weve used Reading Royal Berks and they've been great with dealing with him directly and with expediting waiting times
- RBH minor ailments was incredible
- Rbh
- RBH
- Royal Berkshire and Wokingham Hospital

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 9 Hospital Inpatient - please state which ward/condition in your comments



Response for those who it was applicable
Figures in brackets - 2024 result

% of respondents* who rated service excellent/very good
44.4% (30.8%)

% of respondents* who rated service poor/extremely poor
33.3% (30.8%)

**NB very small number of respondents



Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Hospital Inpatient - please state which ward/condition

- Dolphin/ Lion
- Our experience was not good. Staff didn't communicate well when they rotated, can't tell what had previously been done by the medical team and left us without responding our queries
- Pediatric Rbh's
- Kempton day unit
- NHS staff not prepared for YP with learning disability - London hospital
- Was awful 2 years ago. Competent lack of understanding of child mental health
- Eye surgery at Moorfields in London

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

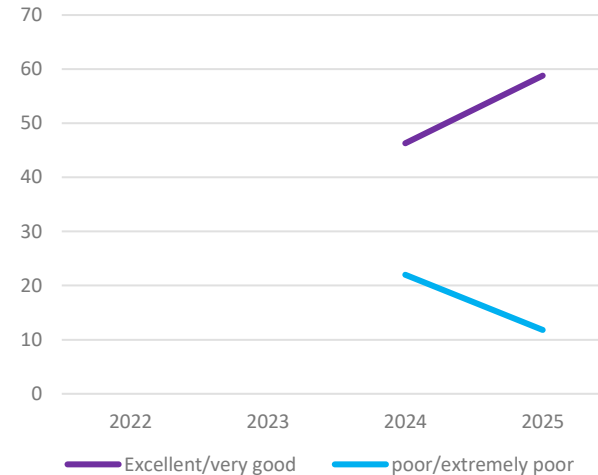
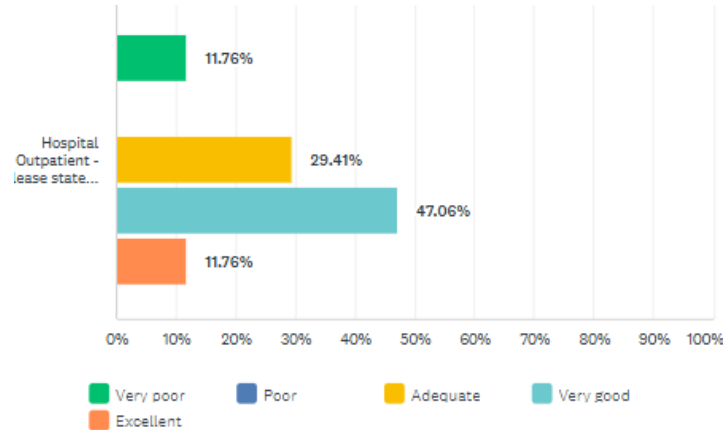
Answered: 17 Hospital Outpatient - please state which clinic in your comments

% of respondents* who rated service excellent/very good

58.8% (46.3%)

% of respondents* who rated service poor/extremely poor

11.8% (22%)



Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Hospital Outpatient - please state which clinic in your comments

- Outpatients 1 - seen quickly
- Endocrinology
- Eyes - very good
- Wokingham Hospital Podiatry service
- Audiologist
- Children's clinic
- Loddon valley practice
- Various hospitals
- Private health. Due to poor NHS
- Eye follow up at Moorfields in London
- Orthopaedic RBH and
- Audiology

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 6 Wheelchair services

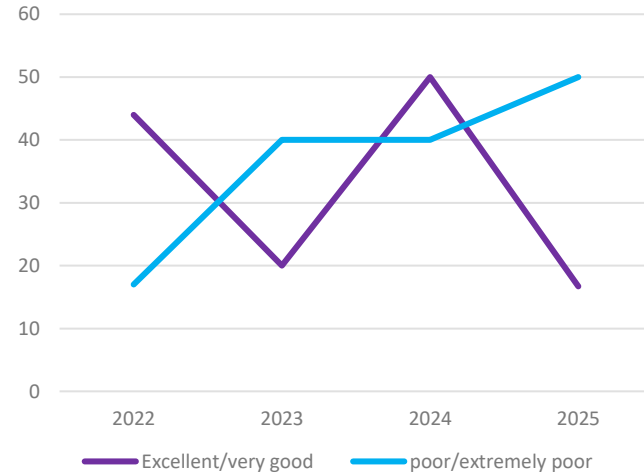
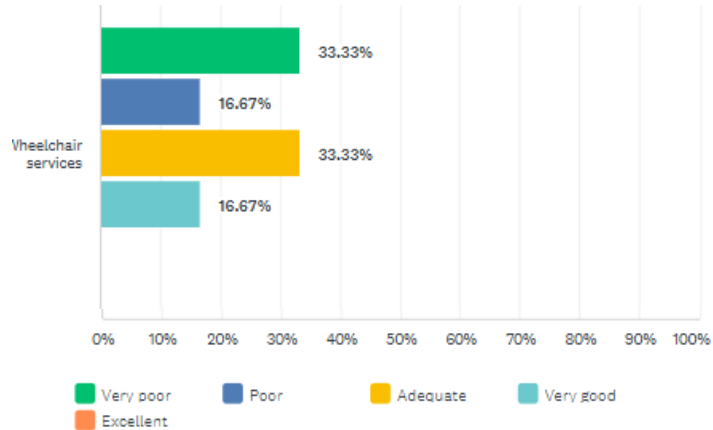
% of respondents* who rated service excellent/very good

16.7% (50%)

% of respondents* who rated service poor/extremely poor

50% (40%)

**NB very small number of respondents



Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Wheelchair services

- Helped with special pushchair
- Too long a wait

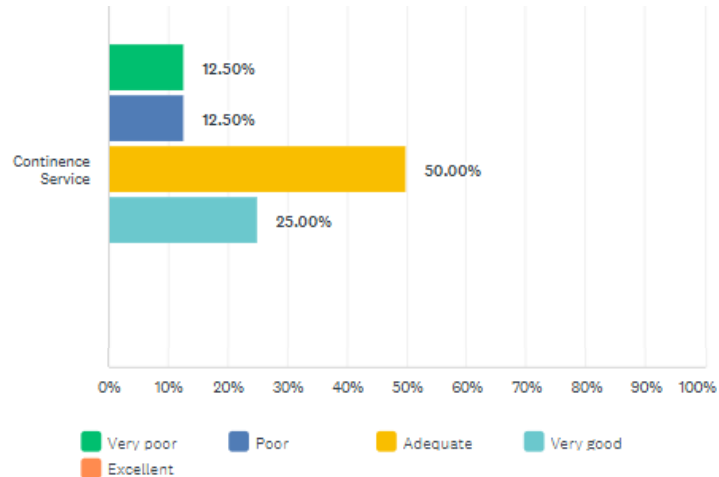
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 8 Continence Service

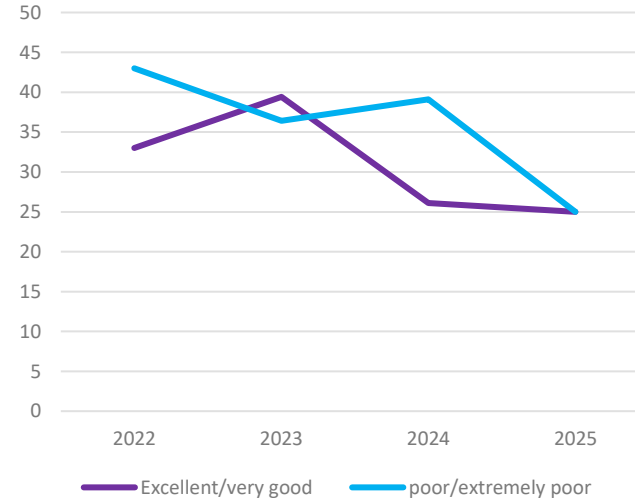
There has been a significant decrease in the number rating the service as poor/very poor.

% of respondents* who rated service excellent/very good
25% (26.1%)

% of respondents* who rated service poor/extremely poor
25% (39.1%)



****NB very small number of respondents**



Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Continence services

- They were too busy to follow up
- He's been on desmomefet for years. There was no link in that team or any early spotting that this could have been sensory, autism presentation.
- Very helpful and nice, although suspect child may have just been delayed as over and issues with time.
- No help just leaflets given.

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered: 4 Health Visitor

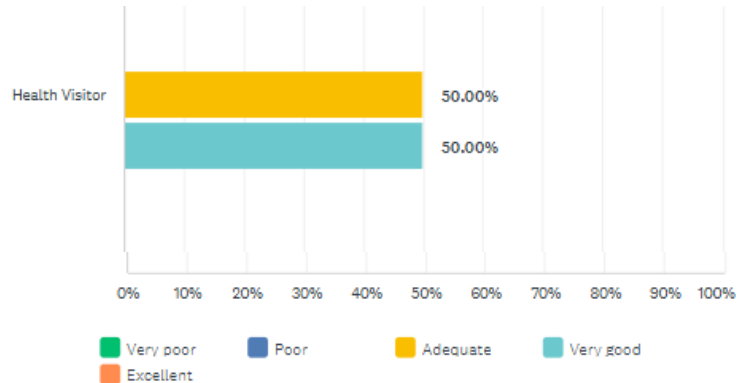
There is an increase in the number rating the service as excellent/very good and also decrease in those rating it as poor/very poor

% of respondents* who rated service excellent/very good

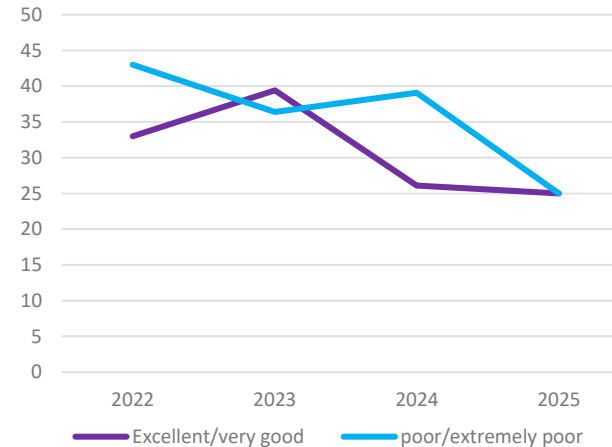
50% (27.8%)

% of respondents* who rated service poor/extremely poor

0% (44.4%)



**NB very small number of respondents



Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Health Visitors

- Never been aware or offered
- She was incredible for my daughter and son.

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered 17: GP - Free Annual Health check (a right for all children aged 14+ with a learning disability)

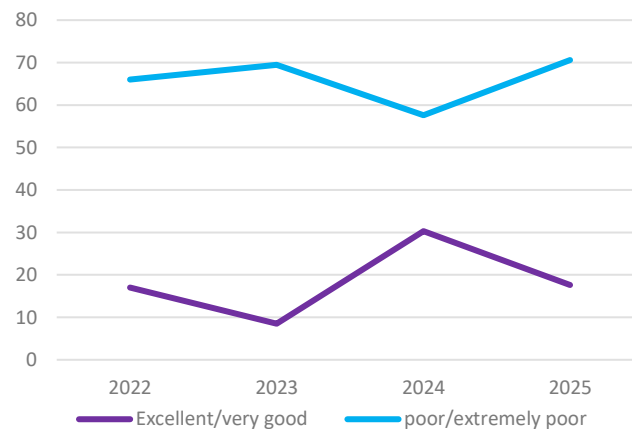
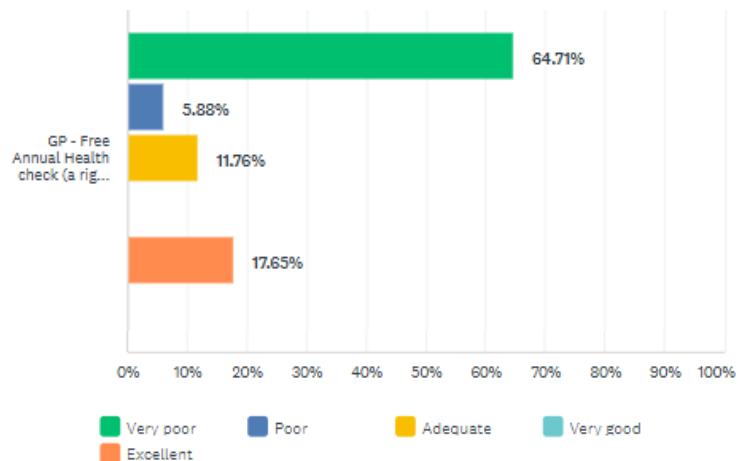
There has been a decrease in the ratings for GP 14+ Health checks

% of respondents* who rated service excellent/very good

17.6% (30.3%)

% of respondents* who rated service poor/extremely poor

70.6% (57.6%)



Response for those who it was applicable
Figures in brackets - 2024 result

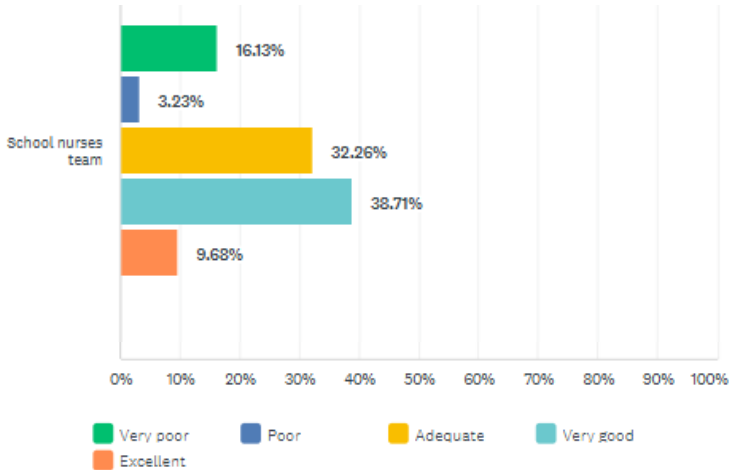
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: GP - Free Annual Health check (a right for all children aged 14+ with a learning disability)

- I haven't used this service - not really aware of it.
- Not undertaken.
- good to know of this service, thank you
- Not aware of this
- Never has been offered
- Have not been invited for one
- How do you access
- Not been offered it
- Haven't been offered this - we will chase up ourselves as always.
- I was not aware of this
- To difficult to organise
- Another tick box exercise. No reasonable adjustments no health action plan same questions and no follow up
- Never had
- Didn't know about this

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered 31: School nurse team



Response for those who it was applicable
Figures in brackets - 2024 result

There have been decreasing numbers who rate school nursing as poor/extremely poor

% of respondents* who rated service excellent/very good
48.4% (37.3%)

% of respondents* who rated service poor/extremely poor
19.4% (16.9%)



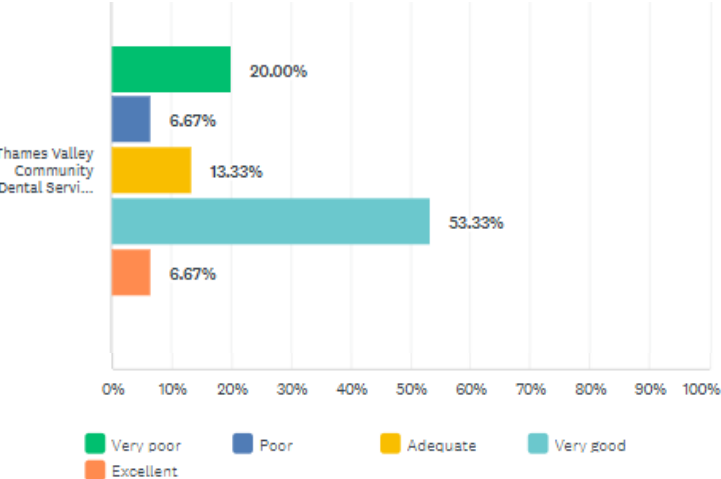
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: School Nurse

- Have not heard from them direct
- actually she was lovely, the school health advisor insisted we refer our daughter for her skin picking, and the school nurse met with me (it wasn't that long a wait,) and immediately told me it was beyond her capacity, but was more than willing to listen but it wasn't her and my time really
- Lack of child mental health awareness and needs
- Very good advice when self referred
- Vaccinations team great

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Answered 15: Thames Valley Community Dental Services (TVCDs) (provide specialist dental care to a wide range of both children and adult patients who are unable to receive care from a General Dental practitioner)



Response for those who it was applicable
Figures in brackets - 2024 result

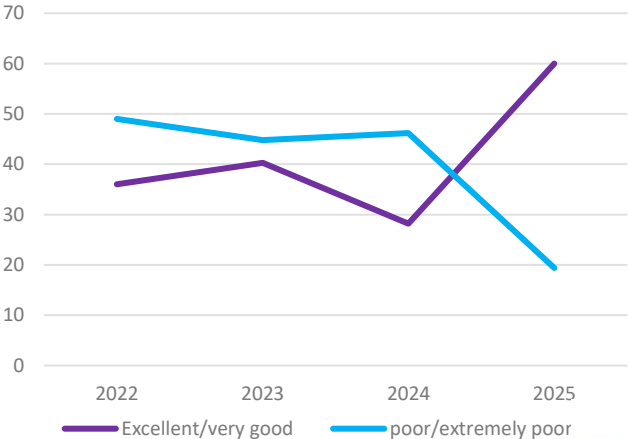
There has been an improvement in ratings for this service

% of respondents* who rated service excellent/very good

60% (28.2%)

% of respondents* who rated service poor/extremely poor

26.7% (46.2%)



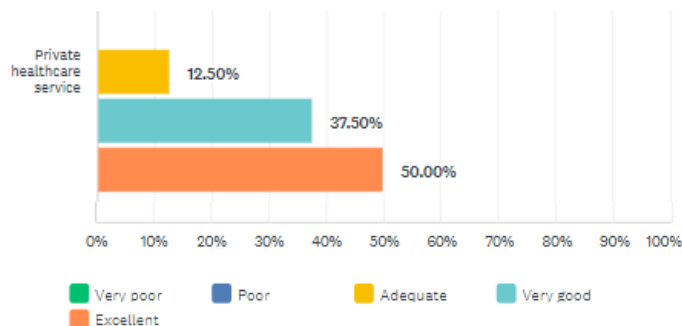
Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Thames Valley Community Dental Services (TVCDs) (provide specialist dental care to a wide range of both children and adult patients who are unable to receive care from a General Dental practitioner)

- Not aware or offered this
- Came to the home without an appointment, didn't hear back for 12 months
- Not aware they existed
- They're lovely there.
- Still waiting for appointment after 6+ months
- My daughter had never sat on a dentists chair before and has been here a year and had x-rays, check ups, etc. she asked to go when her tooth was hurting her. They wanted to remove and she agreed so we chose IV sedation. Unfortunately they couldn't find a vein but so it hasn't been done. But I'm so relieved that she can get dental treatment now.
- Had treatment at west Berks hospital, followed by day surgery at RBH following injury at school in a playground incident- hit in face
- i didn't know this existed despite asking for a SEN dentist for YEARS!!!
- I have found the skimmed hill team very lovely with my daughter. Hard to get an appointment but lovely staff.
- Was discharged even though we were told my child could continue to attend due to being unable to attend regular dentist

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

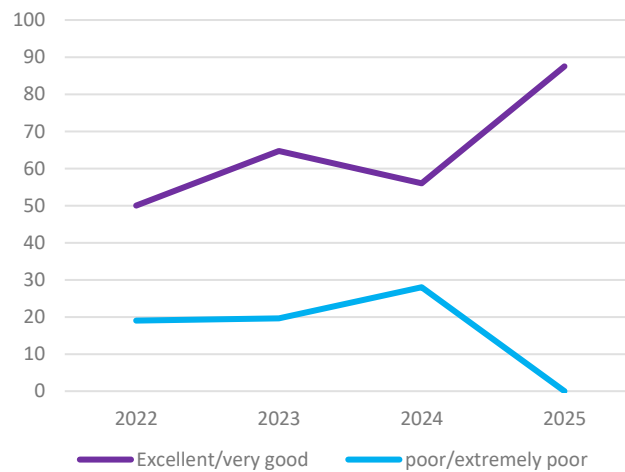
Answered: 16 - Private healthcare service



There has been a significant increase in the rating for Private healthcare Services

% of respondents* who rated service excellent/very good
87.5% (56%)

% of respondents* who rated service poor/extremely poor
0% (28%)



Response for those who it was applicable
Figures in brackets - 2024 result

Q57: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2024) ? Please rate all that apply

Respondents comments: Private healthcare service

- Adhd
- Dentist very supportive
- Competent. Do not parent and child blame. Time and patience

Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Answered: 106 Skipped: 62

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
GP - general appointment <i>Comments (20)</i>	11.90% 10	11.90% 10	42.06% 38	21.43% 18	11.90% 10	64	3.10
Autism Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS) <i>Comments (24)</i>	14.77% 8	26.47% 9	26.47% 9	23.53% 8	8.82% 3	34	2.58
ADHD Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS) <i>Comments (22)</i>	28.18% 9	28.18% 9	26.00% 8	9.58% 3	9.58% 3	32	2.44
CAMHS (Children & Adolescent Mental Health Services) <i>Comments (23)</i>	33.33% 16	22.92% 11	20.83% 10	8.33% 4	14.58% 7	48	2.48
CAMHS CIC (Children in Care service) - for children in care, foster care or with a special guardian. <i>Comments (3)</i>	50.00% 2	25.00% 1	0.00% 0	25.00% 1	0.00% 0	4	2.00
CAMHS Learning Disability team (specialist mental health support for children and young people with moderate to severe learning disabilities and significant or suspected mental health needs) <i>Comments (4)</i>	57.14% 8	7.14% 1	21.43% 3	14.29% 2	0.00% 0	14	1.93
Keyworking Team (Berkshire West - Supports children and young people (up to age 15) with autism and/or a learning disability who are at risk of psychiatric hospital/unit admission) <i>Comments (3)</i>	33.33% 3	22.22% 2	11.11% 1	11.11% 1	22.22% 2	9	2.67
Private mental health services <i>Comments (6)</i>	0.00% 0	9.52% 2	14.29% 3	23.81% 5	52.38% 11	21	4.19
Early Years Speech & Language Therapy (for 0-5 years via CVRPT) <i>Comments (7)</i>	11.76% 2	29.41% 5	52.94% 9	5.88% 1	0.00% 0	17	2.83
Speech & Language Therapy - at school (via CVRPT) <i>Comments (14)</i>	21.88% 7	34.38% 11	25.00% 8	18.75% 6	0.00% 0	32	2.41
Speech & Language Therapy - Dingley Child Development Centre (Royal Berkshire Hospital) <i>Comments (3)</i>	7.69% 1	30.77% 4	46.15% 6	15.38% 2	0.00% 0	13	2.69
Speech & Language Therapy - privately funded <i>Comments (5)</i>	0.00% 0	0.00% 0	0.00% 0	46.15% 6	53.85% 7	13	4.64
Physiotherapy - via CVRPT not part of an EHCP <i>Comments (3)</i>	33.33% 1	33.33% 1	0.00% 0	33.33% 1	0.00% 0	3	2.33
Physiotherapy - at school (via CVRPT as part of an EHCP) <i>Comments (1)</i>	0.00% 0	0.00% 0	0.00% 0	50.00% 1	50.00% 1	2	4.80
Physiotherapy - Dingley Child Development Centre <i>Comments (0)</i>	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3	3.33
Physiotherapy - privately funded	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	8.00

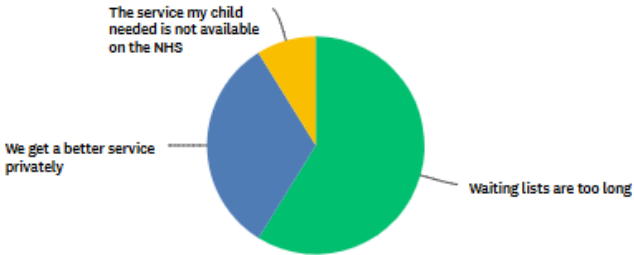
	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Occupational Therapy - (via CVRPT not part of EHCP) <i>Comments (7)</i>	18.75% 3	25.00% 4	31.25% 5	12.50% 2	12.50% 2	16	2.75
Occupational Therapy - at school (via CVRPT as part of an EHCP) <i>Comments (9)</i>	22.22% 6	22.22% 6	33.33% 9	18.52% 5	3.70% 1	27	2.89
Occupational Therapy - Dingley Child Development Centre <i>Comments (1)</i>	9.09% 1	0.00% 0	36.36% 4	18.18% 2	36.36% 4	11	3.73
Occupational Therapy - private <i>Comments (8)</i>	0.00% 0	0.00% 0	4.55% 1	27.27% 6	68.18% 16	22	4.64
Community paediatrician <i>Comments (5)</i>	12.50% 2	12.50% 2	37.50% 6	18.75% 3	18.75% 3	16	3.19
Emergency Department (A&E) - please state which hospital in your comments <i>Comments (18)</i>	14.29% 4	10.71% 3	21.43% 6	42.86% 12	10.71% 3	28	3.08
Hospital inpatient - please state which ward/condition in your comments <i>Comments (7)</i>	11.11% 1	22.22% 2	22.22% 2	22.22% 2	22.22% 2	9	3.02
Hospital Outpatient - please state which clinic in your comments <i>Comments (12)</i>	11.76% 2	0.00% 0	29.41% 5	47.06% 8	11.76% 2	17	3.47
Wheelchair services <i>Comments (2)</i>	33.33% 2	16.67% 1	33.33% 2	16.67% 1	0.00% 0	6	2.33
Continence Service <i>Comments (4)</i>	12.50% 1	12.50% 1	50.00% 4	25.00% 2	0.00% 0	8	2.88
Health Visitor <i>Comments (2)</i>	0.00% 0	0.00% 0	50.00% 2	50.00% 2	0.00% 0	4	3.80
GP - Free Annual Health check (a right for all children aged 14+ with a learning disability) <i>Comments (15)</i>	64.71% 11	5.88% 1	11.76% 2	0.00% 0	17.65% 3	17	2.00
School nurses team <i>Comments (5)</i>	16.13% 6	3.23% 1	32.26% 10	38.71% 12	9.68% 3	31	3.33
Family Centre <i>Comments (0)</i>	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Thames Valley Community Dental Services (TVCCDS) (provide specialist dental care to a wide range of both children and adult patients who are unable to receive care from a General Dental practitioner) <i>Comments (10)</i>	20.00% 3	6.67% 1	13.33% 2	53.33% 8	6.67% 1	18	3.20
Private healthcare service <i>Comments (3)</i>	0.00% 0	0.00% 0	12.50% 2	37.50% 6	50.00% 8	16	4.38

* Health service results are for all those who said the service was applicable

Q58: If you accessed any private healthcare services in last 12 months please tell us why.

Answered: 106 Skipped: 62

Long waiting lists are still the primary reason for accessing private healthcare services.



ANSWER CHOICES	RESPONSES	
Waiting lists are too long	58.82%	20
We get a better service privately	32.35%	11
The service my child needed is not available on the NHS	8.82%	3
TOTAL		34

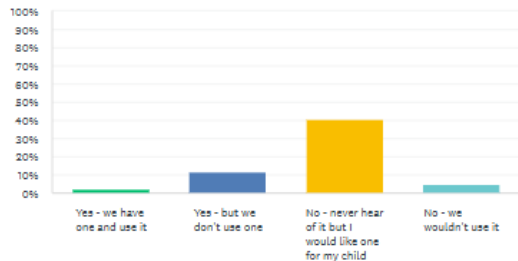
Q58: If you accessed any private healthcare services in last 12 months please tell us why.

Respondents comments:

- All of the above!!!
- Pretty much All of the above.
- Not for this child but have for myself and another child due to wait times
- 7/24/2025 06:34 PM
- Dentist cannot get onto an NHS dentist list
- We are desperate to help our child.
- Behavior support and emotional support
- And services aren't available
- We had a private OT assessment.
- Been waiting 5 years to be assessed by Gender Clinic services
- Sensory integration
- It was actually through the Right to Choose Pathway via the NHs
- No confidence in NHS. Due to appalling experience with CAMHS and other services.
- School funded ot report that was outstanding from ehcn 2 years ago but would no longer be funded due to independent setting
- To help my child get the right support as chasing CAMHS

Q59: If you use services at the Royal Berkshire Hospital, Townlands, Dingley Child Development Centre, Bracknell Healthspace, West Berkshire Community Hospital do you know about Hospital Passports?

Answered: 106 Skipped: 62



A very low number of users.
Still many who have never heard of it
but I would like one for their child.
41% (68%)

ANSWER CHOICES	RESPONSES	
Yes - we have one and use it	1.89%	2
Yes - but we don't use one	11.32%	12
No - never hear of it but I would like one for my child	40.57%	43
No - we wouldn't use it	4.72%	5

Q59: If you use services at the Royal Berkshire Hospital, Townlands, Dingley Child Development Centre, Bracknell Healthspace, West Berkshire Community Hospital do you know about Hospital Passports?

Respondents comments:

- I thought they were for over 16 only
- I don't know what it is
- don't know what this is
- I have no idea what this is
- I don't know what one is to say if I would use it or not.
- vaguely heard of it- thought it was for adults though?
- I don't know about it. But we are so fortunate not to need hospitals very often
- We avoid the Royal Berkshire Hospitals. Due to PTSD induced by that hospital

Q59: Please tell us about any Healthcare services that have improved over the last 12 months (since June 2024)

Respondents comments:

- None
- A&E
- Improved? I see no improvement, wait times awful
- None
- Nothing for us
- None that I am aware of.
- No contact
- Don't know

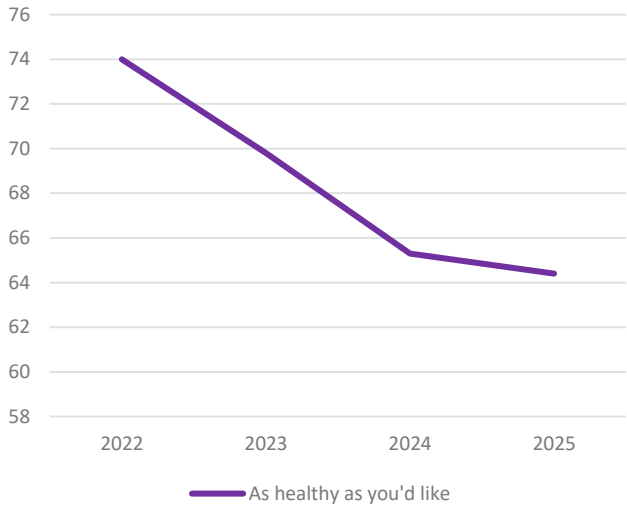
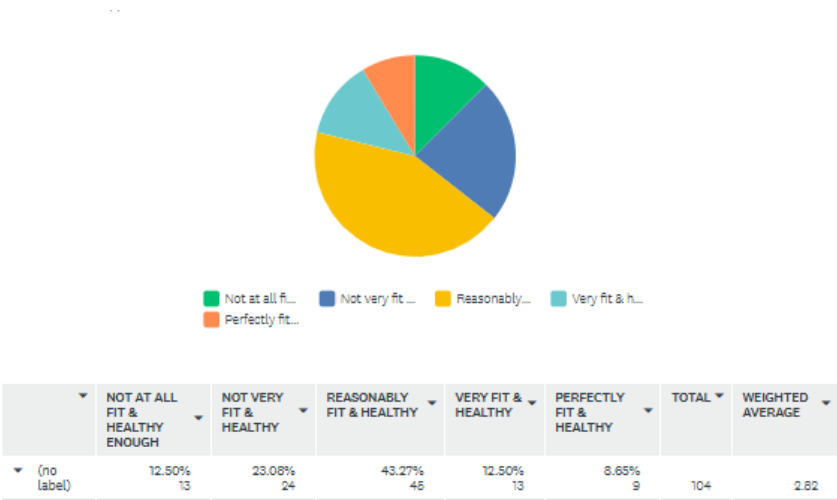
Parent Carer Wellbeing

This section asks respondents about their own wellbeing.

Q61: Generally speaking, DO YOU FEEL physically and mentally fit and healthy enough to look after your child with SEND as well as you'd like?

Answered: 104 Skipped: 64

64.4% (65.3%) of respondents said they were reasonably, very or perfectly fit and healthy. A slowing to the decline seen over the last 3 years.

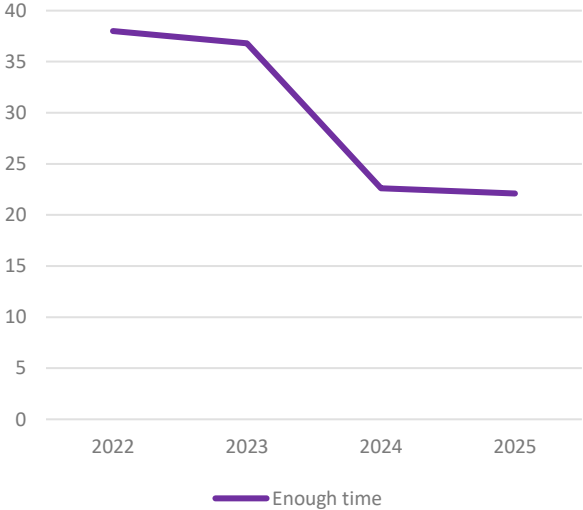
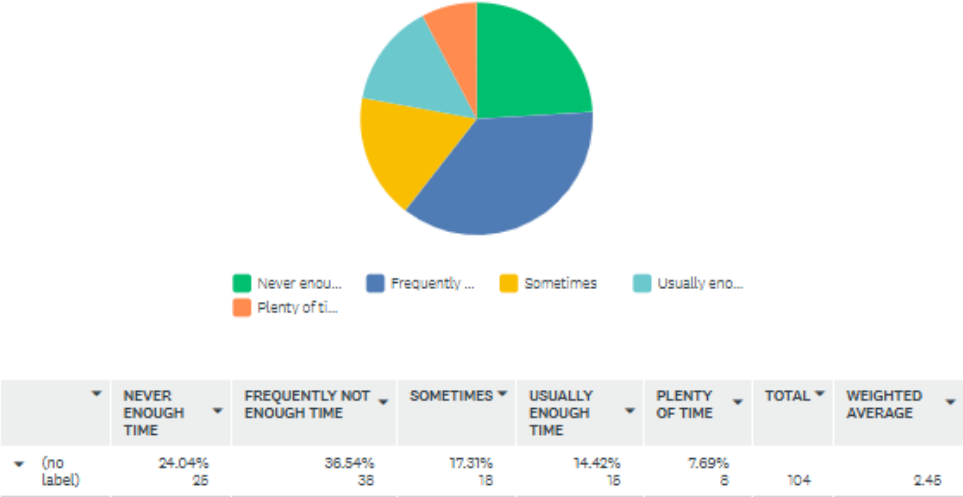


Figures in brackets - 2024 result

Q62: Generally speaking, do you have ENOUGH TIME to look after your child with SEND, look after any other children and family members and look after yourself?

Answered: 104 Skipped: 64

22.1% (22.6%) of respondents said they usually have enough or have plenty of time to look after everyone as well as themselves, remains the same as the 2024 level.

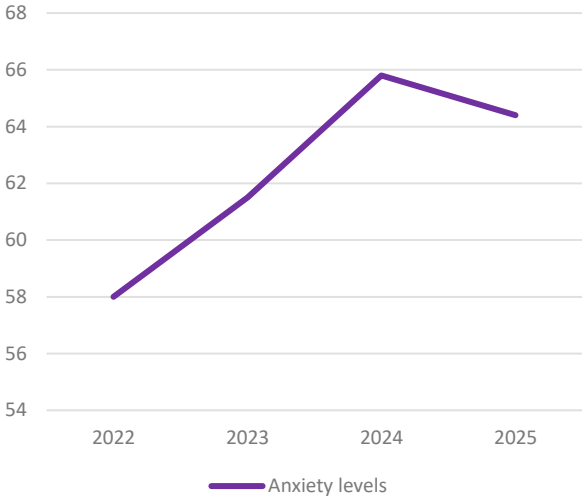
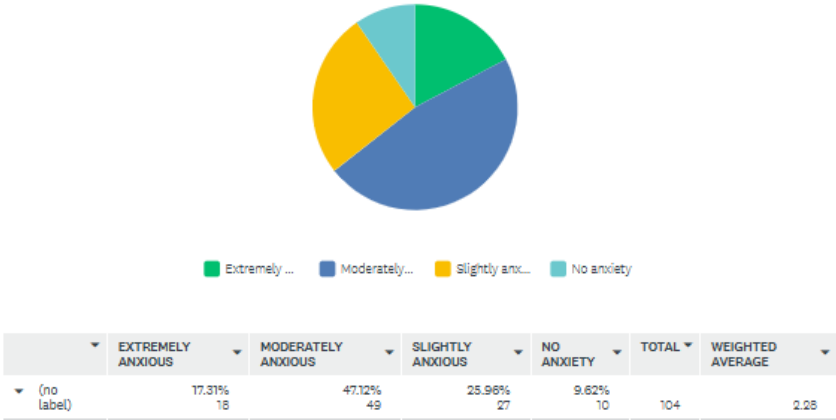


Figures in brackets - 2024 result

Q63: How would you rate your anxiety levels?

Answered: 104 Skipped: 64

64.4% (65.8%) of respondents said they were extremely or moderately anxious.
Anxiety levels remain similar to 2024

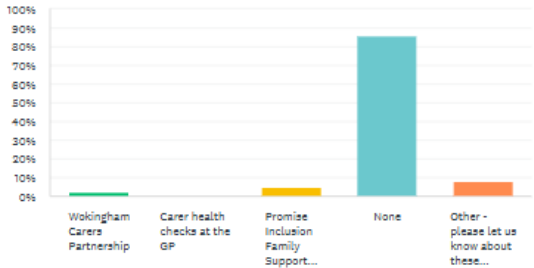


Figures in brackets - 2024 result

Q64: Have you used and of the following services provided by, or on behalf of Wokingham Borough Council or the NHS in the last 12 months?

Answered: 104 Skipped: 64

Low numbers of parent carers report accessing carers support services



ANSWER CHOICES	RESPONSES	
▼ Wokingham Carers Partnership	1.92%	2
▼ Carer health checks at the GP	0.00%	0
▼ Promise Inclusion Family Support worker	4.81%	5
▼ None	85.58%	89
▼ Other - please let us know about these services	7.69%	8
TOTAL		104

Q64: Have you used and of the following services provided by, or on behalf of Wokingham Borough Council or the NHS in the last 12 months?

Other - please let us know about these services - Respondents comments:

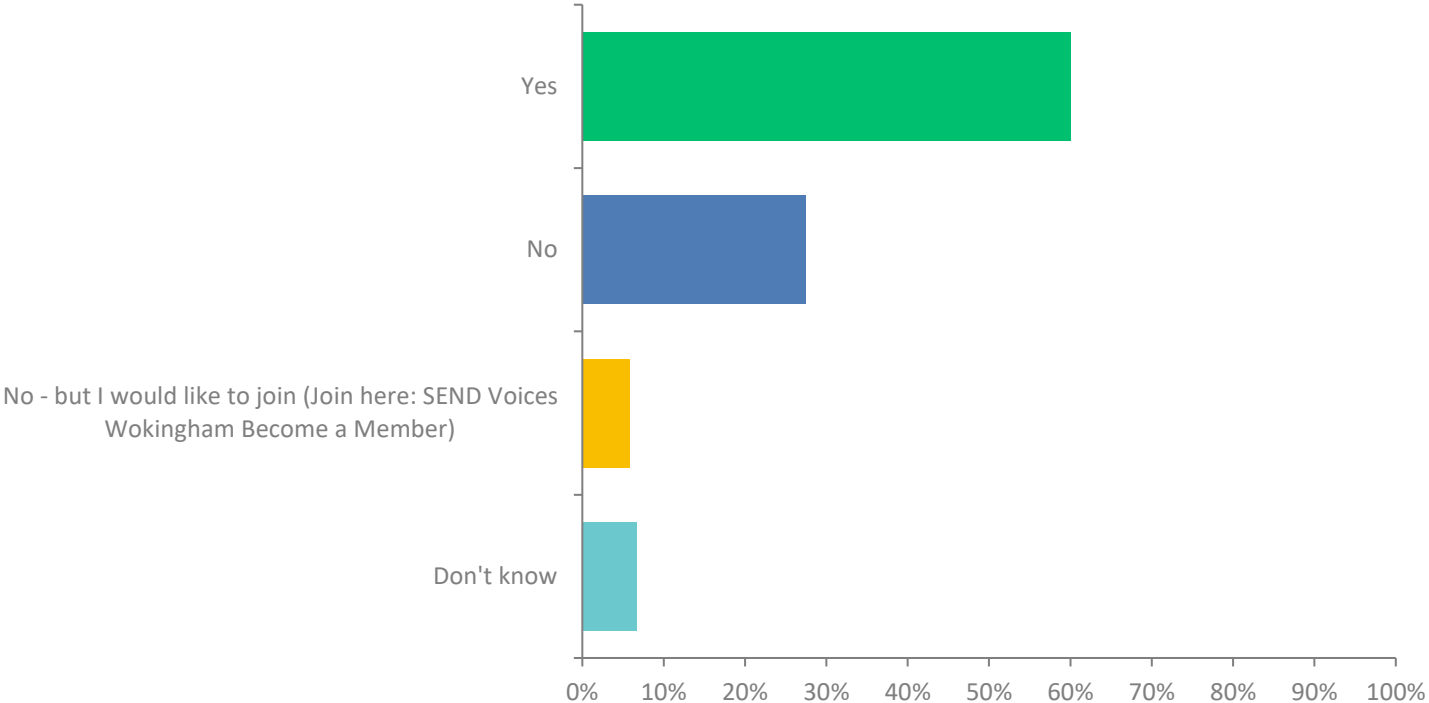
- Free health check from community wellness team and referral to Involve Wokingham who called once in June but has never followed up
- General over 50 health check ups.
- whenever ive reached out for support ive been told that i just need to get more time for myself- which is impossible if it's not actually available- so i don't bother asking if this is the only response im going to get - its like rubbing salt in the wound
- Health Councillor at gp
- GP wellbeing team
- Family Support worker
- Had carers assessment

SEND Voices Wokingham feedback

This section asks respondents about SEND Voices Wokingham and what they would like from us.

Q65: Are you a member of SEND Voices Wokingham Parent Carer Forum?

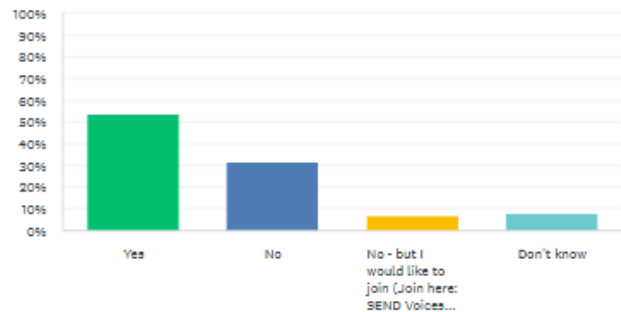
Answered: 104 Skipped: 64



Q65: Are you a member of SEND Voices Wokingham Parent Carer Forum?

Answered: 104 Skipped: 64

53.8% (41.6%) of respondents are members of SEND Voices Wokingham Parent Carer Forum.
This could indicate that circulation through other sources (such as school's) was lower this year.



ANSWER CHOICES	RESPONSES	
Yes	53.85%	56
No	31.73%	33
No - but I would like to join (Join here: SEND Voices Wokingham Become a Member)	6.73%	7
Don't know	7.69%	8
TOTAL	104	

Figures in brackets - 2024 result

Q66: Please let us have any feedback about SEND Voices Wokingham.

Respondents comments:

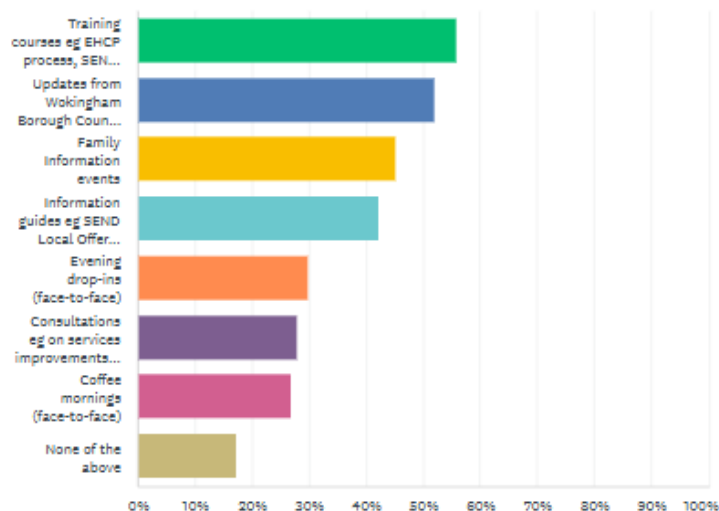
- They are fantastic at collating comments and providing objective information
- I love the work you do making sure our voices are heard, thank you.
- You know I love you guys! ;-)
- Brilliant Team
- This is incredible
- The ladies are great and I found this very informative
- I don't have time or energy to talk anymore
- Good community, useful information
- Needs to be tougher with the Council

Q66: Please tell us what type of events/information you would like SEND Voices Wokingham to run/produce (please tick all that you would like)

Answered: 104 Skipped: 64

The top 2 type of events/information respondents would like us to run are the same as last year;

- Training courses and Updates from WBC & Health
- Respondents would also like more Family Information events



ANSWER CHOICES	RESPONSES
Training courses eg EHCP process, SEN Support in School, Preparing for Adulthood	55.77% 55
Updates from Wokingham Borough Council and Health eg SEND Improvement updates, how to access Short Breaks	51.92% 54
Family Information events	45.19% 47
Information guides eg SEND Local Offer Guide, SEND Guide for Parents (hard copy guide with details of some of the services & organisations available locally)	42.31% 44
Evening drop-ins (face-to-face)	29.81% 31
Consultations eg on services improvements or recommissioning	27.88% 29
Coffee mornings (face-to-face)	26.92% 28
None of the above	17.31% 18
Total Respondents: 104	

Q66: Please tell us what type of events/information you would like SEND Voices Wokingham to run/produce (please tick all that you would like)

Respondents comments:

- I have a child with me (out of education) so none suitable
- I just don't have the time or the head space for things like this
- Would like to find time and energy to meet other parents on similar position but to hard to fit in with organised events
- training courses that are recorded so you don't have to attend live would be useful (this may already be available- it's only occurred to me now that it would help me to be able to find time to access the information. Mostly I just want my daughter to have access to a suitable education
- Events for children with speech and language needs and SPLD. Most events seem to be for Autism.
- My child has need but as he describes himself - he is special but not special enough. I never feel that we really should be going to these things as he is academically able and can generally function fine - even if he is barely coping under the mask. Are there meetings for those who are more mainstream but extra? He still doesn't quite fit in -he says is too normal to be special but too special to be normal.
- Much better guidance when your child gets to 18 or goes to college including Deputyship (why to apply, not how), Appointeeship, Universal Credit, Housing Benefit.
- Until parents stand together to legally challenge the council they will continue to fail our children. With changes to the children's and families act as well as send tribunal parents won't have the right to challenge decisions. I'm very worried. With 96% of parents winning their cases councils including Wokingham would rather spend tax payers money than support our young people
- More short breaks services

Positive Experiences of SEND Services in the Wokingham Borough

Q66: Please tell us of any positive experiences you have had with any local SEND Services?

Respondents comments:

- No, i am very disappointed
- Case worker is more responsive than others have been
- Send voices and IPSEA excellent support
- Parenting Special Children have a lovely group for adopted children and parents.
- SEND Voices Wokingham and SENDIASS are very responsive whenever I raise a query with them
- ASIST, they were really helpful with thinking out steps on how to deal with the school. But as I said before bringing that in to school is not accepted by school. As good as the support is, any follow up isn't consistent.
- Allocation of specialist for one year only (phase transfer start immediately). New case worker trying hard and communicating well. Kind people with limited information, powers and training.
- Early help service was great. Reading football club was a great idea, but didn't work (steps for success) for our son j fortunately. Assist are doing amazing work. Asd family group recently information sessions. Autism Berkshire adult support in particular helped me to learn about autism in the first instance on their workshops. I also attended their parent/adult women groups to learn more and felt very supported.
- Pleasant experience with current case officer, she really understands his difficulties
- The Keyworking team and the crisis team at CAMHS have both been amazing. Both used for my son not my daughter but without their support my son wouldn't be where he is now.
- Our case worker (SEND Team) has been fantastic. She really helped to get things moving when they had been stagnant for a while. It is easy to get hold of her and she always does what she says she is going to do and follows up with regular communication.
- So far support from the complex case officer and Senior members of SEND team always answers my emails
- I think they're all idiots
- No contact
- No engagement
- SEND Voices drop in great and informative
- Communication has improved however not convinced that this is a permanent change
- We don't have any insight as have little or no contact with them.

Q66: Please tell us of any positive experiences you have had with any local SEND Services?

Respondents comments:

- Pediatric Rbh's doctor amazing our autism consultant excellent with my son
- Contacted by Wokingham mental health team within four weeks of putting in paperwork.
- None so far
- Staff are great and very patient. Great knowledge and advice shared. Training on zoom for ehcp parents course was excellent.
- None
- Short breaks assessments at home are always very well done.
- The support my child receives at school is really good - it has helped them stay in education.
- Some of the incredible charities
- The case officer working on EHCP was helpful in incorporating what we requested.
- Case officer works hard
- Excellent provision at primary school - Gorse Ride and great experience with the right to choose pathway
- CAMHS ADHD Team, ASSIST, Early Help, FIRST, SEND Voices, and Promise Inclusion have been incredibly supportive. They are thoughtful, genuinely passionate about helping SEND children and their parents or carers, and always show great understanding.
- I can't think of any positives. Daily issues with CTU transport have made my anxiety rocket and and damaged my mental health.
- Meeting early help at the Autism world day in Woodley was great they helped with some visuals that I could print off for my child
- Virtual school head was brilliant.
- Our GP has always been helpful and supportive. New sendco and the key contact and a couple of teachers are supportive and understanding, wider school staff not so much
- ASSIST have been a lifeline
- My daughter has been getting autism outreach and enjoys has never not wanted to go, and is now getting an English lesson every week with her. I'm not sure she's had one since spring 2024. She loves to learn and this works for her. She's also recently started trampolining with autism Berkshire. Early days but I'm really excited about how good this might be
- The SEND team generally good. But delays.
- SEND team member is very good

Q66: Please tell us of any positive experiences you have had with any local SEND Services?

Respondents comments:

- Case worker attended a meeting, tried to help but didn't know LA role so still waiting. Still no final plan
- Recent upgrade of EHCP to Specialist was less of a fight than expected.
- MHST has been lovely.
- Timely production of ehcp 2023
- Advice from sendiass and send voices
- I can see improvement over the past year. More stability. Clearer processes. I feel I can organise my time better because they are better organised. We aren't lurching from one disaster to another, wasting time anymore. Not perfect but certainly moving in the right direction. Our casework practitioner is excellent
- ADHD services have been incredible. Can't fault the support given
- the deafening silence here speaks volumes!!
- Social worker is lovely. I genuinely believe she works very hard and tries her best for my daughter and family.
- Speaking to send voices at the sendiass drop in was nice.
- Not had any!
- None as they have never called and haven't uploaded documents received over 8 weeks ago
- Isn't any

Overall SEND Rating for Wokingham Borough

Q68: Please give the Local Area SEND Services in the Wokingham Borough an overall rating

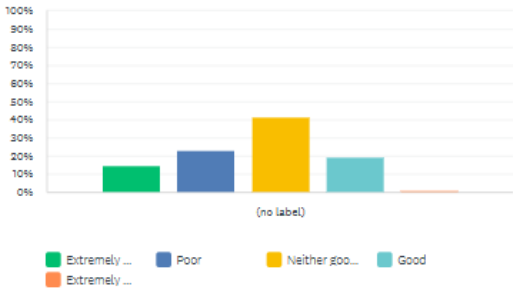
Answered: 103 Skipped: 65

SEND Service ratings for the Wokingham Borough have shown a recovery this year with a decrease in those rating it as extremely poor/poor 37.6% (45%)

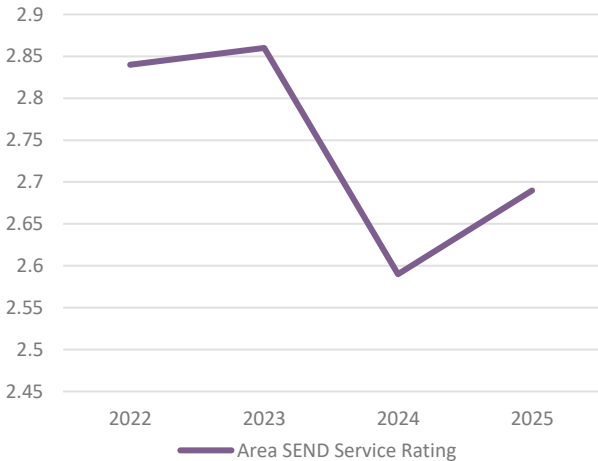
2.69★

average rating
★★★★★

Overall rating 2.69 (2.59)



	EXTREMELY POOR	POOR	NEITHER GOOD NOR BAD	GOOD	EXTREMELY GOOD	TOTAL	WEIGHTED AVERAGE
(no label)	14.56% 18	23.30% 24	41.75% 43	19.42% 20	0.97% 1	103	2.69



Figures in brackets - 2024 result

Demographics of Respondents

Q69: As part of our grant we are asked about the ethnicity, diversity and inclusion of the families we connect with. Please complete the OPTIONAL information below so that we can demonstrate that we are talking to all groups in our Borough. (please tick all that apply)

Answered: 97 Skipped:

ANSWER CHOICES	RESPONSES
White British	81.44% 79
White Irish	2.06% 2
White Traveller	0.00% 0
Gypsy/Roma	0.00% 0
Other White background	2.06% 2
Asian or Asian British Bangladeshi	0.00% 0
Asian or Asian British Indian	3.09% 3
Asian or Asian British Pakistani	1.03% 1
Asian Other	0.00% 0
Mixed White Asian	1.03% 1
Mixed White and Black African	1.03% 1
Mixed White and Black Caribbean	1.03% 1
Mixed Other	1.03% 1
Black or Black British African	0.00% 0
Black or Black British Caribbean	1.03% 1
Black Other	0.00% 0
Chinese	3.09% 3
Parent carer who is Gay, Lesbian, Bisexual, Transgender, Questioning and other (LGBTQ+)	1.03% 1
Families experiencing domestic abuse	0.00% 0
Families with unsettled ways of life (e.g. former asylum/ recent refugee status Families experiencing alcohol or substance abuse	0.00% 0
Very low-income families or families whose income drops suddenly due to a change in circumstances, self-employed	2.06% 2
Male Carers	0.00% 0
Families of home educated children or young people	2.06% 2
Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues	4.12% 4
Grandparents, kinship carers, foster carers	1.03% 1
Adoptive parent carers	5.15% 5
Single parents	6.19% 6
Prefer not to say	6.19% 6
Total Respondents: 97	

Comments (0)

The demographics of respondents is in line with the Wokingham Borough demographics* of:

White: 87%

Ethnic diverse: 13%

* Taken from Wokingham Equality Profile/ONS 2021