

# Annual Wokingham Borough SEND Survey 2022

Summer 2022

## Background

The Annual Wokingham Borough SEND Survey 2022 survey was produced by SEND Voices Wokingham (Parent Carer Forum) to find out about their experience of the SEND system in Wokingham Borough in the last 12 months (since June 2021). This questionnaire was for families of all children with 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 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). **440** responses were received from Wokingham Borough residents. The survey ran from **27<sup>th</sup> May to 24<sup>th</sup> July 2022** (the closing date extended is due to issues with the incorrect survey format being circulated to some groups)

## Contents

- **Survey Highlights** – brief outline of main findings.
- **Summary of Results** – summary of each sections findings.
- **Full Report** – containing **ALL** respondents comments, names have been removed to avoid identification.

# Highlight Summary

## Highlights of What is Going Well?

- **SENDIASS** – families feel supported, heard and able to make informed decisions.
- **ASSIST** – families feel supported and heard
- **Short Breaks team** – families report the process and contact with the SB team is a positive experience.
- **Interim staff/ way forward meetings having had a positive impact** – individuals are highlighted as having a positive impact.
- **SENDIASS/SVW training courses** – families feel informed and empowered.
- **The new PfA booklet** – provided a good source of information.
- **SEND team improvements being seen by families** – positive feedback, particularly from those families who have been through more than one EHCP process.

## Highlights of Where Improvements can be made?

- More SEND training across the whole school.
- More resourcing for SENCOs/SEN teams.
- Improve the identification of needs by Social Care.
- More information for parents on how to support/help their child.
- Improve services/professionals working together. Improve communication.
- Improve mental health provision.
- Getting reports from Ed Psych, SALT and OT which are required as part of the EHCP process.
- Annual Review process still patchy.
- PFA – needs to improve and parents need more information.
- Increase the number of YP 14+ with EHCP contacted by the Transitions Team.
- Communicate to families the services offered by the Children with Disabilities Team.
- More (Short Breaks) services required to use DP's.
- Communicate what the Local Offer is and make sure the information on it is correct and easy to find.
- Health waiting lists, especially CAMHS, ASD, ADHD, OT and SALT.
- Understanding of ASD in A&E and suitability of A&E when child/YP in crisis.

# Summary of Results

This is the first Annual SEND survey we have run and were pleased that we received **440** responses from Wokingham Borough residents across all age groups, SEND needs, and the majority of educational settings. The survey aims to cover all aspects of SEND provision in the Borough including education, social care, health, transport, information and parent carer wellbeing. The results of this first survey will act as a benchmark so that improvements in services and areas for improvement can be tracked annually.

## Overall Rating for SEND in Wokingham Borough

The overall rating for SEND services in the Local Area, with the majority of respondents saying it is neither good nor bad.



**3.16** (out of 5)

# Educational Settings

- There were responses from families across a broad range of school types and on all levels of SEND support.
  - 49% with EHCP's, 10% currently undergoing the EHCP, - 24% on SEN support.
- 54% said that the education setting was well resourced to meet their child's needs.
- 67% from mainstream settings.
- 72% said their child with SEND was welcomed at their educational setting - NB respondents indicate that there can be variability across staff in a setting and would welcome more training on SEND across the whole of a school.
- 53% of said that their child enjoys their educational setting.
- 20% said that their child never or rarely enjoyed it.
- 9% of children who are missing several days a week or rarely attending school.
- 49% said they have no idea or only a vague idea of what to do to get extra support for their child.
- 42% said Education identified their child's needs very well/well (Health 36% and Social Care 28%). Many also reported that they have had to initiate things themselves or pay privately to get needs properly identified.
- 41% said Education met their child's needs very well/quite well (Health 34% and Social Care 22%).
- Respondents indicated that there are things across all areas that can be improved to better meet the needs of their child.
- Respondents indicated that the SEN teams at school/SENCOs are under resourced.
- Respondents reported that it is difficult to find information and have to do it all themselves.
- SENDIASS and school are currently the most used sources of help and advice.

# Educational Setting cont...

- 58% rated services and professionals as working together not very well/poorly.
- Respondents highlighted, Communication between teams as needing improvement.
- How respondents rated the services as very well/quite well at helping children to reach their full potential:
  - Educational progress 51%,
  - Community Activities 35%,
  - Healthy life 44%,
  - Preparing for Adulthood 32%
  - Good mental health 35%
  - the need to improve mental health provision and Preparing for Adulthood were specifically mentioned by families in the comments.

## EHCP Process

**The overall rating for the EHCP process was 2.7 (out of 5).**

193 responses had gone through the process in the 12 months from June 2021 or were currently going through the process of which.

- 51% rated the overall experience as going very well/fairly well,
- 28% rated the overall experience as going poor/very poor
- 52% rated the SEND Team communicated very well/fairly well with them during the process.
- 28% rated communication as going poor/very poor during the process.
- Respondents main comments were that communication could be improved, and some reported noted improvements over the last year.
- Respondents main concerns were over obtaining reports from Ed Psych, SALT and OT which are required as part of the EHCP.

# Annual Reviews

**The overall rating for the Annual Review process was 2.7 (out of 5).**

NB: PfA and Annual reviews is covered the PfA section.

103 responses were received for those with EHCPs issued before June 2021 of which:

- 92% have had an Annual Review of their child's plan,
  - of which 59% of respondents had received a letter confirming whether the EHCP will be maintained, updated or ceased
  - of which 39% of respondents had received a final updated EHCP.
- Some respondents commented they have seen improvements in the Annual Review Process.
- Some respondents commented that they were still waiting for final updated EHCPs (after long periods of time).
- Some respondents reported that the process still patchy depending on which school you attend.
- 46% of respondents said they felt listened to by the SEND team during the Annual Review process.
- Respondents reported that communication is still an issue.
- Respondent reported positive impacts of Interim staff/way forward meetings.

# Transport

55 responses from families whose child has transport provided by WBC of which:

- **Transport Provision:**
  - 67% rate the transport provision as excellent/good.
  - 12% rate the transport provision as poor/very poor.
- **Transport Service:**
  - 56% rated the service as excellent/good.
  - 14% rate the service as poor/very poor.
- The comments received re-iterate previous Transport surveys - for some the service works very well, for others there are real concerns that the taxi drivers/escorts do not understand SEND children, their health needs and service is poor.



# Preparing for Adulthood

- 51% said that PfA had been part of their most recent Annual Review (14 year + child with and EHCP) .
- 19% said that options for housing had been included in their Annual Review (14 year + child with and EHCP).
- 28% said that they had contact with the Transitions (Adult Social Care) team(14 year + child with and EHCP).
- 65% 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.
- 72% said that they did not know where to go for more information about Preparing for Adulthood or what it is.
- Transitions Team comments - a couple indicated a positive experience with the team, however the vast majority of the comments indicated families were not aware of the Transition Team, who they are or they became involved very late.
- The SENDIASS/SVW PfA training and the new PfA booklet were mentioned as positive improvements.
- 58% rated services and professionals as working together not very well/poorly.
- Respondents highlighted, Communication between teams as needing improvement.
- How respondents rated the services as very well/quite well at helping children to reach their full potential:
  - Educational progress 51%,
  - Community Activities 35%,
  - Healthy life 44%,
  - Preparing for Adulthood 32%
  - Good mental health 35%
  - the need to improve mental health provision and Preparing for Adulthood were specifically mentioned by families in the comments.

# Social Care Services

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

The Children with Disabilities Team including Early Help (for ages 0-18 years)	27%
Adult Social Care Team (age 18-25 years)	28%
Short Breaks Team	27%
Transitions Team	24%
ASSIST	63%
FIRST	31%

The majority of respondents commented that they were not aware of many of the Social Care services, particularly the Transition Team and didn't know what they do or in some cases, a couple reported positive experiences with the Transition Team.

We received responses from a very small number of families that have **Short Breaks DPs and also DPs for other social care services**, of which:

- 52% were happy with the services that they could purchase.
  - Many commented that there were a lack of services available to use the DP's on, particularly PA's and providing a payment didn't equate to actually providing a service.
  - Others said that it was not flexible enough in what it could be used for.
  - Short Breaks it was more "trouble that it was worth" to engage.
  - Some families felt abandoned.
  - All comments from respondents on the individual services are available in the appendix of this report.
- 
- 28% said Social Care identified their child's needs very well/well (Health 36% and Education 42%).
  - 22% said Social Care met their child's needs very well/quite well (Health 34% and Education 41%).
  - 58% rated services and professionals as working together not very well/poorly.

# Access to Information

We asked respondents how easy it was to find information about services and what they do:

21% said they found it very easy/easy to get information

79%, said it was not very easy, difficult or very difficult to find information.

## Wokingham Local Offer

- Just over half the respondents had heard of the website.

For those who had used the Wokingham Local Offer website:

- 47% of respondents said that they found what they were looking for very quickly or after a bit of a search,
- 53%, said it took a long time or they couldn't find what they were looking for.
- Respondents commented that information on the Local Offer was out of date, incorrect, hard to find or not available.
- 47% Respondents commented that they did not know about the Local Offer.

# 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 2021). The % of respondents (for who it was applicable) who **rated service excellent/very good** were as follows:

GP – general appointment	36%
Portage (for preschool children)	39%
CAMHS (Children & Adolescent Mental Health Services)	16%
ASD Diagnosis (via CAMHS)	20%
ADHD Diagnosis (via CAMHS)	14%
Private mental health services	59%
Speech & Language Therapy - via NHS	28%
Speech & Language Therapy - at school (for EHCP)	43%
Speech & Language Therapy - privately funded	73%
Physiotherapy – via NHS	36%
Physiotherapy – at school (for EHCP)	35%
Physiotherapy - privately funded	58%
Occupational Therapy - via NHS	19%
Occupational Therapy - at school (for EHCP)	23%
Occupational Therapy – private	80%
Community paediatrician	46%
Hospital services	41%

## Healthcare Services cont...

We asked respondents to rate any of the following healthcare services that their child had used in the last 12 months (since June 2021). The % of respondents\* who **rated service excellent/very good** were as follows:

Wheelchair services	44%
Continence Service	33%
Health Visitor	24%
GP - Free Annual Health check (aged 14+ with learning disability)	17%
School nurses team	33%
Family Centre	22%
Priority Dental Service	36%
Other private healthcare service	50%

**Main comments from respondents were:** (All comments from respondents on the individual services are available in the appendix of this report).

- GP appointments hard to get.
- CAMHS, ASD and ADHD assessments all sited long wait times.
- Concerns raised for SALT and OT wait times.
- Concerns were raised about understanding of ASD in A&E and the suitability of this for children in crisis.
- Many families are not aware that their child is eligible for the free GP 14 year health check.
- Waiting times for assessments being the main reasons why families opt for private diagnosis.
- 80% of respondents said they accessed private healthcare services in the last 12 months because waiting lists were too long.
- 36% said Health identified their child's needs very well/well (Education 42% and Social Care 28%).
- 34% said Health met their child's needs very well/quite well (Education 41% and Social Care 22%).

# Parent carer Wellbeing

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

- 74% said they were reasonably, very or perfectly fit and healthy.
- 38% said they usually have enough or have plenty of time to look after everyone as well as themselves.
- **58% said they were extremely or moderately anxious.**
- **ONLY 5.6% were accessing any support for carers from WBC or the NHS.**
- Many reported they are not aware of any services.

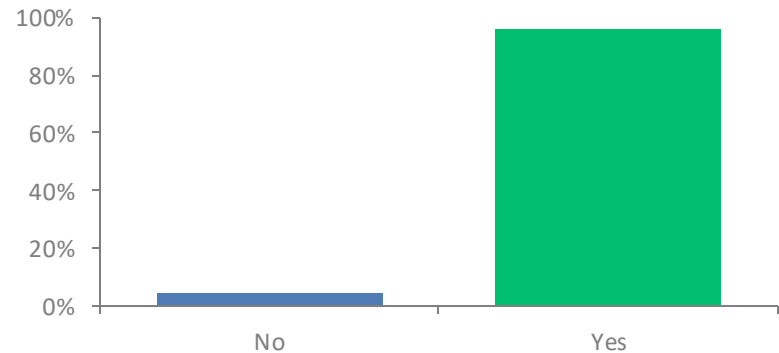
# Full Report - Index

All response data and respondents comments are included in the following sections:

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# Q1: Do you live in the Wokingham Borough?

Answered: 458 Skipped: 0



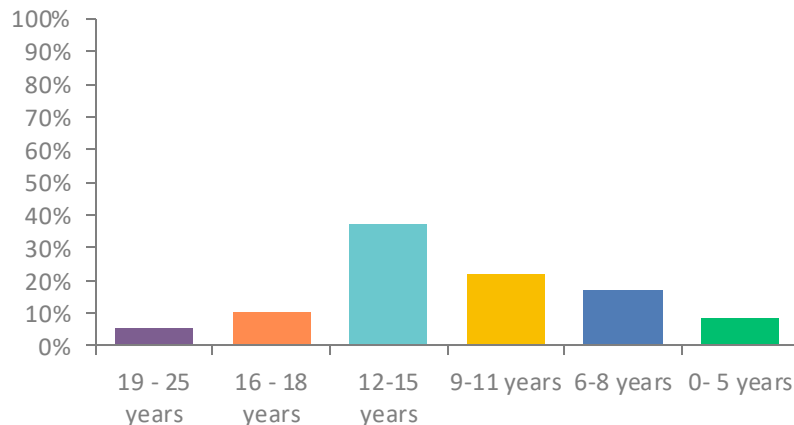
ANSWER CHOICES	RESPONSES	
Yes	96.07%	440
No	4.37%	20
TOTAL		460

440 responses were received from Wokingham Borough residents



## Q2: How old is your child?

Answered: 379 Skipped: 79

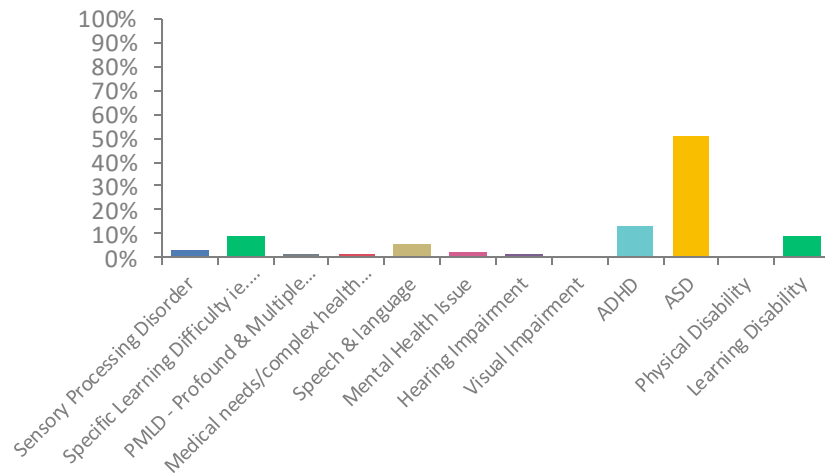


ANSWER CHOICES	RESPONSES	
0- 5 years	8.44%	32
6-8 years	16.89%	64
9-11 years	21.64%	82
12-15 years	37.20%	141
16 - 18 years	10.29%	39
19 - 25 years	5.54%	21
TOTAL		379

Responses were received from families representing all age groups of children including the under 5's and 19+ years

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

Answered: 379 Skipped: 79



There were responses from families across all SEND areas. In line with local data, ASD was the most highly represented area.

ANSWER CHOICES	RESPONSES	
Learning Disability	9.23%	35
Physical Disability	0.79%	3
ASD	50.66%	192
ADHD	13.46%	51
Visual Impairment	0.53%	2
Hearing Impairment	1.85%	7
Mental Health Issue	2.64%	10
Speech & language	5.54%	21
Medical needs/complex health needs	1.06%	4
PMLD - Profound & Multiple Learning Difficulties	1.85%	7
Specific Learning Difficulty ie. Dyslexia, Dyspraxia, Dyscalculia, Dysgraphia	8.97%	34
Sensory Processing Disorder	3.43%	13
TOTAL		379

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

Answered: 221 Skipped: 237

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

ASD (48)

ADHD (41)

SPD (48)

Dyspraxia (16)

Mental Health (49)

Dyslexia (21)

Eating Disorder (3)

Learning Disability (28)

SALT (43)

Epilepsy (7)

ODD (7)

Physical disability (4)

Transgender/Gender dysmorphia (2)

Medical Condition (7)

Hypermobility (15)

Visual Impairment (6)

Tourette's (4)

Cerebral Palsy (4)

Dyscalculia (2)

Hearing Impairment (4)

Chronic fatigue (1)

Down's Syndrome (4)

OCD (1)

Prader-Willi (2)

GDD (9)

Acquired brain injury (1)

Behaviour (2)

Genetic Condition (6)

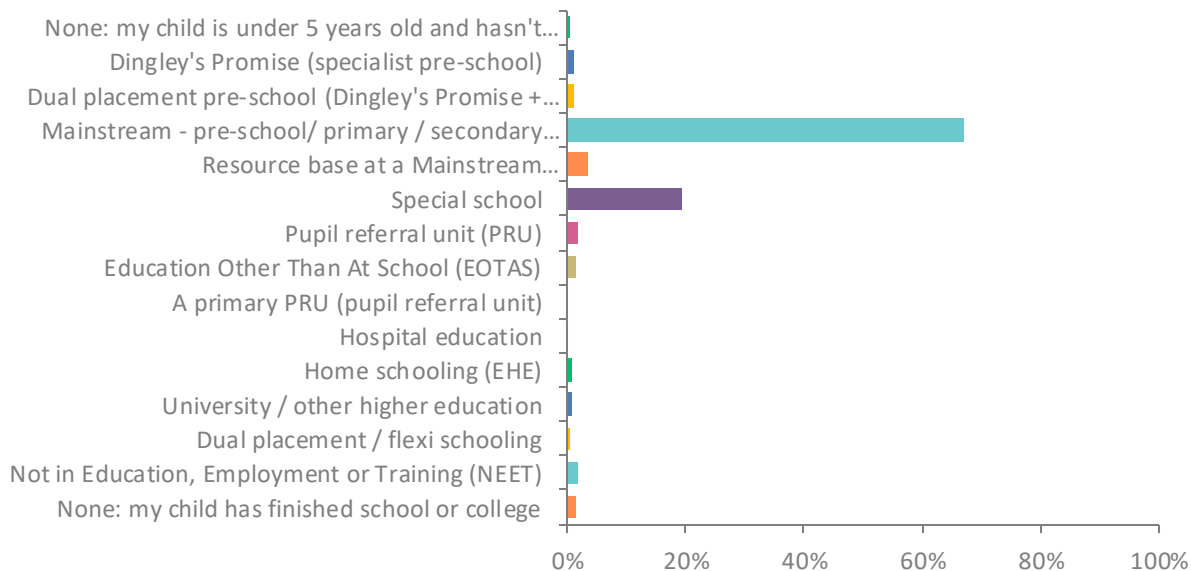
Awaiting diagnosis (29)

# EDUCATIONAL SETTING

This section asks respondents about their child's educational setting

## Q5: What type of school does your child attend?

Answered: 303 Skipped: 155



There were responses from families across most of the school types, with 67% of responses being from those in mainstream.

ANSWER CHOICES	RESPONSES	
None: my child is under 5 years old and hasn't started school, pre-school or nursery yet	0.33%	1
Dingley's Promise (specialist pre-school)	0.99%	3
Dual placement pre-school (Dingley's Promise + mainstream pre-school)	0.99%	3
Mainstream - pre-school/ primary / secondary school/ 6th Form/ college	67.00%	203
Resource base at a Mainstream primary/secondary school	3.63%	11
Special school	19.47%	59
Pupil referral unit (PRU)	1.65%	5
Education Other Than At School (EOTAS)	1.32%	4
A primary PRU (pupil referral unit)	0%	0
Hospital education	0%	0
Home schooling (EHE)	0.66%	2
University / other higher education	0.66%	2
Dual placement / flexi schooling	0.33%	1
Not in Education, Employment or Training (NEET)	1.65%	5
None: my child has finished school or college	1.32%	4
TOTAL		303

## Q5: What type of school does your child attend?

### Respondents comments:

- Bohunt Wokingham
- My daughter is on sick leave from work since December 2021. We have been passed from one professional to the other
- There is little to no SEND provision at Bohunt Wokingham
- Bohunt School Wokingham
- My Son Will Be Attending Special School From September
- Bohunt doesn't really have SEND support for the kids at this time.
- It's Bohunt academy Wokingham
- Awaiting semh setting
- Enrolled in mainstream school but does not attend it since 2 years. Attends online foundry college
- Child unable to attend due to EBSA
- She was at Foundry PRU
- I didn't know which one to tick as he's in care, having a tutor attend the home 1 hour a day but he's not engaging.
- Colleton does a very good job of mixing groups and years so children of similar abilities (not just ages) can learn together.
- Had to go out of catchment as no appropriate local options
- In 6th form, despite their efforts her needs are not being met
- Mainstream but lots of support for sen learners
- My child has been at his new secondary school in yr 7 but not once have we had a chat with the SENDco or any contact between us.
- Provided support for dyslexia up to yr8 - then inconsistent support depending on teacher's understanding or "willingness" to support
- From past 2 years we are waiting for SEN school.
- NAS SCHOOL
- LLDD setting at FE college (Reading College)
- My child is supported in mainstream school where it is necessary
- She is the special unit of the college
- Only been attending since January
- It transpires that although convincingly the college was promoted to be able to meet needs - the EHCP has been practically ignored and not followed
- Happy with special school setting
- Struggling to attend each day
- Ebsa since January 2022

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## Q5: What type of school does your child attend?

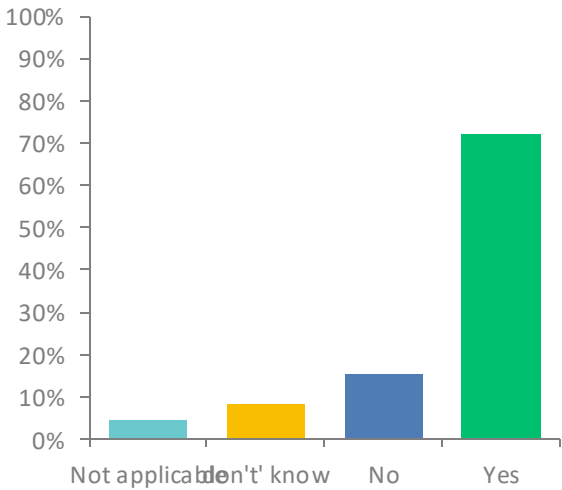
### Respondents comments:

- Home-schooled by foundry
- Bohunt Wokingham
- Supported course at Reading College
- My daughter has been on a part time timetable for over a year
- Brilliant SEN Department.
- Really struggling as a parent with school refusal working hard to support son with this and as a parent keep school up to date with any non attendance. I feel school are not that worried about it. We are as parents I think there should be more support available or training on supporting child/parents. We would like him in school more and are worried about his learning.
- Daughter at private school as local mainstreams would not be suitable for her needs
- We have been trying to get my son a SEN school placement for 2 years now. Sadly despite having his school, parents and SENDIASS involved we have still not managed to secure him a placement. The school he currently attends are amazing and put in so much effort, but they struggle due to not having the provisions he really needs!!
- The school is a specialist deaf school outside the borough
- Has one to one.
- SEND life skills course
- My son has an EHCP to allow for 1:1 support
- Dingley 2 mornings and mainstream 3 mornings a week
- Bespoke programme as LEA has not yet found anything suitable
- They do not appear to have much knowledge about SEND, do not follow the lawful process and continually refer to their policy which does not trump the law. They talk down to parents and are dismissive of our concerns. They are only interested in academic achievement and constantly attempt to blame parents for their failure to make provision for our SEND children.
- Dingley's promise has even the best influence on my daughter's development. They give her support in areas that other professionals have failed to
- Keep Hatch primary school
- Not currently in school FT, accessing alternative provision & getting outreach support elsewhere
- This setting has proved to be invaluable since my child has attended.
- WBC unable to find suitable provision or tutor
- No
- Currently completing GCSEs

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

Answered: 303 Skipped: 155



ANSWER CHOICES	RESPONSES	
Yes	71.95%	218
No	15.18%	46
don't' know	8.25%	25
Not applicable	4.62%	14
TOTAL		303

The majority of families across said their child with SEND was welcomed at their educational provision



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

Respondents comments:

- Not all teachers understand his needs though
- Feels like a lack experience is present. a lot of Intrusive questions about home life
- She was discriminated at work for her ADHD and mental health needs.
- No respect or value of SEN and how it impacts my child and us as a family. Behaviour focus only. Shaming culture with lots of judgement
- Inconsistent approach of the school, some teachers - positive, some - victimising and punishing for his disability
- I feel we have been actively pressured to go part time or off roll
- Rumours suggest not
- Yes but not supported for being different
- Although there is a high expectation about attainment and you feel that your child who may not be able to achieve these desired grades will be looked on less favourably by the school.
- but not fully supported
- I think he is but the send team are overwhelmed and I'm not sure all teachers follow plans set out by them
- Have had virtually no contact from SENCO. Had to chase with tutor and was told that they have put a note on his file.
- School is helping him a lot to overcome challenges
- It definitely depends on the teacher as to whether she feels welcomed and accommodated.
- In my opinion the school is not suitable for SEND due to complex needs of previously excluded children
- They don't take time to fully understand him or use the classroom plan
- Yes, mostly but not treated the same consistently by all teaching staff
- It seems that the majority of staff members at my child's school mean well and ready to work hard to support the SEND children but appear to be lacking in the knowledge about SEND and not well supported by the school management. Some of them then unfortunately blame the children for the behaviours resulting from unmet needs. The school also lacks the structure and logistics to identify needs, identify support needed, and graduated process to improve support. I have raised these issues to the school multiple times but just get told that there is no funding which I do not know if it is true (they should apply for an EHCP if they cannot meet a child's needs). They are clearly not meeting the requirements set forth in the statutory guidance, etc. (even their own Local Offer statements) but the weak governing board is not providing sufficient oversight. The school is just not held accountable for the poor SEND support and the children and families are left without proper support which is extremely concerning.

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

Respondents comments:

- Vanessa Neale is excellent and has been an enormous help and comfort to us.
- but 6th form don't understand her needs
- He isn't able to attend due to high anxiety as a result of bullying
- A good listening college
- They seem to hold a tune up session Tue-Fri morning. And a center to go to.
- is now though not when in mainstream school
- Academy school - clearly stated "may find another school is better able to support child"
- Wokinghams PRU isn't fit for purpose
- Had such issues with the Senco. She didn't support me doing an ECHP request, would not take him to Early Years Panel for more funding, did not respect the wishes I had for the education for my son (offset start to formal schooling) and would tell me I was ridiculous, roll her eyes etc. When I asked for provisions to be out in place that were neuro-affirmative, she complained that it would be "chaos" if all the children did that (I was asking for him to not be forced to sit on the carpet, fiddle toys etc).
- For 15 hours but refused further hours
- Welcomed for 15 hours but refused further hours
- I feel as his mum advocate I am always trying to support his needs. Some teachers are great and I so appreciate them. Others not so and I really do not think they get additional needs which is sad.
- Is not able to attend due to the environment.
- My sons school have never failed to include him and try their very best..not easy when you are dealing with a child that has complex needs, and you really are not equipped to deal with them!
- Every time we have contact with head teacher she comments that there could be another school for him even though we have stated we would like him to stay where he is.
- They are not understood. staff not trained.
- Awful experience - they have especially is noted my child's disability and treated it like a behaviour

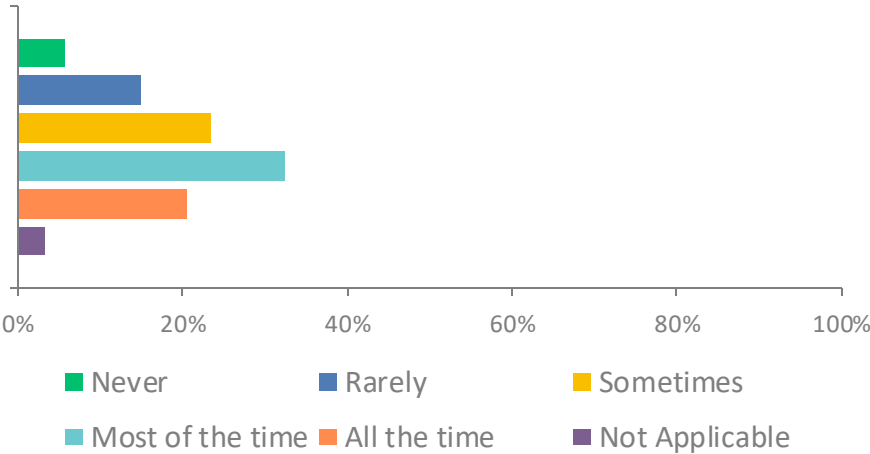
## Q6: Do you feel your child with SEND is welcomed at their pre-school, school or college?

Respondents comments:

- They are supportive but could always use more support
- Senco and department are great, the children still need more education as they experience a lot of bullying.
- he wasn't for most of his educational life
- Received an email yesterday suggesting that our child might be better off at an ASD specialist school as they don't offer social skills training. They're prepared to take the SEN funding and not support our children with SEND
- Newbury College has an outstanding Foundation Course, staffed by dedicated individuals with a passion for Special Needs.
- By students yes, feel that some of the more mature established tutors, probably lack understanding
- Welcomed by most staff - some are oblivious to needs!
- Yes as in a special school
- by senco, rest of staff less so
- He is at his current special school, but was absolutely not at mainstream.
- Yes but not when at MS Resource
- It's a constant battle with the LA to make provision
- Little is being done to help them access school
- As long as he behaves to the level expected

# Q7: Does your child enjoy their pre-school, nursery, school or college?

Answered: 303 Skipped: 155



Just over 50% of respondents said that their child enjoys their pre-school, nursery, school or college most or all of the time. 20% said that their child never or rarely

NEVER	RARELY	SOMETI MES	MOST OF THE TIME	ALL THE TIME	NOT APPLICA BLE	TOTAL	WEIGHTE D AVERAGE
5.61%	14.85%	23.43%	32.34%	20.46%	3.30%	303	4.03
17	45	71	98	62	10		

## Q7: Does your child enjoy their pre-school, nursery, school or college?

Respondents Comments:

- Every single day we have huge meltdowns and is in tears when I collect. Always messaging and calling me everyday to collect her as she hates it so much.
- Depends on anxiety levels
- He is either bored and ignored or over stretched
- Didn't enjoy school since starting secondary
- She internalises her emotions so what is seen on the surface tends not to be a true reflection of what she feels internally
- Cries daily because of the stress of it and confusion
- Doesn't want to go, can get him there but meltdowns when he comes home.
- When he was attending he was physically unwell and his mental health was very unstable
- Dependent on teacher... too many supply teachers unaware and unwilling to put any effort into learning about needs
- It's a struggle to get her there and she feels overwhelmed most of the time.
- He has friends and enjoys some subjects when there which is positive.
- Doesn't feel safe, or happy.
- He has emotional regulation challenge so there are regular outbursts which has makes him a target. This perpetuates the outburst. Makes friendships difficult
- Dingley more than mainstream
- Sadly Edgbarrow destroyed any hope at a quality education
- he didn't

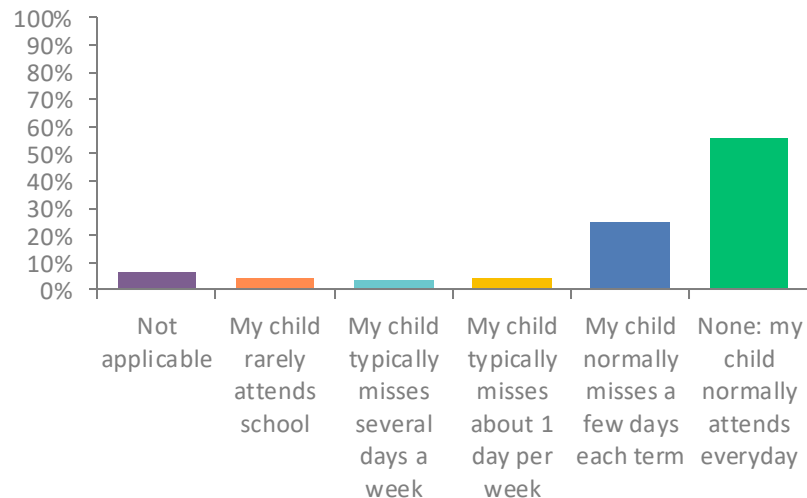
## Q7: Does your child enjoy their pre-school, nursery, school or college?

Respondents Comments:

- Our child is isolated and lonely, yet this school boasts of inclusion, community and respect. There is none unless the child is a neurotypical high achiever.
- More isolated, not mixing with others as much after COVID
- My daughter loves her college
- X loves going to Newbury College, it is an integral part of their life.
- She doesn't hate it but her needs are such that she cannot access it
- My child has no friends at school and is not supported to make friendships

## Q8: 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: 303 Skipped: 155



ANSWER CHOICES	RESPONSES	
None: my child normally attends everyday	55.78%	169
My child normally misses a few days each term	25.08%	76
My child typically misses about 1 day per week	4.29%	13
My child typically misses several days a week	3.96%	12
My child rarely attends school	4.62%	14
Not applicable	6.27%	19
TOTAL		303

There are a small cohort of children who are missing several days a week or rarely attending school (9% for those who it is applicable)

## Q8: 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:

- Plus goes in late each day
- Most days they are late arriving
- On sick leave since December 2021
- For medical appointments regarding her X
- We are called to pick him up from school at least once a month, because of him being in a meltdown or being overwhelmed
- She is late often.
- Depending on how his mental health is
- I want to remove my child from mainstream school asap.
- My child is on a reduced timetable because of school refusal.
- Recently missed a lot due to specific issues
- She would definitely miss most days if she could. Most days are a struggle to get her to go into school.
- Often goes in late
- I have made it very clear to the school how I feel about exclusion without good cause.
- She is too scared not to go in, but is often in flight or freeze in there so takes nothing in and learns nothing . She meltdown after school everyday, taking 2 or 3 hours to calm and is not able to complete homework or revision that she is required to do, which adds to her anxiety. She no longer wants to have to live
- My son has been sent home 'ill' twice which equated to a few days off. Have been told son gets anxiety pains as when at home he's fine. School are aware.
- He attends 4 x 1 hour sessions a week at school and 1 x alternative setting a week
- This is due to hospital appointments that can't take place in holidays.
- My child has just returned to school after 6 months
- On a part timetable, time gradually built up from complete non attendance
- He was attending for 9 of his allocated 15 hours, but this past week I have withdrawn him completely after he wakes the entire way home rather than attend.



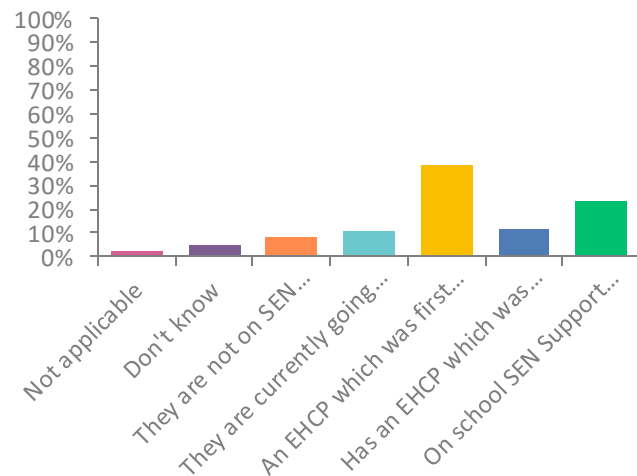
## Q8: Does your child regularly miss days of schooling because of their physical or mental health (other than typical short-term illnesses or scheduled medical appointments)? if so how many days do they typically miss?

Respondents comments:

- This is a real concern as a mother of 3 and other children have never had issues with school refusal this really worries me. The main issue for the refusal is that he cannot sleep at night and then the knock on effect is he is too tired the next day so cannot get him wakened.
- On part time
- When at school for a levels she spent all break periods in learning support with little encouragement or support to interstate. No effective anti bullying policy.
- he did
- In everyday but can be late due to MH issues
- He has only missed a few days in the last year for hospital appointments
- Only been attending since January
- Not currently at school (only at school 2.5 hours a week) due EBSA
- See above
- My child has anxiety which is ignored by the LA
- anxiety and school refusal is high. Despite huge efforts, school do little to support her attendance
- Attendance is affected by asthma

## Q9: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

Answered: 303 Skipped: 155



ANSWER CHOICES	RESPONSES	
On school SEN Support plan	23.76%	72
Has an EHCP which was issued for the first time in from June 2021 onwards	11.55%	35
An EHCP which was first issued before June 2021	38.28%	116
They are currently going through the EHCP process	10.56%	32
They are not on SEN support/ do not have an EHCP	8.25%	25
Don't know	5.28%	16
Not applicable	2.31%	7
<b>TOTAL</b>		<b>303</b>

Responses were received from those on all levels of support, the majority of response (49%) from those with EHCPs and a further 10% currently going through the EHCP process

## Q9: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

Respondents comments:

- We see a clear lack of resources. Haven't seen any SEND specific staff since before the pandemic. Teachers do their best (fantastic job) with no specific support or training.
- She has a plan but its not current and is not updated or reviewed. I'm not sure its even read by some of her teachers.
- We are going GB to apply for an EHCP for support with training / education and employment.
- But not really being followed by many staff
- What we have is an incomplete "learning plan" which is a record of activities that supposedly happened in the past (we are questioning the information) and NO plan for the upcoming months/terms whatsoever.
- Child has just been added to the SEN register trying to get provisions for support agreed with SENCO
- Have asked for EHCP has a ILP
- On a plan but not convinced plan is always followed
- Barely any support, and I've had to push hard for attention and support. As a result my son now has a computer reader for exams
- We are going to apply for an EHCP
- Refused EHCP and asked about Sen register told there isn't one just a individual pupil plan
- Will have EHCP but not currently.
- Very little proactive support though. I have to ask for help for anything to happen
- He gets support as and when needed
- School is awful and I've never had a sen meeting in 2 years , don't think they even implement her plan and some teachers did not even no of her special needs
- No SEN support
- The EHCP was parent led. Despite there being a presentation of significant need.
- there is a plan but I've been waiting for it to be updated with working memory help included
- Communication has been poor. All I know is an asd learning file for my son has been shared with staff.

## Q9: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

### Respondents comments

- She has extra time in exams due to her dyslexia
- I would like him to have more 1:1 support
- My child does not live with me and unfortunately her mother does not see fit to advise me
- I have received little information regarding their support in school. However I know they have a key person who communicates with my child and me when needed.
- Only just. Called SEN C
- EHCP not initiated yet
- It was a huge battle to obtain an EHCP despite the fact she is a hugely complex child in both needs & conditions
- I would say only 50% of the Ehcp has been implemented
- My child is now on the SEND register of his primary school and have an IEP. His needs was clear from Year 1 but he was only put on the register in Year 4 when we requested an IEP to be in place for him. We have asked the reason why he was not put on the register or offered an IEP earlier. The school said that only the children who are two years behind academically receive IEPs (this does not make sense because he was put on the register and got an IEP even if he was not academically behind once we proactively requested an IEP for him).
- But seems to be ignored as in care
- EHCP in draft form
- She requires one-to-one support for about 80% of her time in school
- I have requested that the school apply for and EHCP as her needs are no longer being met and she was hoping to go to univ, but would not currently cope with that due to a lack of independence and communication skills, mutism, communication difficulties, anxiety
- Every parent meeting needs are discussed but always seems to be a repeat of previous conversations
- EYIP plan, senco, Vi, SLT and portage support
- The school my child was excluded from was supposed to do an ehcp application but didn't. Child refused to have one at PRU. PRU don't have a Sen support plan on place and really do not understand how to support children with Sen sufficiently

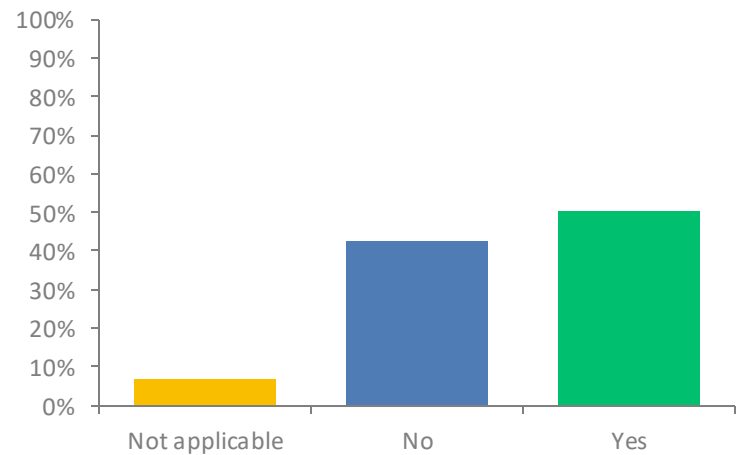
## Q9: What Level of support does your child receive through their educational setting e.g. pre-school, nursery, school or college?

Respondents comments:

- About to start process
- Currently thinking of EHCP and starting these conversations with school.
- They also have SEN support while we wait for diagnosis
- EHCP issued in late 2020 following several attempts
- School do not follow it though.
- The support plan us not fit for purpose
- We are appealing setting so can't get ehcp updated
- EHCP issued Dec 2021 special school
- he was never given the correct level of support - the system completely failed him
- Supposedly on support plan but it's not being followed.
- EHCP is not followed by school as apparently they can't meet our child's needs or they claim that they are making the provision but refuse to provide information when asked. They deflect, threaten and insult which is quite disrespectful and raises questions about how they speak about our children amongst themselves.
- First part completed, WBC progressing it further.
- He does not get the support he needs and is punished for having sensory overloads
- They don't seem to be doing anything for him - the SENCO is overloaded
- Xs EHCP was reviewed at the beginning of 2022
- EHCP now ceased
- Ehcp process in place.
- The LA writes woolly EHCP's, removes needs and provisions and pretends that my child's needs have not been diagnosed
- school refused to do an EHCP and told me that it would be more successful if I did it as a parent

# Q10: Is your child/young person's education setting well resourced to meet their needs?

Answered: 303 Skipped: 155



ANSWER CHOICES	RESPONSES	
Yes	50.50%	153
No	42.57%	129
Not applicable	6.93%	21
TOTAL		303

For those who it was applicable 54% say that the education setting is well resources to meet their child's needs.

## Q10: Is your child/young person's education setting well resourced to meet their needs?

Respondents comments:

- But not all teachers meet his needs and not during exam and assessments when there aren't enough resources and he is disadvantaged
- We saw a psychologist once since child started (now finishing year 5)
- Absolutely not
- Constantly changing staff - not only teachers, but TAs. He does not have an LSA. The only person he trusted to speak with in the school left 3 months ago and was not replaced. Teachers have very poor training for working with children with SEN, resulting in sending him away/threatening him with detentions and provoking meltdowns in situations that they should have reacted differently.
- Not enough SEND staff
- One part time SENCO, no department, or other support staff
- As of 2 years ago, prior to this no.
- Lack of staff in SEN Department, current staff too stretched
- Absolutely not. I've pushed hard for attention.
- I feel he needs 1:1 in a couple of subjects. Teachers seemed surprised at parents evening when I asked why he wasn't given opportunity to use iPad. Teachers were as knowledgeable as I would have liked about my child's challenges with dyslexia
- They don't deal well with sen children
- He now has 1to1
- Not sure
- Always needs more
- They try with what they have available
- No reply's to emails , no feedback from school

## Q10: Is your child/young person's education setting well resourced to meet their needs?

Respondents comments cont.:

- The SEN department is extremely understaffed and needs to be improved, as said by the school itself.
- Communication from school is lacking, and the teachers look to me to provide answers to support with learning rather than them offering ideas
- Absolutely not Bohunt do not invest in SEN. It does not have a culture of inclusion. It restricts provision, through spending hardly anything on it, the senco is knowledgeable, but still has a high teaching load. Other staff are unqualified. LSA's all left. Poor HR provision means no recruitment drive to attract.
- not sure
- Plan but very hard for the teachers to accomodate and think about how to support him when there is a full classroom
- I don't really know but they keep stating that they are over whelmed due to covid
- I dont know
- More teaching resource needed
- Child does not engage with the school despite all their efforts so not sure if the school is well resourced or not
- not sure
- Not sure yet
- Unsure. They claim they are but that is not my experience
- School do their best, but they are under funded and under resourced and because my child does not have the highest need (according to school) and is not disruptive in class he does not get the attention he deserves and is falling a long way short of his potential.
- Partially, like any school they have limited resourses
- Cannot support, poor service
- Not sufficient and failed to admit



## Q10: Is your child/young person's education setting well resourced to meet their needs?

Respondents comments cont:

- Due to bad behaviour of other pupils some teachers struggle to control the class
- The teaching staff, the senior leadership management team, the headteacher, the governor, the SENCo - there basically is not enough knowledge and expertise about many aspects related to SEND (types of needs, strategies, support, the SEND related rules and guidances, etc.) in my child's school. The problem is that they do not seem to see that they need to learn instead of defending their current practice and attitude. This I think is resulting from a poor oversight from the governing body and also from a lack of supervision or stricter accountability requirement. Also, money seems to be a problem. The school often tells us parents that they simply do not have money. It is probably true that the schools are generally suffering from insufficient funding but also SEN notional given to the school seems not ring-fenced for the purpose of SEN support and this raises a question whether the SEN support has appropriate amount of resources allocated in line with the government / council's intention.
- But need more support hence EHCP
- The EHCP provides some of the support needed - without this, the school would struggle.
- Not enough resource to provide the support he needs. More affected children in specialist schools making more progress in the triad.
- In the 6th form where greater independence is expected she is not coping
- Currently not enough however ehcp has just been issued so monitoring
- it is definitely not, but the parent' voice is not heard and ignored
- His mainstream junior sch. Was not able to meet his needs
- Unsure
- Though it is getting better
- Not enough staff. The school is completely overstretched and a lack of knowledge with the staff they do have
- Very understaffed. Senco only part time and many LSA vacancies.

## Q10: Is your child/young person's education setting well resourced to meet their needs?

Respondents comments cont:

- Not sure
- Because they don't have enough staff to cover full time 1:1 support despite it being in the ehcp
- Were reluctant to alter their approach when I explained how it was ableist. Was not happy when I offered them further reading from autistic adults and neurodivergent-affirming practitioners.
- Funding does not allow for necessary support
- Funding does not allow for necessary support
- I arranged an information session from the charity PSC for members of staff on |FASD as so little was known or understood about the condition.
- They have done very well with the resources they have but to meet needs fully would require more
- I think so.
- Not sure
- Need additional support staff to help the number of children in the school year with SEN
- Impossible to recruit LA's
- So many staff leaving. 1-1 is really 1-3/4
- Additional ABA programme
- They have no rooms, no LSA's as most have walked, the Head is not inclusive. They have done little to recruit LSA's it's like they want to off roll sen through sheer neglect
- He has an EHCP
- I think so
- And No. think there is need for more support but do appreciate the support he does get
- Dingley yes Mainstream not so much

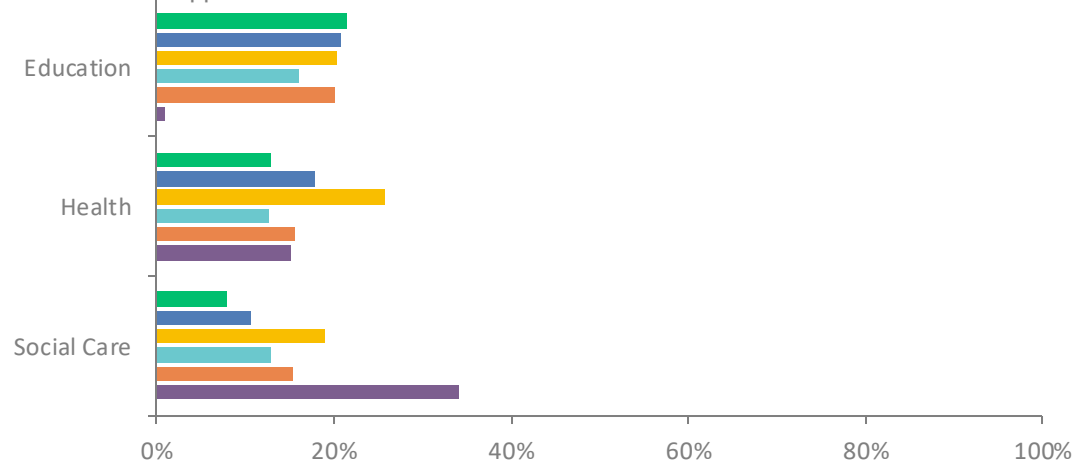
## Q10: Is your child/young person's education setting well resourced to meet their needs?

Respondents comments cont:

- Funding is limited and the waiting lists for diagnosis' are obscene! I hope the government accountable not the school.
- Extremely well resourced. They just appear to spend the SEN resources (funding) on the children who do not have SEND
- Smaller class and more support required.
- We home educate and tailor one to one support to their needs
- I have no knowledge if school is well resourced or not
- Very Happy with College Placement
- Not sure what that question means as some people seem to get the help they require
- School always comments about tight budgets - previous alternative provision (Path Hill Outdoors) that was working well, was cut short in favour of tutors onsite, which didn't work out!
- Not sure
- OT and SALT have left, no handover to new professionals, having to chase up ourselves. Specialist AAC TA has to cover classes instead of working with our son an hour a week
- However lack of support for speech therapy and occupational therapy due to how the LA commission their services
- Unable to provide suitable safe social group activities for someone with her needs.
- Not sure! They have tried many things.
- Fortunately he has moved to a specialist school who are absolutely miles better equipped to meet his needs.
- Staff shortages
- The LA does not provide appropriate funding for my child's needs and makes excuses about funding needing to go to a panel to decide
- in many ways yes, but we don't have any access to it
- Not that they access it!

# Q11: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services

Answered: 303 Skipped: 155



Respondents rated needs IDENTIFIED as very well/well identified:

- Education 42%
- Health 36%
- Social Care 28%

(For those who it was applicable)

Very well Quite well OK Not very well Poorly Not Applicable

	VERY WELL	QUITE WELL	OK	NOT VERY WELL	POORLY	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Education	21.45% 65	20.79% 63	20.46% 62	16.17% 49	20.13% 61	0.99% 3	303	1
Health	12.91% 39	17.88% 54	25.83% 78	12.58% 38	15.56% 47	15.23% 46	302	1
Social Care	7.97% 24	10.63% 32	18.94% 57	12.96% 39	15.28% 46	34.22% 103	301	1

# Q11: Please tell us any more details about how specific services have identified the needs of your child

Respondents comments:

- She has been in multiple of these services since aged 4. We have just got the GP to refer for an ASD assessment which he feels is very appropriate.
- A simple and incomplete "main areas of need" as part of Learning Plan document in Bohunt. Brilliant when the child was in Shinfield St. Mary's CofE Primary School
- Needs regular contact with a safe person, a safe provision for when school is overwhelming, 1:1 support for subjects where verbal processing is challenging and 1:1 support with coping strategies and social I tera too s
- 1 year of being bounced between school and GP, 3 years+ waiting for ASD assessments, misdiagnosis when actually ADHD was a greater requirement, only refered 2.5 years after ASD referral now 5 years later we are now going through the EHCP process.
- I've done it all privately except OT as we are still on the camhs waiting list nearly 3 years
- I did
- I identified the needs for my children and got her tested privately as the school wouldn't/couldn't take action
- Communication with school is good
- Primary school not supportive - I paid privately and still have to pursue support
- CAMHS are completely overwhelmed and the wait list is 3 yrs.
- No clarity on SEN plan
- Took until Year5 for school to put forward for diagnosis
- I have had to do it all myself and pay privately!
- I don't fully understand the question
- We had a provisional assessment through school but we had to pay for a private EP to get a full assessment then had to pay for a private paediatrician for the ADD and pay further to trial medication for him
- We had to have a private dyslexia test at our own cost as the school were not able to arrange testing
- The school never picked up on her needs, it was always us parents pushing and saying something was wrong. Since being diagnosed with dyslexia the sen at her school and keyworker have been absolutely lovely.

# Q11: Please tell us any more details about how specific services have identified the needs of your child

Respondents comments cont:

- My observations show a very cookie cutter approach
- Left to parent to obtain diagnosis
- I am a foster carer and the child in my care is subject to PEP process.
- School did not identify social anxiety due to bullying
- They have worked with her in mainstream with 1:1 TA support & has recently moved to the specialised resource. Very silo driven, ridiculous waiting times & it has taken a massive amount of our time to get to where we are
- CAHMS family worker identified SEN
- Primary school very reluctant and therefore we completed a parent lesson ehcp application and they actively discouraged from doing this. Secondary school have been brilliant. Waiting list for assessments through CAHMS we're ridiculously long!
- school have flagged concerns
- We've had to go private to get any sort of help. School have just started counselling which is helping.
- We the parents had to do the job - I do not think Education / Health services proactively identified my child's needs.
- Was fine until he was put in care then everything changed and nothing CWD team do makes sense any more
- We identified our child's learning difficulties through home learning in covid. His school had not identified these issues despite us paying for private tuition from his class teacher for two years
- Not currently involved but ASD and trauma needs understood by a few social workers, but not many
- As parents, we have had to push since pre-school as we could see she was struggling. We have had to push for expertise to be included in her case, not knowing who should or should not be involved. No one from any authority has appeared willing to take a lead on her case. As such, it has been down to us (as the non-trained, non-expert parents) to identify and request support from a range of professionals, pulling together their comments and views to create a whole view of her needs.
- Still on CAMHS waiting list for assessment after 3 years. Went privately following discussions and recommendations by school
- Only the school sen has been involved in attempting to support my daughter, no other services have been involved because academically she was a high achiever but socially and independence wise she is not succeeding. She qualifies for middle rate pip due to her social and communication challenges
- No support for social aspects or issues caused at home

## Q11: Please tell us any more details about how specific services have identified the needs of your child

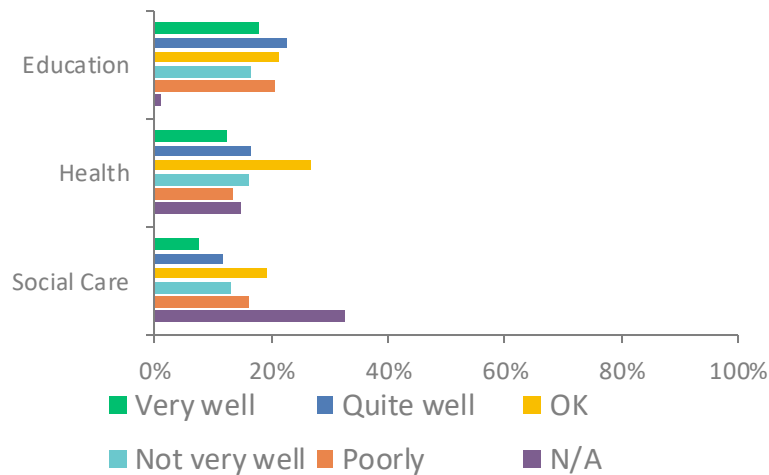
Respondents comments cont:

:

- Lack of care from social worker, haven't seen or spoken to her in nearly a year
- I have pushed for everything with very little support from education. His needs were not understood and I had to find all help and support for myself
- Took year and half on waiting list for Camhs but once on have had regular support . Ehcp took long time to get
- As he's on the mild end of cerebral palsy, I feel he is over looked.
- Earlier Junior school identified needs before transition to Secondary school. Allowance for extra time in SATS and GCSE's was given - but no active support for learning or exam techniques.
- Respite needs have been particularly helpful this year
- It has taken for my child to hit crises point for anyone to bother trying to identify what she needs. We hope this will be achieved through the EHCP process
- Barely. All driven by me
- It depends on the teacher.
- Every step feels like a battle
- The SEN department have worked alongside us, were happy to learn more about FAS and have been open to discuss and try new methods to help our son.
- We are fortunate to have been able to use an NHS consultant privately. Therefore he has been seen quickly is prescribed appropriate medication to help ADHD and we are able to access regular reviews.
- Still waiting to hear on my EHCP application and referral to CAMHS
- Other than my sons school, Sendiass and his 1-1, teacher and inclusion officer I ...I recieve no help or support whatsoever!!t
- Genetic testing by nhs
- The local authority, CAMHS, education psychologists have failed to recognise and fully understand my child's needs. I have had to pay privately after persistently seeking an autism diagnosis for 10 years. The LA and health service done have the expertise or resources to fully support my child

## Q12: Please tell us how well you think your child/young person's NEEDS have been MET by the following services?

Answered: 303 Skipped: 155



Respondents rated needs MET as very well/quite well identified:

Education 41%

Health 34%

Social Care 22%

(For those who it was applicable)

	VERY WELL	QUITE WELL	OK	NOT VERY WELL	POORLY	N/A	TOTAL	WEIGHTED AVERAGE
Education	17.82% 54	22.77% 69	21.45% 65	16.50% 50	20.46% 62	0.99% 3	303	2.62
Health	12.42% 37	16.44% 49	26.85% 80	16.11% 48	13.42% 40	14.77% 44	298	2.67
Social Care	7.48% 22	11.56% 34	19.39% 57	12.93% 38	15.99% 47	32.65% 96	294	2.84



## Q12: Please let us know any additional comments about how services have met the needs of your child

Answered: 303 Skipped: 155

- School- terrible
- Early help have been very supportive
- Some classroom strategies have been implemented: a card to allow him to leave classroom when overwhelmed. However some of the most important triggers for the anxiety and meltdowns have not been addressed AT ALL. No plans have been put in place of how those can be addressed. Constant changes in the SEN department lead to new people having to repeat meetings with the child so they can get understanding of his needs. Poor communication with Parents - we are not aware neither of what meetings have taken place, when and most importantly - what is the outcome. We only see "claims" that such have taken place.
- Identification has been pathetic to be honest. Things have greatly improved in the last year or so with a change of Senco and Head.
- School are doing what they can
- mainstream school don't have sufficient funding
- Educational, very well in secondary. Poorly in primary
- One is unlikely to meet needs one has not fully identified unless by luck.
- More social skills lessons needed
- Don't find any service that can support my child's social anxiety
- Primary school very reluctant, secondary have been wonderful
- I said to school for 2 years that there was an issue with my child. They did some screeners but kept putting any issues down to my child being an August born boy. After 2 years I paid a lot of money to get a private assessment carried out which showed a SPLD
- ENT referral processed incorrectly by the hospital, OT referral not made correctly by the GP surgery, added delays to what are already very long waiting lists for speech and language and OT
- There is no help as the services are so overwhelmed. Lots of children can't even get on a waiting list.
- Because of lack of expertise, structure, funding and close communication between the families and the school, it appears that some of the needs are not recognised or confused as behavioural problems.
- Education - entire academic year missed and near GCSE age, Health - not being met as he refuses to see GP. Social Care - I wouldn't know where to start but there is some serious issues within the CWD team, mainly managers, they continue to makes decisions that HARM my children

## Q12: Please let us know any additional comments about how services have met the needs of your child

Answered: 303 Skipped: 155

- We were granted the EHCP in April so feel it's a bit early to say yet
- The school have responded as well as they can to all inputs from experts - in so far as their own expertise allows.
- At local primary school, needs were not met for a considerable amount of time. It took continued and concerted effort from us. At secondary school, it fares better.
- Her needs were being met until 6th form where they don't seem to understand that she has difficulties as she masks in school and melts down at home
- Earlier Junior school identified needs before transition to Secondary. Allowance for extra time in SATS and GCSE's was given
- Updated assessment of respite needs was required and is well under way.
- Foundry tutors have been great
- Learning Support plan not effective, reviewed or updated.
- School have put a pupil action plan in place they are trying but I can't say that it is always followed. They arranged a meeting following SENDiass advice.
- We feel that the speech and language service is not meeting the needs of our child. They do not talk to us as parents, rarely see our child and did not attend his latest annual review.
- Same as above
- Nearly 2 year wait for assessment
- Still awaiting CAGs since 2019 no one replies to telephone message or emails.
- Have had to fight for support every year since he started at school.
- Again cannot fault the effort but need more support with trained teaching assistants
- School are doing their best as a mainstream school. Other services don't engage at all.
- School have been minimally involved with our daughter's support. It's very disappointing
- School is not following the majority of the EHCP and argues when this is queried. Health are doing everything they can to help her as they are aware of how difficult things are for her. Social care have not been able to provide a personal assistant and we are still awaiting advice on what we can do with the budget supplied for one. JAC is working well and is something that our daughter enjoys and looks forward to each week.

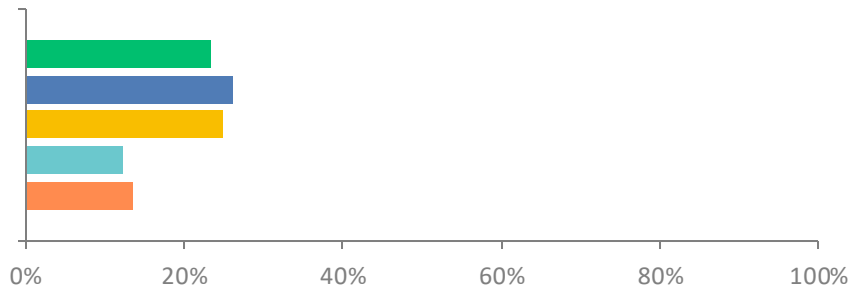
## Q12: Please let us know any additional comments about how services have met the needs of your child

Answered: 303 Skipped: 155

- There was no support in the school system.
- She waited over a year for speech and language, had two appointments and then our therapist left. We have been waiting months to be appointed another one. She is still waiting to see Occupational therapy and still waiting for the assessment state of her autism assesment.
- Dingly were very good , the school met his needs in primary
- Health is variable - dental service excellent, GP contact through phone calls not lacks effectiveness and holistic view.
- We have had to push for everything
- The support put in place hasn't really helped as the specified activities have not really been accessible as yet.
- The social worker and the community work together
- Only being met now he's at Pupil referral unit
- X has had some short-breaks, but more needs to be done, especially over the holiday periods
- LA is incredibly slow and do not put in place education after 6 weeks of being at school (as required by law) - they duck out of this responsibility by putting the onus back onto school (who don't know what to do). Early Help (WBC) were great and ASSIST. School have tried to do what they could but were very slow at putting alternative provision.
- Absolute lack of support from social services
- with covid and post covid not all services are up and running so not accessing what they need
- Again the this has been driven by the family largely as per previous answer
- We have received next-to-no meaningful material support.
- Social care and special education has been extremely poor. School has been a good experience and very supportive
- When EHCP followed properly support is fantastic and meets needs. When inconsistent cracks appear but school don't listen particularly well or re instate support agreed.
- It takes too long for needs to be fulfilled and funds approved. Also for parents to make own arrangements, e.g. provision of a PA.
- His school is amazing but Wokingham SEND department are simply dreadful, no idea about his needs and don't want to know
- Six months on from a Tribunal order and very little provision has been made by the LA
- CAFA identified needs but no services to meet that need (no respite or service for SEMH difficulties)

# Q13: Do you know what to do in order to get extra support for your child?

Answered: 303 Skipped: 155



- 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

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	WEIGH TED AVERA GE
23.43% 71	26.07% 79	24.75% 75	12.21% 37	13.53% 41	303	2.66

49% of the respondents say they have no idea or only a vague idea of what to do to get extra support for their child.

## Q13: Do you any comment's about getting extra support for your child?

Respondents comments:

- After diagnosis, you are left in the dark as to where to find help.
- Change to a school with more experience
- Support is very hard to get if the educational setting is not supportive even if the social services are supportive
- We (though we) started in 2019 working with the school for obtaining EHCP, which was considered important step for the school. 3 years later, we had to repeat the exactly the same conversation with no actions from the school taken place or advise of how we should proceed. We have been told that the only thing we should do is to provide the ASD diagnosis, which we have done immediately in 2019 and in 2021.
- School have been really resistant and slow to acknowledge that 'behaviour' is a symptom of SEND and not poor choices
- School does not prioritise SEND and states that we have unrealistic expectations and they don't have resources
- A lack of responsiveness in all aspects of identification have been the issue.
- I had to learn as I went
- Sendiass and on send support group
- I am a sendco
- Not much help out there it seems
- Camhs consultant said she needs a EHCP but heard nothing from school at all and she was going to write to them
- No point. The forms are huge, the demand of another person to keep informed and updated to then receive no help at the end.
- I employ an external tutor to help my child in areas I feel the school is not supporting
- We have had to battle and research it for ourselves
- However I am not the main carer
- We paid for the services of private consultants.

## Q13: Do you any comment's about getting extra support for your child?

Respondents comments cont:

- It is word of mouth
- Very hard. Not deemed serious enough, and information not passed on year to year or school to school. Always on step 1.
- May different referrals but not productive for my child's needs
- Know what to do, however there is a HUGE GAP in the number of personnel available to provide much needed support resulting in us reaching crisis point
- I work in the education system
- Not enough information on websites easily accessible
- It's a maze of different services, abbreviations, professionals, wait times, forms. Absolutely baffling even to an educated and capable parent. Wait times are insanely long. My child has taken overdoes waiting for support. Teachers in the main have not idea not the time or resources to support.
- It is frustrating that the correct support is not available in a timely manner
- No idea what to do when not accepted accepted by Camhs. It should stand for can't access mental health services! Diagnosed Adhd and Asd privately. Diagnosis accepted by the NHS. The system is failing too many children and families.
- Does not get extra support
- I had to research myself and push everything through myself.
- Difficult to answer as I know what I SHOULD have to do and what SHOULD be offered but I have no idea as in reality it's not how it looks and now I feel completely lost. I do not trust CWD team but the Compass team have been great
- Constant battle
- I suppose I had higher hopes that WBC may be able to offer advice on the best schools.

## Q13: Do you any comment's about getting extra support for your child?

Respondents comments cont:

- Lots of time spent online searching for information on how to begin.
- I know what to do due to me accessing training and asking for help from local charities like autism Berkshire and ASSIST
- I feel no one has ever told me how to deal with any of the SEN / SEND or help side of things since he was diagnosed at the age of 5.
- I made suggestions , some teachers took this on board - others didn't follow up or change any class practices
- It has taken years for us to figure out where to go for support and what to do
- Had no help from childrens social services even after enquiring
- But no one has provided the right help at the right time. I've been bullied and not listened to as a parent
- Yes but only through my own job but despite knowing what to do, the help isn't available or is poor
- A separate ASD pathway not run through CAMHS could potentially reduce wait times?
- I asked the GP to refer my son for a Sensory Assessment but a one to one wasn't on offer, however, a Youtube Video was provided followed by a Q&A session. It did help was wasn't ideal and wasn't personal to my son.
- Sendiass have been helpful in guiding me.
- I have been on the waiting list for an assessment since Nov 2021. There has been no communication since my initial enquiry.
- Had no help from Wokingham researched with support from charities
- Knowing what support you need and actually getting it are woefully miles apart and need to addressed separately
- Although I knew what to do the support wasn't there. My child and others don't meet certain criteria due to how services are commissioned
- We are at crisis point at home, it feels like no one cares.
- Appointed solicitor going to tribunal got support through them for. Wokingham that we could not access itherwise
- School not able to identify/understand his needs

## Q13: Do you any comment's about getting extra support for your child?

Respondents comments cont:

- We ignored schools advice and submitted a Parental EHCP request form.
- SENDIASS was amazing
- But knowing and the LEA acting are two very different things
- My child's needs are not supported due to very poor understanding of Autism by so-called professionals
- In order to get certain help the school / education board needs specific diagnosis' but this is not possible at the drop of a hat as the waiting lists are soo obscene. My child still needs the help but I don't seem to be able to get it
- i kept trying but just hit brick walls
- Take the LA to another Tribunal hearing to get the support. Our next step after our complaint to the LGSCO will be Judicial Review if nothing changes. This is for our child's future as she is ignored due to being so quiet.
- I knock on all doors to get this information and found Sendias.
- I have an idea from varies proffesionals, but its not laid out plainly anywhere. Finding the right support is made very difficult
- I have had to ask for a family worker just so I would be listened to by the school. I had to ask my other child's school to do the referral for that.
- Contact sendiass
- The concern with our young person is getting her to engage with what is possible or on offer.
- I am not sure who to approach.
- Most requests were refused by previous school setting
- I feel sorry for the Social Workers, they are kind, compassionate and caring, but the middle management does not understand that Direct Payments are based on self-directed support.
- ASSIST were great and Early Help (depending on the person)
- Still arguing to get my child even the basic level of education
- It is impossible to get any help for my child



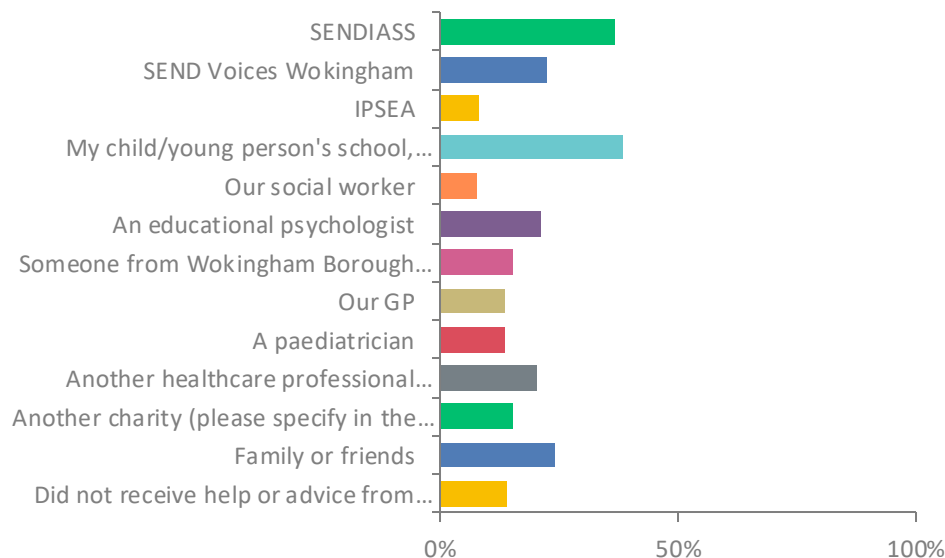
## Q13: Do you any comment's about getting extra support for your child?

Respondents comments cont:

- When you first enter the world of Special needs with a young child you have no idea what to do or who to go to. This was my experience early on. Not sure if or how this has improved
- Hard to find the right person quickly as most contact details are the Wokingham switch board number
- Again support isn't always available due to the way the LA commission services. They need to listen to parents and be more creative and flexible
- Thanks SENDIASS and SVW and SEND Carers United
- It is only through support groups or searching the internet. The local offer is hard to follow, is not clear and hard to find, there is no one from the school or council who can or will provide any assistance.
- Transition to post 16 needs to get better.
- But, without a diagnosis and/or ehcp it's very hard. Things are NOT needs led in Wokingham despite the rhetoric
- I will either seek help from SENDIST or apply for Judicial Review for failure on the part of the LA to make provision for my child
- makes no difference if you know how, schools and health do nothing, despite requesting repeatedly, and then you get blamed as parents for not support your child

## Q14: 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: 303 Skipped: 155



**SENDIASS and school are currently the most used sources of help and advice.**

ANSWER CHOICES	RESPONSES	
SENDIASS	36.96%	112
SEND Voices Wokingham	22.44%	68
IPSEA	8.25%	25
My child/young person's school, college or nursery	38.61%	117
Our social worker	7.59%	23
An educational psychologist	21.45%	65
Someone from Wokingham Borough SEND team	15.18%	46
Our GP	13.53%	41
A paediatrician	13.86%	42
Another healthcare professional (please specify in the box below)	20.46%	62
Another charity (please specify in the box below)	15.51%	47
Family or friends	24.09%	73
Did not receive help or advice from anyone	14.19%	43
TOTAL		764

# Q14: Please let us know any other sources you have for help & advice on how to get support for your child

Respondents comments:

- 1PSC, private clinical psychologist
- Private clinical psychologist 11
- Kings College London course and Diploma in Special Education Needs and Disability
- Berkshire consortium
- Paediatrician, psychiatrist and psychologist, all of them private.
- Private specialist
- OT and family fund
- Psychiatrist
- Early Help
- SENCO at primary school, health visitor
- Early Help
- Private as no other choice offered
- No, we have been told that all the support required will be provided by the school and EHCP process should be started.
- Private psychiatrist
- Everyone attempted to make it someone else's issue and push us off on another course. Most help from school however this has been a long journey
- ADHD Nurse in CAMHS
- Private education tutor advised me
- Parenting special children CAMHS
- A private diagnosis
- Jodie Smitten; PDA Support Group (FB); school Parent Support worker; Laura Lee (Parenting Coach WBC); Emma Churchill Early Help (stood in for LL when she was off sick); Sab at SEND team was helpful with getting EHCP plan together; PDA society; NAS; Jay Gilbert (steps 2 success Reading Football Club) is fantastic (outreach); Hands-on play therapy (only had 4 sessions) with Smelly Wellies; Path Hill Outdoors (highly recommended); SOSSEN.
- family fund
- Speech therapist
- Health visitor
- Parenting special children
- Yes but once again driven by the parents to eventually see some the right people
- Speech therapist in early years before diagnosis.
- SEND support

# Q14: Please let us know any other sources you have for help & advice on how to get support for your child

Respondents comments cont:

- Private Art therapist
- Adhd doctor
- Psychiatrist
- Helen Arkell
- Berkshire Autistic Society
- no free useful support
- Camhs consultant
- When your at crisis point to keep talking it over and over with schools, EHC plan meetings, drs, hospitals, CAMHS your exhausted to be explaining and filling in even more forms.
- A dietician and a private psychiatrist.
- Child psychologist in Oxford for an unrelated issue.
- The school provided no help or support.
- Assist
- Helen Arkell
- Private child psychologist appointments and advice and training from Parenting Special Children
- Helios
- Hospital
- Helen Arkell
- Working in education my self, I am aware of support and advice in the area
- The child is in the care of the LA and receives support via social care and Virtual School alongside the school that he attends.
- SEN private paid consultant
- Sendiass didnt contact me even though they sent me a date they were ringing
- CAMHS
- camhs person when diagnosed
- Despite knowing who should be available, when we try to contact them we rarely receive a response. If any, it tends to be notification of the lengthy waiting list, which has huge negative implications on both the child & family
- CAMHS family worker
- From foundry college

SEPT 2022

## Q14: Please let us know any other sources you have for help & advice on how to get support for your child

Respondents comments cont:

- Scope
- Speech and Language therapist
- Also private- Cardinal Clinic
- Promise Inclusion, Me2 Club, The Music Club, Make Sense Theatre
- Compass Team, SEND Carers United group
- Initially had to do all the research ourselves and paid for private assessments
- Private therapists and educational psychologists
- Occupational therapist, neuro-developmental therapist
- Parenting special children at start, help and advice from SENCOs outside the primary school, ASSIST
- We attended the assist courses, that is the only support that we have had access to. I have just been in contact with the emotional well being hub in Wokingham council and completed a referral form. CAMHS triaged my daughter after 7 months and as she turned 17 the day after the triage that she will be too old for them to support her. We have paid for a private counsellor to work with my daughter for the last 7 months
- Opted for private diagnosis
- Asd family help
- Autism Mentors
- Asd family help
- ASSIST and Autism Berkshire
- No one advised us on anything
- Speech & language / private and LA
- Wokingham Borough send team did not return any of my calls even after me leaving detailed messages with admin staff I have never been able to talk to anyone there.
- Other parents on Facebook
- Portage + Sensory Consortium
- Mencap
- Asd family help
- I know from my job what help was available and tried to get it but everyone failed my child
- Speech and language.
- Adopt Thames Valley & Parenting Special Children
- Autism Berkshire. Consultant psychiatrist.

SEPT 2022

# Q14: Please let us know any other sources you have for help & advice on how to get support for your child

Respondents comments cont:

- Parenting Special Children
- Autism Berkshire
- Afaic website
- Narcolepsy UK
- Occupational Therapy
- I have recieved no support from anyone other than Family, my sons school and Sendiass
- Help from NDCS, CICS and Sensory Consortium
- OT & developmental therapist
- Health visitor and speak and language
- ABA programme supervisor
- Down's Syndrome Association
- OT and SLT
- Assist, Parenting special children
- Sendiass - have been pretty useless.
- Salt and otw
- CAMHS
- ASSIST Team were brilliant
- Private child psychologist & private OT
- Pw sa
- Private Occupational Therapist
- CAHMS
- I had to research the law and make an appeal to the First Tier Tribunal
- Parenting special children
- Autism Mentors
- private counsellor55

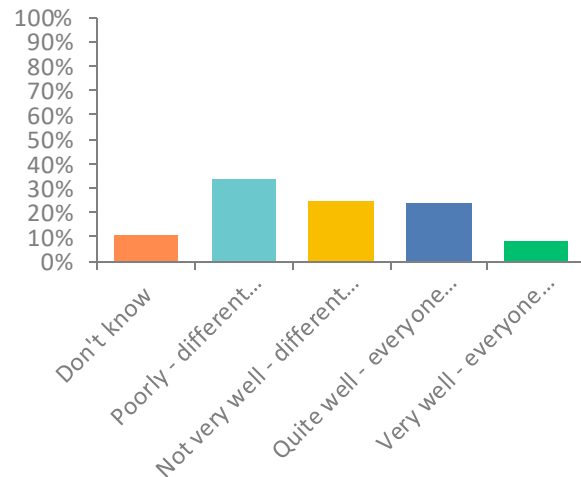
# Q14: Please let us know any other sources you have for help & advice on how to get support for your child

Respondents comments cont:

- Online workshops and Q&A sessions run by knowledgeable Autistic advocates and researchers
- Parenting special children, autism berkshire
- Own research
- CAHMS
- CAMHS
- Private Ed Psych. Early Help team from Wokingham Borough
- Health and Well-being advisors, GP's, Operation Diversity, Special Needs Jungle, Geldards LLP
- Cherrycroft Practise.
- Behavioural Optometrist and Occupational therapist.
- Portage
- Family worker
- Me2 club
- Promise Inclusion (Mencap)
- Audiologist, Berkshire Sensory Consortium, NDCS
- Community Team for LD disability - Wokingham
- CAMHS Psychiatrist
- Having been in the Special Needs Community for over 20 years, I am quite experienced in this sector.
- Dimensions at Loddon Court
- Parenting Special Children
- Assist
- Private OT
- CAMHS and ASSIST
- Lots of people talk about support. What does that even mean?! GP won't help. Camhs won't help. Social care won't help until a diagnosis. We have felt no option but to fund private asd assessment and play therapy and other activities to support and encourage our child.
- Dingley's Promise
- JAC, CAMHS, ASSIST

## Q15: How well do you think services and professionals work together to support your child/young person?

Answered: 303 Skipped: 155



ANSWER CHOICES	RESPONSES	
Very well - everyone involved with my child/young person communicates well and makes decisions together	7.92%	24
Quite well - everyone communicates and works together most of the time	23.43%	71
Not very well - different professionals and services sometimes communicate and work together	24.75%	75
Poorly - different professionals and services rarely or never communicate and work together	33.33%	101
Don't know	10.56%	32
<b>TOTAL</b>		<b>303</b>

Over half the respondents (58%) rated services and professionals working together as not very well/poorly.



## Q15: Please let us have any comments about services and professionals work together to support your child/young person?

Respondents comments:

- We have seen no evidence whatsoever.
- School and foundry college exceptional go above and beyond
- Again, council run services in Wokingham are very good. School is under resourced and staff at Bohunt are not equipped to support SEND children
- Once a year, and usually related to SEN staff change, we have a meeting on which we repeat the same information from the previous meeting. We are not involved and we are not informed of ANY involvement of professionals and services to support our child.
- I have to coordinate professionals
- Social worker and school work together but other services work independently and I have to co-ordinate
- Read about identification above.
- As parents we are the go between the CAMHS (ADHD) team and three school for our son. I'm not aware there is a direct link or contact is ever made between them.
- No support or services currently involved
- There is little fluidity between them
- Despite education report not implemented due to lack of funds / resources
- Felt like Camhs, early help tried to pass the ball
- the services are all separate, even the different Camhs teams. Madness.
- HUGE duplication in the amount & nature of information we have needed to provide each department. We start from scratch every time which is stressful for our family & such a waste of time as well as being totally unnecessary. If services were more joined up it would save the family stress & ultimately prevent duplication for the local authority. The present process is totally unnecessary & a HUGE waste of money for the local authority & council tax payers.
- this is restricted by limited resources i.e. the speech therapists have too many on their case load to provide the intervention needed.
- This is private, plus I've gone to Sendiass for courses and advice. Education Psychologist was via the Ehcp and was very good.
- There is a HUGE issue with communication to the point it's actually causing families to be torn apart. Just one example - CWD refer us to Compass team, worked intensely with them for a year and fully understand the approach they recommend and agree, I follow that approach and Social Worker has different view that ends up meaning parents being judged based on implementing what the professionals have told us. Everyone has a different opinion and the impact on my mental health has been massive. CWD managers have ignored many attempts of contact from SEN manager when what they wanted didn't fit their agenda. I could honestly go on and on about the failings!

## Q15: Please let us have any comments about services and professionals work together to support your child/young person?

Respondents comments:

- Only granted the EHCP in April. Will be interested to see how annual review goes. Still waiting on occ therapy assessment that was requested by the Sen team for the ehcp
- See comments above please - it often feels like we, the parents, are the link between these services.
- It is not a cohesive approach. In our experience, everything took too long and considerable and continued effort. It was an uphill struggle.
- I say they don't communicate as I have had to enquire and push for any support my daughter has had, including a private assessment for ASD in year 6 (which CAMHS verified / agreed with )2 years later
- My relationship with the school has improved since I asked other services to attend all netting's about my son
- Wokingham send team are always changing there is not one person I feel I can talk too In the past paperwork has been lost and dead lines not met
- During lockdown there was a massive breakdown in communication, as the community physio went on maternity leave my son had no help, I had to chase up for help, to which point people were telling me he's not even on their system! It was looking as though I would have to start the whole process again.
- Continence and respite services have coordinated with school
- Only now we have had a MARF referral is this being talked about until now nothing
- I think as a parent I need to instigate this which is fine I am doing it to support my son. However not sure it would be otherwise.
- There's always someone that needs to be chased
- Wokingham send services have been awful in every aspect...hundreds of unanswered emails and calls..no communication at all, and my son being passed from one person to the next without any communication or updates!!Shocking is an understatement!!
- This hasn't happened in my case, I have to chase up, repeat myself, make official complaints which have all been upheld and there has not been any improvements over the last 8 years
- No clue!
- Its felt like a battle everyday - and now she is coming to the end of GCSE the support from the Council has been WOEFUL - we now had 1 week to try and get an Autistic child with a loathing for education to work out what she wants to do at college when most doors at shut. Activate Learning at B&W are abysmal - they only want to get "special" children into "windowlicker" foundation courses for 1 day a week to get hold of the money
- Only instance I can think of where different professionals are proactively communicating is the school and Wokingham Educational psychologist discussing my child and the other SEND children but we the parents do not get informed about what they discuss.

## Q15: Please let us have any comments about services and professionals work together to support your child/young person?

Respondents comments:

- Tbh everyone is lovely but the processes and systems are terrible
- CAMHS diagnosis was mostly ignored by educational settings
- School are very poor at communicating with us as parents and with, other professionals
- The LA have been contacted by Health and do not respond.
- They all give support on different issues and regularly met and email.
- I'm told different things by different professionals. I have to go through everything again with each person I see, even in the same department. When I do give them the information often it is written down or translated incorrectly. (This is all apart from her nursery who are fantastic)
- Getting SLP's,OT's and other professional help is highly impossible and they keep changing the case workers for every now and then. No proper help.
- Communication is not good.
- The only time the services were together was at the annual review - and I hadn't actually met some of the people previously.
- I make sure the team interact with each other and everyone is on the same page.
- Again, lack of knowledge of the purpose of Direct Payments, or the fact that they are funded by the NHS is unknown to most Social Workers.
- I'm not sure I can actually answer this
- ALWAYS had to chase SEN team about progress for getting EHCP; EHCP early review should have been triggered earlier so now we are facing school place shortages and no year 7 provision. Always have to chase school for updates too - management of our child's case seems to have gone to Asst Headteacher rather than SENCO; school rely on us and WBC (Laura Lee) for info before they act which has caused delays in getting alternative provision in place or putting in place ASD PDA suitable sessions; School were even doubtful about us getting a EHCP! Have had to escalate our case twice to senior management due to lack of educational provision and school have no idea what level our child is working out (she's in year 6 and we suspect it's year 3 for maths now). There's no-one holding school to account.
- School brilliant OT awful speech therapy sub standard before he got to Addington all was a complete struggle Council very good support
- not sure GP are engaged in process
- There seems little in the way of a joined up approach
- All know each other and interact regularly. We also keep each service informed when we can
- Integrated therapy review helped this, we have only had one so far

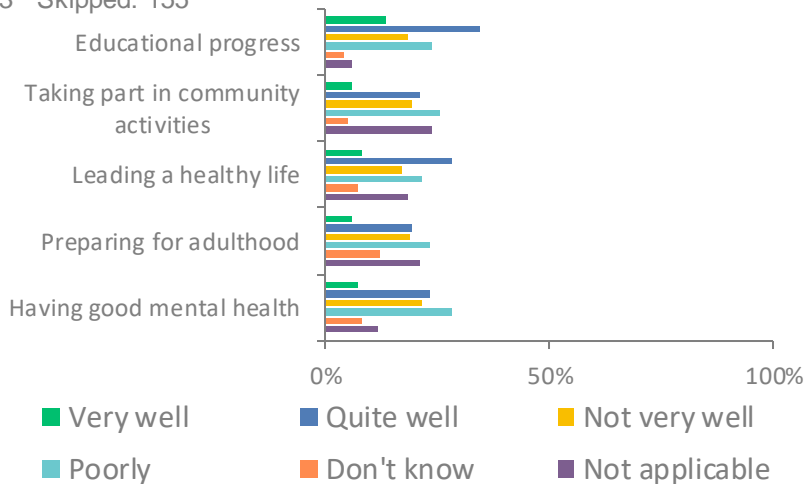
## Q15: Please let us have any comments about services and professionals work together to support your child/young person?

Respondents comments:

- High staff turnover is an issue, always has been. Poor communication. Constantly having to repeat the same information not enough collaborative working
- Not much communication from SEN support about transition. Caseworker was rude and didn't want to be in the meeting as it was waste of her time
- working across teams is a joke and doesn't exist
- I would like to see some decent communication between education health and social care. Working together for best out comes for children rather than passing us around like a hot potato.
- Some Service professionals are arrogant and clearly do not consider the needs of the SEND individual. They forget that they are tax payer funded and want us to pay twice for a service that they should be providing.
- Without a CIN no services or different provisions for my different children speak together. None of my children meet criteria for CIN any longer
- Only because we have regular multi agency meetings, otherwise different services do not communicate with each other!

# Q16: Overall how well do the services your child/young person uses help them to reach their potential?

Answered: 303 Skipped: 155



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

- Educational progress 51%
- Community Activities 35%
- Healthy life 44%
- Preparing for Adulthood 32%
- Good mental health 35%

(for those who it was applicable)

	VERY WELL	QUITE WELL	NOT VERY WELL	POORLY	DON'T KNOW	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Educational progress	13.53% 41	34.32% 104	18.48% 56	23.76% 72	3.96% 12	5.94% 18	303	2.88
Taking part in community activities	5.96% 18	20.86% 63	19.21% 58	25.50% 77	4.97% 15	23.51% 71	302	3.73
Leading a healthy life	8.25% 25	28.05% 85	16.83% 51	21.45% 65	7.26% 22	18.15% 55	303	3.46
Preparing for adulthood	5.98% 18	19.27% 58	18.60% 56	23.26% 70	11.96% 36	20.93% 63	301	3.79
Having good mental health	7.33% 22	23.33% 70	21.67% 65	28.00% 84	8.00% 24	11.67% 35	300	3.41

## Q16: Overall how well do the services your child/young person uses help them to reach their potential?

Respondents Comments:

- 3 years waiting list for CAHMs doesn't help with preparing them for adulthood or their mental health.
- I have recently had lots of help from SENDIASS to support my younger daughters SEN at school etc.
- No services used to support our child. Not aware that we could use such services at all.
- We are starting medication and have an EHCP applicaiton under way so i will not answer this one at present.
- Apart from being offered medication and some small adjustments in school, no other support has been offered. Nothing has been offered directly to my son as he's got older about being a teenager with ADHD, etc, which I think is disappointing.
- This is all school they are great
- varies by teacher - some are amazing
- The HAF SEN sessions is school holidays is an absolute lifeline for us. This helps us be less isolated as can be in a safe environment with people who understand.
- No services being accessed
- More focus on mental health needed
- After school activities keep changing at school, to be part of more activities he wd have to use his lunchtime or before school, and this is impossible for him.
- So upset by the lack of help this time around
- The services falls short when the child is not ready to engage. They need to understand that there will be slow progress due to my child's social anxiety and takes long to build trust
- Educational progress is independent of potential. The expectation is low despite the potential being high. It is very disappointing.
- Not enough reliable and effective occupational therapy to help become independent at home and in school. Not enough education on socialising/social skills
- Only received EHCP in April so feels a bit early to comment. However, feel that the mental health aspect is down to us
- It is incredibly hard to access community services - like clubs - as most are competence based in nature. She loves to dance and be active, but most clubs assume a level of competence to join in, rather than just a love of the activity itself. i.e. She can't just dance with others for fun, she has to be able to co-ordinate and learn steps & moves, or remain in a lower age group - which further highlights the differences between her and her friends.
- No mental health support, poor transition, poor multi agency working
- what service?

## Q16: Overall how well do the services your child/young person uses help them to reach their potential?

Respondents comments:

- Community activities - quite well (but only because we have gone out to find them ourselves and not through support.
- Since involving other services there has been some help with my son attending activities with other Neuro diverse peers
- Had help from early help Only had a few sessions the first one was so positive and lots promised but hardly but none of it was implemented. Very disappointing
- Child suffered from anxiety brought on by lack of support in school. This also affected confidence and therefore was unable/reluctant to join peer groups
- Our head teacher tells us lots of children have anxiety yet we see nothing being implement to help the children. Just firefighting the ones with major SEN needs
- Speech and language need to move away from Attention Autism. It's derived from ABA which has been proven to cause trauma in ND people. When I brought this up with them, they said they could offer something else but all they did was do the same activity under a different name. They didn't offer help in the area I requested help for (working memory and recall) - they just went ahead with "shared attention" exercises, which again are not neuro-diverse affirming. Get better training (neurodiverse collective is a great place to start)
- We are trying to access help via ATV charity to help our son prepare for adult life but his challenges are very specific and therefore his needs are too. We have used charities applicable to our situation but probably aren't aware of any help the NHS could provide as this time. I would always start with the GP.
- Recently attended prep for adulthood
- My son has never recieved any help or offers of help with activities to help with health or preparing him for adulthood. We have been left to wing it!!
- All provided by the school (out of borough)
- Sorry I don't understand the question
- He is currently being bullied at school
- "Preparing for Adulthood" what a joke that is! ZERO support from WBC . its all about "Co production" which means its now all the parents fault when meetings are planned - Wokingham has destroyed the life chances for my child
- he simply has no ongoing support. He fell off the edge of education and has no contact with ANY support services at all
- There is no service. No one seems to care. It all appears to be a waiting game to see which parents will give up.
- We feel really let down.

## Q16: Overall how well do the services your child/young person uses help them to reach their potential?

Answered: 303 Skipped: 155

- She is so far off reaching her potential right now.
- They do not seem to care. If they did, our child would be making progress instead of regressing and becoming a shell of herself as a result of her anxiety
- X's problems hold her back, perhaps more specialised schooling would progress her further using her attributes to prepare her for life.
- Dingleys promise and portage have been invaluable. But all other services including SALT, OT, paediatrics, CAHMS and the autism assesment team have not. Wait times are ludicrous and none of them seem to communicate. We are still awaiting her diagnosis despite being told by every professional we see that she is clearly autistic. The lack of SALT and OT in particular has had a huge negative impact on her wellbeing.
- There needs to be more social activities for teens
- As above for us the concern is getting our young person to engage with what is being suggested or offered.
- Things are better now he's in the Pupil referral unit
- X is so low-functioning, it is very hard to answer a lot of these questions.
- The positives are from the work Steps 2 Success has done, Path Hill Outdoors and now Hands-on Play Therapy. School/LA and Fleet Tutors have not supported her education at all over the past year.
- Unable to help for a sleep problem through good as cahms need to referral for medication 3 years and still waiting for cahms assesment even on priority waiting list
- as above they need an advocate to ensure this happens
- The information is available but it's extremely time consuming trying to find it from all of the different agencies. We are lucky to be in a SEND school who try very hard to make information available to us, but otherwise it ends up being word of mouth from other parents or parent forums. There needs to be a handbook available from LA which pulls together all of the information needed. It's useful being signposted but as a working parent, impossible to find the time to fill out multiple applications to access different services, pay joining fees and have time to attend day time appointments and training just to understand what your young person needs access to. It affects my stress levels and mental health immensely.
- Not admitted into Saturday club which would have helped him get access into the community because too high ratio needed, however, others I'm his class have been admitted despite needing same ratio
- School is only interested in doing the basics but don't have a belief in her potential. Social activities offered are unstructured and kids are left to their own devices which does not help them develop socially. CAMHS has a 3 year waiting list despite originally being referred over 10 years ago, she got lost in the system which was reflected in her needs not being identified on her GP records.

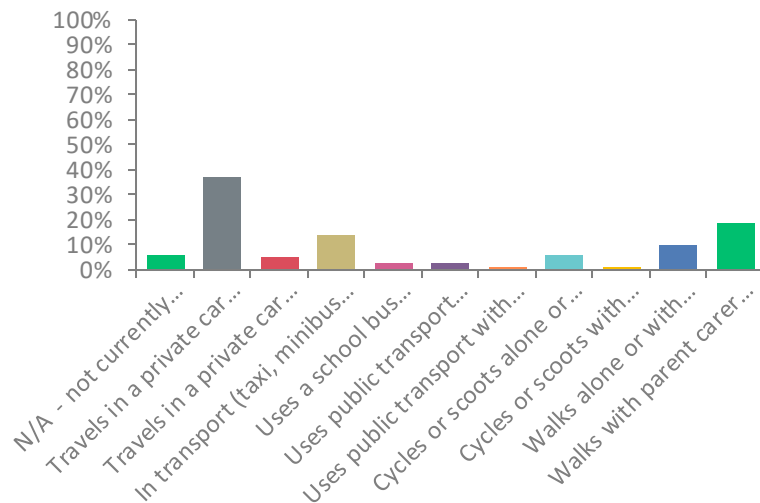


# TRANSPORT

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

## Q17: How does your child travel to their education setting?

Answered: 301 Skipped: 157



We received 55 responses from families whose child has transport provided by WBC.

ANSWER CHOICES	RESPONSES	PERCENTAGE
Walks with parent carer or other adult	55	18.27%
Walks alone or with school friends	28	9.30%
Cycles or scoots with parent carer or other adult	3	1.00%
Cycles or scoots alone or with school friends	16	5.32%
Uses public transport with parent carer or other adult	1	0.33%
Uses public transport alone or with school friends	7	2.33%
Uses a school bus available to all eligible children	7	2.33%
In transport (taxi, minibus or coach) provided by the Local Authority	41	13.62%
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)	14	4.65%
Travels in a private car with no financial support (eg driven to school by parent)	112	37.21%
N/A - not currently attending an educational setting	17	5.65%
TOTAL	301	

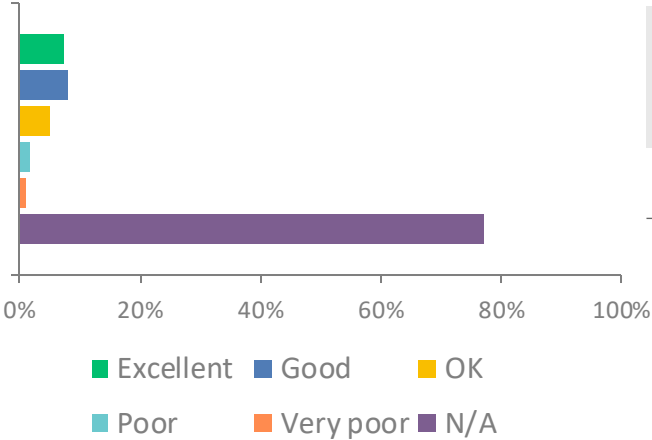
## Q17: How does your child travel to their education setting?

Respondents comments:

- But often I have to drive him as he can't manage
- I can't get her to school if I don't drive and have to take her separately from my other child
- She sometimes cycles.
- Total lack of situational awareness - he can get hit by a car because he is walking in the middle of the street while in his world.
- Could walk but is on restricted exercise due to eating disorder
- Sometimes walk or bike dependant on mood
- Tends to get bus to school and walks home alone
- Part car, part walk
- I take him to his school appointment and other planned activities
- When attending it was via transport arranged by the pru
- Walks with sibling, uses public transport (bus) independently, driven by parent.
- I have to transport my child due to poor transport provision, escorts and drivers don't have adequate training, the school buses aren't maintained properly and when the escorts can't speak English they can't reassure or support my child
- Transport to various provision is provided by parents. Not offered any other options
- I drive to school
- We were never told that we were entitled to mileage allowance to get her to school so have missed out financially.
- No bus service, 4 miles and only just out of the catchment area.
- Our educational setting is home, the playground, workshops at museums, trips to conservation projects, etc
- Never effectively explored by local authority in transition
- X has an excellent experienced driver, through ABC, Donovan and a very caring and professional Escort, Tara, I hope they stay on the route next year
- Lift with employee or lift by me as minibus too expensive
- Would normally walk or scoot to school.
- not able to attend until 1-2-1 in place
- LA have never provided financial support despite stating that we qualify

# Q18: If transport is provided/funded by Wokingham Borough Council how would you rate the TRANSPORT PROVISION provided?

Answered: 301 Skipped: 157

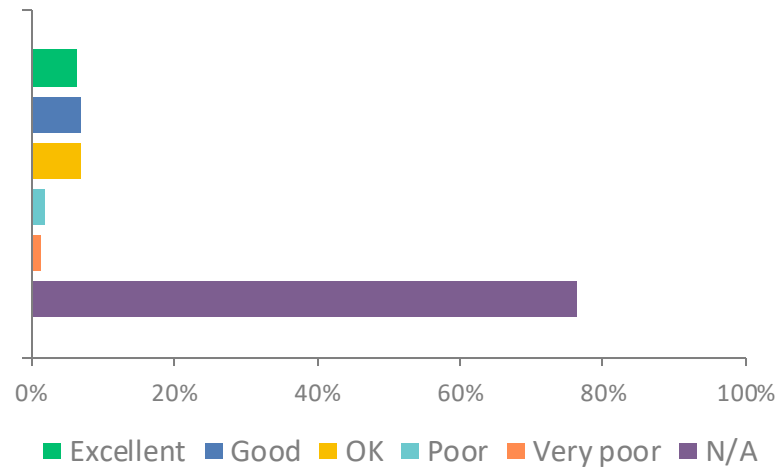


EXCELLENT	GOOD	OK	POOR	VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
7.31%	7.97%	4.98%	1.66%	1.00%	77.08%	301	2.17
22	24	15	5	3	232		

For those who have transport provided/funded by WBC 67% rate the transport provision as excellent/good. 12% rate it as poor/very poor.  
(for those who it was applicable)

# Q19: If transport is provided/funded by Wokingham Borough Council how would you rate the SERVICE PROVIDED BY the LOCAL AUTHORITY?

Answered: 301 Skipped: 157



For those who have transport provided/funded by WBC 56% rate the service provided by WBC as excellent/good. 14% rate it as poor/very poor.  
(for those who it was applicable)

EXCELLENT	GOOD	OK	POOR	VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
6.31%	6.98%	6.98%	1.99%	1.33%	76.41%	301	5.14
19	21	21	6	4	230		

## Q20: Please let us have any comments about Home to School transport provided by Wokingham Borough Council

### Respondents comments

- Always late, lots of excuses constantly chasing. Too many kids in 1 car
- We will likely need transport support for Secondary School please.
- Superb communication. Punctual, polite, friendly and professional.
- Transport drivers and assistants don't know how to speak or approach special needs children
- You remove
- Changes are usually communicated late and the most recent application felt designed purposely to be difficult, allow services to be rejected, and deter people from requesting
- LA provided nothing over the years
- No guidance for basic expectations of transporting seen children given to transport companies
- It is not a problem for us to provide transport. We would like to reach to a situation in which he has the skills and attention to be able to go to school and back on his own (12 min walk from home) without being afraid that he will be hurt or laughed at, or get in an accident.
- A taxi driver who has no understanding of autism or anxiety is rude and means my already struggling son has a 8and 1/2 hour school day
- The council have made the service very difficult for parents, they don't care about having to get other children who have to get to school or if parents need to get to work. Yet they expect the other children not to be arriving at school late! They don't care who is in the transport or whether it's safe for your child! They also don't care about breaking the law over how long a child can be on the taxi for! They are terrible and the way they treat families is appalling!!!! I wish I didn't have to use them but I have no choice & it makes life even more difficult! No one chooses a disabled child!
- Taxis haven't turned up to collect child or have left her unattended at provision
- It took me a lot of work and 6 months to get suitable transport. Each academic year there is uncertainty about transport. I am now worried that the transport will be changed and I will have the same problems as before.
- I now have to drive to school as the school bus route changed and the bus stop given to us was 2 miles away
- Used before he went into care, was ok but previously awful, think it depends on who you get etc, not sure if this has changed in the last year
- Will be interested to understand more about this as our child moves on to secondary school
- The transport works brilliantly and my child feels safe and comfortable. Coming up to the start of a new school year, we are unsure of the process. Do we continue or do we reapply???

## Q20: Please let us have any comments about Home to School transport provided by Wokingham Borough Council

### Respondents comments

- Transport 2021 when my son was moved to a different provider the transition was so last minute, he wasn't able to meet the driver/escort who would be taking him prior to starting ( he met previous provider) consequence to the poor set up my son refused to go on the new transport. They were met with behaviour and upset from all the change and poor transition that he was removed from the bus and I was left having to take/collect him making him late for 3 weeks until they found him solo transport. Since solo transport he's been much more settled which is excellent. Hoping the transition will be better in September 2022
- Why when a child goes to college the parent has to pay over 300 pounds when before the petrol allowance was just given
- We apply for funds each term which are then credited to us.
- Badly organised, badly executed, not truly suitable taxi personnel, no appropriate methods off direct contact with taxi company, miscommunication between parent and taxi company- no aspect of this has gone satisfactorily, let alone well
- You gave to ever year complete a firm when the needs of ye child hasnt changed which brings anxiety as you worry if it will be taken away
- Process too complicated to access transport
- We are paid for mileage/ travel. It has been difficult to clarify what information was needed and getting the payments each month often means I have to chase and find out when.
- We take our daughter in partly because we have been offered no alternative part because she would not attend otherwise
- We were never told that we were entitled to mileage allowance to get her to school so have missed out financially over the past 6 years
- No assistance available.
- Council must not provide routes to special needs children that requires them to spend long time in taxi, van. More mandatory training to drivers and assistants regarding special needs children. More traceability and accountability regarding communication between drivers/assistants and special needs children. We have a lot of experience, where drivers/assistants have no idea, that they can not speak and communicate with special needs kids the same way as with non-special needs kids. Drivers/assistants and Wokingham council have rules that are impossible to follow for special need child, regarding drop off, pick up timings.
- Would be nice if the service is provided in quick time of request.
- I believe the child's ehcp and needs should reflect in the type of transport they receive, eg: how many escorts there should be to each individual child - if a child has S&L difficulties all adults in transport should have very good language skills
- Transport wasn't arranged until days before my child returned to school at the beginning of this academic year. Multiple complaints from myself, my childs school and my mother were made regarding the transport. In the end it took a member of the Transport team to sit near my house every morning for around a week to realise the extent of the problem. This has now finally been rectified with a new taxi driver and chaperone

## Q20: Please let us have any comments about Home to School transport provided by Wokingham Borough Council

### Respondents comments.

- The transport team always approachable and the the transport service always know the college dates etc..
- Transport often arrives late, Drivers are quite unfriendly
- The Driver and Escort are excellent, however I worry about the age and maintenance of the vehicles, which is often very poor. This concerns me safety wise driving on the motorway.
- No major issues this year. Dealt directly with transport company as they've arisen. Consistency with vehicle, driver and passenger assist is important and unsure what will happen in September.
- Does it include passenger escorts? Can parents apply to be home to school transport providers?
- Information like times and drivers are given too late before the school term starts
- Having many difficulties with the transport company themselves but having help from WBC to get it sorted soon I hope
- What is this? Why is this not publicised?
- Brilliant lovely staff we appreciate and look forward to seeing every day
- always around communication need to ensure staff can communicate with students to be understood and have patience and understanding around their needs
- I feel it's a bit unfair that some pupils get financial help with petrol money but others like myself don't.
- Our experience has been very good to date
- No longer have this post-16 due to having to fund this. As Wokingham refused to collect from home, it meant I had to take my child to a designated stop and wait in all weathers for transport to arrive as he was not capable of doing this independently. It often made me late for work so in the end the stress wasn't worth it.
- d our transport without notifying us. Very poor
- The process this time was overcomplicated, questions were not relevant and it felt designed to deter people from applying or to provide numerous opportunities for the application to be rejected
- Payments always very efficient. Thank you
- Was really helpful when moving from mileage to taxi as part of transition
- The taxi's do seem to breakdown and it would be nice if the drivers interacted with the kids
- LA have never given us any funding for transport despite knowing that our child has to be driven to school
- No forewarning before changes to drivers. Collection times vary and not always handed over to parents before driving off .

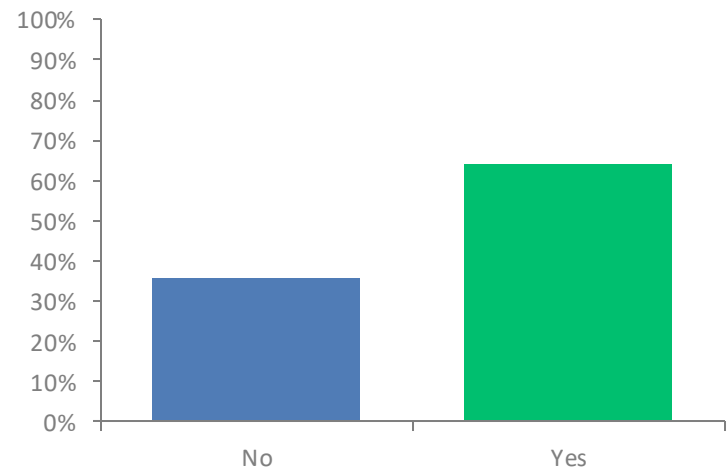


# EHCP's

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 2021 or are currently going through the process.

# Q21: Does your child or young person have an EHCP or are you in the process for applying for an EHCP?

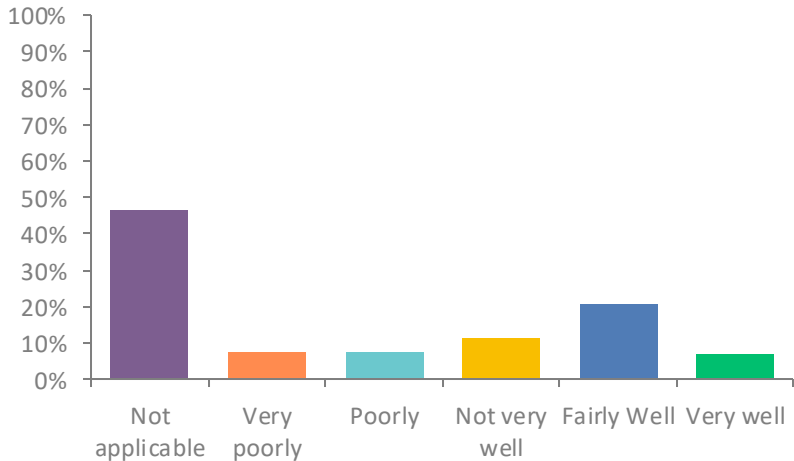
Answered: 300 Skipped: 158



ANSWER CHOICES	RESPONSES	
Yes	64.33%	193
No	35.67%	107
TOTAL		300

Q22: If your child has had an EHCP issued in the last 12 months (since June 2021) or are currently going through the EHCP process how well would you describe your overall experience of the EHCP Process went/is going?

Answered: 189 Skipped: 269

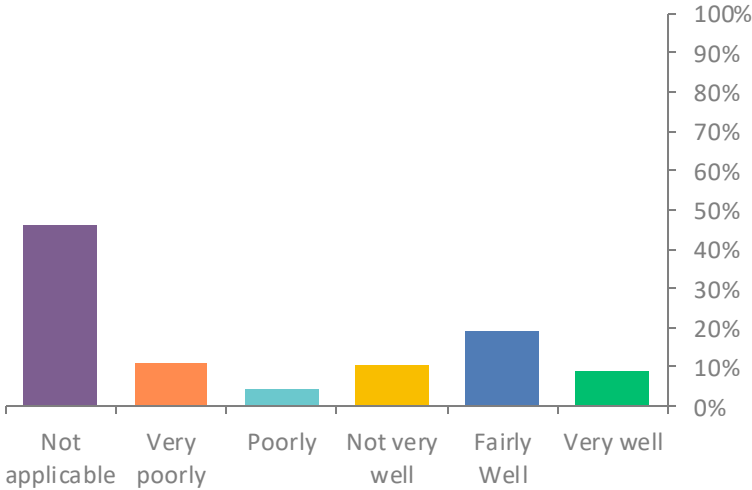


ANSWER CHOICES	RESPONSES	
Very well	6.88%	13
Fairly Well	20.63%	39
Not very well	11.11%	21
Poorly	7.41%	14
Very poorly	7.41%	14
Not applicable	46.56%	88
TOTAL		189

For those who have had an EHCP issued in the last 12 months or are currently going through the EHCP process 51% rate the overall experience as going very well/fairly well. 28% rate it as going poor/very poor.  
(for those who it was applicable)

**Q23: For EHCPs issued in the last 12 months (from June 2021) 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: 189 Skipped: 269



ANSWER CHOICES	RESPONSES	
Very well	8.99%	17
Fairly Well	19.05%	36
Not very well	10.58%	20
Poorly	4.23%	8
Very poorly	11.11%	21
Not applicable	46.03%	87
TOTAL		189

For those who have had an EHCP issued in the last 12 months or are currently going through the EHCP process 52% said the SEND Team communicated very well/fairly well with them during the process. 28% rate it as going poor/very poor.  
(for those who it was applicable)

## Q24: How would you rate the EHCP process?

Answered: 183   Skipped: 275

2.7★  
average rating



	▼	VERY POOR ▼	POOR ▼	NEITHER GOOD NOR POOR ▼	GOOD ▼	EXCELLENT ▼	N/A ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼	☆	16.39% 30	17.49% 32	18.58% 34	15.85% 29	6.01% 11	25.68% 47	183	2.70

## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

Respondents comments:

- The person coordinating it moved roles and we weren't informed.
- I have had no update from SEND
- Both my children missed reception year of school due to EHCP not being ready in time.
- We submitted the application a couple of months ago and have had communication from the sendco to state that the EP will attempt to perform the assessment
- SENDIASS and the SEND officer at the local authority have been amazing but school has been less than engaging and communication has been non-existent
- They have failed to update my sons ehcp in the last five years!
- Awful. The whole system is not fit for purpose.
- Poor communication
- We applied for an EHCP in May 2022, so we are to know how long the process is.
- I may not be the main carer however I should still be updated.
- Not sure it's properly in place.
- Delayed, inconsistent, unattended, poorly prepared, badly written, issued late, no accountability, just the most backwards. Poorly managed experience ever.
- Case workers seem to be poorly trained Communication is very poor EHCP is not well written, not enough done to assess needs, social care aspects not even considered
- No consistency in staffing at send wbc i.e caseworker. Not enough understanding of send by staff, they need send training.
- too long to complete and get EHCP, needs to be more streamline
- Since I made the parental application the service has been good. I have marked only two stars because the school support to get to that stage was so poor and the info provided by them to LA about my child was inaccurate and very light.
- Application process very long and tedious. Annual reviews are thorough and efficient as school prepare most of it and we attend meeting
- The WBC form is awful. WBC did not solely consider the lawful criteria when deciding whether or not to carry out an EHCP needs assessment. Weeks were then wasted waiting for a Way Forward meeting date.
- The process was well documented in terms of each stage and what to expect. However I could say only 50% has been implemented.

## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

### Respondents comments:

- Seems to be a tick box exercise. What's the point of having this plan if the school admits it can not meet the requirements set out in it, the council seem to be sided with the schools and no appropriate actions taken
- The EHCP we were sent to review before this meeting was very outdated - parts were from year 7 and he is in year 12.
- It is hard work keeping everyone on track
- We have just started the EHCP process so am not able to provide much feedback. However, I was really impressed with one staff of the Wokingham SEND Services (have spoken to only one staff of the team so far for about 15 mins so cannot comment for the whole team). I was very impressed that it was easy to get a hold of a member of the team, the staff was friendly, willing to help by answering all the questions I had, and very helpful.
- We had our annual review in March and are still trying to get the report.
- Our time to review and reply was cut down as the council had taken too long. This was quite difficult as it meant we had to review when the school was shut for Easter so input from SENCO was written only. Negotiation for funding also left us a bit in doubt about whether our child would be able to stay at current school. That's quite stressful.
- It is incredibly time consuming, although I can understand that it needs to so.
- Last EHCP in July was a nightmare. Just about to review. So far new review form is an improvement as makes the process clearer and more transparent.
- We are just going through it but have been told that it is hard to get one, even though my daughter will not cope with higher education without support. I am just managing to keep her attending school at present.
- The length of time it takes to get the plans in place is too long.
- Not completed in a timely manner. Had to constantly chase for progress updates. Had to chase again after ehcp was approved to get associated funding released to the school - several weeks where we had a worthless plan as school were unable to resource it and in that time a vulnerable child was effectively being regularly unlawfully excluded from school as his needs could not be met. OT assessment which should have happened as part of the ehcp assessment process still outstanding - after 6 months of chasing have now been told it will be a further 18 month wait.
- It's been a slow process and the first EP we saw was appalling and gave me grounds for complaint. Some services like OT and CAMHS have not been able to assess him so there are chunks of his EHCP with very out of date information. I understand services are stretched but it's not helpful to have big gaps in his EHCP

## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

Respondents comments:

- Confusing for parents that have to fight for everything. We have had to pay for private legal help to get us through the process and feel lucky we have the finances to do this unlike lots of other families which saddens us!
- Communication in decision about setting was cruel
- Early stages, but so far so good
- No preparation for transition to adulthood has been discussed to date
- There is no team telephone number to call if you want to speak to someone. This should be sorted by now, the process for contacting the Sen team isn't acceptable. OT and Speech and language assessments and reports are not being provided within the legal timeframe meaning plans are finalised without all the child's needs and provision identified. It would be helpful if draft plans were issued in word format so families can track change them rather than being in PDF format.
- We dealt with a gentleman called Dan who was wonderful. Answered every question, kept us in the loop, listened to our thoughts and helped us so much. Incredibly grateful.
- Very early stages so cannot comment yet
- Barely any communication. Have had an email saying we've received your application and then a Yes, we will assess but nothing further at all. Going through the process for the 1st time, more information regarding who has been spoken to during the process needs to be given to parents as I'm currently sat in the dark in regards to the progress of it.
- It was quite stressful having to go through the whole process. I had to chase a few times for updates as I was conscious at the time I wanted my son to have the support in place before he started school
- Our referral was lost, and so we are quite behind where we hoped to be. All forms now filled in but waiting without any updates
- My son did not receive an EHCP at all last year due to a backlog at the SEN department. We have just had an Annual Review. His plan has not been updated for over two years.
- I applied for an assessment at the advice of my child's preschool in November 2021. I am still waiting to hear back about the assessment
- Still waiting to hear back regarding my application. Submitted on the 25th May 2022



## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

Respondents comments:

- The WBC SEND team are a disgrace- they have repeatedly failed my son, forgot that he needed to go through secondary transfer, had failed on every requirement and deadline they needed to adhere to. They have lied, deceived, covered up. They have been complacent and incompetent. They have either not communicated or failed to communicate at all. Not one single aspect of my sons case has been carried out as it should have been according to statute. I am currently in a tribunal then raising formal complaints, then reporting to ombudsman and involving lawyers (again). I am now on blood pressure tablets through the stress. They are wholesale incompetent and yet I have no choice but to dance to their tune. There's still no sign of a secondary school and he's supposed to go in September. Disgraceful is nowhere near sufficient to describe how I feel about this at present
- You cannot get through to speak to someone, they don't replied in a timely manner. They loose paperwork, they take nearly a year to update EHCPs.
- Ridiculous, information hard to understand, hugely time consuming for the parent to try and get what your child needs along with trying to deal with having a disabled child. The process is I believe set up for parents to give up on trying as there is no support.
- There have been historical issues and delays, poor communication or none at all. Staff do not understand and work within the send code of practice. It is always stressful and I feel like the local authority sees me as difficult when I am only making sure my child is supported well and receiving the services she is entitled to
- I have not had an update for weeks I have no clue what is happening, I do not know what is in reports etc. it's poor.
- Can't get updated due to appeal not supported us in trying to resolve appeal
- Things at Wokingham have gone from bad to worse. Constantly changes in the team, no idea on who owns what, or who does what .. its a joke
- We initially had a rejection because the school wasn't asked to provide information. Our can feel like there's any excuse to get someone off the list. After we got over that hurdle, things went smoothly.
- Amazing from start to finish
- The SEN department still have not issued the new EHCP and are using that as an excuse to not make provision available. Apparently everything needs to go to a panel. In the meantime, our child continues to not receive the majority of the Tribunal specified provision.
- The first six week period was completed in four weeks.

## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

### Respondents comments:

- Inexperienced staff not knowing what they were doing caused many issues. Lies told by case worker telling us we had been given a specific specialist school when we had not been. Never given any official apology.
- The professional assign to my daughter has called and was very helpful, but the EHCP communication otherwise has not been great. They advised me of who they would contact for information and I feel these contacts are not suitable. One of which was OT who my daughter is not currently receiving so I'm not sure what information they would attain from them.
- Process is time taking and delays which are effecting child and school.
- EHCP has been driven by College - has met dates needed
- In process
- Lynn lee is always very engaged. The problem is the college, too quickly on the review. sometime don't have enough information.
- It often takes a long while to settle on a good and truly reflective EHCP, but once it has been done, life becomes easier with each annual review.
- EHCP was not amended/updated by Wokingham last year, as it was 'one of those missed' by the LA in 2021.
- It doesn't take into account other profiles of ASD ie PDA. Have had to chase up progress through the whole process (ie needs assessment); early review should have been triggered in December (happened in March/April); SEN staff don't reply quickly to emails or show accountability of how much effort is being put into chasing schools (we have had to ask for comments from schools who say they can't meet needs, as we only got emails saying 'they can't meet needs').
- There was poor communication about FE college options and the possibility his choice would not be funded by the council when this had never been raised as a possibility before
- Was sent to panel in September 2021 to be changed to specialist was agreed EHCP still states mainstream and have been refused an emergency review to have it changed
- Capturing inputs is undertaken but social services fail to fulfill their actions
- School brilliant but when first went through process didn't really understand what the purpose was all about apart from we had to do it to get nursery funding to help with additional costs to nursery or it was needed to get an SEN school placement. All very depressing. The school update was lovely and more focused more positive experience
- We had total support from everyone involved. The teachers are excellent. (Aspen class at Addington)

## Q25: Please let us have any comments about the EHCP process in the last 12 months (since June 2021)

Respondents comments:

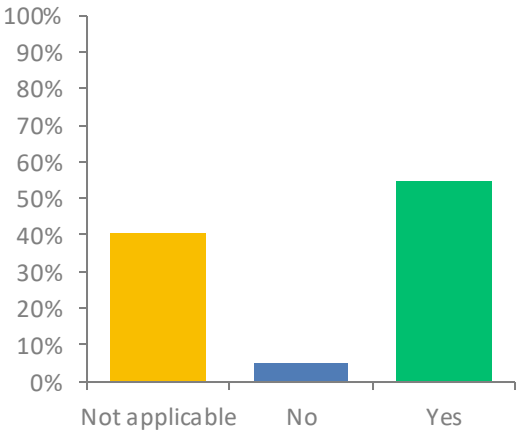
- Sometimes feels a little hurried and a bit of a copy and paste tick box exercise. It is important for the young person to get it right for their future success and well being
- Attended annual review at school in Dec 2021. The report from LA was delayed, then they refused to issue an updated report due to time delay and said it would have to be done at the next review. Beyond angry as school and I did everything in time.
- Still waiting for the authority to update the EHCP with changes from the EHCP review we had over a year ago.
- no access to the teams needed to provide information to support ehcp - backlog for OT; ed ph; speak & lang
- I can see more of a process developing with email responses and a clearer path. Not impressed with OT lack of input.
- Was very much parent led. Had to chase every step of the process - including getting funding released to the school as plan was agreed, but associated funding that the school needed to deliver the plan was not forthcoming. Still waiting for OT input which should have happened as part of the assessment
- The call from senior case office and parent session with Dan Robinson were really helpful. The general admin and lack of response to emails, even when they state to confirm that information has been received is non existent.
- A lot quicker turnaround in 2022 than in 2021

# 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 2021 or are currently going through the process.

**Q26: If your child's EHCP was issued over 12 months ago (Before June 2021) have you had and Annual Review of their plan in the last 12 months ?**

Answered: 189    Skipped: 269

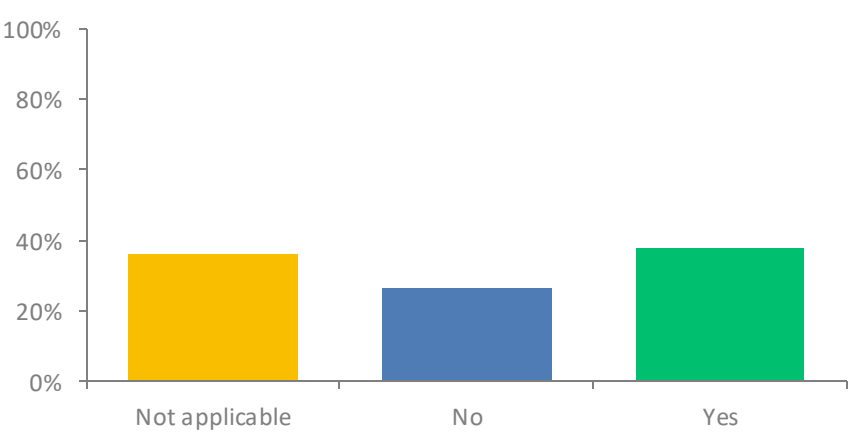


ANSWER CHOICES	RESPONSES	
Yes	54.50%	103
No	4.76%	9
Not applicable	40.74%	77
TOTAL		189

103 responses were received for those with EHCPs issued before June 2021, 92% have had an Annual Review of their child’s plan.

**Q27: If your child has had an Annual Review of their plan in the last 12 months months have you received a letter confirming that the plan will be maintained, updated or ceased?**

Answered: 189    Skipped: 269

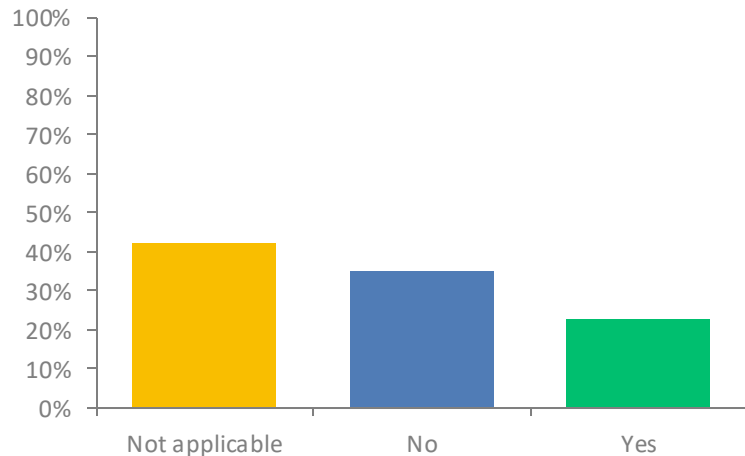


ANSWER CHOICES	RESPONSES	
Yes	37.57%	71
No	26.46%	50
Not applicable	35.98%	68
TOTAL		189

59% of respondents whose child had an EHCPs issued before June 2021 had received a letter confirming whether the EHCP will be maintained, updated or ceased  
(for those who it was applicable)

## Q28: If your child's Annual Review resulted in an update to their EHCP in the last 12 months (before June 2021) have you received a FINAL UPDATED EHCP?

Answered: 189 Skipped: 269



ANSWER CHOICES	RESPONSES	
Yes	22.75%	43
No	34.92%	66
Not applicable	42.33%	80
TOTAL	189	

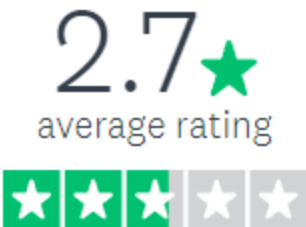
39% of respondents whose child had an EHCPs issued before June 2021 had received a final updated EHCP.

(for those who it was applicable)

# Q29: How would you rate the EHCP Annual Review process?

Answered: 185   Skipped: 273

Answered: 185   Skipped: 273



	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
★	14.59% 27	12.97% 24	18.38% 34	16.22% 30	4.32% 8	33.51% 62	185	2.74

[Comments \(52\)](#)



## Q29: How would you rate the EHCP Annual Review process?

Respondents comments:

- Can't really comment until I have the final copy
- I've never had any communications with LA only communication through school
- School have not given the additional information I needed to make big decisions . They do the paperwork but that's all.
- We have received an updated plan however it was delivered several months after the due date.
- I was not happy with the attitude or how little they took into account my views
- Good however we haven't received any updated letters form WBC for the last 2 years
- seems a tick box exercise
- Annual review is in the morning
- Only because we had Michelle King and she 100% understood his needs and was a strong advocate for what he needed moving forward - shame CWD ignored this!
- It has been a struggle to get her documentation reviewed and approved by WBC. We have worked with school to review and update targets & approaches on our own.
- Better than at primary school though we still needed to chase for a date and we did not meet the deadline date on the EHCP.
- It's just a lengthy process to get the final plan again
- The college ran it very well
- The review with his school was OK but I'm waiting on news if to whether his ehcp is to be amended and also a report on how his speech and language sessions went that were provided.
- My sons final Ehcp plan has been out dated for the last two years by the time they have even sent the paperwork out!!2021 paperwork was issued a year late..so we had a new review in Jan,and I still have not received a final updated draft of that review...we are now in July 2022!!!

## Q29: How would you rate the EHCP Annual Review process?

Respondents comments:

- Haven't had anything finalised almost 3 months since review meeting
- I have NEVER received a final EHCP- not from yr 1 to Yr 6. Despite multiple requests. Phase transfer Ehcp has taken intervention from lawyers, his current head, sendiass & repeated badgering from parents and over 10 rewrites. They should be held accountable for the shambles that is their department. But they never seem to be made accountable. Therein lies a big issue. There's such a revolving door of bad attitudes and lethargic work shy staff that no one is accountable, no one is responsible. We haven't had the same case officer for more than 3 months ever I think. The whole system is fundamentally flawed.
- No one from Wokingham has turned up to the meetings in the last 6 years
- School didn't know what to do? Everything agreed in review was then letter sent saying no change to EHCP but agreed to the amendments? I tried emailing send who came no reply at all. I asked school head she said she was confused and asked me to consent.
- Reference question 27 and 28, I have ticked yes however these were not received within the send code of practice guidelines. When I received a letter saying the ehcp would be amended it did not state why, what the amendments would be or did it include evidence detailing why the provision would change
- Won't update because of appeal
- I did selected neither good nor poor
- We had a "final" - but the data was wrong.
- Been waiting 7 months for a response from the LA following annual review, and they are ignoring my emails..
- The annual review was well managed by the school senco in feb 2022. A consultant attended to deliver the PFA info - not yet received the final updated ehcp (June 2022)
- No professionals are invited and if they are invited, they never come. Assessments are not updated and no reports submitted. The SENCO appears to view it as a tick box exercise instead of an opportunity to discuss what is or isn't working and why or what can be done to improve things. It's all a charade as even the LA do not sign off the EHCP after the AR. The only way to get anything done is via the lawful process. No one wants to be accountable for failures because our children's SEND is viewed in terms of whether they are an efficient use of public resources. They fail to realise that it will cost more in the future when the LA refuse to support our children in the early years.

## Q29: How would you rate the EHCP Annual Review process?

Respondents comments:

- Not all required persons have attended the meeting and the one who attended had very little knowledge about the child progression and information about SEN schools
- The review was in November and still haven't received the final ehcp.
- Wokingham Council has been great to us
- They do not listen when changes are asked for
- The EHCP, is led by the school / college. Newbury College were excellent in how they approached and managed Corey's EHCP
- It's vague and basic
- EHCP has been updated 2022 and await acknowledgement by LA within 8 week timescale.
- I didn't realise I should have got a letter after the annual review! (Was done 21 April and have had nothing!)
- It has improved, final EHCP received within 3 months
- It took too long to get the updated EHCP and the issues re the college place were not communicated
- Addington School does a good job of reviewing the EHCP but we haven't received and updated EHCP from the Borough for 2 years
- Still awaiting updated version
- I have to chase updated EHCP from SEN every time. Provision from the school is excellent.
- had to discuss further to get exact clarity written within EHCP
- As per previous comments
- See above
- School sticks to the amended EHCP but authority never updates it
- They agreed to update the EHCP last annual review and they hadn't done it by the time the next annual review came round, again, they have agreed to update but I worry it will not be updated this time either. When ringing and asking no one replies, we don't even know who our case worker is

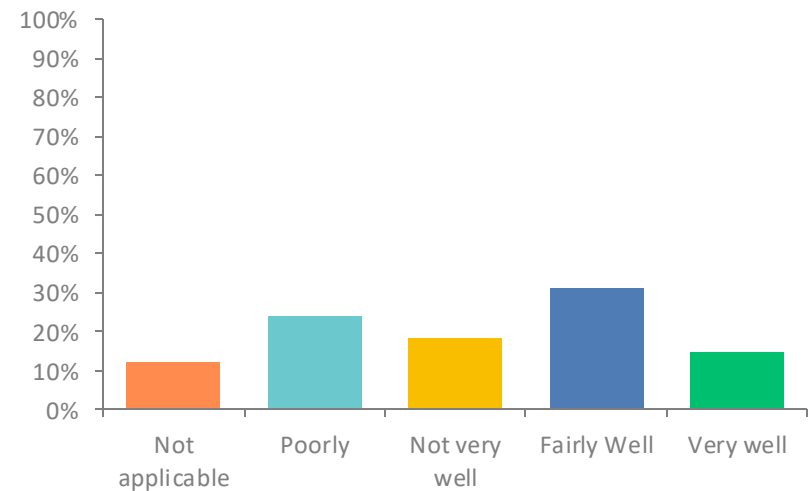
## Q29: How would you rate the EHCP Annual Review process?

Respondents comments:

- Service has improved for annual reviews, but not enough input from school to parent
- About to do 3rd transition AR in about 16 months. Crazy process, particularly trying to do all transition reviews in September/ October. Ours took almost 4 months to be issued!
- The annual review had to be requested by parents and the review process is slow to make changes. Funding approval delays ensure any needs provided through a personal budget are delayed.
- SEN case officer was rude, had a go for wasting her time. Not very interested in supporting parents. Maybe if they all need a course in customer service as they lack empathy or compassion. Pre post 16 is a mess.
- This is all new to me so I didn't know what to expect/ know if it was good or bad. The review happened 2 months ago and I haven't received any communication about the outcome from the LA. Not sure if I should have done?
- School held the annual review but we were unable to review the plan as we had not received the updated EHCP from the previous review from Wokingham SEND Team
- AR was in January 2022. LA ignored all requests for a draft EHCP despite being reminded that they are outside of the legal timeframe. They finally sent a poorly written draft EHCP with no updates and lied, stating that no health and social care advice was received.
- Lot of nagging to get the information and plan from the send team

# Q30: To what extent have you felt listened to by the SEND Team?

Answered: 189 Skipped: 269



ANSWER CHOICES	RESPONSES	
Very well	14.81%	28
Fairly Well	31.22%	59
Not very well	17.99%	34
Poorly	23.81%	45
Not applicable	12.17%	23
TOTAL		189

46% of respondents said they felt listened to by the SEND team

## Q30: To what extent have you felt listened to by the SEND Team?

Respondents comments:

- I'm constantly having to chase for an update
- Haven't had an opportunity to talk to any one from the send team
- New SEND team are great.
- Only gone through school. New SEnco is really good.
- I have asked for help for years. You have to get to beyond crisis point. Hospital admissions for self harm before anyone will listen. To get an EHC assessment your child has to fail to an unimaginable level before they will even begin to assess. The system is beyond broken.
- We originally spoke with someone from SEN when my daughter was in year 5 and Spain in year 6 and were told that there was nothing wrong. Now she is the end of year 8 and lots of me pushing we have now found out she has dyslexia and possibly autism. I just wish they had listened sooner.
- We've not been listened to at all. Nothing agreed in the review made it into the ECHP. Ridiculous!
- Inconsistency in staff/case workers, do not always get response from messages left
- Always having to chase, no consistency
- From school extremely well supported, WBC frustrating as can rarely contact them or received response
- I felt listened to at the Way Forward Meeting, but not before then.
- As mentioned above, my interaction with the team so far is limited to one 15 mins phone call but was very impressed how helpful the staff was.
- Have had to chase a bit but they've always responded
- The team do a good job of listening, but not providing advice or guidance - the thing we need more than anything else. We've not done this before - we don't know who is best to speak to, or where to look (please don't say 'Google it' again!). The WBC team deal with parents and cases that are similar for a living - please help us to find a quicker, smoother more reassuring path through our daughter's education and options for adulthood.
- They literally do not care. Our SEND children are treated worse than a dog.

## Q30: To what extent have you felt listened to by the SEND Team?

Respondents comments:

- Did not reply to my E-mail, my chase e-mail or any of the messages I left.
- Last helpful person in SEND team was Becky Thomas. Had good interaction with Dan Robinson when he first came on board. No communication from the SEND team in last 12 months apart from 2 replies from an interim case officer. Don't know who case officer is. When I emailed about someone attending the first annual review at secondary school, I was told it would not be necessary as it wasn't a transitional review.
- The school sen tries to help but is very busy and it seems that the school are limited in how they can help and teachers seem to lack understanding of autism in girls who mask at school. Silence does not mean that my child is OK
- Perhaps they listen, bit do not have the skills / resources to act?
- Our case worker has been good
- Often can't get through .Not sure who to talk to or email and when ask for something it not carried through
- I have never been able to speak to anyone other than an admin person that takes my messages. Never heard anything back! Appalling service. Our school made a referral to foundary and we were refused because our child was signed off school by a private psychologist. We received no support what did ever for 6 months other than an Ed psychologist that meet with the school. Nobody from Woking SEN called or communicated with us the entire time. Again we had to pay for help privately for everything
- There is very little communication on their behalf. Feel that they are struggling but this is having a negative impact on pupils.
- Message after message and email after email are ignored!!!
- SEND team hard to get hold of, don't respond to emails. Don't listen to education setting or parents simply apply standard criteria which aren't tailored to the needs of the child
- I think I've made my feelings quite clear. Whilst SEND were reassuring sendiass that they were in contact with every child without a place for secondary- my son hadn't even had any consultations sent out - he'd been completely forgotten- despite us being given assurances the management team were personally on the case. When I made them aware of this there was such a blatant cover up of the incompetence to date it was an insult to my intelligence and and admission of the lack of their own.

## Q30: To what extent have you felt listened to by the SEND Team?

Respondents comments:

- Awful!!! Had to complain to be heard
- No reply not enough time to talk about what my child needs
- Extremely stressful and frustrating. High staff turnover, inexperienced staff lack of training. I have had to quote the law many times and they never learn
- We get listened to, but there are no firm ACTIONS
- Won't listen about issues at home while family now have mental health issues
- They were good at the review giving guidance to me and school on what we had to do to prepare for transition
- Hopeless on the whole - our daughter is 14 months LATE for her Post 16 transition ... 14 MONTHS .. let that settle in 14 MONTHS
- They ignore emails
- All completed by school senco - No follow up from SEND team
- There's no point in nodding and agreeing with what parents say, when you have no intention of doing anything. It's a waste of everyone's time and hurtful to the SEND individual who believes that they're going to be helped.
- The send team came across as inexperienced. No knowledge of process themselves. Poor manners. Lies where told. Came across as completely enept. The only person that helped was a lady called Daisy hayes
- They don't listen when I tell them what not to do as its a trigger. Communication within the school is poor when I do have to leave messages or paperwork. They also refuse to do anything when I have asked about dyslexia. His optician has said he has it and I have provided proof.
- I do not believe I have spoke to them,
- Communication has been via EHCP process
- The lady I spoke to to find out if funding was available so my son could attend college was very helpful.
- emails and the general admin communication has been poor. Only part way through so hard to say if we will be listened to.
- Very little communication with them and some crap information



## Q30: To what extent have you felt listened to by the SEND Team?

Respondents comments:

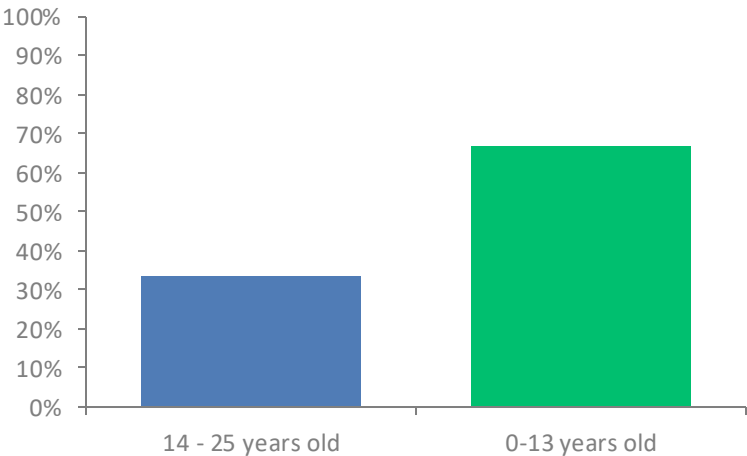
- I think the SEND should press the colleges to do a properly review not rush through it.
- Had very little contact and my child's case worker changed three times in two months.
- I feel in general, that there should be a greater linkage between an individual's EHCP and their Direct Payment Packages. The two are intrinsically linked, if WBC took a more holistic approach, the outcomes would improve considerably.
- This time I was able to go back to the team with an issue and had further communication which is reassuring
- Updates via SEND Voices Wokingham are useful
- Daniel Robinson got involved but didn't follow-through; always have to chase for updates.
- Takes weeks to get hold of someone and questions rarely answered
- There just does not appear to be a personal touch or interaction with the parents
- Always too busy and oversubscribed to be able to respond
- We have rung and emailed and no one has replied, absolutely awful
- Desperately needs to improve. This service has been unacceptable for at least 7 years
- Person I spoke with was very helpful and forthcoming
- Jenny Hooper is fantastic. Really listens, understood and held school to account. Schools think SEND team too busy to follow up on complaints from parents. Good to see changes finally happening.
- Definitely improving. Hannah is a real asset to the team.
- At annual review the SEND rep did not stay at the meeting as it was not a key stage review despite them not attending the previous years review which was a key stage review plus transition review. We didn't even have the previous years updated EHCP as it hadn't been issued

# Preparing for Adulthood

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

# Q31: What is the age of your child?

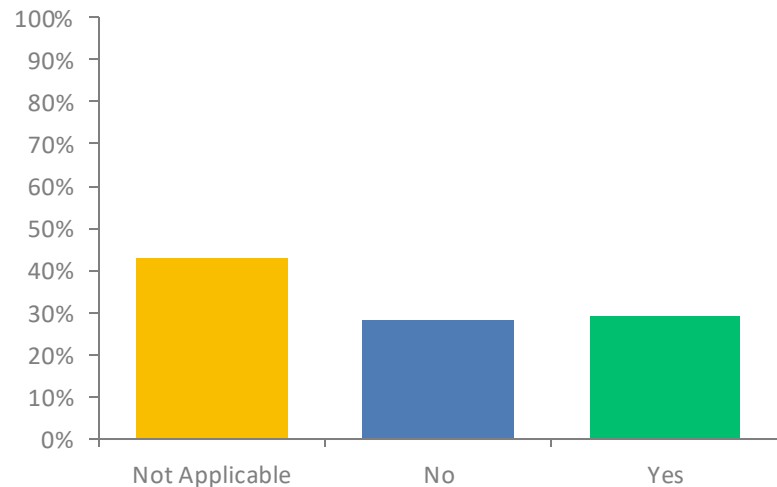
Answered: 295    Skipped: 163



ANSWER CHOICES	RESPONSES	
0-13 years old	66.78%	197
14 - 25 years old	33.22%	98
TOTAL		295

### Q32: If your child/young person has an EHCP has Preparing for Adulthood been part of their most recent Annual Review?

Answered: 96 Skipped: 362

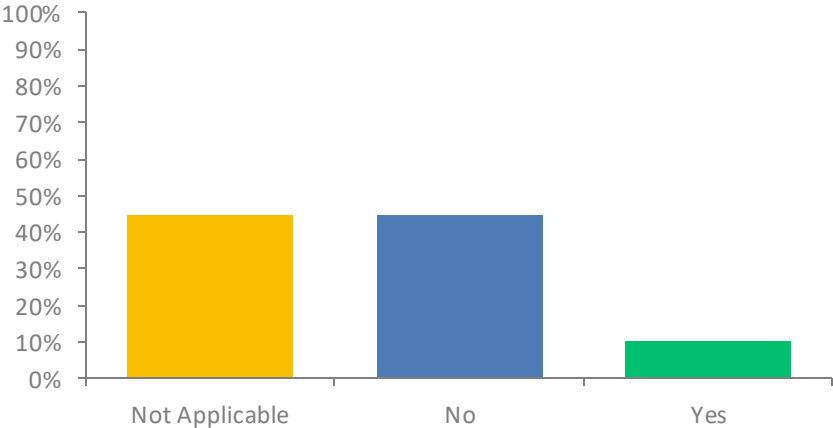


ANSWER CHOICES	RESPONSES	
Yes	29.17%	28
No	28.12%	27
Not Applicable	42.71%	41
TOTAL		96

51% of respondents (14 year + child with and EHCP) said that PfA had been part of their most recent Annual Review

# Q33: If your child/young person has an EHCP were options for housing for your child when they reached adulthood discussed as part of their Annual Review?

Answered: 96 Skipped: 362

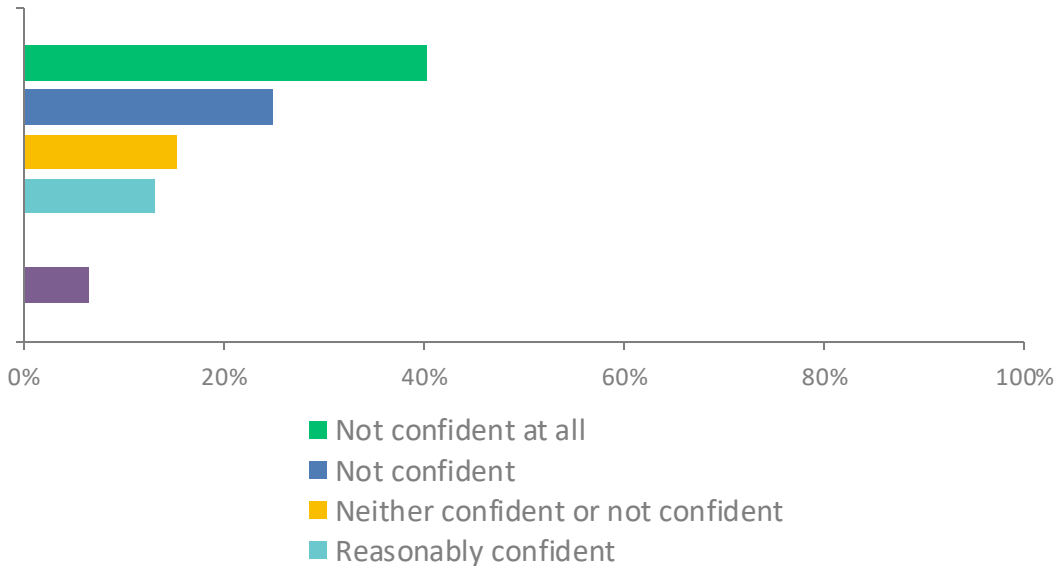


ANSWER CHOICES	RESPONSES
Yes	10.42%10
No	44.79%43
Not Applicable	44.79%43
TOTAL	96

19% of respondents (14 year + child with and EHCP) said that options for housing had been part of their most recent Annual Review

# Q34: 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: 92 Skipped: 366

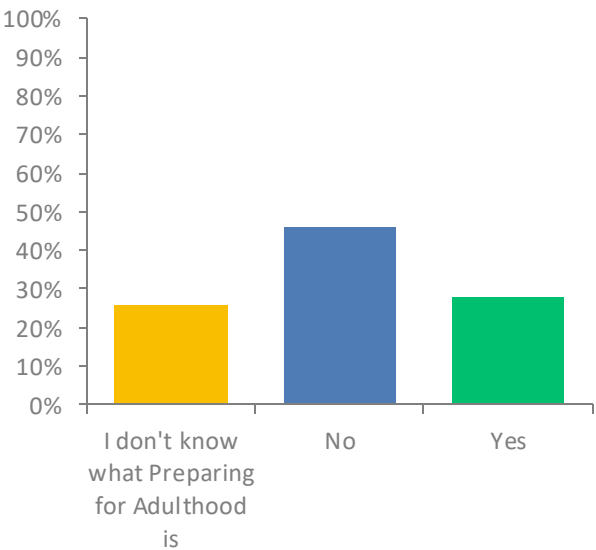


65% of respondents (14 year + child with and EHCP) said that they were not confident at all/not confident that their child would receive appropriate healthcare when they are too old for paediatric services

NOT CONFIDENT AT ALL	NOT CONFIDENT	NEITHER CONFIDENT OR NOT CONFIDENT	REASONABLY CONFIDENT	VERY CONFIDENT	NOT THOUGHT THAT FAR AHEAD	TOTAL	WEIGHTED AVERAGE
40.22% 37	25.00% 23	15.22% 14	13.04% 12	0% 0	6.52% 6	92	2.27

# Q35: Do you know where to go for more information about Preparing for Adulthood?

Answered: 96 Skipped: 362

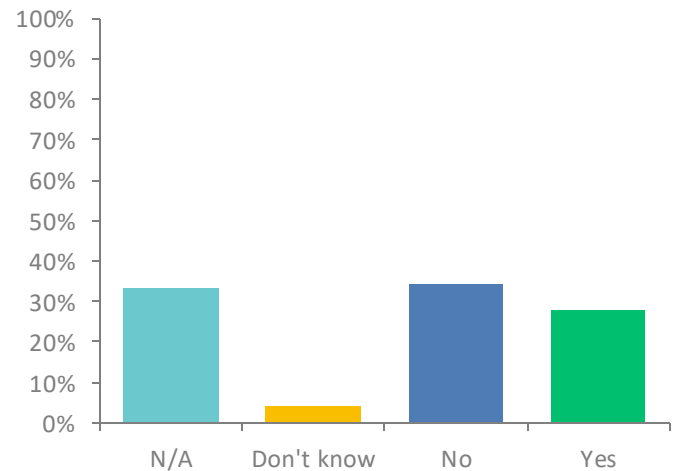


ANSWER CHOICES	RESPONSES	
Yes	28.12%	27
No	45.83%	44
I don't know what Preparing for Adulthood is	26.04%	25
TOTAL		96

72% 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.

### Q36: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Transitions (Adult Social Care) Team?

Answered: 96    Skipped: 362



ANSWER CHOICES	RESPONSES	
Yes	28.12%	27
No	34.38%	33
Don't know	4.17%	4
N/A	33.33%	32
TOTAL		96

28% of respondents (14 year + child with and EHCP) said that they have had contact with the Transitions (Adult Social Care) team



## Q36: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Transitions (Adult Social Care) Team?

### Respondents comments

- Didn't know they existed
- Only turned 14 this month, not sure when this should all happen, plus does being in care change this?
- I initiated this after send voices carried out a seminar about transition to adulthood otherwise I would have had no idea!
- They need to listen to parents and the young person rather than putting them in a box and making assumptions based on general knowledge about a condition
- But is by chance it was not a structured process
- Who are they?
- Priscilla O. has been a great support
- I have had good communications with Transitions Team
- There was a delay in receiving access to the Team. The Transitions process did not start until he was nearly 18
- But only recently and she is 17
- Only because I chased it as I had heard nothing
- It was difficult to get a social worker allocated but once allocated the service has been good.
- I had to insist that the team became involved and a plan in place ready for my child's 18th birthday rather than delaying until age 19 and about to leave school
- No information has been provided
- Told we had to wait until she was 18 before they would discuss her needs.
- But are in the process of a referral
- As with everything else from the LA, our child's needs continue to be ignored
- It would be great if it was actually included in the proposed draft of the EHCP along with how they intend to help our child
- There is very little information provided by mainstream schools, and that's if they understand what preparing for adulthood is.
- Though PfA was mentioned, age 16, nothing was added in the plan to support PfA

## Q37: Is there anything else you would like to tell us about Preparing for Adulthood?

Respondents comments cont:

- The subject was mentioned as something that will happen in the future. We have provided information of what we hope our child will be capable to do on his own when finishes school. We have not been in touch with SENCO after that meeting (03/22), so we are not aware of any plans and practical steps to be undertaken by the school and how we can support as parents and where we can learn more of what we can do at home.
- Even those kids not an EHCP need direct support as they get older. Nothing offered to my teenager (15)
- I worry that my child is not getting any support
- Information for post 16 on WBC website is lacking, struggling to find out what is available for my sons education post 16.
- X moved to Wokingham. I rang Wokingham services for help, she is disabled. I was asked why I was ringing and what did I want. I said I wanted help and advice. Someone took my number. No one has got back to me
- Ehcp review is tomorrow morning
- Had no information whatsoever until this Monday when had a webinar done by SENDIASS. Very poor!
- Why does the process have to be driven by the parents? Why is it so much work? I often feel like my son is the first child with disabilities who is turning 18!
- I only became aware of it in the last 3 months when I felt at the end of my tether and asked that we apply for an ECHP before my daughter falls out of education due to not being able to cope in a more adult/independent environment
- Please build in guidance into the EHCP meetings or automatically send an information pack out to parents. I have no idea what I am supposed to be doing for my young person!
- The service is inadequate. Young people need to be listened to. Panels are making decisions about funding based on what a social worker tells them. Panels should be directly engaging with the young person.
- Needs to be more person focussed
- Schools need help to support executive function of SEN students who need it.
- Again - 14 months late and we have heard NOTHING - and my daughter will need help when she wants to move into her place - not just "a council flat" but with her autism and other co-morbid factors it will be years of support needed to make this happen
- Little to tell as little has been done. Adult aged 21

## Q37: Is there anything else you would like to tell us about Preparing for Adulthood?

Respondents comments cont:

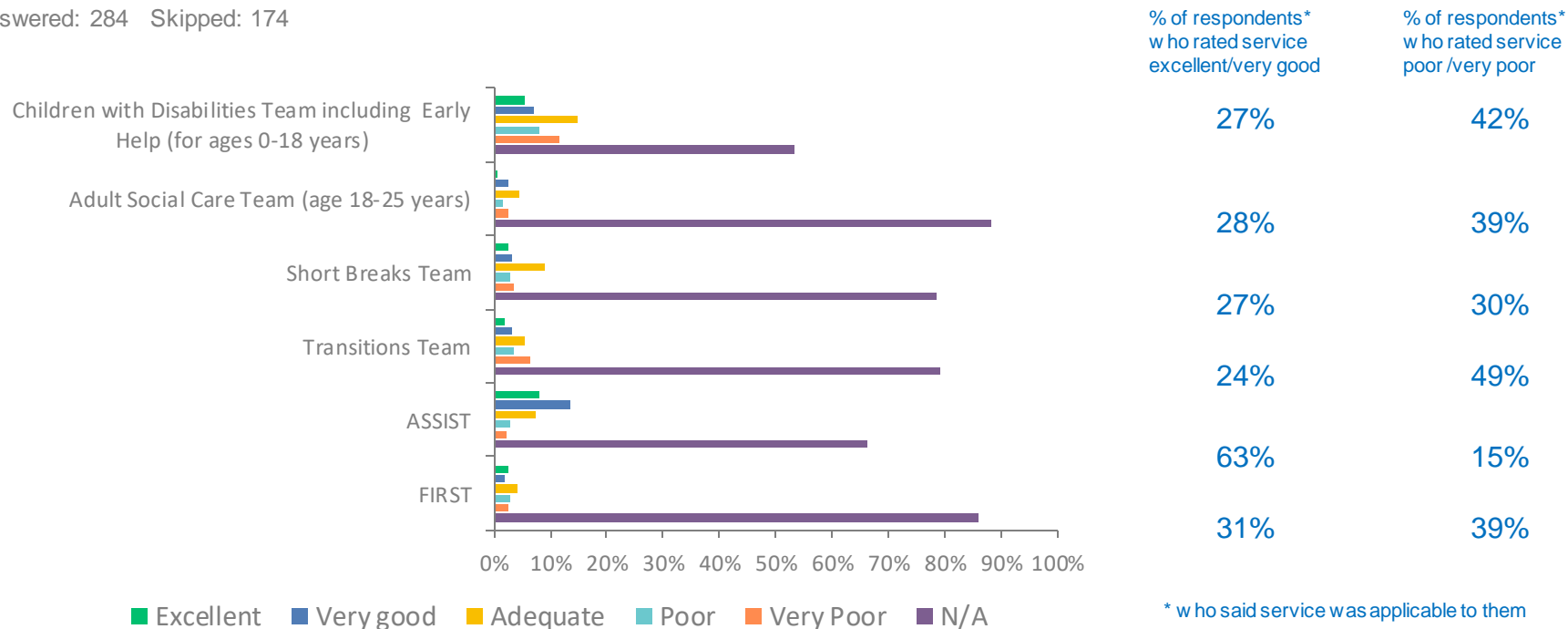
- Nothing really practical was discussed during the annual review with the consultant - all very generic info. Information received in the PFA booklet was more useful
- The LA appear to have no idea what this entails or what is expected of them in order to help our child. This is probably why so many young people with SEND still live at home with their parents. They don't have any other options.
- I think this needs to be a separate process that the EHCP feeds into
- There needs to be much more information proactively provided to parents, rather than parents having to find out from other parents what process to follow. The school is definitely getting better at helping parents make the transition, but much more needs to be done.
- Yes i would like to know what support my daughter could receive and what is out there.
- No one has offered any help, we were told to do it all ourselves
- It's very difficult. So many things to think about and no one person who can give advice. Advice comes in a very piecemeal way. Could do with a checklist of things to think about and benefits he can apply for etc. The council react but aren't proactive with advice. Without knowing other parents in similar situations we would be lost
- It is still not well explained and not working hand in hand with the schools or direct payments
- Would appreciate greater guidance
- As before, there is too much information in too many different places. It's exceptionally time consuming and stressful to navigate it all as a parent and then even more time consuming acting on the information found. I work fulltime. It's another full time job trying to manage to keep up with all the reading and paperwork. Having finally achieved direct payments for my son, I now don't have time to locate any services to spend the money as services aren't running in evenings and weekends. You just feel like everything is a barrier, there's no help and you feel like a total failure.
- Young person put in a box expected to use services provided by the council or their preferred provider. Teenagers should not have to mix with and use services that are not age appropriate. E.G Loddon Court or Out and about services supporting people in their 40's and beyond. Should be separate services for transition age
- A very daunting process for a parent and the child, and no details are provided from mainstream schools for this process
- Maybe more information and support to YP in specialist settings that ends after secondary. How it works. Mainstream colleges are pushed by SEN
- I have bought up transition to college/6th form multiple times he is 15 and his current school only goes up to year 11 and am told it is too early to get started on it, despite knowing my child will require a comprehensive transition package

# Social Care Services

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

# Q38: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 284 Skipped: 174



## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 284 Skipped: 174

	EXCELLENT	VERY GOOD	ADEQUATE	POOR	VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
Children with Disabilities Team including Early Help (for ages 0-18 years)	5.40% 15	7.19% 20	14.75% 41	7.91% 22	11.51% 32	53.24% 148	278	3.28
Adult Social Care Team (age 18-25 years)	0.74% 2	2.57% 7	4.41% 12	1.47% 4	2.57% 7	88.24% 240	272	3.22
Short Breaks Team	2.55% 7	3.27% 9	9.09% 25	2.91% 8	3.64% 10	78.55% 216	275	3.08
Transitions Team	1.81% 5	3.26% 9	5.43% 15	3.62% 10	6.52% 18	79.35% 219	276	3.47
ASSIST	7.97% 22	13.41% 37	7.25% 20	2.90% 8	2.17% 6	66.30% 183	276	2.34
FIRST	2.57% 7	1.84% 5	4.04% 11	2.94% 8	2.57% 7	86.03% 234	272	3.08

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### Children with Disabilities Team including Early Help (for ages 0-18 years)

- Disability Team never returned my calls or contacted me even once referred by Childrens Services
- Never used them
- Not heard of them
- Not aware of
- Asked for help but get nothing.
- As a family we experience periods of extreme stress. We feel we have no one to turn too. We feel very alone .
- Who are they?
- Not used
- The short enegagement from Walt help was good but should have been continued longer
- I'm not sure which professionals fall under each of these categories or what they even mean, backing up my earlier comment about the minefield of teams/people/signposts etc. that we have to navigate
- Not used them- not sure what they offer
- Never heard of this
- CWD are corrupt and I've had 2 old social workers confirm that ALL social workers left for the same reason
- Never been offered
- I have had no support from anyone
- Early help
- Never received any help
- I've never engaged with them.
- Not used any
- They are corrupt, incompetent liars who fail children and their families
- They are corrupt, lie and don't follow policy
- Have had no contact but we have a EHCP

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### Children with Disabilities Team including Early Help (for ages 0-18 years) cont.

- Haven't had any dealings with them
- I don't receive any help!!
- Yes help was great
- Never even knew about this team!
- No one has even spoken to us or highlighted these services to us.
- They were not aware of our child until last year as she was not in the system
- I think portage falls under this category, and if so our portage worker has been excellent
- It is only this high due to Jane Fletcher
- Have been told not eligible, as 'not disabled enough'
- I don't know
- Too long a waiting list and all I've been offered is parent courses
- I am not sure I have had dealings with this specific department
- Laura Lee and Emma Churchill were especially supportive.
- Not had much contact with them as was not aware of them
- No contact prior to age 18.
- Some funding has been provided for JAC and a PA, but no assessment provided for carers' needs or short breaks
- Never had any support
- Had no involvement yet not 18
- No contact. I don't think anyway. We were referred to the early help hub - is that the same thing?
- We still cannot get a suitable PA/buddy for our child
- We have been referred to Social Care a few times but never meet the criteria, the conversations have always been positive and reassuring about our parenting



## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### Adult Social Care Team (age 18-25 years)

- Never used them
- Not used
- No contact with them
- Never heard of this
- We have had no support
- No idea. Have just made contact with them.
- Patchy
- dont know what he can access
- Maybe we'll hear from them when she turns 18?
- I don't know
- My daughters social worker left and we wasn't told
- Again I feel the lack of a Holistic Approach, or understanding of legislation is severely restricting support for families, reducing successful outcomes.
- Each social worker we have had has been very good but we have had 3 and there needs to be more consistency
- I have had to chase the team
- Staff do not know the law do not understand direct payments or the fact that one size does not fit all. They need to work with parents and young people rather than against them
- Have not heard from them

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### Short Breaks Team

- The triage part was terrible but the assessment onwards was great
- Never is
- Not heard of them
- What's the point of a service that you have to find your own support! No one wants to do it so you get no help!
- Haven't used these services
- The level of respite is so very poor. Told what you can and can't do with the money. Services offered are more stress than respite. Honestly feel like stopping it all as it's more stress than what it's worth.
- I would probably guess that this is not available due to funding. We as a family desperately need a break. But will likely not quality - too many hoops /forms
- Who are they?
- When i initially approached the early help team were informed that we would not be accepted by them, when I pushed for reasons was supplied application form, did not pursue due to poor initial contact and attitude
- Not used- have relied on family
- Never heard of this
- Not had much involvement
- Never been offered
- I haven't used them yet
- Never been in touch
- Have never had access to this
- Never heard of them!
- Whilst the lady who came for the assessment was great the level of support that WBC can offer is next to nothing so it doesn't actually deliver as it should

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### Short Breaks Team cont.

- Didn't know they existed
- Never been contacted about getting restbite,
- Taken some time to find waiting for outcomes
- dont know what he can access
- Sarah Russell has been able to provide our daughter with a PB/DP for JAC which she enjoys. The money also includes for a personal assistant but we are not having any success with finding a suitable one. We need information on what else we can do with this funding.
- Not contacted or been contacted
- I don't know
- My son has no short breaks
- Haven't been offered
- Never accessed short breaks
- I had a bad experience
- Not used
- safe guarding issue on events
- No contact as yet as no diagnosis
- We have not been offered any short breaks or any

# Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

## Transitions Team

- Not heard of them
- Who are they?
- Not heard off them
- Little assistance
- Do they exist?!!
- Never heard of this
- Not sure what this team is so guessing not relevant to us
- Never been offered - don't know what this is.
- NO support offered, didn't know they existed
- Unsure
- Never heard of them!
- Didn't turn up or be involved in my sons transition yr5
- Didn't know they existed
- WHAT transition team ... ?!?!
- Who are they?
- don't know what he can access
- Not heard from them
- Never heard of it.
- I do not know who this is
- I don't know
- My last one left and i wasn't told
- Didn't even know this team existed! We are in phase transfer process (year 6 to year 7)
- We were late in being allocated to social worker in the Transitions Team
- What are they? In transition from primary to secondary- never heard of them
- No
- Not heard from them
- Don't know who they are
- I have never heard from them

SEP 2022

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### ASSIST

- Have helped us in the past with primary school - training was very good
- Who are they?
- Trainings were good. Diagnosis awaited
- Hazel is a big asset to them, extremely helpful
- Daughter went to one Sunday meet up and enjoyed the session
- Not used
- Never heard of this
- Never felt ASSIST had anything to offer me.
- Having used for a while but were great in the past, I need to get back in touch with them
- Never been offered - don't know what this is.
- Pam and team were helpful on courses
- Vey good, very busy. They do try to help
- Unsure
- Very helpful ladies that have so much knowledge and expertise.
- Amazing service wonderful people
- Pam Breslin has helped immensely with aiding the school in their understanding and strategies
- I do need to contact them as I have been told they may be able to support us with our sons outbursts sewing as dingleys said no to seeing us.
- Never heard of them!
- Didn't know they existed
- Not a clue what that is!

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments

### ASSIST cont.

- Who are they?
- dont know what he can access
- Hazel Clayton (She-Wolves) is very helpful
- I do not know who this is
- I don't know
- I don't know what this is
- If this is the team that are based in Woodley - I had very positive experience up until son left Junior school
- Did ASD course with them
- Who is this?
- Have given us clubs to take her to, but there is no facilitation provided for individuals to get the most out of them.
- good resource but need more people
- Attendance and support at taf meetings. Emotional support
- Not heard much
- Very difficult to get access to support
- always really helpful and understanding

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments:

### FIRST

- Never used them
- Not heard of them
- Never heard of them - what is this
- Who are they?
- Too long waiting period for the mandatory trainings to attend before one to one service offered
- We have no idea who FIRST are or what they do
- Don't know who they are
- I've never heard of this
- What is FIRST?
- Dealt with them when they very first started and they were lovely but we were too complex for them. Not been involved since.
- Never been offered - don't know what this is.
- Never heard of them
- Unsure
- Never heard of them!
- Again didn't know they existed
- What is this? Again no clue what it is
- Not a clue what that is!
- Who are they?
- Haven't had any help since before the pandemic
- What is FIRST ?
- dont know what he can access

## Q38: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments:

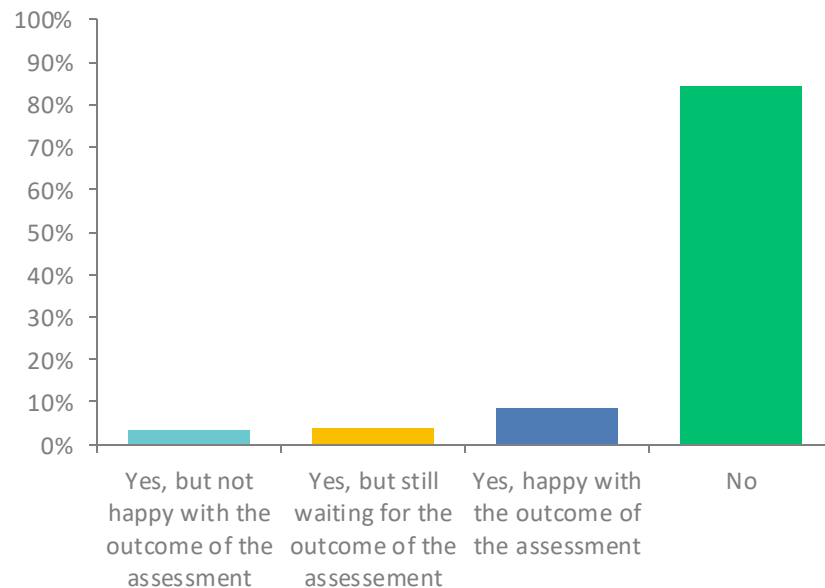
### FIRST cont.

- Not heard of them
- I do not know who this is
- I don't know
- I don't know what this is
- I don't know what FIRST is
- Never heard of them!
- Don't know who first are
- Who is this?
- No idea what this is
- Don't know who this is
- Never heard of them



### Q39: Has your child had a Social Care assessment in the last 12 months (since June 2021) ?

Answered: 284 Skipped: 174



ANSWER CHOICES	RESPONSES	
No	84.51%	240
Yes, happy with the outcome of the assessment	8.45%	24
Yes, but still waiting for the outcome of the assessment	3.87%	11
Yes, but not happy with the outcome of the assessment	3.17%	9
TOTAL		284

Only a small number of respondents children had had a social care assessment in the last 12 months, of these 54% were happy with the outcome, 25% were still awaiting the outcome and 20% were not happy with the outcome.

## Q39: Has your child had a Social Care assessment in the last 12 months (since June 2021) ?

Respondents comments:

- Child is in Foster care
- When I suggested that a social care assessment should be done as part of the EHC assessment has told that this was something that was not applicable as we were not know to social care
- We requested one but was told our son was not disabled enough
- ADHD assessment and now on medication.
- Not needed
- Lots of errors, never includes carers assessment
- Unsure
- My daughter has had no assessments done in almost 7 years. Since the initial diagnosis
- My son has NEVER had a social care assessment!
- We had an early help referral which was stepped up for a child and family assessment but I turned it down due to the lies and fabrications in the early help form. A complaint has been made
- Had contact with them regarding my other child
- Still waiting for social care to adequately fund
- Happy with the social care assessment as it was very thorough.
- Yes, but this needs to be reviewed given my son's change in circumstances
- only referred to early help who offered parent course and nothing else
- It is currently ongoing
- Don't what this is.
- Don't know who they are or what they provide
- Still waiting
- In constant contact due to ever changing needs and provision
- What is this?
- Never had one, but would like one
- what this ?
- Not sure of the purpose of it as recommendations were made and very little actually implemented by the LA
- Needs identified but no suitable services to meet those needs!

SEPT 2022

## Q40: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments:

- If this is CAMHS, they stopped his referral over the summer break and did not tell us. It takes too long for referrals whilst children are suffering.
- Appalling service would never entertain again
- No idea who or what they do
- Never heard of them.
- Not really had much to do with them
- I would like more proactive contact and offer of support, what could you do to help us? I'm scared to reach out to the service without knowing what might happen. I have got to the point of feeling as though our child needs to be in care. But am scared to reach out. I don't want to be judged, or for my child's disability to be mis-understood - as a family we are sometimes on our knees.
- We feel totally unsupported & drained by the lack of understanding & level of support. The front-line triage has bluntly been useful to us, which has only intensified our stress & concern levels, leading to the potential for family breakdown if processes do not change.
- I'd like them to get in touch with me.
- There needs to be a map/diagram explaining what these teams are, what they do, which job titles fall within them and at which stage they help the young person. As a parent it feels like a secret society where you have to unlock each character with a special combination of words.
- Sendiass are very helpful and informative
- Slow service seem non existent
- All the members of ASSIST is extremely helpful and professional. It is such a wonderful team which really helps me and the other families with their in-depth expertise and their friendly and caring attitude. I truly hope that they get more funding so that they can offer their help to more families (e.g. more monthly 1:1 consultation session slots as they get full quickly, advisory service to the schools which need the information on strategies for ASD/ADHD, more support groups for both families and young people/children).
- There has been a high turnover of staff and they seem very overworked which negatively impacts the service they can provide.
- I haven't had an dealings with them except short breaks
- I know nothing about them. No idea if they could/should be helping us. The whole system is so disconnected.
- Not sure what their actual role is and they never knew my child has SEN until last year when we phoned to ask for their help. They were quite clear that our child was not in the system and they had no knowledge of our child
- Management do not have the child best interests in mind, and use unethical practice to disempower parents

## Q40: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments cont:

- I think I've said enough now. They absolutely do not listen to any professionals unless it fits with their agenda. The manager and assistant manager need replacing! The decisions they make continue to not make sense and be detrimental to the children and they most definitely don't consider their best interests, even though they say they do. I'd also like to add that all of this being in care could have been avoided with the right help at the right now. Now my son may never come home. I have done a formal complaint but they refuse to answer a single bit of it, hiding behind the fact we're in care proceedings. I'm thinking about going to the press with this when it's all over as I'm absolutely disgusted in how they've treated my children
- I / we have had very little support. I am now very concerned for my daughters future
- Communication to get through could be better however once you reach them they are helpful
- This all feels very new to me, I've only just started receiving disability allowance and all I get from everywhere is my son is on the mild side of CP
- Judy Can't OT and Michelle Humphreys have been very helpful
- If this includes early help they were unhelpful, lied and a complaint wasn't answered satisfactorily either. The manager responding also lied.
- A lot more information needs to be provided on FASD as it is something that just doesn't effect adopted children. Any alcohol drunk during pregnancy can effect the fetus and during childhood can effect the learning & behaviour brain and be misdiagnosed as ADD eg.
- Leisure facilities for children with ASD / ADHD are just not available. Please find something other than group sports - a room full of ASD children won't necessarily want to or be able to - participate in 11 a side teams of football More individual driven activities are required to make it truly accessible
- Never heard of them
- Please let parents know about you I've never known or know how to contact you or what they can help with.
- I want to know what this team actually does and how it can support us. It needs to promote its work more.
- Wondering why CAMHS is not factored in here as crucial for so many SEND diagnoses and they are not great - poor follow up
- They are a very good team who actually listen to our concerns and try to help. They keep in contact and always respond when contacted.
- Ciara Molloy and Laura Lee are both amazing. Can't rate them highly enough. Very supportive and very thorough.
- To be honest I wasn't aware half these services were available.

## Q40: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments:

- None
- I was well supported when my daughter Social Worker, there was agency once, who did not understand my daughter needs, however she was for short time.
- Feel that they did not care about my child , did not listen to my child's opinion , offered nothing , picked on my parenting
- My daughter has NEVER had any respite despite asking. The LEA agave failed her, she is not ready for adulthood. How will she cope.
- So much better overall this year.
- No social worker prior to age 18.
- A certain staff member is completely ineffective. I can't mention by name, but it's common knowledge among all the parents of kids with special needs.

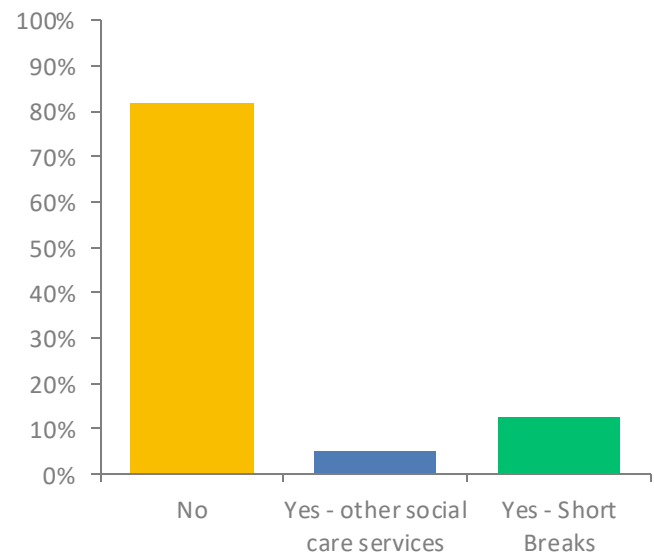
## Q40: Please let us have any additional comments about WBC Adult Social Care Team

Respondents comments:

- Told by work a
- I have two older children with SEND and my experience of WBC Adult Social Care has frequently been bad. They focus on the young person and expect the carer just to get on with it.
- We know nothing about them
- We would like to know what is on offer
- So far the adult team has been a great support. I could not make without the input. My daughter social workers is just brilliant.
- Desperately needs improvement
- Haven't spoken with them
- No idea who they are or how to contact them. Apparently all these branches of SEND are a deep secret as it's extremely difficult to make contact with anyone

# Q42: Do you receive 'direct payments' from Wokingham Borough Council to buy social care services?

Answered: 284 Skipped: 174

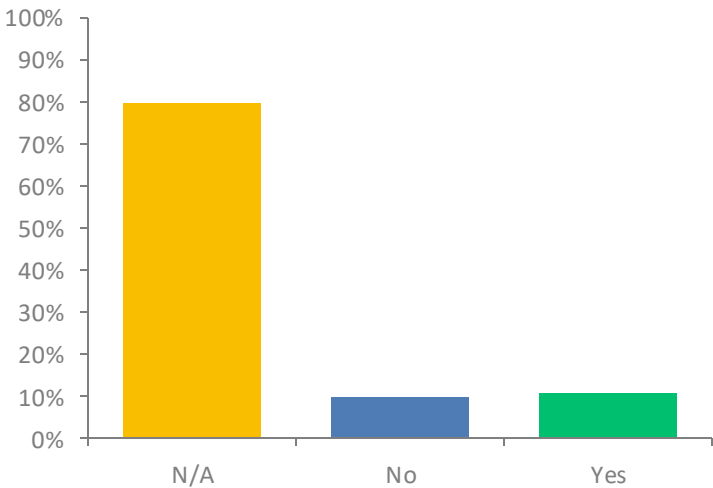


ANSWER CHOICES	RESPONSES	
Yes - Short Breaks	12.68%	36
Yes - other social care services	5.28%	15
No	82.04%	233
TOTAL	284	

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

# Q43: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Answered: 284 Skipped: 174



ANSWER CHOICES	RESPONSES	
Yes	10.56%	30
No	9.86%	28
N/A	79.58%	226
TOTAL	284	

Of that small number of responses 52% were happy with the services that they could purchase.



## Q43: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Respondents comments:

- It would be better if Short Breaks were able to organise some services for specific children as there aren't actually enough services available to help
- I don't really understand it
- We are not aware of what services we can use to support our child
- Should be able to spend the money how we see fit as parents to be able to actually have a break.
- The Direct Payments software is difficult to use, has errors and poorly written. The Payroll company regularly make mistakes in processing my payroll. I like the flexibility of direct payments but the admin of it is difficult and time consuming. I feel like I need respite after using it!
- But only because I've found my own options. There is a big gap in appropriate services
- I don't receive any, at least I don't think so
- We are happy with funding for PAs and were fortunate to find some at school.
- Don't know anything about this
- Feel unaware as to what is acceptable to use the money on and what is not. There are no clear guidelines.
- I understood that the point of direct payments was for people to arrange and choose their own support. It should be flexible and work for the individual. I was told recently that I have to look at the council's preferred providers first then prove that they can't meet my child's needs before I can use the services of my choice. The council should accept more creative ways
- Don't know anything about it
- Although not happy that we are in the same position as other parents and cannot get a personal assistant for our daughter. Wokingham need to fix this as the money is just sitting there and we do not know what else we can do with these funds
- Very little available. Almost nothing appropriate for my child needs.
- Again, I didn't know these were available

## Q43: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Respondents comments cont:

- Honestly, this has been really frustrating. My son does receive direct payments but there seems to be little support in accessing these services, or help to actually get started. A training session would have been very useful. Also, you have to arrange everything yourself which, given the amount of time I have to spare (not a lot) means this just hasn't happened. I'm sure the services would be useful, but I just find the accessibility (and information) very limiting.
- I am not sure what payment
- without the direct payment I could not provide the excellent care that my daughter needs. I am so grateful.
- I have a flexible agreement and source breaks myself, reporting everything back through the prepaid financial services account page.
- Not enough PA's available
- There is a lack of support workers trained in epilepsy so we have the money to spend on support but can't spend it!
- The payments do not solve any problems. They are money not support
- I would like to be able to use older siblings who no longer live at home.
- Mainly yes. I would like to be able to pay for a youth group holiday which is only 3/4 nights. I have been told I'm not allowed to pay for a youth group and holiday.
- Sort of and not entirely clear on how flexible I can use funds
- Having to locate services myself. Restrictions mean you can't use services run at school such as after school club or youth club which I rely on very heavily to work. Most services signposted to run during school hours which are not appropriate. Or rely on me having to transport which I cannot do due to work.
- A direct payment should be used creatively parents and young people should not be forced to use services that do not work for them.
- Have only just received approval for short breaks, however, there is a lack of provision for my son in the county, we cannot access Saturday club at Addington due to ratios so we have been offered a 1to1 for swings and smiles Saturday club which is fairly far away
- No information on what happens when they become adults

## **Q43: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)**

Respondents comments cont:

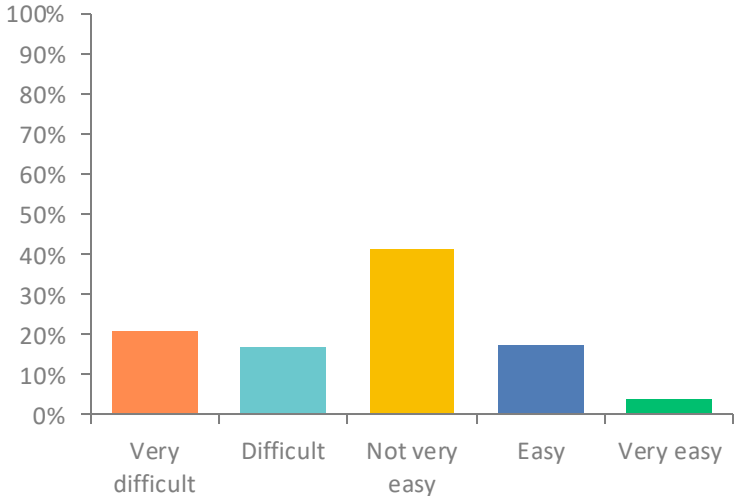
- Unable to find a suitable PA with the funding available.
- Never been told anything about direct payments
- Given funding for a PA even though we asked them to find us one as we are having no success in getting one
- Limited services to use this for
- No services available for children with SEMH difficulties
- Shortage of pa's for respite

# Information

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

# Q44: How easy do you find it to get information about what services are available and what they do?

Answered: 268   Skipped: 190

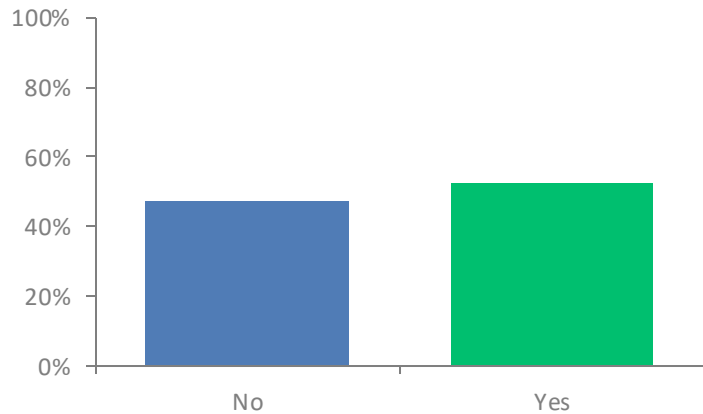


ANSWER CHOICES	RESPONSES	
Very easy	3.73%	10
Easy	17.16%	46
Not very easy	41.42%	111
Difficult	16.79%	45
Very difficult	20.90%	56
TOTAL		268

21% of respondents found it very easy/easy to get information about services and what they do. The majority, 79%, said it was not very easy, difficult or very difficult.

# Q45: Have you heard of the Wokingham Local Offer website for 0 - 25 year olds with special educational needs and/or disabilities (SEND)?

Answered: 268 Skipped: 190

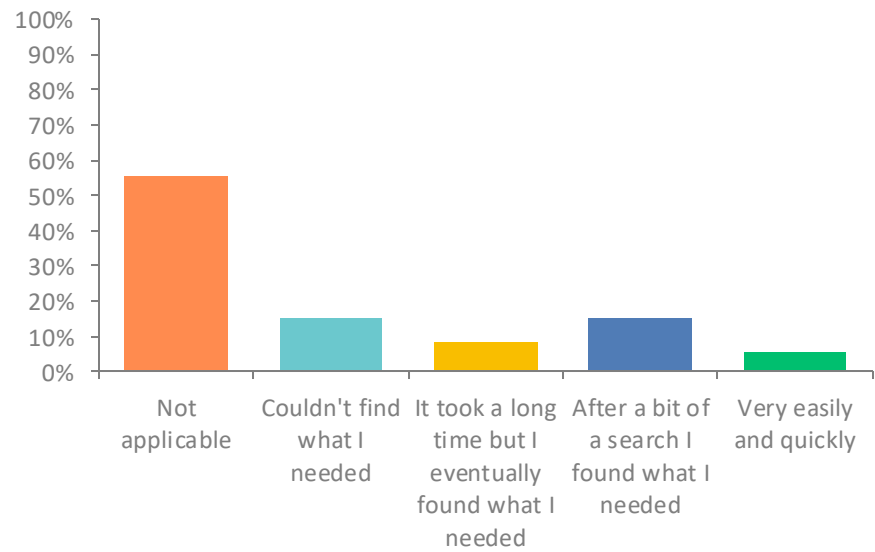


ANSWER CHOICES	RESPONSES	
Yes	52.61%	141
No	47.39%	127
TOTAL		268

Just over half the respondents had heard of the Wokingham Local Offer website.

# Q46: If you HAVE used the Wokingham 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: 268 Skipped: 190



ANSWER CHOICES	RESPONSES	
Very easily and quickly	5.60%	15
After a bit of a search I found what I needed	15.30%	41
It took a long time but I eventually found what I needed	8.58%	23
Couldn't find what I needed	14.93%	40
Not applicable	55.60%	149
TOTAL		268

For those who had used the Wokingham Local Offer website, 47% of respondents said that they found what they were looking for very quickly or after a bit of a search. However, 53% said it took a long time or they couldn't find what they were looking for.

## **Q46: If you HAVE used the Wokingham 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?**

Respondents comments:

- We have heard that there is Wokingham Local Offer but have not been aware it applies to our child.
- Not heard of this
- It's too vague,
- Not been notified. therefore no idea what it is/what it offers
- Local offer has poor provisions
- Not enough services available
- I found the local offer information of my child's primary school incorrect (mentions the support which they do not provide). I pointed this out to the school over a year ago and they unfortunately do not seem to care to correct / improve it. They are not held accountable even if they are not taking what they are committing in their own Local Offer statements seriously.
- Would rather not choose an option as I've not used it for quite some time. To be honest I get most of my info via Facebook groups
- Information on schools in wider area was limited
- Not used yet
- Booklet which came through the door putting all info in same place was much more helpful.
- Local offer was mentioned in conversation a few years ago as though we automatically knew what it was. We didn't at the time.
- When CAMHS told me to try the emotional wellbeing hub I struggled to find out how to access it. The council switchboard where very kind, it took them 10 minutes to find out how to connect me with the new service. Emails have been sent, but a week later I have had no response from the school or anyone
- Don't know anything about it
- It's not worth it - it's not vetted sufficiently. We've had multiple instances of services advertised as being able to meet ASD/ADHD needs and the reality is completely different and it's clear they have very little experience and it's wholly inappropriate. We cannot trust anything on there now as we've been burnt too many times
- Not bothered looking
- Dont know how to get or find things



## **Q46: If you HAVE used the Wokingham 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?**

Respondents comments cont:

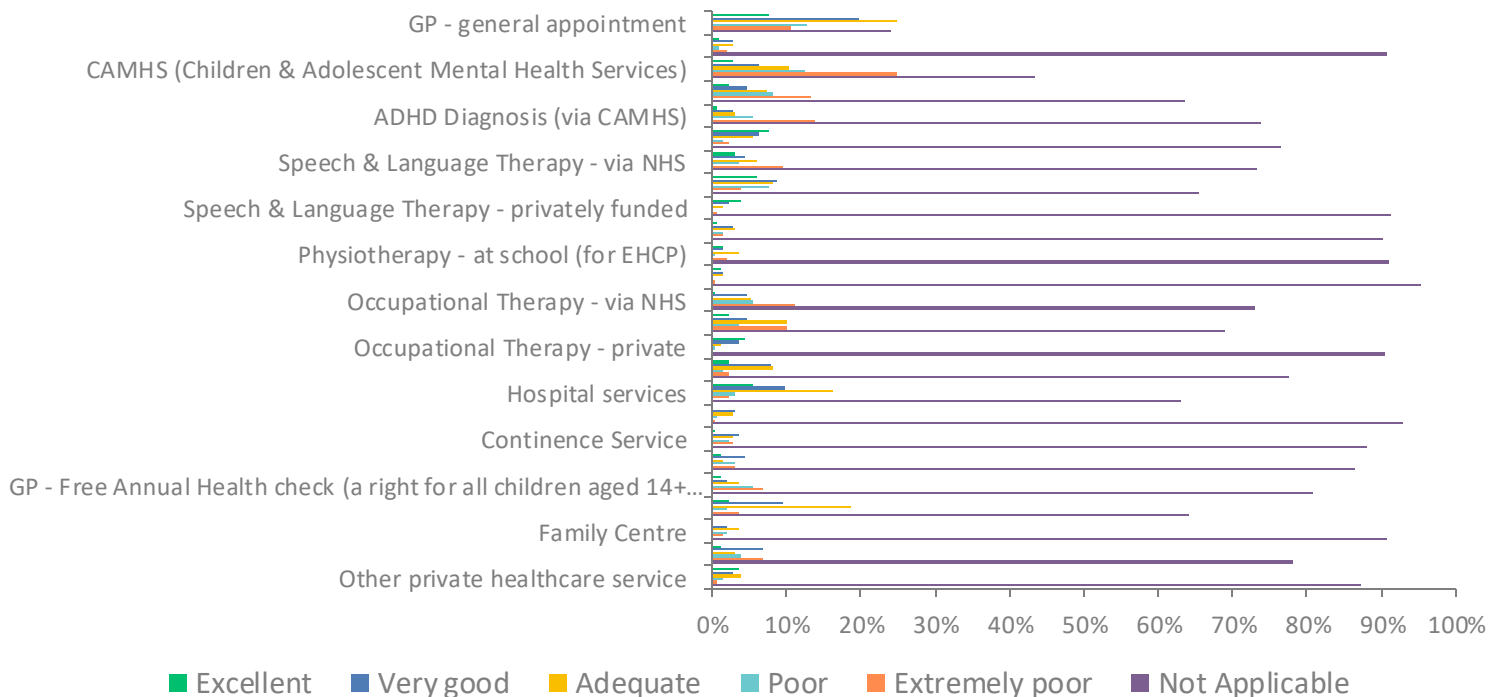
- Didn't know they existed
- Way too long, too vague
- Not clear and am not confident that I have found all the relevant information .
- Wokingham Local Offer does not actually have much to offer. What is on offer is difficult to get as the group owners never reply or claim that they're full
- Reading local offer is alot easier to find things and also get emails with latest things - I do not believe Wokingham do this?
- I don't understand this local offer thing
- Needs more detail especially about college services
- Managed to find more schools than what was on the local offer by using google
- Don't know what this is
- Simplify it!
- Hard to follow relies on you knowing what is available in order to find an answer.
- But not always what you require
- I find both it and the booklet difficult to understand and use. What is relevant to us? What do we need? I would prefer a person to talk to be honest. It's just a load of confusing adverts.
- Cannot find anything suitable as links are either dead or do not actually offer anything suitable

# Healthcare Services

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

# Q47: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Answered: 258 Skipped: 200



■ Excellent 
 ■ Very good 
 ■ Adequate 
 ■ Poor 
 ■ Extremely poor 
 ■ Not Applicable

# Q47: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Answered: 258 Skipped: 200

	EXCELLENT	VERY GOOD	ADEQUATE	POOR	EXTREMELY POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE	% of respondents* w ho rated service excellent/very good	% of respondents* w ho rated service poor/extremely poor
GP - general appointment	7.78% 20	19.84% 51	24.90% 64	12.84% 33	10.51% 27	24.12% 62	257	2.98	36%	31%
Portage (for pre-school children)	0.81% 2	2.82% 7	2.82% 7	0.81% 2	2.02% 5	90.73% 225	248	3.04	39%	30%
CAMHS (Children & Adolescent Mental Health Services)	2.76% 7	6.30% 16	10.24% 26	12.60% 32	24.80% 63	43.31% 110	254	3.89	16%	86%
ASD Diagnosis (via CAMHS)	2.37% 6	4.74% 12	7.51% 19	8.30% 21	13.44% 34	63.64% 161	253	3.71	20%	60%
ADHD Diagnosis (via CAMHS)	0.79% 2	2.77% 7	3.16% 8	5.53% 14	13.83% 35	73.91% 187	253	4.11	14%	74%
Private mental health services	7.54% 19	6.35% 16	5.56% 14	1.59% 4	2.38% 6	76.59% 193	252	2.36	59%	17%
Speech & Language Therapy - via NHS	3.17% 8	4.37% 11	5.95% 15	3.57% 9	9.52% 24	73.41% 185	252	3.45	28%	49%
Speech & Language Therapy - at school (for EHCP)	5.95% 15	8.73% 22	8.33% 21	7.54% 19	3.97% 10	65.48% 165	252	2.85	43%	33%
Speech & Language Therapy - privately funded	3.98% 10	2.39% 6	1.59% 4	0% 0	0.80% 2	91.24% 229	251	2	73%	9%

# Q47: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Answered: 258 Skipped: 200

	EXCELLENT	VERY GOOD	ADEQUATE	POOR	EXTREMELY POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE	% of respondents* w ho rated service excellent/very good	% of respondents* w ho rated service poor/extremely poor
Physiotherapy - via NHS	0.79% 2	2.76% 7	3.15% 8	1.57% 4	1.57% 4	90.16% 229	254	3.04	36%	32%
Physiotherapy - at school (for EHCP)	1.57% 4	1.57% 4	3.54% 9	0.39% 1	1.97% 5	90.94% 231	254	2.96	35%	26%
Physiotherapy - privately funded	1.19% 3	1.59% 4	1.59% 4	0% 0	0.40% 1	95.24% 240	252	2.33	58%	8%
Occupational Therapy - via NHS	0.40% 1	4.76% 12	5.16% 13	5.56% 14	11.11% 28	73.02% 184	252	3.82	19%	62%
Occupational Therapy - at school (for EHCP)	2.35% 6	4.71% 12	10.20% 26	3.53% 9	10.20% 26	69.02% 176	255	3.47	23%	44%
Occupational Therapy - private	4.38% 11	3.59% 9	1.20% 3	0.40% 1	0% 0	90.44% 227	251	1.75	80%	4%
Community paediatrician	2.37% 6	7.91% 20	8.30% 21	1.58% 4	2.37% 6	77.47% 196	253	2.72	46%	18%
Hospital services	5.51% 14	9.84% 25	16.14% 41	3.15% 8	2.36% 6	62.99% 160	254	2.65	41%	15%
Wheelchair services	0% 0	3.16% 8	2.77% 7	0.79% 2	0.40% 1	92.89% 235	253	2.78	44%	17%

# Q47: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Answered: 258 Skipped: 200

	EXCELLENT	VERY GOOD	ADEQUATE	POOR	EXTREMELY POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE	% of respondents* w ho rated service excellent/very good	% of respondents* w ho rated service poor/extremely poor
Continence Service	0.40% 1	3.59% 9	2.79% 7	2.39% 6	2.79% 7	88.05% 221	251	3.3	33%	43%
Health Visitor	1.20% 3	4.38% 11	1.59% 4	3.19% 8	3.19% 8	86.45% 217	251	3.21	24%	47%
GP - Free Annual Health check (a right for all children aged 14+ with a learning disability)	1.20% 3	2.01% 5	3.61% 9	5.62% 14	6.83% 17	80.72% 201	249	3.77	17%	66%
School nurses team	2.37% 6	9.49% 24	18.58% 47	1.98% 5	3.56% 9	64.03% 162	253	2.86	33%	15%
Family Centre	0% 0	1.99% 5	3.59% 9	1.99% 5	1.59% 4	90.84% 228	251	3.35	22%	39%
Priority Dental Service	1.20% 3	6.77% 17	3.19% 8	3.98% 10	6.77% 17	78.09% 196	251	3.38	36%	49%
Other private healthcare service	3.61% 9	2.81% 7	4.02% 10	1.61% 4	0.80% 2	87.15% 217	249	2.47	50%	19%

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "GP - GENERAL APPOINTMENT"

- 1 Wokingham Medical Centre's service is extremely poor.
- 2 Luckily, our child is in a good physical health.
- 3 Can't get through
- 4 For standard GP care not related to have an SEN 5 has not seen the GP in years
- 6 Waiting over a year for medication - still waiting
- 7 It is so difficult to get an appointment with a Dr these days!
- 8 I have an outstanding Gp and know I'm extremely lucky.
- 9 Availability of appointments is hopeless. When we eventually our call gets answered (Normally held in a queue for more than 30 minutes), we are told all appointments are taken.
- 10 cant get appointments
- 11 Our GP is superb
- 12 They are aware of my daughters needs and treat her respectfully. She would not attend or speak to anyone without me
- 13 Couldn't get an appointment/ appropriate blood forms to test son, resulted in being taken to a&e where he was diagnosed with Type 1
- 14 Almost impossible to get an 'regular' appointment. 6/29/2022 9:42 PM
- 15 One GP who did a referral to CAMHS A&D wrote so little that A&D tried to reject the referral. I had to speak to A&D directly and have the decision reversed. Our registered GP is really good though and has been really helpful
- 16 No availability. Abysmal and the pandemic gets the blame for poor care
- 17 Still can not get a face to face appointment at my doctors...it is always a call back for my son
- 19 Appointments difficult to get , would not really help
- 20 GP listens to our concerns and makes referrals where needed
- 21 Had no help from gp for my child.
- 22 It's impossible to get an appointment. My surgery now only does same day appointments, if your lucky to get one. It took 122 call to speak to the receptionist who said they had nothing left.
- 23 Not easy for anyone to get go appointment these days

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "GP - GENERAL APPOINTMENT" cont.

24 GP - Covid vaccines

25 It is always a fight hope it improve in the future

26 Not seen GP

27 Can't make an appointment as no appointments available

28 Son is extremely phobic, not seen regularly and never have time to make it a good experience

29 don't listen

30 They just can't/ won't help us

31 Only way to get anything done for my child

32 Difficult to get appointments, and rarely see an actual dr

33 our GP has been our lifeline in the last 12 months



## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "PORTAGE (FOR PRE-SCHOOL CHILDREN)"

1 Zoom calls for preschool children do not work

2 Been waiting over 18 months for a call or email.

3 Runs completely differently to our special school, seems ABA based and completely put off my son from doing educational activities, we left in the end because it was stressing him out, provision at Addington is totally different and he is coming on in leaps and bounds

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "CAMHS (CHILDREN & ADOLESCENT MENTAL HEALTH SERVICES)"

- 1 CAMHS stopped their referral over the summer break and did not tell us. It takes too long for referrals whilst children are suffering
- 2 Still waiting for an assessment! 3 years waiting list is not acceptable
- 3 Assessed our child without even seeing her. Pre-diagnosed autism, with a waiting time of 18-24 months to obtain a full diagnosis. In the end, private consultants discarded autism at all, diagnosing anxiety-related issues. Following CAMHS diagnosis could have caused serious problems in our child's development.
- 4 They made the ASD diagnosis after paying for a private appointment which was awful.
- 5 Very slow in responding if at all to email communication.
- 6 We are under 2 north Hampshire CAMHS
- 7 Still waiting after referral
- 8 But only for accessing medication, no other support has been provided
- 9 Waiting times
- 10 Haven't heard from anyone for a long time
- 11 We have a fantastic relationship with Dr Langley.
- 12 Good service but waiting times exceptionally long and not appropriate to provide timely help,
- 13 Wouldn't even speak to me - too busy
- 14 Still waiting for camhs
- 15 Dr Langley is exceptional in holistically supporting my child.
- 16 Still on a waiting list after years
- 17 different strands of camhs have different waiting lists. Would be better to assess more holistically
- 18 Woefully under resourced. Appalling families are put through the trials they are. Waiting times for us have led to an imminent family (& potentially likely) family breakdown.
- 19 Waiting lists are far too long if you can even access a place on a waiting list, not enough (any) specialists in ASD

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "CAMHS (CHILDREN & ADOLESCENT MENTAL HEALTH SERVICES)"

20 X had a traumatic life culminating in the death of her father. I asked for help. I didn't get it

21 cant get appointments

22 Extremely long waiting lists for assessments 2+years for ASD, 3+ years for adhd

23 Still awaiting an appointment

24 Can't access mental health services is what it should stand for

25 Having had an appalling experience with my older child I do not want to have anything to do with CAMHS.

26 Even with risk of going into care, my son still had to wait on the medications pathway to go back on meds he'd previously stopped taking. Now he's in care he's off their list as not living in the area!!

27 Never any communication. Hard to get hold of. Ineffective. Gave up on them ages ago.

28 Time scale too long however helpful once seen

29 My 16 year old had 3 referrals to CAMHS and took an overdose before they received really help. Their therapist now is wonderful. My other child (10) is on the waiting list with A&D and although is a priority to be seen due to not attending school will not be seen for several months yet. I know the service is struggling but so are the families trying to support their children

30 Gave up with CAMHS years ago!

31 Once you get a person they are amazing sue Beale wow what a woman!

32 Not used

33 Awful communication, awful providers of information, awful wait times

34 Waiting lists are 4 years to which point some children aren't even seen any more or their issues are so extreme it becomes unmanageable

35 X was seen once by a paediatrician then discharged! Tried to get another appt as he's displaying difficult behaviour with his outbursts but we was refused an appointment

36 Waiting to hear back from referral recently submitted

37 Waiting times

38 A four and a half year wait for diagnosis!!

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## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "CAMHS (CHILDREN & ADOLESCENT MENTAL HEALTH SERVICES)"

39 Have tried contacting and never can get throu regarding assessment

40 Very long wait for assessment, no communication

41 Long wait times

42 Still waiting for our appointment since 2019 chased but never had a reply.

43 We went private to get help, as the service takes too long to engage.

44 No interest in helping even though demand avoidant profile is driven by anxiety

45 Due to waiting list time we had to go privately

46 Not enough resources

47 It's taken several years to even get on the waiting list, and my child won't be seen for another 3-5 years

48 Waiting list is insane. GP told us not to bother, and go straight for private support.

49 Was referred to a service within CAHMS that was not appropriate, Childs mental health was not improved but they were discharged from the service and then from CAHMS.

50 We have been waiting for a CAMHS appointment for over 10 years.

51 They were very good but extremely unnecessary long wait.

52 Awful. Can't even get through on the phone and took them 3 months to call me back for a simple change of address

53 I have had no dealings with CAMHS as they never pick up the phone or call you back when you leave a message.

54 I understand how busy camhs are, currently on the wait list.

55 Awaiting nearly 2 years

56 only 1 face to face appointment in last three years

57 Waited 2 years for help. But was good when it was finally given.

58 Dismissed emergency CAMHS referral from school and virtually impossible to follow-up

59 Waited years for first assessment then another year before diagnosis at age

60 No contact last 12 months

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "CAMHS (CHILDREN & ADOLESCENT MENTAL HEALTH SERVICES)"

61 Very much a tick box exercise by the time referral came round, waited 2 years for diagnosis and this was for a high needs case, with a fair amount of chasing from us as well

62 Long waiting lists

63 Still waiting for an appointment

64 3 year waiting list is too long to help my children

65 ADHD after care with meds changes give great support

66 3 year waiting list! Originally referred over 10 years ago but nothing happened.

67 waiting list so long waste of timer

68 My child is so anxious she cannot speak at times and yet all I've been offered is a course (while I've got two children at home plus all the fighting for services to do)

69 They have basically said there is nothing more they can do except try new medication which he refuses to take

70 Recently discovered through an SAR to the LA that our child was referred to CAMHS over 10 years ago and nothing was done. A new referral was made last year which has a 3 year waiting list before our child will be seen

71 Child with 3 suicide attempts is unlikely to be seen by camhs for over a year

72 they have blamed us as parents and tried to get coerce our child into saying we were the problem which made them very angry and distrusting of the service

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "ASD DIAGNOSIS (VIA CAMHS)"

- 1 They made the ASD diagnosis after paying for a private appointment which was awful.
- 2 We were put in a waiting list for assessment and postponed multiple times since 2014. Hence we paid for private assessment, to be able to support the school to develop the right plan that will better support our child needs.
- 3 3+years waiting.
- 4 Lovely, but super long waiting list
- 5 Waiting on assessment 7/6/2022
- 6 Again haven't heard anything for a long time
- 7 Had her diagnosis 2018 7/6/2022
- 8 Takes far to long for a diagnosis. Not acceptable.
- 9 On waiting list but 8 months, so went private instead.
- 10 Wouldn't even speak to me - too busy
- 11 Had to go private as the waiting list was years long
- 12 Too long waiting list for diagnosis
- 13 Our case was rejected 4 times (hugely ridiculous) therefore had to gain it privately
- 14 Waiting lists too long if able to access leaves children and families with no support
- 15 camhs were good at spotting the need which i am grateful for but the wait time is unacceptable
- 16 Once received appointment date all very quick and thorough
- 17 Couldn't get accepted on the waiting list
- 18 The tests they use for ASD don't always pick up those with differing traits linked with PDA
- 19 Never been offered - probably should have been.
- 20 Time scale too long however helpful once seen
- 21 Very very long wait times. Very good assessment with my son but very poor with my daughter
- 22 Though time spent on waiting list was far too long
- 23 Ridiculous waiting times

SEPT 2022

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "ASD DIAGNOSIS (VIA CAMHS)"

24 Diagnosis was 2019 but a great service from CAMHS.

25 Not used since 2016

26 Pending assessment, long long waiting list

27 Would like to have been informed that waiting lists have increased rather than having to chase myself.

28 Supposed to be on ASD pathway for original referral & was not. recommended by psychology uk who did adhd assessment to put on asd pathway- CAMHS did not bother

29 Awful communication, awful providers of information,

30 See above comment

31 Waiting times

32 Can't get through trying to ring regarding assessment

33 This was through healios

34 See above

35 Was done privately as could not wait

36 We went private sites to waiting lists

37 Too long a waiting list. They need more funding to help.

38 No advice or support after diagnosis certificate given just some pamphlets to look at at home.

39 Awful waiting times

40 Awaiting 2 years nearly

41 ASD waiting list too long - expecting assessment in 2023

42 See above 6/9/2022

43 3 year waiting list is too long to help my children

44 3 year wait - don't need to say more. Not even a service is it?

45 couldn't get appointment - paid for private - where do I send my credit card bill ?

46 Still on the waiting list

47 Gave up and went private

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "ADHD DIAGNOSIS (VIA CAMHS)

- 1 She is on the waiting list for a diagnosis.
- 2 My child needs meds to achieve but can't have them as not got a formal diagnoses and will be in secondary school by the time this happens. so education wise my child is already failed
- 3 Had to go private
- 4 We were put in a waiting list for assessment and postponed multiple times since 2014. Hence we paid for private assessment, to be able to support the school to develop the right plan that will better support our child needs.
- 5 We did this privately and had it accepted by CAMHS due to the journey we have had to get to this point.
- 6 Waiting on assessment
- 7 Diagnosed with ADHD 6 years ago
- 8 Had to go private because of waiting times
- 9 4 years wait
- 10 Still waiting
- 11 Waiting list is unacceptable.
- 12 See comment above
- 13 Wouldn't even speak to me - too busy
- 14 Our case was rejected 4 times (hugely ridiculous & unacceptable) therefore had to go privately
- 15 Waiting lists are too long if they can be accessed leaving children and families without support
- 16 still on waiting list
- 17 as above
- 18 Once received appointment all very quick and efficient
- 19 Still awaiting an appointment
- 20 Couldn't get accepted on the waiting list
- 21 was a long time ago and was before the horrendous wait times

SEPT 2022



## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "ADHD DIAGNOSIS (VIA CAMHS)

22 Never been offered - probably should have been.

23 Awaiting assessment still

24 Still waiting to hear

25 Time scale too long however helpful once seen

26 My other 10 year old (I have twins) is still waiting assessment and I had to self refer as school aren't experienced enough to see signs in children

27 Sloooooow

28 On the waiting list.

29 Waiting list is 3 years by which time my child will be an adult.

30 Awful communication, awful providers of information, aw

31 See above comment - Also, the need to go on ANOTHER waiting list for medication after diagnosis is an absolute waste of time. Years more of a wait when medication could be discussed or tried at the point of diagnosis if required... that's what happens in MOST other CAMHS areas of the country.

32 Privately diagnosed

33 Waiting times

34 Can't get through when trying to ring regarding assessment

35 Went privately but had to wait for CAMHS to rubber stamp the diagnosis so then further delayed the process

36 3 year wait to be seen - at least!

37 Going private due to waiting lists

38 We have been waiting for a CAMHS appointment for over 10 years.

39 Still waiting for assessment

40 Still waiting on an assessment 3 years later even being on priority waiting list with no indication of how much longer the wait is

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "ADHD DIAGNOSIS (VIA CAMHS)

41 Waiting lists were shorter a decade ago when we used them

42 Still waiting for an appointment

43 We waited a year about 4 years ago. Now about 2.5 year wait despite what they are saying. Also not really a service is it? When a family is in crisis they need help then. Not come back in 2.5 years, here's a leaflet and a website. No parental support after diagnosis either, like ASSIST

44 Still waiting for an appointment

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "PRIVATE MENTAL HEALTH SERVICES"

- 1 Berkshire Independent Hospital, The Priory Group and Great Ormond St Hospital
- 2 Besides the diagnosis, we have not used any private mental health services.
- 3 We did a private ADHD assessment, this took a couple of months to arrange and then another month or so for the report.
- 4 Having to pay for a service I cannot afford due to school no longer providing the therapy.
- 5 Cardinal Clinic are amazing.
- 6 Child attends Cherry Croft for therapy funded by Social Care.
- 7 expensive
- 8 Couldn't get accepted on the waiting list
- 9 Wish I could afford to get this for him!
- 10 Too expensive for most people to access and used because of the failings in the system.
- 11 Private services are much better on wait times, advice and support. I sadly can't access private services due to my low income
- 12 Paying seems to be the only way to help your child in this area
- 13 We used a private child psychiatrist and psychologist- both paid privately as not available from Wokingham.
- 14 Extremely expensive with prices rising and an unmonitored price creating inequality in the prices parents are forced to pay to get help for their child due to CAMHS failures
- 15 Cardinal clinic very good
- 16 Delivered a report for us with lots of support and guidance. Understood our challenges and received report promptly.
- 17 GP told us to go private.
- 18 I have had to fund counselling for my child myself as waiting list was way too long for NHS
- 19 ASD diagnosis was very quick to arrange and happy with the service.
- 20 Getting ASD tailored services is difficult
- 21 Even privately there are long waits now. Early intervention isn't an option now.

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "PRIVATE MENTAL HEALTH SERVICES"

22 no in debt

23 We cannot afford this

24 Too expensive to be accessible

25 private asd diagnosis was helpful and we have private counselling/therapy in place

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "SPEECH & LANGUAGE THERAPY - VIA NHS"

- 1 Wasn't even offered.
- 2 No communication
- 3 The speech therapist is a nightmare she doesn't call back, does not reply to emails & takes nearly 7months to send out a report!! How are children with speech delay supposed to make any progress or get support!!!
- 4 Been on a waiting list for 4 years
- 5 Not been able to access
- 6 long time ago, definitely not as good as private
- 7 Not had SALT assessment
- 8 Dingley SLT
- 9 See previous.
- 10 Poor communication, awful wait times, awful support
- 11 We have been left feeling unsupported when my child has a severe speech and language disorder. We do not feel they are meeting his needs or helping him reach his potential.
- 12 Good service, too long to access
- 13 My son had an assesment at school 2years ago and we didn't even recieve the report or any follow up on help,advice!!My son is 6 and still cannot hold a conversation!!
- 14 They called me to ask if I felt their services would be needed for my child's EHCP, I said I don't know, I have no idea what you do, so she said ok well if there's nothing It dies r sound like we are needed- ?!?
- 15 Just say we can't help but private salt offered number of options
- 16 Daughter visited twice in 18 months. Extremely unhappy with the service provided
- 17 We waited over a year to be assigned a therapist, and when we finally did we had two appointments and was informed she was leaving. So now we have waited months and still have no replacement. My daughter is non verbal and would really benefit from consistent ttherapy
- 18 He gets this at school
- 19 My son is on waiting list which is poor quality. But my son was viewed by salt for ehcp only which shows they can help parent in speech very much. But waiting is very poor ad child is not getting support at right time.

SEPT 2022

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "SPEECH & LANGUAGE THERAPY - VIA NHS"

20 Sent lots of sheets, so onus on us to do things as child not at school.

21 Paid private for therapist as awful service not any help until ECHP was in place

22 No contact last 12 months

23 School has not gone back to SALT despite identified needs/ not being met/achieved.

24 access ?

25 Via cypit. Told us lots of things they can't and won't do. Nothing actually useful they can do. They have discharged her.

26 Did not know this exists

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "SPEECH & LANGUAGE THERAPY - AT SCHOOL (FOR EHCP)"

- 1 Still waiting
  - 2 Been on a waiting list for 4 years
  - 3 Haven't been offered it.
  - 4 Child unable to access school due to trauma from incorrect provision at schools
  - 5 the therapist was helpful but due to case load could not help with the intervention needed
  - 6 Feels very light touch from what I've heard. 6/30/2022
  - 7 Seems impossible to access 6/30/2022
  - 8 Quick and respond to the EHCP request for assessment.
  - 9 Dingley SLT
  - 10 But now waiting on a report so we know how leo got on with his sessions
  - 11 The school are doing their best to meet his needs.
  - 12 Same as above!
  - 13 Provided by the school (outside the borough
  - 14 My child has been discharged from the service because she can speak! However she needs to work on clarity of speech, conversational skills and understanding the language. The support falls to the classroom assistant who is not qualified
  - 15 Can't get support at school
  - 16 School claim that this is not something they do
  - 17 . Most SALT came from Keyworker at Dingleys
  - 18 Dingleys promise have been invaluable and are working with my daughter very well
  - 19 Not sure how much he receives , but should be built into his curriculum
  - 20 Gets SaLT support through school if required
  - 21 Sent lots of sheets, so onus on us to do things as child not at school.
  - 22 Was told it was not available
  - 23 School state that they do not offer this service
- SEPT 2022

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

### 1 COMMENTS FOR "PHYSIOTHERAPY - VIA NHS"

- 1 No communication
- 2 Just started using NHS physio for back problem
- 3 Haven't been offered it
- 4 Have been unable to access to date
- 5 Waiting to be seen
- 6 Dingley Physio
- 7 Usually misdiagnoses
- 8 Nothing since lockdown
- 9 Discharged before services provided

### COMMENTS FOR "PHYSIOTHERAPY - AT SCHOOL (FOR EHCP)"

- 1 No communication
- 2 Unable to access
- 3 Nothing has been

### COMMENTS FOR "PHYSIOTHERAPY - PRIVATELY FUNDED"

- 1 Expensive
- 2 We cannot afford



## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "OCCUPATIONAL THERAPY - VIA NHS" DATE

- 1 A parent's presentation on Sensory Needs. Not helpful. My daughter needs a personalised sensory diet / plan for school.
- 2 Been on a waiting list for 4 years
- 3 Not been offered it
- 4 None provided
- 5 Still waiting to be seen - 18 months so far
- 6 referral in, not yet seen 6/30/2022
- 7 Waited 8 months to then get invited on a course. Nobody saw our daughter and now no further help offered. To be expected I guess.
- 8 Don't offer suggestions on how he could manage better. I don't know what can help- you don't know what you don't know- but you only get something if you ask for it. Would like someone to see what he can do, the advise what we could use or do to help him be more independent I.
- 9 I had an OT come round as I wanted some advice on my son's playroom. They offered to convert my bathroom to a wet room which I did not want or need! I think the OT thought "disabled" = "needs a wet room"! One disability fits all!
- 10 Was ok for the physical stuff but sensory wise it's a joke!
- 11 Not offered
- 12 waiting 3years already with no sucess
- 13 An online course only which did not help any further. I need to see an OT for a sensory diet for my child - on waiting list for private referral.
- 14 Not had an assessment in 6 yrs
- 15 Dingley OT
- 16 Sensory Workshop
- 17 Still waiting for an appointment after 3 years
- 18 Waiting for refural
- 19 My child had a 5 minute assessment. Because she sat up straight and held a pencil I was told she didn't need support and wouldn't meet the criteria. Therefore we went private
- 20 Won't support
- 21 Impossible to access any help for a dyspraxic child

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "OCCUPATIONAL THERAPY - VIA NHS" DATE cont.

22 Was not offered

23 Been waiting 2 years for any information.

24 We have been waiting for OT for almost 2yrs and still haven't received anything.

25 1 parent session terrible no other input

26 Very hard to access, sensory course not fit for purpose for young children

27 Not available unless chronically chronic

28 ? again lacking access

29 She's still on waiting list

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "OCCUPATIONAL THERAPY - AT SCHOOL (FOR EHCP)"

1 Been on the waiting list for months

2 Not available.

3 No communication

4 Occupational therapist consultation have been organised by our primary school (Shinfield St Mary's). We found them extremely useful as we manage to develop practical strategies both for classroom and home support. Brilliant SEN support in school, excellent communication with us, good teamwork with tangible and visible impact on our child learning, behaviour, self-esteem, understanding of the world and others.

5 Been on a waiting list for 4 years

6 Huge turnover of staff leading to non-existent/ inconsistency

7 Unable to access school due to school trauma due to incorrect provision

8 Child unable to access due to EBSA

9 As above but was meant to happen via the Ehcp

10 Never visit to check on how he is doing and if anything could be done to help him be more independent/exercises that would help.

11 Still waiting for assessment. No feedback to enquiries

12 Working to plan/suggestions made a few years ago

13 SENCO referred last year, still waiting to see someone.

14 did not receive support

15 Still waiting. EHCP are using advice from approx 7 years ago

16 Timescales exceeded. Plan finalised 2 months ago and still not had the ot assessment

17 Have apparently been referred by the school but no update since

18 Waiting for final referral

19 Can't access as nhs as will not support

20 Rarely happens

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "OCCUPATIONAL THERAPY - PRIVATE"

- 1 We are on a private waiting list for this.. Another £700!!
- 2 Cannot afford to go private
- 3 We've used 2 private companies and both been so thorough and amazing help
- 4 WE have paid privately for this in the past - as waiting for WBC team took too long/was too light touch in nature.
- 5 Awaiting full assessment, but so far have been much more responsive and thorough.
- 6 Sharon Wignall, Windsor OT. Above and beyond.
- 7 Had private assessment
- 8 Brilliant service. The therapist has picked up on several issues and without this support my child would be less independent
- 9 Waiting lists now are quite long even privately
- 10 Again, private professionals actually seem to want to help
- 11 We cannot afford this
- 12 Windsorian Occupational Therapy, worth their weight in gold!

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "COMMUNITY PAEDIATRICIAN"

- 1 She is currently being treated to help daytime and bed wetting.
- 2 Has not been offered
- 3 Very very slow at referrals. Staff on reception lovely (Dingley) and meds gets sorted ok.
- 4 Seeing Paediatrician for urology - wetting issues.
- 5 Waste of time.
- 6 Dr Needham is excellent
- 7 There is a communication barrier with her paediatrician and information is often recorded incorrectly, but apart from that the service has been fine.
- 8 We were discharged over COVID, not under school paediatrician
- 9 Dyspraxia diagnosis confirmed
- 10 Never been able to access a paediatrician despite requesting gp referral
- 11 Didn't know there is one !

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "HOSPITAL SERVICES"

- 1 Not enough understanding of ASD adhd etc
- 2 Should be a mental health nurse and dr at all times In A&E with so many children daily taken in with mental health issues.
- 3 ENT consultant was helpful when eventually seen
- 4 I generally am pleased with the service my son received at RBH both as an In-patient and Outpatient, have had good experiences
- 5 concerns listened to and diagnosed Asthma. Follow up appointments were thorough
- 6 Under various NHS clinics and Community Dental service
- 7 Ignores our child just like the LA
- 8 A&E very unsuitable for autistic children
- 9 A&E suicide overdose admission - poor communication with us about what was or likely to happen, no empathy at all, clearly just wanted rid, CAMHS rapid response to me to do things that made them happy!

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "WHEELCHAIR SERVICES"

- 1 I would like a wheelchair. Dingley referred my niece for a wheelchair. I've yet to hear from someone about it
- 2 I asked for a referral to this service, but heard nothing...couldn't wait due to my son being a danger unless in a chair, so had to save for the chair myself!!
- 3 Was awarded special buggy

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "CONTINENCE SERVICE"

1 No follow up or assistance

2 can't really comment recently as all went wrong with the pandemic and never been seen since

3 Just started engaging with them, so cannot judge yet.

4 My son is 6 and still in Nappies. Advice was ridiculous when I actually managed to get hold of someone..then recieved 1 call and never heard from them again.I am still struggling to purchase my 6 year old..8 stone son nappies that actually fit him comfortably!!t

5 Been told to do myself. Have tried 4 times to try tamrain with help of dingleys. No success but have to do myself

6 Some seem to get nappies free where we have to try washables and there is a huge delay in delivery

7 Nappies not provided for a year because he has a stable bladder even though impossible to toilet train because of behaviour. Products when finally accessed are not suitable



## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "HEALTH VISITOR"

- 1 A nurse came once, provided a book totally unsuitable for our child's age, and never heard anything again.
- 2 Community nurse lovely but never around because she has too many patients to see
- 3 What health visitor??
- 4 Never saw a health visitor after around 1 years of age!
- 5 Iqra was our health visitor and was amazing but has now left. Since that we have had no help.
- 6 Although the health visitor has kept in touch, they seem to know little to nothing about my daughters disabilities so have not been much help. Maybe they should all receive a level of training in these areas.
- 7 Felt just going through a process had to take time off work for appointments just to get ECHP in place
- 8 who ? 6/1/2022 12:15 PM
- 9 Not seen one since child was aged 3 years

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "GP - FREE ANNUAL HEALTH CHECK (A RIGHT FOR ALL CHILDREN AGED 14+ WITH A LEARNING DISABILITY)"

- 1 Didn't know it existed!
- 2 Didn't know this existed
- 3 Didn't know this was a thing
- 4 Havent heard about this
- 5 didn't even know this was available
- 6 Didn't know This existed
- 7 I wasn't aware of this.
- 8 I didn't even know this was available. This would be very helpful
- 9 Didn't know this was a thing!
- 10 Not been offered one
- 11 Didn't know this was available
- 12 What health check???
- 13 Not been informed this is available not been offered
- 14 I didn't even know about this!!!
- 15 Not seen GP since she moved to Wokingham in October 2021
- 16 Didn't know it was available and not been contacted
- 17 Not had one!
- 18 Didn't know he could get this. Can he have it with ASD?
- 19 Don't think my son has had this.
- 20 Only just turned 14 and not living here so under different GP
- 21 Didn't know this was an option.
- 22 Didn't know this existed
- 23 Tried to get an annual health check for my son, filled out an online form, never got to see or speak to a GP

SEPT 2022

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

COMMENTS FOR "GP - FREE ANNUAL HEALTH CHECK (A RIGHT FOR ALL CHILDREN AGED 14+ WITH A LEARNING DISABILITY)"

24 Wasn't aware of this / will follow up and book with

25 Not had one

26 Surgery was not aware of this, I has to insist. Felt it was just a tick box exercise with no real benefit.

27 Didn't know this existed

28 No idea what this is?!

29 Has never happened as GP surgery were not aware of our child's disabilities

30 I didn't know this was

31 No promoted to us by GP practice

32 Didn't know about this 6/15/2022

33 IT was a fight as the have her as "vulnerable" and she only had her 1st annual check up this year. They did not registered as LD, and thought it was "OK"

34 Due next year

35 Didn't know about this. Never had a check.

36 No mention of health checks by GP

37 Was not aware of this

38 Never been offered

39 GP was unaware of this

40 Never heard of this

41 Never given one or told we could get one. ASD diagnosis not on GP record.

42 Didn't know of this or ever had one

43 Not been offered it from the GP

44 Our child was not on the GP register as having SEN until December

45 Didn't know this was an option

SEPT 2022

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "SCHOOL NURSES TEAM"

- 1 Never seen them.
- 2 Didn't know it existed!
- 3 We have not been aware that the school nursing team is involved with children with ASD and mental health issues.
- 4 Referred twice apparently never spoke to them
- 5 In what context is this question ?
- 6 Don't use
- 7 Never seen one
- 8 Very rude, aggressive and accusatory first aider
- 9 Unknown
- 10 Administered Covid vaccine at SEN school
- 11 School first aider identified herself as the Nurse and pointed fingers at my my wife and how she was looking after our daughters needs when she was having an anxiety attack.
- 12 Vaccines
- 13 Rude aggressive individual who finally admitted to being a first aider when challenged about her behaviour as a nurse
- 14 didn't know there was one!

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "FAMILY CENTRE"

- 1 Don't know what this is.
- 2 Didn't know this was an option.
- 3 Never heard of this!
- 4 Never heard of them
- 5 None available

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

### COMMENTS FOR "PRIORITY DENTAL SERVICE"

- 1 Didn't know it existed!
- 2 We have not been aware our child has a right for priority dental care.
- 3 Didn't know how to handle my child
- 4 Wasn't aware of this
- 5 What dental service???
- 6 Not been offered it
- 7 Not been informed about this
- 8 Didn't know he had priority. But we have an excellent NHS dentist.
- 9 It is very difficult to keep to regular appointments as you cannot book more than 2-3 months in advance so you have to remember/diarise to book 6 monthly appointments. No wonder many people forget!
- 10 Didn't know this was an option.
- 11 No idea what to this is
- 12 Didn't know this existed, we have paid privately
- 13 I didn't know about a priority service
- 14 Didn't know there was one until reading it here!
- 15 Non existent...I can't even find a dentist to take my son
- 16 We don't have any priority service with our dentist
- 17 No idea what this is?!
- 18 Is there one?
- 19 Still waiting for dental appointment for 2 rotten teeth. No contact after 6 months.
- 20 I also didn't know this was available!
- 21 Has not been seen for longer than 6 months ( check up ) as they are catching up from covid.
- 22 Responded effectively to a need for dental treatment

## **Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply**

Respondents Comments:

COMMENTS FOR "PRIORITY DENTAL SERVICE"

23 Never heard of this!

24 Unaware of any priorities

25 not aware of this ??

26 Didn't even know we might be able to get priority dental

27 Never heard of this

28 We cannot afford this

## Q48: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2021) ? Please rate all that apply

Respondents Comments:

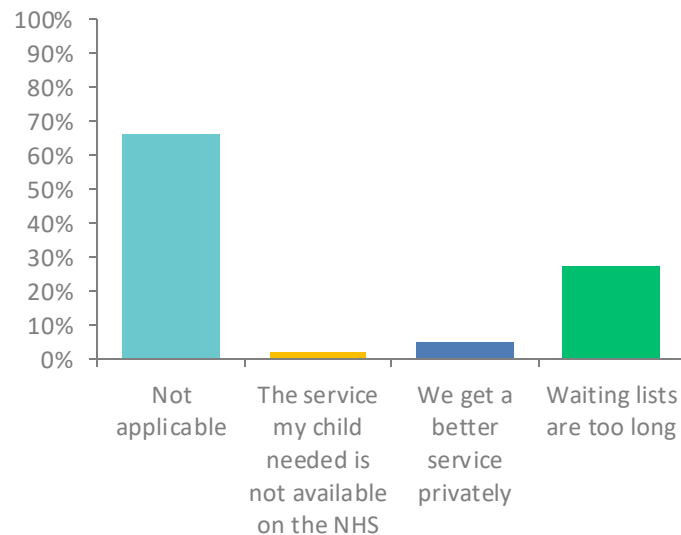
COMMENTS FOR "OTHER PRIVATE HEALTHCARE SERVICE"

- 1 In relation to dental care with the community team, the wait for treatment was so long, with no date given whilst my son was in pain that we had to go private
- 2 Mentioned above
- 3 Dental
- 4 All too busy to take appointments
- 5 Expensive
- 6 Dentist
- 7 We use a near-developmental therapist to support our daughter, with mixed results. 6/30/2022 10:48 AM
- 8 Cardinal clinic where fabulous
- 9 Our private does not cover his diagnoses
- 10 Private Ed psych
- 11 She goes to private hygienist (dental)
- 12 Would this include the assessor for Dyslexia?
- 13 Physio
- 14 We cannot afford private healthcare



## Q48: If you accessed any private healthcare services in last 12 months please tell us why.

Answered: 258 Skipped: 200



ANSWER CHOICES	RESPONSES	
Waiting lists are too long	27.13%	70
We get a better service privately	4.65%	12
The service mychild needed is not available on the NHS	1.94%	5
Not applicable	66.28%	171
TOTAL		258

80% of respondents said they accessed private healthcare services in the last 12 months because waiting lists were too long.

## Q48: If you accessed any private healthcare services in last 12 months please tell us why.

PLEASE LET US KNOW ANY OTHER REASONS WHY YOU HAVE ACCESSED PRIVATE HEALTHCARE SERVICES IN THE LAST 12 MONTHS

1 Private dyslexia assessment to determine our daughter's progress from junior school to secondary school and to help enable the SEND team at her secondary school understand her needs

2 We are in the process of getting a diagnosis privately as we cannot wait 3 years for CAHMs. My son needs support during transition to secondary school and 3 years will take us well beyond this point if we were to wait

3 Child psychiatrist, and counsellor to help my daughter's declining mental health and currently on private OT waiting list.

4 Damage is done before secondary school these wait lists are so long children don't stand a chance of catching up and coping within mainstream settings

5 Dentist 6 Being placed on the wrong track initially waiting 2 years to understand this and then being told that we could switch with no problem resulted in nearly 3 years when we should have been

Waiting lists are too long

6 referred for an ADHD assessment.

7 better service and quicker

8 Therapy school started and then stopped due to staff member leaving and not replacing. So has fallen to me to have to pay private for the therapy to continue. Unacceptable in every way.

9 By the time he would have got an assessment he would have left school. it also seems to be the only way to try medication but frustratingly the assessment had to be redone

710 All of the above

11 Social Care fund therapy due to child being LAC

12 Dental can't get in. Considering general private health care as GP service is ridiculous.

13 All of the above should be an option!!

14 I would if i could afford to and i'd tick the top two boxes

## **Q48: If you accessed any private healthcare services in last 12 months please tell us why.**

PLEASE LET US KNOW ANY OTHER REASONS WHY YOU HAVE ACCESSED PRIVATE HEALTHCARE SERVICES IN THE LAST 12 MONTHS

15 our son was loosing confidence and we could not get the level of help needed on the nhs

16 Not accepted on the camhs list, didn't meet the threshold!

17 OT for sensory but I could easily tick all 3 options if it allowed it

18 To try to keep my daughter from self-harm

19 And we get a better service - assesments more thorough, reports more detailed.

20 All 3 options are applicable for various issues.

21 4 years wait and then another 2 years potentially for medication is totally unacceptable. That is 6 years out of 16 that a child will go without help due to the extremely high waiting lists and useless medication system.

22 Better service

23 All of the above!!!

24 Nhs won't offer help even though need clearly identified

25 My child would've been in senior school before getting a diagnosis that we've been chasing since she started school!

26 My son needed help now and waiting list was way too long

27 Cannot get an appointment with GP and child is extremely phobic, private GP has more time, can do video consult

28 Same surgeons. Private would pay and waiting list is shorter

29 Top three answers

30 Referral by gp

31 We also get better service privately

32 N/A

33 and we're told there is nothing for our child

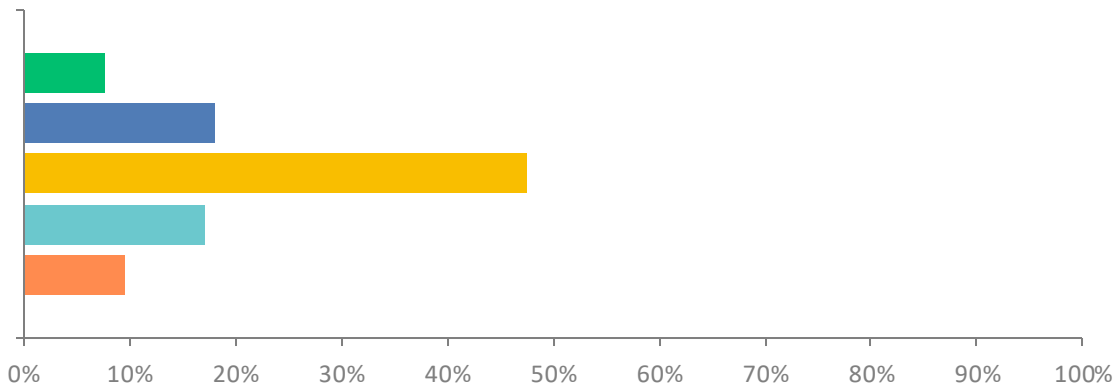
SEPT 2022

# Parent Carer Wellbeing

This section asks respondents about their own wellbeing.

# Q49: 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: 250 Skipped: 208



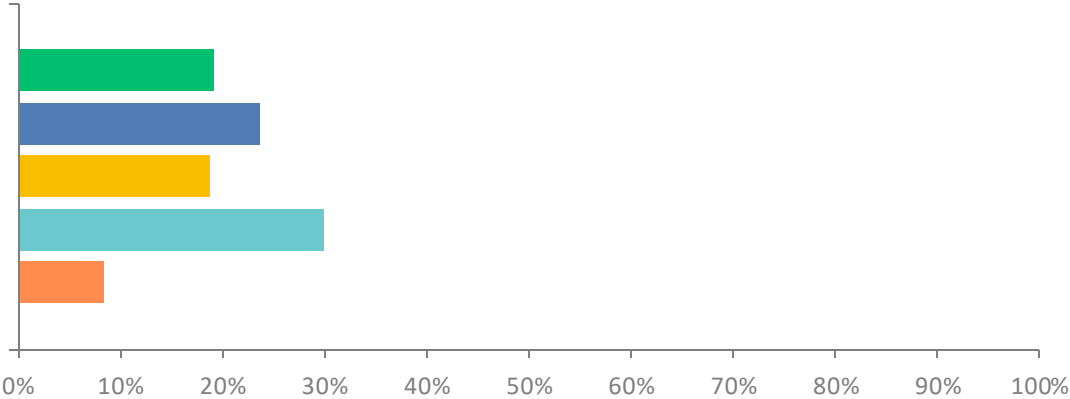
74% of respondents said they were reasonably, very or perfectly fit and healthy.

- Not at all fit & healthy enough
- Not very fit & healthy
- Reasonably fit & healthy
- Very fit & healthy
- Perfectly fit & healthy

NOT AT ALL FIT & HEALTHY ENOUGH	NOT VERY FIT & HEALTHY	REASONABLY FIT & HEALTHY	VERY FIT & HEALTHY	PERFECTLY FIT & HEALTHY	TOTAL	WEIGHTED AVERAGE
7.60% 19	18.00% 45	47.60% 119	17.20% 43	9.60% 24	250	3.03

# Q50: 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: 250 Skipped: 208



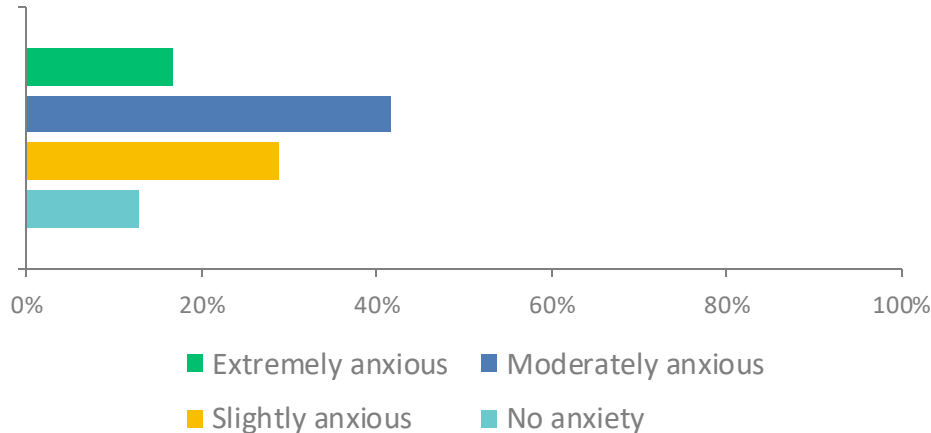
38% of respondents said they usually have enough or have plenty of time to look after everyone as well as themselves.

- Never enough time
- Frequently not enough time
- Sometimes
- Usually enough time
- Plenty of time

NEVER ENOUGH TIME	FREQUENTLY NOT ENOUGH TIME	SOMETIMES	USUALLY ENOUGH TIME	PLENTY OF TIME	TOTAL	WEIGHTED AVERAGE
19.20% 48	23.60% 59	18.80% 47	30.0% 75	8.40% 21	250	2.85

# Q51: How would you rate your anxiety levels?

Answered: 250 Skipped: 208

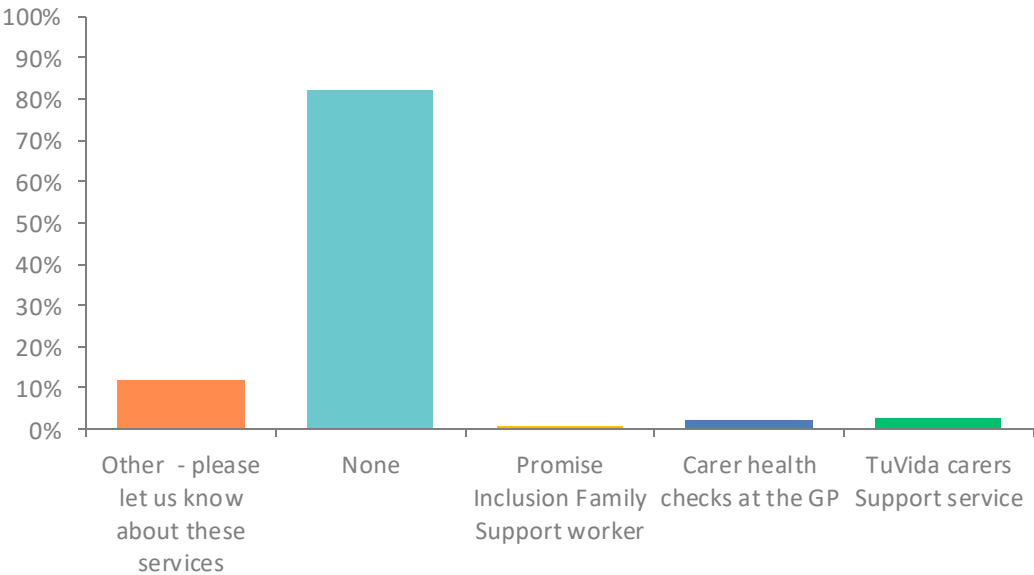


58% of respondents said they were extremely or moderately anxious.

EXTREMELY ANXIOUS	MODERATELY ANXIOUS	SLIGHTLY ANXIOUS	NO ANXIETY	TOTAL	WEIGHTED AVERAGE
16.80% 42	41.60% 104	28.80% 72	12.80% 32	250	2.38

# Q52: 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: 250 Skipped: 208



ANSWER CHOICES	RESPONSES	
TuVida carers Support service	2.80%	7
Carer health checks at the GP	2.00%	5
Promise Inclusion Family Support worker	0.80%	2
None	82.40%	206
Other - please let us know about these services	12.00%	30
TOTAL		250

A very low percentage, 5.6%, have accessed any support for carers from WBC or the NHS.



## Q52: 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 DATE

- As a disable parent I have carers coming in 4 days a week to help with personal care and housework
- Private counseling
- I have never heard of any of them.
- Again no clue what these are!
- Supervising Social Worker and Children's Social Worker. Child is LAC and I am a foster carer.
- Not been made aware of services numbered 2 & 3
- None offered or known about
- Didn't know these existed!! I have used Talk Therapy
- I have used PI Family Support Workers in the past and they are very good. PI also provide carer respite activities which are very helpful. I have never found TuVida services to be of any interest/help as they seem to be focussed on older carers which time on their hands (I wish) or
- they cover too wide an area.
- Talking Therapies (after about 9 months on waiting list
- Didn't know these exist
- Tuvida don't do alot , registered but that's it.
- I'm not aware of any of these services
- Not aware of these - will look into them
- I have never heard of any of these services
- Didn't know any of these existed
- Had no one contact regarding this.
- Still waiting for a reply to my email sent in January

## Q52: 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 DATE

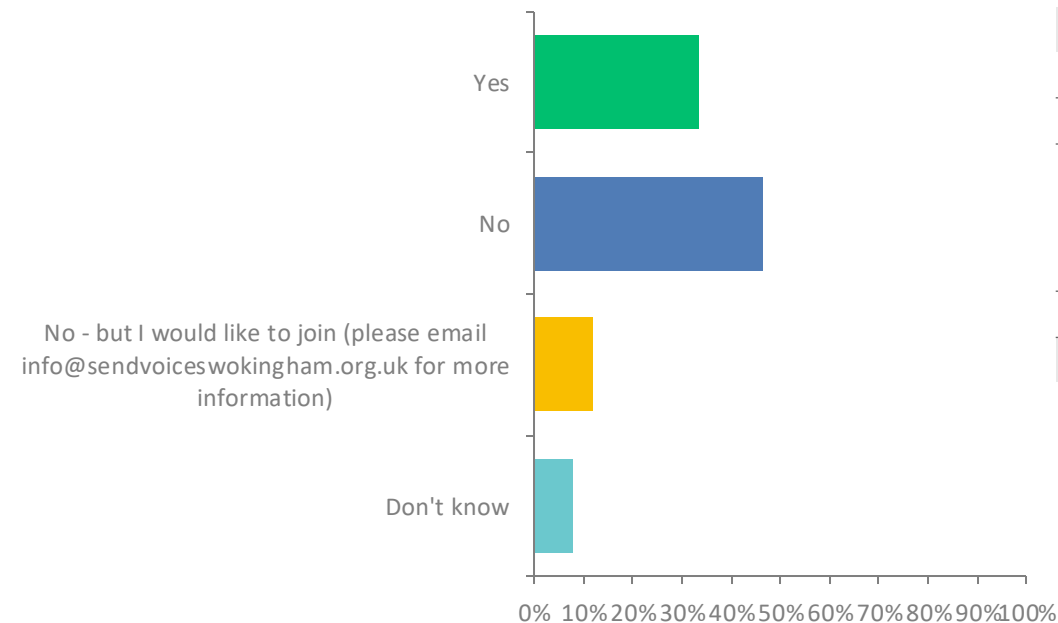
- Don't know about them
- What are these?!?
- Only recently started to access these servoces
- Didn't know these are available as too busy caring for our child
- Never heard of this
- Talking thereapiies
- PDA support group (FB group)
- Not been available to us
- Tried to but never received a response
- Used tuvida for child - changes in staff made it unsafe and unsupportive for her.

# SEND Voices Wokingham feedback

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

# Q53: Are you a member of SEND Voices Wokingham Parent Carer Forum?

Answered: 250 Skipped: 208

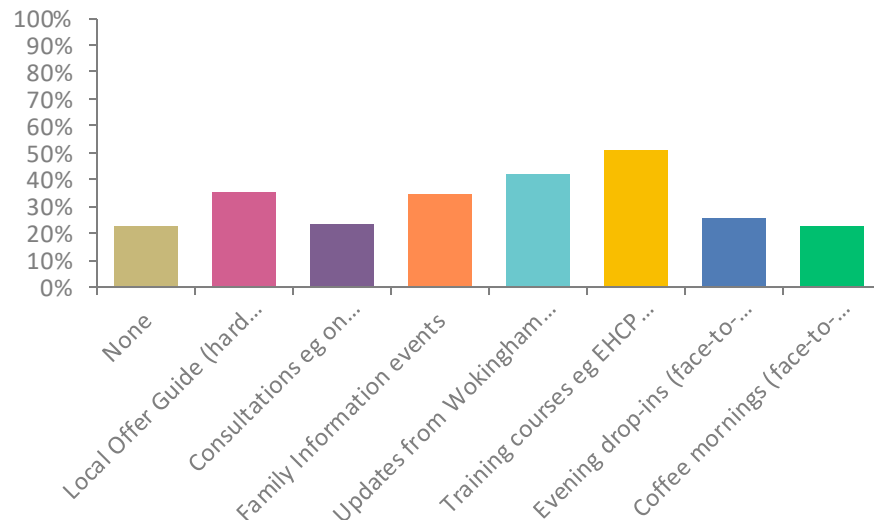


ANSWER CHOICES	RESPONSES	
Yes	33.60%	84
No	46.40%	116
No - but I would like to join (please email info@sendvoiceswokingham.org.uk for more information)	12.00%	30
Don't know	8.00%	20
TOTAL		250

33% of respondents are members of SEND Voices Wokingham parent carer forum.

## Q54: Please tell us what type of events/information you would like us to run/produce (please tick all that you would like)

Answered: 250 Skipped: 208



ANSWER CHOICES	RESPONSES	
Coffee mornings (face-to-face)	22.40%	56
Evening drop-ins (face-to-face)	25.60%	64
Training courses eg EHCP process, SEN Support in School, Preparing for Adulthood	50.80%	127
Updates from Wokingham Borough Council eg SEND Innovation & Improvement Programme updates, how to access Short Breaks	42.00%	105
Family Information events	34.40%	86
Consultations eg on services improvements or recommissioning	23.20%	58
Local Offer Guide (hard copy guide with details of some of the services & organisations available locally)	35.20%	88
None	22.80%	57
<b>TOTAL</b>		<b>641</b>

The most popular type of events respondents would like us to run are training courses and updates from WBC.

## Q54: PLEASE LET US KNOW WHAT OTHER EVENTS/INFORMATION YOU WOULD FIND USEFUL ?

Respondents comments:

- I have only just joined SEND Voices Wokingham.
- Events directed to improving SEN provisioning in the local schools: both for parents and Consultations eg on services improvements or recommissioning school's SEN teams.
- These need to be much more obvious - i no nothing about help for SEND. Should go out through school setting like school nursing team emails.
- What help could be available to children with MILD sen, as parents dont realise what their child is entitled to apply for.
- Just make better provision for my child!
- Personnel to provide information & support to families. We feel at a loss & totally unsupported, hence us being close to family breakdown.
- An easily accessible list of services that can be accessed cross referenced with needs /disabilities
- Clubs to encourage my 14yo to go out socially
- general information and support services, easily accessible
- Coffee mornings and training courses
- You guys are great!
- More transparent and easily accessible info on secondary school SEN options
- I need all the information I can get to receive help
- As you already run most of these i'd like to see service maintained
- More for children with dyslexia
- job coaching support
- I'd like to know what the Borough is doing to improve services and wait times. Also a complete list of services available to SEND children and their families, as I have not even heard of so many of the services listed in this survey despite seeing several professionals over the last 2 yrs with a child with high needs.

## Q54: PLEASE LET US KNOW WHAT OTHER EVENTS/INFORMATION YOU WOULD FIND USEFUL ?

Respondents comments:

- Am aware some of these are already happening
- Post 16 guidance especially colleges and the courses they offer
- Don't know who you are.
- Some virtual coffee sessions - I cannot drive at present and my child is at home the majority of the time.
- Don't spend money on advertising and actually improve the capacity of services
- Both parents work full time so little time to attend events
- A more personal touch would help
- Online events in evenings so can be managed easier around work
- Zoom drop-ins 6/8/2022
- ADHD parent support group
- Drop in with SEN and transition team
- A person to talk through local offer with
- Grants for families who don't qualify for family fund

# Positive Experiences of SEND Services in the Wokingham Borough



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

Respondents comments:

- ASSIST has been really supportive, PSC are great too
- ASSIST, PSC and Miranda from Short Breaks (not the triage system before her as that was not user friendly) are all excellent
- Under awful, stressful circumstances Waingels teachers and the SEND Dept have been incredible towards my daughter and her needs.
- Still waiting to have any experience!
- Only just joined a month ago.. I haven't had time to engage properly yet. I would appreciate knowing more - how and when they can help and/ or support and what services they provide.
- We have not used any.
- SENDIASS and the LA SEND officer have been amazing support
- none
- There was a lady who came to visit my daughter regularly when she was in primary school. When she retired the lady was not replaced and we haven't received any support from SEND services since. Just sounds like the whole system including the schools as well is completely underfunded and under-resourced. Where we can, we have paid privately but that doesn't feel right at all (especially to those who cannot afford to pay for the help) and has had a significant impact on our finances at times.
- There is a lovely group set up for young carers & they are really helpful & supportive. Would be nice if they communicated with schools more so they can understand what the students are dealing with.
- Camhs have been good medicating her
- With covid it's been a very hard couple of years.
- The martial art club at the FBC has been brilliant. Our child can't attend all the time as school makes his so disrwgulated, but when he does go he is welcomed and included
- None
- CAMHS - Dr Langley- exceptional Taryn Orchard- Early help- very helpful
- None

SEP 2022

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

Respondents comments:

- Support of SENCo at school attended by LAC pupil.
- New to this, as haven't had success with diagnosis or support. Son is below expectations and Secondary Teachers are beginning to try help.
- Michelle humphries from the short breaks team has been the only positive experience, she's shown she genuinely cares for us both
- SENDIAS & SENCO very helpful
- Wish I could
- the 2 people who contacted me to come out and assess for EHCP were professional and efficient
- My experiences with ASSIST, SENDIASS, and the SEN Services so far have been excellent and I am very grateful for all the help they have provided. It is just the school which we had so many negative experiences with.
- School senco has been very helpful Speech therapist was helpful but not timely or enough private speech therapist has been helpful and supported us to make a difference
- none
- SENDIASS training programmes
- Sendiass have been very helpful
- Jenny Hooper has been amazing very supportive kind and helpful
- The charities are on the whole very good. Bridges Resource Centre is excellent but they need more funding so they can open more days.
- Positive experience with SEND since Jenny came in onwards
- Have found training organised by send voices very useful
- Camp Mohawk
- Not in last 12 months but previously: SENDIASS - Julie Monahan Assist - Pam and team SEND Voices - helpful with contacts and courses with SENDIASS and link to Dan Robinson These services and people have been helpful and instrumental in helping to understand the EHCP process where we feel we have been failed by the Wokingham SEND case officers.

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

Respondents comments:

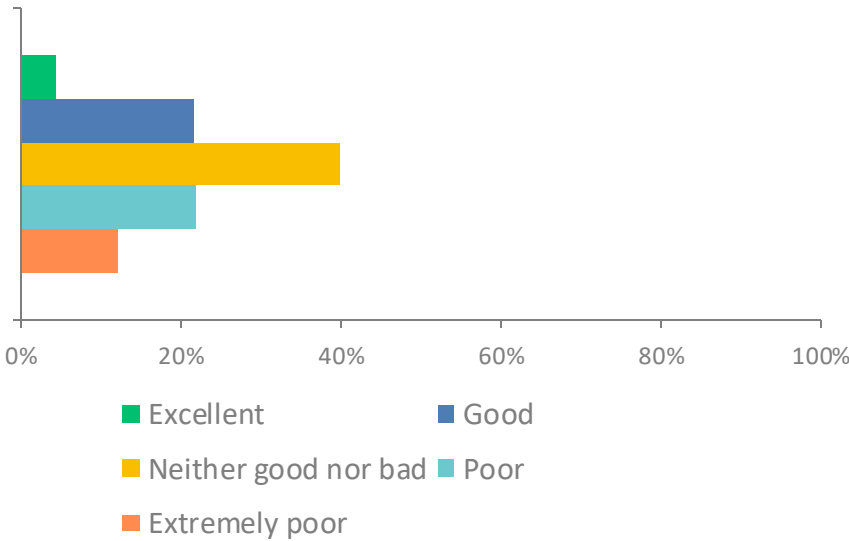
- Not in last 12 months but previously: SENDIASS - Julie Monahan Assist - Pam and team SEND Voices - helpful with contacts and courses with SENDIASS and link to Dan Robinson These services and people have been helpful and instrumental in helping to understand the EHCP process where we feel we have been failed by the Wokingham SEND case officers.
- The lady at the emotional support hub was very friendly, so far nothing has happened as everything moves slowly or gets forgotten until you chase up
- Getting the final ehcp relatively quickly compared to rest of the process
- Once you get through most of the time they can be very helpful
- ASSIST are amazing from their trading to 1-2-1 support. The SEND team have been helpful whilst trying to get an EHCP for my son and then I have needed the help of SENDIASS they have been grate too
- ASSIST and SENDIAS have been very helpful.
- I only have contact from his physio, Dingley, orthotics and the ophthalmology department at RBH.
- V happy with adaptations to my son's bedroom, though it was a long wait.
- Assist are great - wouldn't have survived the last 2 years with our then Brittany in the send team is amazing Sue Beale at camhs is amazing
- Provision at The Alt Prov is very good. Rest of the services for my child have been awful and he has been severely let down
- Our actual Sen case officer for the ehcp was lovely and helpful but the process of getting the info for the assessments and making contact needs improvement
- Incredibly helpful EHCP course followed by personal support when I did a parental request.
- Good advice/training courses
- SENDIASS Wokingham is excellent. We just need more available appointments and call handlers.
- Useful informative information
- The people we've spoken to have been very compassionate
- NOT ONE SINGLE GOOD THING TO SAY
- No positive experience

SEPT 2022

# Overall Rating of SEND Services in the Borough

# Q56: Please give SEND Services in the Wokingham Borough an overall rating

Answered: 246 Skipped: 212

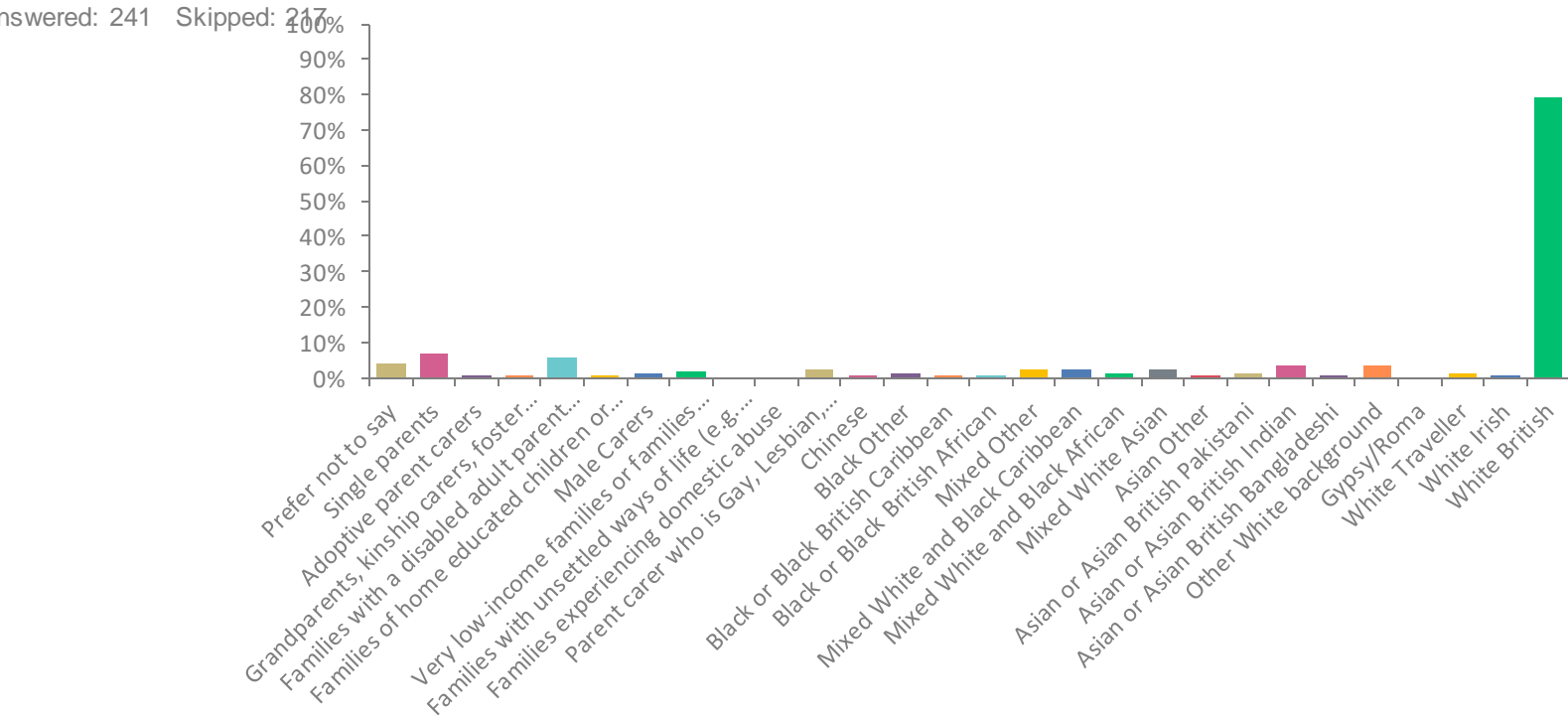


The overall rating for SEND services in the Borough is 2.8 (out of 5), with the majority of respondents saying it is neither good nor bad.

EXCELLENT	GOOD	NEITHER GOOD NOR BAD	POOR	EXTREMELY POOR	TOTAL
4.47%	21.54%	39.84%	21.95%	12.20%	246
11	53	98	54	30	

# Demographics of Respondents

**Q57: 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)**



**Q57: 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)**

ANSWER CHOICES	RESPONSES
White British	79.25% 191
White Irish	0.83% 2
White Traveller	1.24% 3
Gypsy/Roma	0.00% 0
Other White background	3.32% 8
Asian or Asian British Bangladeshi	0.83% 2
Asian or Asian British Indian	3.32% 8
Asian or Asian British Pakistani	1.24% 3
Asian Other	0.41% 1
Mixed White Asian	2.07% 5
Mixed White and Black African	1.24% 3
Mixed White and Black Caribbean	2.49% 6
Mixed Other	2.49% 6
Black or Black British African	0.41% 1
Black or Black British Caribbean	0.83% 2
Black Other	1.24% 3
Chinese	0.83% 2
Parent carer who is Gay, Lesbian, Bisexual, Transgender, Questioning and other (LGBTQ+)	2.49% 6
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	1.66% 4
Male Carers	1.24% 3
Families of home educated children or young people	0.41% 1
Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues	5.81% 14
Grandparents, kinship carers, foster carers	0.83% 2
Adoptive parent carers	0.83% 2
Single parents	6.64% 16
Prefer not to say	4.15% 10
Total Respondents: 241	

The demographics of respondents is in line with the Wokingham Borough demographics\* of:  
 White: 87%  
 Ethnic diverse: 13%

\* Taken from Wokingham Equality Profile/ONS 2020

Respondents comments:

I think the "Single Parent" category is very important and I am delighted that it is a question as it often adversely affects me. I sometimes put it down as a disability.

Special Guardianship Order

Parents are struggling with work related pressures, anxiety, insomnia, stress. Struggling to maintain the home, worried about child's future, parents worried about their own futures