



# Annual Wokingham Borough Area SEND Survey 2023

July 2023

## Background

The Annual Wokingham Borough SEND Survey 2023 survey was produced by SEND Voices Wokingham (Parent Carer Forum) to find out about Parent Carer experiences of the SEND system in Wokingham Borough in the last 12 months (since June 2022).

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

The questions this year were updated in line with the new Ofsted/CQC Local Area Inspection framework.

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).

**408** responses were received from Wokingham Borough residents.

The survey ran from **8<sup>th</sup> May to 7<sup>th</sup> July 2023**

The closing date was extended is due to issues with the incorrect survey format being circulated.

**NB:** not all respondents answered every question, therefore the %'s stated are in relation to those who answered and/or where the question was applicable to the respondent.

## Contents

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

### Data References:

Data from this year and 2022 have been provided, all 2022 data is presented in brackets.

To highlight changes the following colour coding has been used.

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

# 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.
- **Support from charities** – Camp Mohawk, Me2Club, BFTF, Parenting Special Children, SEND Voices Wokingham
- **SEND team improvements being seen by families** – some positive feedback for the EHCP and Annual Review process
- **Portage Services, Continence Services, Health Visitors, Priority Dental services** - improving
- **CAMHS and ASD Diagnosis (CAMHS)** - improving

# Highlights of Where Improvements can be made?

Many of the themes remain the same as 2022

## General

- Families would like issues to be identified and supported earlier to prevent becoming bigger problems/crisis.
- More information for parents on how to support/help their child.
- Improve services/professionals working together.
- Improve communication.
- Communicate what the Local Offer is and make sure the information on it is correct and easy to find.

## SEN Team

- Improve consistency of communication; data showed either very good or very poor communication.
- Lack of provision to meet needs.
- Annual Review process is inconsistent, especially in mainstream settings.
- PFA – is inconsistent and families require more information.
- Improve EOTAS processes including making timely payments.

## Education

- Results demonstrate improvements have been made in many aspects but more work is required in an equal offer across the borough. Still a post code lottery. see Slide 7.
- More work to be done to support those in mainstream settings; early support, identifying and meeting needs, inclusion.
- Improve educational progress.
- Mental health/ EBSA support.

## Health

- Mental health/ EBSA support.
- Health waiting lists, especially CAMHS, ASD, ADHD, OT and SALT.
- Getting reports from Ed Psych, SALT and OT which are required as part of the EHCP process.
- SALT, Physiotherapy, Community Pediatrician, Hospital services.
- Understanding of SEND across all hospital staff.
- GP services – hard to get appointments.
- GP 14+ health checks.

## Social Care

- Although there are some improvements, the identification of needs by Social Care continue to be a concern to families.
- Increase the number of YP 14+ with EHCP contacted by the PFA Team.
- Communicate to families the services offered by the Children with Disabilities Team.
- More (Short Breaks) services required to use DP's.

## Transport

- Improve WBC Transport process/service.

# Summary of Results

This is the second Annual SEND survey SVW have run and were pleased that we received **408** responses from Wokingham Borough residents across all age groups (0-25), SEND needs, and the majority of educational type 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. The questions this year were updated in line with the new Ofsted/CQC Local Area Inspection framework.

## 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.

2.86

average rating



(2.84 2022)

**NB: Data from this year and 2022 have been provided, all 2022 data is presented in brackets.**

# Educational Settings

- There were responses from families across all education settings, except hospital education, and on all levels of SEND support. The results are overrepresented by those CYP at Special Schools (21%).
  - 60% (49%) with EHCP's, 7% (10%) currently undergoing the EHCP, 25% (24%) on SEN support.
- 58.9% (54%) said that the education setting was well resources to meet their child's needs.
- 64% (67%) from mainstream settings.
- 81.6% (72%) said their child with SEND was welcomed at their educational setting - NB respondents indicate that there can be variability across different settings and also within settings themselves.
- 64.8% (53%) of said that their child enjoys their educational setting most/all of the time.
- 13.4% (20%) said that their child never or rarely enjoyed it.
- 7.7% (9%) of children who are missing several days a week or rarely attending school.
- 38% (49%) said they have no idea or only a vague idea of what to do to get extra support for their child. Finding information is a "full-time job"
- 46% (42%) said Education identified their child's needs very well/well (Health 38% (36%) and Social Care 29% (28%)). Many also reported that they have had to initiate things themselves or pay privately to get needs properly identified.
- 44.6% (41%) said Education met their child's needs very well/quite well (Health 34.7% (34%) and Social Care 27.1% (22%)).
- Respondents indicated that there are still improvement to be made across all areas to better meet the needs of their child, a lot is parent driven.
- 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 schools are still the most used sources of help and advice.
- Willowbank, Addington, Colleton, Fernways, Maiden Erlegh, Embrook, Highwood, St Crispins, Ashridge Nursery, Southlake Primary and Foundry all mentioned positively

# Educational Setting cont...

- 60.3% (58%) rated services and professionals as working together not very well/poorly.
- Respondents highlighted, Communication between teams as needing improvement "silo working"
- How respondents rated the services as very well/quite well at helping children to reach their full potential:
  - Educational progress 51.1% (51%)
  - Community Activities 28.2% (35%)
  - Healthy life 44.1% (44%)
  - Preparing for Adulthood 27.8% (32%)
  - Good mental health 40.8% (35%)
- the need to improve wait times for CAMHS and the need for more services generally mentioned by families in the comments.
- Significant better results seen for special school responses vs mainstream (when results filtered – more detail available if required)

## Transition (new question this year)

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

- Education 40.4%,
- Health 26.9%
- Social Care 27.6%

## Transport

**Overall rating for Transport Provision was 3.85 (3.1) out of 5**

- 104 responses from families whose child has transport or mileage provided by WBC.
- 68.3% (67%) rated transport provision as excellent/good, 13.9% (12%) rated it as poor/very poor

**Overall rating for Transport Service from WBC was 3.5 (4.2) out of 5**

- 51% (56%) rate WBC service as good/excellent, 16% (14%) rate as poor/very poor
- Parents still asking for training for taxi drivers/escorts, more timely payment of mileage, more understanding of the children's SEND needs and improved communication from CTU/SEND Transport team.



# EHCP Process

**The overall rating for the EHCP process was 2.72 (2.7) out of 5.**

270 responses had gone through the process in the 12 months from June 2022 or were currently going through the process of which:

- 58.5% (51%) rated the overall experience as going very well/fairly well,
  - 32.3% (28%) rated the overall experience as going poor/very poor
  - 50.8% (52%) rated the SEND Team communicated very well/fairly well with them during the process.
  - 36.7% (28%) rated communication as going poor/very poor during the process.
- 
- For some the process was very smooth, however others report many problems with communication, lack of professionals reports and problems with "no" to assess.

## Annual Review Process

**The overall rating for the EHCP process was 2.85 (2.7) out of 5.**

150 responses from those who have had an EHCP issued in the last 12 months or already in place.

- 89.8% (92%) have had a review of their child's plan
  - 70.9% (59%) had received a letter confirming whether the plan would be maintained, updated or ceased.
  - 71.6% (39%) had received a finalised updated EHCP
  - There was evidence in the plan about achieving outcome for education attainment 70.1%, health 49.7%, resilience/self-esteem 59.6%, socialisation/friendships 59.9% and keeping safe 53.6%
- 
- Respondents say that too often it is just an "education" review and that process is taking too long to complete

## Listened to by the SEN Team

- 51.2% (52%) felt listened to by the SEN team

# 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)	26.2% (27%)
Adult Social Care Team (age 18-25 years)	17.6% (28%)
Short Breaks Team	31.9% (27%)
PfA (formerly Transitions) Team	20.9% (24%)
ASSIST	62.1% (63%)
FIRST	33.3% (31%)

The majority of respondents commented that they were not aware of the Social Care services, what the services offered and those that were are very limited by overstretched teams. Some positive comments for the short breaks team (but still there is lack of provision), ASSIST and CAN Network.

- A small number of respondents had social care assessments and 56.5% (54%) were happy with the outcome.

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:

- 56.3% (52%) were happy with the services that they could purchase.
- In a repeat of 2022 comments, 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.
  
- 28.8% (28%) said Social Care identified their child's needs very well/well (Health 38% and Education 45.8%).
- 27.1% (22%) said Social Care met their child's needs very well/quite well (Health 35.6% and Education 46.6%).
- 58% rated services and professionals as working together not very well/poorly.
  
- All comments from respondents on the individual services are available in the appendix of this report.

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

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

## Preparing for Adulthood **27.8%** (32%)

- 49.1% (51%) said that PfA had been part of their most recent Annual Review
- **11.7%** (19%) said that options for housing had been included in their Annual Review
- 35.9% said that support to prepare for higher education/employment was discussed
- 15.6% had discussions about preparation for independent living
- 16.3% had discussions about finding/how to do a job
- 20% said that support in maintaining good health was discussed
- 4% said that there were discussions about understanding what welfare benefits might be available
- 26.4% had discussions about participating in society/friendships
- **14.6%** (28%) said that they had contact with the Transitions (Adult Social Care) team
- **56.3%** (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.
- 70% (72%) said that they did not know where to go for more information about Preparing for Adulthood or what it is.
- Still lack of understanding by parents of what PfA is
- Training by charities mentioned as a positive.
- 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:

25.8% (21%) said they found it very easy/easy to get information

74.2% (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:

46% (47%) of respondents said that they found what they were looking for very quickly or after a bit of a search,

54% (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.
- 44% (47%) Respondents commented that they did not know about the Local Offer.

Respondents are finding more information, but finding it on the Local Offer has not improved.

# 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 2022). The % of respondents (for who it was applicable) who **rated service excellent/very good** were as follows:

GP – general appointment	30% (36%)
Portage (for preschool children)	53.3% (39%)
CAMHS (Children & Adolescent Mental Health Services)	19.8% (16%)
ASD Diagnosis (via CAMHS)	25.7% (20%)
ADHD Diagnosis (via CAMHS)	11.4% (14%)
Private mental health services	69.8% (59%)
Speech & Language Therapy - via NHS	24.4% (28%)
Speech & Language Therapy - at school (for EHCP)	42.6% (43%)
Speech & Language Therapy - privately funded	65.6% (73%)
Physiotherapy – via NHS	36.9% (36%)
Physiotherapy – at school (for EHCP)	53.3% (35%)
Physiotherapy - privately funded	56.7% (58%)
Occupational Therapy - via NHS	19.2% (19%)
Occupational Therapy - at school (for EHCP)	34% (23%)
Occupational Therapy – private	82.9% (80%)
Community paediatrician	44.6% (46%)
Hospital services	45.5% (59%)

## 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 2022). The % of respondents\* who **rated service excellent/very good** were as follows:

Wheelchair services	20% (44%)
Continence Service	39.4% (33%)
Health Visitor	32.3% (24%)
GP - Free Annual Health check (aged 14+ with learning disability)	8.5% (17%)
School nurses team	47.5% (33%)
Family Centre	24.1% (22%)
Priority Dental Service	40.3% (36%)
Other private healthcare service	64.7% (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, lack of input to EHCPs and also lack of service even when in EHCP
- Concerns were raised about understanding of SEND by hospital staff.
- 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.
- 38% (36%) said Health identified their child's needs very well/well (Education 45.8% and Social Care 28.8%).
- 34.7% (34%) said Health met their child's needs very well/quite well (Education 44.6% and Social Care 27.1%).

# Parent Carer Wellbeing

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

- **69.8%** (74%) said they were reasonably, very or perfectly fit and healthy.
- 36.8% (38%) said they usually have enough or have plenty of time to look after everyone as well as themselves.
- **61.5% (58%) said they were extremely or moderately anxious.**
- **ONLY 5.7% (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:

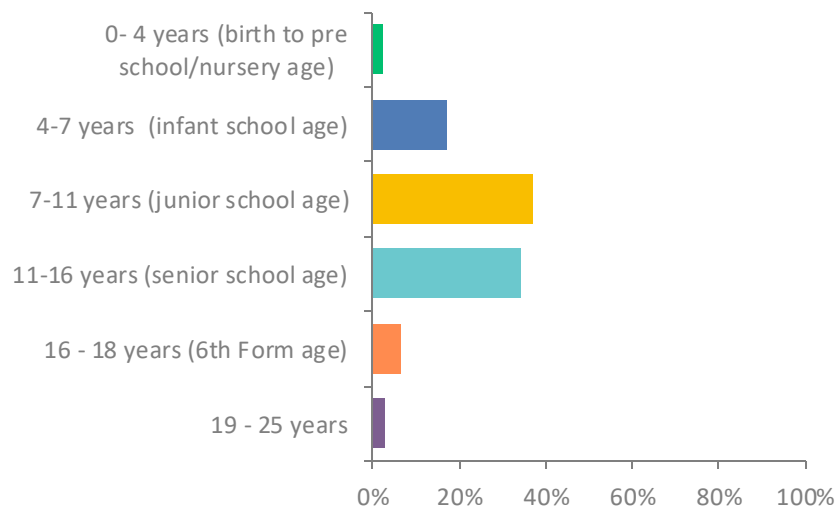
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## Q2: How old is your child?

Answered: 408 Skipped: 11

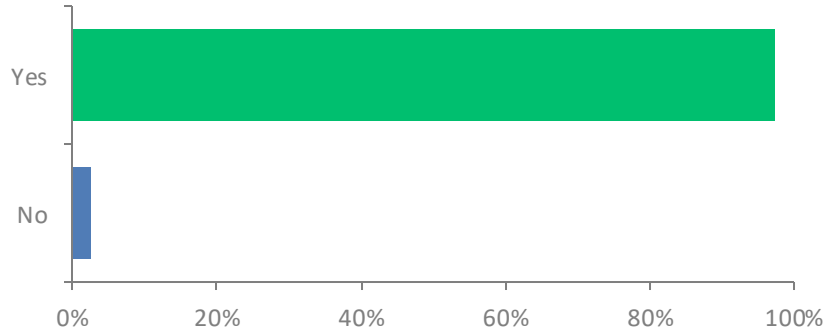
Responses received from all age groups 0-25 years,  
the majority coming from those with junior and senior school age children



ANSWER CHOICES	RESPONSES	
0- 4 years (birth to pre school/nursery age)	2.21%	9
4-7 years (infant school age)	16.91%	69
7-11 years (junior school age)	37.25%	152
11-16 years (senior school age)	34.31%	140
16 - 18 years (6th Form age)	6.37%	26
19 - 25 years	2.94%	12
TOTAL		408

# Q1: Do you live in the Wokingham Borough?

Answered: 419 Skipped: 0



408 responses from Wokingham residents

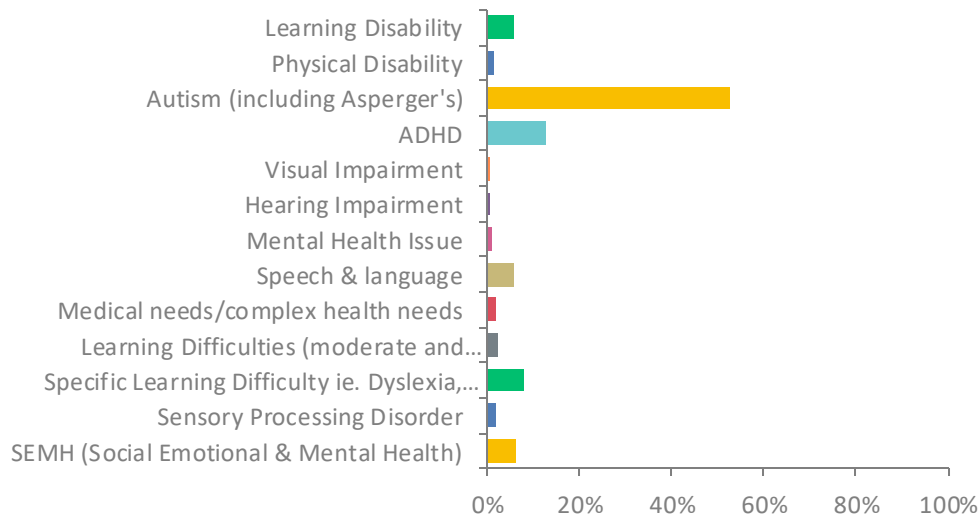
Non Wokingham residents were not included in the data

ANSWER CHOICES	RESPONSES	
Yes	97.37%	408
No	2.63%	11
TOTAL		419

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

Answered: 408 Skipped: 11

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



ANSWER CHOICES	RESPONSES	PERCENTAGE
Learning Disability	23	5.64%
Physical Disability	5	1.23%
Autism (including Asperger's)	214	52.45%
ADHD	52	12.75%
Visual Impairment	2	0.49%
Hearing Impairment	3	0.74%
Mental Health Issue	4	0.98%
Speech & language	23	5.64%
Medical needs/complex health needs	7	1.72%
Learning Difficulties (moderate and profound MLD, PMLD)	9	2.21%
Specific Learning Difficulty ie. Dyslexia, Dyspraxia, Dyscalculia, Dysgraphia	33	8.09%
Sensory Processing Disorder	7	1.72%
SEMH (Social Emotional & Mental Health)	26	6.37%
<b>TOTAL</b>	<b>408</b>	

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

Answered: 267 Skipped: 152

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

ASD (47)	SEMH (12)
Visual Impairment (11)	Social Communication (1)
ADHD (54)	Tourette's (8)
SPD (64)	Challenging behavior (2)
Dyspraxia (17)	Dyscalculia (2)
Mental Health/anxiety (39)	Hearing Impairment (5)
Dyslexia (20)	Hypermobility (18)
Down's Syndrome (3)	Self-harm (2)
Learning Disability (39)	PDA (5)
Speech & Language (36)	Muteness/non-verbal (11)
Epilepsy (8)	GDD (8)
Eating disorder (3)	Hypermobility (18)
Physical disability (6)	Sleep disorder (3)
PTSD (6)	Genetic Condition (5)
Medical Condition (9)	Awaiting diagnosis (40)
Scoliosis (1)	

# EDUCATIONAL SETTING

This section asks respondents about their child's educational setting

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

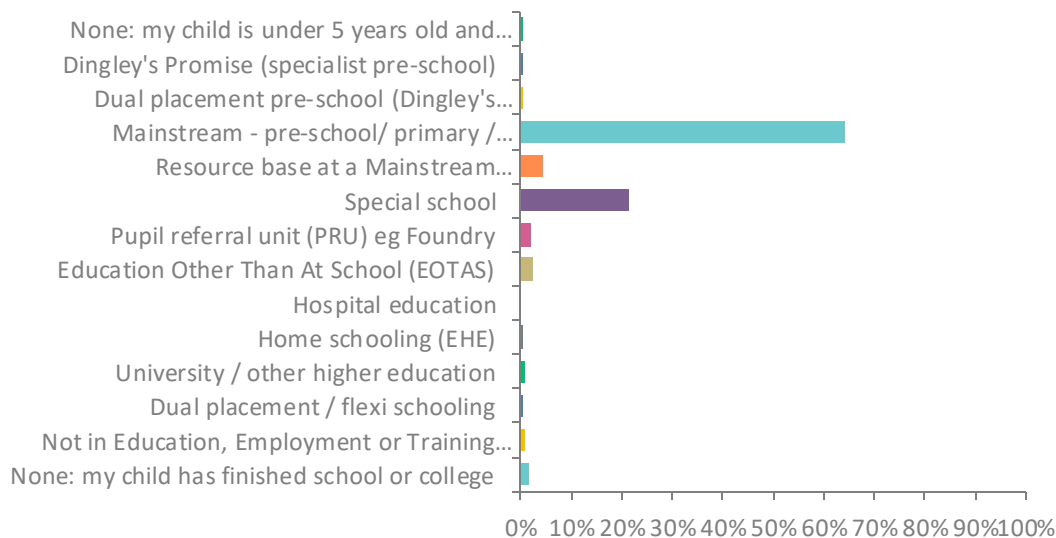
### Respondents comments:

- Understaffed school
- yes, why have CYPIT now handed over SaLT over to the school as they are now only assessing and working with children with ehcp's
- Addington has lovely staff but is severally short staffed or no staff in therapy areas like SLT, Occupational Therapy
- attends mainstream nursery with an ehcp
- Mainstream + alternative provision one afternoon a week
- Been referred to foundry
- My child cannot attend the special school in Wokingham council which we belong to because of no school space. He has to travel to attend a special school in another council. This is very time consuming and expensive. The council has to pay for the transport fee. This is not cost effective.
- Goes only 3 hours for 3 days to mainstream school and 2 days to alternative provision
- X is facing a lot of ignorance and negligence at school
- Beech Lodge School, Maidenhead
- My child has been out of education for 6 months now.
- Addington School is excellent
- They have not been helpful. Everything has been a battle
- Has ehcp but doesn't get a 1:1 like he should
- In a group setting at mainstream college doing a Supported Foundation Programme
- Resource scheduled closure / wind down
- Child is struggling to attend as has EBSA due to unmet needs
- My child has not attended school due to Autism burnout for 5 months.
- Support is inconsistent and not good enough, which results in anxiety induced absences. A lot more can be done but it's a constant battle.
- Useless

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

Answered: 408 Skipped: 11

There were responses from all settings except hospital education.



ANSWER CHOICES	RESPONSES	PERCENTAGE
None: my child is under 5 years old and hasn't started school, pre-school or nursery yet	2	0.49%
Dingley's Promise (specialist pre-school)	2	0.49%
Dual placement pre-school (Dingley's Promise + mainstream pre-school)	1	0.25%
Mainstream - pre-school/ primary / secondary school/ 6th Form/ college	262	64.22%
Resource base at a Mainstream primary/secondary school	18	4.41%
Special school	88	21.57%
Pupil referral unit (PRU) eg Foundry	8	1.96%
Education Other Than At School (EOTAS)	10	2.45%
Hospital education	0	0%
Home schooling (EHE)	2	0.49%
University / other higher education	3	0.74%
Dual placement / flexi schooling	1	0.25%
Not in Education, Employment or Training (NEET)	4	0.98%
None: my child has finished school or college	7	1.72%
<b>TOTAL</b>	<b>408</b>	

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

### Respondents comments continued....

- Placed in Bohunt, never attended, totally unsuitable with her difficulties. Bohunt held funding, worst thing that could have happened. One year my child could afford, wasted!
- Not in the classroom for a year, in a busy hallway
- Not finished further education
- No
- Maiden Erlegh school have been very supportive and responded positively to emails or suggestions
- He is not attending, school have set up alternatives but it's not an official EOTAS package.
- Hurst Lodge School. Majority of EHCP pupils, but school without the necessary expertise
- The nurture group setting in year 7 is disbanded in year 8 as the small group of 8 children are integrated into all mainstream classes with TA support. They still have some timetabled progress catch up sessions.
- Currently waiting for specialist provision on EHCP for secondary. Whilst his needs can be met to a certain degree in primary, they cannot in a secondary school. This seems extremely difficult and laborious to get his EHCP altered and do not feel that the timings of forms sent out is at all helpful.
- School said can't meet need. Council named them anyway
- Unsupportive
- Awaiting semh school
- Separate Junior school
- Beech Lodge School, Maidenhead
- My child has been out of education for 6months now.
- No
- It was acknowledged that this was not best fit for them but not enough space elsewhere
- mainstream setting with additional specialist input
- It is excellent
- Unsuitable for needs
- Alt prov
- The EHCP process was stressful and long winded our son attended a mainstream school until a place become available at his current s



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

Respondents comments continued....

- He goes to alternative provisions storey group and with remi care in the other days
- Suitable school not available in Wokingham Borough. Goes out of Borough in Surrey.
- Special needs college setting
- I feel child should be at specialist but given mainstream
- The resource is in a tiny room.
- 2 form entry primary
- Willow Bank Junior School has provided OUTSTANDING Nurture and SEN support, they are Trauma informed
- He in on apprenticeship and starts college in September
- He attends BCA
- Been in care for nearly 2 years, not been in school since he left, currently doing 1 hour tutoring each day (doesn't always engage)
- Have not been to school since Oct 2022
- On roll at mainstream, had specialist agreed for 14 months but no placement. Had AP in place for a few months
- School is great, senco is amazing but provision is not enough for our child's needs.
- Most of the package is attendance at Overworld, a gaming provision. I will answer any school questions based on that setting even though it's not a school
- Child keeps hurting staff, despite there efforts. Does not go this elsewhere.
- It is a junior school
- Addington is excellent
- Has additional support in mainstream school
- Finishing Primary this summer.
- No
- Poor SEN provision offered.
- Apprenticeship
- Addingtons

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

### Respondents comments continued....

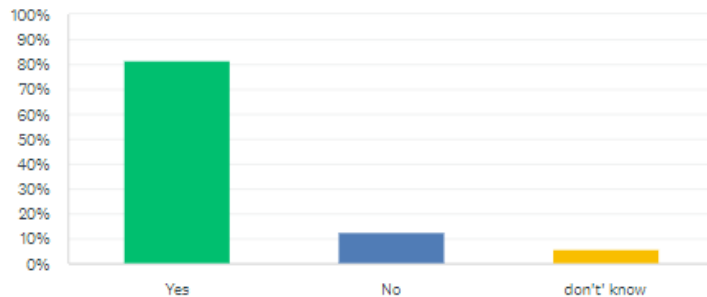
- Whilst the school's response is excellent. I am incredibly concerned about Wokingham Council's poor Educational Psychology service and the significant delay on ADHD assessment
- Fantastic support from the SEND department at The Emmbrook through out the process of pre-diagnosis to diagnosis. Really easy to contact and they are brilliant at providing support for mental health.
- It was agreed that my child requires specialist provision in Feb 23. Until now, no place has been found for them so at home. We have two tutors that support them but I have had to put in a lot of work to make this happen and be effective.
- He attends Learning Support Unit within the mainstream school
- Not settling in, so school helps in alternative provision
- College has been the best thing for him
- Awaiting a 52-week residential provision
- School operates on a needs basis which means a child is supported for the need they present, with or without EHCP
- Mainstream but she currently is unable to attend due to sensory processing/sensory overload
- Farley Hill
- Although child is 5 and registered to start a special school, the council started his EHCP too late and due to this he could not get a school place.
- Tutoring
- Panel approved change to specialist school eventually
- Bohunt - but my child has not been attending since Feb 2023.
- Addington SEN
- SEND at College. Not with mainstream students
- It is fabulous
- Foundation Learning dept of mainstream 6th form

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

Answered: 408 Skipped: 11

81.6%\* said their child was welcomed at their education setting,  
12.4%\* said that they were not welcomed

\* for those who said it was applicable



ANSWER CHOICES	RESPONSES	
▼ Yes	81.61%	315
▼ No	12.44%	48
▼ don't know	5.96%	23
<b>TOTAL</b>		<b>386</b>

[Comments \(73\)](#)

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

### Respondents comments:

- They ignore the EHCP
- Isolated
- I feel they are supported but at the same time some of the activities seems to be a one size fits all, mostly aimed at moderate to severe learning difficulties (colouring in crowns as an example)
- Sometimes but they won't provide a regular meet and greet
- Not at all. It was not a priority and she had no support.
- Lack of understanding of autism and masking, people seem to believe it will just disappear! Which is why the support is inconsistent.
- Mostly but some teachers do not have good send knowledge especially around girls with autism who mask
- Mostly, some teachers don't seem to believe in special needs! However the majority are amazing and supportive.
- Our primary school completely rejected our concerns about the welfare of our child. The school has consistently demonstrated a lack of understanding, empathy of our child's diagnosis.
- First they said he couldn't have additional needs, that it was just bad behaviour & if he would just behave, they could do their jobs properly. They have been trying to get him moved and since we got a formal diagnosis & parent-led EHCP, they have put minimal measures in place while still trying to get him moved to any other school.
- Our daughter is in a mainstream school out of catchment.
- Albeit we had to push hard to be heard
- Child is at Colleton which is a very supportive school with an excellent SENCo
- I don't feel like he is happy there
- Transactional and only worried about budgets
- Not allowed on site, has other provisions
- ..but that has not always been the case, and those times where my child was not welcomed did lasting damage.

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

Respondents comments continued....

- Child has been described as "frustrating" by her class teacher who then admitted to not seeking advice or support from the school's SENCo
- we think our child is facing discrimination at school
- School is closing the SEND division so makes me think its not wanted in this school
- Too many sanctions and just waiting to 'get him out'
- She has not always been welcomed however with the new Head Teacher there has been some improvement
- My child needs 1:1 and has challenging behaviour - quite often we find they are the first excluded from attending in the event of strikes etc
- Fernways school is brilliant
- Addington staff are wonderful at trying to ensure the child feels safe and secure in school setting
- New Barn, very much welcomed
- Addington is brilliant
- Even though they are a special school they don't understand or have skills to help Autistic children
- By the setting yes, WBC No
- They try hard but are failing
- Occasionally.
- Our son is 'loved' by his school and has all of his needs met comprehensively
- He is finding it difficult to make good relations with his peers
- They don't understand him or recognise SEN very well
- The school failed my child
- But the school yes, but current class teacher not really providing intervention
- But also his hours have been reduced from 36 to 15
- SENCo is shocking and school support is awful
- He used to go to snow flakes in Caversham

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

Respondents comments continued....

- Good level of inclusion
- Child welcomed in school but no opportunities for activities after school due to difficulty of getting one to one
- Colleton have been excellent at catering for X needs.
- But never been offered support for SEND need.
- YP turned up 3 times for post 16 college, no help on getting to the middle of reading, unable to take a train. zero help, zero support and the “college” got paid so they don’t give a damn
- When in mainstream there were a couple of teachers who made a huge effort to know and understand my child. However the majority saw X behaviour as naughtiness and rudeness. They dealt with it the same way they would with a neurotypical child and didn’t take into account X additional needs.
- Mostly
- It has been a fight with the school to get Learning Support help without an official diagnosis. They cant say that but system is still not geared up to deal with needs base approach
- Teachers are very supportive of my child but it can be difficult to engage with peers due to learning difficulties.
- Loved and welcomed but still the struggle is the structure needed for the needs is not there
- I see minimum effort by the school to engage with us parents as their equal partner. How the support works in the school is not made clear and they try minimising the support commitment they make.
- I see minimum effort by the school to engage with us parents as their equal partner. How the support works in the school is not made clear and they try minimising the support commitment they make.
- Child is very bright, so is able to compensate for her areas of weakness to a level that makes her 'average'. School are not able to support to fulfil potential. A number of Teachers have been extremely unsupportive.
- But funding for children with additional needs is a real struggle for the school
- Happy to help but the levels of knowledge amongst teachers and TA is poor. No training. Just normal mums kind but where is the specialist teaching interventions? More needs to be invested in them.

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

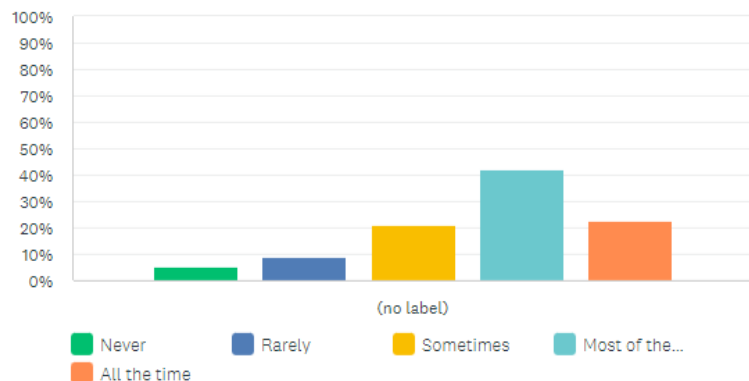
Respondents comments continued....

- Reports and dyslexia assessment noted and will consider needs when sitting exams
- Very welcomed but not the right environment for him
- They have a strong inclusive ethos
- Initially they were very slow to respond to me realising problems, they now have but really it's too late, she's unable to attend.
- They are very warm and loving towards him.
- They're amazing with our son!
- Not sure the schools have a choice but to accept my children as they wouldn't qualify for specialist provision, we are in catchment, with sibling links, etc.
- Getting the help was a very slow long process.
- They can not support their needs
- Stays with sen groups
- My child now has a sense of belonging
- more so than his previous setting but we felt we had no choice
- My child's has had fourth teacher change in their class since beginning of September
- Yes but that as she masks at school they don't meet her needs or provide support the way they do to the children who are disruptive eg throwing tables and walking off
- It is hard to say. Individual fantastic Teachers support my child but getting support for him has been very hard.
- Even though they are welcomed there are issues with inclusivity in regard to the my child being unable to access the mainstream curriculum
- School require more awareness around Autism
- Individual members of Staff are kind and offer to help but there doesn't seem to be anything they can offer to help her with her experience of School.

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

Answered: 408 Skipped: 11

64.8% said their child enjoyed their education setting most or all of the time, 13.4% said that they rarely or never enjoyed their education setting.



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALL THE TIME	TOTAL	WEIGHTED AVERAGE
(no label)	5.40% 21	9.00% 35	20.82% 81	42.16% 164	22.62% 88	389	4.32

[Comments \(34\)](#)



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

### Respondents comments:

- Isolated
- Her teacher always comments on how happy and smily she is at all times.
- To stressful, no consistency or support to adjust learning, teachers do not read pupil profiles which ends up in child being humiliated. My child is in high sets for learning but results are showing failings in school support around education because they are not under achieving in all lessons, my child is not seen as urgent although they are not thriving and being able to achieve their full education potential. Some lessons they are unable to attend due to disruption in class causing them anxiety but no class work is given, therefore they are falling behind. This causes another additional anxiety to my child because they are going into yr10 and about and has GCSE ahead of them. Keyworkers are not available when needed, left crying in reception for over an hour without staff members support it's humiliating and anxiety inducing resulting in illness and unable to attend school.
- Not quite special enough for a special school but mainstream doesn't fit either. The demands are too much for a neurodiverse child.
- School worked hard, helped X and was brilliant.
- Until we got them into a specialist setting and this is much more improved. However the damage that was done of forcing them into an unwelcoming environment has done years of damage we are attempting to reverse
- The disorganisation of this setting is very unsettling for send children
- she used to enjoy school but not this year
- Appears happy at school now and ok once there, struggle to get him to school/aftermath of school behaviour escalated
- My child struggles with not being in mainstream and 'normal' and being different
- She finds school hard. Attention span short. Never catch up
- she doesnt like school as she finds the work hard, but she is supported in full.she also finds some teachers say unkind stufft to her
- She has had time off due to not feeling safe in school
- He doesn't like school but knows he has to attend
- He does but struggles being told what to do

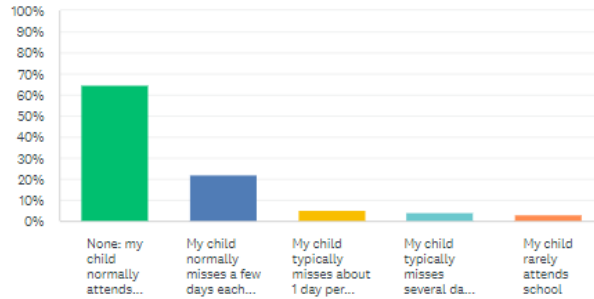
## Q7: Does your child enjoy their pre-school, nursery, school or college?

Respondents comments continued....

- think he has EBSA
- Not to sure with storrey time as he's non verbal and lack communication from the setting but very happy with remi care as they meet all his needs
- He finds it difficult because of lack of awareness and support from staff
- As stated above
- If asked, says does not like preschool but seems happy when there, hitting etc notwithstanding
- He hates going to school
- Although is upset every morning as doesn't want to go to school
- Doesn't like school but appreciates the support from the SEND teachers
- My daughter has not enjoyed going to school since she started in reception.
- This is more due to the difficulties they have with learning/retaining information, and not due to school staff (they actually like most of their teachers)
- It has only been one month in this school. A bit hard to say if he enjoys it yet but he seems happy
- He has hated his experiences of school to date
- Some teachers are more aware and better at working with children with SEN. Understanding last minute changes such as deck moves etc will create unnecessary anxiety
- Not the right environment and is often segregated
- Bonding
- Not currently attending school
- We currently home learn for one hour per week studying one core subject as my daughter found it hard to stay in this class at School as it was taught by a cover Teacher & she found it too disruptive. She wishes to leave and has asked to learn at home. We are trying to find a private School place as it doesn't feel as though her mainstream Secondary School has resources to meet her needs and we don't imagine other local Secondary Schools are likely to be different. Many classes being taught by cover Teachers really stresses our Daughter as there is classroom disruption. She feels anxiety which results in her finding noises very disruptive. She doesn't feel she can manage to stay at her mainstream Secondary School until the end of the Summer Term. I think we will either find a Private School place for the end of the summer term or will have to switch to home learning within the next short while as our daughter cannot cope with her current School.

## 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: 408 Skipped: 11



Over 86% of respondents said their child attends their education setting every day or only misses a few days each term.

7.7% are missing several days a week or rarely attending.

ANSWER CHOICES	RESPONSES	
None: my child normally attends everyday	64.95%	252
My child normally misses a few days each term	21.91%	85
My child typically misses about 1 day per week	5.41%	21
My child typically misses several days a week	4.38%	17
My child rarely attends school	3.35%	13
<b>TOTAL</b>		<b>388</b>

[Comments \(44\)](#)

## **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:**

- Due to burnout from unmet needs
- This was before she stopped going altogether.
- It's worse when the support isn't there and as a sign things are not going right and need adjusting. These adjustments either don't happen or take too long resulting in burnout and longer absences from school. It's very frustrating and not taken serious enough by the school. Too much pressure and blame is put on to parents due to none attendance but school are not doing enough to prevent it, it's not child or parents fault! Lack of knowledge with autism, lack of staff reading psychologist and OT reports meaning the support is not correct and environment becomes very triggering and anxiety inducing. Very small request are not agreed to which would make a big difference to child for eg given work to do in a quieter non disruptive room.
- since attending specialist school my child has only missed 3 days this academic year due to illness!
- Yes and it varies depending on the week and the circumstances
- Currently half days
- However it can be a struggle to get her there
- They started skipping classes, then hiding around the school site, now they can't attend at all & has panic attacks if we go anywhere near the school.
- Currently on roll but not attending
- School forced part time table for whole year
- I work at the school so they attends as they have attachment issue with leaving me
- she tends to get ASD burnout and would have meltdowns over change or if anything its going to cause trigger around sensory
- There is often talk the night before about not going
- ALP, Suspension, strikes, truancy
- My child is currently at home.

## **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 continued....

- No missed days this school year
- Although how much learning they access is debatable.
- He used to but now he goes everyday
- Due to his tic's. His tics can cause his legs to just fold underneath him, so he is unable to walk, or other times he punches himself repeatedly and needs to be held
- I get called to collect him because of behaviour they can't deal with, or threatened with suspension
- My child misses school only when she has a cold or fever or her 1:1 support in school is unable to work.
- Is on a gradual transition after a year out of mainstream school due to anxiety
- He only goes ones a week anyway
- Not attending named school
- Gutted when it's the holidays
- Preschool reduced his hours however
- For being ill
- In winter season my child misses alot of days in school
- When attending mainstream school, my child would miss many days.
- Used to miss several days a week before Learning Support was put in place
- this was due to more students being added to lessons without warning, but school eventually altered timetable and attendance has improved
- sleeping issue

## **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?'**

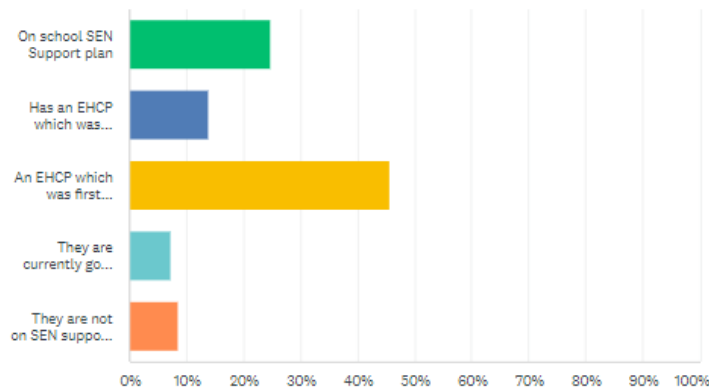
Respondents comments continued....

- Only misses when ill from a virus etc
- She has not attended at all since the start of March, attendance was sporadic since returning after Xmas holidays
- My child has not been in a educational setting since November
- She had good attendance until she stopped going.
- We can have prolonged periods in hospital or unwell
- My child is often late because we struggle with an effective sleep routine
- Having extreme issues getting child up to school, into school and going into her class. Often late, won't go into classroom so will sit outside and colour as school don't want to give a ta or someone to do sensory circuits whenever she arrives
- In Y11 he attends every day but in Y7 & Y8 really struggled with EBSA
- When she was in mainstream she struggled, but special school has made all the difference.
- When she is ill, she struggles to feel well enough to return easily. She finds School so exhausting she has to feel 95% well before she is happy to return to School.
- Attends school everyday but misses his classes.

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

Answered: 408 Skipped: 11

We received responses from those whose children are on all levels of support with 59.9% of responses coming from those with EHCP plans



ANSWER CHOICES	RESPONSES
On school SEN Support plan	24.80% 93
Has an EHCP which was issued for the first time in from June 2022 onwards	13.87% 52
An EHCP which was first issued before June 2022	45.60% 171
They are currently going through the EHCP process	7.20% 27
They are not on SEN support/ do not have an EHCP	8.53% 32
<b>TOTAL</b>	<b>375</b>

Comments (60)

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

### Respondents comments:

- Very little support received despite having an EHCP
- Have noted that the EHCP review hasn't included multi-disciplinaries and so we have pushed for them to be included in the invitation.
- We are at the very start of having my son assessed as he acts very differently at school to when he is at home. We have known he has issues since he was 2 but we have chosen not to get him assessed until now as he is getting aggressive
- I believe she has Speech and Language Therapy intervention during school hours.
- Ehcp refused to issue yet a long list of things in the sen plan which school state they don't have funding for, back to unmet needs for child
- We are now applying for an EHCP.
- Teachers don't read pupil profiles. EHCP would be helpful but always get told they already have lots of applications going through and there is not enough evidence. My child misses a lot of lessons and school, I feel that should be enough evidence!
- Not sure on sen plan but discussing with senco
- Has EHCP but on EOTAS
- not in school
- Feel my child should be under SEN at least with his learning being so behind.
- Very little in practice so he contains stressors
- Covid meant that assessments and delays took place which has not helped with the timing of issuing the EHCP. We have lost years of education
- School offers no support except 1 hr of unskilled support
- They have an IEP
- Literally "don't know". Since the "frustrating" comment in March, I have repeatedly asked the school for information about how they are supporting my child and, despite chasing, they have declined to respond (even the Headteacher)



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

Respondents comments:

- Currently the school does not have any support
- My daughter receives no support at school for her dyslexia
- Eventually put on sen but yet to see what that means
- Planning for ehcp application
- Funding has been given, can't see what it's been spent on?
- Wokingham refused to assess for EHCP
- ABA trained support
- ToD visits twice a year. No further support
- Applying for EHCP
- Even with ECHP they don't really understand his needs
- He has a part time 1:1 but he is only a lunch time controller
- Been in appeal process for 2 years
- But this is not followed by the current school and WBC have only attended 1 annual review in the last 8 years
- Have a SEN plan but I find it quite pointless - it is rarely updated (should be once per term but hasn't been) and the level of support stated is far more than she receives in reality. There needs to be greater honesty about what is actually possible.
- He has 1:1 support at all times, particularly during unstructured times and outdoors to support his emotional regulation, make and keep friends
- Only just got an EHCP after waiting over 2 years for an ASD diagnosis
- They are meant to have SEN support but the borough is so ridiculously understaffed that he's had barely any support this year. He's gone months without the school knowing me that he wasn't been seen as they've haven't had the SEN support there.
- But has not received since Nov 2022

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

Respondents comments continued....

- Ed psych visited
- In receipt of EYIF
- IEP
- We are waiting for an assessment
- Interventions don't happen and getting plan do review to happen is tiring
- Completed the new student forms, identifying SEND, never been approached to discuss. No support offered.
- School have raise an IPP
- Applying for EHCP presently
- EHCP is not available to my child, due to signing EP delay and CAMHS delay
- Only the school Learning Support Unit
- However, the EHCP was issued without proper parental consolation and currently waiting to be heard by the SENDIST.
- They have an IEP
- See previous comments about 'average' attainment. This seems to be 'good enough' so doesn't warrant a plan that would help her meet her potential.
- Very clever so masks and does not meet threshold, although reaching levels far below their potential. Care is not individualised for the potential kids could have based in abilities it's just a binary meeting expectations which for some clever kids is really missing the mark of what they could attain with support.
- Although my child gets extra time in exams I don't receive IEPs or communication from the SENCo
- There has been no SEN support for at least six months of this academic year and no support offered from outside this is on top of two years plus of no SEN access due to covid restrictions.
- Ehc assessment was declined but we will appeal

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

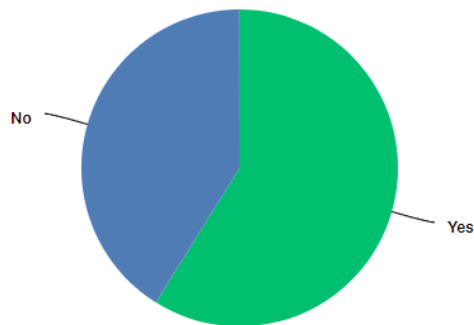
Respondents comments continued....

- Year 6 has a v out of date ehcp. Year 8 has never been assessed, helped, etc
- On School SEN Support plan until she stopped going.
- Informal support given according to needs, but nothing formalised (unfortunately!).
- Has a key worker to support them
- Can't remember when exactly the ehcp was issued
- Has an EHCP first issued in 2021
- Not sure how much is actually implemented, definitely no IEPs
- This is not enough but my child is not seen as high need for ehcp until he is 2 years behind
- I don't know what the EN Support Plan is. No EHCP, she has a Time Out card and movement card to leave lessons for short breaks and she has had one mentoring session.

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

Answered: 408 Skipped: 11

For those who it was applicable **58.9%** (54% 2022) say that the education setting is well resources to meet their child's needs. (Special School 85%/Mainstream 48%)



ANSWER CHOICES	RESPONSES	
Yes	58.89%	222
No	41.11%	155
<b>TOTAL</b>		<b>377</b>

[Comments \(105\)](#)

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

## Respondents comments:

- They do not use the resources they are given effectively
- Always fighting - may have to push for EHCP
- What is well resourced these days? They do the best with what they have
- He is missing out on a lot, he is with children with greater needs and all year groups, I can not see how they are helping him to access the curriculum.
- Part of the EHCP is to have an ELSA but the ELSA has been on long term sick leave and no replacement has been bought in, therefore their needs are not being met.
- I don't know how well they are equipped yet but they have been helpful and supportive so far.
- Child struggling to access setting each day, late nearly every day, emotional outburst before and after school as a result
- Bohunt - no support even though it was regularly requested.
- Staff training on masking and autism is needed to meet needs, more flexibility around learning, why is it so rigid it has to be done in a disruptive class room? Why isn't child given the class work to do when they use exit and go to quiet area? It could easily meet their needs but it's a fight to get small adjustments made, it's frustrating and disappointing!
- Not all teachers have enough training especially re girls with autism masking. School has inadequate space to run daily sensory circuits when hall is in use.
- No funding provided
- They do incredibly considering they are a mainstream school and always go above and beyond to teach and nurture my child
- Most teachers don't even read the Ehcp, therefore have no idea about the support required which causes mental health problems.
- It is now they are in an appropriate setting.
- Not sure
- A strong team and a very communicative SEN teacher.
- Feel my son should be getting a lot more help than he is.
- not sure...
- Not really as she is put in a class with others that distract her, but her IQ is high, so I don't feel some teachers consider this and it is not managed by the SEN dept.
- Sort of, they are learning how to work with him at the moment. The whole of education is underfunded, particularly SEND!
- Only just referred for ADHD/ASD so very early on in the process
- Couldn't really comment - they don't tell us much

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

## Respondents comments continued....

- Has some support in place, could be better.
- Ed psych recommendations require specialist training of staff at school which takes time and again delays any provision
- Said can't meet need but la named anyway, unsurprisingly still can't meet need
- No and not willing to make reasonable adjustment
- They don't see my child
- The SENCo is newly in position in September but we have already heard that he has been actively applying for jobs at other schools
- The school cannot provide speech and language therapy, nor physiological or occupational therapy
- Secondary school doesn't understand my sons needs
- She receives no support but right now is managing ok though certainly not reaching her full potential
- I'm going to say yes because they have good resources for a mainstream school however the number of children there needing it its not enough
- As much as it can be with lack of funding
- As far as I know. Child is supplied with laptop
- Possibly not as many staff as needed in reality
- My daughter should have been having movement breaks but is not due to staff shortages.
- Not enough staff
- Limited space, unable to recruit LSA,
- additional specialist input (ABA) provided
- My child has specific OT needs and the report received was very poor
- This will change dramatically in a few months when moving to senior school
- Increased intake has meant less available space for activities
- As a specialist school they have the support needed (unlike previous mainstream school)
- Storrey time is not equipped for his needs as he needs outside space
- Not all his needs at met
- Lack of staff trained to help her

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

Respondents comments continued....

- Previously no but it is now.
- LA has refused to mediate so I am paying for the extra support activities he has needed
- I appreciate it's a stretch but I think more is possible. It's never clear what PPG money is used for, and I despair of being told she is a 'daily reader' when a record is made in her record around once per fortnight.
- Yes the school is trying best to support my kid but still without a proper EHCP, I feel my child is finding it difficult to get settled well in school
- I don't know - Healios have not even sent their report to them.
- Cannot meet my child's needs, waiting for a place at a special school to become available
- Support is given but not enough. An EHCP has been refused twice.
- This is the third setting since year 4. The first two were highly inappropriate and it took 7 years of fighting, and a lot of school trauma to get X where they are now
- Though as he is 17 the college treat him as an adult - and his communication skills are such that we don't know what's happening, so have no idea when/if work placement is happening etc. We find it harder to support from our end as we are cut out of the loop.
- Sen department on long term leave
- Lack of staffing and IT equipment to support my child.
- The school seemed to be money driven and not actually to meet the needs of the child
- But through their own work, not due to support from Wokingham.
- They struggle with giving the right amount of brain breaks and 1:1 support because there isn't enough staff to always meet my child's needs. They do their very best. Even if he had a EHCP it wouldn't help because the school has to fund up to a certain number of hours which is unrealistic for them to afford for all the children with send needs
- Applied for inclusion funding but still cannot meet his needs in setting
- Unsure
- They are able to fund the support specified in the EHCP but believe it is a struggle
- They needed extra training and were willing to learn and help /training was funded by charity not LA
- Wouldn't know, not be offered any resources.
- An review I have to request they are not proactive.
- Without sufficient EP and CAMHS assessment EHCP is not available

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

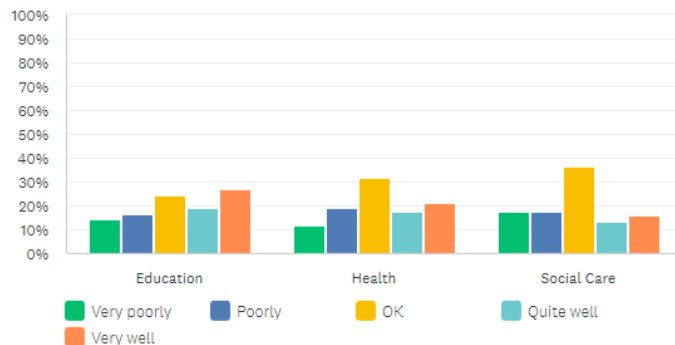
Respondents comments continued..

- WITHIN FINANCIAL CONSTRAINTS
- I did not feel that the mainstream setting was resourced well enough to meet my child's needs.
- They need more understanding of mental health and more time to dedicate to children when struggling. Teachers are not kept up to date about their SEN students and mine dont even know he is on Learning Support
- Yes but low levels of funding and increasing need
- No official diagnosis yet but the school is very helpful and supportive.
- The school has an Inclusion Department but I do not even know what resources are available for us by them. The SENCo does not seem to be up-to-date for knowledge regarding SEND.
- College support has been excellent
- They do there best but really with the pressure of many children needing support it would be helpful if they had extra staff
- However there was a period when class size increased which meant my child was missing lessons (large groups/lots of noise are triggers), and it took a while for the school to re-organise things to allow a smaller group size, so unfortunately they were missing lessons for a time
- Not enough 1:1 support where needed, support seems to be a privilege, not a right.
- They are lovely but severely overstretched.
- We have not yet found a specialist provision which could meet his needs effectively hence PTSD arising from school
- There are no strategies in place to support my child to organise himself e.g. supporting his with notes, making sure he has correct copy of book etc
- Physical space for interventions is v limited. my child often need time with quiet and space but this is limited due to space in the school. Limited knowledge of DLD within the school and SEN team
- The school is brilliant at trying to support my son, however the environment is not right for him. He needs a quieter setting to focus and learn
- Not sure, assume so
- My child should receive additional support for dyslexia, eg following Dyslexia gold programme, focussed spelling support. But the school is under-staffed and cannot offer any support.
- They are short staffed, senco went on maternity leave, teacher wasn't sympathetic to her needs
- School endeavours to provide the best that is possible given the funding challenges that are impacting resource & teacher availability. They are a very caring and resourceful but under great strain.



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

Answered: 408 Skipped: 11



	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	14.00% 56	16.25% 65	24.00% 96	18.75% 75	27.00% 108	400	3.29
Health	11.43% 40	19.14% 67	31.43% 110	17.14% 60	20.86% 73	350	3.17
Social Care	17.37% 41	17.37% 41	36.44% 86	13.14% 31	15.68% 37	236	2.92

Comments (115)

## Education

Very/Quite well – 45.8% (42% 2022)

Very poorly/poorly – 30.3% (36.7% 2022)

## Health

Very/Quite well – 38% (36% 2022)

Very poorly/poorly – 30.6% (33% 2022)

## Social Care

Very/Quite well – 28.8% (28% 2022)

Very poorly/poorly – 34.7% (43% 2022)

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

## Respondents comments:

- WBC won't reassess to identify changed needs so he isn't meeting his potential. He's well behaved, bright but not able to focus etc hence he gets little help but is falling down in terms of achievement and his ability- school not concerned as he behaves and is meeting expectations
- However I have to request these.
- The staff are hugely over-stretched. My son does not need huge amounts of support, but regular check-ins from an adult make the world of difference. In a class of 30 this is impossible with current staffing levels.
- SENCO part time, overworked and out of date. SEN TA left and has not been replaced. School cancelled sensory circuits during SATS as could not manage both.
- Needs significant more speech and language expertise
- Not all their needs are met
- Child having EBSA and extreme crying, screaming over not wanting to go to school as needs not being met
- Too young to access certain support
- My daughter needs lots of hands on practical learning in order to meet her learning needs, this is not possible in her primary school
- In general yes although the teachers are taken out of the unit to cover other classes within the school. Other children who have not been allocated a place within the unit are also being placed by the school in the unit. I had to fight to get my child a place in this unit and not happy that other children are making use of this resource which then impacts my child
- Partly
- There is no SLT at school for prolonged periods and that means that A's key provisions as per EHCP are not met
- Apparently not
- I don't believe so. I feel they need senco to be working 5 days a week not part time and I'm not confident his EHCP is always being followed
- my child is happy there and they try very hard with him but he needs more specialist support i feel
- The school does it's best but I fund the private speech and language as the nhs support is so poor
- Need 1:1 dyslexia tutor and help with focus, organisation, self esteem and confidence
- Doing stuff but can always do more
- Depends what we are comparing! Compared to lots of other settings I believe they are, but compared to what funding is actually needed, no they are not.

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

## Respondents comments:

- Social care too often have a "one-size fits all" philosophy
- WLA do not integrate or communicate effectively with these services. They ignore their recommendations
- Always need prompting
- They are responsive when prompted, but perhaps not as proactive as i'd like
- Another of home education carried out to fill the gap as phonics, Reading and math is minimum and more challenge is needed. So my child has progressed due to extra work over last 3 years I have put in.
- at a crucial time.
- Her speech issues were flagged in nursery so we have all been aware for a long time. We knew at home before she even started at nursery too.
- 4 failed CAMHS parent referrals leading to private diagnoses
- Cahms identified her needs but took a 2.5 year wait
- cahms gave diagnosis
- School have recognised need to support but we as parents have given info to use for suppers needed. Cahms just say anxiety with no meaningful support at all
- Ed Psych refuses to see him to reevaluate his needs which have clearly changed. OT have agreed to assess him however it's a 2 year wait. ie no help provided
- Education setting have been incredible in identifying needs and implementing services such as Ehcp and therapy sessions
- social care assessment was an absolute sham, constantly moving the goalposts and lying about the criteria for respite/short breaks (started off saying it was for PMLD children only, then children who never attend school....it went on)
- Social Services were brilliant with X.
- Generally a poor understanding of Autism across all of the services. Camhs is helpful when in the system but takes such a long time to get the child in

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

Respondents comments continued....

- Social Services were brilliant with my child.
- Generally a poor understanding of Autism across all of the services. Camhs is helpful when in the system but takes such a long time to get the child into the system. Generally
- We had to get a private diagnosis due to the lack of support from everywhere
- I went straight to CAMHS but spoke to the dr about mental health who suggested the mental health service in Wokingham and she received counselling through the school. But I had to initiate that.
- Early Help understood his needs & where he is coming from all, TVP recognised that he was vulnerable to grooming & exploitation.
- Was missed during Covid
- We now have an excellent CAMHS psychiatrist really understands the needs of my child however is limited in what he can provide to support my child due to waiting lists and lack of provision.it's been a similar story with social care - good people, appallingly lacking system.
- Very parent led. Nothing without parental pushing
- ADHD diagnosis and follow up via CAMHS was slow initially but has been smooth since January 2023.
- It took me to go into the school to ask for help as he was a year behind and have paid privately to have him assessed for dyslexia. He has never been under SEN I feel he should have been from the beginning of school with how far he has been behind from the start.
- Not enough parental support and we spend long time to have medical review under NHS system
- paid for private assessment where the borough have let my child and many others down as there is not support to identify or meet the learning disability needs, e.g. working memory impairments
- I identified the needs of my child and ended up seeking a private diagnosis as the waiting list for CAMHS was 3 years long! I started the process off with school who hadn't identified a problem. 6 months later and we now have a diagnosis of autism and ADHD
- The school have identified her needs well, however the educational psychologist report was vague with a huge amount of mistakes and the Local authority have failed to understand what she needs.
- Assist have been excellent
- There has been lots of bullying
- I approached them with the suggestion.

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

Respondents comments continued....

- Needs help with semh
- Secondary school or SEN haven't identified my son's needs. He was bullied in the school and no one supported him which impacted his mental health. SEN ignored my sons needs to provide with a special school.
- My child's current school is great but Mainstream (Polehampton) was horrendous.
- We have met with a doctor who had no idea they are dealing with a special needs child, and we had to explain in front of our child. No special area for them to wait pre the appointment which is a must I feel. They wait as long as any other patient.
- i would like to get some input for school transport but nothing has been discussed or no support
- EHCP lists them, just getting the support that's tricky!
- On wait list for CAMHS for more than 1 year.
- School picked up academic issues. We picked up on ND issues
- My child has had no assessments since 2-3 years of age and is now 10 years
- He assessed while still at nursery
- The above relate to her previous mainstream setting
- Education wise he has been placed in so many different settings he doesn't have any routine
- Answers to 11 reflect us fighting for every bit of support, not necessarily these services being proactive
- Who are Social Care!
- No one has and WBC are useless
- I feel that my child has unidentified learning disability still as he cannot spell or write well and I do g understand why this is
- School has been great but LA did not provide any education until 6 months of absence and then only paid for a small proportion of my child's educational activities
- I have no idea how to engage to get Occupational Therapy assessment or services
- My child has had health and social service needs identified through that process. Educationally it is clear she struggles with memory, executive functioning and even managing within the classroom environment. The school have participated in processes I have arranged but I feel as though there has been no proactive support or needs identification. I have had to fight to have her put on the SEN register, despite being told she is 2 years behind.

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

Respondents comments continued....

- Education - developed EHCP with support of SENCO
- Four years for an assessment that was not shared with his school.
- education advised to speak to health visitor who referred child to CAMHS for ASC assessment
- Had a social care assessment receiving very good care.
- The whole system is far too relaxed. It takes weeks to set anything in place and then it all relaxes again.
- We moved to the area in 2021 and have found the transfer of healthcare professionals impossible. Currently our child does not have a paediatrician
- We've had 10 social workers in the last 7 years and every time a new one is introduced, there has been no handover, and assessments start from scratch
- My child's needs are so masked and hidden at school due to her anxiety the school doesn't have the resources to identify what needs
- His school couldn't support his needs during covid times, as his needs changed dramatically. He unexpectedly missed a lot of school when this had never been an issue previously (or since) which impacted on his GCSE results.
- Have been on the waiting list since Jan 2023 for early intervention and they have not been helpful at all.
- SEN have been better the last year or so in allowing things in his EHCP whereas they used to fight about this. I think the reason we are not having to battle this out any more is because they have been unable to source a school that will accept him for the last 3+ years and the evidence is in his outcomes at provisions. CAMHS have been unable to provide the help he needs, literally offering adhd meds or discharge. It's frowned upon when the child is refusing to take meds and no consideration is taken into the anxiety driven demand avoidance and the help a child may need in order to take these. They just get frustrated with the child and see them as naughty. Social care simply disgusts me and the parent blaming culture is definitely back and at the detriment of our children!
- Because his brothers are on pathway, possibly too quick to identify problems
- School aren't bothered, sometimes say there is nothing wrong. Health wise, takes so long for CAMHS assessment and GP appointments
- I have had to identify them and draw attention
- It took too long. First signs were in Reception year, Foundry outreach services got involved in Yr2, my child was permanently excluded during start of Spring term in Yr2 and only then did we get prioritised for an ADHD assessment. Note child has been back in mainstream school since Yr4 and is now finishing Yr6.
- Despite paying our sons class tutor who was also ks2 English lead, she did not identify dyslexia or dyscalculia. It became very apparent to me during covid and home schooling

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

Respondents comments continued....

- The issue is that no single service takes a lead in identifying the various needs a child has - in our daughter's case, this was not one thing, it is many overlapping issues. Therefore, diagnosing these things and putting appropriate support in place was hard as no one took a holistic overview apart from us as parents (and we're not qualified specialists).
- School don't see any issues
- The mainstream school was absolutely terrible . Foundry are great
- They have not (education setting). Health setting completed multiple reviews and assessments etc.
- We had to get him assessed privately at the age of u as the school did not have the resources to assess until he was 11
- Had a triage appointment to define which pathway was required by CAMHS.
- Private assessment via NHS consultant
- CAMHS has been a very slow process (referred for ASD in 2019, turned down, referred again in 2020, diagnosed in 2022) Once getting to the top of the list though, the experience has been very good.
- Education have not identified any of the needs of my child. This has all been down to me.
- None of my son's needs have ever been identified by a professional in the first instance. We have had to raise every potential issue with all services and realised in the process it could have all been picked up 5-7 years ago by Primary School
- I identified the potential need to the school. Long wait list for nhs support so sought private assessment and diagnosis
- GP has been dismissive of concerns
- Wokingham EP and NHS CYPIT SLT have been very helpful for identifying my child's needs in the EHC Needs Assessment process but the WBC SEND Team has been extremely poor. They absolutely refused (until we lodged an appeal) to consider private professionals' advice whereas it would have been the best for the child to have the advice by all the professionals considered to identify his needs comprehensively .
- Only good thing has been college , everything else was awful
- Education - not enough information available about alternative provisions for those with mental health difficulties which are a barrier to mainstream school attendance. Health - waiting times for CAMHS are too long. Social care - Early Help Hub were very good, as were the MHST
- School slow to identify. CAMHS waiting list for ADHD assessment 2-3 years. Have had to go privately. Sister has similar presentation of ADHD, was called an 'airhead' by Foundation teacher (same teacher who had missed her elder sibling's condition 5 years previously)

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

Respondents comments continued....

- Educational assessments paid by myself. CAHMS referral on wait list for 18m not due to be seen for another two years by which time she will be in secondary school. Not good enough. This impacts massively on an education and life chances.
- CAMHS merely provide medication which does not treat the cause of our son's anxiety. Social Care witness our son in his home environment and the impact of his behaviour on his siblings / parents. SEN just don't seem to be effective unless I constantly push them or complain.
- Secondary School (Bohunt) did not support child with any needs apart from registering to have extra time in exams. 6th form college is more interested and keen to support.
- My son's issues were not really raised by school but came from our concerns
- SLT have had minimal contact and have drawn conclusions from this
- School didn't arrange for assessments, just repeatedly raised concerns to us with no action plan coming as they had no SEN support. Then when we paid £1000 for an assessment there was no SEN at the school for implementation of recommendations. We have had 3/4 years of disruption over these issues and significant progress. Other parents in similar position have withdrawn their child from our daughters class because of the frustration with the lack of support and the anxiety being forced onto children
- We had to go for outside help. The school and the NHS and CAHMS failed to identify their issues and we had to obtain diagnoses and support externally
- As parents, we suspected that our child was dyslexic. The teacher initially disagreed. It was after further requests that the school carried out a screening. We took our child to a private Educational Psychologist for a dyslexia diagnosis.
- We were discharged by Royal Berks when our child was 5, as told she was not autistic (previously monitored from age 2) but parents and junior school staff identified needs age 9.
- They haven't identified anything, it's all come from me, getting private assessments
- School setting is very good and they are professional. Health needs strong guidance but are not trusted to cater for our child's needs without strong leadership from parents...they often argue with each other and blame each other and do not trust each other. As parents we have to do our own research as they just go through a tick box exercise. Social Care - outside of school there is none.
- They won't assess him therefore haven't identified what his needs are / why he has problems
- Social care have identified the needs of my child by his written diagnosis but not by listening to what I say he struggles with/thrives with. Education did a more thorough assessment but also did not listen to what I had to say and failed to take note of important aspects of his needs.
- My child is in year 11, I feel the school never took her health need's seriously due to her academic ability. Now we are in a very hard predicament with a child who should have sat her GCSEs who's not even attending school.



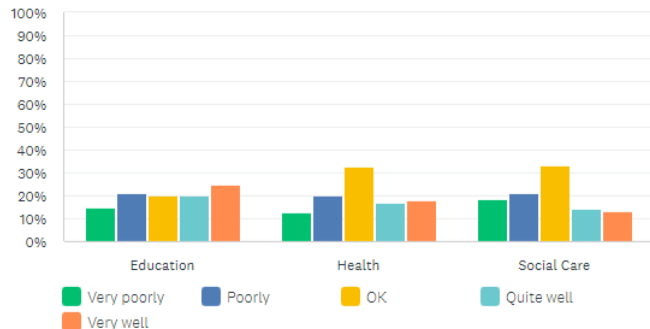
# Q11: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services

Respondents comments continued....

- School well-being lead very good at raising red flags
- The school have listened and responded to my requests for support following my son's ASD diagnosis.
- chasing depts for reports and visits
- Their social worker lacks the skill set to deal with our child and SEN breached Data Protection
- Social worker assessments completed by people with no expertise in my sons diagnosis- therefore the findings are inaccurate and the subsequent resources provided are seriously lacking and inappropriate- however they cannot provide anyone with appropriate experience to evaluate him - so we're forced to have one social care route for provision which all parties involved accepts is not fit for purpose- it's a joke
- It took a long time for us to get to this point. All areas needed continued chasing/convincing!
- Managed to get daughter assessed by cahms after 2.5 year wait and diagnosed her. Was told by WBC she needed OT sessions and then was referred to ab online YouTube hour long presentation!
- Social care have not identified my childs needs
- If you mean identified by the school - very well, parents and school have a good relationship, we communicate well and they understand my daughters needs well. The LA however is another matter
- Pushed from pillar to post with no actual support
- I identified nearly all his needs first then communicated/fought for assessments and EHCP, help by social services post adoption support
- EHCP lists them, just getting the support that's tricky!
- Not known yet
- it was me who identified and pushed for everything he has
- All parent-led / initiated / pushed
- It took us a long time to get to this point though, with a lot of waiting lists, pushing and not taking no for an answer!
- I had to push school to assess my child and eventually got a private diagnosis after the school telling me for 2 1/2 years that my child did not have dyslexia.
- ....eventually. But very parent driven.

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

Answered: 408 Skipped: 11



## Education:

Very/Quite well – 44.6% (41% 2022)

Very poorly/poorly – 35.6% (37.3% 2022)

## Health

Very/Quite well – 34.7% (34% 2022)

Very poorly/poorly – 32.7% (34.6% 2022)

## Social Care

Very/Quite well – 27.1% (22% 2022)

Very poorly/poorly – 39.7% (42.9% 2022)

	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	14.85% 60	20.79% 84	19.80% 80	20.05% 81	24.50% 99	404	2.74
Health	12.54% 43	20.12% 69	32.65% 112	16.91% 58	17.78% 61	343	2.73
Social Care	18.53% 43	21.12% 49	33.19% 77	14.22% 33	12.93% 30	232	2.55

Comments (98)

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

### Respondents comments:

- We had to push hard to get his physical problem treated as initially he was denied physio due to his learning difficulties
- WLA do not integrate or communicate effectively with these services. They ignore their recommendations
- Always bare minimum
- As above. Education has been at home, whilst school concentrates on everyday living.
- I think they recognise his needs but are restricted due to funding so are not meeting them
- For education, sometimes our young person wants are identified and met, not necessarily needs. This can result in unrealistic expectations from them. As part of EHCP ELSA should be in place but the ELSA is on long term sick so not being provided or alternatives considered. Annual health checks are in place and booked in this year by the practice but unsure if The National Electronic Health Check clinical template for people with learning disabilities is being used. The appointments are brief and completed by a HCA with blood pressure, weight, bloods and urine sample taken but with no real discussions or education. Social care have identified support needs to develop life skills. We have been kept informed throughout the funding process and relevant organisations have been commissioned to support our young person. We are still in the early stages of these services but will be reviewing with our social worker.
- School just aren't consistent with providing support, don't provide what professionals suggest due to no money
- No speech and language service involvement despite EHCP
- We have not had interaction with health or social care.
- On waitlist for autism assessment with no hope for years. School trying but don't have most upto date knowledge re autism and girls. Cahms for anxiety don't have capacity to help now
- Education setting has been incredible, however the WBC send department needs some serious work..schools and parents are made to run in circles trying to get help or info with Ehcs,sen school placements etc.Some serious restructuring would be helpful. Health care has been lacking..It took years for a diagnosis.help with speech is non existent.
- Health - lost internal referrals, waste time and resources repeating things like parent workshops in order to buy time due to ridiculous waiting times. Pathways only seem to run one at a time, so multiple referrals made when he was 7 are still grinding on age 12, meanwhile his mental health continues to deteriorate. Social care - gatekeeping is so rigid and rejecting that I gave up asking for help to protect my own mental health.
- Social Services helped X in gaining trust with a social worker, X worked with them, and looked forward to visits.
- Could not get a prescription for melatonin to support sleep as dr don't prescribe without a referral but once you receive the referral you are immediately discharged from cahms with no follow up after healios diagnosis
- Early Help got him onto a mentoring programme with Reading FC, TVP put a PCSO in place to talk to them & help make better choices.

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

Respondents comments continued....

- Without parental drive, nothing would be in place
- Emails are followed up by the ADHD specialist nurse. We have had several phone calls and meetings this year. Last month they suggested referring our daughter to the Anxiety and Depression Pathway due to her OCD routines. These are increasing in number. We await further details on this.
- I would like to see more help from the local authority to identify and support children who go under the radar!
- Once a diagnosis is given there is no further check ups or assessment of other problems
- We had to 'wait' for my child to fall 4 years behind his peers before professionals/CAMHS were involved. He was in year 1 when I first stated that there was something underlying and we eventually had a diagnosis when we went privately and he's now at the end of year 5
- The school do very well to provide her the level of support they do without an EHCP, I can't see how they can meet her needs without an EHCP
- Assist have been excellent
- no assessment for health and social care
- Need semh support
- Special needs isn't understood at all, they just ticked the boxes and left my son. School keeps on expelling him for his behaviour. They support the kids who bullied my son. They blame him rather than supporting him.
- Access to a laptop if he needs to use it
- Learning gap on paper I've been told it's not got much bigger however its not got smaller which is concerning
- I caused signify trauma and a ridiculous amount of ti
- Same as above. School has been doing quite well.
- school transport
- ADHD nurse very supportive
- Social care refused to even assess for an EHCP
- School agreed with what we said about ND issues and started to accommodate her needs. Once this was in place school became much better all round. School are also brilliant at keeping on top of her support and adjusting if needed
- Seems to be gap in helping as children navigate the world safely, where they are not asking risky behaviour, doesnt need full on SS support or YOT - needs softer AS interventions
- My child has made no progress - they are 10 years old and unable to communicate in any way or do any self-care (e.g. unable to wash hands)
- The above relates to her current Special setting

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

Respondents comments continued....

- It took a long time out of any real educational setting before we got to this stage. Likewise with the support from CAMHS. Reluctance on both parts to think outside the box. I had to fight a lot!
- Answers to 11 reflect us continuing to advocate for our child, not necessarily these services being proactive
- No support at all from WBC
- See above
- Understanding of attachment is very basic across the school, and a lot has depended on the class teacher. Some seem to not understand attachment at all - and they have refused offers from the virtual school for training.
- School never received the report.
- education put in place EYIPs, contacted EP
- My child doesn't get the extra help they need
- School has been excellent, healthcare has been poor. We have had to go back to our London specialist as the delays are too long and we keep getting lost on the system.
- We've got a good social worker now, but it's obvious that she had been under pressure to discharge us before seeing actions through
- The don't know how to meet her needs
- This is too big an issue to break down and will be addressed via a formal complaint going back years, constant failures caused a family to break up and I don't think things have changed
- Education have not due to him not being in school and social care due to above
- SEN are ok but still need to work on their policies being clear and things to be dealt with in a timely manner. It's not acceptable to leave a child with hardly anything in place due to have to wait too long for panels etc
- Education are not following through with interventions agreed.
- In Yr2 and Y3 spent time at Foundry College, I have nothing but the highest praise for the staff there. Since getting an EHCP needs have been met very well. My child has been medicated for ADHD since Yr3, so again I think the Health services have met needs very well
- Unsure about how much individual time is devoted to our don
- School don't believe she needs any support as her grades are good
- Since I have pushed for it, school have tried a bit harder, but still aren't really meeting the actual needs she has

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

Respondents comments continued....

- The mainstream school was absolutely terrible . Foundry are great
- They haven't, never acted on SEND forms completed and submitted.
- Waiting lists for Autism & ADHD diagnosis are too long.
- Health understand and have clearly identified what education need to do
- Support put in place very quickly by the school from recommendations. Other mental health needs identified and supported instantly.
- The school were unable to provide the support needed to meet my child's needs. As a result she attended less and less as attending was causing her to be highly dysregulated.
- Waiting to be supported for basic human rights is appalling in all services
- No access of health services
- The SEND Team continued to miss the legal deadlines, failed to carry out the proper parental consultation (the team ignored our parental representation in its entirety), completely ignored private professional reports which they had no legal grounds to do so. All of these failures have resulted in a prolonged EHCP process which is till pending after nearly a year since we first requested for an EHC needs assessment for our child. This means that the child is left without his needs met by the failures by WBC.
- No interest from SEN team /social care
- Education - current provision much better than mainstream school, but often wonder if a different setting would have been more suitable. Health - waited so long for CAMHS that when my child was finally seen, they'd lost trust in their ability to help them as they felt let down by the long wait, and so opted not to continue with CAMHS. Social care - Early Intervention team were good, but it cut off too suddenly - needs to be a gradual easing back on support
- No CAMHS support. Going through private route for ADHD diagnosis and medication. Paying for child to attend independent school for secondary, as the school support for neurodiverse children is appalling and would wipe out her future.
- Please see comments for Q11. We have spent a fortune fighting the system to access the level of provision which our son evidently requires. His needs have spiralled / escalated during his time out of school whilst waiting to identify a residential provision for him. We feel grossly unsupported by both SEN and CAMHS. Social Care has been a better experience but this is very dependent on the individual social worker (and staff have changed regularly). It feels as though our son's needs are too complex to be met by most available provisions but this does not mean he doesn't deserve an education (N.B. He has not access formal education for a number of years now due to his PTSD)
- Health Provided hearing aids after months of assessments. 6th form college is following up with regular tutor reviews

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

Respondents comments continued....

- Salt have had v little contact with my child
- My child should receive additional support for dyslexia, eg following Dyslexia gold programme, focussed spelling support. But the school is understaffed and cannot offer any support.
- School is needs-based. We are on the pathway for an autism assessment and do not have EHCP. Regardless, school meets our child's needs and is very well supported.
- It's been a huge struggle to get her any support, school were too slow and not understanding of the amount of difficulty until too late, camhs initially just sent her a letter about accessing anxiety support and social care referred her to early help with an 8 to 10 week wait. All have been too slow and not understanding of her difficulties
- School is great but under great strain due to lack of funding and support. Health do the minimum that they need to or have the knowledge to. Social Services are non-existent in our day to day life.
- How can you meet needs if you can't understand those needs? How are budget strapped schools ever meant to meet needs given the 'ordinarily available' policy of WBC? We pay v high council tax compared to other LAs yet get this policy which drastically cuts provision compared to other LAs
- I has to insist on meetings with school to get my son any sort of support.
- Education have left my 5 year old without a setting (they is 6 in November). Social care have left us in an unsuitable property for 2+ years. Health have caused a lot of distress due to not reading notes properly or listening to me affectively before any form of plan being out in place
- I feel the school let the situation got out of control before they decided to identify her needs, even though they have been aware of everything.
- His needs would be better met if more staff were available... it comes down to funding!!
- It's an all or nothing service
- he attends a special needs school
- Due to failures to provide support and section F child's needs are not being met
- It has taken a long time to get Short Breaks so his social needs have been unmet for a long time
- education, now he is in the correct setting well but the process to get here just OK
- Their social worker lacks the skill set to deal with our child and SEN breached Data protection
- Again, it took a long time for us to get to this point (see previous point)!
- Triage at WBC don't care! They take weeks too call and say try some websites and speak to other parents
- I have had to wait nearly 1yr from referral for appointment

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

### Respondents comments continued....

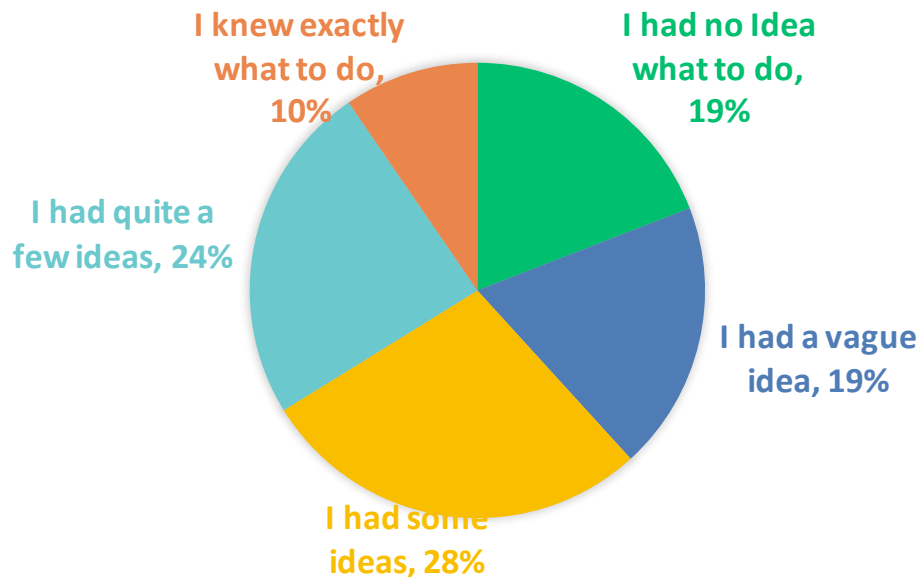
- They didnt went from pillar to post seeking outside support, was told child is too young to access certain support - left the school to try and manage the support.
- Had to remove from mainstream education due to lack of support
- His needs are slightly met but it is inadequate, especially because waiting lists for social services and CAMHS are so long
- ADHD nurse very supportive
- I've had no contact from social services I doubt they know we exist.
- Not yet known
- It took us a long time to get to this point though, with a lot of pushing for support, EHCP, change to special school etc.
- Some extra support at school but not enough (some small group work, but not fully focused on my child's needs)
- ...based on our experience of the whole time he has been in education. In the last 12 months, school have done a good job of meeting his needs, but for years it was poor - mostly due to lack of resourcing (until EHCP funding came through) and the pervading culture within the school. There are some great individuals within the school, including the SENCO, but too many staff members who do not understand SEN and who's actions can all too easily undermine / thwart attempts at providing a positive experience.



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

Answered: 408 Skipped: 11

38% (49% 2022) of the respondents say they have no idea or only a vague idea of what to do to get extra support for their child. **This is a significant improvement vs 2022**



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

## Respondents comments

- Another tribunal is ahead of us as WLA ignore our child's needs
- Know what to do; cant get it done
- Ideas I have - but the process is bad at following through and delivering ... seems almost designed to make you give up
- I have spoken to sendiass and they have advised me.
- Being a person who has their own SEND, I am aware of the various places I could research and get information from. The annual health check being one example. The issue isn't necessarily getting the information or the extra support, it is about the effort it takes to get the information or support. It can be exhausting, particularly when you are trying to support a child or young person. In my 40+ years experience of SEND, information is becoming more readily available thanks to the various healthcare and 3rd sector organisations.
- I always thought referrals were done through your GP not through school
- I have asked for numerous support to be refused at every step. Self referred well-being hub, school referred and gp suggested it but only told go in courses, join a workshop which have already done
- Waiting lists for support are years long, no support is offered you have to research it and find it yourself. When you get support from sendiass, assist your suggestions to school on how to help your child are not actioned. You feel you are being heard but it's not actioned consistently and thorough enough causing difficulties to your child. Actions agreed are not all put in place which causes problems. The education system is broken and failing children who have a lot of potential to thrive and do very well. Healthcare system is broken and appointments are impossible to get or waiting lists after referrals are years long. All of these things contribute to a child's mental health as they begin to see they are failing because of the lack of support and leads to very serious mental health problems. My child once said they didn't want to live anymore because of school, I was couldn't get any help apart from being told if they attempt suicide take the to A&E, that is disgraceful for a child and parent. Thank goodness I was able to support my child as best as I could and make them feel listened to, I guess I'm one of the lucky ones but it's doesn't stop the lack of support and my child feeling unheard by professionals in education and healthcare.
- I feel like I need a solicitor if we are going to get anywhere. It causes me mental health issues!
- Education setting was a god send when it came to helping me and my child with extra support. I'd have been lost without them. They guided me through everything, and helped me when WBC send department ignored numerous emails and phone calls.
- I may know what support is required but trying to get it is a different matter altogether. 3rd attempt now to get support from Camhs.
- I had to keep knocking on doors until someone listened. In our case it was Adopt Thames Valley.
- We know what to do but the system is designed to frustrate the parents into submission
- I discovered assist and received great support from Vicki round. Went on a teens autism course, went on a sleep course for send run by wokingham which I found out about through school newsletter. Also phoned sendiass but I wasn't sure how they could help.
- Friends in a similar situation have helped with advice on what to do & who to contact.

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

### Respondents comments continued....

- Lack of financial support at school to support SEN students
- There really doesn't appear to be any extra support available.
- If a parent has additional needs they are disadvantaged because of complex criteria governing access to services
- She received support at school and I would like to know how to access 1-2-1 Maths and English tuition via funding from my daughter's EHC plan or through personal allowance. 1-2-1 and small group has proved more beneficial, is written into her EHC but is difficult to achieve in a mainstream setting (though mainstream do a good job within their confines).
- Now my son has been diagnosed with dyslexia I feel he should 🙏 have more support and help that he needs. I just don't know what he is entitled too. Can you send me this information please.
- any small group provided to SEND children to learning emotion control?
- I know what kind of support my child needs, but WBC failed provide proper support.
- WBC need to ringfence funding in a fairly wealthy area with high council tax to implement more services to train and identify the hundreds of children who are going under the radar with specific learning difficulties. I am a teacher and have been for 25 years and there is no training for teachers or services and assessments we can refer children to when we see they are struggling. Every class of 30 has at least a 6 children every year. These hundreds of children in the borough then "give up" on trying in school. Schools also need to recognise these children should not be put in a "streamed class" where they are then all together with every possible distraction in place and a whole class that then fails, rather than mixing them into many classes and allowing them equal opportunity to succeed
- Waiting lists are ridiculous in this borough - we had to go private just to get a diagnosis
- I have an educational background so I knew roughly what to do but for others I know it is a very complicated and laborious system. I had to give up a full time job in order to complete numerous forms, attend meetings and I am still fighting to get specialist education. Everything is a battle
- It doesn't matter what ideas you have, if the school don't have funding via an EHCP how can these be implemented.
- My child has a v rare genetic condition. I need help with secondary transition
- How do you get support when no one seems concerned about the child's legal rights to an education
- I'm a head teacher and was a SENCO so knew how to navigate.
- I have previously worked as a SEND careers adviser and written old-style S139 transition documents, contributed to others' annual reviews and EHCPs, I have worked as an Independent Supporter alongside SENDIASS. The school may be lagging behind, but they will be under no illusions that I know what they should doing and therefore what they are not doing.
- I am a former SENCO

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

## Respondents comments continued....

- it appears to be a massive struggle and fight, there appears to be no rush to prevent further deterioration of a child's mental health, emotional/ social support in school seems to be a 'nice to have' if the child is not causing a disturbance.
- There is no support or help in choosing Sen schools - no one can tell you what they are like, what might be suitable and it is difficult to view schools.
- I am a teacher so knew what to do
- I had to have expensive private assessments done. These should be available via school
- I sought support, education and understanding independently
- SENCO at school has been fantastic.
- school support not effective. Looked in ABA. much better
- My child gets extra support through direct payments, but Thumbs Up Club in particular is very poorly managed and I have no confidence in the process of registration and important details being passed on to club staff
- Real push to get meetings/ appointments with Audiology/ ToD. Have requested my own meeting with the new school
- Extra hours activities
- LA very slow in providing support, without legal action
- I fought to get additional settings such as JAC mentoring and ended up receiving it under short breaks
- Other parents in similar situation helped - it can be hard to work out where to start when in our situation.
- None ever comes to you. You find out from other families who have already battled their way through the process
- I don't know how to get specialist social support for my son
- I try and it's always someone else's department that needs to be contacted .... No one wants to own anything at WBC
- Next stage is formal complaint to the LA
- I thought that the school would provide a letter to the GP who would then refer for OT assessment
- Have been through social services, virtual school and researched myself
- I am planning to apply an EHCP for my child
- happy with new triage system
- We have gone to see private tutors and learning specialists as much as we can. We now need help from the borough!!!!!!
- If you don't know the system, your child will be left behind
- I want to know about one-to-one swimming lessons and. Skating classes with less costs. Also want to know about other facilities for special needs children

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

## Respondents comments continued....

- But services and their funding issues meant nothing came of it until he was placed in care where there is a magic pot of money to suddenly help. They spent years telling me I was doing great, nothing more I could do etc but when they went for care proceedings, they totally twisted everything to cover up their failings and instead parent blame
- Just ring the council,/ case worker constantly. It's exhausting.
- I've been dealing with my Sen children and the systems for over 10 years and knew a lot but there are still things that you find out along the way and wish someone had told you
- But I was a teacher which is how I knew. As a parent, I had nothing.
- I can ask the per school if I need to
- It should not be such a battle. Schools should honour intervention plans and they should be fit for purpose. Valuable time is lost. Also it is unfair and discriminatory that EPs only assess those at statutory threshold. Others with diagnoses and disabilities miss out, or without diagnoses miss out yet the need may be high
- Not at first and we were reliant on the school to lead but now, 4 yrs later, I would know exactly what to do
- We have repeatedly involved specialists privately as new evidence has come to light. Waiting for support from the local authority has been time consuming and not as good / detailed once received.
- But still never been assessed as told they have to cope with backlog of much more serious cases so that's it.
- I wasn't listened to by the mainstream school and his education wasn't provided as a result
- We are doing lots of research to see how we can help our child.
- It's exhausting but you never give up as you want the best and their needs to be met
- 5 year wait list for ADHD assessment. We were asking for Ed Psych assessment for dyslexia from reception, and due to very poor Wokingham Ed Psych service, ended up sourcing independent Ed Psych assessment in Year 6 when she still had not been seen by an Ed Psych
- I only know because I work in education for myself. Now we have diagnosis the support resources are better though.
- Luckily, I know what I need to do to get the support my child needs due to working background. I feel sorry for parents who don't as I don't feel there is enough support for families of children with additional needs.
- I am a professional involved in the areas that were needed so I had some idea where to start but I feel sorry for families who just sit and wait for services to be proactive
- No further information has been offered following diagnosis other than school based support and recommendations in assessment report
- Extra support does not seem to exist. I've found my way through the system but haven't found that support exists for well behaved, academically capable children really struggling with anxiety & awaiting ASD assessment.

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

### Respondents comments continued....

- I have absolutely no idea how and how long it will take for us to access "extra support" if it is taking near a year (and we do not know how long more it will take) to get WBC to issue an EHCP which includes appropriate provision for our child (we are not even asking much more than provision which should be 'ordinarily available').
- Have to fight for everything all the time
- the length of time it takes and having to chase everything up
- in our family we have an NHS doctor and it has been really, really hard. It's like we're the first people going through this (we're clearly not) and every year we start again with school
- Sit in a very low wait list or pay privately for them to be able to access they support they need.
- Support is just not forthcoming from the LA due to budgetary constraints - everything comes later than needed which then escalates the child and family's level of need (and subsequently costs more anyway!)
- We have fought for years and tried lots of different things but it seems the level of support he requires is rarely available. The lack of therapeutic input available via CAMHS has been astonishing.
- Difficulties with Dyslexia are not widely known in mainstream schools
- Restricted every page on the ICP is marked with a £ sign Thai is all people are interested in
- It is complicated to get support, I had to do a lot of research to work out how to support him and a lot of the time I end up going private due to the excessive waiting times for everything
- I resorted to private healthcare for diagnosis, counselling & received support from school to get my child back into education
- I believe that if I would like extra support for my child, I will have to find this privately - it will not be offered at my son's school. Eg, private tutor for English and/or specific Dyslexia coaching. The Educational Psychologist also suggested a number of strategies to follow. I believe that I will have to talk to the school regarding access arrangement for Key Stage 2 SATs.
- School is accessible and transparent with proactive staff
- It's really difficult to know who to go to to get help, I think there's too many organisations like early help, emotional well being hub, assist, camhs, social care, I would much rather a 1 front door approach to mental health care.
- I've got two degrees and a professional job and I struggle to jump through the legal hoops required. The SENCO is game playing. The system is broken. The guidance isn't clear. WBC SEN team are not on top of cases. Feel like I need to pay for anything my children need, plus I need many hours a week to deal with the SEN fight (as that is what it is). Feel v sorry for parents who have less understanding of the system, I feel like I could literally give up my job to have time to fight this system and get nowhere,
- Luckily I have a friend who works within a sen department and she was able to guide me.
- Seeking legal advice

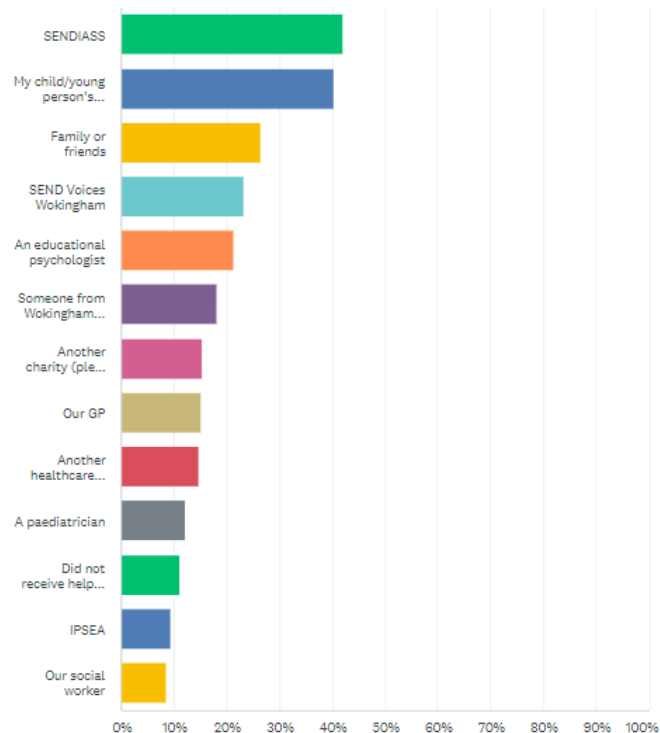
## Q13: Do you know what to do in order to get extra support for your child?

Respondents comments continued....

- My ideas were ignored by school or not implemented.
- The school are reluctant to formalise support. This is important to me, with secondary school looming.
- It's incredibly difficult unless you have a social worker
- SENCO advise usually seems to be - have you thought about going private!!
- Despite requesting help through the correct channel I was fobbed off for a long time, even though we were in desperate need at the time.
- But it doesn't matter cause it all comes down to cost and if the LA doesn't want to help they won't.
- Website is confusing, awaiting call backs
- Again asked for support for respite and activities from multiple sources but to no avail
- Most direction came from other parents in similar situations
- There is no additional support available.
- I have tried many things but have been pushed between services, waited on waiting lists and we've had minimal support.
- Yes - wellbeing support should be there for children aimed at 6. Reading council are more supportive, than Wokingham council.
- I knew exactly what to do but unfortunately the LA did not listen or take note of the other professionals involved with my daughter, even though these professionals have been working with her for years
- Even with knowing what to do and making complaints when necessary - nothing is forthcoming
- Main issue is getting the school to put support in and communicate effectively. My CYP isn't even getting ordinarily available let alone anything extra from their plan.
- Know how to get the support but the services are not responsive
- You seem to get a diagnosis and then left to your own devices with limited support if any provided. Anything you ask for you have to fight to get
- As a parent, it has felt like a constant battle to get child's support
- CAMHS is supposed to be our contact point outside school but there is no clear path to reach them and they don't respond
- Knowing and getting are two very different things
- I know what to do but I never can access anything because of waiting lists or him not being as 'bad' as others - he copes well but we have to work really hard as a family to ensure that - I feel alone in my journey as a parent of child with send and wouldn't wish it on anyone.
- Other parents in similar situation helped - it can be hard to work out where to start when in our situation.
- I have applied for an EHCP.

# 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: 408 Skipped: 11



ANSWER CHOICES	RESPONSES
SENDIASS	41.91% 171
My child/young person's school, college or nursery	40.20% 164
Family or friends	26.47% 108
SEND Voices Wokingham	23.28% 95
An educational psychologist	21.32% 87
Someone from Wokingham Borough SEND team	18.14% 74
Another charity (please specify in the box below)	15.44% 63
Our GP	15.20% 62
Another healthcare professional (please specify in the box below)	14.71% 60
A paediatrician	12.25% 50
Did not receive help or advice from anyone	11.03% 45
IPSEA	9.31% 38
Our social worker	8.58% 35
<b>Total Respondents: 408</b>	

Comments (150)

## Top 4 sources of help and advice:

1. **SENDIASS** (41.9% increase from 37% 2022)
2. **School/college/nursery** (40.2% increased from 38.6% 2022)
3. **Family or friends** (26.4% increased from 24.9 % 2022)
4. **SEND Voices Wokingham** (23.2% increased from 22.4% 2022)



# 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

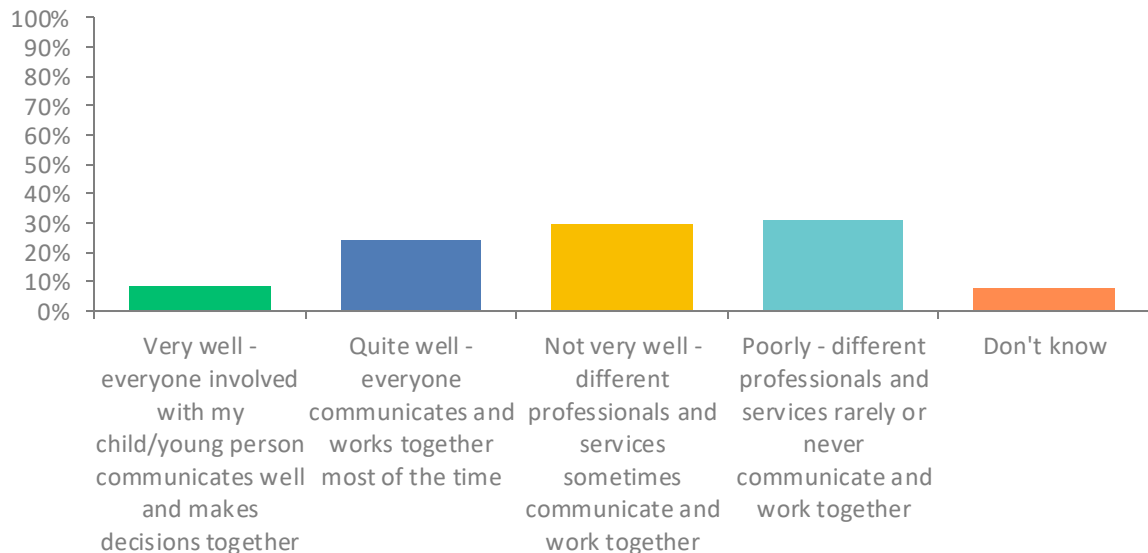
## Respondents comments – other sources of information:

Promise Inclusion	Dyslexia teacher (2)	Virtual School Head	Helios
Paediatrician (2)	Community Nurse	CYPIT	CAMHS (8)
NHS website	Health Visitor (2)	Cranstoun	PDA Society
National Autistic Society	WBC MHST	Adviza	OT (4)
Private Paediatrician (2)	Tourette's Action	SALT (4)	Dietician
NICE Guidelines	British Dyslexia Assoc.	JAC	Portage
Camp Mohawk	Downs Syndrome Assoc.	Private OT (3)	Young Minds
ASSIST (10)	Physio	Private EP (3)	Afasic
Heads & Hearts	Action for Autism	Kings College	Dingley's Promise
Reading Football Club CT	Early Help	ASD Family Help (4)	Foundry
PSC (14)	Dyslexia Research Trust (2)	Helen Gifford	ShARON
Autism Berkshire (3)	Young Minds	Private psychologist (6)	Facebook
Helen Arkell (7)	Private Social Worker	Play therapist (2)	ARC
Maidenhead Dyslexia	Private psychiatrist (2)	Building for the Future	Optalis

- Psychologists (private) had to have financial support from family to access the private care but it saved my child from feeling broken and useless
- have had no help from WBC and any services to help my child. It took 4 years for a diagnosis for ADHD for my daughter and I have heard nothing since she was in year 6. She is now at the end of year 10
- Although I contacted Wokingham send team numerous times, I never received a call back or any advice. Totally on my own fighting for the right provision to get my child the education he deserves
- I am an ex teacher so am aware of what support is realistically available
- I am a teacher in another school so I have access to some information
- The only person that tries to help is his social worker for disabilities
- ASSIST were fabulous. Networking with peers helped a lot
- The system is pretty hopeless. Nothing is clear and no advice received.
- ASD family help, parenting special children and lots of others over the years, all advice was great but couldn't force Wokingham to listen and implement suggestions
- Charity: Parenting Special Children (they were invaluable in the early stages)
- Pointless asking the council SEN team they don't give a damn
- I feel like I need to pay thousands for diagnosis for my children however I am not confident that this will achieve anything in terms of getting any help for them - they meet expectations but don't come close to fulfilling their potential.

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

Answered: 408 Skipped: 11



32% (31.4% 2022) of respondents say that professional work very/quite well together

60.3% say professional work together not very well/poorly. This has increase from 2022 (58%)

ANSWER CHOICES	RESPONSES
Very well - everyone involved with my child/young person communicates well and makes decisions together	8.33% 34
Quite well - everyone communicates and works together most of the time	23.77% 97
Not very well - different professionals and services sometimes communicate and work together	29.66% 121
Poorly - different professionals and services rarely or never communicate and work together	30.64% 125
Don't know	7.60% 31
<b>TOTAL</b>	<b>408</b>

[Comments \(98\)](#)

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

### Respondents comments:

- Professionals often don't know about services until I tell them
- The health professionals never hear from WLA who never invite them to meetings
- Pissup, brewery
- Its up to the parents to join the dots in all honesty
- They try but have other children to look after
- It is a common view from those I have worked with and my own experience that services and professionals work in silos. There almost seems to be a territorial thing and working together is an alien concept yet the benefits it would bring to a family are unsurmountable.
- I think it's incredibly complicated and long winded to get a diagnosis for a child when it is so obvious to his family.
- Everyone says schools should provide services, school doesn't and says doesn't have the money. Ask WBC for help and refuse to help at every step. Then children suffer step.
- No communication, relays heavily in parents communicating to all of them separately which in turn causes huge amounts of stress
- Now we are in the care of Addington, we are confident. Wokingham SEND and CAMHS were a rolling disaster. I believe that Wokingham SEND is now much better but we have not interacted with them for 4 years so no recent experience
- Senco says one thing, teacher says the opposite. WBC SEN team say nothing at all and won't reply!
- We have been referred to speech and language but no help or advice has been given so far. The school nurse said they can't help until she has followed the basic advice for 3 months or more.
- Regular meetings & updates to all worked exceptionally well.
- To many waiting lists and nobody communicates
- OT services seeked views of school.
- School were not always co-operative.
- all the professionals try to safe their duties by paper works. the child never get the benefits. All type of funds get the Highwood primary school in Woodley. as we are the special need child's parent we agreed to get fund support to the school. They cleverly try to get the approved in ECHP reveiw meetings. finaly we feel tye funds never use to our child.
- There is such a high turnover of staff in the SEN team, social care and CAMHS that it's almost possible to have consistency
- Unless you're under a CIN plan, other professionals won't be involved

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

Respondents comments continued....

- everything point to CAMHS - but they can't help
- I am not sure there is any communication. It seems that all areas work in silos and so everything is disjointed. I feel I am the hub between doctors, CAMHS, education and Wokingham SEN.
- Our private therapist was a breath of fresh air, however a lack of local authority/nhs resource led to frustrating/negative delay
- Nothing is consistent in practice
- The only help we have had is the initial meeting with our Senco at school
- There are far too many groups/charities doing the same so it's difficult to know where to go
- At his annual review this week, nobody turned up from wokingham despite being invited to the meeting via a teams call. As it was to discuss his transition, I thought the Borough was meant to attend? Very disappointed with the lack of care - the school were there and me
- I feel like the school try very hard to support her without any help.
- Told by school and sendiass it's down to council. Council say its down to school. Everyone just directs you to each other and you go round in circles
- Right does not know what Left is doing
- We haven't got that far yet
- Child is LAC . Professionals meet in PEP meetings.
- I feel when most behaviour happens at home more this past year now instead of at school it gets dismissed very easily.
- And it all takes unnecessary time to do anything - including the various panels.
- school and ehcp work well but that is my only involvement.
- Too many children, too few staff to really facilitate this.
- Few support services take the initiative to make contact with each other. Ver slow communication.
- Sendiass - amazing service well needed, timely and knowledgeable support
- The council team has been very badly resourced until recently and clearly need assistance. Council resources are also overwhelmed. the school and sendiass has been able to assist
- School are brilliant everyone else useless
- Nobody communicates

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

Respondents comments continued....

- This has got better but the staffing in the SEND team changes so often. We have never had the same case worker
- Given that all services were under extreme under resourcing pressure it was a reasonable , not acceptable but reasonable support in circumstances given
- Camhs hardly ever attend CIN meetings they're invited too
- For us the communication works better since we have regular CIN meetings. Previously it could be disjointed.
- Highwood has done amazing, it's other services that have been a let down
- Wokingham working with Bracknell to get my child into a Bracknell school was difficult
- We have an ABA program running and have 1:1 support for my child. A lot of times, my tutors have sent their invoices timely but still haven't been paid in a timely manner.
- They don't work together, they don't hear my sons voice and they don't hear mine as a parent
- It's very disjointed
- Psychiatrist who sees and treats my child weekly has clearly stated and written to say he needs specialist. EP and OT also said he needed small class sizes this has not been listened too
- I am waiting for more than an year to hear from CAMHs after the school SEND sent the referral
- Healios
- The child has an EHCP and seen by an EP for assessment but no input from SALT
- Very poorly. If it weren't for my son's wonderful teachers putting in their own time to help my son for 10 minutes a week he would have nothing in place at school.
- As the parent I do much of the communication between services
- I have to drive the communication between services myself
- This simply does not happen. Communication is shocking between different services and professionals and the system is broken
- Shame the services seem to be under significant pressure to keep everyone in mainstream and save money over what is best for children
- Confusion about proper place to refer has repeatedly caused delay
- No jr - senior handover re his needs
- Communication is poor between different services
- It took a long time to get professionals to look t our daughter's case.

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

Respondents comments continued....

- The left hand doesn't speak to the right hand. Communication between departments needs to be better to avoid wasting time
- The issue is that no single service takes a lead in identifying the various needs a child has - in our daughter's case, this was not one thing, it is many overlapping issues. Therefore, diagnosing these things and putting appropriate support in place was hard as no one took a holistic overview apart from us as parents (and we're not qualified specialists).
- School are the only professionals to let my child down
- WBC SEN provision was and is an utter disgrace
- Mainly education. They did not share the autism assessment with us as parents the consultant did even though we asked and it was recommended that this happened
- I work in children's services and see few areas do as poor a job of interagency cooperation as Wokingham. It is exceptionally poor.
- A lot falls to the parent to coordinate assessments and data gathering. No actual conversations between CAMHS and the school.
- Very poor communication or joined processes. Lack of specialist knowledge and lack of general information or referral options. Very reduced or in-existent support for children under 13. Very poor administration teams in the services
- No team support
- I think it is a very inefficient and ineffective system that the SEND Team is put in the position to consolidate professions' advice (while professionals do not communicate with each other) and draft EHCPs as they are not professionals themselves and they are inevitably affected by the council's agenda of minimising the budget. Co-production of an EHCP with engagement by the professionals, the council, and the parents is needed to create a plan which really works and I believe that it will be far more efficient.
- No one communicates
- Struggle to get to speak to any professionals without going privately. Teachers don't communicate particularly well with each other in same school.
- Overall it feels as though bureaucracy dictates the speed at which anything happens. The teams seem to speak to each other but those we have contact with never seem to have the authority to change / approve anything. The people themselves are pleasant and kind - this is no reflection on them as individuals but the system is failing children.
- Speech from Wokingham team don't connect with our Private speech therapist to get the best solution for the individual. Came for 30 mins and just gave very generic information which is actually below my sons level
- Incredibly poorly, one one talks to anyone else or even understands who offers what
- They work very well together to use all the guidance etc to provide as little as possible!

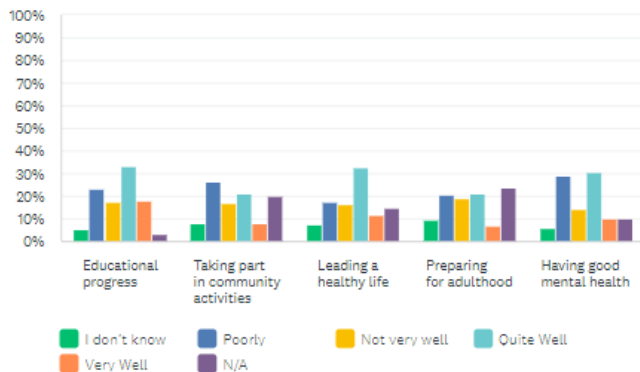
# Q15: How well do you think services and professionals work together to support your child/young person?

## Respondents comments continued....

- Now things are moving along, things are becoming positive.
- Constant change, has been discharged from some when they were needed. General lack of support. No one from SEN team available or often attends EHCP when is classed as an urgent need to do so
- Only just starting on the journey, schools worked well together for transition from primary to secondary
- It's a ridiculous system. Nobody wants to help my daughter because she is autistic and, unless she needs a lot she is not recognised as needing anything
- A lot of the communication is triggered by myself the parent.
- Very disappointed that WBC did not send an EP out to see my child prior to their review.
- No joined-up approach when the YP goes to school/college out of borough. Seem to fall through the cracks, eg getting any input for PfA.
- relating to EHCP- we were forgotten and let down on many occasions and chased
- SENDIASS tries there best to get communication between WBC departments but are pushing water uphill
- God forbid you have comorbidity to deal with - the system fails at every level from healthcare to social care to education
- For us the communication works better since we have regular CIN meetings. Previously it could be disjointed.
- No one cares about the children affected by the lack of services and support and getting help is nigh on impossible
- Really let down by the emotional wellbeing hub, was told my child was too young to access support, referred back to the school and closed the case.
- Everyone worked well together except when it came to the LA. Individuals have made decisions about my daughters EHCP Provision that they are not qualified to do eg. attempting to remove OT Provision, Removing SAL Provision - both these decisions were made without consultation with the relevant professionals with the individuals who made those decisions working outside their remit. When I asked for a meeting to discuss this along with changingX the responded with 'We don't offer that kind of service the decision has been made' - this has now gone to Tribunal - how ridiculous. The very people that are meant to be helping you are not, I also feel they would benefit from reading the SEND Code of Practise and the Children and Families Act.
- Getting camhs to help is impossible, I may as well be on a quest to find big foot!!
- Not yet known
- This has been because i have created and promoted and insisted on joint working
- I just feel like I get passed around and never make progress - people are kind but I never achieve outcomes for my son
- I have played a key role in ensuring services join up. Without my intervention, various deadlines and key steps in important processes would have been missed with significant negative consequences
- PMHT4Y Practitioner communicated really well with School

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

Answered: 408 Skipped: 11



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

Educational progress 51.1% (51%)  
 Community Activities 28.2% (35%)  
 Healthy life 44.1% (44%)  
 Preparing for Adulthood 27.8% (32%)  
 Good mental health 40.8% (35%)  
 (2022 results)

	I DON'T KNOW	POORLY	NOT VERY WELL	QUITE WELL	VERY WELL	N/A	TOTAL	WEIGHTED AVERAGE
▼ Educational progress	5.41% 22	23.10% 94	17.44% 71	33.17% 135	17.94% 73	2.95% 12	407	2.66
▼ Taking part in community activities	8.13% 33	26.11% 106	16.75% 68	20.94% 85	7.88% 32	20.20% 82	406	2.36
▼ Leading a healthy life	7.60% 31	17.16% 70	16.18% 66	32.60% 133	11.52% 47	14.95% 61	408	2.66
▼ Preparing for adulthood	9.34% 38	20.39% 83	18.92% 77	20.88% 85	6.88% 28	23.59% 96	407	2.33
▼ Having good mental health	5.90% 24	28.99% 118	14.25% 58	30.71% 125	10.07% 41	10.07% 41	407	2.50

Comments (77)

Significant improvements seen in good mental health, drops in rating for Community Activities and Preparing for Adulthood



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

## Respondents comments:

- I feel I am having to push and chase all the time to get a good outcome for my YP
- They need to not treat our children as an afterthought
- They can not give my child the 1:1 that they are funded for
- We worry about how our young person is to prepare for adulthood. We are at that stage where we are the parents and so it can be seen as nagging when we are trying to help them prepare for adulthood yet what they receive in the form of education or support is minimal, in theory and not necessarily in practice.
- Because he is so different at school to when he is at home the school can not see why he needs the support. He is bright and well rounded in general but at home he has a bad and aggressive temperament.
- Child can't access clubs often due to burnout from unmet needs at school.
- Services in education and health are failing young people and the outcome is preventing them to thrive and feel happy or valued. A lot needs to be done especially in education and a lot needs to change. Parent blaming needs to stop and parents need to be listened to and supported much more. Due to lack of support I had to leave my job in a primary school to support both of my children with autism who both should be and could easily be thriving with small adjustments made. Sadly they are not and continue to struggle when it's not difficult to put the help they need in place. System is too rigid and inflexible when a slightly different approach is required to make a huge positive impact. More training needs to be done and staff could learn a lot from what parents are telling them. Action for changes should be quicker and should be consistent. Plans made should be stuck to by staff but usually half of the plan they have suggested isn't fulfilled in their part and they wonder why a child starts to show signs of struggling again.
- Addington is fabulous. The charities are awful and we avoid them almost entirely, just a bunch of people trying to make trouble and force their views onto you as facts or well meaning religious nutters.
- They ignore the 'reaching potential' issue, only deal with crises/severe cases. I get completely ignored when I say he's not reaching his potential
- My child is so different outside of school and struggles to take part in any other physical or social activities because of such high levels of anxiety.
- Still have a two year wait for diagnosis through CAHMS.
- School is the biggest issue. Sons voice, parents voice, professional voices seem to be ignored by LA
- I feel that I had to seek these support services out and was left in the dark after the diagnosis last February. If I hadn't have been proactive then I wouldn't have received the knowledge and then I have to be the one to interpret the knowledge and implement it. I have felt very lost at times with the school being my main point of daily contact but they don't always know what is best as they just want her in school.
- We've been lucky to have a psychologist who has gone above and beyond for my son
- At this stage, I feel I can only make a judgement based on schooling as I don't have enough input/experience yet of the other areas.
- if we can get fully support about these services by one on one
- Not enough staff to help with any of the above. Hundreds of parents and children need support and advice but there isn't any one at Wokingham to give it.
- broken system
- His school use an outdated and potentially damaging behaviour management system
- The school have this far declined to make any appropriate provision to support her inattention and self-harm despite her being clear that it is the pressure of timed situations in school that result in her scratching herself
- My child's mainstream was horrendous but his local (private) SEN school is amazing
- she had a short stint of counselling could do with longer, her health is good and taking part in community she will only do ice skating lessons
- Mental health practitioner for self harm has been brilliant

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

## Respondents comments continued....

- I am now at the stage of considering a residential school placement for my child due to lack of support
- we don't have any interventions although we recently were invited to a secondary transition meeting by BSCS
- This relates to the current Special setting only
- He is placed in a taxi with different people every time and has to sit in it for half hour as there not able to take him into storrey group until 9 and they get there at 8.30 this distresses him as he's unable to communicate with them in the taxi
- It had taken a long time to get where we are and a lot of the time I have felt we have done it within the family setting. Recent CAMHS support and medication has helped next steps in education and life in general
- Mental health is an area of concern. We are currently under GOSH for this, but it took years to get the support we needed. Things may not have got so bad had we had support sooner. Long CAMHS waiting lists didn't help.
- Does well academically masks at school comes out at home
- There is nothing to support SEN they are put into a box by WBC and are not treated as an individual
- under funded, lack of provision, resources understaffed
- Again, school has done well in helping but the LA do not communicate which makes it impossible..
- CAMHS have not done anything since a year of referral to inform me what to expect
- He receives no help from the system, despite my numerous follow ups with the school and SEN representative.
- Camhs have always said there isn't a service suitable for my son's complex mental health needs due to it streaming from his autism
- A lot of my negative answers are due to covid impacting on the way you were able to manage things as well as the way my son was able to access things
- Some are n/a as not relevant under Wokingham now as doesn't live here
- I have asked countless times for social activities for my child. There is nothing for teenagers. No youth clubs anymore, and as stated above not going to school
- 'Services' are clubs and activities funded by us.
- Preparing for adulthood starts at primary level. Without adequate support there can be negative mental health. We have had to do everything ourselves in terms of supporting mental health and community support activities. There has been no concrete support from WBC
- There is a cavernous difference between how my child's first school (Polehampton Infants) performed compared to Foundry College and my child's current school, Willow Bank, which have both been excellent.
- My son attends sport in mind which we applied for directly. This is working really well for him
- School needs to recognise more that children with additional needs need a different approach
- It is very hard to find social activities that are inclusive. Many activities are competence based, meaning they're difficult for our daughter to access past a point. It would be good if there were known activities available that everyone can do, regardless of SEN. Having a separate group for SEN would be a start, but social inclusion beyond this is vital for mental health (child and parents). If something like this is available now, we're not aware of it / haven't thought of it.
- Not sure how to access services that would help my child do most of these things
- I had to source a private psychologist
- We don't access any services, school setting not offered any.
- Zero support - NOTHING for post16. Nothing whatsoever ....

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

## Respondents comments continued....

- I attended the sendias prep for adulthood so I know what to support with as a parent
- Wokingham needs to demonstrate significant improvement promptly
- Mental health support provided by ARC and the school
- Any improvement and progress for my child has been at the huge emotional and health expense of us parents. Sustaining years of waiting for support and fighting to join the dots from million services being thrown at us without a plan has taken its toll
- CAMHS have been great
- My daughter would not reach half of her potential without significant input from her parents, at significant cost to us financially. It's disgusting.
- More investment in children receiving correct diagnosis so appropriate help medication can be implemented.
- The school are supporting him for CAMHS referral, but the wait time is very very long.
- Things have improved a lot since getting moved to Foundry college
- All services received that benefit us have come from School or Dingley
- We've had a terrible experience and are living in an incredibly difficult situation with our daughter self harm, controlling everything we do because of her sensory needs
- As parents we have to try and plug gaps but that has an effect on us and our other children
- Mental health issues are arising because other needs are not being identified/understood and therefore aren't being addressed
- Again, my daughter had to teach rock bottom for something to be done.
- Still early days, but all good work!
- It's really what we do at home rather than from anywhere else
- My son has been out of an educational setting since Xmas and is only on his second day at Alt prov
- Communication is poor, so is training for staff et al re the law
- Within her capabilities at the moment
- Camo Mohawk are amazing, child loves it as can be herself with no judgement. Absolutely fantastic place just wish they did schools!
- Mental health ignored by emotional wellbeing hub
- We've been fighting for years and years. Obtained an EHCP last year and still it's impossible. Basic reasonable adjustments not being made by school. Constantly having to fix school's lack of consideration in their blanket policies which have a huge negative impact. It's a joke
- We've had nothing
- Have you seen the waiting lists and hoops needed to jump through?
- Not yet known
- My child is an internaliser so quiet and passive therefore not noticed as much as others
- Mental health is an area of concern. We are currently under GOSH for this, but it took years to get the support we needed. Things may not have got so bad had we had support sooner. Long CAMHS waiting lists didn't help.
- ...again, services work relatively well as long as I'm on hand to intervene / drive things forwards. Without ongoing parental intervention, services would not do a good job of helping my child to reach his potential.

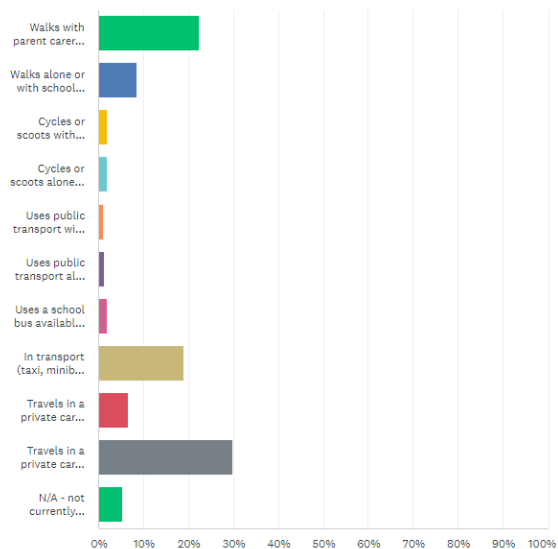
# TRANSPORT

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

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

Answered: 406 Skipped: 13

We received 104 responses from families whose child has transport/mileage provided by WBC.



ANSWER CHOICES		
Walks with parent carer or other adult	22.41%	91
Walks alone or with school friends	8.62%	35
Cycles or scoots with parent carer or other adult	1.97%	8
Cycles or scoots alone or with school friends	1.97%	8
Uses public transport with parent carer or other adult	0.99%	4
Uses public transport alone or with school friends	1.23%	5
Uses a school bus available to all eligible children	1.97%	8
In transport (taxi, minibus or coach) provided by the Local Authority	18.97%	77
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)	6.65%	27
Travels in a private car with no financial support (eg driven to school by parent)	29.80%	12
N/A - not currently attending an educational setting	5.42%	22
<b>TOTAL</b>		<b>406</b>
		<b>13</b>

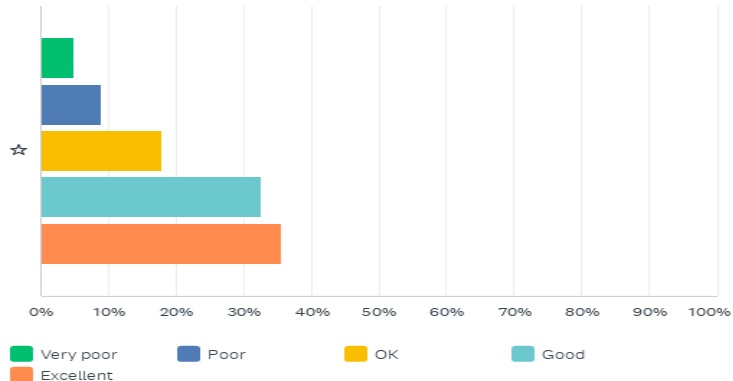
# Q17: How does your child travel to their education setting?

## Respondents comments:

- Wokingham said no
- Mixture of using public transport alone or driven to college by parent
- Child often too tired to walk, due to unmet needs car parking pass doesn't work and we have fund parking costs
- I also have to walk my young person into reception every day they are able to attend school.
- We don't know if she could use any support.
- Relieves
- Shared with another pupil
- Taxi (afternoon) and carer's car (morning)
- Taxi provided for 2 days and rest parents drop him off
- Parent AM. Bus PM
- Really worried about how he will get to college
- Or we drive
- This is key for us - we have a regular driver. She would not manage otherwise.
- Has had transport for the last 8 years and now this has been cut and we have to pay for this just because he has turned 16 .... Even though his needs have not changed and my financials have not changed
- Starts in September travel by train or car to Farnborough.
- We've had constant issues with suitability of transport, including escalating with local councillors, and starting formal complaints
- But not going to school
- Combination of taxi and paid mileage
- Also parent drives when school refusing
- In pushchair
- And cycles once or twice a week
- School prevented my mileage being paid for over 6 months
- Walks home on own or with friends. I take in am
- Either walks or is driven by parents
- qualifies for school transport but unable to use due to mental health difficulties
- EOTAS
- Before her difficulties began she would walk alone, since difficulties began she would be walked by us
- The school provides the transport either one of their buses or a taxi
- On Wheelchair with Parents
- Also have mileage allowance
- Have seen how taxis are driven
- Mainly have to drive to school as child won't walk and with school refusal due to ena and unmet needs can't get her there. Have to pay to park as car park permit doesn't cover these times so is costing me money
- Cycles or scooters with parent half the time. Car half the time.

# Q18: If transport is provided/funded by Wokingham Borough Council how would you rate the TRANSPORT PROVISION (eg. the taxi or minibus service) provided?

Answered: 406 Skipped: 13



3.85★  
average rating



	VERY POOR	POOR	OK	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	4.95% 5	8.91% 9	17.82% 18	32.67% 33	35.64% 36	101	3.85

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

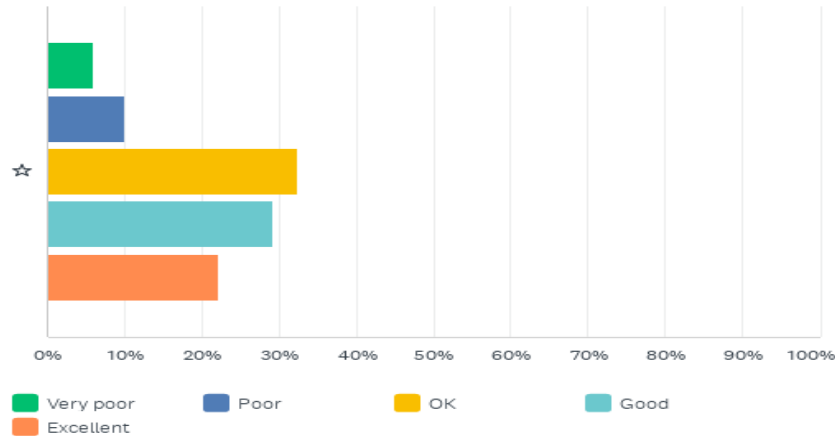
68.3% (67% 2022) rate the transport provision as excellent/good.

13.9% (12% 2022) rate it as poor/very poor.

2023 has seen a small increases in the number rating the service as poor/very poor and those rating as good/very good.

# Q19: If transport is provided/funded by Wokingham Borough Council how would you rate the SERVICE PROVIDED BY the LOCAL AUTHORITY? (Corporate Transport Unit/CTU & SEND Transport teams)

Answered: 406 Skipped: 13



3.52★  
average rating



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

51% (56% 2022) rate the service provided by WBC as excellent/good.

16% (14% 2022) rate it as poor/very poor.  
This indicates a decline in the service.

	VERY POOR	POOR	OK	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
★	6.06% 6	10.10% 10	32.32% 32	29.29% 29	22.22% 22	99	3.52



## Q19: If transport is provided/funded by Wokingham Borough Council how would you rate the SERVICE PROVIDED BY the LOCAL AUTHORITY? (Corporate Transport Unit/CTU & SEND Transport teams)

### Respondents comments:

- You said no - what did you expect? A high five?
- Unresponsive to queries generally
- It is very difficult to get hold of anyone from the Send transport team..they do not return calls,and they do not reply to emails!!!!
- Unable to comment, will only use this from September 2022.
- Takes forever to receive approval and payment
- Received subsidised transport
- when placement found we need funded transport
- Communication is minimal though they do respond to questions.
- Forms are complicated and the transport provided is not the best, have to chase all the time.
- Once we overcame some initial hurdles it has been a very smooth process
- Taxi is never consistent with times. Have had rude comments about my son in front of him (he's 9). They will leave him with anyone that is at my home. They have left him with an 11 yo who is on the spectrum and driven off
- We are fortunate that after having explained her needs, my daughter has the same driver each day. Should this not be the case she could refuse to go to school.
- It is really hard to be put through to the team directly in the phone, you have to use help centre when you know you need a member of the team
- we do not need transport
- We've had some difficulties with the taxi - not collecting child, forgetting to book taxis, arriving really early for pick up
- None
- One of my children was previously provided with a taxi service. The staff were not adequately trained/appropriate to care for children with speech issues eg they allowed bullying by older children and did nothing about it, didn't even tell us. I didn't trust their judgement to look after my child, eg if there was an accident. My stress levels reduced greatly once we didn't need to use the transport.
- It has improved in the last 1-2 years
- The transport company is largely left to do whatever they feel like. Arrive at random times in the mornings, we never know what time they will get here, always late, not properly trained about SEN children
- We are fortunate that after having explained her needs, my daughter has the same driver each day. Should this not be the case she could refuse to go to school.

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

### Respondents comments:

- It took me 6 months to get suitable transport for my son that did not involve him getting stressed by the long length of the journey, the multiple pick-ups or having to wear a full harness (due to his behaviour deteriorating as a result of stress caused by the journey).
- We were never given transport support by WLA
- They wouldn't make a provision available
- Always taking a narrow view of provision
- Transport needs to be more consistent. 3 different drivers and support workers within 1 week, is too much for an ASD child to handle. They need security and familiarity. Same support worker, same driver, same taxi. Sickness permitted of course.
- We are concerned we will be forced into using this due to resource closures in Wokingham
- Appeal process does not take into account of clinical psychologist advice and email outcome went to my junk mail so unable to further appeal as missed the date due to this error.
- We have rarely had any problems with the taxi service, once he didn't turn up without explanation (an alternative taxi was sent quickly but it was unsettling for my child) a couple of times the taxi has been up to 30 minutes late (child thinks taxi driver was wearing pyjamas when he did turn up but I did not see this!)
- Perfect
- No
- No idea. We don't know if our child could use any support.
- My son would not be in education without subsidised transport, this is a privilege that is not going to be available to his brother who goes into 6th form next year, and has higher needs to be met
- "Transport during the prior school year was far more efficient. Since changing contracts, we have had some issues with transport not arriving on occasion. Eventually I emailed CTU and the taxi company and things have improved. I simply asked for them to notify us if transport is significantly delayed to prevent pupil and family stress.
- It would be helpful for SEND children for there to be transport provision to attend after school homework sessions which are just as important as school day lessons. "
- Changes to transport providers have been made without informing me and without time to discuss my son's needs with the new transport provider - e.g. sorting special seating

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

Respondents comments continued....

- Need to extend the Cycle network Borough wide, there is no safe route from Finchampstead to anywhere other than to Arborfield
- "Taxi always late and sometimes don't even turn up
- I would like support for this area
- They are prompt in picking up but got delayed in getting it arranged.
- Some of the routes take a long time which can be difficult for Sen children.
- it would be nice to have support about this.
- Seeking SEN school placement - some over an hour away, it should be pre-approved as acceptance of a placement is contingent on the practicalities of getting there - however it is not pre-approved.... leaves parents feeling exposed and vulnerable to having to accommodate costs and times themselves which may prohibit taking a placement
- It is definitely needed and to be fully funded, to keep our children safe and to encourage their attendance at school. Please don't withdraw this - it is so needed.
- I would not send my child in transport provided by WBC - the drivers and escorts are not vetted by the council
- I have no contact with this service
- This a vital service that allows our son to get to school and to a setting he loves. Whilst it is a long journey in time the driver and carer are very caring and it is greatly appreciated
- Green Metro is not very good at communicating and when different drivers are used, they are often late
- Feel that budget rather than children's need are considered first.
- Would be better if he could be picked up from the house instead of the main road, as he is not good at crossing roads and he won't go
- As across the entire SEND department, the obligations are incredibly slow to be met, often after years of requests, with legal input
- There is never the same people in the taxi so X has no idea of who is in the car with him, he is non verbal and unable to communicate, he is small for his age and there is no car seat and there has been one occasion that there was no escort in the back of the car with him just the taxi driver.. this is not safe for Richie he needs someone that can speak to him and keep him occupied as he is also made to stay in the car for up to half an hour before storry group can take him in at 9am
- I don't really understand the need to pay for the contribution. We pay monthly direct debits of 78.20 per month and then receive mileage after each term. Just pay less!

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

Respondents comments continued....

- cost of living gone up...CTU need to pay more on mileage
- No idea
- My child now travels by taxi rather than minibus to special school. This change was initiated by Wokingham last autumn. I don't know what will happen for this September. Will we be contacted by Wokingham CTU before the end of summer term????
- Transport providers have had no idea of the responsibility and training needed for the job of providing a service to children like my son. Things have improved, but are unstable and often change without consultation
- When they did have transport there was no escort just the driver and did not meet them before hand or know who else was in the taxi.
- "CTU have been relatively efficient as we have a combination of transport and several different locations for collection/ drop off.
- We have had an issue with claiming mileage and this has often taken several
- Months to be processed. We also had issues of refusing to find certain transport to AP and we had to challenge the policy as there is no safe waking route but they didn't apply this part of the policy "
- Mileage claims taking a long time to be paid, this can result in not being able to afford the fuel to keeping them
- The process seems difficult to navigate - I need some help
- "Shambolic disorganised and not designed to support children with additional needs.
- We had different drivers arriving at different times every day"
- unsure on next steps for secondary
- It helps child and the family also
- Was too expensive to be an option when my son turned 16, now funding it myself along with PIP payments so he now uses the cheaper option
- They just sent an email on the Thursday to say home to school transport would start on Monday. Nobody from the taxi company called me to tell me what time. Information was very vague.
- Reclaiming mileage costs takes anything up to a term and only results in payment when parents persistently chase up expenses.
- Excellent service, that is extremely helpful for working parents
- I worry that secondary home to school transport may not be adequate for children unable to walk to secondary school
- I don't know if it the council that provide it
- Ok

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

Respondents comments continued....

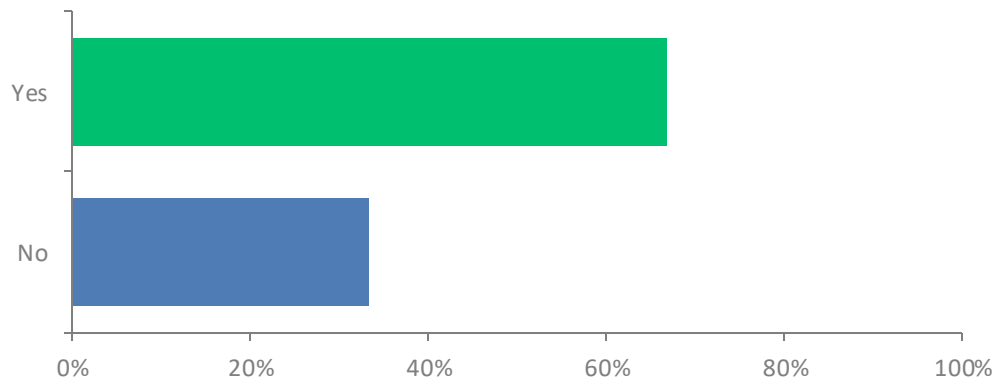
- CTU and Send Transport has improved considerably and the process for post-16 was straightforward and well communicated.
- For those students who need to walk or ride bikes to school, more sidewalks and bike lanes should be provided to guarantee their safety.
- It's too much of a struggle to get a personal budget and mileage
- Have seen taxis speeding and driving dangerously. Hence why we take him
- "Once he hits 16 I have to pay hundreds of pounds yet it was advised he goes to this school and he has to go there until 18/19 years old.
- The bus driver swears and shouts in his own language and takes and picks up his own family to and from school everyday....bet they don't pay!"
- Transport providers need more training about SEN children. Very poor understanding of SEN from all of transport providers we experienced. Lack of supervising from transport assistants while SEN kids are on the bus
- After explaining her needs after some initial problems, she is very fortunate to have the same driver each day. It was not working well before this.
- Trying to get reimbursed for mileage is extremely hard work and every time we submit claims it takes 4-8 weeks to get paid and this is with constant chasing
- Used in past for mileage - very prompt payment thank you
- It is crucial for us that the transport team understood my daughter's needs and provided the same driver each day. In the early days there was a frequent change of driver and car which caused her a lot of upset and resulted in her refusing to get into the car. Routine and familiarity is very important to her.
- We will require home to school transport to secondary from Sept, but I have heard nothing from WBC about this. Another example of the importance of having a parent to drive things forwards and ensure things join up. Unless I investigate and push, I don't doubt Sept would come around and no-one would have contacted us about this.
- The people on the bus are great. The 11-year-old bus is just ok. Communication between the Borough and the bus provider is problematic.

# 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 2022 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?

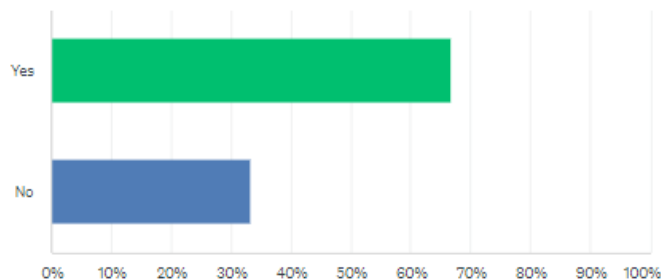
Answered: 405 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	66.67%	270
No	33.33%	135
TOTAL		405

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

Answered: 405 Skipped: 14



ANSWER CHOICES	RESPONSES	
▼ Yes	66.67%	270
▼ No	33.33%	135
<b>TOTAL</b>		<b>405</b>



## Q22: If your child has had an EHCP issued in the last 12 months (since June 2022) or are currently going through the EHCP process how well would you describe your overall involvement in the EHCP Process went/is going?

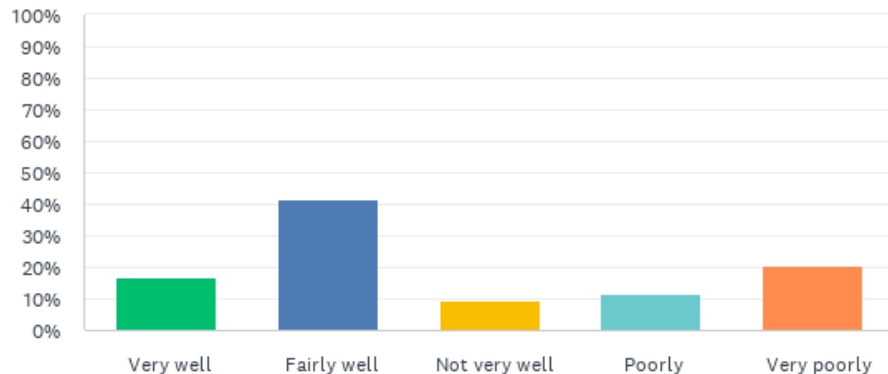
Answered: 252 Skipped: 167

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

58.5% (51% 2022) rate the overall experience as going very well/fairly well.

32.3% (28% 2022) rate it as going poor/very poor.

(for those who it was applicable)



ANSWER CHOICES	RESPONSES
Very well	16.92% 22
Fairly well	41.54% 54
Not very well	9.23% 12
Poorly	11.54% 15
Very poorly	20.77% 27
TOTAL	130

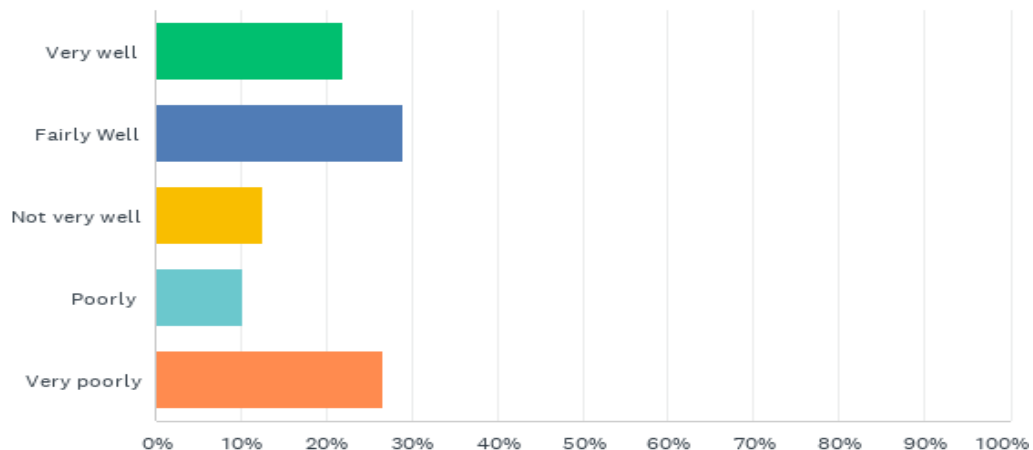
## Q23: For EHCPs issued in the last 12 months (from June 2022) or for those currently going through the EHCP process, how well have the SEND Team communicated with you and kept you up to date with your Child's/Young Person's EHCP and the process?

Answered: 252 Skipped: 167

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

50.8 % (52% 2022) said the SEND Team communicated very well/fairly well with them during the process. 36.7 % (28% 2022) rate it as going poor/very poor.

(for those who it was applicable)



ANSWER CHOICES	RESPONSES
Very well	21.88% 28
Fairly Well	28.91% 37
Not very well	12.50% 16
Poorly	10.16% 13
Very poorly	26.56% 34
TOTAL	128

# Q24: How would you rate the EHCP process?

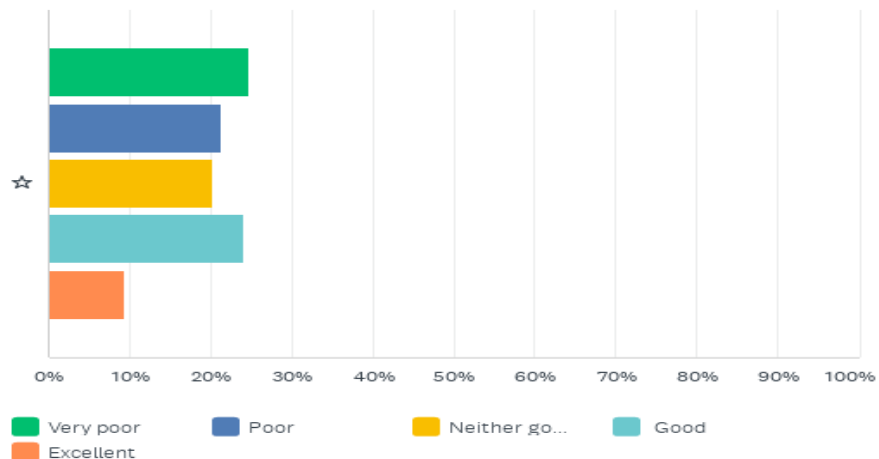
Answered: 252 Skipped: 167

2.72★  
average rating

(2022 rating 2.7)



	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	24.73% 45	21.43% 39	20.33% 37	24.18% 44	9.34% 17	182	2.72



## Q25: How would you rate the EHCP process?

### Respondents comments:

- Still waiting for the report from his Annual Review in November 2022
- WLA rewrite the professional reports to suit themselves. This is unlawful.
- It went very smoothly
- Rejected on initial application and pursued justice via tribunal. Lost 6 months in progress
- Every step is not about supporting the child, it's about how the council can save money and leave it to someone else to deal with. Constant battle in helping child to access school, and get anywhere near recommendations from professionals in place. Staff only reply when chased, no communication ever from council except calls to say no with non legal reasons.
- Not enough support or involvement from SEN team. Plans not being amended every year and with no acknowledgement of this. Too many errors in plans. Left to parent to chase things up. SEN expect parents to stick to deadlines but don't do so themselves!
- It is slow and does not keep to the legal timescales.
- Experience was 2018. An avalanche of incompetence at the time. The school manages it with is now, much better as they know my child.
- So happy with our individual experience
- More knowledge and information should be advertised for people going through the process with no idea.
- The process follows set procedures for all. All situations and students are different. There doesn't appear to be enough qualified staff to make decisions for the amount of students in need.
- Again nobody communicates, emails don't get responded to was a shambles
- Stressful getting them to understand the struggles my child has on a daily basis. All currently being ignored.
- She had review 2023
- No
- Had one email since application went in saying there is a back log and therefore a delay. No idea of time frame it will be processed.
- The ECPH process was very good, all the professionals were amazing and the result was very satisfactory. However, we have missed knowing how our child is improving (or not). We think the feedbacks have shown poorly.
- No preparation for adulthood involvement
- poor document cut & paste in wrong sections - missing information, not all reports considered
- Horrendously stressful - poor communication, delays etc, when all we wanted was a result of much needed support.

## Q25: How would you rate the EHCP process?

### Respondents comments continued....

- We had an initial phone call from someone in the SEND team at WBC. Discussing the process and how we would be contacted and involved. We have attended a meeting with an Ed Psych, and that was about it. We are overdue on hearing the outcome of the assessment panel decision by several weeks now. We have contacted the SEND team, but no response yet! This is both frustrating for us and the school.
- "Lack of guidance/support
- Once EHCP was issued there is absolutely no contact from Wokingham. No attendance at the annual review which was brought forward due to transition and Wokingham asking for a secondary preference to be made by September "
- We are just going through the EHCP process for my children one was accepted and one was declined. The one that was declined has the higher need and already receives more support because it's needed. The decision makes no sense and the panel don't have to give any rationale, in fact giving the one with higher needs less support than sibling, will make our whole families lives worse. This is the worst system I've ever come into contact with, if it was a private business they would not get away with it.
- Completely useless process. They are failing children left right and centre. Council don't have a person centered approach or listen to the voice of the child or even what the other professionals are saying
- "delays
- incoherent messages
- no joined up picture between Education, Health & Care"
- The people from the school don't do their job properly! We've been changing things so many times that on the last meeting we've "changed" the mistakes that was made from previous but when I got the plan things that apparently was change on that meeting still wrong!!
- It's a very slow process
- "Parents views are not taken into consideration by SEN or school, they impose on parents.
- We had to get help from Social care navigator for get help on it. School bullied parents in imposing their view into EHCP"
- she doesn't get any help or attention at school and she is not learning she was only given the answer ready to write them down
- The length of the process is awful. And the waiting list for the paperwork from the professionals you need to send it off is too long a wait.
- Been seeking a SEN school placement for over 16 months. LEA doesn't make recommendations, parents are supposed to 'become experts' poor... no SEM support for the pupil to help with the anxiety of a move and get their 'buy in'
- SEND team failed to reply to me despite me calling and emailing. I was only asking for confirmation paperwork was received.

## Q25: How would you rate the EHCP process?

### Respondents comments continued....

- She was initially rejected for assessment as school is meeting needs however she is transitioning to high school and needed support in place to support with this huge change. After mediation LA changed their mind and decided to assess, eventually awarding an EHCP with significant additional support listed.
- The structure is pretty clunky, the wording was not smart.
- It is all dependent on the setting to ensure the process goes well
- At my child's latest review, it was clear that no progress had been made, yet no additional support has been granted
- Not sure yet
- I am only 4 weeks into the process. It's pretty opaque. I don't really know what to expect beyond it's very difficult.
- Laws and obligations are not adhered to
- Takes far too long to get anyone to see a child needs an EHCP and parents have to really fight to be heard and the child's needs recognised
- "I have another child with an EHCP from yrs ago.
- This time round the process has been an absolute nightmare. No one wants to communicate with me & I've been waiting 6 months. "
- I have had zero communication and no replies to emails
- I have filled in this form with regard to my daughter. However my son's EHCP experience over the last year was the opposite - leading to mediation over final content. LA apologised and said lessons were learned, but it was an unnecessarily and extremely stressful, and lengthy, process.
- I had to chase for the annual review to be organised
- A joke! Every year for the last 6 years I have had the same EHCP supplied and signed by the SEN team. I fought tooth and nail for someone to attend the review last year and get this updated to reflect X needs. The SEN team have only ever attended 1 annual review in the 8 years my son has been at an additional needs school
- Legal advice should be provided/available before an EHCP is issued or accepted
- Absolutely shocking. The system is broken and our poor children are the victims. The correct support shouldn't take years of battling, its beyond unfair, its traumatising young people and the parents who have to battle that for their babies are struggling beyond measure. The government and the local councils should be ashamed of themselves.
- Very good taking care with details
- the process of applying and getting an assessment for EHCP went smoothly
- Too long waiting list, poor communication

## Q25: How would you rate the EHCP process?

### Respondents comments continued....

- Son Annual Review carried out but he has not been in education setting for the last year.
- The send team never keep to time frames ignore phone calls & emails. The staff turn over is terrible they never let you know when there is a change over of case workers so you could be emailing & receive no response for weeks before you find they've left.
- No concerns.
- Delay in obtaining an OT report.
- Severely delayed thanks to Leicester council, virtual schools should be able to be more forceful and the education situation has been unacceptable
- The whole process is flawed in so many ways, it seems very copy and pasted.
- We are just starting so can not comment at the moment
- Communication with SEND team is atrocious, they do not return your calls even when promised. Always different staff with little or no knowledge of child. They do not meet statutory deadlines. Case workers do not seem knowledgeable. Communication and mis-information cause unnecessary stress to child and family.
- "The recent case officer who has started working on our EHCP and made it progress did a great job communicating with us and leading the process. On the other hand our EHCP was delayed for more than a year with lack of professionals being on board for our daughter.
- EHCP still in process and hopefully we will get a finalised one soon!"
- A huge lack of understanding from within the LA staff that are dealing with SEN. The LA not adhering to time scales even though they are clearly outlined they just do what they want, lack of communication between LA & CYPIT
- WBC worked hard on our behalf, as did social care and health professionals but the school didn't
- The first draft of the EHCP was poorly written and didn't reflect my child's needs at all. I re-wrote several sections to reflect my child. I spent a lot of time calling to check whether it had been heard at panel and what the outcome was and communication wasn't great. Once the EHCP was issued, I was unaware that my case officer had changed. This left me with no point of contact.
- not much comms unless chased
- The ehcp should include the quantity of therapy and support hours in the paper rather than just mentioning which therapy to include and seem lost with when where who and how much therapy and support will be provided
- Still too slow! Not enough communication from the SEND team. No involvement from speech and language service.

## Q25: How would you rate the EHCP process?

### Respondents comments continued....

- WBC EHCP process I found is extremely poor. As I have already wrote in my answers to previous questions, the SEND Team continued to miss the legal deadlines, failed to carry out the proper parental consultation (the team ignored our parental representation in its entirety), completely ignored private professional reports which they had no legal grounds to do so. All of these failures have resulted in a prolonged EHCP process which is till pending after nearly a year since we first requested for an EHC needs assessment for our child. This means that the child has been left without his needs met by the failures by WBC and his well-being (and family's well-being) deeply affected.
- EHCP are not changed enough , the SEN team refuse every year , now my son's is extremely outdated and of not much use
- It was straight forward everyone helped to gather evidence
- Sendiass are supportive (they have been great) but ehc assessment was submitted to panel without having gathered the correct evidence.
- The persons involved are slow, not co-ordinated, do not explain the changes, approach, contradict themselves and their own team. Seem like they have never done this before and do not fill us with confidence at all. Very draining for parents.
- Communication is awful. Parents told things, school not informed etc.
- Requested emergency EHCP meeting as school and parent agreed not right setting. SEN team only on call for short period, SEN team had not attended previous meeting whereby a change of placement was requested so no further forward.
- Cannot comment only just starting process
- At start when we moved into the council, we had a few hick-ups, but we did escalate through the right channels and since then we are very well connected and very much appreciative of the communication channel we have build in.
- SEN department at WBC failed to even respond to my E-mail.
- Always out of date
- Reassessment completed in Feb 2022 which was 17 weeks late, then the SEND refused amendments despite providing provision they would not include in section F. Had to go to tribunal to ensure plan was specified and quantified plan issued after tribunal in December 2022
- Lack of updates on ECHP plan, was advised not enough funding from council??
- Council use non legal reasons as to why they don't asses, lied about receiving reports on time and then once agreed to assess no updates or contact, I've had to chase them. Timescale unlikely to be met as week 5 or 6 week report visits and no one has seen child!
- very poor coninuity between case workers. They leave halfway through the process and you never know who to contact.



## Q25: How would you rate the EHCP process?

### Respondents comments continued....

- Sen team do not communicate with me, rather the school does. Everything has been thrown onto the school and the school has been left to deal with it all.
- The general admin communication was poor. Conversations with the case officer were helpful. The mainstream school where my CYP already had a place were ridiculous when it was very clear mainstream was the most suitable option. The school created huge amounts of unnecessary stress
- School SENCO tried to prevent us applying for EHCP. School SENCO said it would not make any difference to the support child would get. They were wrong. It was a battle to get school to apply for EHCP and took a long long time but LA was efficient. Child does get a lot more support now.
- I struggle to get measurable targets in the EHCP that we can use to track my child's progress
- I have had hardly any communication with the send team at wbc. I've had know idea who my case worker was as they kept changing every so often. So emails went unanswered as I wasn't informed of the change.
- Good communication so far
- Shockingly bad communication from the SEND team. No response for several months as to why my child was rejected again for an EHCP. I was told at the Way Forward meeting that my child's case was going back to panel and then found out several months later that this was not the case but it had gone to a SEND Managers meeting instead from which there were no minutes or notes taken. There were also no minutes or notes taken at the Way Forward meeting. I was then offered mediation as an option which I took. WBC then refused to mediate, because I had had a way forward meeting. Extremely poor.
- Very parent led - I had to drive things forwards (with school's support) and chase at every step of the process. We also had to employ a private OT as WBC were unable to provide appropriate assessment in a timely fashion (despite saying they would do so as part of the assessment process).
- It was very quick and the lady was very friendly explained everything well, just a shame the school can't put all the EHCP In place but take the funding for it.

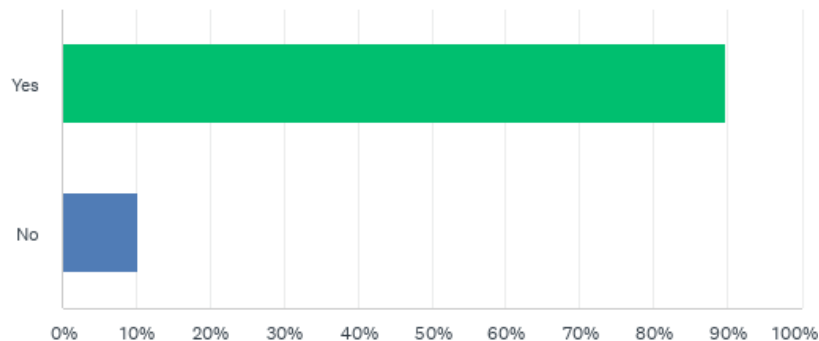
# Annual Reviews

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 2022 or are currently going through the process.

## Q26: If your child's EHCP was issued over 12 months ago (Before June 2022) have you had and Annual Review of their plan in the last 12 months ?

Answered: 252 Skipped: 167

150 responses were received for those with EHCPs issued before June 2022, 89.8% (92% 2022) have had an Annual Review of their child's plan

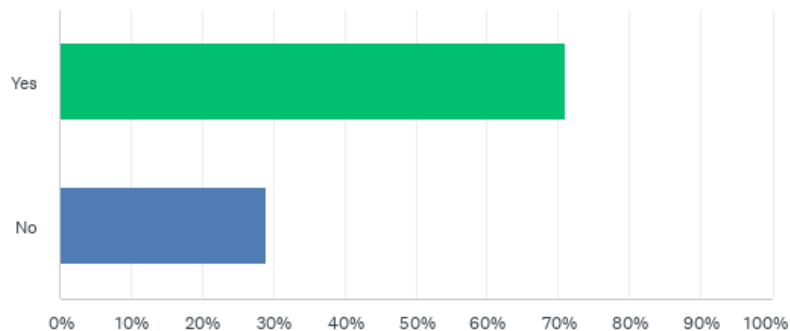


ANSWER CHOICES	RESPONSES
Yes	89.82% 150
No	10.18% 17
TOTAL	167

## 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: 252 Skipped: 167

70.9% (59% 2022) of respondents whose child had an EHCPs issued before June 2022 had received a letter confirming whether the EHCP will be maintained, updated or ceased



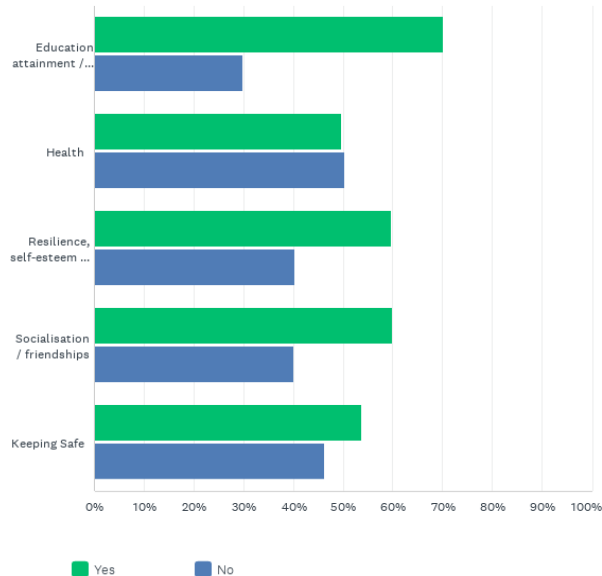
ANSWER CHOICES	RESPONSES	
Yes	70.93%	122
No	29.07%	50
TOTAL		172

## Q28: If your child has had an Annual Review of their plan in the last 12 months months is there evidence in it about achieving outcomes in the following areas?

Answered: 252 Skipped: 167

This was a new question for 2023 in line with the new SENDAP Green Paper

The results indicate that the Annual Review process needs to improve to be more outcomes focussed for the child/young person

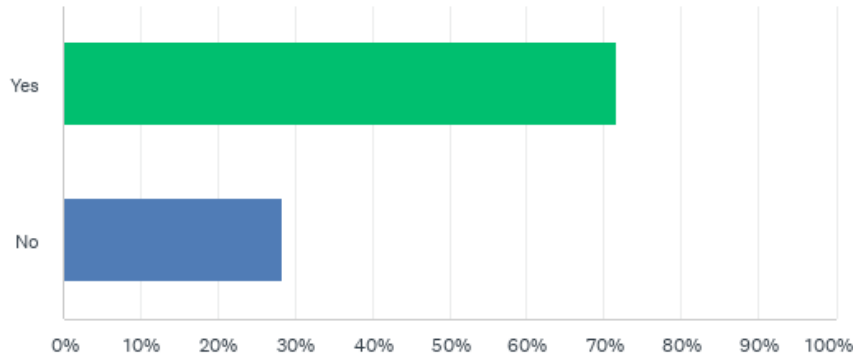


	YES	NO	TOTAL
Education attainment / progress	70.06% 117	29.94% 50	167
Health	49.65% 70	50.35% 71	141
Resilience, self-esteem and confidence	59.62% 93	40.38% 63	156
Socialisation / friendships	59.87% 94	40.13% 63	157
Keeping Safe	53.64% 81	46.36% 70	151

## Q29: If your child's Annual Review resulted in an update to their EHCP in the last 12 months (before June 2022) have you received a FINAL UPDATED EHCP?

Answered: 252 Skipped: 167

71.6% (39% 2022) of respondents whose child had an EHCPs issued before June 2022 had received a final updated EHCP.



ANSWER CHOICES	RESPONSES	
Yes	71.63%	101
No	28.37%	40
TOTAL		141

# Q30: How would you rate the EHCP Annual Review process?

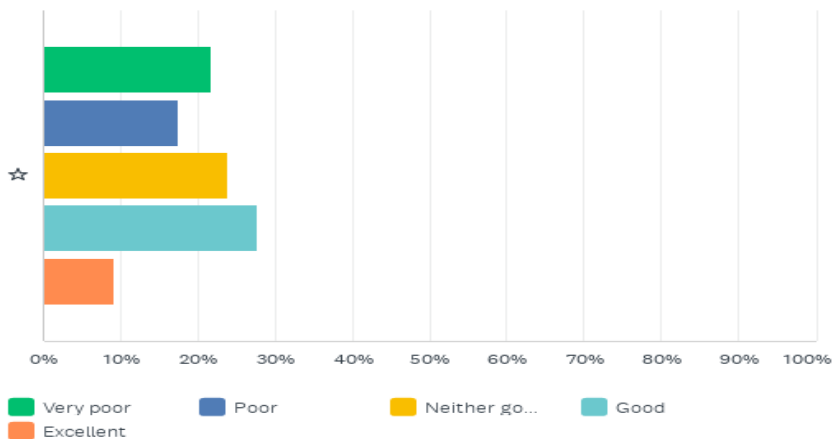
Answered: 252 Skipped: 167

2.85★  
average rating

(2022 rating 2.7)



	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
★	21.74% 40	17.39% 32	23.91% 44	27.72% 51	9.24% 17	184	2.85



## Q30: How would you rate the EHCP Annual Review process?

### Respondents comments:

- No Professionals we're invited so it was just an education plan
- Carried out by specialist school
- Too delayed
- The process is rubbish but that is not the fault of the council or the school, it is just a system that is not fit for purpose.
- Education setting are great with organising Ehc reviews and implementing provisions needed. Wbc are very slow at finalising plans and giving answers as to whether your child will receive the provisions named on the updated Ehcp.
- Objectives in his ehcp are years out of date, hence stating he's meeting them is completely pointless, only used to justify ceasing the plan (that hasn't been kept up to date)
- The meeting didn't through the plan I was just told what support going forward can be put in place. The first revision took out a lot of relevant information.
- We have just had our annual review in the past few weeks, so we are waiting to receive final plan
- Great as done by the school
- It has been designed to be so long and cumbersome to force parents into submission. Its exhausting, frustrating, time consuming and designed to work against parents with the challenge of bringing up autistic children.
- Long and stressful process. LA dont seem to understand or care about how much my child is struggling
- No
- good luck getting anyone to answer phone or email
- There ought to be some level of involvement from Wokingham SEN especially when they do not attend the annual reviews. They should be ensuring that the plan is being followed accurately and money spent effectively for the child's best outcomes. I don't know if I even have a case worker.
- Delayed
- Annual review is conducted by the school. I haven't spoken to anyone on the SEND team for over a year.
- I am waiting for the outcome of a change in provider named in EHCP. This takes weeks I am told
- Question 30 is gold
- The responsible persons do not bother to update the EHCP despite follow ups by parents and Social Worker
- This could of been an excellent process but the SEND team from the school is not doing a great job as we keep going backwards every time with the updating the Plan! The same mistake has been made several times and is getting to a point that is unacceptable!



## Q30: How would you rate the EHCP Annual Review process?

Respondents comments continued....

- I meet two school teachers. There's no representative from the council, not any other specialists.
- There are things in the EHCP that Professionals ie speech and language that are not provided.
- Being in a Sen school it is much easier as they know what they are doing. In mainstream it was hit and miss and difficult to secure the right outcomes
- Wokingham did not attend (and in 5 years never have)
- Over complicated with ridiculously long unnecessary forms. Just go through the plan and edit as needed. Probably first time some people see it!
- No one from the LA turned up.
- It is a stressful time for parents so it is never going to be excellent most of the time
- We had a meeting planned with the council and school. The council never showed up.
- The process is instigated by the school and the amended plan forwarded by the council. the process appears to have quick end recently where in previous years there was a severe delay.
- Not had an annual review
- I had a review a few months ago, i haven't heard back from the SEND team, the review prior to that took almost 9 months to get the EHCP updated, i do not believe the current plan needs to be changed, which is a blessing as the amount of chasing needed it extensive!
- Meeting EXCELLENT, getting official paperwork or a change to EHCP VERY POOR
- It went smoothly for us, very much aided by input from her school. With regard to achieving outcomes there was evidence that she was moving in the right direction, as opposed to achieving outcomes, but there wasn't a box I could tick that fit this answer.
- It's unusual for anyone from council to attend, when they go it's pretty pointless, as they don't do much or give any commitment to anything.
- The school SENCO managed the EHCP Annual review very meticulously.
- No one attended except me and school no communication since
- Delayed communication or no communication, LA refusing to mediate and then not even responding to Global Mediation
- good support provided from area SENCO to help with annual review
- The school have just asked for review by the end of June.
- It took months to get updated plan
- Was basically copied and pasted. Was only given a short amount of time to achieve it . So many flaws.

## Q30: How would you rate the EHCP Annual Review process?

Respondents comments continued....

- AR in 2021 took 11 months to finalise, child missed vital provision and school did not get funding. AR this year we have nearly reached the 12 weeks before a meeting was arranged to discuss amendments and unsure if we will get a final plan within timeframes
- My comment would be neither good nor poor but I can't select this option. Because of secondary school applications the annual review was carried out only 5 months after the EHCP was issued. I am now led to believe that the next annual review won't be for approx 18months due to transition
- The school did a good job listening to us as parents and addressing points that needed to be looked at by LA. The process of addressing amendments took very long time and the fact that professionals were late to go see my daughter in school made the whole process take a very long time.
- During the pandemic the council struggled to stay on top of the EHCP process, our daughter's paperwork fell behind. Educational specialists from the council failed to identify that our daughter would be unable to attend a mainstream secondary school until November 2022. This resulted in huge amounts of wasted effort on our part researching and contacting schools that would never have been appropriate. We also found ourselves having to find an appropriate school at the eleventh hour with only minor support from WBC.
- lack of communication between LA & CYPIT - not adhering to guidelines with regard to dates - lack of communication
- There was no one from SEN at the annual review despite it being a transition one (KS3 to KS4) and to request a change of placement from mainstream to specialist. The update of parent and pupil sections was simply copied from my notes to the school for the annual review. It was not appropriately written for an EHCP so I then had to rewrite it again. I had made the assumption that my notes would be rewritten by the EHCP case officer to read appropriately for the document.
- No one really explained the process and set expectations
- They refuse to update the EHCP
- final updated EHCP still had mistakes in it
- This rating is given to the school for their knowledge of child and needs, ehcp processes, and interest in helping child reach full potential
- Good within the educational setting
- The persons involved are slow, not co-ordinated, do not explain the changes, approach, contradict themselves and their own team. Seem like they have never done this before and do not fill us with confidence at all. Very draining for parents.
- Annual review process is useless when the plan is so out of date eg outcomes set for yr 2 when child is now in year 6. Of course he's met the outcomes, but then meeting the outcomes is used as a reason to cease the plan
- They just updated the date with zero updates to the plan itself. No meeting was held with myself or anybody else
- EHCP confirmation sent with a letter which was incorrect and confirmed no change despite change being agreed at meeting. Further calls to SEN team that went unanswered for a long time.

## Q30: How would you rate the EHCP Annual Review process?

Respondents comments continued....

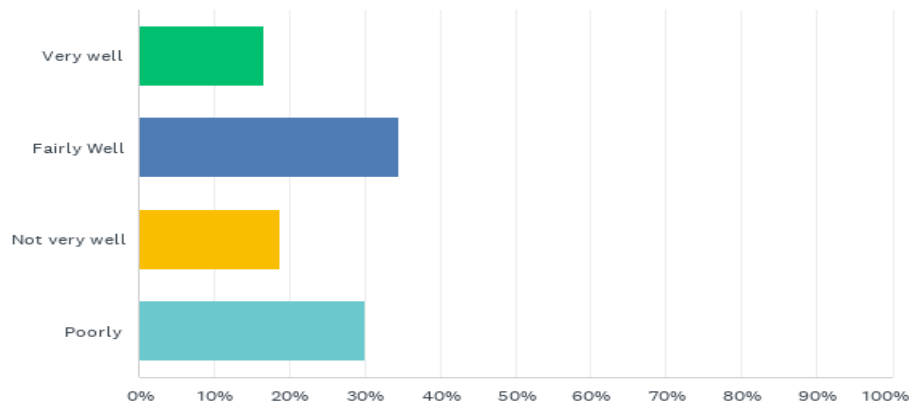
- We are finding the process 2 ways and we do share our insights all to develop in favor of our sons independence in what he does.
- The review process led by the school was very efficient but the actual update to the EHCP took way too long -months!
- We had to prompt the college to hold it. They got the date wrong. We did get the letter confirming EHCP would be maintained, but we didn't get the post-review report and when I asked for it some time after the review it didn't accurately reflect what was discussed.
- We have NEVER received a final plan from the LA. They forgot my son existed for 2 years. They lied that his primary school failed to inform them of annual reviews. I've had lawyers invoked on 3 separate occasions and been to tribunal - they have been negligent on numerous occasions
- Ticking box exercise rather than fair process
- AR in 2022 took 11 months to finalise
- The council never attend, the sendco at the school tells you one thing and the send team say another. Always having to chase the send team for a response
- The school did a good review but we had to follow up over 6-8 months to get our feedback incorporated and approved by council
- Parent and school led - WBC had to do very little beyond rubber stamp it.

# Q31: To what extent have you felt listened to by the SEND Team?

Answered: 252 Skipped: 167

51.2% (52.4% 2022) of respondents said they felt listened to by the SEND team

\*for those who it was applicable

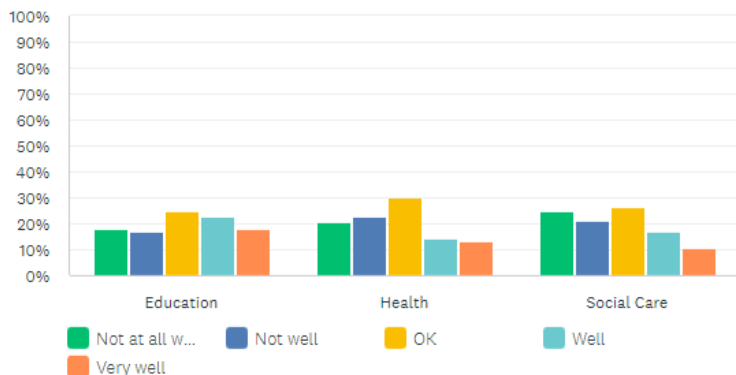


ANSWER CHOICES	RESPONSES
Very well	16.59% 37
Fairly Well	34.53% 77
Not very well	18.83% 42
Poorly	30.04% 67
TOTAL	223

## Q32: If your child/young person gone through a transition in the last 12 months. (this includes transitions from early years/preschool to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment) Please tell us how well prepared were they for the transition by different teams?

Answered: 383 Skipped: 36

This is a new question for 2023 in line with the new SENDAP Green Paper



### Education

Very/Quite well – 40.4%

Very poorly/poorly – 34.5%

### Health

Very/Quite well – 26.9%

Very poorly/poorly – 43.0%

### Social Care

Very/Quite well – 27.6%

Very poorly/poorly – 46.1%

	NOT AT ALL WELL	NOT WELL	OK	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	17.65% 24	16.91% 23	25.00% 34	22.79% 31	17.65% 24	136	3.06
Health	20.43% 19	22.58% 21	30.11% 28	13.98% 13	12.90% 12	93	2.76
Social Care	25.00% 19	21.05% 16	26.32% 20	17.11% 13	10.53% 8	76	2.67

Comments (41)

## **Q32: If your child/young person gone through a transition in the last 12 months. (this includes transitions from early years/preschool to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment) Please tell us how well prepared were they for the transition by different teams?**

### **Respondents comments:**

- When my child turned 18 it was like being pushed off a cliff
- They need to stop wasting our children's lives
- More upfront conversations about what is happening should have been done to help prepare for the changes.
- WBC SEN forgot to apply for his school place, they didn't notice, they didn't tell me. I only knew as the school realised he had no school place. They didn't care, wouldn't answer calls or emails etc for a week
- From an infant school to junior school. Very poor hand over and played her struggles down massively.
- Great well prepared by the school
- I have concerns for my daughters transition to senior school, currently in yr5 due to the lack of EHCP that the school are refusing to support.
- When she transitions 2 years ago there was no support. I had to personally email her dyslexia report and they weren't aware of her being on the autism pathway. Her primary school hadn't passed much info on
- Primary school decided to take leaving photos on transition day so no SEND kids were in the leaving photo!! They wouldn't even wait for the afternoon for the SEND transition children to return to school, very inclusive!!!!
- Junior school failed to send SEN record of identify him as SEN on transfer to Secondary school.
- My child suffered extreme trauma from his transition to Sen school primarily as a result of the prolonged timeframes involved (11 months from when the emergency review was instigated) and poor provision/transition by his mainstream school. Sen school is great and prepared for him moving brilliantly.
- transitions need to be supported for SEM school from mainstream
- More joined up required in Transitions
- Our transition will be in Sept 2023
- The only transition visits were done by the new school
- He's transitioned from many different settings and not been prepared for any
- Most of the transition was instigated by myself by contacting BCA
- The transition went well because although moving from primary to secondary we have been able to keep him in the same school
- We are about to transition to secondary school. But we've had no communication about any of it.

## **Q32: If your child/young person gone through a transition in the last 12 months. (this includes transitions from early years/preschool to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment) Please tell us how well prepared were they for the transition by different teams?**

Respondents comments continued....

- Have to ask and chase everything
- The school do all of this
- The LA were supposed to be paying for transition activities but have not, so I had to self fund in order to get my child to start school. Thankfully the school agreed to accommodate my child's needs for a gradual transition.
- When he did transition after lock down, there was zero help in place.
- Ann Marie West has been excellent to work with.
- Once he turned 16 the GP surgery require his consent every time I need to speak with them. This is very young for an autistic child and can make life hard when I want to be discreet/not increase his anxiety.
- He transitioned to junior school. There was no correlation in reading strategies or writing strategies. Progress was not accurately recorded between the two.
- At the beginning the transition was not good at all. After adjustments and training done by school members things settled in place and my daughter is getting the help she needs. School team is very supportive now.
- The school have been very supportive.
- Zero support .... Nothing .... Not even a conversation. Child is not capable of independent living and unable to work full time..... they has been screwed by the total lack of support from WBC SEN - transition? What transition ?!?!
- No help given , we had to do it all ourselves
- He remains on EOTAS with no discussion about amending anything in line with the transition he would have gone through if he was still in school
- Child currently in year 6. SEN didn't progress his application. So far I've heard nothing about transition.
- We did not have a school for my child until the last minute so missed transition days that the rest of the school attended. Told to follow EHCP process not apply through normal way for schools. Did this and got no feedback, no contact. I had to chase weekly ring schools myself, requested change again to specialist school again ignored. Their mental and physical health is now being severely impacted by this.
- This was transition from Main stream nursery to SEN and it was a smooth flow.
- Social care not involved at the time. However we have had no input from PfA as was supposed to happen from yr9

**Q32: If your child/young person gone through a transition in the last 12 months. (this includes transitions from early years/preschool to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment) Please tell us how well prepared were they for the transition by different teams?**

Respondents comments continued....

- He was meant to have changed to a SEN school but no transitional work was done at mainstream school and SEN school didn't even try to do a transitional
- we have not heard anything from transitions team and had to chase them to attend annual review
- School have been very supportive
- What preparation? Was non existent
- reception in 2024
- Primary School prepared for transition really well. I'm not sure that Secondary School were able to really support our daughter's transition effectively.

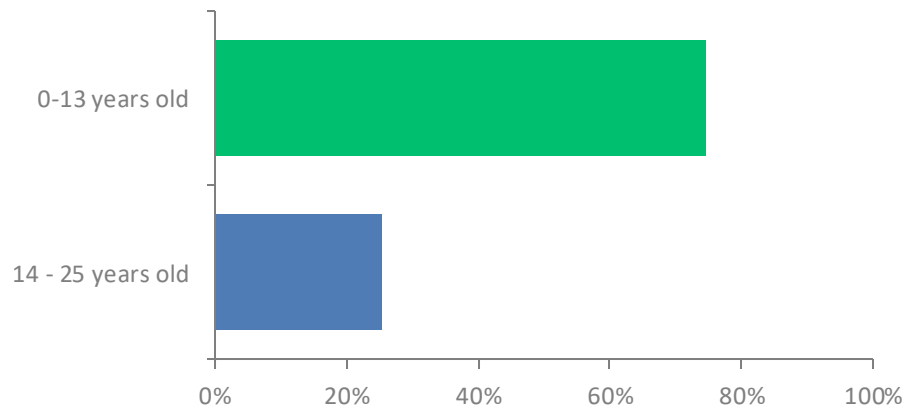


# Preparing for Adulthood

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

## Q33: What is the age of your child?

Answered: 383 Skipped: 36

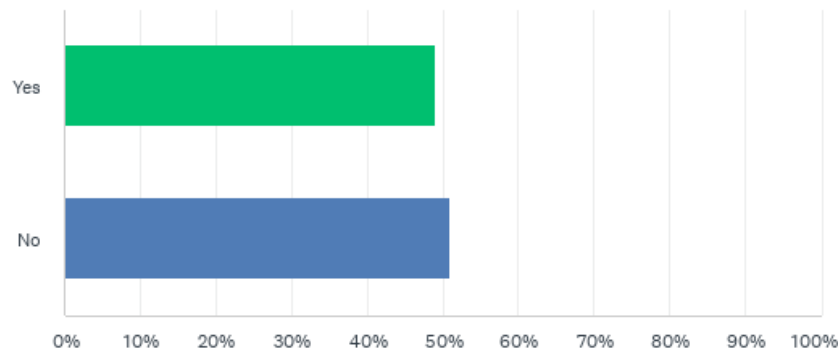


ANSWER CHOICES	RESPONSES	
0-13 years old	74.67%	286
14 - 25 years old	25.33%	97
<b>TOTAL</b>		<b>383</b>

## Q34: If your child/young person has an EHCP has Preparing for Adulthood been part of their most recent Annual Review?

Answered: 96 Skipped: 323

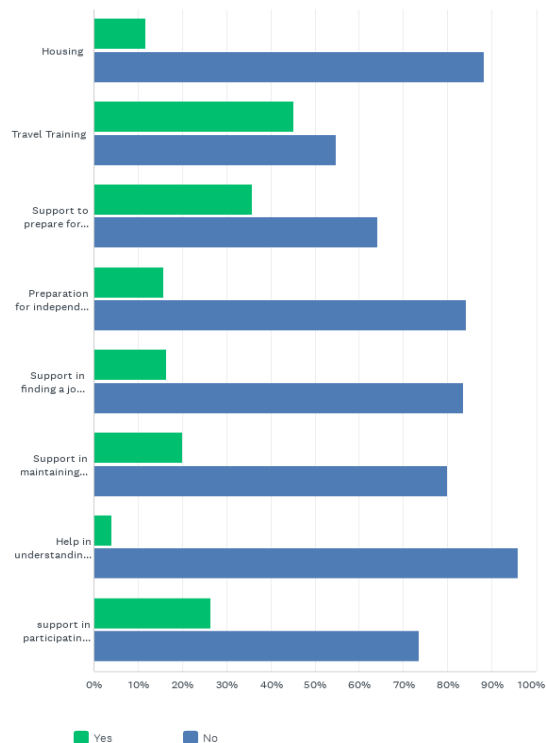
49.1% (51% 2022) of respondents (14 year + child with and EHCP) said that PfA had been part of their most recent Annual Review



ANSWER CHOICES	RESPONSES
Yes	49.12% 28
No	50.88% 29
TOTAL	57

## Q35: If your child/young person has an EHCP were any of the following Preparing for Adulthood topics discussed as part of the Annual Review?

Answered: 96 Skipped: 323



This is a new question for 2023 in line with the new SENDAP Green Paper

For those age 14 years + having Annual Reviews there is a big lack of discussion about the PfA topics.

Travel training was discussed in 45% of the cases and support for higher education/training in 35%.

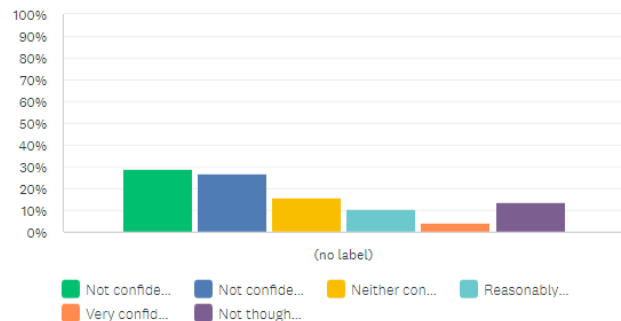
All other topics were below 30% of respondents with support about benefits, housing, independent living and support in finding a job particularly low.

	YES	NO	TOTAL	WEIGHTED AVERAGE
Housing	11.76% 6	88.24% 45	51	1.88
Travel Training	45.10% 23	54.90% 28	51	1.55
Support to prepare for higher education and/or employment	35.85% 19	64.15% 34	53	1.64
Preparation for independent living including where the child or young person wants to live in the future	15.69% 8	84.31% 43	51	1.84
Support in finding a job, and learning how to do a job	16.33% 8	83.67% 41	49	1.84
Support in maintaining good health in adult life	20.00% 10	80.00% 40	50	1.80
Help in understanding any welfare benefits that might be available	4.00% 2	96.00% 48	50	1.96
support in participating in society, which includes making and maintaining relationships.	26.42% 14	73.58% 39	53	1.74

## Q36: 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: 96 Skipped: 323

56.3% (65% 2022) of respondents (14 year + child with and EHCP) said that they were not confident at all/not confident that their child would receive appropriate healthcare when they are too old for paediatric services

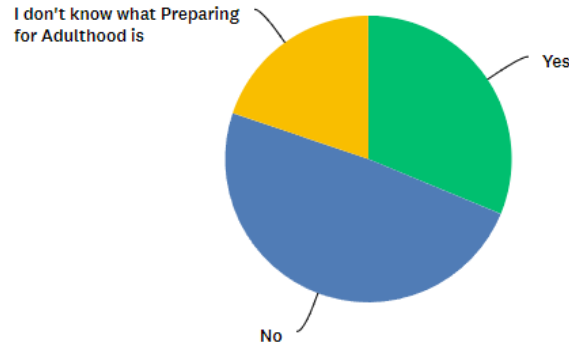


	NOT CONFIDENT AT ALL	NOT CONFIDENT	NEITHER CONFIDENT OR NOT CONFIDENT	REASONABLY CONFIDENT	VERY CONFIDENT	NOT THOUGHT THAT FAR AHEAD	TOTAL	WEIGHTED AVERAGE
(no label)	29.17% 28	27.08% 26	15.63% 15	10.42% 10	4.17% 4	13.54% 13	96	2.74

# Q37: Do you know where to go for more information about Preparing for Adulthood?

Answered: 96 Skipped: 323

70% (72% 2022) of respondents (14 year + child with and EHCP) said that they did not know where to go for more information about preparing for adulthood or what it is.

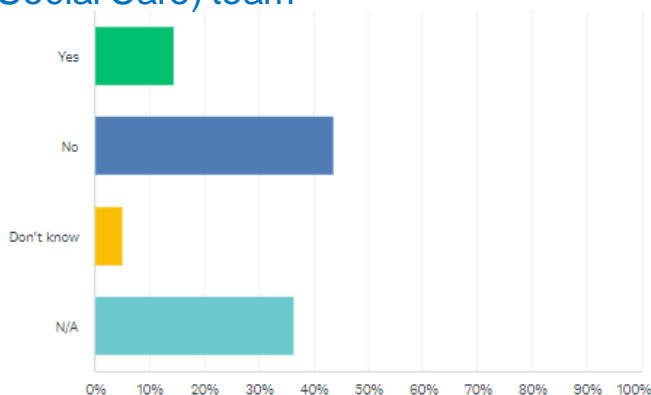


ANSWER CHOICES	RESPONSES	
Yes	31.25%	30
No	48.96%	47
I don't know what Preparing for Adulthood is	19.79%	19
<b>TOTAL</b>		<b>96</b>

## Q38: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Preparing for Adulthood (formerly Transitions) Adult Social Care Team?

Answered: 96 Skipped: 323

**14.6%** (28% 2022) of respondents (14 year + child with and EHCP) said that they have had contact with the Preparing for Adulthood (formerly Transitions Team) (Adult Social Care) team



ANSWER CHOICES	RESPONSES
Yes	14.58% 14
No	43.75% 42
Don't know	5.21% 5
N/A	36.46% 35
<b>TOTAL</b>	<b>96</b>

Comments (15)

## Q38: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Preparing for Adulthood (formerly Transitions) Adult Social Care Team?

### Respondents comments:

- It took quite some time as no one knew of our child's existence
- I've been on a course preparing for Adulthood. This is the only information I have received myself. The transport side my caseworker just said not entitled as she is going to the nearest college. That is the only information that has been discussed as far as preparing for adulthood.
- travel training was discussed by myself as im teaching her.
- Had a meeting with social worker recently which involved discussing PFA
- Had contact through school but no contact otherwise.
- They contacted me to discuss what type of support might be needed
- Nothing has been done in regards to preparing for adulthood
- Ann Marie West has been excellent to work this.
- My child's Annual Review is in July (2023) so will give more feedback in the 2024 survey!
- Very hard to get responses
- Referred for one of our children and not the other one but no contact from them
- Haven't a clue who they are
- We recieved no help
- We had no contact from this team from 14 years onwards until I finally managed to get hold of the team this year (age 17). We managed to get a team member to come to the annual review and we were told the team would get involved to do a transitions assessment at age 17.5.
- They lack training



# Q39: Is there anything else you would like to tell us about Preparing for Adulthood?

## Respondents comments:

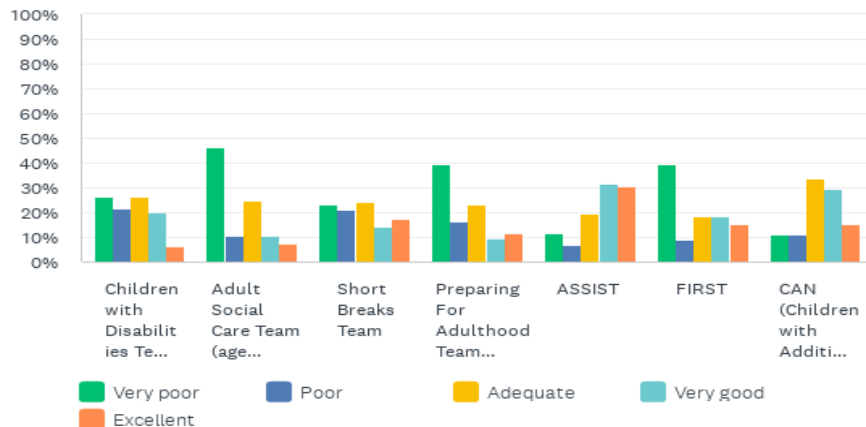
- Almost all the information I have has come from workshops organised by charities and other parents.
- PFA have worked very hard to help my child. WLA ignore their recommendation
- For us having a young person fall through a gap is a worrying prospect as to how they can prepare for adulthood. We seem to be on the right track in identifying needs but are unsure if those needs can be met or what happens if they don't.
- I think Year 9 is too early to start discussing this.
- I have no idea what it means until I am on this form
- help with transport, further education,
- something rather than anything else?
- It's a huge gap. Already feeling like there is nothing there for a 14 year old AS boy who is being pulled into risky activities, no joined up approach with police. Family is left to cope in own - which is actually less painful than multiple pointless calls.
- Again needs joined up work about an individual's overall needs in Adulthood
- I have supported my child and helped her with this type of preparation
- No one comes to you. Most is found out by talking to other parents who have gone through the process already
- No as nothing has been done by WBC
- Hoping someone from the PFA team will be attending my child's AR in July, as they move into Key Stage 4 this September. Feedback is based on what's currently in EHCP.
- No contact other than funding for a private provision which took months to pay and resulted in strained relationship with the provider
- I had to push for travel training to be put on his EHCP.
- It is a daunting prospect for parents
- I am not aware of what help is available
- It's tough
- Who are they? Never heard from them!
- Daughter 23 did have EHCP but this was discontinued as she is in full time employment
- I feel 14 is too young to be preparing for it properly.
- No one attended my Son's annual reviews, no one said anything about preparing for adulthood, We received no help, and the EHCP was refused changes to help with transition.
- I wanted my son to get a EHCP to help him but the school wouldn't do it
- "I am very concerned about the transition to Adult Services. I have very little confidence in how well my son will be assessed and supported.
- It seems that because he has attended school and college out of borough he has been completely missed by the PFA team. I have had to put in a lot of effort to get hold of the right people and I feel very worried that no-one in the SEND Adult Services knows anything about him/what his challenges are and how he is going to manage once he turns 18."
- Don't even know who his social worker is meant to be
- My son does not have an EHCP and was not classed bad enough for statementing so has had no support at all.
- I went to a very useful parenting webinar on preparing for adulthood which I think was run by Parenting Special Children or Autism Berkshire.
- The annual review was extremely poor. Should have been held in Dec 22 but was in March 23. Paperwork was started in Nov 22 and same feedback from teachers was used so out of date. No provision for the first half term had been in place. Communication was dreadful. No SENDCO at the school. Was basically a provision session which should have been in place for Sept. Nothing on PFA at all. Yr12. No real understanding of SEND at the meeting from the school

# Social Care Services

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

# Q40: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 371 Skipped: 48



Service	% of respondents* w ho rated service excellent/very good	% of respondents* w ho rated service poor/very poor
Children with Disabilities Team	26.2% (27%)	47.6 % (42%)
Adult SC	17.6% (28%)	57.1% (39%)
Short Breaks	31.9% (27%)	44% (30%)
PfA team	20.9% (24%)	55.8% (49%)
ASSIST	62.1% (63%)	18.2% (15%)
FIRST	33.3% (31%)	50.3% (31%)
CAN Network	44.5%	21.8%

Figures in () are 2022 results.

\*For those who it was applicable

CAN Network is a new category added this year

# Q40: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 371 Skipped: 48

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Children with Disabilities Team including Early Help (for ages 0-18 years)	26.21% 38	21.38% 31	26.21% 38	20.00% 29	6.21% 9	145	2.59
Adult Social Care Team (age 18-25 years)	46.43% 13	10.71% 3	25.00% 7	10.71% 3	7.14% 2	28	2.21
Short Breaks Team	23.08% 21	20.88% 19	24.18% 22	14.29% 13	17.58% 16	91	2.82
Preparing For Adulthood Team (formerly the Transitions Team)	39.53% 17	16.28% 7	23.26% 10	9.30% 4	11.63% 5	43	2.37
ASSIST	11.36% 15	6.82% 9	19.70% 26	31.82% 42	30.30% 40	132	3.63
FIRST	39.39% 13	9.09% 3	18.18% 6	18.18% 6	15.15% 5	33	2.61
CAN (Children with Additional Needs) Network	10.92% 13	10.92% 13	33.61% 40	29.41% 35	15.13% 18	119	3.27

## Q40: 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)

- Most helpful team once they knew our child existed
- Haven't used as yet
- I have never interacted with this service.
- Don't think that they really offer anything for families with Autistic children do they?
- Never been given any help by the early help team. Had a phone call with them once and they were useless. The only help offered was a course that I had to pay for..we are a 1 income household and could not afford to pay for courses!!
- Currently just been referred so can't comment yet.
- I don't even know they have her on their system. I have received nothing since her diagnosis on ADHD for 5 years
- Never actually managed to get any
- It's non existent
- I have never heard of disabilities team. I want to know how to register my child as disabled
- Don't know about this
- It's a minefield and is not clearly advertised. I get more information from parents or carers who have been through the process before
- Don't know how to access or if relevant
- Poor communication and support
- Hard to access, no resources to actually help, didn't actually speak with my child! I just had to spend ages repeating myself- waste of time really.
- Team good, but very limited help.
- Not had contact
- I would like to rate above poor but below adequate, I believe the teams are over stretched and underfunded, they are probably doing the best they can, however as a user of the service its frustrating, complicated to navigate and very time consuming to try to get anything achieved.
- Except for managers as it changes too frequently
- Only ever suggest the same parenting course- nothing else - I'm disgusted by their inaction to be honest. It's not early 'help' at all - we've received the absolute bare minimum in support and they act like I should be grateful. I've been in every course on offer. It's a cost cutting exercise as far as I can see

## Q40: 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)

- There should be more activities and play schemes to accommodate more children and lower waiting lists
- Always pushing things to others, it's always someone else's problem
- Don't know who there are.
- Finally got a stable social worker that is supportive and remained with us for over a year
- As stated, have not done anything for myself or my child
- I find the way they deal with legal proceedings absolutely disgusting and so did the judges from our hearings, they are going to get a bad reputation and stop people speaking up and ask for help as parents will worry. They still use funding as a barrier to needs not being met and they allow it to get to care proceedings when they twist things to get the result they want and of course once a child is in care, they get excess to much more money
- No support offered by Early Help
- Unaware of this team evethough my child receives dla
- Lack of help!
- Not aware
- We were referred to Early Help but there seemed some confusion what the referral was for and we were signed off quickly
- Early intervention team were outstanding
- Have not used.
- Service not offered
- no interaction
- Early Help are very good, but they need to re-assess how they do things when they are coming to the end of their support
- We have an excellent social worker but have previously not had such a good experience.
- Don't know who this team is
- 8 to 10 week wait, the help won't be Early after that wait!
- Don't get any help or support even after asking!
- I have had no contact and don't know how to contact.
- No involvement, with outside support within Wokingham council

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: Adult Social care

- Very helpful
- I have never interacted with this service.
- Sorted ourselves due to waiting times
- It is still at a stage where you have to ask rather than being contacted and offered services
- I have had no contact with them
- Who?
- No support given

# Q40: How would you rate any services from the Wokingham Borough Social Care services?

## Respondents comments: Short Breaks Team

- Is there a Short Breaks Team?
- Excellent
- Researching currently
- I have never interacted with this service.
- Have not used
- Never heard of them!
- Haven't heard back
- Very responsive, proactive and helpful
- Never met them
- Don't know what this is
- Would love more information on how to access support
- Would like to know about access to this service.
- Offered nothing, only term time after school activities, which we would have to get him to or from and doesn't actually provide respite as I have a job, if you want to provide respite, then get me some peace overnight or at a weekend.
- Sarah Russell is excellent
- Given money but no idea how or where to use it, other than brickies ,tvap, and camp mohawk all of which you have to book way in advance
- Do not know if eligible
- Don't get any help
- EHCP/ADHD, use of CAMHS crisis team and we still don't register as needing help
- There should be more activities and play schemes to accommodate more children and lower waiting lists.
- I've had no contact with them



## Q40: How would you rate any services from the Wokingham Borough Social Care services?

### Respondents comments: Short Breaks Team

- Haven't applied for Short Breaks
- Who
- Who
- Never used the service.
- No support offered, no assessment made
- Lack of help / long waiting list
- Only offer help for those with a diagnosis
- no interaction
- They couldn't assist us due to complex need but our contact (Miranda Zaky) went above and beyond for us to try and source appropriate help and kept in regular contact with us
- We have not used this service
- The team are great now that I have finally got Short Breaks but it has been a painful process to get an assessment, and really at 17 it's a bit too late
- No holiday camps in wokingham area- so, limited on options or have to pay double the price
- Didn't know there was a short break team
- There is simply nothing in the LA. 2 years we've had short breaks and the only thing they've provided is funding for the thumbs up club 6 days a year which I had already sorted before applying to them. The people are nice but Wokingham LA is shockingly poor at offering anything for SEN leisure activities

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

### Respondents comments: ASSIST

- Have not had any contact since I wanted help with my older children (also autistic) and I was given a list of things to do and made to feel their autism was due to my poor parenting. But that was 20 years ago so maybe things have changed.
- Never heard of them!
- Always excellent
- Vicki round was available to talk to and really helped in those crisis times
- Never heard of this service
- Not in touch. Not sure how to access
- Long wait list for courses
- I have attended the parent drop in, it would be great to have more days in the month, even twice would be good
- In mediating with precious mainstream and going through emergency review and dealing with exclusions (which we didn't have energy to challenge)
- Talking shop, nothing much delivered outside of parent training - which was interesting but not the silver bullet
- Doing an EB+ programme at the moment. It feels a bit outdated and very 'boy heavy' in its slant.
- Inquired about courses no response
- Limited courses have to wait a long time for
- No help
- I never heard about ASSIST
- No knowledge of pda so can't really help us
- They have been ok but my son didn't want to attend
- Don't know who there are.
- Receive email updates and have attended courses in the past
- Despite referrals, unable to get the one to one support recommended by the social worker, from this team
- Having used in the last year+
- Ok for general advice but unable to provide long term individual support
- Unaware

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: ASSIST

- Not aware
- I've done the Teen Life course
- Who??
- Don't know what this is
- no interaction
- They provide such excellent support and are literally a life saver. I feel very lucky to have such a wonderful team with wealth of experiences, knowledge, and passion for supporting families in Wokingham and grateful for the council providing such service for the residents.
- I have always found ASSIST to be excellent
- ?
- Very good, although I'm not sure they fully understood the extreme of the situation we're faced with. We are signed up to their teen life programme so I am hoping that helps
- We have not used this service
- However school don't listen to suggestions from them that I pass on!
- I'm about to start an Assist Teen Life course, but haven't started yet, so can't comment.

# Q40: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: Preparing for Adulthood Team

- Great team
- I have never interacted with this service.
- Never heard of them!
- What transition!
- No contact
- I have had no contact from them
- Don't know who there are.
- Will have more feedback following AR in July 2023
- No contact from them
- Never heard of them despite transition occurring now
- no interaction
- Don't know who they are
- We have not used this service
- No support given

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

### Respondents comments: ASSIST

- Not aware
- I've done the Teen Life course
- I've done the Teen Life course
- Who??
- Don't know what this is
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- We have not used this service
- However school don't listen to suggestions from them that I pass on!
- I'm about to start an Assist Teen Life course, but haven't started yet, so can't comment.

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

### Respondents comments: FIRST

- Who are FIRST?
- I have never interacted with this service.
- Never heard of them!
- Never heard of this service
- Don't know what this is
- not sure what is that
- Unknown service
- who?
- Don't who this is
- don't know this organisation
- What is this
- Do not know if eligible
- Never heard of them
- I never heard about FIRST
- Not had any contact from them
- Don't know who there are.
- Never heard of them
- Never heard of them
- Unaware
- Not aware
- I've done sleep workshops
- I've done sleep workshops
- Never heard of FIRST
- Who??
- Don't know what this is
- no interaction

## Q40: How would you rate any services from the Wokingham Borough Social Care services?

### Respondents comments: FIRST

- The FIRST team were extremely helpful in strategies to keep our son and other children safe when behaviours became physical. They acknowledged it was difficult to change anything with both our sons having disabilities and opposite sensory needs.
- ?
- We have not used this service
- Only just dealing with them but again you have to do two courses before they'll talk 121. So I've got to ask for over 2 weeks off in total in order to attend courses. Which is very difficult to try to get your employer to agree to. No way has been offered to simply talk to someone about our needs as a triage service in the first instance

# Q40: How would you rate any services from the Wokingham Borough Social Care services?

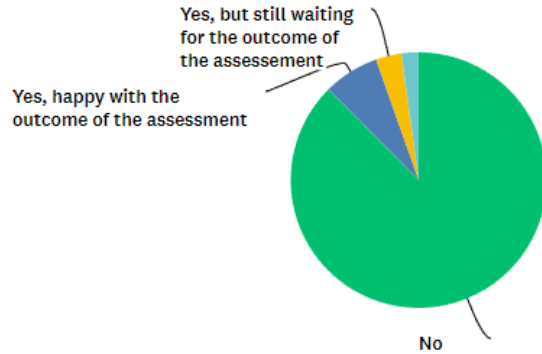
Respondents comments: CAN Network

- Very useful source of information when my children were younger.
- Good team
- I have never interacted with this service.
- Good info early on, have not used for a while but they seemed like a nice bunch, just a bit under resourced.
- Never heard of them!
- What is this?
- I know nothing about any of these services
- Never seen them
- Don't know what this is
- Not really able to engage other than having the cam card
- nothing other than a discount card... which is not accepted nationally, only known locally
- Sent quire's never responded, still trying to renew can/max card after 3 months
- Do not know if eligible
- Never heard of them
- not even aware this exists to be able to use it.
- I never heard about CAN
- Not had any contact from them
- Don't know who there are.
- Have the CAN card and receive updates
- Have signed up and receive a news letter. But that's all
- Not awareDon't know what this is
- no interaction
- Not used them
- cannot answer this as I am the CAN Network Co-ordinator
- We have not used this service
- I've got a CAn card but I haven't been able to access anything
- ?



# Q41: Has your child had a Social Care assessment in the last 12 months (since June 2022) ?

Answered: 371 Skipped: 48



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

56.5% (54% 2022) were happy with the outcome,

26% (25% 2022) were still awaiting the outcome and

17.4% (20% 2022) were not happy with the outcome.

ANSWER CHOICES	RESPONSES
▼ No	87.60% 325
▼ Yes, happy with the outcome of the assessment	7.01% 26
▼ Yes, but still waiting for the outcome of the assessment	3.23% 12
▼ Yes, but not happy with the outcome of the assessment	2.16% 8
<b>TOTAL</b>	<b>371</b>

Comments (22)

## Q41: Has your child had a Social Care assessment in the last 12 months (since June 2022) ?

### Respondents comments:

- Not sure. I lose track of all the meetings/reports/assessments
- Needs assessed and recommendations made
- Refused respite
- The assessment was conducted 3x due to changes in the team
- Outcome is nothing, just taking up my time on 'talking shop'
- Took too long, too many errors
- We are waiting to hear if we will get one
- Not as far as I am aware
- Nothing is proactively offered. Everything has to be chased and justified
- Passed from group to group everyone recognised we need help , no one knows what to offer
- Primary school put him forward for assessment 4 years ago, only partially completed February this year.
- Short breaks are coming to visit at the end of June.
- But different as is a child in care
- Way over due and not as per court order!
- Have never been provided with a social care assessment despite asking for one
- None
- On the waiting list
- We were referred to social care but they referred onto early help
- Not required
- I make the decisions and wbc just agree
- It's been challenged currently. Mentioned in previous comments
- my child is 17 and not had a Social care assessment

## Q42: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

### Respondents comments:

- Too focussed on the child. Very little consideration given to the needs of the parents/carers. They need support too if they are to support their child well.
- Great team with Sarah Russell
- No help for families who need it, everyone pushes back to family when they are already doing workshops, seeking help from charities but if schools are failing the children by not putting in what professionals recommend the council needs to take responsibility for that! Or more children will fail to attend school, will have more mental health problems and cost more in the long run
- I have never interacted with this service.
- It seemed to us that the process for assessment for respite/shortbreaks/any support from CwD team is very unclear. When we were in dire crisis years ago we were told no help because we had no diagnosis. Now we have diagnosis, every meeting we have people say 'you need respite' but when we were assessed it seemed that the woman assessing continually changed the goalposts about who could receive help telling me 'it's for profoundly disabled children, it's for children who don't attend school at all etc. I became so upset by the whole process I didn't pursue it or complain, which I regret but I needed to pick my battles and protect my own mental health.
- Experience with them hasn't been great if I'm honest
- All professionals were amazing. However, we have missed knowing how our child is improving (or not). We think the feedbacks have been showing poorly.
- Social worker was great, but the pressure to discharge us was constantly referred to, and we were discharged before satisfactory outcomes had been achieved
- My child has ADHD and specific learning disabilities. I have had no help for her since diagnosis. Some form of communication would be helpful.
- I haven't been given any further information about any services available
- As a borough you guys are failing badly - hence why you were put in special measures. It's not just my child - but others in the school I teach as well. We must do better.
- I think I've said it all! I feel that I have done all the work and haven't had any help. I feel that WBC have failed my son

## Q42: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments continued....

- I would like to know about all of the networks available but do not have any information
- Completely useless
- Lack of people to provide the support with mainstream school. Under funding of support is creating a detrimental effect on my child as the schools do not have funds to provide the support my child needs and with school having to provide the first 10,000 for each child it's very unrealistic to expect them to be able to financially support these vulnerable children.
- The process of school moves needs to be looked at as the timeframes are so traumatic (we had to get out child a private phycologist). The mainstream schools feel pressure to use exclusions to support the case for changes of setting with the Council which is just wrong and illegal.
- nothing practical delivered, financial support given then revoked, causing financial hardship - rather not be given it in the first place
- Try getting parents more involved with the running of the team, then perhaps it will work better and be more understanding of our needs.
- To get an assessment the process is very drawn out, tedious, slow and generally frustrating. Repetition on forms, no communication from WBC at all.
- X social worker is lovely and tries to help anyway she can but there is only so much she can do
- I have no knowledge of the services mentioned above.
- "We have a good DSW, but we are on our 5th over the 2 yrs we have been with them! A lot of change doesn't work well for our children. We have also struggled with getting respite support/funding set up for our son. The internal processes seem long - even after funding was approved for our daughter it took 6-8 weeks for this money to be released - which is a long time when you're struggling with day to day life as a family.
- We were also initially caught in the trap of being identified as a family in need and in crisis, and being flagged as needing respite, but because one of our children didn't have a diagnosis we were not able to access any funding for the respite for that child that the assessment said we needed! The system needs to be changed, as currently the waiting lists with CAMHS for assessments are so long. If we hadn't had access to ASF funding to get the diagnosis we would be waiting longer - but as it is, even though we now have a diagnosis we still have yet to have any of the promised respite organised for him."
- "Didn't know Short breaks team, First or CAN existed."

## Q42: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments continued....

- We didn't know they existed
- It is a very stressful experience
- We have an ongoing Social care plan with Direct payments. I'm satisfied with the current provision though we wish we could have more hours.
- "I think they do not take into account the individual child, they want to put all children into a box and are not interested in their views or opinions. They do not attend annual reviews for EHCPS and have failed my son.
- If I didn't have a background in children's care and SEN had I dread to think where my son would be right now "
- Never heard from them and don't know anything about them. Desperate for help but none is forthcoming it's all waiting lists and lack of funding
- If the SEN department communicated more effectively and seemed to care about the families they are working with, I think there would be fewer complaints and ill feeling.
- Don't know who there are.
- Pressure to discharge was very premature, and recommendations from social worker to discharge came months before actions had been completed
- I've mentioned most above. I still find them shocking
- Replace managers and make sure the social workers have more understanding of the various complex needs of children with SEMH
- When I have made contact have just been passed around different teams with no final contact or support from anyone
- When we were involved in social care, they didn't help us at all
- I have had great support for them but would appreciate knowing what happens next as my child is leaving 'school'
- Woeful non-existent service and support
- Not used.
- unsure of resources
- Wait for help , too long and you get sick of only being offered parenting courses

## Q42: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments continued....

- Never been offered any of these services.
- None existent
- To be honest I don't know anything about it, my son got diagnosed and that was it if had no help of support since
- Awful.
- Our Son has been registered for DLA , but still decision on his mobility is pending.
- Establish an information platform for children with disabilities and their families to provide information and resources on the life, education and rehabilitation of children with disabilities.
- In a word pointless
- SW assessment stated my son is not eligible for this team. When his school challenged this they looked at the paperwork and the SW had not included reports which indicated he could access the resource. So as I say - negligent. The school are now taking this up and referring again to the team to find out why he is being intentionally bypassed
- Should I have heard from them? I have no idea what they do, how to contact or if I should contact them
- WBC - should accommodate more for young children with suicidal thoughts/attempts. They should take into consideration each child with asd is different, just because its uncommon does not mean it should be left.

## Q42: Please let us have any additional comments about WBC Adult Social Care team

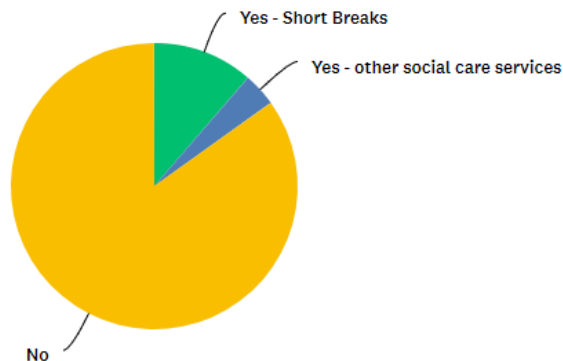
### Respondents comments continued....

- Do not seem to know as much as the charities
- Ann-Marie is very good at getting things done
- The services that I have received via a needs assessment as a carer have been supportive towards my wellbeing but as an individual with a disability my needs assessment felt minimal and almost a tick box exercise. There is a definite contrast between some social workers.
- I have never interacted with this service.
- No
- No
- All professionals were amazing. However, we have missed knowing how our child is improving (or not). We think the feedbacks have been showing poorly.
- Completely useless
- They are trying to do their best, under staffed, under funded which knocks onto us carers and ultimately our young adults
- Stressful experience
- We have had no contact from them
- Don't know who there are.
- Excellent- absolutely amazing
- None
- Not used.
- Have not had any dealing with them
- They lack training
- Develop empathy and emotional intelligence among team members to better understand and respond to individual needs.
- Not had contact from them

## Q44: Do you receive 'direct payments' from Wokingham Borough Council to buy social care services?

Answered: 371 Skipped: 48

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



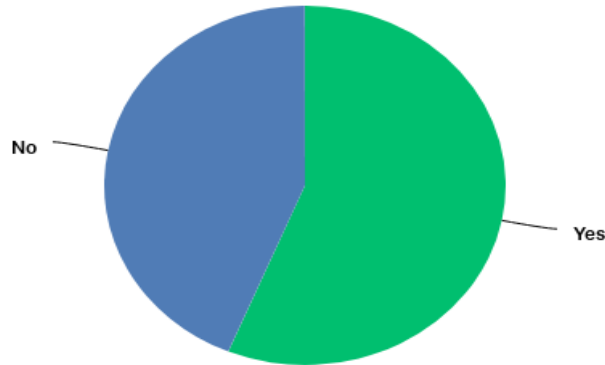
ANSWER CHOICES	RESPONSES
Yes - Short Breaks	11.32% 42
Yes - other social care services	3.77% 14
No	84.91% 315
<b>TOTAL</b>	<b>371</b>



## Q45: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Answered: 371 Skipped: 48

Of that small number of responses **56.3%** (52% 2022) were happy with the services that they could purchase.



ANSWER CHOICES	RESPONSES	
Yes	56.25%	36
No	43.75%	28
TOTAL		64

## Q45: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

### Respondents comments:

- It is very difficult to find carers and deal with all the associated admin
- It is difficult to get a PA
- I didn't receive information on how to spend the payment I had received, whether it could be used as a card or being able to set up direct debits.
- Have sent forms last week have heard nothing
- We don't have any idea about these services.
- There are no short break options, and no option for us to be more creative with funding
- I assume this is not something we are eligible for.
- Not enough provision of short breaks services - I am given the money but no where to spend it. I am required to find my son's PA with very little help. My son cannot access many activities due to his profound learning disability and complex care needs.
- Very limited options
- there are NO services suitable
- Need more information as I haven't been given information
- Don't know what is available
- funding given previously was recalled and had to be repaid - unhelpful
- Need more flexibility
- needs more flexibility on what can be purchase. each individual has different needs
- It is very restrictive and lack of contextualisation
- Yes they enjoys going with carer but he only gets 2 days it would be more beneficial for them to go for the 4 days instead of splitting with another service
- I have no idea what any of this is.
- The issue seems to be more a shortage of carers with availability and help sourcing them.
- Still new to it
- Funding helps but not sufficient to help address our challenges
- I'm not aware of this service at all
- Don't know who there are.

## Q45: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Respondents comments continued....

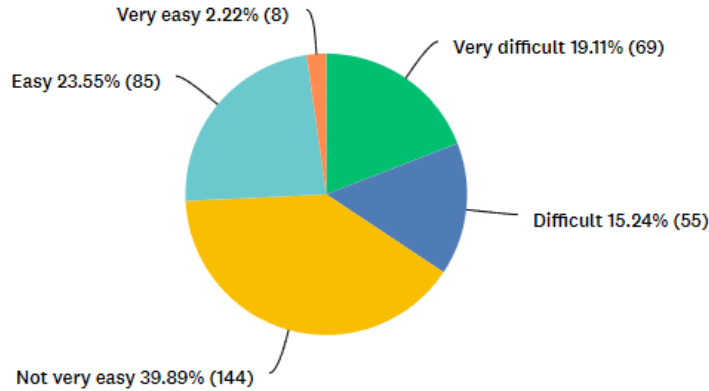
- I think they need to provide more information on what the payments can be used for as you can't always use all the money provided as not enough spaces in summer clubs.
- There are no services available that meet the needs of my son
- WBC have failed to make an assessment of needs
- I'm not aware of these payments. Is this part of the EHCP personal allowance? I don't know what I can apply for
- We are just in the process of arranging short breaks support but the options do seem quite limited
- We use carers from Careline and have consistently been happy with their staff
- Don't know what this is
- We are unaware of our entitlements
- Don't know anything about them
- Only recently in receipt and still setting up payroll etc
- Nobody can tell you what you can use them for, no knowledge at all
- There are none. LA says it's under review- but it's been years - just get something sorted already!! Also the local offer is wrong and misleading- advertising services it no longer provides but again no one seems accountable
- My direct payments are tied up to the provision of Half Term Break Holiday Club only
- There is a shortage of pa's for respite
- Very difficult to get trained child support as carers not available
- I'd like more direction as to other services I can use direct payment for.

# Information

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

## Q46: How easy do you find it to get information about what services and community activities are available and what they do? (this covers all SEND services, holiday clubs, financial support, motability etc)

Answered: 361 Skipped: 58



2.75★  
average rating



	VERY DIFFICULT	DIFFICULT	NOT VERY EASY	EASY	VERY EASY	TOTAL	WEIGHTED AVERAGE
☆	19.11% 69	15.24% 55	39.89% 144	23.55% 85	2.22% 8	361	2.75

25.8% (21% 2022) of respondents found it very easy/easy to get information about services and what they do.

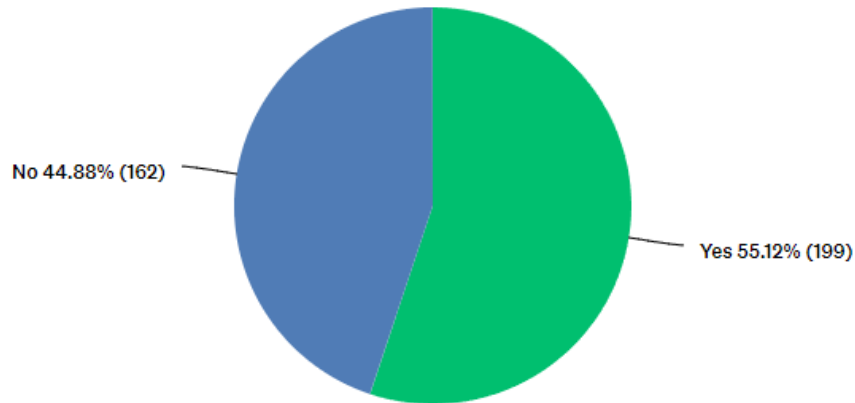
The majority, 74.2% (79% 2022), said it was not very easy, difficult or very difficult.

(2.7 in 2022 average rating)

## Q47: Have you heard of the Wokingham Local Offer website for 0 - 25 year olds with special educational needs and/or disabilities (SEND)?

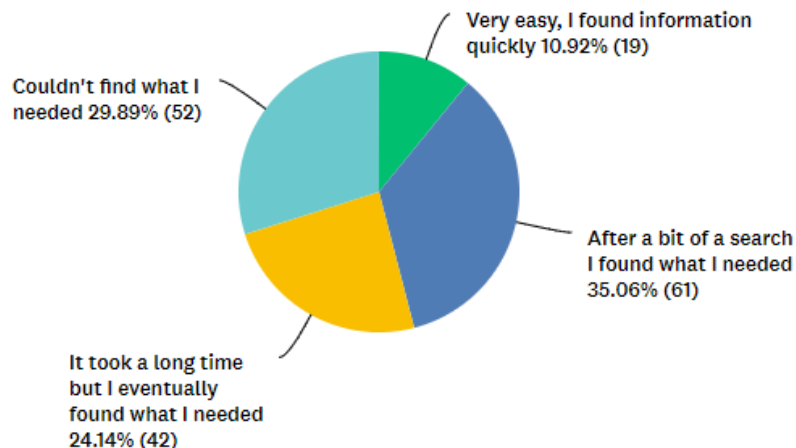
Answered: 361 Skipped: 58

Just over half the respondents had heard of the Wokingham Local Offer website (52.6% 2022)



## Q48: 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: 361 Skipped: 58



For those who had used the Wokingham Local Offer website:

46% (47% 2022) of respondents said that they found what they were looking for very quickly or after a bit of a search.

However, 54% (53% 2022) said it took a long time or they couldn't find what they were looking for.

## Q48: 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:

- The website is useless.
- The school we are at certainly doesn't do what's in their offer eg yea hers aren't trained in certain disabilities
- As with most of these things, it is a lot of information that is hard to organise. No better or worse than I have seen elsewhere. The leaflet from Send voices was very good, I use that if I need a contact.
- We think we should have had training on the possibilities, feedback and support of the EHCP.
- Better laid out than previously. I know about this only through SEND Voices
- What is this?
- Not enough information about Personal Assistants who can care for children with complex needs.
- Really difficult to navigate - just a list of places to contact but not clear what support we should be able to access.
- Takes a lot of trawling to find what you can access
- havent used
- Don't know about this
- Despite being repeatedly referred back to look at this website, I have continued to be unable to find any kind of holiday childcare for my child whilst I work due to his disability.
- Not much available to suit her needs
- Wanted a list of resourced base schools
- Not aware of this
- very useful - will signpost parents to it
- It's difficult to navigate and nothing for 13+ easy to access through public transport
- Again, this is a teaching background thing. I couldn't comment on this as a parent.



## Q48: 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 continued....

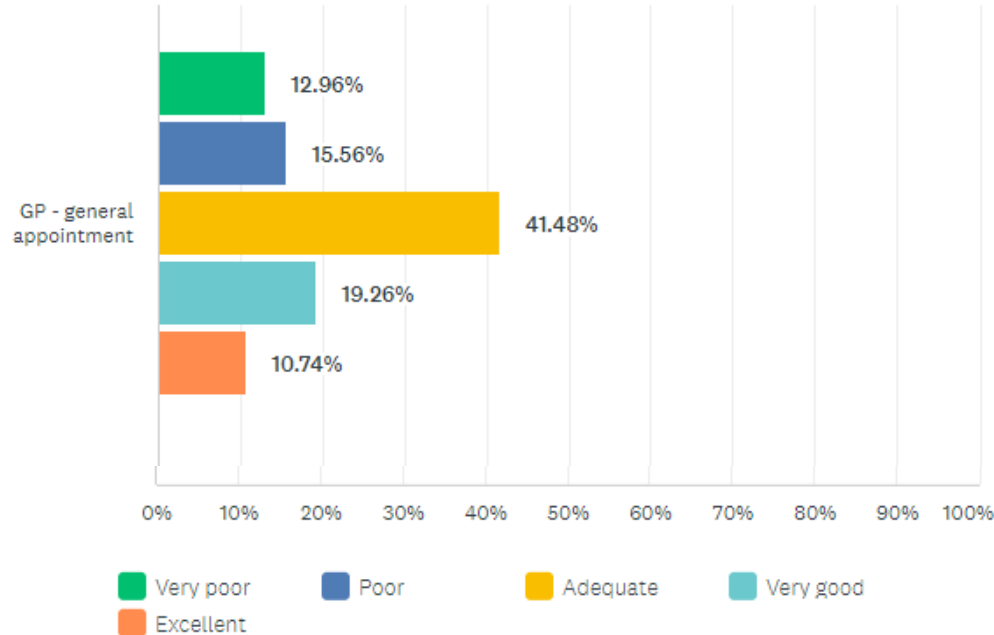
- Difficult to navigate and can send you around in circles
- No holiday clubs for over 13 in the area. We are stuck for childcare in the summer as mainstream are not adequate for SEN children
- Not used received no information don't understand what this is
- It was not difficult to find but I felt some of the information out of date nor not reflecting truth (especially Local Offer by schools).
- Too complicated to find things easily
- Not looked
- Blue Badge and Wheelchair service is the only one service we have accessed
- There is no provision which allows parents to work. The one existing holiday club is maxed out and only runs a few days over the six weeks anyway. SEN parents are having to QUIT working to look after their children.
- There could be help as to how to find work and apprenticeships
- As mentioned- out of date. Listings on there that do not exist now. Private clubs stating they offer SEN services but are actually woefully underprepared and inexperienced- again no accountability
- We need SEN holiday clubs in Wokingham

# Healthcare Services

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

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 270 GP General Appointment



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

30% (36% 2022)

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

28.5% (31% 2022)

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: GP General Appointment

- GP understands my child's needs
- Nhs in general is a mess
- Everything is by phone. Misdiagnosis happens
- GP refused to see my son despite worrying symptoms, he said 'he is a strong boy he will be ok' he was hospitalised for 2 days after this comment.
- Her initial referral to CAMHS advice was great but speech and language I don't feel we have been taken seriously.
- I had to push quite hard for an OT assessment.
- I got appointments quickly but they didn't really know what to advise and couldn't prescribe melatonin but they did take the time to research about it and report back to me. I'm just disappointed so much requires a consultant referral when I was discharged from camhs
- Impossible to get appointments
- It is almost impossible to get a GP appointment
- Had to pay to go private
- Not needed to visit
- Can never get an appointment
- GP/CYPIT
- needed to push for annual health checks. Should be 1 GP allocated to individual. As opposed to being seen by different GPs each time
- haven't been to GP as impossible to get appointment. Speak to friends and family for assistance
- very hard to get an appointment or even know how to anymore.
- Can never get an appointment
- when you can get an appointment the services is good, its just trying to get an appointment
- Extremely difficult to get an appointment

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: GP General Appointment

- Extremely hard to get an appointment
- Our drs surgery is excellent- university of reading medical centre, not in Wokingham
- Can't easily get an apt
- Too hard to get an appointment
- The Gp is extremely supportive of my sons individual needs
- WMC / doctors in general must be the only local service still using Covid as a reason to deliver such a dreadful service.
- I don't feel like I'm taken seriously enough by the GP in relation to my son
- GPS have limited knowledge of supporting autism
- Send home from A+E and told to SEE a gp. Had a text instead. We ended up getting a phonecall which led to an appointment with a consultant.
- Confusion and delay
- Long wait times
- Services are good when you can get an appointment which is difficult.
- GP was not helpful with my concerns
- CAMHS and hospitals were all excellent
- Can never get appointments!
- Awkward to get in touch but once you do they have been very nice
- Not easy to get through to the GP
- I worry about access if I need an appointment
- Used the walk in clinic , more helpful
- did not even have the correct thermometer

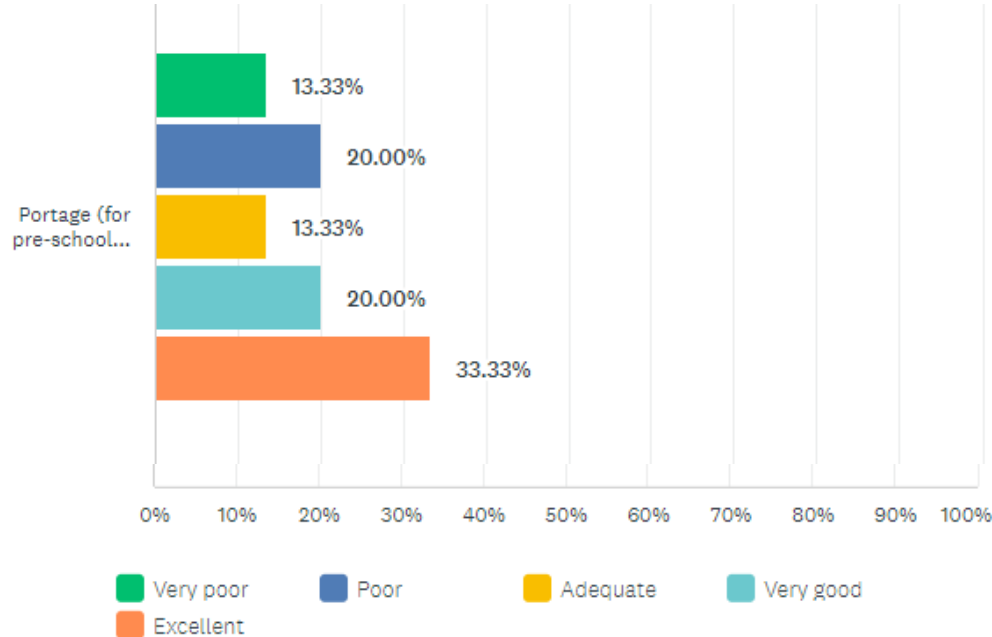
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: GP General Appointment

- Tried to get GP appointment challenging
- No follow up to medication
- They've done what they can with referrals but that's all they can do, I think?!
- Does not understand our child's needs
- Our Son is still part of the medical investigation and has been registered across, Reading, Oxford and London specialist services
- The paramedic who examined him when he had tonsillitis was very accommodating and accepting of his autism
- They passed on information to OT after WBC said to refer for sessions
- Our gp is amazing and does what they can to help us. We'd have been lost without them
- Difficult to get apts. Asthma reviews are online and not teaching my CYP to be able to access the gp
- Seen urgently by GP and short wait at A&E
- Very difficult to get appointment
- Almost impossible to get an appointment. When you see a Dr they are great, but the process is abysmal.

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 15 Portage (for Pre-school children)



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

53.3% (39% 2022)

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

33.3% (30% 2022)

## **Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply**

Respondents comments: Portage (for Pre-school children)

- Difficult to get an appointment



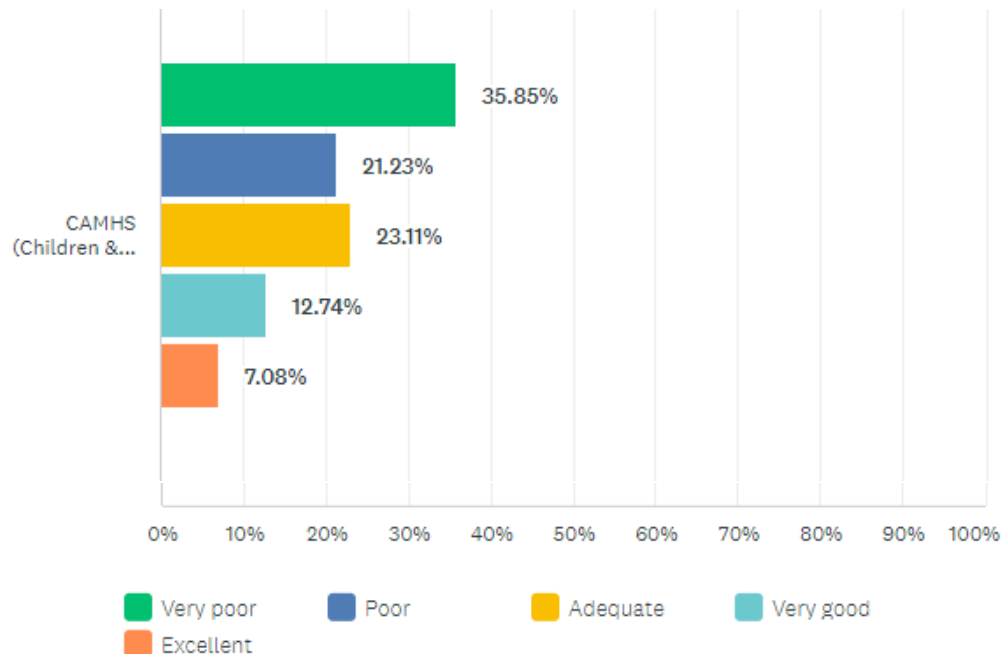
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- I had a very bad experience with CAMHS for my older child so did not go near them again
- Still waiting after several years for our child to be assessed
- Delayed and then had to go private
- CAMHS is a broken service - needs to be reworked from the ground up - years and years to get assessed, then more delay for meds etc
- One appointment after several unhelpful emails. Letter was months later delivered and session had no meaningful help
- Not replied to assessment requests
- Very poor previously. Fingers crossed 3rd time lucky for us but we are awaiting the outcome once its gone yo panel.
- the service is too divided up, they look at aspects/diagnoses of a child separately, not the child as a whole, consequently it takes a long time to get to the service you need. Internal referrals seem to get lost a lot!
- No recognition of paperwork or updates.
- My daughter has been waiting 21 months for medication for her ADHD and we are still waiting
- It is very good once you are in the system but getting there is a long journey. This length of waiting is allowing the child's challenges to exacerbate and take longer to recover from.
- Still waiting.
- Long waiting times for assessments.
- Healios we're excellent but no support on the pathway no contact at all then immediately discharged with no further contact
- We had only one appointment with a specialist nurse.
- Took 10 months to send us a 2 page questionnaire.
- CAMHS has been terrible for my child. We were left for 4 years of zero communication and totally ignored. I am very polite, an educational professional and politely sent a handful of emails asking about communication in that time and wrote two hand written letters that I personally posted to CAMHS 5 years ago and in the end, Bracknell Forest gave my daughter her diagnosis even though we live in Wokingham. I have heard nothing from Wokingham CAMHS or been offered any help. I have had to go private to get some help but as a teacher, this is expensive. I give everything to the kids I teach and receive nothing back for my own child!
- Excellent psychiatrist
- After years of waiting my son has had access to an amazing psychologist
- useless
- as per first page

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 212 - CAMHS (Children & Adolescent Mental Health Services)



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

19.8% (16% 2022)

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

57.1% (86% 2022)

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- Our son transferred from a different local authority. He was due to go into the assessment stage of an ADHD diagnosis. Once transferred, we tried everything to continue the assessment process; however, we were informed that CAMHS Berkshire did not diagnose children under 7 with ADHD. They reasoned it was due to medication not being available for under 7 years old. This is not true, firstly, there is medication available for under 7s. Secondly, we were not seeking medication for our son. We wanted and need the diagnosis to ensure we get the correct support. CAMHS Berkshire we're not listening and we hit a brick wall. This is shameful behaviour, considering a different area was going to assess him and considering he is adopted and already suffered trauma. This is not putting the child first.
- Only correspondence so far has been an asd questionnaire
- So. Far behind the waiting lists are chronic
- 2 + year waiting list, went private
- Not enough staff - waiting list is 3 years long
- Ridiculously long wait list
- Good service but rated poor simply due to wait times
- Delays with no end in sight
- Sent back forms , heard absolutely nothing at all . My child struggles and I'm getting no support at all
- my child has been waiting a year for an ASD assessment, and we still have to wait until Sept 2024
- Still waiting for an ADHD assessment. Ridiculous that you go to the bottom of the list if diagnosed for ASD. Now waiting nearly 2years with probably another 2 years
- Camhs is tragically awful
- Various referrals just result in not our department type responses. My child has undiagnosed ocd and phobias but no way of getting any support
- Still awaiting assessment- been privately diagnosed
- Waiting times/referral for anxiety pathway threshold is too high
- Long wait list
- camhs is a joke!
- On waiting list for meds again
- Diagnosis given then had no help

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- Mixed views initially took some time but once understood needs and medication, came through with some good support. Unfortunately the self harm requires more input but could only offer 6 weeks of support so have gone privately
- Again if you can get an appointment, the waiting list is unmanageable, i would not go to camhs unless it was a last resort.
- Difficult to get hold of, waiting lists are to long. And help not given or offered in some areas
- But we had a very long wait and an horrendous time before our daughter was finally allocated a psychiatrist. She is also now being seen at GOSH - being referred there also took a really long time.. Our son is over 2 years into an ADHD diagnosis pathway. Apparently when school phoned a year ago he was on a high priority list!
- Three weeks for crisis team response, not good
- On the waiting list for ADHD assessment
- Waiting times un acceptable
- Still awaiting an appointment which was cancelled due to shortage of staff
- 3 years to assess a child's ADHD or Autism is ridiculous
- Once we were in the process of diagnosis they were great but the waiting lists are an absolute sham.
- For about an year after school SEND coordinator sent a reference to CAMHS for ADHD assesment, nobody from CAMHS had done anything
- Once we completed the three year waiting list, we have had excellent support
- Been waiting for nearly 4 years
- Never heard of them.
- We are currently on the waiting list and have been for 1 year so far
- Ridiculous waiting times
- No services available despite complex, enduring, and significant mental health needs
- Not Autism friendly at all!
- Long wait time.
- Can never get hold of assessment team for ASC or adhd. Hard to communicate with them and never get a response
- I spoke to them about what happens after triage. 30 month wait is horrifying.
- Very slow and confusion about who to refer

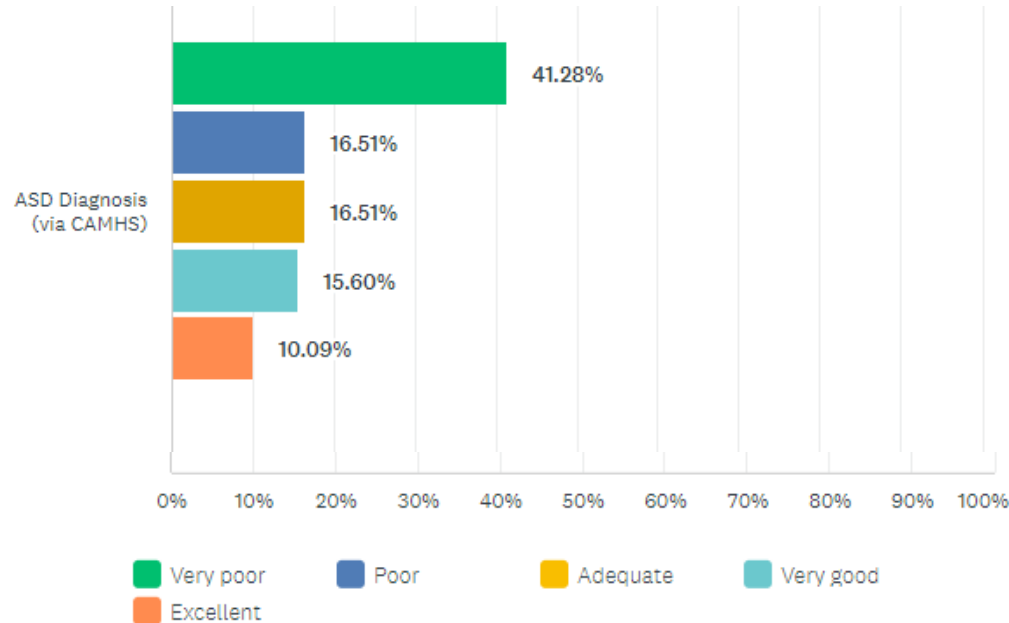
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- 2 year wait for support when child was suicidal then only given 6 week course
- Long waiting times
- Awaiting assessment
- Waiting list is so long
- Fantastic when you get to the top of the list. Wait is far too long though and everything has to be repeated over and over when going down different pathways (ASD/Dyspraxia/ADHD) All the same questions!!!
- We have been waiting for over 2 years and even after A&E visit the CRISIS team took 4 months to come up with some solution. Still waiting for a report 9 months after
- Unable to access due to huge waiting list
- Not sufficiently resourced to meet the needs of the children living in the area. Completely unacceptable waiting times.
- ON regular medication , receive regular prescriptions
- Waiting times are too long. However the person that we saw was lovely, but unfortunately my child didn't want to continue with CAMHS as they felt let down by them, and found it too distressing to discuss reasons for their MH difficulties
- Can't get to them. Waiting list 2-3 years. Have had to go privately.
- Waiting!
- Medication only (for sleep)
- CAMHS are honest in that they 'merely medicate' our child
- awaiting referral
- Very slow process and waiting list
- Initially discharged without even a triage call, school then did a referral and we are now waiting for triage call
- Waiting list too long
- Waiting lists are far far too long
- The cannot fault the therapy my child has received and on going therapy and the psychiatrist she sees has been excellent

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 109 ASD Diagnosis via CAMHS



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

25.7% (20% 2022)

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

57.8% (60% 2022)

## **Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply**

### **Respondents comments: ASD Diagnosis via CAMHS**

- We used the service at great Ormand street
- My child was already diagnosed when we moved to Wokingham.
- Waiting times
- I had to ask for a second opinion as the first told me I had a naughty child
- 3 years to assess a child's ADHD or Autism is ridiculous
- Despite requests from his primary school he has never been assessed.
- obviously the wait times are too long
- Had to wait over 2 years
- Currently on waiting list
- Long wait time.
- Waiting lists too long, had to get private diagnosis for 2nd child
- Waiting list is too long
- Once we got to the top of the list the actual diagnosis was good, though not many recommendations for things school can do
- We have been informed of a 5 year wait
- been waiting for over a year to get offered a first appointment
- Paid for private assessment due to huge waiting list and increasing behaviour concerns
- private diagnosis
- awaiting review
- Had to go private due to waiting list
- As above- resorted to private diagnosis
- We went private
- Waiting list too long
- The waiting limit was less than we were expecting (16months). This has helped significantly with supporting my son's additional needs.
- We got a private diagnosis because we did not want to wait to start getting the help our child needs
- They are useless and not fit for purpose. Three years to get assessed while my son's mental health is suffering is unacceptable

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: ASD Diagnosis via CAMHS

- CAMHS did not diagnose any of my 3 sons with autism
- N/A
- Delayed and then had to go private
- Ditto above
- Long winded and complicated to get assessments and referrals done
- Still waiting for assessment
- Rejected, went private
- Still waiting
- On waiting list
- Waiting list is too long
- Ridiculous waiting times, I had to pay privately
- Delays with no end in sight
- Time wait is completely inadequate.
- As above
- my child has been waiting a year for an ASD assessment, and we still have to wait until Sept 2024
- Needs to be re referred to cahms as private company highlighted different areas of needs that need assessing so now need to wait on list again meaning she has to wait longer for support
- No contact since original diagnosis.
- took a long time but not in last 12 months
- 3 years to get diagnosis, a shame!
- Waiting list is unbelievably long
- recent referral, not has any contact yet
- Had no help since diadnosis
- When we had the diagnosis it was outsourced to a third party provider, which allowed us to get seen quicker but i never had any follow up from camhs
- That was only down to the assessment being done via a 3rd party
- When our daughter was finally seen by them. She waited 2 years though, which was a quarter of her life at the time!
- The wait list is so long



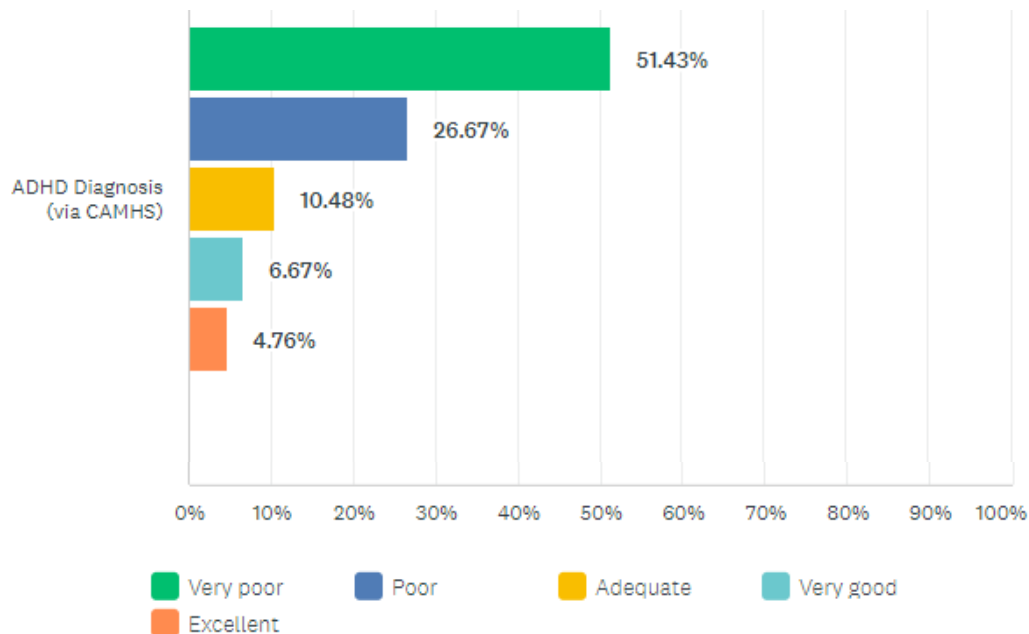
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: ASD Diagnosis via CAMHS

- CAMHS have passed his ASD assessment to Healios (a private company). The referral got stuck for two months due to the paperwork from School awaiting completion which has meant that the intensive exhausting assessment took place days before starting GCSE exams.
- We gave up and went private. Didn't even receive an acknowledgment of our forms.
- Was told it would take years on waiting list so paid privately
- Haven't had any contact with them since my child's diagnosis 4 years ago
- Still waiting (4+ yrs)
- We are on a waiting list for ASD assessment. It would be so much more cohesive to have had ASD assessment alongside PMHT4Y treatment.

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 105 ADHD Diagnosis via CAMHS



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

11.4% (14% 2022)

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

78.1% (74% 2022)

## **Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply**

### **Respondents comments: ADHD Diagnosis via CAMHS**

- How does this question differ from the one above?
- Still waiting
- Delayed and then had to go private
- Ditto above
- Long winded and complicated to get assessments and referrals done
- Not replied to assessment requests
- Rejected went private
- The wait was too long (4 years) service was contracted out to P-UK who were very good.
- On waiting list
- Frustrating we have to wait until child turns 6 before even going on waiting list.
- The diagnosis was made in Brazil.
- We went for a private diagnosis because the CAMHS one would have been done after he had left school (3 year wait)
- As above, no support at all in 5 years! i honestly dont think CAMHS know my daughter exists! Just a few things implimented from the school.
- See above
- Gave up waiting - still haven't heard from them!
- Waiting list!!
- Ridiculous waiting times, I had to pay privately
- Delays with no end in sight
- Wait is ridiculously long.
- Currently undergoing assessment
- The referral is being made over the next few weeks
- ADHD was identified as high in the ASD report but not been looked into any further
- As above
- Still waiting on pathway

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: ADHD Diagnosis via CAMHS

- Still waiting assessment- privately diagnosed
- Had to private as my daughter was about to be suspended from school
- Waiting list 3.5 years
- waiting list is ridiculous
- Waiting on assessment
- Been waiting a long time and had zero communication
- My son is still on their waiting list and has been for over 2 years. He is only 8 - so again, a quarter of his life so far and would have been longer had we not had access to ASF!
- The wait list is so long,
- We had a private diagnosis rather than wait 3+ years
- On the very long waiting list. Very poor
- Waiting times (2nd child refereed for assessment
- As above
- 3 years to assess a child's ADHD or Autism is ridiculous
- For about an year after school SEND coordinator sent a reference to CAMHS for ADHD assesment, nobody from CAMHS had done anything
- On waiting list
- Still waiting for an appointment since Feb 2022
- Timeframe too slow
- Very long wait time!
- Just received the triage letter after 14 months. This was quicker than expected.
- Waiting lists too long, had to get private diagnosis for 2nd child
- Dr Langley is excellent and so invested in my child's well-being
- diagnosed not via CAMHS
- We have been told to expect a 5 year wait. There has been no acknowledgement of our or the schools referral
- WE WENT PRIVATELY- THE WAIT WAS TOO LONG.

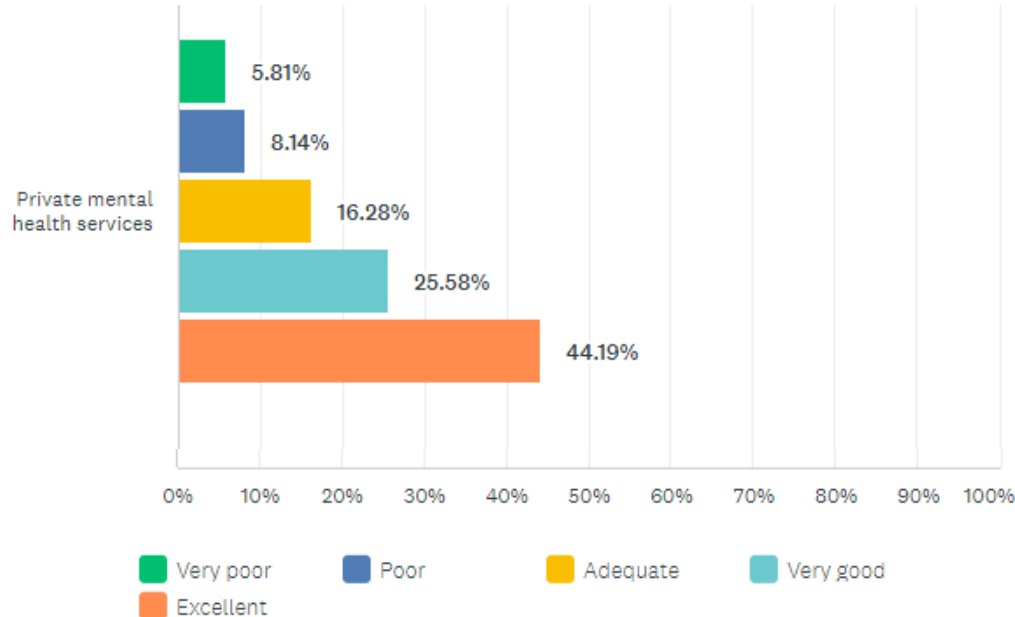
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: ADHD Diagnosis via CAMHS

- Can't get to them. Waiting list 2-3 years. Have had to go privately.
- Still waiting
- awaiting review
- We have recently asked my child's school to submit an ASHD assessment. We are awaiting any feedback.
- Not even heard back months after putting in request for assessment
- We have been told the wait is 3.5 years
- They are useless and not fit for purpose. Three years to get assessed while my son;s mental health is suffering is unacceptable
- Took 2 years for them to call regarding meds when child already had diagnosis and by that point had stopped taking medication
- Wait times far too long
- Awaiting assessment

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 86 - Private Mental Health Services



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

69.8% (59% 2022)

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

14% (17% 2022)

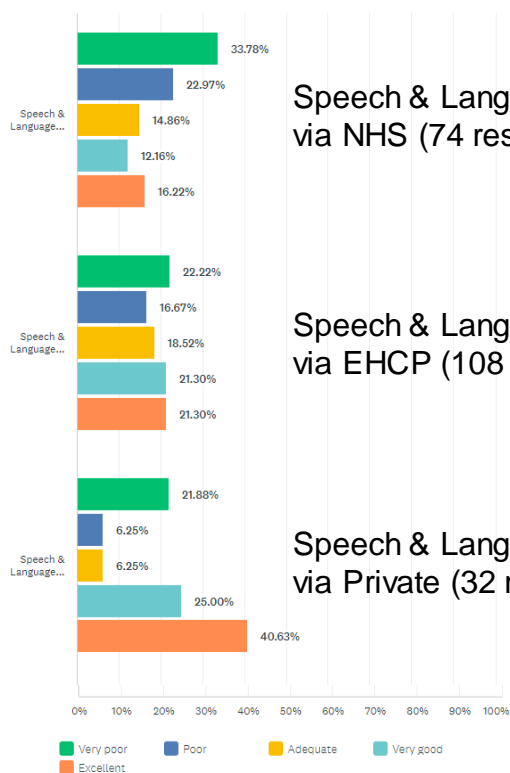
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments - Private Mental Health Services

- We were referred for assessment for second child - only way it would have happened
- Great for getting a diagnosis but that's it.
- P-UK used for ADHD assessment, really excellent service. Every Mind Child Psychology, exemplary holistic approach with lasting positive impact.
- Service not used and/or offered.
- We had a diagnosis within 12 weeks of applying
- Far too expensive
- Our own private health care Psychologist was amazing and quick
- Waiting list 6 months
- Berkshire Psychology for assessment for ASD and ADHD
- Not used
- Never used
- I had very good experience with a private online (not in Wokingham) clinic for me and for my other ADHD child
- Hard to find suitable support, long waiting lists, and prohibitive costs
- Berkshire Psychology. They're thorough and available, but expensive. The level of anxiety our daughter was experiencing was what led us to take this option instead of waiting for CAMHS. It was a significant financial outlay for us and I know that many cannot afford it.
- Extra cost was put in for a computer test that failed even though this was a fault of the computer system. This was disappointing
- She goes to JAC weekly for art therapy, that service is amazing
- She goes to JAC weekly for equine therapy, that service is amazing
- Due to the wait time with CAMHS, I used a private company for an ADHD assessment for my child.
- Having the money does not help getting better service. Waiting lists are still an issue
- The ASD assessment we accessed was excellent detailed and the process was completed relatively quickly
- Had to pay myself for my Son's therapy
- costly.
- Private reports from EP, SLT, OT for our tribunal were excellent and very comprehensive
- Private medical insurance doesn't cover such services. Still a three month wait to see a specialist privately
- Too expensive and can't find any available
- We accessed private CBT but my an really disliked it and it meant he turned down CAMHS talking therapy when he got to the top of a CAMHS waiting CAMHS referral was closed.
- Paid private assessment and OT
- Don't believe the quality is better than NHS provided, you just can't get NHS provided services as the waiting lists are too long

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 74 - Speech & Language Therapy



Speech & Language therapy via NHS (74 responses)

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

28.4% (28% 2022)

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

56.8% (49% 2022)

Speech & Language therapy via EHCP (108 responses)

42.6% (43% 2022)

38.9% (33% 2022)

Speech & Language therapy via Private (32 responses)

65.6% (73% 2022)

28.1% (9% 2022)



## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: Speech & Language Therapy at school via EHCP

- Despite it written into the EHCP it has not been delivered
- I didn't know it was called EHCP
- Has not been seen
- Service not used and/or offered.
- School can only follow the plan from SLT, who fails to update the plan.
- Not enough staff so programme written for staff to deliver. Follow up is inconsistent and depends on staffing levels at the time
- My son has complex needs and paediatrician said he needs intense SALT he's been seen once this academic year
- when we had it, not very good. ABA programme ended up doing it much better
- This is a private service
- Doesn't receive any apart from when with remi care
- School support is excellent
- His EHCP has this listed, but school have already said that it is another really long waiting list to be seen.
- Non LA school with their own SPLD resources
- Since I have moved to this school I have not had any correspondence or contact with my child's SALT attached to her school. She only directly communicates with the school SENCO and reviews my child and gives the next steps of action.
- Not happened
- Never used
- no input from SALT although the EHCP states input from SALT required
- Not received any input this year but access via school SaLT if reqd
- In EHCP but not had as not in school
- Input seems minimal. To my knowledge our son sees someone once or twice a year
- Child hasn't made a lot of progress... would like more sessions to make continuous progress
- Carried out by TA. No support given by SALT.
- Had minimal contact with my child
- Limited resources but they are very passionate and under appreciated teams.
- Adequate bit I suspect this is because my son had a severe need initially, very slow service for others (but great service when you can get help)
- Probably seen a trained therapist once in 3/4 years
- don't visit school often enough.
- School was told to follow old advice from 2 years ago, needs changed no new assessment - Speech and language cannot be bothered, everything has been left to the school.
- I have not received any reports for a long time or any further help regarding selective mutism
- No helpful suggestions
- No idea

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments - Speech & Language Therapy via NHS

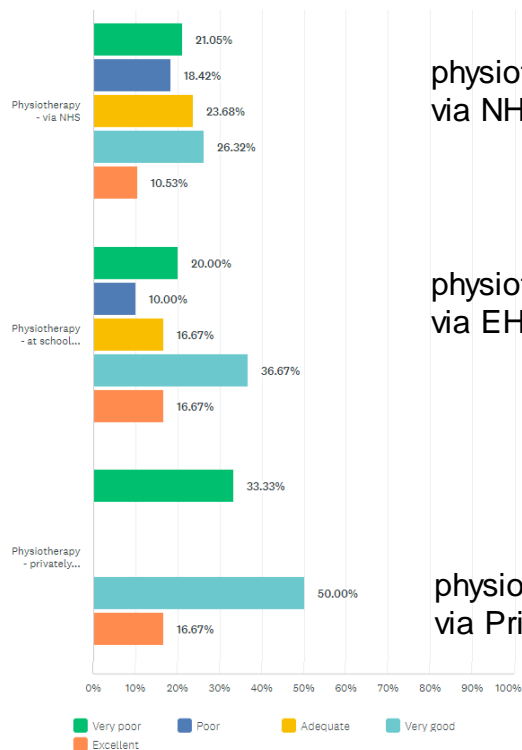
- SALT have been great
- Change of staff delay in supporting
- I presume the S & L teacher at her school is part of the NHS
- Has not been seen
- We were told to go through the sendco at school. Not good enough to have direct contact through the parent also.
- Service not used and/or offered.
- Fail to deliver the support in the plan. Communication and language difficulty is not progressing at all.
- delays and not detailed enough
- Hasn't been offered any
- This is in school
- Never used
- parents have found the service helpful but as a setting we have not had any input. Far too long to get help
- Not received any input via NHS cleft team
- My daughter with Selective Mutism was discharged from NHS S< at 1st visit because they referred to CAMHS
- Haven't used them
- They have not seen my son for a year including before his latest AR. No communication from the service whatsoever despite son's speech needs on EHCP
- We were told they couldn't cater for our son since he 'could speak'!
- NHS have been in to school once this academic year.
- My 3 year old was discharged for being "non cooperative". He is with the cognitive age of a newborn.
- Reading speech and language excellent, Wokingham speech and language extremely poor
- Still waiting after several months for this
- Have to pay privately
- I have not received any such service

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments - Private Speech & Language Therapy

- Had to pay for a report in preparation for Annual Review
- Never used
- Has been very helpful in supporting our daughter
- Lack of SALT in Wokingham borough, cannot even get a private one as they are all full!
- Limited and can't afford
- there is a shortage of S&L therapists

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply



physiotherapy  
via NHS (38 responses)

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

36.9% (36% 2022)

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

39.5% (32% 2022)

physiotherapy  
via EHCP (30 responses)

53.3% (35% 2022)

30% (26% 2022)

physiotherapy  
via Private (6 responses)

56.7% (58% 2022)

33.3% (8% 2022)

## **Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply**

### **Respondents comments – Physiotherapy via the NHS**

- Hospital refused to give physio due to my son's learning difficulty
- Not much has been done
- 3 hears on the waiting list, still waiting!
- Not had any
- We were lucky we had excellent support in 2010 before all the cuts
- Very long wait times
- Waiting lists and knowledge very poor

### **Respondents comments – Physiotherapy at school as part of EHCP**

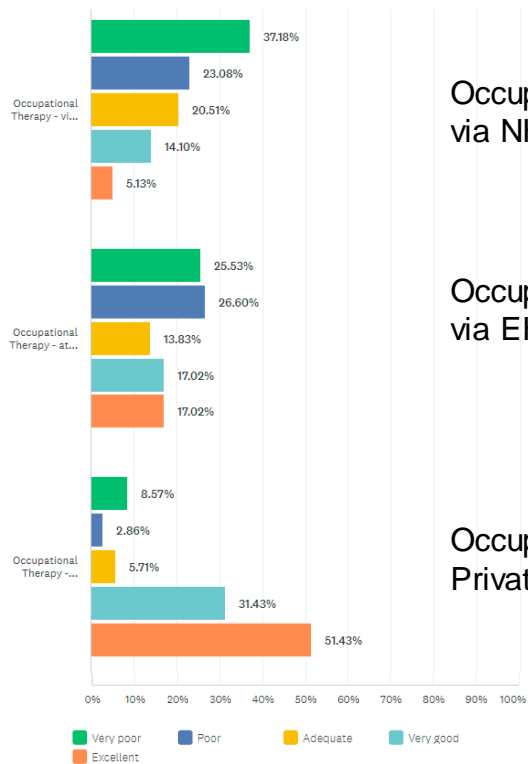
- Not much has been done
- Learning mentors carry out physio exercises at school
- Not had any
- Never used
- High Staff turnover in this department means a lack of consistency

### **Respondents comments – Physiotherapy Private**

No comments provided

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

## Occupational Therapy



Occupational therapy via NHS (78 responses)

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

19.2% (19% 2022)

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

60.3% (62% 2022)

Occupational therapy via EHCP (94 responses)

34% (23% 2022)

52.1% (44% 2022)

Occupational therapy Private (35 responses)

82.9% (80% 2022)

11.4% (4% 2022)

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: Occupational Therapy via NHS

- Offered a wet room which was not what my son needed. At least I have a funny story to tell my friends!
- Only contact was YouTube video and q&a for one hour asking one question. Not suitable to get proper input to assess or address individual sensory challenges
- Sent on a sensory course.
- Very bad. Have been on the waiting list almost 2 years
- Detailed assessment although report took a while to come through.
- Service not used and/or offered.
- Does this still exist?!
- Unable to get an OT when needed.
- Awaiting assessment but not heard so far
- 3 years on the waiting list still waiting!
- Harriet the OT is very helpful
- Basically said she is autistic we can't do anything
- Wasn't aware this was available
- High Staff turnover in this department means a lack of consistency
- Still haven't had an appointment
- They have only met with the parents and not the child
- Had one meeting which was helpful but no further follow up or support
- OT have agreed to assess son but still a two year wait even with ehcp!!
- Not even meeting NICE guidelines - offered a telephone consultation
- Marlene Gillard is fantastic!
- We have requested an OT (on advise from the EP) but we're just referred to a sensory processing course that we had already completed.
- A YouTube video with monotone voices is a rubbish response to supporting parents. The examples given didn't relate to what has been tried already and what schools could do
- Waiting lists are too long and report took too long to come so wasn't included in the EHCP.
- When accessed service they were good but limited interaction with schools which is a shame
- Impossible to access via NHS - told wait list over a year
- Still waiting

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: Occupational Therapy via school with EHCP

- Very little has been done
- They have at least agreed to assess him, but a two year wait
- School currently have an OT who is very good.
- Service not used and/or offered.
- Paid for our own
- Once we saw someone it was very good but took three referrals and two parenting courses before someone would assess my child to give them some exercises
- This is a private service
- Never had it
- School support is excellent
- Our daughter's school as an OT department on site who are excellent.
- Only just being out in place
- Wasn't aware this was available
- High Staff turnover in this department means a lack of consistency
- An assessment was requested for EHCP in feb 22. Our son will be seen as part of a multiple child assessment this month. We are seeking a private assessment
- No input despite it being on his EHCP
- her attitude whilst onsite at my son's nursery was appalling and had clearly not read up on his needs.
- School put him onto a waiting list for the Educational OT in ?Nov 2021 & nothing has happened since
- Again cannot be bothered
- I believe my child has this but again I receive no updates or reports regarding this
- Poor phone line at OT's end so report was full of errors. Long waiting list for further assessment.
- The OT met with me as a parent but not with my child
- Not available - waiting lists too long



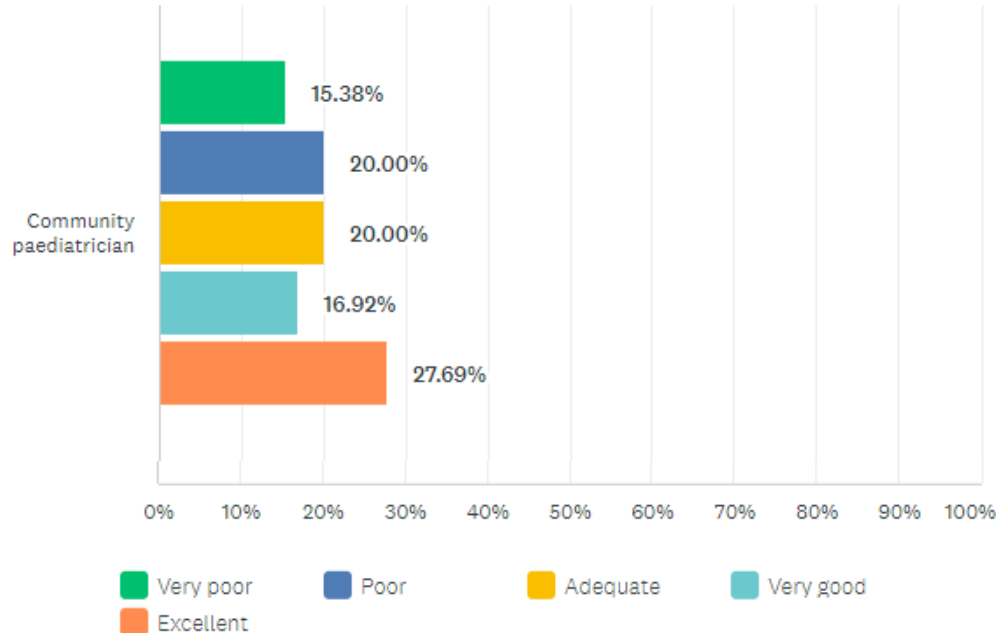
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: Occupational Therapy – Private

- Paid for a private assessment
- Sharon Wignall is amazing
- Expensive
- Awaiting an assessment appointment in June or July which we are privately funding
- Windsorian OT prioritised us due to the extreme of my daughters situation and are now working with her on an on going basis
- How would one get onto a list for NHS OT input? I can't access one privately as the ones I've contacted for sensory processing assessment say they aren't taking on new clients.
- Can't access any! Have tried a couple of practices who aren't taking on new clients.

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 65 – Community Paediatrician



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

44.6% (46% 2022)

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

35.4% (18% 2022)

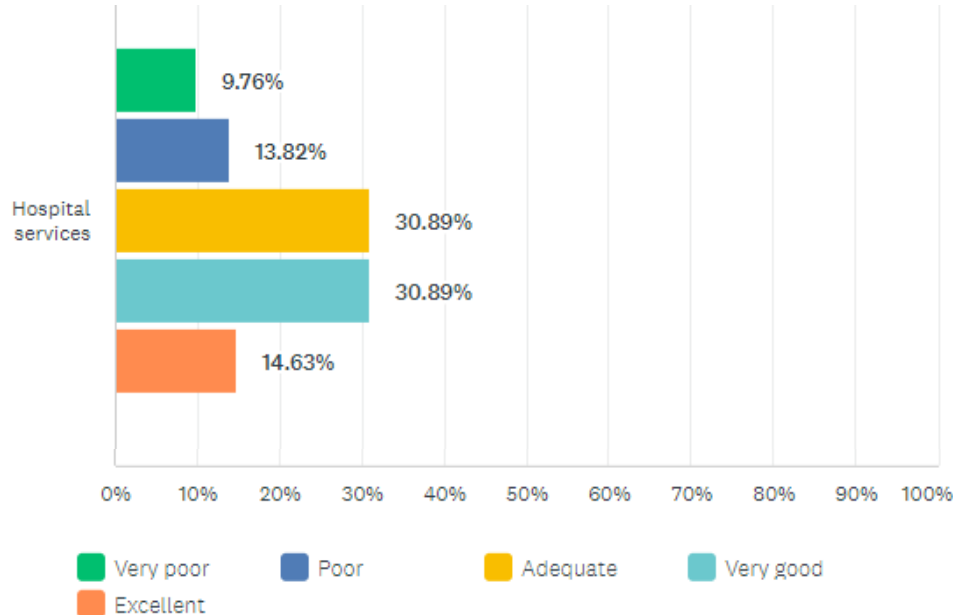
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: Community Paediatrician

- Service not used and/or offered.
- We are still awaiting to be contacted by the team, who ever they are, regarding our son. He is adopted and we should have regular contact. We have had none!
- Never seen
- Dr Hughes at Dingley is excellent!
- Wasn't aware this was available
- Problem in GP knowing how to access
- Had to complain and as previous Dr was negligent...current one is ok but impossible to be worse.
- We have Sarah Hughes who goes above and beyond for us at any time - although can take a lengthy time to come back to us despite being urgent on occasions
- Dr Iomp has been amazing
- Dr Needham is the best!
- Refused our referral without reason
- Not getting any idea how to approach paediatrician

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 123 – Hospital Services



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

45.5% (59% 2022)

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

23.6% (17% 2022)

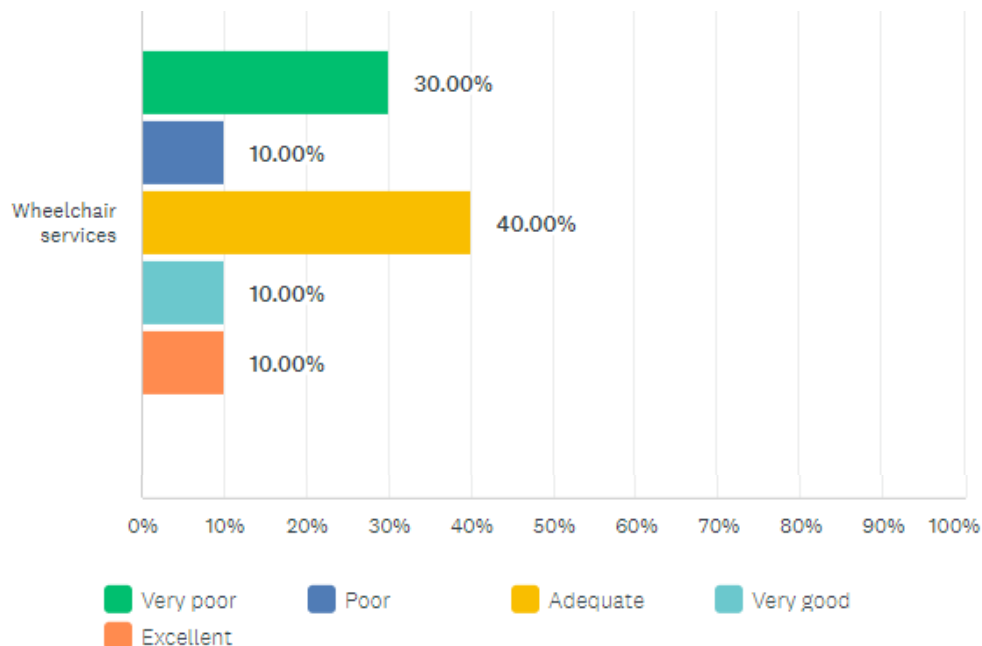
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: Hospital Services

- Stuck in waiting room for hours, then stuck on preassessment for hours. Nothing to distract children whilst waiting.
- Took into consideration his autism and were generally very nice despite being overwhelmed with patients.
- Tonsillectomy April 23
- so far not used
- Under consultant care at John Radcliffe, services are as expected
- Autism means no support!!
- They are there when we need them
- from Reading hospital (the Royal Berkshire NHS)
- Generally very good, but dental procedure delayed due to waiting list on NHS
- Saw a consultant for a temperature regulation and heart rate/ bp issue. Both identified and named, along with juvenile migraines. The consultant suggested that these things could also be linked to ADHD, prompting us to look for support in the private sector.
- CRISIS team in A&E only works 9-5 so turning up at 10pm with a suicidal child means you have to wait 15 hours to be seen and 4 months to get help afterwards
- Not always prepared. Under resourced and so some of have been ok but only after a lot of preparation and even then they have made mistakes clearly due to lack of thought and prep. Any such mistakes then has a long term effect on the mental welfare of our child and willingness to attend in the future.
- Nurses have very limited knowledge on SEN. Complex health needs are beyond most of their comprehension. Doctors don't communicate with him because of his disabilities. Discrimination is found mostly in hospital!
- John Radcliffe excellent
- A&e is a mixed experience. Receptionist was rude, nurses kind but not enough info on what's going on. Dr's don't read the notes and point out the obvious. The ward was very unwelcoming by the nurses. Support staff were kind and paed was very helpful

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered:10 – Wheelchair Services



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

20% (44% 2022)

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

40% (17% 2022)

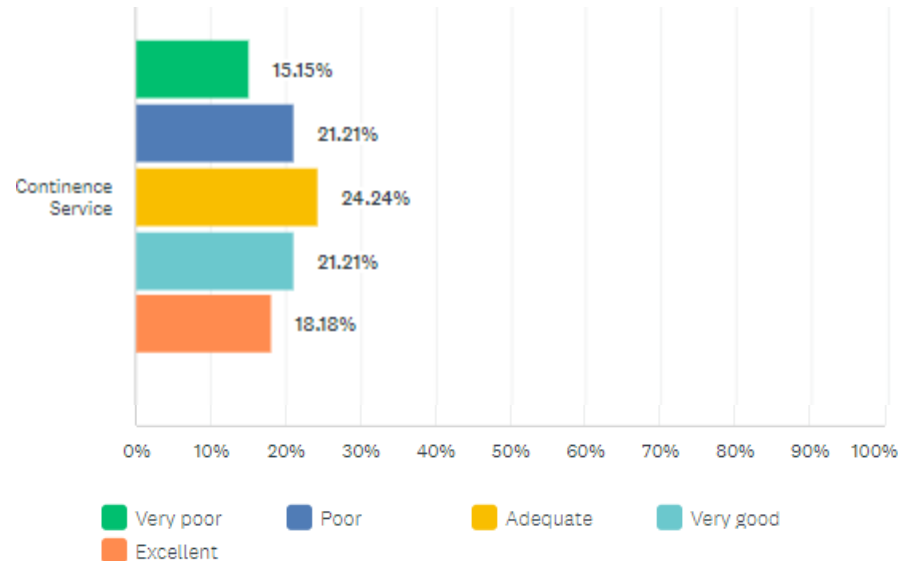
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents Comments – Wheelchair Services:

- Can never get a phone call answered and they don't respond to messages. Been trying for months to get an appointment for a wheelchair review (my son is growing out of his wheelchair). I had to ask for help from his community OT who has managed to get an appointment for him.
- Cheapest option is only offered, not what is best suited to the child.

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 33 – Contenance Services



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

39.4% (33% 2022)

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

36.4% (43% 2022)



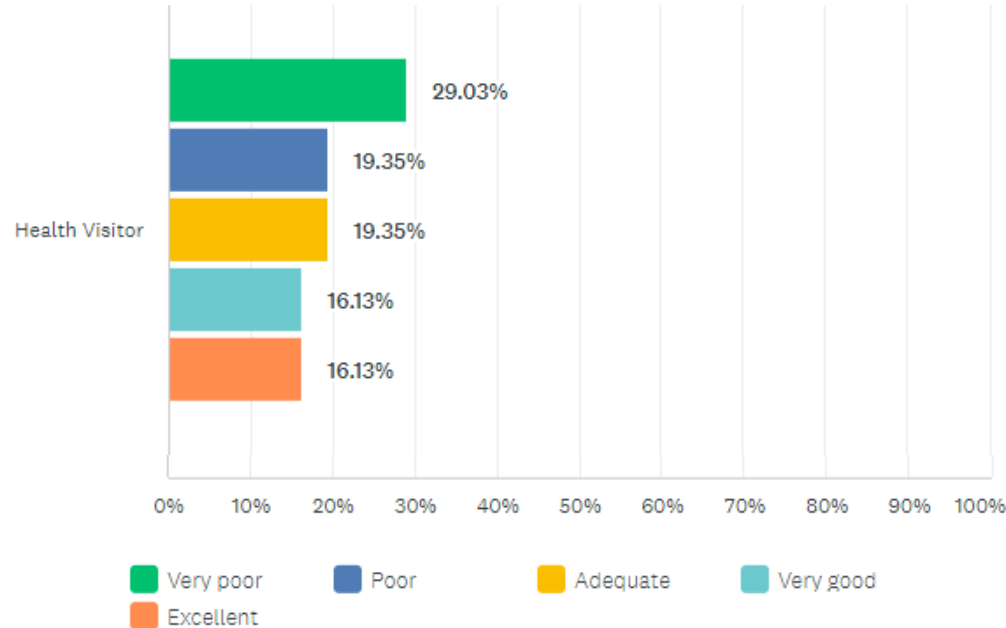
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments – Continence Services

- Was not aware that this existed, might have been good to know as my child is in nappies still at 9yrs old.
- No real advice or help and not taken seriously.
- Not much help given with regards to alternative products. GP was more helpful.
- Not ready to engage
- Range of products offered is minimal and inappropriate for our son- pads or large nappies so we are continuing to buy our own pull ups. Recent contact has been supportive but minimal impact on improvement for our son
- Plenty of samples sent out, happy to answer any questions, never had an issue.

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered:31 – Health Visitors



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

32.3% (24% 2022)

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

48.4% (47% 2022)

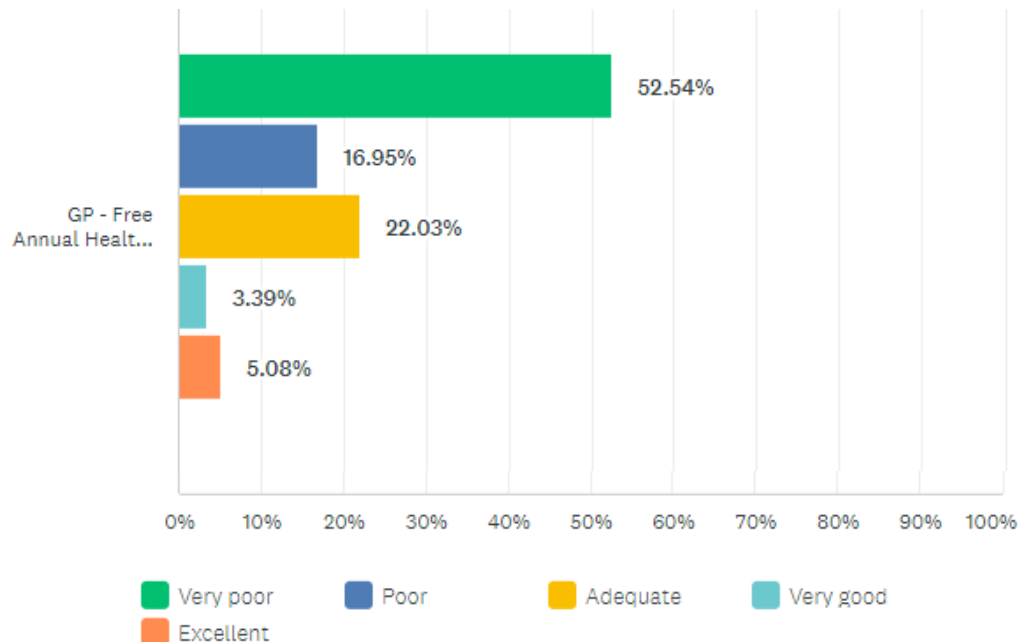
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments – Health Visitors

- Don't see one
- made referral to CAMHS for ASC assessment
- Never seen one!!!
- Don't have one
- Ours was very upfront about her limited knowledge about complex health. Offered what she could and signposted what she could.
- No idea of how to avail it
- We are still awaiting to be contacted by the team, who ever they are, regarding our son. He is adopted and we should have regular contact. We have had none!
- What's one of those

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 69 – GP Free Annual 14+ Health Check for those with a Learning Disability



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

8.5% (17% 2022)

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

69.5% (66% 2022)

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments – GP Free Annual 14+ Health Check for those with a Learning Disability

- This has never been done
- Not aware of this service
- Did not know this was a thing.....
- Never had one.
- Service not used and/or offered.
- Not offered and receptionist asked why it was needed of the child wasn't ill
- I didn't even know this was an option?! More info please!
- We are still awaiting to be contacted by the team, who ever they are, regarding our son. He is adopted and we should have regular contact. We have had none!
- Didn't know about this
- Never heard of this
- Didn't know this was a thing.
- Didn't know this was available
- N/a as yet but didn't even know about this
- Never heard of it
- did know about this
- when did anyone tell us this?
- ???
- see above comment on GP section
- Never heard of this

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments – GP Free Annual 14+ Health Check for those with a Learning Disability

- Wasn't aware this was available
- Not been contacted by GP to have this check
- Never had one!
- Not offered
- Not been offered this
- No service is offered and when trying to book it you can't get an appointment
- Never been offered a health check
- Never been offered for either child
- Not aware, too young at this point.
- Never heard of it
- Wasn't aware of this.
- Not heard about this?!
- Was not aware of this
- Didn't know this!
- I did not know my son was entitled to this.
- Unaware until recently- need to look into what happens at an assessment (to prepare child) - and then to book an assessment
- Only recently told about this - will book up
- Didn't know this was available
- wasn't aware of this
- Didn't know this existed

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

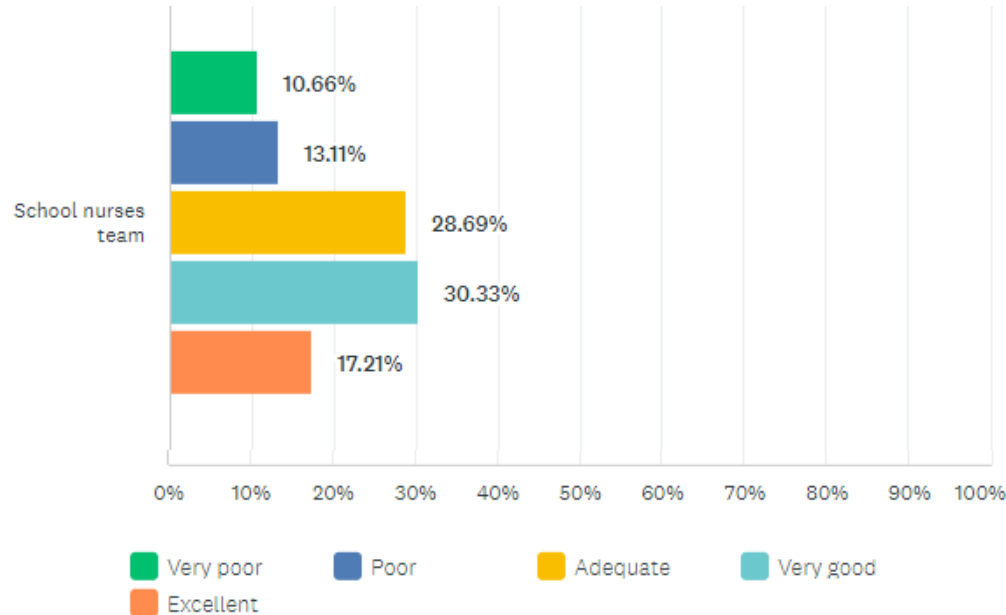
### Respondents comments

#### – GP Free Annual 14+ Health Check for those with a Learning Disability

- The annual health check was very poor. The nurse had no knowledge of autism/dyspraxia/hypermobility. Just took blood test and that was it.
- Didn't know this was available
- Didn't know this existed
- Not been asked to have one
- my son had the check but no feedback
- My son hasn't had this, we didn't know it existed. His GP seems quite dismissive of teenage mental health challenges/ASD; we didn't get a supportive feeling from him at all.
- No idea if we can access this
- Who's this for. Don't know
- Didn't know this existed
- Did not know this existed so have never accessed
- didnt know
- Never heard of it

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered:122 – School Nurses team



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

47.5% (33% 2022)

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

23.8% (15% 2022)



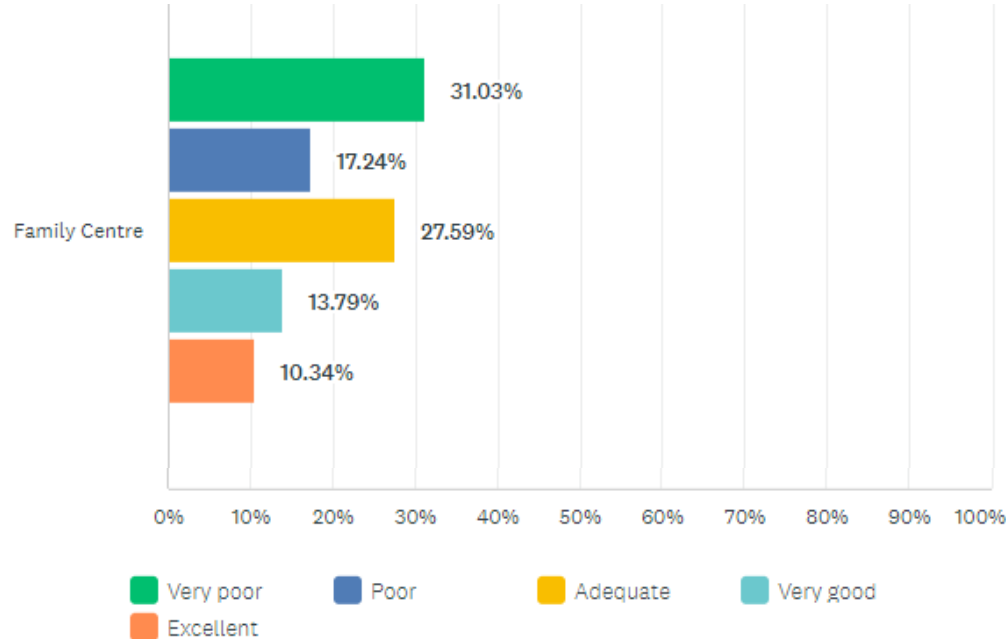
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments: School Nurses team

- They always clean dress scuffs and grazes. They called me to clean his toe when he had a small infection. I had the stuff needed at home and they did not have the equipments required.
- She is always getting scuffs and scrapes from playing with her friends and the school always cleans and dresses them accordingly
- Same as above
- They actively followed up to ensure vaccinations weren't missed
- We are still awaiting to be contacted by the team, who ever they are, regarding our son. He is adopted and we should have regular contact. We have had none!
- Annual health review
- given their unhelpful contribution to SS meetings
- don't know if they even see my child
- Never had communication
- Don't know
- No school nurse at setting
- Vaccinations via school nursing team
- Haven't had access to one
- Zero follow up
- Information sent via school but tends to be box checking and very basic in nature other than inoculations
- Been in contact to arrange immunisations with specialist team, who have been brilliant. Yet to actually attend for jabs though as appt not for a few weeks (our choice)
- Very poor!!!
- We're able to give my son his flu vaccination
- Who??? :-D
- My son's School Nurse is the reason he was able to stay within mainstream secondary education. She provided support and it kept him in School.
- What school nurse? Never had any offer of support or info about them

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 29 - Family Centres



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

24.1% (22% 2022)

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

48.3% (39% 2022)

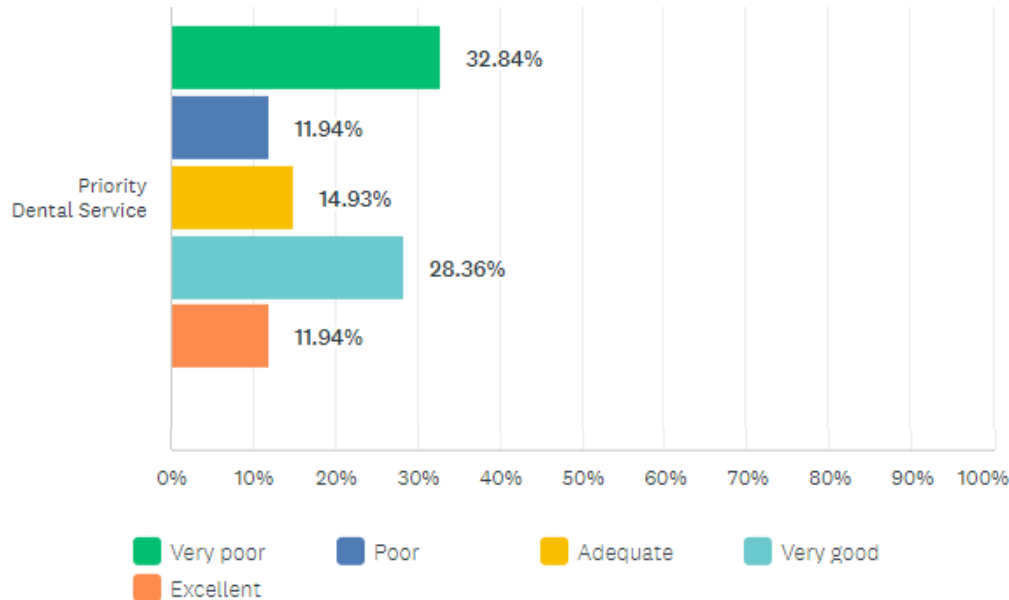
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: Family Centres

- I don't think this exists?
- Service not used and/or offered.
- Not heard from them
- Don't know what this is
- Not sure what this is
- Do not know what this is
- Where is the Family Centre

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered:67 – Priority Dental Service



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

40.3% (36% 2022)

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

44.8% (49% 2022)

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

### Respondents comments – Priority Dental Service

- Ended up on going private
- Went private for dentistry
- Does this exist?
- I have been trying to find my child a dentist for years...I did not know that there was a priority dental service???
- Never heard of priority dental service
- Service not used and/or offered
- I didn't even know this was an option?! More info please!
- Difficult to get appointments.
- continue to support us despite 6 failed attempts to remove teeth - grateful for tenacity and patience
- never heard of this service
- what is that?
- I didn't know this service was available?
- We didn't know there is one
- I've not heard about "Priority Dental Service" before. We've just registered into a regular NHS Dentist.
- Very long wait times
- What is this?
- Dental check-ups delayed with waiting time with Community dentist
- Cannot get a dentist so currently having to travel 90 mins to get back to our old dentist.
- Not aware of this
- I didn't know this existed
- Not aware of service
- Again, wasn't aware of this.
- Didn't even know this existed!
- Not aware of this service and our son has never been to the dentist due to his needs/anxieties
- Not sure what this is
- don't know about this
- Limited involvement
- No knowledge on this, never been signposted here
- Skipped Hill dentist excellent. Very patient and friendly
- Don't know what this is.
- Not aware of this
- Now using community dentist which has been brilliant

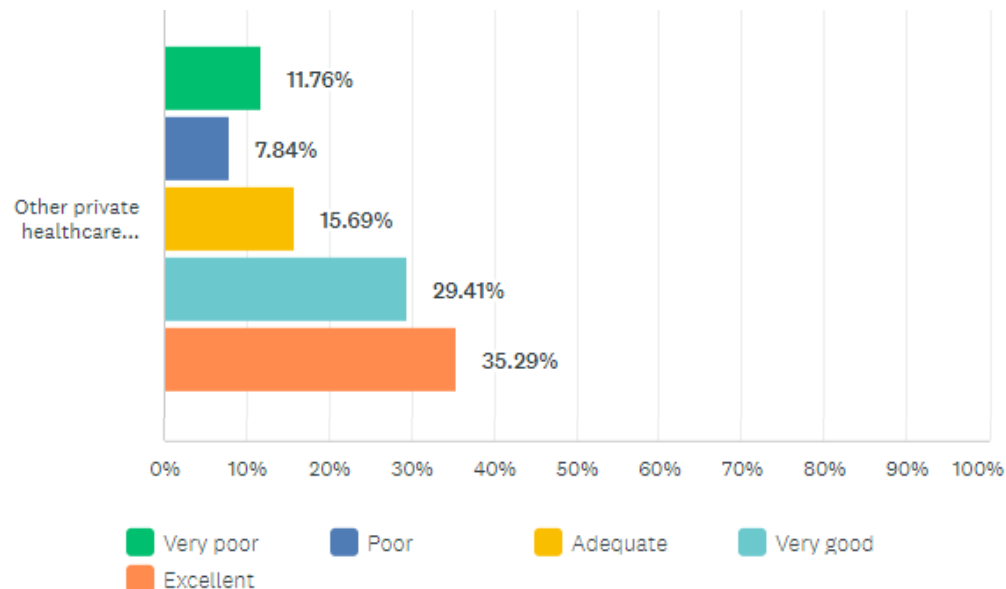
## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 352 Skipped: 67 – Other Private Healthcare

- Dentist (w smile clinic in Woodley) was exceptionally good with her.
- Private ASD assessments
- Service not used and/or offered.
- Dr Cassie is amazing
- Has a private diagnosis for ADHD
- Dental Sedation Clinic, Reading
- Private Paed cardiologist who saw us within 72 hours after CAMHS ceased to prescribe ADHD medication due to concern, but gave NO support or recognition to the consequences of open ended non-medication for school, home etc. Terrible experience!
- Hearing, vaccinations and sight care
- Dentistry
- not in Wokingham but in Reading
- Private ENT clinic
- We used a private service to get an autism diagnosis which was excellent
- ADHD DIAGNOSIS
- Educational psychology
- Allergy team
- The appointment was very quick (one week), but we had to wait 3 months for the written report.
- Have had to seek private support for mental health, I doubt my child would still be here if we hadn't
- Private assessment for ASC and ADHD. They made lots of mistakes although provided diagnosis we think is correct and arranged medication via GP
- Private therapy

## Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 81 – Other Private Healthcare



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

64.7% (50% 2022)

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

19.6% (19% 2022)

# Q49: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Answered: 352 Skipped: 67

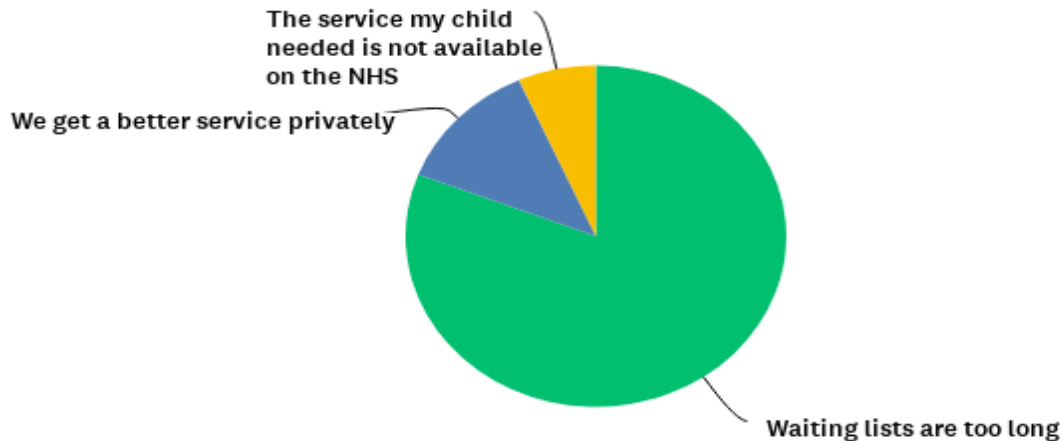
	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
GP - general appointment Comments (51)	12.96% 35	15.56% 42	41.48% 112	19.26% 52	10.74% 29	270	2.99
Portage (for pre-school children) Comments (2)	13.33% 2	20.00% 3	13.33% 2	20.00% 3	33.33% 5	15	3.40
CAMHS (Children & Adolescent Mental Health Services) Comments (91)	35.85% 76	21.23% 45	23.11% 49	12.74% 27	7.08% 15	212	2.34
ASD Diagnosis (via CAMHS) Comments (57)	41.28% 45	16.51% 18	16.51% 18	15.60% 17	10.09% 11	109	2.37
ADHD Diagnosis (via CAMHS) Comments (58)	51.43% 54	26.67% 28	10.48% 11	6.67% 7	4.76% 5	105	1.87
Private mental health services Comments (29)	5.81% 5	8.14% 7	16.28% 14	25.58% 22	44.19% 38	86	3.94
Speech & Language Therapy - via NHS Comments (24)	33.78% 25	22.97% 17	14.86% 11	12.16% 9	16.22% 12	74	2.54
Speech & Language Therapy - at school (for EHCP) Comments (31)	22.22% 24	16.67% 18	18.52% 20	21.30% 23	21.30% 23	108	3.03
Speech & Language Therapy - privately funded Comments (6)	21.88% 7	6.25% 2	6.25% 2	25.00% 8	40.63% 13	32	3.56
Physiotherapy - via NHS Comments (8)	21.05% 8	18.42% 7	23.68% 9	26.32% 10	10.53% 4	38	2.87
Physiotherapy - at school (for EHCP) Comments (5)	20.00% 6	10.00% 3	16.67% 5	36.67% 11	16.67% 5	30	3.20
Physiotherapy - privately funded Comments (1)	33.33% 2	0.00% 0	0.00% 0	50.00% 3	16.67% 1	6	3.17

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Occupational Therapy - via NHS Comments (26)	37.18% 29	23.08% 18	20.51% 16	14.10% 11	5.13% 4	78	2.27
Occupational Therapy - at school (for EHCP) Comments (22)	25.53% 24	26.60% 25	13.83% 13	17.02% 16	17.02% 16	94	2.73
Occupational Therapy - private Comments (8)	8.57% 3	2.86% 1	5.71% 2	31.43% 11	51.43% 18	35	4.14
Community paediatrician Comments (12)	15.38% 10	20.00% 13	20.00% 13	16.92% 11	27.69% 18	65	3.22
Hospital services Comments (15)	9.76% 12	13.82% 17	30.89% 38	30.89% 38	14.63% 18	123	3.27
Wheelchair services Comments (2)	30.00% 3	10.00% 1	40.00% 4	10.00% 1	10.00% 1	10	2.60
Continence Service Comments (6)	15.15% 5	21.21% 7	24.24% 8	21.21% 7	18.18% 6	33	3.06
Health Visitor Comments (8)	29.03% 9	19.35% 6	19.35% 6	16.13% 5	16.13% 5	31	2.71
GP - Free Annual Health check (a right for all children aged 14+ with a learning disability) Comments (52)	52.54% 31	16.95% 10	22.03% 13	3.39% 2	5.08% 3	59	1.92
School nurses team Comments (21)	10.66% 13	13.11% 16	28.69% 35	30.33% 37	17.21% 21	122	3.30
Family Centre Comments (7)	31.03% 9	17.24% 5	27.59% 8	13.79% 4	10.34% 3	29	2.55
Priority Dental Service Comments (32)	32.84% 22	11.94% 8	14.93% 10	28.36% 19	11.94% 8	67	2.75
Other private healthcare service Comments (19)	11.76% 6	7.84% 4	15.69% 8	29.41% 15	35.29% 18	51	3.69



# Q50: If you accessed any private healthcare services in last 12 months please tell us why.

Answered: 352 Skipped: 67



ANSWER CHOICES	RESPONSES
▼ Waiting lists are too long	80.88% 110
▼ We get a better service privately	12.50% 17
▼ The service my child needed is not available on the NHS	6.62% 9
<b>TOTAL</b>	<b>136</b>

[Comments \(34\)](#)

# Q50: If you accessed any private healthcare services in last 12 months please tell us why.

## Respondents comments:

- Forced to pay if I want it in the next year or two - awful
- All of the above
- We would prefer not to but it is the only way we can access services
- No NHS dentist.
- Been rejected twice by Camhs
- We are still awaiting to be contacted by the team, whoever they are, regarding our son. He is adopted and we should have regular contact. We have had none!
- I am considering a private diagnosis due to the long waiting lists via Camhs
- See previous comment. Cannot wait months for each appointment. ADHD and Aspergers children 'feel' more than neurotypical and must be seen swiftly to resolve
- She needed support now, not when she's in Year 8 or 9!
- My child needs continual therapy support
- Waiting lists are too long, and I feel like I get a better service
- And service generally better
- Do not know where to find a paed OT or other services to handle SPD, ADD, slow processing and visual crowding
- Unfortunately we are not financially able to continue with the private service so have to wait via NHS
- It's the only way we could get the diagnosis to get the support we needed as fast as we could, as well as the advice and learning techniques. Sadly we can't afford to continue with this.
- Waiting so long with secondary issues is dangerous. The chances of these things compounding and having a negative effect on wellbeing, education and life chances isn't ok. Wokingham needs to start fighting its corner with central government. We know that funding is a joke and we're not as affluent as we are expected to be.
- School were not giving any support, we couldn't wait to get a diagnosis for the length of time CAMHS waiting list would take
- Not easy getting appointments
- I was told 2-3 year wait for asd diagnosis we could not live with behavioural challenges for that long without understanding needs to best support
- Adhd assessments not available on NHS until the age of 6 and then the waiting list is over 2 years. Going private is the only option if you don't want to destroy your child's mental health whilst waiting
- We were not signposted to CAMHS in year 2, she should have been signposted and now treated. Instead we're in a 3 year wait.
- All of the above are applicable
- Also get a better tailored service for your child
- child suffering anxiety, depression & needed autism diagnosis
- I don't believe that a dyslexia diagnosis is available on the NHS.
- Trying to address root cause of issues as we won't get help through the system, had enough of SEN system. Had enough of coping strategies and the broken system. It's cost thousands.
- We haven't explored this option
- Funded via ehcp
- My son accessed a joined up service between NHS John Radcliffe and private service in the USA. Although we had to pay we were well looked after by the consultant at the JRH
- Funded via ehcp
- CAMHS referred us to Healios to reduce their ASD waiting list.
- Lost any faith in camhs.
- Better service, access to support needed
- Waiting lists too long, better service

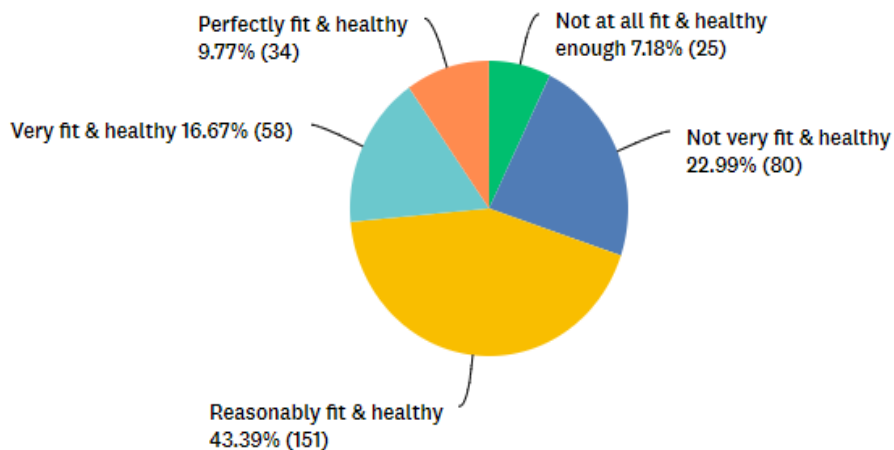
# Parent Carer Wellbeing

This section asks respondents about their own wellbeing.

## Q51: 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: 348 Skipped: 71

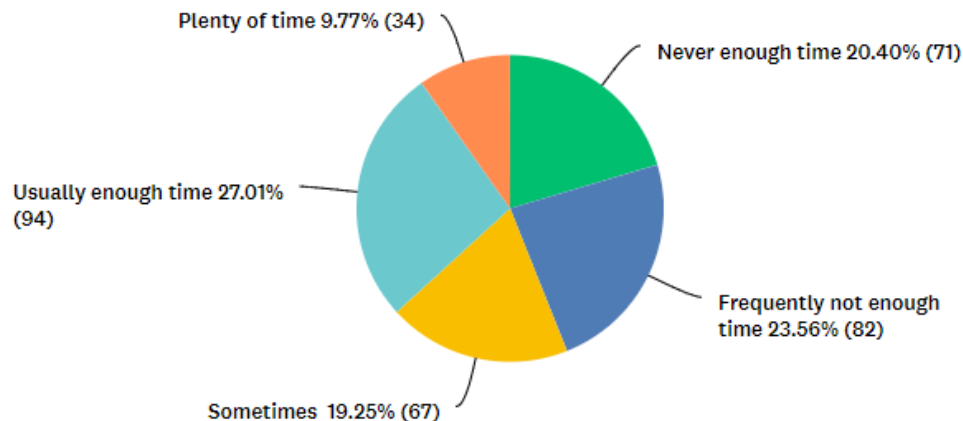
69.8% (74% 2022) of respondents said they were reasonably, very or perfectly fit and healthy.



## Q52: 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: 348 Skipped: 71

36.8% (38% 2022) of respondents said they usually have enough or have plenty of time to look after everyone as well as themselves.

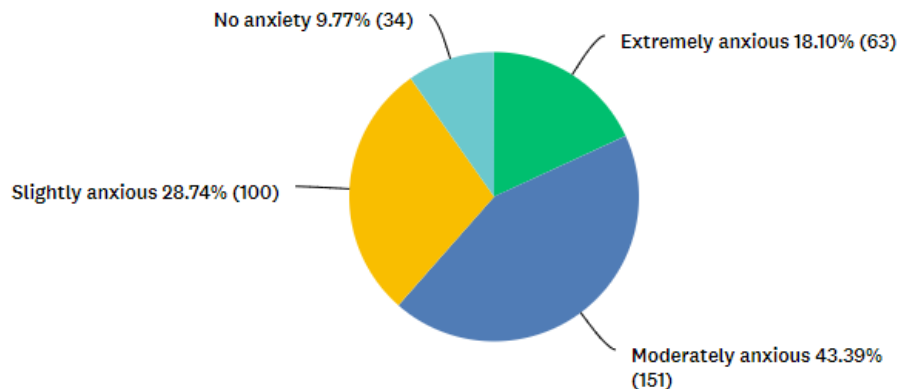


## Q53: How would you rate your anxiety levels?

Answered: 348 Skipped: 71

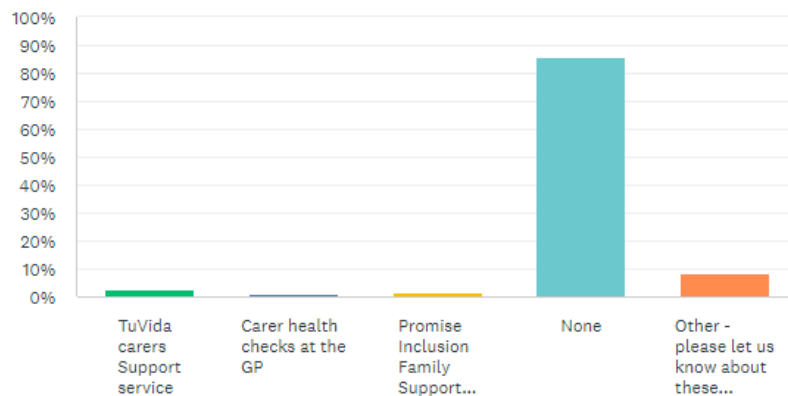
**61.5%** (58% 2022) of respondents said they were extremely or moderately anxious.

Anxiety levels are raising



## Q54: 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: 348 Skipped: 71



ANSWER CHOICES	RESPONSES
▼ TuVida carers Support service	2.87% 10
▼ Carer health checks at the GP	1.15% 4
▼ Promise Inclusion Family Support worker	1.72% 6
▼ None	85.92% 299
▼ Other - please let us know about these services	Responses 8.33% 29
<b>TOTAL</b>	<b>348</b>

## Q54: 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?

### Respondents comments:

- TuVida do not offer anything I want. Promise Inclusion provide good carer support.
- Carer needs assessment via social worker
- Nhs talking therapies
- I have health problems which sometimes impact me, when these flare up then it's difficult juggling family life with all the meetings and problems that occur with a send child.
- I see a private therapist to help with my mental health.
- Talking Therapies
- Reading Orthodontic Centre
- again, who tells us these are available and what they are?
- You have to ask for these carer health checks!
- Didn't know about any of them
- Didn't know any of these were available
- My son was a member of Young Carers, but doesn't go any more.
- Talking therapies
- Gave me £200 for sporting activities
- Family Rights Group, law advice
- Have used tuvida and health check in the past and just not helpful
- ???
- Probably cannot remember
- Not aware
- Don't know what these are
- didn't know about any of these
- Not heard of them before
- Didn't know they existed
- Never knew about these what are they?
- Didn't know about them
- Don't know about these



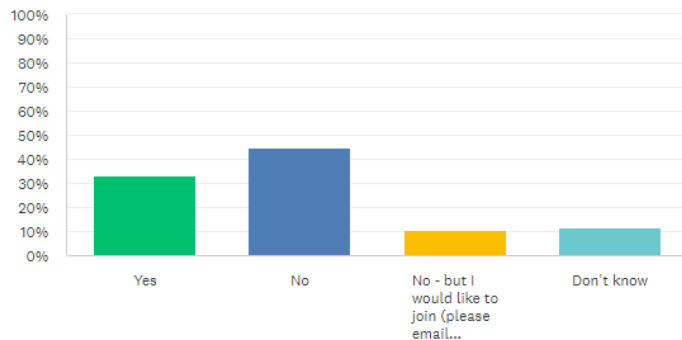
# SEND Voices Wokingham feedback

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

## Q55: Are you a member of SEND Voices Wokingham Parent Carer Forum?

Answered: 348 Skipped: 71

33% of respondents are members of SEND Voices Wokingham Parent Carer Forum.



ANSWER CHOICES	RESPONSES
▼ Yes	33.05% 115
▼ No	44.83% 156
▼ No - but I would like to join (please email <a href="mailto:info@sendvoiceswokingham.org.uk">info@sendvoiceswokingham.org.uk</a> to join)	10.63% 37
▼ Don't know	11.49% 40
<b>TOTAL</b>	<b>348</b>

[Comments \(15\)](#)

## Q55: Are you a member of SEND Voices Wokingham Parent Carer Forum?

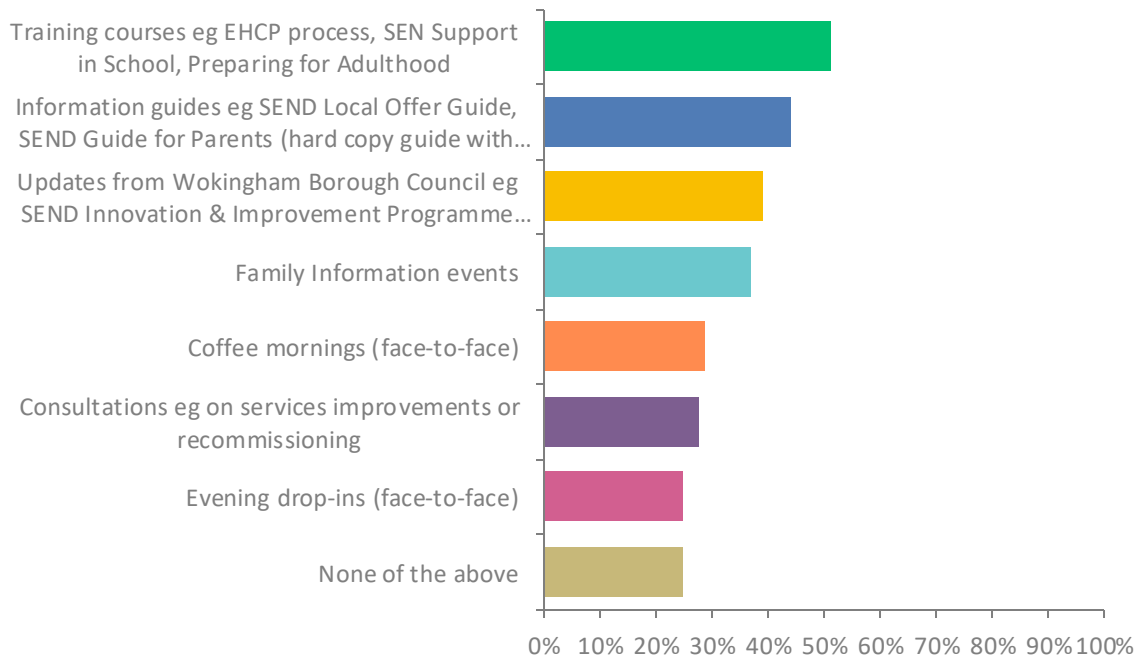
### Respondents comments:

- Great forum
- Brilliant support service
- Send voices Wokingham have been incredible.. they supported me and my child through the process of applying and transitioning into a send school.
- An absolutely vital forum, trustworthy and honest. Very helpful in untangling the deliberately confusing SEND offer from the LA.
- Very helpful
- Excellent
- Super quick to respond to emails. Terri is helpful, approachable and efficient.
- Find the info they send out very useful.
- It seems that this forum does not really understand SPD as a stand alone issue (i.e. related to Autism). My son does not have autism.
- Don't know what this is
- They are excellent - very attentive and committed and come across as truly caring. They are very good in offering practical advice and very quick to respond to enquiries. They organise helpful events such as opportunities to talk to the member of the SEND Team and workshops presented by SENDIASS.
- Would not have time
- I joined last week
- I have muted it as others experiences were making me worry into the future.
- I might have been in the past, but whenever I contact them they are most helpful.

# Q56: Please tell us what type of events/information you would like SEND Voices Wokingham to run/produce (please tick all that you would like)

Answered: 348 Skipped: 71

The most popular type of events/information respondents would like us to run are training courses and hard copy guides eg Local Offer, SEND Guide for parents.



ANSWER CHOICES	RESPONSES	
Training courses eg EHCP process, SEN Support in School, Preparing for Adulthood	51.15%	178
Information guides eg SEND Local Offer Guide, SEND Guide for Parents (hard copy guide with details of some of the services & organisations available locally)	43.97%	153
Updates from Wokingham Borough Council eg SEND Innovation & Improvement Programme updates, how to access Short Breaks	39.08%	136
Family Information events	37.07%	129
Coffee mornings (face-to-face)	28.74%	100
Consultations eg on services improvements or recommissioning	27.59%	96
Evening drop-ins (face-to-face)	25.00%	87
None of the above	24.71%	86
<b>TOTAL</b>		<b>965</b>

## Q56: Please tell us what type of events/information you would like SEND Voices Wokingham to run/produce (please tick all that you would like)

Respondents Comments –please tell us what type of events/information you would like

- Deputyship - plenty of information on how to do it but nothing on why I should do it
- Dyslexia and Speech and Language support
- More events/clubs for children in age groups
- All events/information would be very important for us.
- My son's condition is so rare that I have not found these services useful in the past. Too much focus on children with Down Syndrome or ASD/ADHD and not enough knowledge about profound learning disabilities.
- I don't know what I might need yet, it's too early in our journey
- Schools guide is missing from all services
- Supporting your child with anxiety
- websites that help you navigate, not look for what you don't know is there. like a flow chart, is your child.... does your child etc A 1:1 service where a single meeting guides parents to what is suitable available etc for their individual circumstances or needs of their child
- My child has very extreme needs - a lot of what is on offer does not cater to my situation
- Try holding them in more places getting to most of them involves long public transport journeys as I don't drive
- Improvement to SEND services so obligations are met by LA
- Direct personal contact to advise on all aspects of caring for a young adult and what support you are legally entitled to
- I don't even know who i would be speaking to.
- The process on how it works within the council and how the panel makes decisions
- Inclusive events that kids with SEN and their friends can do together.
- I cannot read, research, look up any more information that I get sent. I am exhausted
- I don't understand these proposals & what they involve or mean
- Dyslexia support. Support for parents of mainstream secondary pupils with SEN.
- More things relating to mental health (especially complex mental health)
- PFA checklist- whats available, things to bear in mind as child develops and needs change
- I don't really know what I need yet! I'm so exhausted with the day to day, talking about it again seems so difficult to do coffee mornings etc, once life is calmer and she's not at home all the time, I'll be able to go out again and meet people
- Opportunities for children with SEN in mainstream school to meet and make friends
- More information for our young people once they are 18
- I don't know what SEND voices is
- Social/activity clubs for a young man to meet up with similar people
- Courses with on-site childcare provision

# Positive Experiences of SEND Services in the Wokingham Borough

## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents Comments:

- Bridges is wonderful. For the 10 years my son went there they supported me much more than just respite. I think it is very short-sighted that they are not funded to open every day so more families can use this service and so avoid going into crisis.
- N/A
- Only meeting other parents
- Very few sadly
- Recently from RBC. My child has and still does attend activities within holidays and evenings. I try and utilise Send offers
- Ehcp process was quick
- A very good agm and wider engagement
- Camp Mohawk supports families and children like no where else. Only place child doesn't mask, is happy to go and helps child
- Teen club and building for the future (when my son was young).
- The EHCP process was amazing, quick, and very professional
- PSC courses and early bird plus course were really good.
- All positive
- All the help was positive
- Parenting special children have been fantastic with their workshops
- Assist and healios
- The ECPH process was very good, all the professionals were amazing and the result was very satisfactory. However, we have missed knowing how our child is improving (or not). We think that the feedbacks have been showing poorly.
- I have had no communication with send in the last year for this son
- "Send Voices - response to emails
- SENDIASS - Preparing for Adulthood courses
- CAMHS - Vicky Hafley updates once ADHD diagnosis given"
- SENCO Teachers at school have been caring and committed.
- My child has a space at resource based provision.
- None, but it would have been helpful to have this for the last 9 years!

## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents comments continued....

- I get regular emails with information about meetings and course that I could attend. I rarely attend as I haven't in the past found them helpful but I appreciate being kept informed as to what's going on in my area.
- You have no educational psychologists. The school had to get one in privately. The one they got in privately was fantastic!
- Too early to tell
- Our case worker Dan Curtis is a nice guy but working in a terrible system and process
- Since being in a SEN school - the right setting, everything is much easier. The only other thing that many parents of children in SEN schools struggle with is wrap around care. My child would love to do after school club but with transport and lack of provision etc it isn't possible.
- Highwood Primary school resource Centre is excellent. Staff are committed and caring
- Assist have been great
- We would to mention Fleur (Fleur.Nichols@wokingham.gov.uk) and Bippin OT who has really really showed a great deal of professionalism and empathy while dealing with the needs of our son. Very helpful and humane.
- N/a
- I have attended ASSIST parents drop in twice and have found the staff friendly and non-judgemental.
- Pam from ASSIST is an excellent asset. Extremely helpful and has gone above and beyond for us as a family.
- None
- dont know who send are and what they do.. she got diagnosed and left to it.
- Camp Mohawk - we have visited and found it fabulously accommodating, staff only too happy to help and signpost to other useful services!
- "Recent meeting with SEND Manager online was a constructive discussion. The Case Officer dealing with EHCP Review was good and efficient. Not always the case! "
- Lol
- ha! positive they claim to exist
- Parenting special children offers a good support group.
- "Our House - BFTF
- Camp Mohawk
- Me2 club



## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

Respondents comments continued....

- I occasionally have contact with Sarah Russell on the short breaks team, and find that she is always responsive, caring and knowledgeable.
- don't engage with this service
- transport. short break
- I've been impressed with transport to and from school
- The ASSIST team have been very good. I have also had positive help from the MHST.
- ?
- The Independent therapists are wonderful, but funding is incredibly hard fought, incredibly slow and fraught with needing legal challenge repetitively.
- Highly rate Remi care
- At the point of going to tribunal the Tribunal case worker was amazingly supportive, and understanding, the initial EP that did the assessment was also empathetic understanding and very helpful.
- I have been asking for help for my child since he was in Yr 2. He is now yr 6. There has been no help for him, school can not meet his needs and he has fallen behind due to this. I am extremely unhappy with how my child has been failed on so many levels. The school gets funding for him but I don't see any of that go on him. The SEND team is awful and responding to emails or messages. Last time I was emailed back was in November. My child is desperate to know where he is going for secondary school and is effecting his school day, as all they are talking about is transition at the moment.
- "Mainly with charities such as Parenting Special Children who have been excellent.
- BTW scoring 53 as 'good' due to the info we receive from SEND voices, CAN, ASSIST etc."
- I can't fault all the help and support Ashridge nursery & highwood primary school have given to myself & my child. I had no idea what an EHCP was or how to do any of it and they talked me through it all. Helped me with the paperwork and going to meetings. My child has made the most amazing progress due to these settings.
- Generally good support from Send Voices and Sendiass and WBC Send staff
- I have 2 SEN children and when we were planning of moving from RBWM, I was really anxious but I spoke to a SEN officer as well as asked questions through FOI and all the information I got put my mind at ease. It was pandemic time when we moved but the council & school have been flexible in accommodating our children so i'm really thankful for that. The lady named Miranda Zaky who deals with Social care has been empathetic and understanding and we really appreciate her.
- My child is now in a resource based school in Bracknell and is doing ok
- Both children now CIN social worker has been very positive and proactive in trying to find support but hard to find anything

## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents comments continued....

- "Assist and CAMHS are always so quick to email or ring back to answer any questions.
- I've been signed posted by assist to do the early bird programme which is very helpful"
- Too tired to do this sorry
- "Good advice from SENDIASS at the time my child was being permanently excluded from main stream infant school, this was 4 years ago.
- Good training materials from SENDIASS on applying for an EHCP, preparing to attend an EHCP review and visiting potential primary and secondary schools and selecting a school.
- Excellent experience of my child being at Foundry College for 1.5 years before successfully returning to mainstream schooling.
- Very good experience of using Foundry outreach services."
- Send voices training courses have been great.
- The send voices training courses on EHCPs and SEN in schools have been brilliant to help with what is available
- SENDIASS was very useful and helpful when accessed.
- "Regularly use camp
- Mohawk and BFTF- very helpful"
- None
- The team at Wokingham hospital CAMHS were very welcoming, took the anxiety out of the assessments for both of us.
- EXCELLENT LISTENING (VERY IMPORTANT) SUPPORT, REFERRAL AND SYSTEM @ EMMBROOK JUNIOR SCHOOL.
- Leah Redmayne from Berkshire Sensory Consortium Service has been great.
- Courses offered by Early Help and CAMHS on Parenting and Managing Emotions where very good but exhausting
- Great senco at our school good one to one meetings but requires more central funding
- Assist excellent
- no interaction
- People are always kind - I just feel I can't get my child the support they need (ehcp) so it can feel a little hopeless - they are kind but need action
- School SENCo is fantastic and listened and communicated with me about my concerns very well.
- N/A

## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents comments....

- The local family liaison worker was fantastic and very supportive, but this service was removed from us after 2 sessions as we didn't fit certain criteria
- Only in the school. Not much success in getting referrals for onward assessment. My son was assessed and diagnosed in South Africa using British assessment methods in 2019. All reports were sent to the school when we arrived so that they were aware of the diagnosis. We have not had him re-evaluated since the initial assessments and diagnosis.
- The short breaks team are very helpful, in general all the staff in the Send team are really helpful but a lack of funding stops them delivering the required services
- I've got nothing.
- Very good taking care with details
- The SEND coordinator in South Lake Primary School was very understanding and supportive
- None
- "weekly early years SEND training
- EP surgeries
- support for EHCP annual review"
- The odd day per term that our SEND person is at our school, she is great. She knows my concerns and has listened carefully. I have an extremely bright, intellectual boy who just can't learn in this current educational environment.
- None
- "Childrens centre advice and groups
- Health visitor "
- Great accessibility
- Had people trying their best in the SEND team when he was in care, just a shame social care totally ignored them as had ulterior motives
- Nee head of send seems very focused on improvements however he is only as good as the team around him some of which need training and understand the law around send
- "Some of the SEN officers have been good at times
- Social worker is nice and easy to talk to which isn't always the case"
- The woman on the phone was friendly and personable, even if she couldn't really help.
- Max /can card useful for ID. Blue badge application was straight forward and came quickly

## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents comments continued....

- As mentioned in my answers to the previous questions, the support we have received from ASSIST, SENDIASS, and SEND Voices Wokingham have been excellent and we are grateful for WBC for making such services and support available to the residents.
- They agreed the package of support for My son in college without me having to fight
- Still waiting to hear back from any of them....
- none - can't access. School have helped by filling out their forms for private assessment.
- School senco are good but tremendously overstretched
- A positive annual review where the school led and SEN Team were happy with no amendments - we had a member of the team present for the AR which is great!
- Staff are pleasant and personable in my experience.
- St Crispins school Sen support is excellent . The school has The Oaks unit ( unfortunately winding down as this provision has transferred to another school) but the SEN support is excellent for their knowledge and support of your child's needs
- SENDIASS
- n/a
- Assist have helped and emotional wellbeing hub have some useful resources
- It is so slow my son still has an ehcp that would have otherwise been removed
- ASSIST have been wonderful.
- I don't know anything about the send services in my area
- Miranda Zaky @ Short Breaks is fantastic and is wasted in short breaks. She oozes empathy and knowledge and loves learning about the child and getting to know the child.
- Now we finally have been taken seriously everything is heading in the right direction.
- None at present assuming this is the Wokingham Sen team, at this point in time I am struggling with them.
- The school have listened more to my concerns since my son had his ASD diagnosis.
- As long as you are an informed and articulate parent who understands the system and has the time and inclination to continually drive things forwards and ensure services join up, local services are adequate. I feel for those who are not in the same position. Had we relied on local services to drive things forwards I don't doubt that our child would currently be out of school and would not have an appropriate secondary placement. Although we have currently got what we need for our child I cannot rate local SEND services as 'Good' as it should not be so hard or time consuming for parents to ensure their children get the support they require. At times it has felt like a full time job, which is just not right.
- Autism Berkshire have been helpful, as have Parenting Special Children.
- No positive experience

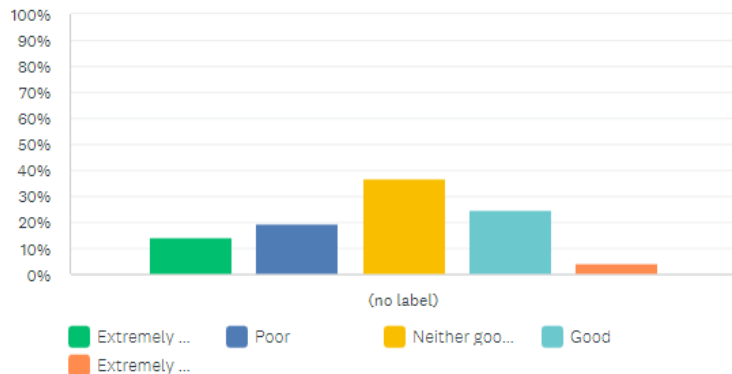
## Q58: Please tell us of any positive experiences you have had with any local SEND Services?

### Respondents comments continued....

- When the EP (now retired) visited my son she was able to suggest minor adjustments that were extremely beneficial for him.
- "Brittany Eagle was fantastic in updating the EHCP for transition to post-16. Very easy to communicate with and supportive.
- Short Breaks team seem to be very helpful now we have finally got the help.
- Assist helpful with advice and the courses they run are very good.
- Terri at Send Voices is just brilliant!"
- I once worked as a counselor in a school, providing SEND services to students, including helping to solve academic problems and providing psychological support.
- "The assistance from Julie Monahan
- SENDIASS Manager & Dan Curtis support through the final stages of EHCP"
- None
- None - speaks volumes doesn't it
- The Earlybird plus course was fantastic. Thanks to Pam and Hazel I now feel more confident in supporting my child.
- Camp Mohawk a godsend for parents and families. Send voices helped me be more aware of what's available. Assist parent workshops and get together a very helpful. Me2 club held Easter session which was good too.
- None, sorry.
- I found a local SEND webinar for parents concerning EHCPs really useful.
- None
- Our GP is a massive help. Will do little things like send a text message if they are in a different room which is a huge help in my CYP being able to access the gp apt
- None
- Pleased they run webinars. Day webinars would be better for me.
- We have zero contact with any local SEND services
- "Excellent courses
- Phone calls about individual situations/good response etc "
- Short breaks - Miranda Zaky has been incredible

# Q59: Please give the Local Area SEND Services in the Wokingham Borough an overall rating

Answered: 345 Skipped: 74



2.86 ★

average rating



(2022 result = 2.84)

	EXTREMELY POOR	POOR	NEITHER GOOD NOR BAD	GOOD	EXTREMELY GOOD	TOTAL	WEIGHTED AVERAGE
(no label)	14.20% 49	19.42% 67	37.10% 128	24.93% 86	4.35% 15	345	2.86

# Demographics of Respondents

**Q60: As part of our grant we are asked about the ethnicity, diversity and inclusion of the families we connect with. Please complete the OPTIONAL information below so that we can demonstrate that we are talking to all groups in our Borough. (please tick all that apply)** Answered:327 Skipped:92

ANSWER CHOICES	RESPONSES
White British	79.82% 261
Single parents	6.12% 20
Other White background	4.59% 16
Asian or Asian British Indian	3.67% 12
Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues	3.36% 11
Prefer not to say	3.06% 10
Very low-income families or families whose income drops suddenly due to a change in circumstances, self-employed	2.45% 8
Mixed Other	2.14% 7
Chinese	2.14% 7
Asian or Asian British Pakistani	1.53% 5
Mixed White Asian	1.53% 5
Mixed White and Black Caribbean	1.53% 5
Adoptive parent carers	1.53% 5
Parent carer who is Gay, Lesbian, Bisexual, Transgender, Questioning and other (LGBTQ+)	1.22% 4
Grandparents, kinship carers, foster carers	1.22% 4
White Irish	0.61% 2
Gypsy/Roma	0.61% 2
Asian Other	0.61% 2
Black or Black British Caribbean	0.61% 2
Black Other	0.61% 2
Male Carers	0.61% 2
White Traveller	0.31% 1
Black or Black British African	0.31% 1
Families experiencing domestic abuse	0.31% 1
Families with unsettled ways of life (e.g. former asylum/ recent refugee status Families experiencing alcohol or substance abuse	0.31% 1
Families of home educated children or young people	0.31% 1
Asian or Asian British Bangladeshi	0.00% 0
Mixed White and Black African	0.00% 0
<b>Total Respondents: 327</b>	

Comments (7)

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