

SEND Voices Wokingham (Parent Carer Forum) Summary for Wokingham Area SEND Inspection January 2026

**We are the independent voice of families
representing their experiences with the aim to improve lives.**

The forum started in 2009 as a community group, then known as REACH Wokingham, which then evolved in May 2019, as **SEND Voices Wokingham**. After consultation with its members, in January 2023 SEND Voices Wokingham became a Charitable Incorporated Organisation.

Overview of our Strategic Meetings

Strategic Influence and Representation - SEND Voices Wokingham (SVW) plays an active role across a wide range of strategic boards and meetings, ensuring that the parent carer voice is represented at every level of SEND decision-making in the borough. In 2024-25 we attended over 245 meetings, totally 400 hours of meetings.

Influencing Change Through Lived Experience

- A **Termly Feedback from Families report** is produced and presented to the SEND Assurance Board, giving senior leaders in education, health, and social care insight into the real experiences of local families
- Workstream **specific surveys** e.g. Part-time Timetables and Alternative Provision, Short Breaks Redesign, SEND Transport
- Driving Improvement through **Workstreams** - SVW contributed to several key SEND Improvement workstreams, ensuring parent carer input shaped work across areas including: Short Breaks, The SEND Local Offer, Preparing for Adulthood, Ordinarily Available Provision, ND Transformation

Through our Parent Carer Engagement

- A blend of **in person and virtual** events offered to ensure accessibility and enable as many families as possible to take part.
- **Membership** growing every year, + 34% YTD
- **Surveys, Drop-In Sessions and Focus Groups**
- **SEND Improvement Update sessions**, held in partnership with the Local Authority and Health
- Maintaining **regular contact** with over 1,500 + families through email, wider reach through social media, local schools, and voluntary sector partners.
- **53 events for Parent Carers** in 24/25 including Local Offer Live, SENDIASS Drop-in Sessions, SENDIASS Training sessions, community outreach sessions

From our Annual Wokingham Borough SEND Survey 2025

Summary of Results

This is the fourth Annual SEND survey, for Wokingham Borough residents across all age groups, SEND needs, and the majority of educational settings.

In the survey results we show how results are tracking over 4 years the survey has been running.

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.



2.69 (out of 5)

The Local Area SEND Service ratings for the Wokingham Borough has seen a recovery from the drop in 2024 rating
(2.84 in 2022, 2.86 in 2023, 2.59 in 2024)

Highlights of What is Going Well

At a Strategic Level

- Improvements in **strategic co-production** – Stronger, permanent Senior Leadership Team in place. Feedback from parent carers through Annual SEND Survey, Termly Feedback from Families to Strategic Boards and Steering Groups (see also areas for improvement)
- Inclusion on various **working groups and workstreams** to understand the lived experience
- **PINS** (Partnership for the Inclusion of Neurodiversity in Schools) project

For Families

- **SEND Caseworkers & EHCP Process** – improving communication and EHCP Process rated better
- **Transport** – improving rating for WBC Transport team
- **SEND Local Offer** – improving awareness of the Local Offer and ease of information sourcing
- **ASSIST & SENDIASS**** – continued to be held in high regard by families who report feeling supported and heard
- **Support from charities** - SEND Voices Wokingham, IPSEA, Parenting Special Children, Promise Inclusion, Autism Berkshire
- **Healthcare Services** – many with improved ratings
- Recovery in overall rating for **Wokingham Borough Area SEND services**

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

Highlights of Where Improvements can be made at a Strategic Level

- **Strategic co-production** – there has been improvements however there are still an area for development especially in Health, lack of involvement in boards and health providers, e.g.: limited number of PCFs allowed to attend the ND Transformation Board and Health & Wellbeing Board.
- Improve **services working together**, including data sharing with families and across services
- **Earlier involvement** and **continuity of involvement** – sometimes the PCF is not involved at an early enough stage, part way through or not at all but then aren't aware of the outcome e.g.: CYPIT therapy review
- **Local Partnership Data** – has seen improvements. Would like to see data for mediation, tribunals, complaints, AR and data for pupil at out of borough provision

Highlights of Where Improvements can be made for Families

Across all Areas

- Improve services/professionals **joint working**
- Improve **identifying and meeting needs earlier** across all services.
- Improve **support & communication** for support available for parent carers
- **Waiting times** for everything are too long, especially CAMHS, Autism and ADHD services
- Reduce **Parent Blame**
- **Transparency** over **how decisions** are made and **who makes them**

- **Inclusion in mainstream school**
- **Decrease waiting times**
 - **Improve services working together**
 - **Annual Reviews**
 - **Parent blame**

Highlights of Where Improvements can be made for Families

SEND Service

- **Annual Review** - improvements in timeliness and process to meet the statutory requirements; such as legal timescales, updating plans, the reassessment process and coproduction with families and CYP
Include place planning at transition points and preparing for adulthood information and provision
- **EHC Needs Assessment** – improvements in the process required to meet statutory timelines; communications need to improve and reduce the need to go to mediation and tribunal through “noes to assess” and the refusal to accept some private reports. Improved transparency around how and who makes the decisions.
- **SEND Team Communication** improving for some – for many improvements still needed as emails and telephone calls not responded to and information is not always clear e.g.: clearly identifying which child the team are contacting families about and when there are staff changes.

Social Care

- Clear communications for families about the **services** offered by the **Children with Disabilities Team**.
- Lack of **Short Breaks** available. Families have been raising concerns since 2019 when the system change to direct payments. The review of short breaks started in 2021 and progress has been very slow, leaving families without short breaks. There are long waiting times for families to be assessed and often when assessed and given a direct payment, no suitable provision available, so money is just taken back.

Highlights of Where Improvements can be made for Families

Schools

- **SEN support** needs to be **consistent across whole school**
- **Inclusion** needs to improve in **mainstream**, lack of **reasonable adjustments and Ordinarily Available Provision**. Improve co-production with parent carers and reduce parent blame
- More understanding of **masking** and **mental health needs**
- Too many children **out of school/on part-time timetables** - Increase in part time timetables, lack of agreements with parents and in many cases no clear plans to return to school
- **Early intervention** – identifying and meeting needs early. Co-produce with families to stop problems escalating and getting harder to solve
- Lack of **post 16 provision and information** for families
- Lack of **suitable provision** for CYP locally
- Lack of **consistency of SEND registers** across the Borough, children being taken off SEN registers with introduction of Ordinarily Available Provision without any explanation to families as to why
- More **support & clear communication** of what is available to parent carers **via school**. **Schools** have also requested more information to be able **to signpost families** more effectively (**PINS**)

From our Annual Wokingham Borough SEND Survey 2025 Comparison of Mainstream vs Special School Results

	Mainstream School		Special School	
	2025	2024	2025	2024
Setting was well resourced to meet their child's needs	28%	42%	77%	72%
Child with SEND was welcomed at their educational setting	70%	78%	76%	91%
Child enjoys their educational setting most/all of the time	46%	48%	65%	77%
Child never or rarely enjoys school	21%	26%	13%	9%
Children are missing several days a week or rarely attending school	19%	15%	13%	5%
Education identified their child's needs very well/well	28%	42%	53%	57%
Education met their child's needs very well/quite well.	28%	35%	50%	63%

Red text indicates results lower than 2024

Green text indicates results higher than 2024

Highlights of Where Improvements can be made for Families

Health

- Changes to **Autism and ADHD diagnosis pathway**, waiting times for assessment and information to support families whilst waiting. **ADHD Medication** issues
- Halting of **ADHD diagnosis** (18+)
- Lack of **health service** provision when it stated in **EHCP**
- **GP services** hard to get appointments, **GP14+ Health checks** inconsistency in take-up and GP understanding
- **Wheelchair services** numerous issues with the change of provider along with established concerns
- **Mental Health services** limited availability and suitability for ND CYP, confusion with when to go to MHST and other services. Difficulties in transitioning to the GP for medication (shared care) and adult services.

Background Information Provided to Inspection Team

Annual SEND Survey 2025

Termly Feedback From Families

- Autumn Term 2025
- Summer Term 2025
- Spring Term 2025
- Autumn Term 2024

PINS Parent Survey June 2025

Summer Term Report (PINS)

Autumn Term Report (PINS)

Short Breaks Redesign Survey 2025

Part Time Timetables & Alternative Provision March 2025

SEND Transport Survey 24/25

SEND Update for Families with WBC & Health (includes update slides and Q&As from parent carers)

- SEND Update for Families with WBC & Health 2nd July 2025 and Update Slides from WBC & Health
- SEND Update for Families with WBC & Health 27th March 2025 and Update Slides from WBC & Health
- SEND Update for Families with WBC & Health 23rd October 2024

SEND Voices Wokingham latest Annual Report: 2025 Annual Report (Report & Accounts April 2024 - March 2025)