

Feedback From Families – Spring Term 2026

Overall Themes for the Term:

- **Schools Not Meeting Needs** - failure to make reasonable adjustments provide Ordinarily Available Provision, implement EHCPs. Children excluded, placed on part-time timetables, or informally pushed out. Schools delaying support until crisis point. Lack of inclusion; some children not accessing education for extended periods. Schools encouraging families to find alternative schools
- **EHCP & Annual Review** – statutory timelines not being met. EHCPs are not reflective of children’s current needs. Families are unclear what the panel processes are.
- **Communication** - Poor communication from SEND Team. Lack of transparency around changes (e.g. EOTAS, processes, roles). Families are unclear who to contact due to fragmented services and no central information point. Parents feel “passed pillar to post” across services
- **Mental Health & Neurodevelopmental Support Gaps** - Long waiting times for CAMHS, ADHD/autism assessments, and MHST. Children discharged or missed from pathways due to admin/process issues. Families are unclear about support while waiting for diagnosis. Increasing difficulty accessing mental health services.
- **Wheelchair services** – communication issues
- **Provision & Placements** – more information requested. Post-16 options unclear and gaps for academically able students. More information requested about Resource Bases and SEND Units
- **Information & Support** – more accessible, joined-up information for families needed. Families say everything is a “battle”.

Coffee Mornings & SENDIASS Drop-in’s

From January 2026 SVW host a coffee morning alongside the SENDIASS drop-in and chat to parents and gather feedback/signpost.

Total attendees Spring Term = 46

Comments from those attending the drop-ins:

January 13th (8 families)

- 4 families - Schools not doing what they should, no reasonable adjustments/Ordinarily Available Provision
- School saying to family “have you found another school yet”, no help to meet needs including toileting needs
- 2 families – more information on post 16 options required as finding information, provision and suitable courses difficult

- 6th form college not meeting need, not helping with preparing for adulthood/independence
- Part-time timetable concerns
- EOTAS package vastly reduced since autumn taking away provision that supported learning
- Parents being contacted by settings without parents knowing consultations were being sent out. Information being shared without consent

January 30th (12 families)

- School not making reasonable adjustments. Child suspended for not holding ruler with 2 hands to track reading a book
- Continual cycle of not making reasonable adjustments/ school exclusion/ not making reasonable adjustments. Child now moved to parttime timetable and school suggesting "child needs a clean break and a new school". School has not helped with EHCP application.
- School not meeting need and child not included as part of school community. Help required for numerous years wait for change of placement.
- Nos to assess (3 parents)
- Nos to issue plan (1 parent). Not all reports were included in the assessment.
- CAMHS ADHD medication review - long waiting list/staff sickness appointment cancelled in Sept 25 and then recently cancelled again Jan 26

February 10th (8 families)

- Role of panel in EHCP and Annual review process not clear – why do decisions have to go to panel when things have already been agreed through the EHCP Annual Review process? More clarity required over direct payments and personal budgets as process does not currently state requirement for an annual sign off and process when changes are proposed.
- Families frustrated with too many referrals, rather than being directed to the right person first time.
- Clarity required over the roles of different advice and support at WBC – what is the difference between Early Help, CAN Network, Local Offer Coordinator, SENDIASS, Community Engagement Team, Family Information Service – all offer “information and support”, but there is not one central point for information.
- Early Help say parents cannot talk to ASSIST?
- Schools not recognising need early enough – waiting until crisis point
- Ethos of school - SENCO is great, but things blocked by the Head and ethos of the school, so needs not met
- Parent overwhelmed, looking for support

February 27th (11 families)

- Concerns from a number of the families about schools not making reasonable adjustments or meeting the needs of the child. Strict uniform and behavior policies stopping children from accessing school
- Lack of mental health support for a child (waiting 6 months for MHST and still nothing)
- School is not pro-active when child has not been in school for extended time (2 families)
- School using reduced timetable for child
- Information required about sleep support – family did not know about FIRST

March 27th (6 families)

- EHCP issues - no secondary schools named or mainstream named when all in the area have said they 'cannot meet need'
- Annual review paperwork never being sent out (Review in November 25 and still not received paperwork)
- Communication issues – SEND team not getting back to parents / carers even when escalated.
- EBSA and the lack of support and knowledge around what's available.
- One secondary school - issues with LSAs and the school SEND department
- Families talked a lot about the overall impact having a SEND child can have, one parent is out of work because she has no support with her child and she cannot work around her child's current needs as they are not in school.
- More information needed about post 16 support.

SENDIASS Training courses

SEND Support in School – 11th February (11 parents attended)

- Can't get a meeting with the SENCO to discuss anything
- No separate meetings for those on SEN support, it's all bundled in with a parents evening
- School resistant to submitting an EHC needs assessment
- No to assess for EHCP
- Every step is such a battle and a fight when I just want help for my child

EHCP Process – Tuesday 17th March (8 parents attended)

- Concern over private reports not being accepted as part of the EHCP process, but then timeliness of getting reports from health and the LA and how this would affect the process
- Concerns over not getting support for an EHCP assessment because child is not academically behind, but not able to reach full potential

EHCP Annual Reviews Process - 24th March (6 parents attended)

- Needs of child are not being reflected in updated AR when there have been significant changes due to move from mainstream to specialist setting. Parent told they have to get stakeholder input, but it shouldn't be the responsibility of the parent to manage and drive these changes and updates.
- Concern about private reports not being accepted as part of emergency AR when child is currently unable to attend school and on long CAMHS waiting list
- Parents not clear if provision in EHCP is actually being delivered. AR process is more like a general catch-up rather than a good review
- No amendments being made when there are significant changes and the EHCP is not a true reflection of the child
- Caseworkers reluctant to take responsibility for coordinating process when there are significant changes

Zoom Update with WBC & Health on SEND Improvements

28 parent carers attended

Themes & Question raised:

- More information requested about the post-16 Hub. Families would like to be involved with the development of this. Parent carers would also like more provision for academically able SEND students who are unable to attend mainstream schools.
- More information requested about SEND Units and Resource Bases that are planned for the Borough
- Concern over high numbers of refusals to assess for EHCPs and private reports not being accepted
- ADHD waiting lists and what happens when child becomes 18

You can read about the information shared and the Q&A's here: [SEND Update for Families with WBC & Health 19th January 2026](#) Update slides: [Best Start Family Hub Update/ Post 16 Hub](#) and [New Special Free Schools - Options Appraisal](#)

General Questions / Comments Spring Term '26

General feedback and themes via email and social media

SEND Team Communications/Complaints process

- Poor communication from SEND team (took from November to 26th Jan to get a reply to an email)
- Communication of changes to EOTAS not communicated to some families generating concerns and anxiety.
- Poor communication of changes to EOTAS management. Some families not informed, confusion over whether post-16 EOTAS pupils included.

EHCP/Annual Review Process

- Draft EHCP (after Annual Review) returned with bits added that were “not their child's”. Parents are concerned that this draft is being used for school consultations and will affect where the child gets offered/not offered a place.
- The SEN Team has repeatedly failed to process our child’s post-annual review paperwork, resulting in missed consultations and no educational placement since July 2025 after completing special school. Despite Wokingham Local Authority upholding three formal complaints, these issues remain unresolved. Following the November 2025 annual review, we are still awaiting paperwork, raising serious concern that without an updated EHCP, consultations for a September 2026 placement will not proceed. Furthermore, there has been no substantive response to emails from us or our child’s social care worker, beyond automated acknowledgements, demonstrating an unacceptable level of service.
- We are currently on week 22 and panel agreed to issue last week but caseworker told me it was incomplete when went to panel and is currently not finished. They missed the 14 week and 20-week deadline too.

Schools

- School not providing as per child EHCP and setting child up to fail. School not recognising child masking, School not co-producing with family
- Parent encouraged to home school child who is struggling to attend. Lack of AP provided for child who has been missing significant amounts of time for nearly 1 year. Lack of co-production with parent to review AP and suggested taking away when the AP was just starting to engage the child.
- Child on long-term reduced timetable awaiting specialist provision. No AP being offered, child just held back to lower year.
- EHCP’s not being implemented at a school (feedback from 3 parents via PINS meeting)

- Lack of consistency with SEND register at school – child will not be added because not academically behind but really struggling with mental health. Family not helped or signposted
- Child removed from SEN register at school with no explanation

Mental Health Service

- Families reporting that it is now harder to access MHST support (schools have also echoed this)

Neurodiversity Referral Process

- 14 families say this has happened to them - CAMHS claim you did not complete an ADHD form (which you were not sent) and discharge your child from the ADHD assessment waiting list, without your knowledge?
- Concerns raised over NHS waiting time for autism & ADHD assessment and now also Right to Choose being paused
- Lack of support whilst waiting for assessment
- 3 pages for links following diagnosis is not useful when there is no information/context with the links

Wheelchair Services

- Communication and waiting times are still being raised as issues by numerous families
- I put a complaint in and was then seen after waiting 15-16 months. The lady I saw was leaving because the service was so awful. They measured my child and when I had email last week, which was very confusing. Meanwhile we had to spend thousands to get something suitable to take them out.
- My child was referred in October 2025 for a disability pushchair due to their autism and dysregulation to keep them safe out in public. I have chased numerous times and still have not heard anything
- Ongoing communication issues – only get response from AJM (senior manager) when ICB are breathing down AJM's neck

Social Care/Children with Disabilities Team/ Short Breaks

- Early Help Team, no help at all – everyone just waiting for EHCP to get revised of child fail
- School report that parents are just passed from “pillar to post”

Health

- GPs says parents should ask school to do Right to Choose referral
- Family still have issues (from 2024) to get blood test for young person. Parent says “I have spent years trying to get support and although professionals are sympathetic, I have continued to hit a brick wall where nobody will take this up”