



Annual Wokingham Borough Area SEND Survey 2024

August 2024

Background

The Annual Wokingham Borough SEND Survey 2024 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 2023).

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

The questions this year were updated to gain more information for Health and School Sufficiency Planning (Resource bases).

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).

294 responses were received from Wokingham Borough residents.

The survey ran from **17th June to 26th July 2024**

NB: The number of responses this year is lower than previous years. The survey ran for a 50% shorter time this year to accommodate changes from Health. 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 along with 2023 and 2022 have been provided, (2023 and 2022 data is presented in brackets as well as graphically)

To highlight changes the following colour coding has been used.

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

Highlight Summary

Highlights of What is Going Well

- **SENDIASS** ** – families feel supported, heard and able to make informed decisions.
- **ASSIST** ** – families feel supported and heard. “ASSIST have made the difference between me being able to smile at the end of a very long week v’s feeling like I am drowning”
- **Portage** – families feel supported
- **Addington School** – very positively rated by families
- **Short Breaks team** ** – families report contact with the SB team is a positive experience.
- **Support from charities** - SEND Voices Wokingham, Dingley’s Promise, Camp Mohawk, Chance to Dance, BFTF, Parenting Special Children, Autism Berkshire
- **ADHD Diagnosis, GP 14+ Health Checks and Wheelchair Services** – improving
- **Preparing for Adulthood (PfA) & FIRST** – improving
- More **Preparing for Adulthood topics** being discussed in Annual Reviews (for those where PfA is discussed)

SENDIASS
are great

ASSIST are
amazing

Portage - amazing and has made
a big difference to our outlook
and confidence in helping our
child

Addington
School is
superb

Charities
have been
extremely
good

despite the very long
wait the actual service
received was very
positive (ADHD)

** These services have been highlights of 'what is going well' for the last 3 years

Highlights of Where Improvements can be made

Many of the themes remain the same as 2023 & 2022 – some services showing a decline this year

Communication is a theme across all areas

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**.
- Improve the Local Offer website to make sure the information is correct, about local services and is easy to find.

The whole (EHCP) process was shocking and extremely stressful and had a big impact on mine and sons' mental health

The annual review is still dragging on after more than 12 months due to frequent personnel changes at Wokingham SEN

Education

- Ordinarily Available and inclusion need to improve in mainstream.
- More work to be done to support those in mainstream settings; early support, identifying and meeting needs.
- Too many children out of school/on part-time timetables.
- Waiting times for everything are too long
- Mental health/ EBSA support.
- Support not consistent
- Not enough staff & lack of resources to meet needs.

My child has been unable to attend the named setting since July last year as they cannot meet needs

Everyone passes the buck and it's difficult to know who to contact for what. It's never clear

It has been exhausting advocating for our child to ensure that their needs are being met and that reasonable adjustments are anticipated and put in place inside and outside the classroom

SEN Team

- Improve **communication** – this is highlighted as a **real concern**
- Annual Review process needs improving (including improve PFA)
- PFA – families require more information
- EHC Needs Assessment – process needs to meet statutory timelines; communications need to improve and reduce refusal to assess.

She has been at two mainstream schools, the first was appalling at identifying her needs, the second has been much better. Health don't seem interested. We went private for her ASD assessment as CAMHS waiting list was so long. CYPIT have not been at all useful.

Anxiety pathway identified need, but still not really able to offer proper support, back on the waiting list for treatment

Highlights of Where Improvements can be made

Many of the themes remain the same as 2023 & 2022 – some services showing a decline this year

Communication is a theme across all areas

Health

- Mental health/ EBSA support.
- Waiting times the main concern across the majority of services especially CAMHS, ASD, ADHD, OT and SALT.
- Lack of service when provision stated in EHCP
- Improve transitions.
- **Publicise** hospital passport.
- GP services – hard to get appointments.
- Parents want more help than webinars and website links

Hard to get appointment but our GP is very good

Long waiting time to get the help by which time his mental health had seriously deteriorated

Transport

- Improve WBC Transport process/service and **communication**
- SEND training for taxi drivers/escorts

Lack of communication is the issue alongside confusion in (transport) policies and who funds what

No one supported me even though I called in for help. I was told I didn't need help

Slow, no meaningful help, just wasted meetings and visits that stress my child

Social Care

- Although there are some improvements, the identification and meeting needs by Social Care continue to be a concern to families.
- **Communicate** to families the services offered by the Children with Disabilities Team.
- More (Short Breaks) services/provision required to use DP's.
- Children with Disabilities team

Don't know how they can help or what they offer or how to access

Parent Carer Wellbeing

- Improve support & **communication** of support available to parent carers

Summary of Results

This is the third Annual SEND survey SVW have run. We received **294** responses from Wokingham Borough residents across all age groups (0-25), SEND needs, and the majority of educational type settings. The number of responses this year is lower than previous years. The survey ran for a 50% shorter time this year to accommodate changes from Health. This resulted in decreased circulation to families via schools and a clash with the SEND & Inclusion and Autism Strategies as well as the end of term. Families are reporting “survey fatigue” and lack of motivation due to the slow pace of change and too much focus on Safety Valve and not the day-to-day services.

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 the first survey in 2022 act as a benchmark so that improvements in services and areas for improvement can be tracked annually.

Overall Rating for SEND in Wokingham Borough

The majority of respondents saying it is neither good nor bad. This year has seen a significant drop from 2023 and 2022 ratings.

2.59 

average rating



(out of 5)

(2.86, 2.84)

NB: Data from this year 2023 & 2022 have been provided, all 23/22 data is presented in brackets.

Educational Settings

- There were responses from families across all educational settings except dual placement or hospital education, and on all levels of SEND support. The results are overrepresented by those CYP at Special Schools (21%). We know that the survey was not distributed through all schools which may result in the overrepresentation by Special Schools.
- More families saying their child unable to access their school or waiting for change of placement.
- 55% (60%,49%) with EHCP's, 9% (7%,10%) currently undergoing the EHCP, 23% (25%,24%) on SEN support.
- **49.5%** (58.9%, 54%) said that the education setting was well resourced to meet their child's needs.
In Special School **72%** (85%) Mainstream **42%** (48%)
- **77.6%** (81.6%, 72%) said their child with SEND was welcomed at their educational setting – 91% for those attending special schools, 76% mainstream schools - "my child is tolerated"
- **53.9%** (64.8%, 53%) of said that their child enjoys their educational setting most/all of the time.
76.6% special school/47.9% mainstream
- **22.6%** (13.4%, 20%) said that their child never or rarely enjoyed it.
8.5% special school/ 25.7% mainstream
- **14.7%** (7.7%, 9%) of children who are missing several days a week or rarely attending school – this is almost **double** last year.
4.5% special school/15% mainstream.
- **47.5%** (38%, 49%) said they have no idea or only a vague idea of what to do to get extra support for their child.

getting a diagnosis helped

excellent SENCO

School tried to permanently exclude and push out to specialist school

why is Ordinarily Available provision not available?

It's a constant battle

Educational Settings cont.

- **43%** (46%, 42%) said Education identified their child's needs very well/well (Health 39% (38%, 36%) and Social Care 26% (29%,28%)). Many also reported that they have had to initiate things themselves or pay privately to get needs properly identified.
- **39%** (44.6%, 41%) said Education met their child's needs very well/quite well. This drops to 35% for those in mainstream (Health 35% (34.7%, 34%) and Social Care 26% (27.1%,22%)).

Respondents indicate that there are still improvement to be made across all areas to better meet the needs of their child, a lot is parent driven.

- Respondents say early intervention is not happening
- 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. ASSIST and SEND Voices Wokingham are also use by a lot of families.
- Addington, Floreat and Keep Hatch mentioned positively
- **65.5%** (60.3%, 58%) rated services and professionals as working together not very well/poorly.
- Respondents highlighted, Communication between teams as needing improvement silo working is still happening
- How respondents rated the services as very well/quite well at helping children to reach their full potential:
 - Educational progress **43.5%** (51.1%, 51%)
 - Community Activities **33.3%** (28.2%, 35%)
 - Healthy life **49.7%** (44.1%,44%)
 - Preparing for Adulthood 29.1% (27.8%, 32%)
 - Good mental health **36.4%** (40.8%, 35%)
- All ratings above rated significantly higher for those attending specialist school, except for 'good mental health'
- (62%, 40%, 55.6%, 37.8%, 38% more detail available if required)
- Most comments received about schools, for some very good "excellent SENCO" others say "hit & miss or lack of cohesion".
- Mental health needs more focus

Couldn't ask for more Addington are amazing

no one works together, and they all give different advice

I think the school SEN team are good, but the teachers don't understand SEN children

hit & miss lack of cohesion

Transition

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

- Education **26.2%** (40.4%) 38.5% special school
- Health **17.2%** (26.9%) 12.5% special school
- Social Care **17.4%** (27.6%) 16.7% special school

Resource Bases/SEND Units

- 57% would consider a resource base or SEND unit for their child if this option existed locally
- Respondents mentioned, smaller calmer environments, with whole school trained to meet needs “inclusion – not exclusion”

Transport

Overall rating for Transport Provision was 3.58 (3.85, 3.1) out of 5

- 51 responses from families whose child has transport or mileage provided by WBC.
- **65.1%** (68.3%, 67%) rated transport provision as excellent/good, **20.9%** (13.9%, 12%) rated it as poor/very poor

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

- **45.8%** (51%, 56%) rate WBC service as good/excellent, **22.9%** (16%, 14%) rate as poor/very poor

- Mixed experience for families, some say CTU and drivers excellent, for others this is not the case. Parents still asking for training for taxi drivers/escorts on SEND and more understanding of the children's SEND needs, more timely payment of mileage and improved communication from CTU/SEND Transport team.

Transition wasn't supported by primary school despite us asking for early intervention. Child is now not in school!

inclusion – not exclusion

the driver and assistant are excellent - always on time, supportive and helpful

Would be good but taxi drivers don't have knowledge of ADHD/ASD

EHCP Process

The overall rating for the EHCP process was **2.28 (2.72, 2.7) out of 5.**

76 responses had gone through the process in the 12 months from June 2022 or were currently going through the process of which (approx 35% of plans issued in 12 months June 23 to 24):

- **50%** (58.5%, 51%) rated the overall experience as going very well/fairly well,
- **32.9%** (32.3%, 28%) rated the overall experience as going poor/very poor
- **37%** (50.8%, 52%) rated the SEND Team communicated very well/fairly well with them during the process.
- **50.7%** (36.7%, 28%) rated communication as going poor/very poor during the process.
- The main issue is communications with the SEND team, not keeping to statutory timescales and refusal to assess.

Communication between Borough and School and 6th form is good

Annual Review Process

The overall rating for the EHCP process was **2.51 (2.85, 2.7) out of 5.**

104 responses from those who have had an EHCP issued in the last 12 months or already in place (approx 6% who had plans in June 2023) .

- **93.3%** (89.8%, 92%) have had a review of their child's plan
- **59.4%** (70.9%, 59%) had received a letter confirming whether the plan would be maintained, updated or ceased.
- **54.8%** (71.6%, 39%) had received a finalised updated EHCP
- There was evidence in the plan about achieving outcome for education attainment **70.1%** (65.7%), health **49.7%** (46.5%), resilience/self-esteem **59.6%** (51%), socialisation/friendships **59.9%** (51%) and keeping safe **53.6%** (45%)

Statutory timescales not being met.

Respondents say timescales to finalise plans are the main issue along with communication.

Shocking lack of response to any emails sent, impossible to get through to specific people on the phone, no opportunity to leave a message. Emails left unanswered

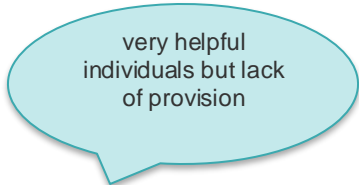
Listened to by the SEN Team

- **38.3%** (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)	19.5% (26.2%, 27%)
Adult Social Care Team (age 18-25 years)	18.2% (17.6%, 28%)
Short Breaks Team	39.2% (31.9%, 27%)
PfA (formerly Transitions) Team	31.6% (20.9%, 24%)
ASSIST	56.5% (62.1%, 63%)
FIRST	40% (33.3%, 31%)
CAN Network	30.8% (44.5%)



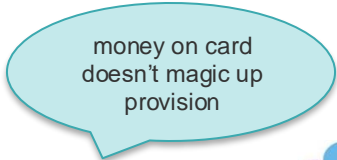
very helpful
individuals but lack
of provision

The majority of respondents commented that they were not aware of the Social Care services, or what the services offered. Improvements in ratings for both Short Breaks and some very positive comments for the short breaks team, but there is still there is lack of provision and concerns raised over loss of Thumbs Up Club.

- Although rating dropped for ASSIST, a number of respondents commented very positively about this service.
- CWD parents rating for the service decreased.
- CAN Network - families don't know who they are or what they do.
- There was a polarisation of results for Preparing for Adulthood, an improvement in those rating very good/good, however also an increase in those rating poor/very poor **63.3%** (57%, 39%).
- A small number of respondents had social care assessments and 56.5% (54%) were happy with the outcome.

We received 33 responses from families that have **Short Breaks DPs and also DPs for other social care services**, of which:

- **44.7%** (56.3%, 52%) were happy with the services that they could purchase.
- In a repeat of 2023 and 2022 comments, many commented about lack of services available to use the DP's on, particularly PA's and holiday clubs, providing a payment didn't equate to actually providing a service.
- 26% (29%, 28%) said Social Care identified their child's needs very well/well (Health 39% and Education 43%).
- 26% (27.1%, 22%) said Social Care met their child's needs very well/quite well (Health 35% and Education 39%).
- **66.5%** (58%) rated services and professionals as working together not very well/poorly.



money on card
doesn't magic up
provision

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

Preparing for Adulthood (PfA) (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 29.1% (27.8%, 32%)

Fewer respondents saying PfA is part of their annual review, but rates increasing for PfA topics except for Travel Training, which is concerning with the change to the Post 16 Transport policy.

- 41.9% (49.1%, 51%) fewer respondents said that PfA had been part of their most recent Annual Review
- 28.2% (11.7%, 19%) said that options for housing had been included in their Annual Review
- 35.9% (45%) said that travel training had been discussed
- 40% (35.9%) said that support to prepare for higher education/employment was discussed
- 23.7% (15.6%) had discussions about preparation for independent living
- 29% (16.3%) had discussions about finding/how to do a job
- 22% (20%) said that support in maintaining good health was discussed
- 12% (4%) said that there were discussions about understanding what welfare benefits might be available
- 24.4% (26.4%) had discussions about participating in society/friendships
- 34.9% (14.6%, 28%) said that they had contact with the Transitions (Adult Social Care) team
- 60% (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.
- A small number of respondents, put Transitions to Adult services in specific health services went well/very well, however this was very small percentages for GP 7.7%, Hospital 22.2% and Community Services 0%, so health transitions is an area to continue to focus on.
- 70.8% (70%, 72%) A very high percentage, still **do 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. For those who have contact with the PfA team, they have received useful information and support.

We've had no information or support for preparing for adulthood

the social worker was excellent at listening to our son's needs, liaising with his school and providing extensive information on eligible services.

Access to Information

We asked respondents how easy it was to find information about services and what they do, there has been little change over the last 3 years:

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

74.1% (74.2%, 79%), said it was not very easy, difficult or very difficult to find information.

doesn't give parents the information that they actually need. It's also not up-to-date and it doesn't include provisions that are within our very own borough

Wokingham Local Offer

- There is an improvement in the number of people who have heard of the Local Offer website **64%** (55.2%, 52.6%).

However, for those who had used the Wokingham Local Offer website it is still difficult to find information:

37.2% (46%, 47%) said that they found what they were looking for very quickly or after a bit of a search,

62.7% (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.
- Specific requests for local information, holiday clubs and summary of school information.

the system and website are confusing with very limited access to a number to talk your options through

There's too much. It's not a local offer. It's a directory of charities and services. I don't think you can claim that's a local authority service to people

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	31.2% (30%, 36%)	
CAMHS (Children & Adolescent Mental Health Services)	12.6% (19.8%, 16%)	
CAMHS Learning Disability service	21.9%	
Keyworker Service	29.4%	
ASD Diagnosis (via Neurodiversity service)	19.7% (25.7%, 20%)	
ADHD Diagnosis (via Neurodiversity service)	16.7% (11.4%, 14%)	
Private mental health services	77.1% (69.8%, 59%)	
EY Speech & Language Therapy	25%	
Speech & Language Therapy - at school (via CYPIT)	14.6% (Amended question from 2023 Ratings for SALT via NHS or EHCP 28.4% or 42.6%)	
Speech & Language Therapy - privately funded	62.5% (65.6%, 73%)	
Physiotherapy – via NHS	26.7% (36.9%, 36%)	
Physiotherapy – via EHCP	6.67% (53.3%, 35%)	
Physiotherapy - privately funded	62.5% (56.7%, 58%)	
Occupational Therapy - via NHS	18.2% (19.2%, 19%)	
Occupational Therapy - at school (for EHCP)	13.5% (34%, 23%)	
Occupational Therapy – private	80% (82.9%, 80%)	
Community paediatrician	38.2% (44.6%, 46%)	
Emergency Department (A&E)	42.4%	} Amended question from 2023 – Hospital services (45.5%, 59%)
Hospital inpatient	30.8%	
Hospital outpatient	46.3%	

There is no pathway offering (CAMHS) therapy to autistic children / young people with severe anxiety and or important. My child does not fit the box they want to put him in so he is discharged

Fine, once you get to see them (Autism team) which takes too long

Never had any single session so far (SALT), even though he was in so much need and it was in his EHCP

Unable to get (physio) due to school they attend

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	50% (20%, 44%)
Contenance Service	26.1% (39.4%, 33%)
Health Visitor	27.8% (32.3%, 24%)
GP - Free Annual Health check (aged 14+ with learning disability)	30.3% (8.5%, 17%)
School nurses team	37.3% (47.5%, 33%)
Family Centre	21.4% (24.1%, 22%)
Community Dental Services	28.2% (40.3%, 36%)
Other private healthcare service	56% (64.7%, 50%)

Had a fast process in order to get my child disabled pushchair

How do we access this? (community dental service)
Never been provided information and desperately needed

Never heard of it (hospital passport), now I know I want one for my child!

Main comments from respondents were:

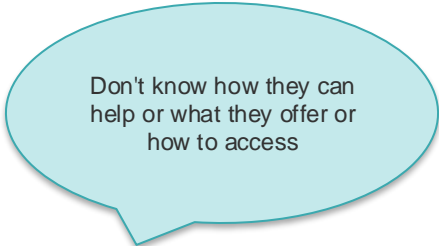
(All comments from respondents on the individual services are available in the appendix of this report).

- Waiting times the main concern across the majority of services
- 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. Parents want more help than webinars and website links
- More awareness needed in hospital about mental health issues. More awareness of SEND/neurodiversity needed by hospital staff.
- Significant improvement in rating for GP 14+ year health check. Many still not aware.
- Waiting times for assessments being the main reasons why families opt for private diagnosis.
- 69% (80%) of respondents said they accessed private healthcare services in the last 12 months because waiting lists were too long. Increase in those saying it is because the NHS doesn't offer the service their child needs
- 39% (38%, 36%) said Health identified their child's needs very well/well (Education 43.1% and Social Care 30.6%).
- 35.4% (34.7%, 34%) said Health met their child's needs very well/quite well (Education 39.1% and Social Care 25.7%).
- Low numbers of users of Hospital Passports 68% said they had never heard of them but would like one for their child

Parent Carer Wellbeing

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

- **65.3%** (69.8%, 74%) of respondents said they were reasonably, very or perfectly fit and healthy.
There has been a decline over the last 3 years
- **22.6%** (36.8%, 38%) a declining number of respondents said they usually have enough or have plenty of time to look after everyone as well as themselves
- **65.8%** (61.5%, 58%) of respondents said they were extremely or moderately anxious. Anxiety levels continue to rise
- **ONLY 5.7% (5.7%, 5.6%) were accessing any support for carers from WBC or the NHS.**



Don't know how they can help or what they offer or how to access

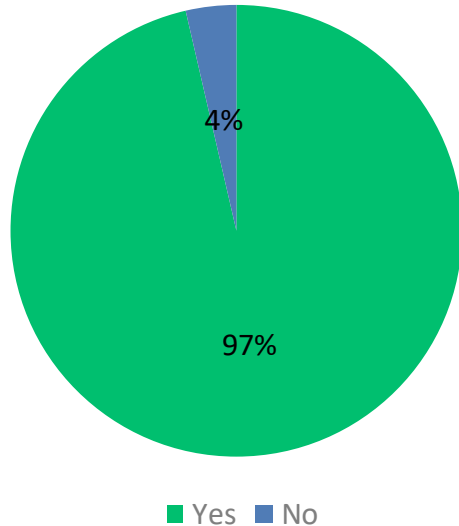
Full Report – Index

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Q1: Do you live in the Wokingham Borough?

Answered: 304 Skipped: 0



294 responses from Wokingham residents

Non-Wokingham residents were not included in the data

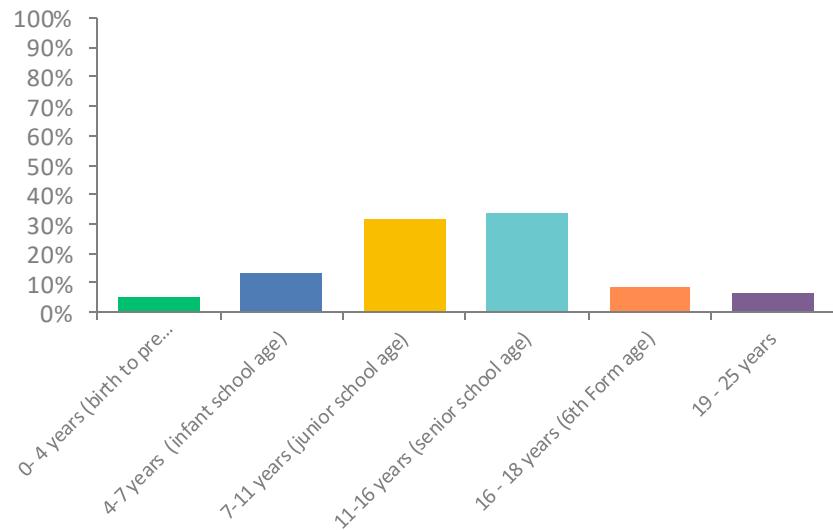
ANSWER CHOICES	RESPONSES	
Yes	96.71%	294
No	3.62%	11
TOTAL		305

NB please note rounding up % in chart

Q2: How old is your child?

Answered: 251 Skipped: 53

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

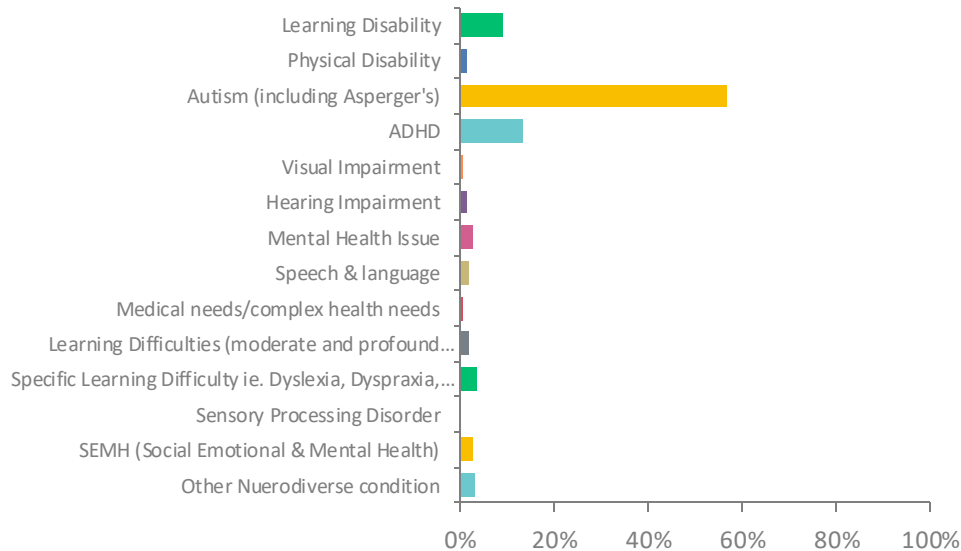


ANSWER CHOICES	RESPONSES
0- 4 years (birth to pre school/nursery age)	5.18% 13
4-7 years (infant school age)	13.55% 34
7-11 years (junior school age)	31.87% 80
11-16 years (senior school age)	33.86% 85
16 - 18 years (6th Form age)	8.76% 22
19 - 25 years	6.77% 17
TOTAL	25 1

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

Answered: 251 Skipped: 53

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



ANSWER CHOICES	PERCENTAGE	RESPONSES
Learning Disability	9.16%	23
Physical Disability	1.59%	4
Autism (including Asperger's)	56.97%	143
ADHD	13.55%	34
Visual Impairment	0.40%	1
Hearing Impairment	1.59%	4
Mental Health Issue	2.79%	7
Speech & language	1.99%	5
Medical needs/complex health needs	0.40%	1
Learning Difficulties (moderate and profound MLD, PMLD)	1.99%	5
Specific Learning Difficulty ie. Dyslexia, Dyspraxia, Dyscalculia, Dysgraphia	3.59%	9
Sensory Processing Disorder	0.00%	0
SEMH (Social Emotional & Mental Health)	2.79%	7
Other Nuerodiverse condition	3.19%	8
TOTAL		251

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

Answered: 168 Skipped: 138

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

Autism (35)	SEMH (11)
Visual Impairment (8)	Social Communication (2)
ADHD (40)	Tourette's/Tics (2)
SPD (25)	Asthma (3)
Dyspraxia (9)	Continence/constipation (4)
Mental Health/anxiety (36)	Hearing Impairment (4)
Dyslexia (20)	Hypermobility (14)
Down's Syndrome (1)	Self-harm (1)
Learning Disability (9)	PDA (6)
Speech & Language (22)	Muteness/non-verbal (11)
Epilepsy (5)	GDD (11)
Eating disorder (1)	Hypermobility (14)
Physical disability/mobility (4)	AFRID (2)
PTSD (11)	Genetic Condition (3)
Medical Condition (6)	Awaiting diagnosis (17)
EBSA (5)	Cerebral Palsy (2)

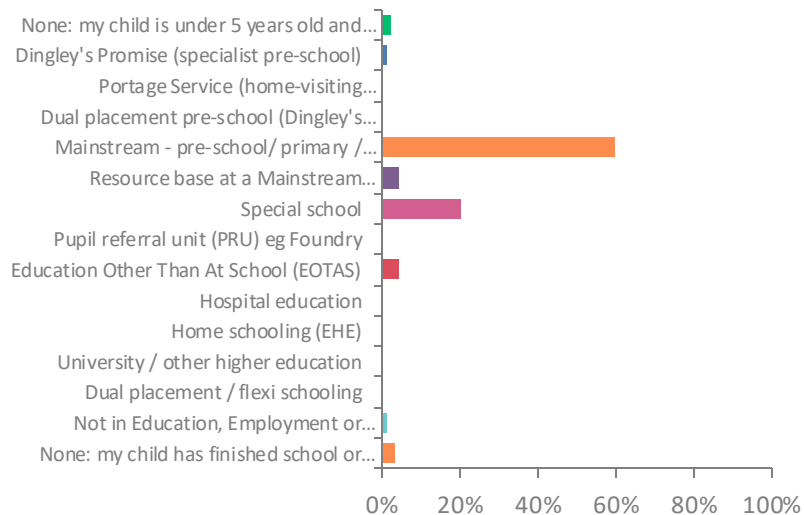
EDUCATIONAL SETTING

This section asks respondents about their child's educational setting

Q5: What type of school does your child attend?

Answered: 223 Skipped: 81

There were responses from all settings except dual placement pre-school and hospital education.



ANSWER CHOICES	RESPONSES
None: my child is under 5 years old and hasn't started school, pre-school or nursery yet	2.24% 5
Dingley's Promise (specialist pre-school)	1.35% 3
Portage Service (home-visiting educational service for pre-school children with SEND)	0.45% 1
Dual placement pre-school (Dingley's Promise + mainstream pre-school)	0.00% 0
Mainstream - pre-school/ primary / secondary school/ 6th Form/ college	60.09% 134
Resource base at a Mainstream primary/secondary school	4.48% 10
Special school	20.18% 45
Pupil referral unit (PRU) eg Foundry	0.45% 1
Education Other Than At School (EOTAS)	4.48% 10
Hospital education	0.00% 0
Home schooling (EHE)	0.45% 1
University / other higher education	0.45% 1
Dual placement / flexi schooling	0.45% 1
Not in Education, Employment or Training (NEET)	1.35% 3
None: my child has finished school or college	3.59% 8
TOTAL	223

Q5: What type of school does your child attend?

Respondents comments:

- Awaiting specialist setting via EHCP
- My son's school have a SEND team within the school which helps him as and when he needs it.
- They are registered at a mainstream school but have not attended for a year
- Addington are brilliant. I'm really worried about what happens when he ages out.
- She's not really attending school
- They are amazing but no wrap around care
- It took a long time and no consulting from the council to get my child in. I had to raise a tribunal claim and then she got into the second choice school but better than mainstream.
- Not been attending anything at all for the last 3 weeks, possible will go into September with nothing in place
- 1:1 tutors paid for by school with extra funding from Ia
- The send department has less and less staff due to insufficient funding
- Our son has thrived since getting a place at the special needs school
- I have just removed my daughter from mainstream secondary and she is starting a private school in September
- Supported learning within mainstream college
- Waiting for an appropriate placement
- Addington School is superb
- She is going to college but not mainstream,
- Split provision: 4 hours in mainstream with 1:1
- There are limited places in Addington the school we would like to send him
- It's a very different mainstream with forest school, outdoor learning, own clothes, flexible break times and extra breaks after assembly.
- Currently on roll at specialist school but not attending due to school based trauma
- He went to a mainstream pre school but we had to remove him as the staff had little experience with send, he has now been offered 2 mornings a week at Dingleys promise from September after being on the waiting list for 18months
- He's at Addington School.
- EHE as there were no alternatives. No routes to ordinarily available provision or alternative provision. Young person struggles to access education due to health but isn't eligible for medical tuition.
- Unable to attend. Had to leave as no SEN provision and was experiencing EBSA.
- Reading college- skills for living course
- St Mary's Junior school.
- They are unable to deal with my child's SEND needs unless she is attending school.
- Has been out of Education for 1 1/2 years. Finally have a placement that starts Sept 2024

Q5: What type of school does your child attend?

Respondents comments:

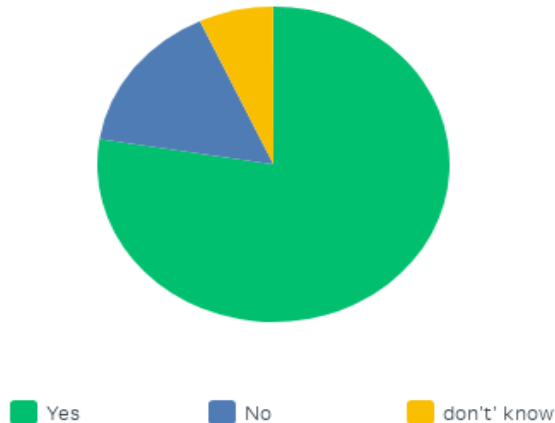
- Awaiting specialist setting via EHCP
- Special Needs unit at Reading College
- SEND department within mainstream college
- Bracknell and Wokingham college support for a low support, average ability, verbal child was very poor
- Highly Recommended
- Highclose, just a glorified day care setting, horrific X teacher
- They are amazing!
- Couldn't find a resource base in Wok had to go to Bracknell
- Mainstream 2 days a week and Storrybrook alternative provision 3 days a week
- Currently doing an Apprenticeship - attends College part time
- Starting specialist secondary in September
- Apprenticeship
- ACE course in Optails
- my child is in a mainstream nursery and on waiting list for Dingley for dual placement
- she has been unable to attend mainstream for some time. Specialist has been agreed for secondary hopefully starting Sept 2024
- It took a huge amount of effort to get them to acknowledge her struggles and her attendance falling to 40 percent whilst they still told me 'its not that bad' I threatened a formal complaint and called the ewo in before they took note. We are a long way from being in school full time with her in burnout and her timetable cut to just keyworking and dog therapy a week, but we are starting to feel listened to and supported
- My child has been unable to attend the named setting since July last year as they cannot meet needs
- Technically EOTAS but package not yet fully agreed
- Very little awareness of child mental health
- Currently unable to attend school due to unknown and unmet needs.
- Not currently attending. Waiting for ehcp to name specialist
- Currently struggling to go to school - school based anxiety. Current support is resource based in the classrooms but we would like more support put in place as he is really struggling.
- Awaiting specialist setting via EHCP
- My son's school have a SEND team within the school which helps him as and when he needs it.
- They are registered at a mainstream school but have not attended for a year
- Addington are brilliant. I'm really worried about what happens when he ages out.
- She's not really attending school
- They are amazing but no wrap around care

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

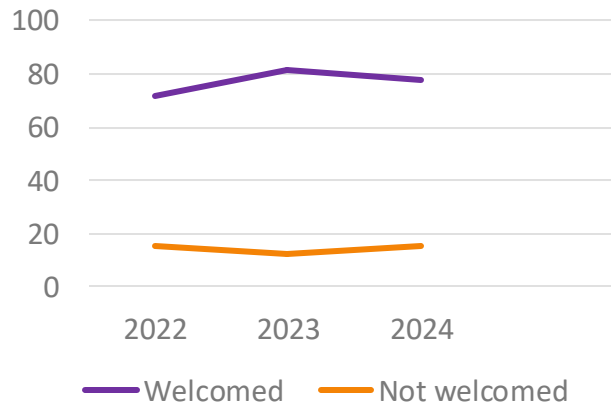
Answered: 223 Skipped: 81

77.6% (81.6%)* said their child was welcomed at their education setting,
15.6% (12.4%)* said that they were not welcomed

* for those who said it was applicable



ANSWER CHOICES	RESPONSES
Yes	77.56% 159
No	15.61% 32
don't know	6.83% 14
TOTAL	205



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

Respondents comments:

- No, the school is not inclusive.
- Tolerated is a better word.
- Now yes, much improved Sen at Bohunt
- However it was a fight to get help and support which makes it difficult for our child, us and his teachers
- She is treated as badly behaved instead of supported.
- But not by everyone
- But don't meet need
- Despite having a plan, reasonable adjustments were barely made
- so friendly, supportive and no judgement
- Schools have to welcome any child even when they don't fit in, causing a problem to everyone around.
- Though they are struggling to meet his needs
- Floreat are a wonderful to him! And have really been a great support
- I feel my child is welcomed as a child but I do not feel his challenges are understood
- Seems to vary across staff involved
- It's hard to answer yes or no as some staff are supportive and others are the complete opposite
- The hours being limited to two hours a day are not enough and we are unable to make maximum use of the 15/30 hours
- Only once we got an SEMH school
- The school struggle to accommodate children with SEN
- Moving schools was the best thing I ever for my child
- but feel the support is lacking

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

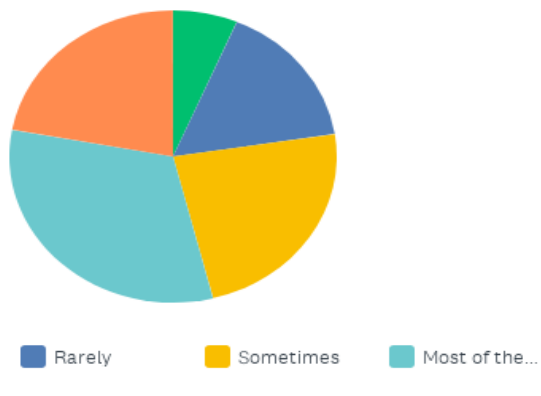
Respondents comments:

- Very well organized school
- Because of the way SEN children are funded all mainstream schools gently encouraged us to look at another mainstream.
- Welcomed but not properly support or his needs understood which I am surprised about as I fort very hard to get them into a specialist setting
- Keephatch couldn't be more welcoming. It's just not the right environment or approach for our daughter
- But they ignored our emails for about three months even when I told them she was telling me she wanted to die/ kill herself and it felt very much like they just wanted us to deregister her and make their lives easier
- Sometimes
- School tried to permanently exclude and push out to specialist school
- We tried to get our child into Wokingham but they wouldn't support her needs and took her off the roll!
- Welcomed but only is she conforms to what they want, not as true authentic self
- Yes, he is well liked.
- Can not get appointment with SENCo. Has EHCP but not able to get review or support re secondary transfer
- They have commented that they are unable to meet my child's needs and now I have to move to a specialist school
- I think the Sen team are good but the teachers don't understand Sen children
- I had to move him to a new school as
- Couldn't ask for more Addington are amazing
- I didn't feel he was welcomed at his mainstream pre school(Poperinghe)
- Sometimes. College staff had one way to do things, wanting the child to fit what they do despite a clear and comprehensive ehcp
- Does
- Not sure. Kind of is but it's hard for us to get additional days when we need childcare. It feels as though they are looking after my child as a burden sometimes

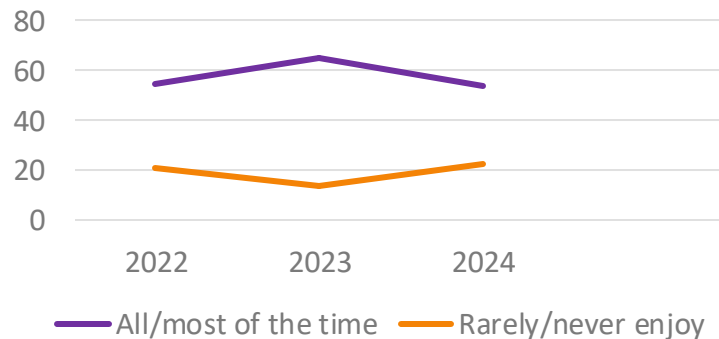
Q7: Does your child enjoy their pre-school, nursery, school or college?

Answered: 223 Skipped: 81

53.9% (64.8%) said their child enjoyed their education setting most or all of the time
22.6% (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)	6.37% 13	16.18% 33	23.53% 48	31.86% 65	22.06% 45	204	4.01



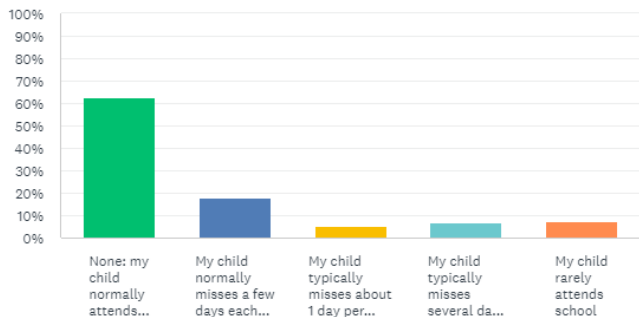
Q7: Does your child enjoy their pre-school, nursery, school or college?

Answered: 223 Skipped: 81

- But wants to be in mainstream, doesn't like being different and is traumatised by moving to sen school - no counselling
- Still has anxiety and is very behind academically
- Loss of good staff has made it hard for my child to go to school
- Bullying was a massive issue, along with general school behaviour
- Not attending school since May owing to anxiety
- He has a strong sense that his life is controlled at school and he has no autonomy or choice. He used to love learning but has started to really hate it
- Behavioural and regulation challenges in mainstream nursery due to the setting being busier
- Can become difficult to soothe
- 1 likes school but struggle and the other hates school
- Does not enjoy any lessons. Does enjoy break time, after school club, lunchtime
- He just loves everything at his school & highly misses over weekends & long breaks.
- They were unhappy when they did attend school
- she enjoys learning and make friends
- the environment and approach do not work for her. they are overwhelming and stressful for her
- She loved primary school all the time. The challenges of high school make it so much harder for her
- Very anxious to go to school. He complains he does not get help he expects his TA gets used elsewhere. Sensory processing needs are high and not addressed consistently or appropriately
- She is currently not attending even though she is on the mainstream school register
- He struggles daily going into school, and coming home. He quite often gets upset at school and miss understands a lot.

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: 223 Skipped: 81

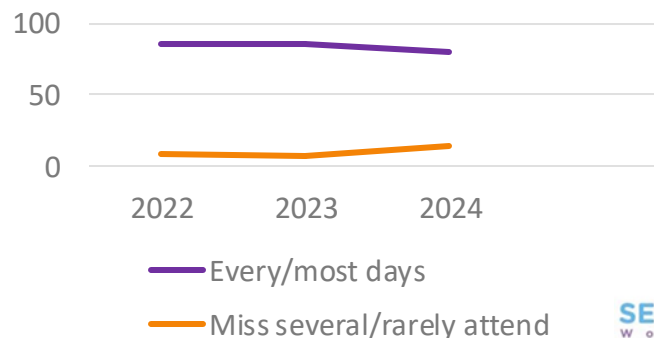


ANSWER CHOICES	RESPONSES
None: my child normally attends everyday	62.38% 126
My child normally misses a few days each term	17.82% 36
My child typically misses about 1 day per week	5.45% 11
My child typically misses several days a week	6.93% 14
My child rarely attends school	7.43% 15
TOTAL	202

Comments (38)

Over **80.2%** (86%) of respondents said their child attends their education setting every day or only misses a few days each term.

14.7% (7.7%) are missing several days a week or rarely attending.



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:

- not this year, but it has been hard to keep the momentum up
- Doesn't yet do full days
- Failed by mainstream and specialist schools
- AP was going well but mental health declining resulted in issues meaning placement at risk. We have many placement breakdowns and risk being left with nothing at all
- My son couldn't attend school so hence having tutors. He would normally miss a few days each term from tutoring
- My child misses lessons most mornings as she struggles to attend and even when she gets there she often stays out of lessons
- Was attending until recently now on part time timetable 3 mornings a week
- Some health issues and lack of engagement from the school
- Anxiety and lack of support from the school
- My child is unable to sit all day in class with ADHD / disruptive behaviour
- My child has not attended since Easter.
- 77% attendance
- Since May 2024
- Though we will likely get to a point where this isn't the case
- Is on a reduced timetable
- She hates being off at it affects her attendance, so struggles to go in
- Can only cope with half days & although goes to school, doesn't go to class
- Just hospital appointments or if a cold as not allowed to attend if at all ill
- Often late due to disrupted sleep patterns
- This is usually because of clashes with appointments or because he is sent home unwell
- She goes 3 afternoons will increase in September
- My daughter is often late due to anxiety over going to school and worrying about certain things

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

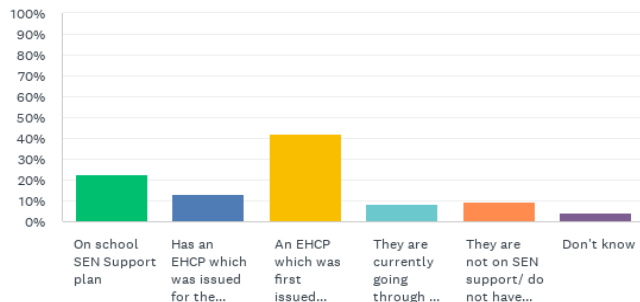
Respondents comments:

- This is recent over the last few weeks that he is struggling to go to school. He had been going in every day and maybe missing a Monday after a weekend or half term.
- Unable to attend therefore no school place now. When he was 'on roll' he missed many days due to poor mental health.
- only off for appointments for health and genuine sickness
- He attends but can be a bit late due to anxiety. We have to do a lot of sensory processing support before school to regulate as we can't rely this happening at start of day
- They miss every day due to anxiety.
- My child does not attend
- He has missed some mornings of school through his difficulties from his Autism and ADHD.
- I have twins. One attends very consistently and the other is not able to manage 5 full days yet
- part time timetable - cannot access full days
- She has attended once or twice since term began in January
- My child has been unable to attend the named setting since July last year as they cannot meet needs - 0 attendance this academic year
- She has a planned PTTT (missing 2 sessions per week) and then misses around once every two weeks in an unplanned way. Generally because of unmet need
- Hasn't attended since Oct 23. for year up to that was missing several days a week
- Becomes overwhelmed and dysregulated
- Had to leave due to poor mental health and little to no help in the right areas
- Only when medical situation arises

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

Answered: 223 Skipped: 81

We received responses from those whose children are on all levels of support with 55.2% (59.9%) of responses coming from those with EHC plans



ANSWER CHOICES	PERCENTAGE	RESPONSES
On school SEN Support plan	22.64%	48
Has an EHCP which was issued for the first time in from June 2023 onwards	13.21%	28
An EHCP which was first issued before June 2023	41.98%	89
They are currently going through the EHCP process	8.49%	18
They are not on SEN support/ do not have an EHCP	9.43%	20
Don't know	4.25%	9
TOTAL		212

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

Answered: 223 Skipped: 81

- ad hoc support - dependant on teacher and availability
- She has an Ehcp but yet to receive an updated copy since her annual review in March despite me emailing and phoning on many occasions
- They do get support, I think it is called a passport (?), it is light touch but enough
- Support at lunch time, to be in a quiet space
- New issues
- SEN support plan is not enough. I hate the way the government allows for children with special needs to go to mainstream school. Not only they allow it, but they also push it down the school's throat. It's despicable.
- In the process of doing an EHCP with school support
- Support not in place
- Has a pupil profile but no support from the SEN team as "her grades are good and she looks happy". She gets support from the attendance team
- EHCP requested but has been refused to assess
- Currently awaiting a needs to assess decision
- Had EHCP now working and hoping to return to study
- Not a lot of help from school
- Technically on a Sen support plan but not really one that makes sense
- We require help to complete the EHCP
- Currently my child does not have an EHCP although I think he needs one, his school have given him an IEP for now.
- The quantified support in the EHCP was recently removed by the school and council at the most recent review.
- Has an EHCP which specifies 26 hours of one to one. He receives half an hour a week.
- Only just after pushing for extra support
- Has IEP

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

Answered: 223 Skipped: 81

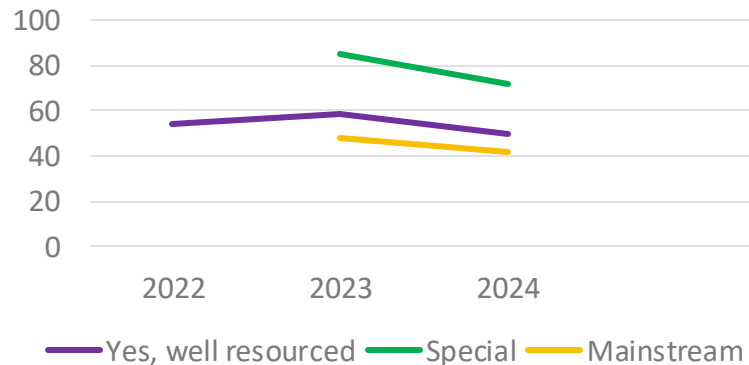
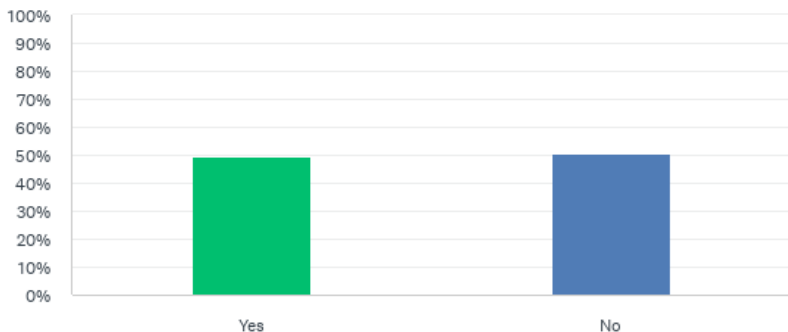
- Currently waiting on one ehcp and the other just received there
- Daughter has not wanted to engage with autism interventions eg. movement breaks, social stories but has engaged with nurture support where autism has been talked about
- Still awaiting WBC to sign off her ehcp from last October
- Ehcp reviewed & updated 6/12 monthly
- Finally had an annual review after waiting since Sept 2023
- One child EHCP was issued in 2022 and the other August 2023
- I am very close to writing a PAP letter as LA have failed to meet timescales after conceding to an appeal
- But it is useless. School have been appalling.
- applied for ehcna Jul 23 still only got draft ehcp
- The school have created a Pupil Action Plan.
- We are currently trying to amend EHCP for a specialist placement
- We've been told getting an EHCP is a battle and very stressful, so we have not gone down this path for him. He gets help through the school SEN team.
- He is at a special needs school and gets full 1-2-1 support

Q10: Is your child/young person's education setting able to meet their needs with enough resources (eg. number of staff, staff training, equipment etc)?

Answered: 223 Skipped: 81

For those who it was applicable **49.5 % (58.9%)** say that the education setting is well resourced to meet their child's needs.

Special School **72% (85%)**
Mainstream **42.1% (48%)**



ANSWER CHOICES	RESPONSES	
Yes	49.51%	101
No	50.49%	103
TOTAL		204

Q10: Is your child/young person's education setting able to meet their needs with enough resources (eg. number of staff, staff training, equipment etc)?

Answered: 223 Skipped: 81

- Unable to meet needs which means not accessing the curriculum and being subject to punishments/consequences for ASD and adhd behaviour
- my child does not have an EHCP. There is not support or attention given to his needs on attention deficits, weak emotional regulation. He is starting to worry a lot and learning motivation is going downhill.
- It is not transparent. We learn about activities once a year and our son cannot confirm whether this is really the case
- Need more funding for 1-1 tuition for some core subjects
- Not all teachers are aware or mindful of additional needs when it comes to assessments, I feel more regular support is needed i.e regular check in monthly or termly to discuss ongoing needs and progress and support needed, any meetings are requested by me and due to resource there are delays. I need to individually email and speak to teachers to ensure my son has the support needed, i.e. extra time on exams etc as this is often overlooked
- Our child would benefit from having someone to keep him focussed in lesson but as his grades are acceptable, he has not much support in lessons, and he plays video games on his i-pad regularly instead of doing his school work.
- They do not understand how to help a child with complex needs nor how to help her move to another school.
- SEND department not completing agreed actions
- On EOTAS as for 4 years not found anyone who can meet needs
- Couldn't access school
- Lack of funding, high turnover of staff
- However school a reducing resources next year so likely to have less TA support in the classroom
- Awful send support, meetings were pleasant, but nothing ever changed or improved
- Not sure
- Needs a higher level of support than school can offer
- Certain provisions not met
- They have the resources, but school said they are not delivering the provision in EHCP - no reason given
- class size too big, not nurturing environment, not inclusive
- This will change when he moves to secondary school in September 2024
- I believe more should be being done to support my child other than having prints out given to him for lessons. He does not speak up in class and we are worried he will be left behind.
- Not enough staff training on Autism, ADHD. Not enough staff.
- School said there wasn't SEN provision for ASD or ADHD

Q10: Is your child/young person's education setting able to meet their needs with enough resources (eg. number of staff, staff training, equipment etc)?

Answered: 223 Skipped: 81

- Sometimes the teachers are not aware of his needs
- My child needs a different setting where he can be surrounded by others with similar needs. I hate the isolation he endures. The staff is kind but not well trained.
- We need more resource hence the need for an EHCP. He needs differentiated learning, small group setting or 121, he needs OT input and SALT due to social communication issues.
- She needs a 1-1
- They don't seem to think she needs SEN support
- Child has EBSA but the support put in place isn't relevant for the issues
- He is in year six!!! So due to finish school for the summer on the 23rd July 2024
- Needs more one to one but not enough staff to do this
- Staffing issues make ratios difficult to manage sensory circuits and 1-1 sessions
- The course is part time, and there is not provision to support her on days she is not in education
- WBC refused to issue EHCP. School meeting need but only because they go above and beyond what could normally be expected. Going to tribunal.
- Gets no personalised speech and language support due to
- Speech and language provision
- SEND nursery are able to meet his needs
- Staff awareness of needs is patchy and often not believed. Quiet space used currently is In open air which isn't sustainable in bad weather
- They have still not hired a full time one to one, have stopped her going on a school trip due to lack of staff. She's not being taught by a teacher so falling behind further in the curriculum.
- School is very helpful and do their best but their support is limited to staff availability
- I think more funding money to help with support and with education plans being rejected in Wokingham
- Not enough hours and they often send him home even with the mildest of adverse symptoms
- Yes, if they organize it and monitor it better
- School have said they cannot meet needs as the child's needs are too great for mainstream
- Required small class sizes and 1:1 support
- Yes, however we have had difficulties in the past with teachers not realising his struggles which caused him great difficulty on a daily basis.
- Not enough trained staff for significant behaviour difficulties

Q10: Is your child/young person's education setting able to meet their needs with enough resources (eg. number of staff, staff training, equipment etc)?

Answered: 223 Skipped: 81

- Independent SEMH school
- I don't feel that the school are educated enough to deal with neurodiverse children. Not enough 1:1 support.
- My child's school is underfunded and currently cannot give him the one-to-one support that he needs, they do their best with what they have.
- The school is not currently able to provide speech and language support, or occupational therapy.
- No staff.
- Not enough staff
- Not enough trained staff or resources
- Both struggle staying in class and are working well below their age level
- They say they are however I don't see them doing anything for my child whatsoever & neither does she.
- They've just had a round of redundancies that has removed all the teaching assistants
- More PT and OT specialists are needed
- Not confirmed, therefore no additional support
- Lack of understanding of her needs, there is support for literacy and numeracy but not at any other times of day. She struggles during physical sessions and at lunchtimes and this is when she will often get into 'trouble' due to not following instructions or becoming angry. I think in more creative sessions, she is more engaged as there are more visuals and opportunities for her to express herself without having to follow instructions.
- Headteacher says child does not have an 'educational' need!
- Constantly changing staff, and a lack of understanding is staggering.
- They don't have enough resources for staff training required to meet child needs.
- Lack of specialist staff for 1:1 and delayed in all external services to help with EHCP needs
- More
- He is not participating in lessons, wanders around the corridors and the playground during lesson times.
- Not sure

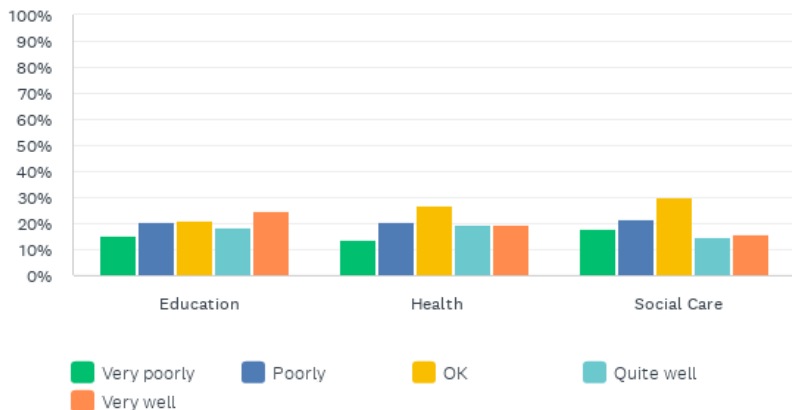
Q10: Is your child/young person's education setting able to meet their needs with enough resources (eg. number of staff, staff training, equipment etc)?

Answered: 223 Skipped: 81

- Mostly but they are very short of support staff
- As far as I am aware, but I don't know
- Lack of funding for specialist such as a speech and language therapist and Occupational therapist. There needs to be more than just one of each sometimes they are multi-site shared and that is spreading it very thinly. This means kids don't have the chance to advance as quickly as they would should they be given direct therapy by qualified therapist every week. Unfortunately, further down the line it will cost much more in care. Nipping it in the bud a lot more cost effective than passing the financial buck to every local government.
- Need full time SALT support at SEN school.
- Awaiting EHCP to be reissued to give to college
- Doesn't receive 25 hours support
- EHCP has only been in place for a week so the school haven't quite got everything in place yet
- His work placement is better than college
- Not enough resource to do Autism specific work to any real level
- There is a lot in sections F of their EHCP's that aren't being met
- Need an ehcp assessment to get a full understanding
- she needs specialist provision
- I'm not sure, time will tell.
- Sometimes yes but I have regular contact
- They failed to follow EHCP, have a trust culture which is non-inclusive. Place greater importance on their 'brand' than the needs of students. Are unwilling to accept that some behaviours are a manifestation of being disabled, not correctable behaviour, are unwilling to work with external agencies to expand knowledge or gain input
- She experienced significant school trauma and there has been no stability and organisation to help her grow. They are just about fulfilling the requirements of the EHCP - but everything is so haphazard. She is stagnating and unable to progress

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

Answered: 223 Skipped: 81



Education

Very/Quite well – 43.1% (45.8%, 42%)

Very poorly/poorly – 35.8% (30.3%, 36.7%)

Health

Very/Quite well – 38.9 % (38%, 36%)

Very poorly/poorly – 34.2% (30.6%, 33%)

Social Care

Very/Quite well – 30.6% (28.8%, 28%)

Very poorly/poorly – 39.6% (34.7%, 43%)

	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	15.14% 33	20.64% 45	21.10% 46	18.35% 40	24.77% 54	218	3.17
Health	13.68% 26	20.53% 39	26.84% 51	19.47% 37	19.47% 37	190	3.11
Social Care	18.06% 26	21.53% 31	29.86% 43	14.58% 21	15.97% 23	144	2.89

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

Respondents comments:

- Whilst a traumatic process for us all - waiting for echp to name school, panel process, waiting times, no updates, not knowing what school options are available, eventually into SEN school
- Had to go private to get needs properly identified (private OT and EP)
- None of these service target my child
- Huge waiting time for ADD diagnosis (4 years), no ADD after care support offered, had to pay privately for dyslexia assessment (£700), no holistic approach to health challenges. Very reactive approach in terms of education, academic issues were identified at the age of 6 by teachers yet no SEN support or plan was put in place until age 10 despite years of requesting support/
- The school has implemented help for our child which is great but not in class to help him focus. The help is great but is not enough as there is not enough support staff. We also were referred to a dietician, but she couldn't help as she didn't know much about autism and nutrition. We also had a counsellor but only 6 sessions which is far from enough to change out child's way of perceiving the world.
- They have just tried to force her to be like other children - they are not understanding the complexities of her needs.
- Mainly been us as parents
- Education has been a battle to get right services allowed to assess but after battles, we have had the right result and needs made clear in reports, through private OT, SALT etc. just waiting to see if LA will except the new information. health is a nightmare to get help at the right time, so needs aren't identified as put on huge waiting lists. Social Care (CWD) often feels like meetings and visits with no meaningful support and constantly having to chase, everything takes so long
- Secondary school quick to recognise need
- Health never got back to us we ended up going private
- Social care - CWD team = very poorly
- Assessments , 1:1's and getting to know the child / family
- No one identified any needs until I pointed them out
- NOBODY OTHER THAN PARENTS HAVE TRIED TO IDENTIFY SPECIFIC NEEDS.
- School thinks he has no needs social care thinks he has autism, adhd. anorexia, dyslexia, ODD etc but still waiting for access to get a diagnosis
- Previous school setting only identified behavioural issues
- Social care is shockinga pot of money, which can't be used anywhere, does not solve the social issues that my child faces. It's ridiculous
- Ed Psych good though not thorough. OT and SaLT didn't meet her - triaged from EdPsych report. We had to pay for private OT/SaLT to get proper assessment

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

Respondents comments:

- The initial EHCP process was appalling- felt uninformed & stressed. was initially in a mainstream setting which was the best fit.
- I had to prove the school for information based on his reports that flagged issues for me. I had never been told by his primary nor secondary that he may have ADHD.
- Anxiety pathway identified need, but still not really able to offer proper support, back on the waiting list for treatment
- I think my child is ASD as well as ADHD, but so far we only have the ASD diagnosis.
- Education have identified needs by observing and trying different strategies to see what has worked. They've also worked with us as a team and took on thoughts / ideas that are working at home. We had to go private for our diagnosis and they did a fantastic job but I think the CAHMS service communication for both diagnostic pathways particularly the ADHD is terrible. The only saving grace is the prediagnostic support through the charities.
- Social care and health have had no involvement, therefore cannot identify needs
- School didn't believe there was any issues
- School didn't believe there was any issues except separation anxiety
- Addington School is experienced for my son's disability/ level of support, so that has been excellent. Social care transition to adulthood was also very good.
- We have identified the needs not formal authorities
- Life skills are employment are covered.
- not enough understanding of childhood trauma and mental health issues on top of autism
- Paid for occupational therapy report to get advice and support on how to support my child. Went through council OT and still had a phone call with ideas.
- They haven't! I am passed from pillar to post with deliberately incorrect information given at every possible opportunity. There is a point blank refusal to provide any support or help for our daughter & ourselves
- Just going through process of getting Care Assessment for respite care, but there is a waiting list.
- My child is still waiting for an official diagnosis from CAMHS for dyspraxia, despite the OT team having assessed him twice and having the same score (which indicates dyspraxia). He is unable to keep up with his peers physically and often refuses PE.
- Private paediatric services have identified my child's needs very well.
- No contact with anybody from Wokingham
- School identified our son might have ADHD. We paid privately for an assessment to confirm this.
- very involved in his plan so represents his need
- OT services are appalling and let children down. Also on ADHD list over 18 months

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

Respondents comments:

- We only recently found out our child's specific condition, which could have been identified from before birth.
- His Health visitor was very helpful in referring him to all necessary services, and he had a portage worker for over a year who was also extremely beneficial
- Send team trying to find school have been awful they have passed us from pillar to post no one ever gets back to you and I never know if I am speaking to the right person
- None of them identified her needs, I did
- Our daughter masks very well in school so it was us who did a self-referral for an autism assessment. When we started telling school about the challenges we see at home, school were understanding and accepting and have supported us as best as they can. Despite talking to GPs about daughters' anxiety around change, parties, hairdressers, doctors and dentists, they did not mention or consider possible autism. It was only through my work where I received autism training, that I was able to see the traits in our daughter.
- We have had concerns for a while, but I think with COVID we were unsure if this was a factor. When we started having assessments at Dingley we realised that our daughter was having difficulties in ways we didn't realise and they have asked for actions to get her the help she needs. The school were very dismissive, and it took reports from OT and consultant to get them to create an IEP. We are still waiting for them to start the process for EP and EHCP but they are very busy so can't look at it.
- My child has a medical condition (eg epilepsy, diabetes, self-harm) and they removed them from school for 10 weeks due to Health and safety reasons, utterly disgraceful.
- Through parental advocacy. My concern with that is what happens when I am no longer here to do this!
- For schooling we had exceptional support from an independent specialist school which was out of borough. For the sake of the surgery (college) this was poor.
- CAHMS diagnosed ASD.
- His Primary School has been very supportive and engaging when we have asked for help for my son's behaviour. He is a totally different child at school to when he is at home and his behaviour at home is quite volatile.
- Annual reviews and private assessments
- Adopt Thames Valley have assisted in identifying PTSD
- Everyone passes the buck and it's difficult to know who to contact for what. It's never clear.
- I have had to request a EHCP and referral to CAMHS, these have not been identified by anyone else
- As he has not been in education after mainstream could no longer meet needs then this doesn't apply
- I get regular TAF meetings organised by ASSIST, support from short breaks and SENDIASS. All of which can see that needs are not being met in he current school

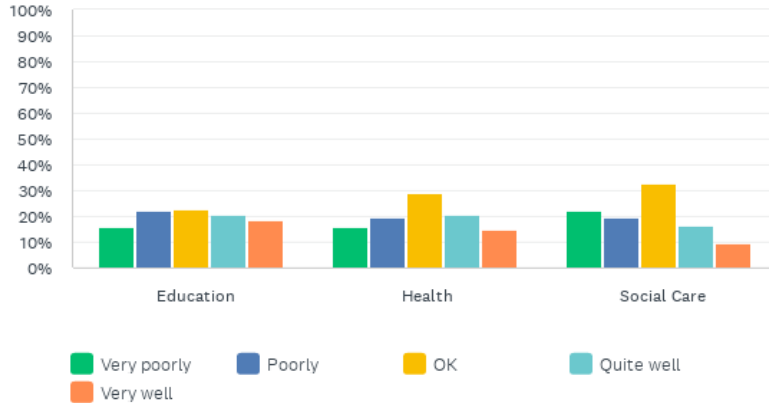
Q11: Please tell us how well you think your child/young person's NEEDS have been IDENTIFIED by the following services

Respondents comments:

- Non verbal, mobility, ECP, term reviews, hospital appointments at school.
- Their specialist school isn't meeting all their needs. Their mental health needs are being fail over and over again. One child has psychological trauma as a result of bullying in his mainstream primary but CAMHS and PHMT4Y aren't willing to help as they could not engage with CBT. It's laughable that a young child with ASD, trauma is discharged because they can't engage with a short piece of work that is not appropriate for a child with ASD. I have met a huge number of professionals wondered why CBT is being offered to people with ASD. My child needs time to trust the person he's working with and to explore options like play therapy, art therapy or animal therapy but it's not available so they are discharged without help. My older child who is now 18 had to take an overdose 4 years ago before anyone helped them. I was telling school and CAMHS a year before the overdose that they weren't ok and needed help (they has ASD). Our children have to fail before any help is offered and it has to change!
- She has been at two mainstream schools, the first was appalling at identifying her needs, the second has been much better. Health don't seem interested. We went private for her ASD assessment as CAMHS waiting list was so long. CYPIT have not been at all useful.
- I had to get private assessment done to get all 3 diagnosis for my child. The school and LA actively discouraged this.
- The school have had nothing to do with her getting specialist help and diagnoses at this point. Neither her primary or her current secondary
- Identified as family needing respite then denied
- No contact
- Despite having significant comm/social differences SALT were never involved. EHCP was a simple cut and paste exercise and added no value. Use a standard suite of words, that have no impact. Not creative enough.
- The Ed Psych was fantastic - but we couldn't access until very late in the process. She never had the OT or S&L assessment that she was meant to have for the EHCP assessment. In the end, as parents we had to become experts and talk to the Ed Psych
- School ignored our child's SEN issues, CAMHS caused harm and have massive waiting lists.
- Nobody has identified his needs. Early help service now involved and they're the only ones developing a relationship with child which may lead to understanding of his needs.
- Edgbarrow school reported my child as authorised absence while they were not at school for two years, Wokingham BC didn't bother to check kids that are consistently off school.

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

Answered: 223 Skipped: 81



	VERY POORLY	POORLY	OK	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	15.91% 35	22.27% 49	22.73% 50	20.45% 45	18.64% 41	220	2.65
Health	15.87% 30	19.58% 37	29.10% 55	20.63% 39	14.81% 28	189	2.63
Social Care	22.14% 31	19.29% 27	32.86% 46	16.43% 23	9.29% 13	140	2.46

Education

Very/Quite well – 39.1% (44.6%, 41%)

Very poorly/poorly – 38.2% (35.6%, 37.3%)

Health

Very/Quite well – 35.4% (34.7%, 34%)

Very poorly/poorly – 35.5% (32.7%, 34.6%)

Social Care

Very/Quite well – 25.7% (27.1%, 22%)

Very poorly/poorly – 41.1% (39.7%, 42.9%)

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

Respondents comments:

- School is great but child has trauma and wait time for diagnosis
- Extreme waiting lists (especially for anxiety)
- Huge waiting time for ADD diagnosis (4 years), no ADD after care support offered, had to pay privately for dyslexia assessment (£700), no holistic approach to health challenges. Very reactive approach in terms of education, academic issues were identified at the age of 6 by teachers yet no SEN support or plan was put in place until age 10 despite years of requesting support/
- As I said above, it took a while but the school is offering more support but not in class which he needs to focus on his work.
- The support has been blame and shame. Not understanding the needs of the child. Blaming the child. Blaming the parents.
- School now is great, but Wokingham forced my child to attend a mainstream secondary as did not consult properly
- Education varies,
- EHCP granted but still a continuous battle to get her support and needs met
- GP was good but the referral to gastro never came through despite attempts to get an appointment
- They have done as much as they can with the resources they have
- School - expelled him, health haven't seen him, social care - OFGOV agreed poor practise - made to apologise and pay compensation
- Wokingham need to offer more SEND after school and holiday camps.
- School have gone above and beyond to offer support
- Anxiety pathway identified rough need, but not able to offer support yet so back on waiting list - probably for CBT that I very much doubt will work, school identity needs for outside support – Foundry, but 8 months in and still no support forthcoming
- We can't now get my son on medication so we have to find the money to go private. Even then the GP has said they won't do shared care which creates health inequalities as in some areas the GP will if you're under a private provider. Education don't have enough money to support the needs but getting an EHCP is lengthy and not guaranteed.
- See above. Health and social care services cannot meet needs as they have had no involvement
- My child has a budget to access the Optalis service, however we have found the Optalis service problematic as my child is anxious regarding attending the service and due to reduced staffing there are few opportunities to access. We would prefer to use our social care budget allocated to Optalis for other support services.
- It has been a battle for 5 years to get an EHCP in place for my child. We still do not have a final EHCP which has enough SMART provision to meet my child's needs.
- Won't give services as won't use money as she is mainstream but can't attend mainstream services
- No contact
- 6-week MH support sessions
- My daughter is increasingly excluded. For example - today she will spend the whole day in the corridor because of unplanned changes.

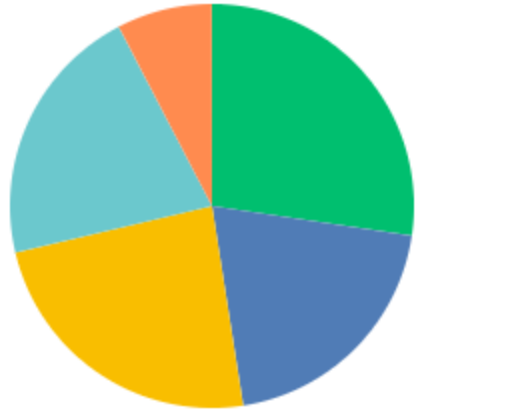
Q12: Please tell us how well you think your child/young person's NEEDS have been MET by the following services?

Respondents comments:

- We are nearly out of education now so these questions no longer applicable
- She is receiving speech therapy provision we believe at College, but we are unaware of the details and do not get feedback on this
- Waiting for a dental follow up referral- no updates. Hours for care given are limited and insufficient.
- I had to fight and go with my gut most of the time
- Out of date EHCP caused issues with finding a Secondary SEMH and as of 30th June 24, no school approved by the LA due to failures
- They have not even attempted to meet her needs
- Due to lack of response from CAMHS regarding dyspraxia, we are still no further along.
- We had a multidisciplinary review a few months ago, and no actions from that meeting have been progressed.
- He's had speech and language therapy through the scips programme which helped, he's also having yearly paediatric appointments
- I'm constantly told that because she's "on target" in all subjects that she doesn't need support..this is not true.
- School have done their best to try meet needs of a pupil who finds it very hard to accept her autism diagnosis and help. Social care did an assessment but said we don't qualify for a social worker despite our daughter being violent towards us, risking harm to herself and to others. GPs don't seem to have an involvement in care of autistic children, they have always referred us to social care/early help/CAMHS
- We are still going through the process with Dingley and been sent through to LD CAMHS. School believe that there is no LD and have only started to give the basics. We do not know how well they are meeting need and from our child's view point they are doing very little but I appreciated this is not always accurate.
- Mainstream have met the needs by offering EHCP 1:1 staff
- Adopt Thames Valley organised and arranged funding for assessments and therapeutic support
- The school have put a number of things in place for my son to allow him to release energy during the day.
- Tried a CAMHS referral and they would not even look at it
- CWD team seem to lack understanding of his complexities
- School prioritises academia as that is how they are judged.
- short breaks
- Her school has met her needs to the best of their ability. They have tried and put in everything they can. Cannot fault KeepHatch on this.
- They have not met needs
- I have had to fight to get the EHCP in place (was rejected first time around but granted on appeal). CAMHS referral was turned down twice before third referral accepted
- Private paediatric services have met the needs of my child very well.
- No contact with anybody except Reading college who are excellent
- should be in transition bit as yet no allocated social worker
- There is next-to-no respite care available. Special needs carers who can handle children like mine are very few and far between.

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

Answered: 223 Skipped: 81

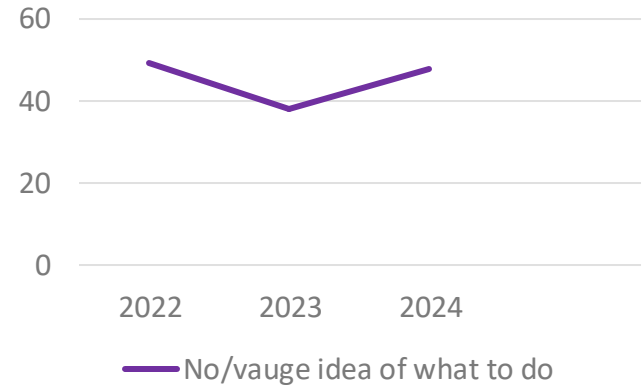


■ I had no Ide...
 ■ I had a vag...
 ■ I had some ...
 ■ I had quite ...
 ■ I knew exac...

I HAD NO IDEA WHAT TO DO	I HAD A VAGUE IDEA	I HAD SOME IDEAS	I HAD QUITE A FEW IDEAS	I KNEW EXACTLY WHAT TO DO	TOTAL	WEIGHTED AVERAGE
27.35%	20.18%	23.77%	21.08%	7.62%	223	2.61
61	45	53	47	17		

47.5% (38%) 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 decline and moving back towards 2022 levels (49%)



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

Respondents comments:

- Constant battle. I have knowledge and agency but still it's exhausting.
- I only know because I work as a SEND lead in the school my child is registered at
- It has been exhausting advocating for our child to ensure that their needs are being met and that reasonable adjustments are anticipated and put in place inside and outside the classroom.
- been told I can't get anything to help him
- Yes, but we were told several times that he won't get an EHCP as there are children who struggle more and as he has good grades overall, he won't get any more help and no EHCP. We also applied last year for an ADHD check but we are still waiting on a waiting list...
- The school were a barrier to getting support. The best situation would have been to move her to a school that could meet her needs rather than more punishment which was punitive and caused SEVERE mental health issues - the school caused this. not the home!
- After years in the system still not aware of support that should be provided
- Everything seems such a battle
- Constant need to communicate with school and education system to get support. Often ignored by education system
- I had to do research myself and found conversations were the most helpful to move me on
- To get the support my son needed I took him to be diagnosed so the school would give him the right support.
- SENCO helped a lot and social services
- I work in education and know through training. No setting has offered much help
- No idea what to do to get help because waiting lists are so long, school are oblivious and under educated about ASD and the individual needs of my child
- I had ideas - but was blocked - probably illegally
- the system and website are confusing with very limited access to a number to talk your options through.
- Know what to do, but you can't get support because of waiting lists or funding
- I want him to be moved to a special needs school.
- It's a battle though. You have to push and shout and you end up losing your own identity doing it but if you don't you know your child won't get the help they need.
- Why is ordinarily available provision unavailable? How are graduated responses triggered? What prompts assess, plan, do, review? I can't see anything that is triggered by a young person struggling at school.
- We have had to learn how the system works and get advice from SENDIASS and speak to parents and teachers
- We have ideas but extra support doesn't appear to be available

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

Respondents comments:

- In our experience it always has to be parent driven. Everything feels like it has to be hard fought for.
- It's extremely difficult
- It's extremely difficult
- All the processes are lengthy, complex and often require lots of justification to be accessed. This is exhausting and stressful when you have been through such processes repeatedly, know what is required but have delays to begin accessing.
- There is not enough information available from school
- There has not been a regular SEN officer in WBC that knows our daughter
- There is no clear guidance
- A chief parent liaison would be a good investment to help parents navigate a complex world
- write to your MP as the LA don't respond and getting anything arranged is impossible
- Child last year had EBSA and was in severe distress. Was referred to get help from MASH by school and nothing happened. Previous school was useless and nothing changes. So moved her schools.
- We have been on the waiting list for CAMHS for more than 5 years.
- I only knew who to access support because I work in a school and had opportunities to talk to the Senco who referred us to early help. Without her support we would probably never have understood our daughters behaviour
- Support not offering until year 3
- I need to get an EP assessment for cognition and EHCP started but not sure how without school support
- Timing counting for text or exam, can the school be providing to them?
- Staff need to stay at the placement. Be trained and listen to parents.
- Many barriers in my way to start with but gradually you learn what you need to do but it always feels like such a battle and is exhausting.
- I knew what to do, the services were not always helpful/available when needed
- I did lots of research, called the right people, told them what needed to be done, they did it, good outcome.
- Diagnoses have helped but we have had to do these privately
- Found getting purposeful OT input and booking early annual review impossible
- I had to speak to a lot of people who all gave different websites to research.
- We are quite concerned about the transition to secondary school as very concerned he will not get the support he needs through secondary sch
- There is no support out there for us
- Always a very very long waiting list

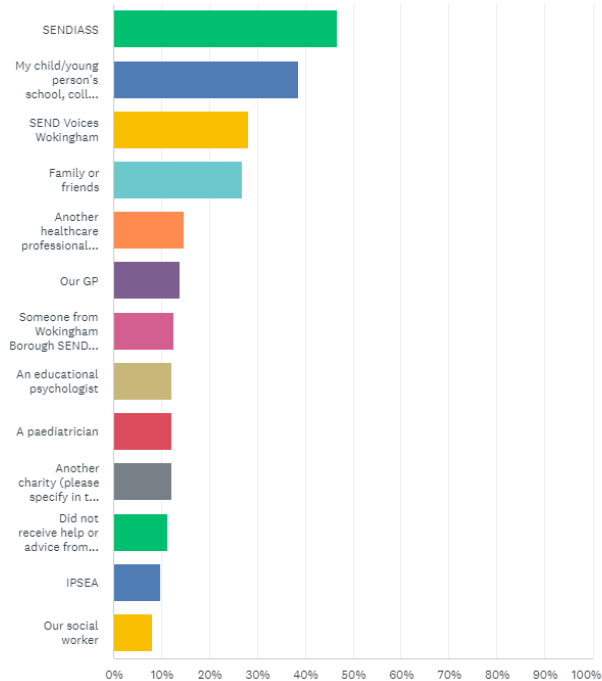
Q13: Did you know what to do in order to get extra support for your child?

Respondents comments:

- Other parents gave advice
- It's a mine field. Not sure where to go or how to start and when you do try an avenue it takes sooooo long
- I know what they need but it is not always possible to get it.
- I didn't but I got training and kept asking questions and where to go or who to talk to until I did not what to do. I am extremely knowledgeable now and this aggravates schools and health care services. I will not make apologies anymore for advocating for my children as no one else seems to (with one or two exceptions like ASSIST, SENDIASS)
- I had to research everything and battle every step of the way. The LA did everything they could to slow down and delay the process and not give enough funding.
- Sendiass were extremely helpful
- What a waste of time and tax payers' money going to tribunal to get special on his ehcp.
- They won't help
- Won't give any support
- When he first started school in reading I didn't but when we moved to Wokingham I knew what he needed. This was not easy to get.
- We had meetings, there was lots of talking, But very little outcome. We feel completely failed by all external services.
- I have tried but nobody wants to help
- Impossible to get any meaningful help. CAMHS may as well not exists (waiting times)
- I've tried getting help but needs assessment has been rejected and rejected again at panel. Unlawfully based on Our knowledge. We are appealing.
- I called the council and spoke to social services and to this day no one has an answer for me as to how the council will educate my child.
- Know what she needs and how to do EHCP. No idea how to make SEND team actually do it
- I need to contact CAMHS to get help for depression, anxiety and BDD for my child. Not sure what other services can help with this.
- We have not had any point of contact within Wokingham services over the last 5 years. Any contact we do find has always left/moved on when we next need a contact point

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: 223 Skipped: 81



Top 4 sources of help and advice:

1. **SENDIASS** (46.6% increase from 41.9%)
2. **School/college/nursery** (38.6% similar to 40.2% 2023)
3. **SEND Voices Wokingham** (28.3% increase from 23.2% and 1 place higher ranking than 2023. Now reaching more families through supporting drop-ins and running our own)
4. **Family or friends** (26.9% very similar to 26.4% in 2023)

ANSWER CHOICES	RESPONSES
SENDIASS	46.64% 104
My child/young person's school, college or nursery	38.57% 86
SEND Voices Wokingham	28.25% 63
Family or friends	26.91% 60
Another healthcare professional (please specify in the box below)	14.80% 33
Our GP	13.90% 31
Someone from Wokingham Borough SEND team	12.56% 28
An educational psychologist	12.11% 27
A paediatrician	12.11% 27
Another charity (please specify in the box below)	12.11% 27
Did not receive help or advice from anyone	11.21% 25
IPSEA	9.87% 22
Our social worker	8.07%
Total Respondents: 223	

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

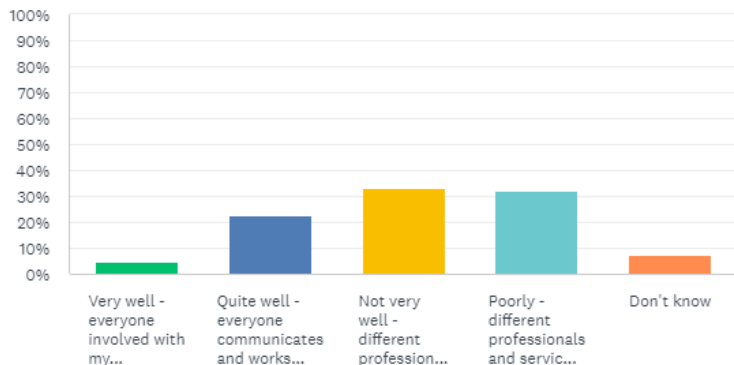
Respondents comments – other sources of information:

ASSIST (13)	Medical professionals (NHS) (1)	Sensory Consortium (2)	CAMHS (2)	ARC
JAC	GP	Equine Therapy	Online	SEND Carers
Autism Berkshire (4)	Private therapists (10)	Private medical (4)	Local Offer	NEET Team
Early Help (3)	Teacher for Deaf	Adopt Thames Valley (2)	MHST (2)	Downs Syndrome Assoc.
Short Breaks	Parenting Special Children (9)	EWO (2)	NAS	Family friend (3)
LSA (school)	Private SEN Advisor	Contact a Family	OT (3)	Promise Inclusion
SALT charities	Dingleys Promise (2)	SOS SEN	Family worker	SALT (2)
Adoption SW	Me2 Club (2)	Psychologist (3)		

- Requested advise from all - very limited advice given from school settings
- Definitely not the Wokingham send team!!!
- Social worker was totally unhelpful - didn't understand the basics
- Some caseworkers are good, but they leave pretty fast - send consultancy hub are helpful. Sendiass aren't able to cope with capacity and aren't really very independent - seem to side with WBC as they know the pressure points
- I received lots of advice however it is all conflicting, even during meetings with multiple agencies there is no clear consensus on how to navigate the 'system' (I really don't believe there is any system in place to support my child - just a bunch of agencies pointing the finger at each other)
- WBC Education Welfare Officer was helpful in influencing the school to act legally.
- There's help available? That's news to me. Feels like we've been abandoned by all services! (I have ticked a couple which I have accessed previously but I don't believe they're not able to provide the support needed now).

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

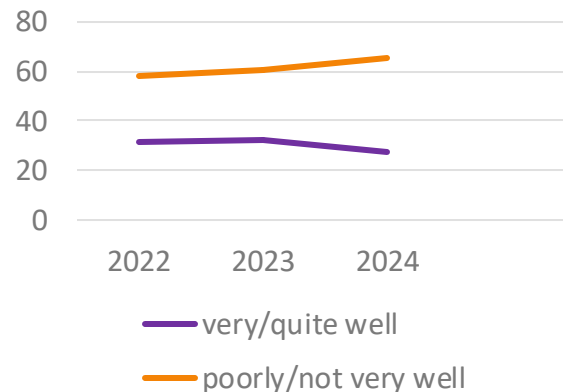
Answered: 223 Skipped: 81



ANSWER CHOICES	RESPONSES	
Very well - everyone involved with my child/young person communicates well and makes decisions together	4.93%	11
Quite well - everyone communicates and works together most of the time	22.42%	50
Not very well - different professionals and services sometimes communicate and work together	33.18%	74
Poorly - different professionals and services rarely or never communicate and work together	32.29%	72
Don't know	7.17%	16
TOTAL		223

27.4% (32% 2023) of respondents say that professional work very/quite well together

65.5% say professional work together not very well/poorly. This has increase from 2023 (60.3%)



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

Respondents comments:

- WBC case workers and panel cause a lot of stress and don't even turn up to annual reviews
- This is due to having EOTAS - the LA are the lead professional but refuse to allow meetings or fund their time, as a consequence the approach to their education is fragmented and difficult to manage. As a parent I have to go back and forth between professionals to ensure information is passed on and others know how to work with the child
- Communication between Borough and School and 6th form is good
- Very siloed approach which is difficult when you have a child with multiple complex additional needs
- Communication and joined up working still needs more work
- Teachers have been very proactive but his further assessments have just become a vague idea that may never happen
- Very little joined up working even though I tried
- Apart from CWD team (all other professionals are excellent)
- Primary school do not work well as they're in denial/don't care because child in year 6.
- Professionals work together. Services not so much. Very disconnected.
- Workloads and staffing changes are probably biggest problems
- I've managed health services in a different borough and I can say that all 3 systems are strapped for cash and time. They don't always talk to each other in collaboration in a timely manner. The system is reactive where your child and us parents have to go through such trauma before you get the help you're entitled too.
- LA does not work well / in a timely fashion with other services. School and private OT and Alternative Provision provider generally work well together.
- School is very good at communicating, the social worker from transition to adulthood team was also excellent at liaising with school, however the SEN team at Wokingham have been poor. No one has attended my son's annual reviews for several years, his EHCP has not been updated for 2 years, despite extensive amendments at the review meetings by school and there is never a response to any emails querying this.
- Some specific individuals have gone above and beyond others don't or even worse hinder collaboration

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

Respondents comments:

- Social workers don't get answers anymore than parents do. Contact any team at Wokingham is a joke. Response times are ridiculous and urgent does not exist
- There is no cohesive framework or governance for cross team working. Each team's priority is to get a different team to do something rather than actually providing support. It is also very apparent that each team does not know how to engage other teams or have any idea of the processes that other teams follow - this makes providing any meaningful support for a child impossible to access
- CAMHS were great at diagnosing autism but have fallen short with dyspraxia, we get passed from different departments with no answer and have been for over a year.
- Very little support for my daughter's needs
- Even when recommendations have been put to the school via a privately paid for EP & OT, they have mostly been ignored!
- Early help Family worker was very good at organising TAF meetings for us. When she referred us to social care no TAFs were organised and support limited while we waited for assessment to be completed, and referral made back to early help where we are on another waiting list for a family worker. We are concerned that a family worker might not have the relevant experience of autism that we need whereas a disability social worker might have done had we met the criteria for one
- Between health has been good
- It's a mismatch, WBC have no staff to undertake and facilitate what needs to be done, assist is a total waste of taxpayers money we are still waiting to be seen after a member of staff left 5 years ago.
- Due to the lack of resources and availability of professionals there is a huge gap to support my son.
- If professionals worked together parents wouldn't need to spend their lives filling in forms and answering the same questions over and over again and supplying each professional with evidence of what another's opinion is. Why can't the information be stored in a central resource including for things like PIP?
- Poor experiences of communication between college and send team each blaming one another for any issues
- No one works together they all give differing advice
- School and short breaks have been great

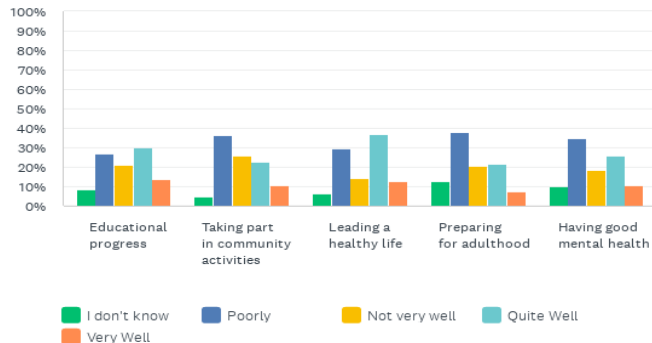
Q15: How well do you think services and professionals work together to support your child/young person?

Respondents comments:

- My son is only just about to start being assessed by CAMHS so his needs have not been thoroughly identified yet.
- We have had extreme difficulty in getting dyspraxia diagnosis as GPs, OTs and paediatrics are not joined up
- Everyone involved works well together - apart from CWD who lack insight/understanding.
- Annual review a farce with the council! No clear following of processes and nothing is ever done from one year to another
- They never speak to each other, even when they work for the same employer
- They don't communicate with each other
- Our core team of professionals work well together but I'm not sure what is meant by 'services'
- A number of professionals are aware of self-harming but no-one seems to think it important to offer support. Too close to adult for waiting lists
- At time of great crisis I found myself continually repeating things over the phone to different people even within the same team people would call and not realise someone else had already spoken to me. Internal communication and cross team. Work is poor. Nobody seems to understand what other services do or how they can help, when I raised concerns about potential county lines involvement, Nobody knew what to do and I was left on my own to manage a teenager who was vulnerable and a great risk of exploitation. This included social care, early help, youth Welfare team, The Police, And the school. Individual sent more concerned about the protection act then trying to help our child.
- LA seem to not want to liaise with anyone unless their hand is forced. No continuity of contact within LA SEND team.
- There is no communication, either between professionals or with parents.
- They do not communicate with each other very much. When they do they share inaccurate information.
- Only just started working together
- The charities link to each other well.
- seems a lack of joined up work even between children service moving to adult
- At the beginning it was very difficult trying to obtain what help was available, where to go, who to speak to. As a parent dealing with non school attendance and anxiety, it is draining being signposted to so many websites, making so many calls trying to access help.
- Once a need is identified then there's help but before that it's a battle
- The services that support me are great at communicating it's the SEND team that are not
- It's not the professionals that are letting us down. It's the systems

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

Answered: 223 Skipped: 81



	I DON'T KNOW	POORLY	NOT VERY WELL	QUITE WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Educational progress	8.41% 18	27.10% 58	21.03% 45	29.91% 64	13.55% 29	214	2.49
Taking part in community activities	4.52% 8	36.16% 64	25.99% 46	22.60% 40	10.73% 19	177	2.40
Leading a healthy life	6.35% 12	29.63% 56	14.29% 27	37.04% 70	12.70% 24	189	2.56
Preparing for adulthood	12.79% 22	37.79% 65	20.35% 35	21.51% 37	7.56% 13	172	2.24
Having good mental health	10.26% 20	34.87% 68	18.46% 36	25.64% 50	10.77% 21	195	2.37

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

- Educational progress **43.5%** (51.1%, 51%)
 - Community Activities **33.3%** (28.2%, 35%)
 - Healthy life **49.7%** (44.1%, 44%)
 - Preparing for Adulthood **29.1%** (27.8%, 32%)
 - Good mental health **36.4%** (40.8%, 35%)
- (2023 & 2022 results)

Improvements seen for Community Activities and Leading a Healthy Life, Preparing for Adulthood.

A significant drop in Educational Progress and Good Mental Health.

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

Respondents comments:

- Lack of cohesive approach means services and professionals cannot and do not work in collaboration. The child has been left for long periods with no support as communication is so poor and no one has full oversight of what is happening for and with the child
- "Hit and miss" about mental health. While there is SEND support in school there are teachers that do not have a proper SEND training which impacts the anxiety
- Already have one child in the care system due to being so badly failed and the same issues are happening with my youngest child now, need to help children with the right support at the right time
- My sons school are amazing but we receive no support from Wokingham LA and have been refused transport and short breaks
- We are offered holiday places but staff have proven they can't cope with additional needs and aren't trained. He was treated so poorly he won't return.
- My child is on anti-anxiety/depressants because mental health declined so much due to failures of school support (or rather lack thereof)
- Mental health is supported privately not by camhs
- ADHD and authority / sitting still in silence doesn't mix too well. Flexible classroom settings would be useful.
- Bog standard school reports show very little information, PFA touched on in annual review but not 14 yet. Mental health isn't a priority - attendance, detentions and sheer lack of service availability ensure poor mental health is consistent and embedded for the future. Our kids are being failed and no one seems to see the impact for the future
- It's hard to tell how much impact different services have Vs impact of parents. Without parents directing and driving other services I suspect they would have very little impact at all.
- He doesn't use any services.
- She is in a preparing for adulthood course. I am not sure how better prepared she is. She has completed just 6 weeks of a work placement
- She's very happy at her school even if we are unhappy about her educational needs not being met
- They have helped him in many ways but not confined to the categories above
- what services. Only the independent school for 2 years has helped since he started school.
- We have had no help for our child, apart from the advice from Dingley Promise
- Our child's school has an excellent SENCo who gives information, but we do not access any other services.

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

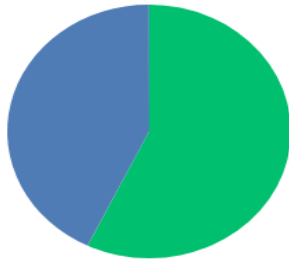
Respondents comments:

- The only person who has helped our daughter feel a little less anxious about the unknown is the nurture lady at school who has relevant and hands on experience of autism.
- We are still at the beginning of the journey so this will hopefully improve as we get more information
- Wokingham is totally disconnected all the Charities and health care professions all work against each other as it's all about the money and they don't want to lose funding.
- If it's school then they do their best. The only other service I can recommend highly is Explores Extreme.
- We as parents have had to help my daughter more
- The educational I have to push with the SEND team as they are bad in communication
- I'm not sure what 'services' would help with this?
- School no help and without EHCP can't access anything else
- Private mental health support has really helped.
- Other than school we don't really use any services. I attended a Preparing for Adulthood session with SENDIASS which was helpful
- I think if you access services and push for your child and sometimes it's a fight that need not be you can make if good for them
- Outside school we support and ensure he accesses things but current school communicate badly and disorganized

Q17: If your child is not currently attending a Resource Base / SEND Unit in a mainstream school, is this something that you would consider, if an option existed locally?

Answered: 223 Skipped: 81

57% would consider a resource base or SEND unit for their child if this option existed locally.



Yes No

ANSWER CHOICES	RESPONSES	
Yes	57.14%	80
No	42.86%	60
TOTAL		140

Q18: If we were to set up a Resource Base / SEND Unit in a local school, what kind of facilities do you think would be essential to make it work well for your child?

Respondents comments:

- Small classes, counselling to address being singled out differently, consistency, no changes, quiet places,
- Their mental health suffers when they are 'excluded' from others through additional provision in a mainstream. I'm not an advocate from resource units for ASD at secondary. I think they highlight difference and open the doors to teasing and bullying rather than being inclusive
- Trained and qualified staff - with regular training Ensure there is a cohesive approach to how children are support within the unit and main site of school
- provide more coaching on emotional regulation and attention to my child.
- On site counsellors Home visits when they can't make it into school
- less clutter, visually easy, clear timetable/social stories, sensory/calming room or area, accessible changing rooms/ Toilets
- My child has C-PTSD as a result of school trauma (caused by inability to meet his need and lack of staff training amongst other things) and is unlikely to ever be able to attend school
- SEND units are best placed in the school the child is attending, as the interventions have to be timely applied. Particularly when the children experience a meltdown, there need to be a "safe place" with experienced and trained staff that knows how to de-escalate the situation.
- I would but my daughter is adamant she will not go to any other setting.
- - Calm quiet space for time out when needed - additional teaching support for those who have challenges - mental health/wellbeing professional who can offer advice how to cope in certain situations, advice on mindfulness and how to keep good mental health - confidence building activities
- I don't know as he doesn't want to go to SEN department as he will not admit that he needs help. He needs more than a place, he needs people to guide and encourage him.
- inclusion!! Not exclusion!! Feeling they are worthwhile and valued. Not shamed. 121 support and group support with children of similar levels Help with relationships and emotions Nurturing environments - horticulture, animal care, sensory help
- I'm sure these may work for some children but my experience from the families I've supported is that when it comes to secondary school, many children don't want to be that different child who is known to go to the resource as they are still mixing in the mainstream the rest of the time. I think these are more helpful for primary
- My son is too old for this to be helpful now

Q18: If we were to set up a Resource Base / SEND Unit in a local school, what kind of facilities do you think would be essential to make it work well for your child?

Respondents comments:

- High adult to child ratio
- There was a resource at my daughters school but it was taken away just before she got her diagnosis
- Trained staff to deal with ASD and SEMH needs associated with ASD. Outdoor learning opportunities. Dedicated EP time.
- it would have to be a completely separate entity in order to avoid the anxiety associated with a mainstream school experience
- My child was sent through to their SEND department later in his year 6 term. He has been given extra time when going through tests or his SATS and has had extra time and lessons to help him on areas that he is battling. He has formed a strong bond with anything IT based and the school has used that to build his knowledge further as this helped with his concentration levels. He has a very small school in Finchampstead and the teachers have been amazing. I do wish that assessments by the NHS were processed quicker in order to help the children before they fall behind in their work. A 2 year waiting lists means that my child may only get his final assessment in year 8 which means that his SATS will be lower than what he could achieve and his first year of secondary will be a uphill battle
- My son is at Junior school. He has extra support in reading, spellings and maths daily.
- Too late for my child now Good support staff who understand send. Small class size
- It would need to be a unit which communicates well with the other teachers involved in his education. A unified response, which doesn't involve poor behaviour punishment, but encourages with goals and rewards instead. Good communication between school and home is essential, with school listening to us! Trauma training would be really important too, as well as understanding of attachment issues.
- Anxiety support
- OT room, theraplay, therapy, 1:1
- Trained staff.
- Separate it from school.
- Sensory area, space to break away from the class
- Small classrooms, sensory space.
- Break out rooms / flexible units (environments for all to achieve success. My son received lots of detentions for talking, moving and struggling to stay focused. A silent classroom where they need to sit in hard chairs listen to a teacher and stay on task is not conducive to learning and being successful. Nor does it help anyone else in the classroom.

Q18: If we were to set up a Resource Base / SEND Unit in a local school, what kind of facilities do you think would be essential to make it work well for your child?

Respondents comments:

- SEMH -stop making them Autism specific -barriers! Train mainstream staff to know how to recognise and support dysregulation -stop the rot Forest school, safe spaces, small rooms, animals
- Support in building friendships, children feel lonely when they have extra needs. If they have friends they would be happier and for us as a family all we want is for our children to thrive and be happy .
- Small classes. Relaxed. Friendly.
- Normal Secondary school. We have not heard anything about his SEN needs. even if they are working on it , I am not aware.
- Giving extra support
- Sensory equipment/activities. Outdoor space. Tailor made learning support.
- Education needs to be delivered in a different way with the focus being curiosity and exploration. Needs should be met so if one child needs to stand, another sit or another rock there should be the resource to do this. The child should lead the learning and the teacher should get the targets by adapting to the child's interests. Small classes with easy access to a quiet space so the child can leave to self regulate with ease. Outdoor spaces. Eating areas that are optional so that there isn't the pressure to sit in a noisy lunch hall with lots of smells. Movement should be added as part of regular routines. There should be fidgets on hand and a sensory room.
- This is not inclusive
- 1 to 1. Staff with knowledge of ASD and ADHD Resources to support ADHD. Nurture programmes
- My son has finished school - he wouldn't go to a school now for any reason.
- To be made to feel comfortable there, and have people who are approachable for her to speak to
- Support on the actual issues. The school are trying to support around social skills but it's the lessons she has issues with. She doesn't like to appear different
- This would not work for my son, due to social communication difficulties and learning disability. He would be unable to access a secondary mainstream curriculum and would be unable to receive life learning training which is essential and hugely beneficial for him. if he was forced to attend then, 1:1 intensive specialised support; modified curriculum; social skills training, life skills training eg travel training, speech therapy, occupational therapy, physiotherapy

TRANSPORT

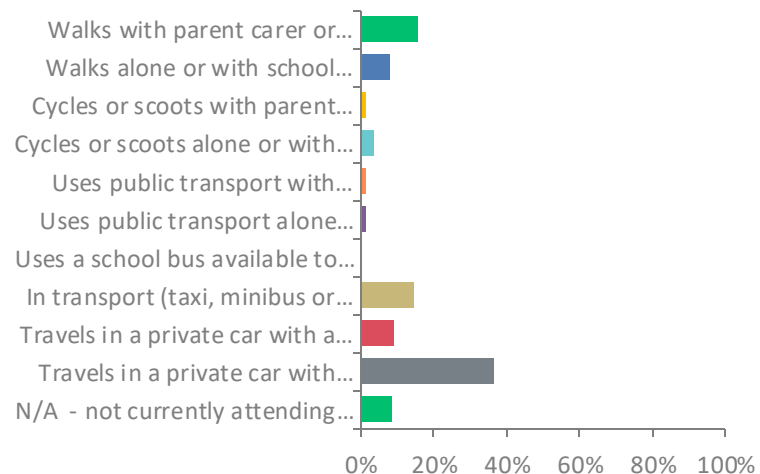
This section asks respondents about transport used to attend and educational setting.

Q19: How does your child travel to their education setting?

Answered: 217 Skipped: 87

We received 51 responses from families whose child has transport/mileage provided by WBC.

(this is approx 9% of those receiving service)



ANSWER CHOICES	RESPONSES	Count
Walks with parent carer or other adult	15.67%	34
Walks alone or with school friends	7.83%	17
Cycles or scoots with parent carer or other adult	1.38%	3
Cycles or scoots alone or with school friends	3.69%	8
Uses public transport with parent carer or other adult	1.38%	3
Uses public transport alone or with school friends	1.38%	3
Uses a school bus available to all eligible children	0.46%	1
In transport (taxi, minibus or coach) provided by the Local Authority	14.29%	31
Travels in a private car with a personal transport budget/mileage payment provided by the Local Authority (eg driven to school by parent carer, but LA pays mileage costs)	9.22%	20
Travels in a private car with no financial support (eg driven to school by parent)	36.41%	79
N/A - not currently attending an educational setting	8.29%	18
TOTAL		217

Q19: How does your child travel to their education setting?

Respondents comments:

- Pending Risk Assessment from Sept 24
- I also drive him there in the morning.
- When attending his alternative provision he is collected by member of staff and dropped back after, this is paid for by LA and is a vital part of his package
- But this ends as he turns 16 at the end of July. Wokingham have refused transport despite agreeing he needs to stay at his school
- Parents car
- private coach funded by parents
- Alternative provisions not school
- Walks to school, parent drives and pays for transport to alternative provision
- In car with parent
- I take him to school in my car as it's too far for him to walk. Would love to be able to walk him to school but he struggles to ride scooters and bikes etc
- You can only choose one option? We had a blended arrangement, My son had transport but I also drove him twice a week and more if he needed this.
- Taxi in morning mum in the afternoon
- Mix
- Mom take him on the wheelchair
- We help my daughter get to work
- In September she will travel to her new secondary school by car as she is unable to get public transport we will drive her there and back
- It is close to home and I had trained her. Outside this route she cannot do by herself
- I won't put my child in school taxis for a number of reasons but I see some of the taxis picking up from my son's school and there driving in very concerning and questionable
- But she has taxi transport provided by LA to alternate provision twice per week
- We pay £825/year contribution for taxi

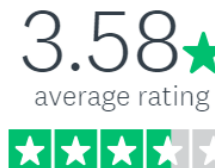
Q20: If transport is provided/funded by Wokingham Borough Council how would you rate the TRANSPORT PROVISION (eg. the taxi or minibus service) provided?

Answered: 217 Skipped: 87

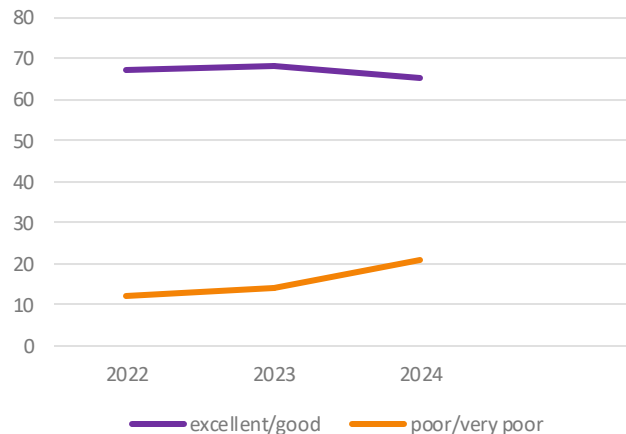
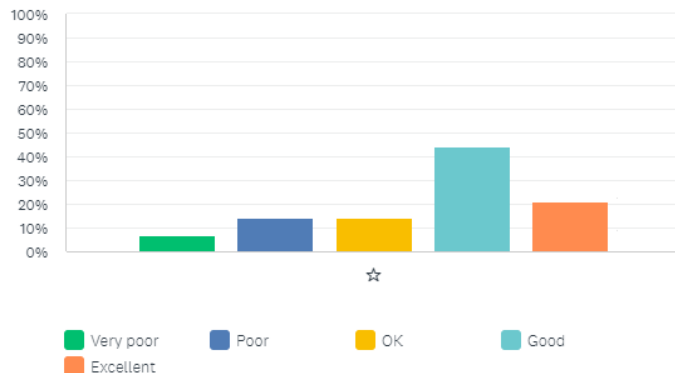
For those who have transport provided/funded by WBC:
(for those who it was applicable)

65.1% (68.3%,67%) rate the transport provision as excellent/good.

20.9% (13.9 %,12%) rate it as poor/very poor.



2024 has seen an increases in the percentage rating the service as poor/very poor and a decrease in those rating as good/very good. The overall rating has decreased to 3.58 from 3.85 in 2023



	VERY POOR	POOR	OK	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
★	6.98% 3	13.95% 6	13.95% 6	44.19% 19	20.93% 9	43	3.58

One answer choice has been hidden. [Show and recalculate](#)

Q21: 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)

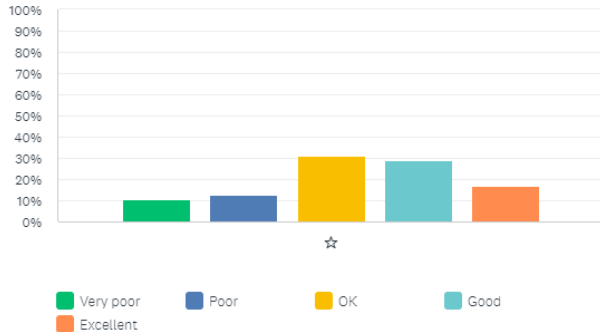
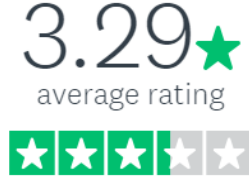
Answered: 217 Skipped: 87

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

45.8% (51%, 56%) rate the service provided by WBC as excellent/good.

22.9% (16%, 14%) rate it as poor/very poor.

2024 has seen an increase in the percentage rating the service as poor/very poor and a decrease in those rating as good/very good. The overall rating has decreased to 3.29 from 3.52 in 2023



	VERY POOR	POOR	OK	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	10.42% 5	12.50% 6	31.25% 15	29.17% 14	16.67% 8	48	3.29

Comments (5)

One answer choice has been hidden. [Show and recalculate](#)

Q20: Please let us have any comments about Home to School Transport?

Respondents comments:

- Depends on taxi driver - some are great
- We have mileage paid on a monthly basis although it has been challenging ensuring it is paid - the SEND team can take a very long time to process it - however once sent to Transport then it is actioned quickly. The transport policy seems to ignore that some CYP have EOTAS and the new PTB and attendance recording will make managing transport a very difficult process, especially when a CYP is transported to 15 locations a week it is unrealistic to have this signed for on a termly basis. It has been extremely difficult to get any clarity over the PTB from anyone and the policy states parents have to accept the PTB but if we don't there is no other option. The new process will create further burden on families and become a difficult admin task
- it can be hard when the driver changes as the child does not always know what to expect
- Would not help unless my daughter was in school for full days which doesn't help with phased return when I work full time as a single mum!
- A lot of travelling time which isn't great for SEND children
- Used to have mileage and would have problems getting paid. Taxi option tried and failed. This transition from staff has been a great help and without it we'd have massively struggled. This has also helped with part of his independence
- Tried to get travel training but it was too difficult and expected to be paid via school and their ehcp
- Over the past 12 months the Transport service has been great, no complaints. However, since the post-16 policy was changed it has been very stressful, having to appeal to get transport continued. The SEND transport team took too long to consider the first application.
- We need to apply for this, but we don't have a school/destination to go to in September!!
- My son has had the same taxi service for the past 2 years, the driver and assistant are excellent - always on time, supportive and helpful. This is so reassuring for both my son and for the entire family as it really reduces stress. The CTU team are extremely slow at responding to emails, often the route information email is late in the summer which reduces preparation time for my son and also the lack of a telephone contact is very unhelpful when there is a query or problem.
- CTU seem only concerned with getting your money to pay for transport post-16. They do not seem concerned with getting the right transport or ensuring it is suitable.
- Coordinators & drivers do not understand how much continuity and timing matters to our students. Different male drivers, different vehicles, being late to be picked up or dropped off. Speeding, killing wildlife all create stress and huge problems for students. It's happening often and students arrive late.
- My son used to go on school transport, but the driver would make them late as he picked his family up and took them to school first, drove down flooded roads that were closed trying to make time up. Swear and spit out the window so quite happy he no longer uses transport
- Would be good but taxi drivers don't have knowledge of ADHD/ASD
- it is essential as my child cannot read or write so has poor understanding, he has poor speech so not understood and has no stranger danger so extremely vulnerable so a lifeline

Q20: Please let us have any comments about Home to School Transport?

Respondents comments:

- This would be a useful service especially with some of the more difficult to get to schools, It would be beneficial to have a say in the driver though
- Are these not the same thing? In my experience, taxis are used as CTUs. Support workers in taxis rarely speak good English, the common language of the children they support. They have no understanding of special needs or mental health issues with the children they transport and are not aware of the conditions or behaviour difficulties SEND children can present.
- Change of vehicle/driver made at start of this term with no notice. Could be better.
- Transport was provided for 3 days per week when my child attended school. My experience with CTU and the taxi company was fantastic.
- Lack of transport providers. My son gets picked up/dropped in second round - pick up time at 9:20 and drop off time is at 3 pm. School timings are from 9 -3:15.
- Upon leaving SEND school and going to college at age 19 it was ridiculously stressful because we live within 3 miles of college. The council expected my son to walk or get a bus despite his extreme vulnerability. They rejected my request and never responded to my appeal. Luckily another parent told me to contact the PFA duty team, who i have to say were beyond helpful from first contact and transport was organised. Why does this need to be so stressful? The transport team should have signposted me to another department not just leave me to work things out for myself. Where's the customer service in that?
- Transport when used, was flexible, would listen and try to manage my son's needs, support was friendly and kind. Which was needed. Not perfect, but they tried hard and did listen to my son and us
- My child is about to start a specialist school and will need transport. I am very concerned about the cuts and the change of payment for expenses per mile for the payment based on attendance which I have heard mentioned on social media.
- Mileage suits us for flexibility and happy with recent changes
- Had lots of problems, the last issue was we found out the PA DBS ran out in Feb and it's now June
- There seems to be a gap between 16-18 years why? This age group is not catered for!
- As more taxi's are taking up this service would be good to build the awareness of the needs of social need pupils, school needs and social surrounding. There is room for improvement.
- The policy is reasonable as all parents have to transport children. If the child has a different not local placement different to siblings they would definitely need as much support flexibility as possible from LA
- Not much communication- fear of service being withdrawn
- In the past we had issues with mileage payments being made to the wrong account. This year has been much better.

Q20: Please let us have any comments about Home to School Transport?

Respondents comments:

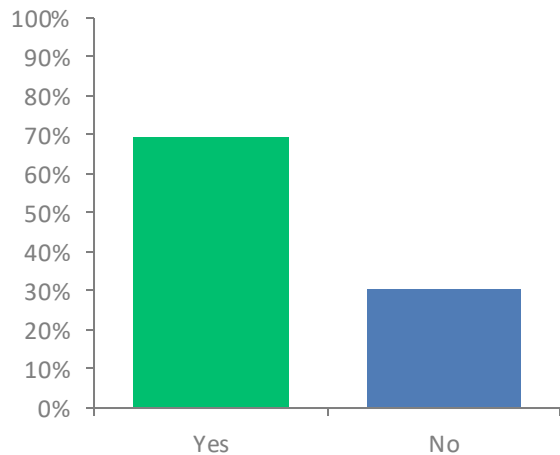
- Why does it have to be a separate application when specialist school has been agreed, but there are none available within 3 miles
- I currently am not aware of how to find out these details I have other children in primary and currently do not know how I'm going to pick them all up without being late for one of them
- Lack of communication is the issue alongside confusion in policies and who funds what
- This needs to be flexible and suit each family's needs
- She experiences significant anxiety as she has a variety of different drivers. She is attending Alt Prov because she's too anxious to go to school. So more effort could be put into making this a less anxiety provoking experience for her. For example, texting us each morning with who will be collecting her
- My child is in year 6 and not walking to primary alone. I have no idea how they will get to secondary. I have repeatedly asked the LA for support, but my question is consistently ignored.
- PA changes regularly with no notice. Driver kind and thoughtful and mostly on time. I don't bother with the transport company itself - I just call or message the driver direct.
- Took a while to get sorted but works well
- The manager at the travel company is appallingly rude and very unprofessional.
- Frequent Different taxi drivers - which is not good , drivers should meet parents & children before school year starts. Need to have more training regarding the pupils they take to and from school, should let parents know if running late / should wait of too early. WBC staff hard to get hold of, bad communication with firms and parents
- The reduction in budget for Sen School transport is a disgrace. Getting them there is a battle every day, Safety is so important, yet they are treated so poorly. I would ask that the transport policy be reviewed so that all Sen students are able to have a review of their needs. The independent travel training that is provided has also proved incredibly difficult for our child. He is unlikely to engage in the training as it is currently formatted, And I would like to ask for different formats of training to be provided to students, So they can engage in this independently and in their own time. This would also be a lot cheaper for the local authority. Videos of routes and issues could also be provided. Again, it's about thinking creatively about how to engage the most hard to reach children, And not expecting them to always do it in a way that Neurotypical individuals do
- Having driven behind many WBC provided school taxis I'd suggest many of your drivers need to renew their tests, I regularly see some atrocious driving. As does my son - who, as a result, tells me he wouldn't even consider a taxi to school.
- are these not the same thing, in my experience taxi are used as CTU. Support worker in taxi rarely speak good English, the common language of the children they support. They have no understanding of special needs or mental health issues with the children they transport.
- Transport not agreed till day before he started special school. Very disorganised between WBC and CTU.
- CTU very efficient

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 2023 or are currently going through the process.

Q23: Does your child or young person have an EHCP or are you in the process for applying for an EHCP?

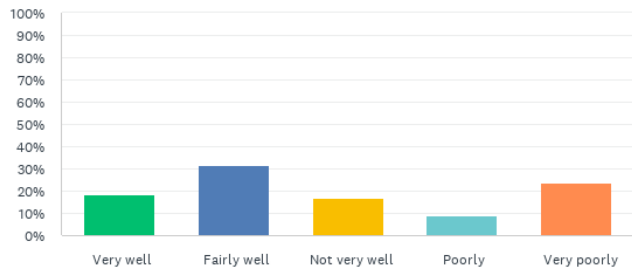
Answered: 217 Skipped: 87



ANSWER CHOICES	RESPONSES	
Yes	69.59%	151
No	30.41%	66
TOTAL		217

Q24: If your child has had an EHCP issued in the last 12 months (since June 2023) or are currently going through the EHCP process how well would you describe your overall involvement in the EHCP Process went/is going?

Answered: 145 Skipped: 159



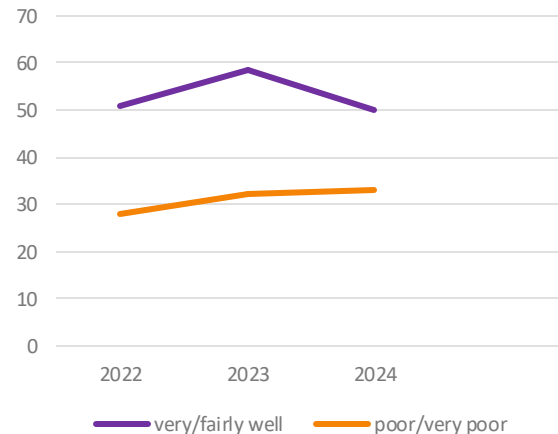
ANSWER CHOICES	RESPONSES	
Very well	18.42%	14
Fairly well	31.58%	24
Not very well	17.11%	13
Poorly	9.21%	7
Very poorly	23.68%	18
TOTAL		76

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

50 % (58.5%, 51%) rate the overall experience as going very well/fairly well.

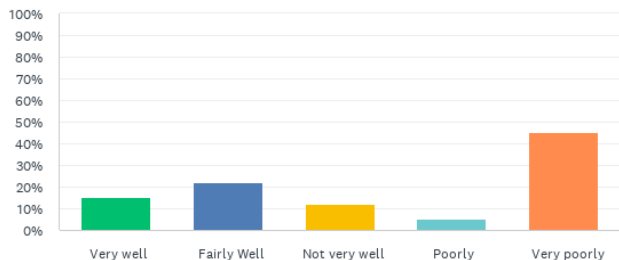
32.9% (32.3 %, 28%) rate it as going poor/very poor.

(for those who it was applicable)



Q25: For EHCPs issued in the last 12 months (from June 2023) 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: 145 Skipped: 159



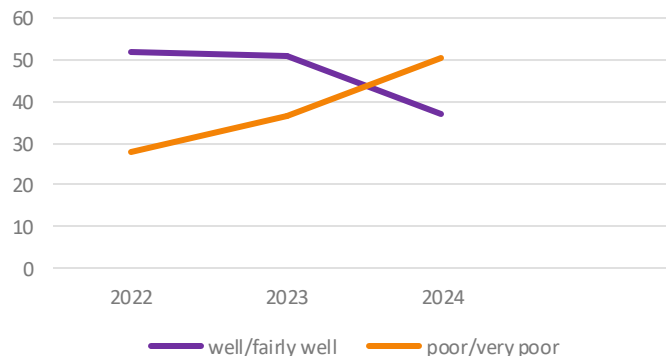
For those who have had an EHCP issued in the last 12 months or are currently going through the EHCP process:

37% (50.8 %, 52%) said the SEND Team communicated very well/fairly well with them during the process.

50.7% (36.7%, 28%) rate it as going poor/very poor. (for those who it was applicable)

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

ANSWER CHOICES	RESPONSES	
Very well	15.07%	11
Fairly Well	21.92%	16
Not very well	12.33%	9
Poorly	5.48%	4
Very poorly	45.21%	33
TOTAL		73

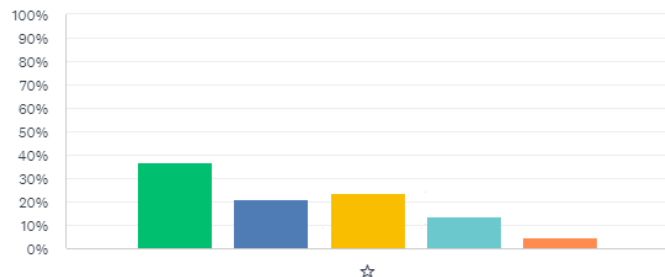


Q26: How would you rate the EHCP process?

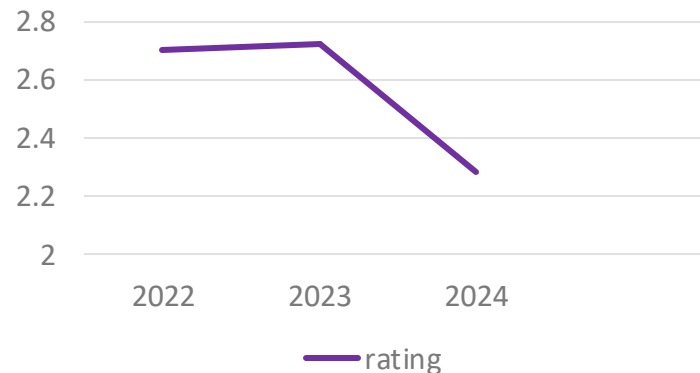
Answered: 145 Skipped: 159

There has been a significant drop in the EHCP Process rating this year (2.72 2023)

2.28★
average rating



Very poor Poor Neither good nor poor Good Excellent



	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	36.70% 40	21.10% 23	23.85% 26	13.76% 15	4.59% 5	109	2.28

One answer choice has been hidden. [Show and recalculate](#)

Q27: Please let us have any comments about the EHCP process in the last 12 months (since June 2023)

Respondents comments:

- My key worker has only ever attended 1 EHCP before she rushed off after 30 mins for her holiday
- Communication issues with send delay timescales being met
- lack of information- therapist attending my child's pre school setting issues- attending apt's with no knowledge of our son.
- There is no communication from the team, there is a lack of information about what is happening and what the next steps will be.
- It takes too long.
- We have literally just started the process but the form was terrible. The formatting atrocious and if the parent had additional needs I don't know how they'd manage to fill it. It could really do with an update.
- 1. Lack of communication 2. Lack of response 3. Really difficult to get documents 4. Statutory times not adhered 5. Statutory processes not adhered
- EHCP refusal to assess received. I asked for a Way Forward meeting as per the letter I got and received no answer. Have subsequently found out they are not currently doing Way Forward meetings but didn't bother to reply to me, even though it was in the letter still
- We have reached a point where we have no allocated school for my son In September! I lost my EHCP officer before half term and STILL haven't heard or had any decent communication with a new officer!!
- I had to fight for a year to get SEND to agree to specialist, there were major delays with communication and SEND not responding to emails and questions. The whole process was shocking and extremely stressful and had a big impact on mine and sons mental health
- This is extremely frustrating and upsetting for all involved, it's also meant my child has missed out on education and their mental health has seriously declined.
- Did not have any regard for statutory timescales even though I commissioned private EP report. Case moved to different members of staff without me being informed.
- It remains quite overwhelming, particularly given the fact we are exhausted all the time.
- It took longer than the Statutory timelines, My emails were ignored by my case officer, They did not work in partnership with us as a family, They started consultation without family Knowledge. I had to submit an official complaint to get it processed.

Q27: Please let us have any comments about the EHCP process in the last 12 months (since June 2023)

Respondents comments:

- Slow & little communication
- Total lack of communication, SEND do not return phone calls or reply to emails in a timely manner. First issue of the EHCP took 6 months and was full of errors and omissions and contained very outdated information. We have had 2 more issues since then which still contain errors. An unsuitable educational setting was named out of the blue.
- Plans are not monitored outside annual reviews. There is not a consistent SEN worker
- Assessed but refused to issue, despite advice of EP and CYPIT. Diagnosis of ASD and ADHD. Significant issues at school. Went to mediation. WBC failed to keep to the actions agreed. Poor communication. Awaiting outcome of panel (again) have date for tribunal appeal April 2025.
- The SEND team expect everyone else to stick to their deadlines, however they do not stick to theirs! The process is slow and time consuming and it feels like it's all for nothing as things don't really change.
- Communication: confirmation of receiving application, next steps (timeframes) upon receiving.
- It needs to be demystified and encouraged by all. At the moment the opposite is the case
- EHCPs seem to be rushed and more about paperwork than children. The process scales for time processes fail every time. Contact from the SEND team to parents, schools or social workers is extremely poor. Recent experience in June 2024.
- Staff don't reply to emails, no one contacts you or responds which makes the whole process harder. It's a hard enough time having a child with additional needs and having no support without the council making it worse.
- The draft EHCP was correct and when finalised things were changed, leading to confusion, frustration and upset. No one has kept me up to date, I have had to chase and rarely got suitable replies
- My Child's school refuse to support the EHCP as they state they haven't exhausted their internal support measures - when I ask what these additional measures are they do not respond.
- Process is ok, the document is lengthy and not easy to follow once it's been altered so many times
- The lady who came to the house to do an assessment was very knowledgeable and understanding
- No response after applying
- Wokingham haven't signed it off since October, awful process by the council.
- Non-existent since starting college in Sept 2023

Q27: Please let us have any comments about the EHCP process in the last 12 months (since June 2023)

Respondents comments:

- Was before June 2023
- EHCP completed within statutory timelines. Barely any communication from send team, once plan issued no support to check in.
- Not adhering to timescales
- Most of content started with me populating the content. As the needs are growing, we would like to see more clear action plans and dedicated time for kids personal, physical & mental health development.
- Trying to communicate with WBC is almost impossible
- Review process is stressful and time consuming for the parents and seems to make little to no difference to the support provided by the school.
- I have 2 children will EHCP's one from September 22 and one issued august 23. The SEND team handling was okish for the one issued in September 22 but the son who ehcp issued august 23 was a terrible. Communication out of the SEND team was beyond poor, there were unnecessary delays, some staff were rude, uncaring and unprofessional. The ehcp process can caused unnecessary stress and upset to families it is supposed to be helping. Things will go wrong, people are human but the team need to admit when something has wrong and communicate and explain how they are going to put things right. The biggest thing the SEND team need to remember is thatthey are working for a child. A child is at the centre of process. The children they are often working for have already been failed but a broken school system so need to be treated well and their parents or careers have often had a hell of a journey leading up to getting anehcp so the child and they careers need someone to work with them, help them and advocate for them. Listening to the parent or career is importanttoo as it is the parent / career who often knows the child best and care advice on what will or won't be right for the child.
- parents seem to be excluded
- The LA refused to assess, I appealed this and they conceded and said they would assess. They have not done this and are outside of timescales now. I have written to the director of children's services and the council deputy leader- still no information or update. I am in a position now where I have to pay for a PAP letter or I attempt to write it myself.
- It has been a battle! The LA have delayed at every step of the process. Deadlines are consistently missed, email replies are extremely slow. We are in a position where my child is currently going to be sent to a mainstream secondary that say they can't meet their need.

Q27: Please let us have any comments about the EHCP process in the last 12 months (since June 2023)

Respondents comments:

- It is so incredibly stressful. We worked with school to have several round of failed IEPs and by the time we applied she was completely out of school. It was so obviously a problem that assessment was fairly straightforward. But why did it have to get there? It feels like we have to wait for a child to fail to give them any help - it's upsetting.
- Massive delays and almost zero communication from the Case Worker
- Unlawful. Child may have sen needs, legal test part 1 - yes they're autistic. Child May need support that is provided by an EHCP. Child is currently unable to attend school so clearly OAP is not enough.
- Applied July 2023 for an EHCNA and only got draft EHCP in March in part due to having to go to mediation. Still not gone to panel to agree specialist for section I and finalise. No named Case Officer. Only receive communication when email boss and then its just a holding message. Have to email weekly to ask for update but get nothing.
- Shockingly bad communication by the SEND team at WBC; I never receive responses to my emails or voicemails; I have had to formally complain to get any kind of progress with my son's EHCP. Complete lack of understanding of my son's needs, and the emotional impact on the parents, by WBC. The process has been incredibly stressful so far and it's been a constant fight to get even the basics in place for my son.
- It's a long drawn-out process just to be able to get the help your child needs. I'm the mean time my child has suffered struggling more and more at school. There have not been constant updates on when things have been happening in the process except one email to say that they would assess. No communication of when assessments will be taking place except the EP assessment, but this was communicated to me via my child's school. Im not waiting for the outcome of the process to see if my child has been granted a EHCP.
- We had a great efficient SEN officer. We applied for the EHCP ourselves. Unfortunately, our SEN officer left. We are experiencing difficulty getting annual review but difficulty is with school not SEN team.
- For the past year I have been trying to get SEND to agree to a specialist setting for my child, in that time I have had 4 different caseworkers all of which have failed to communicate effectively, caused major delays, not stuck to promises and with every new caseworker we have had to practically start again as no communication between caseworkers seems to happen and we end up giving the timeline of events all over again.

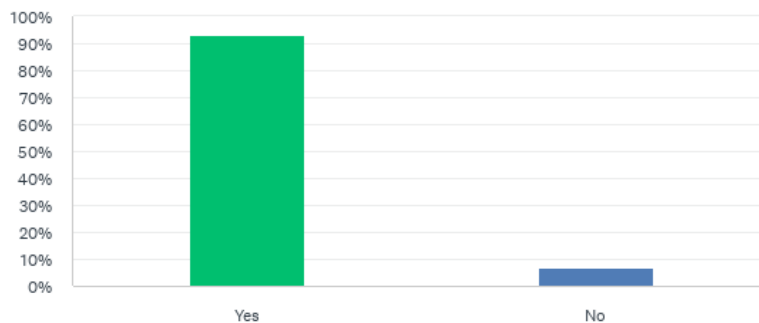
Annual Reviews

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 2023 or are currently going through the process.

Q28: 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: 145 Skipped: 159

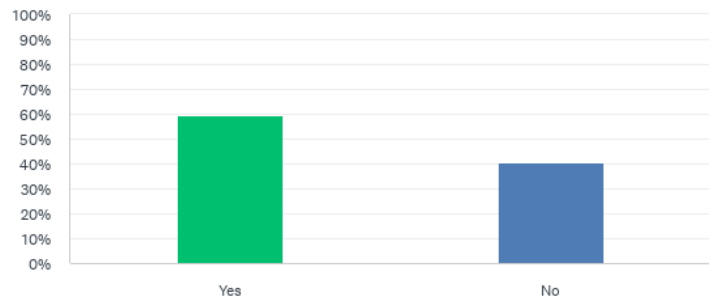
104 responses were received for those with EHCPs issued before June 2022, **93.3%** (89.8%, 92%) have had an Annual Review of their child's plan



ANSWER CHOICES	RESPONSES	
Yes	93.27%	97
No	6.73%	7
TOTAL		104

Q29: 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?

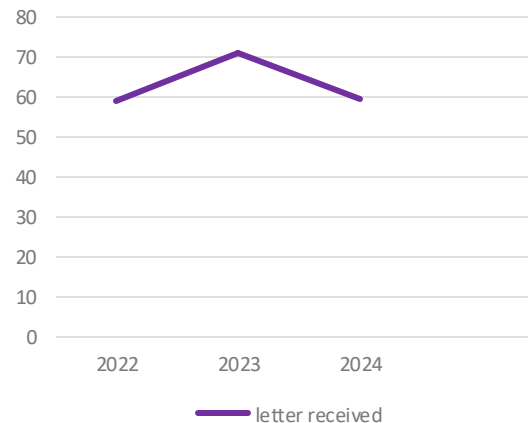
Answered: 145 Skipped: 159



59.4% (70.9%, 59%) of respondents whose child had an EHCPs issued before June 2023 had **received a letter confirming** whether the EHCP will be maintained, updated or ceased.

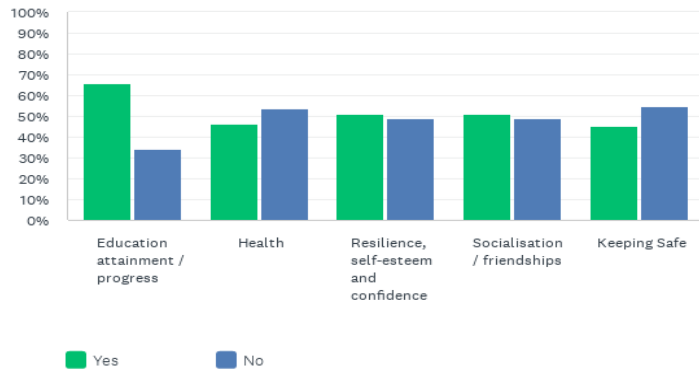
This is a significant drop from 2023.

ANSWER CHOICES	RESPONSES	
Yes	59.41%	60
No	40.59%	41
TOTAL		101



Q30: If your child has had an Annual Review of their plan in the last 12 months is there evidence in it about achieving outcomes in the following areas?

Answered: 145 Skipped: 159



	YES	NO	TOTAL
Education attainment / progress	65.71% 69	34.29% 36	105
Health	46.51% 40	53.49% 46	86
Resilience, self-esteem and confidence	51.00% 51	49.00% 49	100
Socialisation / friendships	50.98% 52	49.02% 50	102
Keeping Safe	45.26% 43	54.74% 52	95

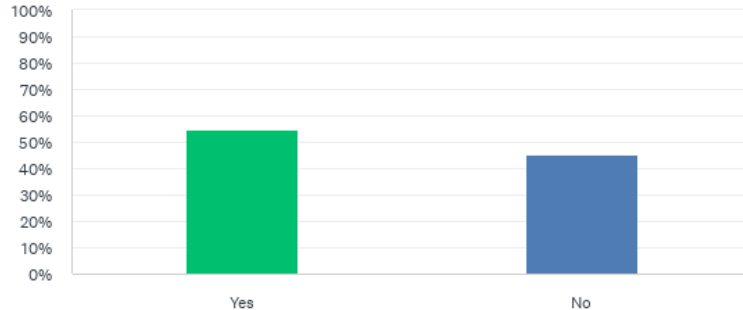
Yes - evidence in AR outcomes for:

- Education Attainment **65.7%** (70.1%)
- Health **46.5%** (50%)
- Resilience/self-esteem **51%** (59.6%)
- Socialising **51%** (59.9%)
- Keeping safe **45%** (53.6%)

Respondents state that there is a decrease in evidence for all AR outcomes

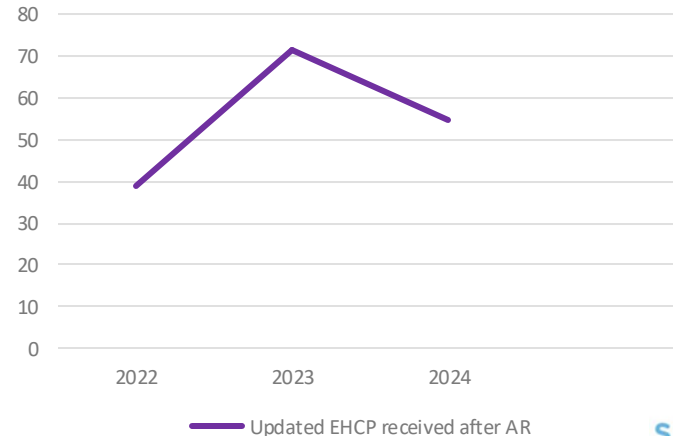
Q31: If your child's Annual Review resulted in an update to their EHCP in the last 12 months (before June 2023) have you received a FINAL UPDATED EHCP?

Answered: 145 Skipped: 159



ANSWER CHOICES	RESPONSES	
Yes	54.84%	51
No	45.16%	42
TOTAL		93

54.8% (71.6%, 39%) of respondents whose child had an EHCPs issued before June 2023 had received a **final updated EHCP**.

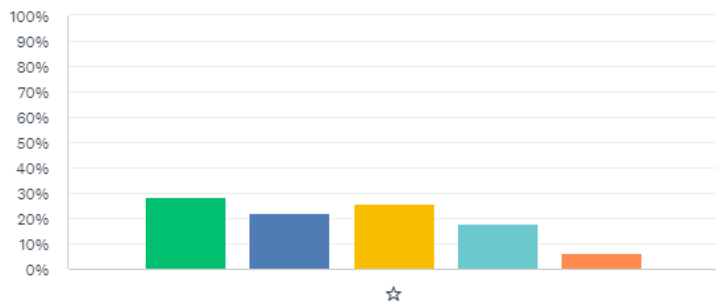


Q32: How would you rate the EHCP Annual Review process?

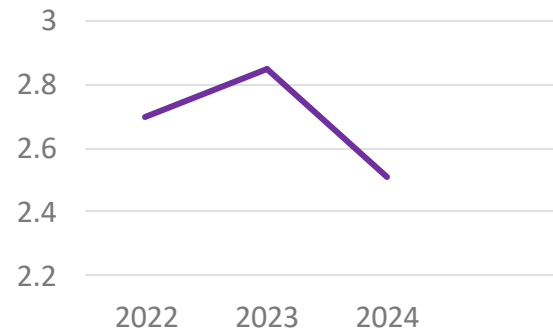
Answered: 145 Skipped: 159

There has been a significant drop in the Annual Review Process rating this year (2.85 rating 2023)

2.51★
average rating



Very poor Poor Neither good nor poor Good Excellent



AR rating

	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	28.32% 32	22.12% 25	25.66% 29	17.70% 20	6.19% 7	113	2.51

Comments (60)

One answer choice has been hidden. [Show and recalculate](#)

Q32: How would you rate the EHCP Annual Review process?

Respondents comments:

- Process by school excellent but WBC did not attend, school did all the work and just sent the final plan to WBC - no idea if WBC signed it off. My child really wanted to speak to the case worker
- Legal deadlines not kept. Currently trying to get private EP report validated by service yet they won't reassess needs themselves.
- We have had two AR that have failed to follow the statutory time frames. We had one 3 months ago and we are still waiting for the AR report, despite chasing on multiple occasions. The AR process has been very frustrating, with professionals not being invite, reports not being sent out in time
- some of the information in the update EHCP is still out of date and there are inaccuracies
- Totally inadequate. Final updates EHCP still not issued after 7 months.
- After 10 months and approximately 25 meetings with the SEND team including CIN meetings, 3 caseworkers and senior management involvement a final plan with all provisions in place still not agreed or issued
- Case officer does her best but clearly overworked
- Annual review mid-March, nothing from SEND since despite the 12-week deadline. Getting hold of anyone to either respond to an email or a phone call about this is impossible. The lack of communication and contact is appalling. No regard for the legality of an ehcp or indeed the stress and difficult places on the parent. The system is broken and needs sorting out.
- really hard to get it going, but once it's going it can be ok
- It was a pain. Only moved once I put in a complaint. The AR didn't focus on what was needed ahead
- Although we had some amendments, we were told there was no need to update the plan - which we found a little odd, since his plan was initially issued he received and ADHD diagnosis. We recognise the provision in the plan didn't need much amendment, but thought the ADHD diagnosis and resultant report should have been added?
- school manage this very well and thoroughly
- It would be useful for SEND to attend the meetings
- Jamie changed our case officer and attended AR which hugely improved the situation
- Everything takes so long, always run out time to discuss our comments/ questions because the first bit takes so long. SEND team take so long to do their bit, change the wording then it goes back and forth till the original wording gets reinstated - so unnecessary
- My daughter is on EHCP review. The college done last December. Until now it has not finished.

Q32: How would you rate the EHCP Annual Review process?

Respondents comments:

- We had to chase the council
- No-one from the SEN team came to the review. The social worker did though. We tried on many occasions to contact our case officer without success. The proposed amended ehcp was poorly updated and when we requested more time to review it we got no response. It was also finalised with no placement because they failed to consult with any colleges despite preference form being submitted. A very poor experience.
- For other children - a myriad of issues including no AR for years
- Felt like a tick box exercise rather than responding to changing needs
- The SEN team are frankly absent throughout. They have not attended annual review for several years, despite recommended attendance for key changes, such as transition to adulthood. Despite school spending significant time annotating and amending the EHCP the SEN team failed to review or revise the plan and then reissued an outdated previous plan at the following years annual review. This year they failed to include any of the information issued at annual review by the social care team regarding transition to adulthood and amendments to social care short breaks budget. Emails to query this have never been responded to. The service is appalling, and we dread our son leaving the school as then there will be no one other than ourselves driving the annual review process. It is a failure of the CYP in Wokingham.
- For a significant meeting, they are bizarrely online
- Lack of plan to show achievements prior and monitoring progress.
- It feels like a token gesture. Only school staff present. Not followed up by SEND team. No representation from speech and language.
- No representation from Wokingham.
- more about paperwork than children. complicated system no one seems to really understand, not helpful to parents
- Wokingham council didn't join the teams call...
- The quantified provision in our child's EHCP was removed in the most recent review.
- The EHCP is now irrelevant to my child's needs as it is 4 years old and they do not make relevant changes.
- Totally rubbish, Wokingham council have a legal requirement to turn the ehcp around in a timely manner
- Council could do much better job, whole process led by school no council involvement
- College did an annual review but did not even refer to the EHCP! SEND Team did not attend and no one has reviewed the EHCP at all as far as i know..
- We had an emergency annual review which included a lot of evidence and interventions. There were delays in decisions from that and the decision was made was inexplicable. We then had another 10 months of uncertainty which included lawyers for the council, the send team, the mediation team, SENDIST's, SENDiaas etc. I am not sure what the delay achieved for the send team as there were no cost savings. Just frustrating for everyone.

Q32: How would you rate the EHCP Annual Review process?

Respondents comments:

- I have tried to get a review, no one responds
- Timing is confusing. Not sure if it's gone to the local authority as they haven't issued an amended plan, just the school
- No one attended from LA which is disappointing
- School supportive and thorough review. SEN team not taken more recent private SALT report into account. School SALT has only given some general tips on improving communication and interaction with a very open-ended statement of 'contact when targets are met'. Not receiving any SALT therapy, TAs are not qualified to handle such tasks I'm sorry
- The wait for the final report is to long
- Disaster! Had one last year and still waiting for paperwork.
- We have waited since September 2023 to have a review which took place 2 weeks ago!
- Final was different from the draft in ways which were not agreed
- It over 2 years since it was reviewed, it still fulfils its needs so I haven't pushed for a review
- I'm still pushing for it to be finalised
- Outcomes are listed as met, partially met or unmet and no action is taken
- It was good because I pushed every bit of the process. We also had a good case officer at the who (sadly she left).
- It feels driven by our SENCo and ourselves. Input from WBC SEN feels minimal
- Updated EHCP not revived following annual review in Feb 24.
- Had only been at new school for a month before AR so can't really comment this year.
- Our paperwork is no longer relevant and reads as if she still in school
- Someone from WBC attended but did not say a word the whole time. The letter I received saying no changes were being made took over 9 weeks to be sent.
- The annual review is still dragging on after more than 12 months due to frequent personnel changes at Wokingham SEN. This happened last time too. It's an absolute disgrace.
- Worse than very poor!
- They always keeping update for my child and suitable plan in situations

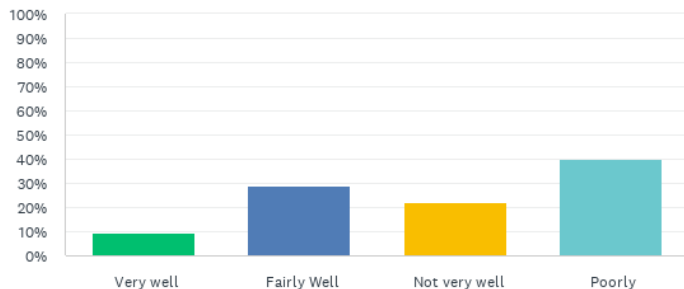
Q32: How would you rate the EHCP Annual Review process?

Respondents comments:

- It ignore all the changes requested by parents and our child's Clinical Psychologist. Wordy and irrelevant and generic.
- As with every previous review, the contribution from Wokingham was of little help. Over the last 10 reviews we have only seen a member of Wokingham services at 2 reviews. In none of the reviews did Wokingham services provide any input or information little use
- No one from WBC has attended the Annual Review for several years. This year's AR was in March and we are still waiting for the draft amendments to come back from WBC.
- need more involvement from social care
- Not able to get one
- The delays and mis communication made the process very stressful
- WBC take an age. We had to chase for the final EHCP done in March. Got it back mid-June
- As I stated before we have been trying to get the correct information put into the EHCP for a year, been backwards and forwards with very poor communication. I have received the final EHCP but I am currently appealing it as it's not an accurate representation of my child's needs
- School great heard nothing from LA
- Awaiting EHCP to be updated by SEND team - Annual Review held in February 2024. Not heard from SEND team as of July.
- Annual review happened in December 23 and final EHCP has still not been issued. EHCP is still at draft stage - it's quite ridiculous!
- Is box ticking / paperwork. Not checked.
- School are excellent throughout the annual review process. As parents we are proactive through the process. The SEN team are frankly absent throughout. They have not attended annual review for several years, despite recommended attendance for key changes, such as transition to adulthood. Despite school spending significant time annotating and amending the EHCP the SEN team failed to review or revise the plan and then reissued an outdated previous plan at the following years annual review. This year they failed to include any of the information issued at annual review by the social care team regarding transition to adulthood and amendments to social care short breaks budget. Emails to query this have never been responded to. The service is appalling, and we dread our son leaving the school as then there will be no one other than ourselves driving the annual review process. It is a failure of the CYP in Wokingham
- The quantified provision in our child's EHCP was removed in the most recent review

Q33: To what extent have you felt listened to by the SEND Team?

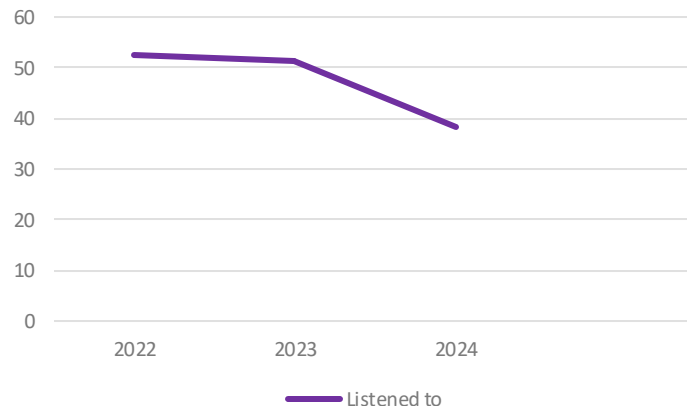
Answered: 145 Skipped: 159



ANSWER CHOICES	RESPONSES	
Very well	9.38%	12
Fairly Well	28.91%	37
Not very well	21.88%	28
Poorly	39.84%	51
TOTAL		128

38.3% (51.2%, 52.4%) of respondents said they felt listened to by the SEND team

*for those who it was applicable



Q33: Please let us have any comments about your communication with the SEND Team?

Respondents comments:

- No communication at all since moving to sen school. No idea if case worker is still there.
- Rude and unresponsive when they do finally respond
- Only contact was by attending AR- but barely contributed during the review - only to say we could contact them if we had any questions !
- Lots of changes of case workers and annual leave but current one is responsive.
- I can't actually make contact with anyone - all emails ignored and still no caseworker after 6 months of asking.
- Terrible even with senior management involved, communication is poor and actions never followed up or completed
- Never respond to emails unless you copy in a director then they contact you but don't again until you contact the director again. Appalling communication
- Case officer listens, panels rubbish and always have to challenge, communication across whole of send is shockingly bad!
- Shocking lack of response to any emails sent, impossible to get through to specific people on the phone, no opportunity to leave a message. Emails left unanswered.
- it can be very hard to get a return on requests or EHCP updates unless it has been escalated, once communication has been made, listening has been good
- In the end Wokingham SEND were ok, but that was after we had to go to mediation about his original plan content due to poor communication and shockingly poor plan content - we received a full apology from the team at the start of mediation as a result!
- only communications really when applying for the EHCP.
- There is a serious lack of communication
- Communication can be erratic and vague. We tend to communicate directly with Jamie if we actually want to get anything action ed.
- Some caseworkers have been great Liz, Tracey, Mette – senior leaders really don't care at all, it's just blah to them.
- The school send team are excellent
- We have been unable to get any response from the SEND team.
- Next to no communication with the SEND team
- No response to any emails to the SEN team. EHCPs are not updated correctly. Some statutory timelines are missed. Appalling and absent sums up our experience over the past few years.
- Difficult to get them on the phone or get a reply to emails

Q33: Please let us have any comments about your communication with the SEND Team?

Respondents comments:

- They don't communicate. Fail to meet deadlines. Appalling.
- Not enough and too slow. I have to do all the chasing.
- Very helpful when I needed a different O/T due to school being in a different borough.
- lack of response unless you get the MP involved
- When you do get a response they are helpful (Christina has been helpful) but they are too stretched to be able to support and reply to people.
- My son simply does not have the care he needs and is legally required for his education
- Incredibly difficult to speak to a member of the SEND team but when I have managed to get hold of the case officers, they listen well.
- Absolute rubbish
- They don't exist
- The last contact was Jan 2023 before transition to college and that was very good. However, I can't comment since then as no contact.
- This year support is poor, no response, no replies, no help,
- Not sure if you mean the authority or the school team. Took ages to get a laptop approved
- More recently. The issues we had around the original EHCP were appalling and led to (successful) mediation.
- Requested for summer born restart at CSA and blanket refusal. No information on request put by school for additional funding.
- Issues on going for 2 years. We thought it would be sorted on last review last year and nothing. All gone quiet. Are next review is 3 or 4 months. Despair is the only word I would use
- Needed to follow up a lot initially to get all arranged. We are still on the journey to understand the needs
- Lack of one point of contact, unable to speak to someone until recently
- Child not allocated a school place for September. Jamie promised fortnightly communication verbally and written but there was no communication in 3 months. Pam on the tribunal team was brilliant and the only person who responds to emails in a timely manner
- I have no contact with them
- I have to send email to Sally Furness to get a reply from SEND. Social worker doesn't care, I have asked her help however she doesn't engage with the SEND
- SEND team comms remains poor.
- I can't answer that question. On one hand staff are great. On the other there is no response.
- The team tend to listen very well. However, listening doesn't generate additional carers or support!

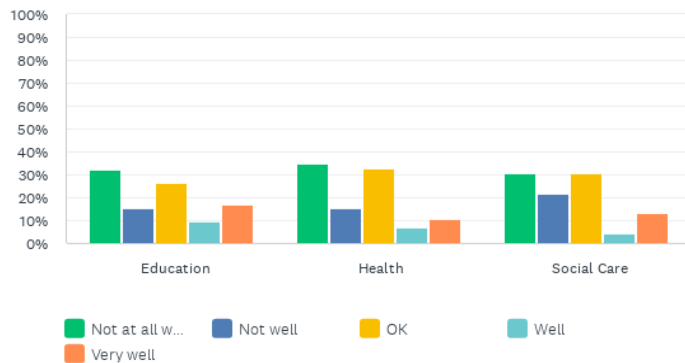
Q33: Please let us have any comments about your communication with the SEND Team?

Respondents comments:

- We have escalated to Jamie Conran as communication from our case officer is sparse, and we are asking for a slightly unusual package for Sept. We feel that unless we involve Jamie nothing gets done and the days turn into weeks turn into months... If it weren't for Jamie I would have selected poorly for q33
- I have felt slightly more listened to in the last 6 months than previously, but on a relative scale it is still poor.
- Painful tribunal process with my queries ignored by the SEND team. Had to escalate to Jamie constantly. One to one Zoom session with him finally got us over the finish line but it shouldn't take that to get a response.
- No-one from the SEND team responds to emails.
- Communication is shocking even though they keep saying they are working to improve, management feels lacking. No one seems to know what they are doing. All they seemed worried about is money and not what children are entitled to.
- Poor leadership, Hide behind the fact that their service is in demand to cover their own under performance and incompetency. Unable to reach staff, Emails ignored, Telephone phone calls not replied to. At resort to formal complaint. Found the entire process extremely stressful. Performance of individual staff does not seem to be managed well. Had to chase to have a member of staff attend an annual review after permanent exclusion. Member of staff failed to follow up on any of the actions he agreed to complete
- They ignore emails, you never know who the case officer is from one week to the next, and nothing gets done. There is NO communication from them!
- SEND team did not attend.
- They don't know my son, they attended his annual review and sat there with nothing to say
- Nobody every responds to email. Messages left, no response. total black hole. had to escalate to get anywhere.
- No response from team unless escalate to boss or put in complaint. No named case officer to contact. Passed from one person to the next with no one owning her case.
- Unfortunately, our case worker has changed a lot so I'm not sure who it is. No one from WBC attends our Annual Reviews.
- Always answered
- It took a long time of myself and other professionals constantly chasing and trying to contact send to get any answers
- I don't feel myself, child or other organisations have been listened to at all. I feel extremely let down by SEND
- The officers work extremely hard but management blocks everything and hide behind panel. No detailed reasons are shared with parents just generic cut and paste responses

Q34: If your child has gone through a transition in the last 12 months please tell us how well different teams prepared them for that transition. (This includes transitions from early years/pre-school to primary school, primary to secondary, secondary school to Post 16 and Further Education or employment)

Answered: 208 Skipped: 96



	NOT AT ALL WELL	NOT WELL	OK	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Education	32.14% 27	15.48% 13	26.19% 22	9.52% 8	16.67% 14	84	2.63
Health	34.48% 20	15.52% 9	32.76% 19	6.90% 4	10.34% 6	58	2.43
Social Care	30.43% 14	21.74% 10	30.43% 14	4.35% 2	13.04% 6	46	2.48

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

Education

Well/very well – 26.2% (40.4%)

Not at all/not well – 47.6% (34.5%)

Health

Well/very well – 17.2% (26.9%)

Not at all/not well – 50% (43.0%)

Social Care

Well/very well – 17.4% (27.6%)

Not at all/not well – 52.2% (46.1%)

Q34: Please let us know any comments about your child/young persons TRANSITION and any particular services that have been involved.

Respondents comments:

- Child wants to move sen school for secondary. WBC didn't attend annual review. School sorted everything. Last year WBC consulted other schools and didn't even tell us.
- No specific transition review held at all.
- Was invited to a transition day. Much of the information passed on was added to a system for teacher to see, however many did not review and are unaware of my child's additional needs, it has been down to me to individually update them
- Told we had a place then WBC said might not, very stressful and again could not get hold of anyone
- Only his junior and secondary school SEN department have been involved in helping him with transition before September rolls around for secondary school
- lots of information to child / family
- There has been no transition at all despite it being acknowledged that it is needed
- Complete lack of engagement. The child and their needs do not seem important at all.
- We did have extra transition, and she has a key worker, so the start of year 7 went well. But she was split from her primary friends and her EBSA has got worse
- the social worker assigned to my son for his transition to adulthood was excellent, informative and efficient. She liaised with school for a joined up approach, which was also much appreciated.
- School only involved and getting info from senco was like getting blood from a stone. We asked upfront and didn't find out what would actually be in place until September. Then had to ask multiple follow up questions to tweak and amend and got told off for over communication with school
- The Portage team were amazing! Really lovely, helpful staff
- No suitable school was available for year seven. Some tutoring but mostly taught at home through baking, cooking, gardening, etc:
- no transition package for secondary in September as no school approved at 30th June 2024, due to out-of-date EHCP issued and delay in following up or contacting the school or parent by the LA SEND team
- Despite sending information to our child's new secondary school where they will go in September into year 7, the school placed them in a tutor group without any of their school friends and it has taken 4 emails to the new Senco before I got a response. Thankfully they were immediately moved to a tutor group with friends who know them well

Q34: Please let us know any comments about your child/young persons TRANSITION and any particular services that have been involved.

Respondents comments:

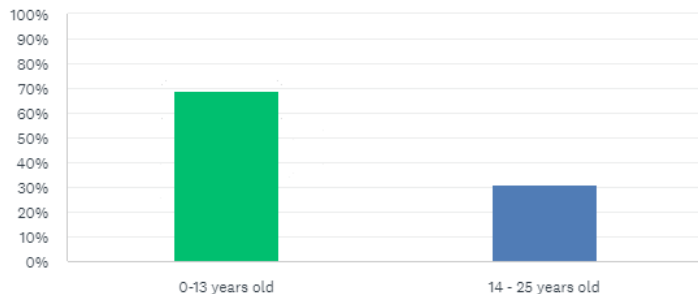
- SEND school were extremely diligent in preparing for transition including months of visits to the college in advance of transition.
- No support with having to move on from college
- My son is not due to go up to Secondary school until Sept 2025 but he has been visiting Secondary Schools in preparation and seems very excited about it all as the work challenges him more than primary school.
- Same transition planning than all other children, 2 sessions to visit the school for stay and play. Basically no transition was thought out, after 1 week at school sendco says son should be part timetable. Ridiculous attempt and poor planning on school and Wokingham sen team side
- Still in early years since last 3 yrs.
- Lack of help transitioning from college to an Apprenticeship
- Beginning to transition now so unable to say but so far it's going ok
- What teams? What health or social care team should or could be supporting our daughter? The only support she gets is what is offered by her school and what we find and put in place for her.
- The school was dreadful, ignored the careful information I put on her transition forms, put her in the wrong class three times and didn't give her vital passes to help her meet her needs at school
- The entire transition process has been left to us as a family to arrange plan and think about
- The school and I have done this...no other depts have had an input
- They seemed to have totally forgotten about the need for a phase transfer review
- Transition wasn't supported by primary school despite parents asking for early intervention. Child is now not in school!
- No one supported my daughter as she left year 11 and went to college
- no allocated worker as yet
- The transition from infants to juniors was very difficult for him. A very big struggle daily to the point he refused to go in to school. Bullying also needs to be taken seriously.

Preparing for Adulthood

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

Q35: What is the age of your child?

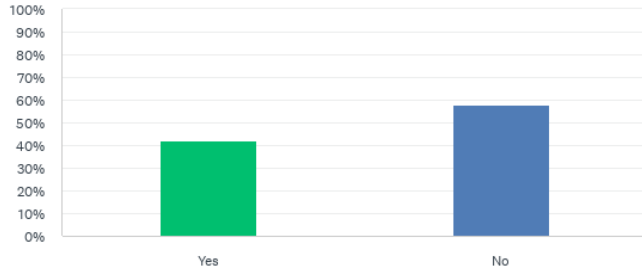
Answered: 208 Skipped: 96



ANSWER CHOICES	RESPONSES	
0-13 years old	68.75%	143
14 - 25 years old	31.25%	65
TOTAL		208

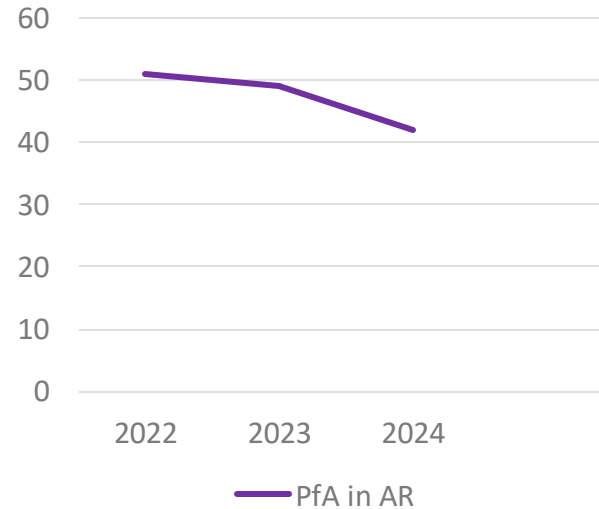
Q36: If your child/young person has an EHCP has Preparing for Adulthood been part of their most recent Annual Review?

Answered: 65 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes	41.86%	18
No	58.14%	25
TOTAL		43

41.9% (49.1%, 51%) of respondents (14 year + child with and EHCP) said that PfA had been part of their most recent Annual Review



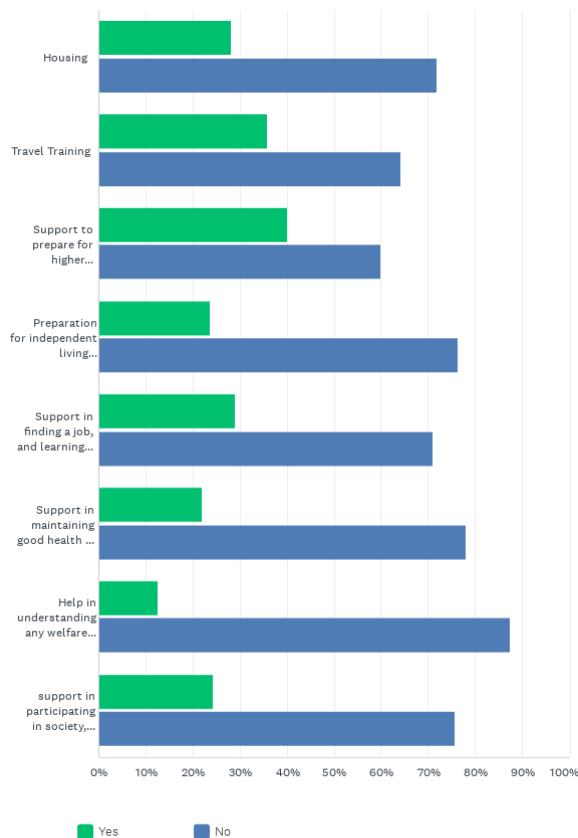
Q37: If your child/young person has an EHCP were any of the following Preparing for Adulthood topics discussed as part of the Annual Review?

Answered: 65 Skipped: 239

PfA topics being discussed in AR is increasing in all areas except **Travel Training**.

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

- Housing 28.2% (11.8%)
- Travel training 35.9% (45%)
- Support for higher education/training in 40% (35.8%)
- Independent living 23.7% (15.7%)
- Job Support 29% (16.3%)
- Maintaining good health 22% (20%)
- Welfare benefits 12% (4%)
- Participating in Society 24.4% (26.4%)

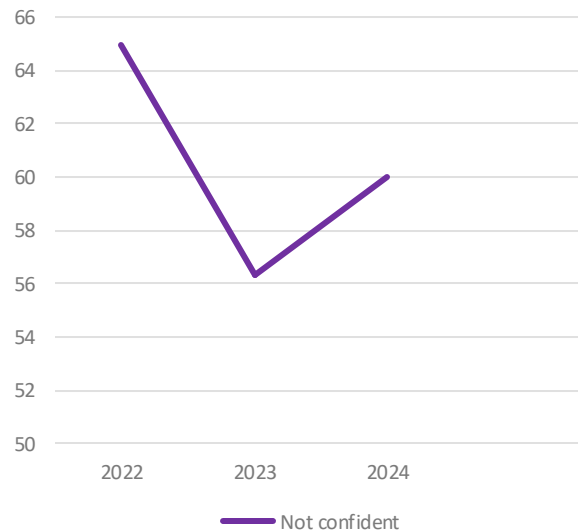
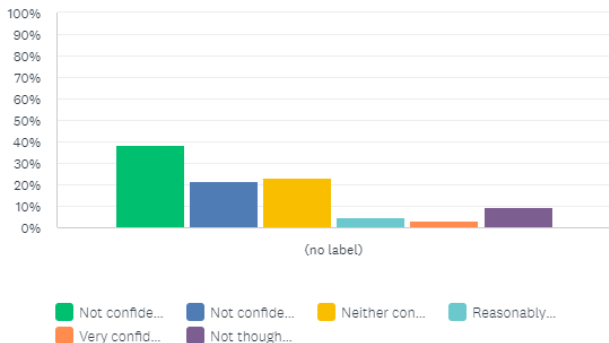


	YES	NO	TOTAL	WEIGHTED AVERAGE
Housing	28.21% 11	71.79% 28	39	1.72
Travel Training	35.90% 14	64.10% 25	39	1.64
Support to prepare for higher education and/or employment	40.00% 16	60.00% 24	40	1.60
Preparation for independent living including where the child or young person wants to live in the future	23.68% 9	76.32% 29	38	1.76
Support in finding a job, and learning how to do a job	28.95% 11	71.05% 27	38	1.71
Support in maintaining good health in adult life	21.95% 9	78.05% 32	41	1.78
Help in understanding any welfare benefits that might be available	12.50% 5	87.50% 35	40	1.88
support in participating in society, which includes making and maintaining relationships.	24.39% 10	75.61% 31	41	1.76

Q38: 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: 65 Skipped: 239

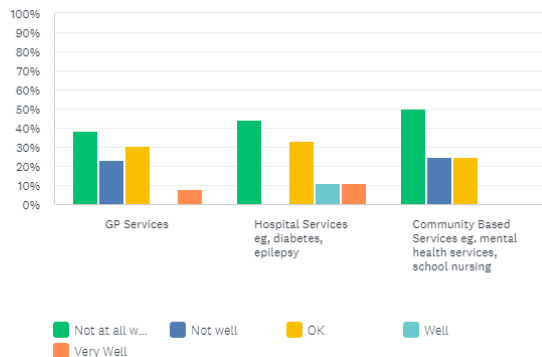
60% (56.3%, 65%) of respondents (14 year + child with and EHCP) said that they were not confident at all/not confident that their child would receive appropriate healthcare when they are too old for paediatric services



	NOT CONFIDENT AT ALL	NOT CONFIDENT	NEITHER CONFIDENT OR NOT CONFIDENT	REASONABLY CONFIDENT	VERY CONFIDENT	NOT THOUGHT THAT FAR AHEAD	TOTAL	WEIGHTED AVERAGE
(no label)	38.46% 25	21.54% 14	23.08% 15	4.62% 3	3.08% 2	9.23% 6	65	2.40

Q39: If your child has gone through Preparing for Adulthood transition from a paediatric to adult health service in the last 12 months (since June 2023) please tell us how well this went

Answered: 65 Skipped: 239



	NOT AT ALL WELL	NOT WELL	OK	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
GP Services	38.46% 5	23.08% 3	30.77% 4	0.00% 0	7.69% 1	13	2.15
Hospital Services eg, diabetes, epilepsy	44.44% 4	0.00% 0	33.33% 3	11.11% 1	11.11% 1	9	2.44
Community Based Services eg, mental health services, school nursing	50.00% 6	25.00% 3	25.00% 3	0.00% 0	0.00% 0	12	1.75

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

- GP services 7.7%
- Hospital Services 22.2%
- Community Services 0%

These are small numbers of respondents but highlight that Transitions in Health are still and area to focus on improving.

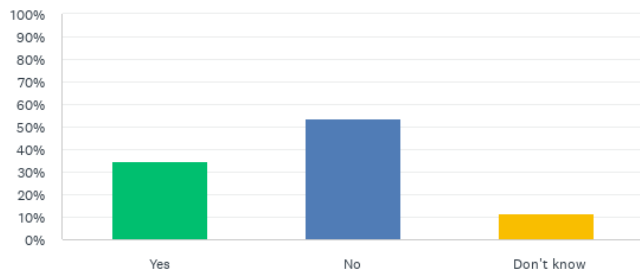
Q39: If your child has gone through Preparing for Adulthood transition from a paediatric to adult health service in the last 12 months (since June 2023) please tell us how well this went

Respondents comments:

- Preparing for adulthood discussions was carried out by senco at school
- Very difficult when services stop talking to you as parent because your child is 16 but expect you to up medication without formal notice of change especially when that child has a history of overdoses
- My son was just dumped by all services. His EHCP request was blocked by school and so ran out of time
- Received a GP learning disability health assessment
- Has not gone through this process
- All these professionals you mention don't exist, the only person who does is my child's diabetic team who are amazing, they have constantly complained to Highclose about how useless they are.
- Hospital (John Radcliffe) was a fairly smooth transition but have gone from seeing the same consultant for many years in paediatric cardiology to a different consultant each time which is very confusing for my young person.
- Never had this service, covid restrictions probably for us
- Again only myself and the school have been involved
- Just not happened
- We dealt with this alongside NHS, no input from Wokingham
- He was signed off from CAMHS at 18, adult mental health won't support him as due to his autism and high anxiety he wouldn't engage in talking therapies. Referred back to GO for them to re issue his medication

Q40: If your child is age 14 - 25 years and has an EHCP have you or your child had any contact with the Preparing for Adulthood (formerly Transitions) Adult Social Care Team? (The PfA team will support young people who are Care Act eligible as they move to Adult Social Care services)

Answered: 65 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes	34.88%	15
No	53.49%	23
Don't know	11.63%	5
TOTAL		43

34.9% (14.6%, 28%) 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



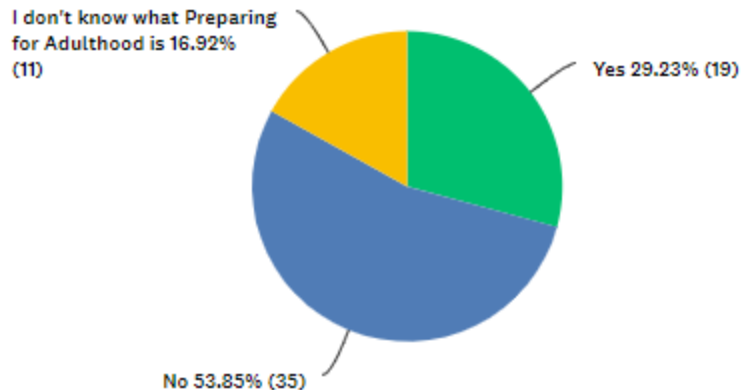
Q40: Please let us know any additional comments about the Preparing for Adulthood Adult Social Care Team

Respondents comments:

- It's the first time we hear about PfA
- Attended one of the meetings
- I had to make the contact
- The PFA social care assessment was handled very well. However our social worker is now on long term sick leave so we don't have a named SW at present
- Social worker assigned to my son was excellent, informative and efficient.
- Would be nice to meet someone from this team
- Is there a team, if not why, if so why are they not communicating with parents.
- We did have to chase for many months to be assessed but once they were involved they have been fabulous.
- My son directly had a call from a team, who asked how he was and what he was doing now. No explanation of who they were, this was in the run up to ofsted. We don't know how they had his number and he did not understand why they called him. (I was there) no real explanation apart from wanting to know what he is doing as he left college. No support or advice given,
- Only because they attended a Me2Club event
- I've had absolutely no contact with them at all, and I didn't even know there was a team that existed that did this.
- They sat in his annual review looking blank and gormless
- Know nothing about them
- Travel training assessment good. Nothing else
- would like an identified worker so they can get to know him so not a tick box exercise

Q41: Do you know where to go for more information about any aspect of Preparing for Adulthood?

Answered: 65 Skipped: 239



70.8% (70%, 72%) of respondents (14 year + child with and EHCP) said that they did not know where to go for more information about preparing for adulthood or what it is.



Q42: Is there anything else you would like to tell us about Preparing for Adulthood?

Respondents comments:

- We would like to know more about PfA
- Is it a myth?
- helpful advice
- We've had no information or support for preparing for adulthood
- He had no prep - last day of school then nothing. Childrens services stopped his CIN plan 3 days after he was expelled from school, and other risks crystallised
- They seem to be better organised than the SEND team but staff still seem to be under a lot of pressure with long term sickness and churn of staff
- We were unsure of what the service would involve, however the social worker was excellent at listening to our son's needs, liaising with his school and providing extensive information on eligible services.
- Much better support from charities like Promise Inclusion
- I feel that it is talked about too soon. There are so many things to go through first before then e.g. GCSEs, college. It can feel quite patronising. We would rather spend the time discussing and dealing with more immediate concerns.
- It still feels exhausting as a parent as you think by the time your young person becomes an adult that you wouldn't need to do so much research all the time to find resources and then organise activities when you do find them. If you get let down or no services are available for the times you need to go to work etc (college holidays are now even longer than school holidays were), you are left to pick up the pieces alone. It's been very hard to maintain a job and my own mental health. A list of all services available including transport options where needed would be useful.
- He has always been supported by social care is now under the adult team
- The social workers are not good in communicate with other teams .
- We are at the point yet again that Mental health will just go you are 18 you are on your own.
- It's all well and good to have a plan but WBC don't follow them through and whilst services are expected to work together via EHCP they absolutely don't at the next stage. In the process of complaint right now and WBC have upheld my complaint regarding this but who do we get support from
- We have had absolutely no external support for our son at all. How can it be that young person has no access to any of this support and I only find out about the kinds of areas it covers through a questionnaire? That's simply appalling.
- Not only do we have no idea who to contact but neither do the reception/switchboard at Wokingham!
- We have had no preparation for adulthood as my son doesn't have an EHCP. I am doing my absolute best to support him but without any professional input. He is not in employment, education or training and doesn't feel able to be as he has been entirely unsupported.
- housing is something we are working on as a project so very parent focussed would be good to get engagement from team
- Preparing for adulthood were very supportive and I felt listened to
- I know as my oldest child has recently taken this path

Social Care Services

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

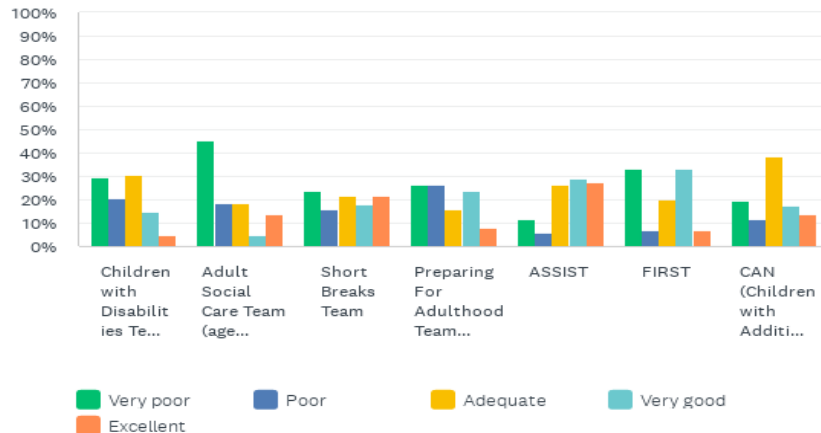
Q43: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 203 Skipped: 101

- Improvements in rating for Short Breaks, PfA and FIRST services.

Decline in rating for:

Children with Disabilities Team – parents felt unsupported
 ASSIST - comments generally very positive
 CAN Network – most not aware of service



	% of respondents* who rated service excellent/very good	% of respondents* who rated service poor/very poor
Children with Disabilities Team	19.5% (26.2%, 27%)	50% (47.6%, 42%)
Adult SC	18.2% (17.6%, 28%)	63.6% (57.1%, 39%)
Short Breaks	39.2% (31.9%, 27%)	39.2% (44%, 30%)
PfA team	31.6% (20.9%, 24%)	56.2% (55.8%, 49%)
ASSIST	56.5% (62.1%, 63%)	17.4% (18.2%, 15%)
FIRST	40% (33.3%, 31%)	40% (50.3%, 31%)
CAN Network	30.8% (44.5%)	30.8% (21.8%)

Figures in () are 2023 & 2022 results.
 *For those who it was applicable

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Answered: 203 Skipped: 101

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Children with Disabilities Team including Early Help (for ages 0-18 years)	29.27% 24	20.73% 17	30.49% 25	14.63% 12	4.88% 4	82	2.45
Adult Social Care Team (age 18-25 years)	45.45% 10	18.18% 4	18.18% 4	4.55% 1	13.64% 3	22	2.23
Short Breaks Team	23.53% 12	15.69% 8	21.57% 11	17.65% 9	21.57% 11	51	2.98
Preparing For Adulthood Team (formerly the Transitions Team)	26.32% 10	26.32% 10	15.79% 6	23.68% 9	7.89% 3	38	2.61
ASSIST	11.59% 8	5.80% 4	26.09% 18	28.99% 20	27.54% 19	69	3.55
FIRST	33.33% 5	6.67% 1	20.00% 3	33.33% 5	6.67% 1	15	2.73
CAN (Children with Additional Needs) Network	19.23% 10	11.54% 6	38.46% 20	17.31% 9	13.46% 7	52	2.94

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **Children with Disabilities Team**

- Don't know how they can help or what they offer or how to access
- portage are lovely, but the help drops off once they reach school age
- First contact were told we wouldn't qualify when eventually re-referred and accepted support was needed it was too late to be any use as child unable to access
- Don't know about it
- Slow, no meaningful help, just wasted meetings and visits that stress my child
- We never hit the threshold to get support
- Never had contact
- could do more on offerings of clubs and after school
- Portage has been a huge support and help in guiding how best to support our child at home
- Had help from early help for my older daughter and had a lovely lady called Kay who was very supportive and helped with getting support in school.
- Haven't had any services or been made aware of any
- We have not had direct contact with either of these teams.
- Helpful individuals but limited provision
- Had no assistance until PFA team involvement
- The team seems to lack understanding around trauma and attachment issues. Also effects and long-term toll this takes on parents. They lack transparency and seem defensive rather than owning up to mistakes made.
- Very limited support for under 5s
- Haven't checked this out
- Need right info for parents to look for information. Too many links, newsletters, flyers. Need centralization
- when my daughter was under the children she was better supported
- We haven't had any help to speak of. If ASSIST is included with early help then I can speak very highly of their help and support.
- We have early help but it's too early to comment on their involvement
- They had absolutely no clue how to deal with a child engaging in unsafe behaviours
- Dropped us almost immediately, no time or patience for our daughter
- No one supported me even though I called in for help. I was told I didn't need help,
- I don't know what this is?
- There is NO provision. Thumbs up club is no longer on place. How are we supposed to manage
- No out of school care available

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **Adult Social Care**

- No real contact or support so no judgement
- Not been contacted by them
- if you reach out you can get support

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **Short Breaks**

- Like to know how they can help or what they offer or how to access
- Very supportive and responsive. Easy to contact and have been great at understanding my family's needs
- I have no idea who they are or what they do.
- Don't know about it needs more proactivity
- I don't deal with them direct but am sure we should be getting more support with short breaks but our social worker deals with that
- Never heard of them
- very informative
- Miranda is excellent. Supportive and responsive. However if we hadn't found our own personal assistant we wouldn't have been able to put anything in place
- Optalis service staff are very helpful, but due to staffing difficulties there are few days out options to select, so the bulk of the allocated funding for our son has not been spent yet.
- Limited hours , activities
- did not know there was one
- We have just applied for a carer's assessment for short breaks support and been told there is a long waiting list so no support is likely to be available this summer to replace that given by Thumbs Up Club in past years.
- Our short breaks coordinator is lovely and offers helpful ideas etc however Saturday club has been running at half its hours for months which is frustrating
- V helpful individuals but not enough provision
- Need to provide more direct provision
- Waiting list and can't even review my request yet
- Short breaks is used a lot. Found it difficult to who to go for and what it could offer
- Have not used this service
- Not been contacted by them
- Waiting list is long and the list of options given whilst waiting is either fully booked or not appropriate.
- My son wasn't able to engage with them when he reached the top of their waiting list but I am waiting for them to contact me again to see if they can work with him now.
- Miranda is very supportive. However if we hadn't found a PA ourselves our daughter wouldn't actually be getting any input, just some funding.
- No help at all even though we are struggling
- Only getting 3 hrs a month which means family cannot do anything
- Miranda is an incredible part of the Short breaks team.
- They can't answer any questions
- Who? what?
- Money on a card doesn't magic up provision
- Miranda has been amazing and credit to LA

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **Preparing for Adulthood Team**

- Don't know
- Excellent service.
- Only poor due to lack of any support ever mentioned
- Didn't know how to use them?? how do we access this service?
- Not been contacted by them
- No point of contact. Felt like a box ticking exercise
- Is this accessible without an EHCP? I have been to a parent webinar but can't remember who ran it, I think it was a charity and I think most resources were only available if the y had an EHCP?
- again if you reach out they help

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **ASSIST**

- Pam is the font of all knowledge and so incredibly supportive. The service she provides has genuinely saved my sanity at times.
- I haven't used them in the last year but think I'll reach out
- not heard of them
- An absolute godsend and support when no one else gives any. Pleas continue to fund
- Not heard of this
- Done a course and was excellent, but not received any other help
- Not used
- Never available to answer calls or help much
- Attended the early birds autism awareness course and Pam was great with signposting us initially
- What is this?
- Have not used this service
- Not been contacted by them
- ASSIST have helped me and my family in so many ways and give me the strength, support and advice to keep battling. Without ASSIST I think I would feel like I was drowning
- Vicki has been invaluable in our journey
- We have used ASSIST drop ins and courses - they have been great and really from a neurodiversity positive point of view. I wish more of the trainings were given to school. It feels like we have had to be our schools ASSIST service!
- They're under resourced and can't help everyone but when they do, support via phone is good.
- Who? What?
- Only come into contact with Assist within the last month but so far help has been great
- This service seems to only support families and children that have minimal behaviour difficulties

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **FIRST**

- I don't know how they can help or what they offer or how to access
- Were told a long time ago that we are beyond their help
- We were always too complex to get support
- Never heard of first
- not heard of them
- Not heard of this
- Not heard of them
- What is this
- Have not used this service
- Never heard of it!
- Not been contacted by them
- Who are they
- I don't know what this is

Q43: How would you rate any services from the Wokingham Borough Social Care services?

Respondents comments: **CAN Network**

- Haven't used
- Not heard of them
- Couldn't find anything helpful for my son
- We had to find out about this through word of mouth, Its not the best as it only works when the child is with us which is not useful in general
- get emails but no card issued
- Not heard of this
- Not used
- Never available to help
- Not used, not sure what they are. Unclear of the benefits of a CAN card
- Have not used this service
- Not used it
- Not been contacted by them
- We have a CAN card and get emails from them
- Who? What?
- Not tried

Q44: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments:

- Don't know how they can help or what they offer or how to access
- I was not aware it existed
- They have not assessed and have stated that we don't meet their threshold, not sure how they know this without assessing?
- Need to be more proactive with what is available. Need more holiday clubs we can't get our children into any!!!
- Being failed again with refusal of services that could help my child, always finding first and so failing another of my children
- We seem in no man's land, too complex for early support but not bad enough for to meet the threshold for support
- Found they lacked understanding around trauma and attachment. Felt gas light. No transparency around changed decisions when changed. Not very sympathetic in CIN meetings when sharing upsetting personal details. Consistently scored higher than us and other professionals at end of meeting - which felt invalidating (maybe they felt they needed to show they had made progress even when everyone else felt no progress had been made?). CIN minutes often inaccurate and showing biased towards their opinion - started happening since CWD social worker started taking minutes rather than separate administrator. On the whole the CWD are defensive in meetings and quick to shut down discussions they are not happy with.
- Social care is another service with no benefits to the child they are supposed to support. Another failing system
- Appalling
- I would have loved to have been given the opportunity to comment but sadly have not met threshold for one.
- Very late in responding. WBC OT team home visit are waste of time. 0 support from WBC OT team.
- Impossible to access
- Words fail me as to how inefficient these teams are, perhaps you start again and get some staff who want to work and are able to work in this area.
- See above. They need more training, not only in the areas already highlighted, but in how to help parents feel understood, validated and empowered. CIN meetings are particularly stressful and unhelpful. Minutes are often inaccurate.
- Serious lack of communication and proactiveness

Q44: Please let us have any additional comments about WBC Children with Disabilities (Social care) team

Respondents comments:

- Good to know more as we do have DLA for the child. As a non-working mother and full-time career to know what are my access as parent career.
- Unsure what it does and if we need it?
- They need to learn to communicate
- The school system, the SEND team and mental health services are failing our children. Change is needed. Talk to you families, the children where appropriate and the parent / careers and ask us what we need, where change is needed. We have the answers to your questions, and we want to be listened to
- Turnover of staff is ridiculous, you need to learn how to keep hold of people
- Never heard from anyone on this team
- I don't know anything about this team.
- I don't know about this team?
- No input until we asked for a Carers Assessment
- Social workers show no care for the families. And have no understanding of how to support families
- Lack of out of school provisions for short breaks and wrap around care

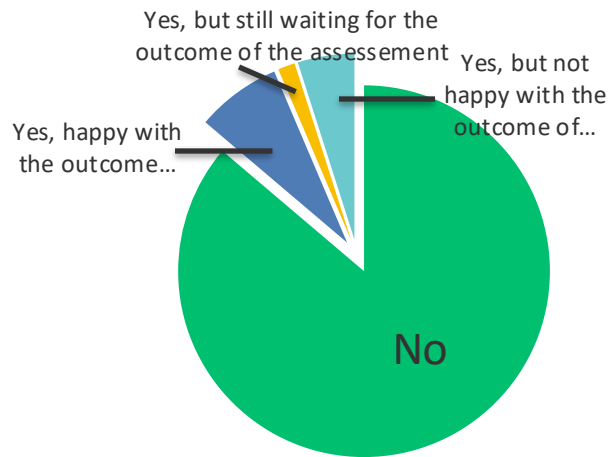
Q44: Please let us have any additional comments about WBC Adult Social Care team

Respondents comments:

- They still have not responded to my request to be assessed as a carer - 3 years later.
- Social workers have no benefit to families. They just make parents feel crap most of the time because they don't have funding to help and red tape is ridiculous. No understanding of relationships or mental health. I feel sorry for them.
- Non existent.
- We have had the good, the bad and the ugly over the years. Our current one is young and in experienced but pleasant enough.
- They don't advocate for they clients. I do all the job , chasing the housing for better understanding of my daughter needs, for the EHCP to make sure it included my daughter choice.
- Disjointed disinterested and quite frankly dangerous
- We aren't old enough as my young person is 17 years old.

Q44: Has your child had a Social Care assessment in the last 12 months (since June 2023) ?

Answered: 203 Skipped: 101



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

53.6% (56.5%, 54%) were happy with the outcome,

10.7% (26%, 25%) were still awaiting the outcome

35.7% (17.4%, 20%) were not happy with the outcome.

- The % waiting for the outcome of their assessment has significantly decreased.
- A higher percentage were not happy with the outcome of the assessment.

Q44: Please let us know any comments about your child/young persons social care assessment

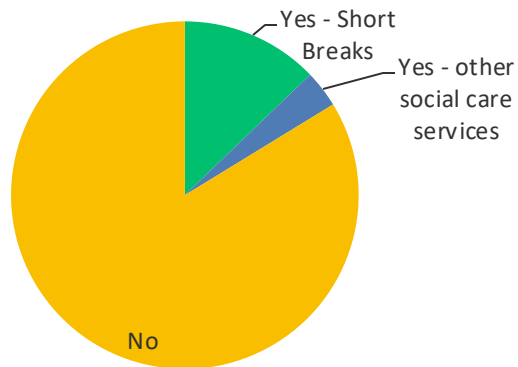
Respondents comments:

- No idea how to access
- Blame is on the parents. Don't feel supported. Lack of understanding. Patronising.
- No tangible support offered
- I'm actually not sure
- I assume the assessment by short breaks applies here?
- Social worker very supportive and easy to deal with. Felt listened to.
- We think our daughter should have met the threshold for a specialised disability social worker who understands autism in girls
- Had to wait a long time for it
- I have requested during annual reviews - nothing
- Have not used this service
- Said they won't spend money as mainstream
- Don't know. Recently appointed early help service.
- No support was offered apart from money which is useless

Q47: Do you receive 'direct payments' from Wokingham Borough Council to buy social care services?

Answered: 203 Skipped: 101

We received 33 responses from a small number of families that have Short Breaks DPs and also DPs for other social care services.

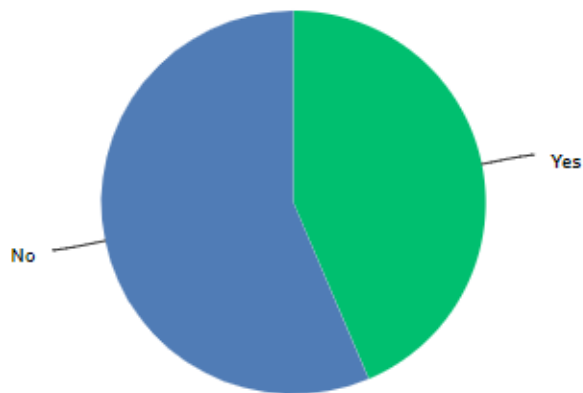


ANSWER CHOICES	RESPONSES	
Yes - Short Breaks	12.81%	26
Yes - other social care services	3.45%	7
No	83.74%	170
TOTAL		203

Q48: Are you happy with the services that you can purchase using your direct payments (including Short Breaks direct payments)

Answered: 203 Skipped: 101

Of that small number of responses **44.7%** (56.3%, 52%) were happy with the services that they could purchase.



ANSWER CHOICES	RESPONSES
Yes	44.74% 17
No	55.26% 21
TOTAL	38

Q47: Please let us know more about what direct payment services you are happy or unhappy about

Respondents comments:

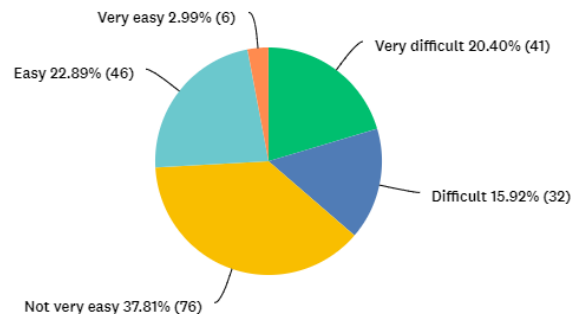
- Really valuable respite when my son attends his activity with 1:1 support that isn't me!
- didn't know about this
- No options for my child
- I've found there is no availability of school holidays clubs and activities for children with disabilities
- We struggle to find carers who can provide the respite we have funding for.
- There is a shortage of PA's
- We haven't received any
- Our direct payments include sessions with the out and about service with Optalis, but after 6 months we are still on waiting list. This service is key to our son socialising with friends. It's also very hard to find PAs so direct payments build up and unspent funds will be taken back
- I've never heard of this
- Part of our funding must be spent on Optalis out and about service, but there are very few options that my son would like to attend/ are available due to staffing difficulties. We would prefer to use this funding for services that are more appropriate for my son's needs.
- Loddon Court respite - too much time sitting around on an iPad. Only respite option available. No help to find carers.
- Don't know any
- never heard of direct payments
- Can't find carers
- There are no services to access
- But took me 6 months to find a service that would not involve me having to find activities and transport myself. Once I found that I've stuck with it as it's much less stress.
- We have respite hours, but have struggled to find suitable carers to employ to deliver this service.
- It's difficult to know the difference between direct payments, short breaks and other branches or area. I don't know what they offer or what there is out there.
- SW stated daughter need to social engagement but not provide payment for it.
- Still wait listed.
- I'd like to mire about this. I am a single parent with 3 autistic children and am struggling
- But if we hadn't found a PA ourselves I don't know what we would do with the funding
- Thumbs up no longer running
- My daughter is very limited in what she uses her short breaks for.
- Anytime you ask a question nobody knows an answer
- Short breaks have been extremely supportive and helpful in providing funding for my child to attend JAC
- There are NO services to buy
- Nothing in the borough to boom and very hard to book anything funded by other authorities as those living in them have priority

Information

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

Q49: 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: 200 Skipped: 104



2.72★
average rating



	VERY DIFFICULT	DIFFICULT	NOT VERY EASY	EASY	VERY EASY	TOTAL	WEIGHTED AVERAGE
★	20.40%	15.92%	37.81%	22.89%	2.99%	201	2.72
	41	32	76	46	6		

There has been no change over the last 3 years in how easy it is to find information; the majority still say it difficult to find information.

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

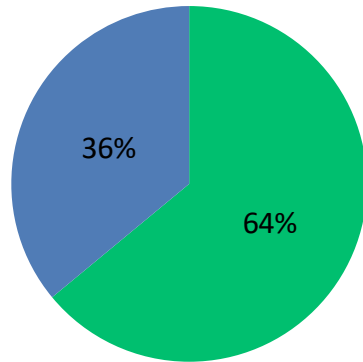
The majority, 74.1% (74.2%, 79%), said it was not very easy, difficult or very difficult.

(2.7 in both 2023 and 2022 average rating)

Q50: Have you heard of the Wokingham Local Offer website for 0 - 25 year olds with special educational needs and/or disabilities (SEND)?

Answered: 200 Skipped: 104

There has been a significant improvement in the number of people who have heard of the Wokingham Local Offer website **64%** (55.2%, 52.6%)



■ Yes ■ No

ANSWER CHOICES	RESPONSES	
Yes	64.00%	128
No	36.00%	72
TOTAL		200

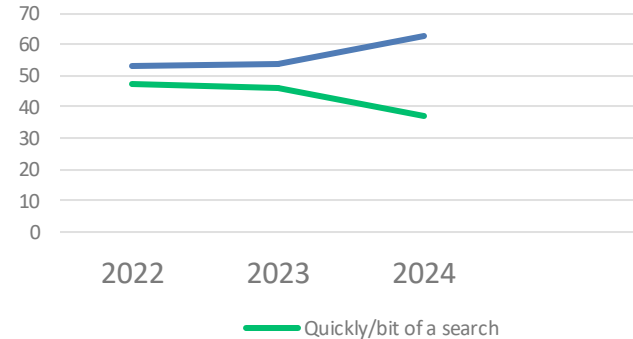
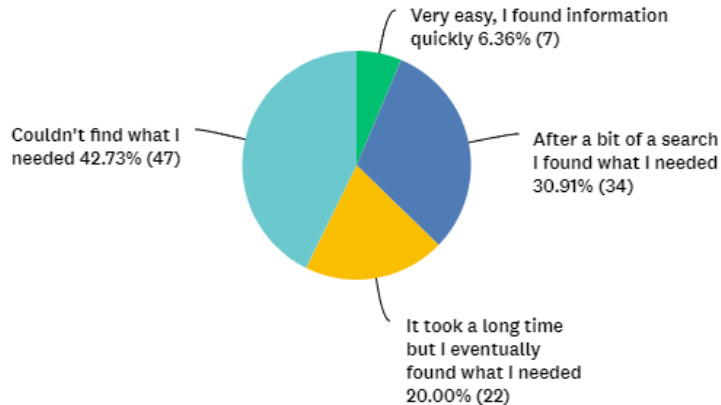
Q51: If you HAVE used the Wokingham Local Offer for 0 - 25 year olds with special educational needs and/or disabilities (SEND) , how easy was it to find what you were looking for?

Answered: 200 Skipped: 104

Respondents are still finding it difficult to find the information they are looking for on the Local Offer. For those who had used the Wokingham Local Offer website:

37.2% (46%, 47%) of respondents said that they found what they were looking for very quickly or after a bit of a search.

However, **62.7%** (54%, 53%) said it took a long time or they couldn't find what they were looking for.



Q51: Please let us have any comments about the Wokingham Local Offer website.

Respondents comments:

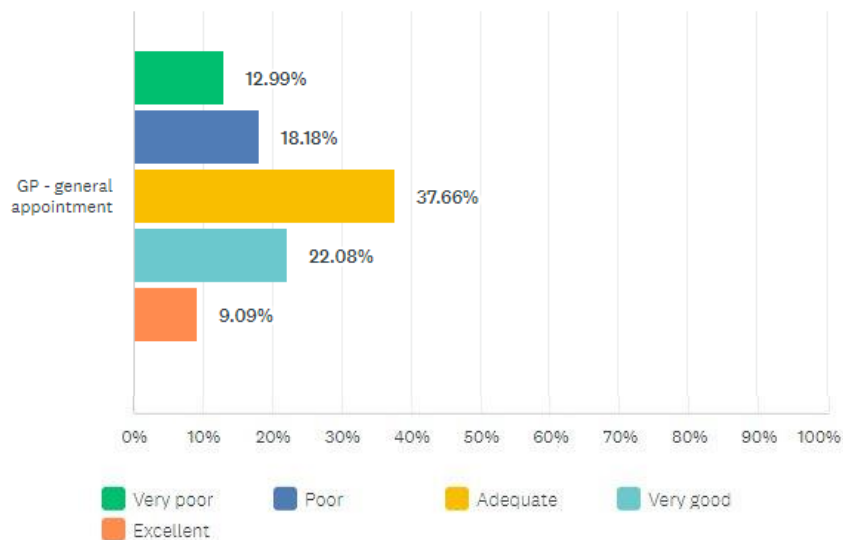
- However, nothing interest my child and his level of autism is usually different from most children there and it doesn't work as he is high functioning.
- Not used for long time
- Haven't used it before.
- Nothing was applicable
- I'm pleased it's being improved. I need to go back and look at it. Haven't bothered for so long as it was awful
- Never use by choice, too complicated and easier to go direct to services. Prefer using the booklet
- It's terrible and not organised in a user-friendly format.
- If you go to PFA section it doesn't help you find services just a number for pfa team who couldn't actually signpost me to any holiday clubs suitable for 20-year-olds.
- Not much for specific learning disabilities such as dyslexia dyspraxia dyscalculia etc
- I haven't used the website but have had emails with details.
- Just wanted a clear list of resource base primary schools in Wokingham
- Have not used this service
- Still feel overloaded with lots of information, I need help
- Please could they say which specialist schools meet which needs
- It is a trawl to find what you are looking for. There is too much content that is not SEN specific
- I haven't looked at it recently. Gave up as it was so poor. However, I understand work is being done to improve it.
- No SEN holiday clubs in the area - desperate for provision which accepts children who need 1-2-1.
- It's rubbish. It's a tick box document that doesn't give parents the information that they actually need. It's also not up-to-date and it doesn't include provisions that are within our very own borough. It's an absolute waste of time
- disjointed mess
- There's too much. It's not a local offer. It's a directory of charities and services. I don't think you can claim that's a local authority service to people.
- The website is fine, being eligible for services is more challenging.
- I haven't used the local offer as not sure what my son is eligible for

Healthcare Services

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

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

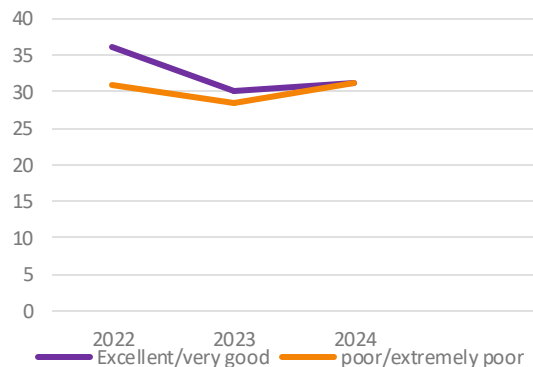
Answered: 154 **GP General Appointment**



There is little change in GP ratings from 2023 to this year

% of respondents* who rated service excellent/very good
31.2% (30%, 36%)

% of respondents* who rated service poor/extremely poor
31.2% (28.5%, 31%)



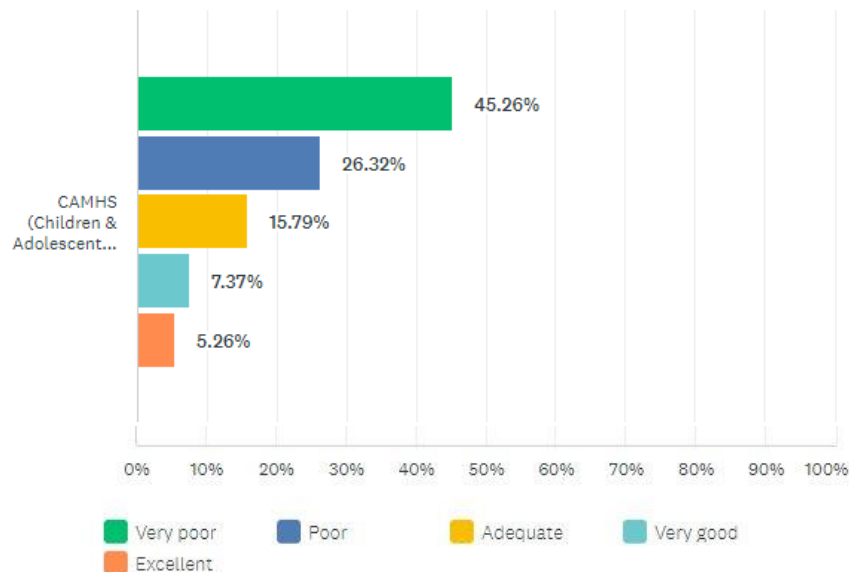
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: GP General Appointment

- Tried to refer for ADHD but told it had to be redone by school
- Not been offered learning disability annual health check
- Extremely hard to get an appointment but GP was fine when we finally saw him
- Not visited the GP in the last 12 months
- Dr D - Finchampstead Surgery - really listens and care and provides appropriate path to support.
- Can't get one!
- struggle to get appointments with a GP
- Hard to get appointment but our GP is very good
- Our GP is amazing
- Just gave leaflets and URLs and told us to self-refer to wellbeing hub
- It depends on the individual GP. Practice manager hasn't formally responded to a complaint!
- We're really lucky with our GP practice
- Still waiting for dental referral
- They generally don't do much and send us on to hospital
- GP unable to support with ADHD referral - they submitted a referral for us only to be told they were unable to do this and it had to come from school
- GP didn't have any understanding of how autism might impact our daughter during puberty
- GP has been reasonably good at finding reasonable adjustments and (eventually) understood that they couldn't just speak to my child without me being there to help him.
- Useless never available to help always pass on to paediatrician or someone else to ask for help
- He needed multiple appointments because lesser qualified people kept giving wrong information and wrong prescriptions leading to an ear infection lasting several weeks and needing much time off school.
- The GP appointment systems are ridiculous. It is not possible to ring at 8am as well has get my children ready for and to school so I often have to ring later. When I do there is a very long waiting time on the phone and most of the time all the appointments for the day have been booked and I have to try again the following morning.
- Poor for diagnosis of dyspraxia
- Waiting times too long
- Dingley children's hospital is great
- Wokingham medical centre front desk need more trainer
- GP has not been helpful in addressing health needs
- Very dependent on who you speak to
- might as well not exist
- Unable to help - pointed us to CAMHS
- Get signposted to websites
- GP told my son he would have cancer by the time he was 30 if they arranged an X-ray of his lungs. My son's health issues are not taken seriously.

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

Answered: 95 CAMHS (Children & Adolescent Mental Health Services)



There is a significant decrease in rating from 2023 to this year

% of respondents* who rated service excellent/very good

12.6% (19.8%, 16%)

% of respondents* who rated service poor/extremely poor

71.6% (57.1%, 86%)

Many still think Autism and ADHD pathways are still part of CAMHS



Q52: 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)

- Wait times for ADHD and then for meds horrendous
- Dr B has been excellent with my son and really understood his needs. His flexibility has been greatly appreciated
- Extreme waitlists
- Huge waiting list (4 years for ADD diagnosis) however we had a great Dr finally diagnose, helpful anxiety parent led treatment via CAHMS, all very disjointed though, for a child who has complex multi additional needs, it is not holistic, everything is dealt with separately
- Waiting lists are just ridiculously too long.
- Not good. Under resourced.
- Waiting lists incredibly long
- Waiting times means children being failed. Medication pathway isn't working for our child with pda who had previously been on a test wait to try meds again, got discharged because at the time he wouldn't engage and now in crisis and desperate for meds but at the back of the long queue again. Some children are too complex and need to be able to approach these things quicker in order to achieve success
- Adhd nurse has been excellent. Very difficult to access help for anxiety
- was almost 18 when contact was made for potential support but it was too late to start anything
- It's a bit hit and miss with the support
- Still on waiting list re ADHD meds
- Far too long to wait
- waiting list
- Rob H has been amazing.
- Still not been assessed for autism - case now closed as over 18
- Had to go private as CAMHS didn't have learning disability resource
- ADHD team are fantastic, Sami has really supported us. Anxiety team tried but overwhelmed by sheer demand and I don't think offer enough alternatives to CBT
- We attended for a parenting course. The woman at reception gave my child a snotty look when he kept ringing the bell - he has adhd and is impulsive. If you work in this sort of service you need to be more tolerant.
- No involvement with CAMHS.
- Still on wait list for ADHD assessment.
- Have one size fits all approach, And did not make any reasonable adjustments to enable our child to access their services. As a result, there was a significant delay in an appointment being offered, And now the timing of that appointment means they will not engage with it. Their inflexibility is quite astounding.
- CAMHS have no understanding of how Autistic children struggle with their mental health, blame everything on Autism or the child, then discharge them. Their report is of no use to the EHCP as they are too scared to make any recommendations. Waste of time.
- We were referred to the "helping your child with worries and anxieties course" It was good in some ways and has helped some. But it is not designed for autistic children
- Appalling. misdiagnosed and lied to social service about us. They refused to assess our child for ASD, told social service we refused to have her assessed!

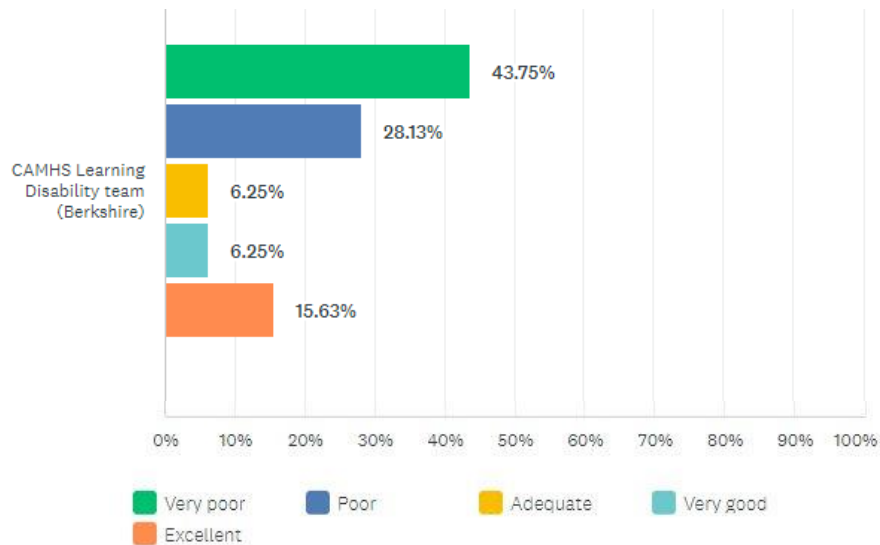
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- Such a long wait to be assessed
- Had a very bad experience in the past so now do not want to use.
- 21 month wait for ASD diagnosis. Indicated ADHD. Another 2 year wait (eventually referred privately via Right to Choose)
- Still waiting for the referral
- Anxiety intervention didn't really factor in to approaches.
- Just long waiting list
- For older child said self-harm every 2 days, plan of suicide and suicide note weren't an issue. Hence asking for early help.
- I would struggle to call this a service in all honesty. There is a complete lack of transparency or willingness to offer any support
- Still waiting for dyspraxia diagnosis, keep being passed from pillar to post, this has been going on for over a year.
- Fairly quick to triage but then put on a waiting list with no support in the meantime..
- Only offered CBT to our daughter which didn't work, no other route or therapy seems to be offered for children with autism
- The service is awful there are no words to describe how poor it is
- Too long a wait time
- Only saw them for diagnosis and then discharged
- They didn't follow up within 3 months as stated
- Awaiting an appointment to adjust ADHD medication. We were originally told it would take 12 months but then were told much longer - I think they said 2-3 years.
- Still on the very long waiting list for ADHD referral
- Referred to mental health 4 youth team by school. Received an appointment within a couple of weeks and clinician found an alternative way to deal with appointment when my son was distressed
- Waitlists 26 months and forms are lost
- CAMHS and PMHT4Y are appalling. Only yesterday they have failed another one of my children. There is no pathway offering therapy to autistic children / young people with severe anxiety and or important. My child does not fit the box they want to put him in so he is discharged. The practitioner herself said "there are a lot of children who can't engage with work we offer, the kind of support they need just isn't out there". They know they are failing Neurodiverse young people / children but what is being done about it
- Had to fight to be seen and the waiting list is too long. The people are amazing when you talk to them.
- The service has caused more damage than help, I have complained and my complaint was not upheld.
- Just sitting on the wait list
- Would like to use the service but don't know how to get the process started?
- Fantastic practitioner at assessment but assessment needed to happen sooner, pathway hasn't been straightforward since assessment. Mismatch between advice given about support for ASD at school and actual support available at school.
- Took 3 attempts before an Autism diagnosis and a 1/5 yr waiting list
- Long waiting time to get the help by which time his mental health had seriously deteriorated
- Waiting lists mean long waiting times for children in need

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

Answered: 32 CAMHS Learning Disability team (Berkshire)



**This is a new service for 2023/24.
Service started Jan 24**

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

% of respondents* who rated service
poor/extremely poor
71.9%

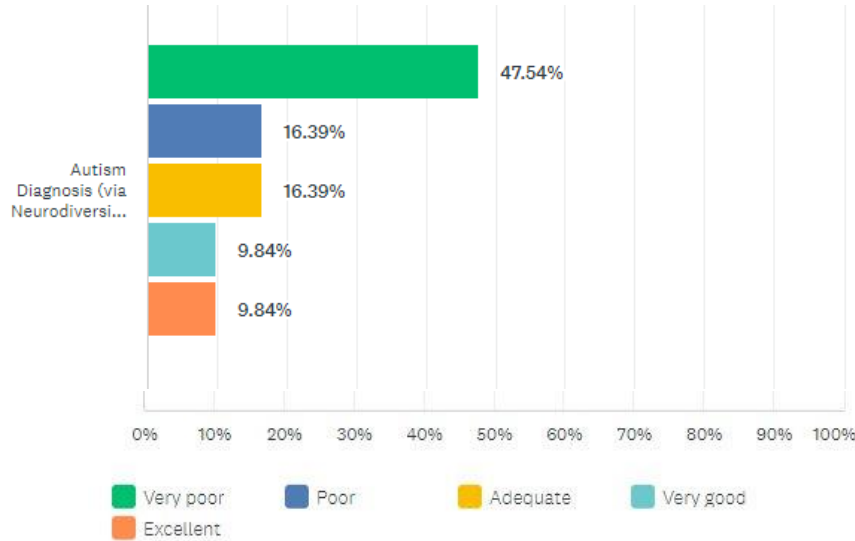
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: **CAMHS Learning Disability team (Berkshire)**

- Still waiting for feedback after making a referral
- Is there a separate team?
- Still waiting for the referral
- Not aware of this
- He's awaiting his official assessment but I have been contacted a few times about his progress on the waiting list
- Very poor as I've never been told they exist!
- Have sent paperwork but not had a response as yet
- Didn't know this existed
- Would like to know more about this
- CTPLD are a joking, they don't provide anything from 18y old
- I've not heard about this service/ pathway
- Didn't know they had one, they have never told me that
- Requested support...still waiting

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

Answered: 60 Autism Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)



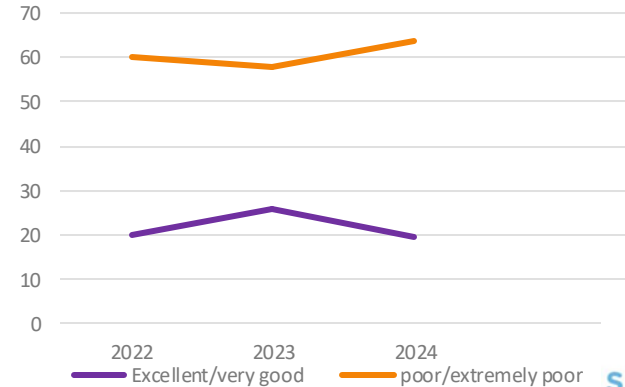
There is a decrease in rating over the last year

% of respondents* who rated service excellent/very good

19.7% (25.7%, 20%)

% of respondents* who rated service poor/extremely poor

63.9% (57.8%, 60%)



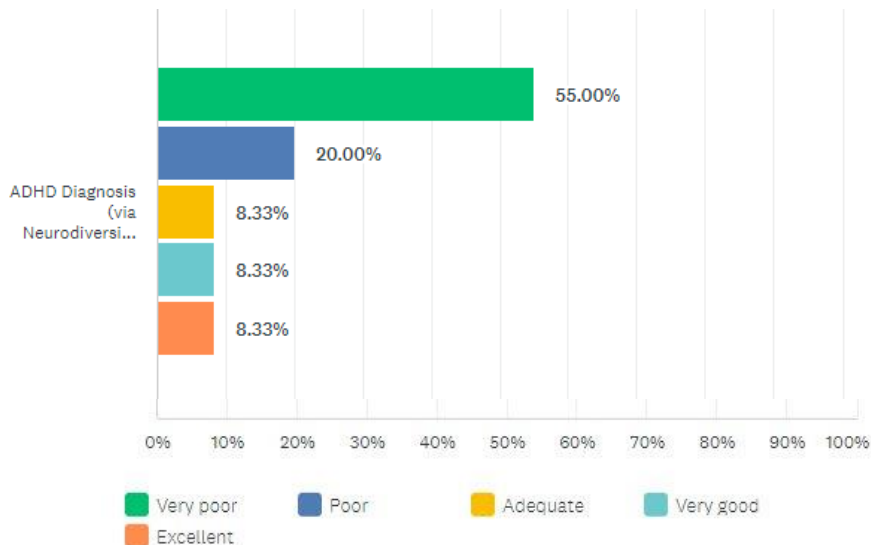
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- Recently had both ASC and ADHD assessments - despite the very long wait the actual service received was very positive. Communication was good, updates sent when they said they would, follow up appointments made quickly.
- Fine, once you get to see them, which takes too long. Also, my son got diagnosed but no help followed, so we were left in limbo with just papers to read.
- Haven't accessed yet but on pathway
- Long waiting times
- Diagnosed in 2020 and immediately discharged. Left hanging
- Waiting list far too long, but have communicated well
- Too long to wait
- waiting list
- Great but they diagnose and kick you to the curb
- We were on a waiting list for over 24 months. We were forced to agree to a private online assessment to get support. This came with no follow up care
- Long waitlist and communication wasn't timely. We went private.
- Was referred to Healios after 21 months
- Aside from submitting a referral over 6 weeks ago I have had no confirmation that this has been received or where it is in the process
- No follow up given when stated in report
- Waited 2.5 years for diagnosis. Limited support after diagnosis, just left to deal with it
- Long wait, but assessment was adequate
- Used for a sibling very long long wait
- Have not had assessment yet, so scoring only based on waitlist times
- Had to get a private assessment
- Had to go private
- Still sitting on the waiting list years after referral - she has spent a year out of school, had an EHCP... and we still wait to talk to them
- Waiting list too long.
- Shockingly bad, gave the assessment and recommended a book to read, then suggested in front of my child's may have ADHD without thinking how this might affect me or my child. Then received an email out of the blue saying my daughter may need to be admitted into psychiatric care as an adult, so bad!
- My child was on the waiting list but the wait time was too long. We made the decision to go private.

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

Answered: 60 ADHD Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)



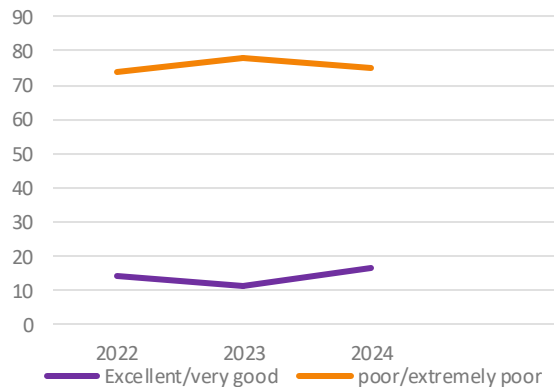
There are improvements in rating from 2023 to this year

% of respondents* who rated service excellent/very good

16.7% (11.4%, 14%)

% of respondents* who rated service poor/extremely poor

75% (78.1%, 74%)



Q52: 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 Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAMHS)**

- Waiting.....
- Recently had both ASC and ADHD assessments - despite the very long wait the actual service received was very positive. Communication was good, updates sent when they said they would, follow up appointments made quickly.
- Huge waiting list (4 years for ADD diagnosis) however we had a great Dr finally diagnose
- Haven't accessed yet but on pathway
- Long waiting times
- Outsourced to Psychiatry UK which was efficient. Handover to CAMHS was smooth
- waiting list
- Great but again they just get rid of you after with no further help
- We were on the waiting list for over 3 years to get an assessment. We had to opt for a private online assessment to be seen. The service was not patient centred. We chose to stop follow up provided
- We were emailed a year after referral to say we're on the waitlist. I've sent them our diagnostic reports and tried to call to get into the medication list and it's 4 months and no response. It's atrocious.
- Waiting times
- Still waiting (have been referred privately)
- Still waiting for the referral
- Long waiting list
- in a 4-year queue we should have been in at 6 but was missed by CAMHS and now back in the queue due to be seen when he's nearly 13
- I have had it "confirmed" by my social worker that our private ADHD diagnosis has been accepted but no formal confirmation of next steps or actions
- 24 month wait for a diagnosis. It's a joke
- I don't know how to contact

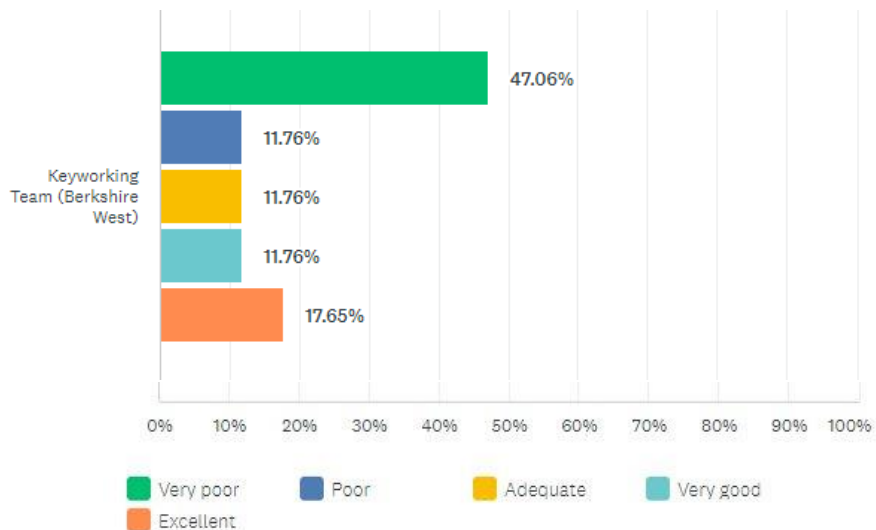
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- Told to wait till child is 6 to be put on a 2 year waiting list
- They have responded very quickly to the referral from my son's school and we have an upcoming assessment appointment at the end of July.
- After waiting 2.5 years for an ADHD assessment, had to go private. Still on waiting list for medication with no idea how much longer we will need to wait.
- Still waiting for assessment
- Using for another sibling. Very long long wait
- Our ADHD diagnosis was private due to excessive waiting lists
- Still in the wait list after 2 years and 4 months
- Had to go right to choose
- Terrible no support no courses no advice
- Waiting list is to long - did not need the service in the end.
- We won't try to access this as the waiting list is too long, we will have to try private assessment.
- We had to access ADHD diagnosis privately. NHS wait was too long and school were not helpful with paperwork.
- We got a private diagnosis as told waiting list was so long. Currently waiting for CAMHS to confirm diagnosis since 2023
- Wait time too long

Q52: 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: 17 **Keyworking Team (Berkshire West)**



This is a new question for 2024

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

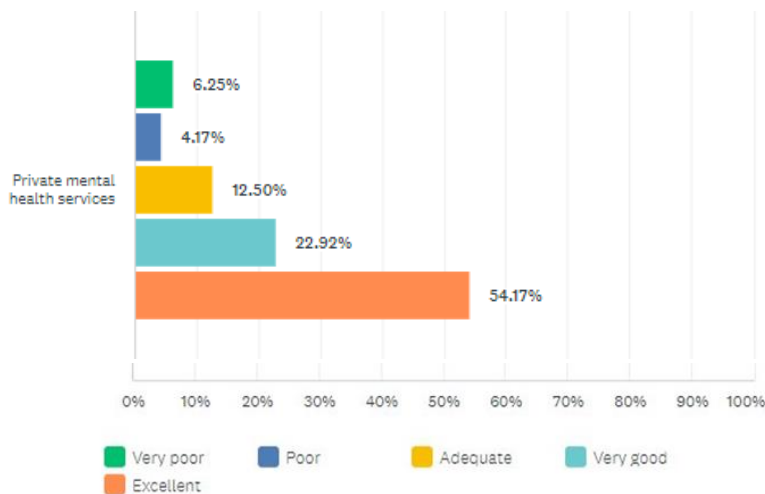
% of respondents* who rated service poor/extremely poor
58.8%

Respondents Comments:

- Contact is ad hoc, they need more authority in the system to help with change

Q52: 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: 48 **Private mental health services**

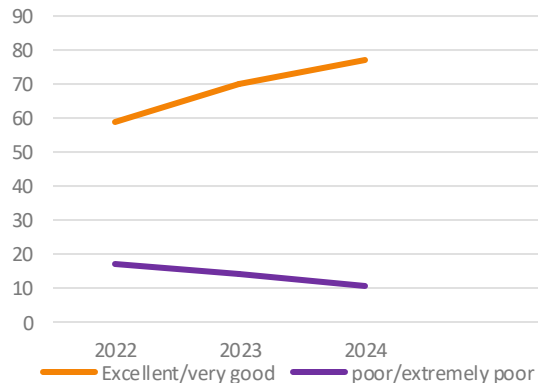


% of respondents* who rated service excellent/very good

77.1% (69.8%, 59%)

% of respondents* who rated service poor/extremely poor

10.4% (14%, 17%)

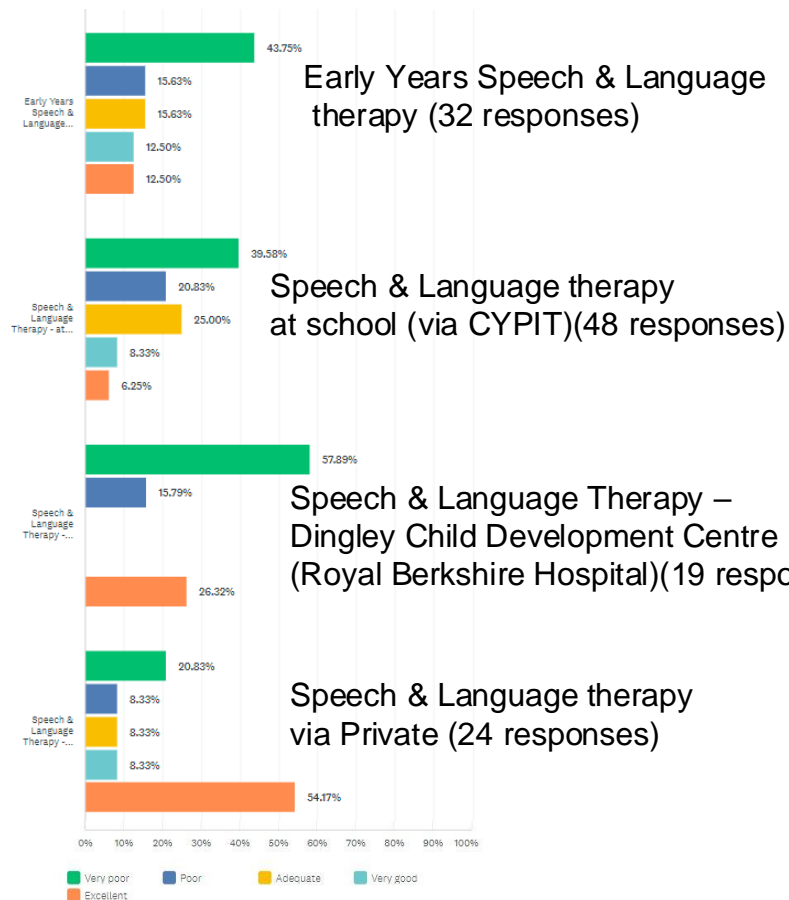


Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: 48 Private mental health services

- Private Clinical Psychologists is included in the child's EHCP and funded by the council and they have been extremely supportive but have found communication with the SEND team very haphazard.
- Trauma therapist is able to provide therapies not available through CAMHS
- Can't afford
- was seen quickly and support put in place
- It's very expensive but has been helpful
- less waiting time
- Excellent service but had to pay and go to Cambridge to see appropriate resource
- Our private counsellor has been amazing, so glad we found her. She costs a fortune, more than the DLA but worth every penny
- We used Everymind and they were fantastic.
- Healios v good. 4 month wait for ADHD assessment even privately!
- Had to pay privately for psychologist for older child as no help with mental health otherwise
- Used a private clinic to psychiatric assessment. Very pleased.
- Can't afford private
- Only had to wait one month and good assessment, this is with the Bracknell team as school is in Bracknell
- Pay privately for Psychiatrist
- hands on therapy
- Can't afford private help as a single parent and full-time career
- excellent.
- Private mental health services have saved us. No idea where we would be without them.
- Private Paediatrician has helped with melatonin and ADHD assessment and medication.

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



% of respondents* who rated service excellent/very good

25% (new question 2024)

% of respondents* who rated service poor/extremely poor

59.4%

14.6%
 (Amended question from 2023 Ratings for SALT via NHS or EHCP 28.4% or 42.6%)

60.4%
 (Amended question from 2023 Ratings for SALT via NHS or EHCP 56.8% or 38.9%)

26.3% (new question 2024)

73.7% (38.9%, 33%)

62.5% (65.6%, 73%)

29.2% (28.1, 9%)

Q52: 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: Early Years Speech & Language therapy

- We have had no shows to appts, cancellations last minute and not been since December - constantly chasing, therapist went on maternity leave, and we have seen no one since - awful experience. I called today to confirm an appt that has been booked via text a month ago to be told her diary has been cancelled and the person on the phone couldn't rebook as the therapists have their own diary - they also don't answer the phone / reply to messages...
- He's had one visit at home but no follow up
- My son had not a single session of speech therapy throughout his reception time, it's been 1 year, he was supposed to get speech session. However, he never got one.
- Only saw my child twice before discharging and I waited over a year for an appointment
- One visit and some tips given then discharged, no follow ups
- My daughter had 3 sessions when she was 2. She is almost 7 and has never seen SLT
- Was referred by health visitor at 2 years - never received an appointment
- Considering she was non-verbal before starting school the Speech and Language team have been almost non-existent and have offered no useful help

Q52: 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 CYPIT)**

- There was no SLT person for a long time - and current team have discharged from service
- Had to get private to assess at alternative provision
- Still on waiting list (flagged on EHCP)
- Absolutely disappointed- refused to help my non-verbal child stating no resources to waste on a potential unlikely verbal child in the future.
- Not enough support given. They basically say that he's not going to improve so there's no point continuing. I feel that it's that they don't have the resources.
- No one comes to see our child at Dingley
- Never really sure what input our child is getting from CYPIT, he has needs in this area but the documentation/communication has stopped since joining the school
- Never had any single session so far, even though he was in so much need and was in his EHCP, School is trying their best. But they don't have speech and language therapist at school who can give sessions to the children who are in need.
- Therapist left without saying and didn't have my child on their list to be seen
- Inadequate report, no actual therapy being provided. The same tips and strategies given since son was 2 years old and not reviewed regularly enough, will keep missing milestones and targets not adapted
- Not enough sessions
- Discharged after they couldn't meet requirements of provision. Visited once in 3 years (EHCP required termly reviews)
- Our experience of CYPIT SaLT was very poor. They wrote a report for her EHCP without ever meeting her then signed her off despite her having significant needs with communication
- Not offered
- No SLT at school currently
- Not available.
- Non-verbal child who hasn't had SALT support in YEARS

Q52: 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

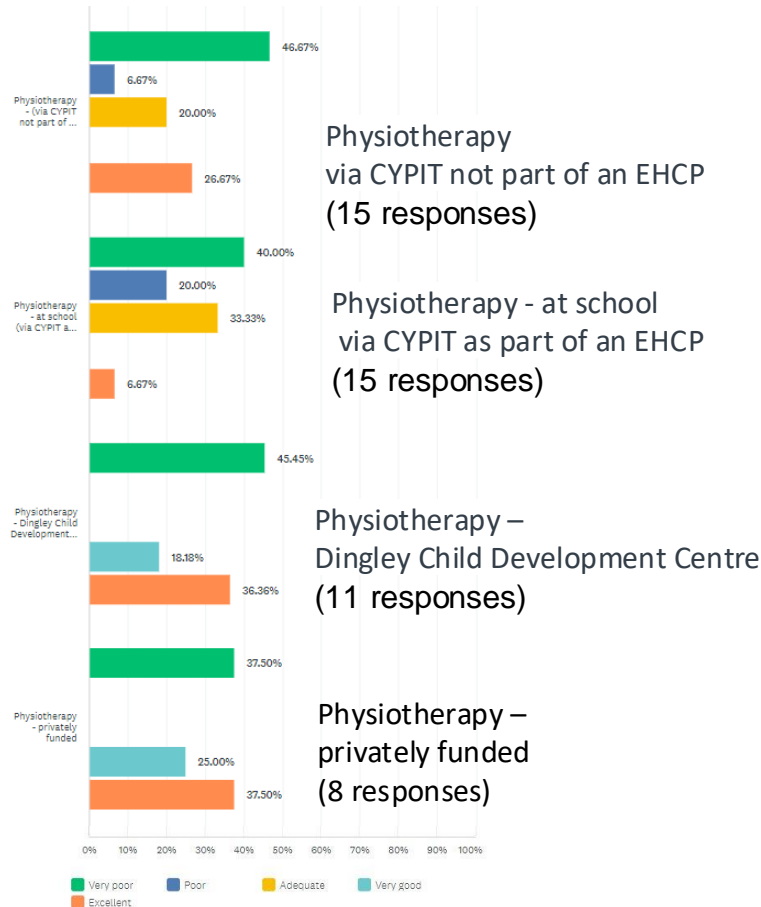
Respondents comments: **Speech & Language Therapy – Dingley Child Development Centre (Royal Berkshire Hospital)**

- We have had no shows to appts, cancellations last minute and not been since December - constantly chasing, Emma went on maternity leave and we have seen no one since - awful experience. I called today to confirm an appt that has been booked via text a month ago to be told her diary has been cancelled and the person on the phone couldn't rebook as the therapists have their own diary - they also don't answer the phone / reply to messages...
- No help so far.
- Waiting list of over 2 years
- Not available.

Respondents comments: **Speech & Language Therapy - privately funded**

- SALT that is focused on communication skills for autistic children. A very articulate child who has huge issues accessing the world because of his social communication problems.
- Observed in a way that he didn't know they were there and still got a very detailed report
- Have seen improvement in language skills
- Very costly.
- Excellent fast service and assessment. Report given within days and therapy sessions weekly at school.
- After a long 2 years finally managed to get a private salt, huge lack of available professionals
- Independent SaLT hope to get funded through EHCP
- We had to arrange and pay for a private SaLT report for EHCNA

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



% of respondents* who rated service excellent/very good

% of respondents* who rated service poor/extremely poor

26.7% (36.9%, 36%)

53.3% (39.5%, 32%)

6.67% (53.3%, 35%)

60% (30%, 26%)

54.5%
(new question 2024)

45.5%

62.5% (56.7%, 58%)

37.5% (33.3%, 8%)

Q52: 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 CYPIT not part of an EHCP**

- Unable to access

Respondents comments: **Physiotherapy - at school via CYPIT as part of an EHCP**

- Need more
- Unable to get due to school they attend

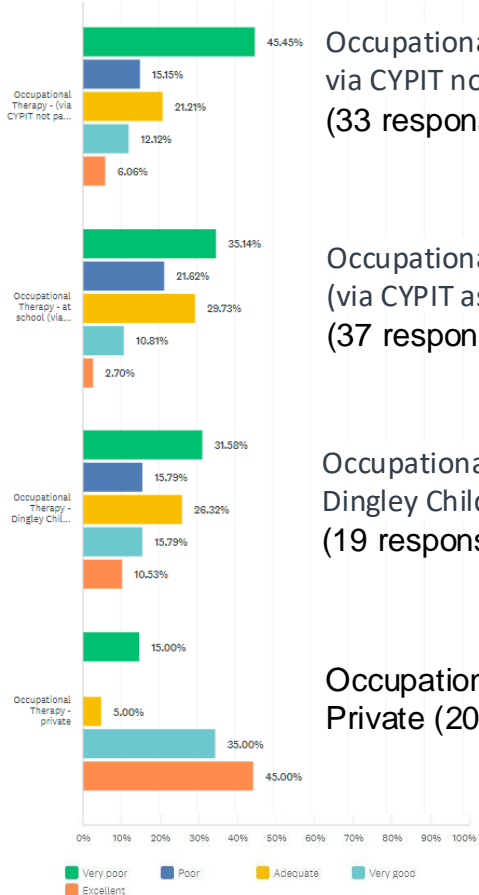
Respondents comments: **Physiotherapy – Dingley Child Development Centre**

- No comments

Respondents comments: **Physiotherapy – private**

- Expensive but excellent

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



Occupational Therapy via CYPIT not part of EHCP (33 responses)

Occupational Therapy at school (via CYPIT as part of an EHCP) (37 responses)

Occupational Therapy Dingley Child Development Centre (19 responses)

Occupational Therapy Private (20 responses)

% of respondents* who rated service excellent/very good

18.2% (19.2%, 19%)

% of respondents* who rated service poor/extremely poor

60.6% (60.3%, 62%)

13.5% (34%, 23%)

56.8% (52.1%, 44%)

26.3% (new question 2024)

47.4%

80% (82.9%, 80%)

15% (11.4%, 4%)

Q52: 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 not part of an EHCP

- It took years to get an appointment and then the therapies recommended (eg sensory integration), are not offered!
- was referred by GP but rejected
- Online webinars and toolkits are not enough. We are frazzled parents, we can't learn how to be an OT and then apply it to our child.
- Attended a sensory processing workshop. Very good
- Triage only. Website quite helpful
- Only online presentation and one question to be asked on zoom call for sensory processing seems woefully inadequate
- Nothing really looked at group session only
- No help and then signed off - again terrible service
- No individual assessment offered and no individualised plan therefore given
- Not helpful just given handouts
- Still waiting for appointment after 2 years
- Sensory processing needs missed to address
- signed off from CYPIT OT after being offered an online workshop. Never even met her
- Still waiting for report for housing adaptations quite ridiculous that he's been in the property 2 months and likely to take another 6 weeks for a visit
- good advice to school, over a year too late
- Webinars don't cut it. We need experts to spend time with our children to assess their needs. You're loving even more pressure on parents and carers to do the job of professionals.
- Would like to use the service but don't know how to get the process started?
- Failing children and families
- Huge waiting lists

Q52: 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 - at school via CYPIT as part of an EHCP

- Not available
- SEND panel want them even though at alt prov and they won't attend these, end up challenging panel
- Not been seen since initial EHCP assessments
- As above, not even offered
- Not any support available.
- Delayed waiting list And taken too long to give report after assessment
- Info given was too generic and not specific and lack of funding so no regular direct therapy
- Again, did not meet provision specified in EHCP. LA funding private provision
- Finally got an OT out to the school and issues are identified and exercises given.
- WBC won't commission as son is at special school in Slough and Slough won't commission as we live in Wokingham. Ridiculous sy stem.
- Would like to use the service but don't know how to get the process started?
- Couldn't access any OT via school, tried.
- Pay lip service only- failing children - tick box service only
- Very sensory childNO OT in years

Respondents comments: Occupational Therapy - Dingley Child Development Centre

- We went to an appointment, We were told that he did need support due to his lack of upper body strength but apparently, as he is not mature enough and didn't accept his autism diagnostic at the time, then we were told nothing could be done and we were removed from anything further support.
- There aren't enough OT so the amount the NHS OT can do is limited. I've researched and done most of it myself. Our private assessment picked up more things.
- They have assessed my child twice for dyspraxia but have not successfully referred to paediatrician for official diagnosis
- Needed an assessment but NHS doesn't assess for sensory processing problems

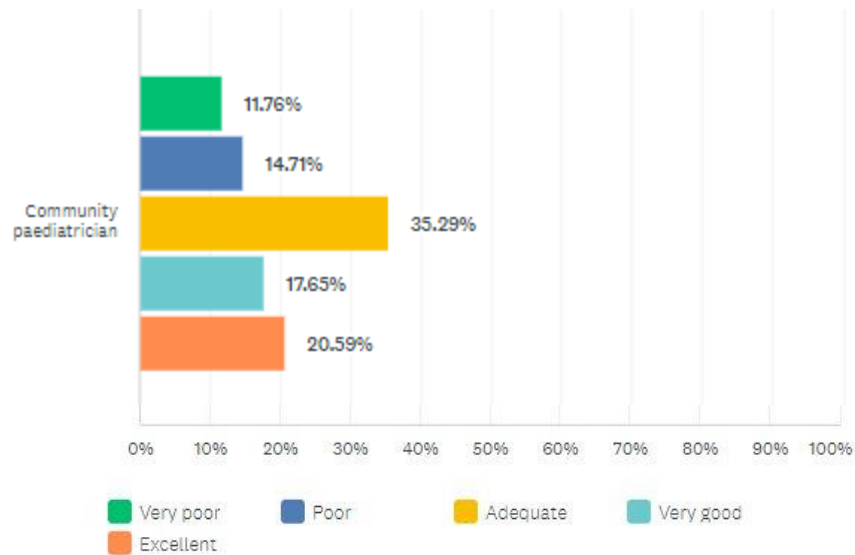
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: **Occupational Therapy – private**

- Previous OT had been very good, however due to issues caused by the Council the service was halted, and child has been without OT specified in the EHCO for a year now
- Only just put in place although been a requirement of EHCP for 4 years!
- Think outside the box to find ways to assess when child won't agree to being assessed. Fantastic observations that allowed an assessment with great feedback of needs
- We saw Windsorian OT and they picked up more than our NHS OT
- Helped us to achieve formal diagnosis
- Independent OT excellent - funded through EHCP
- We had to arrange and pay for private OT for the EHCNA
- Can't afford unable to access unless child adopted via ATV

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

Answered: 34 Community Paediatrician



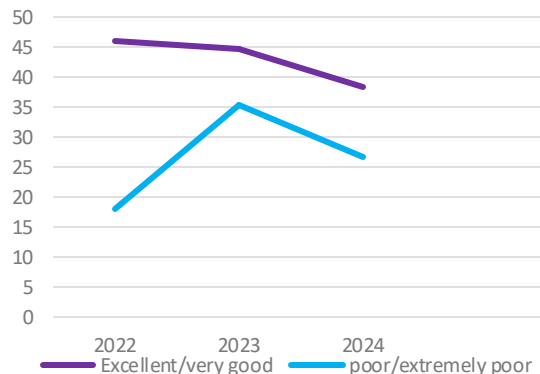
There is a significant decline in those rating the service poor/extremely poor, but fewer rated it excellent or very good.

% of respondents* rating service excellent/very good

38.2% (44.6%,46%)

% of respondents* who rated service poor/extremely poor

26.5% (35.4%,18%)



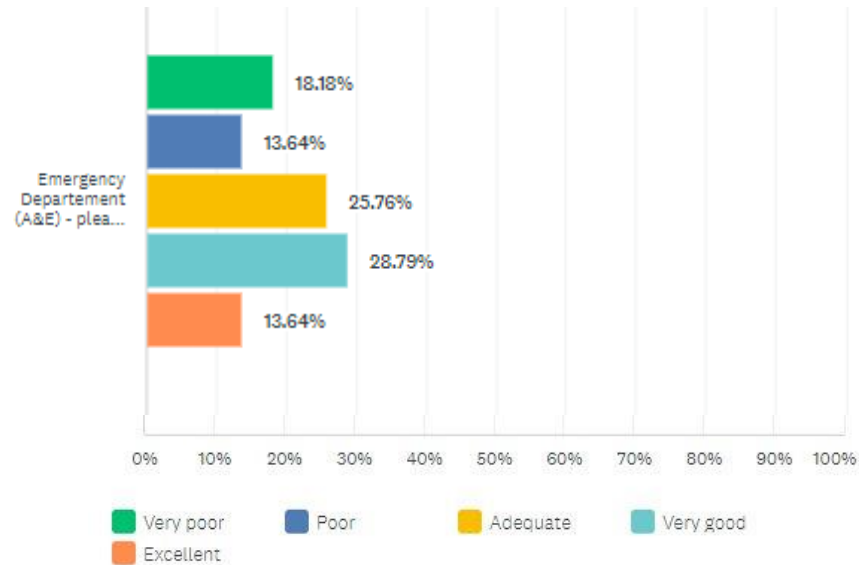
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Respondents comments: **Community Paediatrician**

- Not sure how to access
- Dr L and Dr N amazing
- Always Dr B very helpful
- Not given opportunity of having one
- Non existent
- Very helpful the only one that takes time to check in on progress
- Disastrous for trying to get diagnosis. Ot, GP and paedes pass to each other. Finally forced a formal diagnosis with help of private OT.
- Son is clinically underweight, took 8 months to get an appointment. Concerns not taken seriously
- Private
- Won't listen to concerns
- Rarely see them. Maybe seen once a year.

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

Answered: 66 Emergency Department (A&E) - please state which hospital in your comments



This is a new question for 2024.

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

% of respondents* who rated service
poor/extremely poor
31.8%

Q52: 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

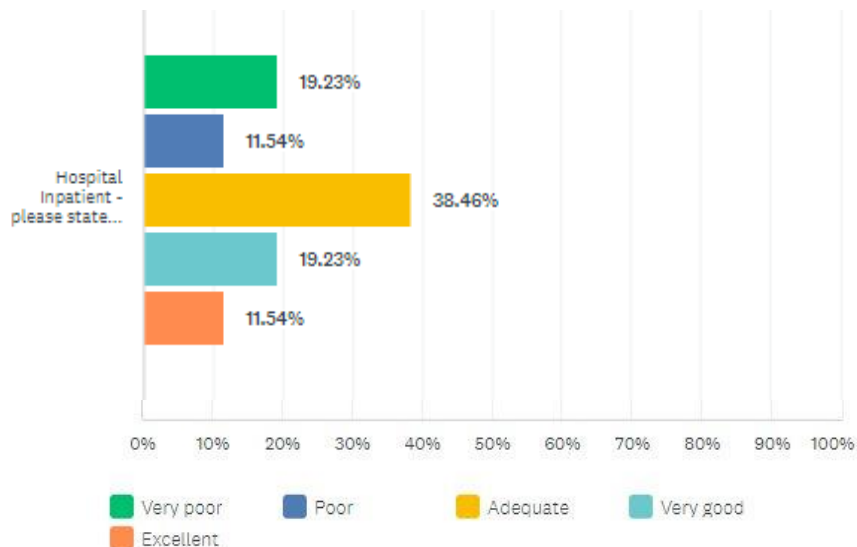
Respondents comments: **Emergency Department (A&E) - please state which hospital in your comments**

All respondents were seen at the RBH except for 3 at Brants Bridge, 1 Frimley

- The receptionist was rude about my child's overdose and some staff were amazing, others were shocked and weird about the self-harm
- didn't get seen
- RBH was great except for first psychiatrist seen - had poor English, closed case after suicide attempt which was then repeated.
- So good with autism
- Royal Berkshire hospital when daughter with autism has severe stomach pain
- Royal Berkshire Hospital A&E state they have no child mental health facilities on site to support my child - other services disagree with this statement
- Hours and hours of waiting at Royal Berks. Terrible for a ND child
- No separate area to wait or reasonable adjustments
- My daughter has a shunt insert. RBH has no idea how serious it can be
- RBH - needed inhaler and GP didn't have spare appointment.
- Dr would not listen and tried to cannulate without pain relief
- My son left the waiting room because he couldn't cope with the sensory overload of the noise and his condition was not attended to. He was also asked to level between 1 to 10 Despite me letting them know that he was autistic, As a result, he kind of guessed this.
- Appalling treatment. zero understanding of child mental health.
- Royal berks and Frimley - not super for mental health for kids, there are psychiatrists for adults but kids are left to suffer, waiting for Cahms crisis team to come out, no medication is provided and children on the ward that shouldn't be there and should be sectioned
- A&E staff were kind and allowed access to a quiet room
- Royal Berkshire Hospital took my sons breathing difficulties seriously

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

Answered: 26 Hospital Inpatient - please state which ward/condition in your comments



This is a new question for 2024

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

% of respondents* who rated service poor/extremely poor
30.8%

2022 & 2023 we asked about Hospital services (inpatient and outpatient services combined). For 2024 we have split these to get improved data for Health Respondents rated combined service (2023, 2022):
excellent/very good: 45.5%, 59%
poor/extremely poor: 23.6%, 17%

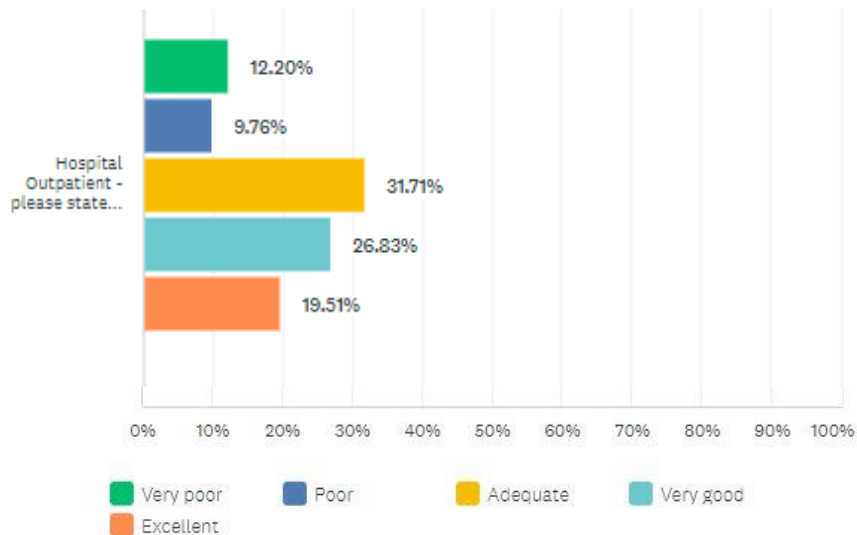
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

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

- I was assured ward was secure - child left ward - police had to be called by me
- Moorfields Eye hospital/ laser eye surgery
- RBH - pre op mostly ok but post op poor. Had op and play team were really good and engaging. Ortho team very unclear in what to expect post op. Anaesthetic team poor not flagging risk of wobbly teeth being removed and this happening and being a big change to unexpectedly deal with. Post op ward poor as discharged without relevant pain relief info to parents
- Mixed, but generally not super helpful staff compared to other hospitals
- Dolphin and lion wards - staff amazing
- Day bed unit
- Appalling treatment. zero undersigning of mental health (Dolphin ward) basically held there until CAMHS turned up, days later.
- Stopped eating staff poorly trained no mental health support
- Moorfield eye hospital Kerakatonus

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

Answered: 41 Hospital Outpatient - please state which clinic



This is a new question for 2024

% of respondents* who rated service excellent/very good
46.3%

% of respondents* who rated service poor/extremely poor
22%

2022 & 2023 we asked about Hospital services (inpatient and outpatient services combined). For 2024 we have split these to get improved data for Health Respondents rated combined service (2023, 2022):
excellent/very good: 45.5%, 59%
poor/extremely poor: 23.6%, 17%

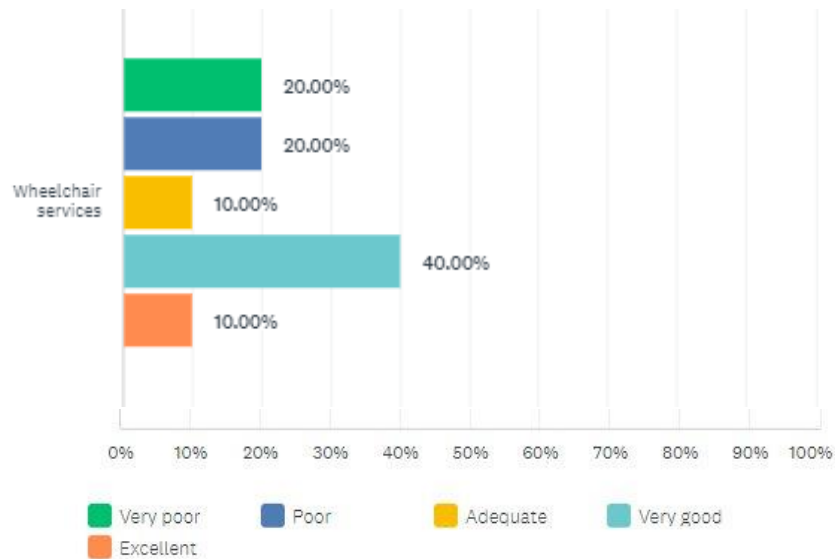
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: Hospital Outpatient - please state which clinic

- orthotics
- Paediatrics, child unable to attend, anxiety from school trauma
- Orthotics, orthoptics
- Referral service was not robust- things went missing in the system and information transfer was very slow
- Neurology/epilepsy
- Neurology, Audiology, Orthoptics
- Gastro, John Radcliffe
- Use by us of ND passport has helped a bit
- Eye department paed
- RBH ultrasound
- Audiology & Eurology
- ENT
- John Radcliffe cardiology
- West berks
- X-ray. They were patient. No appointment needed, just turned up to RBH with a form from the dentist.
- Medical passport facility has not worked for us
- Dietrician
- Cardiology
- Royal Berkshire - Diabetic
- Orthopaedics, ophthalmology
- Never heard from anyone and nothing handed over to GP
- Kempton Ward. They couldn't do the tests which were requested
- Moorfields London
- Unable to access required surgery for 50 weeks - failing child

Q52: 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



There has been a significant increase in the number rating the service as excellent/very good.

% of respondents* who rated service excellent/very good
50% (20%,44%)

% of respondents* who rated service poor/extremely poor
40% (40%,17%)

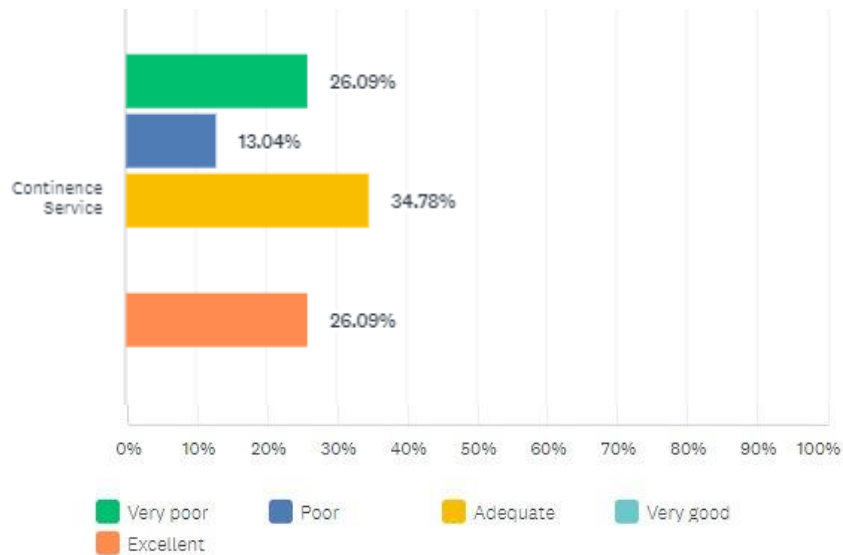
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Respondents comments **Wheelchair Services**

- Good team and helped to set the chair to requirement.
- Had a fast process in order to get my child disabled pushchair.

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

Answered: 23 Continance Service



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

% of respondents* who rated service excellent/very good
26.1% (39.4%, 33%)

% of respondents* who rated service poor/extremely poor
39.1% (36.4%, 43%)

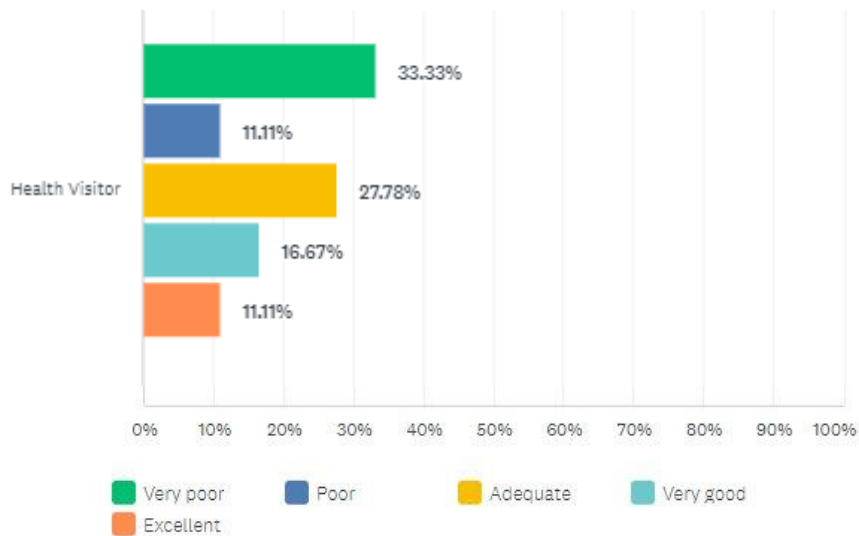
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2022) ? Please rate all that apply

Respondents comments: **Continence Service**

- He's still on demsomelt after several years. No review done by GP
- Sometimes helpful but too keen to give you detailed forms to fill in which take up too much time
- Was contacted in April - still waiting follow up
- Long waiting lists
- Lovely supportive worker but the service does not offer flexibility of products - no pull ups
- We need to wait 3 months to be able to have individualised advice.
- Sue has been great support to us and local at Wokingham hospital
- Good service - team is very helpful
- Contacted 3 times with no help or advise whatsoever
- Child is still experienced nighttime enuresis and soiling. Told to go back to GP but they're at a loss.
- Didn't even know it existed

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

Answered: 18 Health Visitor



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

% of respondents* who rated service excellent/very good
27.8% (32.3%, 24%)

% of respondents* who rated service poor/extremely poor
44.4% (48.4%, 47%)

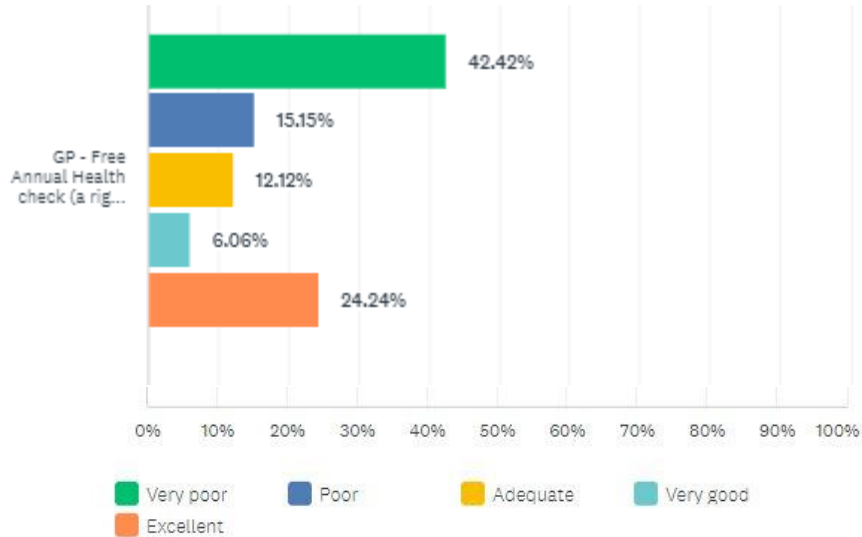
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Respondents comments: **Health Visitor**

- Never had a good one that looked after my or my child needs
- Our original Health visitor was incredible. The covid hit and we have had no help at all.
- Never came to house never contacted me

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

Answered: 33 GP Free Annual 14+ Health Check for those with a Learning Disability



There have been significant improvement in the ratings for GP 14+ Healthchecks

% of respondents* who rated service excellent/very good
30.3% (8.5% 17%)

% of respondents* who rated service poor/extremely poor
57.6% (69.5%, 66%)

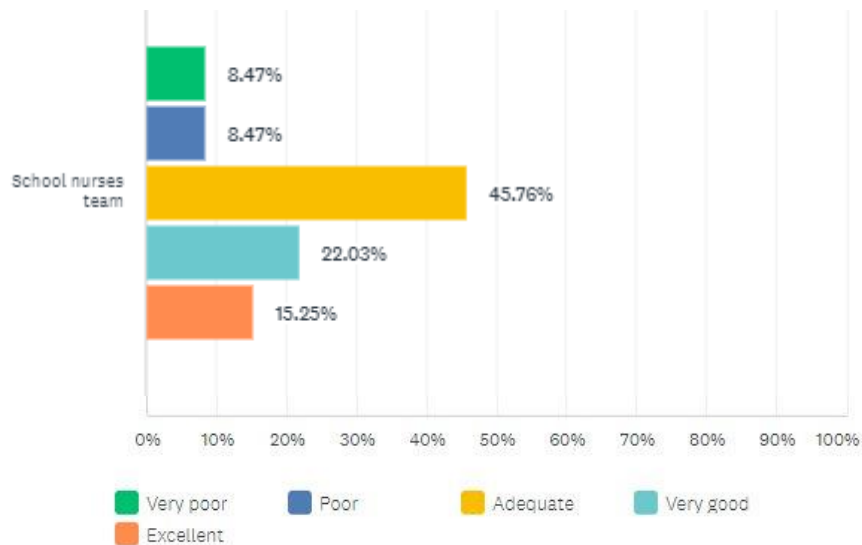
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

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

- Forgot about this - will need to look into getting it done
- Avoid going to Surgery, as it is always difficult to book an appointment
- didn't know about this
- Only recently have got the doctors to add child to learning disability register
- Had no idea about this?
- We have not been told about this
- Did not know about this
- Difficult to organise
- Never offered
- He has not been invited to an appointment.
- We were unaware this was an option
- Wasn't aware this was available
- Didn't know about this
- Didn't know this right existed.
- Haven't used this service but really should look into it.
- Never been offered or had this, perhaps missed during covid
- Useless doesn't know the child always referring to see other Specialist as they don't know how to help
- I've been campaigning this for ages for daughter even before 14 years bit should be mandatory. I have to make the appointments. One should be given ahead of time. When we do have them when I have booked them (not anyone saying we are able to have them) they are usually good. Especially when blood samples are necessary yearly. Better in our case to have them done at GPs less intimidating
- Have not used this service
- How do we access this - not aware of this?
- need to improve
- Not aware of this and not been told by any of the child's team
- I didn't know about this
- Didn't know this was a right
- Didn't know this was a thing
- Never been offered
- Didn't know that was never told by CAMHS the hospitals or our GP
- Didn't know this type of service was a available
- Don't know whether we are eligible for this?
- Didn't know this existed

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

Answered: 59 School Nurses Team



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

% of respondents* who rated service excellent/very good
37.3% (47.5%, 33%)

% of respondents* who rated service poor/extremely poor
16.9% (23.8%, 15%)

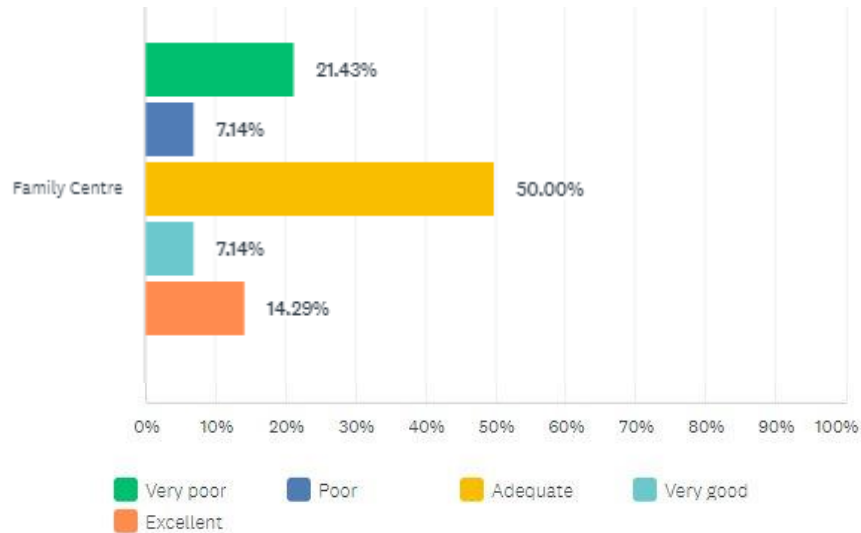
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Answered: 59 School Nurses Team

- Not able to give child flu vaccine as no prior warning on actual date
- Good information send via email to parents
- It was requested from ADHD titration that my child has blood pressure taken weekly by school nurse. Apparently they can't do this and don't have access to a school nurse weekly.
- No engagement
- Needs improvement
- They were the first people to try and help my daughter and got her referred for a dietician
- Little to no interaction. Tried to access them about managing mood years ago. Use stickers. Now know child is autistic - if they had more time and training they may have spent more time with child to identify needs.
- Didn't know when she has HPV showing her as having it when she hadn't
- In a special school - generally have no idea how to support my child

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

Answered: 14 Family Centre



Significant improvement in the numbers who rate Family Centres as poor/extremely poor

% of respondents* who rated service excellent/very good
21.4% (24.1%, 22%)

% of respondents* who rated service poor/extremely poor
28.6% (48.3%, 39%)

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

Respondents comments: **Family Centre**

- What is this?
- Don't know what this is
- School family support team is excellent
- Never knew there was one
- Never used it

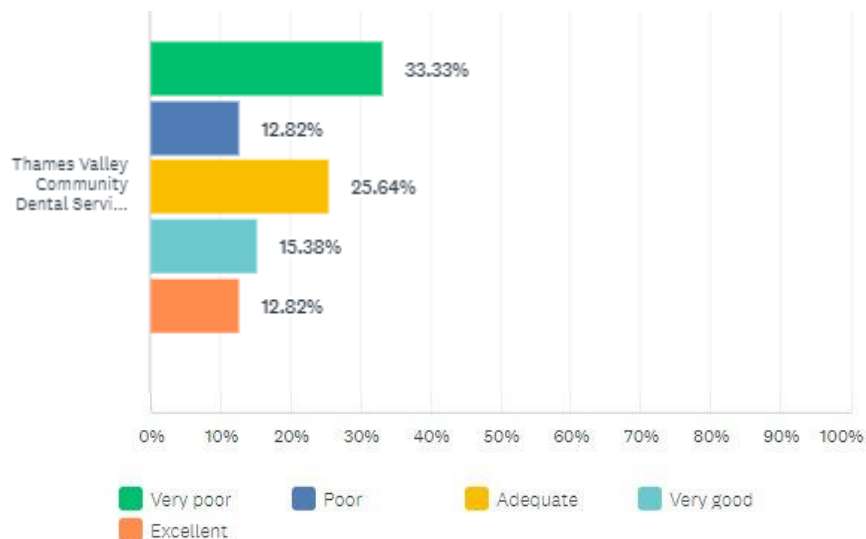
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

Answered: 39 Thames Valley Community Dental Services (TVCDs) (provide specialist dental care to a wide range of both children and adult patients who are unable to receive care from a General Dental practitioner)

There has been a decrease in the number rating the Priority Dental Service as very good/excellent

% of respondents* who rated service excellent/very good
28.2% (40.3%, 36%)

% of respondents* who rated service poor/extremely poor
46.2% (44.8%, 49%)



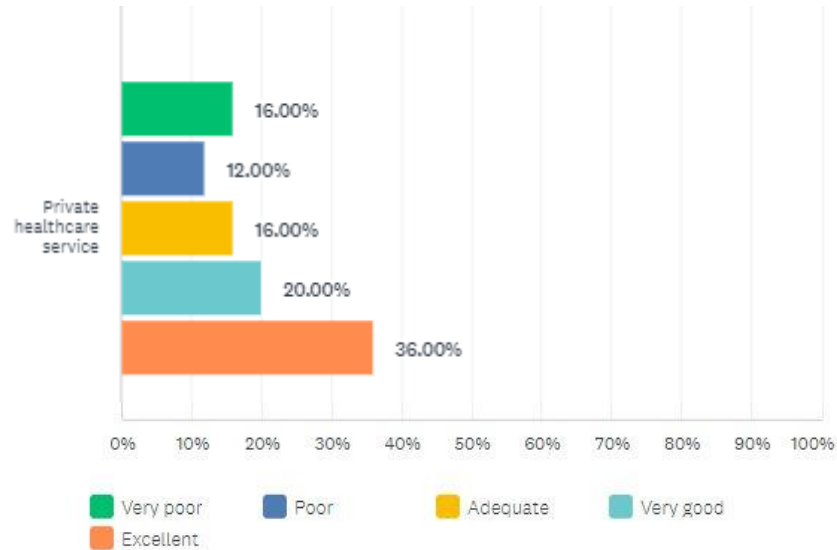
Q52: How do you rate any of the following healthcare services your child has used in the last 12 months (since June 2023) ? Please rate all that apply

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

- We were not aware this service exists
- didn't know about this
- How do we access this? Never been provided information and desperately needed
- You have to be very persistent to get an appointment but the dentists are good
- Currently waiting to see one
- finding one is difficult
- Waiting time's horrendous and I can't book another appointment in advance due to lack of staff
- I found it very hard to find this service but now in process of self referring my daughter who could not access orthodontic treatment due to sensory difficulties
- Very poor service as nothing is available
- Absolutely amazing Tamsin deserves a medal. Kind, friendly patient and just brilliant. All through lockdown as well.
- Not heard off and not given any advice on how to contact them
- No idea this exists
- We have no one we can see for dental care. I cannot find an NHS dentist anywhere locally and have to pay for a private dentist which is very costly when you are a carer!
- What is this?? not aware of it
- would be nice to know more about this!
- We referred six months ago. Not heard anything yet
- What is this?!
- Never knew there was one
- What is this?
- Waiting list 50 weeks

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

Answered: 25 Private healthcare service



There has been a decrease in the rating for Private healthcare Services

% of respondents* who rated service excellent/very good
56% (64.7%,50%)

% of respondents* who rated service poor/extremely poor
28% (19.6%,19%)

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

Respondents comments: **Private healthcare service**

- Go above and beyond
- Don't cover cost for services needed
- He has osteopathy
- Proper service (Crownwood dental clinic)
- Private Health - Clinical Psychologist, excellent
- Unaffordable

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

Answered: 194 Skipped: 110

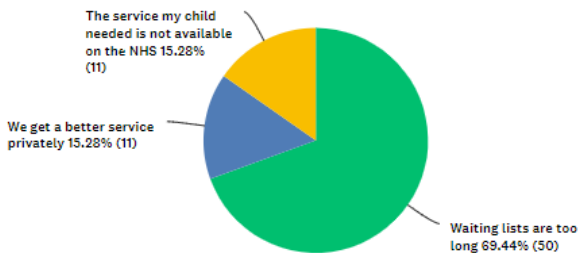
	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
GP - general appointment Comments (30)	12.99% 20	18.18% 29	37.66% 58	22.08% 34	9.09% 14	154	2.86
CAHHS (Children & Adolescent Mental Health Services) Comments (33)	45.26% 43	26.32% 25	15.78% 15	7.97% 7	5.38% 5	86	2.01
CAHHS Learning Disability team (Berkshire) Comments (16)	43.75% 14	28.13% 9	6.25% 2	6.25% 2	15.63% 5	32	2.22
Autism Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAHHS) Comments (26)	47.54% 29	18.39% 10	18.39% 10	9.84% 6	9.84% 6	61	2.18
ADHD Diagnosis (via Neurodiversity Team at Berkshire Healthcare Foundation Trust, previously CAHHS) Comments (35)	55.00% 33	20.00% 12	8.33% 5	8.33% 5	8.33% 5	60	1.86
Keyworking Team (Berkshire West) Comments (17)	47.06% 8	11.76% 2	11.76% 2	11.76% 2	17.65% 3	17	2.41
Private mental health services Comments (22)	6.25% 3	4.17% 2	12.50% 6	22.92% 11	54.17% 26	48	4.16
Early Years Speech & Language Therapy (for 0-5 years via CYFIT) Comments (8)	43.75% 14	15.63% 5	15.63% 5	12.50% 4	12.50% 4	32	2.34
Speech & Language Therapy - at school (via CYFIT) Comments (18)	39.58% 19	20.83% 10	25.00% 12	8.33% 4	6.25% 3	48	2.21
Speech & Language Therapy - Dingley Child Development Centre (Roya Berkshire Hospital) Comments (5)	57.89% 11	15.79% 3	0.00% 0	0.00% 0	26.32% 5	18	2.21
Speech & Language Therapy - privately funded Comments (9)	20.83% 6	8.33% 2	8.33% 2	8.33% 2	54.17% 13	24	3.67
Physiotherapy - (via CYFIT not part of an EHCP) Comments (2)	46.67% 7	6.67% 1	20.00% 3	0.00% 0	26.67% 4	16	0.63
Physiotherapy - at school (via CYFIT as part of an EHCP) Comments (2)	40.00% 6	20.00% 3	33.33% 5	0.00% 0	6.67% 1	16	2.13
Physiotherapy - Dingley Child Development Centre Comments (2)	45.45% 6	0.00% 0	0.00% 0	18.18% 2	36.36% 4	11	3.00
Physiotherapy - privately funded Comments (2)	37.50% 3	0.00% 0	0.00% 0	25.00% 2	37.50% 3	8	3.25

	VERY POOR	POOR	ADEQUATE	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Occupational Therapy - (via CYFIT not part of EHCP) Comments (20)	45.45% 18	15.15% 6	21.21% 7	12.12% 4	6.06% 2	33	2.18
Occupational Therapy - at school (via CYFIT as part of an EHCP) Comments (14)	33.14% 13	21.62% 8	29.73% 11	10.81% 4	2.70% 1	37	2.24
Occupational Therapy - Dingley Child Development Centre Comments (8)	31.88% 5	18.75% 3	26.32% 5	15.79% 3	10.63% 2	19	2.58
Occupational Therapy - private Comments (70)	15.00% 3	0.00% 0	5.00% 1	35.00% 7	45.00% 9	20	3.98
Community paediatrician Comments (13)	11.76% 4	14.71% 6	35.29% 12	17.65% 6	20.59% 7	34	3.21
Emergency Department (A&E) - please state which hospital in your comments Comments (40)	18.18% 12	13.64% 9	25.78% 17	28.79% 19	13.64% 9	68	3.08
Hospital inpatient - please state which ward/condition in your comments Comments (9)	19.23% 8	11.54% 3	38.46% 10	19.23% 6	11.54% 3	26	2.92
Hospital Outpatient - please state which clinic in your comments Comments (24)	12.20% 8	9.76% 4	31.71% 13	26.83% 11	19.51% 8	41	3.32
Wheelchair services Comments (2)	20.00% 2	20.00% 2	10.00% 1	40.00% 4	10.00% 1	10	3.00
Continence Service Comments (11)	26.09% 6	13.04% 3	34.78% 8	0.00% 0	26.09% 6	23	2.87
Health Visitor Comments (3)	33.33% 8	11.11% 2	27.78% 6	16.67% 3	11.11% 2	18	2.61
GP - Free Annual health check (is right for all children aged 14+ with a learning disability) Comments (31)	42.42% 14	15.15% 5	12.12% 4	6.06% 2	24.24% 8	33	2.58
School nurses team Comments (9)	8.47% 5	8.47% 5	45.76% 27	22.03% 13	15.29% 9	69	3.27
Family Centre Comments (5)	21.43% 3	7.14% 1	80.00% 7	7.14% 1	14.29% 2	14	2.86
Thames Valley Community Dental Services (TVCDSS) (provide specialist dental care to a wide range of both children and adult patients who are unable to receive care from a General Dental practitioner) Comments (21)	33.33% 13	12.82% 5	25.64% 10	15.38% 6	12.82% 5	39	2.62
Private healthcare service Comments (7)	16.00% 4	12.00% 3	16.00% 4	20.00% 5	36.00% 9	28	3.45

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

Q53: If you accessed any private healthcare services in last 12 months please tell us why.

Answered: 194 Skipped: 110



ANSWER CHOICES	RESPONSES
▼ Waiting lists are too long	69.44% 50
▼ We get a better service privately	15.28% 11
▼ The service my child needed is not available on the NHS	15.28% 11
TOTAL	72

[Comments \(26\)](#)

One answer choice has been hidden. [Show and recalculate](#)

Long waiting lists are still the primary reason for accessing private healthcare services **69.4%** (80.9% 2023)

However there has been an increase in those stating it is because the service their child needs is not available on the NHS **15.3%** (6.6% 2023)

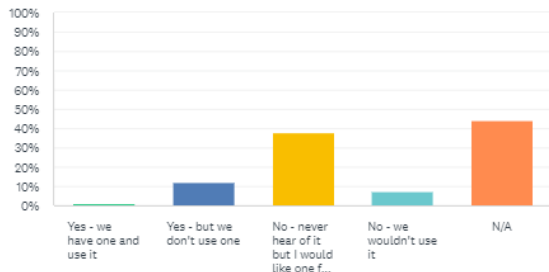
Q53: If you accessed any private healthcare services in last 12 months please tell us why.

Respondents comments:

- Waiting lists and availability of services
- We have accessed private healthcare for the members of the family who needed healthcare services, as it is available when it is needed. One cannot wait for weeks for appointment when sick.
- For ADHD
- Dyslexia assessment funded privately - no knowledge of how we could get this done otherwise, schools were not able to advise
- Needed observing in alt prov without being detected
- Had to go private for a gastro appointment as my young person was 17 and peds didn't want him and neither did adults due to the wait time
- Lists are too long, better service.
- We got no services from Wokingham council
- We need intensive physio sessions the ones on the NHS do not suffice
- No help at all via cahms or nhs for mental health apart from apps. No. 5 we have been waiting over 10 months for
- When I called CAMHS for an ADHD referral they advised better to go privately
- Re my child's ADHD assessment
- We had no choice mental health was so bad
- dental
- Osteopathy
- And there were no NHS emergency dental appointments left - but I could book a private one at the same practice.
- better service and treated like you are being done a huge favour
- Private diagnosis the only option available to us.
- Waiting lists are too long
- He needs a dentist but there are no NHS ones
- Waiting lists are so long, by the time the child gets to the top of the list they are likely to be utterly traumatised by unmet needs.
- All of the above, nothing is fit for purpose and we don't want our child suffering any longer.
- OT and SaLT from CYPIT didn't do an assessment, only triage so had to seek a private assessment
- Also hard to get onto the NHS ADHD waiting list via school.

Q54: If you use services at the Royal Berkshire Hospital, Townlands, Dingley Child Development Centre, Bracknell Healthspace, West Berkshire Community Hospital do you know about Hospital Passports?

Answered: 124 Skipped: 21



ANSWER CHOICES	RESPONSES
▼ Yes - we have one and use it	0.81% 1
▼ Yes - but we don't use one	12.10% 16
▼ No - never hear of it but I would like one for my child	37.90% 47
▼ No - we wouldn't use it	7.26% 9
▼ N/A	44.35% 66
Total Respondents: 124	

New question for 2024

A very low percentage (for those who it is applicable), use a Hospital Passport. 68% have never heard of it but I would like one for their child.

Q54: If you use services at the Royal Berkshire Hospital, Townlands, Dingley Child Development Centre, Bracknell Healthspace, West Berkshire Community Hospital do you know about Hospital Passports?

Respondents comments:

- We have made our own passport
- Never heard of it and would like to know more about it
- No idea what it is.
- Only just heard about it but not sure it would help
- Not sure staff would have time to read it?
- Don't know anything about these.
- Just completed so will use for future appointments
- Haven't needed to use this , would have done so.
- Never heard of it no one has ever mentioned what it involves and if my child would need it
- Haven't been to hospital but would use one if we did
- We have not seen it's helping us with this service. Need a lot improvement especially for genuine special need
- What is it?
- What is it
- Never heard of it, now can I know I want one for my child!
- What is a Hospital Passport?

Parent Carer Wellbeing

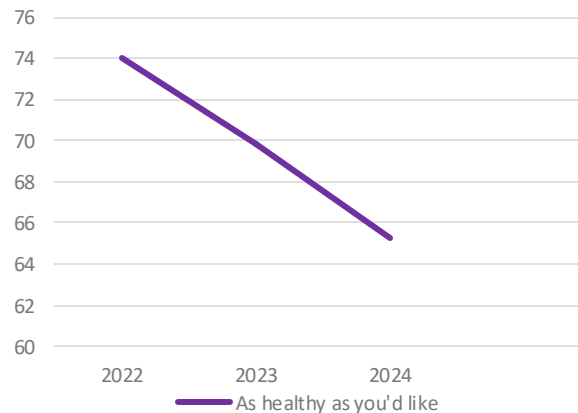
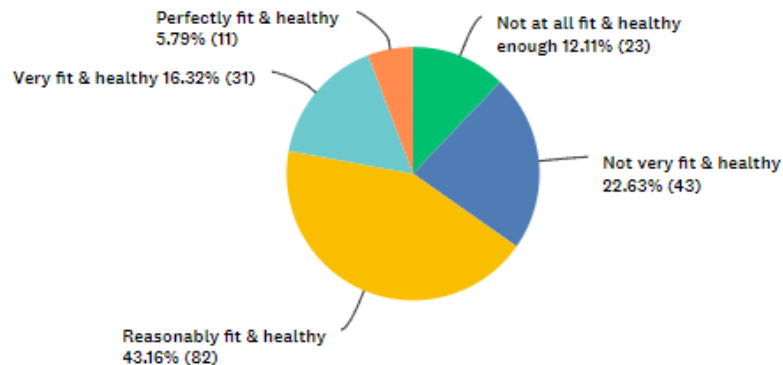
This section asks respondents about their own wellbeing.

Q56: 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: 189 Skipped: 115

65.3% (69.8%, 74%) of respondents said they were reasonably, very or perfectly fit and healthy.

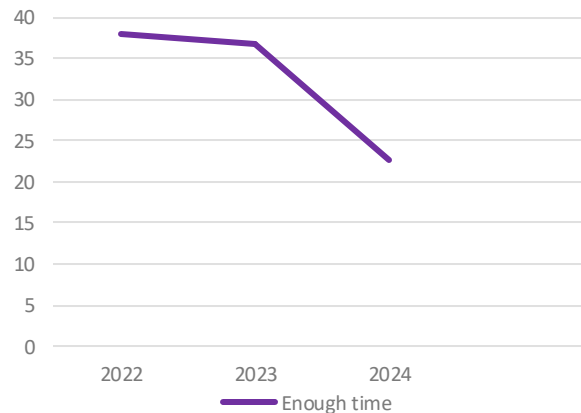
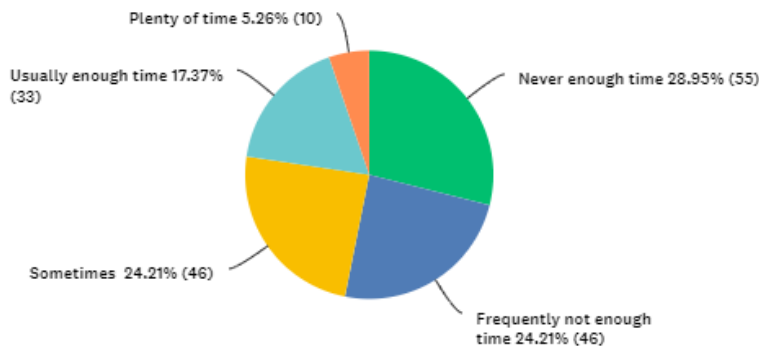
There has been a decline over the last 3 years



Q57: 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: 189 Skipped: 115

22.6% (36.8%, 38%) a declining number of respondents said they usually have enough or have plenty of time to look after everyone as well as themselves.

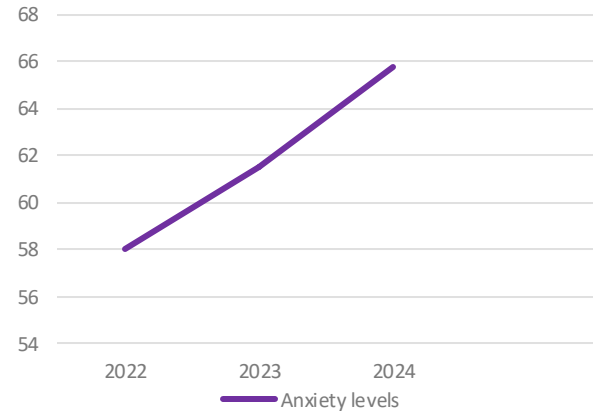
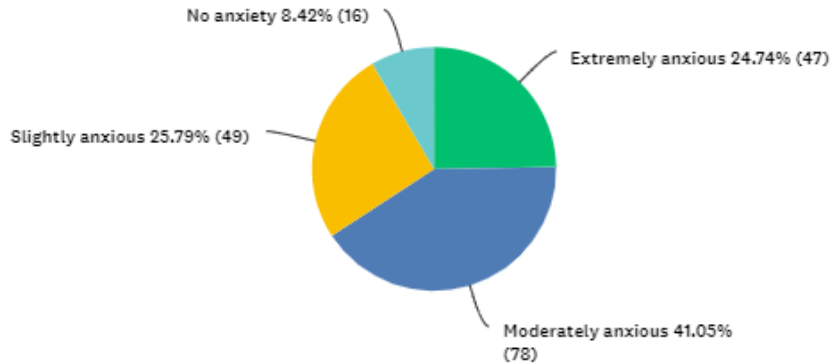


Q58: How would you rate your anxiety levels?

Answered: 189 Skipped: 115

65.8% (61.5%, 58%) of respondents said they were extremely or moderately anxious.

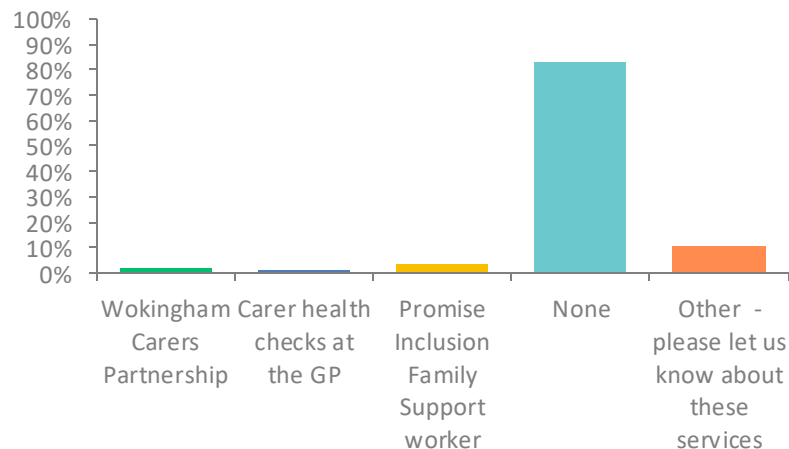
Anxiety levels continue to rise



Q59: 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: 189 Skipped: 115

It continues that very low numbers of parent carers access carers support services



RESPONSES		
Wokingham Carers Partnership	1.59%	3
Carer health checks at the GP	1.06%	2
Promise Inclusion Family Support worker	3.70%	7
None	83.07%	157
Other - please let us know about these services	10.58%	20
TOTAL		189

Q59: 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: 189 Skipped: 115

- Don't know how they can help or what they offer or how to access
- Well being appointment
- Autism Berkshire and ASD family and Assist.
- Request for a carers assessment not responded to - dispute child plus terminally ill parent - apparently if you have a CIN it's his social worker that decides

SEND Voices Wokingham feedback

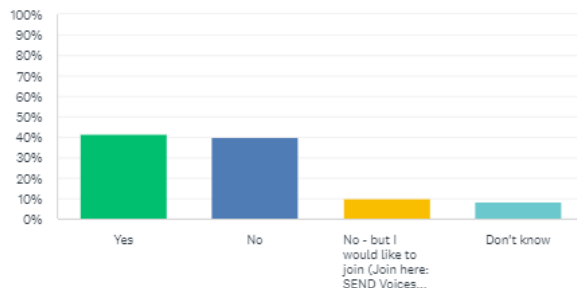
This section asks respondents about SEND Voices Wokingham and what they would like from us.

Q60: Are you a member of SEND Voices Wokingham Parent Carer Forum?

Answered: 189 Skipped: 115

41.6% (33% 2023) of respondents are members of SEND Voices Wokingham Parent Carer Forum.

This could indicate that circulation through other sources (such as school's) was lower this year.



ANSWER CHOICES	RESPONSES
Yes	41.58% 79
No	40.00% 76
No - but I would like to join (Join here: SEND Voices Wokingham Become a Member)	10.00% 19
Don't know	8.42% 16
TOTAL	190

[Comments \(16\)](#)

Q60: Please let us have any feedback about SEND Voices Wokingham.

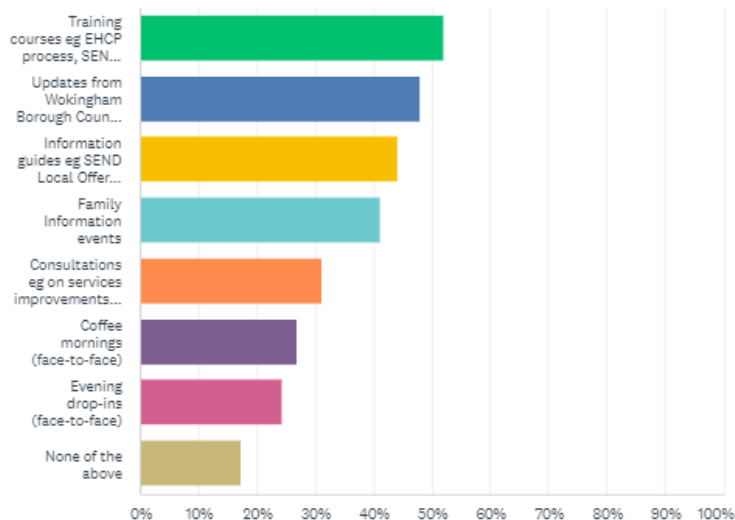
Respondents comments:

- You're great, thanks for everything you do!
- They are really helpful with updates and answers on local FB groups, and training sessions have been useful
- Their emails are helpful for information sharing, helps me stay aware of some services/ support
- Very supportive
- i wish i had time too share my voice and listen to others
- Brilliant, listen to parents and try and feedback concerns
- Send voices are helpful and informative
- Great organisation. Thank you for all you do!
- This a good group
- Terri and Sarah are great, I like the Zoom meetings they suit me
- I haven't had time to hoping a meeting yet but want to
- really grateful for everything you do
- They are good and they raise things that parents talk about in forums, I hope that their funding continues and their presents is continued to be supported by the local authority
- SEND Voices Wokingham are brilliant.
- SEND Voices Wokingham are fantastic. They have made the biggest difference to us.
- Just joined

Q61: 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: 189 Skipped: 115

The top 3 type of events/information respondents would like us to run are the same as last year; training courses, updated from WBC & Health 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	52.38%	99
Updates from Wokingham Borough Council and Health eg SEND Improvement updates, how to access Short Breaks	48.15%	91
Information guides eg SEND Local Offer Guide, SEND Guide for Parents (hard copy guide with details of some of the services & organisations available locally)	44.44%	84
Family Information events	41.27%	78
Consultations eg on services improvements or recommissioning	31.22%	59
Coffee mornings (face-to-face)	26.46%	50
Evening drop-ins (face-to-face)	24.34%	46
None of the above	17.46%	33
TOTAL		540

Q61: Please let us know what other events/information you would find useful

Respondents comments:

- Resources, including training to be available online and people regularly informed/reminded about them.
- I'd just like them to get the WBC SEND Team to reply to parents
- already find what is on offer helpful
- Information regarding young people that have finished school. Everything seems to be about children at school
- Benefit eligibility and application processes - this is such a confusing area and I'm sure lots of families miss out on eligible support
- I feel that I am already well informed.
- Training for your teams to improve signposting, consistency of information provided & training for your staff to take accountability in owning resolutions for children in need of your services
- Please have more support for people first language is not English please.
- Too much time and energy taken up looking after daughter with send needs and rest of family
- I find most content now not aimed at young adults.
- I myself struggle with social interactions and taking in/retaining a lot of information.
- Sign post to specific support for specific learning difficulties
- Any information and 1-2-1 guidance would be useful
- Single parent, work full time so can't go out to attend anything in person.
- Self-harm support groups
- I've been along to a couple of things SEND Voices have organised. Both of them have been very helpful and informative.
- More convenient places for disabled parents to get too
- meetings with SEND team, to ask questions
- Training courses to be available in the evenings for parents that work.
- The current WBC SEND update meetings with parents, run by SEND Voices have been invaluable, thank you.

Positive Experiences of SEND Services in the Wokingham Borough

Q61: Please tell us of any positive experiences you have had with any local SEND Services

Respondents comments:

- Nonewhich is sad The last 12 months have seen SEND take steps backwards. There was some progress before ...things have since changed
- None
- Assist have been great over the years
- i think we have been lucky so far
- Dr B at CAMHS has been very supportive and so patient, building trust with my son and understanding our family. Helen in Transport is always super helpful and the only person I can actually talk to to try and get my travel expenses paid. Sarah at short breaks is also very helpful, takes time to get to know our needs and has worked hard to get us what we need. The respite we now have is a life saver.
- Great communication with the SEND team during the EHCP annual review. Always timely and everything was well explained.
- Recent positive meeting with SEND person at school and offered child to be added to a waiting list for exam anxiety. Also offered son a session of outdoor education sessions which he has enjoyed,
- The counsellor we had for our son was good but only 6 sessions is not enough to make a significant change in our son's way of thinking. He would need much more than that. Plus it took months to have someone...
- None
- Unfortunately none
- I cannot think of any sadly. Everything is a battle to try and get contact, communication and support
- very helpful and friendly easy to access for help
- We have an excellent Teacher for the Deaf
- SEND Voices excellent and always respond promptly
- Helpful service when you are struggling with a child's extra needs
- SEND voices is good.
- None
- Zora has been brilliant administrating his ehcp. Jamie Conran has been communicative and responsive trying to put things right. The transition to adulthood event was promising. I hope it continues and grows.
- Miranda from short breaks has been great and very supportive and has an understanding of life as an SEN parent I can't thank her enough for all her support
- None
- cannot remember
- The opportunity to take part in teams meetings that SEND voices organise
- Visited Indigo unit, very knowledgeable SENCO, fabulous resource base.
- ASSIST have made the difference between me being able to smile at the end of a very long week v's feeling like I am drowning. I couldn't keep fighting without them.
- the preparation for adulthood event was good i hope to see it continue and grow over the coming years
- Christina has listened to us to get my son's EHCP updated, but it has been slow and is still not finalised and the funding does not match the provision required.

Q61: Please tell us of any positive experiences you have had with any local SEND Services

Respondents comments:

- ADHD team are great Anxiety pathway called a few days after suicidal talk / ideation Anxiety parent course - recognise it's not parents - finally someone gets it
- Our school Sendco, Vanessa, at the Colleton School, is amazing.
- The SENCO at my child's school is absolutely amazing and has been life saving.
- None
- Send Voices Wokingham have been fab at sharing info over Facebook and answering questions in local FB groups. Plus training sessions throughout the year
- Transition to adulthood service social worker was the best professional to support our son - listened to his needs, informative, efficient. This significantly reduced any stress through the process.
- Addington School - excellent
- The initial team members from short break and CIN review were helpful and understanding. The social worker tries her best to support as much as possible and is helpful. Helen from OT tried her best to help.
- Portage - Sue was amazing and has made a big difference to our outlook and confidence in helping our child
- Sendiass has helped a little move things forward with school alongside us
- The council have been amazing whenever I've dealt directly with them. My daughter's EHCP was done faster than expected, and every worry I've had to contact the council directly about has been quickly resolved by kind and patient staff. Very impressed with Wokingham Council there
- School try their best but they need support from the LA for resources and staff
- Sendiass supported me, assist gave great advice and Senco at new school is a life changer. Amazing and school adaptable and flexible for young people who struggle at school.
- Wokingham Dingley Promise are amazing and my go to.
- None
- None. My son has an EHCP. Nothing has come of it. Where are the TAs? The teachers? The EPs? All these departments, all this funding. None of it where it needs to be. Shame on Wokingham for parading apparent 'support' without actually offering provision for the things our children need.
- WBC finally agreed to special but had to go through tribunal process which was a complete waste of time. My son is at least in education now and seems happy
- Sendiass was helpful with support and attending meetings.
- None
- New SEND Manager was helpful and understanding, but seem to have little influence on the school that stated they were not following our child's EHCP, putting her at risk
- Sadly none
- ASSIST were very useful at a meeting with school. Mediated well. SENDIASS are great
- Send Voices and Send team are good but whichever part of WBC could help maintain our physical/mental health is invisible, we are passed from one to another with no resolution
- Assist are amazing. Send team officers try their best.

Q61: Please tell us of any positive experiences you have had with any local SEND Services

Respondents comments:

- Chance to Dance - our son is enjoying his dance class and has just started to attend sessions with C2D at building for the future Camp Mohawk- the space, swimming and support from workers has been really positive
- None
- Portage were excellent and Dingleys Promise
- Addington School is excellent We moved from Reading borough to Wokingham Borough. We are disappointed with WBC send services as compared to Reading Borough.
- Addington school are very supportive. Thumbs up have been invaluable.
- It was helpful to me when I was waiting for my son to be diagnosed with ADHD
- None since Lyn left, she was amazing.
- Addington School were beyond amazing and I don't know how we would have got through 6 to 19 without them. PFA team are really helpful so far.
- Community dental team are excellent
- N/a
- Camhs not answer yet as have not utilised any so far.
- Useful events for future planning
- Send Voices and CAN have always been helpful.
- Portage service very good, shame service not available sooner for my son to help with transition to school
- Explorers extreme
- Very caring team, share a lot of information and relevant to our needs. Invite us to most of the events and promptly share all information via email Due to our personal commitment we have missed out a few good info, so need to get the connection.
- SEND voices are great
- Very helpful and friendly
- The lady who came to assess my daughter was lovely however there hasn't been many positives other than that encounter
- information sent regular to me
- Very professional SEN officers and admin
- Sendiass have been extremely helpful
- I have nothing positive to say about the SEND team at WBC; they are full of promises and never deliver on them.
- Assist, Autism Berkshire and Parenting Special Children have been fantastic. In Q48, do you mean WBC SEND team? Charities have been extremely good, SEND Voices have been extremely good, WBC SEND team have been extremely poor.
- Sophie K is brilliant. ASSIST have been helpful. I don't know which services Q55 refers to. I have found WBC SEND provision extremely poor but local charities extremely good.
- SENDIASS have been helpful and the emails I receive from SEND Voices Wokingham are helpful as is their website

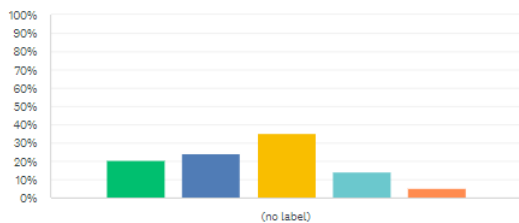
Q64: Please give the Local Area SEND Services in the Wokingham Borough an overall rating

Answered: 188 Skipped: 116

SEND Service ratings for the Wokingham Borough have dropped this year with 45% rating as extremely poor/poor (2.86, 2.84 previous years rating)

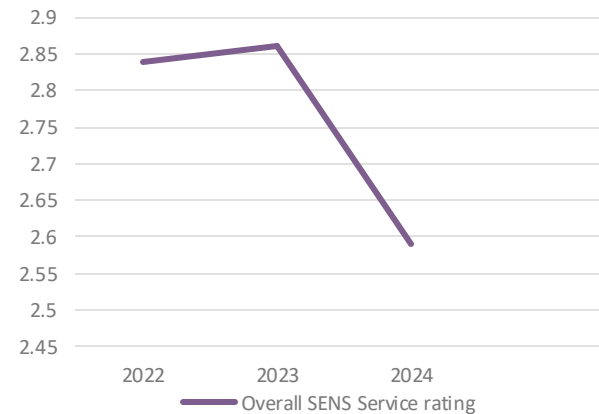
2.59★

average rating



■ Extremely ...
 ■ Poor
 ■ Neither goo...
 ■ Good
 ■ Extremely ...

	EXTREMELY POOR	POOR	NEITHER GOOD NOR BAD	GOOD	EXTREMELY GOOD	TOTAL	WEIGHTED AVERAGE
(no label)	20.63% 39	24.34% 46	35.43% 67	14.29% 27	5.29% 10	189	2.59



Demographics of Respondents

Q65: 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: 176 Skipped: 128

ANSWER CHOICES	RESPONSES
White British	80.23% 142
Single parents	8.47% 15
Asian or Asian British Indian	5.08% 9
Very low-income families or families whose income drops suddenly due to a change in circumstances, self-employed	4.52% 8
Prefer not to say	4.52% 8
Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues	3.39% 6
Other White background	2.82% 5
Grandparents, kinship carers, foster carers	2.82% 5
Mixed Other	2.26% 4
Adoptive parent carers	2.26% 4
Chinese	1.69% 3
Asian or Asian British Pakistani	1.13% 2
Asian Other	1.13% 2
Mixed White Asian	1.13% 2
Mixed White and Black African	1.13% 2
Mixed White and Black Caribbean	1.13% 2
Families experiencing domestic abuse	1.13% 2
Families of home educated children or young people	1.13% 2
White Irish	0.56% 1
Parent carer who is Gay, Lesbian, Bisexual, Transgender, Questioning and other (LGBTQ+)	0.56% 1
White Traveller	0.00% 0
Gypsy/Roma	0.00% 0
Asian or Asian British Bangladeshi	0.00% 0
Black or Black British African	0.00% 0
Black or Black British Caribbean	0.00% 0
Black Other	0.00% 0
Families with unsettled ways of life (e.g. former asylum/ recent refugee status Families experiencing alcohol or substance abuse	0.00% 0
Male Carers	0.00% 0
Total Respondents: 177	

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