

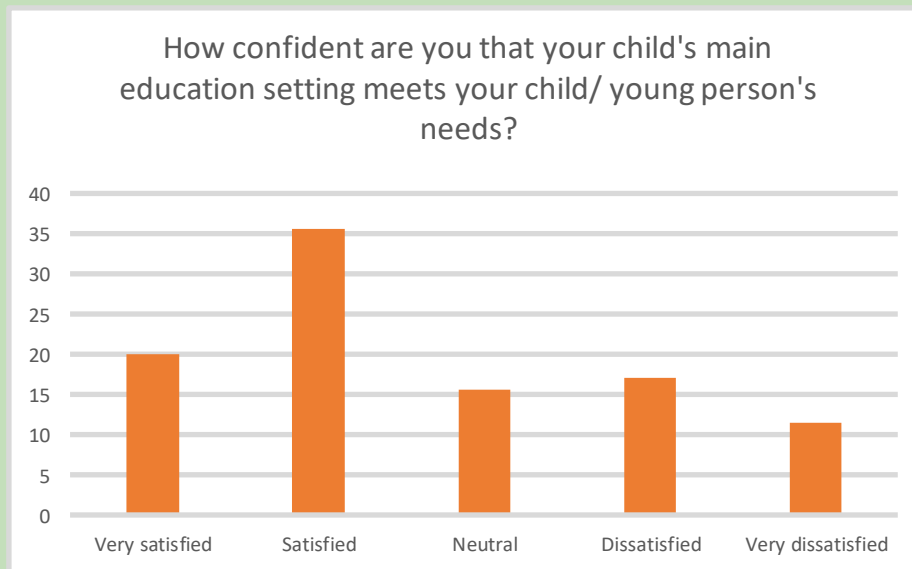
SEND Annual Survey Evaluation 2022

This document provides a summary of the results from this year's annual SEND Survey as well as specific actions that we will be taking to address any concerns that you may have. Thank you to all of the parents, carers, professionals and young people who shared their opinions in the survey. This gives us a great insight into your experiences of SEND services in Swindon and helps us to determine whether our improvement plan is working and how we can provide a better service for you and all families in Swindon.

Who responded?



Views of Parents/Carers



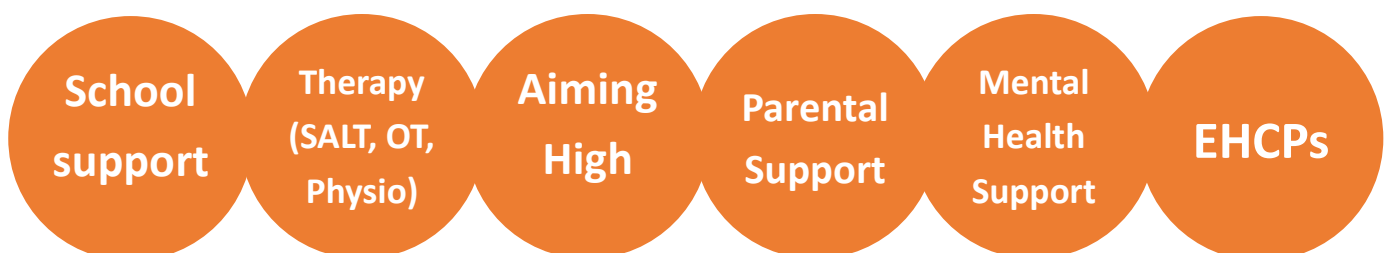
56% of parents/carers felt 'Satisfied' or 'Very Satisfied' that their child's education setting meets their needs.

13% of parents/carers felt opportunities for young people with SEND had improved in the past year.

12% of parents/carers felt that Swindon services offer the right support at the right time.

32% of parents/carers felt 'Satisfied' or 'Very Satisfied' with Swindon SEND Services overall.

What do parents/carers believe has worked well for their child over the past 12 months?



How can Swindon's SEND services be better for parents/carers?

"Listen to the parents. Believe the parents. Act sooner."

"Not have such lengthy wait times for diagnosis and even things such as courses."

"Have the freedom to offer further help, have more services available that they can refer to"

"All teachers need training on SEND needs."

Who do parents/carers talk to about concerns about their child?



Teacher



Friends



Doctor



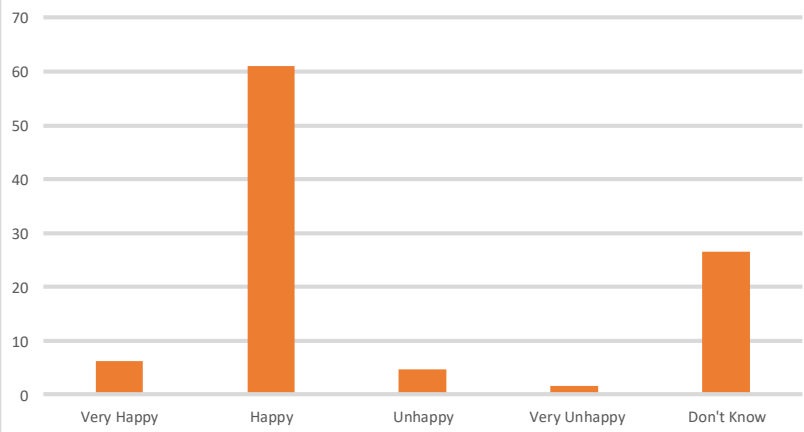
Other parents/carers



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Views of Young People

Overall, what do you think about Swindon's SEND services that support you?



NUMBER of the young people who completed the survey completed it at STEP.

67% of young people were 'Happy' or 'Very Happy' with Swindon's SEND Services.

52% of young people felt they were involved in decisions about their life or future 'Always' or 'Most of the time'.

62% of young people felt 'Positive' or 'Very Positive' about the future for themselves.

43% of young people felt that services that support them are interested in their thoughts and ideas 'Most of the time'.

What has worked well for young people over the last year?

- STEP
- School/college
- Teacher/TA/Tutor
- Friends
- Family
- Mental health support

How can SEND Services be better for young people?

"Ask young people what they need."

"There should be more volunteering or work experience chances for young adults like me. I want to be doing something but would need help to sort it all out."

"Make sure there are plenty of clubs to go to outside of school."

How do young people feel they could be better involved in decisions about their life?

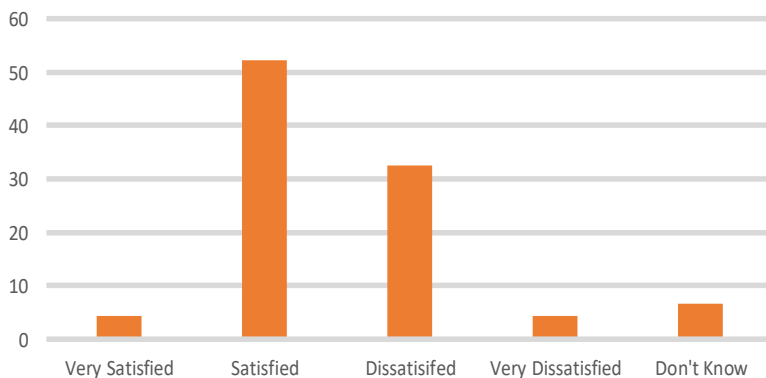
Discuss options with me

Listen to me, even if I don't agree with you

Give me information and time to understand

Views of Professionals

What is your overall opinion of Swindon's SEND services?



46% of professionals were 'Satisfied' or 'Very Satisfied' with the level of support available for young people with SEND.

23% felt that services were provided at the right time for young people with SEND 'Always' or 'Frequently' (see chart).

76% felt that opportunities for young people with SEND had improved or stayed the same over the past 12 months.

57% felt 'Positive' or 'Very Positive' about the future of the children they support.

What do professionals feel has worked well over the last 12 months?



Inter-professional working



Communication



Speech and Language



Working with families



Educational Psychology

How do professionals think services could be better?

Shorter waiting lists

More streamlined paperwork

More collaborative working

More funding and resources

Faster and more consistent communication

Better access to services

How are we using your feedback?

Your feedback in response to this survey is now being used to inform the actions within the SENDi and AP Strategy Delivery Plan (2023-28). Your comments about what needs to improve have been grouped into themes and matched to the six priority areas within the plan, as shown in the table below. Within each priority area of the delivery plan, specific actions are now being implemented to ensure the necessary improvements are made.

You have also told us that we should listen to parents and young people and treat them as partners. This will be a fundamental principle informing actions across all priority areas.

Priority Area	Survey feedback themes—what do we need to do to improve?
1 We will make sure that every child and young person is able to access, and be included within their community	<ul style="list-style-type: none">• Increase the inclusivity of existing clubs/activities for young people with SEND to access in the local community.• Provide more volunteering and work experience opportunities for young people.
2 We will make sure that we all work together within the community to plan services, and provide support to children and young people	<ul style="list-style-type: none">• Provide quality support and develop tools for parents, so young people are adequately supported with being able to meet their needs including mental health issues.• Provide accessible services that include a range of ways to navigate systems that includes streamlined paperwork to support the 'tell it once' approach.
3 We will make sure that we do everything we can to help children and young people with SEND achieve their goal, ambitions, and prepare for the future to live happy and fulfilling lives	<ul style="list-style-type: none">• Develop effective support for mainstream schools to demonstrate a consistent graduated response, so they are able to meet the needs of children with SEND at the earliest stage.• Ensure we have a workforce development plan in place that is fit for purpose and flexible to meet the ever changing needs of the system.• Work together collectively to improve the right support at the right time in the right place.
4 We will make sure we are delivering consistently timely, high quality and effective Education Health and Care Assessments, reviews and plans	<ul style="list-style-type: none">• Ensure that the Local Offer is accessible and up to date to provide families with readily available information around support services that can be accessed at both SEND Support and EHCP levels.• Strive to be in line with national expectations with regards to timeliness and compliance of the Code. This will include processing new requests for assessment and annual reviews within the statutory timeframes.
5 We will make sure that accurate and accessible information is readily available to children, young people and their families, including transparency around key decisions.	<ul style="list-style-type: none">• Communicate with parents effectively and provide more clarity on processes and support available for young people and their families. This will include ensuring that the Local Offer Website is maintained to a high level to provide accurate timely support.• Listen to young people and their families and enable them to make more decisions about their support. This will include ensuring that young people who are aged 16+ have a stronger voice in their decision making.
6 We will make sure that we work towards financial stability for SEND, to ensure we can continue to provide support in the years to come.	<ul style="list-style-type: none">• Provide families with the relevant resources and support they need for their children to thrive. This will include co- producing further information on personal budgets for families.

Please note: It is recognised within the plan that some improvement themes overlap across the different priority areas.