

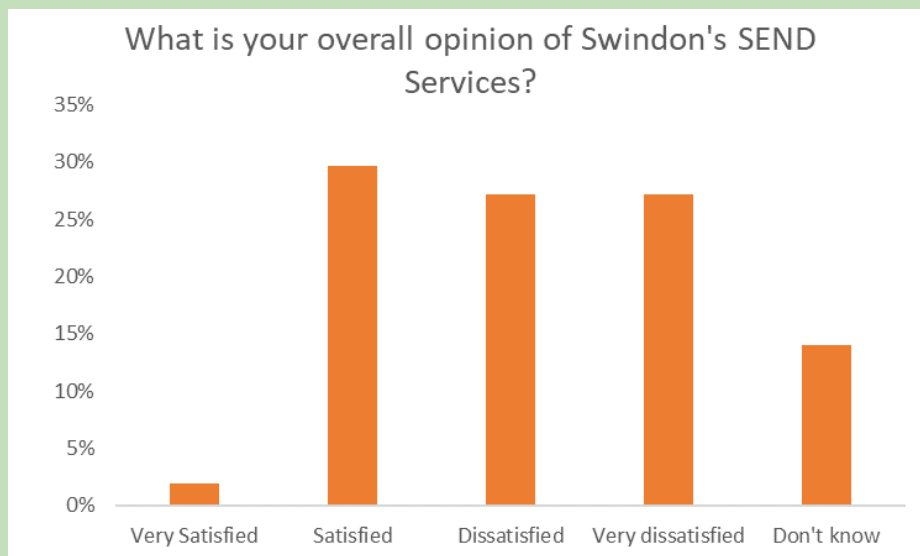
# SEND Annual Survey Results 2021

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



**31%** of parents/carers were 'Satisfied' or 'Very satisfied' with Swindon SEND services.

**55%** reported being 'Dissatisfied' or 'Very dissatisfied' with Swindon SEND services.

**10%** of parents/carers felt opportunities for young people with SEND had improved in the past year.

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



## What support from SEND Services did parents/carers find helpful during the pandemic?

Online forums such as Swindon SEND Families Voices was a lifesaver.

The use of video calls has been amazing and time-saving.

I liked the free outdoor toys and games that were given to SEND parents via Swindon council.

## What difficulties did parents/carers experience with SEND Services throughout the pandemic?



Services stopped



Lack of support



Delays



Communication difficulties



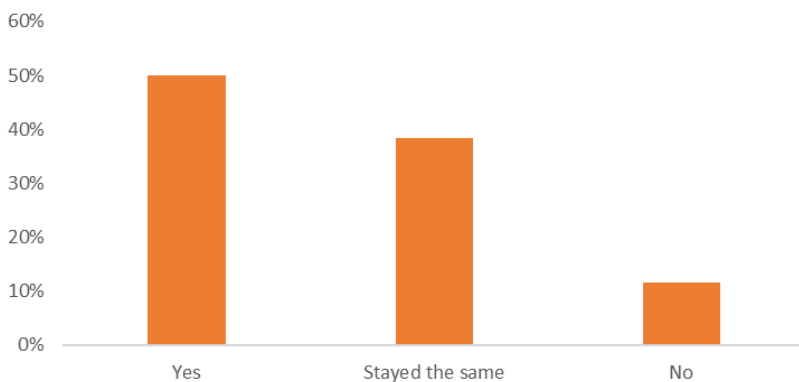
No face-to-face contact

## What support from SEND Services do parents/carers need now, following the pandemic?

- Mental health support
- More support in general
- Activities/groups
- Better communication
- EHCPs
- Referrals/Assessment
- Consistency

## Views of Young People

Do you feel that the support you've had from people over the last 12 months has improved?



60% of young people were 'Satisfied' or 'Very Satisfied' with Swindon's SEND Services.

59% felt that they received timely support 'Always' or 'Most of the time'.

56% felt that they were 'Always' or 'Mostly' involved in decisions about their life.

88.5% said that support over the past year had improved or stayed the same (see chart).

50% said that they felt 'Very Positive' or 'Positive' about their future overall.

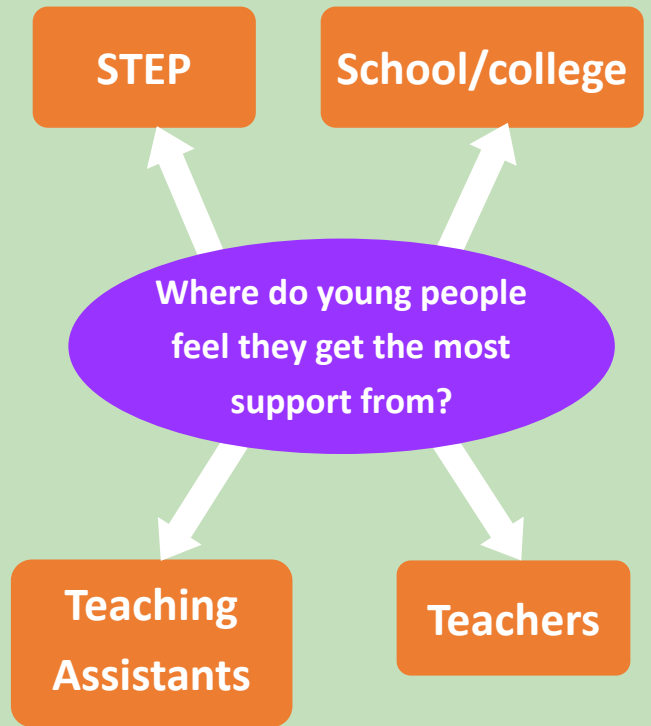
## How do young people think services can better involve them in decisions about their life?

Explain things in an understandable way.

Ask us if we are OK more.

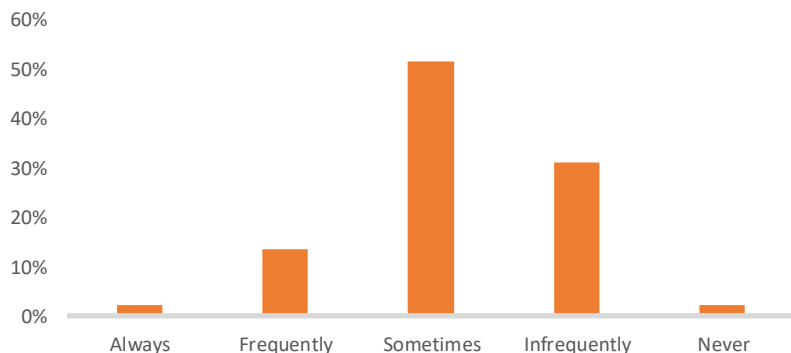
Listen to us more.

40% of young people felt that services were interested in their thoughts about the services and how to improve them.



## Views of Professionals

Overall, do services in Swindon provide the right support at the right time, for the right length of time for young people with SEND?



**36%** of professionals were 'Satisfied' or 'Very Satisfied' with the level of support available for young people with SEND.

**15%** felt that services were provided at the right time for young people with SEND 'Always' or 'Frequently' (see chart).

**10%** felt that opportunities for young people with SEND had improved.

**43%** felt 'Positive' or 'Very Positive' about young people with SEND's futures.

### What difficulties did professionals face whilst working through the pandemic?



No face-to-face contact



Communication difficulties



Increased workload



IT issues

### How do professionals think services could be better?

Better communication

Support with workload

Clearer guidance

Staff mental health support

Shorter wait lists

Increased funding

# How are we using your feedback?

Your feedback in response to this survey is now being used to inform the actions within the SEND and Inclusion Strategy Delivery Plan. 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?
<p><b>1</b> We will ensure that every child and young person feels included and part of their community</p>	<ul style="list-style-type: none"> <li>• Educate young people about SEND at school.</li> <li>• Provide more after school clubs and activities for children with SEND under 5.</li> <li>• Communicate with parents effectively and provide more clarity on processes and support available for young people and their families.</li> <li>• Increase the number of social activities available for young people with SEND to access in the local community.</li> </ul>
<p><b>2</b> We are all working together to plan services</p>	<ul style="list-style-type: none"> <li>• Clarify processes to ensure support is available in a timely manner.</li> <li>• Provide quality support and develop tools for parents, so young people are adequately supported with their mental health issues.</li> <li>• Strengthen recruitment and retention processes to ensure services can deliver the full range of support.</li> <li>• Invest more in public services and continually focus on reducing waiting times.</li> </ul>
<p><b>3</b> We will ensure that every child and young person with SEND makes excellent progress through access to high quality support</p>	<ul style="list-style-type: none"> <li>• Ensure reasonable adjustments are in place to meet the needs of children with SEND in order to reduce exclusions.</li> <li>• Ensure interventions from SEND services are provided at the right time and don't stop too early.</li> <li>• Provide effective support for mainstream schools so they are able to meet the needs of children with SEND.</li> </ul>
<p><b>4</b> We will deliver consistently timely and good quality Education, Health and Care Assessments and Plans</p>	<ul style="list-style-type: none"> <li>• Meet EHCP process deadlines to ensure young people are getting the right support at the right time.</li> <li>• Strengthen the Annual Review process to ensure EHCP provision is being implemented correctly.</li> <li>• Update EHCPs in a timely manner when required.</li> <li>• Signpost parents to relevant sources of alternative support if EHC assessments are rejected.</li> </ul>
<p><b>5</b> We will ensure our young people enjoy happy and fulfilling lives</p>	<ul style="list-style-type: none"> <li>• Improve support for teenagers and young adults with SEND.</li> <li>• Provide more support for young people with SEND who do not have an EHCP.</li> <li>• Invest in and provide training for services and staff to provide better outcomes for young people.</li> <li>• Let young people make more decisions about their support.</li> </ul>
<p><b>6</b> We will secure financial stability and sustainability for SEND</p>	<ul style="list-style-type: none"> <li>• Provide families with the resources and support they need for their children to thrive.</li> <li>• Provide the right support at the right time through appropriate school placements .</li> </ul>

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