

# Annual Send Survey 2020 - 'You Said, We Did'

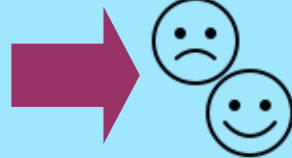
Last year we asked what you thought about services for children and young people with special educational needs and disabilities (SEND).

**We listened to what you said, and this is what we did.**

Thank you for helping us, we will keep listening to you.

## you said

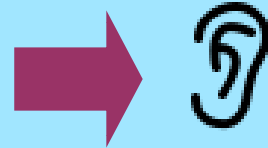
Families were generally happy with services and the support they receive, but felt some areas could be improved



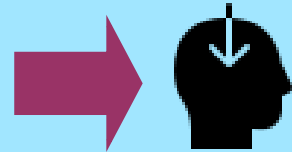
Families felt positive around their child's health, but felt the process and waiting time for autism assessments could be improved



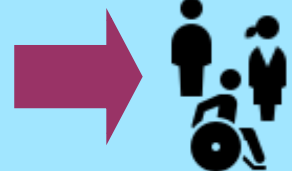
Although improved, families would still like to be listened to more, and be involved in decisions that affect them



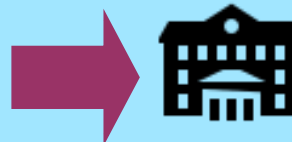
Families and professionals would like more information about what services are available



Thinking about the future; families would like more information and support for young people around life skills and relationships



Professionals would like to see more specialist provision



## we did

Swindon has made available an extra £450,000 to make sure services are able to give the right support when it is needed

Swindon has redesigned the process to improve the experience for families, and families will be offered support while waiting

Parents, carers and young people are included in all levels of decision making, and all staff have training offered to better listen to families

The [Swindon Local Offer website](https://localoffer.swindon.gov.uk) is regularly updated and has lots of information about all services in Swindon

Services are working closer together to help young people on the journey to becoming an adult; making sure they have the right support and the skills they need

Swindon has paid for an additional 55 special school places, and the SEND Outreach Team offer more support in mainstream schools

For more details on how your voice has changed the way we work, please go to:

<https://localoffer.swindon.gov.uk/yourvoice>