





JOINT ADDITIONAL NEEDS SURVEY RESULTS JULY-AUGUST 2021

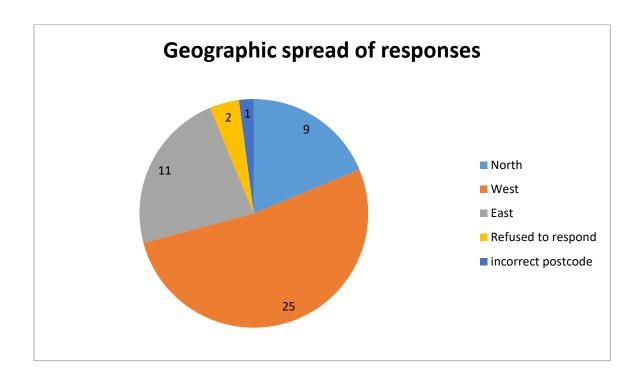
CHILDREN AND YOUNG PEOPLE SURVEY

General:

48 children or young people responded

Half were of secondary age and 30% primary.

Respondents were asked to input part of their post code. The chart below is based on locality areas and gives an indication of the geographic spread.



Areas of Importance:

Top 4 areas with over half the votes...

- Happiness (enjoy life)
- Individual (everyone is different)
- Inclusion (everyone welcome)
- Equality (everyone has the same chances)







SCHOOL

Most children and young people felt ok about education (35%) but more felt unhappy (35%) than happy (30%).

What I like about school:

Top themes:

- Being with friends
- Quality of teaching/teachers
- Being in a good school
- Nothing (including lack of/ poor support, being told off, feeling scared)
- Having suitable support
- Specific subjects e.g. Art, music and Maths

What I don't like about school:

Top themes (note this question elicited a more varied response):

- Specific subjects/things being too hard/homework
- SENCo/professionals and teachers (lack of support/no allowances being made/being made to feel stupid)
- Being told off or labelled as naughty
- Not being listened to or needs understood
- Environmental factors such as noise, specific areas of the school
- Feeling lied to

Changes they wanted:

- More support and help
- More 'fun' activities and equipment
- Greater choice about what to study and doing things in smaller groups
- Local Authority to show they are listening and understanding
- Better understanding from Teachers/SENCo
- Help to fit into mainstream/recognition that mainstream does not work for all
- Faster EHCP process







HEALTH:

Most children and young people felt ok about their health needs (45%) and more felt happy (32%) than unhappy (23%).

What I like about health support:

Top themes (note top 2 account for more than half of the responses):

- Nice, friendly, good
- They care and understand
- Helpful
- Nothing or N/A

What I don't like about health support:

Top themes:

- Waiting too long/waiting lists
- Not being listened to/lack of understanding
- Specific treatments e.g. physio, needles, tablets
- Questions I don't understand and being made to feel stupid
- Lack of (insufficient) provision

Changes they wanted:

Top themes:

- Reduced waiting time
- To be listened to and understood
- Access to specific services/health professionals
- Continuity of care
- People to ask not assume

SOCIAL CARE:

22 children and young people out of the 48 respondents had a view to share.

41% of children and young people felt unhappy with their experience but 36% were happy; with 23% feeling ok.







What I like about social care:

Top themes:

- My Support worker/PA/other
- Helpful and make feel safe
- They understand
- Solo specific schemes
- Nothing or N/A

What I don't like about social care:

Top themes:

- Lack of support/help
- Some workers
- Some activities e.g. craft, social clubs
- Impact of Covid on activities
- Not being eligible for an assessment

Changes they wanted:

Top themes:

- Explore different ways of helping
- More activities that are fun and include provision in school holidays
- To be able to go out as they did before Covid
- Change of worker
- Accurate advice especially with regard to eligibility for an assessment

COMMUNITY:

35% of children and young people felt unhappy with their experience of their community but 33% were happy; with 31% feeling ok.

What I like about my community:

- A range of specific clubs e.g. rugby, drama kickboxing etc.
- Family and friends help
- Activities provided by Solo
- There is no help or clubs
- Activities where friends and/or family can attend too







What I don't like about my community:

Top themes:

- Lack of available clubs
- Cost of clubs
- Some clubs are too busy/noisy
- Being treated as if not as good as others
- No help so unable to attend
- Not like clubs/anxious about attending

Changes they wanted:

Top themes:

- Greater understanding beyond their own family
- More activities with less people and noise
- More clubs targeted at SEN or more inclusive clubs
- Transport to and from clubs
- More inexpensive options
- Details on where to find information on clubs
- More clubs for specific activities e.g. basketball

SUPPORT NEEDED FOR GROWING UP:

Responses to this question were varied and seemed to link in many cases to the specific needs of the person responding.

- Support with emotional and mental health needs
- Support with physical needs
- Access to specific services such as social care, housing adaptions
- Good school and education
- Support with practical things such as dealing with money and living independently







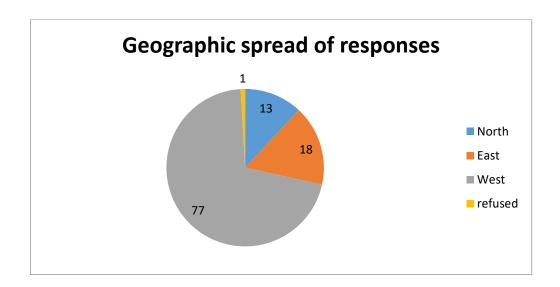
PARENT CARER SURVEY

General:

109 responses

Just over half were parents of secondary age children and 44% primary.

Respondents were asked to input part of their post code. The chart below is based on locality areas and gives an indication of the geographic spread.



Areas of Importance:

Respondents ranked the suggested priorities as follows:

- 1. Supporting children and young people to make progress, and be happy, in mainstream schools and other universal and targeted services
- 2. Developing specialist provision so more children and young people have access
- 3. Joined up working across education, social care and health
- 4. Co-production with parent carers and children and young people
- 5. Helping children, young people and families plan for the next stage of their life and move between settings and services
- 6. Improving the quality of our EHC plans

Other priority areas for consideration:

- Listen to child, parents and carers and improve support to them, including:
 - o Recognise each child is unique
 - Support through process







- Navigating the system
- Single point of contact
- Home schooling support when child can't attend school
- Improved specialist provision (ARC, autism, mental health, ASD) in the borough with early access to it once need is identified
- Quicker identification of need (diagnosis) so support is provided as quickly as possible
- Improve transparency in EHCP process and ensure statutory obligations are met
- Encourage and support schools to be more inclusive and hold them to account
- Improved training and understanding of SEND for staff

What parent carers needed the most support with:

Top themes:

- Being listened to and not have to 'fight' to access diagnosis, provision, information etc.
- Support to navigate the system and to know that services/schools are working together in an inclusive and consistent way
- Support with transitions between schools, settings and into adulthood
- EHC Plans that are accountable reviewed and monitored. Simplify the process to make it easier to understand and follow.
- More specialist provision locally including specialist careers advice, autism, ASD, post 16, emotional support, dyslexia
- Support to help children and young people develop confidence, self-esteem, social skills

Improvements needed:

Parents felt education was the main area where improvement was needed (68%) ahead of social care (18%) and health (12%).

- Requests for a range of different support from 'any support' to specific services e.g. Solar,
 ADHD, sensory needs, housing assistance, clubs/activities geared towards children with additional needs, Social care assessments, mental health support
- Improve and adhere to EHC plans and ensure they are properly funded
- Have a holistic approach where services join up and talk to each other
- Improved communication between professionals and parents. "less of a battle". Listen to the parents
- Improve understanding of SEND in schools and teachers
- Support access to education and where appropriate mainstream school