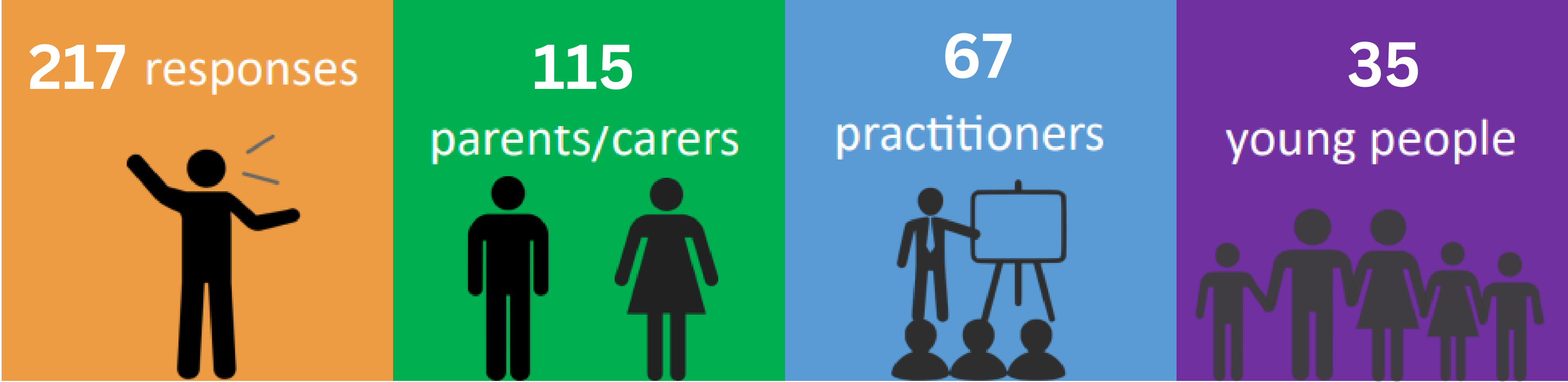


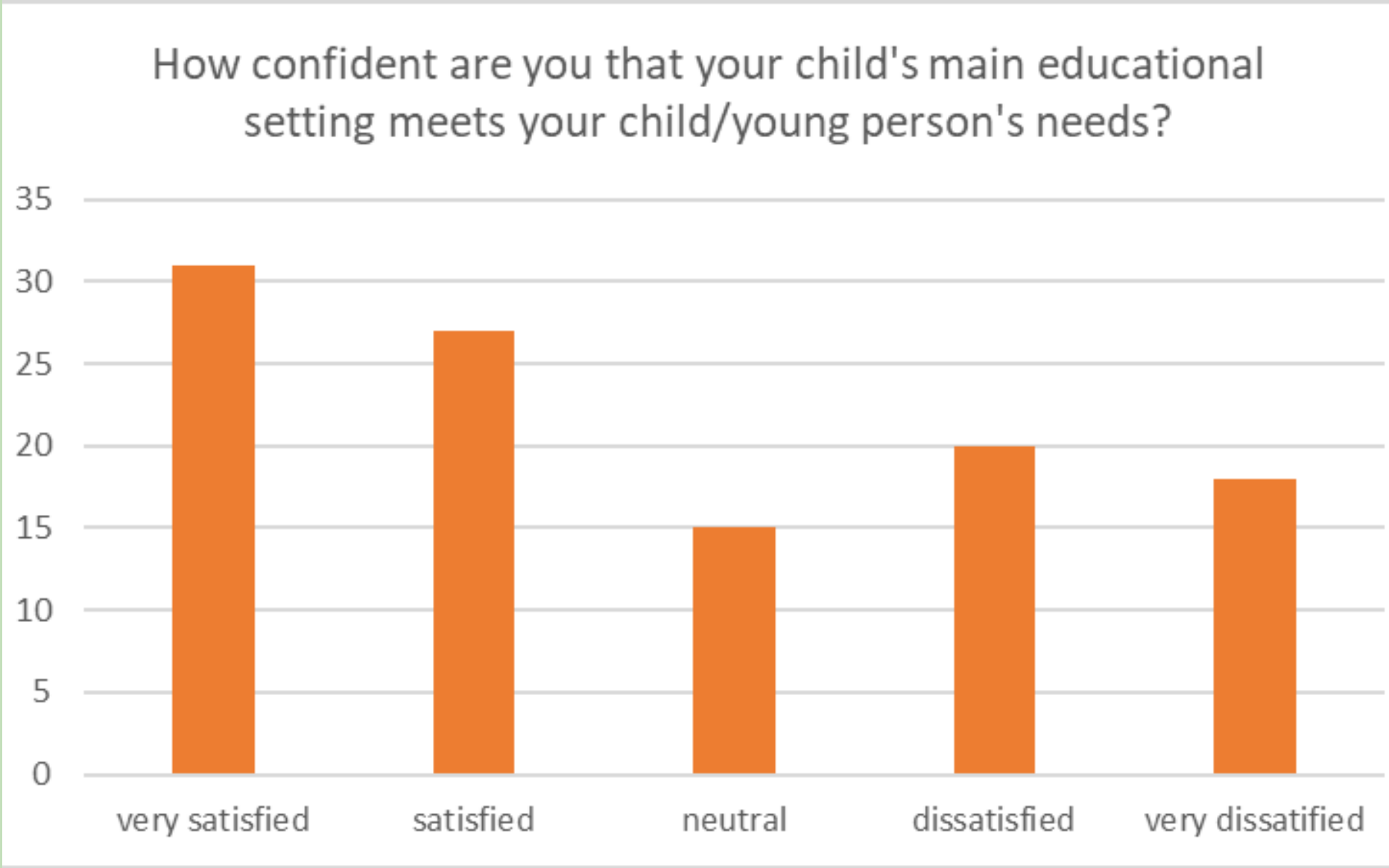
# SEND Annual Survey Evaluation 2023

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 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 demonstrate 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



**52%** of parents/carers felt ‘Very Satisfied’ or ‘Satisfied’ that their child’s education setting meets their needs.

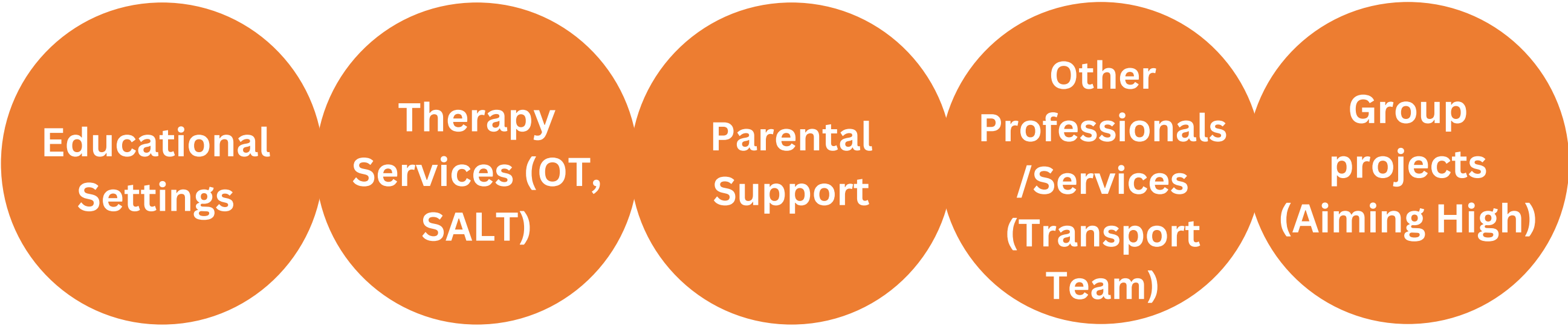
Over **6%** of parents/carers felt opportunities for young people with SEND had improved in the past year.

**13%** of parents/carers reported feeling ‘Very Satisfied’ or ‘Satisfied’ in the level of support available to their child with SEND in Swindon.

**11%** of parents/carers felt Swindon services offer the right support at the right time.

**21%** of parents/carers felt ‘Very Satisfied’ or ‘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?

“Learn to communicate, keep parents in the loop, work more collaboratively with all involved”

“More funding, more long term staff, reduced waiting times, more support for families while awaiting services”

“There should be more clarity and transparency in the information about availability of certain services”

## Which SEND services have you worked with/accessed in the last 12 months?



SENCo



Aiming High



Community Paediatrics



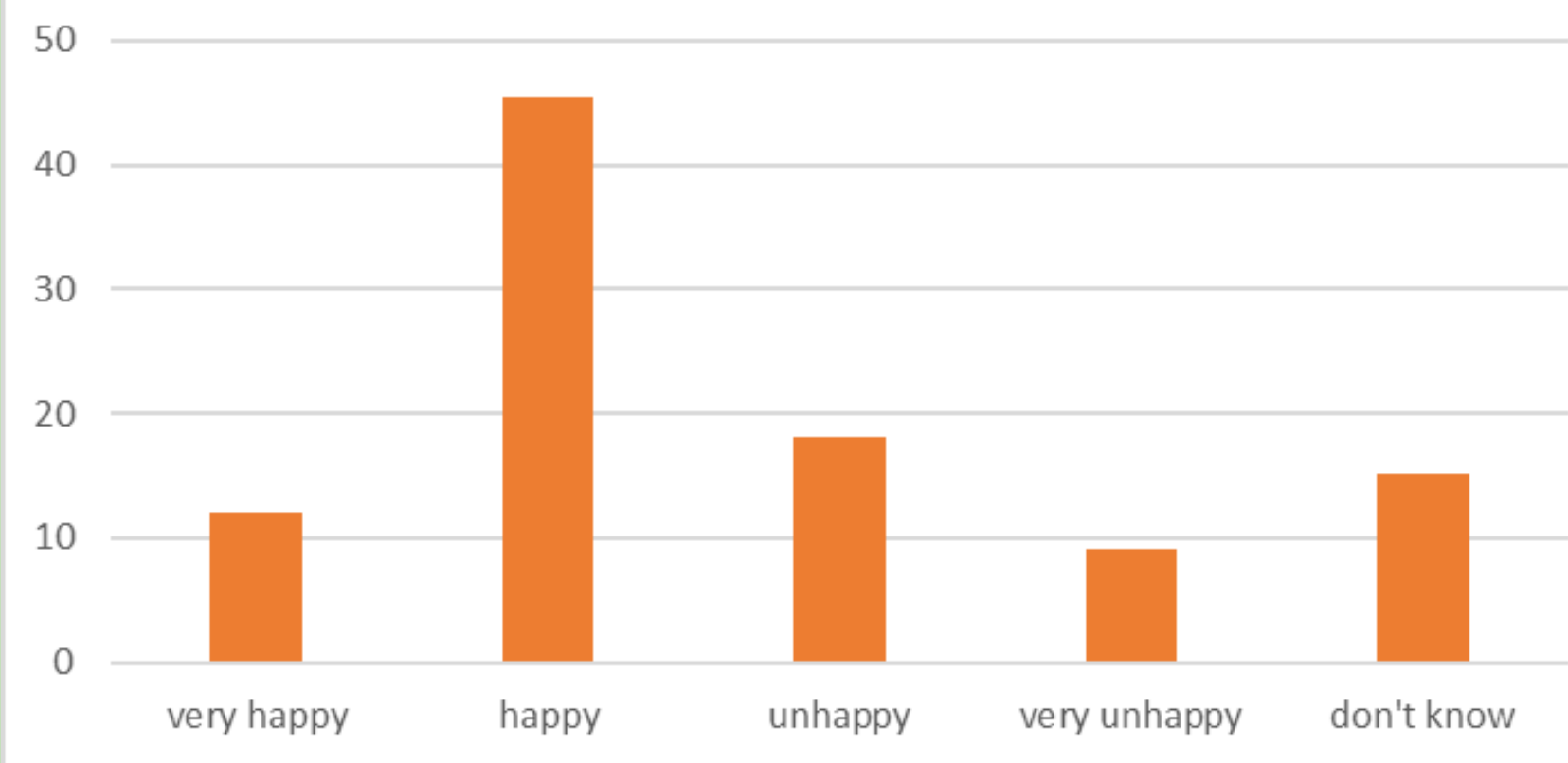
Occupational Therapy



Speech and Language Therapy

## Views of Young People

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



75% of young people heard about this survey through STEP

36% of young people felt support had improved over the last 12 months. This has increased from last year.

35% of young people felt they received support at the right time either “always” or “most of the time”.

42% of young people felt involved in decisions either “always” or “most of the time”.

32% of people felt services were interested in their thoughts and ideas either ‘always’ or ‘most of the time’.

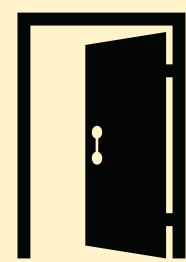
50% of young people felt either ‘very positive’ or ‘positive’ about their future overall.

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



- STEP
- School/college
- Family

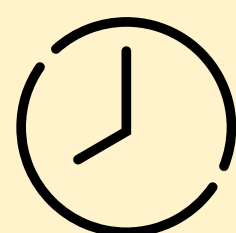
### How can SEND Services be better for young people?



More opportunities (career, preparing for adulthood, mental health, STEP sessions, talking in a group)



Listen to young people



Earlier support

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

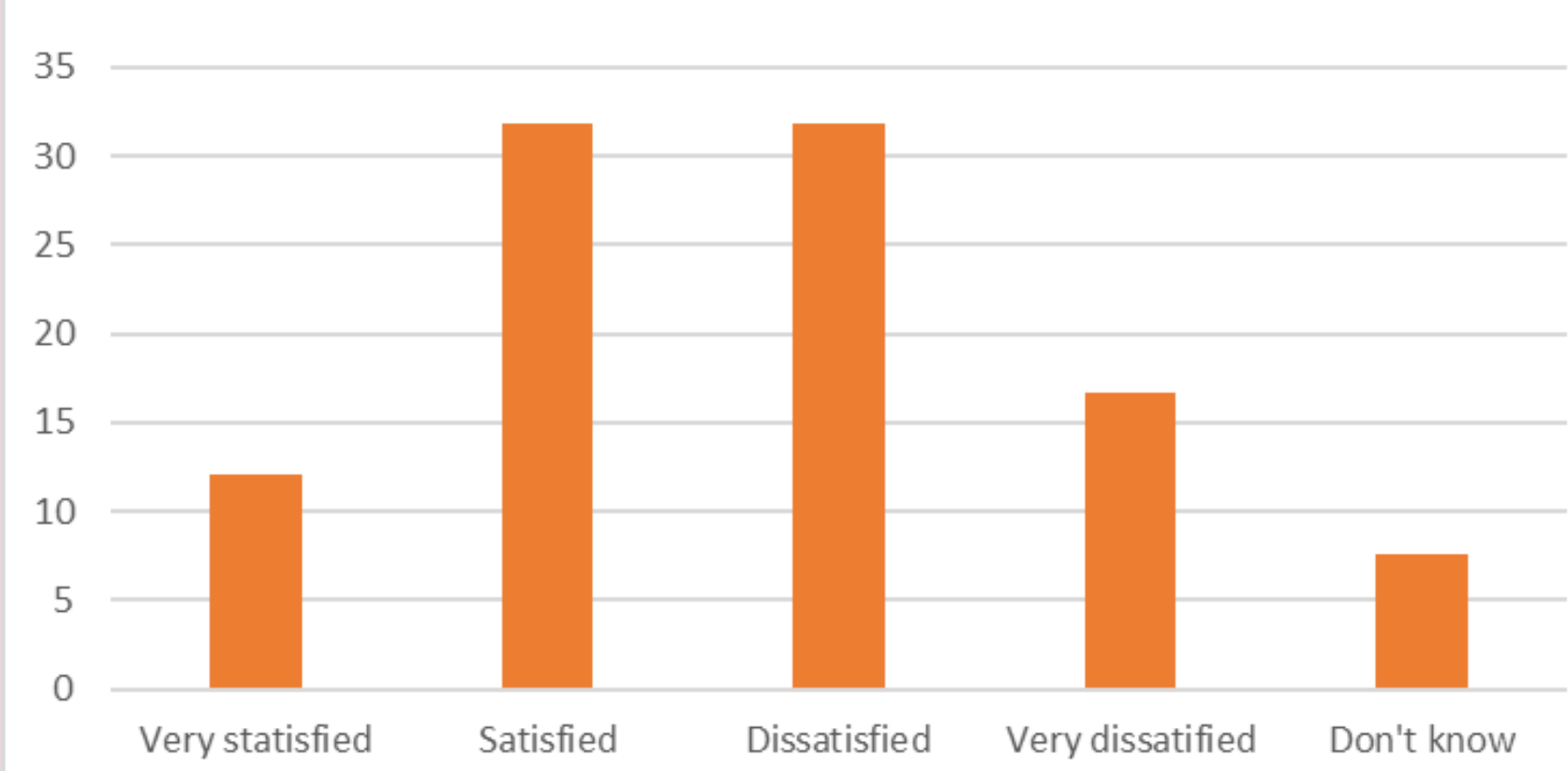
“ask me what I want and don’t just ask my parents all the time”

“Children should be listened to by adults you can’t feel what we feel”

“make me happy”

### Views of Professionals

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



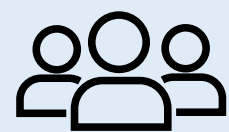
**39%** of professionals were ‘satisfied’ or ‘very satisfied’ with the level of support available for young people with SEND.

**28%** of professionals felt services were provided either ‘always’ or ‘frequently’ at the right time for young people with SEND.

**69%** felt opportunities for young people with SEND had improved or stayed the same over the past 12 months

**44%** felt ‘very positive’ or ‘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



Educational Psychology



Speech and Language



Fast working

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

More funding and resources

Maintaining staff

Collaboration between services

Better access to services

Improved processes

Shorter waiting lists



# 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 each priority area of the delivery plan, specific actions are now being implemented to ensure the necessary improvements are made, as shown in the table below.

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	What do we need to do to improve?
<div><div>1</div><div>We will make sure that every child and young person is able to access, and be included within their community</div></div>	<ul style="list-style-type: none"><li>• Ensure a full directory of early intervention services is available for schools to access, where there are concerns for children and young people with SEND.</li><li>• Provide a mandatory baseline training programme for practitioners working with children and young people with SEND across the partnership.</li><li>• Complete the short breaks review with the aim of providing a refreshed and revised short-breaks offer to parents.</li><li>• Work together to understand the reasons behind school exclusions for children and young people with SEND.</li><li>• Strive to ensure that all children with SEND are able to access educational provision which is appropriate for their needs.</li></ul>
<div><div>2</div><div>We will make sure that we all work together within the community to plan services, and provide support to children and young people</div></div>	<ul style="list-style-type: none"><li>• Develop an efficient mental health pathway ensuring that parents, carers, children and young people know what is available and can access support easily.</li><li>• Work together with BeU Swindon and CAMHS to improve waiting times for children and young people needing support for their mental health.</li><li>• Strive to further reduce the waiting list for the Neuro-developmental Conditions (NDC) pathway, which has already made good progress since 2018.</li><li>• Ensure that pre- and post-diagnosis information is available and up to date and communicate this via the Local Offer.</li><li>• Work together on the waiting list initiative led by High-quality Community Health and Care Group (HCRG), which takes the longest waiters from the waiting list at Great Western Hospital and triages them centrally.</li><li>• Listen to colleagues and families to develop an improved community services offer to local people, as part of the Integrated Community Based Commissioning.</li></ul>
<div><div>3</div><div>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</div></div>	<ul style="list-style-type: none"><li>• Strengthen preparation for adulthood pathways for young people including support for education, training, employment, community inclusion and independent living.</li><li>• Provide clarity for young people and families about what support is available to them when preparing for adulthood.</li><li>• Ensure earlier identification of young people needing additional support for independent living.</li><li>• Increase support for young people for independent living; e.g. providing more young people with independent travel training.</li></ul>

**4** We will make sure we are delivering consistently timely, high quality and effective Education Health and Care Assessments, reviews and plans

- Ensure that all EHCP coordinators receive ongoing training as part of their professional development, to promote high standards and staff retention.
- Provide support and training to schools on Annual Reviews to help improve quality of support across Swindon.
- Ensure the young person's voice consistently feeds into the Education, Health and Care needs assessment and Annual Review processes.

**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

- Ensure that language on the new Local Offer website is clear, concise, accurate and free of over-complicated language by co-producing information with parents, carers and young people.
- Work together with professionals to ensure that information on the Local Offer website is correct and up to date.
- Develop a new Local Offer with improved navigation to information and advice on services with menus targeted directly at CYP, parents and carers and professionals.
- Make sure the Local Offer is accessible to disabled users via technology such as AbilityNet that employs accessibility best practices to help everyone have the same access to the information.

**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.

- Provide £22.4 million for new provision: increasing places within existing specialist settings and building new specialist settings.
- Ensure more specialist education places are available to meet the needs of children and young people with SEND locally, with the location of new settings being planned to ensure a more even geographical spread across the borough.
- Ensure that there is an appropriate and cost effective travel offer.
- Ensure there is a focus on SEND place planning within the Access and Provision team.