
Item 5 – Presentation attached

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Our survey said...

What have people been telling us?

**Cumbria SEND
Improvement Programme**



Our inspection said...

... we don't know enough about the strengths and weaknesses of services or the experience of children and families. So we've asked...

EHCP Parent/Carer Survey	538 Responses	1499 people have shared their views
EHCP Child/Young Person Survey	367 responses	
SEN Support Parent/Carer Survey	408 responses	
SEN Support Child/Young Person Survey	27 responses	
SEND Professionals Survey	159 responses (so far)	

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What have people told us?

SEN Support Parent/Carer Survey

- Around 30% of respondents felt education/health/care was currently meeting their child's needs.
- Parents/carers felt uninformed about preparation for adulthood.
- A large majority did not feel well informed about SEND Services available to them.
- 60% were not on the SEN Register.
- Fewer than 1 in 5 said they had confidence in CCC and the NHS.

SEN Support Child/Young Person Survey

- They were generally OK about school, but didn't always feel they were listened to or helped make decisions about their education.
- They were happy about their school transport.
- They were generally happier with health services, saying they were more likely to be listened to.
- They didn't know about the SEND Local Offer or All of Us Forums.

What have people told us?

EHCP Parent/Carer Survey

Is provision meeting child's needs?	% who say yes	Number who answered question
Education	78%	465
Health	62%	308
Social Care	51%	191
Emotional Health and Well-being	48%	206
Preparation for adulthood	32%	282

Other needs:

- 48% SL&CN
- 40% ASD
- 36% SEMH

- 54% feel well informed about SEND services.
- 42% were aware of inspection.
- Around a third feel informed about how we're responding.
- 44% say they trust CCC & NHS to do the right thing for children, 32% don't.

Primary Diagnosis:

- 45% ASD
- 13% SLD
- 10% SL&CN
- 9% SEMH

What have people told us?

EHCP Child/Young Person Survey

Question	% Yes
Do the people who help you learn know what you need?	75%
Do the people who help you learn listen to what you want?	74%
Do you help decide what you want to happen about school and learning?	48%
Do the people who help you stay healthy know what you need?	75%
Do the people who help you stay healthy know what you need?	75%
Do the people who help you stay healthy listen to what you want?	70%
Do you help decide what you want to happen to help you stay healthy?	56%
Are you happy with the transport you get?	77%

367 children/young people responded

What have people told us?

SEND Professionals Survey

- Big challenges around funding and resourcing for all parts of SEND landscape.
- Difficulty meeting level of demand or providing level of service they would wish to.
- Challenges for schools to meet needs of SEND pupils in mainstream settings.
- Importance of engaging with parents/carers and ensuring child/young person is always central concern.
- Not enough provision to meet the needs of children and young people.
- Need for more and better training for those working with SEND.
- Need for services to be available across the county – equity of provision.
- Better joint working between education, health and social care – with shared budgets and expectations.
- Better information for parents/carers and simpler processes, pathways and paperwork.

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What now?

- These are just the headline results. More analysis needed.
- Want to look at how experiences vary between different groups – ie needs, sex, age, location etc
- Need to review and analyse all the written comments.
- • Compile final reports and present findings to Board, Working Groups and Reference Group.
- Reports will be published on the Local Offer and people informed via the SEND Improvement eBulletin.
- Consider how we repeat the exercise in future to assess whether progress is being made.



Questions?

