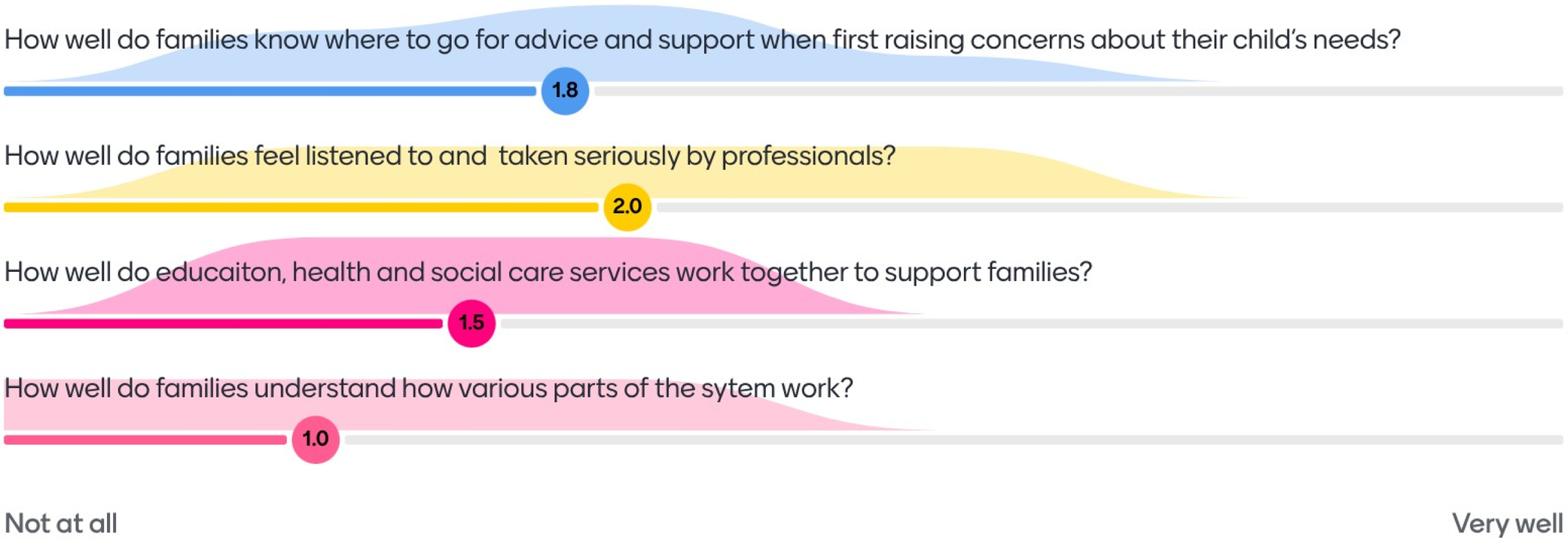
Local Area OFSTED/CQC Inspection Feedback 2026

General Family Experience



Please tell us the reason for your answers or provide any other further comments .

Parents often disregarded by professionals especially when a child masks. Different professionals give different advice and can be pushed from pillar to post

Schools and nurseries are not recognising issues or are deliberately not telling parents.

parents often feel dismissed with their concerns, they feel they are not given the correct information. If school is involved and dont agree with parents then the parents views are ignored.

Families have long waits to see a paediatrician. Settings can be dismissive of needs. Hard to get SALT and OT input without parents paying privately.

parents often feel they are passed around professionals, its hard to find who is the right person / area to help

Can't see a paediatrician until 3 years old even when needs are obvious.

Parents feel dismised when speaking to schools that they are concerned about their childs development. Some schools will not support without a diagnosis.

Even when parents reach out they feel no professional wants to help and are left unsure what to do

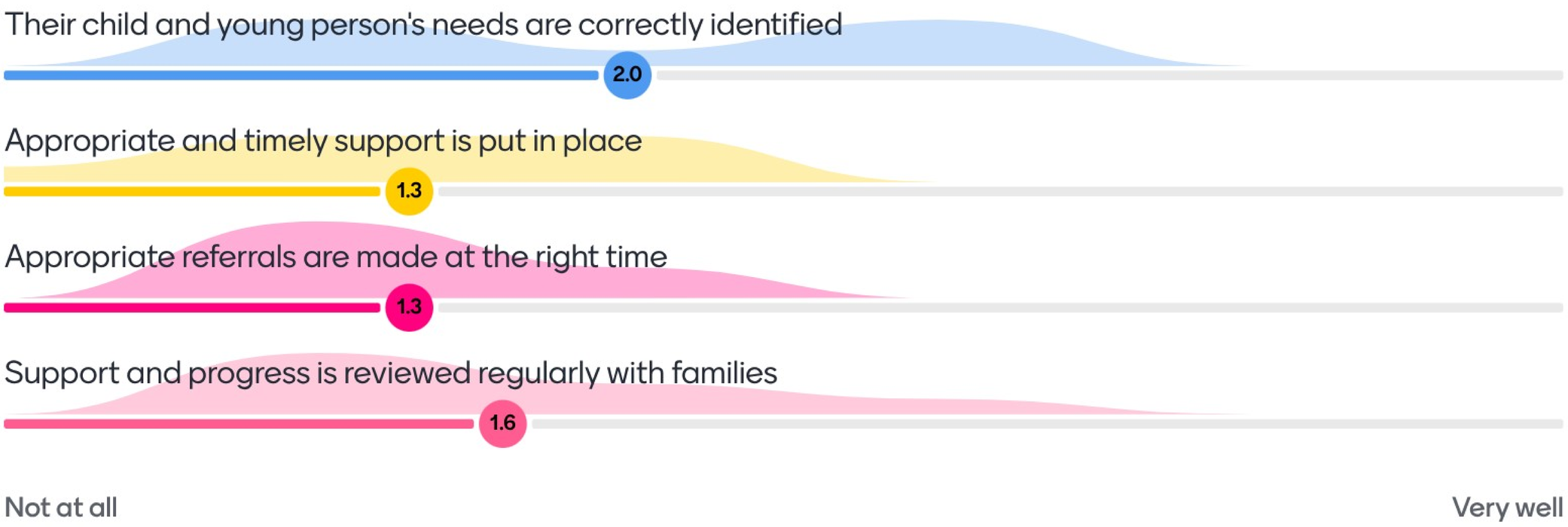
Please tell us the reason for your answers or provide any other further comments .

Still hearing daily that schools need a diagnosis to help.

There are still pockets of practice in settings where they tell parents "you don't want to label your child" - to avoid making referrals

7

SEND Support: families are telling you that:



Please tell us the reason for your answers or provide any other further comments .

One plans just handed out at parents evenings

The reliance on evidence from the school is stopping referrals for diagnosis going through.

We are still hearing of one plans not being seen by parents

Schools still refusing to complete referrals to paediatrician.

Poor one planning. Outcomes repeatly rolling over termly.

Such long waits to see a paediatrician are causing distress to parents who hear early intervention is best.

waiting for referral for ADHD with pediatrics to come through, when it has come through requesting to feel in autism questionnaire aswell but has already been diagnosed by them.

3 recently where schools would not implement OT report recommendations

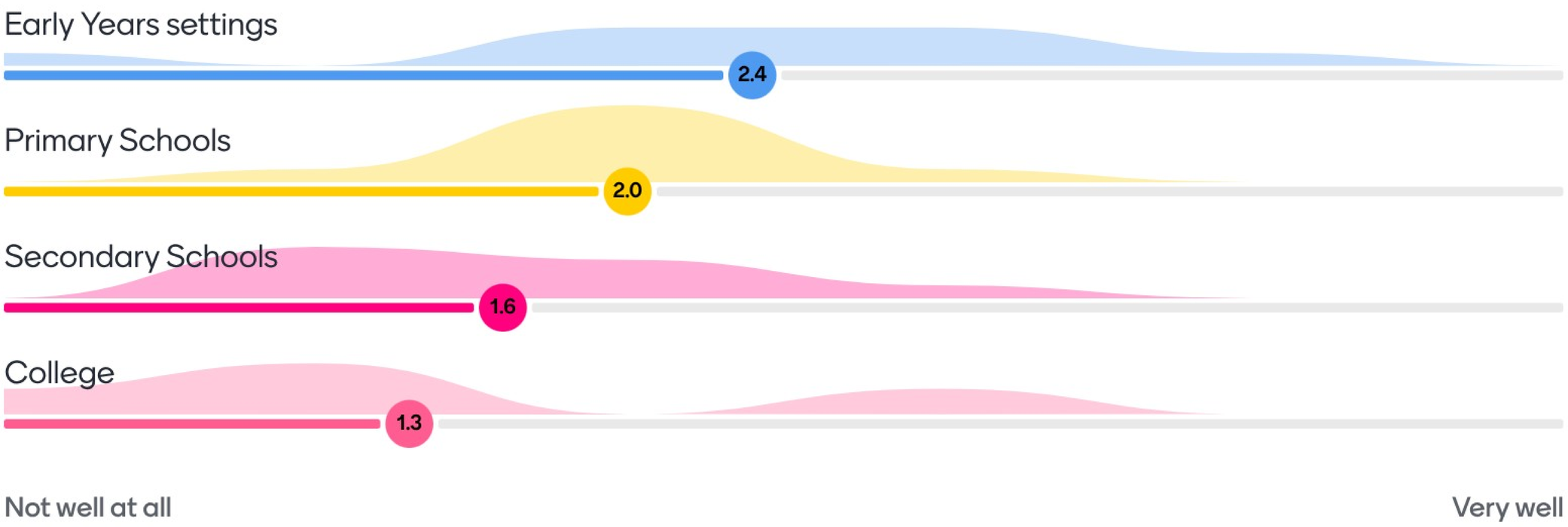
Please tell us the reason for your answers or provide any other further comments .

Colleges not carrying out one planning.

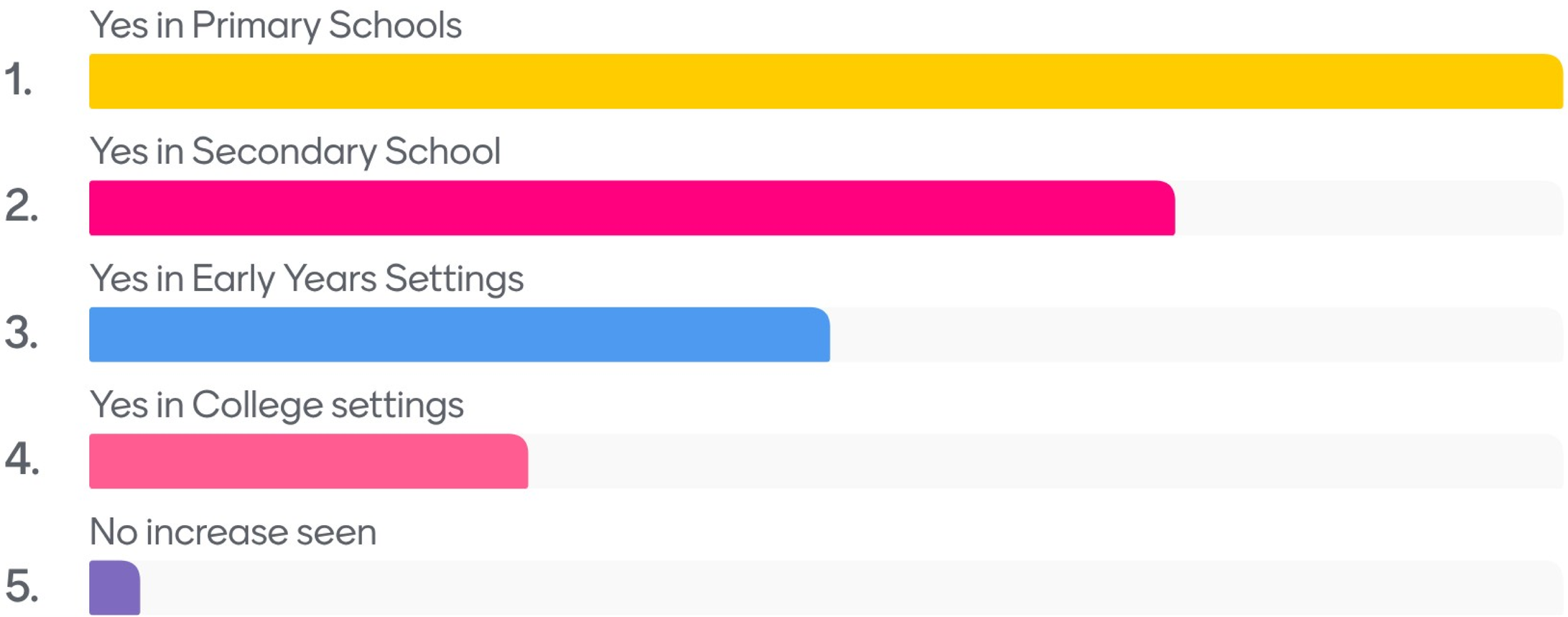
Evidence from schools can still be barrier to making referrals, or getting referrals accepted. With ND pathways - MyCare Bridge has, in some ways, made this worse.

Sometimes a private diagnosis (e.g. ASD) is not flagged on a child/young person's health record

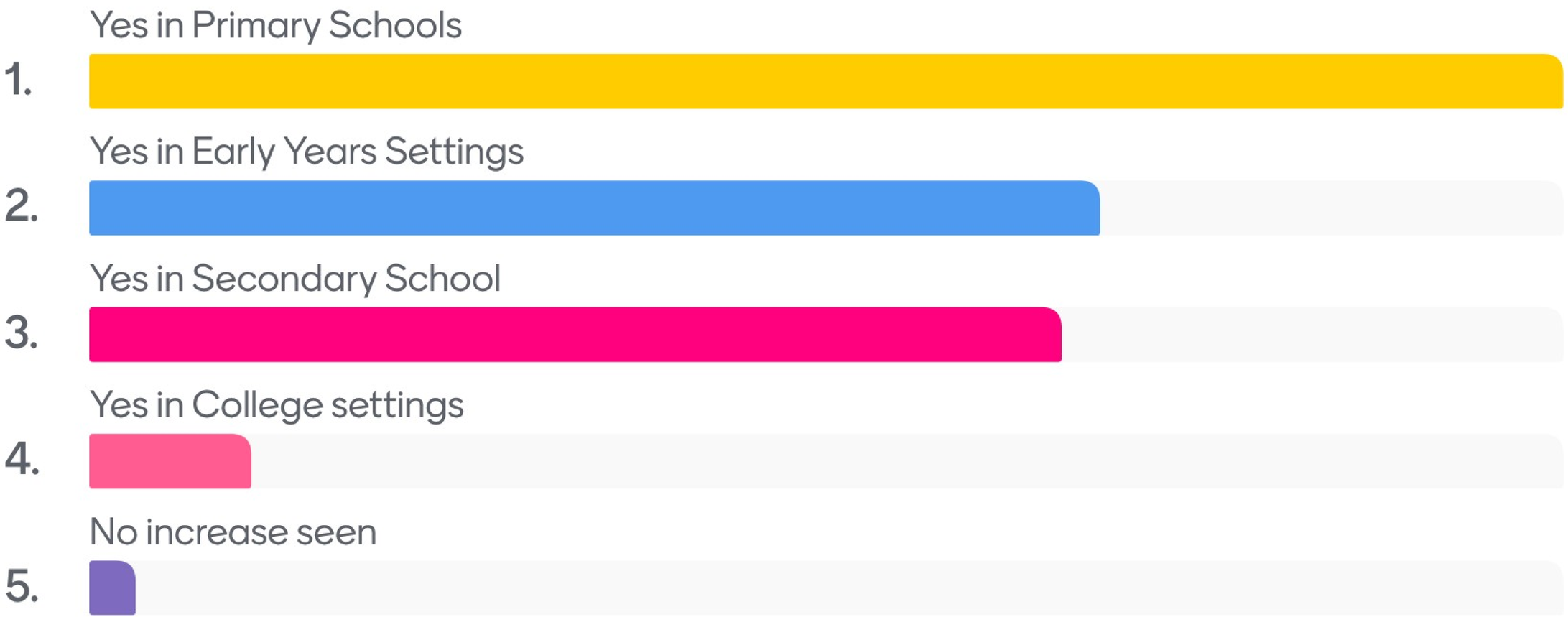
How well do you feel SEND support is implemented in the following settings;



School Attendance: Have you seen an increase in Exclusions in the following settings?



School Attendance: Have you seen an increase in Part Time Timetables in the following settings?



Please tell us the reason for your answers or provide any other further comments on exclusions/part time timetables

Schools saying they cannot meet needs so giving part time timetables. Particularly in primary

Parents unable to work due to children on part time timetable. As little as 1 hour a day with little regard to personal circumstances.

schools suggesting its better for the child but parents feel its not for the child more for themselves as cant deal with the needs or dont want to

Parents being asked to collect children early but on a regular basis

Really young children being excluded for hitting and other dysregulated behaviour, when no support has been put in place.

Parent asked to not bring in a child during Ofsted inspection

We have heard of primary children left in alternative provision for years doing a very limited timetables e.g. 2 hours a day for years

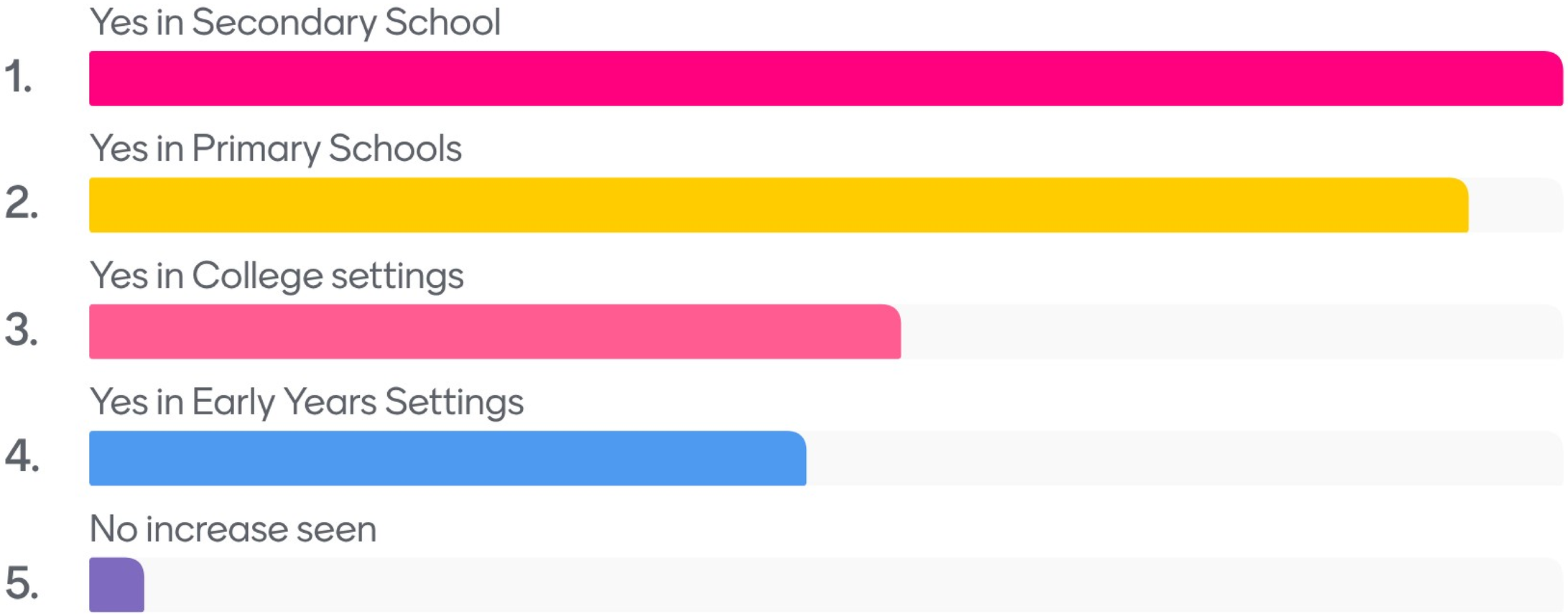
Not enough staff to support child as waiting for funding after ehcna so on part time.

Please tell us the reason for your answers or provide any other further comments on exclusions/part time timetables

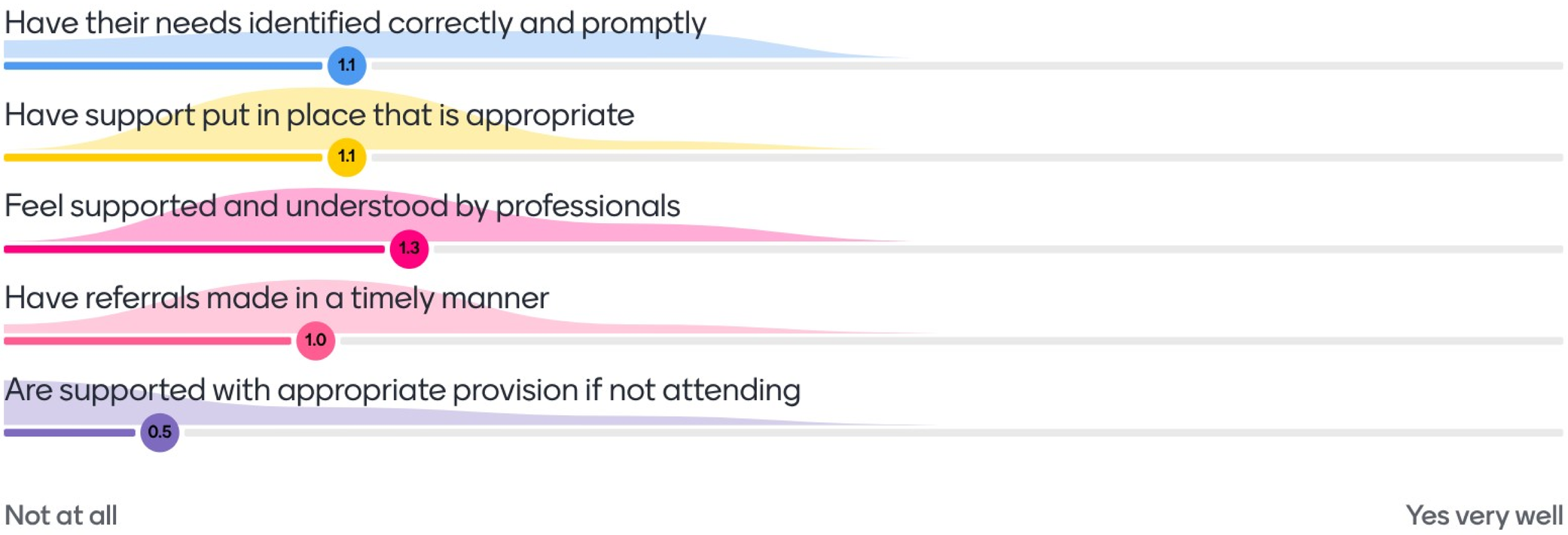
we have had feedback that some schools have encourage parents to take them off role, made out when they are feeling ready to come back the can but when they tried to return they cant !

Quite a few single mums having to give up jobs due to child being put on part time timetable or being sent to a hub for an hour a day

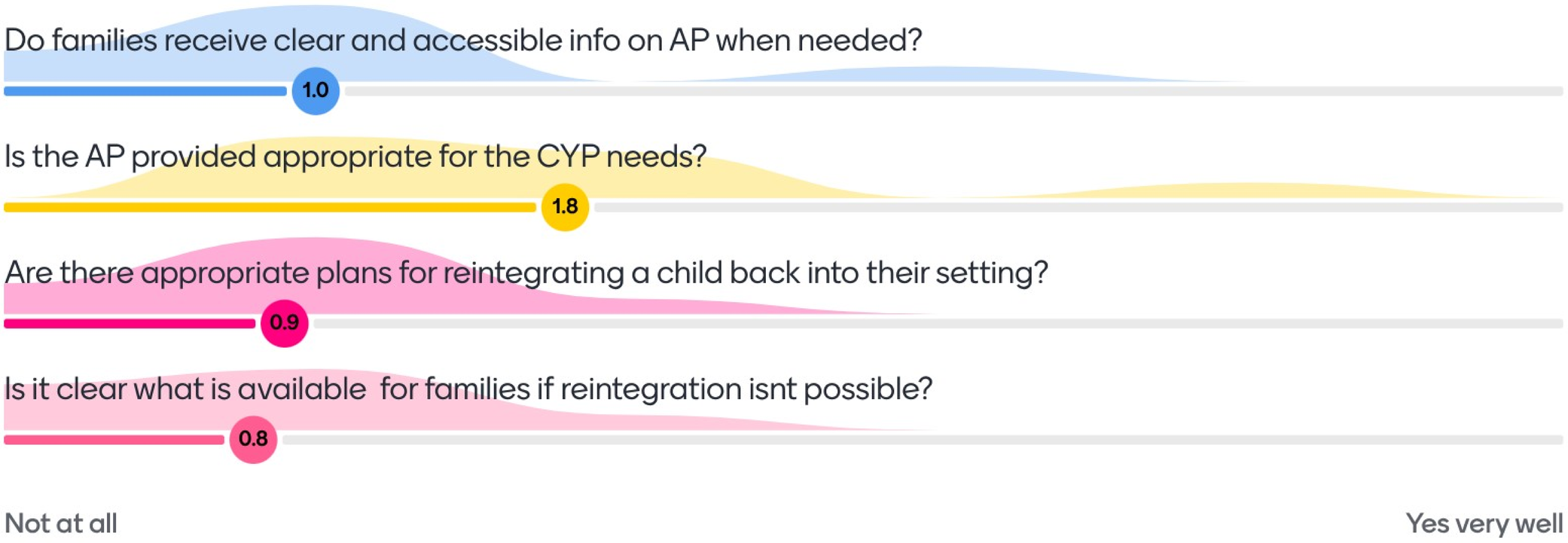
School Attendance: Have you seen an increase in pupils experiencing EBSA in the following settings?



Families whose CYP experience attendance difficulties;



Alternative Provision (AP);



Please tell us the reason for your answers or provide any other further comments on attendence difficulties/EBSA:

Not intervening early enough

The ipes framework does not allow for bespoke provision that vulnerable cyp need

Children left to age out so no one does anything.

There is no mental health support. CAMHS wait is forever and then they discharge as soon as they can. Lots of parents now trying to go private and the waiting lists for Renew etc are months long

Can't get diagnosis if they can't leave the house.

There is not enough therapeutic provision on AP list tutor is first port of call for those that this is not suitable for.

Increase in children on roll at a school but are not attending for months/years. No AP in place.

Massive impact on families who are in this situation.

Please tell us the reason for your answers or provide any other further comments on attendence difficulties/EBSA:

Children aren't going to get back into school until their mental health issues have been dealt with but then they are expected to return just because they've been at home for a month

Difficulty getting evidence of mental health need to support AP or medical tuition

There is not the range of settings that are appropriate for all the children.

Families worry about being punished for non attendance.

Reasons for attendence not identified. Tools such at Lets Talk We Miss You are not being used. Schools not aware.

Some parents being threatened with fines because their GP won't provide a letter and they can't get to see CAMHS

school staff saying negative words to the child who is struggling, like they are being silly and stop all this you a big boy now need to come to school ect

More children are in this situation as schools seem to get worse at managing needs before they get to the point they cannot attend.

Please tell us the reason for your answers or provide any other further comments on attendence difficulties/EBSA:

Getting support for a child out of education or training post 16 is impossible. No one has eyes on them yet they are supposed to attend to 18.

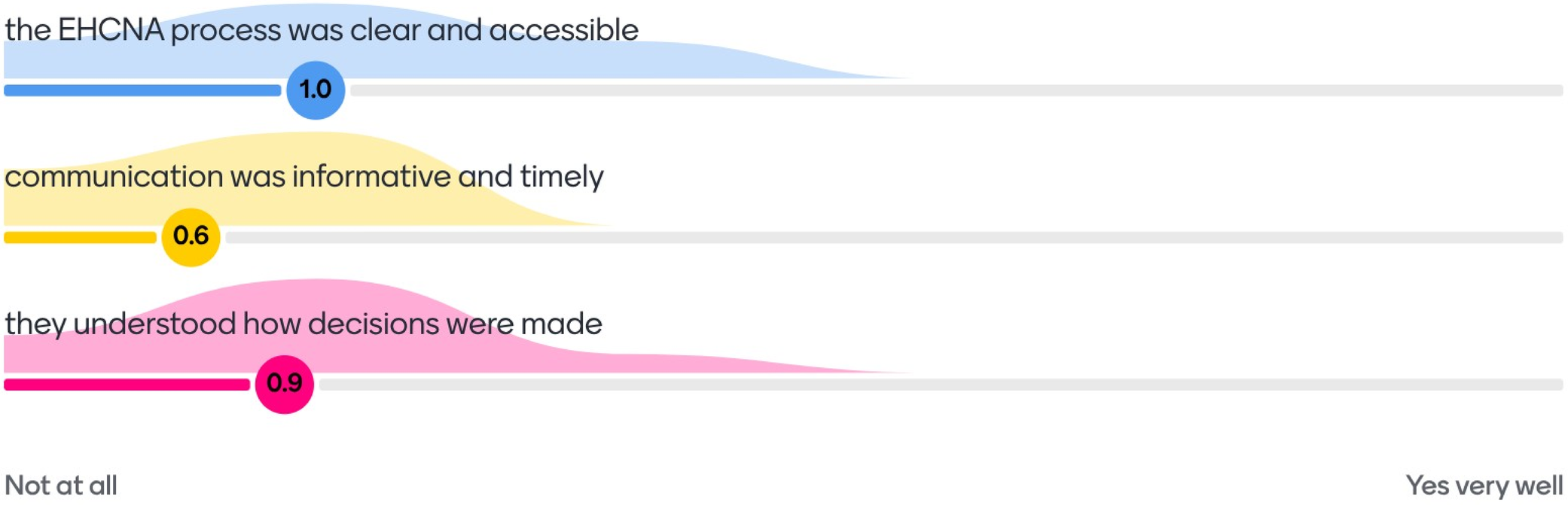
Lack of access to Mental Health Support is a barrier to obtaining medical evidence and then families are faced with fines rather than support

We're finding higher incidences of EBSA at college age than we have before.

We have families whose children having missing from education for long periods (1 recent case was 2 years!) - no-one from the LA had eyes on the child - who's monitoring?

Support in schools from LA Teams:

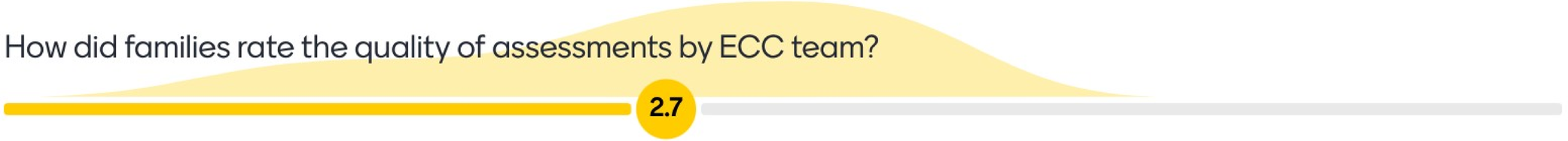
EHCNA Process : CYP and their families report that:



EHCNA Process: Quality of educational psychologist assessment

How did families rate the quality of online assessments by Liquid Logic?

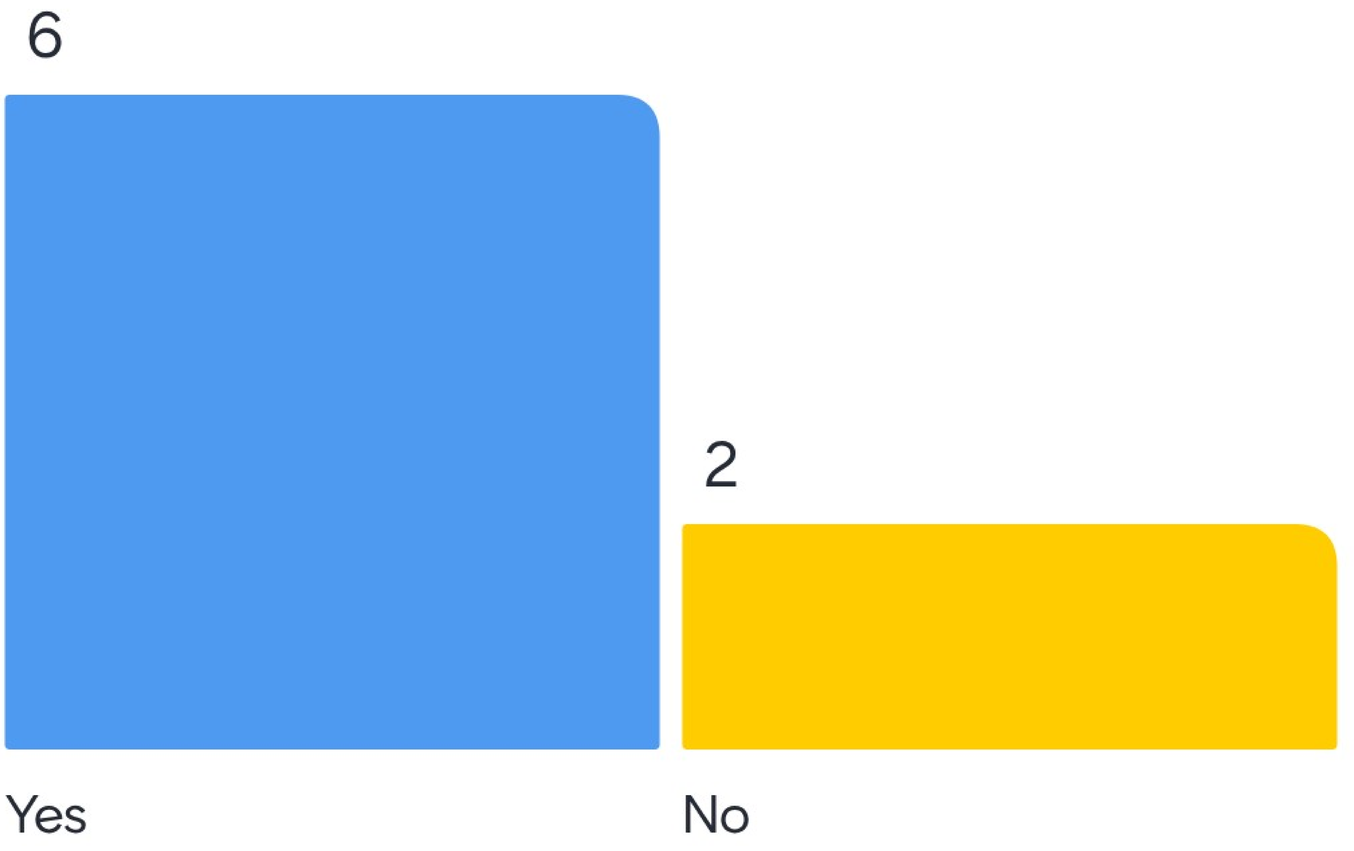
How did families rate the quality of assessments by ECC team?



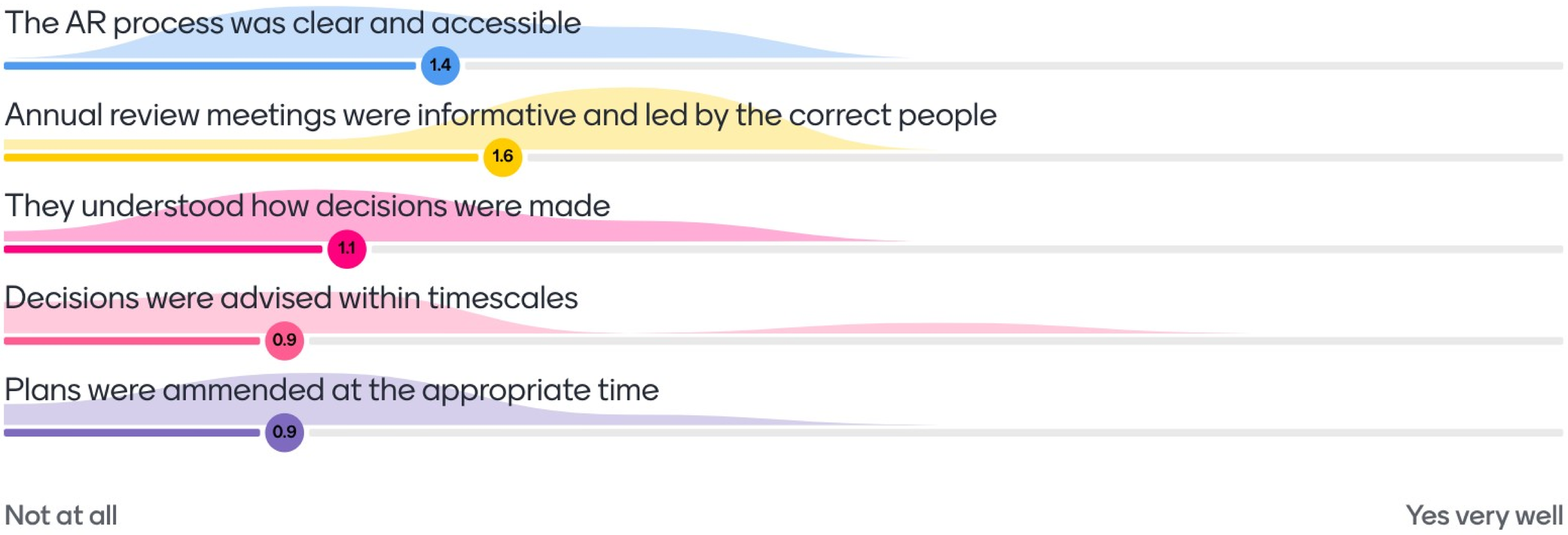
Very Poor

Very strong

EHCNA Are you aware of a difference in timescales for new assessment requests and those that have been waiting a long time?



EHCP Annual Review Process : CYP and their families report that:



Please tell us the reason for your answers or provide any other further comments .

Amendments often take months, sometimes not completed before next AR

Variation in how well schools manage the annual reviews

LA quick to end EHCP if young person drops out of college - when they have every intention of going back into education

communication is very lacking. you cannot even get an answer to a simple question

Still here of our of date reports or EHCPs being used

Inclusion Partners etc depends on the person you get - big difference

Very little preoaring for adulthood

annual reviews not completed in time, communication is shocking

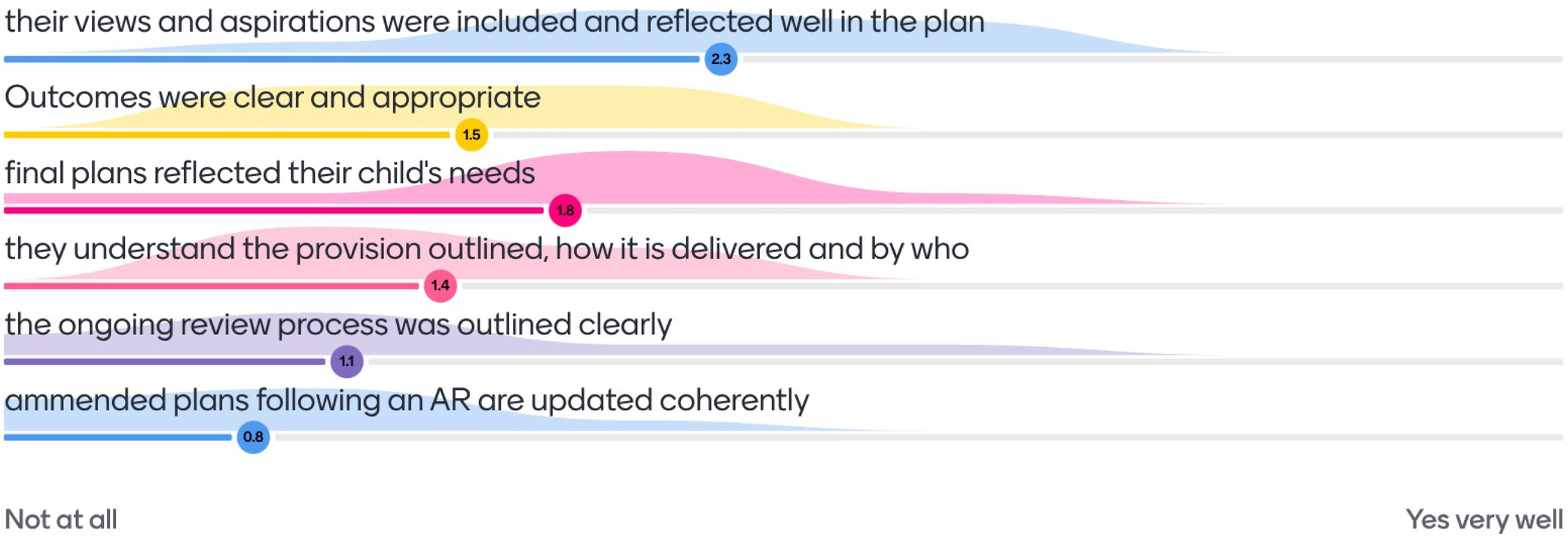
Please tell us the reason for your answers or provide any other further comments .

We're finding more issues at Post16 / Post 19 - especially where college placements are failing. LA is very quick to cease plans, rather than attempting to get young people back into education.

We do not hear from families of the LA ceasing plans at the Year 11 - which was an issue for young people in mainstream schools particuarly.

6

EHCP Quality of plans : CYP and their families report that:



Please tell us the reason for your answers or provide any other further comments .

Reports not included in draft EHCP and its a battle to get things changed

LA very reluctant to update plans at AR even when they clearly should be Provision is wooly with ways of teaching rather than specific provisions Lack of health and social care specific input

reluctant to be specific

pick and choose from evidence what to include

We have heard stories of the wrong child's details being copied and pasted into a plan.

No input from health which with mental health issues is very important

private reports ignored

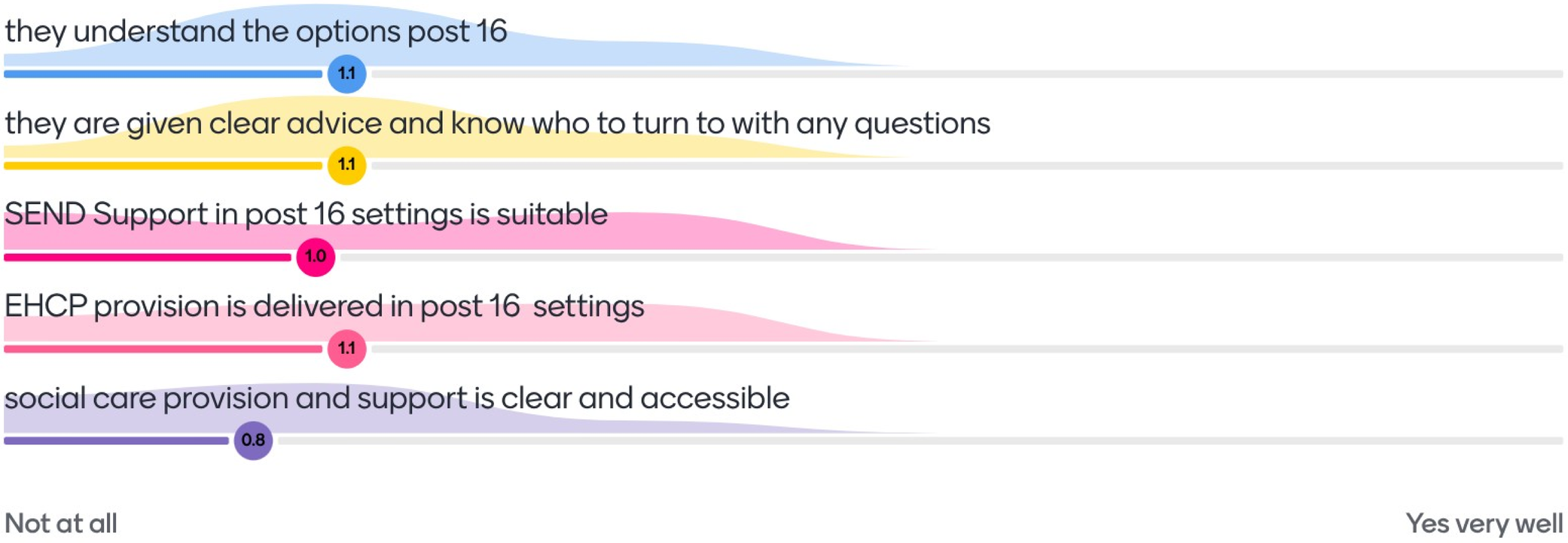
if its in the EHCP some schools saying we don't provide that in our school for example lego therapy sometimes alternative but not always and then the school suggesting they shouldn' have written it in

Please tell us the reason for your answers or provide any other further comments .

Very difficult for parents to know what a good quality EHCP looks like - even if they're not sure it's right they've waited so long they don't want to rock the boat or aren't aware they can challenge

Layout is clearer than previously but there is often still key information from professional reports missing. Info from private reports is less likely to be included. 1

PFA : CYP and their families report that:



Please tell us the reason for your answers or provide any other further comments .

They does seem to be more of a focus on getting PFA information to parents. There is work on a new roadmap underway.

PFA adviser just seems to want to push into mainstream college, anything they have the results to get in whether they are interested in that subject or not!

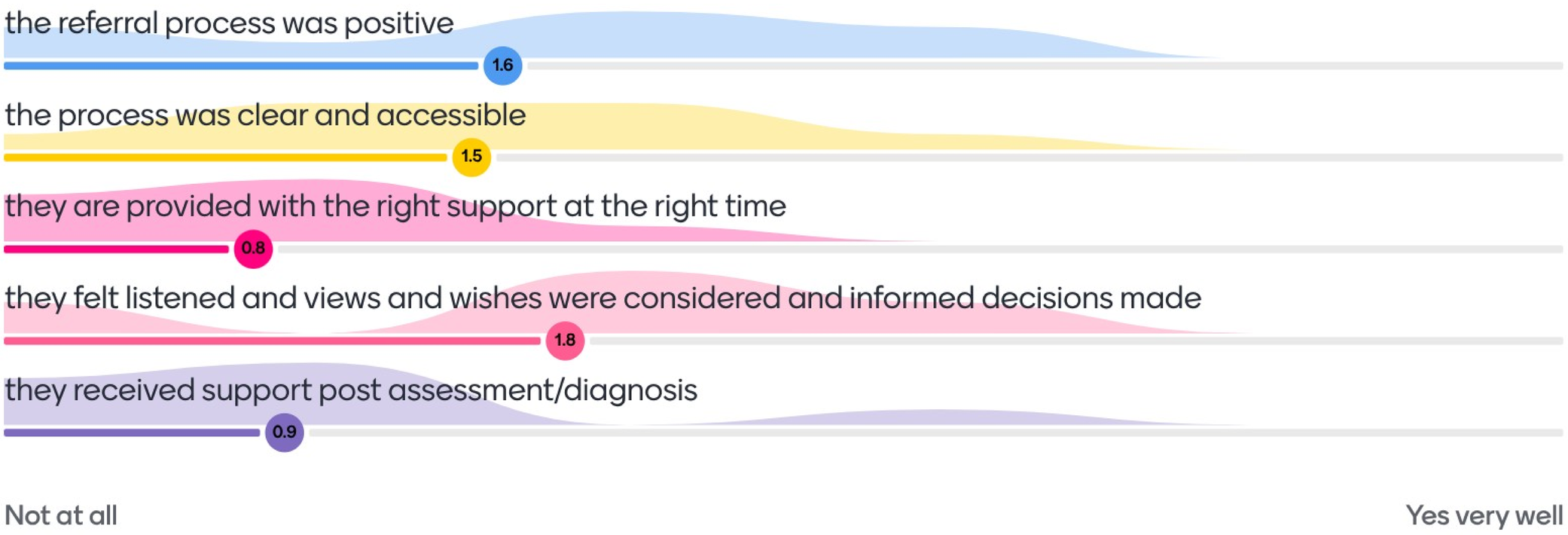
Colleges don't seem to have any idea about neurodivergence. Courses run specifically for young people who haven't been in school, but they put really anxious CYP in the same class as disruptive kids

lack of specialist post 16 provision for those on send support without an ehcp eg supported interneships etc

Transition from children services to adult services poor and difficult for parents to navigate.

College failing to help students integrate so they drop out as they haven't made friends

ND Pathways : CYP and their families report that:



Please tell us the reason for your answers or provide any other further comments .

Parents do get good post diagnosis support from charities such as SNAP

Technical issues with mycare bridge seem to have improved but still parents are unsure about process

long delays. refusing to accept referrals without even seeing a child difficulty getting ADHD medications prescribed after a private diagnosis.

waiting times are long and families are lost options private and right to choice ect then struggles with medication

The Lighthouse is doing more around post diagnostic support and Great Oaks have a post diagnosis drop in.

schools and gps going back and forth about who should refer

The wait times affect the experience

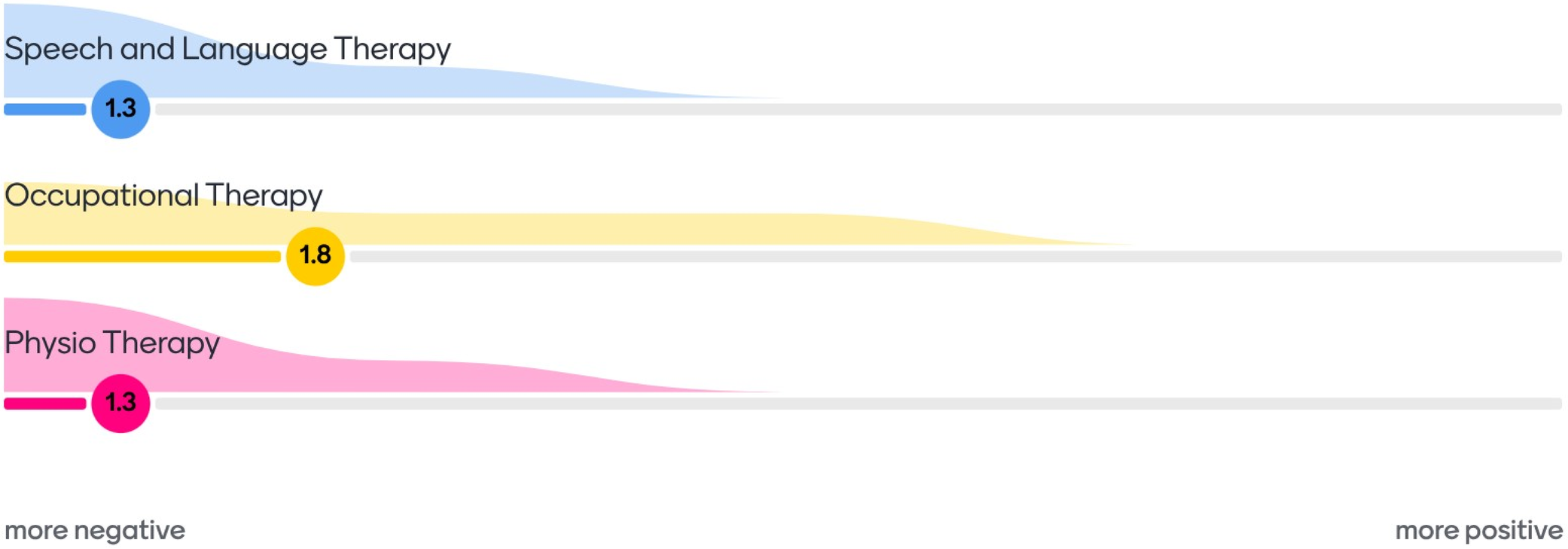
Parents are often coming to us during the wait for diagnosis because they don't know what to do and think the diagnosis will fix everything

Please tell us the reason for your answers or provide any other further comments .

there is no communication unless you chase them and no suggestions of support, they are better at then end of a diagnosis sign posting parents to support but only by leaflets

It's still a postcode lottery - that has not changed

Therapies : Do you feel that CYP and families have experienced a positive impact as a result of the work taken place through the Balanced System?



Therapies: Please tell us the reason for your answers or provide any other further comments .

The first appointment to see an OT is June!

I had to skip this question as I have never heard of the Balance System. I am aware clinics now have helplines for OT, Specialist HV and Physio.

Less access to SLT and some removed from schools because of the new system.

Very little information is out there - most parents don't know about it

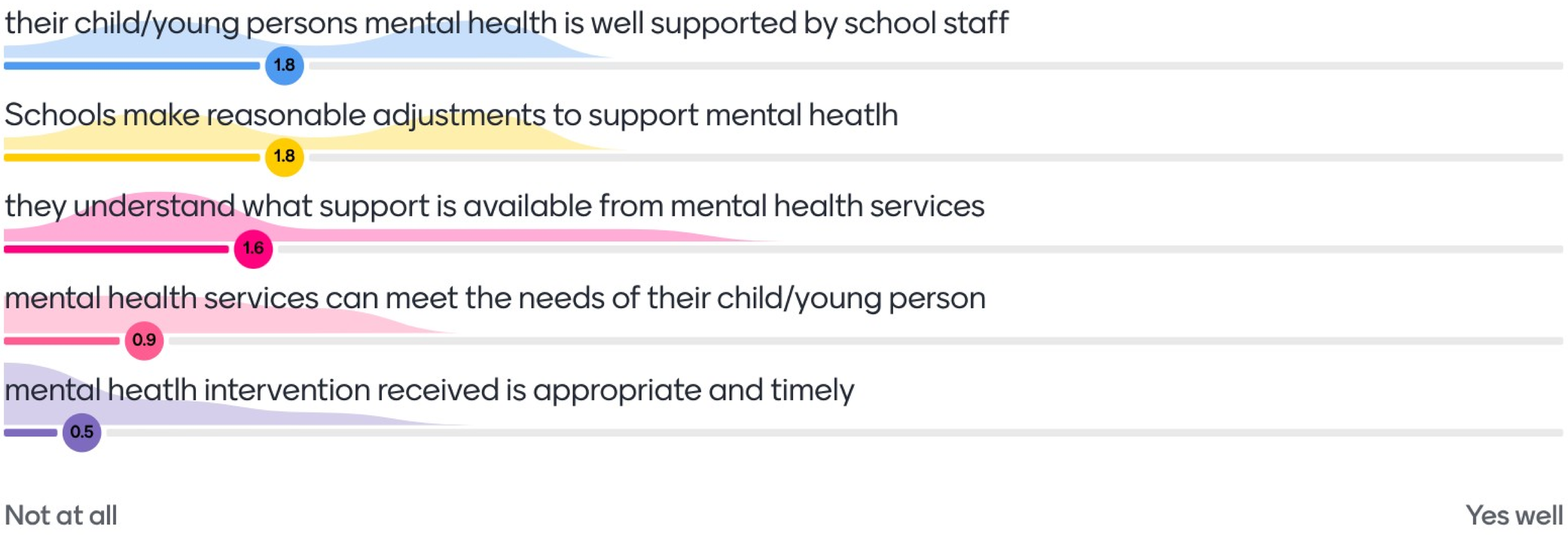
Unaware of the new system

Not aware of balanced system.

speech and language discharge when the child needs support, they role out the advice to school and suggest the school can complete. but the school not completing it.

Couldn't say what had improved as don't know about the Balanced System

Mental Health Support: CYP and their families report that:



Mental Health Support: Please tell us the reason for your answers or provide any other further comments .

CAMHS often signpost to SNAP inappropriately

CAMHS refers parents to charities and then discharges the child without any therapy

Camhs refuse support due to the child being autistic

lack of assessment and diagnosis for co morbid conditions such as OCD. generic anxiety support offered

CHAMS often say we cant work with the child because of their age and work with the parent, sometimes this helps but more than often that has not helped

group support is default offer and not often appropriate for ND CYP

I heard about a family whose child was forced to make eye contact by a practitioner. There needs to be training around neurodivergence.

Children are discharged to early from CAMHS. Parents are sign posted to charities.

Mental Health Support: Please tell us the reason for your answers or provide any other further comments .

Mental health support is very varied depending on the school

They only offer a set number of sessions or inappropriate type e.g. group therapy for autistic/anxious children

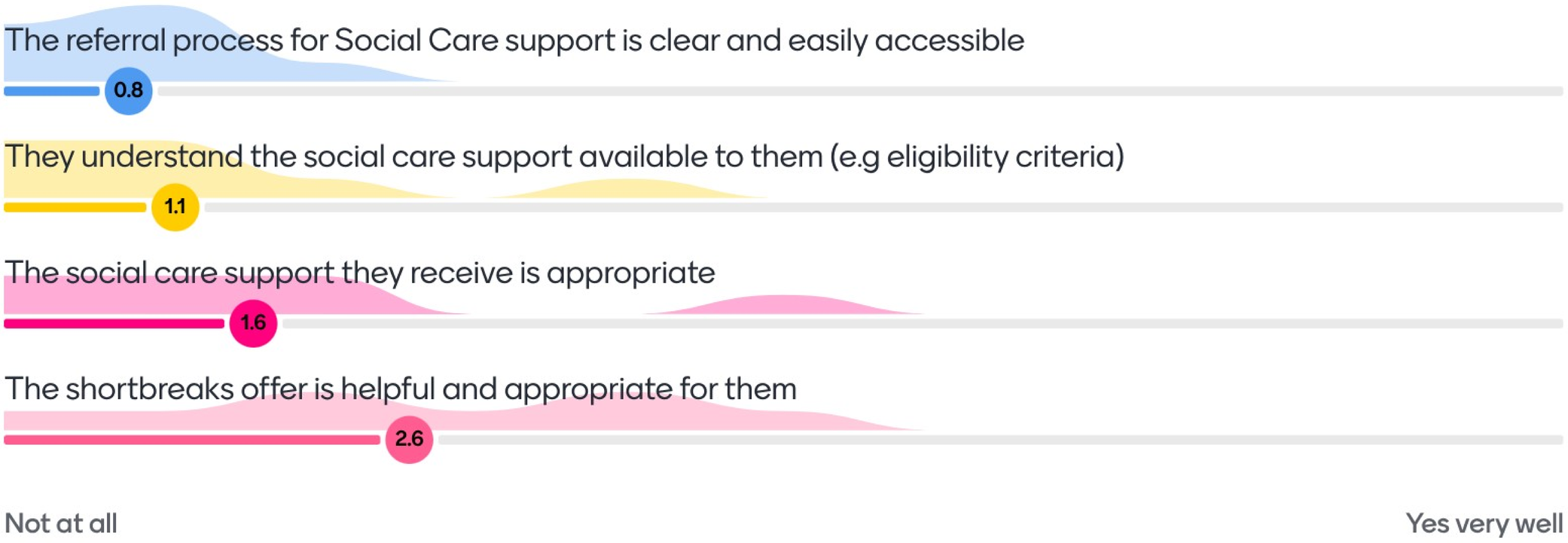
school are not often supportive with mental health and miss the signs and label as more behavior issues.

if 1:1 counselling Reasonable adjustments not made to allow children to build up relationship with counsellor etc.

CHAMS have said cant help us work with the schools

Limited number of sessions offered - doesn't keep going until cyp are better

Social Care: CYP and their families report that:



Social Care: Please tell us the reason for your answers or provide any other further comments .

Families have no idea of the criteria to access social care and cant find out!

It is impossible to access.

Who knows where the threshold is for CWD team to give support

perception of what the social care can offer, parents often feel this is a negative option as fell like will be viewed as bad parenting

Criteria is too high. Leaving parents / children without the support they need.

A lot of families reach out as a last resort only to be turned away. Often told there are other agencies which can help but not given the information

More and more families with violent CYP with little or no support or respite

Parents can be suicidal and in desperate need of respite but nothing is available

Social Care: Please tell us the reason for your answers or provide any other further comments .

Short Breaks do not seem to offer much choice

Short breaks turned children away for having complex needs

The whole family situation doesn't always seem to be taken into account.

Short break offer is not equitable across Essex

Parents not aware of the local offer.

we even had a social worker come to deliver a session about social care but they were still vague about the criteria for CWD

Other areas: Please tell us any other feedback from families, e.g SEND transport, local offer etc.

Shortage of spaces in special schools

More training in education needed.

school options for families if its not working in mainstream

Not enough information about special schools, hubs, alternative provision - parents constantly asking us and other parents for school recommendations

Parents feeling they need to fight for every bit of support

Offer of health and social care support is inconsistant.

training teachers TA still do not understand the needs and challenges these children young people face daily

Postcode lottery of support available

Other areas: Please tell us any other feedback from families, e.g SEND transport, local offer etc.

EOTIS families left to manage their child's plan, liasing with different providers, gathering info for reviews and being their childs LSA/PA

visiting schools to help with naming them on EHCP

No accountability for schools and colleges.

Some children fall through the gaps in provision. We need some provision for high functioning young people who cannot manage mainstream.

Lots of parents having trouble accessing ADHD medication

Ordinarily available offer is not communicated or understood by families

Academies have no accountability

Thank you for your time today.

We will ensure this feedback is shared with inspectors and informs our conversations with them.