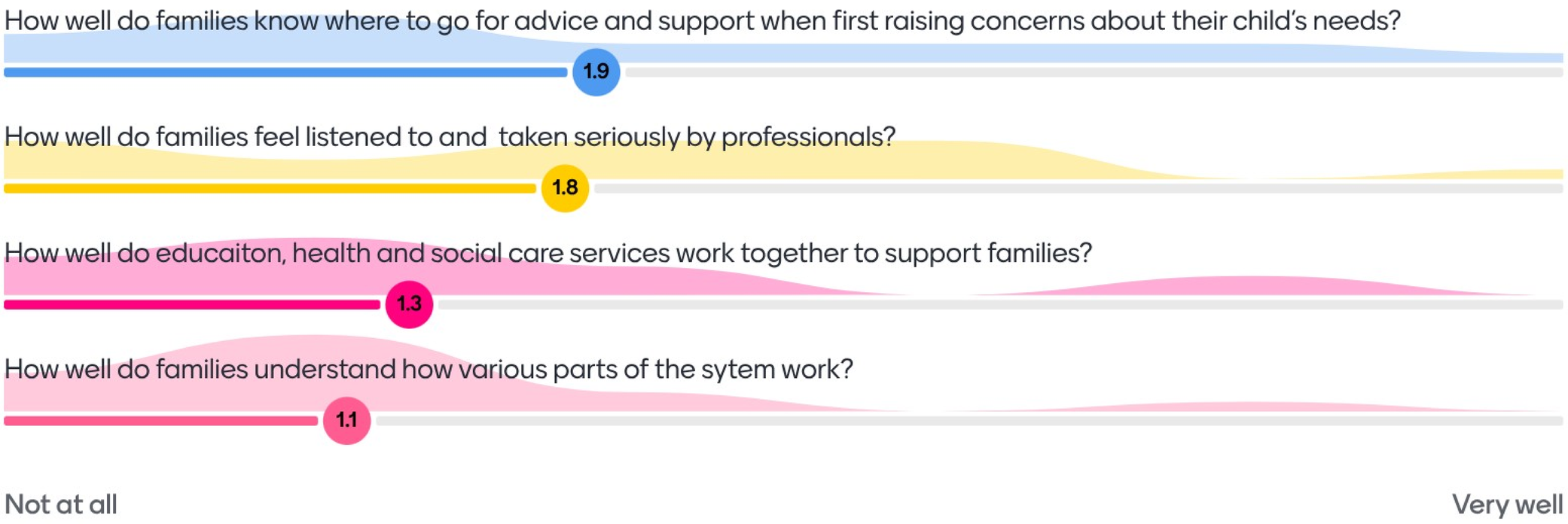
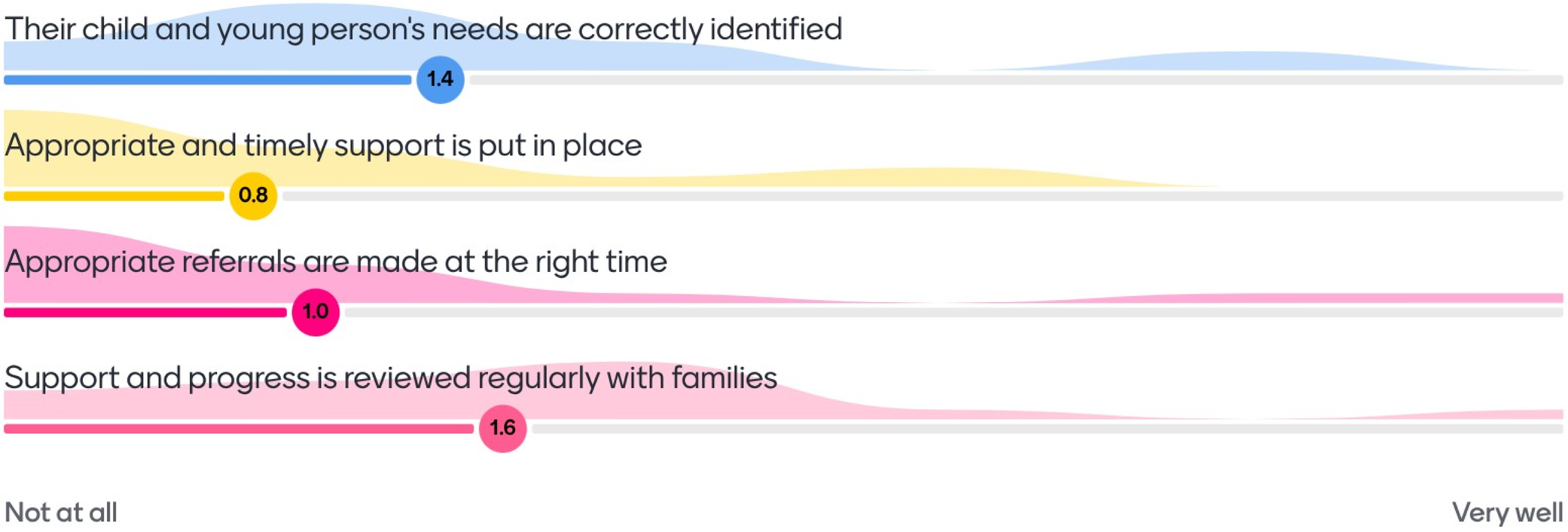
Local Area OFSTED/CQC Inspection Feedback via email 2026

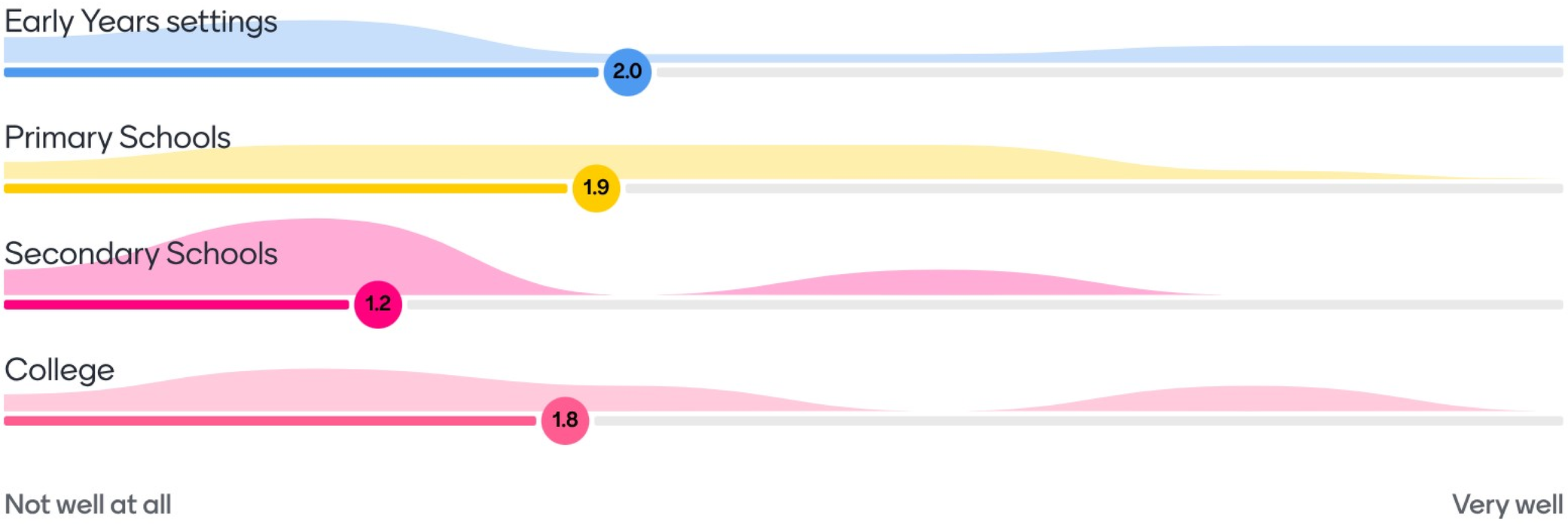
General Family Experience



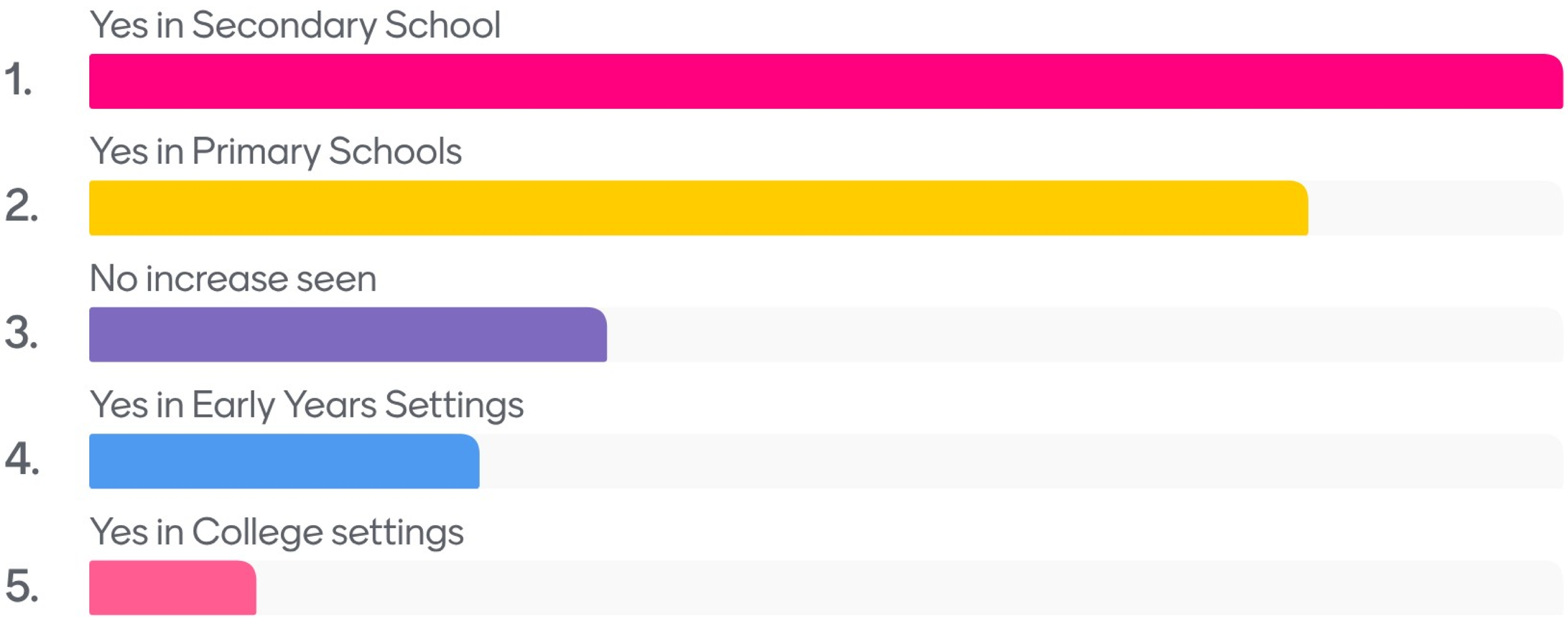
SEND Support: families are telling you that:



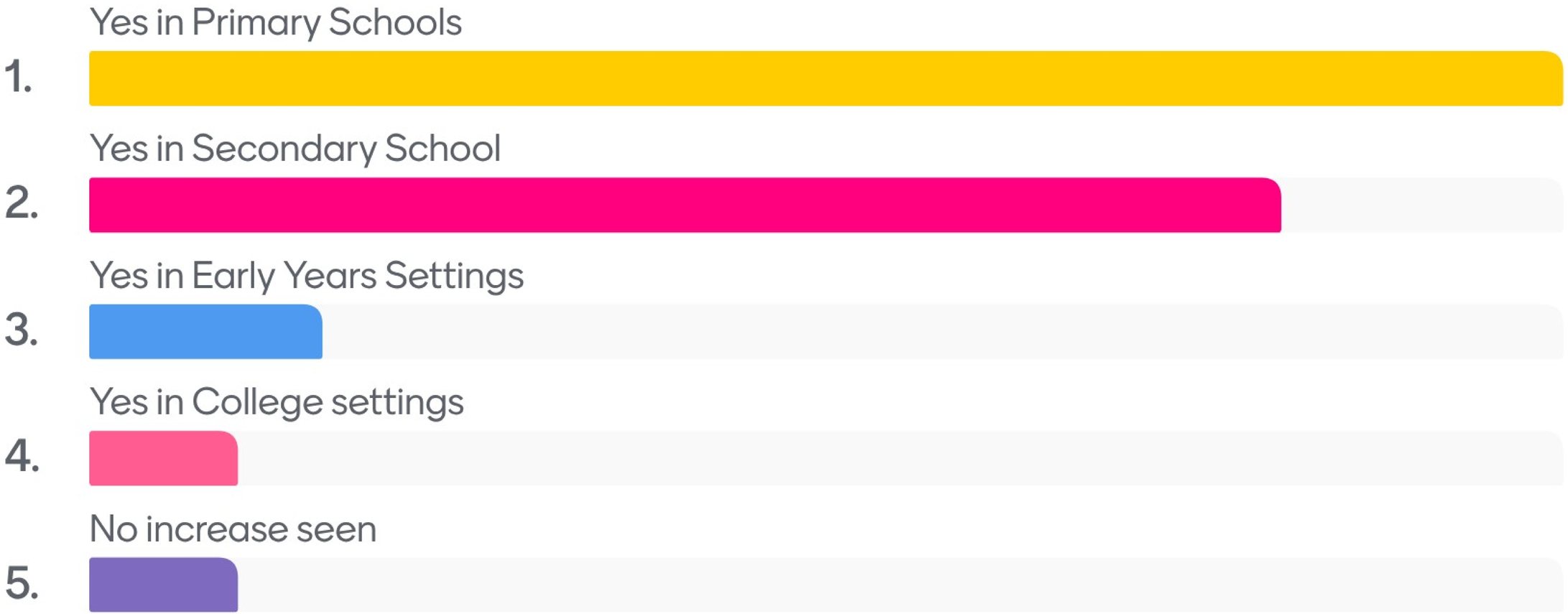
How well do you feel SEND support is implemented in the following settings;



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?



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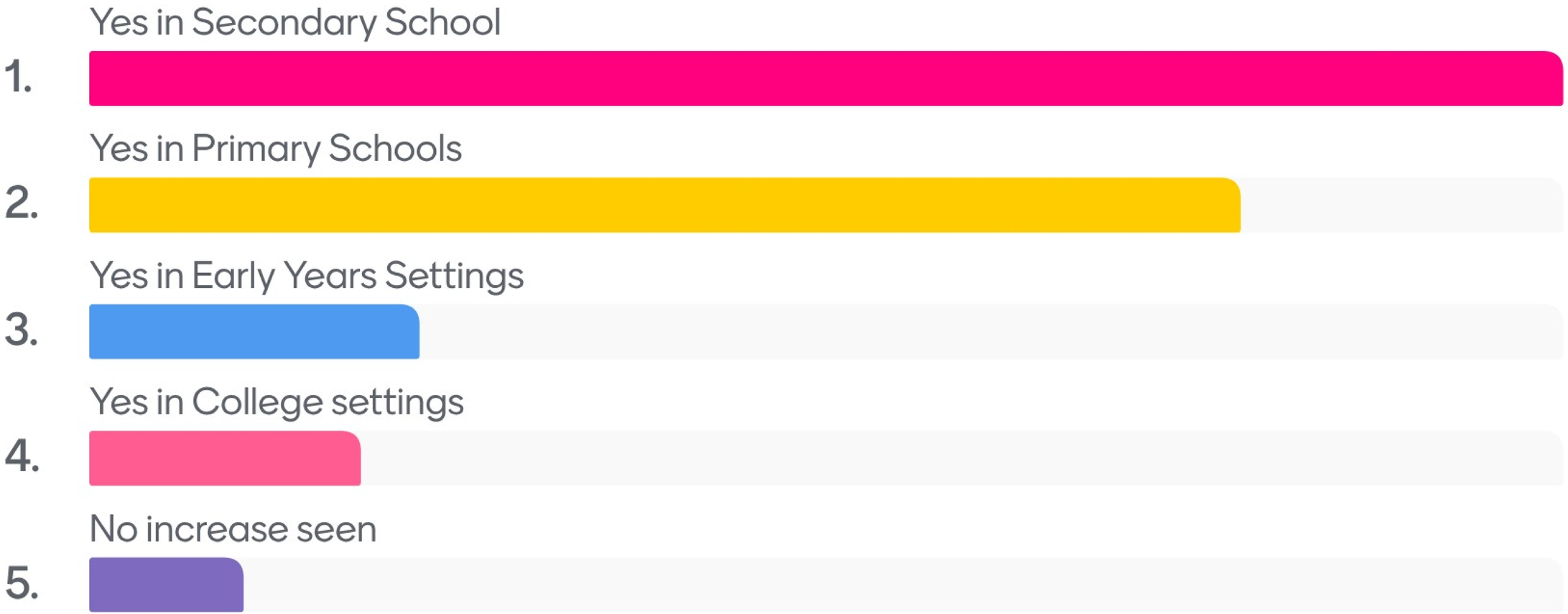
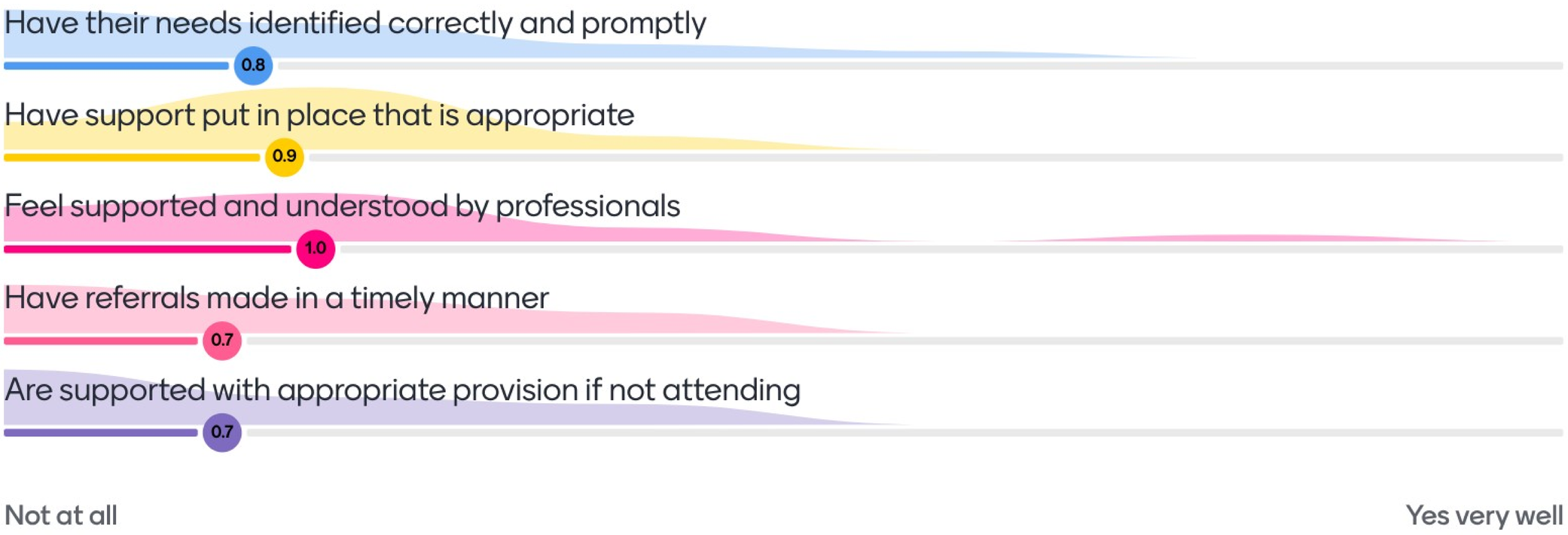
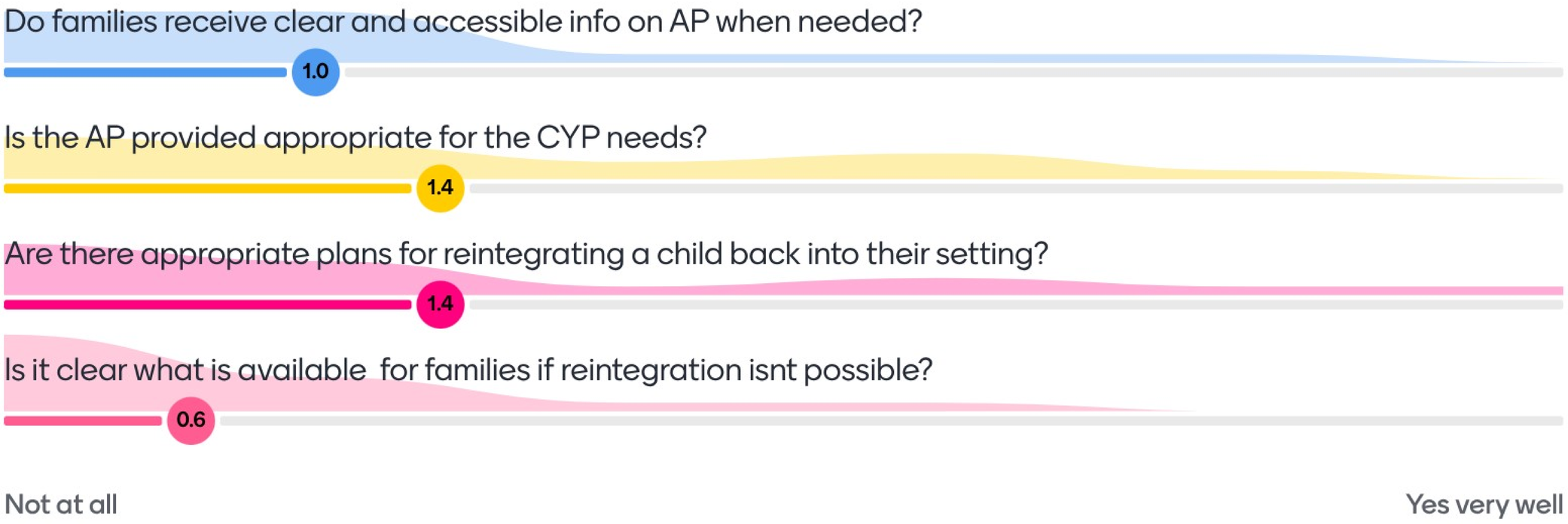
School Attendance: Have you seen an increase in pupils experiencing EBSA in the following settings?



Families whose CYP experience attendance difficulties;

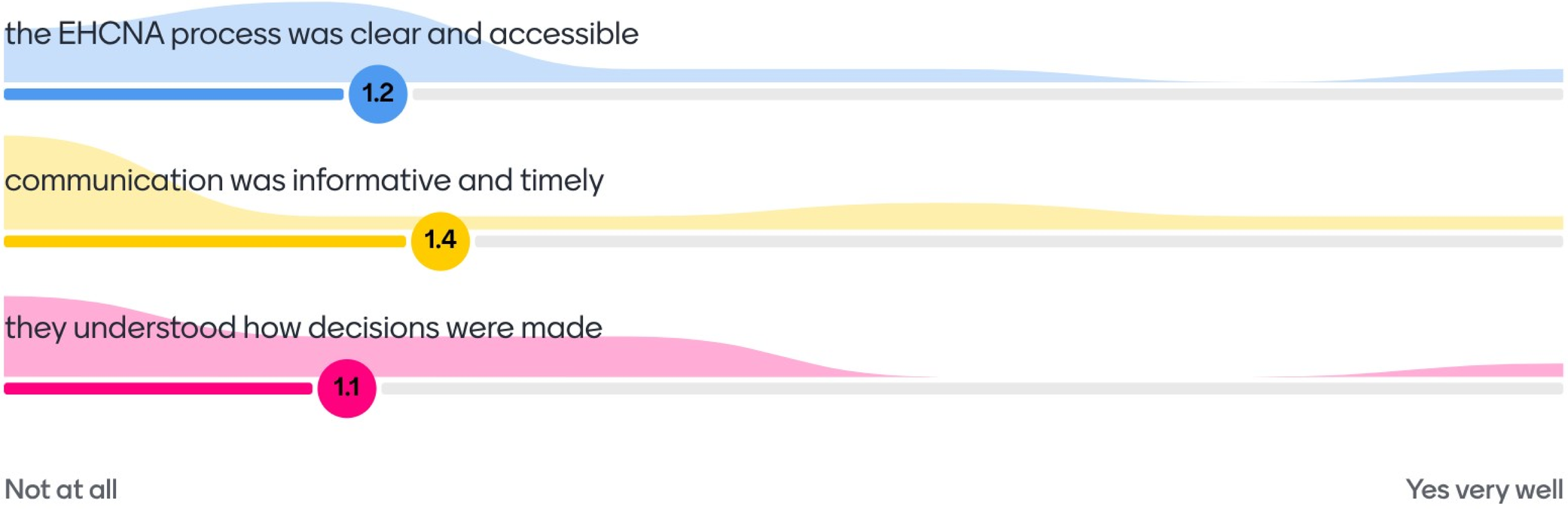


Alternative Provision (AP);

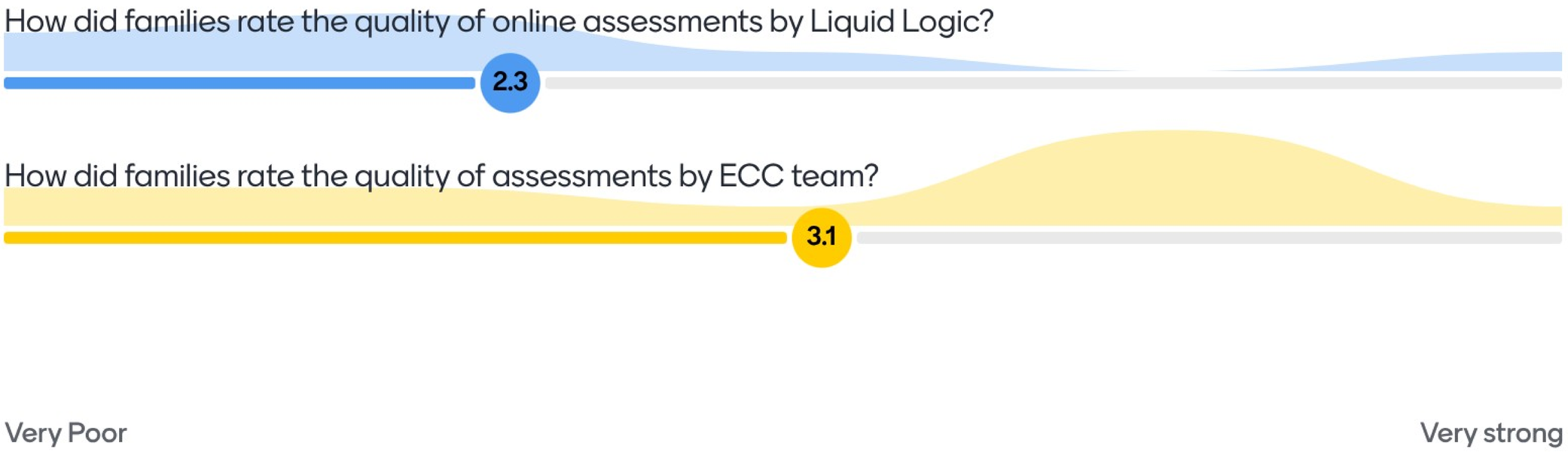


Support in schools from LA Teams:

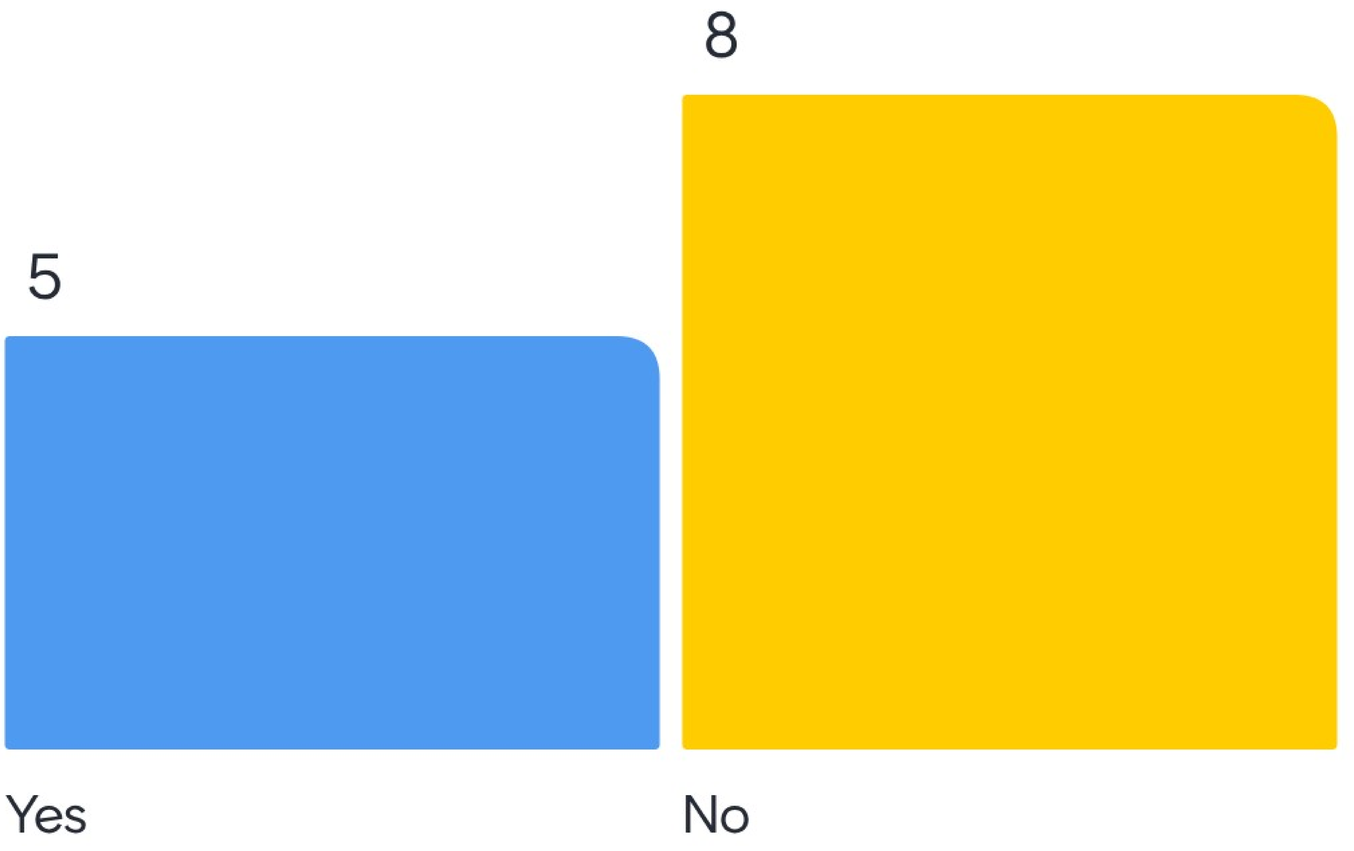
EHCNA Process : CYP and their families report that:



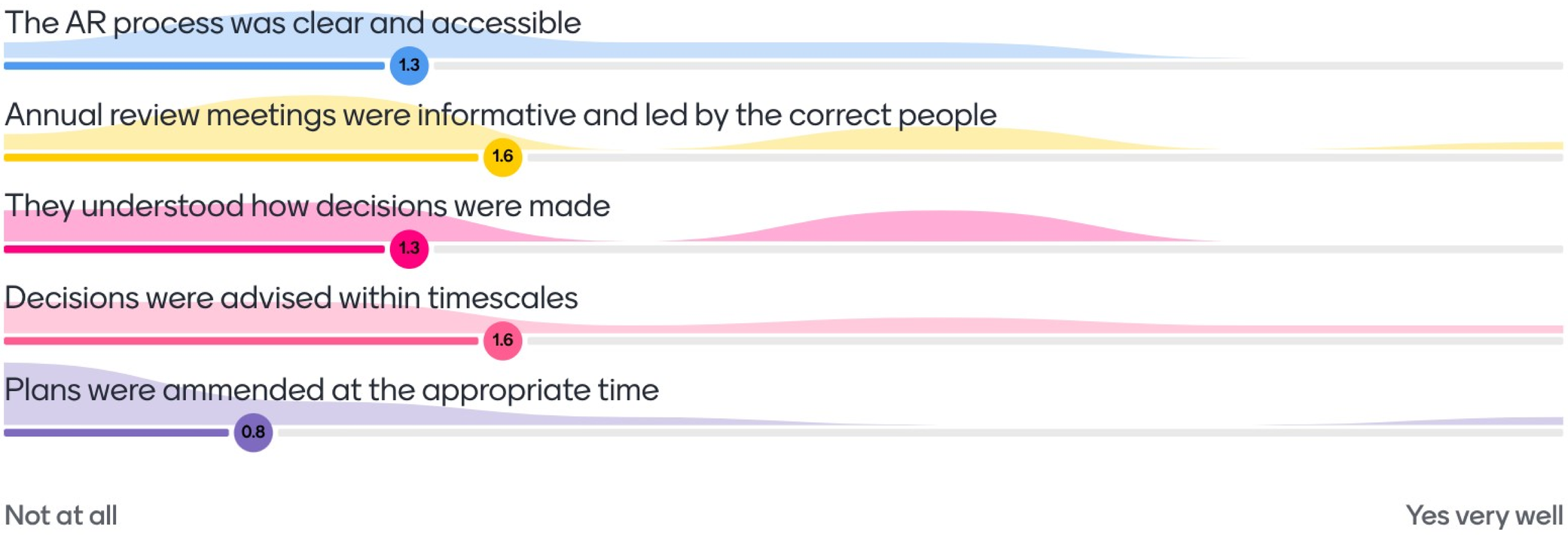
EHCNA Process: Quality of educational psychologist assessment



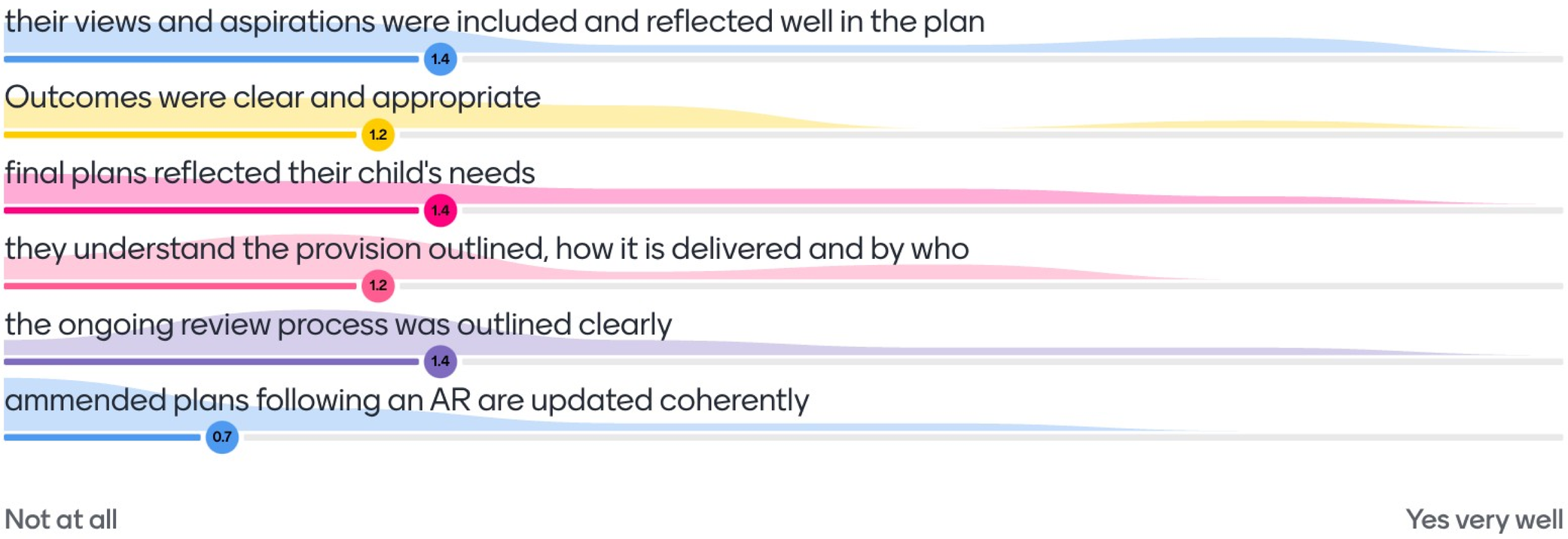
EHCNA Are you aware of a difference in timescales for new assessment requests and those that have been waiting a long time?



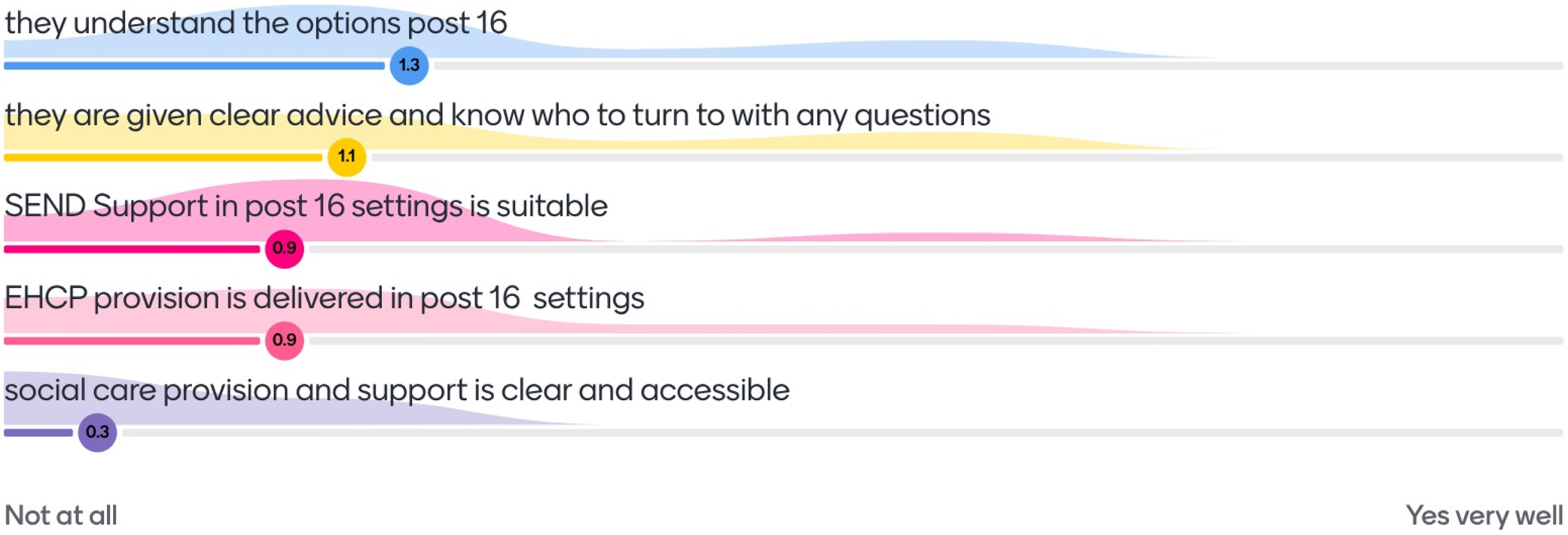
EHCP Annual Review Process : CYP and their families report that:



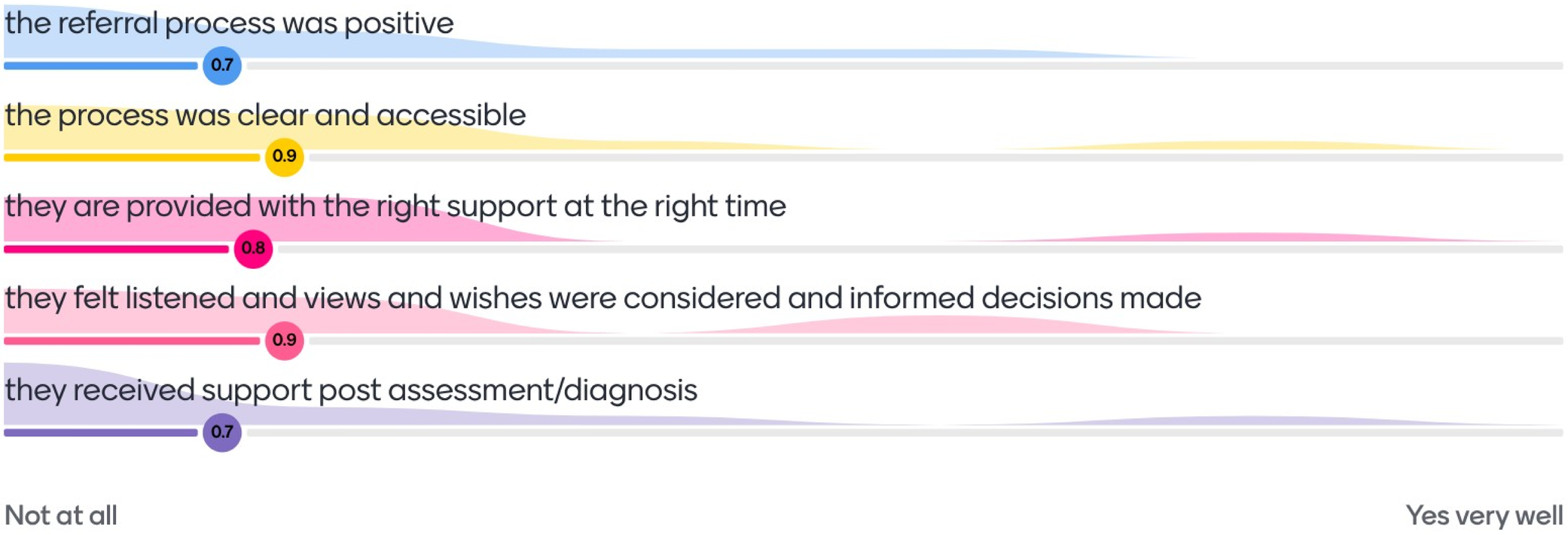
EHCP Quality of plans : CYP and their families report that:



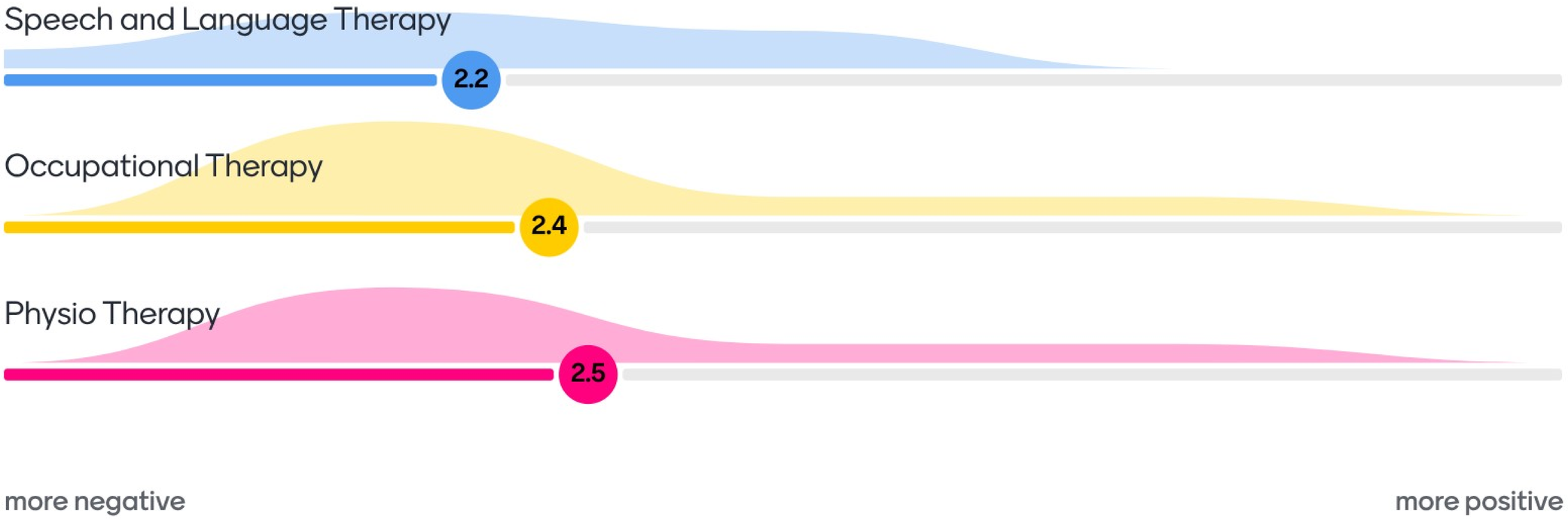
PFA : CYP and their families report that:



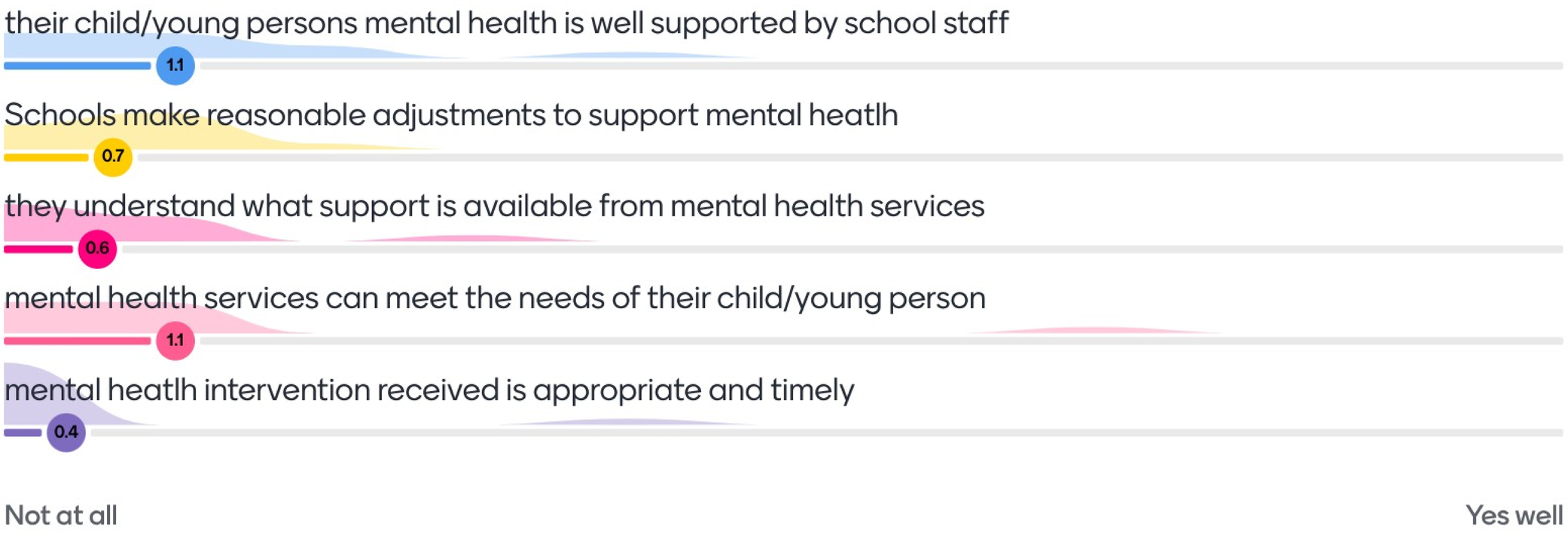
ND Pathways : CYP and their families report that:



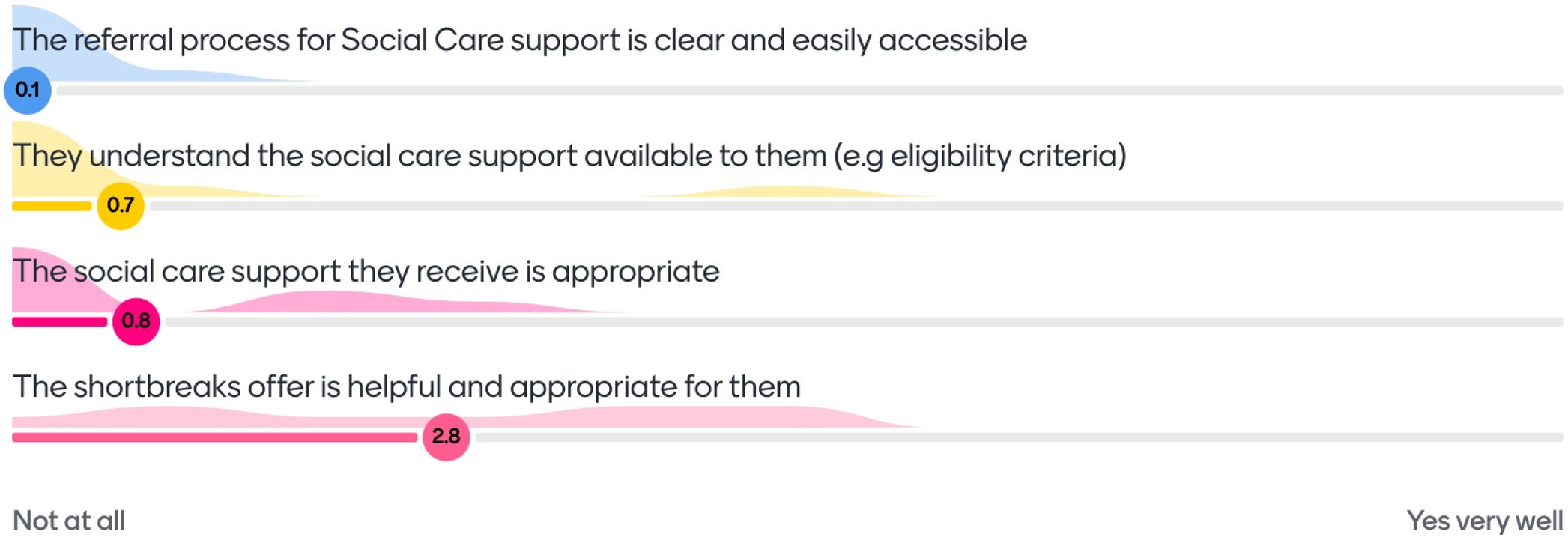
Therapies : Do you feel that CYP and families have experienced a positive impact as a result of the work taken place through the Balanced System?



Mental Health Support: CYP and their families report that:



Social Care: CYP and their families report that:



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

Transport is not safe my sons taxi reversed of my drive onto on coming traffic. Taken on different route, we had 9 different drivers in a week to different AP. Contract for travel sub contracted

Local offer is limited, hard to navigate limited information, would be nice to have recored information about services, what SEND teams do and how to contact them. More infornation on EOTAS

Children not getting needs meet. EHCP timesacles still over 20 weeks, Communication from SEND Ops is none exsistant. safeguarding issues with children in residential using different systems.

Parents deserve better we had transport cancelled due to costings then put back as it was unlawful. No OT since july 2024 yet in section F it states 23.5hrs. Virtual wallet holding parents funding

Transport is not well organised and communication is poor. Training in SEND is not sufficient and not all drivers are suitable. Need to consider dynamics between passengers and varying needs.

Local offer is very much improved - especially on FB Schools and lack of training and acceptance / inclusion/ equity causes a vast trauma and mental health issues for children which impacts families.

SPACE offer is very well received and parents appreciate this peer led support Needs more support from school to publicise and let families know

schools need to have identified reps in each school that have a sole purpose of building relationship with parents where and SEND including MH is a factor. This role should be independent of SLT

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

Transport issues are huge - impacts parents ability to work as have to take child to school/college

Multi Schools Council is amazing - listens to voice of children. The voice of SEN kids is missing elsewhere

Need to find a way for men to be part of the conversations - male partners/dads/carers - a lot of the burden is often on mums

They need to listen to the young people. schools have become like prisons and not suitable for anyone who is sensitive/ dealing with extra challenges

Schools are not getting on top of bullying of SEN kids. Autism and ADHD are used as slurs. Teachers treat SEN kids differently - often picking on behaviours also. Kids copy what they see

There needs to be more trauma training & realisation that a SEN child coming to school may experience many micro traumas.

Parents are gaslighted and often there is gatekeeping around which children are allowed reasonable adjustments. Staff deciding which children are " just naughty" rather than unmet needs.

staff not seeing that all behaviour is communication - even there own! SEN kids pick up on staff behaviours - shouting etc much more.

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

Children pick up bad attitudes about SEN from staff and this becomes othering and bullying

Kids dont feel safe to say "I am autistic"

options for post16 are limited and talked about in a way that makes a child feel less than if they can't face a levels

academic ability is prized in schools over sports and creativity - many SEN kids have these other skills .

Can be hard to receive it

a significant number of families are being asked to sign a waiver to their transport rights if they want their 'parental preference school' named in EHCP. wait times for Jades wait times for EHCP

parents being asked to sign a waiver to transport in order to get parental preference school named on ehcp. at last minute rather than through process of nearest school not being able to meet need

extremely long wait times for Jades

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

EHCP ammendments well out of timescales

schools not referring for EHCP assessment unless 3 cycles of one planning complete - timetly delay

SEND Transport is underfunded and not fit for purpose,. New providers do not have an understanding of the genuine needs of learners so bid well below what is reasonable in order to win a contract

Providers do not train, support and communicate well with drivers, PAs. Children's needs individual needs are not risk assessed.

ECC Transport team is non communicative and inaccessible to parents, carers and schools.

There is inadequate social activities provision for activities for children with complex needs.

Children with complex needs do not have suitable post 19 provision - Chatten Free School requires a college facility.

The mediation service is atrocious. We waited over 12 weeks for mediation in which time my child had been waiting almost 18 months since EHCNA was requested, resulting in his hospitalisation

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

Waiting times for EHCNA, CAMHS and ND assessments prevent schools and LA from meeting their responsibilities to children and at times can cause permanent damage and ill health.

Thank you for your time today.

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