

SEND Services Survey for Children and Young People Report Spring 2020

Introduction

We consulted with children and young people between in February and March 2020 to better understand their experiences of the SEND system in Bristol. We received a total of 77 responses of which, 34 were partial and 43 were complete. This document sets out the responses.

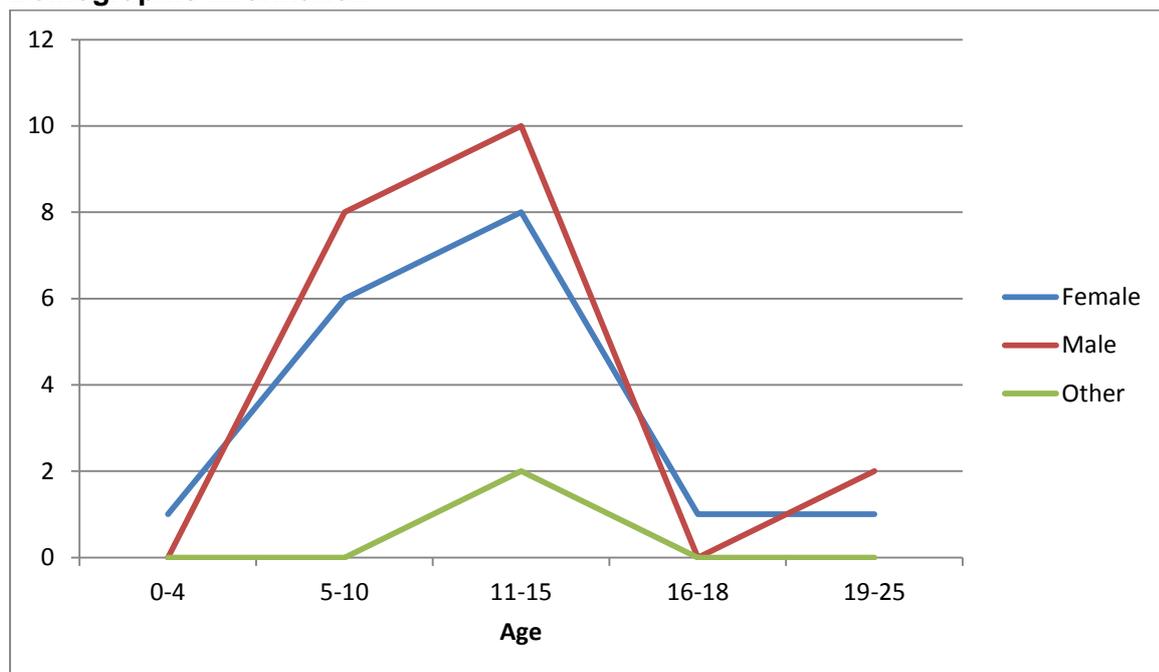
Alongside this survey, a survey for parents and carers of children and young people with SEND ran at the same time. The report of the parent and carer survey was published 2 July 2020 and is available on [Bristol's Local Offer, SEND news page.](#)

Thank you to everyone who responded to this survey. Your views will help us to improve the experience of all children and young people with SEND and their parents and carers.

What you said – summary

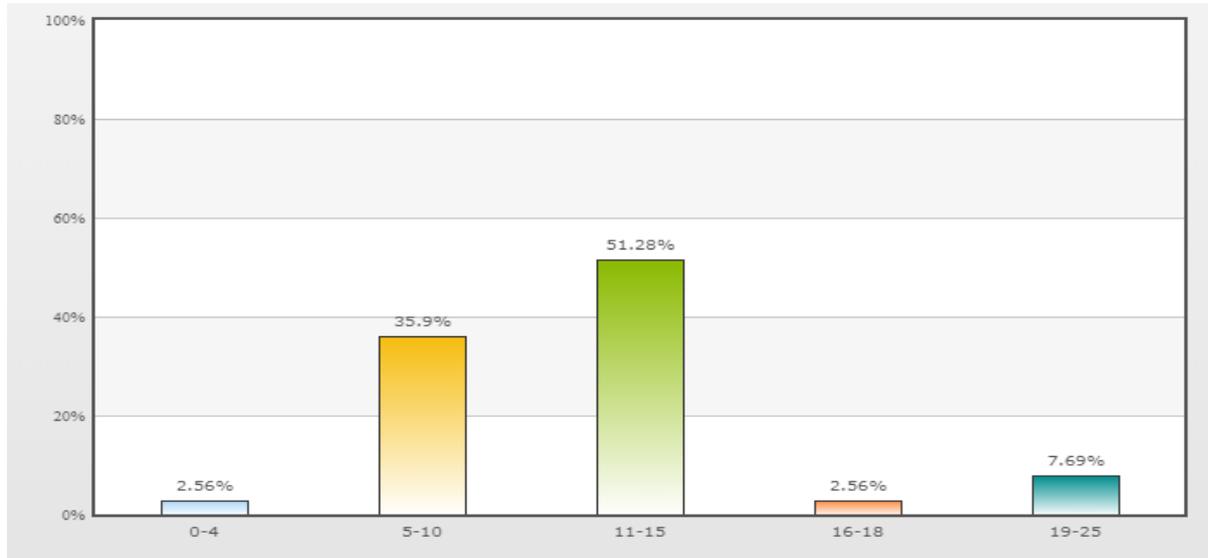
- 40% of respondents who have an EHC plan told us they haven't seen their EHC plan
- 73% of respondents told us they have experienced bullying from other children
- 83% of respondents told us they haven't heard of Bristol's Local Offer website
- You told us you want more support at your education setting
- You told us you want to be able to access mental health services easier

Demographic Information

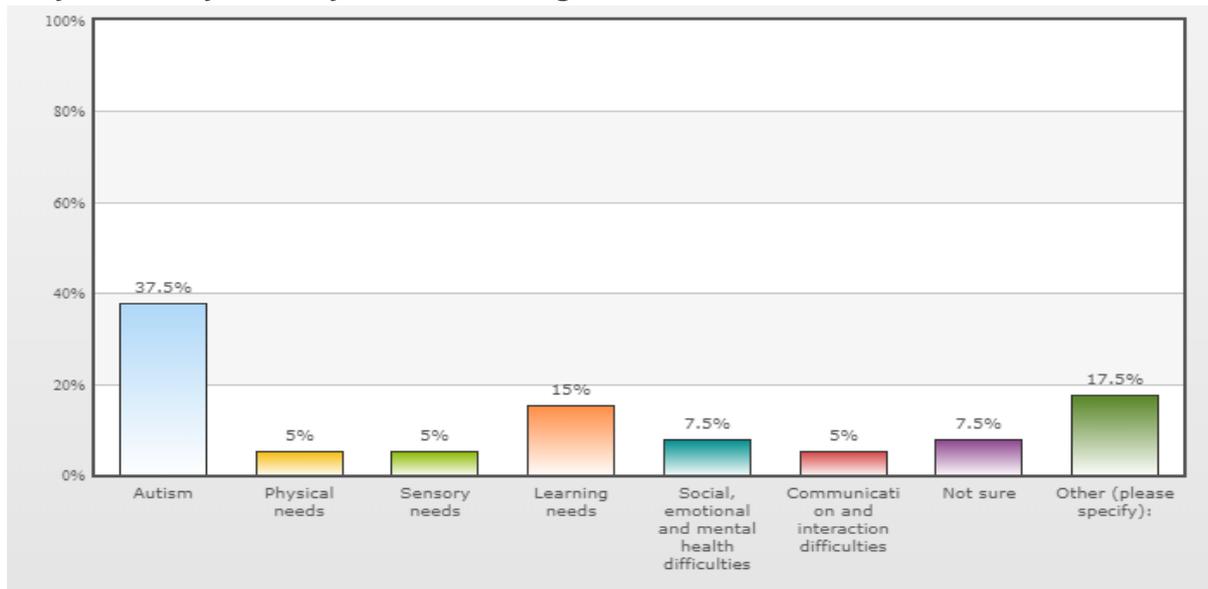


Survey Results

How old are you?



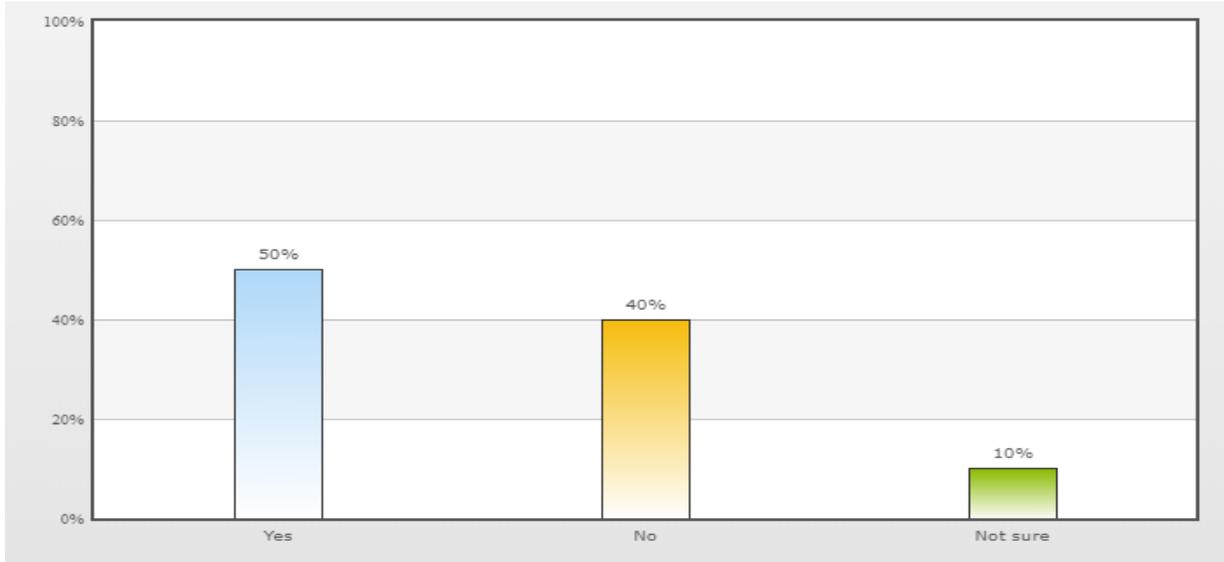
Do you identify with any of the following?



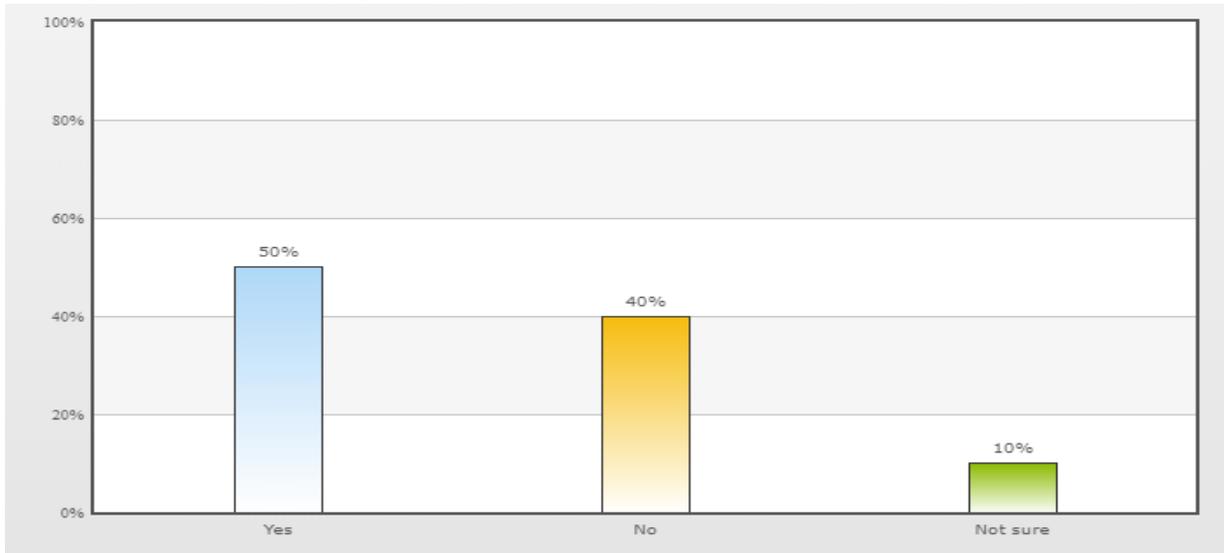
Other:

- Mixed neurodevelopmental difficulties
- LGBT
- Most of the above
- Visual Impairment
- Prader-Willi syndrome (PWS)
- Hearing aids, learning needs, social and communication difficulties

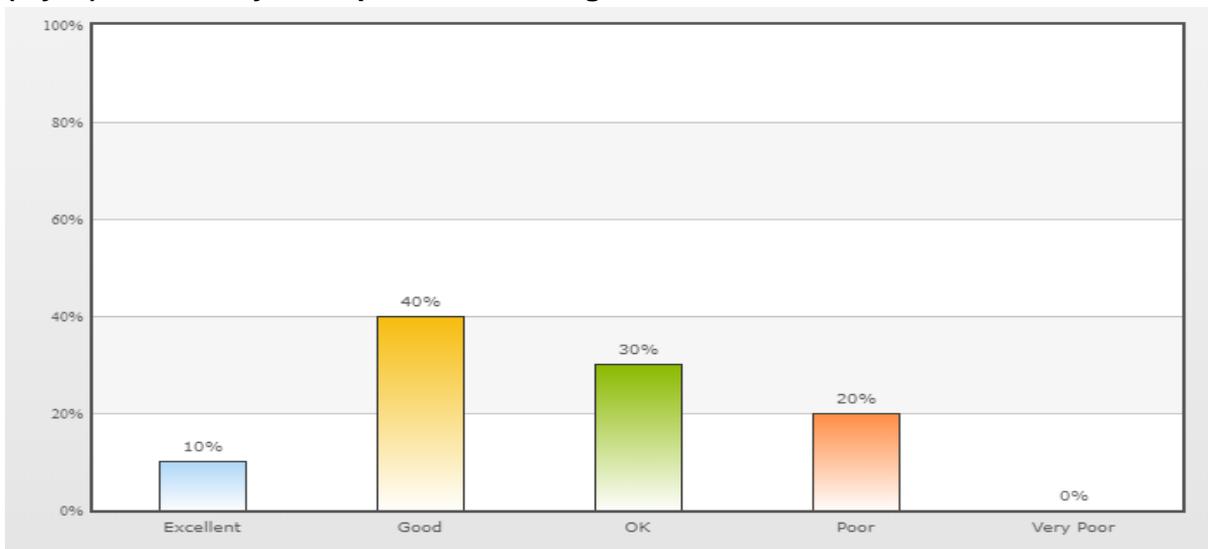
Do you have an Education, Health and Care (EHC) plan?



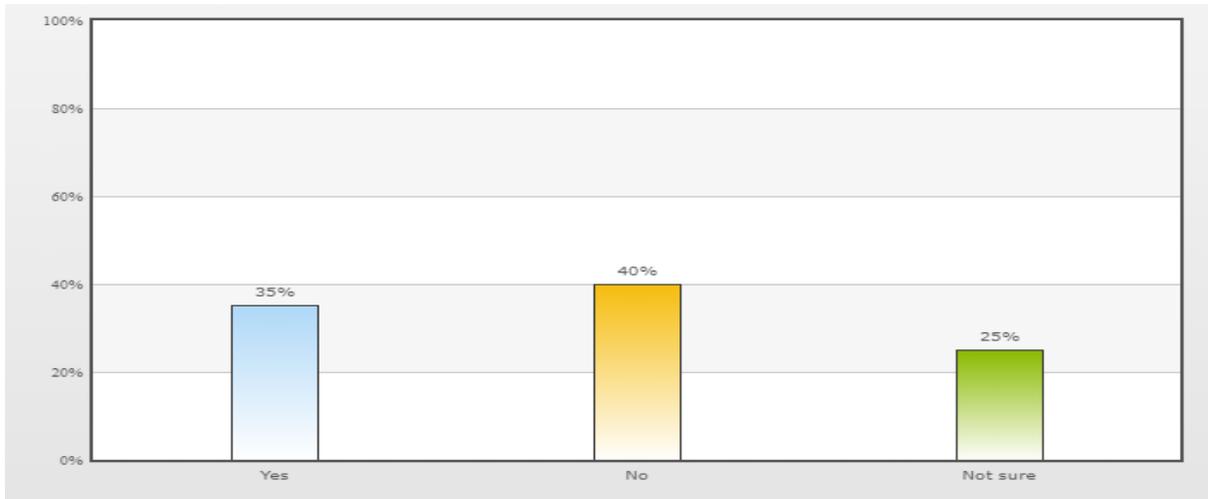
Were you involved in the process?



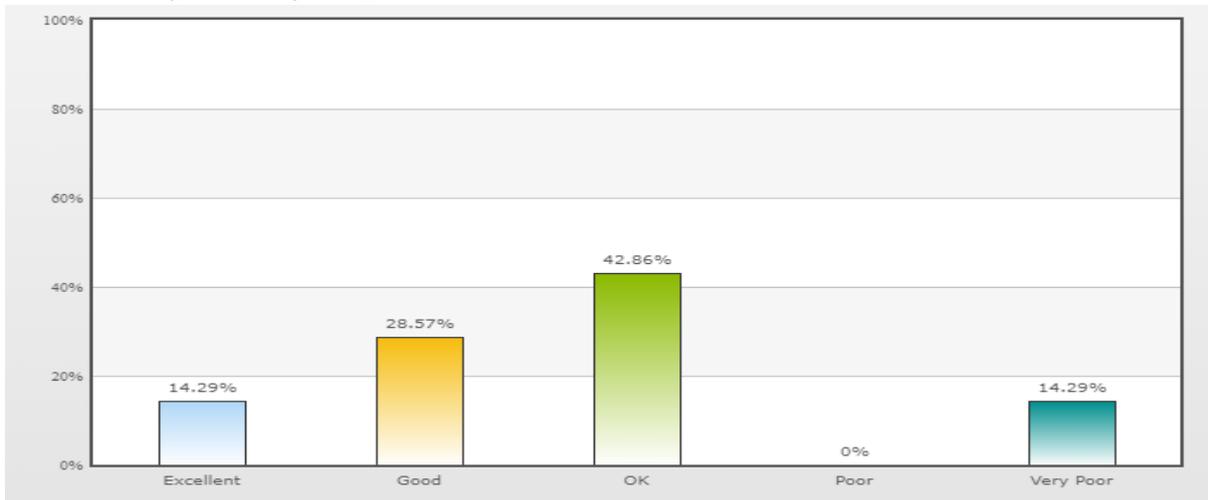
(If yes) What was your experience of being involved?



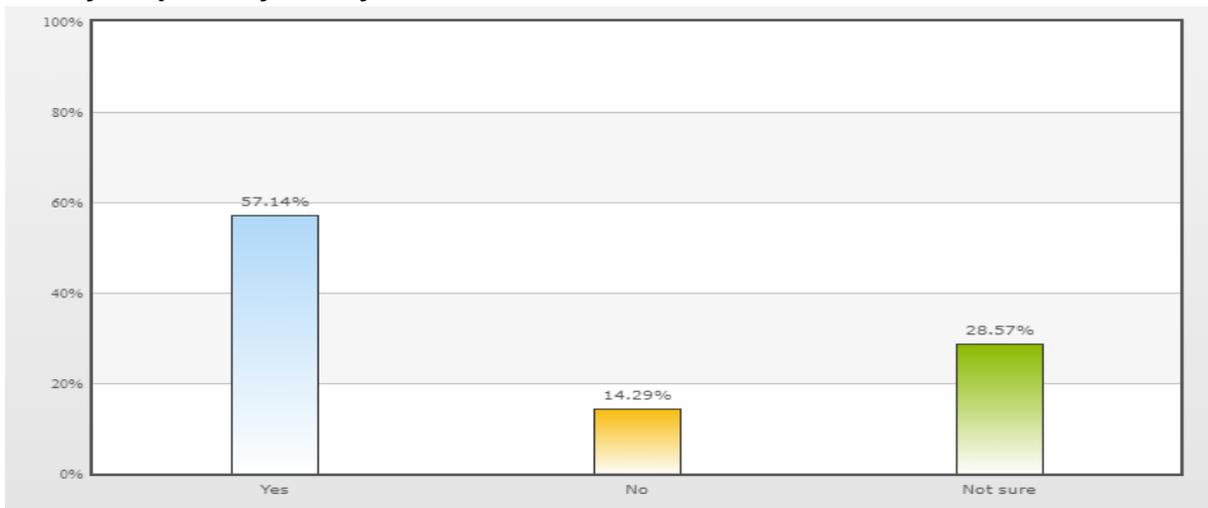
Have you seen your EHC plan?



How would you rate your plan?



Does your plan say what you want to do in the future?



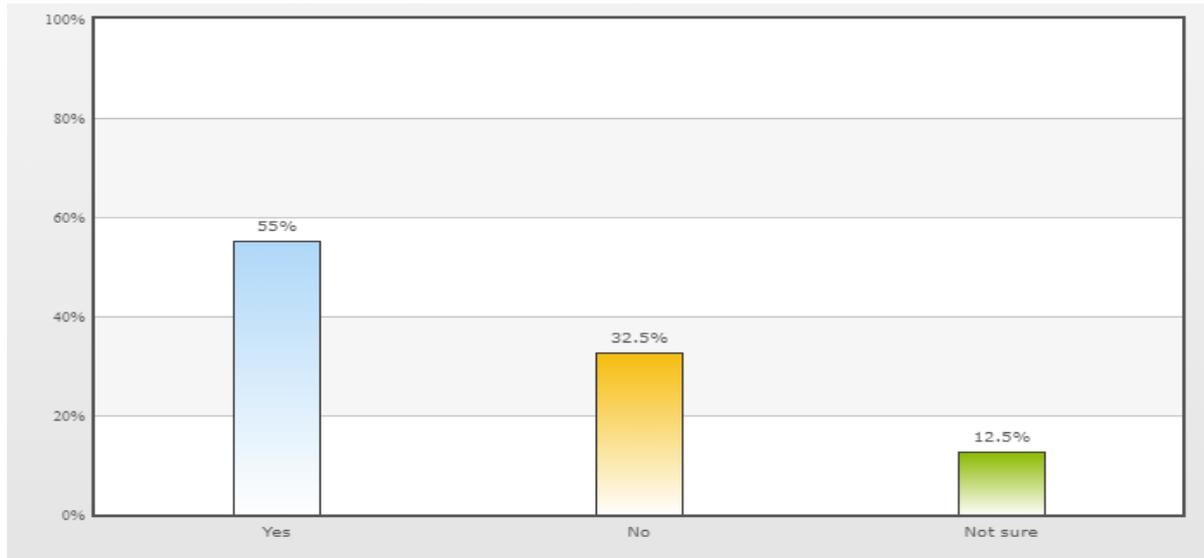
Do you have anything else you would like to tell us about EHC plans?

- School/SENCO, my child's key worker and parents (us) have a review meeting together each year which is helpful. School emphasizes SEN and provides with huge help and support
- My plan was written by an inexperienced person when I was 5 or 6 and can now not be changed. This is not helping my education
- Need to ensure I am included
- It would help to have a version for the child to make it more understandable
- Council are not proactive amending them this only seems to happen if you constantly chase them
- We waited for nearly a year for any response to whether my daughter was going to be granted an EHCP. We finally got a response in July 2019 which was declined on the basis they think she receives enough support in school. I appealed the decision and in December 2019, I was told they had got the decision wrong and she will now be receiving one. I am really glad I appealed and stood for what I thought was right!

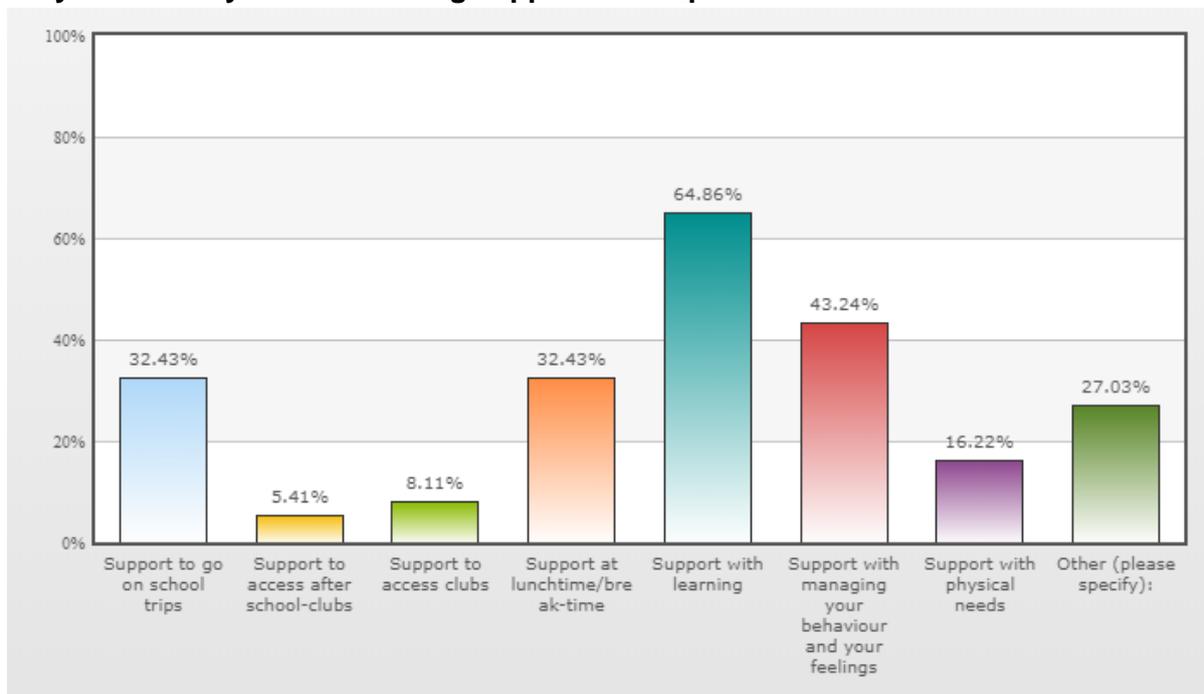
The action we are taking to improve EHC Plans

- We have employed more people to work on EHC Plans and made a lot of changes to the way we work. This is helping us to provide a better service.
- We are working with parents and carers and children and young people to redesign the EHC Plan so it easier to read and understand
- We are making sure children and young people and their parents and carers are fully involved in the EHC needs assessment and draft plan, and that your views, wishes and feelings are understood and clearly written into the plan.
- We are working with schools and colleges to make sure that all EHC plans are reviewed at least once a year and that you and your parents and carers are fully involved in the review.
- We are making sure the review looks at whether the EHC Plan has helped you to achieve the outcomes set out in the plan, and if not, why not.
- We will make sure that the review always looks at whether your needs have changed and whether the outcomes need to change and if so, the EHC plan will be updated so that it continues to help you to get the right support.

Are your needs being met at your education provider?



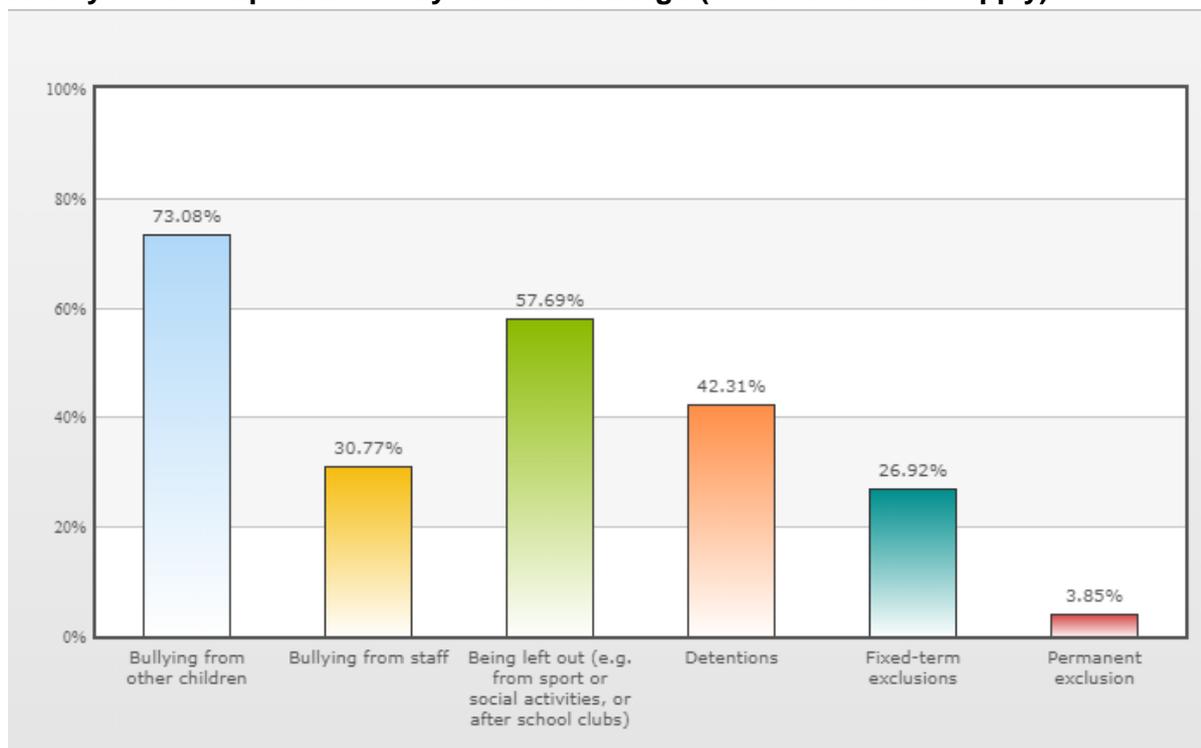
Do you have any of the following support at this place?



Other:

- School councillor
- Emotional support at school and out of school
- 1:1 support at all times
- It's an SEN school
- Should have support but it is not done
- None in place
- Not put in place since going into secondary school
- Nothing is in place it was all cut since I left college
- Have been asked to help support as a parent on school trips

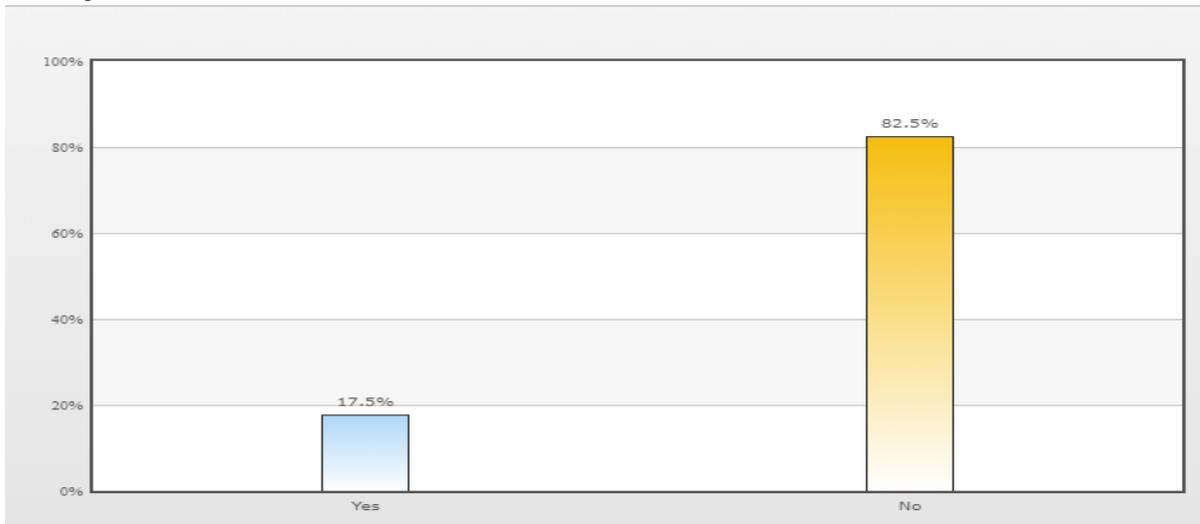
Have you ever experienced any of the following? (Could tick all that apply)



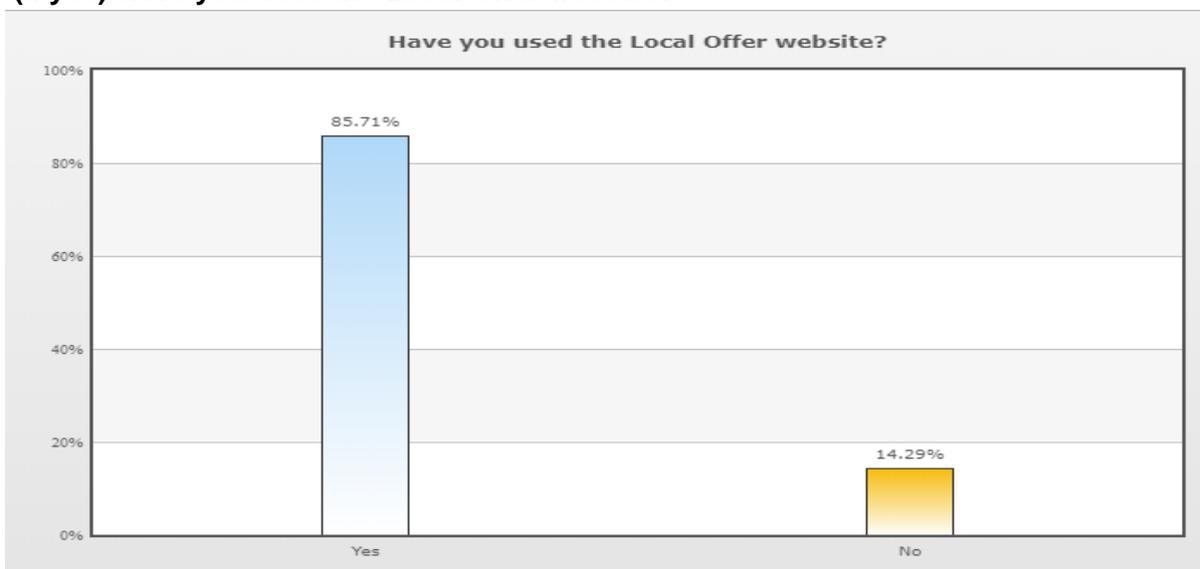
Other:

- Not bullying, but sometimes I do not know when people are joking
- I don't feel like I have many friends, just two
- A child that likes to play alone with imaginary friend that gets left out of games and playing with other children
- I didn't deserve the way I have been treated. My school didn't want me. They didn't understand autism
- When I was in my last school, I was left out of lots of things and not allowed to go on trips.
- Some staff don't understand how difficult things are for me, and make fun of my work.
- Some pupils shout at me or touch me when I ask them not to.
- I miss outside time a lot, because I can't sit still and everyone is over sensitive to what I say

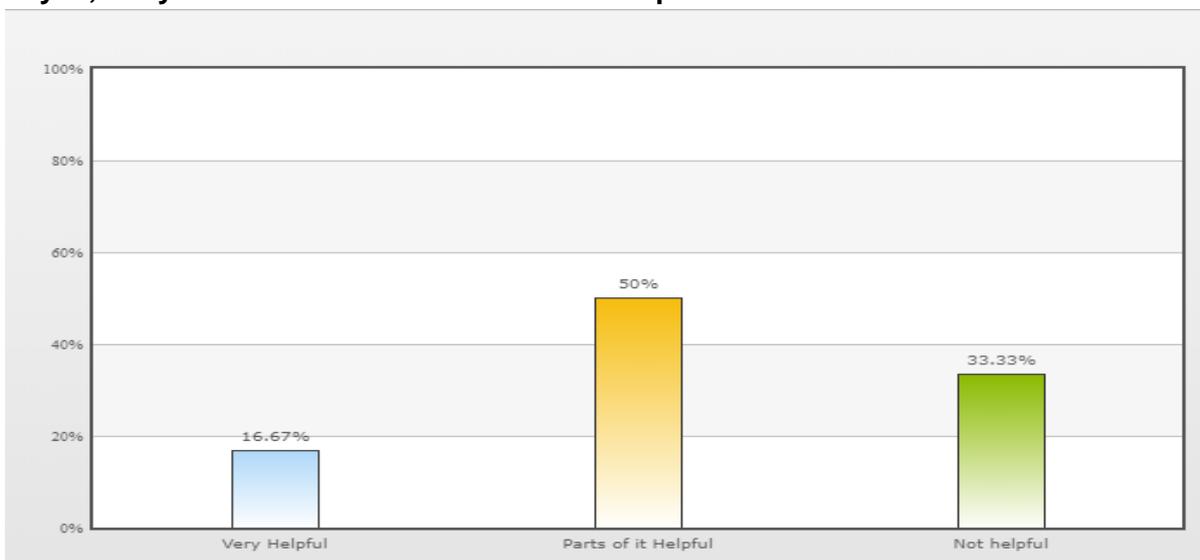
Have you heard of Bristol's Local Offer website?



(If yes) Have you used the Local Offer website?



If yes, did you find the Local Offer website helpful?



Are there any services you need but are not getting?

46 % of respondents said they needed services that they weren't getting. The services needed were:

Health and therapies

- Support for my mental health / Counselling services
- Behaviour staff to help manage my challenging behaviour
- Help with coping with changes and certain situations
- Occupational therapy
- a dietician

Assessments

- Capacity assessment
- Autism Diagnostic Observation Schedule (ADOS) assessment

Equipment

- A Computer

Education

- I'm not even in school at the moment so education, and I need autism support services for me at home.
- Help with learning at school

Leisure activities

- Clubs I can go to that aren't too loud and don't say I'm naughty.
- Support at after school/out of school clubs

Preparing for adulthood

- Help with saving and budgeting.
- Helping me with options on how to buy a house/ flat/ apartment.

Financial

- Disability allowance
- School bursary not available
- Increase in the amount of Direct Payments

Additional comments

- No support for children who don't have a SEN label
- Lack of back up support for child, siblings and parents
- I do not know what support is out there and whether that might help. I hope the EHCP review will help me and my parents understand it better. But I enjoy school very much and hope when I transfer in two years' time there will be good support to help me.
- My school is very good and are accepting of my differences but they don't notice I'm struggling to make friends and I never speak in class unless I have too. I wish I could feel more confident.
- The school have been quite resistant in acknowledging my child's additional needs and left us in limbo
- I feel when going I go secondary school the support should have continued as in primary, I also think schools should listen or speak to parents not punish us for not understand or finding tasks difficult.
- I had to wait almost a year for 6 weeks of counselling and would have liked this sooner.
- Send in Bristol is pretty poor. I'm not in school and I'm not learning anything. I want to go to the right school for me but there are no places. My old school wasn't helpful and I felt like they never wanted me there.
- Fed up with all the cuts it means we have less support and puts a strain on the whole family.

Positive

- School provides my child and my family a comprehensive support and help. We're very lucky and very much grateful!
- The vision support team have been fantastic in supporting our daughter (and us) through what has been a tough few years. We appreciate and value the efforts of this service

Improving the survey

- Allow you to tick more than one box of what you think applies to you

For information and advice about SEND in Bristol please visit our [Local Offer website](#):

www.bristol.gov.uk/web/bristol-local-offer