

Sefton Parent and Carer SEND Survey March 2025 Consultation Report.





SEND Parent and Carer Survey.



We wanted to gather your views, as parents/carers of children and young people with Special Educational Needs and/or Disabilities (SEND), on what is going well and what could be improved in our local area.



We wanted to hear feedback about Education, Health and Social Care services and the information and support you receive.

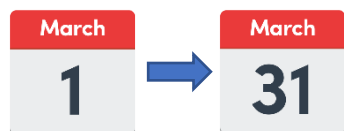
What is the survey for?

The answers that you gave in this survey will help us to see how services are received and how you feel about the services and support, compared to 2024.



We want to use the feedback to help us see what might be working well and where improvements need to be made.

When did the consultation start and finish?

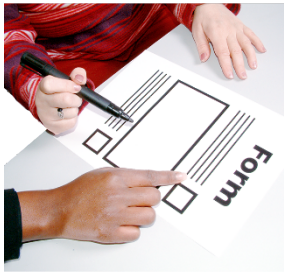


The consultation started on Saturday 1st March 2025 and was due to end on Monday 31st March 2025.



There was a further three weeks added so that the consultation ended on 21st April 2025.

How could parents and carers give their ideas?



They could either have:

- Completed the questionnaire below and sent it back to us using the freepost envelope that came with it.
- Completed the questionnaire on the computer.



There was a QR code, which went straight to the survey.



Given their views over a phone call between 10.00am – 3.00pm Monday to Friday.



What we will do with the information.

The information and answers that have been shared with us will be put into a report.



The responses have been shared with the SEND Continuous Improvement Board, who are a group of people from the council, health and other services and organisations.

Section 1 – General information.

1. When did you first access SEND support?



10

Less than 12 months.

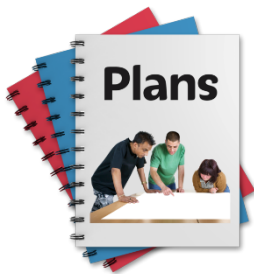
20

Between 1 – 3 years.

50

More than 3 years.

2. Does your child or young person have:



51

A Special Educational Needs Support Plan?

14

Currently in the process of being assessed for an EHCP?

10

An Education, Health, and Care Plan (EHCP)?

7

None of these.

3. What type of education setting does your child or young person go to? (please tick all that apply).



- | | |
|----|---|
| 7 | Nursery/pre-school |
| 18 | Mainstream primary school. |
| 14 | Mainstream secondary school. |
| 22 | Local Authority Special School. |
| 1 | Private mainstream school. |
| 6 | Independent special school. |
| 8 | Further education college/16+ college. |
| 4 | Mainstream primary (with unit resourced provision). |
| 4 | Mainstream secondary (with unit resourced provision). |
| 1 | Complementary education. |
| 1 | Hospital school. |
| 2 | Educated other than at school. |
| 0 | Electively home educated. |
| 0 | Training/Apprenticeship. |
| 1 | Out of school/not receiving an education. |
| 0 | Finished education. |
| 1 | Other |



Section 2 – Needs being met.



4. How do you feel your child or young person's needs are being met?

Education can include nursery, school, college, or early years provider, e.g. childminder etc.




The Local Authority SEND team coordinates information (including Health and Social Care), updates EHCP, issue placement requests to providers and collate responses.



Health can include Child & Adolescent Mental Health Service (CAMHS), Speech and Language Therapy (SALT), Physio, Occupational Therapist (OT), Paediatrician etc.



Social Care can include, Early Help, Children with Disabilities Team, Social Workers, Aiming High, Respite etc.

	Very good	Good	Neither good nor bad	Bad	Very bad	Not applicable
Education	26	25	11	7	12	3
SEND Team	18	15	16	12	14	3
Health	17	25	17	11	7	4
Social Care	8	13	18	4	8	30

Some of the comments received:

- Some schools/colleges are excellent but there are some schools and colleges that need to understand more about neurodiversity and behaviour.
- Some parents and carers are not getting the support they need from the SEND service.
- Waiting times for mental health is too long.

Section 3 – Your views.

The SEND Partnership includes Sefton Parent Carer Forum, Local Authority (Sefton Council), Mersey Care, Alder Hey Hospital, Sefton Council for Voluntary Service, Healthwatch Sefton & NHS Cheshire and Merseyside Integrated Commissioning Board (Sefton Partnership). They listen to feedback and work together to make improvements to Sefton's SEND services.



We were interested to find out from you if you agreed or disagreed with the following statements.



5. My level of **trust and confidence in the Sefton SEND Local Area Partnership to provide help and support has increased.**



11	Strongly	21	agree. Agree.
15	Disagree.	21	Strongly disagree.
13	Neither agree Nor disagree	2	Not answered.

Some of the comments received:



- Some parents and carers are seeing an improvement.
- There is more focus on the child.
- There are mixed experiences about the support parents and carers get from different services.
- There are still delays and gaps around transitions.



6. I feel that the level of **help and support** that my child/young person with SEND receives meets their needs.



12	Strongly agree.	22	Agree.
18	Disagree.	23	Strongly disagree.
6	Neither agree Nor disagree.	1	Not applicable.

Some of the comments received:



- Some parents and carers said their child's needs are being met, but many say they are not being met.
- Not everyone is happy with the support they get.
- There are long waits and complex processes.



7. I feel I receive the right level of **information and advice about the assessment process**.



10	Strongly agree.	24	Agree.
18	Disagree.	14	Strongly disagree.
14	Neither agree Nor disagree.	1	Not applicable.

Some of the comments received:



- Some parents and carers said that they get a lot of information from the Sefton Parent Carer Forum.
- Many said that they get only a little information about wait times.
- There is a lack of information, and the processes are not clear.



8. I feel **listened to** in the development and review of my child/young person's Education, Health, and Care plan.



17	Strongly agree.	20	Agree.
8	Disagree.	10	Strongly disagree.
15	Neither agree Nor disagree.	11	Not applicable.

Some of the comments received:



- Some parents and carers feel that they are listened to by the caseworker and schools.
- Some parents and carers said that they don't see any action from the meetings.
- Most parents and carers said that they feel ignored and the EHCP is out of date or not worded correctly.



9. I feel **listened to and involved** in shaping SEND services in Sefton.



11	Strongly agree.	18	Agree.
13	Disagree.	17	Strongly disagree.
22	Neither agree Nor disagree.	1	Not applicable.

Some of the comments received:



- The Sefton Parent Carer Forum listens and keeps up updated.
- Some parents/carers said that they don't have the time or energy to get involved.
- Many parents and carers said they feel excluded or ignored.



10. I feel that **communication** regarding SEND services has improved.

13	Strongly agree.	17	Agree.
15	Disagree.	17	Strongly disagree.
20	Neither agree Nor disagree.	0	Not applicable.



Some of the comments received:



- A few families said that communication had improved, and the replies were quicker.
- Some information is received but the systems could be better for information flow.
- Most parents and carers said that there are long delays in responding.
- There needs to be more information for post 16.



11. Do you agree or disagree with the following statements about decision-makers?

Do decision-makers.....	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Think about the needs of children and young people and engage them in coproduction?	7	19	21	21	14
Make sure that services consider children and young people's needs, experiences, ambitions, and outcomes?	10	19	16	20	16
Give feedback to children and young people and parents and carers?	8	18	17	21	15
Understand the experiences and outcomes of children and young people?	7	20	19	15	20



12. I am seeing an improvement in the way education, health, social care, and the SEN Casework team **are working together** to help and support me.

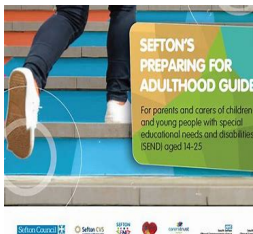


12	Strongly agree.	16	Agree.
11	Disagree.	16	Strongly disagree.
21	Neither agree Nor disagree.	6	Not applicable.

Some of the comments received:



- Some parents are seeing some progress.
- Some parents said that services were busy and not enough staff.
- Most parents said that there is no improvement – long waits and they are tired of 'fighting'.



The Sefton Preparation for Adulthood Guide has been co-produced with staff from Sefton Council, Buddy Up, Health and Sefton Carers Centre in partnership with young people and the Sefton Parent and Carer Forum.

13. Are you aware of the Sefton Preparation for Adulthood Guide?



28	Yes.
47	No.
7	Not sure.

Section 4 - About your child or young person.

Please note that these questions were asked in accordance with the Privacy Notice and were optional to complete. Parents and carers could complete as much or as little as they wished. Not everyone completed this section.

14. How old is your child or young person?



<input type="text" value="6"/> 0 - 4.	<input type="text" value="26"/> 5 - 11.	<input type="text" value="38"/> 12 - 16.
<input type="text" value="6"/> 17 - 19.	<input type="text" value="4"/> 20 - 25.	
<input type="text" value="3"/> Prefer not to say.		

15. Is your child or young person.

Male.



Female





Prefer not to say.

16. Is the gender your child or young person identify's with the same as your sex registered at birth?



Yes.

No.



Prefer not to say.

17. Is your child or young person cared for by Sefton Council?

11

Yes.

65

No.

7

Prefer not to say.



18. Has your child or young person ever been cared for as a child by Sefton Council or any other council?

9

Yes.

68

No.

6

Prefer not to say.



19. Disability - Does your child or young person have any of the following? (parents and carers could choose more than one)



Physical Impairment.

15



Visual Impairment.

2



Hearing impairment or deaf.

5



Learning difficulty.

29



Learning disabilities.

22



Autism Spectrum Conditions.

66



Long-term illness that affects their daily life.

16



Mental Health Condition.

24



Prefer not to say.

1

Other Disability included: Diabetes, Colour blindness, Genetic condition, Global Development Delay, Non-Autistic Neurodevelopmental conditions, Sensory Processing Disorder.

If your child or young person has Cancer, diabetes, or HIV this is seen as a disability under the Equalities Law.

Or you have selected any of the boxes in question 27.

20. Does your child or young person think of themselves as disabled?



27

Yes.

43

No.

13

Prefer not to say.



21. What is your child's or young person's religion or belief?



No religion or belief.

36



Christian.

33



Hindu.

0



Muslim.

0



Jewish.

0



Sikh.

0



Buddhist

0

Prefer not to say.



9

22. Race and ethnicity – does your child or young person identify as:

Prefer not to say.

12



White.



70

English.
Welsh.
Scottish.
Northern Irish.
British.

0

Irish.

1

Gypsy or Irish Traveller or Roma.

0

Polish

0

Portuguese

1

Latvian.

0

Lithuanian.

Mixed and Multiple Ethnic groups.



1

White and Black Caribbean.

2

White and Black African.

0

White and Asian.

Asian or Asian British.



0

Indian.

0

Bangladeshi.

0

Pakistani.

0

Chinese.



Black or Black British.



African.

Caribbean.

Other Ethnic Group.



Arab.

Other Ethnic background.

THANK YOU!

