



Norfolk SEND Survey Results 2022

Quick Summary

This document provides a quick summary of the results from this year's first ever annual SEND Survey.

Thank you to all of the parents, carers, professionals and children and young people who shared their opinions. It has given all organisations involved in planning and delivering SEND services across the county a better understanding of your experiences of education, health, social care, and wider support in Norfolk.

These results will now help us think about whether our improvement plan is working and how we can provide a better service for you and all families in Norfolk.

Who responded?



759
parents/carers



62
children & young
people (11-25)



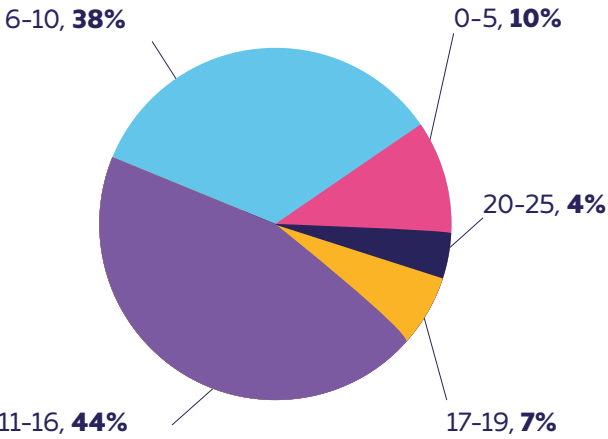
382
professionals



1,203
responses

Age range and nature of need of respondents

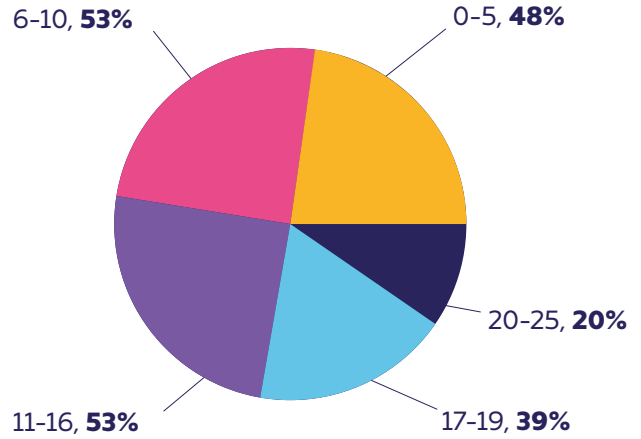
Parents and carers (responding about CYP of the following ages)



Nature of needs of the children and young people cared for:

59% autism **38%** learning difficulties
30% ADHD **28%** mental health difficulties
22% dyslexia or dyspraxia **21%** difficulties with talking **12%** physical disabilities

Professionals



The majority of professionals who responded worked directly with children and young people. Their specialisms covered a wide range of different needs.

Children and young people
72% of the CYP who responded were aged between 16 & 20.

More than half told us they had learning difficulties with a large proportion saying they were autistic, had ADHD, mental health difficulties, or dyslexia or dyspraxia.

Support

What did parents and carers say about support and services?

72% were able, with their child, to regularly use their local libraries, clubs and groups, parks and playgrounds, community centres and leisure facilities

Most were aware of **at least one** of the Norfolk parent carer groups, including support groups and the Family Voice Norfolk parents' forum, who could help

BUT Finding out what support and services are available is still a challenge for **66%**

Views about support in education

62% of parents and carers said their child or young person was in a place of learning or training where they could make progress.

80% of children and young people said they felt they were in a place of learning or training where they could make progress

Where do parents and carers and children and young people receive the best support?

Most parents/carers found SENCos, teachers, or teaching assistants either at school or post 16 the best person for offering support and help. (more than social workers, health professionals, parent carer groups or EHCP coordinators)

And most children and young people felt their family, their teachers and teaching support staff and their friends provided them with the best support and help

Parent carer views about support for health needs for their child or young person's health needs?

- **Around one quarter** said the biggest barrier to needs being clearly identified was the long waiting lists for assessment and diagnosis

- **57%** of parents and carers felt the right support and information was received to ensure their child stayed physically healthy, but this dropped to **28%** for mental health.

What did children and young people say about how they are supported to be independent?

60% said they felt they had the chance to make choices about their lives, while **34%** said this was only sometimes the case and only **5%** felt they never had the chance to make any choices

58% felt they had received support to plan for their future

73% saying they had support to get ready for their next steps in education, training or employment

Working together

What did parents and carers say about working with SEND professionals?

42% felt their child's need had not been clearly identified

73% felt professionals involved them and their child in decision making

49% said they didn't feel professionals were working together with **28%** saying they did feel professionals were working together

What did SEND professionals say they feel is working well?



94% said they knew how to access the support and advice they needed for their role



74% said they linked with other professionals and shared information to work together for the benefit of children and young people.

What did professionals think was most needed to improve their services?

A stronger, coordinated and more consistent approach between key partners

More training

More staff

Getting involved

What difficulties do parent/carers feel they face in getting involved in the development of services and giving feedback?

- **46%** said they felt professionals involved them no more now than they did 12 months ago.
- **67%** said they had not given feedback on the services they use in the last 12 months.
- **43%** said this was because they hadn't been asked while **41%** said they weren't confident anything changed as a result of feedback if they did give it.

What did professionals say about their efforts to involve parents and carers and children and young people more?

- **84%** felt their service did make changes where feedback was received from parents and carers and children and young people
- Just **under half** said they had increased the amount of communication between themselves with parents/carers
- A **quarter** said they had increased their gathering and use of the voice of CYP in the last 12 months with a wide variety of ways being used to help CYP make choices and be independent including: **self-advocacy skills, small group work, picture exchange communication books, freeflow play and choice cards/boards**

Views on EHCPs

63% of parents and carers who responded had a child with an EHCP

75% of CYP respondents had an EHCP

- **53%** of parents and carers said their child's EHCP made a positive difference to their lives. They said it made their child happier in their place of learning, their needs were now being met, everyone was clear about their needs, the support they needed was described in their plan and they were making good progress
- **51%** of children and young people felt their EHCP was helping them to make progress in education and/or training while **19%** said this was only sometimes the case and **9%** felt it wasn't helping them
- **81%** of professionals felt they were clear what was needed from them in giving advice or instructions for EHCPs and annual reviews

What are parents and carers most concerned about?

- Only **18%** said they found it easy to contact the EHCP team via the new contact telephone number with **24%** unaware of the number, **33%** saying it wasn't easy to use, and **23%** not engaging with the number.
- EHCPs are too often let down by unrealistic target setting with too many plans relying on specialist support which is difficult or not always possible to provide
- **Better communication** is needed throughout the process
- The process takes **too long** and is often **unclear**

Communication

How did parents say they like to be communicated with?

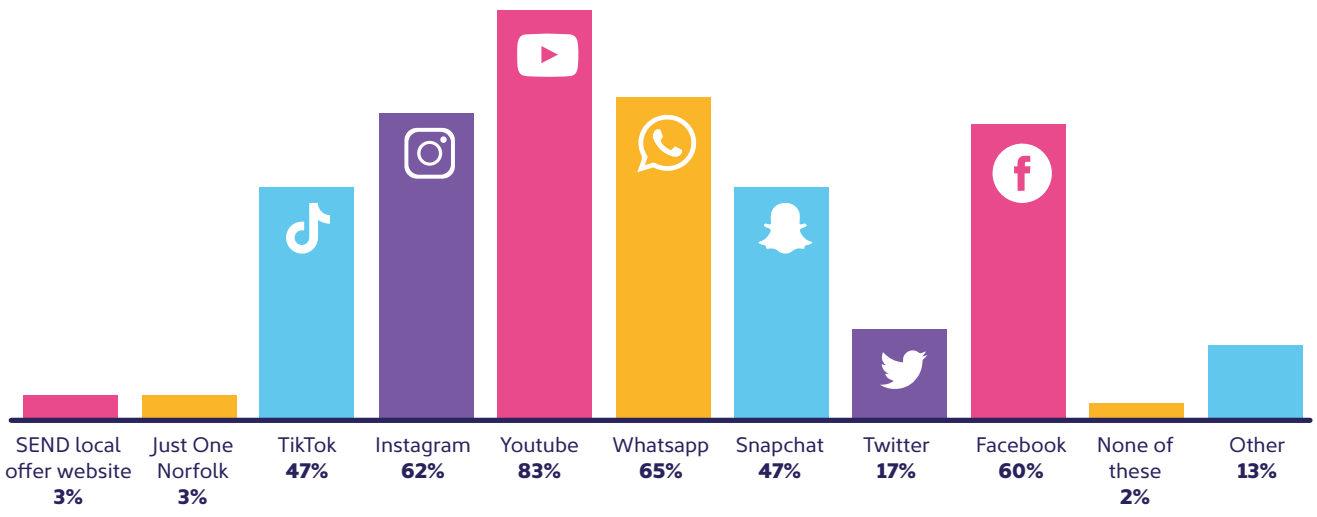
- Only **28%** said they found information about services easy to understand
- **78%** said they used the internet to find services and support but **22%** did not use the internet.
- They prefer to give feedback via: **surveys, emails and text, and face to face**
- The online resources they use most are Facebook groups (**55%**), Facebook (**41%**), Norfolk SEND Local Offer website (**23%**), Just One Norfolk (**19%**) and the Norfolk SEND Bulletin (**11%**)

What communication channels do professionals currently use?

The main online tool used by SEND organisations to promote themselves and interact with children and young people and families is the Norfolk SEND Local Offer website (**67%**), Just One Norfolk (**46%**), newsletters (**41%**), and Facebook, Norfolk Schools website and Norfolk SEND Bulletin (all **36%**)

What were the online channels children and young people used most? **98%** said they used the internet

The online platforms CYP said they use



How are we using your feedback?

Your feedback in response to this survey is now being used to inform the actions within the Norfolk SEND Area Strategy. Your comments about what needs to improve have been grouped into themes and matched to the four priority areas within the strategy. Specific actions will be implemented to ensure the necessary improvements are made.

If you would like to read the full report on the survey’s findings please visit www.norfolk.gov.uk/SEND



If you need this information in large print, or in an alternative version, please contact Norfolk County Council Customer Service Centre on **0344 800 8020**