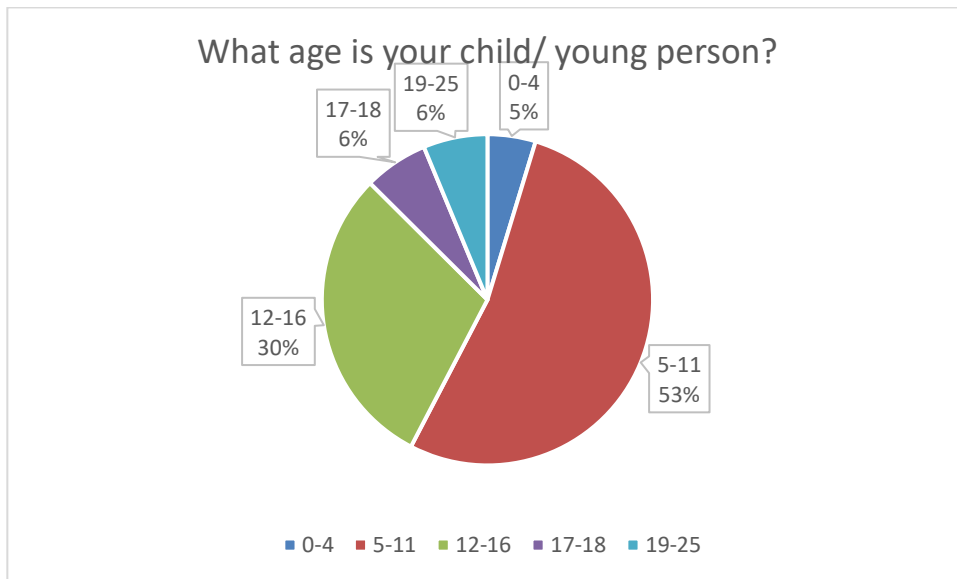


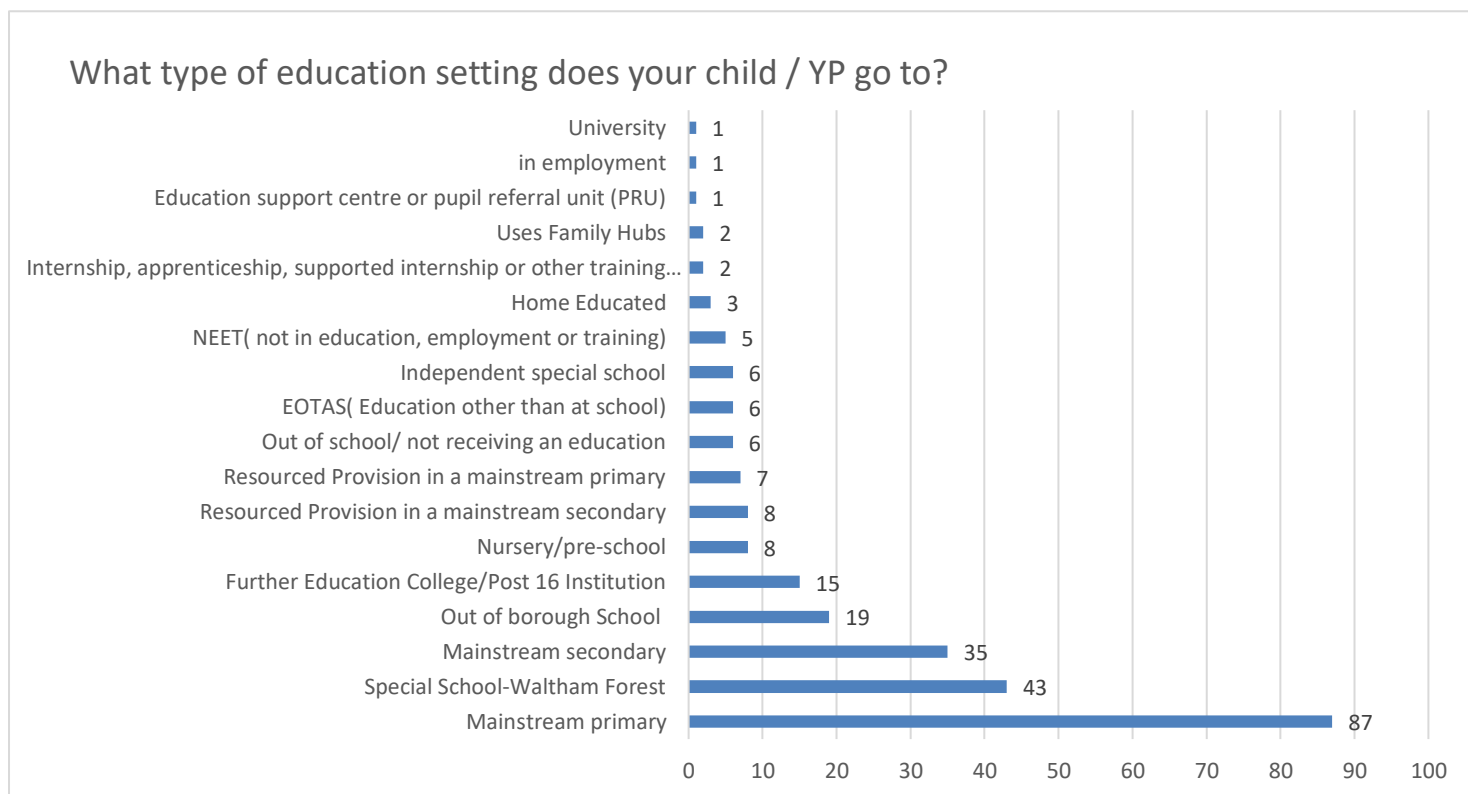
Background

WFPF ran a flash survey in January 2025, in preparation for the visit from Ofsted. To date (29th of January), we have received 255 responses. The results can be found below.

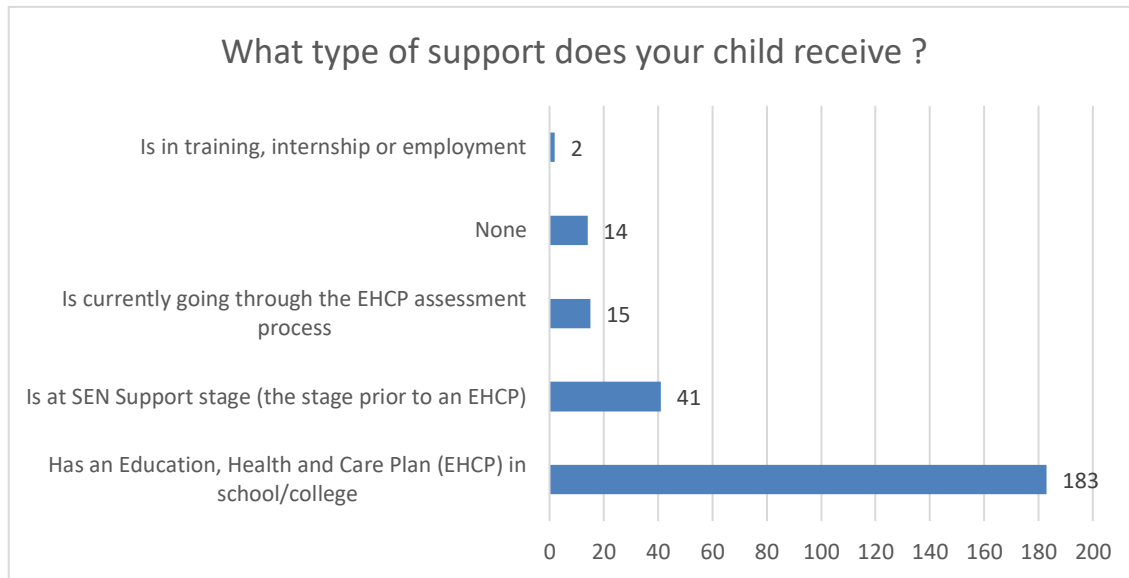
Q1: What age is your child or young person?



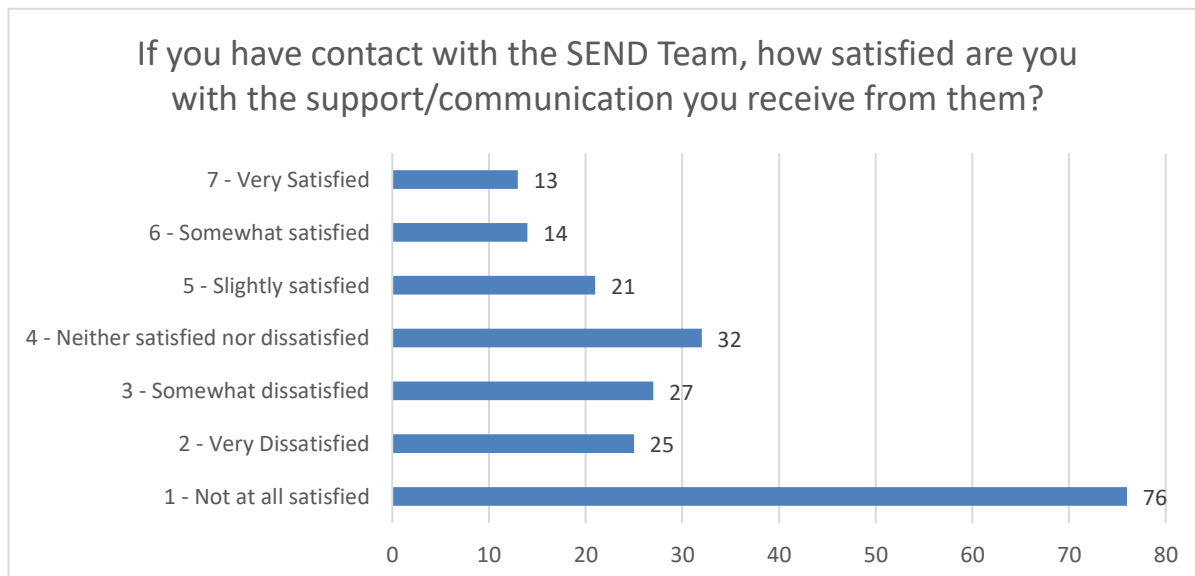
Q2: What type of education setting does your child/young person go to?



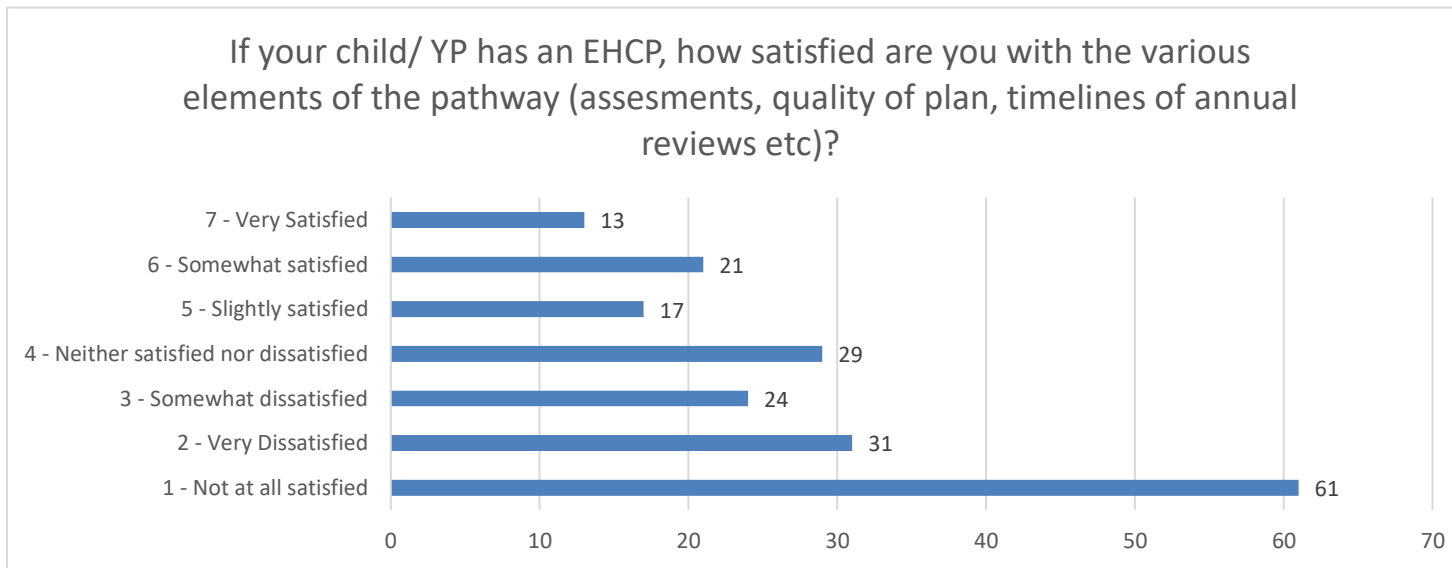
Q3: What type of support does your child receive?



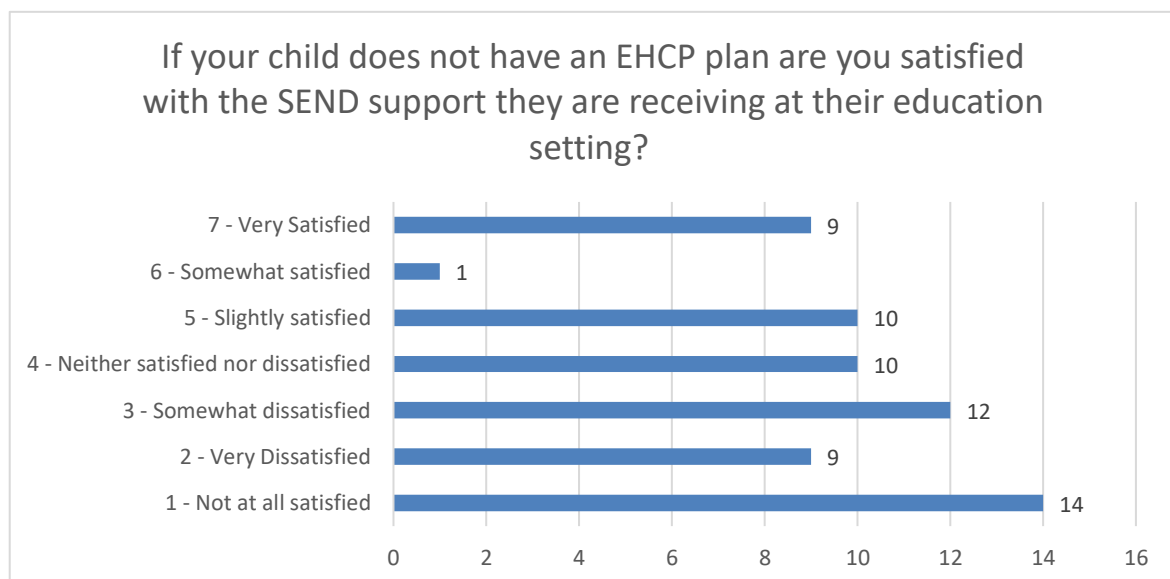
Q4: If you had contact with the SEND team, how satisfied are you with the support / communication you receive from them?



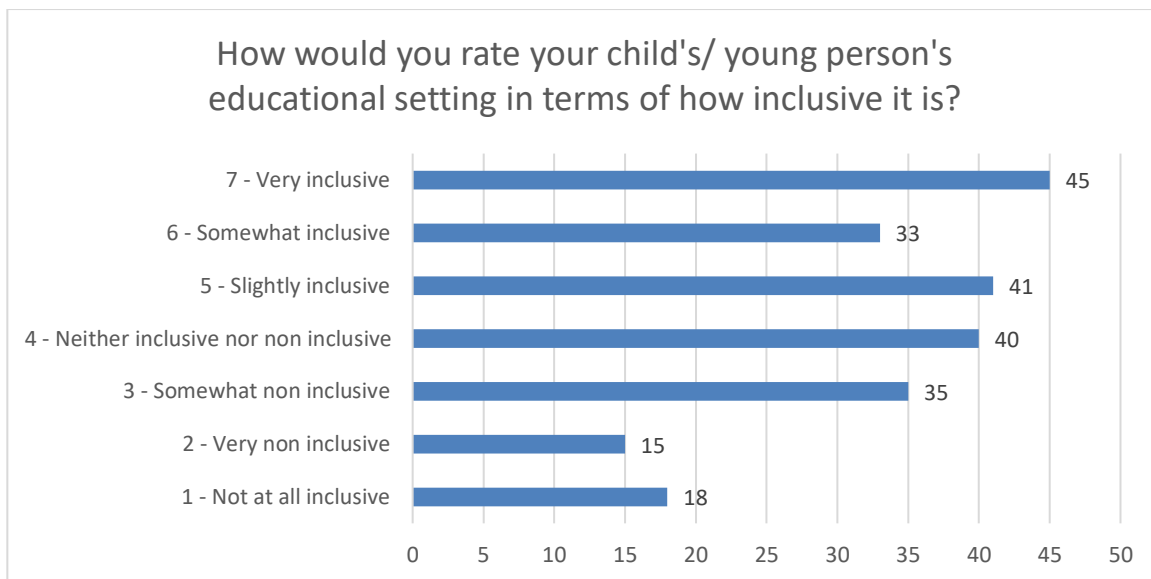
Q5: If your child/YP has an EHCP, how satisfied are you with the various elements of the pathway (assessments, quality of plan, timelines of annual reviews etc.)?



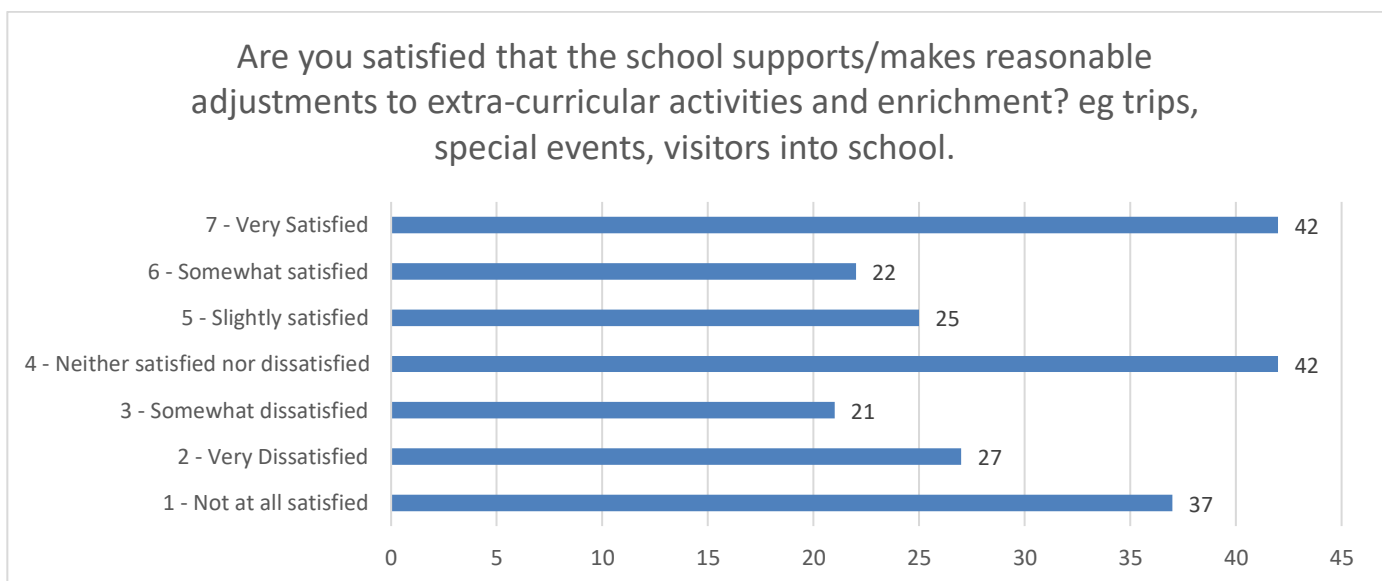
Q6: If your child does not have an EHCP plan are you satisfied with the SEND support they are receiving at their education setting?



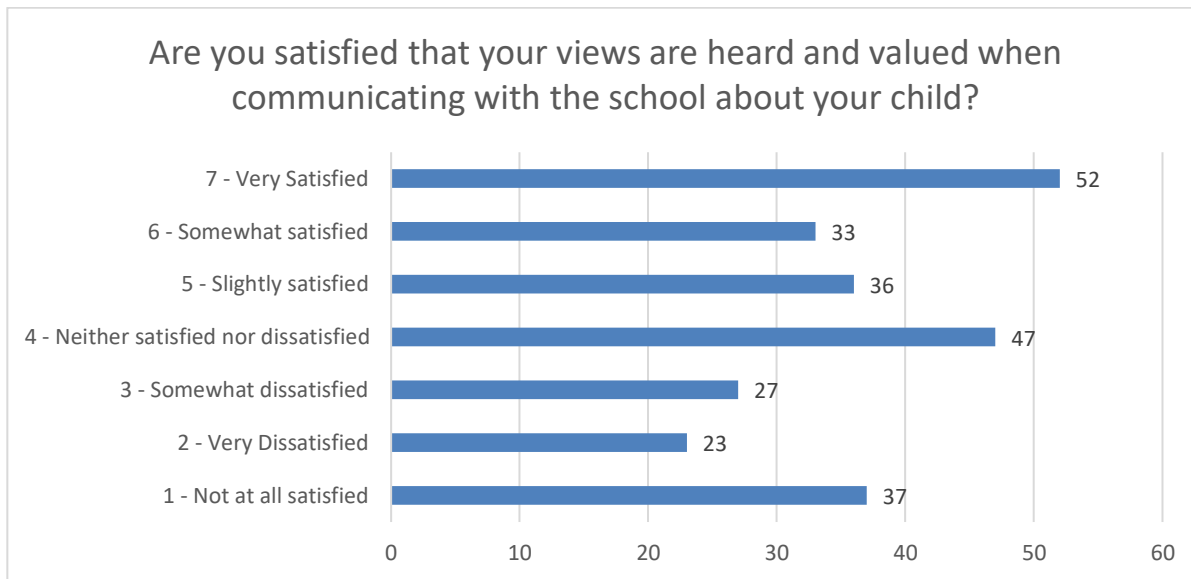
Q7: How would you rate your child's/ young person's educational setting in terms of how inclusive it is?



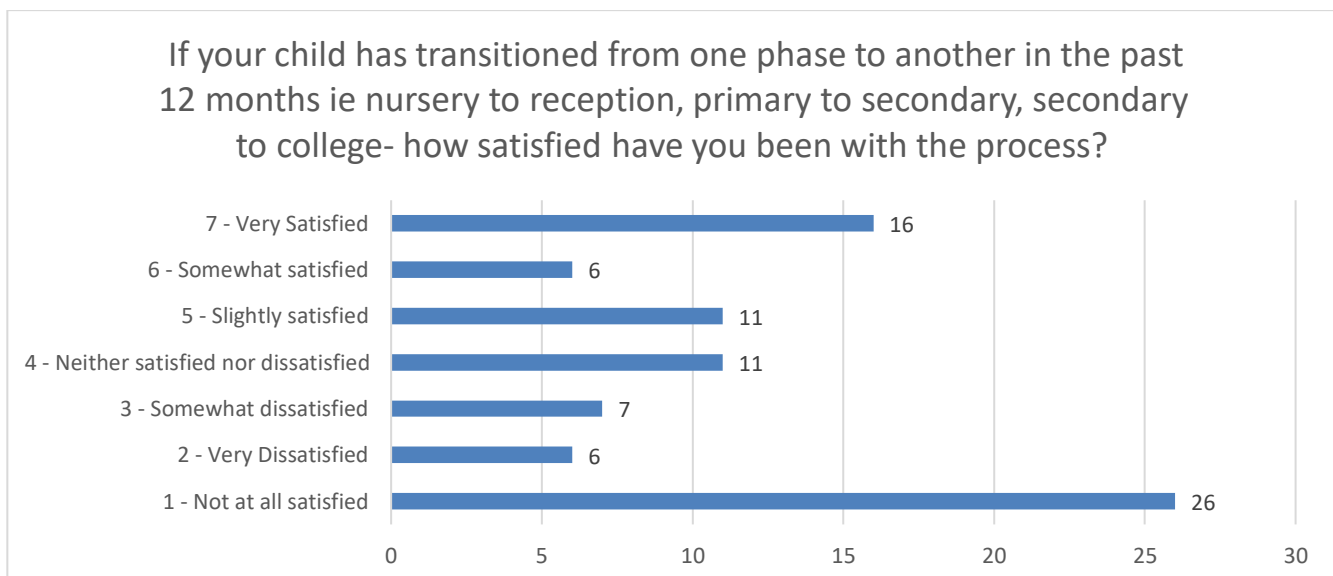
Q 8: Are you satisfied that the school supports/makes reasonable adjustments to extra-curricular activities and enrichment? e.g. trips, special events, visitors into school.



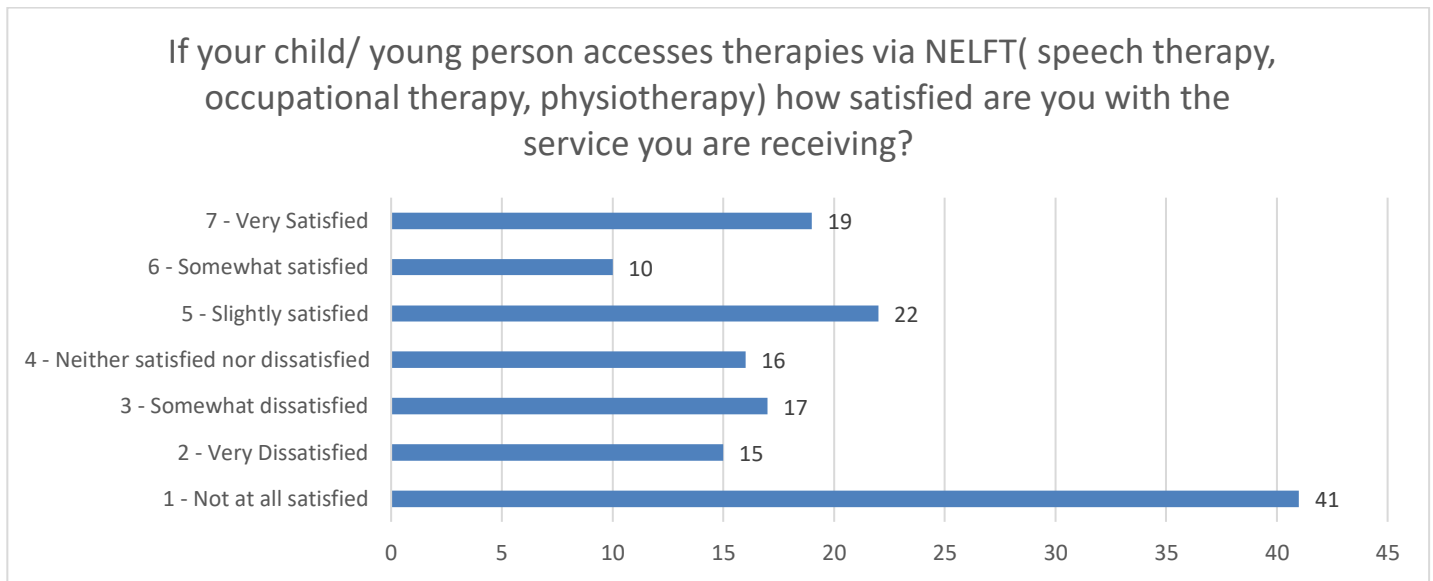
Q9: Are you satisfied that your views are heard and valued when communicating with the school about your child?



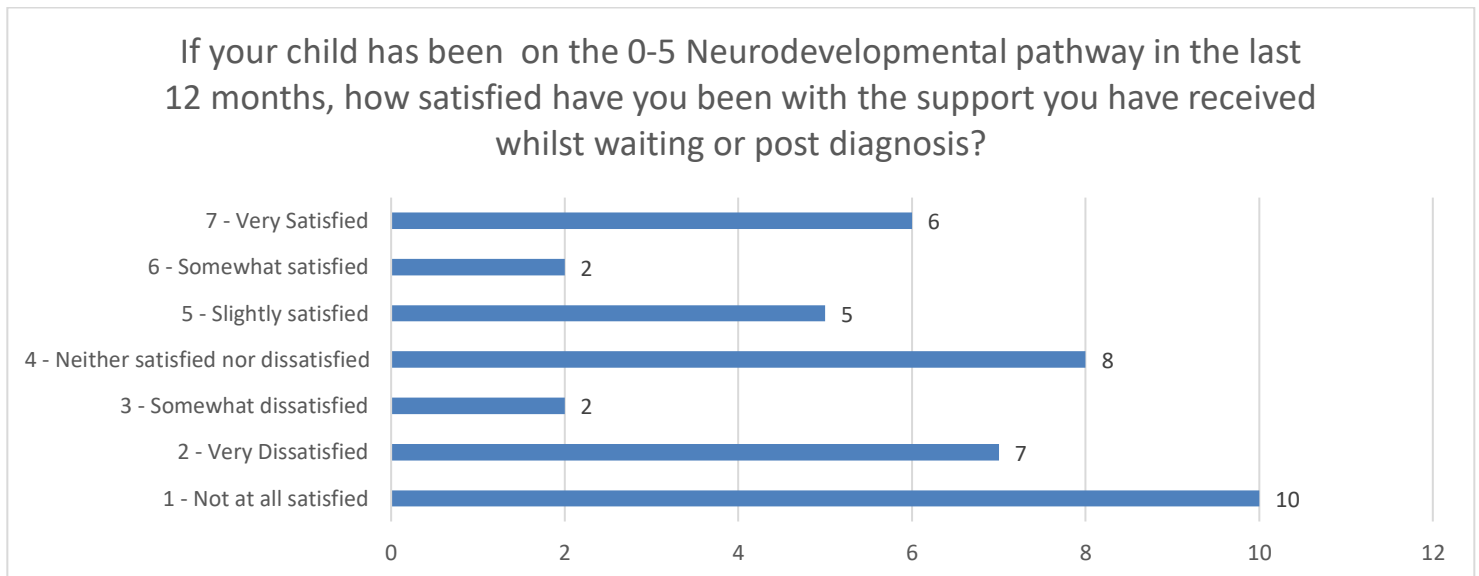
Q 10: If your child has transitioned from one phase to another in the past 12 months i.e. nursery to reception, primary to secondary, secondary to college- how satisfied have you been with the process?



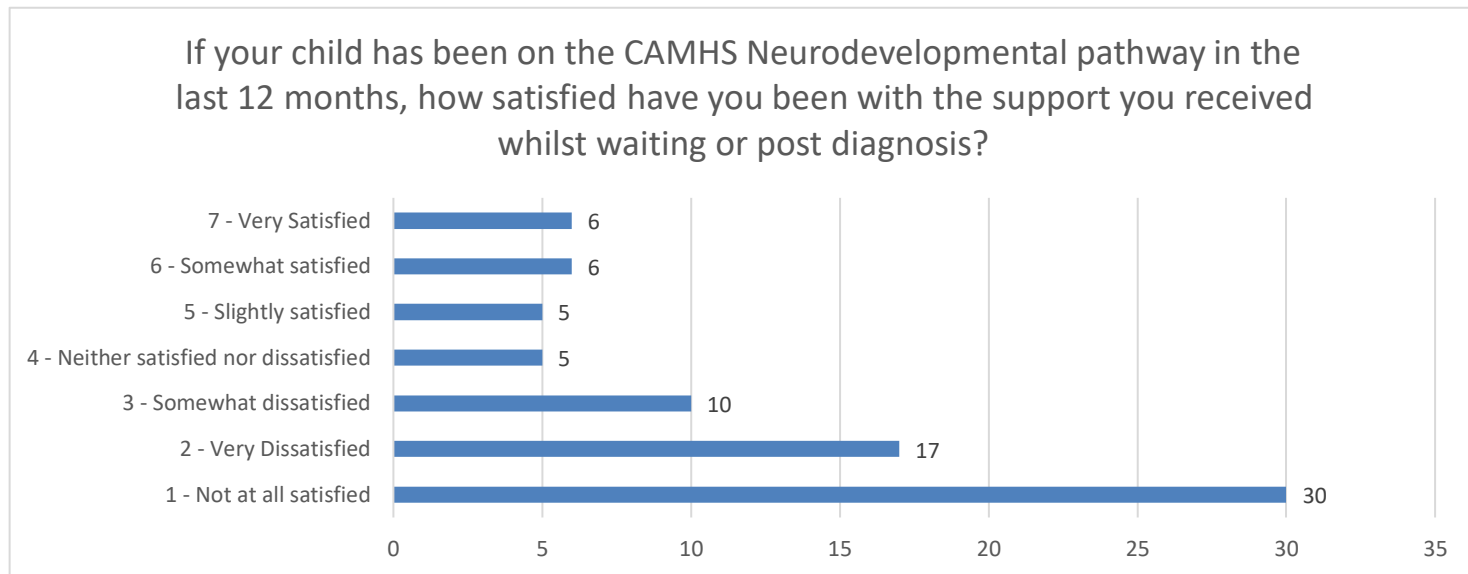
Q11: If your child/ young person accesses therapies via NELFT (speech therapy, occupational therapy, physiotherapy) how satisfied are you with the service you are receiving?



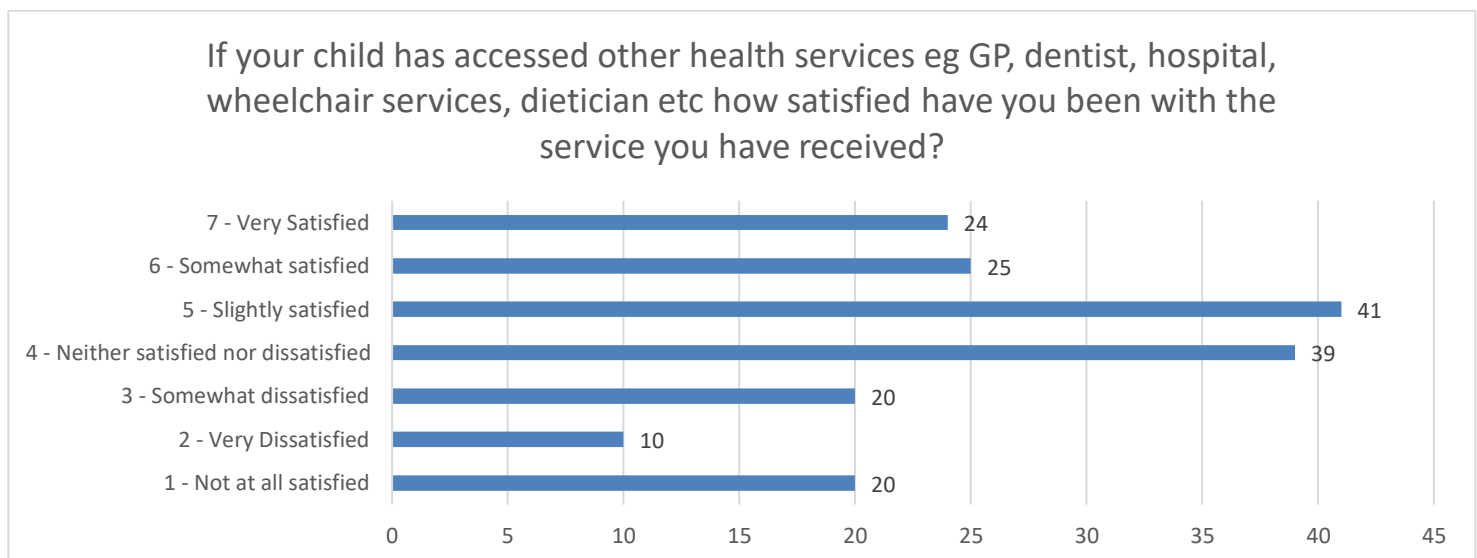
Q12: If your child has been on the 0-5 Neurodevelopmental pathway in the last 12 months, how satisfied have you been with the support you have received whilst waiting or post diagnosis?



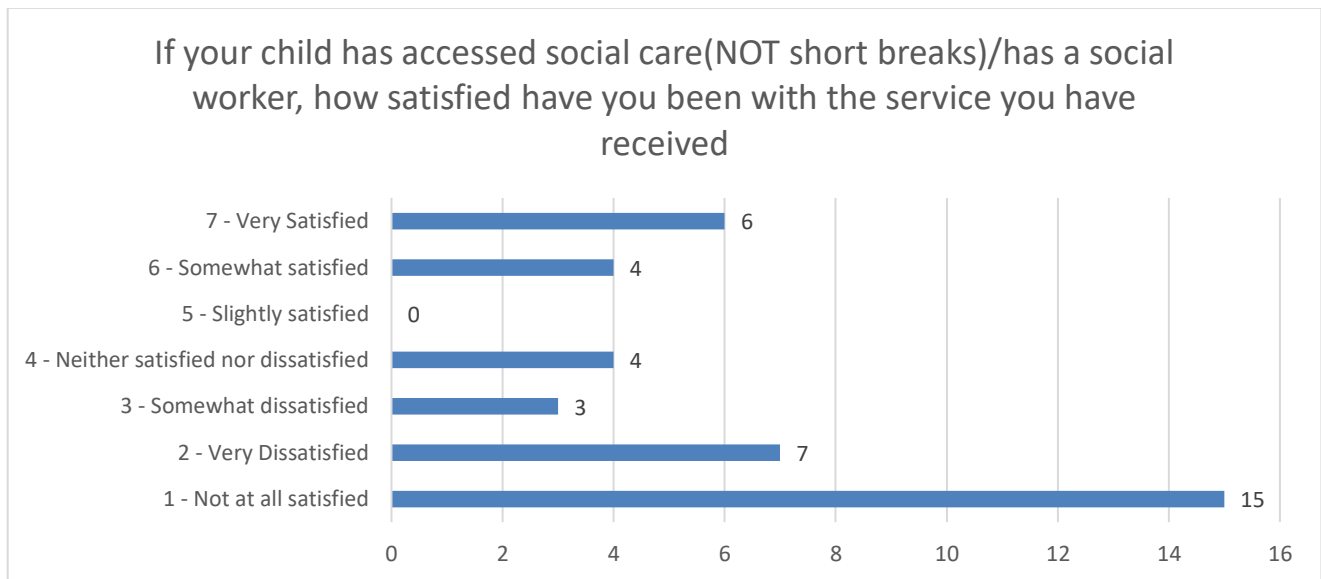
Q13: If your child has been on the CAMHS Neurodevelopmental pathway in the last 12 months, how satisfied have you been with the support you received whilst waiting or post diagnosis?



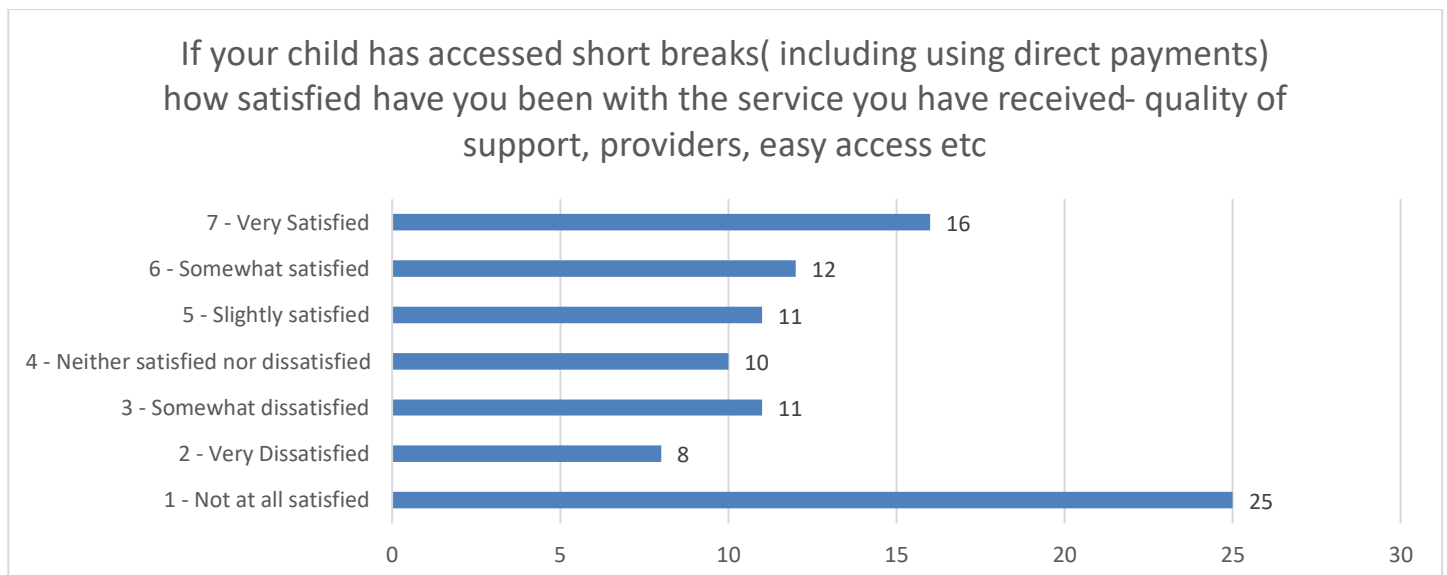
Q14: If your child has accessed other health services e.g. GP, dentist, hospital, wheelchair services, dietician etc. how satisfied have you been with the service you have received?



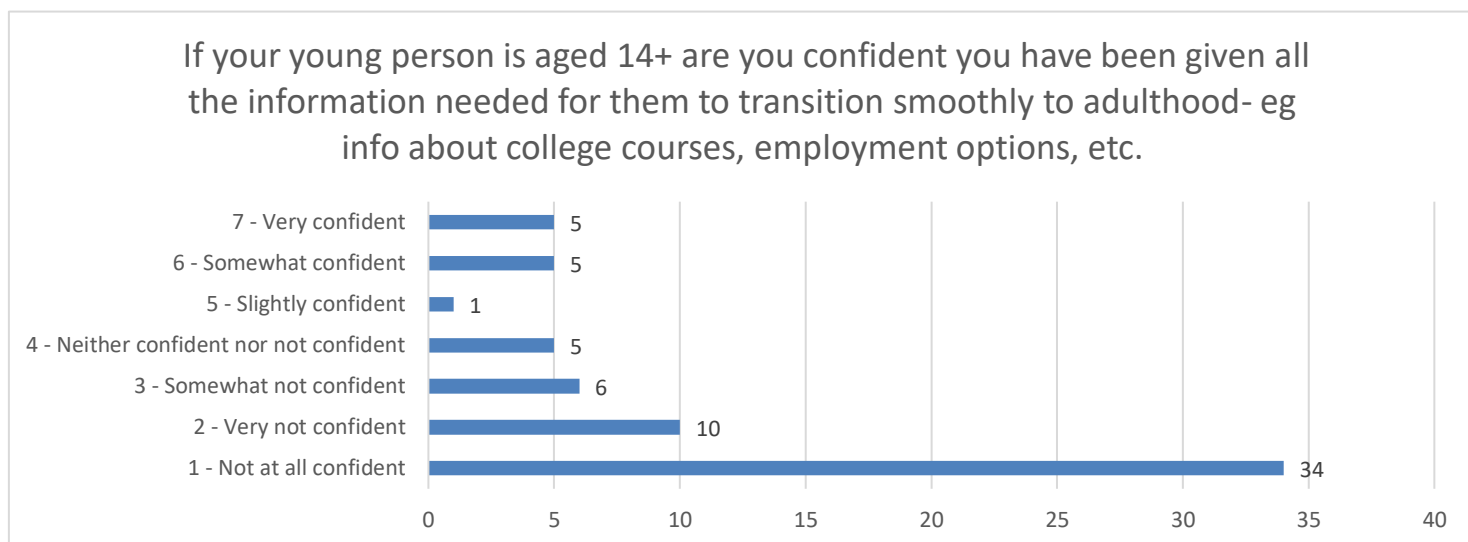
Q15: If your child has accessed social care(NOT short breaks)/has a social worker, how satisfied have you been with the service you have received?



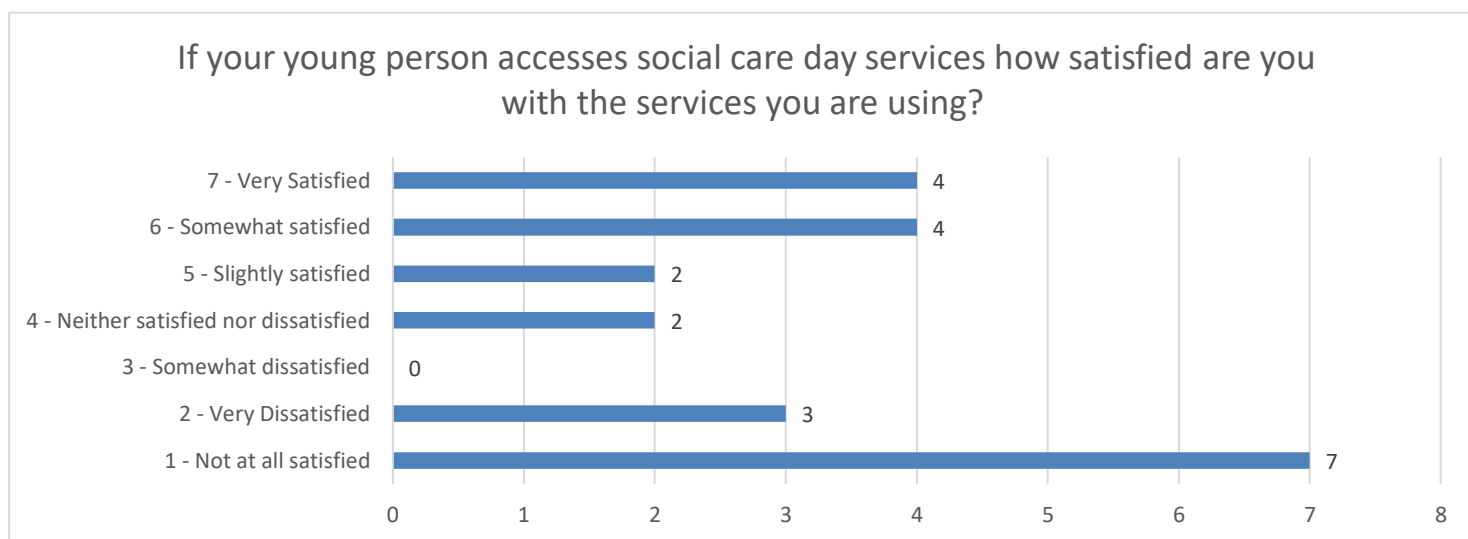
Q16: If your child has accessed short breaks (including using direct payments) how satisfied have you been with the service you have received- quality of support, providers, easy access etc.?



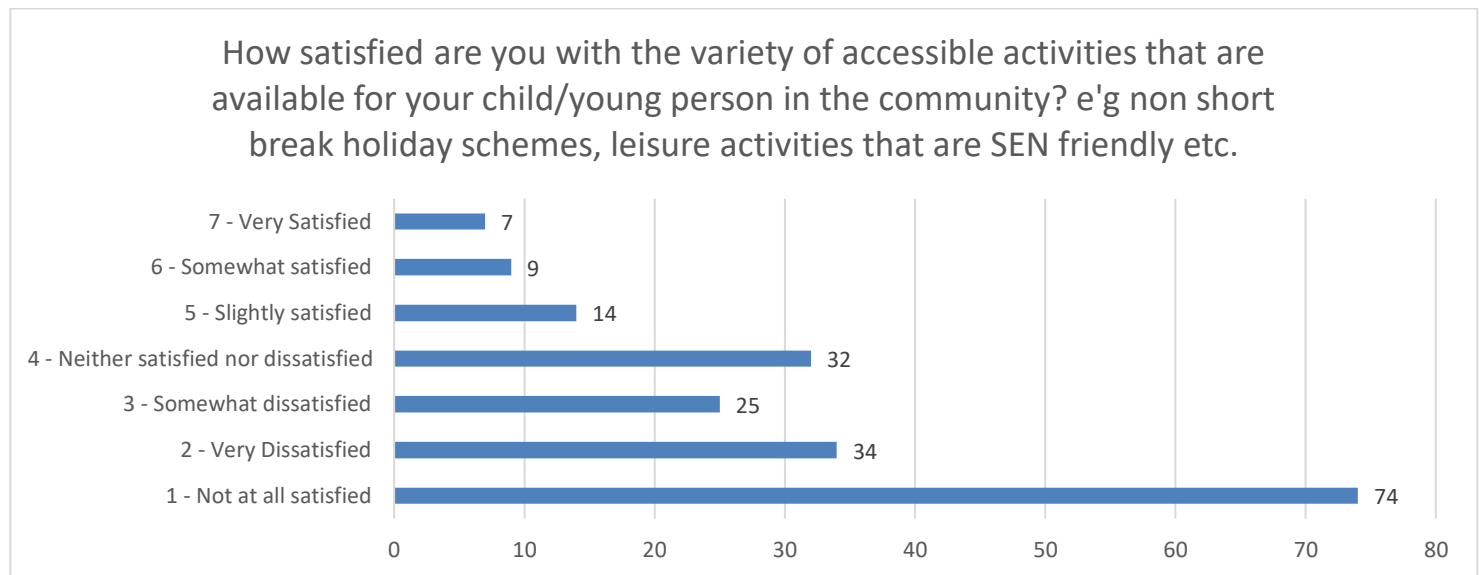
Q17: If your young person is aged 14+ are you confident you have been given all the information needed for them to transition smoothly to adulthood- e.g. info about college courses, employment options, etc.



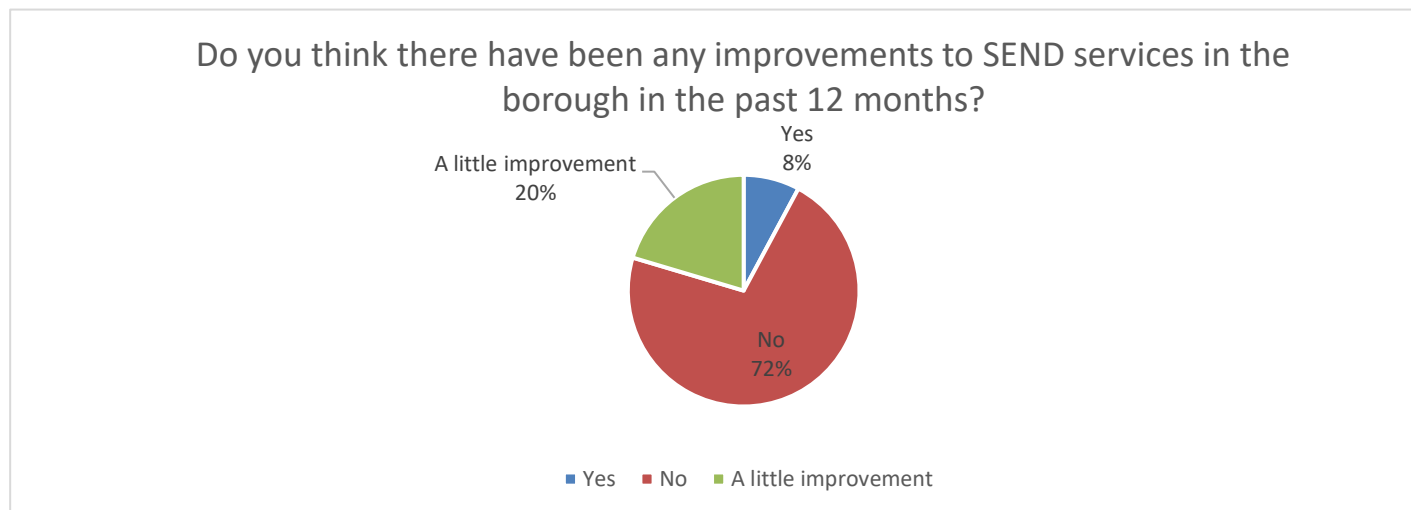
Q18 : If your young person accesses social care day services how satisfied are you with the services you are using?



Q19: How satisfied are you with the variety of accessible activities that are available for your child/young person in the community? e.g. non short break holiday schemes, leisure activities that are SEN friendly etc.



Q20: Do you think there have been any improvements to SEND services in the borough in the past 12 months?

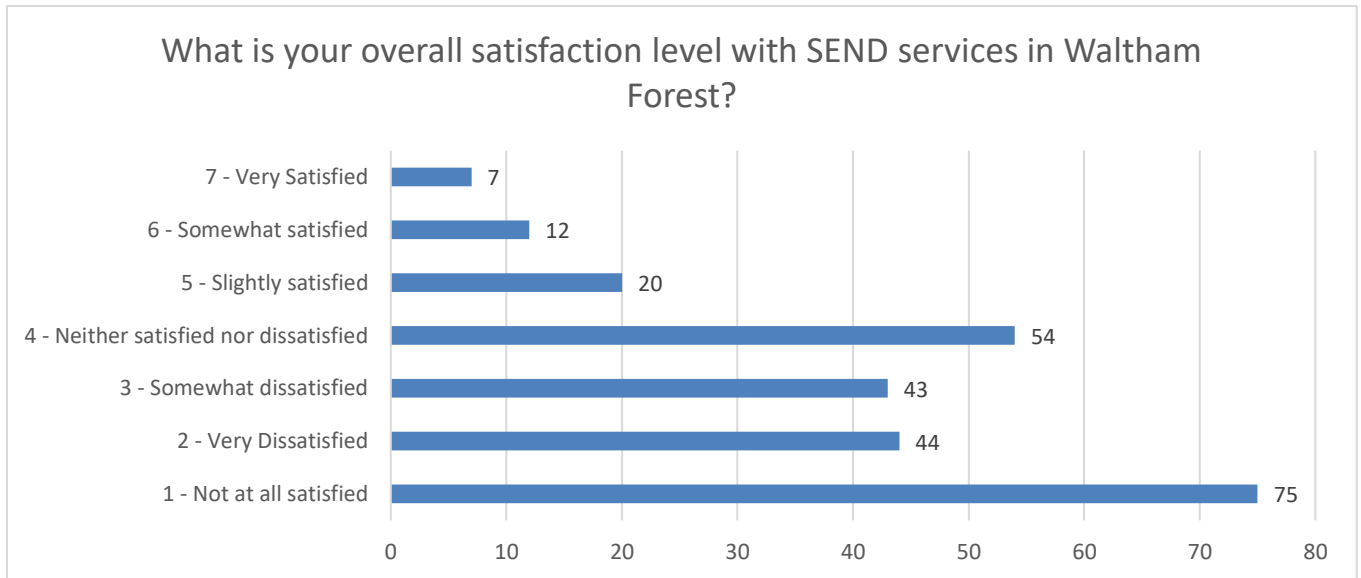


Q21: If relevant, what improvements have you noticed?

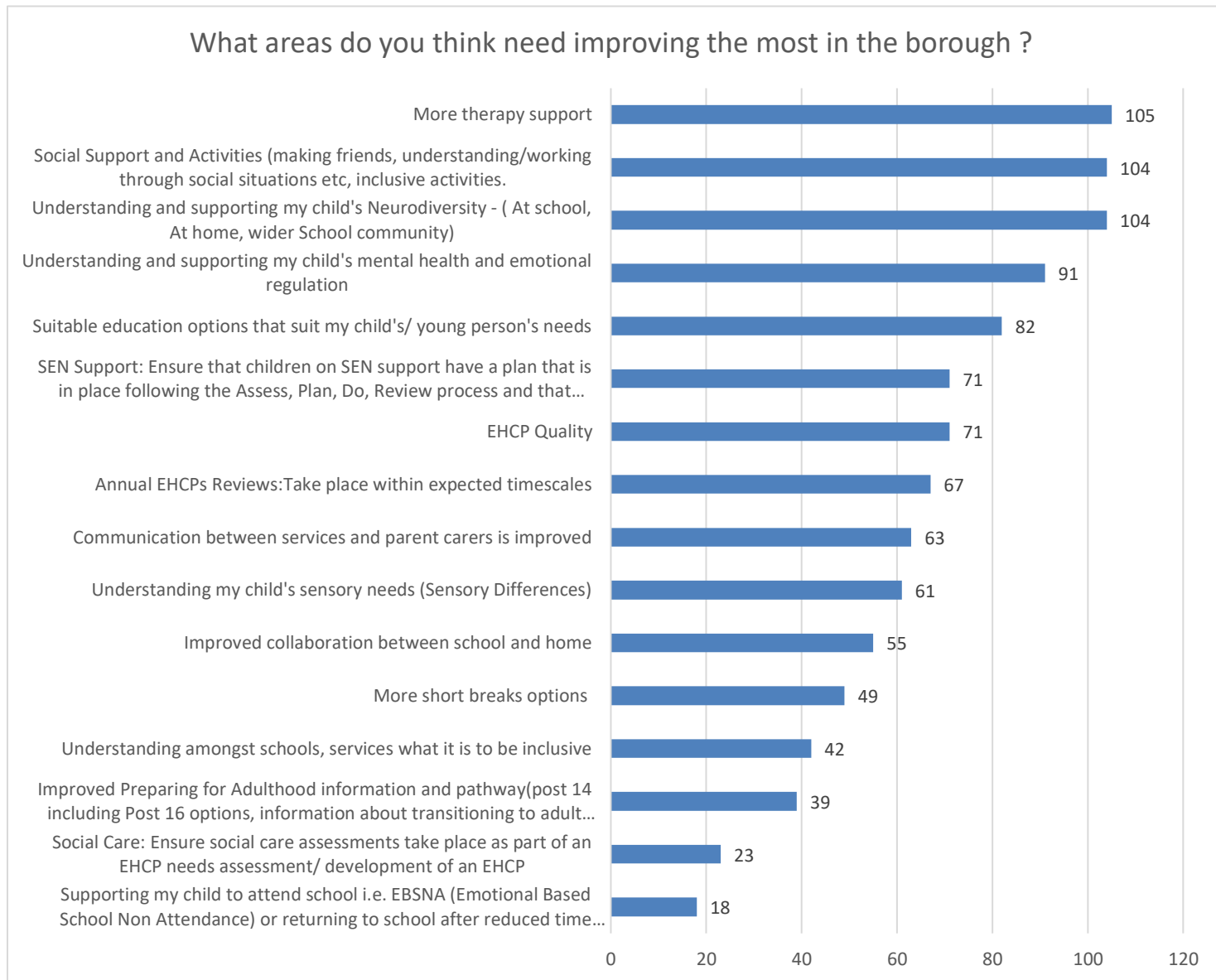
Key insights from the answers provided:

- **Improved Communication:** Several parents noted improvements in communication, such as being able to contact SEN officers directly, receiving responses to emails, and having named contacts. However, issues remain with delayed responses and frequent staff changes without prior notice.
- **Training and Inclusivity:** Some parents observed that school staff are receiving more training, and schools are making efforts to be more inclusive. Additionally, there are more SEND activities alongside non-SEND activities.
- **Service Accessibility and Responsiveness:** There are mixed reviews regarding service accessibility. Some parents have seen improvements in responsiveness and quicker handling of EHCP reviews, while others report long waits for assessments and a lack of follow-up.
- **Support for Families:** There is an increase in support for families, including more SEND activities and improved access to post-diagnosis support for autism. However, many parents still feel unsupported and overwhelmed.
- **Resource Allocation Concerns:** A recurring theme is the perceived lack of funding and resources for SEND services, with some parents criticising the local authority for prioritising other areas, such as road spending, over SEND needs.
- **Staffing Issues:** Frequent changes in staff and a lack of sufficient personnel are highlighted as significant issues, affecting the consistency and quality of support provided.
- **Service Decline:** A number of parents feel that services have declined, citing issues such as non-existent services, poor quality EHCPs, and unmet timelines for assessments and reviews.
- **Parental Support and Engagement:** While some parents have found support through forums and parent groups, others report a lack of engagement from SEND and social services, leaving them to navigate the system alone.
- **Specific Service Gaps:** There are specific concerns about the availability and quality of services such as speech and language therapy (SALT), occupational therapy (OT), and physiotherapy, with some parents noting a lack of follow-up and inadequate provision.
- **Management and Leadership Changes:** Some parents are hopeful about recent management changes, but it is too early to determine the impact of these changes on service quality.

Q22: What is your overall satisfaction level with SEND services in Waltham Forest?



Q23: What areas do you think need improving the most in the borough?



Q24: Please add any feedback here about any of your answers or any other general feedback about SEND services in Waltham Forest. If you have had a particularly good service from one team or individual, please let us know

Key insights from the responses provided are:

- **Communication Issues:** A significant number of parents report poor communication with SEND officers, including unresponsiveness, high staff turnover, and lack of updates on their child's progress or changes in staff. This has led to frustration and a sense of being unsupported.
- **Long Waiting Times:** Many parents express frustration with lengthy waiting times for assessments, diagnoses, and EHCP processing. These delays are causing distress and leaving families without necessary support for extended periods.
- **Inadequate Support and Resources:** There is a widespread perception of

insufficient support post-diagnosis, with many parents having to seek private therapy or interventions due to lack of provision. This includes gaps in therapies such as speech and language, occupational therapy, and mental health support.

- **Transition Challenges:** Transitions between educational stages, such as from primary to secondary school, are highlighted as problematic, with inadequate support and planning leading to stress and disruption for children and families.
- **Inclusion and Accessibility:** Parents report a lack of inclusive practices in schools, with some schools refusing to take children with EHCPs or not providing adequate support for neurodiverse children. There is also a noted lack of suitable educational settings within the borough for children with specific needs.
- **Systemic Issues:** The SEND system is described as bureaucratic and adversarial, with parents feeling they have to fight for basic support and services. There is a call for more transparency, accountability, and collaboration between the local authority and families.
- **Positive Feedback:** Despite systemic issues, some parents praise individual schools, teachers, and therapists for their support and dedication. Specific individuals and programmes are highlighted as making a positive impact.
- **Need for More Resources and Training:** There is a clear demand for increased funding, more SEND officers, and better training for staff to understand and support SEND children effectively. Parents also call for more after-school and holiday activities for SEND children.
- **Emotional and Financial Strain on Families:** The ongoing battles for support and services are taking a toll on parents' mental health and financial resources, with some having to reduce work hours or pay for private services to meet their children's needs.