

# SEND Parent Carers Lived Experience Baseline Survey – April 2025

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# Introduction & Context

- The Parent Carer lived experience baseline surveys were disseminated from March to April 2025 via online surveys and covered 16 Areas/Questions relating to their current SEND & AP lived experiences.
- The survey was based around Microsoft Forms and 188 responses were received and validated.
- The surveys were carried out to determine a baseline for the measures of success and impact measures in the SEND & AP Improvement Plan and were not intended as an evaluation of services.
- The follow up evaluation (**date TBC**) will provide further evidence for the milestones of improvement delivered since the original inspection of 2018 and subsequent re-visit in 2021.

# Parent Carer Baseline Summary

The findings demonstrate that while there has been an improvement in parent carers of SEND children young people lived experiences in Birmingham since the 2021 re-visit these experiences are not consistent, as illustrated by :

- **55% saying Social Care** supports them but 45% do not.
- **63% saying Health** services support them but 37% do not.
- **54% saying they feel supported Generally** as parent carers but 45% do not.
- **68% able to access suitable school age education** but 27% cannot.
- **46% able to access suitable early years** education but 54% cannot.
- **13% were involved in deciding** their child's part time timetable but 30% were not.
- **35% saying they feel satisfied with SENDIASS** but 22% do not.
- **68% saying they feel supported** by partnership professionals but 32% do not.

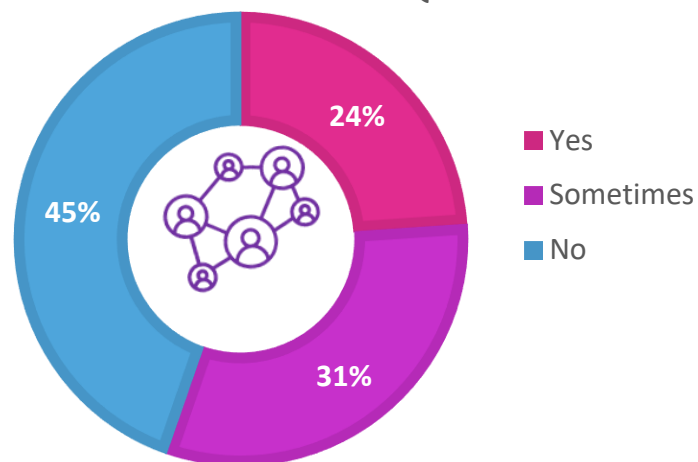
# Parent Carer Baseline Summary

The findings demonstrate that while there has been an improvement in parent carers of SEND children young people lived experiences in Birmingham since the 2021 re-visit these experiences are not consistent, as illustrated by :

- **24% saying the Annual Review process** is positive but for 29% it is not and 29% were unsure.
- **7% are involved in the QA of services**, 23% unsure but 70% are not involved.
- **35% of complaints** are dealt with Satisfactorily but 32% are not (33% n/a).
- **17% saying they did feel appropriate SEND Pathways** have been developed but 55% did not and 28% were unsure.
- **46% saying it was easy to contact** appropriate professionals for help but 54% did not.
- **19% stating their child/young person's AP** Provision meets their needs but 15% said it did not.
- **18% said that their child/young person's AP** Provision is in their locality but 12% said it wasn't.
- **12% were satisfied with the careers advice** given to their child, 13% unsure, 16% said no and 59% felt it was not applicable.

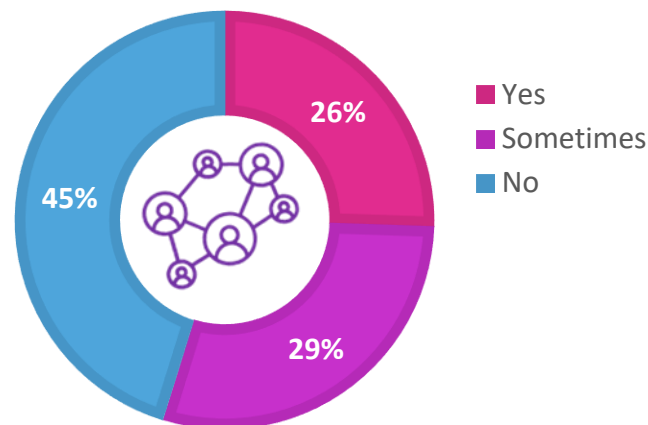
# Lived Experiences Across The Partnership

CAN YOU GET ACCESS TO **THE SOCIAL CARE** HELP YOUR CHILD/YOUNG PERSON'S NEEDS IN THEIR LOCALITY WHEN REQUIRED?



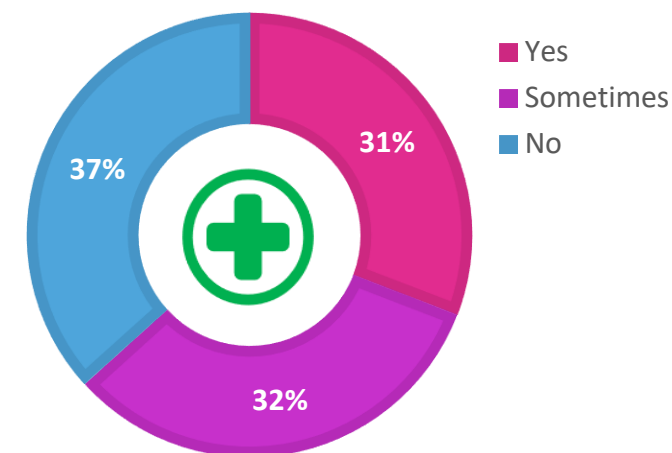
55% say they feel supported by Social Care but 45% do not.

DO YOU **FEEL SUPPORTED** AS A PARENT CARER?



54% say they feel supported as a Parent Carer but 45% do not.

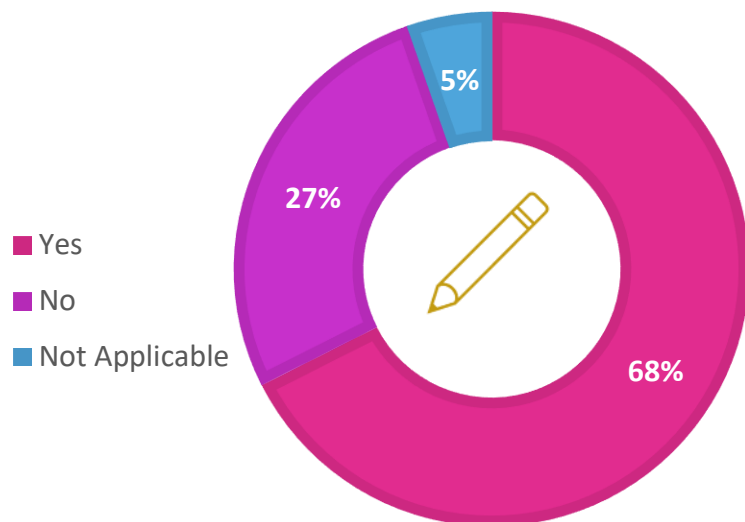
CAN YOU GET ACCESS TO THE APPROPRIATE **HEALTH SUPPORT** FOR YOUR CHILD/YOUNG PERSON'S NEEDS IN THEIR LOCALITY WHEN REQUIRED?



63% say they can access appropriate Health support for their child but 37% can not.

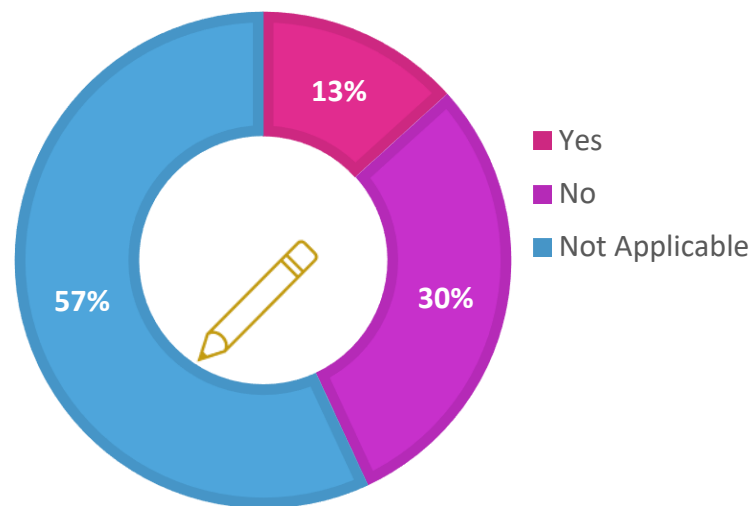
# Lived Experiences Across The Partnership

IS YOUR CHILD/YOUNG PERSON ABLE TO  
ACCESS SUITABLE **SCHOOL AGE EDUCATION** IN  
THEIR LOCALITY WHEN REQUIRED?



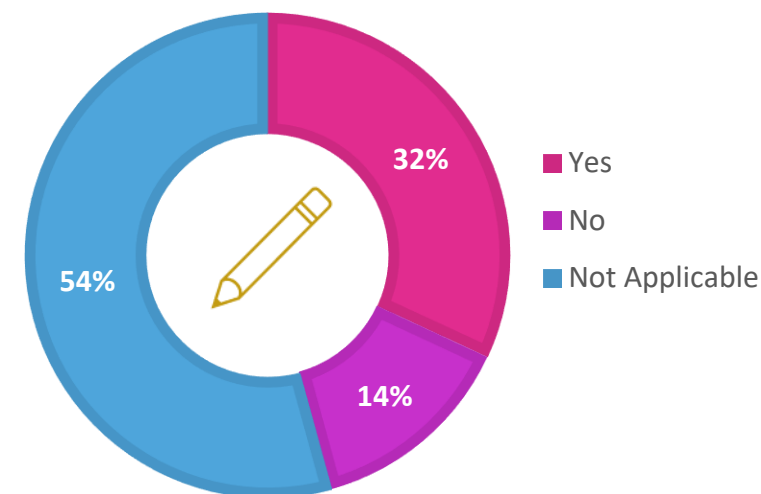
**68% say they can access suitable school age Education but 27% cannot.**

WERE YOU INVOLVED IN DECIDING YOUR  
CHILD'S PART-TIME TIMETABLE?



**13% say they were involved in deciding their child's part time timetable but 30% were not.**

IS YOUR CHILD ABLE TO ACCESS SUITABLE  
**EARLY YEARS EDUCATION** IN THEIR LOCALITY  
WHEN REQUIRED?

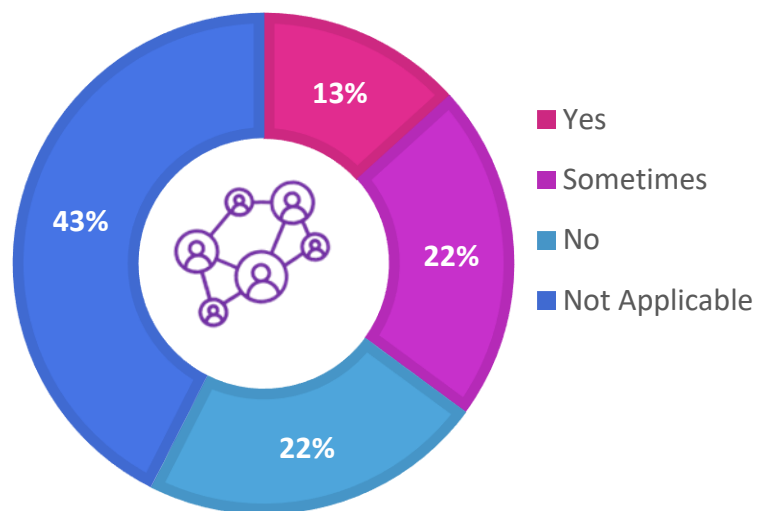


**32% say they can access suitable Early Years Education but 14% cannot.**



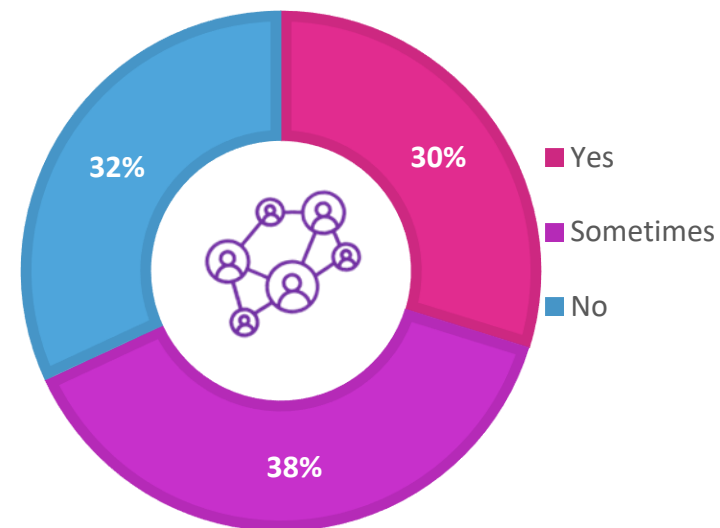
# Other Lived Experiences

AS A PARENT CARER DO YOU FEEL  
SATISFIED WITH ANY ENGAGEMENT WITH  
SENDIASS?



**35% say they feel satisfied with their SENDIASS experiences but 22% do not.**

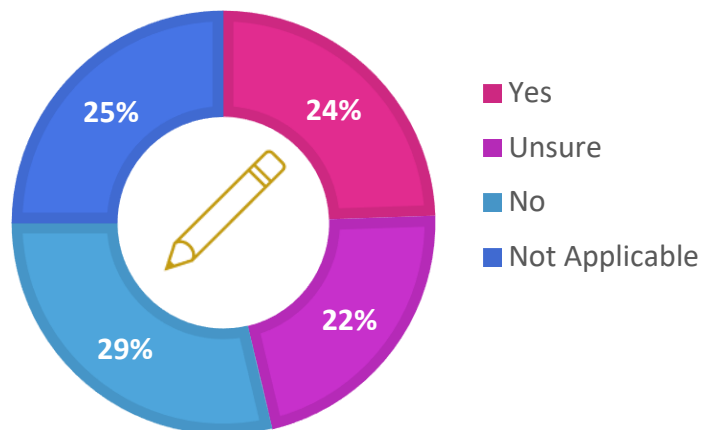
DO YOU TRUST THE PROFESSIONALS WHO  
SUPPORT YOU AND YOUR FAMILY?



**62% trust the professionals who support them and their family but 22% do not.**

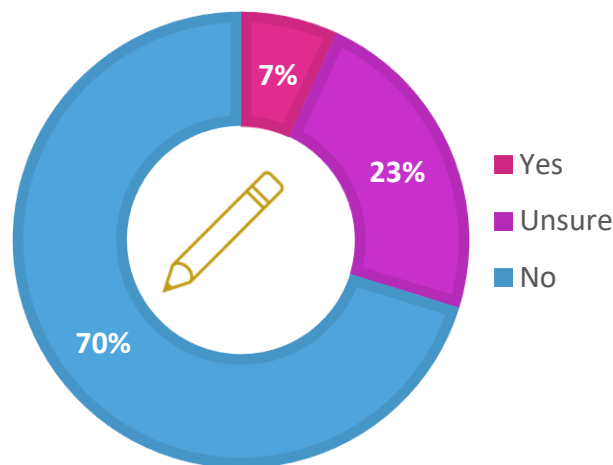
# Other Lived Experiences

AS A PARENT CARER, DID YOU FEEL SATISFIED WITH THE ANNUAL REVIEW EXPERIENCE?



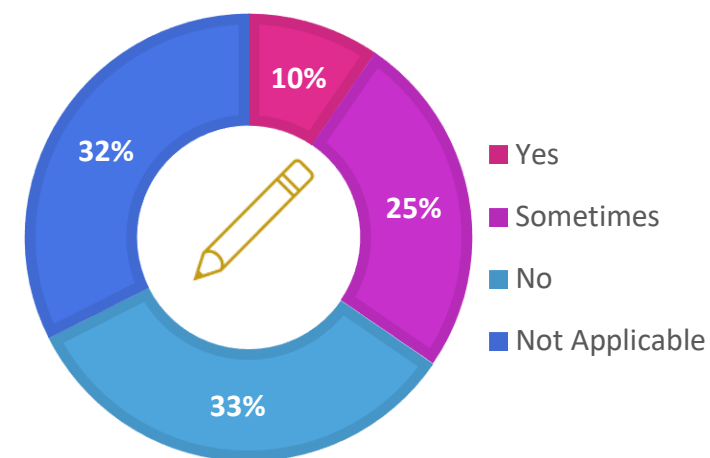
**24% say their experiences with the Annual Review process is positive but for 29% it is not and 29% were unsure.**

ARE YOU INVOLVED IN THE QUALITY ASSURANCE OF SEND SERVICES?



**7% are involved in the QA of services, 23% unsure but 70% are not involved.**

AS A PARENT CARER, DO YOU FEEL THAT ANY COMPLAINTS WERE DEALT WITH SATISFACTORILY?

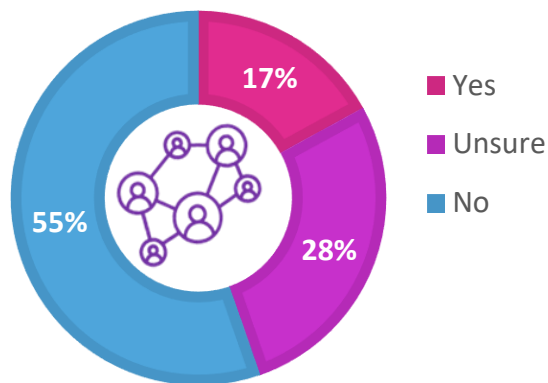


**35% of complaints are dealt with Satisfactorily but 32% are not.**



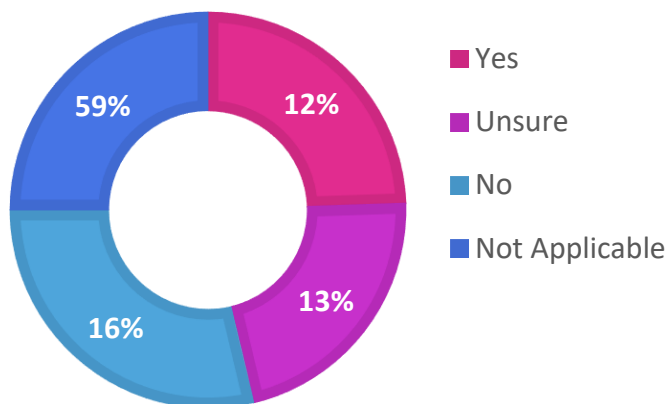
# Other Lived Experiences

AS A PARENT CARER DO YOU FEEL  
APPROPRIATE PATHWAYS HAVE BEEN  
DEVELOPED FOR SEND CHILDREN AND YOUNG  
PEOPLE



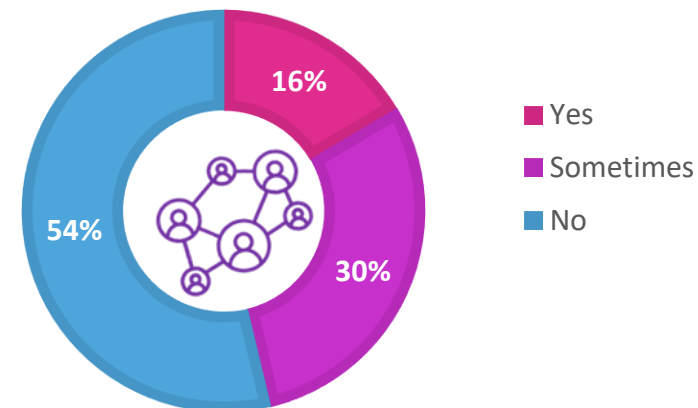
**17% say they did feel appropriate SEND Pathways have been developed but 55% did not and 28% were unsure.**

AS A PARENT CARER, WERE YOU SATISFIED  
WITH THE CAREERS ADVICE GIVEN TO YOUR  
CHILD?



**12% were satisfied, 13% unsure, 16% said no and 59% felt it was not applicable.**

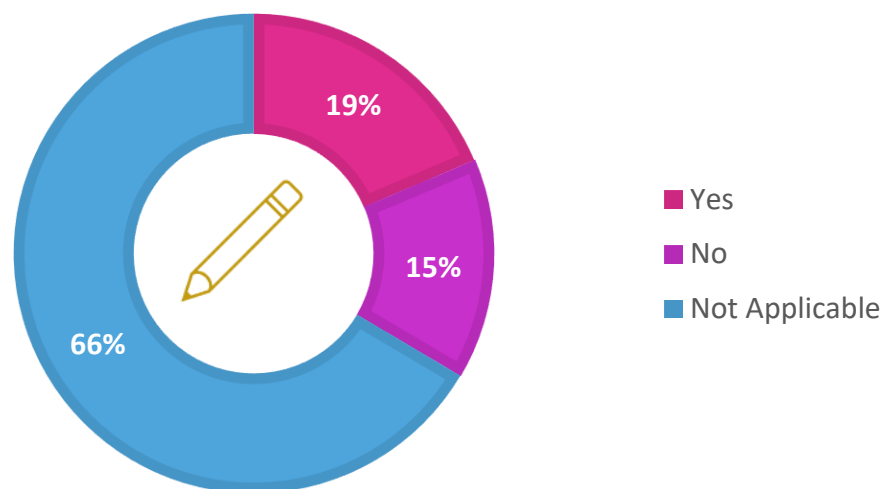
AS A PARENT CARER, DO YOU FIND IT EASY TO  
CONTACT APPROPRIATE PROFESSIONALS FOR  
HELP WHEN ITS NEEDED?



**46% said it was easy to contact appropriate professionals for help but 54% did not.**

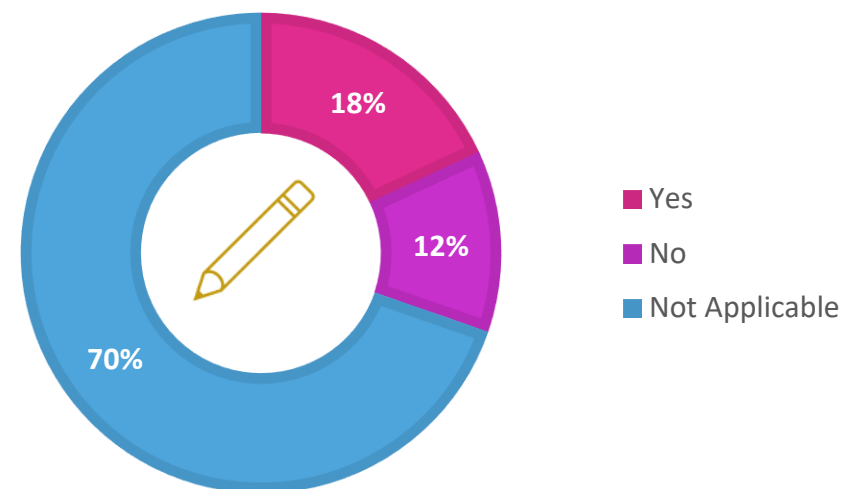
# Experiences of Alternative Provision

IF YOUR CHILD/YOUNG PERSON IS IN  
ALTERNATIVE PROVISION, DO YOU FEEL  
SATISFIED THEY CAN MEET THEIR NEEDS?



**19% said that their child/young person's  
AP Provision meets their needs but 15% said it didn't not.**

IF YOUR CHILD/ YOUNG PERSON IS IN  
ALTERNATIVE PROVISION, DO YOU FEEL  
SATISFIED IT IS IN THE RIGHT LOCATION?



**18% said that their child/young person's  
AP Provision is in the right location but 12% said it wasn't.**

# Reflections

Thank you to all the parent carers and young people who told us about their experiences. We will keep listening, learning, and working with families to make things better for children and young people.

Reflections we have taken away after discussing at focus groups are:

- The way the first question was written may have been confusing, and we may not have heard from all children and young people who get SEND support. Next time, we will make the question clearer.
- Not many people had time to take part because the survey was open for a short time. Next time, we will leave it open for longer so more people can have their say.
- The survey took place during the school holidays, which may have made it harder for people to take part. In future, we will try to do surveys during term time only.
- We will make sure the surveys are easy for all parents, carers, children and young people to access and complete.
- Tell us if there are other ways you would like us to communicate with you. Can email [LocalOffer@birmingham.gov.uk](mailto:LocalOffer@birmingham.gov.uk)

# Next Steps

- Share and communicate baseline findings with partners.
- Confirm SEND & AP Improvement impact measure KPI's with relevant leads.
- Agree and communicate the timings of the follow up survey.
- Confirm any changes of approach to the survey methodology
- Ensure the baselining activity/follow up is part of a co-ordinated approach.