

SEND & AP Lived Experience Survey Results

February 2026

Background

- **The Lived Experience Survey assess the impacts of the Local Area SEND & AP Improvement Plan** on the daily lives of SEND parent Carers and Children & Young People and is not a survey of the SEND system.
- **The first survey was carried out between November 2024** and January 2025 to establish a baseline.
- **We have now completed the second survey which ran from November 2025** to January 2026 and was conducted through a combination of face-to-face conversations and online surveys.
- 629 Young People and Children submitted a survey however 477 of these were not completed or were filled out by those who did not have an EHCP or SEND Support **leaving 152 fully valid surveys** from children and Young People with EHCP's (**127% increase on the 68 completed previously**).
- 237 parents and carers completed the survey however 44 were removed as parents indicated that their child did not have an EHCP or SEND Support **leaving 193 valid responses completed** from those responsible for a child or young person with an EHCP (**2.6% increase on the 188 completed previously**).
- **The next survey** will be run between November 2026 and January 2027 and we will continually look at how we can increase the number of survey completions and finesse the questions guidance to aid completion of the survey without losing the comparative relevance.

Parent Carer Impacts Survey Summary

Significant Impact-Evidence of Impact-Inconsistent Impact-Impacts still TBC	Jan 2025	Jan 2026	Direction of Travel
Parent Carer satisfaction with accessing suitable EYs provision when required.	32%	37%	▲
Parent Carers feeling supported by Social Care.	55%	56%	▲
Parent Carer feel appropriate pathways have been developed for SEND C&YP.	17%	49%	▲
Parent/Carers feeling supported generally.	54%	52%	▼
Parent/Carers trust professionals when they need help.	68%	82%	▲
Parent/Carers say it's easy to contact appropriate professionals for help.	46%	22%	▼
Parent/Carers saying their complaints were satisfactorily dealt with.	35%	47%	▲
Parent/Carer satisfaction with their engagement with SENDIASS	35%	55%	▲
Parent/Carer feeling engaged in service improvement.	7%	47%	▲
Parent/Carers satisfied with part-time timetable decision making.	13%	21%	▲
Parent Carers feeling supported by Education Services.	68%	76%	▲
Parent/Carers satisfaction with careers guidance.	25%	24%	▼
Parent/Carer satisfaction with the Annual Review experience.	46%	63%	▲
Parent/Carer satisfaction with their AP setting meeting their C&YP needs	19%	25%	▲
Parent/Carer satisfaction with their AP setting being in the right location.	18%	23%	▲
Twelve impacts ▲			Three Impacts ▼

Significant Impact=+90% positive feedback

Evidence of Impact=+50% positive feedback

Inconsistent Impact= majority positive feedback but less than 50%

Impacts TBC=majority of feedback is negative

Parent Carer Impact Headlines

- Parent/Carer feeling engaged in service improvement (+40%)
- Parent Carer feel appropriate pathways have been developed for SEND C&YP (+32%)
- Parent/Carer satisfaction with their engagement with SENDIASS (+20%)
- Parent/Carer satisfaction with the Annual Review experience (+18%)
- Parent/Carers trust professionals when they need help (+14%)
- Parent/Carers saying their complaints were satisfactorily dealt with (+12%)
- Parent/Carers satisfied with part-time timetable decision making (+8%)
- Parent Carers feeling supported by Education Services (+8%)
- Parent/Carer satisfaction with their AP setting meeting their C&YP needs (+6%)
- Parent Carer satisfaction with being able to access suitable EYs provision when required (+5%)
- Parent/Carer satisfaction with their AP setting being in the right location (+5%)
- Parent Carers feeling supported by Social Care (+1%)
- Parent/Carers say it's easy to contact appropriate professionals for help when needed (-24%)
- Parent/Carers feeling supported generally (-2%)
- Parent/Carers satisfaction with careers guidance (-1%)

Children & Young People Impacts Survey Summary

Significant Impact-Evidence of Impact-Inconsistent Impact-Impacts still TBC	Jan 2025	Jan 2026	Direction of Travel
C&YP with Autism & ADHD feeling supported by Professionals.	45%	45%	↔
C&YP feeling supported by Health Services.	83%	84%	▲
C&YP feeling supported by Social Care.	68%	65%	▼
C&YP feeling their EHCP contained the support they need.	32%	22%	▼
C&YP saying their residential settings meets their needs.	11%	16%	▲
C&YP agreeing that local leaders engage/communicate with them directly.	46%	60%	▲
C&YP engaged in activities outside of School or College.	51%	52%	▲
C&YP have been involved in developing new and improved SEND services.	21%	23%	▲
C&YP feeling happy and valued in their communities.	86%	82%	▼
C&YP feeling supported by Education Services.	79%	87%	▲
C&YP satisfaction with careers advice.	35%	31%	▼
C&YP satisfaction with the Annual Review experience.	49%	34%	▼
C&YP satisfaction with their AP setting meeting their needs.	35%	20%	▼
C&YP satisfaction with their AP setting being in the right location.	17%	11%	▼
Six impacts ▲ One Impact ↔ Seven Impacts ▼			

Significant Impact=+90% positive feedback

Evidence of Impact=+50% positive feedback

Inconsistent Impact= majority positive feedback but less than 50%

Impacts TBC=majority of feedback is negative

Children & Young People Impact Headlines

- C&YP agreeing that local leaders engage/communicate with them directly (+14%)
- C&YP feeling supported by Education Services (+8%)
- C&YP saying their residential settings meets their needs (+5%)
- C&YP have been involved in developing new and improved SEND services (+2%)
- C&YP engaged in activities outside of School or College (+1%)
- C&YP feeling supported by Health Services (+1%)
- C&YP with Autism & ADHD feeling supported by Professionals (0%)
- C&YP satisfaction with the Annual Review experience (-15%)
- C&YP satisfaction with their AP setting meeting their needs (-15%)
- C&YP feeling their EHCP contained the support they need (-10%)
- C&YP satisfaction with their AP setting being in the right location (-6%)
- C&YP feeling happy and valued in their communities (-4%)
- C&YP satisfaction with careers advice (-4%)
- C&YP feeling supported by Social Care (-3%)

Next Steps

- **Share Lived Experience Survey findings with Parent Carers/Young People**, post on to Local Offer and share in SEND communications and updates to other partners and stakeholders.
- **Look into the survey areas that are showing a reduction in satisfaction** (once our SEND Reforms Delivery Plan has been submitted to the DfE) to identify the issues and put in place a plan to resolve.
- **Engage with Parent Carer and Young People groups** to gain an insight into the reasons behind the reduction satisfaction within areas of the survey and co-produce approaches and solutions to improve these.
- **Incorporate the action plans for the identified issues** into the wider SEND & AP Improvement Plan and these will be included by default in the progress reports presented to the Board.
- **We will continue to work on improving the take up rates** and ease of access to/completing the survey, although the questions posed in the survey need to remain consistent to ensure we track progress against the initial baselines comparatively.
- **The next survey is due** to be undertaken between November 2026 and January 2027.