

# Pinpoint's Annual Survey Report

2021 - 2022

**With you at every  
step**



## Summary Headlines

We heard from a very small proportion of those who could respond but numbers are comparative with previous years – 72 responded. This may well be symptomatic of the challenges of coping with another challenge year under a pandemic and the number of requests to complete surveys – including those sent by the Local Authority as part of the Covid response.

Of our respondents, we might characterise half to two thirds as being broadly positive about their experiences. This is similar to last year. But, as before, there are concerns about the messages we are hearing from those who do not report satisfaction with their experiences of the SEND system in Cambridgeshire.

There is an opportunity to look at how the positives can be used to address the concerns that the survey raises.

The issues raised by the survey have already been raised by Pinpoint over the last 12 months and are well known to the Local Authority and Health – there are no surprises and the areas identified by Pinpoint and this survey have been agreed as priorities: compliance, Preparing for Adulthood/transitions and improving SEN Support.

## Key messages

- **Identification of needs** remains an issue and must be a priority – when it works its good.

Two thirds of those responding found the process of getting their children's needs identified as difficult/very difficult.

They are more who are positive about the identification of needs than who are not - 80% report an experience which is good or better.

Once needs are identified however, there is a drop in those reporting good or better experiences - this suggests that the support (and progress) that was expected is not what the happens.

- **Compliance** remains a concern as parent carers should not be reporting that they are not included as equals and are not being involved in statutory processes: 18% of respondents saying they are not being listened to; 23% saying needs are not understood and 6% saying they have no involvement in statutory processes.
- **Preparing for Adulthood** remains a concern with respondents reporting a range of issues. It should not be the case that families with children over the age of 16 report that they have not heard of it – 18% of our survey responses reported this. It is not acceptable that a third of respondents reported that their experiences were not very good. Families want more than the signposting (and raising of voices) that we are able to provide, and rightly so. We have raised this with the Local Authority and Health for the last four years and its now a priority in the SEND Action Plan. There is more work to be done.

- There are some notable changes from last year: More are positive - about their own understanding of their children's needs; the support they receive from services and how joined up services are; their engagement post EHCP award. Fewer of those completing the survey report they have an EHCP for their child as a result of a dispute. More are finding the information that they need and reporting more positively about the Local Offer (content and navigation). The most notable improvements were in families reporting on Preparing for Adulthood – knowledge that it exists and informed about post 16 / 18 years options. We also note that we heard from a wider range of parent carers including those who care for children through kinship and foster care.
- Free text commentary predominantly reflects frustrations and disappointments – it is rare that we get positive feedback from this section of the survey.

### Review by questions

- Parental confidence about their engagement is stable – but there are still too many parents that believe they are not listened to, even in the statutory processes.

94% of parents report feeling they understand their children's needs, with 61% feeling very confident.

19% is a high number to be reporting that professionals do not understand the needs of their children.

A small number, 6%, feel they, as parent carers, don't understand their children's needs – it's not clear whether these are families reporting before or after assessments.

- Too many (we hear from) only get needs met by recourse to a dispute

14.5% of those who responded, report that EHCPs were only issued after a dispute.

- The legal requirements are either poorly understood and inconsistently implemented or are unknown and non-compliant in some cases.

Worryingly, 14% report they have had no involvement in SEND processes. A third are not satisfied about the ongoing monitoring and assessment of their children's need.

- There is still work to be done to ensure all services are considered to perform well and work together around the child.

All services received a similar response in terms of those who felt that they received a good or very good service, with around three-quarters reporting it as being good or better.

Those accessing health care report the highest satisfaction rates but just over a quarter still report feeling unsupported.

Education is more equally balanced with two thirds reporting positively. Health and social care follow a similar trend with figure just less than a third.

19% of those reporting still tells us that professionals do not appear to work together.

- When needs were identified 57% felt they had the help they needed meaning that just under half felt that they didn't.
- Whilst there is still work to be done on the Local Offer, a new micro-site is eagerly anticipated, reporting is significantly more positive.

Just over half report that they do not have the information they need about services and support.

The Local Offer information is mostly of good quality and meets needs/expectations but just over a third still say they cannot find what they need.

- Preparing for Adulthood remains a priority – it's not universally known by the target group and what is known does not fully reflect an offer beyond that of education.

Preparing for Adulthood is not well-known – 18% report no awareness of it.

The confidence of those supporting young people 18yrs+ is poor with just over half reporting no or very little, poor-quality information provided.

The information provided for those in the PfA group is predominantly about the education, social care and supported living offers. Most had no information about the financial or wills aspects of the PfA offer.

## Question responses:

### *How well your views were taken into account to support your child/young person account when your child/young person's needs were identified?*

76% positive responses – with 28% giving the highest praise.

24 % negative - with 6% reporting their views as being ignored.

● Very well	20
● Quite well	34
● Not very well	13
● I was not asked my views	4

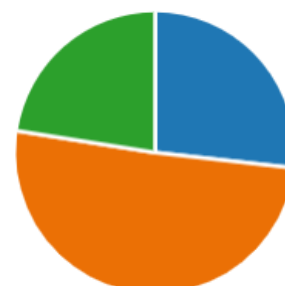


### *How well do you feel professionals who support your child/young person understand their identified needs?*

78% positive responses - with 27% saying needs were well understood.

23% negative responses reporting needs were not well understood.

● Very well	19
● Quite well	36
● Not very well	16



### *Support you have received from education services:*

68% positive - with 31% reporting very good support.

31% negative – reporting support was not very good.

● Very good	22
● Quite good	26
● Not very good	22



**Support you have received from health services:**

70% positive – with 25% being very good.

30% negative – reporting support was not very good.

● Very good	18
● Quite good	32
● Not very good	21



**Support you have received from social services:**

66% positive – with 23% being very good.

34% negative – reporting support was not very good.

● Very good	14
● Quite good	26
● Not very good	21



**How well do you feel professionals who support your child/young person understand their identified needs?**

80% positive – with 29% feeling well supported.

19% negative – reporting they were not well supported.

● Very well	21
● Quite well	37
● Not very well	14



***How well do you feel you understand you child/young person's needs?***

61% are confident in their own understanding.

33% felt they understood the needs quite well.

6% reported that they felt they had inadequate understanding.

● Very well	44
● Quite well	24
● Not very well	4



***Once your child/young person's needs were identified, were you given any support to help you understand them?***

57% felt they had the support they needed.

43% felt they were not given the support needed.

● Yes	41
● No	31



***As a result of identifying your child/young person's needs, are they receiving any of the following support with their education?***

18% of respondents reported children on SEN Support.

74% had EHCPs.

8% report no support.

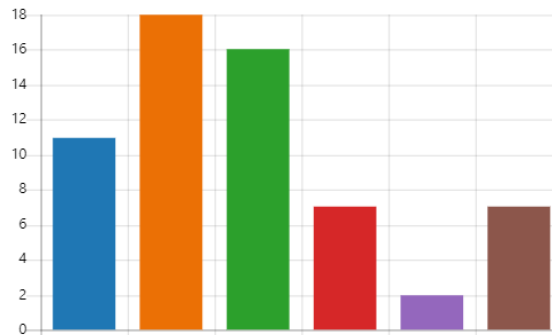
● SEN Support	13
● Education Health and Care Plan	53
● No additional support	6



***If your child/young person has an ECH Plan, was the Plan issued after:***

- 18% had previously had statements
- 30% had new assessments
- 26.5% already had EHCPs
- 11.5% had been through mediation
- 3% tribunals
- 11.5% cited other triggers

● Transfer from a statement	11
● A new assessment	18
● Annual review	16
● Mediation	7
● Tribunal	2
● Other	7



***If your child/young person has SEN Support or an EHC Plan, does their education provider involve you in identifying and/or reviewing any support they receive?***

- 86% say they are involved
- 14% report no involvement

● Yes	56
● No	9





**How satisfied are you with the ongoing monitoring and assessment of your child/young person's needs?**

69% are positive – with 23% very satisfied

31% are negative and not satisfied

Very satisfied	16
Quite satisfied	33
Not very satisfied	22



**Did/do you find it challenging to ensure that your child/young person's needs are met?**

32% report it was not challenging – with 10% reporting the smoothest experience

68% had a more difficult experience with 29% reporting it as very challenging

No, I do / did not find it challe...	7
Not very challenging	16
Quite challenging	28
Very challenging	21



**How well do services and professionals work together to support your child/young person?**

64% are positive – with 28% reporting the most satisfaction

36% are negative reporting they do not feel there is joint working

Very well	20
Quite well	26
Not very well	26



**How easy do you find it to get the information about what services are available and what they do?**

42% are positive- with 17% reporting it was easy

58% are negative – with 27% reporting it is very difficult

● Very Easy	12
● Quite easy	18
● Not very easy	22
● Difficult	19



**If you have used the 0-25 SEND Local Offer, how easy did you find it? Please choose the most appropriate statement.**

63% were positive – with 22% reporting it was easy

37% reported they could not find what they were looking for

● I found what I needed easily	13
● I found what I needed after so...	24
● I couldn't find what I was looki...	22



**If you've used the Local Offer, how would you rate the information?**

76% were positive – with 19% reporting what they found was very good

24% were negative – reporting it was not very good

● Very good	10
● Quite good	19
● Ok	12
● Not very good	13



***If your young person is older than 14, what has been your experience of the support for Preparing for Adulthood?***

8% reported it as very good

30% reported it as good

8% reported it as ok

36% reported it as not good

18% had not heard of preparing for adulthood

● Very good	4
● Quite good	15
● Ok	4
● Not very good	18
● I've not heard of Preparing for...	9



***If you have a young person over 18 years, how well informed do you feel about how you can support them?***

12% reported they were very well informed

36% reported being quite well informed

52% reported negatively – with 26% reporting they were not informed at all

● Very well informed	5
● Quite well informed	15
● Not very well informed	11
● Not informed	11



***If your young person is 16 and older, have you/they received information on the following:***

44% had information about further education options

25% had information about adult social care options

28% had information about independent living options

3% had information about Wills and trusts

0% had information about benefits and finance

● Further education options	14
● Adult Social Care Support opti...	8
● Independent Living options	9
● Wills and trusts	1
● Benefits and finance	0



***If your young person is older than 18, how well supported are they by Adult Social Care?***

50% reported being well supported, with 5% feeling very well supported.

19% reported it as not being applicable

● Very well	2
● Quite well	19
● Not very well	13
● Not applicable	8



Those completing the survey described their role in the following ways:

79% Parent carer

10% Kinship carer

10% foster parents

1% supportive relatives

<span style="color: blue;">●</span> I am a parent carer	56
<span style="color: orange;">●</span> I am a carer in kinship	7
<span style="color: green;">●</span> I am a foster parent	7
<span style="color: red;">●</span> I am a supportive relative	1



## **Some of the free text comments:**

*Daughter was seen by speech therapist at 2 and ENT who diagnosed glue ear, I raised concerns with memory and limited speech, lack of concentration etc where the process of diagnosing began been pretty straight forward surprisingly even received her EHCP within 6 months from help at school. Overall, we've been lucky from start to now.*

*Good and positive support*

*No support when reached the age of 18. No support since Covid!*

*I would like to be able to make positive comments, but the only help we have had has been achieved because we paid for it. The situation for SEN kids is shocking.*

*We have been well supported. The nurture unit at Hinchingsbrooke has provided a smooth transition - we need more places like this.*

*Very poor experience. Everything is a fight to get, just to get listened to.*

*Everything has been quite challenging, I had to prove that I'm not a paranoid mother over and over again, I come across a lot of bad professionals that still stereotype a lot of neurodiversities, which I find very worrying. The school staff, and people that spend time with my child the most during the week, don't have enough knowledge, which meant my son has been struggling with school more than he should have. And it's only this year that his teaching team is amazing and really takes the time to get to know him and everything is fine.*

*Some contexts might be good, has one annual review in 4 years and it's disgusting! Luckily, my son is thriving but am shocked we have been ignored in the way we have and have given up trying as my son is happy and settled but the system isn't fit for purpose in my opinion and hasn't been for some time*

*Don't receive any information. Support from school is low*

*We transferred from a different county a year ago and I had very little support and had to organise the funding and a post-16 placement for my son.*

*I find the services disjointed. Health drops out as soon as they are out of Primary setting. I have asked for Dietary advice for 10+ years, my child had limited diet, and nothing has been done. It takes a lot of effort, lots of communication and seeking information for communities and Pinpoint to get anything information or things done. Lots of delay in responses from the Local Authorities from day 1, always having the chase to get anywhere.*

*Health services seem to lack the knowledge of how autism and inattentive ADHD present themselves in the female population. My daughter is very clearly autistic, yet health services are reluctant to diagnose because she has an imagination/gives eye contact!*

*Social services do not understand and do not provide sufficient care to meet the needs they have identified. Her plan from disabled children's services does not meet need in any way and they will not change it. It is basically just throwing some money at us that doesn't actually help us at all. Our needs are not financial they are about appropriate help and care.*

*Too many professionals leave role and not replaced*

*There seems to be a lack of communication and cooperation between the 3 services as they will often give conflicting advice and they don't take a holistic approach to the child/person. A lot of questioning parents' ability to parent their child and blame game. They also seem to be just as confused about help available as the parents.*

*I thought this would provide an opportunity to comment on Pinpoint. Sorry, you are pointless now my son is over school age and is in adult social care. I don't know whether you receive funding to help with people my son's age. If you are, you aren't doing anything of any use with the money.*

*FASD not understood and adoption related issues. Ridiculous length of time waiting on START team for EHCP plans to be received/completed. No social worker replacement. Generic management. Difficult to gain assessment when child won't engage services do not do as low for this or if parent cannot leave child. Expected to return and complete with in quick time as a parent which is extremely overwhelming with a child needing care.*

*Absolutely shocking*

*The school she is at is amazing but other than school I have no other support.*

*Nothing is linked up, there is no support to guide you to what you should do, and you have to fight for any help. There should be someone to support you and say your child would benefit from this, you could access this..... Parents really struggle and if you are a working parent all courses/help happens during the day, so you are left to it!*

*Bad before age16 and worse than useless afterwards*

## About the respondents

### Location

6% Fenland

17% East Cambridgeshire

31% South Cambridgeshire

32% Huntingdonshire

15% Cambridge City

### Gender of child

60% male

40% female

0% non-binary

### Age of child

7% under 5

42% primary age

36% secondary age

6% 16 – 18 years

10% 19 – 25 years

### Ethnicity

76% White British

1.5% White European

10.5% White other

4.5 % Mixed Ethnicity

1.5% Asian

1.5% Black British

3% Black African

1.5% Black Other

No other ethnic groups were reported



### **Current placement by school / institution**

7% Nursery / pre-school

35% Mainstream primary

21% mainstream Secondary

10% Special

1.5% cabin

4% Pupil referral unit

4% independent school

1.5% independent special

1.5% Out of county placement

1.5% Elective home education

7% Out of school/not receiving education

5% Further/post 16 institution

1% finished school

### **Timetabled provision**

72% are in a full-time timetable

28% are on a part-time timetable

## **Need ranked by times reported by those completing the survey**

Autistic Spectrum Disorder

Social and Emotional Mental Health Needs

Specific Learning Difficulty e.g., dyslexia, dyspraxia, dyscalculia, dysgraphia

Sensory Processing Disorder

Attention Deficit Hyperactivity Disorder / Attention Deficit Disorder

Speech and language impairment

Global Developmental Delay

Hearing Impairment

Visual impairment

Moderate learning difficulties

On the Early Help Pathway

My child/young person's needs have not been identified yet

Severe Learning Difficulties

Medical Needs / Complex Health Needs Medical Needs / Complex Health Needs

Physical Disability