

Pinpoint's Annual Survey Report

March 2026



Summary Headlines

There remains a low uptake of our annual survey with only 49 responses despite offering a prizes as an incentive to take part. There remains a low levels of engagement from professionals to advertise the survey. We offer regular opportunities throughout the year for parents and carers to tell us what is working and not working and so, perhaps an annual survey is not a high priority for parents and carers who have already had their voices heard in other ways. We also hear that parents are frustrated that although they offer their voice regularly, they do not recognise any tangible change to on the ground services that results.

Of those who did respond, we might characterise approximately 3/4 as being unhappy with their experiences which is an improvement from the mid -Fear survey in October 2025. 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. The free text comments demonstrate a clear polarity in experience which suggests that the offer is not yet consistent. It is good that we have heard from some parent carers who feel that things are working well, as the parent carer forum, we tend to hear only from those for whom it is not working.

We continue to hear predominantly from parents and carers of school age children and a few whose children are in the early years and secondary school age brackets. This supports the work that we know Cambridgeshire are keen to achieve to identify needs of children and young people earlier and to get them the right support at the right time. It is concerning that services are still not seen as working well together and so families have to share their story multiple times. Services seem to be inconsistent in quality depending on who is accessing them. The picture from those who responded to the survey with children and young people aged 14 and over, shows that Preparing for Adulthood is improving but this was a very small percentage of the overall respondents.

The survey results offer an opportunity to look at what quick wins can be taken to support parental resilience and to help children and young people to get their needs met consistently regardless of where they live or which services they need to access. There is also an opportunity to look at how services can work better together and be perceived by parents as working collaboratively. We know that those in the system are working hard to address these concerns which will not be a surprise to any of them. We also know that there are systemic flaws which are being exacerbated by an extreme lack of capacity.

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

Free text commentary reflects a mix of both positive and negative comments – we rarely see any positive feedback from this section of the survey and so this suggests on the basis of those we heard from, there are some improvements beginning to be felt on the ground by families. The main themes here are long waiting times, poor co-ordination between services, communication issues, access

barriers to support, inconsistent service quality, limited resources and capacity, weak follow up, information gaps for families, positive interactions with staff, and mixed overall experiences.

Overall there does seem to be an improving picture but there are still some key issues raised as concerns.

Long waiting times – Delays in assessments and access to support are a major concern, often leaving needs unmet for extended periods.

Poor coordination between services – Health, education, and social care teams are not working cohesively, leading to fragmented support and disjointed experiences.

Communication issues – Families report unclear processes, lack of updates, and difficulty getting responses, particularly at critical moments.

Access barriers to support – Even when services are viewed positively, they are often difficult to access due to thresholds, availability, or complex referral pathways.

Inconsistent service quality – Experiences vary widely, with some families receiving strong support while others encounter gaps, misjudged needs, or limited provision.

Review by questions

- Parental confidence about their engagement has increased hugely since October 2025, with only 11% of parents stating that they were not adequately involved. However, there were still 5% who state they were not asked for their views at all, even in statutory processes.

87% of the parent carers who responded are confident that they do understand their child's needs well. This is a slight drop since October 2025. And 19% of parent carers stated they were not given any help to understand their child's needs.

78% of parent carers that responded feel that professionals working with their child or young person have a good understanding of their needs. This is a large increase to October 2025.

Unfortunately, 27% of those responding told us that it is challenging to get their child or young person's needs met. Although this is an improvement since October 2025, the number is still too large.

- Far fewer compared to previous surveys have told us that they have had to rely on legal means in order to get needs met.

46% of those we heard from are accessing SEND support for their child or young person and 38% have an Education, Health and Care Plan in place. We usually hear predominantly from those with an EHCP suggesting that those we heard from are either getting their needs met earlier, or they are still waiting for higher levels of support.

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

just over ¼ report that they had no involvement in SEND processes and just under ¼ are not satisfied with the ongoing monitoring and assessment of their children's needs.

- There remains work to be done to ensure all services are considered to perform well and work together around the family.

Nearly ½ of parent carers are dissatisfied with how well services work together although satisfaction from individual service areas has improved.

Only 16% of the respondents told us that they are unhappy with the service they receive from education, with 22% of respondents being unhappy with the service that they receive from health. And only 11% of respondents were negative about the support that they receive from social care.

19% of those we heard from told us that their child is only accessing education part time or not at all which is down from 42% in October 2025.

- 68% of people we heard from have had a positive experience with searching for information on the SEND information hub (Local Offer) however which is a large increase however, 23% of people told us that they have never heard of it or never used it.

Just over ⅓ of respondents told us that it is not easy to get information that they need about their child's needs.

- Just over ¼ of respondents told us that their children and young people do not feel included in out of school activities with concerns such as a lack of appropriate support being cited. This is an improvement on the overall % reported in October last year.
- 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.

Just over ¼ of those we heard from reported a negative experience at age 14+ with 24% having not heard of Preparing for Adulthood. Approximately ⅓ of those we heard from told us that their experience at 18+ was negative and they were not well informed or not informed at all.

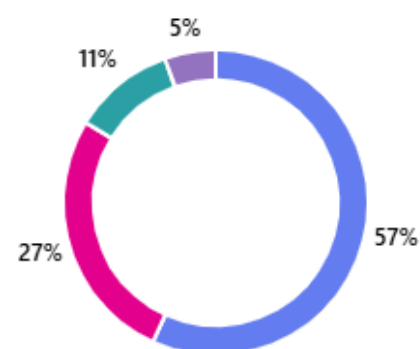
There does seem to be a better split of information across the Preparing for Adulthood areas than in previous years although the number of people who said they had information about benefits and finances was particularly low at only 3%.

There are however, higher numbers than ever before of people telling us that their experience of Preparing for Adulthood has been positive. It is worth remembering that we had no respondents who said they had a child aged 19 or over.

Question responses

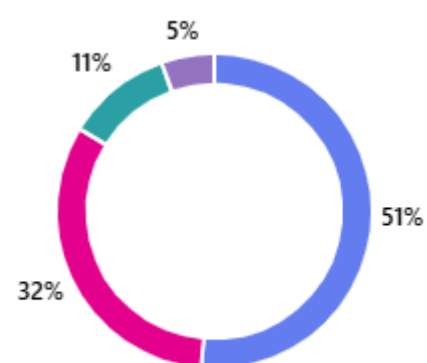
Please tell us how well your views were taken into account to support your child/young person when your child/young person's needs were identified?

Very well	21
Quite well	10
Not very well	4
I was not asked my views	2



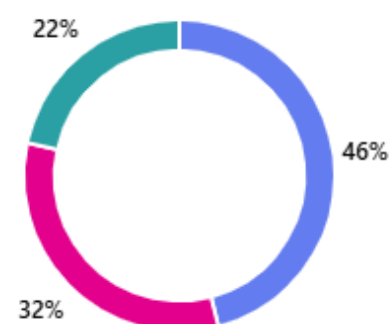
Please rate the support you have received from education services

Very good	19
Quite good	12
Not very good	4
Not applicable	2



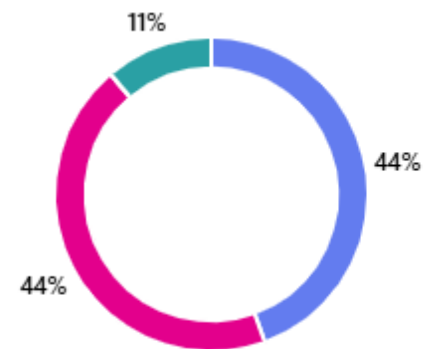
Please rate the support you have received from health services

Very good	17
Quite good	12
Not very good	8



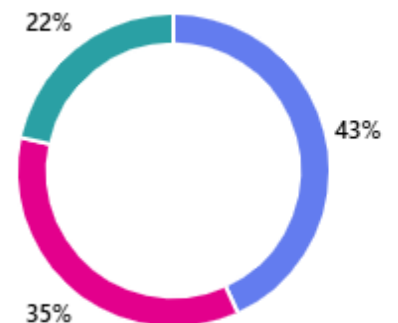
Please rate the support you have received from social services

Very good	16
Quite good	16
Not very good	4



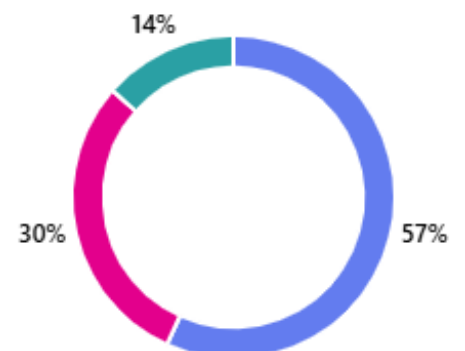
How well do you feel professionals who support your child/young person understand their identified needs?

Very Well	16
Quite well	13
Not very well	8



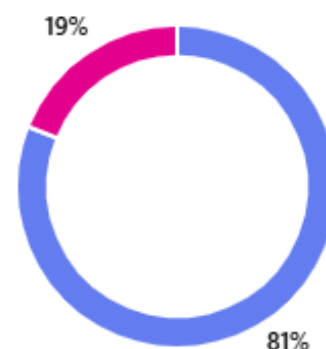
How well do you feel you understand your child/young person's needs?

Very well	21
Quite well	11
Not very well	5



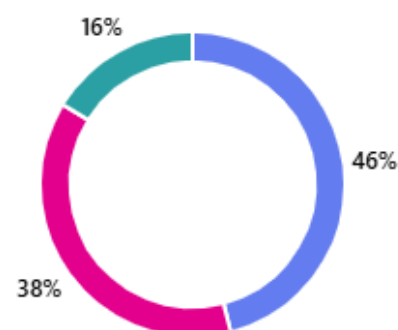
Once your child/young person's needs were identified, were you given any support to help you understand them?

● Yes	30
● No	7



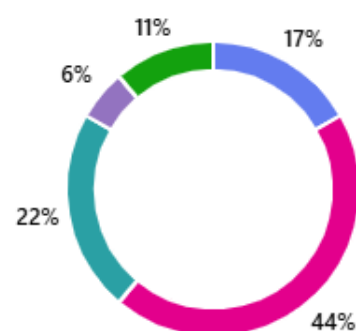
As a result of identifying your child/young person's needs, are they receiving any of the following support with their education?

● SEN Support	17
● Education, Health and Care Plan	14
● No additional support	6



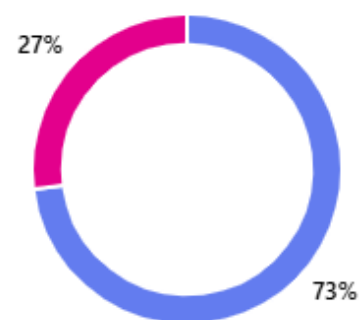
If your child/young person has ECH Plan, was the Plan issued after:

● Transfer from a statement	6
● A new assessment	16
● Annual review (already have an EHCP)	8
● Mediation	2
● Tribunal	4



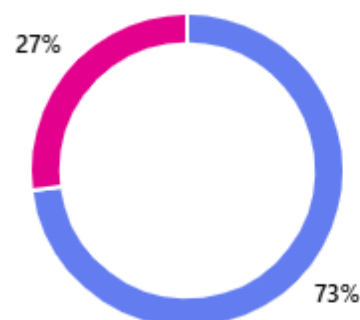
If your child/young person has SEN Support or an EHC Plan, does their education provider involve you in identifying and/or reviewing any support they receive?

● Yes	27
● No	10



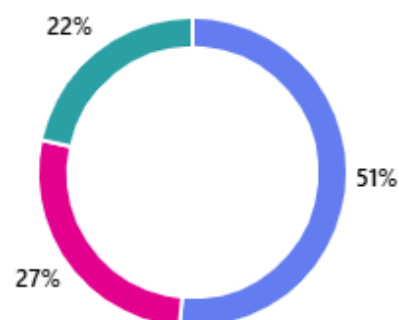
Does your child / young person feel included in out-of-school activities with their peers?

● Yes	27
● No	10



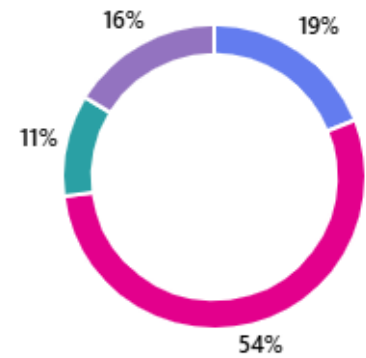
How satisfied are you with the ongoing monitoring and assessment of your child/young person's needs?

● Very satisfied	19
● Quite satisfied	10
● Not very satisfied	8



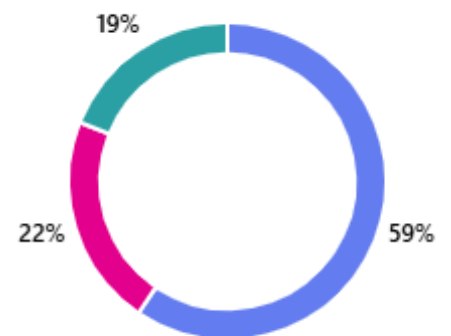
Did/do you find it challenging to ensure that your child/young person's needs are met?

No, I do/did not find it challenging	7
Not very challenging	20
Quite challenging	4
Very challenging	6



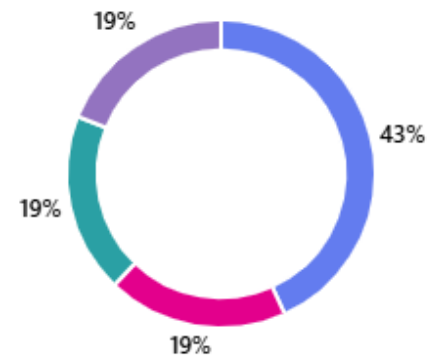
In your opinion, how well do services and professionals work together to support your child/young person?

Very well	22
Quite well	8
Not very well	7



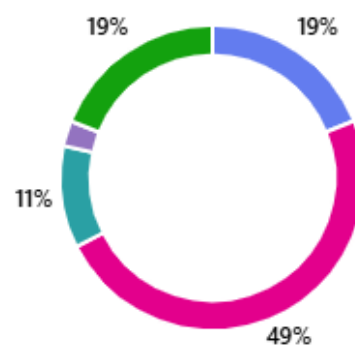
How easy do you find it to get information about what services are available and what they do?

Very easy	16
Quite easy	7
Not very easy	7
Difficult	7



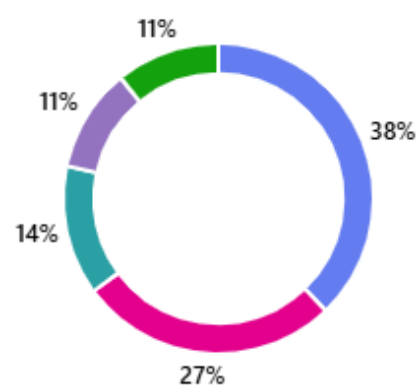
If you have used the 0-25 SEND Information Hub (Local Offer), how easy was it to navigate? Please choose the most appropriate statement.

I found what I needed easily	7
I found what I needed after some looking	18
I couldn't find what I was looking for	4
I have never used it	1
I don't know what the SEND Information Hub is	7



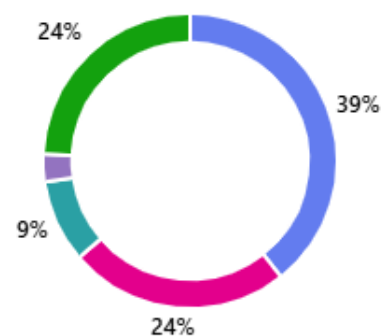
If you've used the SEND Information Hub (Local Offer), how would you rate the information?

Very good	14
Quite good	10
Ok	5
Not very good	4
Have not used it	4



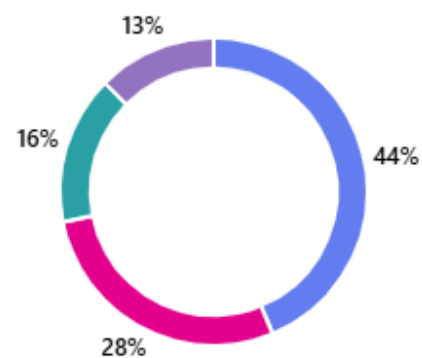
If your young person is older than 14, what has been your experience of the support for Preparing for Adulthood?

Very good	13
Quite good	8
Ok	3
Not very good	1
I have not heard of Preparing for Adulthood	8



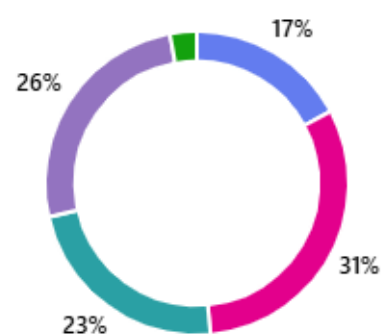
If you have a young person over 18 years old, how well-informed do you feel about how you can support them?

Very well informed	14
Quite well informed	9
Not very well informed	5
Not informed	4



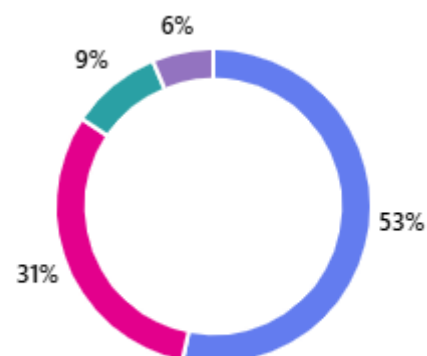
If your young person is 16 and older, have you/they received information on the following:

Further Education options	6
Adult Social Care Support options	11
Independent Living options	8
Wills and trusts	9
Benefit and finances	1



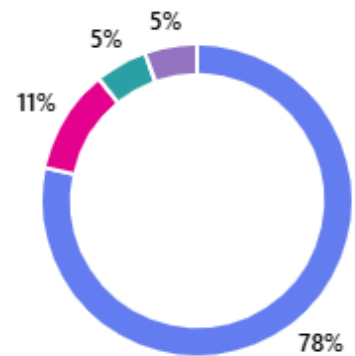
If your young person is older than 18, how well supported are they by Adult Social Care?

Very Well	17
Quite well	10
Not very well	3
Not applicable	2



Which of these best describes your role?

● I am a parent carer	29
● I am a carer in kinship	4
● I am a foster parent	2
● I am a supportive relative	2



We asked what would make a difference for your child or young person to feel more included in out of school activities

My child has been out of school for a year and a half and the LA are simply not looking for a suitable place. She needs 1:1 co-regulation support for any activity.

1:1 support. Really wants to join in but then is overwhelmed and has to leave.

Some of the free text comments

Slow response, poor coordination

Staff are kind, lack resources

Confusing process for referrals

Good support, hard to access

Communication between teams weak

Assessments take far too long

School support is inconsistent

Health links feel disconnected

Social care help is limited

Better info for families needed

Good when teams work together

Waiting lists are unacceptably long

Little follow-up after assessments

Needs are often misjudged

Nobody ever gets back to you even when your child's safety and wellbeing are at risk

With my first son I have very difficult found services for example: sensory therapy, places to go outsid,education,events for parents. When my another son get diagnosed and for me was again everything difficult, (challenging behaviour,different emotions and needs my kids,but now I start understand more about their needs,I try looking online activities, also I register to Pinpoint, Autism Spectrum.I attend events in Pinpoint to learn more to help children at home.Now my experience with services is good.

Appalling

Took forever to get school to recognise the needs in preschool. Immediately in reception they agreed with me. So I feel we cud have applied for the EHcP last year. I didn't realise I could have applied.

Support was clear and helpful.

Staff were kind and patient.

Access could be improved.

Services met my basic needs.

Wait times were too long.

Information was easy to understand.

Good support for my family.

More flexibility would help.

Overall positive experience.

Professionals listened carefully.

Facilities were clean and safe.

Better follow-up needed.

Helpful for daily living skills.

Fairly reliable local services.

Communication was inconsistent.

About the respondents

Location

Fenland 22%

East Cambridgeshire 16%

South Cambridgeshire 27%

Huntingdonshire 19%

Cambridge City 16%

Gender of child

Male 32%

Female 68%

Non-binary 0%

Prefer not to say 0%

Age of child

0-4 years 16%

5-10 years 38%

11-15 years 32%

16-18 years 14%

19-25 years 0%

25+ years 0%

Ethnicity

White British 76%

White European 19%

White Gypsy or Irish Traveller 5%

White Other 0%

Mixed Ethnic Background 0%

Asian 0%

Asian British 0%

Black British 0%

Black African 0%

Black Other 0%

Arab 0%

Prefer not to say 0%

Other 0%

Current placement by school/institution

Nursery / Pre-school 8%

Mainstream Primary 16%

Mainstream Secondary 14%

Special School 3%

Cabin or other provision within a school 14%

Pupil Referral Unit 11%

Independent School 0%

Independent Special School 3%

Alternative provision 5%

Out of County placement 0%

Elective Home Educated 8%

Out of school/ not receiving education 3%

Hospital School 5%

Further / Post 16 Institution 5%

Finished Education 5%

Timetabled provision

Full time timetable 81%

Part time timetable 16%

Not in school 3%

Need ranked by times reported by those completing the survey

Social and Emotional Mental Health needs 16%

Severe learning difficulties 13%

Attention Deficit Hyperactivity Disorder/Attention Deficit Disorder (ADHD/ADD) 11%

Autistic spectrum condition/disorder (ASC/ASD) 9%

Speech and language impairment 7%

Moderate learning difficulties 7%

Specific learning difficulties e.g. dyslexia, dyspraxia, dyscalculia, dysgraphia 7%

Global Developmental Delay 7%

Sensory processing disorder 7%

Hearing Impairment 5%

My child/young person's needs have not yet been identified 5%

Visual Impairment 4%

Medical needs / Complex health needs 2%

On the early help pathway 2%

Fetal Alcohol Spectrum Disorder FASD 0%

Physical disability 0%