Access to a speech therapist on the NHS has been very difficult with issues not taken seriously until the child is much older

Access to information needs to be improved, for example it is not written down what the process is for a SEN child applying for a secondary school place but you invest time sending out information to all parents. You know who has EHCPs and you have the addresses so why do we not get a communication in Year 4 to help us take the necessary steps. The only reason my child's EHCP reflects here needs is because I updated it myself with no help from either the SENCO or SEN Officier both of whom do not have sufficient time or knowlesdge of my child to do so. I had to get advice from an Advocate to help me understand the complaints procedure, is feels as though you are deliberately not publishing the information to avoid complaints. My child's EHCP was only finalised due to your statutory deadline for the Year 7 transition process, Annual Review in Nov 2019, consultation with schools will draft plan (which i was not issued with) and final plan issued in Feb 2021. You need to increase the number of staff who can update plans to remove this backlog which creates additional work and increased number of phone calls. In Section F now I have sentence such as 'A Specialist Teacher for the XXX team will provide support from Tier 1' - this is meaningless to me and anybody who picks up this plan. You know what it means but the plan is not used by you, perhaps this is another mechanism to reduce transparency. You need to plan for more specialist schools and you also need to improve the ARP provision within schools - every one I visited had been squeezed into some corner of the school, hidden from view and very much an after thought. You need to reduce the workload on the SEN Officers, investing in your website would be a good start and take pressure off your staff who ask the same questions over and over. e.g. why don't you notify parents when there is a change in SEN Officer rather than me having to phone up and someone look it up every time. I think this survey is a very good idea and it is encouraging to see you are asking for feedback on the services.

Appointments constantly being cancelled 'due to covid' yet phone appointments are made when convenient. Constantly having to chase speech and language and peadiatrician for updates as I've had little to no contact from either!
As a parent with a child with SEN I have never had any support or help or advice, even when I have asked for it. I have gone through Divorce and the previous school gave no signposting with support for changes. I had to move out of the family home with my son and the school did nothing to support me or provide me with help externally. I don't believe that my son has been given adquate support or services and the early SALT was not sufficient or targeted to meet his needs. I feel that if he had better support then he would have made substantially more progress in his development overall. I own a day nursery and I have supported the parents that I have substantially differently than the school settings that my son has attended in Bucks. They do not really care about the welfare of the children because if they did they would know that the welfare matters involved in the whole family impact upon the child in the situation. I signpost parents to Early Help and when I went through my divorce, I had no means of support available to me I was completely on my own. It was a difficult time for me and my son and even when this was discussed with the school, they never once offered me or my son support. I find that to be attrocious because I work with parents professionally and thankfully I am a capable and resourceful person. But that

doesn't meant that I don't occassionally need help or that my son doesn't require help and support.

As the last year has not been a usual one....... just want to mention that the Government guidelines for special education during this time have not always seemed adequate. Almost as if they have been composed by personnel who have limited experience of children with disabilities and understanding of the implications of the pandemic for them. There does not seem to have been proper regard and consideration for the protection of these very vulnerable people, and all those who help them, at national level. It is to be hoped that locally staff are able to use their discretion to deal with situations in an appropriate way that gives the protection required. In a similar way that the older people's care homes policies were clearly lacking, the special educational setting guidelines were I feel not designed to be implemented to the letter in order to do the best for everyone concerned.
Based on our experiences, and the experiences of other SEND families, we feel that local services are entirely inadequate. The primary driver appears to be short-sighted attempts at cost-saving, to the detriment of SEND children and their families. We are particularly concerned about the trend to refuse EHC assessments (despite meeting the legal criteria) until appeal and the use of (often unsuccessful for county) tribunals to avoid providing sufficient support. This seems a deliberately cynical measure to pressure parents into desist from fighting for adequate support and a waste of public funds. Furthermore, there is a serious lack of specialist education spaces, leaving many children being pushed into unsuitable mainstream placements, often leading to an inability to cope, severe trauma and ultimate loss of education. SEND children and their families deserve better - please, for the sake of our amazing children, do better.

Bucks CC is a bit slow/disorganised, but XXXXXX Academy have given excellent help and support.

Bucks cx waiting times for ehc amendment took over half a year. Sent private info out. Ignored emails and calls

Bucks do not send out EHCPs when reviewed, either to parents or their school. This means no one knows what should be provided or what is not being provided. Also mileage payments are 'lost" and not paid. Contact details are not provided to chase. On the whole, Bucks are not supporting my son like they should!!

Bucks does not have appropriate place for people with SEN - Bucks provision is inadequate Bucks is NOT FIT FOR PURPOSE!!!!

CAMHS needs to be given more funding to continue care and to see more children. We were treated well for diagnosis but no further help given after, and I felt abandoned and isolated. That was 10 years ago and I imagine the need for CAMHS will be greater than ever. Thanks for listening.

Child gets support but we as parents don't know where to access any support. Financial, care or other

College learning support not acknowledging me as a parent with concerns for my child,Will not reply to emails. Because the children are of the age of 17 us parents are not being aknowledged. We understand they are to be independent because of their number (age) however they struggle and still need adult/parent support/guidence to tackle daily challenges even though they are of age. A stereotypical 17 year old should be having girlfriends, getting a job, thinking of moving out,make their own doctors appointments /referrals etc.... I feel this is not the case with some Sen children. Just some understanding that us parents still need to speak for and support them regardless of a young adult age.. My child feels very pressured by the outside world to act as most 17 year olds do. Having an EHCP refused hasn't helped my son,it's made the challenges harder. Because he is not in a wheelchair people don't believe he is dyspraxic and he gets questioned about this,teachers,peers. There is a lot of ignorance sadly in this world and these are the daily challenges he faces.

Communication from Bucks Council & from SENco at school has been dreadful. School are disputing keeping our child on roll. SEN team are not available to support us. School told us we should have asked for personal budget as they can't fund him.

Communication is shocking especially transport team not the most helpful bunch
Complaints with LA, DofE, Ofsted & ombudsman! Bucks is falling so many SEN children!!
Current provision is meeting need but it took 10 years to get to this position and too much time and money was wasted getting here

Currently unable to get my child with ADHD (diagnosed) and possible (unassessed) ASD to have a school SEN plan

Currently unable to get my child with ASD to have an SEN plan at school, and only receives support through family support

Delay in receiving support from speech and language means we had to go private. Despite a diagnosis, schools and SALT have little understanding of the long term needs for my child. Schools are resistant to receiving support, advice and training. If a child is deemed ‘average’ academically they are not seen as needing support despite the fact that the ‘average’ may not be their potential. What they could achieve with the right support should be discussed, not an acceptance that they’re not ‘two years behind’ so don’t need support.

Despite having EHC, no further education offered at all despite many emails and chasers. No clear responsibility

Disappointed by lack of support & contact from SENDIAS & ever changing SEN coordinators who never respond. No acknowledgement over parental preferences either

Dreadful experience. Very poor communication. Doesn’t feel like anyone cares about my family. Have raised my concerns in writing directly with 'senior staff' several times and have never had a response. The council have upheld our formal complaints throughout however offered no remedy until LGO recommendations.

Dreadful SEN service. Seriously understaffed and badly managed. Core services are cut to the bone and NHS spends more time managing ‘queue’ and avoiding seeing children than actually seeing them. We have privately funded OT and SaLT because our son started as a young child with support and all that has been cut to nothing. We are lucky. Vulnerable families cannot fight a broken system and those children are ‘blamed’ for their behaviour and struggles. The damage that is being done to the most vulnerable children in our society by cutting back the services who support them is nothing short of criminal.

Dyslexia provision at my child's school involves asking if an overlay might help, and not much else, as far as I am aware. Very little communication or feedback received from them. EHCP reassessment has taken 50plus weeks and has now been finalised with none of the recommendations from ourselves and private reports. We have had to employ an advocate who has been working with us for many months. We have recently had to pay way and above our monthly budget for our advocate to attend meetings, rewrite EHCP, file complaint and help us secure a secondary place fit for our 11 Yr old son. He is without a place anywhere for secondary education and has not attended school since Jan 20. Every single step of the way has been a protracted struggle with little communication and zero support from the SEND Team and services established to support SEND children. I am extremely tired, sad and disappointed.

EHCP support is not enforced in Bucks schools and parents are continuously in the firing line trying to get section F provided.

Even though my son has had school SEN plan since reception and now year 5 due to many issues, he's only recently had formal diagnosis of ADHD and ASD so still finding our feet and what activities and information is out there. As single parent it takes time to work through options.

Everything with the EHCP and physio is always a fight. We shouldn't have to fight for what they truly need. Physio and Speech and Language professionals are trying to avoid putting specific number of hours against outcome provision and to put the onus on school staff to deliver the provision rather than themselves. Visual Impairement team are also involved and they want to put Tier 2 provision in his EHCP instead of stating the number of hours. They .... don't realise that the EHCP is a legally binding document whereas Tier 2 isn't and can be changed...! It's disgusting and insulting to parents and the children involved.
For my son's school, covid has seemed to be an excuse to put him on the back burner. He isn't violent or disruptive and it seems because of this his needs are ignored.
Generally having a child with ASD and ADHD I am not sure where to go and no one to compare to. Mild symptoms tend to get overlooked.

Given a diagnosis years ago then just left, never really received any support or help.

GP’s are awful with children with SEND

Have had little to no help in the early days of getting to grips & coming to terms with having a disabled child. SENCO at school means well but is NQT & struggles with managing the role. So don’t feel he is getting the correct support at school & poor communication. Not getting the support agreed in EHCP and have no idea how to address this. Really disappointed in the support we have received from Bucks.

Have seen ED Psych but stuck in queue with CAMHS. Mid assessment with social services to access ASF

Having agreed a mileage system for transport during the pandemic I could not get anyone at the transport team to send a claim form or even ring me back! EHCP has not been amended to reflect changes in family life (ie dad has left) - team at county very difficult to contact and to deal with.

He has been repeatedly restrained by his mainstream so now is almost refusing to attend school. I am struggling to work my way through the minefield of schools to consider moving him.

Her Sibling has Special needs so last question about young carers did not fit in

I am quiet disappointed with the whole diagnosis processes. I expressed my concerns for my autistic child when he turned 2 but it took 2 years for him to be officially diagnosed. I did not receive any support from anyone and privately funded his OT, Speech therapy and nursery. The biggest suggestion I have is for Bucks Council is to include ABA therapy into available help for children with disabilities. We have recently started it privately with my son and this is the first therapy for Autism that brings real outcomes. It would be great to have this therapy offered in specialist schools in Bucks. I asked to move my son to specialist school out of county which offers ABA but my request was ignored which is very disappointing as this would really help my son and us as well as at the moment we took a loan to fund ABA program privately.

I can't believe that my son didn't have any school placement for nearly 3 years and this wasn't flagged up to senior management in Bucks as an issue to be resolved. It took the intervention of my MP's case worker to get everyone focussed on finding a solution. Previous to that it took a lot of pushing to get the EHCP assessment which was originally rejected. It took a long time to get CAMHS involved and a diagnosis - once we got the right person in CAMHS they were brilliant.   If our original school in BUCKS had been able to identify and properly help my son would have had his diagnosis earlier, an EHCP earlier and would not have missed 3 years of his education. We also had to pay privately for Dyslexia testing as the school just wouldn't believe that he had this challenge.   What this all actually means is that he is very behind his peers - has developed a huge aversion to the school environment and has been let down by nearly every professional body in some way that we have had to deal with in Bucks. I only hope that we can get him to engage in the new school that has been allocated which looks and sounds amazing - this setting was found by me and not the SEN team at BUCKS.   There needs to be a better way of matching provision to needs - this needs to start by actually understanding the needs especially for complex children. At one point the schools being approached were SLD schools and CAMHS had to help us make the SEN team understand that this was not the right provision - it was mainly based on his cognitive testing which wasn't done at the right time to be correct and in my opinion - desperation as they didn't know what to do next. I would be very happy to expand on our experience in any way if this help others going forward. I would also approach this in a constructive way including highlighting the strengths along with the areas that need fixing. Budgets are always a consideration but I believe fully that if the child is properly assessed early on in the education process that has to save money in the long run and would also mean that the child is able to access the right education with the right support and have a positive experience in education and life. My son has very low self esteem - feels that he is stupid and we are doing everything we can to show him that he is actually very bright, learns in a different way but has a lot to contribute to society. If only that teacher in year 2 hadn't refused to put his work on the wall as it was too messy and hadn't put him on a red card every Monday by 9.30 taking away his privileges for the whole week because of his challenging behaviour - behaviour has a reason and is very rarely just because they are naughty. I'm sorry that this is so long but I'm sure you can tell that this is a passionate subject for our family.   As he is yet to start at his new provision I couldn't give answers to all of the questions but will happily fill out another survey in a few months time.

I don't understand why a child who is identified in an EHCP failed application follow up meeting as a child who should definitely have an EHCP by the Bucks SEN team member present at the meeting, then has her next EHCP request turned down...? We should have gone to tribunal about it but we were so worn down by the experience over 3 years of repeatedly trying that we gave up. I now feel that I have failed her because she is not receiving the support she needs and is entitled to.

I feel children with SEND, and their families, are often forgotten and/or brushed off in Bucks. Housing and transport policies are particularly harsh leaving families to cope with little support in very difficult circumstances

I find speaking to bucks send department to ask a question or if my child requires equipment for home there is no one to reach and I don’t feel support is great
I find the SEN at county impossible to contact, we have four SEN officers in fours years but never know who they are. haven’t had a final EHCP for the last two years, very dismissive when I had to change some personal details on the ECHP and refused to include them.
"I find this survey quite disingenuous. The questions are very closed.

Our experience of dealing with the SEN department has been that the wheels grind extremely slowly. For instance, my daughter’s EHCP was supposedly issued in October, but has no named school. It was issued to meet the dates, but it’s pretty meaningless without it leading to support.

My answers show that she is well supported at school, but that’s only because we are paying for her to be somewhere that can support her, the alternative would have been being out of education for 6 months (and counting). We have paid £5k so far for her (part time) education, while the SEN department prevaricates and comes to a decision about funding.

Yes, we chose to educate independently, but our hand was forced. We waited for the SEN wheels to grind with our eldest child which led to many months out of education and a mental health crisis.

There is no suitable school in the county for my children – and they are not alone. This means they have to go out of county to be educated. The fact that we have to do all the running to find a school is ridiculous too. Thank goodness for parent support groups as the notion that we could request help from the SEN team is quite frankly laughable."
I had no information on what ADHD was when my child was diagnosed. Everything I have found out I had to research myself. This was a very lonely and confusing time and a lengthy process. It would have been made so much easier if my GP could have given me a information pack with info on local support groups, websites, info on my rights and benefits. All of this I have had to fight to discover and fight to access from the start and ever since. Everything feels like a battle when you have a child with SEND. At a time when you are most vulnerable and in need on top of it all you have to fight for the most basic rights for your child. My son's mainstream grammar school do not understand his condition or how to help support his needs. He is failing academically because of this. They constantly put the onus on him to behave and conform and stick to targets without teachers putting in pmace reasonable adjustments to support him.

I have a 12 year old son whom was diagnosed with autism when he was 7 years of age. On being diagnosed I tried to work with his primary school to get an EHCP in place, unfortunately the applications got lost three times before reaching the LA. On XXXX reaching the end of primary school an EHCP was still not put into place which resulted in him attending a senior school which was not appropriate; on the transition to senior school it had catastrophic consequences for him. This resulted in his mental health going down hill, issues at school, feeling unsafe as he was being attacked by other students as he was different. On COVID coming in my son had only been at the senior school for three months, we were then left to home school which was impossible as i am not equipped or know how on earth to educate a child with such specific needs. The school he was in left us to our own devices with no support. Mean while my son was not coping which resulted in him being referred to CHAMS after police attended our home address as a result of a MH breakdown where he started to smash up things around the house due to not being able to cope. My son was then diagnosed with ADHD and after may months of appointments with CHAMS he was prescribed with ADHD medication. His current school stated that they were unable to educate him and put the application in for an EHCP. From the outset the SEND department were extremely unhelpful and the allocated officer in my opinion just did not care about what he was doing. It was impossible to get hold of anyone, the amount of emails and phone calls made was unreal. The support in the whole process has been appalling. Due to the stress of the last year dealing with all of this resulted in me personally having a breakdown and being signed off work for a number of weeks. During the process I put a complaint into the SEND resolutions teams who spent more time in trying to justify their downfalls than actually getting my son's EHCP and school placement sorted. I was told i Dec 20 that my son had a school place at XXXXX Academy, after accepting the place I had no corrospandace and was unable to get any responses from anyone, this resulted me in making direst contact with the school who stated that they had told the LA that they could not meet his needs and were worried that they could not keep him safe at school. On going back to the SEND team with this, I got a response back (in Feb) that they were directing the school - this letter was sent a week later. On the direction letter being sent I still had no further information. The school he was at were also trying to contact the SEND officer - they on one day called 46 times with no response. On the direction letter being sent to the school I had an email stating that it was no longer the SEND teams issue and it would be between me and the school to sort out. I could not get hold of the school which resulted in me personally going up there to find out; they had not been in contact with me due to the SEND team not sending the relevant information across with the direction letter; the school disclosed that they had been trying to make contact with the SEND team on receipt of the direction letter, they had not been able to and the SEND team were just not getting back to them. With the children going back to school on the 8th March I was now in a position that my son was not in education! I got the green light that my son could start his new school at 16:30 the day before. The school did this due to not wanting my son to experience any further problems, they still have not got the information from the LA. The whole ordeal has been total unacceptable, traumatising and disgraceful.

I have concerns about whether there is any monitoring to ensure a child is receiving the provision specified in the EHCP.

I have no confidence in support offered by County. Children and their families are being continually failed and no one even responds to complaints or pleas for help and no one seems to care about what they are lawfully required to provide. Instead families have to physically, mentally and financially cripple themselves in order to give the education that they are entitled to.

I have no idea what is out there for help. We were discharged. Done CAMHS course, which was useless.

I have spent years working out how to get the best possible support from various professionals. Generally things are ok for us, especially now we have a dedicated social worker. I know though that social cate help for severely disabled children is viewed hard to get and frustrating for lots of Bucks families, with a real lack of information and rights. I think generally things have improved but when continued health care has been requested there has been nothing, so I feel health is although lagging behind.

I haven’t seen my child for 4 months.. in a care home.

I think there needs to be transparency around the level of under funding their is and the lack of adequate experienced and provision of SEN in ARP’s. I think “inclusion” is used as a way of saying costs by my setting up poorly resourced ARP’s. I believe real inclusion is actually accepting that SOME SEN kids eg with Autism/ ADHD would benefit from specific school and one that is not dealing with challenging behaviour. my son is in mainstream- I don’t want everyone to live along the bench to allow him a seat. I want him sat on a bench and at a table where he see’s other kids with challenges. I believe we all deserve to feel normal - life isn’t mainstream so I believe my sons esteem will be better protected being taught with other kids with similar problems. He has a TA - I don’t think it feels good for him to need support. I don’t want differentiation for him- I want a bespoke Autism/ ADHD friendly environment.

I wish to have a appointment with pediatric, I wait for that more than 2 years... the rest of the support is amazing ,all stuff from school ,all teachers doing great job and I'm so happy about it ...

Ideally my daughter would benefit from more physiotherapy as the therapy given at school is not enough. Also occupational therapy is limited at school. She is on waiting list for CAMHS referral and community nurse referral as she has anxiety and doesn't sleep at all well.

I'm not sure what she's entitled to at school. I'm told they are paid £6000 per SEND child but no money at all is spent on her. I've bought her a laptop myself. The teachers don't do anything more to help her. I don't know where to go to for advice. The advice I have sort is all expensive

In my experience the schools are really supportive, but there is no support outside of school. SEN children who require only a small amount of support to integrate at school can carry significant stress just trying to ‘fit in’. My child regularly suffers physical symptoms of stress (severe migraines, nose bleeds, etc). He has no access to mental health support & the family are not skilled enough to make a difference here for him. This has a very negative impact both on him and his sisters

Interesting to read that some parents of children receiving support have been allowed to access education at split sites. I was specifically told this wasn’t possible for my child with a language disorder. His disorder severely impacts his understanding and ability at times and will become more challenging as he gets older and has more educational pressures placed on him during his gcse years. I would like more understanding of him being able to access and thrive in mainstream but may need more adjustments than others as he gets older to ensure he remains engaged in education and is able to engage in learning and activities at his level.

It has been a hugely financially and emotionally exhausting process working with Buckinghamshire SEND team to secure ANY support for my child's SEND needs. We have experienced maladministration, unreasonable behaviour and gaslighting at pretty much every level of the organisation. The overriding impression is that Buckinghamshire SEND team had an objective to delay provision and ignore their legal obligations at every turn. Had it not been for our own perserverance and personal funding of independent reports all the way to SENDIST Tribunal we would not have secured anything suitable for our child who most likely would still be without provision. Honestly as a family we are still in shock and trauma at how our child's needs were in effect ignored.

It is a minefield. There is no easily accessible clear and concise information. I have rejected the proposed amendments to his EHCP but heard nothing more about it nearly 4 months later. I have no guidance about how this is supposed to work.

It is almost impossible to get in touch with anyone at county regarding our children’s EHCP. Once annual reviews have taken place and the school senco sends off the information to county, nothing is done with it. Normally it takes about 6 months or much longer to get the updated EHCP back and that only happens if the parents are constantly ringing and chasing people at county to do their jobs. As for the NHS services being supplied to our children such as SALT and OT, they are a joke. I have lost count of the number of different therapists we have had, and each time we start over again as they have no idea about our child's needs so they start assessments again. My child barely has any direct therapy with an actual therapist, all the work is done by Teachers or TAs who are not qualified. And my child has had nothing from SALT in the last 12 months. This has lead me to go get support from private services from PACE to help meet my child's needs.

It is terrible that myself and many other families have to take on a private advocate to get the EHCP completed correctly. The SEND department should be trying to help, not to just include the bare minimum. Without spending £6k on my advocate I dread to think what our EHCP would look like.

It seems to me that services are underfunded, clunky and too stretched to be useful to any but the most urgent need. Information and support are not freely available. I feel very alone, and not even sure what to ask for as I don't know what can be provided.
It's really poor! County are very slow, too many staff changes. I am exhausted from battling the system for 15 years just to get what my child needs to learn.

Local Authority didn't finalise my sons EHCP following his AR in 2020, the Senco had to chase constantly but the amended plan took until October to be sent out and the AR was held at beginning of February 20 prior to Covid restrictions. We had to hold 2021 AR using the PAP from last year. Staffing levels have led to delays for many families.

More could be done.

More dialogue with families rather than avoiding them will ultimately save money. Rather than argument and waste tax payers money at tribunal and commission nonsense superficial assessments to try and withdraw support, work with families to listen and target valid relevant support.

More EHCP support from schools and councils to acknowledge children with type 1 diabetes

More SEN specific training is required in schools. EHC co-ordinators need less case-load and more training. We need schools in Bucks that are suitable for academically able children with autism and high anxiety, attempting to shoehorn them into mainstream is doing them and their families an injustice. Children with sensory sensitivities shuffled into ARP's is neither inclusive, nor recognising their needs and is based on finance, not fact. Please have a supportive policy for families and schools with children who have emotionally based avoidance and anxiety about school attendance. Regularly missing days/half days of school is not providing them with a full and proper education. Tackle this injustice head on using the research out there. These children must not be discriminated against and left to flounder in an unsuitable system. Schools must not be left accountable for children who are unable to attend for multi-factorial reasons but don't tick the '15 day health absence rule'. The LA must take full and proper responsibility for educating these children. These are the 'forgotten' children, brushed under the carpet, as they neither fit the non-attender category, nor full-attender. Despite doing everything in my power to help resolve this issue for my child, I am powerless. There is no process, there is no guidance and there appears to be no suitable environment provided by Bucks.

More support needs to be made available to primary schools to assess children's needs. It's too late to wait for senior schools to pick it up.

Moving school process was horrific. Asking for support went ignored.

My child has mild dyslexia, so only really affects his school work.

My child has severe ADHD as well as SPD , dyspraxia, communication difficulties and hyper mobility. She is also struggling academically. I am so very disappointed in the school and non existent help we have received . The only service that has been amazing is Physiotherapy who then chased other services ! Absolutely disgraceful.

My child has the support they need because we have put it in place and are paying for it while the wheels grind incredibly slowly in the SEN department. 6 months after a plan was supposedly finalised we have no named school. Putting her in an appropriate setting (part time) has cost us £5k so far. Alternative was no education for the past 6 months. Waiting for the wheels to grind to sort my eldest's EHCP meant over a year out of school and a mental health crisis. The level of support for navigating thorough the system is abysmal.

My child is not getting OT as requested or SALT

My child is out of education due to declining mental health and needs not met at school. Would like to know of alternative provisions and personal budgets to fund his education whilst deciding where he can go.

my child just needs help more

my daughter has a 52 week placement and the staff and setting are just amazing. However it took us 2 years to get her there and that involved us being put under child protection and having to fight for the right and the understanding of why she needed this placement. It very nearly broke me and the last 2 years I have spent trying to heal myself and the rest of the family after what we went through and the lack of support and understanding from all services

My daughter is in Year 8 at XXXX School, has high functioning ASD (diagnosed this time last year) and suffers with depression and anxiety. The school have so far provided very little in the way of support and their first attempt at an SEN plan was shockingly brief, showed very little awareness of her needs and with no measurable targets. We have to push for meetings and are still waiting - nearly 3 months on - for a response to the feedback / suggestions we gave to their first attempt at an SEN plan.

My daughter was failed by her mainstream schoolafter years of them telling us she was fine. Despite successfully getting an EHCP which was written in September and agreed by school, they failed to follow it and meet her needs, giving her enough rope to hang herself we removed her from school to protect her mental health. After requesting an emergency review and to go to panel to change provision in December, we then had two cancelled panel dates and had to fight to get documents submitted this month. Our SEN officer left 2 weeks before submission date, we have been pushed to name schools and been given little advice of how things should go. Parents of SEN children have so much on their plates with dealing with day to day life, it is disgusting that we have to fight to get what our children deserve and hit rock bottom before we are offered any help!

My experience with Bucks LA has been nothing short of disgusting. The lies, failures and delays we have been subjected to and the suffering to our child as a result are immeasurable. All this serves is to fuel the next generation of mental health crisis from your failure to provide appropriate support for young people at the point of return. Your so-called SEN & therapies team only care about watering down children's needs in order to save money. I strongly feel that not one person in Bucks children's services cares about children one iota. I honestly don't know what else I can say to express my utter disappointment in the way we have been treated. I can't really put into words how hard it is to parent a child with SEN and to then feel so let down by the very body who are meant to be there to support you and ensure the best outcomes for your child is so damaging. I don't know how they sleep at night knowing this is how they treat families who are scared and in desperate need of help. Sadly, I am not alone and one of many, many families treated like dirt by Bucks LA. This needs to STOP!!!

My little boy with PMLD is given all the supports he needs no questions asked but my daughter who could flourish with the correct support I'm constantly told by teachers and friends the council won't help as she is not 'far enough behind' I've requested an EHCP assessment and I hope it's not the long drawn out fight many in our position seem to face. Having a child with SEN is hard enough so why can't the council work with us not just look at how they can save money by refusing help and making people go to mediation and tribunal just to save some money. These children have so much potential. It seems if you are rich and can afford a solicitor you get it. SENDIAS told me not to bother asking so you have to wonder if employed by the council they really are independent? I'm jaded by the constant fight 😖

My only issue is that their school is not able to offer full time school at the moment due to the impact of COVID. This has an impact on my child's mental health and development.

My son had a social worker until 3 years old. I can now not get one to even talk to us. We are vetted and told we don't require support. He has PMLD I'm sure he must be a child in need.

My son had to move school as he was treated terribly. He was constantly being excluded from school and his self esteem was extremely low. He wasn't given the correct support so we made the decision to move his school in Year 6. He has settled well at the new school. My Son has dyslexia, ASD and last week found out he has ME, the hospital are strongly recommending an EHCP but I have raised this before but been told my son won't get one by the school SENCO as his grades are too good and he maintains them (but his mental and phyical health have both been impacted over the years by doing this).

My son is currently at a PRU because there is no suitable school for him and he does not have an EHCP yet. He is school refusing and he is on many waiting lists but no support as of yet. If support had been offered as soon as his previous school raised serious concerns he would not have been permanently excluded and he would still be able to access education. There is no help available for children who meet educational targets despite their SEN. Also schools are not good at spotting or supporting SEN when the child is masking

My son is not yet diagnosed so currently on waiting lists for adhd and asd. We are sure there is something he needs more support with and his school have a devopment plan in place to support this extra needs.

Need more support, an information pack on options and systems on place. My daughter needs a quieter smaller class set up to concentrate.

No

Not aware of many of the additional services mentioned in this survey, more information given would make such a difference.

Not enough continuity of staff in the SEND team, not enough communication with parents during the draft EHCP process, no communication from the SEND team on other services or support available to the child with SEN needs or the family, there is no real collaboration with the parents and getting anywhere feels like a battle. The SEND team seem to lack any legal knowledge around the EHCP process and the rights of parents, mixed and incorrect information is frequently given and rather than a support, the whole process is draining and tiring for families who are already stretched emotionally and physically.

Not particularly my child but from my involvement with SEN, Bucks need a kick up their arse for the trouble they cause families. The communication is abysmal at the best of times, parents are mostly ignored. Bucks do not keep to the law on EHCPs or follow their statutory duty. When parents ask for an EHCP assessment, most are turned down first time, leaving parents to take it to tribunals. Schools can also cause problems by not listening to parents, parent blaming or make unfounded accusations. Some SENCOs are clearly in the wrong job, alot are not appropriately qualified and to put it bluntly can be jobsworths, alot refuse to fill in the paperwork required when it comes to evidence gathering. (most are primary schools) Parents are tearing their hair out seeing their kids in the wrong placements even when there are professional reports stating type of placement (SEN) and feel generally ignored even though their views are supposed to be listened to and having to go to tribunal. Through the decisions taken, why do Bucks LA insist on wasting money from the public purse by fighting parents who know their children better, why do you cause so much misery for families who are exhausted by the constant fight they have to endure that costs them financially and family break ups through the stress caused?

Nothing for older kids or teens with SEN in my area, no support or social groups

Now that school is open again, my child is receiving adequate education and therapy. Social services have never even assessed him, he is entitled to transport but I gave up chasing the BCC. He has has no support from CAHMS or Paediatrics in 18 months despite requests. The after school club he loved had its funding removed and no longer exists.

Occupational therapy refused to assess my son for his EHCP and refused to attend annual review despite him requiring lots of Occupational Therapy support - they said they'd provide the same service whether or not it is on the EHCP but they clearly do not want his services to be mandated by the EHCP. I complained about this repeatedly to BCC but never had a response - lots of other parents have the same issue. I am also concerned about the fact that we have never received an updated EHCP since annual review. I have no faith in the SEND department at the council whatsoever - they didn't even properly complete his EHCP in the first place and my son only receives as much support as he does because he's a nice kid in an outstanding school with an excellent SEND dept and SENDco

Our 12 year old son is on a two year waiting list to find out if is autistic. He satisfied the initial CAMHS assessment but now has to wait for a proper assessment. He is losing his childhood. He is now a school refuser and has no friends. His anxiety is getting more and more serious, and his family is struggling to cope. Why on earth is the waiting list so long? Why are children having to endure their situations for so long?

Our EHCP is updated by school every year and sent to the SEN team but a revised EHCP has not been issued for 5 years so it is completely irrelevant.

Our EHCP was written by a barrister and private therapists as the LA one was illegal. We had to spend thousands of pounds for a tribunal process because the only school to say they could meet need in the whole of the county was totally wrong. Really feel failed and let down by the LA. The only reason our son isn’t being failed now is because we went to tribunal to get the correct placement.

Our school will not provide additional tutors/support despite receiving funding because our child is adopted. He is under the ‘school monitoring’ system but not classed as special needs however we feel he needs extra help to achieve his potential. He struggles in the classroom and we have asked for the money the school receives to be put towards helping him but we are not getting anywhere which is frustrating.

Our son has started this week at our first choice of specialist school. HOWEVER, this was after nearly three years of fighting with the SEND Team to achieve this placement, with huge delays in updating his EHCP, numerous changes in EHCP Co-ordinators, extremely poor communication from the SEND team. Eventually after attending a mediation meeting in March 2020, where actions were agreed by the co-ordinator and then not fulfilled in any way, we engaged a specialist SEN lawyer and took our case to Tribunal. We have had to spend £20,000 of our savings to do this and get the relevant professional reports necessary. A week before our Tribunal date, Bucks CC agreed to the change of placement as they had put forward no opposing case at any time. During this time, I was also going through major medical treatment for cancer and Bucks SEND team showed absolutely no compassion or

consideration of our family situation. Furthermore, our son is an adopted child which I feel should have been taken into account. I am pleased to say that he is finally at a wonderful school but we should not have had to go through this hideous process to get him there.
Our YP is now receiving support, but, as indicated in the preceding survey, our experience has not been an easy one. We have had to fight for every single scrap of support that is being received right now. If we had not challenged, I am absolutely sure that nothing whatsoever would have been done. SEND in Bucks has a very long way to go to gain the trust back of most parents/carers of children and YP with SEND. As a member of a campaign group, I have heard of countless adversarial/traumatic experiences of children/YP and families at the hands of SEND in Bucks, who, continually flout the Act, Code and Regs, lying, gaslighting and accusing parents of FII. Where is the accountability for the suffering of so many children/YP and parents/carers?

Please sort out the provision for children who are academically able, with autism, and unable to cope in mainstream classrooms. There is nothing in bucks for them at all. This is why you spend so much money funding places at independent schools. Stop forcing parents to tribunals with illegal and illogical Panel decisions that are not compliant with SEN law. Your 2017-2020 policy of restricting arp placements to the most 'severe and complex' children is illegal. Don't do that in your new policy. Also, your phones in the SEN team are often not answered for hours at a time, maybe staff the phone lines better. Just some helpful feedback I hope.

Please, please provide more overnight respite and full-day respite.

Proper support for parent carers with their own physical health problems - 2 carers assessments both no help offered

Providing appropriate training for all the teacher and LSA that involves looking after children with SEND in the mainstream setting.

Referred to CAMHS Bucks 3 years ago who wanted an ASD assesment and offered no support whilst waiting 18 months for that. ASD diagnosed and told to carry on as we were with no signposting. Childrens mental health in Bucks is not a priority at all
School ARP set up has been amazing during the pandemic and I feel my daughter had benefitted from ongoing schooling and other treatments available to her through school

Send team are a disgrace

Sensory support especially in school environment is needed

Shame we had to take BucksCC to tribunal in order to receive a suitable placement for our son.

Social team more concerned with check box exercise rather than supporting families. I had loads of phone calls (each time different people) wanting to talk to kids who didn't know these strangers. I have 2 disabled children and am trying to juggle home school with a full time stress job. We are a low risk family but yet we're inundated with well-being calls which just put us under pressure and upset kids. More recently our latest social worker insisted on a 2 hour meeting (duplication of an EHC review) and then wanted to do a meeting inside our house during tightest COVID restrictions.

Specialist Teaching Service have been a godsend helping both ourselves as a family and school to understand and meet the needs of our son. It is really the only form of 'aftercare' we have been given following diagnosis but having completed this survey I'm now wondering if there should be more support available that we weren't aware of.

Still waiting for bucks home for school transport..reimbursement for my daughter.....From September to december..2020...thanks

Support at Primary School level has not been an issue as we have managed to find langauage ARPS to suit our sons needs. However, there are no senior schools in Buckinghamshire that offer the same level of support as the primary schools. There is not enough specialist provision for children with speech and language disorders.
Support for these kids to attend sports clubs wich i couldnt find .

Support is non existent for my son... Due to finish college in June and his final couple of years have been disrupted by Covid (his work experience has not been able to take place). We have no idea who to approach for support once college are no longer involved.
Tell parents that the school uses signalong and not makaton so people don't pay for lessons and books that aren't used by the school

Thankful that I have an EHCP with PB for one child but everything is still a constant battle and very time-consuming. With two other children who also require the same amount of support but don't yet have an EHCP, it is a struggle. It is a struggle to prove they need an EHCP as it was my first.

Thanks for asking for views. Not sure this questionnaire is accessible for all - lots of terminology used that people may not understand. Some of the questions may give misleading answers e.g. yes I have time to care for my child with SEND but only because I have given up my highly paid professional job. Yes we resolved our dispute with County (and had lodged an appeal) - but it was only resolved on the last day of term of year 6. There is something about how close to the wire many disputes go, and it may show the SEN team in a better light than they actually deserve. Finally, EHCPs vary so much in quality and detail and the push from County to standardise them (to the lowest possible provision) by the use of "ordinarily available provision" and reducing removing provision without parents noticing is also not covered in this questionnaire.

The appeal process for ECHP was diabolical, very stressful and very expensive, had to crowd fund to pay for it , in the end Bucks agreed to our original placement 2 weeks before hearing date & said they knew it was the best place for my child from the start , unnecessary time,stress and expense spent and my child missed the 1st term of college because of it .

The big issue will be support for a residential special college placement and then Supported Living to prepare for a more independent adulthood.

The CAHMS Buddy programme or something similar, but provided as a long-term ongoing service would be extremely helpful.

The CAMHS team are overwhelmed. No appointments. Waiting lists over 12 months. My child diagnosis is in dispute and our request fir 2nd opinion has been turned down after 10 months of waiting. We feel very let down hence we cannot complete the EHCP Health needs. We don't know how yo support our son and it is impossible to tell what kind of provision he will need post 16. Utterly disappointed and in the dark.

The CAMHS waiting lists are ridiculously long. We have recently been told that our second child may have the same issue as our eldest (autism) - he has had an initial assessment and is now on a TWO YEAR waiting list for an assessment/diagnosis. For a 12 year old this is so unhelpful. He has become a school refuser and his anxiety has rocketed - he is losing his childhood. Our experience of CAMHS with our eldest was very poor - long waits, poor support, one size fits all CBT that just wasn't appropriate. Please help CAMHS address waiting lists and be better equipped to help young people when they need it most.
The communication between counties is not effective. We live on the border of beds and bucks and the 2 counties do not communicate. My child was excluded from school because of his SEN and bucks did not offer suitable education so he was without education in year 9 for 6 months.

The EHC process is far too long and confusing. I've never been able to speak to anyone directly at County. The SEN team don't read or reply to emails. They NEVER meet deadlines and they are letting children and families down.

The EHCP process is a joke, the LA support is totally inept. Everything is a fight and nobody helps. Even though we do have a draft EHCP in the process, OT, Physio, SALT and Social Care refused to assess. Even though my son definitely needs it. The OT support in Bucks is totally inadequate and when it is finalised we will yet again have to appeal it. The whole process wastes time I don’t have as a SEN parent and I have the deep joy of having to go through the whole process again for my younger son. I feel that Bucks CC discriminates against the dyslexic community and the lack of testing in the county is disgusting. The decision not to ‘label’ is detrimental to dyslexic people, because if you think we don’t self label ourselves as ‘stupid’ you are wrong. The school is doing everything they can afford to do, but they and my husband and I cannot afford a test.

The lack of support over lockdowns has been very concerning, I have just about coped but worry a lot for others in similar positions. It feels as though SEN children and adults have been very neglected

The process of applying for school places is horrendous. It is incredibly stressful, time consuming and expensive. In my experience panels do not consider the needs of the child but focus purely on costs, unless the parents put up a fight. Parents need to be empowered and motivated to fight for the provision their child needs. We are already stressed from looking after our children at home - fighting for the right provision just adds to our already stressful lives.

The professionals are great however feel let down by the school's SENCO who doesn't have a clue and we fail to understand how a person who is SENCO would have little to no understanding of SEN needs

The school is doing the best they can, but limited funding makes extra provision tricky. Covid has only made this work, have real concerns about transfer to secondary in September

The school is trying but we are concerned they are running out of time as our son will be 15 this year.

The SEN service is poor at Bucks

The SEN team never answer the phone or reply to emails.

The SENCO states it's Bucks policy to fail the child then look at new provisions. So we refuse placement eco to take back to panel in October 2020 after their or backed family yet still no setting or work or funding or Acknowledgement of legal requirement to provide this man and education fitting of his needs so that he can meet his full potential as an assessment was done in nursery to see if he would be safe and now and going into secondary no assessment the safety yet cannot read right stereotpies ticks Developmental coordination disorder and under assessment for ADHD and ASD once again yet this educational service schools refusal to acknowledge needs and saying won't met criteria and attempts at miss using over services to silence families with blame parenting not educational environmental issues that produce behaviours requesting support and or decoding as anxiety stops communication which is read as Defiance and dealt with my team teach in its most stupendous way of raising abuses for the future criminal system with the tech I'm big your small I will hold control you till you comply

The SEND team at county managing the EHCPs is appalling. The plan was 2.5 years out of date due to failure at county, and the communication from them was non-existent, hence a formal complaint was made. It took them a further 3 months to finalise the plan. I have no confidence in the team and am honestly terrified at the fast approaching secondary school application and transfer. The therapy provision is also massively disappointing, my child's therapy needs are not being met by county despite being agreed on the EHCP. There appears to be massive failings in this service, certainly not enough SEN school placements and too much expectations placed upon the TAs in the schools. They are not therapists nor teachers and should not be expected to do qualified persons jobs.

The service given by Bucks is poor and has lack of understanding around SEN

The service is extremely poor. Most parents have to fight every step of the way and this is not right. Parents should be able to trust those professionals working for the la but when professionals are forced to write to policies within the la it means children are left to struggle for longer or end up being failed and passed onto adult care with an array of difficulties that had they been resolved earlier may not be the case. The LA appears to fail to realise the damage this causes to not only the children but also the families ....

The support is shocking. Buckinghamshire Council have managed to make a difficult situation even more difficult. SEN school transport officers are incompetent, three times I have had to complain to management before any action is taken and issues addressed. XXXXXXXXXXXXXXXXX I am not looking forward to the forthcoming fiasco when they change the post 16 SEN transport and how it is funded and organised. Who will leave their post this time round? With the SEN education, the new SEN officers are good and want to do a good job, but the autocratic style of management (of which there are too many layers) prevent SEN officers being able to make decisions in a timely manner. They have to refer decisions of funding above £10K up to management and the system becomes paralysed. Middle management are inaccessible, they ignore emails and telephone messages requesting call backs. The longer they can 'leave a decision' the more money they can save. When you talk to the SEN officers they are frustrated with their senior management and lack of response. Business support (front line phone answerers have told me of their frustration and embarrassment with the service provided. It took 5 months to get my daughter the provision she needed (October to March). It created enormous stress, anxiety and mental health issues for my daughters and us as parents. XXXXXXXXXXX The Child and their needs is NEVER at the centre. The good SEN officers that were recruited 9-12 months ago will get too frustrated and will leave as they are not able to provide the service they want to provide and the one that the young people and families deserve.
The system is a complete mess. Statutory timescales have never been met for my child. County policies are obstructive and actively prevent statutory obligations being met.

The system is far too slow and there are not enough relevant schools in Bucks for children with SEN

The therapies needed have been sporadic and I have complained about SALT provision on numerous occasions. There are constant changes to therapists and huge time gaps where no one has supported despite having the hours

The threshold for children with SEND is so high that those who require additional support from an EHCP are not being given it. Early intervention has been proven to be effective and have positive outcomes for children adn families, so why is it not being given to reduce the cost and problems later on in life???

there could be an option for N/A on all the questions

There is a lack of educational services for intelligent children who are unable to access school / college

There is no intervention plan after diagnosis. Parents are left to their own devices. The internet is overwhelming and confusing. The links I click are often broken or the group I’m trying to contact dissolved some time ago. There are too many acronyms and pages with links within links within links. I feel lost and alone.

There is no one enforcing EHCP provision in schools. Plans are produced, funding provided and section F not delivered. County SEN team do not ask for proof of budget being spent on child and proof of support delivered.

There is not enough funding! It is a joke sen parents have to CONSTANTLY fight for support, appointments, therapies etc etc. My biggest issue is school holiday clubs for sen children. Bucks play association was amazing as both my sen and non sen children could attend but sadly they lost funding. Since then nothing! Everyone seems stretched and therefore loses passion. It is extremely sad!

There is not enough support for parents. Children.

There is simply nowhere to go that has enough resources or time to adequately address the needs identified by the medical experts and fully implement their recommendations. There is a HUGE gap. In particular there is no mainstream setting with smaller class sizes to address the large group anxiety so many with ASD etc suffer from. It's shocking.

There is such a battle to get the right help in time. Parents and child often blamed as being anxious or making up difficulties, and not given the correct help in time. Teachers and heads have caused so much damage and trauma. Problems then escalate until crisis is reached physically and emotionally. Education is now lost due to this escalation and now it is a total crisis of mental health suffering.

There needs to be a great deal more funding available but not only concentrating on the needs of the child with SEND but also and equally their siblings.

Very good and helpful

Very late diagnosis for my child (dyslexic aged 14), although concerns had been raised at primary school. I wonder if more training for primary teachers in spotting these conditions would be helpful. Once diagnosed, the access arrangements and support opened up have been really helpful.

Very little support

Very nice

We are a supported living for learning disabilities provider and the person we care for has been with us since September 2019. He previously lived with his mother who was not able to care for him sufficient to his needs including mental and emotional wellbeing. The school he attends is XXXXXX where he has attended from age of 4. They have provided him with the one anchor he has had prior to moving in with us. Their education, social, mental and emotional well being provision is excellent with regular communication to me as his house guardian. The staff go above and beyond with their charges and have provided us with excellent support and communication working closely with us to ensure his wellbing and development. During the lockdown he has been able to attend 4 days a week and was homeschooled on the one day at home. They are inclusive and person centred. Excellent.

We have had difficulties and delays receiving the provision specified in son's EHCP (still not receiving full provision) lack of meaningful communication with Sen officer. No annual reviews for nearly 2 years. Nobody monitoring my child's EHCP outcomes whilst awaiting special school placement

We have never been offered any other help other than what is available from school - luckily school are supportive

We've had NO support since our son's diagnoses of Autism, Tourette's and severe anxiety. No assessments for SALT, OT, EP or counselling. Can't find a suitable school, he'll be out of his current school soon due to anxiety. All resources are in North Bucks which is too far for us - there is NOTHING for us in South Bucks.

What support there is is good, but the sheer breadth of his needs swamps the support available. It's more like lip service, than a service to actually create any changes. But then, my sons needs are wide and deep, maybe if he wasn't so very vulnerable, it would be enough for a less needy child. But, while everyone does their very best, it's just not enough actually time addressing his problems which are so far beyond me.

When your child is identified as having SEND you should be provided a social worker who then helps you to access as much of the help possible that there is. When my child was diagnosed 6 years ago we were appointed a SW who I never met. Only one phone call who immediately identified us as a 'not at risk family' and took us off. It then took us a further 3.5 years to realise that we need this to access and still further years on to be actually accessing some of it. It's all still very vague I'm not entirely sure what full help we are entitled to. What full support there is for our child. I'm sure the social workers we've had over the past 2 years have all known would be so much more helpful if they were just upfront and said this is how you can access your Childs personal budget etc.,,,

Would like to know if we are able to have a social worker and if we could ask for help with looking into assisted living for our 18 year old daughter. She is waiting for an assessment with adult complex mental health.

Would love to get some support for older daughter

You have to fight for what you need! No one offers anything you have to investigate for yourself.