

## Response to Parent Carer Feedback - August 2026

Thank you to everyone who has taken the time to share their experiences through the Padlets.

Having read the feedback, a clear message comes through: every day matters. For many children and young people with SEND, delays in receiving support can have a significant impact on their education, wellbeing and family life. When support is delayed for months or even years, the consequences can be long-lasting.

The experiences shared by families highlight several recurring themes:

- Long waiting times and delays where there is a clear impact on children and families.
- Poor communication, leaving families feeling uninformed and unsupported.
- Experiences where families feel they are not being listened to or treated with enough care and understanding.
- Concerns about the quality and consistency of Education, Health and Care Plans (EHCPs).

Obviously, some of the difficulties are about resources, some are about the ways services are organised and work together – or don't; some are about attitude and behaviour; and others are about leadership and culture. Whatever the cause, families are entitled to expect services that listen, communicate clearly and respond with urgency when children need support.

As Independent Chair of the SEND and AP Improvement Board, I am committed to ensuring that the experiences shared by families help shape the Board's priorities and drive improvement. From the Board meeting on 24 August onwards, these themes will be reflected in the Board's action tracking so that progress can be monitored and organisations can be held accountable for the changes that are needed.

I am encouraged by the greater openness, transparency and co-production that has developed across the partnership following the recent inspection. Real improvement requires organisations to listen, learn and work together with children, young people and families. Culture change starts with leadership, but it must lead to tangible improvements in the experiences of families on the ground.

Thank you for continuing to share your experiences. Your feedback is invaluable in helping the Improvement Board understand where the greatest challenges remain and where action is needed most.

Anthony Douglas CBE Independent Chair, SEND and AP Improvement Board