



Parents and Carers Alliance MK

“An independent voice influencing change by representing what matters to SEND families in MK”



2023 SEND Services Survey Results Summary

Introduction

The Parents and Carers Alliance MK (PACA MK) is an independent forum for parent carers of children and young people with Special Educational Needs and Disabilities (SEND) who live in Milton Keynes. We share our experiences with decision makers to bring about real change to develop local services and to make lives better for our families.

In 2022 we launched our first annual SEND Services Survey which asked parents about their experiences of Education, Health and Social Care, as well as other support services for children with SEND in Milton Keynes. Our 2023 report reflects over **350** voices from parents and carers about their lived experience with a child or young person with SEND who live in Milton Keynes.

The purpose of our Annual Survey?

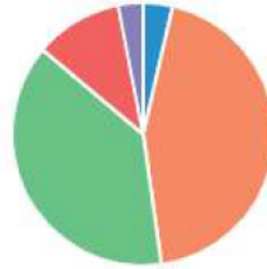
As Chair of PACA MK, I would like to personally thank the families throughout Milton Keynes who have contributed to our Survey. Our main purpose of the annual SEND Services Survey is to gain an understanding of the lived experiences and views of parent carers within Milton Keynes, hearing from you on what you believe is working well, the areas or services that you feel need improving and identifying any gaps that need development. With your help we can then use this to measure parents and carers' satisfaction and experience with the services accessed within Education, Health and Social care, as well as other support services for children with SEND in Milton Keynes and use your voices to continue to help shape and influence changes to services that matter to families with SEND in Milton Keynes.

Susan Akhtar – PACA MK Chair



How old is your child/young person

0-4	13
5-10	159
11-15	138
16-19	39
20-25	11



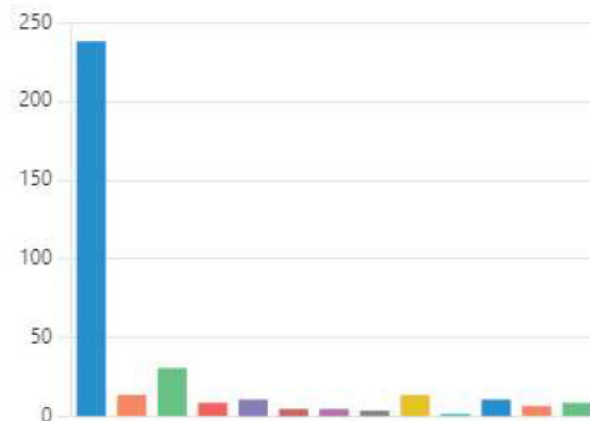
What gender does your child/young person identify as?

Male	226
Female	123
Other	3



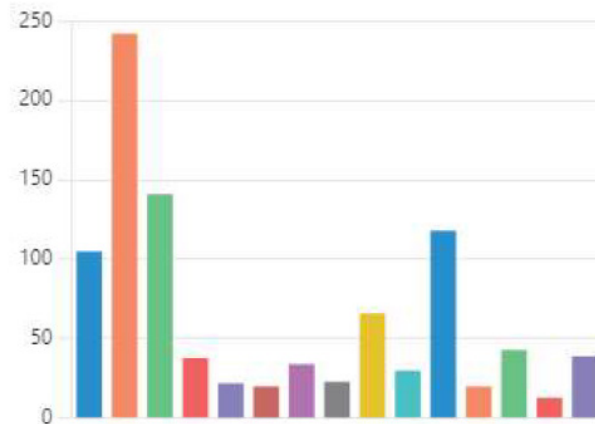
What is the ethnic background of your child/young person?

White British	238
White Irish	14
White other	31
Mixed White & Black Caribbean	9
Mixed White & Black African	11
Mixed White & Asian	5
Mixed other	5
Black/Black British Caribbean	4
Black/Black British African	14
Black other	2
Asian/Asian British Indian	11
Asian/Asian British Pakistani	7
Other	9



What type of needs does your child / young person have? *tick as many that apply

● ADHD/ADD	105
● Autistic Spectrum Condition	242
● Social, Emotional and Mental he...	141
● Severe Learning difficulty	38
● Hearing Impairment	22
● Visual Impairment	20
● Medical needs/complex health ...	34
● Physical disability	23
● Moderate learning difficulty	66
● Multi-sensory impairment	30
● Speech, language and communi...	118
● Profound and multiple learning ...	20
● Dyslexia/dyscalculia	43
● Specific learning difficulty	13
● Other	39



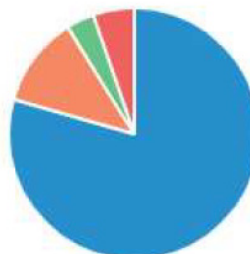
Do you consider your child or young person to have special educational needs and/or disabilities (SEND)? If you answer 'no' to this question, the survey will close.

● Yes	351
● No	30
● I am not sure, but I think they pr...	9



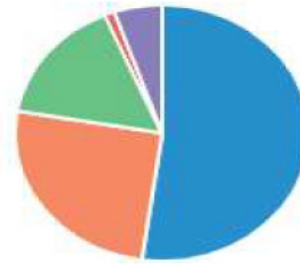
Is your child currently in education? (This includes pre-school, school, college or training)

● Yes	286
● Yes, they are on a part-time tim...	42
● No, they do not have a place at ...	13
● No, they do have a place at sch...	19



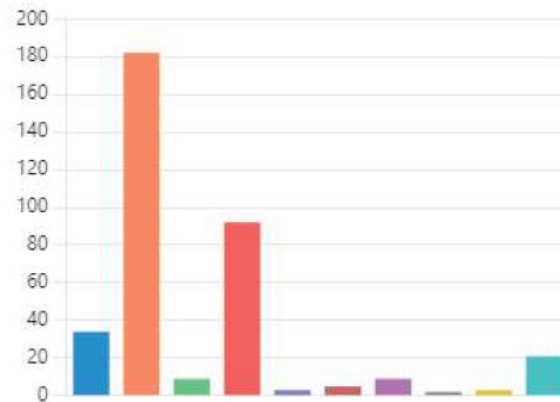
Which of the following applies to your child/young person?

● Has an EHC Plan	188
● Is receiving SEN Support in scho...	92
● Currently going through the ass...	57
● Unsure	4
● None of these	19



Where is your child currently learning?

● An early Years placement (Presc...	34
● A mainstream school academy ...	182
● A private school academy or col...	9
● A special school or college	92
● University	3
● A residential school	5
● My child is educated at home	9
● Educated other than at school (...)	2
● With an employment training pr...	3
● Other	21



Do professionals give you clear information and advice to help you make decisions about your child's support?

● Yes – always	47
● Yes- most of the time	111
● Sometimes	112
● No	82
● Not sure	8



Do you know which services are available to support your child / young person with their SEND?

- Yes, I know which services are available
- I am aware of some available services
- No, I am not aware of available services
- Not sure
- Not applicable to my child/young person

EDUCATION	22.2%	51.4%	21.7%	3.9%	0.8%
HEALTH	20.8%	45.6%	27.8%	4.4%	1.4%
SOCIAL CARE	13.3%	36.1%	38.3%	8.1%	4.2%

How do you find this information?

33 respondents (12%) answered **Online** for this question.



Were your child or young person's needs identified and assessed at the right time?

- Yes - always
- Yes - most of the time
- Sometimes
- No
- Not applicable to my child/young person

EDUCATION	13.1%	28.6%	19.7%	36.7%	1.9%
HEALTH	15.3%	24.4%	23.1%	32.2%	5%
SOCIAL CARE	9.7%	17.2%	17.8%	33.6%	21.7%

Does your child / young person get the right help and support to meet their needs?

- Yes - always
- Yes - most of the time
- Sometimes
- No
- Not applicable to my child/young person

EDUCATION	16.7%	33.1%	25.6%	23.1%	1.7%
HEALTH	15.8%	29.2%	30.3%	20.6%	4.2%
SOCIAL CARE	9.7%	18.9%	22.2%	26.1%	23.1%

What support in their education and/or training is working well?

107 respondents (38%) answered **School** for this question.



What support in their education and/or training could be better?

65 respondents (24%) answered **school** for this question.



What support from health services is working well?

37 respondents (14%) answered **support** for this question.



What support from health services could be better?

23 respondents (9%) answered **needs** for this question.



What support from social care services is working well?

22 respondents (9%) answered **support** for this question.



What support from social care services could be better?

32 respondents (15%) answered **supported** for this question.



Please tell us more about your child/young person's education

■ Yes - always
 ■ Yes - most of the time
 ■ Sometimes
 ■ No
 ■ Not applicable to my child/young person

I am involved in setting targets and outcomes for my child/young person	26.9%	29.7%	22.8%	17.8%	2.8%
My views were taken into account when my child/young person's needs were identified	25.3%	28.6%	26.9%	16.7%	2.5%
My child's/young person's needs are regularly monitored and assessed	28.6%	24.2%	25.3%	19.2%	2.8%
The service has helped us to achieve what matters to us / my child	20.0%	21.9%	24.7%	29.4%	3.9%

Please tell us more about your child/young person's experience of health services

■ Yes - always
 ■ Yes - most of the time
 ■ Sometimes
 ■ No
 ■ Not applicable to my child/young person

I am involved in setting targets and outcomes for my child/young person	18.9%	24.7%	24.4%	18.9%	13.1%
My views were taken into account when my child/young person's needs were identified	17.8%	30.0%	24.4%	18.1%	9.7%
My child's/young person's needs are regularly monitored and assessed	18.3%	22.5%	22.8%	26.4%	10.0%
The service has helped us to achieve what matters to us / my child	16.9%	22.2%	26.4%	23.9%	10.6%

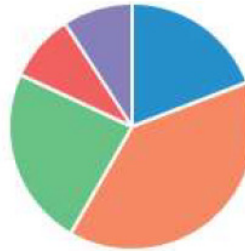
Please tell us more about your child/young person's experience of Social Care

■ Yes - always
 ■ Yes - most of the time
 ■ Sometimes
 ■ No
 ■ Not applicable to my child/young person

I am involved in setting targets and outcomes for my child/young person	10.8%	18.6%	18.6%	13.3%	38.6%
My views were taken into account when my child/young person's needs were identified	11.4%	19.4%	16.1%	14.4%	38.6%
My child's/young person's needs are regularly monitored and assessed	11.4%	15.3%	15.6%	18.6%	39.2%
The service has helped us to achieve what matters to us / my child	9.7%	16.1%	18.1%	16.9%	39.2%

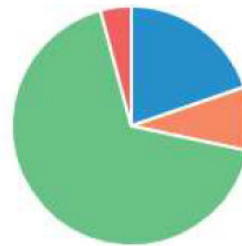
Which of the following describes what you know about the Milton Keynes SEND Local Offer?
Milton Keynes City Council <https://www.mksendlocaloffer.co.uk/>

- Never heard of it 69
- Heard of it but never used it 141
- Used it one or two times and fo... 85
- Used it three times or more 32
- Used it but couldn't find what I ... 33



Following recent changes of the Milton Keynes SEND Local Offer, do you think the website has improved?

- Yes 71
- No 31
- Not sure 243
- Other 15



MK SENDIAS provide FREE, confidential and impartial information based in the legal framework of the SEND law and local policies within Milton Keynes.

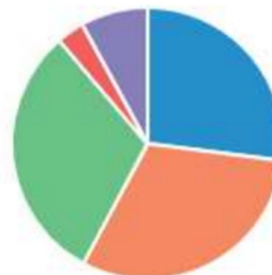
Please can you tell us about your experience of this service?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
It was easy to get in touch with SENDIASS	14.9%	33.6%	39.8%	9.1%	2.6%
The information, advice and support was very helpful	19.2%	30.7%	40.7%	4.4%	5.0%
MK SENDIASS was neutral, fair and unbiased	18.2%	28.7%	44.6%	4.1%	4.4%
Overall I was satisfied with the service	17.5%	28.2%	42.1%	5.9%	6.2%

How likely is it that you would recommend the service to others?

- Very likely 91
- Likely 104
- Neither likely nor unlikely 104
- Unlikely 11
- Very unlikely 27



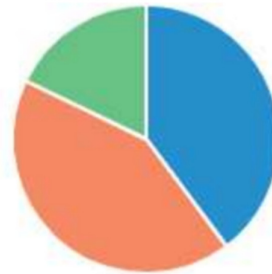
Does your child / young person get the right help and support to access leisure and community activities?

Yes always	32
Yes, most of the time	68
Sometimes	85
No	142
Not sure	33



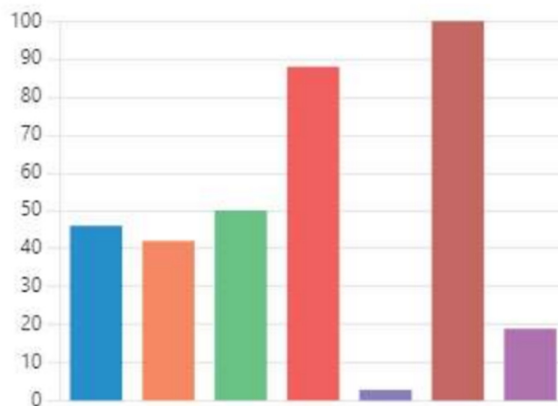
Does your child / young person have access to short break services?

Yes	136
No	145
Not sure	61



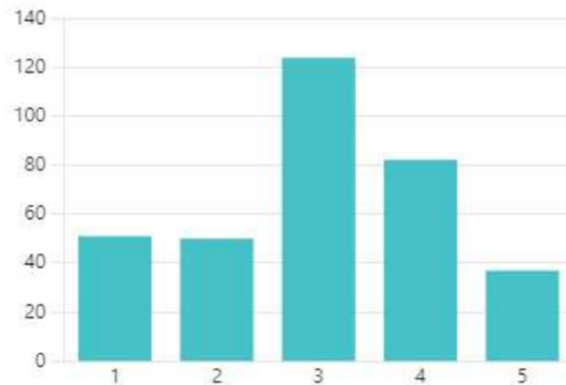
Does your young person get the right support to prepare them for adulthood?

Yes always	46
Yes most of the time	42
Sometimes	50
No	88
They do not need support	3
They are too young	100
Not sure	19



Overall, how would you rate local SEND provision in Milton Keynes?
Where 1 not so good to 5 which is excellent

3.01
Average Rating



Conclusion and Next Steps

PACA MK will be working with Education, Health, Social Care and SENDIASS to improve services for children and young people in Milton Keynes.

From this survey we will form an Action Plan in response to the findings, using your voice and feeding in your areas of concerns that have been raised.

Updates on progress to our members will be via our newsletter and various Forums that we will be running during the next academic year.

We would like to thank each and every one of you who took the time to complete our survey.

A copy of this Survey results will be available on our website shortly and can be found here https://pacamk.org/send_survey_2023/

You can keep up to date with PACA MK by subscribing to our newsletters or accessing our website www.pacamk.org

Please feel free to get in contact if there is more information that you require pacamk@gmail.com

