

# **Annual SEND Family Survey 2024 Findings**



## Overview

We re-launched this survey because we wanted to hear from more from our families about what they think is working and needs to improve.

We received **136 responses** and identified a range of **cross-cutting themes**.



# Key Findings and Insights

Exploring what parents, carers and young people felt about SEND services in Lambeth.

# Parents and carers said that EHCPs make a positive difference, and that the new SEND and Alternative Provision Strategy would improve their experiences



**50 families** said that their **child's EHCP had made a positive difference**. Those in **early years and specialist settings** were more likely to be **positive**



Those reporting positive impacts said **staff were clear about needs**, and that their young person was **happier in learning** and **making good progress**



On the new **SEND and Alternative Provision Strategy 2025–2030**, **110 families** agreed that our proposed priority areas would make **Lambeth a better borough** for their child

# Parents and carers noted that communication and engagement is good during their child's early years, but needs to improve as they get older



**Staff capacity and high turnover** often lead to communication challenges



Those in **post-16 settings** were more likely to feel that **communication** needed improving



45 families said that **telephone and email responses** from the SEND Service could be better

## How will we address this?

- Introducing a new **booking system for caseworkers**.
- Reviewing the **current communication channels**, such as the **Local Offer**, to make them more **accessible and inclusive**.

# Families want to feel more confident about the support available for future plans and transitions to new settings



Families felt their young person was **less likely to be supported in independent living and employment**



Some stated there is a lack of information and guidance around **transitions to adulthood**



**Mentoring, careers guidance, and taster sessions** would provide further support

## How will we address this?

- Ensuring work on **Pathways to Adulthood** is clearly communicated and understood by both young people and their families.
- Exploring options to deliver **life skills training** across educational settings, including **Independent Travel Training**.
- Offering **professional and life skills training** via our new **SEND Youth Forum**.

# Families want more activities and holiday provisions, as well as opportunities to provide feedback on services



More **after school and holiday activities** providing respite for families and outlets for young people



Activities on offer need to be **more inclusive and tailored towards a broader range of needs**



25 families had been given chances to give **feedback on services**. **Many didn't know if this had been used**

## How will we address this?

- Reviewing the **Short Breaks provision** and providing clearer guidance around the **thresholds and access criteria for the 0-25 offer**.
- Explore opportunities to expand **availability and capacity of leisure and cultural activities** during school holidays and after school.
- Increasing the number of **opportunities for families to provide feedback** and communicating **how this is used to improve services**.

## Contact us

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## Next Steps

This was the **second Annual SEND Family Survey**. We are thankful to all those who have taken the time to respond, and we look forward to working with you to improve outcomes and experiences of children and young people here in Lambeth.

This survey will act as a basis to more deeply explore the **strengths and issues** highlighted through the report.

These findings have also helped to shape the **new SEND and Alternative Provision 2025–2030 Strategy**, which is due to be published in early 2025.

Next year, we will **refine the survey and review the questions** to ensure it is more targeted and accessible. We aim to **increase the number of respondents from 136** to get a better representation from our families.