

SEND-Assessment and Review Lived Experience of families

April 2025

Our Activity

Quality Assurance Officers call our families, to find out what their experience of the EHCNA process was. This is approximately 10% of new plans issued per month.

It's an opportunity for parent/carers to tell us what they think.

This feedback is stored anonymously, unless family gives permission for QA Officers to follow up on any queries they may have.

Their responses give us great insight into their lived experience.



What questions do we ask?

- Have you seen your EHCP
- Has it been explained to you?
- Were you offered a meeting to discuss the Summary of Assessment?
- Have you had good communication with your EHCO?
- Are you happy with the EHCP?
- Is the plan easy to understand?
- In what way were you involved or contributed to the writing of the plan?
- In what way was your child /young person involved or contributed to the writing of the plan?
- Do you feel you were listened to, and your views were included fully?
- Have you got any comments about the setting named in Section I?
- What difference has the plan made to you?
- Did you find the process easy to understand
- Are you aware of how the plan will be reviewed?
- If you have any concerns, do you know who to turn to?
- What can we do differently to make the process better?

Full year data shows improvements in the experience of (sampled) families

Question asked through Lived Experience	Average % from Jan 23 – Dec 23	Average % from Jan 24 – Dec 24	Progress	
% who have seen the EHCP	92%	94%	↑	2% increase
% who felt EHCP has been explained to them	31%	68%	↑	37% increase
% who had been offered a meeting by the LA	42%	76%	↑	34% increase
% who felt they had good communication with the CO	49%	75%	↑	26% increase
% who found the plan easy to understand	60%	77%	↑	17% increase
% parent/carers contributed a 'My Child, My Story' or other contribution	76%	94%	↑	18% increase
% of all views were put into the plan	63%	87%	↑	24% increase