

# The lived experience of 6 parent / carers with children or young people in EOTAS (Education Other Than at School) July 2025



Respect  
and Trust



Honesty and  
Transparency



Empathy and  
Belonging



Clear  
communication

Section 61 and section 19 refers to children and young people who the LA have made special educational provision outside of a school, post-16 institution, or relevant early years setting.

# Their journey and what they told us...



## Understanding and Awareness of EOTAS

*'Do you understand what EOTAS is'*  
**50% yes 50% no**

*'Not really, further education?'*

*'Not really'*

This may make families feel dissatisfied with the provision as they were expecting something different.



## Parental Involvement and Communication

*'Were you involved in the decision making process'* **60% yes 40% no**

*'Is anyone keeping you involved in the process'* **20% yes 80% no**

*'Do you feel listened to'* **20% yes 80% no**

*'Really anxiety provoking experience, that sense of uncertainty'*

*'I am so frustrated by the case officer turnover- I have had so many case officers.'*

*'I just wish I was more involved in decisions and choices but it seems out of my hands'*

Parents reported high stress and feeling unsupported.

They feel the impact through financial strain, loss of employment, and lack of respite from caring for children with SEND on a full-time basis.

Some parents feel that the onus is on them to chase processes and follow up on actions/make things happen.

Parents tell us that better communication with the SEND Service will have a huge impact on families. More stability in Case Officer allocations will build trust in the service.



## Meeting the Needs of Children/Young People (CYP)

*'Is the provision meeting the needs of your child or young person?'*  
**80% yes 20% no**

**Most parents and carers said 'yes'**

*'Not meeting needs, a few hours here and there isn't enough, but it's better than nothing. '*

Those who reported provision is not meeting needs told us they want their young person in a school.

Some parent/carers told us that provision can be fragmented, inconsistent, or at times, EOTAS = no provision.



## Quality and Suitability of Provision

*'Are you happy with the current EOTAS provision'*

**80% yes 20% no**

*Absolutely, five stars. There isn't enough out there'*

*'I want her to be in a setting. Trying to get her what she needs is exhausting, it's draining. She wants friends'*

Some of parent/carer concerns were:

- Lack of suitable placements
- Inappropriate offers (e.g., sports for children with physical limitations)
- Fragmented or inconsistent provision
- Tutoring/mentoring not seen as a full educational experience

In general parental preference for children and young people to attend somewhere outside the home, rather than in-home mentoring/tutoring.