

## SEND Communication and Engagement Survey Summary of responses

We asked parents of pupils with Special Educational Needs and/or Disability in Oxfordshire to complete a survey on how we can improve how we communicate and engage with parents and families. The survey was open from 8<sup>th</sup> June to 21<sup>st</sup> June, and we have published the [results](#). We recognise that many parents were unable to take part this time around. We will continue to check in with families to ensure that our methods of communication meet their needs.

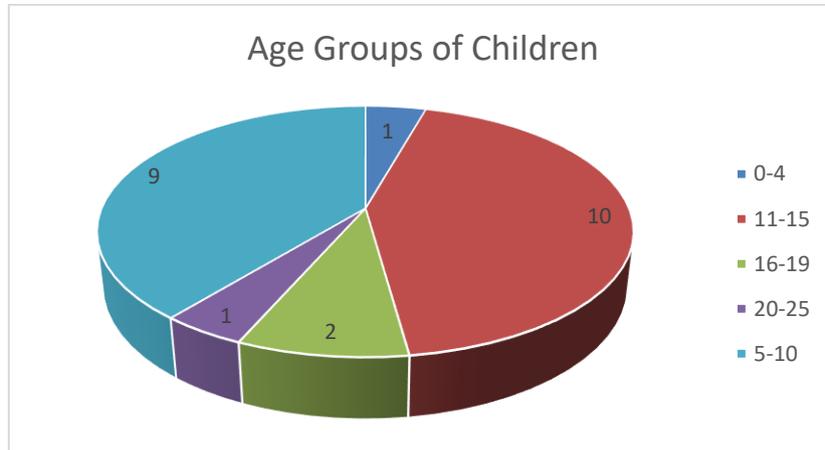
*Here are some of the changes that will take place to improve our communication with you:*

-  We will promote SEND information and activities via our Newsletter, Schools, and through Social Media, as you have told us that is where you prefer to access updates.
-  We will hold a termly drop in with the members of the SEND service, and our Health and Social Care colleagues.
-  It is important that you know where to go for information and support. We will promote groups and information sharing platforms for children with SEND and their families.
-  We will organise a single mailbox for you to use if you have generic feedback about SEND services.

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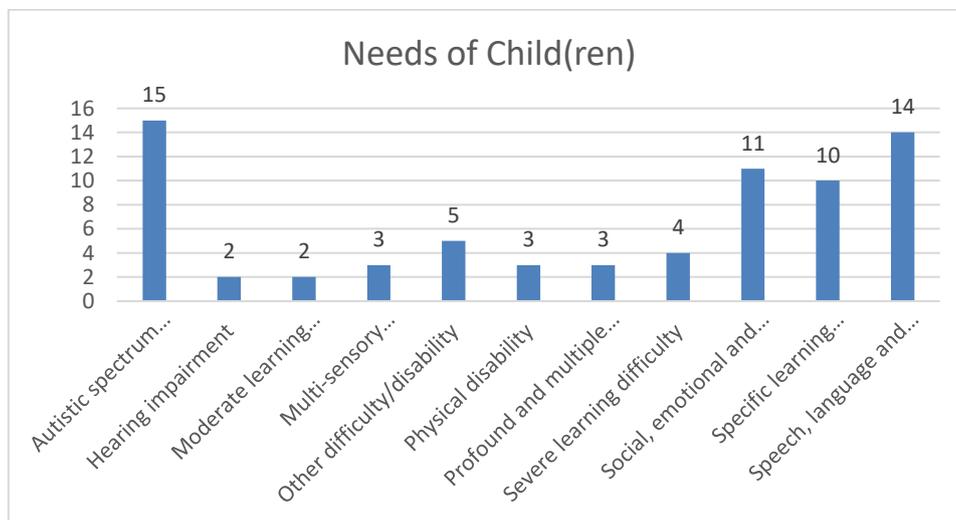
## Question 1: Which age group are your children in?

Of the 23 responses most parents/carers responding to the survey had school aged children with most children falling into two age brackets - 5-10 and 11-15 years.



## Question 2: Which of the following needs apply to your child or children? (Select all that apply)

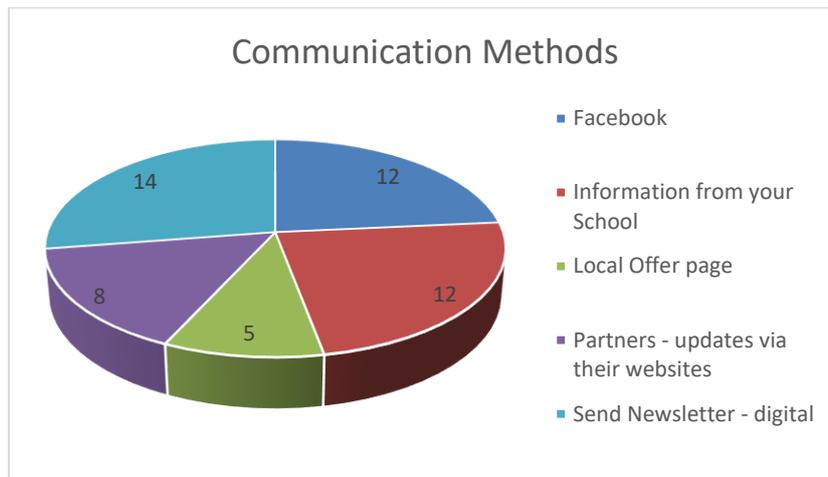
Parents/carers were asked to select all needs that applied to their child/children. Most children have multiple needs.



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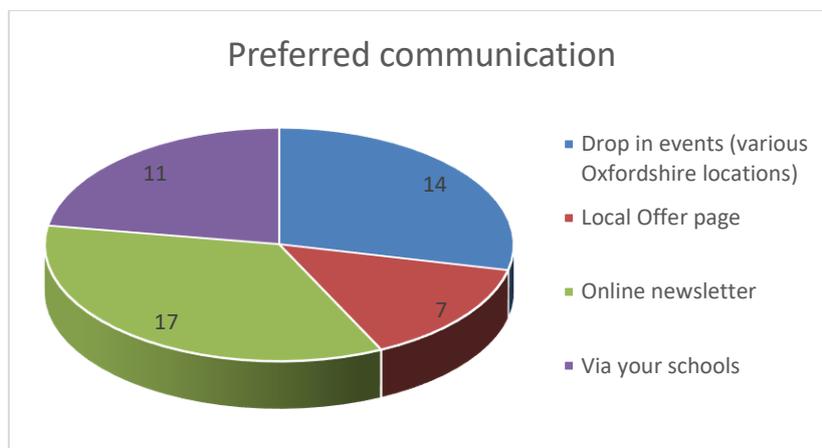
**Question 3: We recognise that one approach does not suit all families and we use a variety of methods to provide you with updates. Which of the following methods do you find most useful when you are looking for information? (Select top three)**

Families use several sources to access information. Facebook was the only social media option that responders selected. (Twitter and Instagram were also options. The SEND digital newsletter and information from Schools were generally preferred. The local offer page appears to be underutilised or parents are not aware of it. This is an area that needs to be improved.



**Question 4: In line with our commitment to the environment, we have reduced our production of printed materials. How would you prefer to be kept informed?**

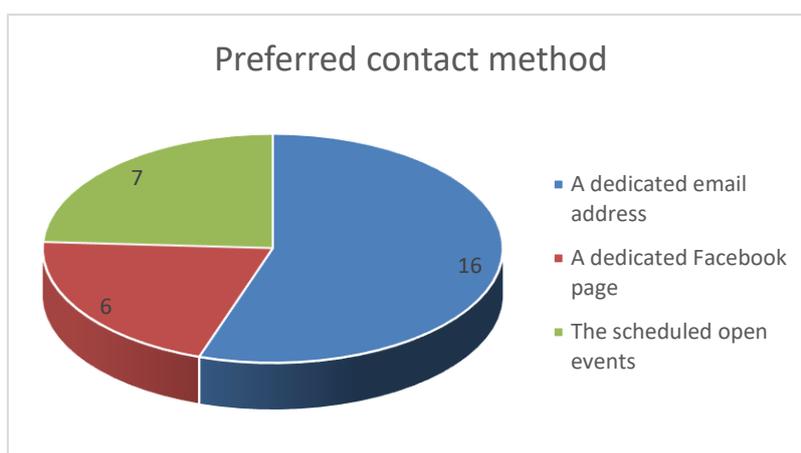
The online newsletter was the preferred method. However, drop in events were also seen as a useful way of finding out information and a valuable way for parents to find the support they need.



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### Question 5: How would you prefer to contact us with your ideas and how you feel about the services we provide?

Parents/carers were asked how they would prefer to be in contact with us. A dedicated email address was favourite, though most responders selected more than one contact method. A dedicated FB page may be a useful source of information but is not the ideal way for parents to get in touch.



### Question 6:

Parents were asked to list which support groups they are involved with so that we can ensure they are registered on the local offer website. Below are the groups that were listed.

Abingdon Aspies	DSO	RDA Abingdon
Abingdon music school	Jigsaw	Shift (SEND Families together)
AFSO (Autism Family Support Oxon)	Keen	The Future of Downs
Barnados Short breaks	Oasis	(WOSEN) West Oxfordshire SEND
Beatbox (sweatbox)	OxFSN	Wheels for all (through school)
Bicester Autism	OxPCF	Yellow Submarine
Down Syndrome Oxford	Parents talking Asperger's	

### Question 7:

Parents/carers were asked what other support groups they would like to access. Support for parents was highlighted as a real need both within schools and the community. Also support for parents of children in independent special schools. Other areas highlighted were Youth clubs, and opportunities for girls, groups that are non-sports related plus short breaks and days out.

### Question 8:

Parents/carers were asked if there has been any communication that has been particularly beneficial to them and their family.

Not a great a deal of information provided here. However, information that has come via schools - parent support and face to face contact/support groups were highlighted.

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### **Question 9:**

Parents/carers were asked what the local areas could do to improve communication. Parents/carers would like a dedicated contact point either phone number or email address that will be responded to in a timely manner. A Regular newsletter was welcomed but not all were aware of this and they need to sign up. An easier to navigate website/local offer and generally more joined up services. (School/Senco/OCC). Overall it was clear that Parents need support and want a point of contact that they can turn to when they need help. The local offer is not being utilised - either because parents are not aware of it or they do not find it easy to navigate.