

Suffolk Parent Carer Forum



2025 Annual Survey Results

Overview

Suffolk Parent Carer Forum (SPCF) is the official co-production partner of Suffolk County Council and the NHS Integrated Care Board. We represent the voices of parents and carers to help shape and improve services for children and young people with SEND.

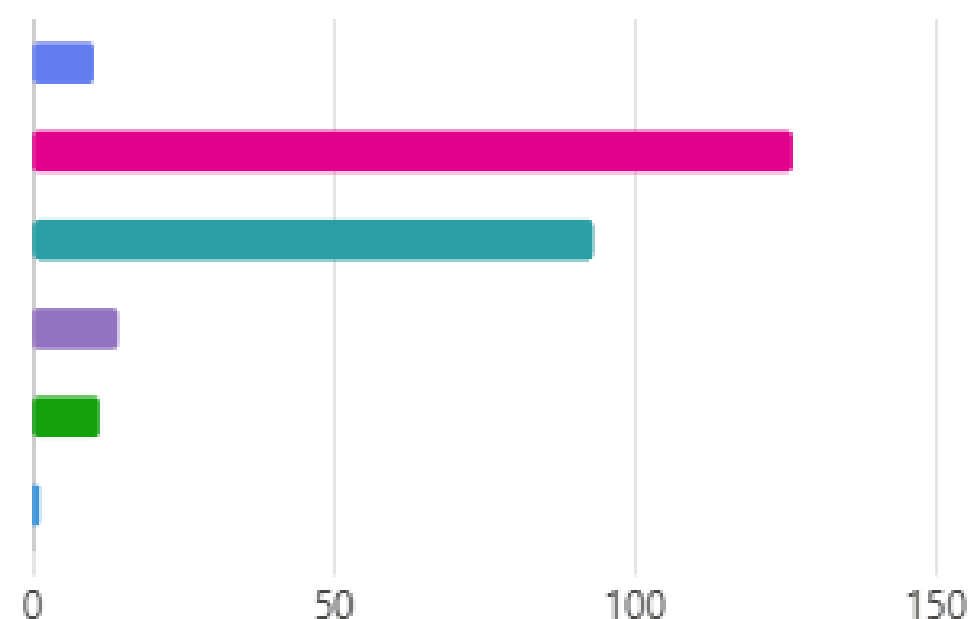
Each year, our Annual Survey captures families' experiences with education, health, and mental health services in Suffolk. These insights are vital in identifying what's working well and where change is needed, enabling us to advocate for meaningful, informed improvements.

This year, 255 parents and carers took part in the survey — a 10.86% increase from the previous year. We are deeply grateful to everyone who shared their views. Your feedback plays a key role in shaping better outcomes for children and young people across the county.

This document presents the survey data to ensure transparency between SPCF, parents and carers, and service providers.

Age Range of Child / Young Person

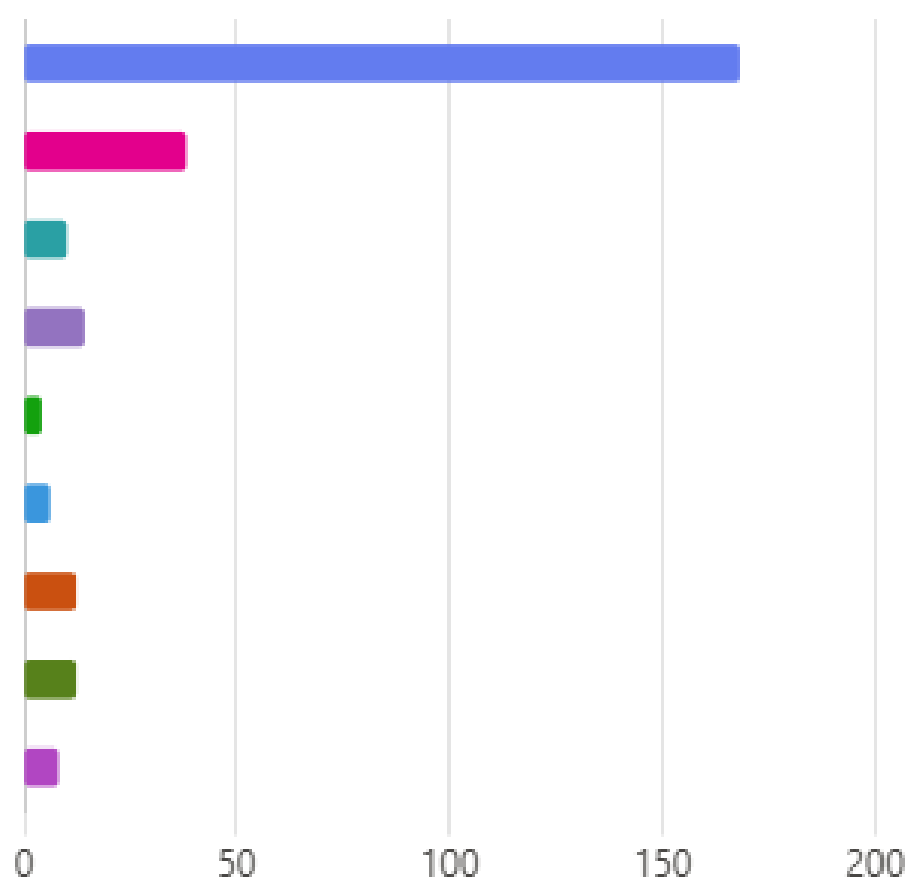
| | |
|---------|-----|
| 0-4 | 10 |
| 5-11 | 126 |
| 12-16 | 93 |
| 17-18 | 14 |
| 19-25 | 11 |
| Over 25 | 1 |



Education

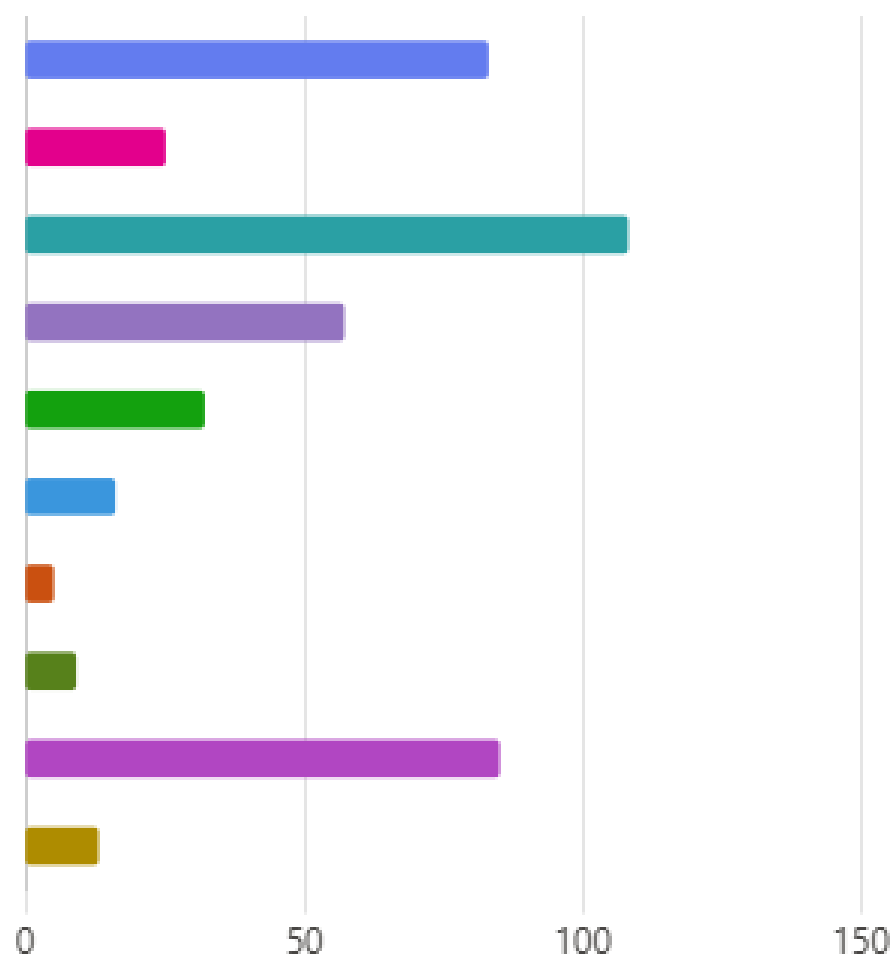
What education does your child / young person currently receive?

| | |
|---|-----|
| Mainstream | 168 |
| Specialist | 38 |
| Alternative Provision | 10 |
| Not in Education | 14 |
| Home Educated | 4 |
| Independent School | 6 |
| EOTAS (Education Other Than In a Setting) | 12 |
| Post 16 | 12 |
| Other / Not applicable | 8 |

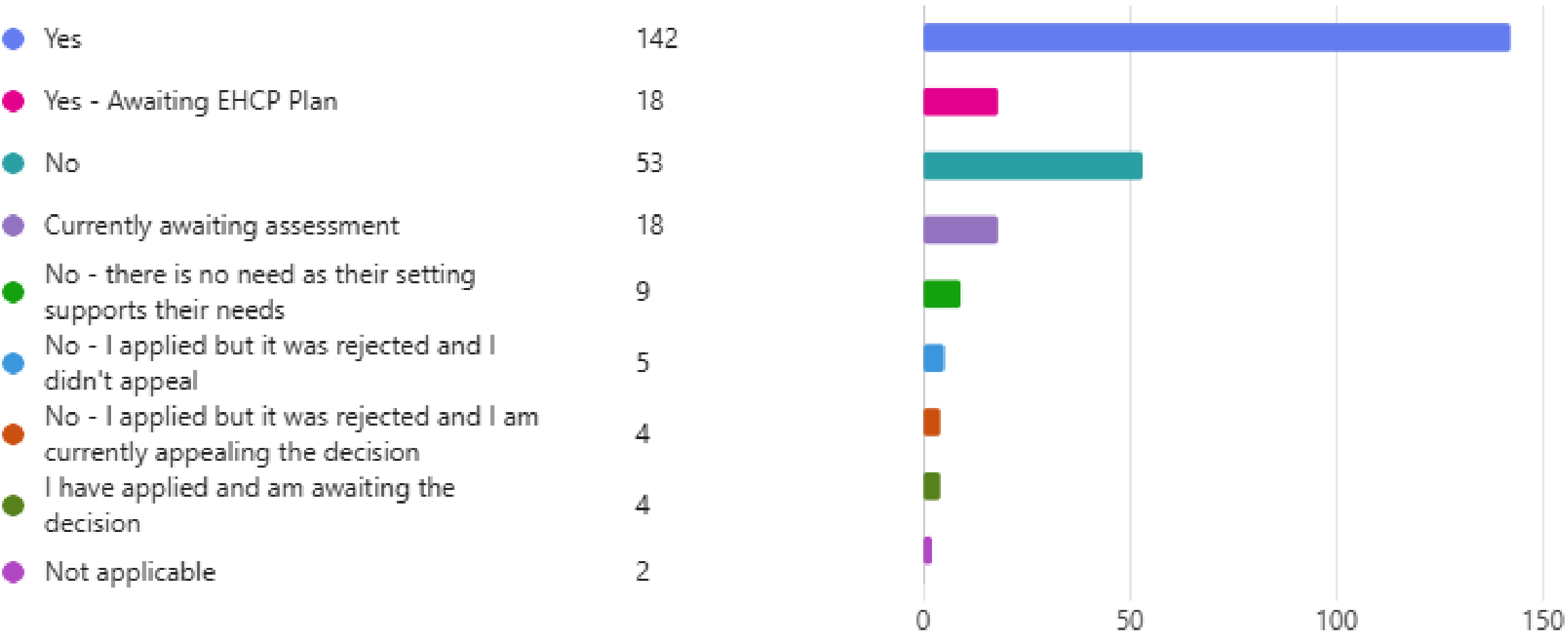


In the last year, has your child / young person experienced any of the following?

| | |
|---|-----|
| Bullying from other children | 83 |
| Bullying from staff | 25 |
| Being left out by peers (e.g. not invited to parties or included in games) | 108 |
| Detention/school sanction for a reason that is associated with their need or diagnosis... | 57 |
| Disability Discrimination | 32 |
| Fixed term exclusion | 16 |
| Permanent exclusion | 5 |
| Unlawful exclusion (e.g. child sent home or asked to stay at home because school did... | 9 |
| None of the above | 85 |
| Not applicable | 13 |

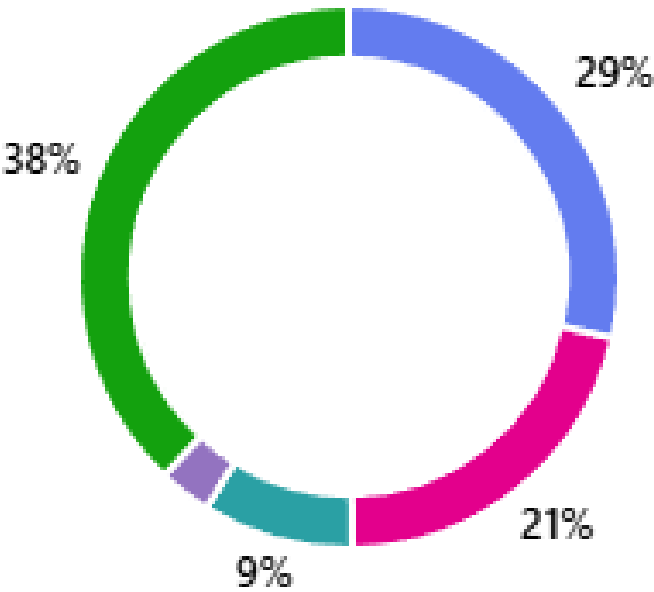


Does your child / young person have an EHCP (Education Health and Care Plan)?



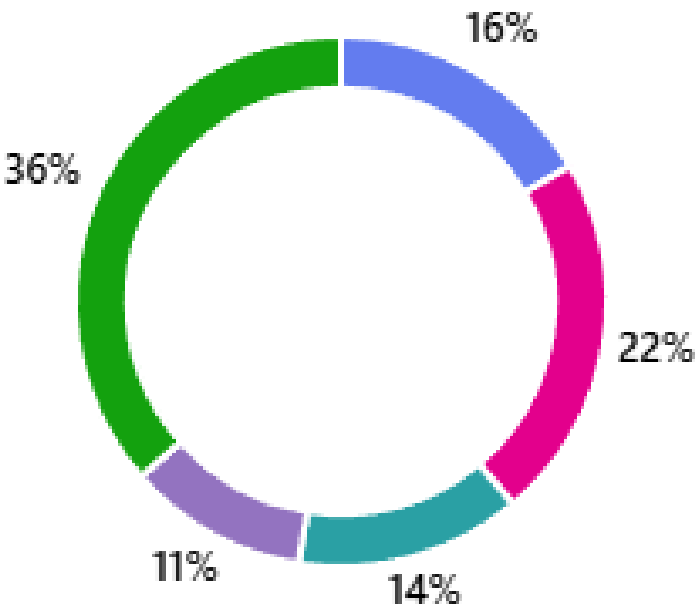
If your child / young person has an EHCP, are you happy with their plan?

| | |
|----------------|----|
| Yes | 73 |
| Partially | 54 |
| No | 23 |
| Unsure | 8 |
| Not applicable | 97 |



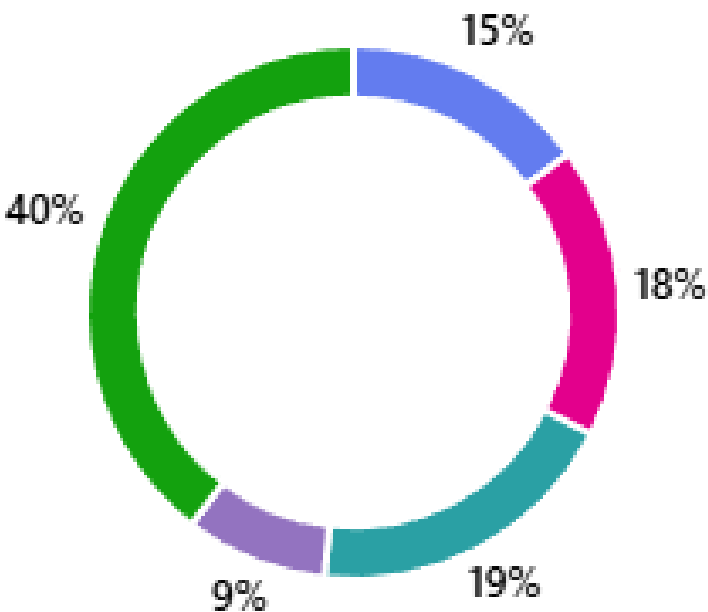
If your child / young person has an EHCP, were they involved in co-producing their plan?

| | |
|--------------------------------|----|
| Yes | 42 |
| Partially | 57 |
| No | 35 |
| Child is unable to be involved | 28 |
| Not applicable | 93 |



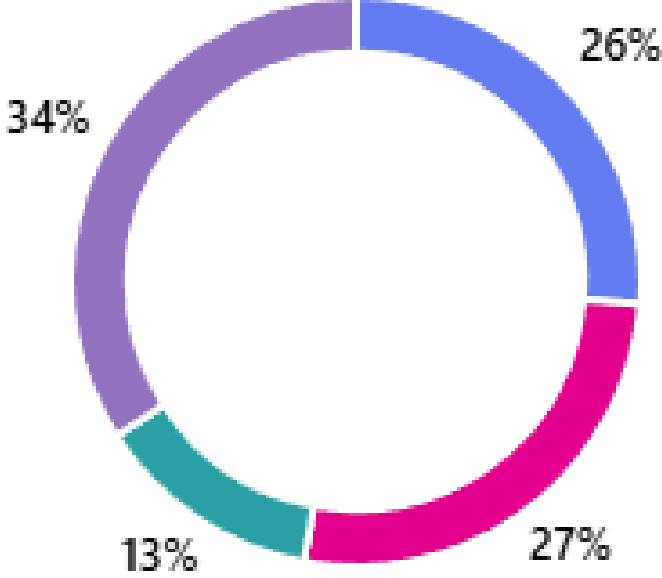
If your child / young person has an EHCP, are they getting all the support / provisions / treatment that is detailed in it?

| | |
|----------------|-----|
| All of it | 38 |
| Most of it | 45 |
| Some of it | 49 |
| None of it | 22 |
| Not applicable | 101 |



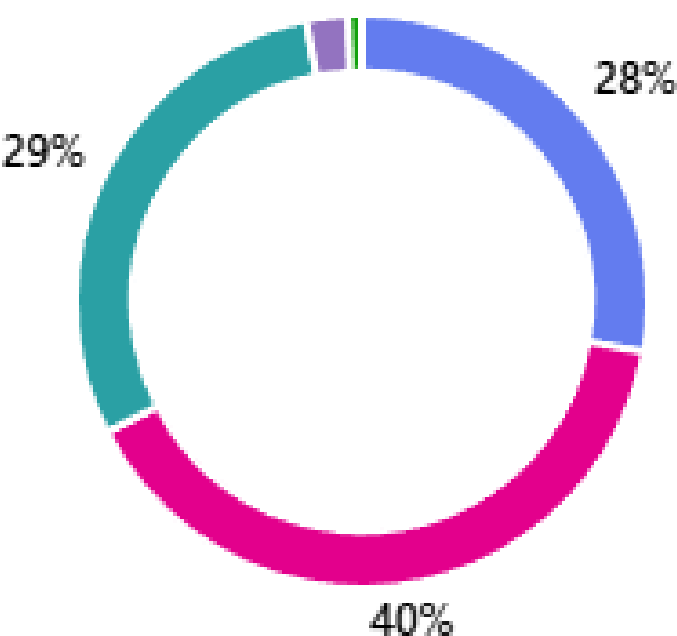
If your child / young person has an EHCP, has their annual review / transition / final draft been completed on time?

| | |
|--------------------------|----|
| Yes | 67 |
| No | 68 |
| Not applicable yet | 33 |
| Not applicable (No EHCP) | 87 |



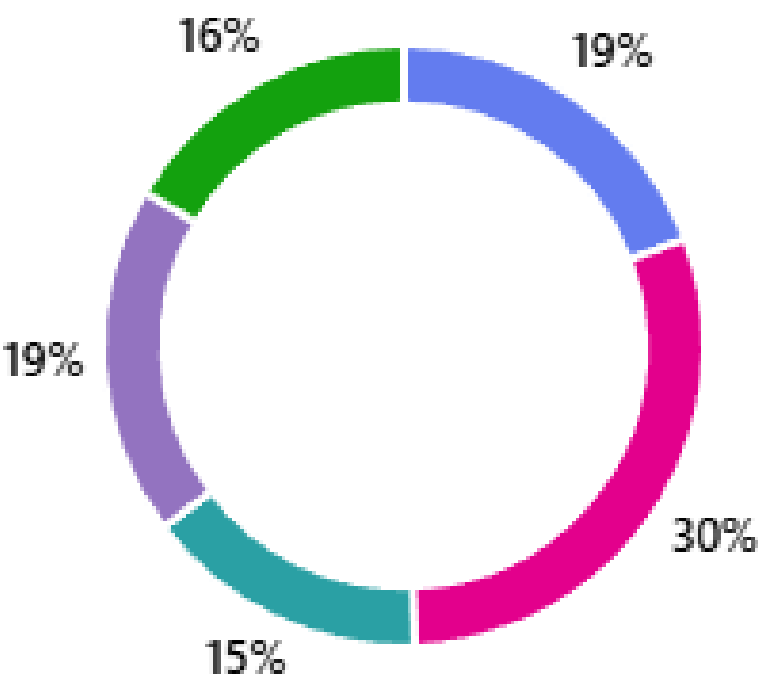
Do you feel like your child / young person's educational needs are being met?

| | |
|----------------|-----|
| Yes | 71 |
| Partially | 101 |
| No | 75 |
| Unsure | 6 |
| Not applicable | 2 |



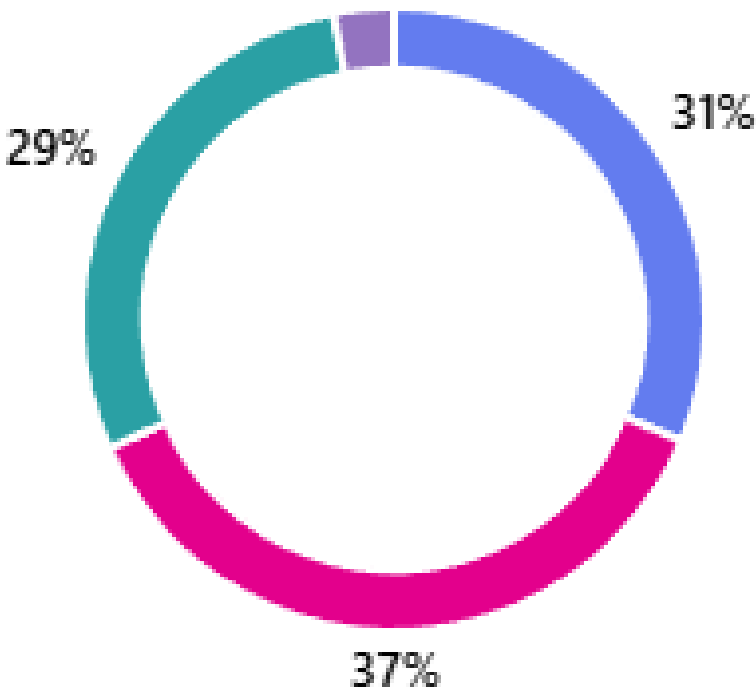
Overall, how satisfied are you with the ongoing monitoring and assessment of your child / young person's educational needs?

| | |
|------------------------------------|----|
| Very satisfied | 49 |
| Somewhat satisfied | 77 |
| Neither satisfied nor dissatisfied | 39 |
| Somewhat dissatisfied | 48 |
| Very dissatisfied | 42 |



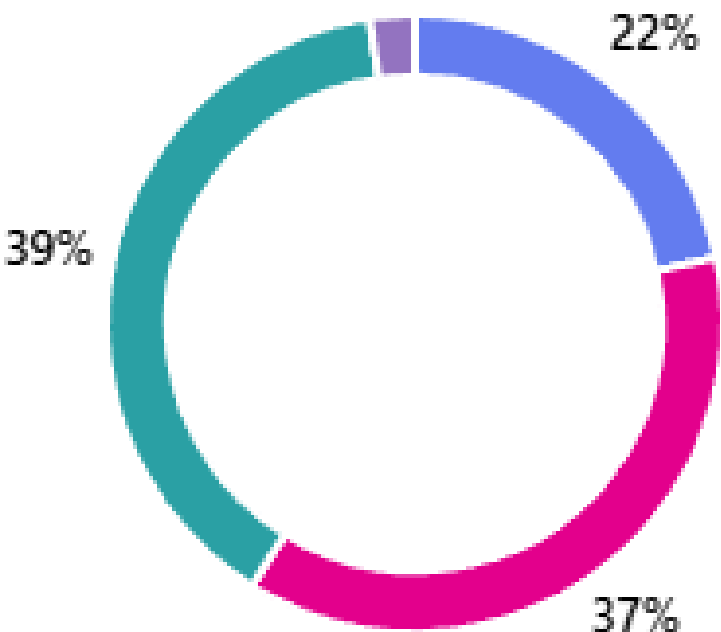
As a parent / carer, how involved are you in setting educational targets and outcomes for your child / young person?

| | |
|--------------------|----|
| Fully involved | 80 |
| Partially involved | 94 |
| Not involved | 73 |
| Not applicable | 8 |

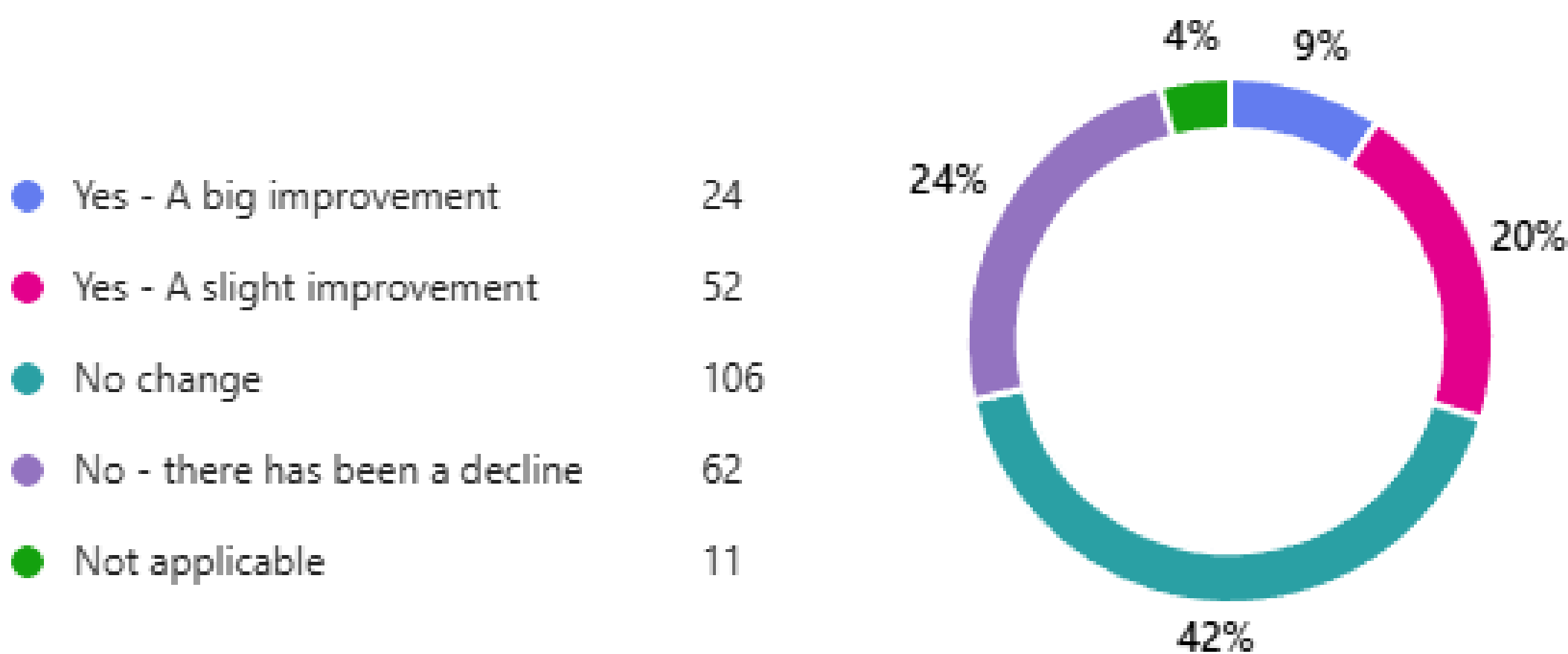


How well do you feel education services and professionals worked together to support your child / young person?

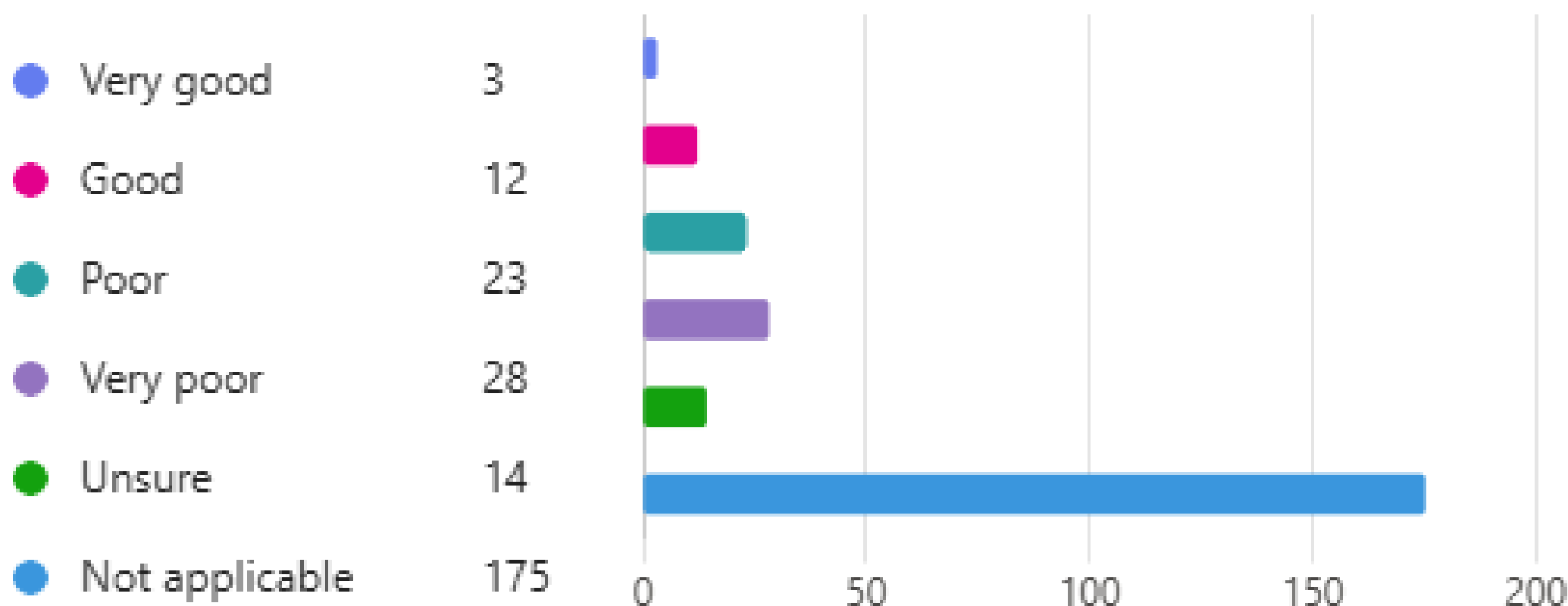
| | |
|-----------------|----|
| Extremely well | 55 |
| Partially well | 95 |
| Not at all well | 99 |
| Not applicable | 6 |



In the last year, have you seen any improvement in the education services or provision your child / young person accesses?’



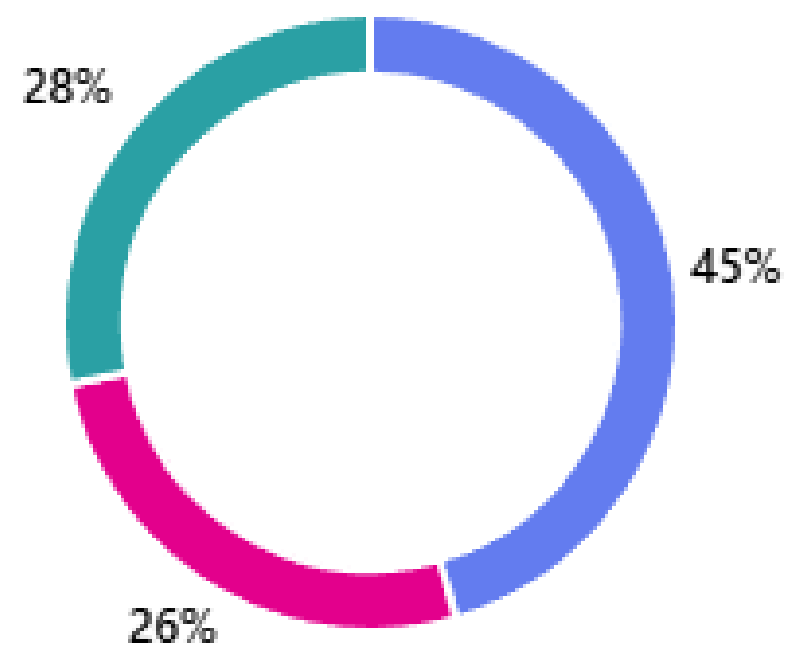
If your child / young person is aged between 14-25, how has your experience of the transition / preparing for adulthood been to date?



Health / Medical

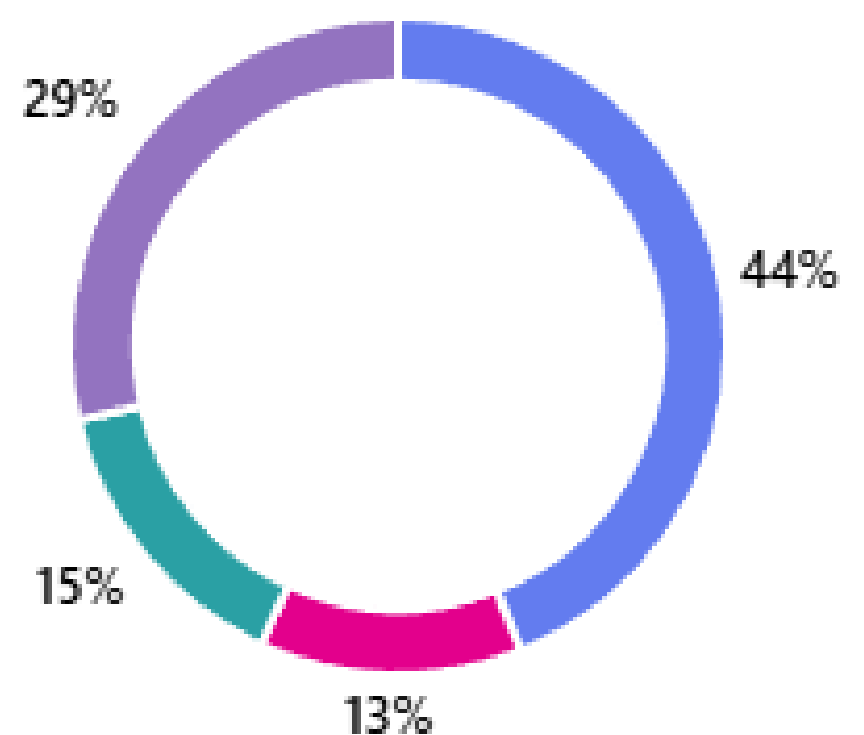
If you have needed to access any health or medical professional services, have you been able to?

| | |
|------------------|-----|
| ● Yes | 116 |
| ● No | 67 |
| ● Not applicable | 72 |



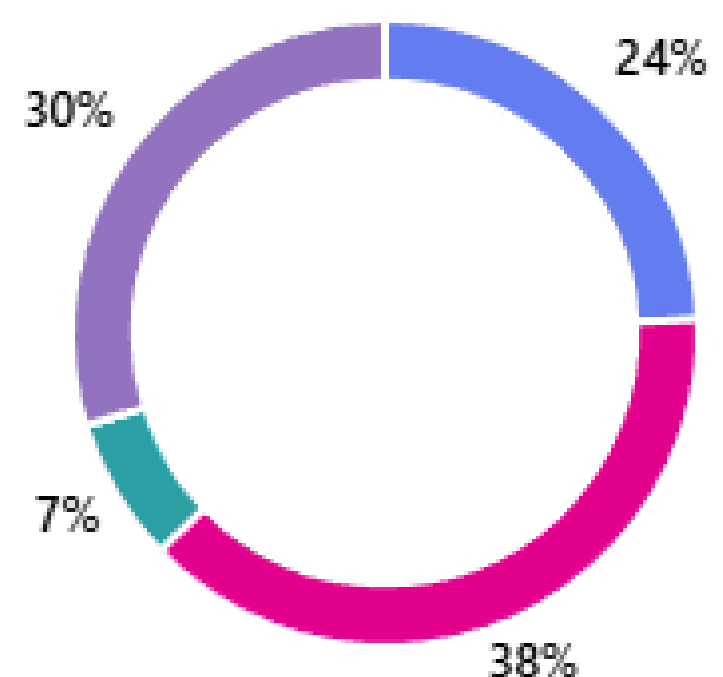
If you have received any health or medical professional referrals, have they been to the appropriate service?

| | |
|------------------|-----|
| ● Yes | 112 |
| ● No | 33 |
| ● Unsure | 37 |
| ● Not applicable | 73 |

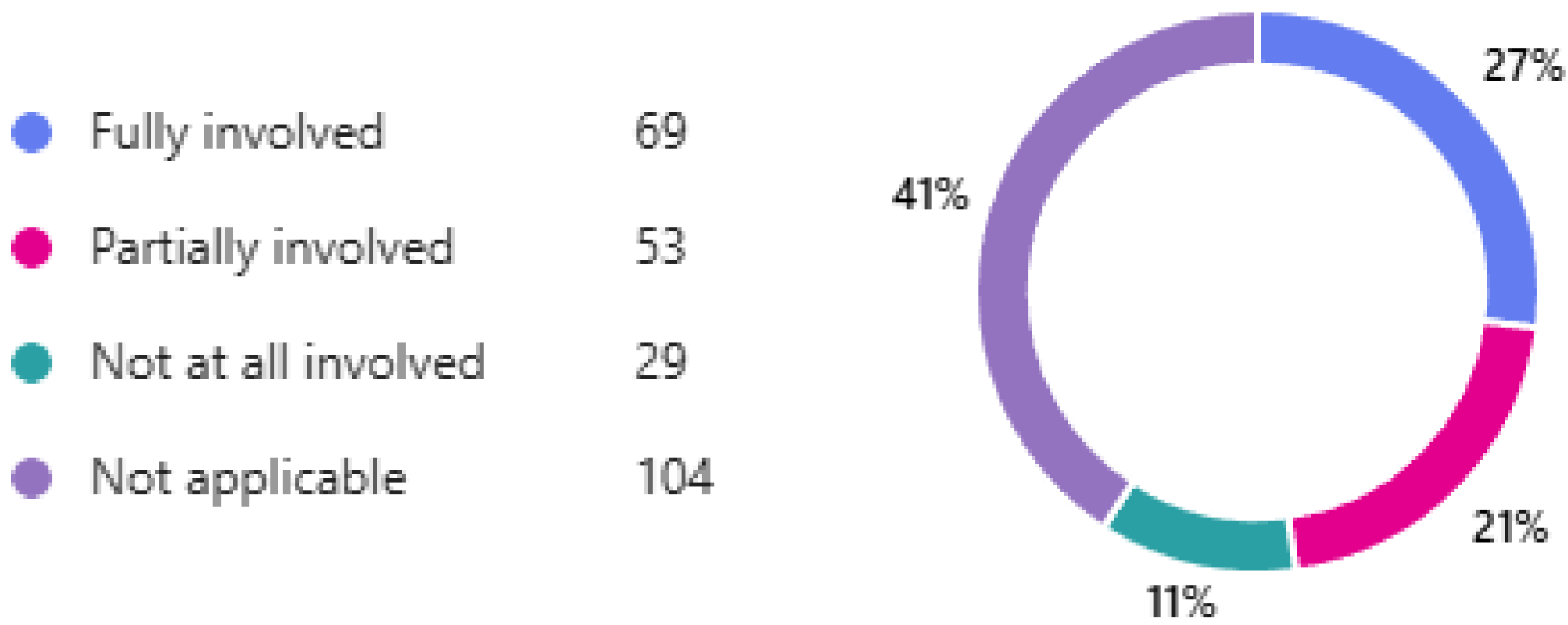


If you have received any health or medical professional referrals, have they been within an acceptable timescale?

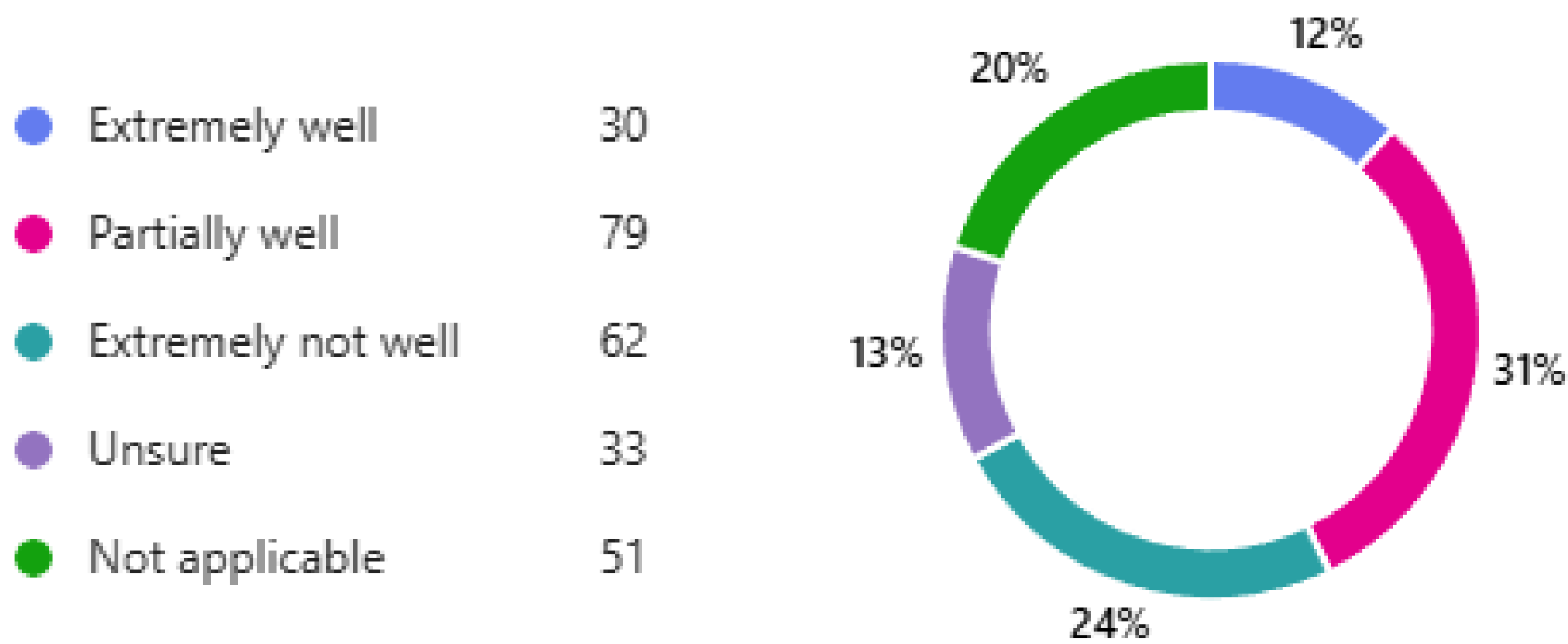
| | |
|------------------|----|
| ● Yes | 62 |
| ● No | 98 |
| ● Unsure | 19 |
| ● Not applicable | 76 |



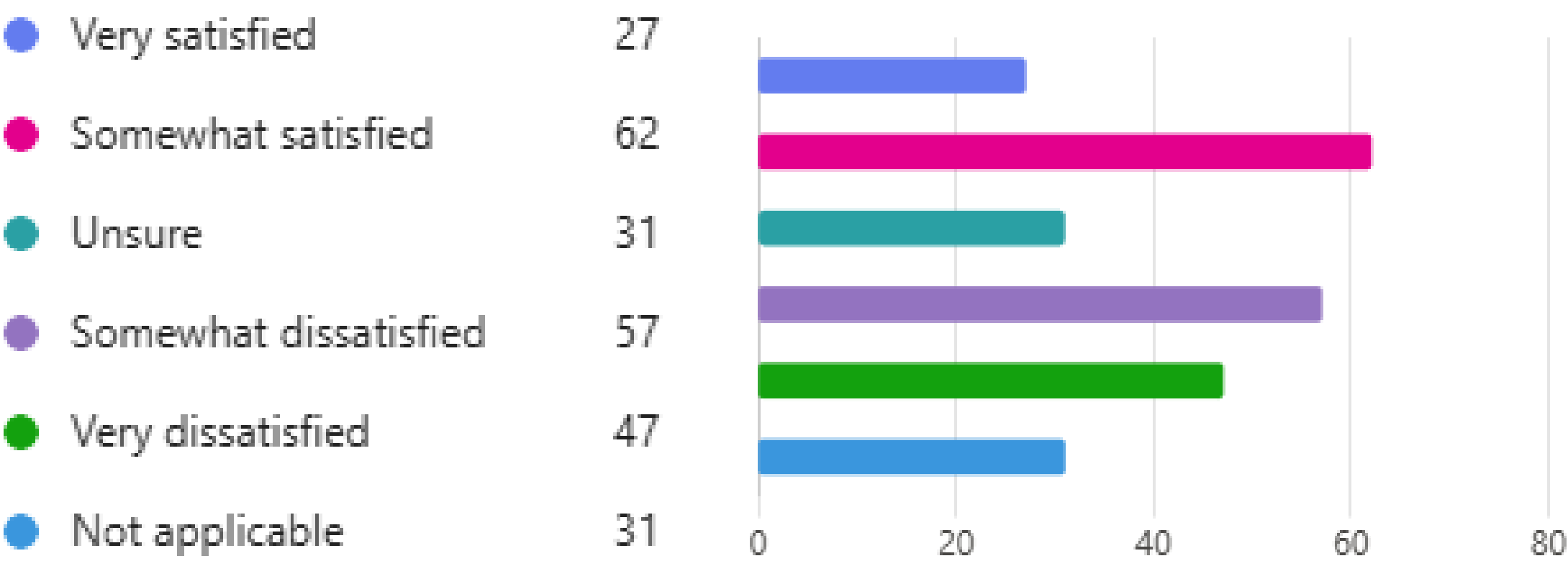
As a parent / carer, how involved are you in setting health targets and outcomes for your child / young persons EHCP?



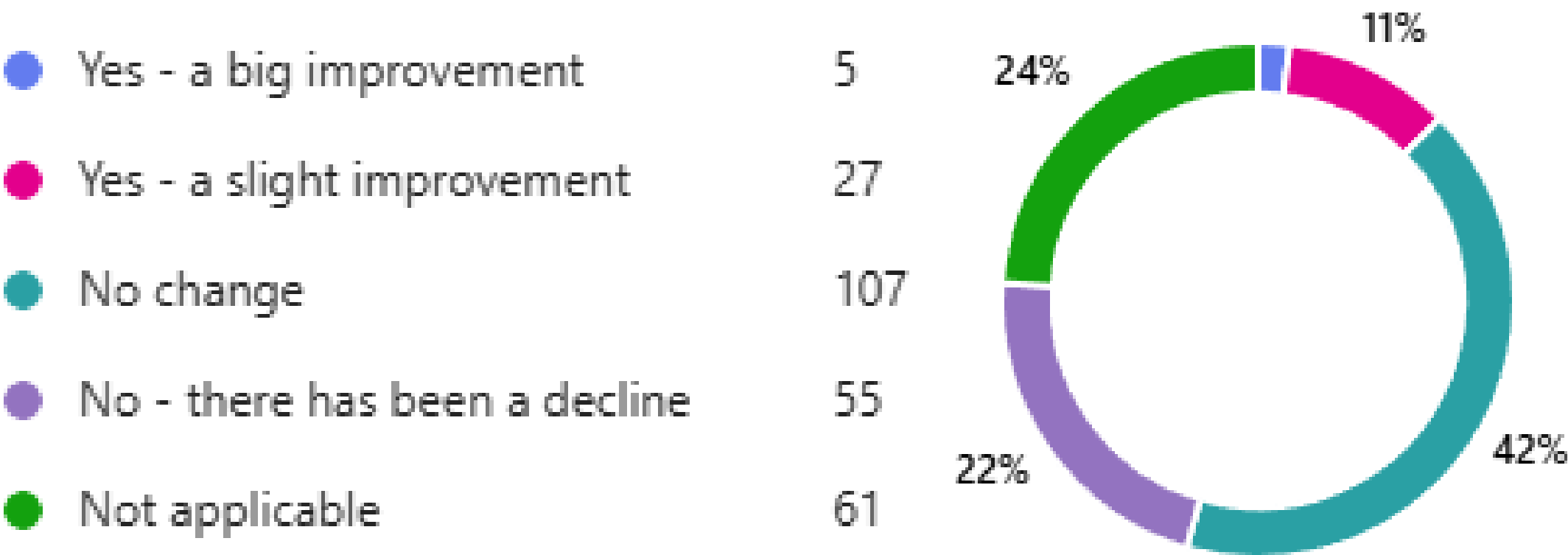
How well do health services and professionals work together to support your child / young person and meet their needs?



Overall, how satisfied are you with the ongoing monitoring and assessment of your child / young person's needs by health professionals?



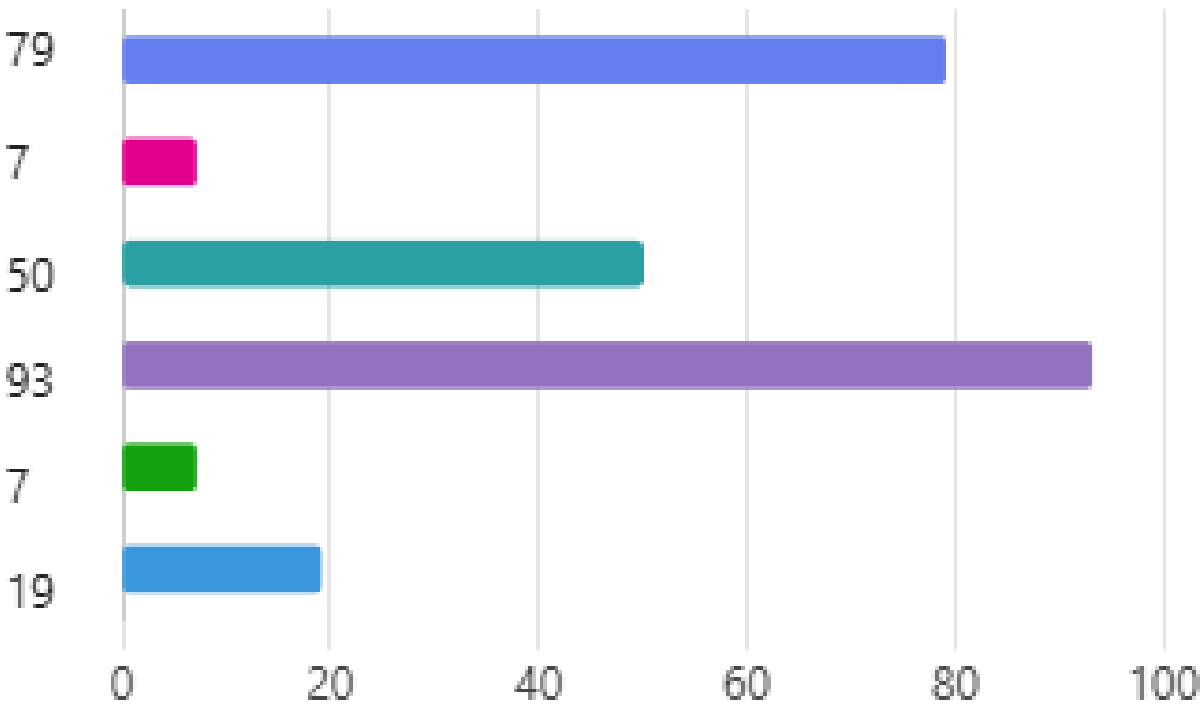
In the last year, have you seen any improvement in the medical services provided to your child / young person?



Activities Unlimited (AU)

Are you aware of the Activities Unlimited (AU) Short Breaks offer?

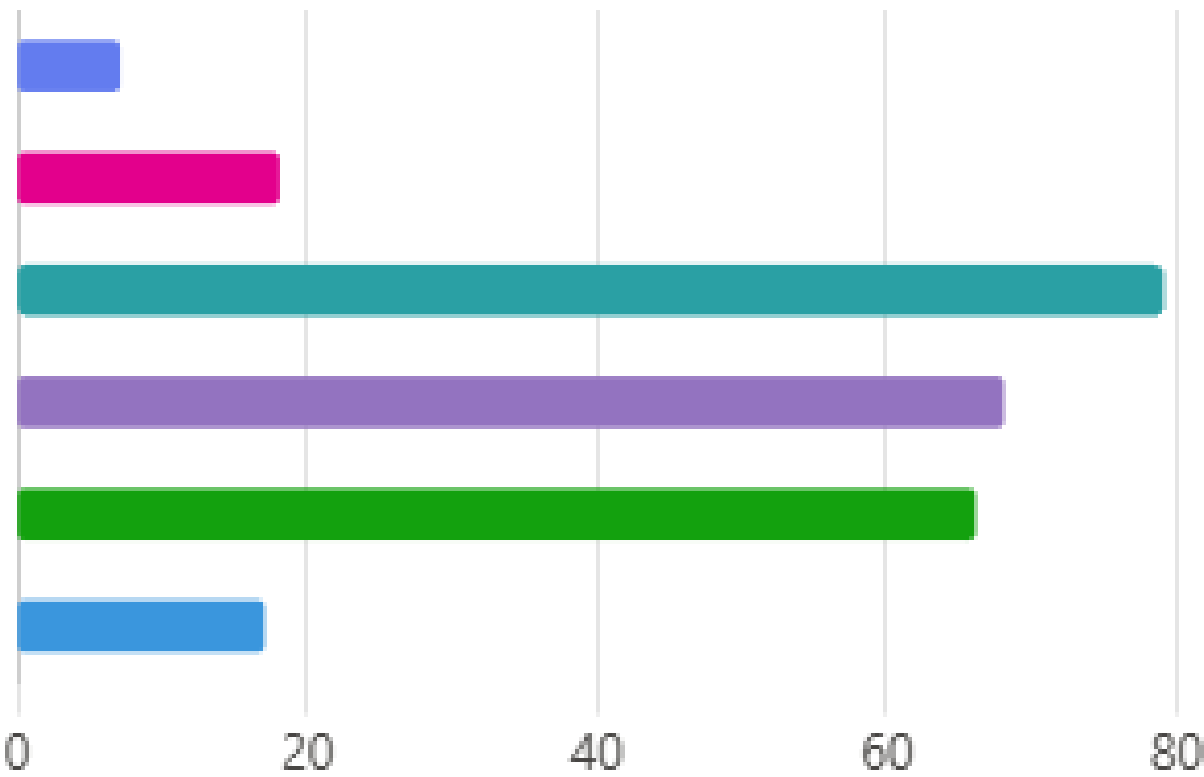
- Yes - I am aware and use AU
- Yes - I have applied and am awaiting a response
- Yes - I am aware but do not use AU
- No - I am not aware of AU
- Refused
- Not eligible



Accessing Information About Services

How easy is it to find out information about services? For example, Neurodevelopmental pathway, support services.

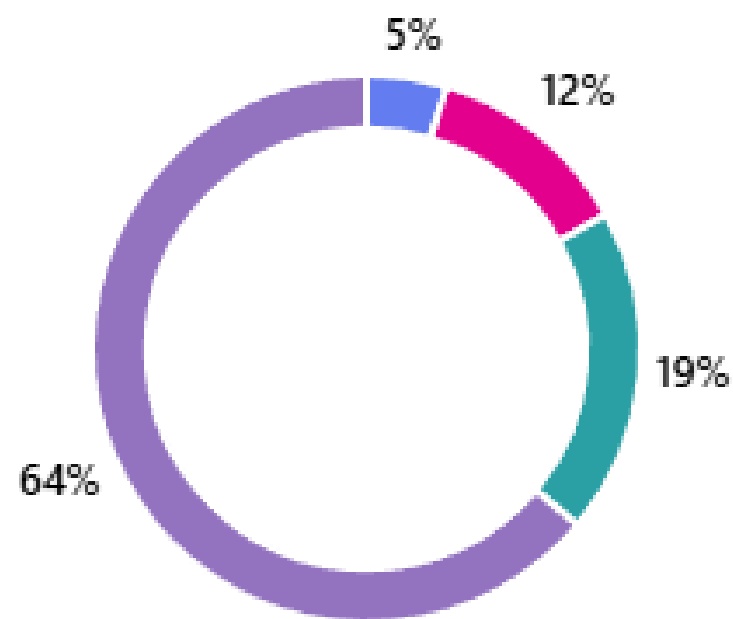
- Very easy 7
- Easy 18
- Neutral 79
- Difficult 68
- Very difficult 66
- Not applicable 17



Liquid Logic ECHP Portal

If you have used the Liquid Logic EHCP Portal, was it easy to use?

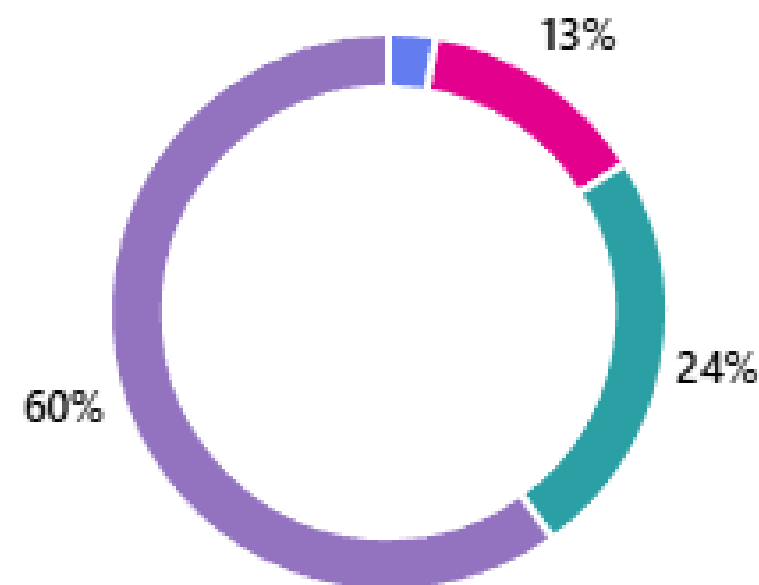
| | |
|------------------|-----|
| ● Yes | 12 |
| ● Partially | 31 |
| ● No | 49 |
| ● Not applicable | 163 |



Complaint Handling

If you have had to make a complaint about services in the last year, do you feel it was handled well and resolved?

| | |
|------------------|-----|
| ● Yes | 7 |
| ● Partially | 34 |
| ● No | 61 |
| ● Not applicable | 153 |



Parent / Carer Mental Health

In the last year, as a parent / carer, do you feel your mental health has:

| | |
|--------------------------|-----|
| ● Improved | 12 |
| ● Stayed the same | 82 |
| ● Declined | 142 |
| ● Do not wish to comment | 19 |

