

Markfield SENDIASS survey of parents in Haringey of children with Special Educational Needs & Disabilities May 2020

The Markfield SENDIASS service carried out an independent survey of the views of parents and carers in Haringey of children and young people aged up to 25 years who have Special Educational Needs or Disabilities (SEND). The survey was sent in late May 2020 by email to all the parents & carers who have been in contact with Markfield services during the past two years, and also to several parents' organisations in Haringey including: SENDPact, Haringey Autism, Mums in Mainstream, and Difficult Parent. The survey asked about the following topics:

1. What life has been like for families of children with SEND during the coronavirus lockdown
2. Whether parents feel they have had enough support from their child's school and the Local Authority SEND services during the lockdown
3. Parents' views about the re-opening of schools to more children from June
4. How parents have been using their child's Short Breaks Personal Budget during lockdown.
5. The views of parents about the Haringey Council Local Offer website, whether they used it and if they found it a useful source of information about SEND services, and whether there are other ways they want to get information about SEND matters from the Local Authority.
6. Parents' views about the Markfield SENDIASS services

This report includes all of the comments that were made by respondents, although some details have been omitted to preserve anonymity.

About Markfield SENDIASS:

The Special Educational Needs Information Advice and Support Service (SENDIASS) provides free, impartial advice and support for parents, carers, children and young people with SEND. The service is commissioned by Haringey Council and provided by an independent local charity: Markfield. For more information visit: www.markfield.org.uk/sendias-2

Summary of the findings of the survey

Sixty-three parents responded to the survey. Most had a child either in nursery (24%) or in primary school (40%), while a third had a child in either secondary school or further education college.

Just under half the children of those responding had autism or a learning disability.

(See breakdown of the profile of respondents' children on page 13).

Life under lockdown (pages 2-5):

- **Three-quarters of those responding said they had found family life under lockdown 'much more difficult' or 'more difficult' than usual. One-in-ten respondents said their family were 'coping fine'. Many parents reported huge stress from overcrowded housing, poverty, social isolation and lack of support, increased difficulties with managing the behaviour of their children, and high levels of anxiety and mental distress**

Support from the school and the Local Authority (pages 6-7) :

- **Four-fifths of respondents said their children had not been attending school during the lockdown (a third had been offered a place in school, but had chosen not to send their child for safety reasons)**
- **Just under half of those responding said they had received enough support from their child's school during the lockdown, however the same proportion (46%) said they had *not* had enough help or not the right kind of help**

- None of the survey respondents said they had received sufficient support from Local Authority SEND services
- The types of support that parents mentioned that had helped them to cope in lockdown, (or help that they would have liked) included: getting phone calls and texts from professionals to check if they were OK, access to play facilities for their children, respite for parents, and learning materials from school more tailored to their children's needs
Views on the return to school (pages 7-10):
- A third of respondents said they were worried about the safety of their child returning to school, and a third said they would not be sending their child back to school until they felt it was safe to do so
Short Breaks Personal Budgets and Haringey's Local Offer website (pages 10-11):
- Most respondents did not receive any Short Breaks Personal Budget (PB) for respite from the Local Authority, and of those that did receive a PB for their child, the majority said they had not been able to find services to use it on during the lockdown.
- Just over half of respondents (53%) were not aware of the Council's Local Offer website (which has information on local SEND services) and of those who had used the website around half had found it useful, and half said they had not found it useful
Feedback about Markfield SENDIASS (page 12):
- Most respondents (70%) had used Markfield SENDIASS services, and of those who had used SENDIASS services more than nine-in-ten respondents (95%) said they would recommend the services to others, with four-fifths saying they were very likely to do so.

1. Life under the covid-19 lockdown for families of children with SEND

We asked parents: *How would you say life has been for you and your family during the last 10 weeks of the coronavirus emergency? What kinds of difficulties have you and your family been having, and how you have coped, and what support would help you?*

"Our own 4 walls feel like a prison"

"It has been suffocating for the family as we live in a one bedroom flat"

"No support. No rest. Unable to go shopping. Unable to get deliveries"

"Their special schools closed. No family or friends to help"

"I cope minute by minute most days"

"We have no garden, we are often all on top of each other, and row more"

"Our son finds it hard to understand why the restrictions are in place"

"She has been extremely isolated despite online groups"

"I have had to allow my son to do what makes him happy, using my creativity and

love to get us thru but not all parents have time to do this"

"I have coped because I have had to for the sake of my son"

How has life under lockdown been? Summary of responses	No of respondents	Percentage of respondents
Much more difficult than usual	20	32%
More difficult than usual	27	43%
About the same	9	14%
It has been OK for my family so far, we have coped fine	7	11%
Total responses	63	

Below are all the comments that parents wrote about life under lockdown for them and their family and what kind of support had helped or would help them:

- Juggling work and childcare and home learning is challenging.
- Very little support from school to access education
- Routine has change for him more active and crying
- Other than being at home all the time, it has been suffocating for the family as we live in a one bedroom flat with a household of 4 people.
- The difficulties I and my family have been having is: going to the shops with my autistic three year old, the long queues, the fact he has to be given my phone to keep him occupied or else he ll get distracted and leave the queue or run around in the shops. As a single mother, and generally have limited support, I have had to break the rules a little and from a distance get a family member to get me groceries or attend a food bank. As it also was a strain financially and mentally in terms of keeping him entertained and having him full time and not at nursery part time. I have coped because I have had to for the sake of my son with telephone support from siblings and his father and what's app video calls as well as at a distance seeing others to prevent isolation. Also a trampoline given to is helped with my little ones bundle of energy.
- The kinds of support that would have helped is texts from the nursery, as my phone calls cannot always be attended to and my emails couldn't be accessed. Markfield texting me about the play space that others accessed on a weekly timely basis and I was not informed about it, so felt excluded, and I was really upset and when I enquired it was more like you should have got a newsletter and then was told my little one would be on the waiting list. It was helpful however that the facilitator for our stepping stones/strengthening families did text and leave a voice mail message if she was unable to get through to check on our well being, so that was nice. Also, clarification in writing as to why my little one considering he has been diagnosed with autism was not given the choice to still attend nursery. I did receive a call from management and was told my little one is not as vulnerable than others .hmm
- No support. No rest. Unable to go shopping. Unable to get deliveries. No carers. No family.
- Emotional and behavioural needs have made child regress. Walking on egg shells. Camhs have disappeared, SEN and social worker have not fought to get a much needed laptop even though vulnerable and ticks all boxes for this type of support. Having a break for parent or child would have helped. Our own 4 walls feel like a prison. More financial help would have helped. Money does not stretch.
- Our son who has Aspergers coped well at mainstream school but has become increasingly dysregulated during lockdown, with increasing frequency and severity. He has been physically attacking his parents & sibling, waved a knife at us twice, tried to run out of the house barefoot multiple times, threatened to take an over dose of painkillers. He has no EHCP so wasn't entitled to attend emergency school provision. Eventually I asked school and was given 2 days per week. This helped him the days he was there but he remained very upset and physically dangerous the rest of the time, at home. I asked school for more days but they said they couldn't help and suggested I self refer to children's social care. I contacted MASH and we were allocated a social worker who will assess our needs and who liaised with school to get our son 5 days/week from 1 June.
- No support or help. Im a, single parent. Not able to get delivery slots. Not able to que at the supermarket as I have multiple children with ASD. Their special schools closed. No family or friends to help. Where was DCT? Why were there no emergency plans. Week 5 I had a call from the DCT. Disgusting. The children have all stopped sleeping. I cope minute by minute most days.
- There has been very little valuable help with regard to the absence of schooling. Online resources are mainly not accessible and patience with worksheets negligible. No understanding of teaching SEN in a home environment has been demonstrated. Virtual online 1-1 learning should be made available. That's what the ehcp provides. Aside from the teaching of core subjects, the absence of extra curricular outlets has meant that sensory / behavioural impulses have been harder to contain. Even in normal time, access & provision to

sport, after school social clubs etc is v v limited for kids who need 1-1 support. More facilities, particularly physical well-being activities (inc swimming, cycling, climbing, trampoline, athletics etc) need to be opened and staffed for SEN kids who would benefit .

- Too hyperactive bored not able to go anywhere.
- I have had no help with my son as he was in the centre before the virus. So no free school meal vouchers 'no nothing other than a couple emails with some work to do . I had to fight to get a plan put in place which is just sitting there , I also am a single mum of 4 children which I have only received free school meal vouchers for 1 of them , I also accessed the food bank in the town hall to then be sent a video on WhatsApp with me sitting with my trolley by somebody highlighting that it's not only people in Africa that are hungry. So I won't return out of embarrassment. To top it all off I have [*developed a health condition*] from stressing. My coping is remembering there's worse off than me thanks
- Felt isolated and alone at times. I have felt incredibly stressed and anxious worrying about COVID -19 but also worrying about my daughter's mental health. She has not wanted to talk to anyone, has been violent, not sleeping, not engaging with online learning from college. In the beginning she worried if we were going to die, wanted to wash with bleach, drink bleach, so afraid to go out. I tried to reach out for help with CAMHS, early help, and social services. College have now been helpful and given my daughter art resources. It would be great to talk to other parents or carers in this situation. someone who understands what it is like.
- Since we live in a 2 bed flat and our living room is also our bedroom, so our two children have their own room we are already overcrowded, and now with covid makes it worse, we have no garden, and since there is no school and university on we are often all on top of each other, and row more than usual. our son finds it hard to understand why the restrictions are in place and what is happening. we each take time away from the flat, having respite care would have helped and not being overcrowded in our flat with no garden would help.
- Children stay at home for the last 2 months without going out at all. More Sleeping problems. Tantrums.
- Home educating is challenging , I would have liked a little more support from the school about techniques they use.
- I'm a single parent isolating with 3 young children, one of which has an ASD diagnosis. Home schooling has been difficult as there were lots of tantrums and emotions refusals. My child with ASD, can get very emotional and upset but he is happier at home than at school. Other parents have been supportive and the exchange with them has helped me personally.
- Lots of progress observed with our son now that parents are working from home and we can spend more time with him.
- She has had important medical appointments cancelled She has not been sent a letter from the gp so doesn't get any help that shielded people do I have had to separate her from her father who is a key worker She has been extremely isolated despite online groups. Her two days at college were everything She has put on weight as we cannot go out due to people not socially distancing
- My son anxiety level has gone up than usual, I have been taking him for a walk and reassuring him that things will soon better and normal again. I now spend more time with him, making sure his mental health is stable. His school helped by having him during school days but finishes 1 hour early and I also get calls from CAMHS' s nurse every now and then to see how we're feeling. I also got a call from Haringey disabled team.
- University has NO understanding that this is a huge change and impacts are not taken into consideration. Uni has my son taking exams from home and if he does not pass he cannot go on to the next year. This compounds the stress. They should move from exams to coursework. There is so much building work in Haringey that the noise during his exams has been awful. He still has to pay for a flat he cannot live in due to Corona. There is NO help.
- Not being able to go out has caused an impact. Homeschooling has been a tough
- We was having difficulties in home schooling we was very struggled to home school our daughter and we struggled with her routine

- Trying to keep my daughter occupied whilst I also have to work from home. It's been hard trying to find things to do with her when I also have a two year old son who also wants my attention. We have had my daughter's schools hold music sessions on zoom which has helped.
- My child has had challenging behaviour at times as she is fed up of not being able to go out and play with her family and friends
- We are shielding. We have experienced anti-Semitism and direct discrimination from the SEND dept who are now refusing to engage with us Sound familiar? Judge Hayden made similar remarks about this evil depts behaviour to another Haringey family
- We were expected to see our ADHD psych for the first time On April 1st 2020 just after locked down. We had Been waiting nearly 18 months. We have been working with an excellent exec nurse at CAMHS but with my sons spikey profile he needs a proper assessment. His assessment was postponed due to covid and now we have no security with regards when and if he'll get seen - he is 12 nearly 13 this time is critical, virus or no virus - I'm sorry but the world keeps spinning for vulnerable children. Haringey is now even more stretched at CAMHS than ever so we won't know if my son remains a priority or not for months. His school work, as a vulnerable SEN EHCP child is very challenged, we pay for. A tutor which should be the responsibility of the LA. We continue to have to hemorrhage money to gain any kind of glimmer of an education. This time however has assured me that my son needs a specialist provision from year 9 onwards. The local authority have tentatively issued his EHCP during covid and dragged their heels with emergency finances allowing my vulnerable child to suffer. The covid 2020 act is a convenient tool for further delays for Haringey council. This places my son at a further disadvantage. However I will not take second best, mediocre results anymore. Covid has shown me what a lack lustre job the schools can do, they want to try but truth is the cannot handle neurodiversity they are not skilled enough. This puts all the onus on parents, especially single parents. I have had to allow my son to do what makes him happy and keep him healthy and keep his mental health in good shape, using my creativity and love to get us thru but not all parents or carers have time to do this and other children really are at risk, this makes me so sad. This is all going on Whilst The LA sit back asking for evidence when this is a time for important action for all the vulnerable not just children. Appalling!!!

2. Support from the school and from Local Authority SEND services

We asked parents: *Do you feel you have had sufficient support from your child's school and from the Local Authority SEND services during the coronavirus crisis?*

"I have had to fight for every tiny bit of support we have had"

"The adaptation of curriculum to match my daughter's needs has been non existent"

"The school has been really good"

Have you had sufficient support? Summary of responses	No of respondents	Percentage of those responding
Yes, I have had enough support from my child's school	28	46%
Yes I have had enough support from the Local Authority SEND services	0	0%
No, I need more support or a different kind of support	27	46%
Not applicable (my child is not currently enrolled in school)	2	3%
Not applicable (I have not needed any support from the LA)	3	5%
Total responses	60	

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Parents' comments about the support they have had from their child's school and the Local Authority SEND services

- My school's teacher, SENCO, teaching assistant have been in touch and provided some additional resources but they have not proactively tried to adapt the home learning to my son's profile. My son does not like video or phone calls but they have not suggested ways to make him feel more comfortable. Our ehc plan pays for a teaching assistant who is now looking after other children for the majority of her hours. This does not feel quite right. I'm unsure what best practice remote support should look like and i recognise we are in a crisis situation and others have greater needs but we went through a lot to get an ECH plan and it is unclear to me what has happened to that funding.
- The adaptation of curriculum to match my daughter's needs has been non existent
- The school has been really good, however can not say the same for haringey. Even though we are working with social services, non of our concern or suggestions are being addressed.
- Suffice explanation about why he was unable to attend during the covid situation. Not just he is not considered as vulnerable as others. Particularly as he is a special educational needs child. He has autism. And even now in terms of transitions and soon will attend school in September I felt I will continue to home school him in the best way I can and not disrupt him further as well as keeping him safe from any threat of the virus .
- Activities "in vivo" as all this social distancing is not beneficial to my son. Being isolated in his room is not helping his mental health. No support from the Council.
- No support or any contact from LEA
- Help getting tech equipment and more input as stated in EHCP.
- I have had to fight for every tiny bit of support we have had. We wouldn't have got anything if I hadn't asked. MASH was very helpful. I also have a 3month old baby and although we had been discharged by health visiting team, I got back in touch and they supported my referral to MASH and have been back in touch since to see how we're doing. So, local authority services have been good, but school feels over stretched and only just coping, and without local authority support we would still only have 2 days per week of school.
- No support from LEA
- Local authority have been very absent. A few very meagre emails have been sent out but they do not address the reality of problems many families have faced, not least of all mental health for SEN kids & parents.
- My child need needs extra support to improve his speach and he has other difficulties eatin he only eat spaghetitis and rice he is always constipation and he refuse to wearing different clothes in very hot weather he still wearing long sleeve flofy jumper and long trousers . Also he refuse toilet training we tried very hard but he refused to learning .
- To be able to be in school for certain time and local authority to provide support in outdoor activities
- He has been awarded 30 hours in mainstream But has never been able to access them as Haringey sen would not respond to crouch end school who offer him a place and to also go back into year 10, but is now old enough for sixth form so once again I'm going to have to fight to get his plan sorted so he can get help in a sixth form setting
- physical resources to support learning, resources or finances to provide additional resources for stress and anger management such as boxing gloves and pad, counselling or therapy sessions, zoon teaching rather than online activities or lessons to do by herself
- I have had no support from the local authority, before all this began i had been trying with no success to get help with respite/personal budget increase, and they missed two appointments with no explanation, i waited in all day for nothing. Tried to complain again but nothing, just been ignored
- A better option for attending school or more support at home
- Nobody contacted in regards to my child with SEN or gave info on how to best support him
- I received various calls including health visitor but we don't need help.

- We have not had any help since she left mainstream school I 2016.
- My daughter as a special need I didn't get any help, from any of the above except as every one in her class the teacher was contacted me couple of times
- We have asked on multiple occasions about direct payments. I have a time line. It will be published online in the usual place.
- I need money from the LA to pay for emergency Specialist SEN tutoring. I am fighting for this daily. The school are trying to help but have not had any decent support and guidance form Feb LA
- Heard nothing from council
- I need help in finding a school for my child so he can come back to live at home
- Any extra teaching hours would relieve pressure from me. I do not feel like am fully engaging her academic potential. Support with play time would be helpful for my child's emotional and overall holistic development.
- My child need professional teacher support and SALT
- I think a leaflet should be drawn for children explaining what a virus is.
- I have regular updates from school senco officer. Also school has applied for funds to support my son 1:1 learning
- He needs more attention than other children. He likes less noisy space and some one like 1to 1 support. But unfortunately after getting fund from government they do not provide support for my son and always complaining about my child that he is naughty, he pushed other children, he took toys from other children and lot lot more complain. I m tired of nursery and their complain
- what Markfield had been doing to keep establish routine of my child going to play there gave some stability and focus to our routine and bit of normality. they love the provision very much

3. Parents' views about the return to school after the lockdown

We asked parents: *Is your child currently going to school or college during the covid-19 lockdown?*

Is your child going to school/ college? Summary of responses	No of respondents	Percentage of those responding
No, My child's school has not offered me this as an option	23	No - 88%
No, My child has been offered a place but have chosen to keep them at home for safety reasons	19	
No, My child is not enrolled in any school or college at the moment, eg. due to exclusion or lack of suitable provision	2	
No, I have been home educating my child since before the coronavirus emergency	5	
Yes, my child is attending school/college	7	Yes - 12%
Total responses	56	

We asked parents: *If your child is not currently going to school, how do you feel about them potentially returning soon, now that the Government has said schools should start to re-open to more pupils from 1st June?*

"My son is freaked out at the prospect of returning to the school just now"

"I feel its not safe at the moment. He has no ideas about social distance"

"I am vulnerable and my son is nervous that he will become ill and bring it home"

"Not enough is known about how the virus affects people with Downs Syndrome"

Views about returning to school. Summary of responses	No of respondents	Percentage of those responding
I am worried about the safety of my child going back to school in the next few weeks , due to the coronavirus	18	33%
I think that now is the right time to get children back into school on a phased basis	6	10%
I will be sending my child back to school if invited in early June	11	20%
I will not be sending my child back to school yet, until I feel it is safe to do so	19	34%
I would rather not send my child back to school yet, but I feel I have no choice (eg. due to difficult circumstances at home, or a necessity to go to out work)	2	4%
Total responses	56	

Parents' comments about whether their child is attending school

- My son's school strongly encouraged us not to accept a place at the school as they said they were struggling with resources and unable to provide education or honour the EHC plan (i.e. no one-to-one) and so it would be childcare only and so my son's needs would not have been supported which would have adversely impacted his wellbeing and resulted in challenging behaviour.
- My child is not attending nursery because of the covid situation. Further to that I will not be also allowing him to attend the nursery setting because he was not given a choice as to whether or not he could still attend considering he has special educational needs and no concrete explanation was given other than he is not as vulnerable as the other children.
- No his special school closed
- Child is remote learning. Must login on college days.
- No my children special schools are closed.
- Due to lack of appropriate 1-1 support a place has been withdrawn.
- My child has been in Grove's school but he wasn't comfortable there with other children, everyday he blamed us that we forced him to take there, from the beginning of the November he left school and till now he is been at home which is very difficult for us as the family.as his father I tried my hard to change his school for the one he wants. In the 20 of this month the panel made a decision to stay in the same school which is doesn't work out for him , we want to apply again.
- School close and no option offered
- Waiting for sen to sort him out
- public transport is unsafe, risk to BAME people exceptionally high
- There are only limited spaces and these are for parents who have no option but to send the child in, also our son would not cope well if he was the only one or one of only a few in his class attending, this situation has made his anxiety increase a lot, and we also have worried about him being at high risk of catching covid.
- My child was technically given the option of going to school but it was not suitable, changing teachers etc. The school told us he wouldn't have been happy and we agreed.
- At the start of the lockdown he didn't have an EHCP in place. But as I have 2 other children, I prefer keeping them together at home for now.
- She is getting online lessons but they are difficult and there's no interaction with her peers.
- He couldn't accept the sudden change and this was causing him meltdown every second
- my son wasn't offered this choice
- Our family isolated for a long time and my childs behaviour became challenging at times so as school was open for ehcp children at her primary school.and she asked to go i give her a try and she is happy to attend

- We are shielding. We have appropriate afternoon lessons. Monday eye gaze, Tuesday physio, Thursday class time, Friday walker time. Plus cooking with sibling
- We agreed with our school this was The safer option. I do not want my children in a large LONDON School when the science is so vague and unclear. This government has handled information badly and lives have been lost unnecessarily. We do not know if children are spreaders and we have no test and trace architecture in place. For this reason my son and his teachers are safer if he stays at home
- My son's school has closed, they are going to partially reopen, but my son is freaked out at the prospect of returning to the school just now
- My child was not given the opportunity to go into school. Now that he has been allowed to go from June, I have refused to let him go as it will once again unsettle him and change his current routine.
- She has Down's syndrome and not enough is known about how the virus affects people with DS.
- I feel not safe at the moment.also he has no ideas about social distance.
- School is closed.
- My child is attending school because 1. I am a key worker 2 he needs his routine. He finds it hard as there are different teachers every day but he is very brave
- My daughter might be starting back after the half term holidays. I have put her name down.
- I got health condition so I am not comfortable for my child to go to school now.
- I am a keyworker but doesn't go to school all the time

Parents' comments about their child potentially returning to school

- What will happen to medically complex kids in long term? We can't send them to school and the kind of home schooling options that one could get via EOTAS just not available
- Staff need to sit with clients properly and fill out necessary forms and not dictate especially Senco at nursery setting.
- I think all children should be going back to school. I don't believe in living in constant fear to be beneficial for anyone. 2mts is ridiculous as other countries have shown. This type of virus is not spread in the air. It is not Ebola.
- My child would need a cab service to get to college as its over 3 miles away
- I feel conflicted because my child would definitely benefit from a return to a structured day at school but of course I am also very worried if the science does not support school opening.
- First of all my child has left the school from the November in 2019 before the coronavirus, we had so much difficulties to make him understand or teach him, as he got autism .The life is much more difficult. He has been in main stream from the nursery till finishing the primary school ,he spend his 11 years in a normal school with normal people that's why he could not stand it anymore in Grove's school
- Our school is not opening to year 1 until the 22nd so that leaves 4 weeks of school. He literally hasn't played with a child his age for 2 months I'm very concerned about this. But I also know 4 weeks, with changes is not time for him to settle
- I would prefer if all schools remained closed until after the summer. Given we have other children and they would be going back to school (as they have asked to do so) we will send the little one too
- I would need to know what measures are in place before she goes back.
- The government should provide enough ppe for schools to make it safe for children and staff
- I decided to send my daughter to school
- I believe that teachers should be tested before school starts in june and wear pp
- Shielding So in for the duration
- I am in the vulnerable category and my son is nervous that he will become ill and bring it home
- Children, especially vulnerable ones, should have been at school all along.
- My son has been at school everyday since lockdown i have no fears

4. Use of Short Breaks Personal Budgets in the lockdown

We asked parents: *If you have a Short Breaks Personal Budget from the Local Authority (for respite) have you been able to use this during the lockdown?*

"We need more flexibility re direct payments during lockdown"

Short Breaks Personal Budgets Summary of responses	No of respondents
Yes, I have continued to use my child's Personal Budget the same as before	5
Yes, but I have been using it differently	7
No, I have not been able to use my child's Personal Budget in the lockdown	15
Total responses	27

Parents' comments about Short Breaks Personal Budgets

- We need more flexibility re direct payments during lockdown
- For toys
- I don't know anything about personal budgets. i will check on given website.
- I don't have personal budget
- We have had to replace "in vivo" visits with online chats which is far from ideal.
- Do not get this
- We don't have a personal budget for short breaks but our social worker is now looking into it for us
- The carer stopped coming. The duty SW told me to spend it on anything the children needed
- Our PB is insufficient
- I don't know about this what's that
- I don't get personal budget
- Never been informed
- don't have a personal budget, would really like to know how to get one.
- the amount we receive is pitiful and i use more of my own money towards activities than we get from the council
- I don't have a personal budget
- I didn't have personal budget.
- I still pay the cleaners Asni employ them even though they don't come and in do the cleaning The evil empire haven't been in touch I have no restrictions on what I can spend on, as long as within the law So tough Haringey
- I was not awarded one. However I should have been!!!
- Don't have this
- Can't spend it on her usual activities, haven't had any contact from council re direct payments
- I don't know what it is
- I don't know what personal budget is? I would like to know more about it.
- Do not receive personal budget

5. Awareness of Haringey's Local Offer website

<https://www.haringey.gov.uk/children-and-families/local-offer>

We asked parents: *Are you aware of the Haringey Council Local Offer website giving information about SEND services locally? Are there other ways that you would prefer to get information from Haringey Council in relation to SEND issues*

Awareness of the Local Offer website Summary of responses	No of respondents	Percentage of respondents
Yes, I found the Local Offer pages useful	16	25%
Yes, I am aware of the Local Offer but I have not found it useful	14	22%
No, not aware of the Local Offer website	34	53%

Parents' comments about the Local Offer website, and other ways they would like to get information about SEND issues from the Local Authority

- Just email Text. What's app. Fb. Etc Even letters .
- YES, by post, email, WhatsApp. But not on a website which sends you on dead ends.
- I don't do social media.
- Through the post would be nice
- text message, email, leaflets to home address
- I think social media would be a good way to spread new info.
- Post
- Social isolation is my main concern and I cant find anything to help her. More teen and adult friendly inclusive social activities would be helpful. They tend to be segregated. The gig buddies scheme is a good example. Any social Facebook groups would be useful but they need to be safe.
- From GP and Schools
- A reply to an application for EHIC was never responded to by Haringey.
- yes via social media would be good
- It would be helpful if get information via email or post.
- Font size is shite. Content is shite. It's just Haringey propaganda and links to **** all help.
- Instagram lives and Facebook groups would help. More live events online to access information that is hidden
- It would be very beneficial to know what help was out there for us physically and emotionally. A phone call from the LA to see how we are would not have harmed.
- Facebook, emails - you have to find it yourself on the council website. Probably lots of people who don't know what a Local Offer is
- Feel free to email me
- I was unaware local offer pages
- Monthly newsletters would be good.

6. Feedback about Markfield SENDIASS

We asked parents: *Have you used any of the Markfield SENDIAS services in the last two years (telephone helpline, advice surgery, parent training sessions and talks, Saturday Family Club)? If so how likely are you to recommend them to others?*

Feedback about Markfield SENDIASS Summary of responses	No of respondents	Percentage of respondents
I have used the services and I am very likely to recommend them	35	56%
I have used the services and I am fairly likely to recommend them	7	11%
I have used the services and I am not likely to recommend them	2	3%
I have not used the Markfield SENDIASS services	18	30%
Total number responding	62	

Parents' comments about Markfield SENDIASS

- Courses if you are able to actually get on them are very helpful in educating yourself to support your child. Markfield family day is excellent as it's only three pounds as a donation and you get to meet other parents and carers with their children to play in a safe space and there is food and refreshments also. It breaks the barriers of exclusion and isolation too.
- Poor advice. Very obvious Markfield are supported/funded by Haringey so obviously not impartial.
- Be a voice for us. Parents get fobbed off and too emotional.
- We've been ok without support over the last 3 years, until lockdown.
- I was told to go private by your organisation to get my youngest child diagnosed. That's really poor advice. I need help with her EHC plan. The EP hasn't done the report so the school are refusing to apply. I always found your service to be very pro mainstream. Even when it was clear my child needed to be in a more specialist school
- More advisors are needed with tribunal experience (& preparing for same).
- Because I needed help with getting a plan put in place SEN lied, and then Markfield helped me. So thanks I'm still having problems as they don't let me know anything
- Better answer phone messages, more staff to answer phone, parent support outside of school hours, evening, and weekend classes/courses/sessions would be fantastic for working parents. I am in desperate need of help but can never come to any groups.
- I did make contact some time ago but no one got back to me so I haven't bothered again.
- Can I be honest I find them a bit confusing. I tried a drop in but I didn't know how it worked, what's it actually there for, there wasn't a staff member there most of the time and none of the other parents really spoke to me even though I tried to join in, which was really quite isolating and has really put me off. The lady that showed me round was really nice and it was lovely that someone from Markfield did call, but unless I'm prepared I tend to panic and say everything is fine.
- Keep track of children and young people as they leave school
- Not since he left school - but the training sessions and counselling were so helpful.
- For support advice and information
- I didn't know that Markfield was open.
- Keep providing as much support as SENDIAS does and offer more courses
- We meet at Co-production. I speak. You look aghast. They are evil. As the judge said: them and us - they do "sides".
- Follow up better. Be more connected with parents who use the service. More how Solice work, open cases and work with families to get more efficient results.
- More help with school issues. Haringey SEND are not helpful at all.
- I love seeing all of you on Saturdays!

Profile of the children with SEND whose parents responded to the survey

My child has autism or a learning disability	26
My child has physical disability	2
My child has complex health needs	3
My child has an Education Health & Care Plan (EHCP)	10

Education stage and type of provision attended

Early Years (nursery, reception)	15
Mainstream primary school	20
Special primary school	6
Mainstream secondary school	9
Special secondary school	8
Mainstream 6 th Form/Further education	1
Special 6 th Form/Further education	3
over 16 and left education	1