

Family Voice Norfolk Consultation on Services and Support during COVID-19 Lock-down

Consultation

Parent carers of children and young people with Special Educational Needs and/or Disabilities (SEND) were consulted via an online survey about services and support. The results below come from 105 responses in one week, from 28th April to 5th May 2020 during COVID-19 lock-down. Considering the huge additional demands on families' time, energy and priorities at the moment, this is a significant response. We intend to continue the survey and adapt it to changing circumstances so that we can contribute as effectively as possible to services' ongoing need to understand how best to support families.

Background

Family Voice Norfolk (FVN) is a collective of parent carers from nearly 1,000 member families across Norfolk and represents nearly 1,250 children and young people with SEND. In addition to this, FVN has an online community of over 1,500. FVN has been the strategic voice of parent carers working in partnership with Norfolk County Council (NCC) and the newly-merged Norfolk and Waveney clinical commissioning group (CCG) since 2006. It is funded through a direct DfE grant (administered through Contact), by NCC and the CCG.

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Educational Settings

Q1. Have you received links for online learning from your child's educational setting?

Yes	82%
No	8%
Not applicable	10%
Total	100%

Q2. If your child has an EHCP, have they been offered a place at their educational setting?

Yes	30%
No	32%
Not applicable	38%
Total	100%

Q3. Have you received any individual support from your child's educational setting? Such as a telephone call.

Yes	73%
No	18%
Not applicable	9%
Total	100%

Q4. Have you received information from your child's educational setting with links on how to support your child's mental health and well-being?

Yes	82%
No	8%
Not applicable	10%
Total	100%

From these four questions, those that have responded with Not Applicable include one child under 4, one being home schooled, one who is waiting for a school place and the others are all young people over 17 years old.

Q5. Please add any comments you may have regarding educational settings since lock-down began on 24 March

Comments relating to children 0 to 4 years old

- We have had calls from child's school and teachers and also children's healthcare professionals, like OT, has been very helpful - just to know they are there if and when we need them
- Our nursery shut pretty much straight after the lockdown began even to key worker's children and those classed as vulnerable. They haven't taken any decisions regarding provision or care during this time citing that the council is responsible.

Comments relating to children 5 to 11 years old in mainstream setting

- I've had a print out of work for him to do, that's it
- The support from school has been non-existent. My child is in the process of an EHCP application, she is also under mental health services & school have provided no support. They also have provided no work suitable for children with SEN.
- Work has been sent but not differentiated for my daughter who has processing disorder
- No help or support whatsoever. My child has missed out on his EHCP as the council have not carried out the assessment yet even though we submitted back in May 2019. We have just been left to it. The work set by the school is too complex for my child as he goes to mainstream. It's been very disheartening and difficult to try to engage my child at all
- Got to wait until the COVID-19 is over to get my sons EHCP sorted out
- My whole household's mental health has been severely affected and we are struggling to get support from anywhere
- Work sent home is not adapted to his learning ability. Therefore causing refusal to work and stress. We can't take the option of sending him to school. As teachers and children changing daily so no consistency. So would be worse for him.
- We requested a place to keep the routine for my son (he does have an EHCP) but we're told this is more for key working parents not for all children with EHCP's whose parents are at home.

- My daughter's school has been brilliant. Very understanding and helpful. There has been no support for us parents as to help with the constant meltdowns and struggles we have had to deal with. We did get a call from outside of the school for this but at the time we were coping with these issues. Things got emotionally worse for us parents and we spoke to our local vicar who gave us some excellent ideas and helped a lot. Failing this conversation we would have had to find help from somewhere as this was heart-breaking.
- We have been very lucky after a first dodgy week, the school stepped up, provided online daily learning and check in sessions.
- We have been given work that all the other children have been given. No allowance for my son's ASD. But to be honest they haven't had much time to sort anything out. No additional support for ASD children but to be honest the school isn't the best at support for any child with SEND.
- School have provided us with learning and have stayed in contact, unfortunately the work is not suitable for my child
- When the school shut our son came home with a folder containing log-in details and a blank exercise book for him to work in. Our son's teacher sends regular work and messages to the whole class. He has also sent some differentiated work through to us. We have also had regular communication from the school office and the SENCO has set our son up on some learning programmes.
- Sending far too much, not much support other than the odd phone call

Comments relating to children 5 to 11 years old in special or complex-needs setting

- I have received a half-hearted phone call which wasn't until week 6 and was told I may possibly get another in a months' time.
I feel that my daughter and I have been completely forgotten and abandoned. My daughter has very complex needs and all her therapies have stopped. I would say this school is not doing even half of what the other special schools are doing.
- My son's special school is closed
- Our child's special school have made it feel like they are only contacted families as they are required by law to check on whether the child is vulnerable/at risk. Children with disabilities have been labelled vulnerable yet the term vulnerable is more typically associated to those children at risk of abuse, addiction or self-harm. Just because a child has a disability does not necessarily mean they are also vulnerable any more than a mainstream child without SEN might be. It would have been nice if the teacher/school had phoned and asked to chat to our child, their pupil, to keep in touch but they haven't bothered at all.
There is an expectation from our child's special school that education will look the same at home as at school which is an impossibility for all sorts of reasons. What works at school doesn't necessarily work at home so our child's school posting very specific tasks on Google classroom to be done each day has not worked. We have chosen to use resources we already had at home and the many online resources available at the moment to tailor an individual programme for our children. This is very much the approach encouraged by our other child's mainstream school and it is working well.
- Our son has been going in 2 days a week since the start of the summer term which has helped enormously
- Very distressed that our school is the only one in the county refusing to open to offer support to any pupils until further notice. I feel it has been managed very poorly by the head teacher and my child is suffering as a direct result.
- My daughter attends a complex needs school. She hasn't been offered a school place during this pandemic. However I did stress to her head teacher and the school office that I realised there may be a high demand for places where parents are key workers and being away from school would cause huge alarm and distress to the children involved, so I was happy for her to not have a school place and to have her home for the duration. We also live a great distance from her school so I also believed the long journey to be non-essential. So, school may well have offered a place if I hadn't of expressed the above.
- My understanding was that special needs schools would remain open but ours has not.

- No problems with the educational setting they have been brilliant at staying in touch, Norfolk County Council however have not contacted us at all to check how things are.
- The media reports the numbers of vulnerable and special educational kids not going to school as if this is the parents fault for not taking their child. The reality is settings didn't offer places to children with special educational need unless their carers were key workers. We have a weekly 'Welfare call' from the school but this appears to be a tick box exercise and really isn't very useful. The tone of the school has been very patronising in their choice of words. The mental health booklet sent round also had a patronising tone and had nothing new in it that seasoned SEN parents haven't come across before. We are enjoying home schooling our children. It has been a period of time when we can really see how our children are developing and what they love to do. We've learnt lots of new things with them, it's been a really positive experience but the presumption on the part of our child's special school is that it will be a negative experience.

Comments relating to children 5 to 11 years old not in an educational setting

- My son has complex needs and was already agoraphobic before COVID situation. He has recently started receiving support from Alpha inclusion and he is a patient of CAMHS so his mental health is on the path to getting help. Hence the school he is on roll for have not sent mental health support for him (to my knowledge)
- My son had already been permanently excluded from school just prior to the lockdown, so there is no option for him to attend school. We had just started with the home tutor service (2hrs per day 3 times a week) as there are no places for him at any SRBs, special schools or even short stay schools. We are now on our 3rd tutor in two months and are only managing 20 to 30 minutes, twice or three times per week. There have also been long breaks between each tutor which has meant we have had to attempt to educate him ourselves. The tutors are struggling to engage my son particularly over video call, he tends to get upset, wander off or ignore the tutor! I have informed the local authority but there is no offer of anything else. I am concerned he will be slipping further and further behind his peers. At the time of exclusion, he was just a little behind expected levels.

Comments relating to children 12 to 16 years old in mainstream setting

- The information and support is available if needed. School work has been sent regularly, and phone calls to make sure our child is coping
- My daughter struggles to focus. She learns better with face-to-face and has felt overwhelmed at the amount of written work that comes through. Her organisational skills are poor. It has taken a long time to try and write a plan for her especially as she got behind in the first week. At the start of the closure she had huge anxiety therefore we spent time on emotional welfare rather than work. This has had a knock on effect. I have emailed the head of year who has sent a lovely email back. We also don't have a printer so they have supplied packs. If we were not working it would be easier but she is now in a routine and so much more settled. She has dyspraxia and ADHD
- We decided to send our son to school for as long as possible. I am a keyworker and he has an EHCP. He is getting support from his teachers and LSAs in school. I have to work from home and sometimes go in to work - so I would not be able to supervise/ help my son with his schoolwork at home. School have been very supportive.
- Most work would be inaccessible for my son without considerable help daily.

Comments relating to children 12 to 16 years old in special or complex-needs setting

- Brilliant support - bringing us essential items we can't get hold of, phoning weekly to check we are all ok. Absolutely amazing.
- I'm very happy with the support I've received from my son's school.
- We have had weekly calls; weekly work tailored especially to our son, and can contact someone if we need to, even through the Easter holidays.

- Felt initially that there was pressure to complete schoolwork. I'm self-employed, working full time from home and completing a module for a Master's Degree. Those things have to take priority. However had discussion with school and pressure has reduced considerably.
- Very supportive
- My daughter attends specialist school and they have been amazingly supportive!
- School have done a great job. Lots of emails on internet safety, how to entertain the children and lessons. Therapists have been in touch too
- My child isn't in school, transition to a special school was due to start next week. I haven't heard from them.

Comments relating to children 17 to 21 years old in mainstream setting

- My son is at College with an EHCP he has had work given to him but as he is an "adult", I don't get any feedback on how he is doing.
- We only began receiving phone calls this week. Up until now, our child (college age) has been expected to cope by sending emails if struggling. On one occasion, she had to wait over 2 weeks for a response.
- My son goes to a sixth form. His tutors have been fantastic. Phone calls, homework packages through post. Very supportive.

Comments relating to children 17 to 21 years old in special or complex-needs setting

- I feel that the school has done all that it can in the circumstances. My son was due to be starting his transition to college this term so it would be nice if they get in touch too. This hasn't happened yet.
- Residential boarding not available at all.
- A local public school has stepped in and offered some days of support

Other comments relating to children 17 to 21 years old

- My son goes to day services, his GP has requested he doesn't go as he would be high risk. The day services have been very supportive and have called regularly to make sure we are ok.

Comments relating to young people from 22 to 25 years old

- College have said they have sent work but don't worry if he does/doesn't do it
- My son's day care centre has offered to come here and take him for a walk, but I feel that it may confuse him by seeing them. He is finding it hard being at home every day.
- Messages went direct to my 23-year-old for a month and she ignored them but no one contacted me to ask why they didn't hear from her, although I had been an active participant in her learning before. It wasn't until I sneakily looked at her phone that I discovered them and helped her to respond (v complicated including a website she couldn't remember how to access and an out-of-date password).

Education, Health and Care Plans (EHCP)

Q6. Does your child or young person have an EHCP?

Yes	69%
No	31%
Total	100%

Q7. Have you heard (either via email or telephone call) from your child's EHCP coordinator?

Yes	25%
No	75%
Total	100%

Q8. Have you tried to contact an EHCP coordinator since the end of March 2020?

Yes	17%
No	83%
Total	100%

Q9. Which areas would you like to contact an EHCP coordinator about? Parent carers could choose more than one option

Needs assessment	3%
Issuing a plan	4%
School placement	9%
Annual review	12%
Other – provision during COVID-19	4%
Other - compliant	1%
We don't need to contact them	69%
Total	102%

Q10. Please add any comments you may have regarding EHCPs since lock-down began on 24 March

Comments relating to children 0 to 4 years old

- A risk assessment/questionnaire around support was carried out by one of the professionals working with our son but has been no contact from his EHCP coordinator or the council on what to do. It's been left to the parents to push and decide what they want for their child.

Comments relating to children 5 to 11 years old in mainstream setting

- He was offered a school placement but hadn't visited the school. Or heard from the school.
- My daughters EHCP was due for early review 2 days after lockdown as school are not supporting her adequately
- It's like they don't exist anymore.
- School is being a nightmare doing the EHCP

Comments relating to children 5 to 11 years old in special or complex-needs setting

- I am still waiting for 2019 annual review final draft. 2020 was done in February but still awaiting.
Personal budget was applied for in 2019, never heard back.
- Our child's EHCP review has been postponed but we don't see that as a problem

- Has completely stalled. My child's needs are not being met. They cannot be met solely in our home environment.

Comments relating to children 5 to 11 years old not in an educational setting

- Our son is awaiting a placement for a suitable special education school. We have sent two selections through to his coordinator but the panel who review these applications was not meeting due to COVID so it's all delayed. Our son has not been in school since beginning of January 2020
- It is very difficult to get any kind of response now from my son's EHCP coordinator. I have emailed her a number of times during the lockdown with serious worries about my son's application for SRB placements and about the difficulties we are having with the home tutoring. The EHCP coordinator rang once at the beginning of the lockdown but is now not even answering emails.

Comments relating to children 12 to 16 years old in mainstream setting

- Our annual review meeting should have been on 27 March - fourth EHCP and still not worth the paper it's written on.
- We've been awaiting an amended version of the EHCP since it was agreed in November.

Comments relating to children 17 to 21 years old in special or complex-needs setting

- I need to contact my son's EHCP co-ordinator because his annual review carried out at the end of last year has only just been sent to me to approve as a final version but is not fit for purpose now because it is so out of date. I will attempt to contact someone soon but hadn't done so yet.
- Have still not received a response to urgent questions
- Little point pursuing a forthcoming review right now, plus I have very little time for any more. NCC approach as regards continued education (holiday and term) of vulnerable/EHCP young people was and is a poor interpretation of government legislation at best.

Comments relating to young people from 22 to 25 years old

- We had an annual review booked for 27 March, which was cancelled. We have heard nothing. I need to chase (we had no review at all last year) but life has been too busy with two young people at home recently.

Health

Q11. If your child or young person currently receives health-related services, have you received any support or had contact with the service provider? Several parent carers receive more than one health-related service.

Yes	38%
No	19%
Not applicable	48%
Total	105%

Q12. If your child or young person is currently on a waiting list for health-related services, have you received any support or had contact with the service provider? Several parent carers receive more than one health-related service.

Yes	17%
No	25%
Not applicable	60%
Total	102%

Q13. If you have not accessed any mental health services and your child or young person was not on a waiting list before COVID-19, do you feel that your child or young person needs additional support now?

Yes	22%
No	18%
Maybe	20%
Not applicable	40%
Total	100%

Q14. If your child or young person was receiving speech and language therapy before lock-down, are they still receiving support?

Yes	9%
No	16%
Not applicable	75%
Total	100%

Q15. If your child or young person was on a waiting list to receive speech and language therapy before lock-down, have you received an update?

Yes	1%
No	11%
Not applicable	88%
Total	100%

Q16. If your child or young person was receiving occupational therapy before lock-down, are they still receiving support?

Yes	5%
No	17%
Not applicable	78%
Total	100%

Q17. If your child or young person was on a waiting list to receive occupational therapy before lock-down, have you received an update?

Yes	2%
No	10%
Not applicable	88%
Total	100%

Q18. Please add any comments you may have regarding health-related services since lock-down began on 24 March

Comments relating to children 0 to 4 years old

- My 3-year-old girl is struggling with delay, speech delay, sensory seeking, meltdowns the list goes on. And not much support as all online support is for older children

Comments relating to children 5 to 11 years old in mainstream setting

- The health officials that are in touch with my child have been really helpful
- Still waiting for my son to be put on his ADHD meds
- Yesterday we heard from One Norfolk who we have been working with for my son's mental health. My son was doing better in the last few months, this lock-down has really put him back again.
- We are on the waiting list for Newberry Clinic; we had our initial appointment in December but haven't heard about any appointment since.
- Our child has been receiving OT and SALT from a private provider. The NHS SALT has called and emailed some information
- Not heard anything

Comments relating to children 5 to 11 years old in special or complex-needs setting

- He has been discharged from OT since lockdown. I spoke to the therapist as I was unhappy and she reassured me.
- Have currently received only one phone call from one service (SALT). Concerned my child will regress as needs cannot be met solely at home (I'm a single parent living in a small flat with no outside space).
- We were told by physio that they wouldn't be seeing children face to face for four months, but I'm not sure how they could come to that decision when all other health-related providers have been updating on a bi-weekly basis.
- My child would benefit from speech therapy but it was impossible to access this before COVID, so imagine it will be even harder now.

Comments relating to children 5 to 11 years old not in an educational setting

- My son's EHCP states that he should be receiving speech therapy and OT support but these had not yet been put in place by the school before he was permanently excluded just prior to lockdown. Now he definitely isn't getting any support. This was one thing I had asked his EHCP coordinator about via email, but I've not received a response! What happens about these support therapies, which were meant to be arranged and provided by the school? My son was also waiting for a new therapist at point one where he had been seen at the beginning of the year. They said he needed a therapist more suited to his emotional age but now we haven't heard anything and no updates.

Comments relating to children 12 to 16 years old in mainstream setting

- Health seems to think JON is the answer to everything and it can only sign-post but this is not being made clear to parents/carers and most of the services it signposts to are closed.
- I'm not confident any help would be available if we needed it.

Comments relating to children 12 to 16 years old in special or complex-needs setting

- Fantastic support from Starfish plus - they ring weekly and also bring us things we can't get hold of / pick up prescriptions etc.
- Child does need mental health support due to COVID related issues - removal of services/project/family bereavement and another extreme situation. Discussed with GP and school. Both of which are following up with supporting my self-referral to a mental health provider. We have not heard anything back.
- My daughter was on list for triage at CAMHS. She had now been removed from this list and we will have to be re-referred via GP. Not good enough since Paediatrician appointment before lockdown cited need for psychological support.
- The therapists have been marvellous and very accommodating as my child will not do remote therapy. My child has a kind of phobia of using the phone or video/web based therapy

Comments relating to children 12 to 16 years old not in an educational setting

- I have been contacted by CAMHS, sent information and told what to do if we need their support

Comments relating to children 17 to 21 years old in mainstream setting

- My son has been offered Zoom contact but refused it. Although I feel such contact would be positive he is too anxious to use this method of communication.

Comments relating to children 17 to 21 years old in special or complex-needs setting

- All of the above support usually happens in the school setting as it is integral to the curriculum and informally at home rather than from regular appointments with professionals, so the lock-down has had an impact on this in different ways.

Comments relating to young people from 22 to 25 years old

- We had a call from audiology to ask about batteries which was most welcome

Social Care

Short Breaks and Direct Payments

Q19. Does your child or young person receive Short Breaks and/or Direct Payments?

Yes	46%
No	54%
Total	100%

Q20. Have you been able to use your pre-payment card, if you have one?

Yes	62%
No	13%
Not applicable	25%
Total	100%

Q21. Have you been able to use your pre-paid financial services bank account, if you have one?

Yes	38%
No	9%
Not applicable	53%
Total	100%

Q22. Please add any comments you may have regarding Short Breaks and/or Direct Payments since lock-down began on 24 March

Comments relating to children 5 to 11 years old in mainstream setting

- I am very impressed with how short breaks have relaxed the rules on use of prepaid cards to allow the purchase of toys etc. to assist during the lockdown
- That was really helpful to be able to use the card.
- We have purchased outdoor play equipment as authorised by NCC
- Really pleased that they temporarily changed their policy on buying equipment toys during the lockdown. It's enabled us to buy a few things to ease the situation for our child.
- Good communication by short breaks team they responded quickly by email to my questions. Able to use funds to buy equipment. Very impressed
- We paid in full for one year, thankfully the club we use is adding on time at the end of the yearly time to ensure my child gets her full allocation
- Their flexible approach to what it can be spent on has been a great help and much appreciated.

Comments relating to children 5 to 11 years old in special or complex-needs setting

- Why didn't I receive a letter about this? The only way I found out was because a friend told me. Typical lack of communication.
- Only just been able to access the use of the pre-paid card. The pre-paid bank account looks complicated
- All support completely stopped upon lock-down. We have had no support for over 6 weeks including no overnights.
- All respite has been stopped until further notice (Linked Families, no availability for PAs in current situation). I do not know when this will restart. Have just discovered our pre-payment card can be used to buy toys/books/craft supplies etc. for home use but only happened on this update from another parent. It was not communicated to me by Short Breaks/social care professionals.
- Fantastic service and help during this difficult time.
- It was great that we could use the funding to buy a wider range of items but the communication of this change was poor.

Comments relating to children 5 to 11 years old not in an educational setting

- We have been unable to use his short breaks pre-paid card due to the fact that swimming pools are closed. Swimming is his only selection of activity currently
- A friend of mine sent us a link saying that during the lockdown we were able to use the short breaks funding to pay for purchases for your child such as garden play equipment or towards tech. We looked at getting him a trampoline or other garden toys/exercise equipment but couldn't find anywhere that had stock for home delivery.

Comments relating to children 12 to 16 years old in mainstream setting

- Items we could use are unavailable for delivery or we can't use the card at these retailers. The scheme doesn't really work for teenagers who are too old for toys. I've had no respite from 3 boys with additional needs since the lockdown as my husband is a key worker. It's been really tough for me and them.

Comments relating to children 12 to 16 years old in special or complex-needs setting

- We are paying our PA the hours they would normally get, and we are going to buy a bicycle and adult stabilisers out of her budget money.
- Really good offer of £500 to buy toys etc.
- I have tried to contact them relating to how or what we do to support our PA financially as she's not working and we don't have set hours in our plan. Just an annual total of hours. Have had no response.

- Still accessing overnight respite care.
- Short breaks were quick to say the money could be used for buying equipment instead of activities. Very useful indeed
- We had just put in an application. This has been dealt with during lockdown. They apologised for wait to get payment card but I can't use it for anything at the moment.

Other comments relating to children 17 to 21 years old

- My daughter receives personal budget
- Direct Payments have continued but no guidance has been given about the impact of lock-down on accessing PA support or any variations in the usual arrangements to take account that no direct service facilities are available at the moment.
- My young person is 19. He does get money for direct payments. He doesn't get a prepaid card and I have no idea if or how to use his funds other than for his carers, who at this present time are unable to have him
- All short break provisions cancelled (young person is now 18 so comes under Adult care)

Comments relating to young people from 22 to 25 years old

- We await guidance on what we can spend DP money on for my adult child as she cannot access her PA at the moment.
- They have stopped taking ASC charges as I'm doing all caring 24:7

Social Workers

Q23. Does your child or young person have a social worker?

Yes	23%
No	77%
Total	100%

Q24. Has a social worker been in contact with you either by telephone or email?

Yes	80%
No	20%
Total	100%

Q25. Can you contact a social worker for support or guidance, if needed?

Yes	91%
No	9%
Total	100%

Q26. Please add any comments you may have regarding social workers since lock-down began on 24 March

Comments relating to children 0 to 4 years old

- The social worker wanted my daughter to go to another nursery due to her nursery being closed but the nursery and myself don't agree with this as my daughter will be going to start primary school in September and that will be 2 transitions. My daughter has just received her final EHCP and it clearly states that she will need extra transition time due to my daughter not coping with change. She has been diagnosed with ASD

Comments relating to children 5 to 11 years old

- Our (named) social worker, had been wonderful, we could not have coped without her support
- Been supportive but ultimately can't help in terms of providing any direct support.
- Our social worker has been in contact the most. She's available on WhatsApp/phone/email as she is self-isolating. She is supportive but neither a respite nor a school place for my son has been made available.

Comments relating to children 12 to 16 years old

- Contact social worker for help as really struggling
- Have to say our child's social worker has been brilliant
- Social worker calls weekly but have had to initiate putting together a care plan myself and have raised numerous times the lack of an emergency social care line for children's services
- Social worker was in contact very quickly after lockdown

Comments relating to children 17 to 21 years old

- I have had only one phone call.
- I have said 'Yes' to having a social worker but our situation is a little more complicated than that. We have been waiting for (and chasing) allocation of a Social Worker from the Adult team and an annual review of my son's social care needs since January as the last respite contract ended at the beginning of February. As the review meeting didn't happen, all his access to a respite setting ceased before the February half term and no plans have yet been made for the summer or his transition to College. When I last enquired, we are still on a waiting list for this and I have been given the contact details of someone from the team if we have any immediate needs at this time. This is good but I am quite concerned that because all the focus is on dealing with the current situation, none of the forward planning that my son needs is happening.
- Transition Social Work team been very good and continuing to coordinate with PfAL team
- They phone every week as I am a sole carer and have issued an emergency number

Comments relating to young people from 22 to 25 years old

- I'm not sure if I could contact a social worker as I've not tried.
- I have received several phone call from social services to make sure my son and I are well and to see if we need help with shopping and prescriptions. So far I have been very impressed. My son's day-care centre have been in contact too.
- I am grateful for the fact that we have had more contact with social workers in the past few weeks than in the past two years. At least I feel we are on someone's radar if I get ill.
- All my friends are receiving regular phone calls from NCC via social services I've heard nothing and had NO support. Queried with county they said they would contact West Norfolk. I emailed our social worker and received an automated email saying she's left her position and her line manager's email says not in office until 11 May, so looks like I'm on my own

Other

Q27. Although almost all face-to-face contact has been suspended, there are still many ways to access information and support. Below is a list of ways to access information and support. Please tick those that you have used since 24 March. Parent carers could choose as many as they wished.

Support groups websites and social media sites	48%
Government website	37%
Telephone calls with specific service providers	33%
Family Voice Facebook page	28%
Websites for specific service providers	23%
Norfolk SEND Local Offer	15%
Teleconferencing calls with specific service providers	15%
Just One Norfolk	9%
Other - schools	1%
None of the above	21%

Q28. Is there a particular area that you would like support and information on but have been unable to access? If so, please give details

Educational support

- School support
- Specific guidance for SEN schools on opening/social distancing/PPE
- Help on how to teach a child with SEN
- Help with education at my child's understanding level
- Schooling.
- Help with my son's education and how to deal with his emotional and behavioural issues.

Mental Health

- How to access mental health.
- Mental health support for my son, but we have never received support from anyone since he was diagnosed last year, we were basically abandoned
- Mental health support.

Social Care including Short Breaks

- Just the Social Care respite planning.
- If my daughters personal budget can be used to buy items to help her, as she is not receiving any outside support
- Social care
- Short breaks eligibility

Other

- SPD, pica and autism in a 3 year old, supporting her with her learning difficulties and melt downs
- I have lost most of my son's care and support. I would like help on what I supposed to do
- How are NCC dealing with formal complaints now we are in lockdown?
- Send review as was signed off age 3 and had no assessments as things have changed only sleep solutions

Q29. Please add any comments you may have regarding support that you have received since lock-down began.

Comments relating to children 5 to 11 years old

- Would have appreciated a call from my son's school to check on how he/we are doing. My other son's school called early on.
- I think the support from the local authority and the school has been very poor.
- I am so frustrated that the council have let my child down so badly with the delay in issuing his EHCP. We are now nearly at 12 months past submission. Every single day is a challenge and we have NO support
- No individual support or advice on how to teach my daughter who has processing disorder.
- We have had a council sensory support assessment indefinitely postponed since waiting for it since November 2019 (it was due the week before official lockdown began). NCC SS OT (named) has remained in touch and tried to provide ideas etc., which is appreciated.
- I feel distressed that all our support disappeared overnight and despite me asking, nothing seems to be able to change soon. It seems there is a disparity as other children in the county are able to attend school and despite not being medically high risk, my son cannot.
- I applied for Short Breaks on the 10th March and have received correspondence to say that they are dealing with my application, and will be in contact shortly.
Other families have posted on social media to say that they have been contacted with regards to Short Breaks and been awarded and they applied a week or so before me so I'm hopeful I may hear something soon.

Comments relating to children 12 to 16 years old

- Virtual support doesn't seem effective in our circumstances. I don't want to send my child with an EHCP to school as we have vulnerable people at home.
- Support has been adequate
- Amazing support - makes everything feel easier. We've also had contact from our GP surgery as son in the shielding group
- Adoption Buddy has still been in touch despite her own extra issues to deal with
- All support is from SENSational families who have been brilliant
- Shopping has been the most difficult, as online slots are full, and even though our children are vulnerable due to not understanding social distancing etc., no one has classed them as vulnerable.
- Had amazing support from a charity, which has now closed due to a collapse of funding. Have had good contact regards transitioning to college from school.
- Great support from specialist school.
Dreadful service from CAMHS.

Comments relating to children 17 to 21 years old

- Adoption support fund provide occupational therapy, which has been a lifeline.
- We had a very difficult start to lock-down as we were advised by his GP that he should be considered 'extremely vulnerable' and we should shield him but we could not get any access to on-line shopping because we had not received the government letter. This situation changed after 3 weeks when I contact his GP to explain our difficulties and they had the opportunity to review his medical condition. At this point, they changed him to the 'high risk' category instead.
- I do have carers from his day centre coming into the home to offer support
- We had a phone call from children's services checking we were ok which was appreciated.
- NHS request for regular input with a COVID-19 number identifying (GP) young person as vulnerable was irritating and clutching at straws and ticking boxes - I have too much to do! Lack of ability to access online groceries when this has been advised for a sole carer has been extremely poor and irritating.

Comments relating to young people from 22 to 25 years old

- I am finding it hard to try and explain exactly what is happening around COVID-19 with my son - it is very long and sometimes distressing for him.

- We had one telephone call from NCC adult services - the man asked questions related to whether my son had adequate cover and understanding of COVID. He didn't have any info as to why my son was on his list of people to ring and didn't know what my son's needs were - I got to feel that NCC were just doing a blanket ring around to tick boxes.
- My adult children's social worker has offered me sources of mental health support for myself. I haven't used them but just having this info helps. I am a single parent, still working and juggling full-time care for two people. It is hugely stressful.
- My son is in a small class in a special school but we have not received a phone call from them to see if he is ok.
- Social services have abandoned us to our fate

Q30 & Q31. Age and educational setting of child or young person

	Mainstream	SRB	Special School	Home Schooled	Other	Total
0 to 4 years old	5%			1%		6%
5 to 11 years old	29%	1%	15%	2%		47%
12 to 16 years old	9%		15%	2%		26%
17 to 21 years old	4%	1%	6%		3%	14%
22 to 25 years old	2%				5%	7%
TOTAL	49%	2%	36%	5%	8%	100%