

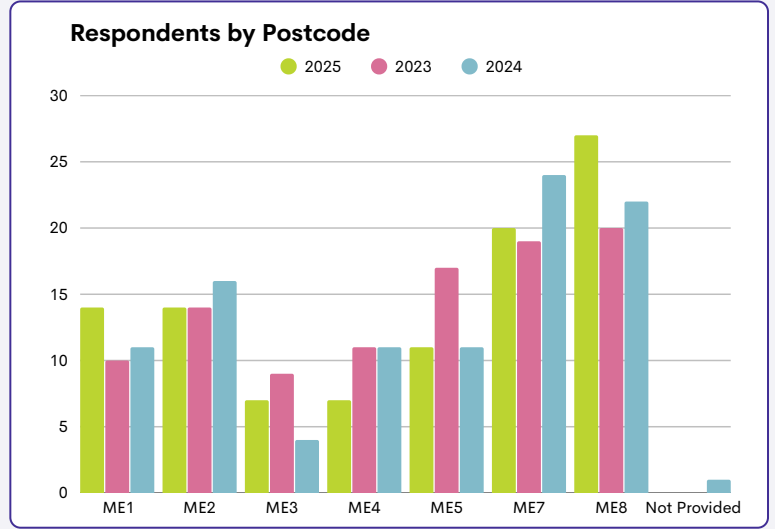
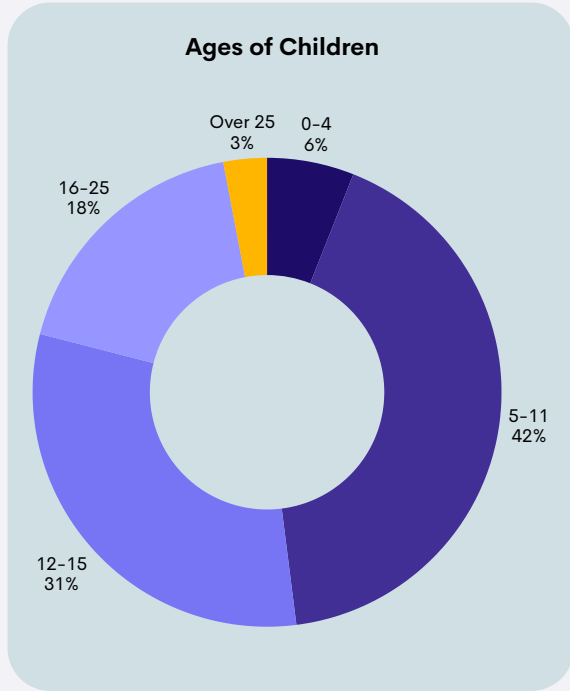


MEDWAY PARENT & CARER FORUM SURVEY RESULTS 2026

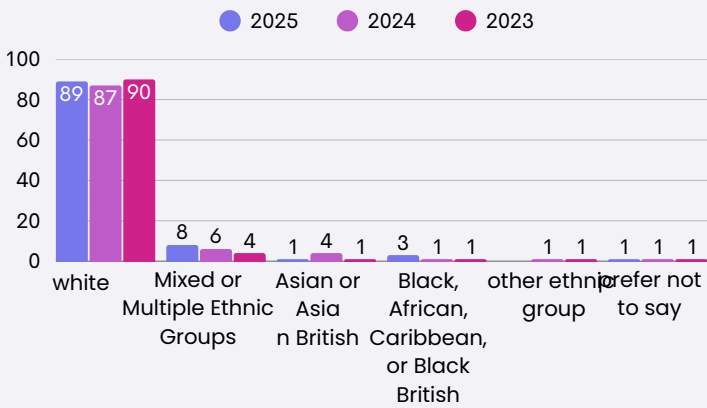
*Our Annual SEND Survey aims to capture
the experience of parents & Carers in
Medway to help Influence and improve
local SEND Services*

DEMOGRAPHIC

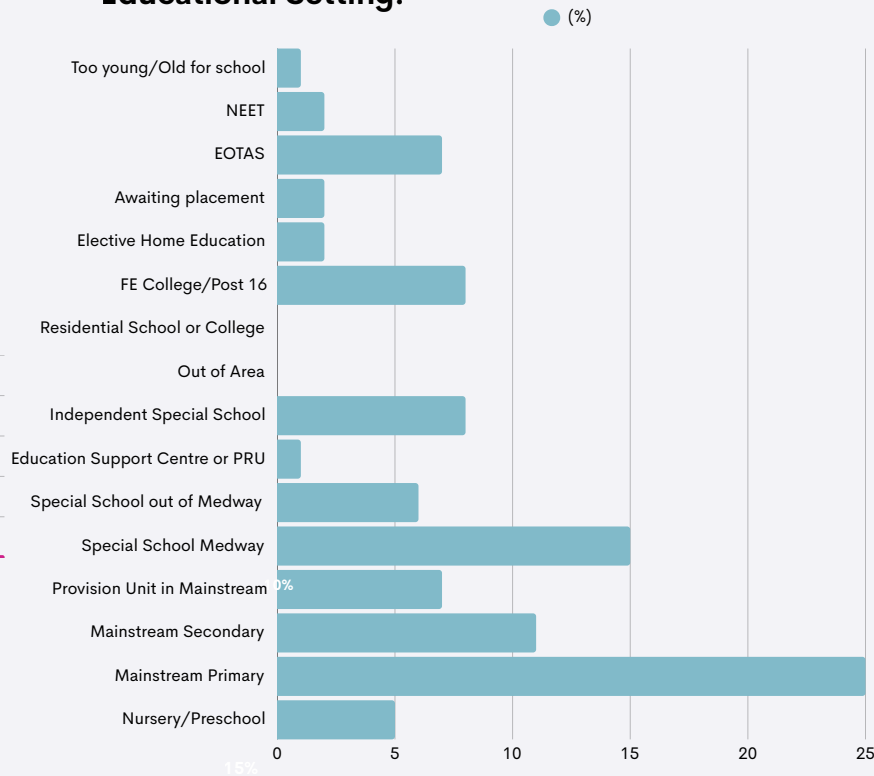
Our Demographic Data helps us understand who took part in the survey and put results into context, and where support may look different for different families



Ethnicity:



Educational Setting:

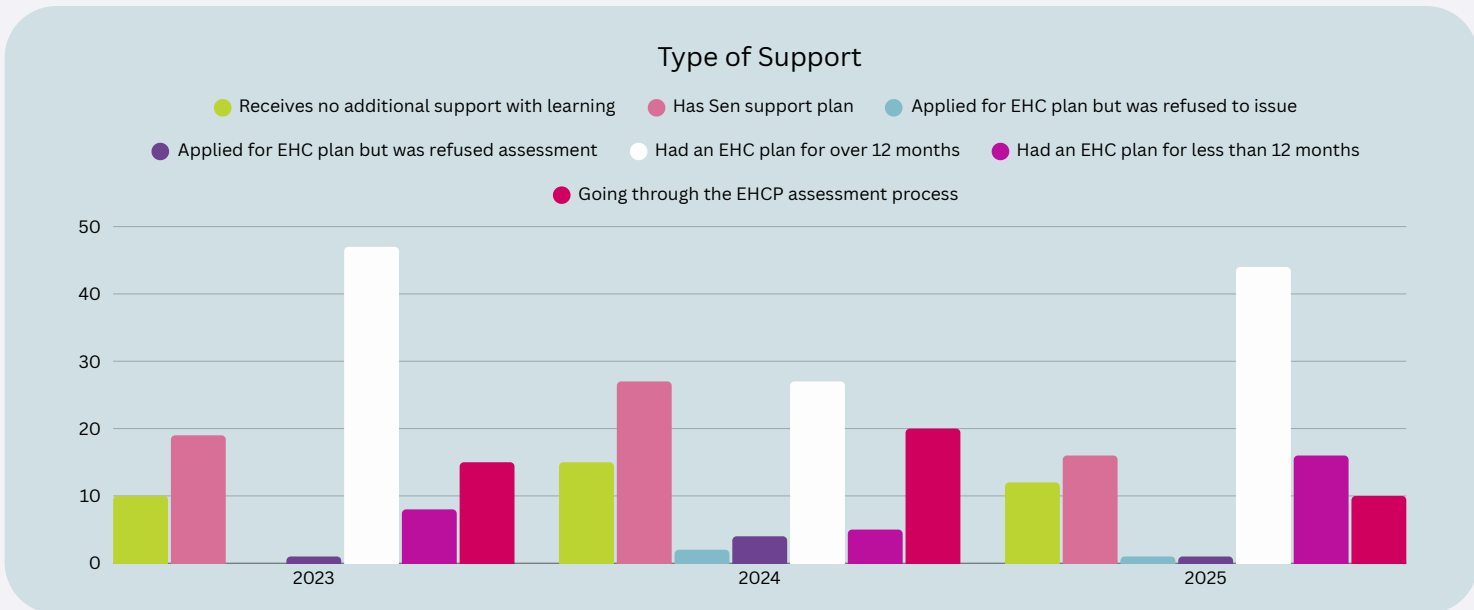


SEND Needs:



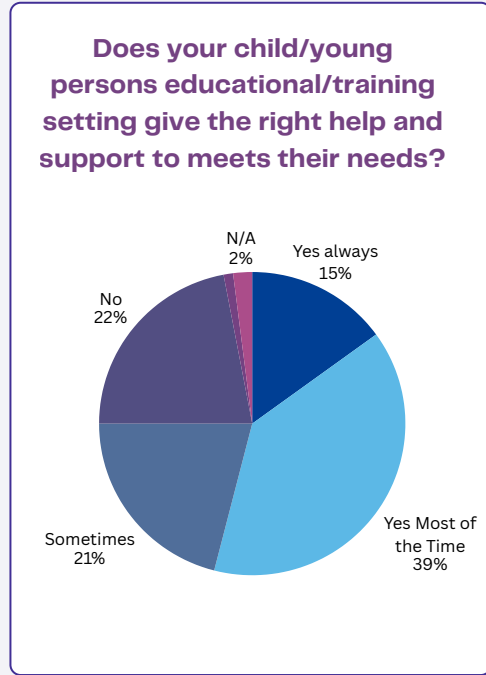
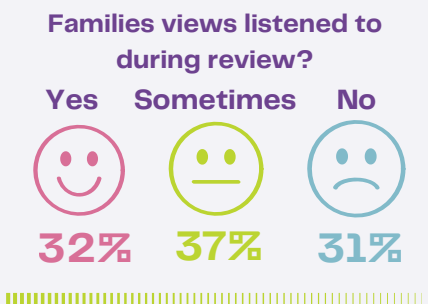
EDUCATION

This section shares parents experiences of education setting in Medway, and the support their children receive

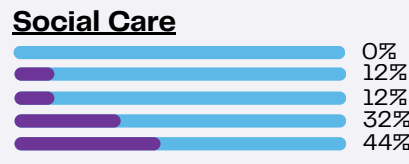
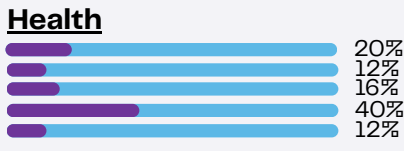
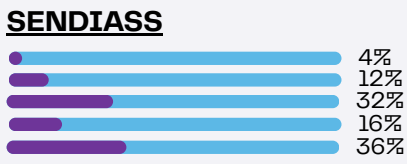
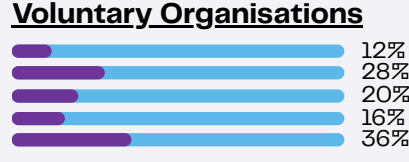
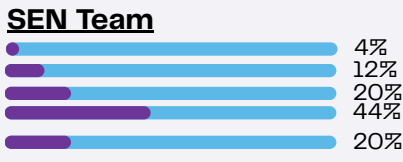
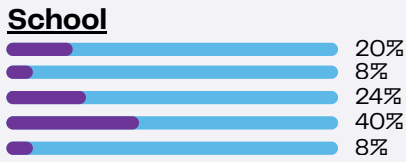


↓ Educational Setting meets needs 5.4 /10 (Was 5.6 in 2024)

5.1/10 how families would rate their annual review (was 6.4 in 2024)
many telling us they are waiting for paperwork

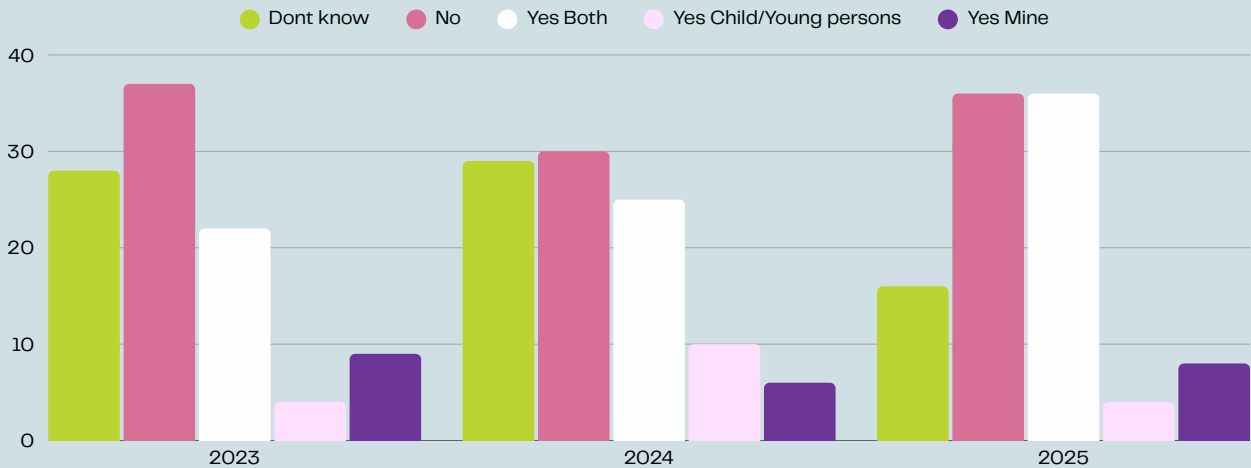


Clear information and advice to make decisions about a child's future:

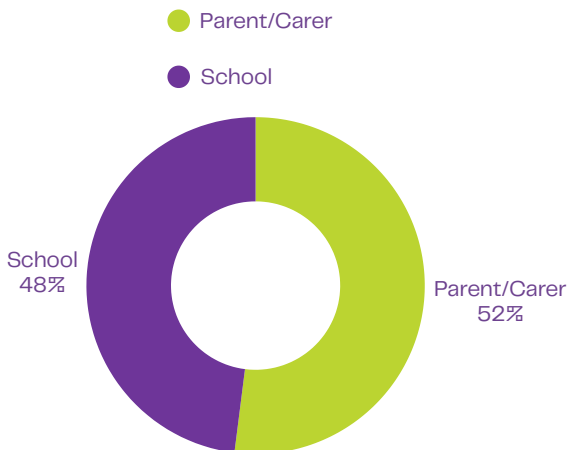


EDUCATION CONT.

If you have applied for an EHCP in the last year do you feel your views and those of your child were listened to?



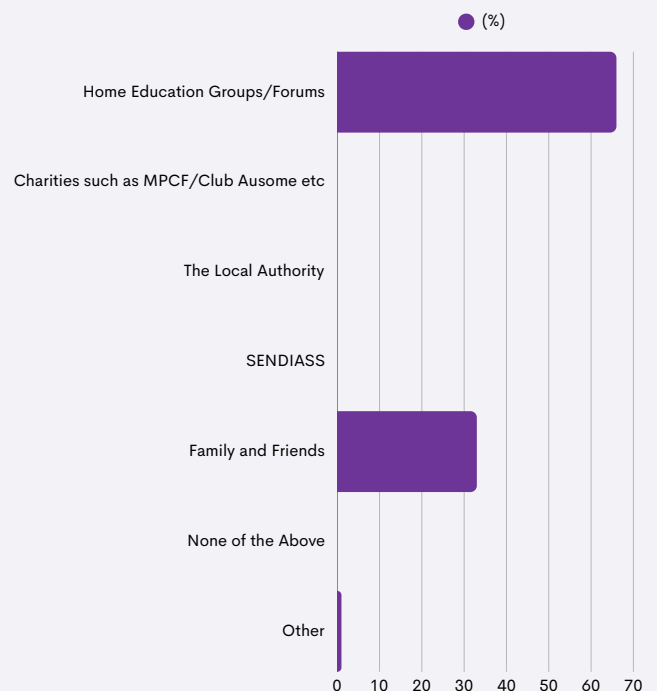
Who submitted the EHCP request?



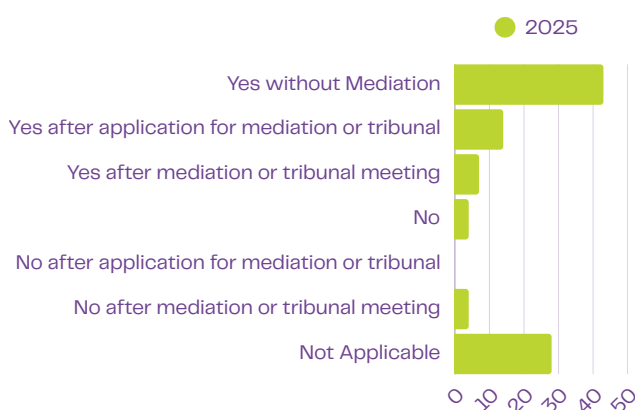
Why are families choosing home education?

- General dissatisfaction with School
- Dissatisfaction with SEND support at School
- Risks of School Exclusion

Before making the decision where did you get advice?



How successful was the application?

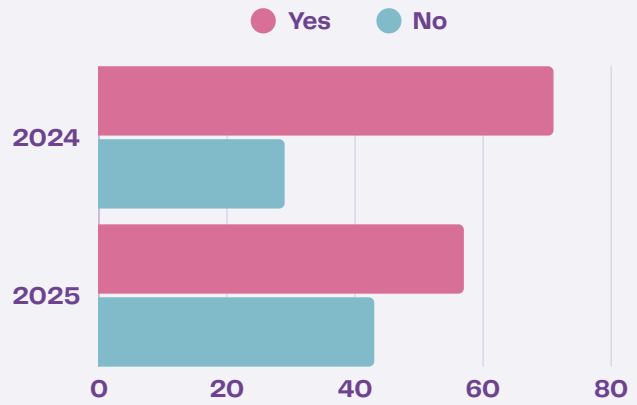
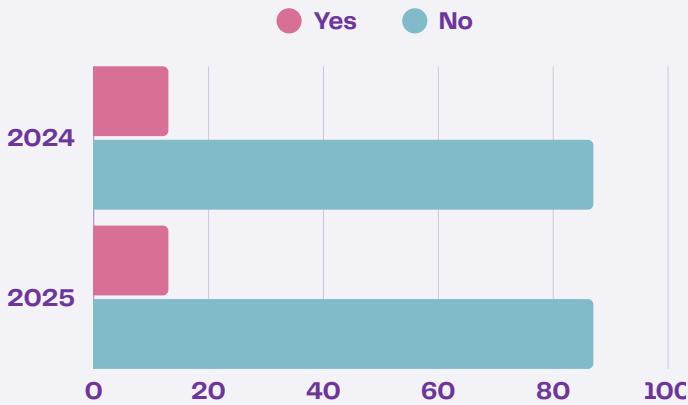


FAMILY HUB

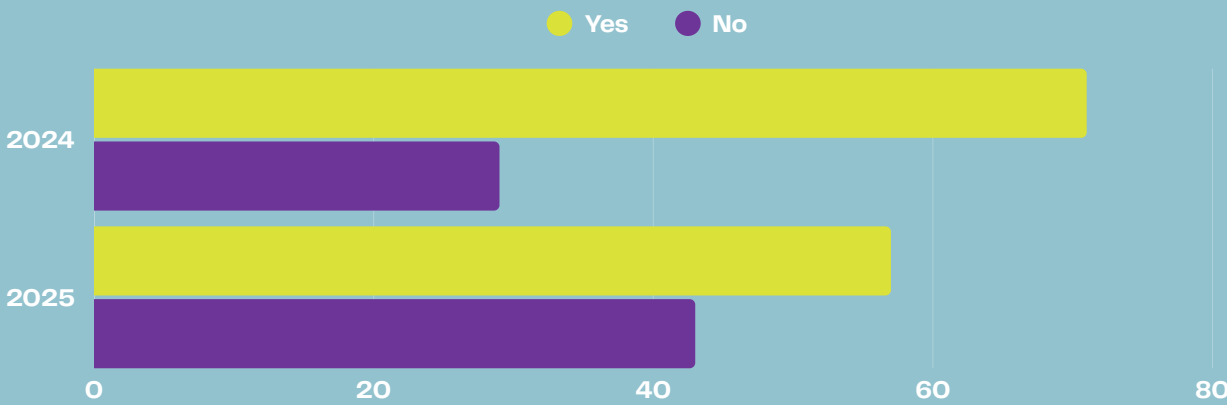
this section shares parent experiences of accessing family hub services in medway

Have you accessed the SEND Drop Ins?

Did you find them useful?



Would you recommend it to others?



2024 Feedback



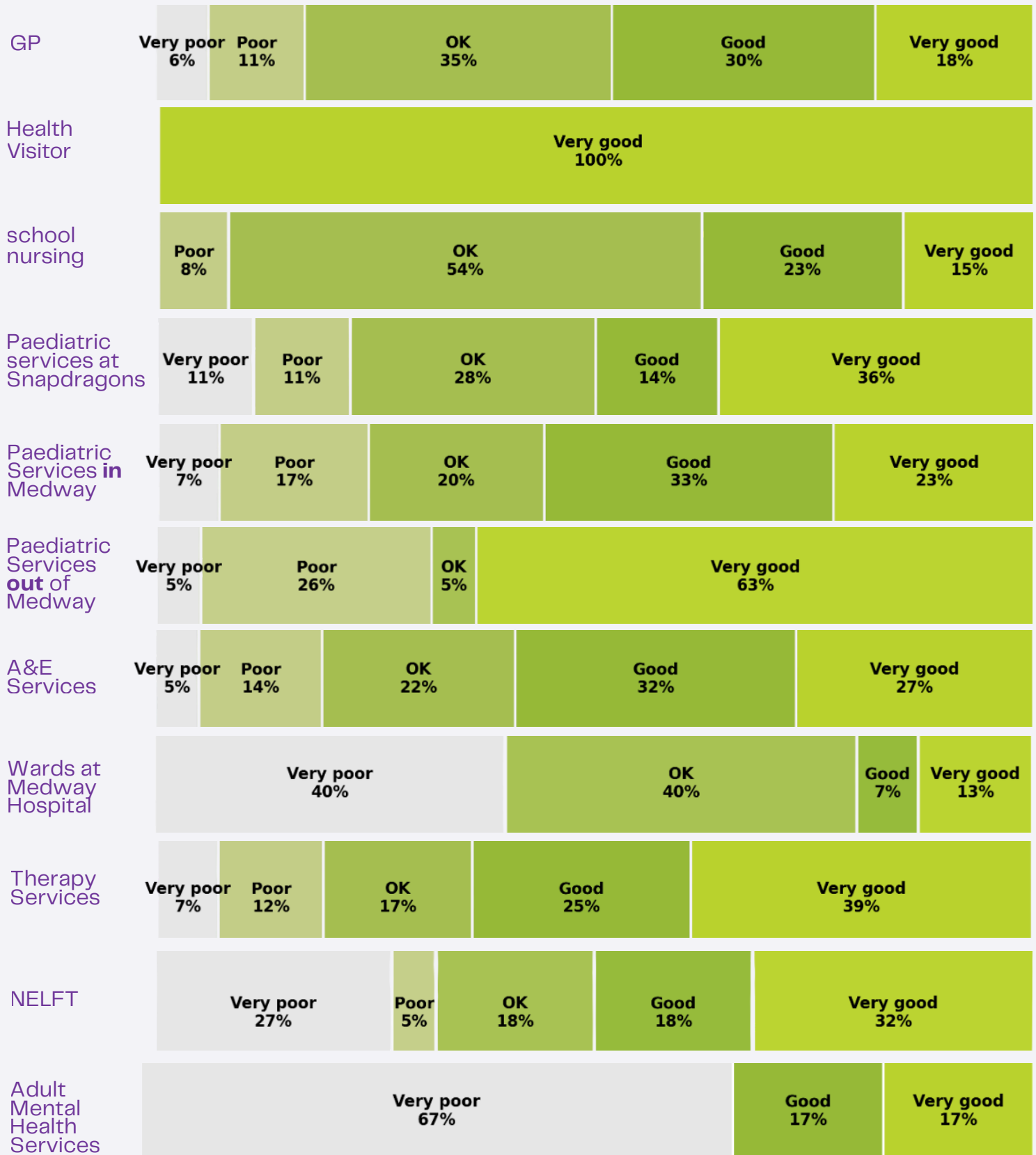
2025 Feedback



HEALTH

this section shares parent experiences of health services in medway

How would you rate your Health Service Experience?



HEALTH CONT.

25%

of families rated services good or better for Service from Staff

23%

of families rated services good or better for Understanding SEND needs



39%

of families received information and advice from services

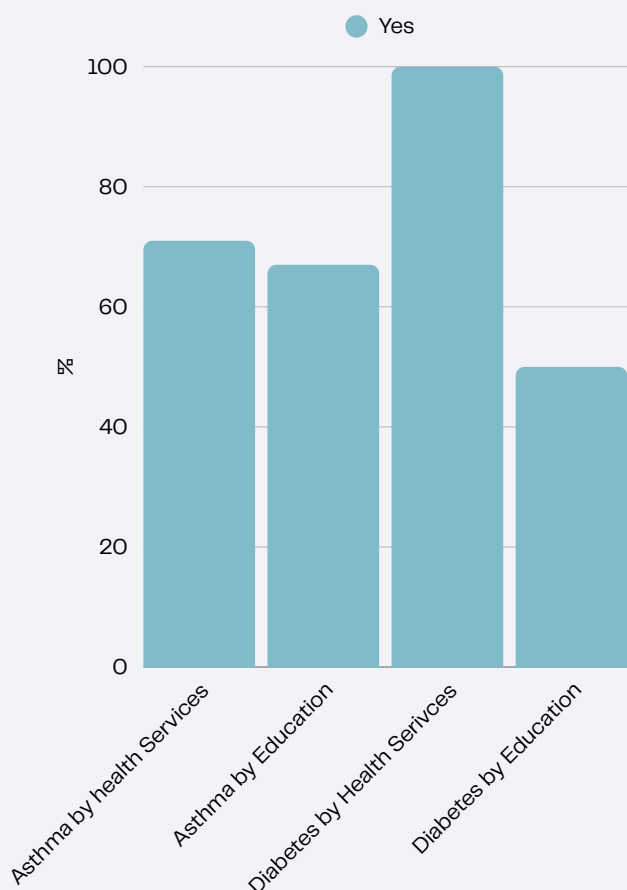
of this...

85%

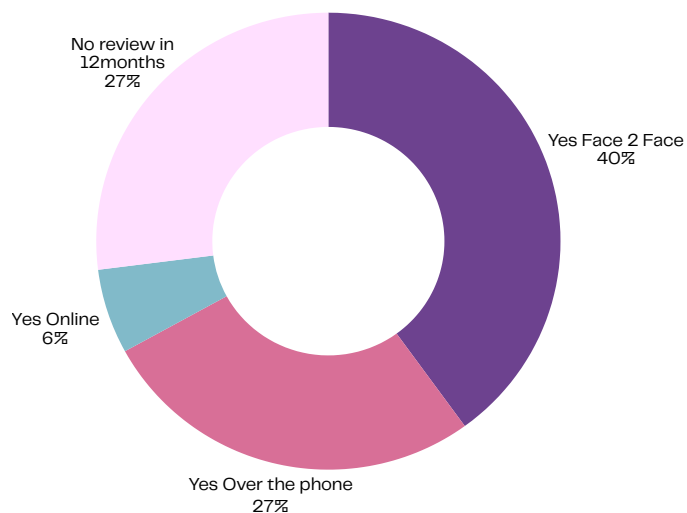
Found this advice useful



Do you and your young person feel supported? (care for Asthma & Diabetes)



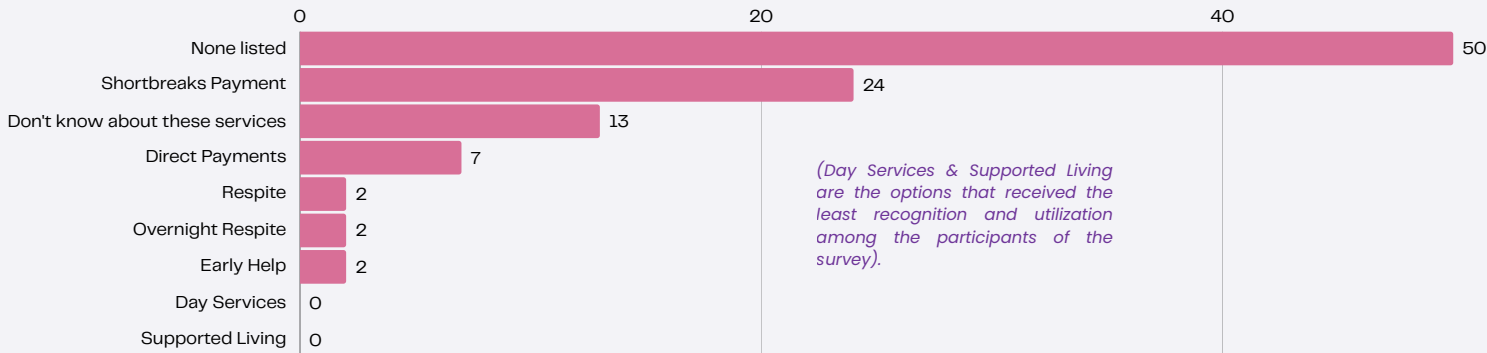
Do you have an annual review of your child/young persons Asthma?



SOCIAL CARE

this section shares parent experiences of social services in medway

% of families accessing local social care services;



91%

Of parents said Shortbreaks payments work ok or better for them

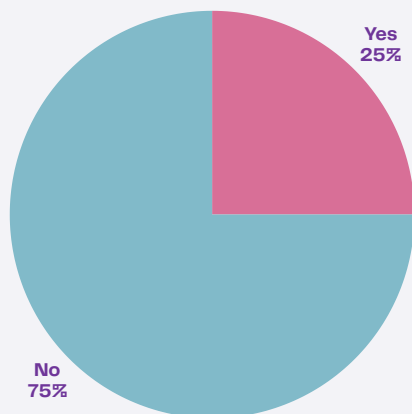
100%

Of parents said Direct payments work ok or better for them

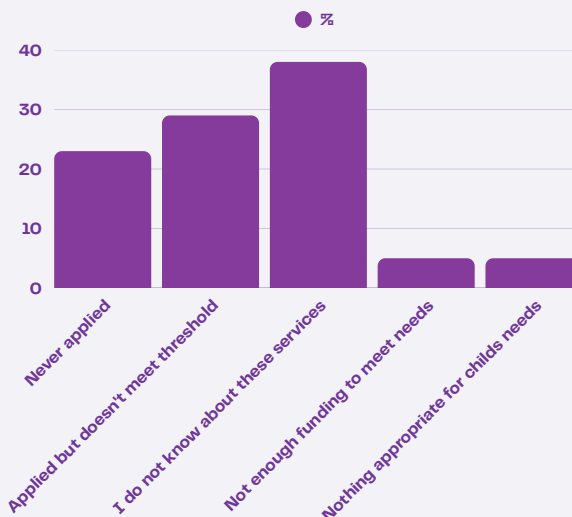
100%

Of parents said Respite works ok or better for them

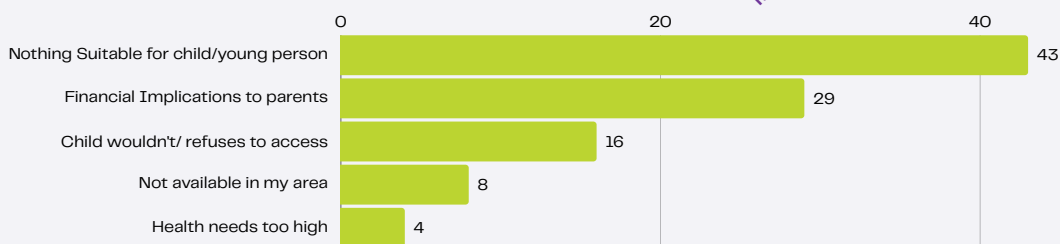
Does your Child/Young person have an allocated social worker



Why do families not access Social care services?



The Barriers to accessing services:



Medway's New Learning Disability Register



What is the Disability Register?

The Register of Children and Young People (aged 0 to 25) with Disabilities is a confidential list of names and basic information about children with disabilities.

We'll use the information on the register to plan services. This will ensure that resources are used effectively.

Children and young people can be on the register if they:

- are 25 or under
- live in Medway
- have a disability (either diagnosed or undiagnosed) for example:
 - visual or hearing impairments
 - physical disability
 - learning disability
 - long-term illness
 - social communication or development disorders such as autism, Tourette's, or dyspraxia.

You can access using the weblink below. <https://www.medway.gov.uk/ChildDisabilityRegister>



PREPARATION FOR ADULTHOOD

this section shares parent experiences of preparation for adulthood in medway

39%

of families have children in yr 9 or above

8%

of families feel transition to adult services has been discussed with them

7%

of families feel transition to adult services has been discussed with their young person

Was Your young person offered Careers Advice?



Yes **38%**



unsure **20%**



No **42%**

Understanding the options available Post 16

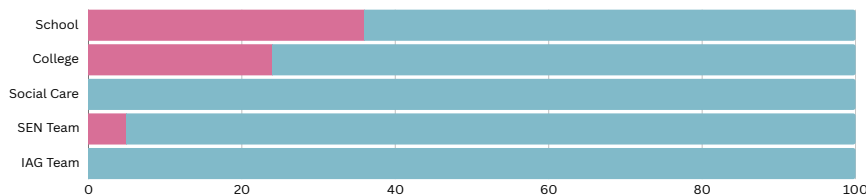
● Yes, I understand ● No, I don't



Transition to further education or employment discussion

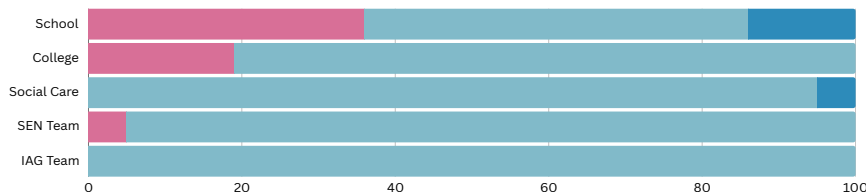
Transitions to further education or employment discussed with Parent Carer:

● Yes ● No



Transitions to further education or employment discussed with Child/Young person:

● Yes ● No ● Not Sure

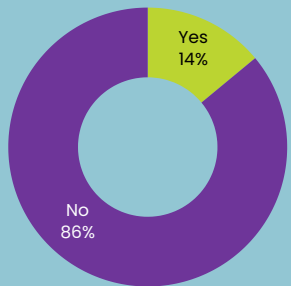


71%

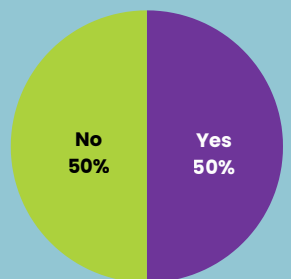
of parent carers have not had discussions about the costs of Adult Social Care



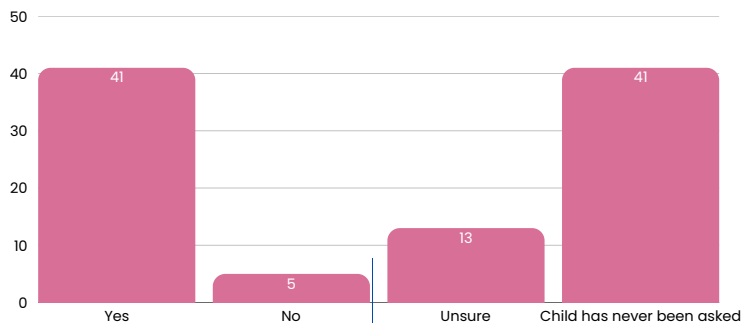
Has your Young person been offered a Learning Disability Health Check:



Do you understand what is meant by mental capacity assessment & when your young person might need one?:



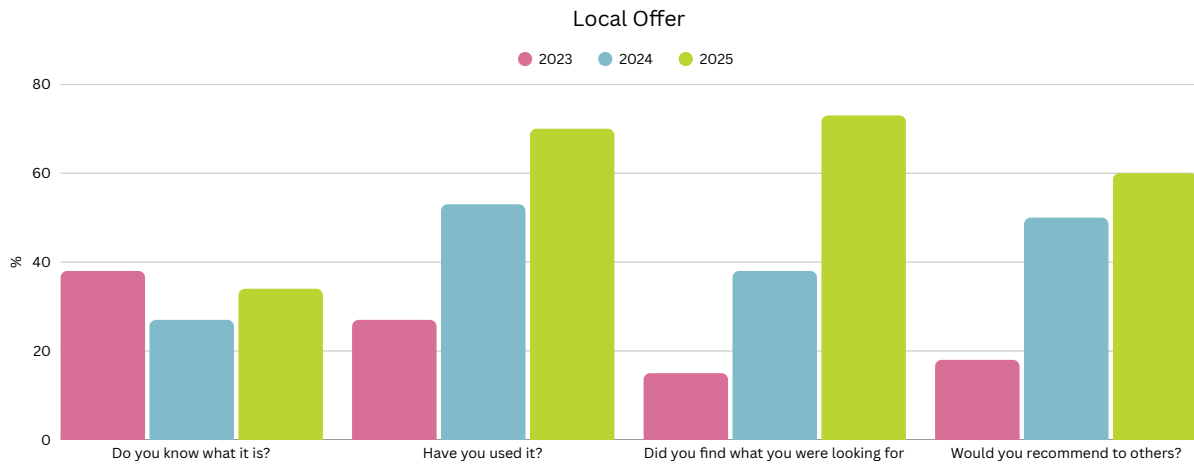
Has your young person consented to you being involved in planning for their future?



83%
Have not discussed Power of Attorney or Deputyship

SEND INFORMATION HUB (LOCAL OFFER)

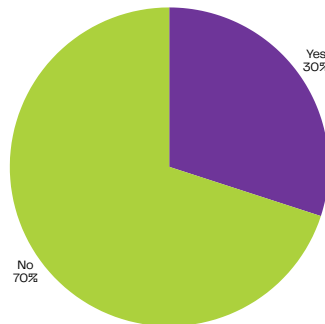
this section shares parent experiences of Medway's SEND Information hub also known as Local Offer



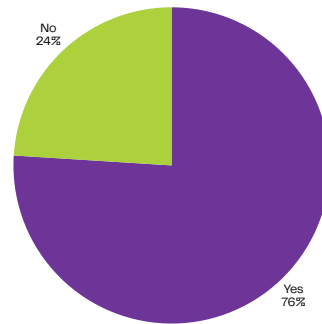
SEN TRAVEL ASSISTANCE

this section shares parent experiences of Medway's Transport Sen Services and comparisons to previous years

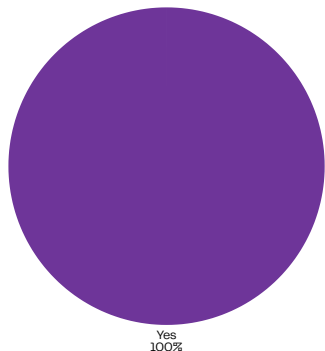
Does your young person use SEN transport?



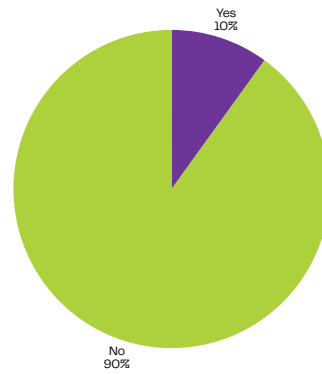
Did you get a Meet and Greet?



Are they reliable?



Have you any concerns?



STATISTICS:

Meet and Greets were up 3% this year, reaching 76% of families

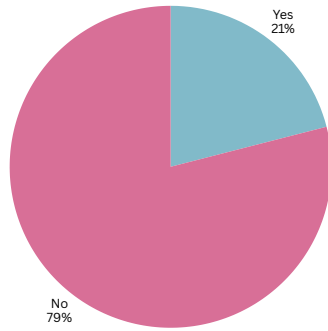
100% said their transport providers were reliable

29%
Big decrease in the number of families who had concerns with transport
10%

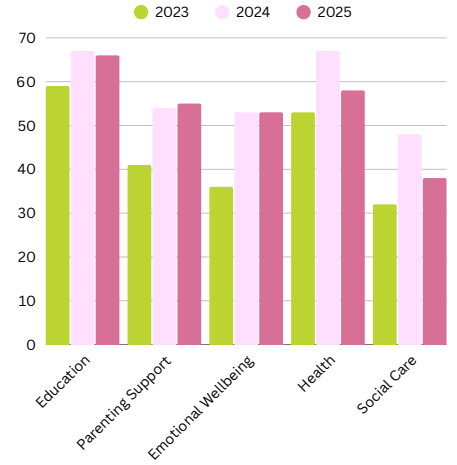
SEND SUPPORT

this section shares parent experiences of SEND Support in Medway

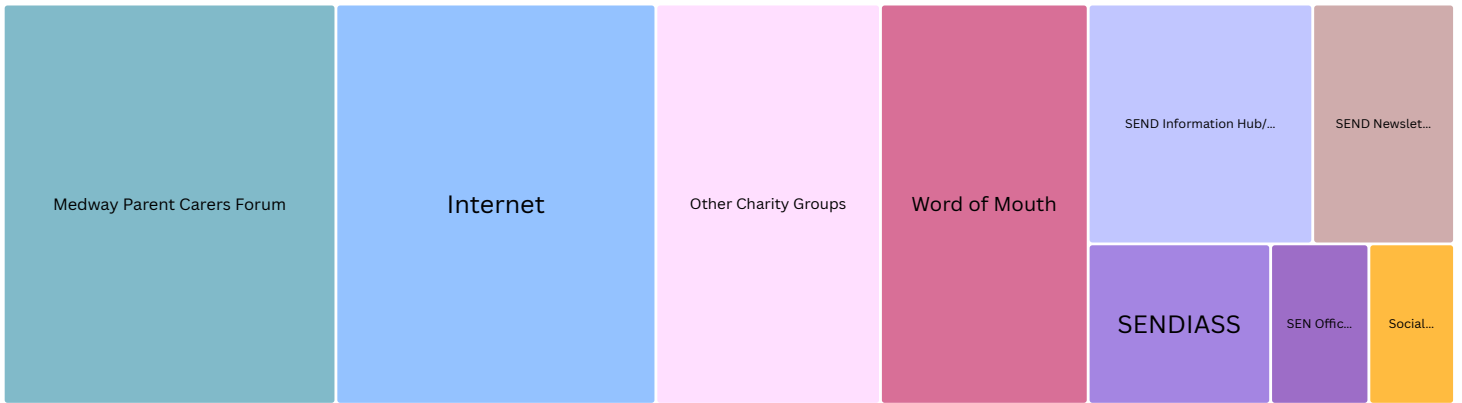
Have you found it easy to understand what support is available to Parent/carers of disabled children and young people?:



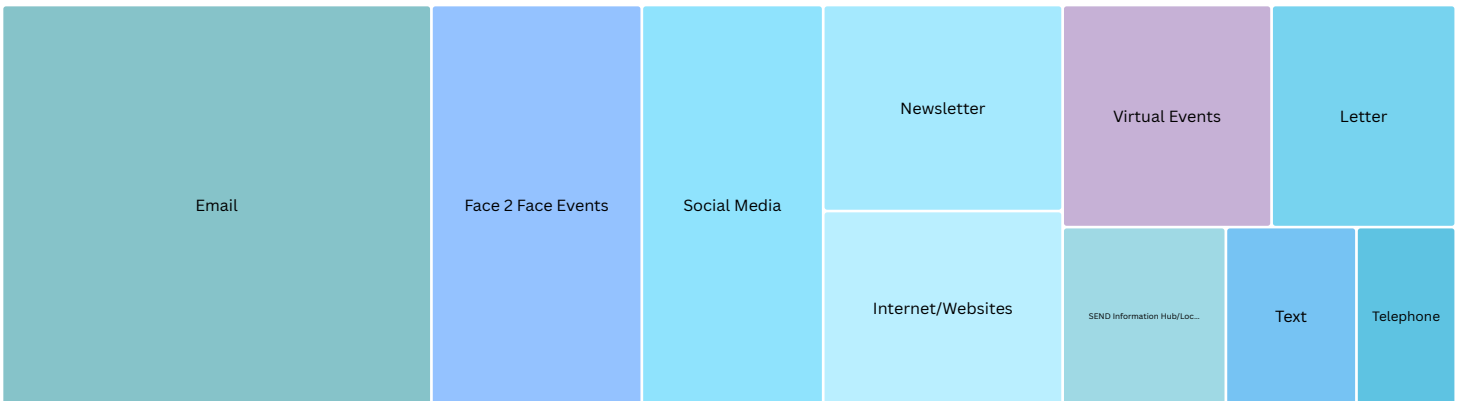
% of parent carers who know where to find information on the following, would you know where to find it:



Where do you Currently find Information about SEND?



How would you like to be communicated with?



SENDIASS

this section shares parent experiences of SENDIASS in medway

SENDIASS Service

