

The key messages and themes parent carers in East Sussex told us about what needs to happen to make the biggest difference in SEND provision in the county



- Parent carers must be listened to, taken seriously, believed and feedback acted upon
- Clarity around processes, services, and pathways.
- Clear, accessible, and accurate information that is proactively given to families or is easy to find.
- Effective, comprehensive SEND training for **all** school staff (and not just an odd hour here and there).
- Needs-led provision. Getting support should not require a diagnosis. Nor should a diagnosis prevent access to other support.
- Child-centred support. Children and young people's needs do not fit neatly into boxes so support needs to be appropriate for each individual.
- A greater emphasis and priority on mental health and emotional wellbeing in schools; school policies and practices are often exclusionary and increase mental ill health of some pupils.
- Addressing the severe shortage of social care support available to families, particularly those at crisis point.