

# You said, We did – December 2025

## Themes

You Said	We Did
<p>There is a concern about the variability of <b>inclusivity, SEN support</b> and <b>school-level practice</b> across the local area</p>	<p>The partnership is strengthening inclusion through the <b>Belonging and Inclusion Conference</b> on 30 January which will bring schools together to share effective practice and shape a more consistent, inclusive approach across Suffolk. This will be followed by <b>regional parent-carer engagement events</b> to ensure lived experience directly informs the next phase of improvement. Inclusion is also being shaped and embedded structurally through the <b>School Inclusivity Pilot Project</b> and <b>'Inclusive Practice' building block</b> within the LAIP, ensuring this work is sustained and system-wide.</p>
<p>There are concerns about the <b>identification, understanding and consistent delivery of EHC Plans</b>, including delays in recognising needs and inconsistent attitudes toward EHC plan provision across some settings.</p>	<p>We are undertaking a <b>large-scale review of EHC plan annual review practice</b> to strengthen consistency, identify training needs, and ensure children and young people reliably receive the support set out in their plans. This work will help build a more confident, skilled system around the identification of need, quality of provision, and timely follow-through. In addition, <b>'Tell Us Tuesday'</b> sessions are being embedded to give parent carers regular opportunities to raise concerns directly with senior managers in Statutory SEND Services, ensuring issues are heard and acted upon quickly.</p>
<p>Parents and carers report concerns about <b>inconsistent and impersonal communication</b>, including difficulties reaching caseworkers and receiving template-style letters that feel dismissive. Schools also highlight challenges due to frequent caseworker changes and limited communication, making it difficult to know who to contact and reducing confidence in the support available.</p>	<p>We are strengthening communication across SEND Services through the development of a comprehensive <b>SEND Communication Strategy</b>, setting clear expectations for timely, consistent and personalised communication with families and partners. A dedicated working group including SPCF and SENDIASS has been set up to review all Statutory SEND Services letters to ensure they are clear and accessible.</p>
<p>Parent carers report that long delays in carers' assessments and limited meaningful support are taking a significant toll on families, leaving many feeling exhausted, isolated and overwhelmed. Six months on from earlier survey findings showing declining mental health, recent feedback indicates <b>no improvement</b>, highlighting the urgent need for stronger support around parents and carers.</p>	<p>A full review of the <b>Parent Carer Needs assessment</b> process is underway, with initial findings and improvement actions scheduled to be presented to the SEND Quality Assurance and Performance Group on 11th March 2026.</p>

# You said, we did – Next Steps



- ✓ **Strengthen Thematic Reporting:** Embed consistent thematic analysis so recurring issues are clearly tracked and reviewed across SEND governance cycles.
- ✓ **Improve ‘Closing the Loop’ and Impact Evidence:** Each theme to show the action taken and its measurable impact, demonstrating how feedback has directly shaped improvements and progress.
- ✓ **Align with Strengthening SEND Governance:** Integrate *You Said, We Did* updates into the strengthened governance framework to ensure actions, assurance and impact are monitored systematically.