Measure What Matters — Testimony Collection · Volume 1 (001–474)

Publication Draft • 15 September 2025

Testimonies are presented verbatim from survey responses.

Data Summary at a Glance

Total testimonies	474
Local Authorities represented (England)	98
Entries marked 'LA Not disclosed'	3

Method & Scope

- Public call for evidence, open to families of children and young people with Special Educational Needs and Disabilities (SEND) in England.
- Testimonies are anonymised and reproduced verbatim, with only light formatting for readability.
- Local Authority names are limited to English authorities; entries naming Welsh, Scottish, or Northern Irish LAs are excluded from analysis due to differing SEND legislative frameworks.
- Responses focus on whether families experienced dishonest, unlawful, unethical, or harmful behavior while securing SEND support.
- Keyword flags are generated to help thematic navigation, but do not replace the original text.

Safeguarding & Sensitive Content Warning

Some testimonies describe extremely distressing experiences. When quoting, ensure full anonymisation and extract quotes verbatim. Please note: testimonies represent contributors' own words; allegations are unverified and may be reviewed or removed if concerns are raised.

How to Access and Use This Document

- The Index allows you to locate a specific testimony card by its ID.
- Each card displays a header (ID • LA • date), followed by these sections: Description of Misconduct, Experience, Impact (Child/Family), and Desired Change. Empty sections are omitted. Keyword Flags are listed at the end when detected.
- For print or PDF: use File → Print → Entire document (A4, fit to width). Each card prints on a separate page.

Testimony Card Index

The Index allows you to locate a specific testimony card by its ID.

ID: rjrpjj5 | LA: Islington | Submitted: 14/08/2025 19:02

ID: 7R94Eo0 | LA: Dorset | Submitted: 13/08/2025 11:54

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ID: A742qLe | LA: Brighton and Hove | Submitted: 14/09/2025 15:01

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ID: A7bjbBo | LA: East Sussex | Submitted: 14/08/2025 00:20

ID: vGJrZJl | LA: Bath and North East Somerset | Submitted: 14/09/2025 12:44

ID: rjrkyYM | LA: Kent | Submitted: 13/08/2025 22:02

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ID: QKz5Oe7 | LA: Hertfordshire | Submitted: 16/09/2025 10:19

ID: rjrpjj5 | LA: Islington | Submitted: 14/08/2025 19:02

Type of Misconduct (self-reported)	1. Repeated failure to fund what is clearly specified in the EHCP - leading very directly to two separate placement collapses, severe mental health distress and physical harm. 2. Not holding regular annual reviews for multiple years 3. Leaving a child in longterm EOTAS for 6 and social isolation for six years against their wishes, against the wishes of their family and against the advice of treating professionals, including medical team, and despite a suitable school having repeatedly offered provision. 4. Providing only 30mins of online contact with other children per week and otherwise no peer contact at all against against the child's wishes, against the wishes of their family and against the advice of treating professionals for more than 4 years. In addition to striking out friendships as an outcome in the EHCP with a note to say "no longer relevant". 5. Failing to provide specified mental health provision for a child with PTSD, suicidal thoughts and auditory hallucinations 6. Seeking consent to refer to CAHMS and then not doing so and not telling family or involved professionals that this had not happened, causing family to have to self fund mental health provision that was specified in EHCP, then refusing to refund it. 7. Removing mental health provision without any having any evidence to justify the removal for a child with suicidal thoughts and auditory hallucinations 8. Claiming that a LA provider has the level of expertise specified in the EHCP but refusing to provide any evidence of this, despite multiple warnings from multiple professionals of the risk to the child's safety if they did not have the expertise specified in the EHCP. 9. Repeatedly ignoring statutory timescales e.g. taking 10 months to complete an EHCP reassessment 10. Putting false information in written records to create negative impression of family and continuing to do so even after the inaccuracy has been highlighted. 11. Querying fully confirmed diagnoses without any basis to do so 12. Repeatedly requesting the same information be provided multiple times from family and professionals despite already having it 13. Making inaccurate and misleading records of meetings while forbidding family to keep an objective record of meetings via recordings. Refusing to correct incorrect records even when transcript of actual meeting was provided. 14. Ignoring warnings about harms arising from use of inappropriate equipment, leading to physical harm. 15. Repeatedly jumbling evidence in tribunal bundles (changing page order, replacing reports with other reports, photocopying reports that were perfectly clear to make them unreadable) 16. Scheduling assessments for a child with PTSD and anxiety disorder at short notice and repeatedly pressuring family to agree to them against strong medical advice and then recording this as 'parental refusal'. 17. Writing information in an EHCP in the first person (ie "the child's voice) - when the words were not the Child's own

	18. inserting information in an EHCP in such a way as to deceptively indicate it was written by a qualified professional, when it was not and refusing to correct it even when challenged by the original professional whose words had been deceptively altered without their knowledge or consent. 19. Failing to provide annual review paperwork in a format accessible to the child. 20. Misleading family about which reports are eligible to be considered at annual review. 21. Persistently late and /or chaotic personal budget payments causing huge financial stress to family who had to cashflow payments to EOTAS providers in order not to lose contracted providers 22. Producing an EHCP with advice in it known to be dangerous to the child and not correcting it 23. Failing to agree to attend round table meetings or to attend mediation - forcing a family into a third tribunal despite being aware the child and family were at breaking point. 24. Leaving a child with visual impairment with no adapted books in EOTAS for 6 years 25. Denying a cognitively able child access to the full national curriculum despite there being no evidence that a constrained curriculum was appropriate directly contributing to mental health distress. This is not an exhaustive list. There is much much more but it is distressing to write it all down and this is as much as we are able to write at current moment.
Experience	Our child has high learning potential but extremely complex and unusual needs. In 2017 it became apparent that she would not be able to stay in mainstream school without more support. We went through a tribunal process, which caused trauma to the child because of the number of assessments she was subjected to by professionals who did not have expertise in her needs and who caused distress and on one occasion significant risk of physical harm as a consequence. After the tribunal the LA committed to funding therapeutic provision via personal budget. But then failed to put it in place for the remainder of the academic year (8 months). The child developed severe anxiety and the school place broke down. The LA quickly back paid the delayed funding but it was too late. The child would not return to school and then went into temporary EOTAS. This was entirely avoidable. EOTAS was supposed to be temporary but the LA did not update the EHCP to allow for effective consultation with alternative schools for 3 years until legal pre-action proceedings were instigated. By this point the child was applying for secondary schools; the new EHCP was woefully inadequate and needed to be appealed again. The LA finalised the EHCP less than a few weeks before secondary school was supposed to start. Having finalised it they then refused to fund what was in it. Which meant the child started secondary school without the provision that was in the plan. In a perfect storm, at the same time the school - which had been rated good by Ofsted - had been assessed as inadequate. The LA did not inform the family of this and did not put in the provision in the EHCP. The child was subjected to harmful, inappropriate experiences - that the EHCP explictly warned would cause mental health harm. As predicted, the child developed acute mental health crisis and the placement collapsed within 6 weeks. The child was once again in EOTAS - against their wishes and that of the family, but now with PTSD arising from trauma during the failed secondary transition. Another school was able and willing to take the child part time which the child

	wanted to happen. But the LA sought an adjournment at tribunal and further assessments - despite mental health advice being that the child (who was hearing voices) should not be assessed. family had to withdraw the appeal due to overwhelming debt from legal costs and advice that the tribunal process itself was a contributing cause of the mental health distress. The LA then did not hold an annual review for more than a year and repeatedly sought further assessment of the child against medical advice. In order to avoid funding what was in the EHCP, the LA reassessed the child (taking 10 months to do so), forcing the family back into tribunal for the 3rd time. The child wanted to be in school, but the LA insisted the child should remain in EOTAS against the childs and the family's wishes and against all professional and medical advice. The child was totally socially isolated and developed suicidal ideation The family ended up having to self-fund school provision in order to prevent the child's mental health spiralling. The 3rd tribunal process is ongoing in an effort to secure a funded school place. We feel like we have been locked in an abusive (alleged) relationship since 2017 when we first alerted the LA that more provision was needed for our child to be able to tolerate the school environment. Ever since we first appealed in 2017 we feel we have been trapped in a toxic relationship with the very people we needed help from. We feel we are under the coercive control of the LA - who withhold funding and provision that our child needs and is entitled to. The interactions with them are so hostile and unpleasant and cause us acute distress. We would love nothing more than to run away from the LA and never ever be in contact with them again, but we cannot do that because we depend on them for the funding for our child. Even though what they fund is not what she needs, if we walk away from them, the child gets nothing at all. So we are simply trapped. We can see no escape and feel total despair. Whenever we try to hold the LA to account for their failings and law breaking, they do something even worse in retaliation or take away something else that they had promised previously was to be provided. Meaning that there is never any security and our child every September faces the school year without a secure plan in place of where or how or what she will learn. This has been going on for more than 6 years. The educational insecurity is unbelievably damaging for her mental and physical health as well as her learning. It has completely derailed her life and ours. Our lives are unrecognisable compared to how they were in 2017. The extra cost of what was needed to keep her in school in 2017 was £8000. Now the estimated cost of her package for school provision, therapies and mental health support is close to £200,000. Her educational and health and social care needs are now much much more expensive because of the PTSD and the lost skills.
Impact on Child	The child now has PTSD, Generalised Anxiety Disorder , auditory hallucinations and suicidal ideation all directly relating to under supported school trauma, assessment trauma, trauma arising from interactions with the LA and years of social isolation. The child has developed a damaging and distorted relationship to authority - stating to a medical professional that a judge is someone who decides if you deserve having an education or not if you are disabled and a court is where disabled children have to go to try and get permission to go to school. The child has stated to mental health

	professional that they feel the LA has total control of them and their life; the LA decides if they can learn or not, what activities they can do or not, if they can see friends or not. The child has missed out on 6 years of contact with other children, leading to disordered social communication. The child has missed out on years of access to education due to constrained curriculum and no funding for adapted books, tactile materials or a technology expert to help overcome access issues - with the result that they are now unable to take GCSEs, including in subjects that they had previously been identified as being exceptionally gifted in. The child has missed out on years of habilitation instruction resulting in them being largely housebound and unable to travel in their local area. The child is terrified of assessments, having been subjected repeatedly to assessment or threat of assessment from professionals lacking expertise in their condition, despite repeated warning that this would be inaccessible and damaging to their mental health. The child has physical pain - requiring hospital intervention - as a result of appropriate equipment not being provided. The child recently regressed to wetting themself (after 12 years of being completely continent) as a result of anxiety about interactions with the LA.
Impact on Family	Lifechanging derailment of careers, health, financial security and quality of life. One parent- loss of original career altogether due to child not having a school place for 6 years and no support for childcare being in place. Both parents - loss of income, with impact on mortgage eligibility, overwhelming levels of debt, vicious cycle of financial stress Parent health impacts - missed hospital and medical appointments (due to no school for child and therefore no childcare 24/7); chronic fatigue, panic attacks, flare ups of stress related chronic illnesses, overwhelming anxiety in all interactions with LA because of the hostility impacting sleep and eating. Unable to go on holidays, days out, treats etc for years due to financial burden of funding missing provision and costs of legal assistance. Lifechanging levels of debt arising from solicitor costs, private reports for tribunal and self-funding missing provision. Sibling ended up in hospital with emergency operation due to not wanting to worry already overstretched parents with their own symptoms during 3rd tribunal process. At this precise moment in time having had to rent out own house and stay in tent to fund solicitor costs, private reports for tribunal and missing provision. Since 2019 we have spent more than £100,000 on legal fees, reports, and missed provision. This was not money that we had and we will be in debt for the rest of our lives as a consequence.
Desired Change	The very people whose job it should be to ensure disabled children get an adequate education and who should act with compassion, kindness, honesty and integrity towards the child and the family are the very people who are often

bullying (alleged) and persecuting families in need and acting with callous disregard for the child's wellbeing. Trust is totally broken.

We would like to see a change that means that care and compassion for the families and the children is prioritised above all else.

There must be

A much quicker way to get provision in place before crises happen. The system is too slow.
There must be
A rapid and effective way to hold LA to account for law breaking that actually discourages them from continually, deliberately, knowingly breaking the law. At present there is no deterrent and so LAs act with total disregard for the child and the law.
There must be
A rapid and effective way to hold LA to account for physical and psychological harms to child and families that actually discourages them from continuing to cause distress. At present there is no deterrent and no impact on the LA when they destroy lives. In fact it does seem to be a LA strategy to try to push families into exhaustion and despair so they will give up fighting for their childs needs to be met. There needs to be a way to make this tactic visible and punishable and to stop LAs doing this.
There must be
Proper punishment and deterrent for LAs for delays and failure to provide what is EHCP, e.g. a significant financial penalty and public accountability for late provision.
In addition there should be
A rule that LAs cannot use barristers as a way to intimidate and impoverish families.
Legal aid support for all children going through the tribunal system so parents do not have to bear the financial brunt of trying to secure appropriate education for their children.
Funding and a clear route for families to be able to commission independent reports when going through the tribunal system so they are not reliant on LA commissioned reports which can rarely be trusted to accurately describe what a child needs.
Extra support and protection for families with particularly complex children with expensive needs so that LAs cannot weaponise the complexity against the child and family and burden them with thousands of hours of paperwork and correspondence in order to discourage them from seeking the support the child needs.
Real punishment and deterrent for any professional that is found to have raised unfounded concerns about a child's diagnosis without cause .

Much more rapid tribunal process so that reports are not out of date by the time the hearing happens.
Reimbursement to families of costs for adjourned hearings - so that LAs cannot impoverish families by seeking adjournments, knowing that families will have to pay expert witnesses for the adjourned day and the new date.
Punishments and deterents to stop LAs messing with evidence e.g. making evidence unreadable
Free access to counselling for parents going through the tribunal system. Research about levels of PTSD in families specifically relating to specifically to tribunal process and interactions with the LA and LAs to be held accountable for the real life-changing harms they cause to families.
A clear rule that families can record all meetings with the LA and/or funded provision for independent transcription service - and LAs must ensure their notes agree with the recordings / transcriptions so record keeping is objective and fair . The present system whereby LA can take use their own staff to take their own minutes of meetings but parents cannot record meetings puts parents in an extremely unfair and vulnerable position. Use of AI to record meetings would be fairer and might stop LAs from manipulating records to suit their narrative.
Oversight from a body that takes a holistic, longtermview of a child's needs so that cost cutting at school age doesn't cause a huge financial burden to the state in later years or in other services. E.G. if under-provision vie education causes longterm mental health harm and limits independence the overall cost to the state will be far greater than if the provision were put in place in the first place. At the moment the short termism of the actions of the LAs will have lasting costs to the state (as well as to the individuals). If the actions of the LA are causing mental health harm that then necessitates mental health intervention and the cost of the mental health intervention is more than the cost of the SEN provision the child needed there is a clear economic argument for the provision to be put in place, but there is no body making these calculations resulting in spiralling longterm costs as well as individual harms. There must be a way for lifelong costs to be considered such that investment in education is prioritised so that maximum independence and earning potential of disabled children and their families is prioritised, rather than cost-cutting at the education phase which stunts life chances and costs way more in the long run.
If families can't work because their children aren't in school but want to be or don't have provision they need to be independent , then the parents aren't contributing to the economy when they could be and want to be. There's no financial sense to this situation but the LA don't have a holistic view...they are only looking at their individual budget line. There must be a body that looks at the bigger picture and makes calculations that benefit the child, the family and the country's budget holistically , not the LA's short term 'pot'. In our case the child's wasted potential and consequent cost to the state (e.g. hospital admission costs, and longer term care needs), the lost parental earnings (and tax contributions), the £100,000+ of legal fees paid by family and LA all point to the fact that providing the provision the child needed in the first place to avoid the school breakdowns and mental health crisis ever happening would clearly have been better for everyone (but the LA is not motivated to see it that way as the wider/longterm costs are not theirs to bear).

Keyword Flags	Abuse (alleged), Bullying (alleged)/Intimidation, Communication, Delays/Slow, Denied, Distress, Failure, Financial pressure, Ignored, Inaccurate, Isolated, Job-related, Mental health, No placement/No school, Pressured, Refused, Retaliation, Self-harm/Suicidal, Statutory duty failure, Threatened (alleged), Trauma, Trust/Distrust, Unsafe (alleged), Unsuitable provision

ID: 7R94Eo0 | LA: Dorset | Submitted: 13/08/2025 11:54	
Type of Misconduct (self-reported)	1. Breaches of Education and SEND Law * Allowing unlawful (alleged) informal exclusions, in breach (alleged) of the Education Act 1996 and DfE statutory guidance. * Failing to arrange suitable, timely transport to school, despite statutory duties. * Ending (or preparing to end) educational placements without securing suitable alternative provision. * Failing to act when presented with evidence that multiple children with SEND were being illegally excluded. 2. Gaslighting and Deflection * Being told I was wrong even when quoting legislation and statutory guidance. * Concerns reframed as misunderstandings or unreasonable demands. * Downplaying the impact on my son's mental health and wellbeing. * Ignoring formal complaints and correspondence, creating the false impression that no issue existed. 3. Intimidation and Personal Undermining * Receiving letters from senior council members criticising my "tone" instead of addressing clear legal breaches. * Attempts to discredit me as a parent advocate rather than engage with the evidence presented. * Creating an adversarial environment in which I felt I had to defend my credibility rather than my son's rights. 4. Neglect of Welfare and Safeguarding Duties * Standing by while my son's mental health deteriorated to the point of expressing suicidal thoughts. * Failing to recognise or act on repeated written warnings about the risk of harm. * Allowing a prolonged period (12 weeks) with no education or suitable provision. 5. Systemic Failures * Consistent refusal to acknowledge or correct statutory breaches without legal pressure. * Reactive, last-minute action only when faced with an 88-page legal case and Judicial Review.
Experience	For the past three years, my son now 7, who is autistic and has ADHD, has been repeatedly failed by Dorset Council. From the age of four, it was clear he required Special Educational Provision under the Children and Families Act 2014, yet Dorset Council failed to ensure this provision was delivered. Instead of making reasonable adjustments, his school repeatedly subjected him to unlawful (alleged) informal exclusions – removing him from school without recording or following legal processes, in breach (alleged) of the Education Act 1996 and Department for Education statutory guidance. Dorset Council knew this was happening, received evidence it was happening to other children, and took no action. The school then issued two formal exclusions and a permanent exclusion (later overturned) within the space of a

month after I reported them in the October. Dorset Council witnessed this in real time, ignored my warnings about the impact on my son's mental health, and failed to intervene.

My son spent 12 weeks out of education, during which his mental health deteriorated to the point of expressing suicidal thoughts. Even after a new placement was found and he started in the January, Dorset Council failed for months to arrange suitable transport, forcing me as a single parent to take unpaid leave and placing severe financial and emotional strain on us.
By May, his temporary placement was ending and the council had no alternative provision planned – another breach (alleged) of their legal duty to secure suitable education. They refused to extend his space despite it being a Council maintained provision. My formal complaints, and even an approach to our MP, were ignored.

When I continued to raise these legal breaches in writing, I received intimidating correspondence in return. These letters criticised my "tone" and sought to undermine me as a parent advocate – yet made no acknowledgement of the council's repeated statutory failings.

I was met with repeated gaslighting – being told I was wrong even when I cited the law, having my concerns reframed as misunderstandings, and being made to feel that my expectations were unreasonable. These tactics were not isolated incidents but a sustained pattern of behaviour designed to deflect responsibility.

I was ultimately forced to prepare for Judicial Review, citing breaches of:

* Children and Families Act 2014 – failure to deliver EHCP provision
* Education Act 1996 – failure to provide suitable education
* Equality Act 2010 – disability discrimination
* Article 28 UNCRC – denial of the right to education

Only after I submitted an 88-page legal case did Dorset Council act – extending his placement, increasing support, and securing the specialist school I had requested months earlier. It should never have taken months of legal preparation, countless sleepless nights, and the complete financial devastation of our family for the local authority to simply fulfil its existing legal obligations. Yet this is exactly what SEND parents across the country are being forced to endure – fighting exhausting and expensive legal battles just to secure the basic support their children are already entitled to by law.

	This experience reflects a systemic pattern in Dorset: repeated breaches of statutory duties, the gaslighting and intimidation of parents who challenge them, and a disregard for the human rights of children with SEND.
Impact on Child	Emotional and Psychological Harm Developed severe anxiety and distress due to repeated exclusions and instability. Lost trust in adults and authority figures who were meant to safeguard him. Began expressing suicidal thoughts at a very young age, saying he wanted to go to heaven because he felt rejected and hopeless. Triggered by phrases used by school staff to dismiss his distress (e.g., “Oh well, never mind”), which remain emotionally harmful to this day. Educational Harm Missed substantial amounts of education, including a 12-week period with no suitable provision at all. Attended school for as little as 15 minutes a day at times, far below the full-time education he is entitled to. Fell behind academically due to interrupted learning and lack of consistent support. Behavioural and Social Impact Experienced heightened meltdowns and emotional dysregulation as a result of being placed in unsuitable, overwhelming environments. Social isolation from peers due to repeated exclusions and absence from school. Increased difficulty adjusting to new settings due to repeated placement breakdowns. Long-Term Consequences Ongoing need for specialist intervention to rebuild his confidence and self-esteem. Continued vulnerability to emotional triggers associated with past mistreatment. Potential lasting impact on his mental health, trust in the education system, and willingness to engage with learning environments.
Impact on Family	Financial Strain Loss of income due to repeated unpaid leave taken to transport my son and be at home during unlawful (alleged) exclusions and periods without provision. Increased travel costs when the council failed to provide suitable transport. Legal expenses and associated costs in preparing an 88-page legal case. Ultimately, I lost my job entirely due to the disruption and demands of advocating for my son, leaving us without a stable income. Emotional and Mental Health Impact Prolonged stress and exhaustion from having to fight for basic legal entitlements. Significant emotional toll from witnessing my son’s distress and mental health deterioration.

	Sleepless nights, anxiety, and burnout from constant advocacy and legal preparation. Practical and Daily Life Disruption Constant rearrangement of work, appointments, and daily routines to accommodate my son's limited or missing school provision. Lack of stability in family life due to the uncertainty of his education and support. Time and energy diverted away from normal family activities into complaint-writing, legal research, and evidence gathering. Wider Family and Social Impact Reduced ability to participate in social or community activities due to the demands of advocacy and caring. Strain on personal relationships caused by prolonged stress and financial hardship.
Desired Change	I want to see a complete overhaul of Dorset Council's SEND systems and processes. The council's own complaints reports show that most financial compensation they pay out relates to SEND failures, yet they continue to repeat the same unlawful (alleged) practices. They are repeatedly breaking Article 28 of the United Nations Convention on the Rights of the Child (UNCRC), which guarantees every child the right to education. In Dorset, many children are left without any educational placement at all. You only have to attend one SEND support group to meet parents whose children have been out of school for months – sometimes years – with no lawful provision in place. Instead of scrambling to act at the last minute to avoid legal action – a tactic they are known for, as they rarely allow cases to reach court – they should be fulfilling their statutory duties from the outset. Children's needs must come first, not the council's desire to cover up (alleged) mistakes or protect its reputation. This means: Proactive compliance with SEND law and the UNCRC, rather than reactive damage control. Transparency in acknowledging and rectifying failings, rather than concealing them. Ending the culture of intimidation and gaslighting towards parents who challenge unlawful (alleged) practices. Embedding child-first decision making at every stage of SEND provision. Dorset Council must stop treating lawful education as something parents have to fight for and start delivering it as a matter of course – because it is their legal duty, and because children's futures depend on it.
Keyword Flags	Breach (alleged), Cover up (alleged), Denied, Dismissive, Distress, Error/Mistake, Exclusion, Failure, Financial pressure, Gaslighting, Ignored, Isolated, Job-related, Mental health, Neglect, No education, Pressured, Refused, Self-harm/Suicidal, Statutory duty failure, Trust/Distrust, Unlawful (alleged), Unsuitable provision

ID: 7R9zGGz | LA: Bristol, City of | Submitted: 15/08/2025 09:45	
Type of Misconduct (self-reported)	Having issued the deadline to respond to my stage 1 complaint the LA eventually did. It was a joke. I escalated to stage 2. They are yet to respond to this and have missed 5 manufactured deadlines by themselves. I will be taking it to the LGO when the school holidays are over and I am not in such intense caring mode. My complaint concerned the following 11 points: 1. The deletion by the LA of provision from X's EHCP with no evidence it was no longer required 2. The LA's failure to include full provision specified by experts into the EHCP with no evidence the full provision was not required 3. The incorrect following of protocol during the 2023 Annual Review of the EHCP, including failure to ensure Section D was fit for purpose 4. The LA's failures to meet the legal test for an appeal yet proceeding regardless 5. The LA lying to a special school that they were my parental preference 6. The distress and loss of learning the appeal process has caused my child 7. The LA's failures to make reasonable adjustments for me as a disabled parent carer 8. The stress and loss of earnings the appeal process has placed on me as a single parent carer 9. The time wasted in this process of multiple professionals, many of whom are paid for by the taxpayer 10. The LA's failure to finalise the EHCP with accurate information agreed at tribunal 11. The LA's removal of 12-month targets as an appendix from EHCPs
Experience	It's been awful, in short. A battle all of the time. I cant rehash all the details that I used to fill out my complaint without divulging personal details from my child's

	EHCP. And in all honesty I cant face it. Filling this all in has taken me ages and this is part of the problem with all of this endless chasing of the LA is just how very much time all of it takes. Time I don't have as a single parent and that I feel deeply resentful of having to make as it ensures we live in poverty as I am unable to work fulltime.
Impact on Child	The tribunal process impacted X through increasing his anxiety and distress leading to a loss of learning. This represents an injustice and hardship to my child's educational experience and future. The distress and stress were avoidable as demonstrated in parts 1-5 of this complaint. It is recognised in X's EHCP that he is anxious. He was seeing CAMHS for this during the time of the appeal. Obtaining a CAMHS place is like hen's teeth and, of itself, evidences the level of his need at this time. Not knowing where he was going to school in September was awful for him. I found him sobbing in the shower on June 6th for example. I asked what was wrong and he said "I thought the hearing was today, not July. I need this hell to end mama. I'm sorry for swearing." Before [current] School was agreed by the LA he slept on my bedroom floor for months as he was so anxious about what would happen to him and where he would go. The minute he knew the LA had agreed to name [current school] he visibly relaxed having seen round it and remarking on the tour "I think this is my school mama." The appeal process directly caused my disabled child, who is already demonstrably 'behind,' further loss of learning. According to his then Sendco, there was a "considerable difference in X's behaviours in school." School noticed the following in him: · Unable to focus or concentrate for more than 5 minutes at a time with support. · Distracted by environmental noises and pupils at every slight noise. · Anxiety has heightened he is constantly on alert in class (hyper aroused) · Continuous questioning and reassurance needed every 10 mins from staff. · Seeking adult interaction and attention at break times. · Stimming during breaks and lunches. · Emotional during the day on several occasions · Asking questions and wanting to know what is happening next. · Repeating statements about possibly leaving, moving, not moving, not knowing what is going to happen. The Sendco went on to describe how: "This period of uncertainty has halted any significant educational progress X could have made normally and has in some ways segregated him from his peers at social times. It has been sad to see X so anxious around the school [as] he is usually extremely happy.. [This] has seriously impacted on his mental health and well-being." I have been unable to afford private tuition to help X 'regain' the months of lost learning. The impact of this entirely avoidable appeals process is further harm to his educational attainment.

Impact on Family	I am a diagnosed dyslexic person. I informed Sendist of this in my initial application for appeal asking for reasonable adjustments at the final hearing. I reiterated on numerous occasions to the LA's tribunal manager that I was having difficulty keeping track of documents and was finding the process challenging especially given the volume of reading required and the time frames. No reasonable adjustments occurred until immediately after the case review hearing. As such, I believe an injustice and a hardship was committed to me whereby I was indirectly discriminated against under the Equality Act 2010. What occurred was an endless back and forth of the working document which consistently hovered around 33 pages long with minor changes each time that I was expected to spot. The Tribunal bundle submitted by the LA to SENDIST for the case review hearing was 720 pages long. This was missing a huge amount of information I had submitted which I flagged to both the LA and SENDIST. This is useful to know for explaining just how much I was needing to read and process and this clearly does not cover any of endless chasing emails or the LA's eventual responses. It is common knowledge that genetic parents of neurodiverse children have a high prevalence of neurodiversity. I strongly suspect I am also ADHD. A range of other disabilities clearly also have genetic origins. For a part of the council that deals exclusively in SEND issues to be seemingly oblivious of the (potential) needs of parent carers and make no reasonable adjustments whatsoever – even when they have been directly requested - strikes me as indirect discrimination under The Equality Act (2010). There is a direct adverse link between parent carer wellbeing in Bristol and the LA's practices of inaction, incompetence and delay. This can often, as has occurred with me, be compounded as it occurs repeatedly over a period of years. This impacts outcomes for disabled children through diminishing parental capacity – be that financial and/or emotional. It appears to be widespread as evidenced when any group of parent carers get together. I know the treatment I have received from Bristol LA is not unique. As a result of the tribunal process (and more generally advocating and 'managing' my child's EHCP to ensure accuracy over the years) my entire family's lives were, and ongoingly are, affected. I was very stressed and unable to consistently care for either of my children in the ways they needed during the tribunal. For example, I could not support X with his reading as I was often working late on my computer reading the endless iterations of the working document. So, as well as his learning being impacted at school it was also impacted at home. We ate appallingly during this process as I had no time to cook nutritious food.

	What is not clear about saying “this process made me very stressed” is the human cost that is magnified exponentially by virtue of being a single parent. I was unable to work for the duration of the tribunal due to the hours needed to attend to it. This caused my family financial distress. I took an unpaid career break from my job. Between October 2023 - July 2024 I effectively lost £17,385.30 from my salary. During this time I also lost professional skills and confidence. I felt it was untenable to continue paid employment and get X the provision he so desperately needed. This is not some individual failing on my behalf and the burn out I experienced from all of this, and that I continue to feel, is not uniquely mine. The LA’s general approach is seemingly utter disregard for parent carers, at best, or an active seeking to befuddle or grind us down to the point that we give up, presumably to save money. This is no way to treat anyone, never mind families carrying out caring work that is ultimately saving the LA significant money if we were all to be unable to perform this role. At times I questioned whether I could go on. At best, X would have ended up in an entirely unsuitable school with inadequate support for his needs impacting him for the rest of his life. At worst he and my other child would have wound up orphaned.
Desired Change	Meeting statutory time frames for complaint procedures. In response to my number complaints I asked for this in my letter: 1. The deletion by the LA of provision from X’s EHCP with no evidence it was no longer required: - An undertaking that the LA will never delete provision from children’s EHCP unless they have specific evidence that such provision is no longer required based on reports from professionals and/ or minuted agreements with school staff and parents that it is no longer required. · An undertaking that the LA will, as a matter of course, immediately reinsert provision lest it be deleted by accident when presented with evidence of such an error. · Improved checking systems within the LA to ensure errors do not occur. 2. The LA’s failure to include full provision specified by experts into the EHCP with no evidence the full provision was not required: · For the LA to include, as a matter of course, full provision specified by suitably qualified experts in EHCPs, including those commissioned by the LA and the NHS. Such provision should never be quibbled by the LA.

· Improvements made to staff training within the SEND department so that all staff are aware that the full provision specified by experts must be included in order to ensure children and young people's needs can be fully met.

3. The incorrect following of protocol during the 2023 Annual Review of the EHCP, including failure to ensure Section D was fit for purpose:
· To determine if the LA showed due regard for a child in need as per The Children and Families Act during the annual review. If they did not, to determine what consequences there are and how practices will evolve as a result.
· To determine whether the LA were at fault in making a decision following the annual review.
· Effective handover practices when case workers leave ensuring new staff have all information pertaining to the children on their case load.
· A functioning system whereby information shared to the wider SEN@Bristol.gov.uk address is cascaded appropriately, and parents can have confidence that information will be shared even if case workers leave or are on annual leave.
· Assurances that annual reviews, including timeframes, will be dealt with in accordance with the law including making all requisite changes to EHCPs when families are involved in an appeal process.
· For all case workers and tribunal managers to receive training that clearly explains the legal requirements of annual review. Where this is not possible, for Ms Y and Ms Z to receive such training as it is apparent both have knowledge gaps.
· The level of training of all caseworkers and tribunal managers to be made readily available to all parent carers upon request with parents readily able to request that someone more suitably qualified takes over their child's case where necessary.
· Transparency over who makes the decisions over what is and isn't included in EHCPs at annual review and why. Clear infographics on the Local Offer pages could be useful.
· Caseworkers to ask families if they would like a social care assessment where section H is blank and explain what this entails as a matter of course at every annual review.

· Social care non-residential short break provision that is available within Bristol to be easily identifiable on the council website and explained at annual review as a matter of course to all parent carers.

· Telephone numbers that work and are answered by LA staff rather than endlessly waiting for, and chasing, email responses and receiving auto-replies.

4. The LA's failure to meet the legal test for an appeal yet proceeding regardless:

· An accountability mechanism ensuring Bristol LA meets the legal test for every appeal. This must include the submission of evidence for a counter case and valid experts whose views, based on superior qualifications/ expertise, genuinely supersede those used as evidence by families. Where this is not possible no pretence is to be allowed by the LA that they have evidence or witnesses.

· Where the LA lack any counter-evidence the appeal process needs to come to an immediate end with the LA making suitable amendments to children and young people's EHCPs without subjecting families to the unnecessary stress, and/or financial cost, of litigation.

· Where the LA exploit the appeal process, presumably as a cost saving device, financial sanctions could be considered to inhibit such practices.

· For my parents to be refunded £540 - the money spent on legal advice to support their grandchild.

· For the LA to use only experts who are qualified and relevant to the specific field they are commenting on.

5. The LA lying to a special school that they were my parental preference:
· To determine if the LA's actions led to unnecessary distress and certainty for my child and myself regarding educational placement
· For the LA to never state that a school is parental preference where this is not the case. If further checks and measures are required to ensure such inaccuracies do not occur, such as a second reader, for this to be enacted.
· The LA to share the latest version of the working document and make available to families upon request, all evidence that a school has been consulted on. Where an appeal is logged this is to include the full evidence filed by families if this has not been included in the working document so that each school consulted is able to genuinely identify if they can meet a child's full needs before responding.
· For the LA to meet their legal deadline for Subject Access Requests.
· For headteachers/ Sendcos to have sufficient time/ resources to be able to carefully read all consult documents before offering/ declining placements.
· For the LA to not be allowed to pursue a placement where the box has been checked stating "The Governing Body/Trustees have raised issues about meeting the above child's needs" where a different provider has offered an unconditional place in recognition that the former offers a lesser education to the child/ young person.
· All schools that are consulted for placement to have to complete the same detailed, itemised pro forma regarding costings so that the LA and/or SENDIST tribunal can make genuine cost comparisons. This is to include hourly rates paid to all staff that will work with a child that are at, or above, the national minimum wage, and a similar granular

level of detail across all areas for the sake of transparency.

6. The distress and loss of learning the appeal process has caused my child:
· To determine if you feel this process resulted in avoidable distress and stress for my child impacting his mental health and emotional well being
· To determine if the LA's actions led to unnecessary distress and certainty for my child and myself regarding educational placement
· To determine if you feel an injustice or hardship has occurred regarding my child's education and future
· To determine if its useful to use my child's (anonymised) story as a case study in staff training so that the child can more effectively be held at the heart of decision-making processes
· For the LA to pay for private tuition in English, Maths and Science for my child to support 4 months of lost learning.

7. The LA's failure to make reasonable adjustments for me as a disabled parent carer:
· An investigation into whether I was indirectly discriminated against under the Equality Act 2010. Following this, a determination of the consequences of this injustice and hardship, including what will be done differently going forward for other parent carers should this part of my complaint be upheld.

· For SEND department standard practice to be an adoption of a range of approaches when working with families to mitigate against the very real possibility of embedding indirect discrimination.

· For families/ parent carers to be consulted with as to how they can most effectively engage in a working relationship with the SEND department. This is to include face to face (in person or virtual) meetings with LA staff where desired.

8. The stress and loss of earnings the appeal process has placed on me as a single parent carer and the wider impact on X's family unit:
· Compensation for my loss of earnings and the distress and stress caused to me and my family during this period

· An official apology

· An undertaking that staff training will include case studies of the impact of the appeals process on families. I am happy for my own story to be anonymised and used.

9. The time wasted in this process of multiple professionals, many of whom are paid for by the taxpayer:
· For there to be no expectation by the LA for additional "counter" evidence to support the parental case where the LA

	has entirely failed to meet the legal test. The onus for evidence must lie (alleged) on the LA as to why they are failing to make recommended changes. 10. The LA's failure to finalise the EHCP with accurate information agreed at tribunal: · Compensation for the learning time lost to X through the failure to transfer year 5 data in recognition that this has caused him hardship and disadvantage · Personal tuition for X to make up for this failure · For the LA to develop more effective systems to check for accuracy between the working document and the finalised EHCP · To be told what these systems are 11. The LA's removal of 12-month targets as an appendix from EHCPs: · To determine if the removal of 12 monthly targets from EHCP represents an injustice and a hardship for Felix, and other disabled children. · For the LA to explain how the removal of a further level of accountability that supports ensuring outcomes are met can possibly support disabled children's educational progress and wellbeing. Where this cannot be explained, reintroducing a requirement for ALL schools to append 12 monthly targets for ALL children to the paperwork for ALL annual reviews.
Keyword Flags	Afford, Delays/Slow, Distress, Error/Mistake, Failure, Financial pressure, Inaccurate, Job-related, Lied (alleged), Mental health, Statutory duty failure, Unsuitable provision

ID: vGEDzvl | LA: Bexley | Submitted: 06/09/2025 11:32	
Type of Misconduct (self-reported)	Tactical delays in assessments Misleading information Ignoring communication Misrepresenting parental views Unclear needs assessments from LA-commissioned assessments Altering professional reports when transferring to EHCP to make cheaper, more vague or unenforceable Excluding critical evidence Aggressive legal tactics Last-minute Tribunal concessions Seeking unnecessary adjournments Naming inappropriate schools Opaque decision-making
Experience	We, along with many other families, have faced a range of troubling behaviours from the Local Authority (LA) that go beyond an overstretched system. These actions seem deliberately designed to delay or block support for our children, causing real harm. Below are the key issues we've encountered: Delays and Misinformation • Delays in Assessments and Support: The LA has consistently dragged its feet on assessing our child's needs and securing the right provisions. These delays seem tactical, not just a result of an underfunded system. Subject Access Requests show the LA prioritises actions like internal meetings and emails to block support and hiring barristers to defend appeals, rather than making decisions that would help our child. If they were truly short on time or resources, they wouldn't have the capacity to focus so much effort on creating barriers.

- Misleading Information: LA officers have given us and many other families incorrect information. One example is claiming no child can get 1:1 support in a specialist school, discouraging parents from pursuing the help their child needs. They've also sidestepped their clear legal duty to provide a suitable education for children unable to attend school, often passing the buck to schools when it's the LA's responsibility.
- Ignoring Communication: The LA often dodges direct questions or complaints, forcing us to chase them repeatedly for answers. Responding clearly the first time would save everyone time, but instead, they give vague or evasive replies. This feels like a deliberate tactic to avoid accountability and delay funding support, which ironically increases their workload.

Misrepresentation and Withholding Evidence

- Misrepresenting Parental Views: Council meeting minutes often misrepresent or omit what we've said, making it seem like we agree with their decisions when we don't.
- Vague Assessments: LA-commissioned assessments describe our child's needs in vague terms to avoid funding specific provisions. Some LA commissioned professionals have indicated they're pressured not to recommend anything beyond the LA/NHS's general local offer, even when it doesn't meet the child's specific needs.
- Altering Professional Reports: when including in the EHCP, LAs often change specific recommendations in professional assessments—for example, turning "small group teaching with a maximum 5:1 child-to-adult ratio" into vague phrases like "some small group teaching" without clear reasoning. They've also softened language, like changing "unable to cope" to "has difficulty with," implying the child can manage situations when the evidence says otherwise. This is despite the officer not specialising in that area, having never met let alone assessed the child and usually having no qualifications to overrule the specialist.
- Omitting Key Evidence: During school consultations, the LA often sends outdated reports or only includes evidence that supports their position, "accidentally" leaving out documents that show the child's true level of need. In Tribunal evidence bundles, higher-needs or costly provisions are often conveniently missing. We were advised by those who had been to Tribunal already to look out for such omissions and lo and behold, it was the expensive provision that evidence had 'accidentally' been omitted when the LA prepared the bundle.

Aggressive Legal Tactics

- Using Public Funds for Barristers: The LA often hires barristers, funded by public money, to defend against parental appeals, creating an unfair power imbalance, especially when many parents are unrepresented and the vast majority will not have a barrister.
- Vague or Shifting Arguments: Early reasons for disputing appeals are often generic or copied word-for-word from other cases. Only at the Tribunal hearing do the LA reveal detailed arguments, which they could have shared months earlier. This feels like a deliberate strategy to keep parents in the dark and maximise LA chances of 'winning'
- Last-Minute Concessions: The LA often waits until days before a Tribunal hearing to concede points or engage meaningfully, even when they've had the evidence for months. This delays support for the child until they are backed

	into a corner. • Pushing for Delays: The LA request unnecessary adjournments or additional assessments at the last minute, despite clear professional evidence, knowing this will delay the process. We've also heard from other families that the LA skips mediation or sends staff without decision-making power, despite their legal duty to engage properly and with a decision-maker. Other Misconduct (alleged) • Naming Inappropriate Schools: The LA names mainstream schools in EHCPs, even when evidence shows they can't meet the child's needs. They often concede just before a Tribunal, claiming "new evidence," but this evidence was often available for months or even years or such assessments could have been reasonably sought by the LA much earlier. • Rejecting Private Report recommendations when drafting the EHCP with little justification: The LA often dismisses or alters recommendations from private professionals, like educational psychologists or therapists, without clear justification - sometimes with no reasoning given or just a few vague words that aren't logical and/or ignore the expert's findings. • Opaque Decision-Making: LA panels provide brief, unclear reasons for their decisions, often ignoring detailed professional evidence. We've seen panels dismiss 30+ pages of specialist reports with a few incoherent words, sometimes even getting basic details like our child's name wrong. It's hard to believe they understand our child's needs better than specialists with decades of experience, when they have never met our child, let alone assessed them.
Impact on Child	The LA's delays, misinformation, and tactical obstructions have significantly harmed my child by delaying critical support and provision. This has contributed to emotional distress, loss of educational provision and progress, mental health difficulties and an overall negative impact in their day to day wellbeing, as the failure to meet their needs in a timely manner has compounded their challenges. They had a significant chunk of their childhood with little-no education or support. My child felt abandoned and deeply mistrusting of the education system and I don't blame them.
Impact on Family	The LA's relentless tactics have left our family exhausted and heartbroken. Fighting for our child's support feels like an endless battle, draining our mental health and family life. We've lost all trust in a system that seems to care more about saving money than our child's wellbeing. Chasing appeals, challenging decisions, and paying for private assessments to counter their delays have stretched our finances and strained our relationships. Even with an EHCP, getting the right support remains a struggle, leaving us feeling defeated and let down. The LA clearly did not try their best to facilitate the right support, they appeared to actively block us at every step
Desired Change	Genuine engagement, ability to trust the LA is on your child's side, potentially removing any influence over assessments from the LA (not giving them the power to change or alter professional wording when inputting into the

	EHCP, whilst also being the budget holders - this seems like a clear conflict of interest). The system isn't just overwhelmed, it is toxic, often unlawful (alleged) and with little consideration of the child at the centre. Speak to many SEND parents and you will discover that LAs have learnt how to 'game' the system to block support and minimise spending. This can be seen with the Tribunal system being overwhelmed by the number of appeals, where LAs have made unlawful (alleged) decisions and parents are having to legally challenge. The LAs are using the long delays to their advantage - either way they 'win' and save money even if they know they will have to concede or will lose the appeal. This culture needs to change with real penalties for such conduct. To be clear, this is not to suggest that EHCPs need to be removed, it is the way the LAs are engaging.
Keyword Flags	Communication, Delays/Slow, Dismissive, Distress, Exhausted, Failure, Ignored, Inaccurate, Isolated, Mental health, Misrepresentation, No education, Pressured, Statutory duty failure, Trust/Distrust, Unlawful (alleged), Unsuitable provision

ID: WOpXppv | LA: Staffordshire | Submitted: 15/08/2025 16:36

Type of Misconduct (self-reported)	1) The LA refused to carry out and Educational & Health Care Needs Assessment (EHCNA) despite the legal threshold for carrying out such a test clearly having been met, necessitating an appeal to tribunal. Delay: 6 months 2) The LA supressed and misrepresented key details and needs from (very clear) underlying reports written by the Occupational Therapist, Speech & Language Therapist and Educational Psychologist (EP) in the EHCP. The original draft of the EHCP only included needs and required provision in the 'Cognition & Learning' section, despite the underlying reports identifying significant needs across all four categories of need allowed for in the EHCP. 3) The LA named a school which had categorically said it could not meet our daughter's complex need profile, thereby necessitating another appeal to tribunal. Delay: 4.5 months (in conjunction with 2) above) 4) The LA wrote a letter of response to the school which has said it could not meet need, with a justification for naming that school which completely bastardised and misrepresented the law. 5) Failure to meet 20 week timeline, which was apparently due to a lack of "quality control" LA officials to review the EP's report. Delay: 1 month 6) Delays caused by the Decision-Making Group (DMG) process: the LA's DMG meets once per week, for only 2 hours, and has the final say on key decisions such as whether to issue an EHCP and the contents thereof (including the named school). It is not uncommon for 40 cases to be tabled for discussion each week. Due to these high levels of demand, our daughter's case hearing had to be deferred three times. Delay: 3 weeks
Experience	The way our LA handled the EHCP process felt completely demeaning to us as parents. They acted well outside of a clearly written law, with impunity and without consequence. It is to be assumed that they do this in order to reduce budget deficits, though this is never articulated to parents directly (only through the general comments made by elected representatives in media interviews). It can be seen from our response to the first question that there is a systemic cynicism and/or negligence (alleged) within the LA assessment process which produces catastrophically bad (and illegal (alleged)) assessments and necessitates a protracted appeals process. This is compounded by insufficient capacity and/or an inappropriate mechanism at key points in the process (most notably in our case, independent report quality review and DMG). It is worth noting that the time delays in our case, as set out above, were comparatively short. This is in part because

of our proactivity as parents. In total we needed to make more than 50 phone calls and send more than 100 emails and text messages, to LA employees and elected representatives, in order to achieve the above timelines. It should not have to be like this.

We never got fully to the bottom of why our EHCNA request was rejected, why clear omissions were made in the drafting of our daughter's EHCP or why a clearly inappropriate school was named, all in contravention of the law. However, through discussion with various LA employees within the SEND and Children's Services teams, we understand that the following would likely have been contributing factors:

- The LA's SEND team and DMG operate with broad profiles for autism which enable them to categorise cases into those requiring specialist provision and those that are consistent with mainstream provision. These profiles are clearly not consistent with the law, and their existence results in the cherry-picking of information in order to construct an outcome which is consistent with a preconceived narrative. Children's individual needs are lost or diluted as they are forced into pigeonholes for the convenience of the LA.

- At no stage during the assessment process did the LA's caseworker/SEND team ask to meet with us or our daughter in order to understand our perspectives or the specifics of the case. We were told that this used to form part of the process, but that resource constraints have necessitated a more paper-based approach. When I did finally get a chance to meet with the SEND team (after the EHCP had been issued and weeks of campaigning) I was told that the information and context I had been able to provide during a one hour meeting had been invaluable in enabling the LA to understand the errors they had made and rectify them. If this is to be believed, then months of time-consuming process could be saved by holding a one hour meeting as standard process before the EHCP is finalised.

- The presentation of autism in girls remains woefully misunderstood in the EHCP process, as in society more broadly. Specifically, the fact that many autistic girls mask in public (including in school and social environments) and consequently suffer enormous meltdowns and dysregulation at home requires deep understanding in order to establish the need profile. In our case, our daughter's primary school felt they could not apply for her EHCNA because so many of her difficulties were invisible to them. Similarly, the LA did not scratch the surface of these complexities in establishing the environment our daughter needs in order to function and thrive. For some young autistic people (though by no means all) the thought of walking into a school with 1,000 other people, and all the associated noise and buffeting, fills them with an existential terror which is not at all conducive to learning and, if not respected and supported, can in time be life-threatening (alleged) (particularly given the heightened risk of suicide in young autistic females).

- The LA was operating with generic ideals of what it believed a competent mainstream school should be able to provide to students with SEN, rather than considering the practical realities of specific mainstream schools.

- Judging by the current political discourse, there appears to be a working presumption at the moment that mainstream inclusivity will somehow be the solution to the current SEN crisis. It will undoubtedly help, but I believe its importance is being overstated, in part because the needs of children with SEN are being viewed primarily through a 'cognition and learning' lens. One of the strengths of the current EHCP format is that it requires a child's needs to be expressed across four distinct need areas: 1) Communication & Interaction; 2) Cognition and Learning; 3) Sensory and/or Physical Health; and 4) Social, Emotional and Mental Health. In our experience, in writing the EHCP, and particularly in determining school placement, LAs are weighting 'Cognition and Learning' needs far more heavily than the other three. This is dangerous. There are thousands of children (particularly girls) whose cognitive function enables them to keep up with classmates' learning achievement levels, but who go home every night and "explode". They refuse to eat, ritualistically shower for hours on end, verbally and physically abuse (alleged) their families and harm themselves. These issues are not unrelated to the educational setting, they are a direct result of it. The SEN system needs to recognise this and provide educational settings which support these children. Mainstream inclusivity will not be enough.

- There has been insufficient investment in state specialist SEN provision, which means that the only alternatives to mainstream education in many cases are i) expensive private sector specialist education; or ii) homeschooling or other alternative provision. The only way to prevent such a stark choice is to invest in state specialist options for the long-term.

- There remains a prevailing suspicion, which is particularly prominent in the current political discourse, that the recent growth in autism, ADHD and other SEN diagnoses is due either to i) a lack of resilience; or ii) a desire from parents to enrich their children's education at the expense of the taxpayer. This viewpoint, which inevitably influences the actions of governmental bodies under political control, will continue to colour judgment until the causes of the increase in SEN diagnoses are better understood.

These ingredients, along with the obvious budgetary constraints, lead to a system in which the objective of many LAs is to challenge parents (and schools) rather than listen to them, usually in blatant contravention of the law. Parents always have the option of appealing, of course, but this is an expensive process and requires huge amounts of time and knowledge. As such, the current system disproportionately disadvantages parents and children from lower socio-economic groups and disadvantaged families.

Impact on Child	•School non-attendance/loss of education •Staying awake with an 11 year old who doesn't get to sleep until past 11pm every night because she fears not waking up in the morning • Explosive meltdowns resulting in physical aggression, self-harm and threats of suicide • Anorexia • Showers which can last up to 3 hours • Separation anxiety so strong that either parent leaving the house for even short periods of time is extremely difficult, and both parents leaving together is practically impossible • Being unable to enjoy a family holiday because the thought of going somewhere new is so terrifying • Long periods of inertia, brought about by depression • Both parents having to leave full-time employment and reduce hours • Countless hours spent writing to, and calling, elected representatives and LA officials, persevering through platitudes, falsehoods and generalisations, searching for an individual who will finally listen and be willing to do something (who we did, eventually, find).
Impact on Family	* Both parents have had to reduce working hours * Very strained marital relationship * Lack of ability to focus on other child * Restricted movements (difficult to leave the house because of separation anxiety and the amount of work involved in co-regulation) * Extreme sleep deprivation and tiredness
Desired Change	1) Face-to-face conversations with parents/families must form part of every EHCNA request and EHCNA prior to finalisation of EHCP 2) Invest in the EHCP process at an early stage and make it a truly collaborative exercise based on the need profile of each specific child. 3) LA must be required to include all relevant information from professional reports in EHCP 4) LA should not be permitted to name a school which says it cannot meet a child's needs 5) Removal of preconceived autism need "profiles" and associated default school provisions, particularly where these have no basis in law 6) Penalties (including payment of costs) for LAs which lose cases on appeal where they are found to have acted in bad faith or gross negligence (alleged) 7) Consider whether the LA actually needs to perform a "quality control" review on reports prepared by independent experts, or whether in fact such experts can be relied upon to produce clear, competent assessment reports. Replace with up-front vetting of specialists before appointment to ensure they have the requisite credentials

	8) Increased capacity for Decision Making Groups 9) Investment in state specialist school provision, alongside mainstream inclusivity 10) Investment in further research, education, training and awareness regarding: a. Autistic presentation in young females b. Causes of the increase in the number of children with SEN during the past 10 years The answer is NOT going to be found in the removal of legal rights or EHCPs, or an increased focus on mainstream inclusion.
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Error/Mistake, Failure, Mental health, Misrepresentation, Refused, Self-harm/Suicidal, Suffering, Threatened (alleged), Unlawful (alleged), Unsafe (alleged), Unsuitable provision

ID: eqxJOxx | LA: South Gloucestershire | Submitted: 17/08/2025 11:55

Type of Misconduct (self-reported)	Parent had to start the EHCP process as the Senco cluster lead for the LA advised there was not enough evidence (the evidence was loud and clear, my child could do no formal learning or even focus for more than 5 mins during the whole school day) The EHCP process take way over the 20 week deadline. There was no reason the LA had gathered there evidence well within the time frames. The LA named the mainstream school that had told the case worker they could not keep my child safe in setting The mainstream school told the LA in a 5 page consult that the EHCP did not reflect the child or the needs that presented in school. The LA EP recommended less support than the child had without an EHCP. Before I withdraw my child for safeguarding reasons he was secluded at 2:1 for 6 weeks via the inclusions team at LA instruction. When I was finally notified I was told it was to keep my son other children and adults safe. He was 5 and they decided to take this action from his 6th birthday. My child went into burn out and survival respondes yet our plea for help went unanswered. The councils HRG team told the school to expel if they couldn't met need. This is unlawful (alleged) yet the councils HRG team continued to name a school that couldn't keep my child safe and the school had pleaded with the council that they could not met needs despite adaption. My son has been out of education for a year now as we had to wait for the LA to finalise EHCP to put in appeal which delayed us being able to take the case to tribunal. The LA refuse section 19 even though there was clear evidence the school could not have my son on site. Despite the school and parents being in crisis the LA felt a 45 min ep assessment was adequate to shape an EHCP The schools risk assessment was inadequate which has been upheld. It stated all over it that if children didn't listen phone parent and suspend child. This action was taken 7 times in less than 6 weeks.

The council LADO team told me that the school could only mitigate risk and could not eliminate foreseeable risk to life. This statement shows that the system is only geared up to support schools with safeguarding against parents but has no clue how to support a child at risk in school.

My child risked life through height at school due to being very mentally u well due to the toxic stress he was under. He was getting to the outside of the in door stair case and reaching height above 15ft balancing in a 3 cm ledge and the banister. I withdraw my child and was told if I did not return him I would face court action. The council stood by this via stage one complaint however by stage two agreed this was inappropriate yet no one from the LA had any contact with school about this and the LA contained to name this school knowing they could not keep him safe. I'm not allowed to tell the school the outcome as the LA paid for this investigation. I was told I was get an apology for head of services. This has still not happened and case now with LGO.

My son faced so much toxic stress in school he reached burn out with in one term of year 1. How did this happened. My son is so deeply traumatised that he will still not hold a pen even to write his name in a birthday card. We are at a year later.

The LA now want to name a school in EHCP that is a maintained SEMH school. They have no school grounds a sensory room that children get less than 5 mins in and a dyregulation room that is a 2m by 2 m concrete room with a cxtv camera. There is nothing else in this room. And that's where you go with dyregulated.

I have had to pay for ASD assessment and an ep assessment. As the services have been no existed t within my council. How can we have a child out of school for a year and deep in burn out and not be eligible for any help or guidance ??

The council have told the court that my child is in school because he has a named school yet what they haven't said is that this is a school that have repeated that they can't keep him safe can't meet the need and that the EHCP does not even come close to representing my child's needs yet the silence is deafening, why !!

We are going through an appeal that is endless and a waste of our money and tax payers money. How can you name a school that can't keep a child safe and haven't. I was offered a meeting with council but was told no one would be there who could change anything. So what is the point of this meeting. We now have a child home full time while both parents try and work full time so time is important and we would t waste it attending a meeting with no decision maker present. We have had a letter to state we cannot speak to the SEMH school they want to name and all questions must go through the LA as they are calling them as a witness. A witness to what. They have written a two sentence consult stating they can just meet need nothing about how and what they will put in place and now as

	parents we aren't allowed to even ask this school any questions yet they think it's ok for us to consider another school that is going to use seclusion and isolate as a form of meeting the needs. Our EP has stated that our son is no wheee near ready to step foot in a school and we risk education being abandoned in any form of it goes wrong again as his self esteem and confidence has been so badly damaged for such a young child. How could this much damage been done in less than two years of reception
Experience	We have been left in the cold with debt and an extremely u well child. We have had no support and have been failed. The EHCP system has not been followed and they did not even stay within the 20 week deadline. We had a cluster lead that tried to obstruct us getting information to even apply even though our child was at the point that they could not be educated for longer than 5 mins a day. Why!! Our mental health services are not just breaker they are not fit for purpose and no longer met the needs of children that are in burn out and broken. My child was left rocking naked at school questioning why he could t see his friends. How could this be allowed to happen. I'm disillusioned with what the LADO actually do and how they think they keep children safe from harm as they didn't in our case and wanted me to continue to subject my son to harm. In my opinion we have been stopped from seeing the very people that could diagnose burn out intentionally and we had to pay for our child to be seen so we could start unpicking what had gone seriously wrong to have created such an impact on our child and our home life. We were delayed our right to appeal which has dragged this case on to next year. The compliance process was no followed and they did not even hold that process within time frame. From our stage 1 complaint to LGO it has take over a year. This is why family's don't follow through as the toxic stress and being at crisis at home means you have to pick what battle is worth the fight. We are in financial hardship whilst trying to support are selfs and family whilst having a child home full time who has been left to rot and is now very reactive.
Impact on Child	My child is not recognisable. I have a picture just before he started school and he was happy care free and loving life. After just over a year in a half of school he changed into an inhappy reaction mess. Children are now a trigger as the school have made him feel like he is not safe to be around them. He will not pick up a pen a year after we withdraw him from school. He will an announce he can't read or write and is totally withdrawn. When I first withdraw him he wouldn't even leave my side to go to the toilet he is now afraid of the dark and will not walk around on his own. He is scared we are going to die. He does not let people in and can be very blunt now. He is very reactive and he hisses when he can't cope. The emotion stress he has faced at such a young age is criminal (alleged). He has now lost education since March 24 and is not ready to step foot back in. His mental health is severe and he believes he is a bad boy that will go to prison when he is older.
Impact on Family	We can not go on a family holiday it is to much. My son's older siblings have missed out and have a very reactive child at home. Our whole family life has had to change. Both parents are trying to work full time to support a 7 year old. We have had to learn about ASD burn out and PDA We still do t know if the demand avoidance has a linked to pad or

	trauma. We should even need to think about trauma with such a small child. I have had to go on medication to cope with the systematic failings as I cannot cope with the ignorance of what has happened and that no one has accepted that we needed help and our child was I crisis. The cover up (alleged) has been hard to deal with. The lack of empathy has been loud. There has been no accountability that my child could have died due to the stress and symptoms he displayed yet they continued to name a school that had failed him and made him very unwell.
Desired Change	Accountability. Mental health support that if fit for purpose. EHCP to represent the child and the needs instead of LA EP doing reports under dress. The HCPC to remind professionals of their duty. For the LA to have a legal duty. I would like LA to have less power and more accountability when they fail get it wrong and make unlawful (alleged) decisions. I think there needs to be a national inquiry into why LA up and down the county have been allowed to behave unlawfully for a very long time. How has it been accepted the LA are allowed to have local policy that does not follow the law this is a breach (alleged) in front of our eyes that has gone unchecked for to long. I would like education to be seen in a diffeeent way for kids that cannot sit at a table or carpet time and need to learn in a different way. Burn out needs to be recognise with a strategy. Mental health needs to be reviewed as it's not fit to met the current needs. I would like to understand who answers to who as it seems the LA are ignoring Mp. I would like to see legal duty's retained
Keyword Flags	Breach (alleged), Cover up (alleged), Delays/Slow, Failure, Financial pressure, Ignored, Isolated, Mental health, No placement/No school, Refused, Statutory duty failure, Trauma, Unlawful (alleged), Unsuitable provision

ID: A742qLe | LA: Brighton and Hove | Submitted: 14/09/2025 15:01

Type of Misconduct (self-reported)	Caseworkers refusing to return calls emails unanswered refusing to give a list of special schools in the area and conducting consultations with schools, I have not requested and going ahead and naming schools that cannot meet my child need. Given last minute annual review reviews. Of the weeks of trying to contact them to arrange only for them to conduct the annual review without me and stating I did not attend so they can meet the deadline. Contacting other agencies and referring my child without my permission in order to get them out of Education and into a unsuitable supported internship ignoring the fact that disability would mean that they are at risk and so would other people be if my child attended the internship.
Experience	I have three children who all had EHCPs they were never provided with the full support that was recommended by the educational psychologist one child was undergoing chemotherapy and the application for Ehcp was refused until he finished his chemotherapy five years later I then managed to fight to get an EHCP only for the Council to try and remove this before he had finished his education… another one of my children had their ehcp transferred to a non-statutory ehcp simply because we moved to a new area. My third child his caseworker contacted scope behind my back to refer my son to an internship that was both dangerous for my son and others around him stating he had come to the end of his educational journey he was never given the opportunities to study English and maths even though it was stated on the Ehcp instead they forced him to attend life skills repeatedly for 4 years denying him access to any other courses and never given him a chance to choose an education path again he was not given any support, including assistive technology that was stated on his he EHCP. When I tried to fight these decisions and asked for emergency reviews. Ect my phone calls and emails were unanswered. My request for amendments to the EHCP were rejected repeatedly.
Impact on Child	All my children were bullied (alleged) at school one of my children could not attend school due to intensive chemotherapy and was left with no Education for three years and then went onto to develop extreme anxiety and was not given any therapy. He was denied transition back into education. He suffered terribly from isolation. His mental health was affected severely.l my other sons suffered from isolation even though their Ehcp P stated they needed help in making friends all of my children now suffer with anxiety and educational based trauma due to not receiving the support they were supposed to they were not supported or given a choice in education they were prevented from choosing their path and we held back from fulfilling their true potential they were forced into classes too big to cope with into schools that could not meet their needs and this has had an extreme effect on their mental health and all 3 now suffer anxiety and lack trust in adults and Services that are supposed to be there to support them.
Impact on Family	Because of the constant fighting I've had to do to even get a response from the caseworkers and the fact I have 3 severely disabled children I have suffered extreme depression and anxiety. My marriage broke down because all my

	time was spent trying to get the help that my children need just to get an education and be safe in a school environment or college environment my children were not protected the disabilities were not protected they were treated like they didn't matter and I was constantly bullied (alleged) by caseworkers into submission often having to deal with annual reviews for two children at the same time with no help myself I'm also considered disabled and was given no support. I've been unable to work and have a life of my own I have no meaningful friendships as I have no time off from my caring responsibilities the very little time that I do have is spent fighting for my children to get the support that is listed in the Ehcp I need to be told that's not what the wording says ! And if you complain, they threatened (alleged) to cease to maintain the EHCP they refuse to add or change things in the EHCP to reflect the child's current needs but at annual reviews remove support without consulting often deleting whole paragraphs from the EHCP and sending a final statement so your only choice is to go to tribunal.
Desired Change	I would like the EHCP to be robust the one that states a child has a need this need must be met when it states a child needs one to one the child receives one to one not put in a mainstream school and share the one-to-one support with the whole class for caseworkers to stop ignoring parents and telling them to talk to the school when their children are not getting what's in their EHCP for the local authority to take more responsibility for ensuring a child is receiving the support from the school or college that is very clearly stated in the Ehcp for them to have to respond within a set time and held accountable for the overall EHCP and lack of support. For local authorities to stop putting children with disabilities into life skills classes and seek their full potential making sure that they have access to courses like other children regardless of their disability rather than excluding them because of their disability the wait for educational psychology assessments are too long and children are left without support the meantime even when they get their assessment done the local authority go against the recommendations often them placing children that have been assessed as needing small classrooms or Sen schooling into mainstream schools that cannot possibly meet their needs often leading into mental health and anxiety issues including bullying (alleged) and lack of supervision. I would like to see more accountability parents to be given the opportunity to choose schools colleges courses for their children rather than a local authority telling them what they have while other children without disabilities, get to choose disabled children are being shoved into situations that are not safe and also not educationally stimulating children and disabilities often excluded from English and maths more support is needed here.
Keyword Flags	Bullying (alleged)/Intimidation, Denied, Exclusion, Financial pressure, Ignored, Isolated, Mental health, No education, Refused, Statutory duty failure, Suffering, Threatened (alleged), Trauma, Trust/Distrust, Unsafe (alleged), Unsuitable provision

ID: NpBMWlN | LA: Bracknell Forest | Submitted: 13/08/2025 14:17

Type of Misconduct (self-reported)	Delays to alternative provision for child on autism pathway with mental health difficulties, inadequate education when unable to attend school - have refused to reply to my complaint on this in the complaint response. Had 1 EWO meeting and this never followed up again. EBSA support was short term and removed, no transition support to next phase of education for EBSA child awaiting EHCNA. Delays to EHCNA request, no reply to mediation date change, lack of follow up on pre-tribunal promises that there would be a meeting and likely assessment with no need for tribunal (by this time autism diagnosis was confirmed and known by LA) - so tribunal went ahead - judge commented on disappointing lack of communication/follow up, delay to sending bundle, prior to tribunal separate dept team member phoned about another issue - following up something that had already been resolved and closed before tribunal lodged, and advised me against appealing EHCNA - I wondered if this was deliberately trying to sway me or intimidate me, LA tribunal evidence very slim, most of evidence at tribunal mine - Judge commented on comprehensive parental evidence and how the LA misdirected themselves on the law (that child met both conditions of legal test and should not have been refused an assessment), LA completed assessment on tribunal orders but did not keep to deadlines, refused to conduct all necessary assessments, failed to communicate, failed to get an EP privately when no LA EPs available which led to considerable delay - despite my requests and complaints, then did not respond to request to EHC changes forcing us into another tribunal, as EHC plan is not specific and quantifiable. I have complained they didn't collect all necessary information and that they asked me to do self referrals which was actually their job. They are still not acknowledging child unable to attend mainstream. They contacted providers we said not to which would be harmful to mental health and have sent EHC and my contact details to institutions I didn't give permission for. When I have complained formally I have felt they parent blamed, have been patronising and condescending in their correspondence. They have prevaricated/responded to issues as if they misunderstood my point, so my point does not get addressed. They refuse to address points and say I need to go to ombudsman and tribunal as I've reached highest level of complaints and they (highest level of complaints) will no longer respond to me. They have now refused EHCNA of 2nd child. This is also unlawful (alleged) as they have SEN needs and are failing to make progress in school. I am being forced into 2 tribunals now at same time for both children. When I complained to caseworker that judge said refusal last time unlawful (alleged), so this one is too, she said we look through it with a different lens than the judge does. They see it differently to us. At every stage- they have stalled, refused to follow legislation, delayed and treated me as if I'm a problem and it's not their breach (alleged) in law/standards that's the issue when I complain. I feel they treat me as being demanding and asking for things were not entitled to. They act as though they are above the law and I feel they treat me with contempt when I am just advocating for my children. Every communication needs to be chased several times before an answer received sometimes as long as weeks later. They make it clear there's no point to mediation and that tribunal is only way they will make changes. Several times

	they've given misinformation about the law but when I challenge it they disagree and say they're right and I'm not - even when I quote the law.
Experience	The experience has been very overwhelming over past 2 years. I would describe it as soul destroying. I jump through one hoop and feel success, only to find I am not really getting anywhere and have even more hoops to jump through. Everything feels like the goalposts just get moved and there's deliberate stalling and delay tactics. The lack of support means my child was unable to attend education and dropped out. They have been without education for most of the last year while awaiting EHCNA. Although we have EHC after a year since applying there is still no placement for September. This has caused me a great deal of distress and lack of support has worsened my child's mental health and means they are falling even further behind peers academically and socially. The amount of advocacy needed for both children means I can barely work (especially with one child with mental health difficulties with no school/college I cannot work in the day) so this has a financial and emotional impact. Sometimes I wish I hadn't even started the EHC process- although needed - dealing with the LA is so frustrating and actually limits our autonomy and options. I'm considering not appealing for my 2nd child because the process has had such an impact on my wellbeing because of the stress and frustration suffered. It's so upsetting that the people who are meant to help feel like an adversary. The experience has literally felt like I've entered a nightmare where there's no end to bureaucracy, no common sense, no compassion; I don't feel we're even treated as human beings with needs. I have had to go to the ombudsman now. The admin burden and fighting for our legal rights feels endless. I have no faith in the LA
Impact on Child	Emotional distress, school and college refusal, anxiety, loss of education, isolation, regression in social skills and mental health and tension in family relationships. Impacted family financially, impacts what we can afford for them and my time with them - spend most time on paperwork/advocacy so cannot work much or socialise as much. Both children are not progressing educationally which impacts future chances. This impacts their emotional wellbeing also as they negatively compare to peers.
Impact on Family	Loss of income, stress, strained relationships, impacted my physical and mental health, all of the family suffer due to change in finances and ability to socialise etc, I feel we're really isolated now as a family
Desired Change	Better training and customer service among LA staff, better communication, adherence to legislation, no delays, case workers that work with you, not against you, hold LAs to account when they break the law and are failing their ofsted - need greater scrutiny. My LA has failed its ofsted but still causing harm to families like us, as they are continuing with their way of operating regardless of being told they are breaking the law and that the service is inadequate. The law is not the problem. I would like the law to remain the same. The LAs need to adhere to the law and stop forcing families into tribunals. The tribunal service is efficient but should be a last resort for cases where it's not clear. The LAs are using it to force everyone into a tribunal when it's not needed and they just need to assess and support. I would like to see penalties to LAs who force parents into unnecessary tribunals and for compensation without going to

	ombudsman for families who win tribunals. This would be a deterrent. I would like to see schools and colleges facing the same scrutiny and penalties where they do not follow the legislation on graduated approach and liaison with LA on SEN and EHCs.
Keyword Flags	Afford, Breach (alleged), Bullying (alleged)/Intimidation, Communication, Delays/Slow, Distress, Failure, Financial pressure, Isolated, Job-related, Mental health, No placement/No school, Refused, Suffering, Unlawful (alleged)

ID: 81pjWgl | LA: Wiltshire | Submitted: 13/08/2025 12:14

Type of Misconduct (self-reported)	Delays Sabotage Involving ex perpetrator of domestic abuse (alleged) Agressive legal tactics Paying for expensive legal representation Send worker submitting maash referrals for missing education Failing to provide educatio under s19 Facilitating 2 x s47 enquires Lack of communication and collaboration Claiming to know child better than parent Gaslighting Shaming 67 weeks and 4 tribunals to secure correct placement. Judge overturned their decision instantly La paying 60k per term for an unsuitable placement yet I found one at an eighth of the price and their refusel to switch placements as it was my children's and my choice Withholding provisions within ehcp therapies and education State sanctioned abuse (alleged) Sars blocked Route to LGO blocked Threatened (alleged) with ss intervention if any matter raised by parent. Appalling appalling behaviour Sanctioned by director if children services and no help from local MP. Send dept stated that children were cin almost cp and he backed off. They lied (alleged) to MP. Malicious allegations of fii when complaints raised Send depts need changing they should be run by Send parents who have experience. The Send employees are the problem with not upholding the law.
Experience	The above lists the experiences thay we as a solo family have faced.

	In any other arena it would be considered defamation, abuse (alleged), emional abuse (alleged). The LA should be punishable
Impact on Child	The intial disbelief and verment targeting result in trauma of many levels. From being physical forced onto school property, physical separated and manhandled. Threatened (alleged) that solo mummy would be 'in trouble' if child did not comply. Threatening (alleged) teachers turned up at safe space home under the guise of safeguarding yet regular medical contact and their opinions discounted. Emotional distress and trauma resulting in abuse (alleged). Loss of 4 years of education, regression, fear, feeling unsafe (alleged), triggering retraumatizing experiences, ptsd, anxiety, suicide ideation. All because of trauma from state sanctioned abuse (alleged) fulled by father perpetrator
Impact on Family	I am so traumatised by state sanction abuse (alleged) the state enabling the perpetrator to continue abuse (alleged). The lies (alleged) told and believed. Victim shaming gaslighting and having to surround myslef with a legal team to have conversations with anyone in send dept, ss, school, The impact of twins being neurduverse and direct victims of Domestic Abuse (alleged) has never been accounted for. I do not feel protected by the people whom are supposed to help. This has meant we freeze as a family have cpstd , no trust in anyone, record every interaction with humans. Document everything. The ehcp that took 67 weeks to finalise followed by 4 tribunals has had an immense emional and financial toll and despite a judge ordering placement chmage immediatly. The la do still not provide provisions in ehcp. Need a jr for every request. For two individuals to blocks education and delay it purposefully is incorrigible. These are children whi are intelligent but learn differently and need our support nit for the parents and the children to be vilified.
Desired Change	The send team all fired Financial compensation to me and my children Them to pay for therapy For the LA to actually work with send parents who do know their children the best. For the law to be upheld and if not financial compensation offered immediately. Mostly I think that the send employees are the problem. If they had individual liability for ignoring the law we wouod

	not be here. I have consulted about a group class action as send needs to change. It's the attitude of the employees that think their are above the law
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Distress, Failure, Financial pressure, Gaslighting, Ignored, Lied (alleged), Mental health, Punished/Penalised, Self-harm/Suicidal, Threatened (alleged), Trauma, Trust/Distrust, Unsafe (alleged), Unsuitable provision

ID: KYBvXVk | LA: Barnsley | Submitted: 13/08/2025 16:36

Type of Misconduct (self-reported)	Delays, failing to follow legal processes and timelines, breach (alleged) of court orders, failure to follow send code of conduct, failure to implement alternative provision, refusing provision needed until an asd diagnosis, failing to act upon recept of "evidence" they requested.
Experience	Left without any provision at all for 3 years claiming that school sporadically putting some powerpoints on Google.classrooms for all the class to finish making notes from and the fact she was on roll at a school she wasn't able to attend meant she had access to a suitable education. Not all lessons, or subjects no teaching no feedback or contact. No social opportunities no therapy no support at all despite her attendance being 0. In March 24 eotas was agreed at review..but never implemented the plan wasn't changed, stated it needs to read as if shes in school, we need to show panel this is what we have tried and its been unsuccessful..eotas department said they couldn't arrange at home exams for a child thats not left the house at all in 3 years she would have to travel over an hour away to an exam center and sit with 70 other candidates in a small room.. not possible. So she remained on roll for the school to arrange exams on the condition that full provision would be made by the local authority. Nothing was implemented they then agreed to just 10 hours tuition for 4 subjects not the 8 my academically able child should be doing. When asked about the social side of things and therapy/counselling..we dont do that, then stated 2 of the 10 hours would be used to deliver phse to work towards her semh goals...which it wouldn't. One outcome was to make friends among her peers...with no access to any provision with peers provided. I appealed the plan la missed every deadline set and was barred numerous times yet still allowed to participate. They didn't work on the working document until the night before tribunal (i had edited and send it back within a few days of them sending it me) despite me chasing it they ignored all communication. They didn't submit evidence on time they didn't produce the bundle and lied (alleged) repeatedly in the court room, all of which I could prove with evidence that was in the bundle. They then breached (alleged) the court order. Daughter is phase transfer to post 16 having just completed 8 gcses with tuition paid for and delivered by me for 4 subjects, in 7 mths because the local authority continously refused to help or do anything I had to. Never have I recieved a letter of intent or appeal letter without chasing it I had to get a solicitor involved as the la tribunal case worker and ehcp team claimed the tribunal plan was the phase transfer plan (tribunal couldn't deal with it as no phase transfer plan available mid March not even a draft.) After the solicitor got involved they claimed a plan was issued in January..yet no letter of intent, no draft, no 15 days and no final was shared or made available to tribunal neither was it a final plan just stating post 16 in mainstream type setting ..for a kid who had eotas agreed and no provision to make it possible to attend mainstream. This was then changed to mainstream setting to blank for eotas post 16...again not a final plan..the solicitor challenged this and I was sent a new final (so again no draft or 15days) Stating eotas package up to 16 hours ..nothing specified...but they claim this was just a starting point for discussion..well past the legal deadline. I complained yet again due to not following process it was issued as a draft a d a letter of intent sent. I replied with amendments non of which were accepted

	provision was rejected yet nothing proposed by the la. Due to the course "lacking accreditation" then ghosted by the ehcp team. Myself and sendias both tried resolving it, however it wasn't until jr was threatened (alleged) again further cost to myself that the "final plan" with no provision was finalised...however i still had to chase.for my letter to appeal . The plan due on the 31st March wasn't issued until 21st may. Blocking my appeal missing the phase transfer expedited appeals window meaning my date is currently June 26 (am awaiting processing of send 7) she has no provision in place atm all for sept. Now they have stated the course is more recreational (its a specific career related certification course to teach skills) I argued in that vein the drama or music courses also shouldn't be acceptable. Then it turned into its not dfe registered were worried the business might cease or she might decide not to complete the course.. stating a UK based company registered with company house etc is a us based company., it was founded in 2006 but then changed direction so ceased and reopened focused on training and has been registered since 2011 as a UK based company 2008 for the American side of the partnership. They left a completely isolated child vulnerable and this resulted in her being suicidal self harming and a victim of online grooming.
Impact on Child	She is extremely distressed, disregulated she hasn't left the house alone in 3 years is completely dependent on myself her self esteem confidence are non existent she missed all socialising all her education she was self harming and suicidal
Impact on Family	I have had to give up work as la insisted I had to be present in the room while tutors were here for safe guarding concerns. Even when she wasn't attending i was able to work from home but not when I was to sit in the room with tutors. The stress on the whole family, i have had to sell my car to fund provision, my own disabilities and health conditions have been massively impacted . Its had a massive impact not just on jess but the whole family she has siblings all of who were impacted.
Desired Change	Legislation being followed not local policy. Accountability not just as a local authority i feel it needs to be personal as the staff dont care if they fail families and dont follow legal guidance. They use appeal as a delay to implement correct provision as they know its a year away. They need to start responding to parents. The department you complain about shouldn't be investigating themselves. If processes were followed and provision put in place before kids were in crisis and trauma inflicted the cost would actually be less. My youngest could have coped in the right environment as I proved ..due to it taking 4 years to sort her plan out she was left behind. Another academically able child failed shes now going tin to year 9 working at year 7 level and thats with significant catching up and work by myself. I would like local authorities to start being held accountable and money that could be put towards provision being spent on tribunals, staffing tribunals, legal teams etc all add up and the %of cases that are decided.in the parents favour tells you they know they are wrong but its a year without putting in place what kids need.

Keyword Flags	Barred, Breach (alleged), Communication, Delays/Slow, Distress, Failure, Ignored, Isolated, Lied (alleged), No provision, Refused, Self-harm/Suicidal, Threatened (alleged), Trauma

ID: pbPJ9NE | LA: West Sussex | Submitted: 13/08/2025 19:59

Type of Misconduct (self-reported)	Local Authority: Failure to agree to an ECHNA when the evidence was so overwhelming in favour of our daughter.This resulted in tribunal and the LA conceding one month before tribunal. Failure of LA/School to gather evidence for Parental ECHNA. The unlawful (alleged) decision was made to not assess with vital evidence missing. Failure of the School/LA to trigger and implement section 19 when requested. My daughter has been out of school without any provision for 9 months. Complete dismissal by LA school employees in emails sent to me by mistake rudely dismissing the section 19 request. This is being taken through the formal complaints process. Failure of the school to implement any provision for my diagnosed child with Autism and ADHD with a complex profile. School raised multiple professionals bounded and proven unfounded Safeguardings for neglect, educational neglect, and fabricated illness. Gaslighting of parents and parental blame by school. Total dismissal of child's needs by School and Governing body despite evidence to suggest strong need for additional provision. Intimidation of parents by school staff. Unfounded allegations made against mother of intimidating the class teacher for asking for support in a PSP meeting. I used the word petrified. My daughter is petrified of you (teacher (x) will you work with us to break down the barriers so our daughter may be able to re-enter the classroom. Threats from the school regarding legal intervention if we did not stop making unfounded complaints against the school. The school raised pupil Entitlement proceedings and wanted prosecution of parents (all dropped). The school and the LA LADO and Safeguarding in education team covered up the complaints and a safeguarding incident which involved our child and a decision made by the class teacher. Our daughter With her issues was placed out of the classroom, left unattended to undertake her sensory break. She is 7, highly complex with severe anxiety. The school will not tell us to this day who was supervising her and have said there is no CCTV inside the premises. It's all lies (alleged) and all has been covered up. My daughter has now shut down completely and is suffering with diagnosed trauma and school based trauma due to unmet needs as well. Aggression, legal tactics, abuse (alleged) and disrespect of parents between colleagues in LA and School, harassment (alleged) and intimidation, failure to respond to communication (the school would only communicate with us through the school business manager once per week whilst complaint was ongoing).

Experience	Local Authority: Failure to agree to an ECHNA when the evidence was so overwhelming in favour of our daughter.This resulted in tribunal and the LA conceding one month before tribunal. Failure of LA/School to gather evidence for Parental ECHNA. The unlawful (alleged) decision was made to not assess with vital evidence missing. Failure of the School/LA to trigger and implement section 19 when requested. My daughter has been out of school without any provision for 9 months. Complete dismissal by LA school employees in emails sent to me by mistake rudely dismissing the section 19 request. This is being taken through the formal complaints process. Failure of the school to implement any provision for my diagnosed child with Autism and ADHD with a complex profile. School raised multiple professionals bounded and proven unfounded Safeguardings for neglect, educational neglect, and fabricated illness. Gaslighting of parents and parental blame by school. Total dismissal of child's needs by School and Governing body despite evidence to suggest strong need for additional provision. Intimidation of parents by school staff. Unfounded allegations made against mother of intimidating the class teacher for asking for support in a PSP meeting. I used the word petrified. My daughter is petrified of you (teacher (x) will you work with us to break down the barriers so our daughter may be able to re-enter the classroom. Threats from the school regarding legal intervention if we did not stop making unfounded complaints against the school. The school raised pupil Entitlement proceedings and wanted prosecution of parents (all dropped). The school and the LA LADO and Safeguarding in education team covered up the complaints and a safeguarding incident which involved our child and a decision made by the class teacher. Our daughter With her issues was placed out of the classroom, left unattended to undertake her sensory break. She is 7, highly complex with severe anxiety. The school will not tell us to this day who was supervising her and have said there is no CCTV inside the premises. It's all lies (alleged) and all has been covered up. My daughter has now shut down completely and is suffering with diagnosed trauma and school based trauma due to unmet needs as well. Aggression, legal tactics, abuse (alleged) and disrespect of parents between colleagues in LA and School, harassment (alleged) and intimidation, failure to respond to communication (the school would only communicate with us through the school business manager once per week whilst complaint was ongoing). Inappropriate attendance marking despite evidence of mental health impact of attending school. Complete dismissal of clinical recommendations by school.

Impact on Child	Our daughter is suffering with trauma, school based trauma and autistic burnout out age 7. She cannot read, write or undertake numeracy. Her education has been failed. Her mental health has been massively impacted. She feels so low and worthless. Her small friendship circle had been taken away as we have had to remove her from school. It's a shocking failure of both the school and LA
Impact on Family	Loss of income. Working very limited part time hours, with a serious risk of job loss looming. Stress, health issues (physical and mental health). Loss of family time dealing with all the paperwork and trying to learn the law and system. Parental courses, meetings all the n vain to tick a box. The impact to family life and health has been devastating l.
Desired Change	The LA and schools held to account in line with the current law, so that children are safe, receive the education that lawfully meets their needs. The biggest issue is accountability of the LA and school including training and education of staff handling these cases. Mainstream is not fit for purpose. The workforce is not fit for purpose and children and families, tomorrow's future are being left behind and failed. Uphold the law. The current law if not the issue, it's the openly deliberate failure to follow the law by the LA and school. Hold them accountable please and stop the misery!
Keyword Flags	Abuse (alleged), Communication, Cover up (alleged), Dishonesty (alleged)/Fabricated, Error/Mistake, Failure, Gaslighting, Job-related, Mental health, Neglect, Suffering, Trauma, Unlawful (alleged), Unsuitable provision

ID: PdBkMqe | LA: West Sussex | Submitted: 14/08/2025 08:09

Type of Misconduct (self-reported)	Severe Delays Refusal to assess Failure to respond Gaslighting from school
Experience	My experience began with our SENCO, who, I now believe, was trained in LA policy rather than SEND law. She refused to accept that my child needed an EHCP, repeatedly telling me, “She won’t meet the threshold.” Instead, I was sent on a parenting course. She also refused to refer my daughter for an autism assessment, again stating that she “wouldn’t meet the threshold.” After a year of this, my daughter’s attendance dropped significantly, her meltdowns at home increased, and she began to self-harm. I was forced to pay privately for an assessment. She was diagnosed with ASD, ADHD, Selective Mutism, and a PDA profile. The private doctor was shocked she had been left without support, as she scored highly in every area assessed. Despite this, the SENCO still refused to apply for an EHCP, claiming the school had “a quota of 12 per year” and they could not apply at that time. By then, my child was no longer attending school at all due to her needs. When she transitioned from primary to secondary school, I pleaded for help. The secondary school’s only response was to put me in touch with the attendance officer. When I asked for their SEND and mental health policies, they instead sent me their attendance policy and information about fixed penalty fines. It was clear to me that schools were under enormous pressure from the LA to prioritise attendance over everything else. I sought advice from IPSEA and was advised to apply for an EHC needs assessment myself. I did so, but the LA refused to assess, despite overwhelming evidence from professional reports and my own detailed account. I appealed to tribunal, which ruled that the LA must assess. The LA then claimed there was a shortage of Educational Psychologists. More than 20 weeks passed, so we paid privately for one. The report was thorough, from a highly qualified professional adhering to NICE guidelines, yet the LA rejected it, stating they must use their own EP. I agreed for them to do so, but they told me they had no one available. I urged them again to use the private report — still, they refused. Eventually, they commissioned their own EP. After 73 weeks — seventy-three weeks — we finally received our EHCP.

	By this time, my autistic child had been without any education for nearly two years. When the draft EHCP was issued, not one single school — mainstream, specialist, or independent — could meet her needs. We were therefore granted EOTAS. The EOTAS team are generally pleasant and try to help, but there is very little provision available, and they are extremely slow to respond. Emails can take two weeks for a reply. There is no phone contact — only voicemail. I will say that JW is the exception; he responds quickly and tries to help, though his hands often seem tied. For example, we required taxi transport to a provision 19 miles away (the nearest suitable one). Initially, this was denied by the transport team, despite JW agreeing it was necessary. The decision-maker — a man who had never spoken to me — refused. It was only after involving my local MP that transport was finally agreed. The fight is constant and exhausting. All I want is for my disabled child to access her legal right to an education. Yet I am forced to fight and provide evidence at every single step. My view is that the LA know the evidence will eventually require them to agree — but they deliberately drag out the process through endless panels, causing months of lost provision. Those months not only damage children but also save the LA money. I believe this is a deliberate strategy. My daughter is now happy and unapologetically her awesome autistic self. But she currently has access to only 4 hours per week of suitable provision. This is partly due to unavailability of provision, and partly due to the delicate and slow process of repairing the trauma she experienced from being forced into a school that did not meet her needs.
Impact on Child	The effect on our daughter was horrific. When she tried to communicate her needs in Primary School, she wasn't listened to. She now doesn't trust 'schools'. Sheblist trust in us, her parents, and this lead to isolation and withdrawal from every aspect of life. She refused to go to school. Refused to speak to anyone. She hasn't got a single friend. She hacked off all her hair, self harmed, didnt brush teeth for 2 years. She had a complete burnout, described to us as bei g a breakdown by our wonderfully supportive GP. She is a clever, articulate young person, yet she has had no education for over 2 years. She has not formed friendships or relationships and is not devdlopibg those social skills. This all breaks my heart.
Impact on Family	My marriage has suffered enormously. The stress upon the whole family has been incredible. We have attended counselling to navigate through this, snd im pleased to say that we have found our way back to each other. We are stronger together. And that is best for our dsughter. I have reduced my work by 50%, and i have to work from home because my child is not in school. There are no

	chances of any career progression for me. I can't leave the house during the day. This has had an huge impact on our family income. We have spent thousands on private assessments because of the delays with LA assessments. My older 2 daughters have learnt that they come second. Our youngest daughters needs are so great that our energy goes into supporting her. This is one of the saddest consequences. The impact on my relationship with my other 2 children.
Desired Change	To get it right at the beginning. School SENCOS to recognise neurodiversity at the start. To not be afraid of referring for an assessment to believe the parent and support the child. To apply for the EHCP. For the entire process to be accelerated. Invest in Educational Psychologists. Do not train those EP's to write reports that will point to 'cheaper' solutions rather than solutions that will support the child best. Invest in suitable provision, other than 'schools'. Alternative provision with qualified and trained staff is needed. Mentors to work 121 with traumatised children are needed. Ultimately, children need to be believed and supported. School is not right for all children. But learning is. That learning, for many, needs to take place in environments other than schools. This needs to be recognised far more quickly, and far more provisions need to exist for this to happen.
Keyword Flags	Communication, Delays/Slow, Denied, Failure, Gaslighting, Isolated, Mental health, No education, Pressured, Refused, Self-harm/Suicidal, Suffering, Trauma, Trust/Distrust

ID: ja9v2r6 | LA: Bournemouth, Christchurch and Poole | Submitted: 14/08/2025 06:56

Type of Misconduct (self-reported)	- Delays and failure to act, significant and repeated delays in issuing decisions, securing provision, and progressing EHCP processes for both of my children, leaving them without education for extended periods. One child has been on the CME register with no intervention from the LA. - Misleading information. Providing inaccurate or incomplete information regarding entitlement to EOTAS and available provision, and misrepresenting legal requirements (e.g., claiming medical evidence was required to secure EOTAS). - Unlawful (alleged) pressure to get me to electively home educate, despite this not being a voluntary choice, and without providing lawful alternative provision. - Failure to engage in tribunal proceedings. Despite clear and significant evidence of need the LA only conceded a failure to issue a EHCP 4 days prior to a TCMH! I had notified the Director or children's services prior to this, on two occasions, and my complaints were ignored. - Failure to respond to communication, ignoring or excessively delaying replies to emails and letters, including urgent matters relating to safeguarding and educational access. - Breach (alleged) of statutory duties, not arranging or funding suitable interim provision during extended periods without education, despite statutory obligations under the Children and Families Act 2014.
Experience	I started the journey of getting an EHCP for both my children in June 2024 when we relocated back to UK. Both have identified SEND and formal diagnosis. After having two previous school failures I was aware that without an EHCP my children would not receive suitable education and due to their ages (7&9) I did not want them to go through another school failures. I have been deeply disappointed with the lack of support from the LA, particularly the Director of children's services whom I had contacted twice listing all the evidence based failures and unlawful (alleged) conduct, my particular concern was having a child registered as a CME and not one person from the LA responding to his needs. I would have thought a child registered as CME would have more support put in place.

	As a parent I have had to navigate legal challenges and absorb myself in the legal processes that encompass SEND. It's been a long and draining journey whilst looking after and supporting my two SEND children.
Impact on Child	The repeated delays, misinformation, and lack of suitable provision have caused my children significant harm both educationally and emotionally. Prolonged periods without an appropriate learning environment have led to lost learning, regression in skills, and reduced engagement with education. My children have missed out on essential specialist teaching, therapeutic support, and interventions identified as necessary by professionals, making it harder to meet developmental and academic milestones. The instability and uncertainty have increased my children's anxiety, reduced their trust in adults outside the family, and made re-engagement with learning more difficult. Extended time out of education has also affected social opportunities and the ability to develop peer relationships, contributing to feelings of isolation. The lack of appropriate provision has not only hindered educational progress but also impacted my child's emotional regulation, self-esteem, and overall wellbeing, leaving them further behind and in greater need of specialist support than when the process began.
Impact on Family	The failure to provide timely and suitable educational provision for my children has placed our family under sustained and avoidable strain. I have been forced into the role of full-time educator, support worker, and case manager without the training, resources, or respite that should have been in place. This has limited my ability to work, affected our household income, and increased our financial pressures due to the need to privately fund therapy, educational resources, and activities that the local authority should have arranged. I am also a single parent and I do not meet the criteria for a government support so I am left funding myself with my savings. The constant need to chase communication, correct misinformation, and prepare legal responses has consumed a large proportion of my time and energy, leaving little capacity for rest or family life. Our family has also experienced social isolation, as the lack of suitable provision has meant fewer opportunities to participate in community, educational, and peer group settings. The cumulative effect has been the erosion of our stability, increased emotional and physical exhaustion, and the ongoing challenge of managing complex needs without the statutory support that should have been provided.
Desired Change	I would like to see the local authority held fully accountable for its statutory duties under the Children and Families Act 2014 and related SEND legislation. This includes: - Clear, enforceable timelines for all stages of the EHCP process, with meaningful consequences when these are

	missed. - Transparent communication with accurate, lawful information provided from the outset, ensuring parents are not misled or pressured into making unlawful (alleged) or uninformed decisions. - Full disclosure of evidence in a timely manner, with safeguards to prevent the withholding, omission, or misrepresentation of professional reports. - Active engagement in tribunal proceedings, meeting all deadlines, complying with directions, and participating constructively rather than adversarially. - Independent oversight of the local authority's SEND processes, with external auditing and the ability for families to escalate concerns to an impartial body. - Personal accountability for decision-makers, ensuring that failings which cause harm to children and families are recognised, addressed, and not repeated. - A culture shift towards collaboration rather than conflict, with a focus on early resolution, honest dialogue, and child-centred decision-making. The changes I am seeking are not only to address the failings in my own case but to ensure that no other family is subjected to the same delays, misinformation, and avoidable harm.
Keyword Flags	Breach (alleged), Communication, Delays/Slow, Failure, Financial pressure, Ignored, Inaccurate, Isolated, Mental health, Misrepresentation, Pressured, Statutory duty failure, Trust/Distrust, Unlawful (alleged)

ID: q4EJrP8 | LA: Hounslow | Submitted: 13/08/2025 21:03

Type of Misconduct (self-reported)	Removed home to school transport because siblings were home educated (one disabled and ignoring statutory travel times for them if accompanying us), made me leave the carpark from school that all other parents and taxis were using, removed child's learning disability diagnosis from EHCP so couldn't attend a suitable setting despite child attending that type of setting in primary, removed blue badge, didn't finalise EHCP for two years so could take to tribunal, has removed access to state funded therapies, when finally offering personal budgets after complaint to Ofsted, did not offer sufficient amount to secure provision, refused EOTAS, did carers assessment and just dropped the case without informing me of the decision - lied (alleged) about what was offered, have fudged the complaints process so it doesn't conform to statutory guidance about Children's Services Complaints, complaints answered were biased and did not offer resolution. Also processed some complaints as comments delaying the process even longer. There is written evidence that they are using Safety Valve agreement to limit demands for services so is profit based discrimination. An ex social worker informed me that cost-cutting consultants brought in a few years ago instructed staff to lie (alleged). I have also experienced harassment (alleged) by one of the EHCP workers compelling me to attend an annual review when it could be done in writing (and at least decisions would be evidenced).
Experience	As above. Plus for other child healthcare services do not "recognise" his types of disability so there is no provision that child could ever attend. Children have faced systemic exclusion from all relevant NHS healthcare services, so they are unlikely to get the treatment they need.
Impact on Child	First child been out of school for 3 years, complaints to LGO still outstanding. Child number 2 been out of school for 6.5 years. Child 3 never been to school because of covid, logistics and disruption. 100% of provision is up to parents on one reduced income. Children need specialist intervention which is very difficult to do privately and with limited physical capacity. Child 2 rarely leaves the house or engages in academic work or group activities with other children. First child enjoys activities with charities but is situationally mute, so makes no real connections with others. Both have expressed desire to go to university, but this is simply not going to happen as to many hurdles to overcome. They won't get any formal qualifications as parents have to pay and too hard to get them to that level and get reasonable adjustments. Kids have not had access to free school meals.
Impact on Family	Main carer who was high earner, unable to work for 14 years. Physically on their feet all day with no chance for respite. Have to learn specialist care on our own with no support from the state as well as having to find professional help privately and prioritise which thing is the most important. Constantly having to travel to meet everyone's different needs. Isolation as children with disabilities are not social. We have complete disengagement from the state and we don't have any hope to engage meaningfully in society going forward. We refuse to engage in litigation for something we are legally entitled to. Doing so is risky, time consuming, expensive and ultimately does not help our children directly. We are very scared about the CWS bill going through and giving additional powers to LAs who have

	already been abusive (alleged) and do not have any demonstrable governance and none of the redress that regulated private institutions have. We do not endorse spending money on the CNIS register, which is my professional experience ,will yield poor results, will be at risk for GDPR breaches, and be money not spent on children who need the help. We worry about our futures as the only way forward is to build a family business that will employ the children- but we simply don't have the capacity to do so. This scandal should be exposed and should be bigger than the Horizon scandal. Our only way forward is for an inquiry and class action and sufficient compensation to address loss of education, therapy and employment. Council staff need to be tried under criminal (alleged) courts for this abuse (alleged) of power and be personally responsible for the irreversible harm they are causing to countless families up and down the country as well as the mational economic harm they are causing by causing mass unemployment and pushing us into poverty and ill health.
Desired Change	Starting in healthcare, NHS are completely useless when it comes to Neurodevelopmental conditions as well as other health issues - we have had sufficiently poor experiences to realise that this insurance product we are paying into is just another scam. The difference in knowledge and treatment between NHS and private healthcare is like night and day. This means thousands of children do not have access to appropriate treatments. We would like to see therapies not commissioned by the LA, which limits access to children with EHCPs and attending mainstream schools, but all therapies to be available to ALL children. We want sound training of health staff and a commitment to treat the child in front of them at the developmental stage they are at. Not only work on skills necessary for school which our children might not be ready for. We don't want to doggedly be constrained to the NC. (Sorry can't scroll up on my phone but healthcare should include specialists like behavioural optometrists, professionals that will help auditory processing disorders for ALL children that need it, properly trained OTs, better diagnosis and treatment of tongue tie at infancy, functional nutritionists and functional doctors, actually have SALTs (it appears that virtually no SALT has worked for the NHS for many years). These must be prioritised over academic progress, as without the foundations, children will struggle. As for LAs punitive outcomes must be in line with the opportunity cost of not providing an effective service in the first place. I would like to see these in line with private organisations that are regulated such as financial services who may be fined much more for their transgressions so there is impetus for them to resolve issues at Stage 1 complaint. What we are seeing with the LAs is absolutely no effort to acknowledge the wrongdoing and offer up a solution to resolve the problem as a matter of urgency. Dyslexia and other SLDs diagnosis must be funded separately from the schools as most parents say they have to go private as the schools will not pay for assessments. Nor do they implement the recommendations. Therefore these must be seen as a health issue governed by the NHS Constitution so no one is left out. All children should have access to therapies including those who are home educated. Often parents who are ND home ed from the outset, and their ND children have no access to help, because the families simply don't have the funding or knowledge to go private for help.

	We must not have the hypocrisy that is fining parents for children who are persistently absent or EBSA as this will cause families (like ours) to deregister and will not be able to access any help in the future. We must implement a base education funding for ALL children (eg £7000) to discourage off-rolling and create the unjust situation where children and families who need the most help get nothing. Same goes for free school meals. All children should he able to get vouchers regardless of where they are educated. Transport to school needs to be rolled into the EHCP document, for us it was unworkable where decisions were made amnually last week of summer holidays and any issues including appeal to reinstate transport would mean we had to transport child to school for a term and ignore siblings needs. We could never plan the other schools they could go to as the schools would change their timings for start and end of day and not consider families where children were at multiple schools. Transport needs to be legally provided up to age 25 for those with EHCPs and not have a gap between 16-18 where it becomes discretionary to the council (i.e they won't provide, they provide travel training which doesnt address cognitive challenges and vulnerability on the streets especially when no therapy has been provided to help develop cognitive function). Things like EHCP officers changing diagnoses to suit their agenda must be accountable to HCPC for misuse of title. All processes must be transparent to parents and not hiding behind panels and unpublished operations. Assessors for things like blue badges must be fully trained in all areas of neuro developmental challenges like dyspraxia. Clear pathways to diagnoses must be published. Overall though I am so done with the state as it clearly is corrupt (alleged) and for whatever reason staff seem to think that their job is worth screwing over strangers lives for even though it isn't their money. They are clearly brainwashed. You are starting to see whole demographics of disenfranchised and pissed off citizens. With that comes deep-rooted mistrust and eventually non cooperation. I have a whole lot to say about how bad some of the schools are, how staff can get paid more if they work in a cafe etc, stories of physical abuse (alleged), more close to home stories where the school is just a babysitting service. But I will stop there.
Keyword Flags	Abuse (alleged), Delays/Slow, Exclusion, Financial pressure, Ignored, Isolated, Job-related, Lied (alleged), No provision, Refused, Statutory duty failure

ID: lblj7ak | LA: Cheshire East | Submitted: 15/08/2025 22:19

Type of Misconduct (self-reported)	Delays, misleading information, failure to respond and failure to follow legal process, mishandling of complaints process
Experience	My daughter had an EHCP since they were first launched (and a statement prior to that). She had always been in mainstream and then resource provision. She was entirely out of education with no provision from January 2023 until September 2024. Following a failed provision on transition to college in September 2023 she was unable to leave the house and for three months did not leave the bedroom. The week she was due to start at the new college the LA called to see how it was going and I advised she had come home from the induction and crawled up the stairs and hadn't moved from her bed. The LA worker claimed the line was bad and hung up. I heard nothing more from the LA SEN team until November 2024 when social services contacted them. By this time my daughter was receiving intensive support for trauma from LD CAMHS. At this point the EHCP annual review was overdue but despite frequent meetings there was one delay after another including one occasion when the LA called to advise "we consider it best to carry out the review once she is in a better place". This is both illegal (alleged) and against the advice of the clinical psychologist who had advised the LA in meetings of the importance of educational input. It is also to be noted that the LA SEN team is not qualified to make such decisions (even if it were legal). In December 2023 I formally requested an interim review (although the annual review was out of date). The LA responded with a date which again breached (alleged) the law twice. Eventually the review was held by Teams but couldn't be completed because of "technical issues". Professionals attending the meeting suggested various workarounds but the representative from the LA advised because she was working from home the required documentation couldn't be accessed. The meeting was resumed at a later date when she visited my home (highly traumatising for my daughter for whom home was her safe place) and miraculously the same documents could be accessed remotely from my home!! Weeks passed with various excuses for not issuing a draft plan. Excuses included needing to talk to a new provider (which the new head of post 16 at the LA had previously worked and was linked to as a Director) although professional evidence demonstrated my child would need EOTAS and would not be attending any setting. Staff sickness (which seems to occur with amazing regularity every year). In April 2024 I raised a Stage 1 complaint. I received a call on the same day suggesting if I withdrew my complaint they could resolve everything more quickly. I did not withdraw my complaint. The complaint was partially upheld but the LA denied that there was any frustration of legal rights despite the fact that until a final plan is issued there is no right of appeal. The LA committed to meet deadlines etc. In a subsequent meeting I was asked by the LA to "stop talking" as I was "not being positive"!!! By July 2024 a final plan had still not been issued and my child was still without provision.

Eventually a draft plan was issued and as usual the LA advised I had 15 days to review whereas the law states it is a minimum of 15 days.
I approached SOSSEN to carry out a review of the draft plan. They responded that they were unable to comment on the draft as it was “catastrophically awful and unlawful (alleged)”.
Instead SOSSEN offered to advocate for us at a meeting with the LA and if necessary to prepare a PAP letter ahead of JR.
In that meeting the LA were repeatedly challenged on what basis they had made changes to the Plan without professional input or contrary to professional advice.
At the point the LA were advised that we were preparing a PAP letter they agreed to issue and the final plan was in my inbox 15 minutes later (no panel meeting, no manager review - perhaps it had been waiting all this time?)
So finally some provision could be put in place although I had to identify the provider, liaise with them and chase the LA to complete their own process. Fortunately the provider was excellent.
However, just before the final plan was issued the SALT professional had written to the LA to advise that as their assessment was more than a year old and my daughter had experienced significant difficulties since then, their assessment could not be used in the plan. The LA ignored this.
Despite the response from the LA following my complaint the next AR was due in January 2025. The LA contacted me in May 2025 and stated they knew the AR was overdue . The first suggested date was not within the legal timeframe.
Subsequently the AR was held but the LA had still not commissioned a new SALT assessment as apparently this requires a manager review. So we had a professional report being incorporated into the plan which was not accurate and no SALT provision since January 2023 (despite it being in Section F (provision).
The LA asked me to write all sections relating to preparing for adulthood as they “didn’t understand what was needed”.
When the draft plan was issued I was unable to download it from the LA’s secure system. I asked them to send it by regular email (accepting any security risk). Instead they sent a hard copy by ordinary post. Not only did this make a mockery of the need to use a secure electronic system it also meant in order to amend the document (considerable changes were required) I had to literally cut the document with scissors and glue in corrected sections, scan and send back.
While waiting for the plan to be finalised I was contacted to advise that the LA would arrange SALT assessment. This has still not occurred.
There is still no final plan. Despite the LA’s response to my complaint in April 2024 advising they were putting in place systems to ensure legal timelines were met etc etc
And I haven’t even started on social care!

Impact on Child	Significant emotional distress, emotionally based school avoidance, severe mental health issues, isolation, significant regression in learning, speech, socialisation and functional skills. I have literally watched my daughter disappear
Impact on Family	Considerable stress. Nobody has ever asked if I am able to care for my daughter 24/7 and if this is sustainable. To expect parents who are caring for children with additional needs to not only know the law (because the LA either doesn't or is prepared to breach (alleged) it) and do their job for them (finding provision, recruiting PA's, writing huge sections of the plan etc etc) especially when they know (or should know) that child is out of education and receives no other support, suggests they delight in taking parents to breaking point.
Desired Change	LA's need to follow the law. No ifs no buts. If they do not follow the law they need to be held accountable and it should not be for parents who already provide considerable unpaid care and advocacy to make complaints and take matters to the LGO. How many have the time or resources? On no account should EHCPs be removed. If this is the chaos that occurs when there is legal right of enforcement, imagine what will happen without that legal protection. Anybody making any proposals on SEND needs to take their head out of the text book and talk to people and the the charities supporting them with real lived experience. SEND will never be a cost saving exercise but if you get it wrong it will cost the government billions and individuals more than I care to think about. Do not listen to the LAs and their mouthpieces. Properly fund the system. It would work perfectly well it was funded and LAs followed the law. Remember, as a result of the inhumane actions of LAs, SEND parents are used to a fight. We have no issue reading up on the law while others sleep. We will not be defeated. Our children are depending on us. If politicians think that they can squeeze the SEND system because those affected do not vote they have underestimated the parents and their families.
Keyword Flags	Breach (alleged), Delays/Slow, Denied, Distress, Failure, Ignored, Isolated, Job-related, Mental health, No provision, Trauma, Unlawful (alleged)

ID: kdJe9VR | LA: Bristol, City of | Submitted: 14/09/2025 13:55

Type of Misconduct (self-reported)	Failure to provide any educational provision at all while we were awaiting an EHCP that has taken 18 months and still has nothing named in section I. Failure to respond to emails. Having people answering the only phone line available who has no access to our cases so can't answer any questions. Failing to tell us how long it would take for the professionals to do the assessments so we were constantly strung along for months on end, not knowing what was going on. Failing to consult the 2 schools who told me that they could meet needs. Lying and failing to communicate. Finalising the EHCP in a rush when it was approaching the 1 year deadline without consulting schools we had requested then naming by type. Telling a school who they'd already agreed couldn't meet needs that they had been named on our EHCP but not telling me, so when they contacted me I thought it was a mistake, thus missing out on visiting the school or creating the "bespoke transition plan created with parents" that's mentioned in section F. Failing to provide all the evidence for the tribunal until I held them to account. Allocating us a tribunals officer in July who did the paperwork for the appeal then went on holiday until 2 days before our evidence deadline, without giving us anyone else to contact so we had to guess what to do to collate our evidence. The caseworker and tribunals officer regularly tell me one thing which sounds reassuring and grounded in reality, then later it turns out they were either lying or twisting the truth so I would agree to things or not push for something, but then I find out they were lying.
Experience	I can't possibly describe all the details of the last 18 months, since we applied for the EHCNA. It has been a complete kafka-esque nightmare because the LA consistently fails to communicate honestly with us. Either they don't respond to emails and phone calls or their responses are increasingly dishonest (alleged) and bizarre. They want our child to attend a resource base, we want her to continue to attend the specialist online school which we are currently self-funding. They say the RB can commission the online school then work on a plan to transition into the RB. The RB says that they cannot possibly meet our child's needs and that the transition plan which would be necessary to enable her to attend is impossible for them to put in place. The LA says we need the RB as a long term plan so we don't have to repeat the consultation process when she's ready to return to an in-person provision. They told the RB (but not us) that they could commission the online school for an absolute maximum of a year but preferably much less than this and they'd like an early review at 6 months, which isn't long enough for their own plan in section E which says full time provision by July 2027. The LA has failed to inform us of this outcome of the panel meeting. They also lied (alleged) to the RB by telling them that they had been named on the EHCP back in June, but then last week they

	phoned and told them that they hadn't named them. I can only imagine that this is because I keep sticking to my guns and saying that the RB cannot meet needs, which I have been saying since February, but the LA keeps ignoring me. For our tribunal hearing, I keep saying that they need to put in section F that she needs a prolonged transition but they say it's already in section E that she wouldn't be expected to be full time until July 2027, but then the RB says they are unable to state they can't meet needs because these things aren't in section F, so we keep going round in circles. All of this is just the last few weeks, the rest of the 18 month nightmare is a bit of a blur! It is all consistently about institutionalised incompetence and failure to provide for my child while failing to respond to messages and regularly lying or just ignoring us. It feels like they just want to keep messing us around for as long as possible because the most important thing is that they don't want to be forced to pay for anything, not that they want to educate children.
Impact on Child	She was already out of school by the time we applied for the EHCNA but failure to provide anything meant that she missed out on 18 months of education because I was too stressed by the EHCP process to be able to also learn how to home educate an autistic child with demand avoidance. She also had to cope with a permanently stressed parent who wasn't always able to be calm and rational! She rarely leaves the house or sees friends despite being very sociable.
Impact on Family	I have been unable to return to work (I used to be a doctor and a lab researcher) since having an autistic child 11 years ago, because there is no support for me and I never knew what she would be like on any given day, so I couldn't apply for jobs. We ended up self-funding an online specialist school because she needed to be in education but we were so many months away from our tribunal hearing date but with no provision from the LA at all, we had to do it ourselves. Our other child has had to be far more independent than we would have liked and felt she couldn't ask for our support because she could see how hard things were with her little sister. She now has anxiety issues and started missing school too due to panic attacks. Our lives revolve around our autistic child so much that we rarely do anything fun at weekends or in holidays, so both our children have missed out on so many enjoyable and educational experiences as well as family and community events. I am permanently exhausted and have lost all my friends because they have normal lives while my life revolves around the nightmare of the EHCP process.
Desired Change	Firstly, the education system needs to be overhauled. It is not suiting anyone. The children who crash and burn are merely the more sensitive ones who can tolerate it the least, but actually the draconian public discipline systems which work on the basis that children are being deliberately bad are extremely harmful to all of them. Rewards and punishments, especially public ones, have been shown by psychologists to be ineffective at best and harmful at worst, so why are they still being used? The constant obsessing over attendance is really not helping - the education secretary needs to be educated in the use of statistics so she understands that correlation does not imply causation and the reason children who are absent are less likely to succeed in life is that there are underlying causes for their

	inability to attend schools which are due to the barriers put in place by the education system, not because parents need punishing for truancy. I would like to see teachers actually understand neurodivergence, because thousands of parents are told that they just need to get their kids inside the school gates and they are fine once they are there. This is just not true. They are not fine but the teachers don't care enough to look below the surface and they gaslight parents when we try to tell them that our children are struggling. It's not just that they need to learn how to recognise neurodivergence, it's also that they need to learn to listen to parents and believe us, because so many parents are just directed to parenting courses rather than being listened to and supported. If schools were less toxic to children, then a smaller number would need EHCPs in order to tolerate the environment, so the SEND system would be able to focus on those rather than be swamped by all the kids who are being traumatised by schools. The LAs need to learn to listen to parents and treat us with respect. Their aims need to change: instead of concentrating on putting up barriers to spending their limited budgets, they need to communicate honestly with parents about the realities of the system they are working in, tell us it might take some time but they will do our best for us and then follow through on this with honesty and integrity, instead of confabulation, lying, failure to communicate and hoping that we will give up the fight because we have run out of energy and resources, so we remove our kids from the system so the LA doesn't have to spend any money on us.
Keyword Flags	Communication, Dishonesty (alleged)/Fabricated, Error/Mistake, Exhausted, Failure, Gaslighting, Ignored, Job-related, Lied (alleged), Mental health, No provision

ID: SCCIODk | LA: Surrey | Submitted: 2025-08-01

Experience	My child was a high masker, a gorgeous popular, bright child. They reached burn out early. Crying and begging me not to take them to school. One day they were hauled out of my boot by the head teacher. Something I deeply regret. Their unmet special needs made attendance at school harmful and they entered a period severe burn out. The happy-go-lucky, exuberant child I had had before I sent them to school was gone. I applied for an EHCP assessment this was refused, despite us meeting the legal threshold which is low. Whilst I was waiting for this to be overturned I arranged my own assessments for my child. A therapist assessed them and said that they were concerned by how high their anxiety was and recommended that they did not have any more assessments as they would be seriously detrimental to their health. I naively believed that Surrey CC would take this in good faith and respect the level of suffering that my vulnerable child was experiencing. Spoiler alert - they did not, they hounded me and the GP surgery for the next 12 months to try and get 'access' to assess my child and to get any scrap of evidence to dispute what the experts had said. They refused to issue an EHCP despite the fact that all of the EHCNA assessments (including ones conducted by their own professionals) indicated that my child needed provision that couldn't be met without an EHCP. They then continued to lie (alleged), gaslight and bully (alleged) us in the run up to tribunal so that all our energy was taken away from helping our vulnerable child recover. We had asked for subject access request following refusal to issue an EHCP and we saw that whole sections had been redacted. Once we asked for the redactions to be removed we saw that the redacted sections included statements from the LA EP such as 'The weight of evidence in this case is hard to argue with.' They asked for a Tribunal case management hearing in the run up to the tribunal which they then did not attend. The judge made the following comment regarding the LA 's conduct: 'There is a very real risk that the LA is acting unreasonably in its conduct of these proceedings, and may face a successful application for an order in respect of costs, because it is straying into areas where it might be said to be misleading the Tribunal.' At the tribunal for 'Refusal to issue an EHCP'- the LA EP attended for the majority of the hearing as a witness for the LA. This was unbeknownst to anyone as they had not filled in the paperwork ahead of the tribunal. They claimed this to be due to 'handover from one tribunal officer to another' but there was not evidence to substantiate this claim. Bearing in mind the Tribunal Hearing was because the LA were refusing to issue an EHCP, when the Judge asked the LA's own EP if she felt this child needed an EHCP and she immediately said 'yes'. So, to clarify, the council brought a witness to the hearing who ended up agreeing with us the appellants and rendering the entire LA position baseless. This is why I struggle to take seriously the 'lack of EPs' when they're quite happy to bring an EP to court for an entirely unnecessary tribunal. In parallel to this my child was being marked as 'unauthorised absence' at school despite the fact that we had numerous GP and consultant letters stating that the state of his mental health made attendance impossible (which are not required in law, evidence should only be required if the veracity of the parents account of ill health is not believed) So for over a year my child received NO education or support, and the LA kept unlawfully passing the buck back to the schools. I went to LGO for this failure. They were found at fault. Fast forward to the next tribunal to get the provision that my child needed put into place. They refused my subject access request in the run up to the

	tribunal as they cited ‘legal privilege’ because we were in appeal. Once the tribunal was over they gave me the contents of my subject access request and said that they had been incorrect. It soon became apparent why they had made this up - the Subject access request showed that they had consulted 15 mainstream schools pretty much begging them to take my child. When one glance at his EHCP would make it very clear that their needs couldn’t be met in a mainstream school. I complained to the ICO about this and they agreed that the LA was at fault. Following that tribunal, they failed to take any of the actions ordered by the court. In the end we had to instruct legal proceedings against them in just order to get them to comply with the Court’s Order. Throughout this entire 4 plus year process the faceless ‘panel’ have been making unlawful (alleged) decisions which directly contradict professional advice. We are offered no minutes, and often don’t even know they’ve been to panel. This shouldn’t be political, this is a question of humanity. Stories of how families are being deliberately broken. Tim Oliver says that finances aren’t an issue - so what is the issue? As the MPs says these are NEEDS not WANTS. Every year we have to return to this at annual review to repeat this process. This takes place in full knowledge that they will conceal evidence, lie (alleged), bully (alleged) and intimidate us and professionals in his care in order to protect their resources. The worry my amazing child will continue to suffer as a consequence of their behavior is what keeps me up most nights.
Keyword Flags	Bullying (alleged)/Intimidation, Failure, Gaslighting, Inaccurate, Lied (alleged), Mental health, No education, Refused, Suffering, Unlawful (alleged)

ID: SCCa8Je | LA: Surrey | Submitted: 2025-08-01

Experience	I am a single-parent household with an autistic 16-year-old son. His EHCP was finally issued 31 weeks late, following tribunal hearing. It was issued with a false date on it, claiming I must have just lost it. Surrey lied (alleged) about Occupational Therapy providers, claiming that they had behaved obstructively, causing delays in the implementation of my child's OT provision as per section F. Evidence later revealed this was demonstrably false and the LA had been dishonest (alleged) about this. Surrey CC ignored Court Order from the Ministry of Justice, which meant I had to issue further legal proceedings (pre-action protocol judicial review), meaning child was not receiving the vital provision ordered by the Tribunal judge for over a year. During the time that I was trying to get Court Order implemented and my young person's provision started, Surrey CC told me that they had a blanket policy of 'no longer issuing personal budgets.' When challenged on this via a pre-action protocol judicial review process, Surrey retracted this and said that the employee who had told me this was 'misinformed.' Due to Surrey CC's failures to uphold the law and negligent (alleged) behaviour, LGO awarded me compensation which had to be paid for by Surrey CC, but it was still less than it would have cost them to implement my son's provision at the point that they had been ordered by the judge to do so. The LGO officer stated that there were no service improvement recommendations for Surrey within my case only because so many similar recommendations have been made to this council, demonstrating it is a persistent issue. To quote the officer: 'There comes a time where there is little point in keeping on hitting them over the head with the same hammer and expecting anything to change.' The LGO also had to reassure me that if I didn't receive the remedy they had outlined, I should go back to the LGO officer, and they provided me with a direct email address for this. This was provided as Surrey CC has damaged my trust so much, I couldn't trust them to follow directions from the LGO. As part of the SENDIST/tribunal proceedings, Surrey CC are ordered by the judge to produce a bundle. They failed to do this, so I had to spend my own money arranging this bundle. Surrey's failure to produce a bundle prompted the judge to order attendance at a pre-hearing meeting with the council and me. Surrey CC failed to turn up to this, despite the court ordering it and it being in relation to their failings. The legal process for reviewing EHCPs is that this is done annually and any changes are evidence-based. However, Surrey CC informed me that in a year's time they will be removing whole sections of my child's provision. There is no evidence for them to do this. They lie (alleged) so much, that you have to adapt to living that way — adapt to the failures, prepare to lose your child's education and have to fight the unlawfulness all over again. I just want to live in a world where the people who hold the power to my son receiving an education which meets his needs are not dirty great liars. Tribunal is needed because Surrey break the law. I am now receiving therapy to treat the trauma that I have experienced as a result of the constant lying and unlawful (alleged) conduct within this council. One whole year without provision — well, more than that, actually. The last provision was started this term. EOTAS was awarded in May 2023. Apart from tutoring, which still hasn't started because their failures traumatised him so much, it's taken 3.5 years for him to heal enough to be open to having a tutor in our home to teach him.

Keyword Flags	Delays/Slow, Dishonesty (alleged)/Fabricated, Failure, Ignored, Lied (alleged), Trauma, Trust/Distrust, Unlawful (alleged)

ID: SCCgdbF | LA: Surrey | Submitted: 2025-08-01

Experience	Parent of three Autistic Young People. I consent. It's hard to know where to begin so will start with the most recent example (details redacted). Summary: AR completed December 2023 by school who followed all lawful requirements. Surrey invited to attend AR, did not respond & did not attend. Did not follow any of the lawful steps, took 10 months to issue finalised EHCP [a decision was due in 4 weeks] and when it was, it did not include ANY amendments from AR and did NOT name a placement nor type of placement, which rendered the EHCP completely unfit for purpose. Vulnerable Young Person left with no education and only option to appeal via SENDIST. Appeal lodged by parent and given ref EH***/25/00001 which denotes it as the first appeal lodged against Surrey in 2025 & date for Tribunal November 2025. Surrey required to respond to the Upper Tier Tribunal by noon 13/2/25 – No response received. SENDIST bar Surrey County Council (attached). SENDIST's valuable time wasted by this common tactic used by Surrey. We have multiple examples of Surrey completely disregarding the law. We are a family who do not have funds to pay for private reports etc so cannot be accused of being privileged in any way – other than hanging on to our house by our fingernails. I have long since had to give up my job to deal with the constant demands of dealing with Surrey CFLL Directorate and I can honestly say that I have witnessed things becoming much worse than they were under the leadership of Dave Hill. I also believe that the LA has learned and industrialised how to 'game' the system – not only directly with parents, but also with SENDIST, OFSTED, DfE, CQC, elected councillors and the press. I have witnessed the conduct of Rachael Wardell and the small army of Senior Managers surrounding her and how they exude an air of disdain to anyone who dares challenge them. I have also been threatened (alleged) with the full weight of legal resources at Surrey's disposal should I choose to pursue a complaint against the school's referral pathway for Neurodevelopmental Assessment being 'paused' in November 2023* – which has remained in place effectively other than a couple of minor details. As there were no elections in May, we now must endure this maladministration (alleged) for two more years, which is staggering, and possibly the straw which may break the camel's back in some cases. Just within the last two weeks Surrey SEND called me to ask what provision my twins currently have (despite them both having EHCPs for a number of years which were both issued after Consent Orders) and then Surrey also chose to reveal personal details about my family's financial problems to one of the twins' current providers. I absolutely believe that I have developed PTSD – not from being the parent of three amazing Neurodivergent Young People, or even because of the SEND system, but from the frankly abusive (alleged) treatment from Surrey County Council's SEND Service. Of course, the most distressing thing is the huge impact upon my young people and their prospects as young adults. *In a response to pressure about excessive waiting times, Surrey were involved in the decision to “pause” (block) new referrals from schools for children requiring neurodevelopmental assessment — a move that has effectively prevented many children from accessing the diagnostic pathway. Despite this, staggeringly, Surrey has continued to celebrate a reduction in waiting lists, without acknowledging that this apparent progress has been achieved only by suppressing demand. Similar approaches have already been challenged through Judicial Review in other parts of the country, raising serious questions about the lawfulness of such blanket restrictions. Further

	details can be found in Council sessions, including Member and Public Questions addressed to the Children, Families and Lifelong Learning Directorate. Surrey have chosen to persist with this nonetheless — seemingly content to threaten (alleged) legal action against those raising the issue, and instead waiting for someone with sufficient resources to instigate a High Court intervention to force them to correct it.
Keyword Flags	Abuse (alleged), Barred, Financial pressure, Job-related, No education, No response, Pressured, Threatened (alleged), Unsuitable provision

ID: SCCWmlR | LA: Surrey | Submitted: 2025-08-01

Experience	I really don't know where to begin when it comes to sharing our experiences with SCC. The situation has been nothing short of shambolic, and the impact on our child and our family has been devastating. Our son has been out of school and without adequate education for 20 months now. He currently only receives two hours of funded education per week. Yes, just two hours a week! The battle to secure any form of support has been exhausting. Despite his mainstream school stating over a year ago that they could not meet his needs, the LA still insists on naming that same school in his EHCP. We have reports from occupational therapists, psychiatrists, paediatricians, and an Educational Psychologist, all clearly stating that our child is unable to attend a mainstream school due to his complex needs. Yet, Surrey County Council refuses to listen to us as parents, nor to the professionals, including the ones they employ themselves. The number of failures by the LA in our case is overwhelming, but here's a brief summary: 1. The LA fails to meet its own deadlines. 2. They [knowingly retained] inaccurate information about our child in his finalised EHCP. 3. Emails are either ignored or answered selectively, with no regard for timeliness. 4. Inaccurate and incomplete information about our child has been presented to panels. 5. There is zero accountability - no one in this LA takes responsibility, even when formal complaints are made. A year ago, we were hopeful our son could attend a specialist school. However, because the LA insisted on naming his mainstream school, we've been stuck in limbo. There has been no adequate education and no sense of urgency from the LA to find a suitable school. This has deeply affected our son's mental health. He feels unwanted by any school. Earlier this year, he even expressed thoughts of not wanting to be here anymore, becoming depressed and withdrawn. Due to the severity of his condition, professionals have now recommended an EOTAS provision [Education other than at School]. We submitted this to the LA, who eventually took it to panel, only for us to hear this week that our request was refused. Our family is resilient, stable, and capable. Yet, the system seems to place blame on parents, and that takes its toll. I've had to give up my job to care for my son full-time. We've spent all our savings on private support, and now we have nothing left. The financial burden has been overwhelming. Recently, someone described the LA as "narcissistic," and that really struck a chord with me. It perfectly captures the dynamic we've experienced. There's so much more I could say, and sadly, our journey is far from over.
Keyword Flags	Financial pressure, Ignored, Inaccurate, Job-related, Mental health, Refused

ID: SCCycV8 | LA: Surrey | Submitted: 2025-08-01

Experience	As a resident of Surrey and parent to three AuDHD children, all of whom have EHCPs, this letter speaks to our experience. I stand behind every word and what it calls for. Currently, I have one child for whom, in the January of Year 5, the LA have already told me they have decided on the outcome for her for phase transfer — 21 months prior to her transfer to KS3 and without asking for professional input or evidence. Another, for whom they completely ignored ALL the professional advice after AR and took a course of action for which they had no supporting evidence or professional opinion — both of these courses of action will likely push me into appeal when they are concluded. I have been forced into tribunal 7 times already, have been left with no choice but to submit complaints — 3 have gone to the LGO, another is about to go. Sometimes I have to resort to submitting a stage 1 complaint simply to get my case officer to respond to me. Surrey have ignored me, lied (alleged) to me, lied (alleged) about me, failed to meet deadlines, denied my children an education — etc, etc. I have stood as a buffer between my children and their harmful behaviour. I am the articulate parent they complain about and point to as their key problem. Am I articulate? Yes I am. Do I have the money to pay for expensive lawyers? No- I do not. I have represented myself each time at tribunal and won each time. However at huge mental and physical toll. Yet I am lucky. I have the skills and time to educate myself in the law to enable me to fight for an education for my kids. I now volunteer my time through a charity to provide other parents with advice and support to enable them to try to defend their kids against this siege on their legal right to an education. I'm tired and I'm simply striving for the education my children have a legal right to. It has left me with long-term illnesses. It impacts my ability to work and therefore pay taxes, it sends me into the disability system. I'm supporting two friends right now. Between them, they have three children who have not had any education for their children for between 7 months and 3 years. All Surrey Cases. No Alternative Provision, Caseworkers leave, lost files, data breaches, no action taken, tribunal orders ignored, failure to put in provision from section F of the EHCPs (yes those irksome legal documents they are so keen to bin). Delay, delay, delay. Pre action protocol letters submitted just to get them to put Court-ordered provision into place. Literally enforcement action to make them comply with Court Orders. Can you comprehend that? From a Public Office? Complaints process constantly used. Evidence that they are constantly trying to redraw the lines of complaints, more delays. There will be three more complaints off to the LGO for failure to adhere to S19 EA1996 and s42 CFA2014. They know these breaches, the LGO has ruled on them so many times they no longer even comment about remedial action at Surrey County Council. This Council quite literally are making a mockery of every legal process, at the cost of children with Special Educational Needs and Disabilities. Its positively dystopian. All my children have been unable to attend school at some point, due to its devastating impact on their mental health. For two of them, it's unlikely they will ever attend school again. Some of the latest shenanigans are that they have ignored all of the professional evidence from annual review and are trying to force a change in provision. Everyone involved, including Social Worker and Clinical Psychologist agreed that the safeguarding risk to his mental health and my family would be significant. Did that stop them? No. Did they know this decision is legally indefensible and would be overturned at tribunal? Of course they did.

	Did this allow them to delay making provision for my child? Yes. If I had been another parent would I have had the strength to fight them on this? That's the question that should haunt you. Educate my children and they will contribute to society. Educate my children without me having to fight Surrey CC's appalling, harmful and baseless conduct so hard and I will work and contribute. Continue to fail to do so and we will be yet more numbers on hospital and mental health waiting lists, yet more numbers getting support from the DWP. All things you want to see reduced. Is the system broken? Yes — but not in the way that the Leaders of SCC would have you believe. It's broken because they act unlawfully, because of maladministration (alleged), because they've eroded our trust in them. Our children are being failed. There are undoubtedly systemic issues, many of them due to the misuse and misapplication of funding (some examples of which are included right here). However, it is increasingly apparent that Surrey CC is lying to those who are elected to hold them to account. Lying about their absolute failings. Failings that are far more than the national failures, that appear to be unique to this council. Is its population uniquely articulate? This is an appalling narrative they have been allowed to peddle for years. It is deliberately seeking to shift the blame from their, at best, incompetent, at worse corrupt (alleged), shoulders. Act in accordance with the law, act with integrity, earn back our trust, stop pushing us to appeal — and maybe, just maybe, things might not look so bad. Start by doing this. Start by investigating gross misconduct (alleged) at SCC.
Keyword Flags	Delays/Slow, Denied, Failure, Ignored, Lied (alleged), Mental health, Trust/Distrust

ID: xXN8v1G | LA: Tameside | Submitted: 16/08/2025 14:10

Type of Misconduct (self-reported)	Countless delays, no EOTAS policy available for months. Not listening to the child. No response to emails for weeks at a time. Lack of information provided. Condescending attitude.
Experience	The decision to accept EOTAS for my child was given at 4pm on 31st March which was the cut off for post -16 transition. The package we went onto request was rejected and from that point there has been no agreement moving forward. Countless emails trying to come to an agreement but not listened to. Trying to push my son into alternative provision. Saying EOTAS is short term. Camhs and previous setting explaining how he needs more bespoke. PB request turned down as they feel they will meet need at the alternative provision. Son was in a specialist school for autism with 14 other children and his own room.
Impact on Child	Child already suffers from anxiety. He missed may dash of school before he finished due to the stress of transition. Medication had to be increased due to developing OCD traits. His mental health has suffered and his trust in the adults who are supposed to be helping and listening to him.
Impact on Family	I haven't worked since similar issues last transition. I have had to see the GP due to low mood. I have been ill recently and extremely lethargic. My trust has gone with the LA
Desired Change	I dont think the SEND team are professional and they do not listen to the people who know the child the best. They do not listen to the child yet ask their views. They need to listen and actually try and come to agreement rather than ignore and do the cheapest thing for them. They are not fit for purpose.
Keyword Flags	Delays/Slow, Ignored, Mental health, No response, Suffering, Trust/Distrust

ID: ODdlk0A | LA: Hampshire | Submitted: 05/09/2025 21:13

Type of Misconduct (self-reported)	Delays, missed deadlines, not providing a full assessment (promising SALT and OT but not going ahead due to delays), EHCPs not being SMART or legally worded and refusing to add parental comments. LA lying.
Experience	Delays, missed deadlines, not providing a full assessment (promising SALT and OT but not going ahead due to delays), EHCPs not being SMART or legally worded and refusing to add parental comments. LA lying.
Impact on Child	Mental health, school refusal, school relationship breakdown, loss of education, lack of trust in the LA and government.
Impact on Family	Loss of income, stress, mental health, damaged relationship, impact on siblings.
Desired Change	The LA act lawfully and in the best interest of the child, not to lie (alleged) and deceive so they can do what they can to prevent giving help and support.
Keyword Flags	Delays/Slow, Lied (alleged), Mental health, Refused, Trust/Distrust

ID: ZjRPeov | LA: Dorset | Submitted: 13/08/2025 11:53

Type of Misconduct (self-reported)	Having fought to get EOTAS and attended our first annual review at which it was agreed by all attending that EOTAS was working and it was important to build on our child's successes. We put together a package of activities which took us from the 16 hours p/w our child had managed to 24 hours p/W we hoped our child could manage. By achieving 24hours p/w we were told we could apply for. Special school place. We waited three months for our EOTAS package to go to panel. The result shocked us. Our provision has been reduced to 13 hours a week. Our child is beyond disappointed and I have no explanation for her for the treatment she has received. She doesn't know what more she can do and doesn't understand that it's the system that is failing her, she is not failing
Experience	Not heard, ignored. Phone calls, emails, messages unanswered. Nothing happening within a legal time frame. Case law ignored. Unprofessional at best
Impact on Child	Child with additional needs, trauma and school based anxiety collapsed out of the system. She found the courage to begin to re-engage and try again. We ended the year with her feeling proud of herself. Now we're back to disappointment and desperation because she has been let down....again!
Impact on Family	I don't work anymore. I am my daughter's "carer" and teacher and taxi. My husband has taken on additional hours to cover my loss of earnings. I tried working unsocial hours but nearly broke myself.
Desired Change	To begin with I'd like someone to pick up the phone, answer an email or reply to a message. I had no contact for over two months despite numerous attempts. Put simply it's rude! I'd also like to represent my child at panel. I know my child's needs better than anyone. Just ten minutes to explain needs would help people to understand. I feel completely invisible.
Keyword Flags	Failure, Financial pressure, Ignored, Mental health, Trauma

ID: SCC86N5 | LA: Surrey | Submitted: 2025-08-01

Experience	When Councillors check that the EHCP timescales are met (for those that seem to be) do you actually check whether this is just a statistics they feed you or whether the EHCPs completed in 20 weeks are indeed correct and as a result those children are placed in the suitable setting? I guess not as in our case we had the EHCP "completed" in just under 20 weeks ?? but not only it is not worth the paper it is written on, we had to go straight to appeal (remember this is adding 1 year to the 20 weeks timescales) and we have no school to go to.... LA are saying "it's all a process unfortunately so you will have to wait"... so what is even the point as in your eyes they have made improvement by issuing within the timescales. Then to top it up, the placement team got involved (case worker was not even aware) and TOLD.one school they can meet need **. No they couldn't and due to school's mistake of forwarding an email and cc me in I now have the LA'S statement "we need to fill spaces for September " - is this how your metrics are being ticked off????????? These are vulnerable children who need the most stability and yet for SCC they are just a tick box for statistics purposes. I would very much like you to find me one family of a child with no SEN needs who had to fight months/years to secure a school place, that they had to pay solicitors and fight etc. This is mass disability discrimination! *This testimony makes specific reference to Surrey County Council's ongoing claim of service improvement, based on EHCP timeliness, which has been widely disputed. Multiple families report serious errors and omissions in plans issued by the EHCP Recovery Team, including missing assessments and unlawful (alleged) content. CFLL Select Committee evidence includes case officers stating they were told to prioritise new cases to meet deadlines and raised concerns about the harm caused by handing over cases to the Recovery Team. Data shows a concurrent rise in Tribunal appeals, creating significant and unnecessary injustice. ** This testimony also makes reference to the use of 'Directed placements. Parents, teachers, and SENCOs have consistently reported the use of 'directed placements' in Surrey — where families are told a specific setting will be named despite the setting confirming they are unable to meet the needs of a child. Although Surrey County Council publicly denies this practice, and refers to it as exceptional, it is widely described as routine by those with direct experience of the system, including teachers and SENCOs.
Keyword Flags	Error/Mistake, No placement/No school, Unlawful (alleged)

ID: SCCv4KH | LA: Surrey | Submitted: 2025-08-01

Experience	This is difficult to write, and my apologies for this long response but I hope it helps. I have felt I needed to hide my battles with Surrey for years, but I am inspired by the courage of everyone who has posted and encouraged by MPs who actually stand up for their constituents. That said, [Name of MP Redacted] did his best and I will always be grateful for his intervention but Surrey largely ignored him, and their recent refusal to meet with Surrey MPs supports my view they think they do not have to answer to anyone and they are above the law and the law makers. I have been trying to work with Surrey, fearfully and patiently for many years, in the best interests of my children. For their sake I have put myself through engagements and meetings, where I have been patronised, invalidated, dismissed, belittled, ridiculed, ignored repeatedly. I have been gaslighted and threatened (alleged). I have been judged as a result of making complaints and told to decease writing long emails to them. Despite this Surrey refuse to take any responsibility for their communication and actions. Surrey County Council have caused me and my family, old and young, consistent, unrelenting trauma for years. They have not understood or recognised autism in girls and young people, leading to damaging accusations of parents causing language and developmental delay. They have discriminated against people who have mental and physical health challenges. They have a fearful internal work culture, where employees are afraid to speak out at the risk of intimidation. I was not listened to as a parent, so I trained in mental health, autism and recovery support and became a professional working for the NHS. I am still not listened to, still patronized [by the SEND Team at Surrey County Council in my dealings with them]. Still spoken to like I am the child I am trying to help and support. I have been labelled and Surrey employees have put in writing that I am intense and needy and trying too hard as a parent. I thought I was the only parent in Surrey to be harmed and traumatised by this uncaring institution, who by their inflexibility and refusal to listen to people with lived experience are causing themselves financial difficulties. Sadly, it appears I am wrong. There are good people working in Surrey in advisor and support roles, who have restored my faith in humanity, but fundamentally there is a lack of care and a power dynamic that undermines parents, and it appears, anyone who challenges them. With a change of culture, attitude and mindset and commitment to supporting families with additional and complex needs, and learning from the recovery model and ethos of the NHS, they could be in a better financial position with more funding for SEND provision. In my role, which is not always easy to perform due to the trauma Surrey has inflicted, I support adults to learn and make positive changes. Surrey needs to be open to learning and to change. Listening to professionals and parents could help Surrey better support the people for which they have a duty of care. Its frustrating when we can see what needs to change and they are not open to discussion. It has been a lonely and exhausting fight. I hope we can all speak up now and come together. There is strength in numbers.
Keyword Flags	Communication, Delays/Slow, Dismissive, Financial pressure, Ignored, Mental health, Refused, Statutory duty failure, Threatened (alleged), Trauma

ID: ODb44bR | LA: Essex | Submitted: 14/09/2025 13:58

Type of Misconduct (self-reported)	Refusal to assess despite diagnosis and clear evidence of need. Then after we appealed and they agreed they did not meet any legal timescales and we needed to initiate legal proceedings to get them to do anything. Did not update drafts we spent hours on-even getting my email address wrong on the document and not changing it. Refusal to include recommendations from private reports we were forced to source due to timescales and lack of availability of nhs professionals.
Experience	Child 1- ASD, SPD. Probable ADHD but too young to confirm. Draft EHCP not fit for purpose. Primary difficulty officially S and L-this is a child who will run at traffic without any sense of danger and has incredible speed and sensory needs, needing to be upside down, climb, throw, etc. We lost the will after 4 redrafts with the LA and are forced now to wait for annual review to get a document fit for purpose. Co-ordinated devoid of any humanity. Was unempathetic to the point of cruelty. Child 2- ASD; SPD; probably ADHD yet to be diagnosed. Parental EHCNA made in transitional year. Illegally refused as clear evidence of diagnosis and 1 plans for years in school. We appealed and EHCNA agreed but now not priority as no longer in transitional year. Not adhering to any timeframes. Had to source private mental health support for child as burnout happened AGAIN. Spent thousands on private reports including on sofa bed as child now unable to sleep in own room, is medicated to sleep and to poo. Wants to be in school, is academic, social and the most beautifully behaved child in school but severe difficulties at home including becoming violent with herself and with us. Everyone has been saying 'she's fine' because she is quietly compliant. We have needed the private reports to get school and LA to listen. It has been an immense battle that is only now coming to an end as we have a (unsatisfactory) draft. She needs school where the environment is not overwhelming for her sensory differences so she can learn and not dissociate through the remainder of her education or be pulled from a school environment because it is too harmful to continue, despite benefitting from routine, structure and friendships in this environment. The lack of support and understand with this child has been utterly traumatic and, honestly, as parents we also have serious trauma from dealing with this. Hoping against hope that her paperwork will protect her and that this tear will be better because we cannot take another year like this last one.
Impact on Child	Child 1: School not adequately prepared to manage needs of such a physical; fast; challenging little boy putting him and others at risk. Child 2: Serious decline in physical and mental health; unable to sleep on her own; melatonin to sleep; lactulose and Picosulphate to poo; private therapy as cahms offered nothing post assessment-just confirmed due to ASD; child not reaching full potential as dissociative during school day; enormously distressed and sometimes violent at home;

	unable to take part in hobbies / interests. Very difficult to leave house at all. Time off school and away from friends. Self-esteem hugely impacted.
Impact on Family	One of us can't work as attendance unpredictable with child 1-currently in an hour a day and child 2 appointments and burn out. Quantity of paperwork and admin feels insurmountable. And this on TOP of the care of the children. Serious mental health difficulties including suicidal thoughts. Put on weight and poor physical health as jot time to look after self and hard to even get out of house. Marriage is in difficulty because we are both stretched to the limit. All siblings (3) have a diagnosis of ASD. There is no support. Life is exceptionally challenging. We do nothing at home in order to reduce demand and help them manage overwhelm from the school day.
Desired Change	Stop playing games with the lives of vulnerable, disabled children and their families. Listen to parents. My child (2) is textbook female ASD presentation and yet they have refused to help and have not listened. Stick to the legal timeframes that you are expecting us to meet (2week turnaround from draft report, etc). Provide information and support proactively. Be empathic and easily contactable. Education, particularly in relation to invisible disabilities. Quiet compliance does not mean the child is fine. If a child is not attending, do not assume parents are at fault. We have been pursued over attendance despite diagnosis, child being signed off by gp and seen a psychiatrist during this period of burnout. The stress is unreal and the support is invisible. I do not want to homeschool my child but, if this draft EHCP does not work to support her, I will have no choice as her mental health is seriously affected. There are no suitable schools for someone like her. Put funding back into mainstream or offer alternative sites away from crowds, poor behaviour and environmental overload. She deserves an education and will be a tax payer of the future if the system does not break her. Educate the educators about neurodivergence . It takes so little to understand. And a calmer, safer-feeling environment will help all learners to be successful.
Keyword Flags	Distress, Mental health, Refused, Self-harm/Suicidal, Trauma, Unlawful (alleged)

ID: SCCmpcW | LA: Surrey | Submitted: 2025-08-01

Experience	Unethical Behaviour from Surrey County Council : My son had an autistic burnout transitioning to junior school in September 2023. At this point he did not have an EHCP in place: I recognise this was not the fault of the local authority. He was put on a re-integration timetable of around three hours per week. He was seen by developmental paediatrics at the end of October 2023, who agreed **** was as an autistic child no longer coping in a mainstream setting. She wrote her report to the school, and it was agreed between all parties that the EHCP application process would begin: with a view to a managed move to a specialist setting. Our relationship as a family with the mainstream school [School name redacted] was good at this point. They were honest they did not think they could meet **** needs. And it was a challenging situation for them, they had limited evidence as he had come from infants (Infants being a separate school) without an EHCP and, as he only managed two days, they had little evidence of his needs. I was asked in Early November 2023 by the Junior school to apply for the EHCP myself, due to lack of evidence on their part [note: requirement for evidence is broadly understood by schools across Surrey. This was recognized as a contributing factor in the preventable death of a child where a school failed to make intervention soon enough on the basis of incorrect/insufficient guidance being provided by Surrey County Coucil}. **** was already attending a reduced timetable. Attempt to illegally off roll: Out of the blue, on 28th November 2023, I got a call from a Council officer A, [Name Redacted]. He said this was an “off the record” call to see what the situation was. He had been given my details by the school. I explained that **** had an autism diagnosis, had increasingly struggled despite adjustments and finally was unable to cope. That the school had agreed they couldn't meet need and implemented a reduced timetable, that I had been asked to apply for the EHCP myself. I explained that I had no support and that **** father was housebound with [family medical information redacted]. That I was struggling to cope. I explained how I was sure he could not cope in X Junior school and we could no longer force him in. I thought he would assist with some support or alternative provision but he gave me an ultimatum at that point. That unless I could get **** to attend X juniors full time [despite the school’s agreement that they could not adequately support him], eventually I would be prosecuted for his non-attendance. He said that electively home educating **** would be a way to buy myself time' to avoid prosecution while the EHCP process was underway. He said that many parents in my position “chose” to electively home educate for this reason. He informed me he would be my elective home education liaison officer. He kept stressing he was “not allowed' to advise me to home educate “ but “many do”, and it would be the way to “buy yourself some time” (before being prosecuted)' . I said I felt “stitched up” as I had been asking for more support for **** for years, involving the school in the diagnostic process. He had a diagnosis, and I had sought medical help, and the medical opinion was that trauma was resultant from an inappropriate educational setting. He said words to the effect of “that's the way it is”. I became distressed and ended the call. Council Officer A [name redacted] called me back the very next day at 10am and bluntly asked, as soon as I answered the phone, if I had "made a decision" on elective home education. I was surprised he called me as the previous day's call had not ended well, with me making clear I felt pressurised and threatened (alleged). I informed him I would be seeking legal advice

and that he had not given me enough time to decide. Two days later, I phoned him back and informed him I had no intention of electively home educating, as it was my understanding of the law that it was the state's responsibility to provide an appropriate education: and that the professional opinion was that School X was not the appropriate setting, so I wished to go through the EHCP process to find a more appropriate school. I informed him I believed **** should have some alternative provision as he was too unwell to attend school beyond 2-3 hours per week [a position also supported by school and all involved professionals]. Council Officer A then flatly informed me ***** was "nothing to do with me" (exact words) unless I home educate, and "it's between you and the school". I could tell he was angry. Inappropriate named setting: I submitted the EHCP application to Surrey County Council, and, despite X Junior school specifically responding that they cannot meet ****'s needs, SCC still named that setting [Directed Placement]. (May 2024). After it went back to panel they doubled down on this decision. They informed me on email my only route was via appeal to tribunal. I appealed to tribunal and was given a hearing date of eleven months away (April 1st 2025). Only after **** visited a specialist setting in September 2024, who also stated they couldn't meet need, and in recognition that **** had now been too harmed by his time out of education for them to re-settle him, did the LA concede **** needed a specialist setting [despite this being the professional and evidenced opinion for nearly 2 years] Lack of alternative provision/ falsified records of inclusion support: **** received no alternative provision during this time, except an hour at a farm which was charity funded, until June 2024, when he got approved for 3 hours of education a week. We only secured up to 15 hours when I reported the scale of our own family crisis to C-SPA [Surrey County Council's Children's Social Care Crisis referral line], and triggered a children family assessment: the social worker subsequently adding pressure on Surrey SEND term to fund further provision for ****. Sadly this was not anyone trained / qualified in autistic / PDA burnout and the input largely dysregulated him further and had to be scaled back. During the disclosure process for the tribunal, the LA's tribunal officer enquired what input out family had had with the inclusion team. The SENCO at X Junior School replied that we had had two meetings with the Council Inclusion Officer in April and May 2024. This email disclosed was sent to the Officer in question [name redacted] who did not respond to correct the content, and who would have known these meetings never happened. I challenged this with the school as these meetings never took place. I asked for their records. I received a written response that they were relying on information from Council Officer A: who I had not heard from since November 2023 when he told me ***** case was "nothing to do with me", I submitted a formal complaint to the school that they had provided false information to the tribunal, and they were forced to write a letter confirming there were no records of these meetings [on the basis of the false information provided to them by Surrey County Council's Officer]. There was also detailed in this email a 'targeted support' meeting in February 2024. This meeting also did not take place as far as I am aware. All through this period of Autumn 2023 to Summer 2024, when these meetings were reported to have taken place, I was asking for support and being ignored [no replies or responses]. In March 2024 I submitted a formal request under section 19 of the Education Act 1996 for provision, to which the response was we were not entitled as the view of Surrey County Council was that X Junior School remained an appropriate setting. In the very same letter,

	they also said they were seeking other settings. I asked why, if they did believe School X was a suitable setting given that the SENCO and I agreed, in writing, to stop the 3 hours per week prior contact as it was "we are not the right setting for ***** , and [continued] reintegration attempts are causing him harm" In spring 2024 I was told by the school that in order to obtain any alternative provision, **** case would have to be opened with inclusion, to petition the LA to fund it. That we were not open to inclusion. This was the same time period the tribunal were told by disclosed email that inclusion [Council Officer A] was actively engaging with us. In October 2024 I filed a complaint to the Local Government Ombudsman, which is being investigated. The investigator wrote to Surrey with the key question: If they were confident that their rationale for not providing **** with any educational provision for a year was that School X was a suitable setting: why had they not commenced legal proceedings against me for his non-attendance? The Ombudsman is, as of today still awaiting a response. Unsurprisingly **** was awarded Specialist Provision (to be delivered as Education Other than At School EOTAS) at Tribunal on 1st April 2025, with a view to eventually finding a specialist setting. This was subsequent to me providing the case manager with a spreadsheet of every possibly suitable school, in and out of county, geographically accessible. All schools could not meet need. He has been taken off roll at Junior School X and his EOTAS is being managed by Surrey. We have been told that what was ordered at Tribunal has now got to go back to panel, next week – just two months after it was actually awarded. ***** now hasn't had any curriculum education for 20 months and his sister (two years younger), is now ahead of him. **** is an intelligent child who taught himself to count and the alphabet at around three and was doing long division and subtraction at five. He seems depressed and hardly leaves the house. I can no longer promise him anything as I can't be sure it will come through. He largely blames me. *Surrey County Council has received multiple findings of fault from the LGSCO in relation to its failure to provide education under Section 19 of the Education Act 1996, including cases where schools requested additional support or a change of placement due to clear evidence of harm, but were instead instructed to keep children on roll without adequate provision. In both 2023 and 2024, the LGSCO received approximately ten times more complaints about Surrey than the national average, with many investigations identifying sustained breaches of Section 19 and Section 42 of the Children and Families Act 2014, resulting in significant injustice and, in some cases, serious harm.
Keyword Flags	Distress, Failure, Ignored, Inaccurate, Pressured, Threatened (alleged), Trauma, Unlawful (alleged), Unsuitable provision

ID: 81JRXok | LA: Staffordshire | Submitted: 23/08/2025 02:43

Type of Misconduct (self-reported)	Delays, gaslighting, I'm about to do an SAR because I believe they have withheld evidence from panel. I have 3 complex SEND children and fighting the LA has broken me to the point of feeling suicidal. I've been accused of F.I.I. I can honestly say that I hate them.
Experience	I didn't realise for the first couple of years how much they lie (alleged). My first child was refused an EHCP when we were on the verge of family breakdown due to his issues (caused by his needs not being met in school). So we removed them all. Looking back last week at the paperwork, I don't see HOW he was refused, there was so much evidence, so I'm going to do an SAR to see if the key worker actually put the evidence in with the application at panel. We left it 2.5/3 yrs till we had a safeguarding issue and were told by the social worker to apply for an EHCP for ALL 3 children. 2 got refused. They had the same caseworker as we had at the beginning. It has been a constant battle. Even last week that caseworker emailed me and had doctored the email to make it look like it was sent 3 days previously. There was no reason for this other than to give us less time to reply.
Impact on Child	He has had very little education for nearly 6 years when in reality, the school is wanted him in would have been so unbelievably good for him. My other 2 I will continue to EHE because they suffer so badly with various things that I don't trust the LA with them.
Impact on Family	Everything. We considered moving from a fair sized house and buying 2 small houses to split up and keep everyone safe. I became mentally unwell to the point of almost being suicidal. There have been incidences where my eldest has attacked my younger ones due to feeling so unteachable and that nobody wants him. It has been absolute hell on earth. 6 years of fighting and we've still got nowhere.
Desired Change	I put a FB post up to see if anyone else was having problems. A few replied and I got a group of 6 parents who were all fighting the same authority. We decided to start a FB group to support parents in the same boat with that authority. Within 3 days we had over 400 members. Some have list everything. It's an utter disgrace. I want everything overhauled. If you do a complete deep dive which i did recently, you realise that people are losing their lives because of local authorities and the amount of money they're wasting makes the Post Office Scandal look like a drop in the ocean. Please, please continue with this.
Keyword Flags	Delays/Slow, Gaslighting, Lied (alleged), Refused, Self-harm/Suicidal, Suffering, Trust/Distrust

ID: SCCIw9C | LA: Surrey | Submitted: 2025-08-01

Experience	Following my son trying to take his own life due to school he could no longer attend. This was 2019 and he was 14. He was taken off-roll by his school and therefore had no place. Nothing was done by Surrey and he was left to rot in his room. Surrey refused to assess him for an EHCP, which I applied for as a parent in June 2020. They conceded months later at mediation. They then refused to issue an EHCP, as they had not included my evidence when it went to panel. They then conceded [again] the day before tribunal. It took them until December 2021 to actually finalise the EHCP. They refused to do the social care assessment or a mental health assessment, leaving those sections blank and declaring he had no needs. After my complaint being accepted and upheld by the Ombudsman we finally got the social care assessment and a Mental Health assessment. Despite needing therapy to access education they are still wrangling over this. Despite evidence from senior clinical psychologists the panel are still arguing. In fact it is going back to panel next week. It is a year since Ombudsman and we are still waiting. His reassessment of his EHCP is now 15 months overdue but I am scared to complain again because they may just rush through another unfit EHCP and make us wait another year for tribunal. My son has waited 6 years now with no education and he is desperate for one. He has had an EHCP since 2021 and still they do nothing but delay. I am a single mum, with no funds for solicitors and must wait for Surrey to do the lawful thing. We are on our 13th caseworker. Be heard [Surrey County Council's Complaints team] have refused to take my complaint about delays, last month, telling me I should wait until the EHCP is finalised and then go to tribunal. One senior manager told me they had nothing to do with healthcare, another told me that therapy to access education is something that ordinary people would have to fund privately. Will my son be given back the lost years? An ombudsman remedy cannot help. The legal aid lawyers are at capacity and not taking on judicial reviews. Surrey have destroyed my son's chances at life. They have neglected and damaged a vulnerable young person. Their inaction is in danger of rendering him a burden on the state for life, whereas he used to be in the gifted and talented register as a child. Senior managers at Surrey told a caseworker to strike through the paragraph in section F regarding my son needing psychological support to access education and attempted to replace it by saying he should use the universal services from the GP. We have tried this route and been rejected by the local mental health teams who will not provide ongoing psychological support for accessing education. It is illegal (alleged) to strike through Section F !! I pointed this out to senior management who then deleted all the changes we had made over 2 years and forced us to revert to the original EHCP, which was never fit for purpose. The autistic society told us this, as did SENDIASS. Surrey do not care. They sign and create legal documents which they know to be unlawful (alleged) and inadequate. I do consent to our story being shared.
Keyword Flags	Delays/Slow, Mental health, Neglect, No education, Refused, Unlawful (alleged), Unsuitable provision

ID: SCCrYJY | LA: Surrey | Submitted: 2025-08-01

Experience	It's hard to know where to start with this. What I would say is that it wasn't the lack of provision, or even the delays, that we found most difficult in our experience of Surrey SEND. It was the moment we realised we had fallen into a parallel universe — one where you could no longer trust public bodies or public officers to do the right thing. Not for your child. Not for your family. That's the game-changer. When that penny finally drops. And in my view, it's that part that changes you. As the parent of a disabled child - in our case, a child born with complex health conditions - you already start to reframe all the things you used to take for granted. But nothing hit quite like our experiences trying to secure support for our children's emerging special educational needs. Our first involvement began when our daughter's headteacher (also the SENCO) contacted Surrey County Council for help. She had already repeated a year, and by the end of Year 2 - aged just 7 - it was clear she was heading for crisis. We naively expected help and support. Instead, we were systematically misled, misinformed, and lied (alleged) to. We were gaslit. Ignored. Patronised. Dismissed. You don't emerge the same after that… especially not from services wrapped up in slogans like "No one left behind." Some examples of the conduct we experienced in the last 18 months: Providing false information to try and obstruct and delay the school from applying for additional help. Refusing to incorporate essential NHS consultant advice — despite being fully aware of the immediate and serious risk this posed to our oxygen-dependent, disabled five-year-old. Ignoring three court orders, which eventually led to Surrey being barred from Tribunal proceedings. Withholding key emails from those proceedings and evidence bundles – including emails in which the Head Teacher of the school they were trying to force a placement at, repeatedly raised her concerns that the proposed placement was not only unsuitable but would further harm our child. Giving false statements in legal proceedings to misrepresent officers' involvement to try (unsuccessfully) prevent themselves from being Barred from proceedings. Submitting doctored, future-dated documents as evidence – which the Judge struck out. Only to see them re-entered into evidence again, re-doctored! With no consequences. Attempting to discredit a respected mainstream headteacher who honestly answered the Judge's questions during the Court Hearing — by claiming "he is not qualified to answer that.", simply because he dared to state, against their instruction, that our daughter's needs were not being met by the school and significantly more support was required to literally 'keep her safe'. In Tribunal, observing a Surrey Speech and Language Therapist admitting she had recommended all provision be withdrawn - not because it wasn't needed, (which is expressly what she is required to do) but because she was told it was "out of scope of the service Surrey offers for autistic children." The Judge's anger was palpable. Failing to implement court-ordered provision for nine months, until forced to by Judicial Review. Even after the Judge ordered Surrey to set up her provision, it still took a Barrister and 'Letter before Action' to force them to do so. Worth pointing out that Surrey's Executive Director for Children's Services had full personal visibility of this — and did nothing. It took three emails, and pestering by both our MP and Councillor just to get her to even acknowledge us. For a serious, ongoing, legal breach (alleged) by the team she is directly responsible for, and which had created serious and long term harm to our child? Following Court Proceedings they had been barred from? Outstanding leadership in action right there. I mean – this is either an

extraordinary institutional ambivalence to the law, or they are breaking the law so often they can't even keep up with the correspondence. Not sure which is worse TBH. I could go on. But even listing them creates a trauma response in me now, and a sense of disconnection with reality. You actually stop talking to people about your experiences, because you are so concerned that it sounds so improbable (a Public Service behaving in such an abusive (alleged) manner), that you fear appearing unhinged. And yet - apparently - it's parents that are the problem in Surrey. We've been fortunate in some ways. Our daughter's grandmother is a retired solicitor in children's social care for a neighbouring authority. Her great aunt is a retired barrister specialising in child protection. Both have spent decades supporting Local Authorities in their endeavours to support vulnerable children. Both have said – unequivocally - that they're appalled at the level of lawlessness in public services like they've witnessed here in our experience dealing with Surrey County Council SEND Services. In March this year we finally began our first-ever Annual Review - despite the legal requirement that these happen every year?) My concern wasn't about funding or delays. It was far more fundamental: Could we trust officers to act lawfully? To even attempt to follow the legal process? With integrity? In our daughter's best interests? How could we safeguard her against the Service whose conduct and maladministration (alleged) have previously caused real harm? (Go figure that you actually need to consider how to protect your child from the behaviour of a Public Body charged to support her?) Our Case Officer - who, to her credit, appeared to be experienced and compassionate, although clearly massively overworked (as Surrey can't seem to retain any case officers… and we wonder why that would be…) - reassured us that this time would be different. And when I first wrote this testimony, I hoped she was right. She wasn't. The review took place, a mere eleven months late (…and its an Annual Process?). All the professionals working with our daughter submitted clear, detailed, evidence-based reports, just as the law requires of them. They attended a 4 hour review where her needs, her progress and her ongoing provision requirements were discussed professionally, by a highly qualified multi-disciplinary team, with clear recommendations made. But subsequent to that, Surrey's infamous "panel meeting", held behind closed doors, with no minutes, no representation, and no attendee list, just chose to ignore it all. Instead, they proposed removing all of her current provision, with literally no evidence to support this, and simultaneously triggering a reassessment. That might sound like a minor administrative step. But anyone familiar with the system knows what this is: a cynical, manipulative move. The reassessment mechanism largely exists to ensure parents can insist on updated advice when their children's needs have changed. But when abused, as it was here, it becomes a legal loophole for Surrey to exploit. When applied in this situation, it literally allows the Local Authority to discard the current EHCP, dismiss all of the existing professional evidence, and send us right back to the start of the process. In application in our situation, it actually feels both abusive (alleged) and punitive –unsurprisingly all of the professionals involved have all questioned the intention here. For any child, that's a level of uncertainty that is damaging. For our daughter, who already spent two full years without education or provision, it is devastating. Every professional involved has warned that her progress is fragile, and that removing support posed significant risk. They were unanimous. These weren't our opinions. These are the only experts engaged, and beyond irony, they are all commissioned by Surrey to provide her

	with support. And still, Surrey ignored them. Senior Managers will know full well that this decision is legally indefensible. Tribunal will overturn it because tribunal is an evidence-based process and relies entirely on the testimony and integrity of highly qualified specialists . Thankfully not unqualified, Council Officers. But of course, that's the same Tribunal that this very Council is now lobbying the government to weaken, calling judicial oversight "interference" and insisting they should be left alone to make decisions like this, unchecked. Because of course they can be trusted to do the right thing. And now? Since informing us of their intention, Surrey have also, deliberately failed to provide a formal written decision or a final plan. That means we can't appeal. We've asked – repeatedly - for them to confirm their decision in writing. They ignore us. Three months and counting. No reply. No update. So for every Surrey Officer staring DfE officials in the eye and insisting these are "historic issues". We can unequivocally assure you: they are not. This is the lived experience of parents and carers in Surrey. Every. Single. Day. As things stand, we have no certainty that our child will receive any education at all come September. Almost certainly not at this point. And One Final Thing… Perhaps I should be more cautious about sharing this. There's always that inner voice asking whether speaking out could somehow be used against us. Or worse, lead to victimisation or discrimination against our child. The fact that this is even a question says everything about the climate of fear and mistrust that now surrounds this Council. As parents we're now numb to the casual public and private discrimination. The raised eyebrows. The label of "that" parent, just for asking them to do their jobs properly. But in our case, none of this is secret. Senior Officers know all of it, indeed, the Executive Director, is very well aware. To every Councillor or MP who believes our experience is the exception? Please spend 30 minutes reading the LGSCO's decision notices against Surrey. Or ask CEO Terence Herbert how many Pre-Action Protocol letters have been served on this Council in recent months. Then decide for yourself.
Keyword Flags	Abuse (alleged), Barred, Breach (alleged), Delays/Slow, Dismissive, Failure, Gaslighting, Ignored, Isolated, Job-related, Lied (alleged), Misrepresentation, Refused, Trauma, Trust/Distrust, Unsuitable provision

ID: vGxq760 | LA: Wigan | Submitted: 13/08/2025 13:36

Type of Misconduct (self-reported)	Failure to respond to communication My son was left without any education for 6 months before alternative provision was put in place. Failure to recognise my sons struggles. Parent blaming, gaslighting
Experience	My son has struggling with school based anxiety for his whole school life. He was high masking and exploding when he got home from school. He couldn't learn due to his anxiety crippling him. I decided to call an emergency ehcp review. The LA said there was no issues and my son would be expected to return to year 5. I submitted an appeal, we are waiting a tribunal in October. I've been threatened (alleged) with police contact from the school and continually told school can meet need and that l was the problem for keeping my son from school and blocking his learning. He was denied alternative provision for 6 months and told he did not meet the criteria for it. We finally got it in January. The la refuse to accept any changes to the ehcp or that he needs a sen school.
Impact on Child	My son is isolated from his friends and has been out of school for 13 months. His mental health and learning was years below his capabilities.
Impact on Family	Stress and mental health issues in myself. Isolation for myself as l am supporting my son all of the time.
Desired Change	My son in the correct school and thriving. The LA acknowledging his significant needs.
Keyword Flags	Communication, Denied, Failure, Gaslighting, Isolated, Mental health, Refused, Threatened (alleged)

ID: SCCuBXC | LA: Surrey | Submitted: 2025-08-01

Experience	How many other parents have had to leave their jobs because they don't have an appropriate school for their child? I left a full time job in my daughter's school because she wasn't attending, I've now had to leave a hybrid office/work from home role because she can't cope with me working from home either. I have no idea what we are going to do financially going forward and I'm terrified of losing our private rented home. Surely the government WANT people to work?
Keyword Flags	Job-related

ID: SCCQUIO | LA: Surrey | Submitted: 2025-08-01

Experience	Absolutely horrendous, would never recommend adopting through Surrey County Council. Continuous battle with LA for Child's needs to be met.

ID: D4NjBWq | LA: Surrey | Submitted: 23/06/2025 13:44

Type of Misconduct (self-reported)	Delays, ignored emails by caseworker, repeated calls to Caseworkers and switchboard not picked up or followed through, two complaints to senior management yielding very small results, appeal to tribunal as a result of not implementing recommendations of their own panel.
Experience	We followed the correct process to request a change of provision from mainstream to specialist. It took over 2 years and an appeal to tribunal to get a result. 1 Caseworker left and we were not informed, the following case worker has been on long sick leave without our case being picked up by another Caseworker. We made two complaints which were partly upheld. Eventually we had to go to tribunal to be able to get the recommendation of yhe panel to be implemented. Meanwhile our child kept struggling in a school that can't meet his needs. Our child ended up being excluded from mainstream and one parent having to give up work to allow a reduced timetable to be put in place so our child could be reintegrate in a school. We have had to fight for the basic right of education that every child is entitled. Words can not describe the frustration and stress we have experienced as a family.
Impact on Child	Child has been excluded twice from school.
Impact on Family	Loss of income, stress and deterioration of mental health.
Desired Change	The institution whose main objective is to help those with disabilities should start fulfilling its role and stop creating so many barriers for parents. They have created so much inequalities and caused so much harm. This needs to stop. They must be accountability . Caseworkers need to work with parents and not ignore them. LA needs to follow statutory deadlines.
Keyword Flags	Delays/Slow, Exclusion, Ignored, Mental health, Statutory duty failure

ID: ODb4rGp | LA: Hammersmith and Fulham | Submitted: 14/09/2025 15:52

Type of Misconduct (self-reported)	Failing to consult schools Repeatedly failing to respond to emails - eg weekly emails going answered for 6 month period. Failing to respond to phone messages (as above) Not sticking to statutory timeframes. Refusal to incorporate evidence from professional reports in EHCP (these were not even private reports) Never attended annual reviews. Misconduct (alleged) not just specific to LA - there has been gross negligence (alleged) from CAMHS and lies (alleged) about their involvement (implying in reports there they have been significantly more involved and offered more support than they actually have and not responding to my emails and phone calls highlighting risk issues - self harm and suicide attempts).
Experience	See above
Impact on Child	School refusal and school based anxiety. School trauma (cannot even tolerate conversations about school as it triggers a stress response) Autistic burnout, regression and unable to meet basic needs (eating, drinking, communicating) due to being in unsuitable school placement Being without suitable school placement for 4 years Terrible deterioration in mental health including self-harm and suicide attempts. Absolutely not meeting academic potential despite being assessed as having above average IQ. Low self esteem; views self as a failure and completely turned off learning despite having so much to offer.
Impact on Family	I have had to give up work to care (fighting the system and advocating for child becomes a full time job); financial strain as all support has had to be privately funded. Any helpful interventions have been for things we as parents have sourced and funded ourselves. High stress in household, caregiver burnout.
Desired Change	Views of parents taken seriously and really listened to (parents know their children best). Better and more responsive communication. Better training for all SEND staff. Not having to fight for everything. Recognition that traditional school environments can be highly traumatic and overwhelming for some children and therefore there needs to be more choice available for children who are unable to thrive in this setting. More proactive support and engagement when children struggle to attend school (eg despite attendance falling to 20%, the school were not interested in meeting with parents to discuss a plan, CAMHS would not get involved either).

	Instead we were threatened (alleged) with fines despite looking in every direction for support. I ended up giving up my job and paying privately to actually get some support.
Keyword Flags	Communication, Failure, Financial pressure, Job-related, Mental health, Self-harm/Suicidal, Statutory duty failure, Threatened (alleged), Trauma, Unsuitable provision

ID: SCCmnHs | LA: Surrey | Submitted: 2025-08-01

Experience	I have written to my MP with details and she has written to CC. I have also written to the DfE to highlight Surrey's illegal (alleged) approach in our son's case and am awaiting a response from Bridget Philipson. We have 5 separate unlawful (alleged) behaviours from Surrey so far in our EHCP process (we have had this confirmed by the head of education law at a big law firm) Two of them are harmful as they place our son at risk and fail to safeguard him in line with the council's duty of care duties. This is a copy of the information provided to the Lead Member for Children's Services at SCC, and our MP [name redacted]; Surrey CC refused to assess X for an EHCNA despite: needs present, previous LA had instructed OT and EP assessments (we moved before these took place) evidence and diagnosis of ASD and ADHD. Having to go through mediation added a month onto the process, meaning that X's EHCP missed the 15th Feb KST deadline. The refusal to assess was a Surrey delay tactic to push cases like X's out of KST statistics. This is unethical. Refusal to assess when needs are evident and documented is also unlawful (alleged). No Occupational therapy (OT) or Speech and language (SaLT) assessments were conducted as part of EHCNA despite evidence of Needs present, parents' formal request for OT assessment the LA EP flagging in her statutory report that: 'X can experience sensory worries at home and in school, this will need to be explored … Assessment in [Previous assessment conducted in other County] suggested referral to an OT. This may be an unmet need currently .. staff at school to follow advice of OT if they become involved'. Not procuring the required assessments to establish a child's needs is unlawful (alleged). Surrey justified the lack of OT assessment because X wasn't known to the service. This is despite a letter from the Surrey paediatric services (obtained under SAR) which highlights that recently moving to the area means X was actually eligible and meets the criteria for assessment despite not being known to the service. It is important to note that under SEN legislation being known to the service is not a valid reason for exclusion, so by using this excuse Surrey are acting unlawfully. By not confirming with the paeds team that X had recently moved (despite being asked), our caseworker denied X an OT assessment. This was unlawful (alleged). Despite a private OT report being provided by parents (when it became apparent Surrey would not procure their own) this was excluded by panel. Legally the LA must consider private reports and must give reasons for their decisions not to include these in the EHCP. To this date no justification for excluding the private report has been offered. This is unlawful (alleged) and Surrey has been instructed many times by the LGO to give reasons for their decisions. They continue to not do so, hiding behind unjustifiable decisions which cannot be committed to paper. Despite all the needs from the private OT report are recognised and included in section B of the EHCP the LA has refused to include support for these needs under F. To describe a child in Section B as having: "many sensory processing difficulties which cause the body and brain to be constantly on high alert", and then not provide a child with Occupational Therapy, is entirely unacceptable. This is unethical and does not meet the child's needs which is ultimately what an EHCP is legally obliged to do. Panel instructed a LA OT assessment on the 5Th of March (to review the findings of the private OT report) and this was communicated to us in early April at the co production meeting. To date no assessment has taken place. Councillor [Name Redacted] has managed to establish that OTs work for HCRG – the private contractor for Children's Health

Services – and the principal commissioner of this service is NHS Surrey Heartlands Integrated Care System. It's a complicated partnership relationship in which SCC has limited input and influence. Surrey Heartlands Integrated Care System have confirmed to us parents that they've received X's request for assessment from the LSPA team. They have also confirmed that their head of service [Name Redacted] has left and that they have a shortage of OTs in the SE team. They have confirmed they are therefore unable to give details on their waitlist as they are working with a skeleton crew and relying on ad hoc input from other teams. They do not know when X will be seen and suggested sending his case back to our caseworker so she can take it to panel again to see what they'd like to do instead. Our case worker refuses to do so because she says it's been to panel already. During all this infighting and buck passing X continues to be without OT help and support. This is unethical. X's EHCP was finalised at 23 weeks. We had to send [Executive Director] a JR threat to get it issued. Despite taking 23 weeks the EHCP was only at stage 3 (i.e. no consultations with schools had yet taken place) despite the panel having met over a month earlier on the 5th of March. We were told Surrey would finalise the EHCP so we could appeal the lack of OT provision. All Surrey paperwork points to the date of the 8th April stating the EHCP was finalised, yet this doesn't take account of this being a fudge and that the process was not in fact complete: stage 4 and the school consultations had not yet taken place. This is unethical and a way of falsifying EHCP timeliness statistics which give an untrue representation to the council tasked with scrutinising performance. Following the release of the SAR and panel documentation it has become apparent that the GB panel on the 5th of March was not issued a significant number of documents pertaining to X's mental health, self harm history and flight risks. Moreover the summary of assessment documentation that went to panel was incomplete, listing just one of his diagnosis (ASD) rather than highlighting he also had ADHD. It is renowned that the presence of both ADHD and ASD manifests itself very differently compared to a singular diagnosis of just ASD. All the above meant that panel did not have a full understanding of our child or his needs (we'd remind you that panel only has 8 minutes per case so it is important that the information that is shared and submitted to panel is accurate and comprehensive). This is despite our case worker having confirmed in writing that all documentation had been added to the panel pack as per our list issued on the 19th of Feb. Withholding evidence from panel is unethical as they are unable to get a clear picture of a child's needs. Surrey did not consult with School Y (our child's current primary school) till mid May despite naming them in the EHCP in early April. No reason has been given for this delay. Naming a school without consulting them is unlawful (alleged). Because they didn't consult with School Y, Surrey CC were not able to set the levels for the secondary consultations in line with School Y provision maps. The consultations therefore went out with the lowest level T1 banding, showing panel, our caseworker and the send admissions team had a very poor understanding of our child's needs (bands go T1, T2, E1, E2, Bespoke). Surrey only consulted with one mainstream secondary school and this consultation was sent on the 14th of April. They are required to consult with at least two. Despite the mainstream (School Z) stating in their consultation response on the 28th of April that they could not meet needs they have been directed by the LA to take our child (this was impulsively done by the SEND admission team once councillor [Name Redacted] flagged the fact that our son didn't have a named

	school or type for September following the stage 3 issue debacle.). Directing a school that can't meet needs doesn't help the child, or the teachers, or the school, or the other pupils whose learning will be disrupted as a result of the SEND child's needs not being met. This is unethical and counterproductive as it disrupts the teaching of multiple children as well as failing the child with SEND. We can prove this was a rushed process as a consultation was also sent to our closest school (our daughters' school) School 'V' soon after [Councillor: Name Redacted] first raised the question on the 22nd of May. Surrey county council however shut the School V consultation down on the 5th June when they decided to direct School Z. Despite this consultation response not being returned to the council (as the council told School V it was no longer required) the school agreed to send it to us for our records. They have also confirmed they can't meet needs. Not following the proper consultation process is unethical. The directed school (School Z) have confirmed that even with the increase in funding to E1 that has now been provided by panel they cannot meet needs. They have also said that they are unable to conduct a supplementary consultation once Surrey have directed that a setting is appropriate and named on the EHCP. School Z have however confirmed that, with the E1 funding they cannot meet the 1:1 at unstructured times (i.e. the movement between classes and break/lunch). X therefore won't have this in September so he will be unable to have support interacting with children outside (his only option will be to be inside in the library or the Sen room giving him a lesser experience than that of his peers). Measures in an EHCP (in this case the unstructured times 1:1 to aid social communication and emotional regulation) must be met. At the moment the LA is not giving sufficient funding to School Z to meet this need. This is unlawful (alleged). The E1 funding is set from School X's primary's provision maps (children don't move classes in primary and have one teacher and TA rather than multiple teachers) . Panel recognised on the 10th of June (when School X''s provision maps were finally sent to them) that E2 funding will be required for transitions. This has enabled X to have a 1:1 for transition days at School Z. However our caseworker has confirmed that this funding will drop back to E1 for September thereby removing X's 1:1 at unstructured times. We have asked for her to explain to panel that the E1 funding does not enable a secondary school to deliver the same provision as School X can within the same banding due to the differences in setup and size between a primary and a secondary school. She is however refusing to do so stating that School Z will have to provide two terms worth of provision maps to demonstrate this. School Z simply don't have the funds to be able to do this out of their own budget. The funding band should enable the EHCP measures to be met. Restricting the provision to a predesignated funding band is unlawful (alleged).
Keyword Flags	Communication, Delays/Slow, Denied, Exclusion, Failure, Mental health, Refused, Statutory duty failure, Threatened (alleged), Unlawful (alleged)

ID: rjrpjbp | LA: Richmond upon Thames | Submitted: 14/08/2025 19:06

Type of Misconduct (self-reported)	our social worker conspired with the home tutor to try and force me to agree to give up my child to foster care unless I agreed to letting him go to their named school and not the one i was going to tribunal to get. I have letters stating the same and reinforcing the same. they made it under the guise it was best for my sons education but my son already refused their named school but I was in family court for about 6 months because they refused to give up, even when I had won the education tribunal. as a result i now refuse any social worker to be involved in our care as they were detrimental as it was the social worker and tutor that told my son, without any guardian/grandmother or me, that he was definitely going into care soon-it set my son off into suicidal thoughts and behaviours because of their actions. the independent lawyer assigned to my son did not agree with their actions or intention but the LA continued the court process
Experience	our social worker conspired with the home tutor to try and force me to agree to give up my child to foster care unless I agreed to letting him go to their named school and not the one i was going to tribunal to get. I have letters stating the same and reinforcing the same. they made it under the guise it was best for my sons education but my son already refused their named school but I was in family court for about 6 months because they refused to give up, even when I had won the education tribunal. as a result i now refuse any social worker to be involved in our care as they were detrimental as it was the social worker and tutor that told my son, without any guardian/grandmother or me, that he was definitely going into care soon-it set my son off into suicidal thoughts and behaviours because of their actions. the independent lawyer assigned to my son did not agree with their actions or intention but the LA continued the court process
Impact on Child	suicidal thoughts, furtehr distrust of other adults claiming to help him, emotional distress-it was so severe and it then impacted his ability to have tutors at the grandmothers home, when i worked. i had to refuse the tutor and seek a replacement as my son would no longer be educated with her
Impact on Family	caring for my son, who already has childhood trauma on top of ASD and ADHD, put a huge strain on my mother/his grandmother and myself (mother). I also have lost trsut in so called 'caring adults' because they were so harmful and my son refused to ever engage with any outsiders ever since then-refusing social worker visits even when he attended residential school-it then made him feel unsafe (alleged) because the school allowed the social worker to visit him when he refused-his rights were not followed and no one seemed to respect the traumatic effect it had on a social worker seeing him in his new school setting when he needed to settle in. it only made him feel unsafe (alleged) at residential school because he could not stop them coming to see him
Desired Change	there needs to be a higher threshold to care proceedings to be commenced-the pscyhitarist and psychologist my son was seeing was not at the meeting when the LA unilaterally chose this option nor was his GP. they should have had

	health professionals there to explain the impact their actions would have on my son, as it was all one sided-the education team and the social worker with the tutor. no health professional was at the meeting to guide them what they should and shouldnt do and waht impact it could have on a child who already had tried to kill himself before
Keyword Flags	Distress, Refused, Self-harm/Suicidal, Trauma, Trust/Distrust, Unsafe (alleged)

ID: PdBPvrB | LA: Havering | Submitted: 14/08/2025 13:55

Type of Misconduct (self-reported)	Delays and failure to respond to communication Misleading information / misrepresentation Failure to provide clear information Failure to present full needs to decision makers
Experience	Delays and failure to respond to communication – case worker stated she would contact me within a couple of days but did not follow up for almost three weeks. also, we were waiting for EHCP draft for 6 months after emergency review Misleading information / misrepresentation – during a home visit, agreed in principle to request a higher level of support, but later submitted a much lower “adhoc” package without clearly explaining what that meant or obtaining informed agreement. Failure to provide clear information – use of unfamiliar terms (e.g., “adhoc use”) without explanation, and presenting these as agreed. Failure to present full needs to decision makers – reduced the request before it reached panel, preventing my actual needs from being considered. Shifting responsibility inappropriately – attempting to refer behaviour-related care needs entirely to health services (CAMHS) despite social care having an ongoing duty under the Children Act 1989. Additionally, on emergency meeting everyone agreed that my daughter needs a Sen school, however, LA said they all oversubscribed.
Impact on Child	My daughter is emotionally distressed in mainstream school, refuse to go and now have sleeping issues and aggression
Impact on Family	Without childcare support we are loosing income and we are very stressed out. Our daughter doesn’t sleep 5 nights of 7 and we still don’t receive any help. One of us is in a risk of loosing job
Desired Change	1. Meet deadlines 2. Don’t twist words 3. Do not fight with parents, but try to help them instead
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Job-related, Misrepresentation, Refused, Statutory duty failure

ID: KYB95R7 | LA: Portsmouth | Submitted: 17/08/2025 13:47

Type of Misconduct (self-reported)	Told daughter was not eligible for Alternative Provision (AP) but she absolutely was on medical grounds. I knew this from research I had done. They told me to off roll her, to change schools, to force her to attend or they would take me to court for failing to send my daughter to school. I hired a SEN lawyer and low and behold LA admitted that yes she was legally entitled to AP. However she has been waiting for AP since 3rd January and still it has not been arranged. The sen team rarely responds to emails, and if they do it takes weeks. They never answer the phone. They constantly say they are short staffed, they have been using this excuse for over 4 years now.
Experience	The LA want everyone to shut up and go away and cost them as least money as possible, and to hell with our children. They don't care about their mental health, the isolation our children and we face. It is utterly exhausting and all consuming. They make us out to be trouble, when we are simply advocating for our children, many of whom are unable to speak up for themselves. I fought first for my son who due to unmet needs in 3 different schools was suicidal and attempted many times to end his life. He spent 18 months out of education, the LA failed to arrange suitable accessible AP for him. I applied for an EHCP for him, which took 38 weeks, thankfully he is in a great special school now. Sadly I have been now been fighting for my daughter too, LA refused to assess for EHCP based on school not providing any evidence, when I challenged them they overturned their decision and proceeded to assessment, not only did my daughter need an EHCP but its huge! so much provision is needed. EHCP was done within 20 weeks timescale, i am sure only because I have a solicitor. LA annoyingly named her last school as the setting, and didnt give me time to find alternative. they said they had to issue so thats what they did, despite the LA already conceeding that the old school couldnt meet need as they put her in an upstairs classroom with no lift and she struggles with the stairs and refuses to give a ground floor classroom. She has also been legally entitled to AP since the beginning of the year, but the LA have failed to arrange anything for her.
Impact on Child	She is lonely, isolated, very withdrawn and moody.
Impact on Family	I have not been able to work for years, due to both my children being failed by the LA.
Desired Change	for them to follow the law and be held accountable when they dont!!
Keyword Flags	Failure, Isolated, Mental health, Refused, Self-harm/Suicidal

ID: dW2ZzEK | LA: Richmond upon Thames | Submitted: 13/08/2025 07:36

Type of Misconduct (self-reported)	Ehcp delays, conflicting advice from case worker which doesn't actually reflect the law, failure to engage in change of placement process, failure to hold local mainstream school to account for its discrimination and failure to ensure safety of my vulnerable Sen autistic child, failure to respond with information re cost provision map and school delivery of provision
Experience	Absolutely it Ely awful felt like I've been bullied (alleged) into silence by school and richmond local authority. La has blamed me for being a pushy parent when all I've wanted is clarity on child's ehcp provision and school being held to account to deliver this. Failure to cooperate and communicate with me has led to total breakdown of trust and adversely impacted my mental state and health. Child is autistic with speech delay and anxiety and has been left without their ehcp support resulting in bullying (alleged), exclusion, school anxiety, school refusal and severe depression and they are only in primary school so desperately need the early intervention and support now. Child has even told school he wants to leave and la have been totally unsupportive and deliberately blocked this despite a private school offering child a place.
Impact on Child	Severe emotional distress, anxiety, depression, lack of confidence to ask for help, withdrawal from everything, food control issues, mentally draining, regression in speech and language communication, low self esteem and confidence and feels like it's their fault they've been bullied (alleged) and physically assaulted (alleged) within school
Impact on Family	Loss of job to care for child, loss of income, stress and mental anguish about the future for child's education and myself, stress within the home, depression and social exclusion from school community
Desired Change	Taking parents concerns seriously, holding schools to account esp those that claim to be inclusive when all they want is the Sen funding but don't actually want to help the child within school, more clarity about change of placement and transfer of provision, consistent ehcp with specific and quantitative provisions that all are clear upon and can be held to account upon, sencos to be trained to help and not blame parents, head teachers to be accountable for inclusivity and Sen provisions so that they can't duck out of their responsibilities, tas and staff in mainstream schools to have mandatory Sen training, case officer from la to actually show up to annual reviews and produce paperwork in a timely manner
Keyword Flags	Bullying (alleged)/Intimidation, Communication, Delays/Slow, Distress, Exclusion, Failure, Job-related, Mental health, Trust/Distrust

ID: LZE0x0O | LA: Essex | Submitted: 21/08/2025 09:03

Type of Misconduct (self-reported)	Lies (alleged). Gaslighting. No safeguarding. Letting partner agencies fail and hurt children. Trying to fake evidence pre tribunal. False allegations. No coproduction. Running 2 corrupt (alleged) independent “scrutineers” (PCF and HealthWatch). Lying to investigators. Lying to councillors and MPs. Lying about children. Lying to parents and not telling them about critical services their children should be being supported by. No disability social care. Petrifying families with fake safeguardings when they complain. The list is absolutely endless. I’ve advocated and been a parent over many years and have spoken to hundreds.
Experience	LA took 3 years to put together a bad ehcp which they let the ICB make no co tribution at all to. They also demoed disability social care. They lied (alleged) to us and about six made me go to tribunal. One dead (no disability social care when he was at risk). 2 horrifically failed. A string of rulings for each boy. Years of parallel experience advocating for hundreds. No councillors or MPs to help. All useless and corrupt (alleged).
Impact on Child	He’s dead. 2 brothers were placed high risk of death so we sold the house at a loss/gave everything we owned away/left the UK.
Impact on Family	I now have one dead/one bedbound for 5 years (tribunal and other rulings ignored so no ac was to anything he needed) and one trying to get by. I’ve lost everything. No longer speak to my family.
Desired Change	Are you joking? The law implemented (and not totally twisted or ignored) and those who have been told they’re free to break it held accountable. Bent DfE/Ofsted held accountable Access to lawyers for families (mostly they can’t get one and nobody could afford one anyway. All should qualify for legal aid). There are hardly any lawyers in this field and those who are are often bad or corrupt (alleged) too.
Keyword Flags	Afford, Failure, Gaslighting, Ignored, Lied (alleged)

ID: VL1xkEN | LA: West Sussex | Submitted: 14/08/2025 15:22

Type of Misconduct (self-reported)	Delays, failure to respond to communication, unlawful (alleged) and unethical behaviour. Deliberately withholding provision that my disabled child needs and not supporting the process to grant the provision they need.
Experience	Long delays in EHCP process. LA not providing what the plan details. Threatening (alleged) to remove SALT from the plan (Child is non-verbal and the LA do not provide what the plan details as provision). Refusing to amend the plan at annual review, even though the information is out of date and wrong. Refusing to send the official refusal to reassess so that I could not appeal it. Finalising the draft before the 15-day period even though I told them not to. Completely ignoring our private SALT report and not putting any of the provision into the draft. It took over 40 weeks to get the draft after reassessment was agreed at mediation.
Impact on Child	For us: Emotional distress, anxiety, financial difficulties, suicidal feelings, loss of hope, feel targetted and abused. For our child: Loss of education, no therapies (they need OT and SALT), isolation, regression in learning and mental health, anxiety.
Impact on Family	Huge detrimental impact of the success of my business, no free time, not able to relax and spend quality time together, loss of income, stress, strained relationships, deterioration in our own mental and physical health, impact on friendships.
Desired Change	I don't think I can put that into words, the whole system is horrific and everything needs to change. It feels like the LA will do anything and everything they can to make things as difficult as possible and not provide any support. Their behaviour is abusive (alleged), I feel like they are literally hurting us and our child and getting some kind of sick and twisted satisfaction out of it. How can anyone refuse help to a disabled child, how do they sleep at night? They are evil people.
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Isolated, Mental health, Refused, Self-harm/Suicidal, Threatened (alleged), Unlawful (alleged)

ID: zxWEXpR | LA: Coventry | Submitted: 27/08/2025 21:52

Type of Misconduct (self-reported)	1) Refusal to access for EHCP and failed to attend mediation. 2) LA refused alternative provision after 18 months of non-attendance at school due to evidenced mental health difficulties and SEN not being met. 3) Delay in seeking professional assessments related to the EHCP and issued the draft. 4) LA refusing to include diagnosed lifelong medical condition in EHCP health section.
Experience	1) Initially LA refused to access child for EHCP. Parents arranged mediation and also applied for tribunal knowing this could take a significant length of time before the hearing, and planning on cancelling tribunal if LA agreed to access. The afternoon before the mediation, LA refused to attend and cancelled the meeting. The reason being we had applied for tribunal. The parents had to contact all attendees of mediation to cancel, and made a formal complaint to Coventry LA. After a few weeks the LA upheld the complaint and decided to access child for EHCP. 2) Parents repeatedly requested AP (alternative provision) because child was unable to access school and any education. The parents had supporting evidence of mental health needs. The child's school refused on 2 occasions to refer child for AP. The LA continued to refuse AP for child and stated the EHCP will take precedence. A few months later after the child's mental health declining further, parents asked the LA for AP again and did not receive any response. 3) EHCP draft received and 'penned' with evidence from Educational Psychologist visit to the child's home address. All evidence information that was sent to the LA by the parents was not included in the draft. The child was/is on the waiting list for OT (occupational therapy) and parents reached out to see if appointment could be brought forward so the information could be used as part of the new draft. The parents were advised by OT of a form the EHCP coordinator can email to them and child will be placed at top of the list because of EHCP protocol. Parents contacted coordinator who emailed a different department that confirmed child was on the waiting list with OT. The parents sent over a copy of email received from OT discussing the required form alongside recent mental and physical health evidence and have not received a reply several weeks later. 4) In addition to this, the child has a lifelong bleeding disorder that requires all adults/members of staff to be aware of and a yearly updated health care plan. The coordinator said the EHC will not detail what is in the care plan because it

	isn't educational provision, and professionals will need to refer to the health plan when supporting our child. Ot does not state if this will be included in the health provision section or as an added details separate to the EHCP.
Impact on Child	After such a long and difficult time trying to secure suitable and appropriate education for our child his mental health has significantly declined to where he is now unable to leave home. We strongly believe if AP had been put in place when initially requested, our child would have accessed the setting, he would have had an adaptive education suited to his needs, and his mental health would have improved. He would have thrived with the correct and timely support that he legally should have received within 15 days of missed school. September 2025 will be 3 full primary school years that our child has not received suitable education.
Impact on Family	There has been a negative impact on both parents mental health, reduction in income as unable to seek employment, extra unpaid caring responsibilities, and deterioration between child and older siblings relationship. This situation has impacted all members of the household and has increased the feelings of isolation and stress for all involved. As a result of the child's significant presenting difficulties and with no adequate support from the LA and discussions relating to school fines, the parents had to deregister the child from school and engage in Elective Home Education. However, there is nothing elective about it. With the right support our child would be in a SEN school suited to his needs. Unfortunately, this is now a pipe dream because of failures across the LA.
Desired Change	#NAME?
Keyword Flags	Delays/Slow, Failure, Isolated, Mental health, Refused

ID: vGJeXNA | LA: North Yorkshire | Submitted: 14/09/2025 13:39

Type of Misconduct (self-reported)	Don’t follow legal timeframes for ehcp Named a school that caused emotional damage as well as said school saying couldn’t meet needs, ignored the fact he filled the criteria for eotas ten times over. Now 3 year no education ect Ignored any communication Threatened (alleged) to sue me for slander Haven’t followed a tribunal order
Experience	3 year no education, abuse (alleged) in the school, Child becoming mute and unable to eat. Unable to leave his room at 7years old. No communication, not following legal timeframes. Not following a tribunal order, not putting the child’s needs first threatening (alleged) to sue me for slander I Sar them and found an email from one department to another stating “I understand you don’t want this family having eotas, watch this space”
Impact on Child	He will no longer leave the house ended up on a feeding tube and is now mute
Impact on Family	£37k in legal fees and assessments No childhood for 3 other siblings, caused severe anxiety and depression on parents Loss of job Loss of who we are
Desired Change	A full overhaul of staff, training on disability’s Communication. Follow the law!!!
Keyword Flags	Abuse (alleged), Communication, Ignored, Job-related, Mental health, No education, Threatened (alleged)

ID: QKB8dGg | LA: Derby | Submitted: 13/08/2025 11:00

Type of Misconduct (self-reported)	Delays, misleading information and failure to respond
Experience	Ehcp delays in finalisation. Provision removed without discussion.
Impact on Child	They are currently sat at 56% attendance due to the issues with their ehcp. They are hearing impaired and it's the basics that have been missed.
Impact on Family	Stress. This really compounded when another one of my children went through cancer treatment. Having to fight the EHCP battle alongside made me very ill.
Desired Change	Open honest communication and feeling like someone cares.
Keyword Flags	Communication, Delays/Slow, Failure

ID: pbPvDYE | LA: Bromley | Submitted: 14/08/2025 04:50

Type of Misconduct (self-reported)	Delays, failure to meet statutory deadlines , failure to engage in tribunal proceedings with a reprimand from tribunal, public agreement to support then silence then reneging on agreement, incompetent and aggressive staff including senior leadership, failure to monitor and maintain delegated services with specific failure to hold other parties accountable . Ignoring , dismissing or challenging professional advice and recommendations made for child. Illegal (alleged) policies requiring constant challenge including legal brinkmanship .
Experience	A constant fight. Exhausting, draining and threatening (alleged) in every conceivable way. A calculated or negligent (alleged) destruction of child and family by withholding support . No one cares for the child beyond how it impacts their own short term targets and performance. I realised fairly quickly that the child is not the focus and frankly one less problem or cost to them is beneficial. The LA is picking up the work and costs that should be met by NHS and schools so not surprising their costs are so high. The NHS in particular avoids any kind of sanction including by PHSO and legal sanctions and in our case weaponised FII to try and invoke CPP . Again , we fought this off but then had to pay privately for mental health support.We pursued a strategy where child's mental and physical health was paramount and protected , including time out of school, in specialist AP and EOTAS. When we were able to locate timely and appropriate support our child made progress . But it only came through 18 months of tribunal supported EOTAS with their EHCP . The previous 5 years trying and failing to get consistent , targeted support before this with an EHCP but without tribunal backing . The successful strategy for us was not an expensive independent specialist school but simply an emotionally safe educational environment where our child has safe spaces and safe people to go to, to get (mostly emotional) help and support when they need it during the day.
Impact on Child	Our child lost their childhood from 8-13 regressed mentally, physically and emotionally , was suicidal. They've had a twilight existence . They simply fell though the gaps between available support and there was nothing there but us, their family, holding the line, standing between them and death or other permanent damage. It's been a living hell for everyone but most especially our child - shut out and abandoned by society.
Impact on Family	A relentless physical, mental, emotional and financial pressure beyond anything ever experienced in my life. The health cost and damage to me of being a shield and sword for my child is a reduced life expectancy and chronic health issues, loss of income with reduced working then redundancy, Husband similar situation but I protect him so he can keep working and keep his job. Sibling wanted to leave home and had repeated mental health crises. We tried "partnering" and "collaborating" and it got us less than nowhere .
Desired Change	Statutory remedy has been the only lever school the LA responded to . Tribunal rulings are now being ignored and appeals and judicial reviews increasing. It's crazy but it works for the LA . Families need swifter , more cost effective accountability and action so delays and failures are no longer more profitable than delivering support for children.

	The accountability and sanctions must be swift and binding and go across all parties involved , NHS, schools and private providers in equal measure . The fact that LAs are picking up disproportionate costs is because current system only holds them accountable in law - so other parties “game” it . There should be equal footing with legal sanction and no gaps.
Keyword Flags	Delays/Slow, Failure, Financial pressure, Ignored, Job-related, Mental health, Pressured, Self-harm/Suicidal, Statutory duty failure, Threatened (alleged), Unlawful (alleged)

ID: 449Jq1d | LA: Lancashire | Submitted: 14/09/2025 15:59

Type of Misconduct (self-reported)	Our final date to receive an EHCP was 21st November 2024 and we are yet to receive a draft. They can't tell me when that will be (it had a yes at panel 10 days ago) but when I get it I only get 15 days to look it over. Our case manager said she isn't writing the draft but I don't know why. The council have offered £100 for every month the EHCP is overdue. Communication is horrendous. Our EP assessment was over the phone and no one even told us we had an EP assigned never mind it was via telephone. The case manager said that wasn't up to her to inform us. The EP wrote the report in a week because she was going on holiday. It then sat with another EP for 2 weeks and we kept getting told it hadn't been submitted. We were initially told no to assess despite his reporting developmental tracker and other information from SALT etc and then said yes when I appealed it. Apparently they are well known for saying no initially to give themselves more time which is disgraceful.
Experience	It has been awful and so unsupported by the council. Our case manager rang once to said 'I thought I best ring you as you keep leaving me messages' Trying to contact them is an absolute joke and I don't even work so how those who do communicate with them I don't know. I emailed her with information about how this process has made us feel and got no response. The amount of times Iv been told 'it's not my job to inform you' or 'that's not my job roll' from her is unbelievable. I'm not actually sure what she does.
Impact on Child	No EHCP in place for starting school and currently on a part time timetable. I applied in April 2024 so that this would all be in place for starting school. We were told we applied too early and hadn't needed to but yet we still haven't got it in place.
Impact on Family	I gave up my career last year to be at home to support my children more because of this process as well as their diagnoses. It has definitely affected our income and my mental health.
Desired Change	An improvement in communication and understanding for the families going through this process. Their lack of support is obscene. They need to look at where their funding is being used as SEND is not being supported enough for their staff to implement the processes effectively
Keyword Flags	Communication, Isolated, Job-related, Mental health, No response

ID: 5B8zrYd | LA: Bromley | Submitted: 07/09/2025 14:10

Type of Misconduct (self-reported)	Delays to EHCP drafts Unlawfully not fulfilling ehcp (I have compensation from the ombudsman because of this) Breaking the law around not giving my child a full time education for over a year Not listening to parental and child preferences as per the Sen code of conduct Removing provisions within the ehcp and then issuing the ehcp without these and when questioned about the legality of these actions told "well you can just appeal to get them added back in" Not communicating with parents - not responding to emails, phone calls etc Not agreeing to meet to talk through drafts as per the Sen code of practice Not consulting with parental preference when parents asked for a specific school and then lying that they had consulted All in all, causing significant distress. My son was out of school for a year as the LA did not fulfill his EHCP. We then went through a year of hell to get him into the right provision where he is now doing well but it has left significant trauma
Experience	See above
Impact on Child	My son was out of school for a year with significant mental health issues after our local LA/school stopped fulfilling his EHCP (removed his 121 which stopped him attending). He lost a year of education and this caused us all significant distress which we are still processing. I was unable to work and still haven't been able to go back due to this trauma
Impact on Family	Loss of income Significant mental health issues Significant distress This has impacted our whole family. It is hard to write what impact this has had as it is so severe
Desired Change	LAs abiding to the law and there being harsher consequences when they don't All children receiving an appropriate education without it being a traumatic battle No parent blaming - it isn't our fault but the LAs fault that there aren't enough special school places so large costs shouldn't be blamed on families
Keyword Flags	Delays/Slow, Distress, Lied (alleged), Mental health, Trauma

ID: GxYLX7e | LA: Surrey | Submitted: 30/08/2025 14:30

Type of Misconduct (self-reported)	Failure to respond to email communication until taken to a stage one complaint level, on multiple occasions. Unfulfilled EHCP provision, stating shortage of SALTs as a reason (for over one year). EHCPs not updated annually. Failure to engage in tribunal experiences. Council procedures meaning a long wait for additional support when needed.
Experience	As above. Failure to engage in tribunal proceedings, until the day before when the judge allowed them to be unbarred but could only ask questions through the judge (and she decided if it is a questions to benefit the child). The council seemed to have not read any paperwork before the attended the tribunal, and then once they did they conceded after the lunch break. This was after we had spend around £10,000 on private reports and professional help. All of which could have been avoided had they engaged from the start.
Impact on Child	Anxiety and loss of interventions that could have supported learning and mental health. Widening gap in attainment. Wrong provision and support at school leading to mental health crisis.
Impact on Family	Loss of income due to the amount of time taken battling EHCPs (I have three children all with EHCPs). Stress and pressure on family as a whole, impacting mental health of all. Savings used on fighting the council rather than other things that would have benefited all of our children.
Desired Change	Communication vastly improved. Engagement from the start of the appeal process. Procedures made simpler. In particular the wait times for case officers to take amendments to panel.
Keyword Flags	Communication, Failure, Mental health, Pressured

ID: 68AeMgo | LA: Gloucestershire | Submitted: 05/09/2025 21:17

Type of Misconduct (self-reported)	Delays, failure to respond to communication, misleading or withheld information, rubbish EHCP. Most recently, not adhering to timelines for annual review.
Experience	Once EHCNA was agreed, it took about 30 weeks for the draft EHCP came through. The initial draft contained no information from any of the professional reports submitted, except that of the Ed Psych. So, we saw SaLT, Physio, OT, Paediatrics etc. but none of their reports were used to populate the EHCP. I'm a (former) SEND teacher, so I rewrote it and spent 2 hours on the phone to the EP to make sure that her report was revised. Fortunately, she did exactly that and the EHCP became more reasonable. But I continue to disagree with the outcomes and had to fight to get higher funding. I located the school kid is now in (mainstream tiny primary) and notified the LA that was where I was moving him to, they had no intention of supporting him and have never yet attended an annual review. The last annual review wasn't held within a year (by 28/2), I emailed the school to ask when it was planned for (eventually scheduled for 19/3), didn't receive any paperwork prior to the meeting despite asking for it, received amendment notice (15/4), yet didn't receive final amendment until 8/7 after school asked for it repeatedly.
Impact on Child	His initial school was horrific. He had meltdowns before and during the transitions to and from school every day; he masked all day and fell apart at home. His mental health was awful, lots of physical outbursts including self-harm, and enormous anxiety. We were referred to CAMHS 3 times and discharged without him ever being seen because we 'already had the strategies in place that they'd suggest.' He is entirely dependent on us so we are tied to his routine and needs. For most of the year (in Reception) he spent in-school time in the corridor with a 1:1 TA. At Christmas he knew 100% of phonemes taught, by May (when we moved him) he knew 17% of phonemes taught. He was miserable, didn't sleep, hated everything, including himself, stopped eating and suffered every day.
Impact on Family	He was put in a mainstream primary that didn't work for him. He was lucky I have extensive experience of SEND, could write his EHCP, delivered training to the school to try and improve their understanding and subject knowledge, and told them repeatedly they couldn't meet need. Eventually they stopped seeing him as the cash cow they had previously and instigated a managed move to the school of our choice. Massive stress and strained relationships between mum and dad. Significant deterioration in both of our mental and physical health. Fortunately no siblings, although we were referred by multiple professionals on a variety of occasions to Early Help (we have no respite) because there were no safeguarding concerns (because there are no siblings.)

	I have since left teaching so I can support him better and deliver more training to more provisions to help more SEND pupils and families. And he is now in a tiny school, who value SEND and who work with me to support him and others. We don't go out, hubby and I spend virtually no time together, we have no respite, we survive each day but that's about it.
Desired Change	We've had about 6 caseworkers already and child is only in Y2. The majority have no experience in either Education or SEND but are making decisions about what can be included within an EHCP. Why is that? Why are parents not believed? I would like to see the gaslighting stopped and more money going into provision than tribunals.
Keyword Flags	Communication, Delays/Slow, Failure, Gaslighting, Mental health, Self-harm/Suicidal, Suffering

ID: WOKrbXa | LA: Wiltshire | Submitted: 14/09/2025 12:19

Type of Misconduct (self-reported)	We were told the council won't even assess our child because we currently home educate and we don't have any evidence. Apparently my evidence as a parent is only opinion.
Experience	Our child is autistic/PDA. He was treated as naughty for refusing to do tasks (he was frightened) and given detention from reception. By the end of year one his mental health was so poor we took him out of school and home educated during year 2. We applied for an EHCP assessment because we wanted to reintroduce him to a different school. I did a parent application for assessment giving in depth detail of all that had happened and how our child responds in a school setting. I also explained we had applied for him to go to a new school and he had been accepted. Even though he has a formal diagnosis of ASD and I gave clear and detailed information to the council, they said that they would not accept my evidence at all as they "only take parental opinion into account" and that we needed evidence from professionals i.e. teachers. They said we can apply again in six months with evidence from teachers in his new school.
Impact on Child	Our son has now completed a week and a half of his reduced timetable (three mornings a week) and it is already obvious that he needs an EHCP in order to get the level of support he needs. The school is brilliant but they just don't have the resources. He's not going to last 6 months for the next application let alone the length of the EHCP process. This means the council is effectively excluding our child from school permanently. He is an only child and while we are able to home educate him, the social and emotional impact on him will be devastating.
Impact on Family	The main impact is on our son as above, however home educating him, or him being on only 6 hours a week at school means I can't work. We only just have our noses above the water financially and it means my self employed husband has to work a 60 hour week to keep us here.
Desired Change	We want an EHCP now, so our child can access school.
Keyword Flags	Isolated, Mental health, Refused

ID: 9qJPx9G | LA: LA Not disclosed | Submitted: 15/08/2025 17:29

Type of Misconduct (self-reported)	Refused ehcps Schools not adapted to meet child's needs or not want to in Sherburn in elmet. Parents treated like it's their fault Bullying (alleged) Isolation No help And had to homeschool
Experience	Being let down by system The schools and teachers especially
Impact on Child	Anxiety Mental health Fauls accusations Loss of education
Impact on Family	Stress Depressed and anxiety Feeling like you've let your child down by bringing them into society Physical health issues
Desired Change	Schools educated
Keyword Flags	Isolated, Mental health, Refused

ID: VLvYG2a | LA: Coventry | Submitted: 08/09/2025 09:57

Type of Misconduct (self-reported)	Aggressive legal tactics Misrepresentation of evidence
Experience	Lawyer accused us of deliberately keeping child at home to secure an EHCP and implied poor parenting was the problem, not our daughter's needs. Also accused professionals we privately commissioned as lacking qualifications and making 'baseless' statements that were invalid. When they finally agreed to issue an EHCP, at the eleventh hour, they would not include the provision the professionals had recommended. They said there wasn't enough evidence provided by our professionals for the provision. They also refused to include the recommendations of their own OT because they said our private OT hadn't made these recommendations.
Impact on Child	All of the above
Impact on Family	All of the above
Desired Change	LA behaving honestly and with integrity, with child's needs at the centre.
Keyword Flags	Misrepresentation, Refused

ID: 2ExD81L | LA: Bracknell Forest | Submitted: 13/08/2025 22:01

Type of Misconduct (self-reported)	Delays, misleading information, conflicted information, false accusations, repeated communication with professionals acting as though it's the first time we were discussing issues when in reality we had multiple times. It's like the LA were playing along. All of which damaged my child. This answer merely scratched the surface. The LA's behaviour can only be described as damaging with long lasting effects.
Experience	My experience would identify me easily so I cannot elaborate.
Impact on Child	Trauma. Lack of education. Physical and mental health.
Impact on Family	Loss of income, stress, strain beyond belief. We will be financially recovering for a long time.
Desired Change	Fairness, compassion, honesty, no game playing, to be listened to, and then ignored, accountability, displayed processes and not invisible ones. To not play services against the parent carers. Quite frankly the behaviour of the LA workers has been disgusting. I am still in shock that we have been through it. Ultimately they have to be willing to do the right thing for the child and acknowledge that. They must listen to professional reports and not pick and choose what they want to ensure the closest settings. That's not how needs work.
Keyword Flags	Communication, Delays/Slow, Ignored, Mental health, Trauma

ID: vGxdZe4 | LA: North Somerset | Submitted: 14/08/2025 02:46

Type of Misconduct (self-reported)	[redacted]
Experience	[redacted]
Impact on Child	[redacted]

	[redacted]
Impact on Family	[redacted]
Desired Change	[redacted]
	[redacted]
Keyword Flags	[redacted]

ID: SCCrY45 | LA: Surrey | Submitted: 2025-08-01

Experience	My young person is now 20 and we have been involved in the EHCP process since she had an accident, was hospitalised for almost 8 months and left severely physically disabled as well as very ill. I can't even begin to list the amount of dishonesty (alleged) and harmful behaviour we have encountered from Surrey SEND. My daughter has stated many many times in correspondence with them that they have caused her very significant physical and mental harm with their actions. The fact that, as she has got older, there has been an expectation that she interacts more directly with them, has been extremely difficult for her. The level of trauma they have caused leaves her literally shaking every time someone from the SEND team sends an email. She would be happy to share more information but not online.
Keyword Flags	Dishonesty (alleged)/Fabricated, Trauma

ID: vGA67Ag | LA: Surrey | Submitted: 22/06/2025 21:13

Type of Misconduct (self-reported)	No caseworker. Travel stopped. No FINAL EHCP FROM 2024. No ehcp review in 2025. No education placement for September. Mental health issues caused. I now have hear failure due to stress. No caseworker response AT ALL for 4 MONTHS! Caseworker didn't know where my son was or what he was doing …
Experience	Detrimental to my health and my sons. Financially cropped me getting him to and from placement Surrey chose. NonSALT OR OT which was written up from tribunal we WON!
Impact on Child	Mental health and now on antidepressants.. was hospitalised due to mental break down. Surely should be FINED MASSIVE AMOUNTS for harming my child. And myself.
Impact on Family	Having to pay for education and salt it myself. Life skills and taking on a full time role of supporting … as a carer…
Desired Change	They need suing !!! Get rid of the head of Surrey and send them to be investigated and do a financial investigation I believe they are committing fraud (alleged) as Surrey children are not getting the money!!
Keyword Flags	Failure, Financial pressure, Mental health, No education

ID: NpB8Ed0 | LA: Bournemouth, Christchurch and Poole | Submitted: 13/08/2025 12:07

Type of Misconduct (self-reported)	Failure to engage in tribunal hearing, failure to respond to communication, failure to follow court orders, failure to make any progress with case, failure to provide adequate personal budget
Experience	LA failed to attend case management hearing, refused to re assess, court ordered four new professional reports and nothing was started until six weeks later and they had trouble finding professionals and now need to adjourn final court date by three months. Had to leave my job to provide education as out of school 18 months, paid out of own pocket. Personal budget mostly refused. Stating I need to provide a new working document when it is their responsibility
Impact on Child	Very high anxiety, refusal to leave house, refusal to do anything that looks like education, isolation, sleep issues, low self esteem, low confidence
Impact on Family	Loss of income, mental health breakdown, stress related physical illness, loss of trust, sibling impact due to lack of parental time
Desired Change	The whole SEN system, schools, EHCP, LA accountability needs a re structure to stop children and families having to fight for an education because their child learns differently.
Keyword Flags	Communication, Failure, Isolated, Job-related, Mental health, Refused, Trust/Distrust

ID: dW2v1No | LA: LA Not disclosed | Submitted: 14/08/2025 06:58

Type of Misconduct (self-reported)	Put in isolation because she was being bullied (alleged) Lots of push back when trying to find her a new school due to bullying (alleged) and lack of support We had to resort to home schooling, we registered her to be replaced in a school and they didn't because she was registered as home schooled despite being told months before it would be fine. Having to pay for an official dyslexia test. Refusal of support to do an ehcp
Experience	My daughter was severally bullied (alleged) at school Physically and verbally, their solution was to put her into isolation on a reduced time table This caused serious harm to her emotionally and psychologically, which resulted in self harm and her attempting to take her own life. We fought for support but it didn't happen, her teachers were not supporting or receptive ti her additional needs despite her autism diagnosis. We pulled her from school with the intention of placing her in a new school, but school admissions were beyond unhelpful, wouldn't give much information, wouldn't tell us what local school had spaces and then didn't place her despite being told that she would be given a place ready for September start so she could start with her peers. I fought for weeks making phone calls and emails and ringing schools trying to find a place for her to be able to start over
Impact on Child	Anxiety, depression, self harming, lack of confidence and self esteem. Has the constant urge to take her own life and has made several attempts
Impact on Family	We are all on edge all of the time. Everything sharp and medications in our home have to be locked away, we've had to install security cameras in case she tries to run away to take her own life, we keep no alcohol in the house. Our 8yr old daughter is terrified and struggles either anxiety due to the fear of her sister running away or harming herself. Mine and my husbands mental health have taken a huge hit, we are both struggling to function daily and trying to stay strong and put on brave faces for the girls. We are still waiting for her therapy to start but she is apparently on the wait list.

Desired Change	More support for families inside and outside of school. And quicker assessments and treatments. If I have to hear one more time " your a strong women you can obviously handle this" I'm going to scream. My child is suffering in ways that I cannot support her, no amount of my strength is going to help her.
Keyword Flags	Bullying (alleged)/Intimidation, Isolated, Mental health, Suffering

ID: ODb4o1R | LA: Oxfordshire | Submitted: 14/09/2025 15:32

Type of Misconduct (self-reported)	Misleading info Lacking communication Difficulty getting support or signposted Long wait times
Experience	Told wouldn't get EHCP by school then successfully obtained one Mainstream school did not identify need or ASC traits which owed to burnout and school anxiety with prolonged period out of school No AP in place despite asking for last 12 Months
Impact on Child	Anxiety School refusal Isolation Depression Self harm Me (mother) unable to work
Impact on Family	Loss of income as unable to work with child out of school Serious emotional stress to all in the family Elder brother also experienced school Anxiety for a term. Moved him to another school as lacking supper in mainstream
Desired Change	More resource, better comms, shorter wait times. Better training for teachers/schools. More schools for high functioning ASC pupils Quicker access to therapeutic support Less confusion around Ehcps, year 7 Mainstream schools to be more flexible and accommodating for additional Needs. Curriculum and learning environment to be adapted to needs
Keyword Flags	Communication, Isolated, Mental health

ID: EkZdrXL | LA: Surrey | Submitted: 14/09/2025 16:14

Type of Misconduct (self-reported)	Where do I start?? Caseworkers not finalising annual reviews. Failing to update ehcps in transition key stage transfers. Failing to respond to emails. Failing to hold annual reviews because of an active tribunal. Breaking data protection and passing our information to another family then using that information and passing it on to the tribunal service. Tribunal Officer didnt send the court order to occupational therapy services. Left information out of the hearing bundle. Constantly miss tribunal deadlines. They dont chase up parental school placements they only give half the information to other schools when in tribunal and they lay it on them last minute. Push for video assessment even if a parent pleads they won't work. Surrey local offer as provision. Don't tell parents of mediation appointments. Don't stick to mediation. Mangers argue with you over everything even when you point out the law they then ignore you. Caseworkers in annual review dont officially log school or parents wishes,findings and then say you didnt say that. We've missed important information from year 9 onwards because they dont want to do the work or refurals. Push for you to go to tribunal and wait for judges to make an order but then dont follow it.
Experience	It was bad nearly ten years ago its getting beyond horrific now. I feel like I have practically learned how to do there job or it would be far far far far worse. I have senco take out all the provision and the council let them. Sent wrong year ehcps in annual reviews. We're missing five years worth of O.T provision.
Impact on Child	Years and years worth of provision missed. No placements at all at one point. Bad placements that you can't get out of. Emotional stress, frustration, loss of education
Impact on Family	I have two children with ehcps and they might as well be written on toilet paper. Ive had three tribunal appeals with one child and child two I need to appeal because the professional input is so shocking they are mentally and physically struggling in school. My third is have just applied. I SERIOUSLY do not know how I have not become physically unwell with the stress and mentally still sain !!!! I feel like I do jobs of the caseworker and tribunal officer. I honestly dont know how more I can take, I am stressed, can't sleep, burnt out, I dont want to socialise just as well that I have adhd myself because I'm way over due a mental breakdown.
Desired Change	When i first started this journey you had a caseworker for specialist and mainstream, now they do both and that was bad enough. FUNDING in services across the board but specially in mainstream settings. I believe that it all starts with mainstream, if you could supply enough gor teachers to be trained across the board and allow them to have sensory rooms, equipment and possibly expand the schools site to equip for this. You would have alot more children catered for at a Base level leaving spaces for specialist and you would have to build new sites because schools could expand on what they have cutting the travel cost budget also. Specialist schools need more rang and a better budget. They need to stop using schools as dumping grounds. They knew they would face this issue and done nothing about it!!!!!!

	More placements for girls specially specialist!! Since caseworkers are trained get them a PA that could work or visit schools. Sencos also are very overloaded. Stop watering down schools budgets and being shocked when a kid can't cope because there in the wrong setting. Be more transparent, stop lying to parents. If parents had more help in other services would help. I know someone reading this will go ooohhh but the money but the council is pissing it up the wall every day when they dont need to because there not making smart decisions and looking at the bigger picture or they still want to ignore sen parents but the truth is we deal with there services every day yet still they dont want to listen. Work smarter not harder!!!!!!
Keyword Flags	Exhausted, Failure, Ignored, Job-related, Lied (alleged)

ID: KYPZbxK | LA: East Sussex | Submitted: 24/08/2025 23:36

Type of Misconduct (self-reported)	4 academic years , 3 tribunals to get suitable Provision . Off rolled and enrolled into a sen school without my permission. Eotas won at 4th tribunal and la delayed most provision for 10 months . Eotas in its 2 nd year and still waiting for some provision Lack of communication. Declining to include vital info in ehcp
Experience	It has been hell. My already suicidal teen has been neglected by LA and by school. Refusing to help without medical evidence do got that. Then refuse as no ehcp. . Finally get one and they still refuse to help . I've ended up closing my business due to the process putting us into poverty and on benefits and been in hospital from the stress. I now can't work. It's been the worst and hardest years of my life Fantastic Mentor contracts ended with 3 days notice leaving my teen with no mentor for 8 months
Impact on Child	Left with cptsd . 2 seperate suicidal ideations . Believes they won't now get their dream job so what's the point trying. Was on a trajectory to get all A * gcse . Will be lucky to get 3 on eotas No mentors caused emotional damage
Impact on Family	Loss of income. My health worsened alongside a month in hospital caused by stress impacting my chronic conditions. Breakdown of a relationship due to tension/ stress
Desired Change	Las following the law. Putting children's mental health before money Recognising that prevention is better than cure ! so sinple accomodations at the beginning of crisis could save thousands
Keyword Flags	Communication, Delays/Slow, Job-related, Mental health, Neglect, Refused, Self-harm/Suicidal

ID: SCCMzuW | LA: Surrey | Submitted: 2025-08-01

Experience	How many EHCP requests that have gone to mediation or tribunal have been found successful at that stage? - Refusal to Assess resulted in an agreement to assess following mediation (1 Jun 2023 - 31 May 2024) = 221 - Refusal to Assess appeals concluded to date = 187 - Number that went to hearing = 72 - The remainder were resolved prior to hearing = 115 NB: All 187 cases resulted in the decision not to assess being overturned

ID: q4EQNQ8 | LA: Cornwall | Submitted: 16/08/2025 08:29

Type of Misconduct (self-reported)	I work with families taking the LA to court and LGO ; (creative neurodivergent ; take a look) Cornwall council; Delays of over a year in reviews and EHCP finalising Tens of thousands in LGO payouts for ehcp statutory delays Excuses on why they can't intervene in academies not adhering to ehcp, regarding their legal duty Failure to attend any mediation re ehcp causing all cases to go to tribunal Clearly stating agreed provision in meetings (recorded) they blatantly lying and saying they never said xyz Failure to adhere to s19 in at least 50 cases I know of and possibly many many more No published EOTIS policy as per DFE statutory guidelines (causing a JR being started) Refusal to coordinate their school transport and send teams so they place child in a placement then refuse to transport them. Child loses education. Ends up in battle then usually EOTIS! Harassment (alleged) against organisations assisting families (has been upheld and now lies (alleged) with LGO for next step) failure to respond to communication Send caseworkers telling (in writing) parent to dergeister so they can put them on EOTIS or S19 then refusing to transport them causing them to lose placement and no education for 2 years .. I could go on all day
Experience	Held over 30 meetings with leads, 2 demos , countless formal complaints. Too many cases to describe here (have parental permission)
Impact on Child	Emotional distress Poor mental health and suicidality Loss of education for 6/1/18/25 months plus Social isolation Regression
Impact on Family	Loss of income Loss of job Mental health issues in parents and siblings Broken relationships
Desired Change	Acceptance they're failing and rectification Better clarity and honesty

	Better organisation and coordination to stop cases getting so behind
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Isolated, Job-related, Lied (alleged), Mental health, No education, Refused, Statutory duty failure

ID: PdBQkx5 | LA: Hampshire | Submitted: 16/08/2025 08:10

Type of Misconduct (self-reported)	Delays in communication Failure to provide education Deliberate stalling to save money
Experience	No education for two years
Impact on Child	Isolation Police involvement Children's Services involvement Loss of education Mental health impact on family Financial impact
Impact on Family	As above
Desired Change	Whole system needs huge financial imput to help children who have SSN
Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Isolated, Mental health, No education

ID: gDYerVl | LA: Bradford | Submitted: 05/09/2025 21:54

Type of Misconduct (self-reported)	Delays, not following law, not updating EHCP
Experience	My daughter was struggling with attendance prior to Covid. She's autistic and adhd. I applied for an EHCP and was told she didn't meet threshold for a needs assessment as school could meet need. Although I was told I could appeal, I didn't really understand that I could argue against it; I trusted the LA had looked at all of the evidence I provided and actually decided school could meet need so I was doing something wrong as a parent. Covid lockdown started during my appeal window and with 2 Sen children terrified about what was unfolding before us, I didn't have the capacity to fight it. My daughter never really returned to school (her attendance was sporadic until it finally dropped off in year 10 and she stopped going). When she did go, she wasn't in lesson. The teachers were only bothered about her attendance and would leave her by herself for much of the day making her feel like a burden. During the years she was off, school applied for medical needs education 3 times and it was denied 3 times due to lack of evidence; the evidence stated her anxiety would impact her attendance, not that it would prevent it (the gp said the LA and school should work together without their input)
Impact on Child	Emotional distress, school refusal, anxiety disorder, mental health issues, self harm, isolation. It also made it so other pupils would bully (alleged) her which fed into the cycle. When her old friend group, who turned against her, thought she committed suicide, they gossiped about it and spread rumours. Nobody checked on her. She missed from the end of year 8 to year 11 and she still managed to pass her GCSE's but not because she had any input from teachers but because she wanted it and worked her bum off for it. She is now 18 and is NEET because she's recovering from her school experience. She looks back at her school life and feels extremely let down. She went back to sixth form to do her a levels and she was so excited. School made it really difficult for her and then, due to her attendance difficulties, moved her to online learning. She had to give up an a level and her epq. As it was with a different exam board, she had to start from the beginning. This was at Easter so she had to fit 11 months of work into 3 months so she just gave up. She never met her potential (was capable of getting 9's in her 10 GCSEs but managed 5/6's in 5 subjects) and was expected to get a B and a C in a levels but got an E and a U. This all knocked her confidence. She really wanted to go to university but this dashed her hopes as she needed 3 a levels. She didn't have the same experiences as other children either- no work experience, no interview techniques practiced, no CV written, no careers talks attended or careers advice given, no prom, no graduation, no trips, no visits. School didn't even really keep in touch with her.
Impact on Family	My relationship with her was severely affected because I was strong armed into getting her into school "just for the mark if nothing else". Her trust in me started to wain and she felt I wasn't hearing her. In year 10, I saw this and stopped pushing her to go in. I told them they could fine me but I couldn't keep breaking my daughter, trying to get

	her into school and us arguing or her having panic attacks in the car. I didn't know who to go to for help because I wasn't getting help with her from anyone. I'm a single parent and it affected my mental health. We were all in a dark place. Because I spent all day every day either doing admin, making phone calls, attending appointments, keeping my children safe and fed (I had an impulsive younger child who needed constant supervision) whilst also trying to get both children into schools that they weren't coping with, the cleanliness of my house slipped and although I was keeping on top of the housework, I wasn't able to get rid of things that the children had broken or outgrown so I now have a bedroom full of things I need to get rid of. Most day were a battle and every morning, I needed to decompress. I have my own health issues, exacerbated by this period, and haven't managed to get to the doctors about them. I don't sleep well, I don't eat well and I run off cortisol. My son would get to school stressed out because the journey to her school in a morning was an hour round trip. I asked for help for preparation to adulthood and someone to take her out to help with independence as part of her EHCP when she got it and nothing happened. I'm going to work with her now she isn't doing anything, hopefully, but she should have been given some help before now (she won't try when she has me there). I was and still am living with a lump in my throat (I have another child with similar problems) and the stress isn't good for me. I piled on loads of weight and can't do anything to shift it. When your child tells you they don't want to be here any more and starts self harming, staying in bed for days on end and not taking part in any self care, you feel like you've failed as a parent. She barely ate, she barely drank and needed to be prompted for everything. When I say my heart absolutely broke for her, I'm not exaggerating. I felt so helpless. All I could do was sit with her and try encourage her to stay with me. I was that consumed by her needs that everything else fell by the wayside. It was at a time when she was supposed to be enjoying life. I feel her childhood was robbed and I get so angry at the injustice. She was barely surviving, never mind thriving. She's just starting to take care of herself again. It's hit and miss but she's making a real effort to shower and brush her teeth (which is a really big deal). I'm in floods of tears writing this. It has left us all with huge amounts of trauma and I'm spent. I have no energy for anything any more
Desired Change	Just for them to follow the law and stop blocking alternative provisions if that's what the child needs. Change the curriculum and schools in general. School with a neurodivergent approach wouldn't harm neurotypical children. Make class sizes smaller and flexi schooling an actual right rather than being at the discretion of the headteachers
Keyword Flags	Bullying (alleged)/Intimidation, Delays/Slow, Denied, Distress, Failure, Financial pressure, Isolated, Mental health, Self-harm/Suicidal, Trauma, Trust/Distrust

ID: gDNXAv1 | LA: Northumberland | Submitted: 15/08/2025 16:05

Type of Misconduct (self-reported)	Been told 'You need to de-register your son and home school' when asking for eotas
Experience	2 years out of school after management changed - ethos changed. Ehcp reviews not held appropriately School stating We didn't follow ehcp We didn't follow ratio We didn't follow risk assessment We lied (alleged) to parents But it's ok ofsted told us too. (This was in a meeting with a family and the LEA present)…. A private extremely specialist independent school - educating the most vulnerable children in society.
Impact on Child	School is/was a trigger. No education for 2 years.
Impact on Family	Massive debt incurred! Mental health declined!!! Crisis reached by all at points!
Desired Change	Families considered the professional - first and foremost! Repercussions for Lea and schools! Where families don't have to get into debt to challenge!!!!
Keyword Flags	Financial pressure, Lied (alleged), Mental health, No education

ID: 1A20vZM | LA: Torbay | Submitted: 16/08/2025 06:55

Type of Misconduct (self-reported)	gaslighting, intimidation, bullying (alleged) & harassment (alleged) and at vital critical times failure to respond. SENDIAS also goes AWOL or is offered a job with them so drops you like a hot potato the week before your complaints panel meeting leaving you completely unprepared confused and devastated. also Unhelpful comments such as it's no skin off my nose if your son gets a statement or not and also your son will never get an EHCP. He'll never meet criteria (he got one with a 1:1) etc child has no respect for women. Unfounded untrue yet still in his records. misrepresentation and withholding evidence by Torbay LA, 2 yr delay with SAR records, EMIS & C-POMS notes errors/concealment and so redacted you couldn't make sense of them. complaints process 1,2&3 panel chair unlawfully refused the right for our advocate to speak for us. Ombudsman found out that EHCP had had been unlawfully ceased (as we didn't know we had had one no ARs meetings documents etc. mainstream education ended due to severe bullying (alleged) at school no education or mental health support provided compensation awarded by ombudsman. Tribunal recently highlighted parent blaming and shaming by council unfounded. The interim head of SEND informed the judge that she had not even read the assessments or reports about the child she was there for!?! yet she had removed his entire EOTAS provision? v aggressive legal tactics.Torbay Council removed possibly up to 46 EOTAS provisions on the last day of term at 3.30pm and told parents in september the children will go to a different provider no transition or consultation/collaboration with parents. LA ignoring desperate attempts to contact by parents. Parents having to resort to speaking to BBC Spotlight Anna Varle which was aired on friday 15th August 2025. Torbay have totally lost parent and children trust, they are toxic, unlawful (alleged) and dangerous to children and young people in Torbay. Suicide rates are already higher in the national average due to LA failings the death of 14 year old Tifa Wilding is a devastating result of Torbay LAs neglect of duty and they still are continuing to destroy the young people and children they are paid to protect! shameful and unlawful (alleged)
Experience	my child is 20, and on the Otis, his horrific school experience began when he was just five years old. He was misunderstood by reception teachers who disliked him intently and rather than getting professionals in to assess. As I requested, they labelled him a naughty boy and he was taught in the hallway for three years. I finally managed to make an educational psychologist through the fence to assess him which she did and he got a statement and one-to-one which was then ceased unlawfully in year 78 at secondary school he got bullied (alleged) mercilessly until he tried to take his life in a school workshop school knew about the bullying (alleged) that did nothing to stop it. They just gave him a clip on tie so he didn't hang himself with his school tie at school as he threatened (alleged) today and had told the school counsellor. He was them at home, and if it was issued in bed, the school did not offer any provision for education. He stayed in bed three years all this time. They were denying assessment for HCP only when he was Hospitalised do you have the evidence that they reconsider and agree to assess he received a ACP and has been on a specialist education pathway ever since he was given a placement at SEMH school which failed due to it not being a

	cracked PS for him we then went ombudsman what a conversation and tribunal and the tribunal charge overturned the L.A.'s decision and reinstated his phone yet as package which the LA had taken away two weeks before it was a change all the paperwork on the working document I went to tribunal Trying to submit a working document that we have never worked on together, ignoring the previous 10 that we have been working on for over 2 1/2 years. I feel that Torbay, local thorough tea must be the most horrific and dangerous and unlawful (alleged) like your local authority. However, I have heard many other stories which follow the same themes which makes me feel that there are many devastating, unlawful (alleged) immoral toxic local authorities. They are service providers we are service users yet the service they provide does not meet the needs of the people that they are paid to protect shameful 'a society should be judged by the way treats its most vulnerable.'
Impact on Child	Complete, emotional distress, mental health crisis, school, refusal anxiety, suicidal, total loss of education, isolation and aggression in learning, mental health, and all other forms of life. causing crippling OCD and it was like having a newborn baby again we had to start from scratch. He still age 20 cannot leave the house without one-to-one support or family member. He cannot go around his hometown for fear of bullying (alleged). It's absolutely devastating and heartbreaking for the whole family, our lovely wild, fearless boy who loved all things. Nature was reduced to a trembling emancipated husk of the person he wants was six years later we are still trying to rebuild him. He has missed birthdays, family holidays, family, funerals because he was unable to leave his bed. I had a bright young boy supposed to have an amazing career. He was expected to get eights and nines at GCSE, but he was lying in the fetal position in bed even though we haven't been to school for 2 years, he managed to pass seven of his GCSE grades four and seven even they hadn't been in education for two years or even had a tutor. They marked it on his old work The work he completed while still in mainstream in 2019. even though he haven't been in school for that significant amount of time. the LGA local government Association recently found his EOTAS package to be the most innovative post 19 package, so Torbay,, LA Chose that provision to cease that's how intelligent they are. They ceased a package that was held up and regarded as the most innovative post 16 provision it's in cyber security and AI. The areas that the government want to invest in funding, so they're prepared to take a child with an EHCP abd EOTAS and cause them to become NEET Please please allow the ombudsman to look into schools as well as LAs as that's where many of the failures are and it's all covered up and that's why families cannot get get justice. I was working for the NHS until 2019 when my son became suicidal. I've not been able to work since we have both had to survive on universal credit has been emotionally mentally financially physically devastating they have a stunted our future in every way possible

Impact on Family	Total loss of earnings couldn't afford to pay for our pets insurance anymore. Our pets got very sick and had to be put to sleep prematurely absolutely devastating emotionally for us. All we have used up all of our savings got into debt actually stressed. I've had relationships and our home has deteriorated because we could not afford to upkeep the maintenance. We have lost family time. People find it too traumatising to be near us and see the decline in my child.
Desired Change	I would like to have the LA to work lawfully to learn the send code of practice and to work relationally and collaboratively with parents and children following the law and not deliberately ignore break it by using unlawful (alleged) blanket policies to gaslight families it's shameful immoral and the senior leaders of Torbay, needs to change as they have continued a toxic culture that has been there for over 20 years, Torbay Council needs a change of culture it's shameful as they never hold the LA to account or to change anything they are. They happily go along with it as long as they get paid to attend their meetings. They are satisfied they are weak and shameful
Keyword Flags	Afford, Bullying (alleged)/Intimidation, Cover up (alleged), Delays/Slow, Denied, Distress, Error/Mistake, Failure, Financial pressure, Gaslighting, Ignored, Isolated, Job-related, Lied (alleged), Mental health, Misrepresentation, Neglect, No education, Refused, Self-harm/Suicidal, Statutory duty failure, Threatened (alleged), Trust/Distrust, Unlawful (alleged), Unsafe (alleged)

ID: Pdb1RB0 | LA: Isle of Wight | Submitted: 14/09/2025 13:40

Type of Misconduct (self-reported)	Non-compliance with legislation. Removal of reasonable adjustments followed by denial that they had been in place even though documented. Failure to complete AR within timescale. Refusal to allow “at least 15 days” to review draft. Refusal to include mental health provision in F to meet need stated in B even though tutors were reporting that withdrawal of provision has negatively impacted their ability to engage. Retroactive withdrawal of transport claiming they had no record of agreeing transport and paying the taxi bills for 7 years! Refusal to make reasonable adjustments by providing alternative application method when online form bugged out if you tried to upload evidence of low income - meaning the team then denied access because evidence was provided via a different format.
Experience	I have formally diagnosed PTSD (witha working Dx of CPTSD) due to school trauma. The SEN team know this but appear to go out of their way to cause additional trauma by never checking what they are doing to ensure it is correct. This means that pretty much every interaction with the SEN team causes additional trauma. I.e. they actively cause harm
Impact on Child	He can’t engage with education any more because he’s aged out of CAMHS, there is no continuity of care between CAMHS and Adult MH Services and the SEN team think they know better than medical professionals.
Impact on Family	It’s caused a deterioration in our mental health and my physical heath
Desired Change	I’d like to see LAs subject to effective penalties for failing to comply with legislation. At the moment it’s cheaper for them to break the law than to follow it.
Keyword Flags	Denied, Failure, Mental health, Trauma

ID: ZjRv2Ya | LA: Surrey | Submitted: 13/08/2025 14:09

Type of Misconduct (self-reported)	Constantly asked for proof of need; child ASD and EBSA diagnosed by EP. No entitled support for two years. EHCP issued without knowledge or my amendments taken into account though I gave them within the time. Panel backtracking on support offered (been to panel over 3 times) School not providing AP (the governance board of the academy won't release any funds, though child on SEN register) Constant Gaslighting of LA, changing caseworker once on track the week before AP was due to start, hence no AP put in place. Caseworker becoming "panel compliant" No updated EP assessment (ehcp assessment carried out when objective was to integrate back to school, objective has now changed due to no support) No SALT assessment No OT assessment even though both requested
Experience	My child stopped attending mainstream school in December 2022. It was impossible for school and LA to see she had mental health issues, though these were acknowledged by the GP very quickly. We attended all the meetings and took part in every reasonable adjustment offered by school, this was to help build a picture. It took the LA a year to implement AP, she got one hour a week Jan-July 24. This ended as the company put in place to help "didn't meet the objective" of reintegration. Then we obtained a private ASD diagnosis but back to square one with the lack of support (more proof was still being requested via school and LA) I obtained an EHCP myself in May of 2024, this was issued without our knowledge and the new caseworker presented it to us in December 2024. It was based on mainstream attendance which was impossible. An emergency review was held in the same month, promises were made of AP being in place by Jan 2025, this never happened as panel decided needs can be met in

	mainstream. I took a complaint out against Surrey, compensation was offered and accepted by stage two, but the promise of resolution was never fulfilled. I'm now dealing with a manager at Surrey, secondary school applications go in October 2025, but I don't have any information or guidance as what to do except for me to "do my research" I don't think my child will even be ready next year for any setting.
Impact on Child	My child is now in a position where she can't go back to any setting, she is requesting a tutor at home though her words are ignored. She has developed social anxiety, isolation from her peer group and completely shuts down at the thought of attending any setting or group activities. She has missed almost three years of education not including Covid time. She has lost hope, she recognises that the people in the LA don't want to help her.
Impact on Family	It has taken a huge toll on my mental and physical health. Absolutely no consideration given to my child's development (she's aged 10) We have become isolated from the community. It's absolutely draining the amount of knowledge we need to have as parents, though the LA are the ones employed to assist with the support and should know and recognise the law. I don't have any respite my child understands I'm her advocate and I'm the only person she trusts. My eldest is also disabled with additional needs, life is very tough at points, I wish I could split myself in two. I am also disabled some days are extremely exhausting, I struggle to find the time to care for both my child and young adult daughter, admin (constant admin) research into out rights, running a home and I don't do any self care or socialising.
Desired Change	Early intervention, parents views believed and understood. AP active immediately if child absent for longer than 15 days, this would allow professionals to build a picture of need and what is required to help the child progress within their abilities and mental wellbeing.
Keyword Flags	Gaslighting, Ignored, Isolated, Mental health

ID: ZjRXZVA | LA: Essex | Submitted: 15/08/2025 17:04

Type of Misconduct (self-reported)	Failure to meet deadline set by Tribunal, Very aggressive behavior ie blackmail if we didn't just accept what the la offered. Delays. Never respond to emails
Experience	They never respond to my complaint they use delay tactics all the time. I have asked for a sars heard nothing within the legal time frame ie One calendar month. We asked for support to be given while child is school refusing been told they can't offer anything even with EHCP
Impact on Child	school refusal, anxiety, loss of education, isolation, emotional distress
Impact on Family	stress, I have had a TIA because of the stress
Desired Change	I would like them to meet legal deadline or be held accountable when they fail. Communication need to improve. They need to stop wasting time going to tribunal and do what the law states.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Isolated, Mental health, Refused

ID: xXRX2yd | LA: Surrey | Submitted: 13/09/2025 14:53

Type of Misconduct (self-reported)	Delays, lying, back tracking on agreements, absolute failure to respond, complete ignoring of parents and professionals recommendations, no child voice, failure to engage in tribunal, failure to attend annual or interim reviews, failure to respond to interim and annual reviews, forcing children into unsuitable placements, blackmailing/threatening (alleged) to withdraw all support of not in agreement on changes they want to make to save money, witholding funding,
Experience	I am a special educational needs coordinator in a mainstream secondary school in Surrey. The way in which the LA conducts all workings is 99% of the time completely illegal (alleged). I have held over 250 annual reviews and never has a case officer attended or replied with outcome to parents or school. Schools have to fight endlessly to be paid correct funding and the LA always refuse to back date it even when the delay is clearly due to their own failings. There is no regard from the LA for the young people involved they are just case numbers to them as are their families. When the LA wants something they will hound and harass schools cutting the legal deadlines short and extensively and purposely trying to send things in known and planned school holidays to force things through which it's clear they shouldn't be doing. I genuinely feel I could go through every point of the Children's and Families Act and give at least three examples for every point, sub point in law regarding all aspects of SEN that Surrey have ignored/broken just in my setting alone in the last 3 years - not even beginning with the stories I hear from other SENCOs in the same position elsewhere.
Impact on Child	Increased suicide attempts, decline in mental health, increase in self harm, irreparable damage to self worth or self perception, complete loss of educational, social isolation, heavy regression in learning
Impact on Family	As a result I have witnessed complete family breakdowns, parents having to give up work, rapid and serious decline in parental mental health and as a result safeguarding of the vulnerable young people.
Desired Change	Accountability for Local authorities to act timely and wholly within the law so no child with SEN is left behind/ neglected or deprived of their right to an education
Keyword Flags	Delays/Slow, Failure, Ignored, Isolated, Lied (alleged), Mental health, Neglect, Refused, Self-harm/Suicidal, Threatened (alleged), Unlawful (alleged), Unsuitable provision

ID: dW2R6Wz | LA: Westmorland and Furness | Submitted: 14/08/2025 13:07

Type of Misconduct (self-reported)	Delays, not responding to communication. Telling me inaccurate information
Experience	Initial request rejected, mediation, ed psych assessment , then the draft EHCP was 2 months late. 3 months lost arguing about this. Mediation again, then 3 months until there was an acceptable plan (not a good one!) another meeting. LA then didn't attend the review 3months later.
Impact on Child	Loss of education. We started sessions ourself and paid for it while waiting for the EHCP
Impact on Family	Stress, taking time off work for meetings , rewriting the EHCP
Desired Change	More awareness of the needs of neurodivergent young people and the impact of school on them. But mainly just to get on with the job. We knew how to fight decisions, most parents don't.
Keyword Flags	Communication, Delays/Slow, Inaccurate, Job-related

ID: 816Lpx5 | LA: Milton Keynes | Submitted: 14/09/2025 19:32

Type of Misconduct (self-reported)	Agreeing to assess but 12 months on still waiting, poorly written EHCP's that are unlawful (alleged) and being finalised anyway forcing parents to go to tribunal. Lying to tribunal say they are supporting but not.
Experience	Child put forward fir EHN assessment. Still waiting 12 months and still no sign of assessment, told the child is on a waiting list. Whose process should take 20weeks.
Impact on Child	Emotional distress, school refusal, very angry child at the end if the day after failing all day, given up trying. Falling even further behind.
Impact on Family	Emotional stress. Not being heard, told that their child is making progress when they clearly aren't.
Desired Change	Some accountability for councils clearly breaking the law.
Keyword Flags	Distress, Failure, Lied (alleged), Unlawful (alleged)

ID: 2E1BOkb | LA: Wokingham | Submitted: 05/09/2025 20:41

Type of Misconduct (self-reported)	Maladministration (alleged), malfeasance and negligence (alleged) in public office Failure to provide full time education Failure to implement EHCP provision Failure to consult schools Predetermination of named school prior to issuing draft EHCP Removal of significant provision from final EHCP without issuing amended EHCP - tuition in core subjects recommended by professionals Naming school that is clearly and demonstrably unable to meet need and without consulting the school Refusal to name only school able to meet need and parent preference Coercing parent into agreeing changes despite us explicitly asking on multiple ocassions if it was lawful Dishonest (alleged) conduct Misleading information Withholding of evidence Delays Unlawful (alleged) redaction and withholding SAR data Forcing appeal by finalising EHCP early
Experience	Child out of education for a year due to severe impact of large secondary school on mental health yet Horrendous, stressful, harmful Systemic, deliberate, flagrant disregard for legal duties Maladministration (alleged), malfeasance and negligence (alleged) in public office On a par with Post Office scandal but against vulnerable young people and their families Failure to provide full time education Failure to implement EHCP provision Failure to consult schools Predetermination of named school prior to issuing draft EHCP Removal of significant provision from final EHCP without issuing amended EHCP Naming school that is clearly and demonstrably unable to meet need and without consulting the school Refusal to name only school able to meet need and parent preference Coercing parent into agreeing changes despite us explicitly asking on multiple ocassions if it was lawful Dishonest (alleged) conduct Misleading information Withholding of evidence

	Delays Unlawful (alleged) redaction and withholding SAR data Forcing appeal by finalising EHCP early
Impact on Child	Emotional distress School refusal Loss of education Suicidal ideation Isolation Regression in mental health Distrust of authority
Impact on Family	Severe decline in child's, sibling's and parent's mental health Prescribed strong antidepressants Weight gain Loss of income and job Financial impact of fighting LA
Desired Change	Local authorities forced to behave honestly and lawfully - not by removing EHCPs to eradicate the expense and hide the problem Full admission and acknowledgement by government of LA wrongdoing and unlawful (alleged), reckless and dishonest (alleged) culture and conduct Remedial action to properly hold LAs to account and prevent them from continuing their unlawful (alleged) conduct Full independent review LA conduct Enforceable fines and penalties for unlawful (alleged) conduct Removal of LA employed services, eg EP, SENDIASS and replaced by professional and truly independent specialists Smaller secondary schools - Wokingham maintained schools all over 1000 pupils - far too big and overwhelming Change draconian education system and remove the disparity between primary and secondary school environments to aid transition, reduce overwhelm Acknowledge and mitigate the impact our Victorian schooling system is having on a post-covid generation who have already lost months if not years of their education Make mental health a priority. Stop shunting the problem onto CAMHS and schools

Keyword Flags	Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Failure, Financial pressure, Isolated, Job-related, Mental health, Self-harm/Suicidal, Trust/Distrust, Unlawful (alleged)

ID: RGBqDAP | LA: Hertfordshire | Submitted: 16/08/2025 12:20

Type of Misconduct (self-reported)	Failure to respond to communication, not wanting to assess, having to go to tribunal.
Experience	The whole experience creates unnecessary stress. A parent/carer is the expert by experience for their child, yet the LA believe they are.
Impact on Child	Added to trauma and emotional distress. Fell behind in learning.
Impact on Family	Created clinical stress levels
Desired Change	Better communication, more resources, more support
Keyword Flags	Communication, Distress, Failure, Trauma

ID: 816zv5r | LA: Surrey | Submitted: 14/09/2025 13:23

Type of Misconduct (self-reported)	Dishonesty (alleged) from the start. It appears sone Marginalised groups are considered as underclass, and profiled from the beginning, with their fate predicted and premeditated. It appears that school chooses how to use SEN budgets, or any budgets for that matter, and on which child. Whilst one may get more support, to protect them from bullying (alleged), another may be left to fend for themselves , then blamed for the way they reacted, and presents as time progress. Fir sone, whether SEN, SEND, or underperformers it appears to be very easy for them to secure SEN support, level, 1 Universal, or 2, SEN Support Arrangements, whilst others are left unsupported for their SEND needs, whether visible or not, and for some Evidence is required first, before school would even consider an EHCP Ok, whilst maintaining this child does not have any funding. For some, it's a smooth ride, for others, a backward slope, regression, car crash...Mental health Crisis, when services then haggle over which service would take responsibilities, rather than, Let's work together to rescue this child. It may also appear to be the case, that for some children and some reasons, there is a perpetual fight that is expected, or intended, before any form of help and support can be afforded, thereafter, it is offered on a drip system almost, giving with one hand, taking from another. The subjectivity of Teachers and Senco's care dangerous, especially when one does not know what the other know, within the same building, about the same child. The barriers are almost intentional, as if it had been ordered. And complaints are not dealt with if there is a pending appeal at SEND Tribunal. We know the delays and the stress, process, that in itself is admin heavy, and one had to get some legal knowledge to do so, and I wonder whether the 1.3% cases that does not get upheld by SEND Tribunal, test on this deficit, on parents part, or those unable to afford Advocates and/or Solicitors, also, Solicitors rarely do Legal Aided service, and the only thing where the child can apply for Legal aid, is for Judicial Review, we are told. But somewhere along the line, boundaries blur, because one is not sure who is working for who, as conflict of interests rises. Data loss is rather common, and leave a clean canvas for LA to rewrite the child's lived experience.

Is this solely from LA, or School, or CAHMS, or the Infamous Children's Social Services, that is the topic on the minds of many parents who had their babies or children removed.

The abuse (alleged) of section 47 Child Protection investigation, where just about anything be made to fit under the category of a emotional abuse (alleged) especially.

I bet you, many SEND children were being actively preyed upon, and funneled through this Safeguarding route, unfairly, around the same time The Cute Sara Sharif was being abused, and murdered.

Going after SEBD children which uses a lot of resources and manpower, funding, which is mitigated later on when the child gets removed. Very often too, a child in care or fostercare placements are out of county, and impact on Education, usually coming to an end whilst a live EHCP might show on the system.

Delays account for impacts impacts on mental health and physical health, other aspects of our general health. However, if this affected same would be weaponised against both child and parent ..child will go into behavioural, whilst all manner of reports would be listed that could support SEND.

With evidence gone, not every single professional taking this case in would startvoff by saying they have nothing on the child.
It is very clear that the whole process has been farcical, LA making a mockery out of a Justice system,reliant on sound evidence, (reliable, and we hope from the right sources.

It's a shamble ...I do not accept the (social workers overworked and under resourced theory ..instead it is a culture of preying over vulnerable children and families, and diverting them away from opportunities, with help and support, legitimately available through Social Care, but twisted to fit Safeguarding route.

The data breach (alleged) is prevalent, leaving children and families defamed .

False Accusations of FII, in the absence of the evidence, which they does not want.
Could there be incentives to get a child in care homes or creating a harmful situation to get the child into A&E and then rerouted.
.our SEND children have becomes like Cattles, earmarked according to State preference and shipped away.

A commodity

Services first Diffuse Responsibilities, and later when all facing same threat and being held to account, join forces, closes tank and attackbtgecparent.
False allegations is very common by now, and services corroborating, since it is in all their interest.

Coroners court inquest, future I quests does not seem to be a concern for the State, hence, lessons are never learn, but fine-tuned and repeated.

Death by suicide, the Risk which often stems from unmet SEND Needs and bullying (alleged), but all those covered up, and later almost reenacted to push the child out of one service, into another, in such transit, and transactions, often child is lost.

Data Lost

Section 47 investigations, is a joke. Any innocent parent can be framed and fed into this one rabbit hole.

Social workers dies luw, and write false statements.

They think they are above the law, privileged. Even Police does not question them.

Draconian approaches children snatchers.
Conspiracy (alleged), when it's all planned ahead, and they all lie (alleged) to keep their pre+Fabricated story
.to send a child back to Health where the LA believes child should be, us delegated to schools wh in the.

Harm under Services Care, going unreported, T times neither by correspondence or verbally.

State harassment (alleged), collective harassment (alleged), using additional power of police, for petty issues they create.
Nothing serious gets documented.
Everything petty is blown out of proportion, to defame both parentsand children.

Separating a child from their mother causes unnecessary traumas, and this is inflicted upon us both. Our mental health weaponised and used as evidence for parental incapacity,whereas the child traumas, would be used against her next generation, possible her child removed at birth based on an unfound theory that all traumatized parents or

	those who had been traumatized or suffered from any type of mental health problems, be it, state induced, are more likely to abuse (alleged) their children. Based on that minor probability, they remove children, or newborns from safe homes and parents, into care, where real abuse (alleged) and exploration takes place, with services less concerned. Or victims of crime gangs, becomes themselves accused and criminalised. .funnelling send children,by kung people into the Youth Justice system, another avenue Harassment (alleged), pressure, using one parent against the other. School emotionally grooming children to extract information from them, then creating CPIMS, that parents never sees, but these go on to replace the child's real data. In suppirtbofvLA, as this secures them more cases, students, Cattles, that goes through this same brutalization process of being stupid bare, then reclothed with a new label Does this not look like ORGANISED crime?? Caseworkers not responding, nor communicating, or a name that is not actively involved. Or a caseworker who saved nothing on child's SEND File, then left and everything vanished, with refusals to remedy, and criminalising a parent wishing to restore their child's data. Real data It goes on and on and on, Relentless.. If we hire solicitor, advocates, they too join this bandwagon, setting up parents for the si called social Care, in reality, Safeguarding. It's a mess, and vibe they create themselves to generate confusion.
Experience	Relentless, Futile Up against a whole system. Demoralizing. Exhausting.
Impact on Child	All of the above and at worst, child feeling suicidal and attempting to take their lives. And other forms of self harm, as a result of sheer distress. No incidents firm would be written. Social workers would say blatantly, " not concerned" but continue on their witch-hunt.
Impact on Family	We are Broken, exhausted, hanging in by a thin threat Almost lost my part time job, unable to work. Loss of income, very uncomfortable as school and parents relationship

	also affected. We feel doomed if we do, doomed if we don't sort of thing.
Desired Change	Real work, andcwirkersctovabikevwith their code of ethics, conducts, and Candour. Lies (alleged) and fabrication should be taken seriously and registration bodies of those workers and reported for same. Restoration of our children's data, identity. Policy on parent, child, student relationship, must not leave room for coersing our children, brainwashing them, extracting personal information about hone and family, especially if these are the exagerated and used as ammunition. Private schools to be equally liable for their offences, and LA's still vicariously liable, whether or not, school being instructed by LA to penalize some children. Zero tolerance to anything harmful to children, Group civil action. This case can go for Judicial review, but now exhausted Financially. No expertise to manage this alone. Legal aid Certificate in child's name, and kept by solicitor, even though there was nothing to claim....don't share this last 2:sentences please.
Keyword Flags	Abuse (alleged), Afford, Breach (alleged), Cover up (alleged), Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Exhausted, Isolated, Job-related, Lied (alleged), Mental health, Pressured, Self-harm/Suicidal, Suffering, Threatened (alleged), Unsafe (alleged)

ID: KYW50v8 | LA: Derby | Submitted: 14/09/2025 14:44

Type of Misconduct (self-reported)	Delays of months. Ignoring emails. LYING to our MP outright - stating that 'over 20 schools have been consulted with' when in actual fact, only one had, and they could not meet need. Lying to Tribunal - stating that 'Mum's relationship with school is the reason the placement in not viable' - when in actual fact, me and school are 100% fine and the ONLY reason she can't go there is that the school admitted they could not meet needs, had no suitable peer group and if she were to attend, would be educated alone. Refusing to consult with parental choice of school. Naming a school (Enhanced Resource Provision) which was not due to open for over 12 months...whilst daughter is not in school. Giving 8 hours of tuition a week and insisting it is a full time education, even after being told so many times my daughter was not engaging with a tutor and it wasn't working. Making a Barrister communicate with me for months as opposed to my Case Worker. The list goes on.
Experience	My daughter is 8 and has Autism, ADHD, Anxiety, Sensory and Auditory Processing Difficulties, Dyspraxia and Attachment issues due to being adopted. She was in mainstream until Year 2 then started to struggle. Ended up attending PE lessons only, then not attending at all for 12 months. LA refused to add any OT provision into the EHCP despite paying for the assessment themselves! Refused to add any professional opinion at all except their Ed Psych who observed daughter for 1 hour and wrote a vague report and stated 'I do not know XXX well enough to specify provision" Has to wait 14 months for Tribunal and then it was cancelled the night before due to short staff! Got 8 hours of LA funded private tuition but it did not work and daughter refused to engage. LA were happy to wait 12 months for an Enhanced resource Base to open, which already stated they could not meet needs. Did a Judicial review and LA then named Specialist Autism School which daughter hated and which said could not meet her needs and if they accepted her she would be educated alone. Cost was £112,000 v £114,000 and yet they still refused to consult with our choice of school! Finally conceded placement at the last minute but have refused to engage with me since and everything is through their Barrister! Daughter been attending new school (which she loves) since June but Tribunal is still on going (now January 2026) for Section B and F. LA refusing to engage with working document or add any professional opinions (even those which they paid for!) LA just submitted 'evidence' from their EP (who observed for an hour 15 months ago and said she could not specify provision as she did not know daughter well enough) and she has now stated (with no further engagement at all with my daughter) that she does not need a specialist school / 1:1 support / multi disciplinary team / on going therapies etc - which FIVE other professionals all state she does! She is loving this new school and has gone from 8% attendance in mainstream to 100% attendance - yet the LA are trying to get her out.
Impact on Child	Huge emotional distress, bed wetting, crying every night to the point of vomiting daily, not sleeping, saying she wants to die, school refusal for 12 months, lost 12 months of education, felt isolated, had no friends, panic attacks every day, no confidence, a huge emotional and physical and mental toil.

Impact on Family	I work from home and run a charity but having her at home for 12 months meant my productivity was severely reduced and I had to work evenings and weekends to make up hours which was negatively impacting my other children. Stressed relationships. Stress as a family as a whole.
Desired Change	The LA's must be held to account. Fined the cost of the school fees if they lose tribunal so it is of no financial gain to them to hold out and concede at the last minute. Training on how to empathise - our children are real, not numbers. The complaints process actually working - it doesn't!
Keyword Flags	Communication, Delays/Slow, Distress, Financial pressure, Ignored, Isolated, Lied (alleged), Mental health, Refused

ID: 44NAx2r | LA: North Tyneside | Submitted: 13/08/2025 14:18

Type of Misconduct (self-reported)	Unlawful (alleged) conduct. Institutional gaslighting. Inappropriate EHCP outcomes - not SMART despite outcomes solely made by LA professional. EHCP outcome to return child to school, no matter the identified needs and progress made. Lack of collaboration with family and other professionals. Delays in statutory process. Repeated Misrepresentation of professional input to and by panel, leading to inaccurate assessment of need - so failure to give due weight to professional reports. LA Educational Psychologist not independent from funding body. Provision based on local offer rather than identified needs. Provision based on funding bands rather than identified needs. Failure to acknowledge communication from family. Failure to accurately respond to specific questions in comms from Family about statutory process and timelines. Failure to provide decisions in writing. Disability discrimination as per Equality Act 2010. Failure to engage professionals for assessment Failure to incorporate all identified needs from Independent professional assessments into EHCP Parents blamed for young persons difficulties attending school, despite parents themselves excelling at school and having multiple degrees from red brick universities.
Experience	Unlawful (alleged) conduct - newly identified needs at annual review requiring provision specified in Independent report. Assessment by LA not possible as specialist professional only available to Looked After Children, not disabled children. LA proposal to reduce current provision of 15 hours 1:1 tuition as specified in section F of EHCP to 10 hours, with the remaining budget used to cover provision for new need. New provision should be in addition to tuition, not instead of. Repeated misinterpretation of professional input / reports - eg stating young person not able to engage when evidence states they can; stating young person is distressed when they are not. Repeated breaches of statutory timelines. Failure to deliver provision specified in section F of EHCP

	Completely inappropriate EHCP outcomes that do not match young persons needs in section B of EHCP.
Impact on Child	Loss of education. Isolation. Needs not being met so limited progress. Loss of self esteem - believe they are stupid as can't do what others in school can do. At 5 years old, had self awareness that he could be perceived as strange as struggled to wear clothes.
Impact on Family	Diagnosed PTSD. Loss of income and finally loss of job. Parental separation. Mental health breakdown due to gaslighting from LA and general lack of understanding and support from society. No support from SW Disability team. Parent needing to seek and pay for independent psychological support due to trauma from the education system around their childrens needs
Desired Change	LAs to genuinely place young person and their family at the centre of the process. New small schools opened, with small class sizes. Project Based Learning. Not one size fits all national curriculum. Many autistic young people are out of schools due to the sensory overwhelm and adult led demands of the national curriculum, which do not meet the needs of neurodivergent individuals.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Gaslighting, Inaccurate, Isolated, Job-related, Mental health, Misrepresentation, Statutory duty failure, Trauma, Unlawful (alleged), Unsuitable provision

ID: 44NPVgb | LA: Gateshead | Submitted: 13/08/2025 12:58

Type of Misconduct (self-reported)	1. Refusal to assess my child's needs because his 'needs were being met'... He met the legal criteria for a needs assesment. how can you say needs are met when those needs haven't been assessed or identified? This had to go to tribunal Refusal of an ECHP for a non legal reason. Sending communications during school holidays via an online platform that auto-deletes after 1 month. (Not explaining the auto delete process to us so evidence of communications was destroyed during ehcp process or not received by the school).
Experience	We challenged the refusal to assess and had to do the tribunal process. LA conceded before going to tribunal and arranged a needs assessment. That assessment gave a very rounded and comprehensive view of my sons needs. The LA then refused to issue an ECHP for a non-legal reason- 'because his needs can be met at his current school within the notional budget'. An ehcp should statement the childs needs regardless of cost. This was especially important as my son was in y6 and about to transition to a new school. Whilst his primary (small size class of 15 students) can meet his needs- we dont have the reassurance of an ehcp to protect that when he is in secondary. Along the way the LA would send letters late/info wouldnt arrive at the school. Th online platform deleted messages after 1 month/6 weeks meaning chains of communication and evidence would be deleted. They work on a 'refuse first' basis forcing families to fight and appeal at every stage of the process.
Impact on Child	In the first year whilst we were fighting for a needs assessment, my son started to refuse school- with high anxiety and frequent headaches/tummy aches. His previously high attendance dropped and we had to work very hard (with his school) to support him and create safe spaces within the school. Once the needs assessment was done, the school picked that up and put into practice most of the support strategies and he was better able to cope with year 6. He is highly anxious about secondary. He has received some of the support recommended around transition, even without the ECHP (his primary school is amazing) but the unknown next year is causing him anxiety.

	For example- an ehcp that allowed more flexibility around uniform- something that costs nothing but would be very impactful (he is very sensory sensitive) would have given him options. As it stands no local secondary is willing to compromise on uniform in any way. I forsee this being a significant issue for him this year.
Impact on Family	I had to take 1 month off work due to my sons distress before the needs assessment. The impact of my sons needs not being met in school is huge because he is high masking- and explodes violently once in his safe space at home. I was physically hurt every day for around 3-4 months. We had to get early help intervention to support his younger siblings and out measures in place to keep her physically safe *note- in all this time we have also been waiting for CYPS to treat his ADHD- now 3 years post-diagnosis. We ended up applying for DLA which pays for a private psychiatrist and treatment- but the lack of echp alongside the woeful mental health services meant significant impact on our whole family.
Desired Change	Needs should be assessed as soon as a child meets the criteria to assess- shouldn't need to go to tribunal. The school didnt have enough ed pysch time allocated because its a tiny primary- so we had to ask for it. This seems crazy. Funding should be from a central system uk-wide and not depend on councils who cant be trusted Legal frameworks are needed to uphold children's access to education. However some level of assessment and statement that requires under a certain budget should be possible quicker... eg a statement entitling a child to certain levels of support or accommodations (eg relaxed uniform) should be able to be issued without having to fight. Schools have IEPs so maybe a way to legally strengthen these accommodations so that needs are met before a special school place is necessary. On that- why do we have such un-accessible uniform policies?? The gov could issue guidance recommending comfortable and adaptable uniform for all? Many countries have uniforms that are not blazers/ties etc but are 'smart'. Secondary schools are creating environments that are hostile to many SEND kids and then we wonder why kids are struggling in those environments. The cost of SEND support could be dramatically reduced by introducing some well places changes (such as around uniform and behaviour policies) as well as staff training in mainstream.

Keyword Flags	Communication, Distress, Mental health, Refused, Trust/Distrust

ID: SCCSCj2 | LA: Surrey | Submitted: 2025-08-01

Experience	My daughter ‘L’ who is just 13 hasn't been physically seen or her voice heard by any professional person since August 2024. During mediation a few weeks ago with Surrey I said “you are taking my word for it she is alive and well, she could be dead under my patio and you wouldn't know”. No welfare checks from school, no inclusion officer, no checks from social services, no AP, assessments from OT, SALT and social services refused during the EHCNA. Surrey funded EP stated EOTAS and an extremely gradual approach to any sort of intervention due to extreme trauma. EHCP refused as ‘ordinarily available measures' are adequate to support within her current mainstream school (my daughter has been completely out of school since April and spent the grand total of 21 days in school over the last 2 years). Social services carer's assessment and needs assessment refused as ‘she isn't a wheelchair user' but due to ‘system miscommunication' a safeguarding concern was [incorrectly] raised against me and my other children's schools were contacted for investigation but no safeguarding check done at home and I was not informed until I contacted them. A pathetic apology later and it was all dropped apparently and I was told as I am ‘meeting my children's needs' we are not entitled to any support. CAMHS have refused to escalate her on the waitlist for assessment despite being in a catastrophic burnout and having selective mutism. I requested a referral to a department of GOSH as she met criteria and was refused. When L was referred 3 years ago she was given one counselling session but shut down and couldn't engage (despite the counsellor apparently being experienced with selective mutism) and was told there was nothing more they could do until she was assessed. From the very start of her troubles I reached out for support - For her and us as a family as I have other neurodiverse children and was refused. We have no professional support. My physical and mental health has rapidly declined and still we are refused support despite me being L’s full time carer. Tribunal is not until February next year. Surrey still refuse to do any kind of assessments to confirm her complex needs. GP recognises autism, PDA, ADHD and selective mutism and has also reached out on L's and my behalf.
Keyword Flags	Mental health, Refused, Trauma

ID: 2Exdreb | LA: Surrey | Submitted: 16/08/2025 06:27

Type of Misconduct (self-reported)	Failure to comply with Tribunal order, massive delays in reimbursing costs.
Experience	We had a Tribunal hearing. On the day, the LA agreed to our application in full, which (unusually) included flexibly timed taxi transport as an educational need. There was a Consent Order. The LA never provided this and eventually told us that it was impossible. They had agreed to the order. They did not apply to vary it. None of the other support specified (OT, counselling etc) was ever provided either. They later agreed that we could book our own taxis which they would reimburse, but they took months, and the involvement of our local councillor, every time we requested reimbursement. Each month this was around £1,000 which then took about 3 more months to recover. How many families could afford that?
Impact on Child	Reliance on commercial taxis meant she had no checks on the safety of the drivers. Most were ok but some were watching videos whilst driving, or detouring to pick up family members, which caused her considerable fear. They were often up to an hour late in collecting her. Her EBSNA got worse, her anxiety got worse and her CFS exhaustion got worse. She missed a lot of school activities because of unreliable transport. She finished school 1 year ago and has still not recovered.
Impact on Family	Massive amounts of stress. Reduced attendance meant she was unable to attend lessons. A levels were therefore taught by mum at home in the few weeks before exams, mum had to take time off work to do this and to provide transport for exams as the taxis were so unreliable. We spent around £20,000 on Tribunal costs, only for the LA to ignore everything it agreed to. We spent about £1,000 per month on private taxis, and it took 3 months, vast amounts of chasing, and the involvement of our local councillor every time to get it reimbursed, causing financial hardship and stress. Mum's health deteriorated. Mum's availability to support a younger sibling was reduced.
Desired Change	Provision of transport at flexible times for children with part time timetables or exhaustion. A system for enforcing Tribunal orders that does not cost money. A lower cost appeals process that coukd be accessed by any family, not just those with funds.
Keyword Flags	Afford, Delays/Slow, Failure, Financial pressure, Ignored, Mental health

ID: D41v5Nj | LA: Surrey | Submitted: 07/07/2025 19:42

Type of Misconduct (self-reported)	Unlawful (alleged) behaviour, delay tactics
Experience	Refusal to assess for a EHCP when the legal test is clearly met resulting in the need for tribunal for my sons needs to just be assessed in the hope we can get it right first time in education and getting the support from an early age.
Impact on Child	If what they suggested would have been taken forward by us as parents it would have resulted in emotional distress, anxiety and regression.
Impact on Family	Stress, even more strain on relationships, impact on mental and physical health of parents.
Desired Change	Surrey act lawfully and do what is right for the children who are already vulnerable
Keyword Flags	Delays/Slow, Distress, Mental health, Unlawful (alleged)

ID: pbP4d08 | LA: Derbyshire | Submitted: 13/08/2025 09:57

Type of Misconduct (self-reported)	Delays, unlawful (alleged) decision making, failure to provide education,
Experience	Something seemingly small, but utterly symptomatic of LA attitudes and practice was the phrasing of a statement in the EHCP. My son has complex SEND (including autism and ADHD) and mental health issues (including a suicide attempt and significant self harm). My son had been assigned a CAMHS worker. He was (and is) situationally mute and has agoraphobia, finding it very difficult to attend appointments in person, and unable to communicate verbally once there. The CAMHS worker managed to arrange to have a mobile phone that she could use to contact my son by text, so that he could communicate with her. She sent a couple of introductory texts, which my son replied to, then she went off on sick leave for over a month. When she returned from sick leave, she was unable to find the phone. We (parents) met with her to update her on my son's progress. She was then promoted and my son was not assigned a new worker before the EHCNA process. This was all explained in a letter from CAMHS as part of the EHC needs assessment. The following statement was then inserted into the draft EHCP: "Attempts have been made to engage with X by text, but this has been unsuccessful". Whilst factually correct, this statement gave the impression that my son was 'difficult', and unable/unwilling to engage in therapy etc. My interpretation of the LA's motivations was that they were trying to make him a less attractive prospect for an independent special school. Other issues: Son is diagnosed autistic and had been out of school for several months following a significant suicide attempt. A supporting letter from the GP stated that putting him back into a mainstream school would risk his life, as this had been such a significant part of his mental health decline. The EHCNA was refused on the grounds that 'mental health isn't an educational responsibility'. The LA conceded that this was unlawful (alleged) on the morning of the mediation appointment. The LA refused to commission a speech and language assessment, because our son was 'unknown to the service', despite the fact that he had no spoken language outside the home. We paid for an independent speech and language assessment, but the LA refused to include much of this in the draft EHCP. Production of draft EHCP took 42 weeks. No educational placement was found. Section I named 'a bespoke package of provision'. The 'bespoke package of provision' consisted of one visit to us (parents) from a tutoring organisation, then no further contact from them or from the local authority. It was left to us (parents) to make a detailed request for a personal budget in order to put some kind of provision and support in place. We then engaged the support of a solicitor, and commissioned independent reports from an educational psychologist, a speech and language therapist and an occuaptional therapist. We managed to find a place for our son at an independent special school. Despite the LA being entirely unable to

	provide any kind of education whatsoever, they still went through the process of going to tribunal, finally conceding 1 week before the tribunal date. The process cost us approximately £20k. Without support from a solicitor and without independent reports, my son would have been left without any education at all from the age of 15. He is currently doing A Levels, and has ambitions to go to university. This would have been impossible without his place at a highly therapeutic and supportive school. We had to bring a solicitor to our son's latest annual review because the local authority were going to try and finish his school placement as he had turned 19. This was despite the school being able to take pupils to age 20, and with one young person from the same local authority already being there at that age. The decision took four months.
Impact on Child	My son has not suffered too badly, but only because we had access to the kinds of financial resources needed to secure an appropriate school place. He was very angry that faceless people who had never met him, were making decisions that would determine his future.
Impact on Family	My husband had to give up work entirely to care for my son because he had no educational placement and could not be left alone for any length of time. We spent £20k on solicitors' fees and independent reports. The stress and pressure of having to manage a complex process, not only with no support from the LA, but with the LA actively working against us, was unbelievable.
Desired Change	Fair and thorough assessments. Specified and quantified reports. Acceptance that some young people need high levels of support, and it is the local authority's duty to provide that support, not to try every strategy to avoid having to pay for it. More widely - the state education curriculum and expectations have been getting narrower and narrower for the last 15 years. A narrow curriculum, and narrow expectations of what children should achieve (usually refered to as a knowledge rich curriculum, powerful knowledge, high expectations and ambition) mean that increasingly many children are excluded from education altogether. We need to rethink what education is trying to achieve, and for who. Trying to make education inclusive by forcing more young people into an increasingly narrow box will never succeed.
Keyword Flags	Communication, Delays/Slow, Exclusion, Failure, Financial pressure, Isolated, Mental health, Pressured, Refused, Self-harm/Suicidal, Statutory duty failure, Suffering, Unlawful (alleged)

ID: 5Be9vM6 | LA: Gloucestershire | Submitted: 14/09/2025 19:20

Type of Misconduct (self-reported)	Delays Agreeing to provision and then saying the opposite in a tribunal pre hearing
Experience	Our child couldn't attend school as he was so anxious. He was in burn out. At the same time we had to fight the LA for EOTAS which was a long stressful process. Even when they agreed to EOTAS they refused to fund therapy which it was obvious that he needed and on which many professionals agreed.
Impact on Child	Loss of education Mental distress Missing out on opportunities as couldn't wear clothes for months and now has an eating disorder
Impact on Family	Stress Worse physical health Loss of earnings
Desired Change	Not delaying things Listening to parents Keeping to legal timeframes
Keyword Flags	Delays/Slow, Distress, Refused

ID: SCCTq4i | LA: Surrey | Submitted: 2025-08-01

Experience	My daughter is 13 and has a diagnosis of ASC. She has been struggling to access education since year 6. She went into autistic burnout in 2024 and has not been able to access her mainstream secondary school since. I requested an EHCP assessment in May 2023 and this was refused. We appealed and this decision was reversed. We then waited until February 2024 for the assessment. All evidence points to my daughter needing a provision other than mainstream. However EHCP still refused by Surrey County Council. Now we are forced to go to appeal, and appeal date isn't until September 2025. Tribunal officer for Surrey has told me we will win and he feels this is a waste of time [however they continue to defend the case despite the Tribunal Officer viewing their case to be indefensible]. My vulnerable daughter had no education or support at all for a year. She is now having 2 hours and 45 minutes 3 times a week in a local hub. No access to national curriculum and she continues to fall behind. My daughter is bright and academically able, but not in the right setting at present. All SCC have done is waste time and delay. I feel this is to save money. My daughter is suffering due to their appalling SEN provision.
Keyword Flags	Delays/Slow, No education, Refused, Suffering

ID: SCC8NJ7 | LA: Surrey | Submitted: 2025-08-01

Experience	Another day, another strange decision from Surrey. My daughter has not been able attended school since Y3 she is now in Y5 due to trauma (strangled with a rope by an older child aged 4 at school) and undiagnosed ND. We've been on the courses. Done 3 rounds of graduated exposure with no success but lots of stress for us and trauma for her. We cannot get her to go to that mainstream school. We have tried. No alternative provision. No education. None. Nothing. Now she has missed 3 years. We suggested an intervention plan using EOTIS to get her back to the same level as her peers and to gain confidence before reintegrating her into a group setting. I feel this is common sense and reasonable. Surrey, have instead decided to name her old mainstream school… Yes, the one she won't set foot in as they feel they can meet need. Well, that hasn't happened in the last two years and nothing has changed. The school is the same and my daughter has had no input to resolve her fears despite being on the waiting list for assessment. Mainstream is not the right environment and it is harmful to her. Why would Surrey want to further harm my child? I'm aware that this is just game playing but when it actually happens to you and they come back to you with something that clearly won't work it is very irritating. As a parent I have done everything I can. I'm holding up my side of the bargain. I fixed my child after school broke her and they are asking me send her back to the very same environment that caused her harm. You cannot heal yourself in the same environment that caused you harm.
Keyword Flags	Financial pressure, No education, Trauma

ID: kdJ92vZ | LA: Harrow | Submitted: 14/09/2025 12:51

Type of Misconduct (self-reported)	It has taken 3 years to secure an EHCP which has been actively sabotaged by school, the local authority and even sometime medical professionals. The result was that my child was experiencing severe anxiety to the extent that they stopped eating, couldn't manage to get out of the bedroom or house and were physically sick, all because of delays and unmet needs. At every step of the way we have been made to fight, for a needs assessment (scuppered by school saying they can meet needs and not providing very much information) having to wait a year to take it to tribunal for clearly unlawful (alleged) refusal to carry out an EHCNA, to then refusal to issues which we made the school finally say one was needed to the LA. Then when the EHCP was finalised we had a huge section removed by the school. We then had to go to mediation to secure this back in. The full ehcp is not in place still, after almost a year of being live. We are under constant threat that it could be removed or watered down at annual review. OT support has been almost non-existant and they are clearly working with the school to avoid any help by doing nothing at all. It's shocking and shameful. It has meant that I am unable to work because advocating for and supporting my child is a full time job. The potential reforms are absolutely terrifying. My child is very bright and likeable and has much to contribute to society, yet these failures may mean that they will not be able to even access education at all and drop out of the system entirely. This is a travesty and not only may it totally ruin their and our lives as a family, but it will cost the state dearly in support further along the lines. We are currently fighting for the school to actually follow the EHCP, and it is asking for extremely modest provisions - cushion, blanket, yoga ball. This is when the local authority have granted the school with a huge budget. It is incredibly short sighted.and it is underestimated how much these often tiny adjustments make a huge difference, between surviving and completely falling out of the system.
Experience	It has taken 3 years to secure an EHCP which has been actively sabotaged by school, the local authority and even sometime medical professionals. The result was that my child was experiencing severe anxiety to the extent that they stopped eating, couldn't manage to get out of the bedroom or house and were physically sick, all because of delays and unmet needs. It has meant that I am unable to work because advocating for and supporting my child is a full time job. The potential reforms are absolutely terrifying. My child is very bright and likeable and has much to contribute to

	society, yet these failures may mean that they will not be able to even access education at all and drop out of the system entirely. This is a travesty and not only may it totally ruin their and our lives as a family, but it will cost the state dearly in support further along the lines. We are currently fighting for the school to actually follow the EHCP, and it is asking for extremely modest provisions - cushion, blanket, yoga ball. This is when the local authority have granted the school with a huge budget. It is incredibly short sighted.and it is underestimated how much these often tiny adjustments make a huge difference, between surviving and completely falling out of the system. The fight for support is relentless - especially given the those who are fighting are often SEN themselves. The whole situation had left us all with trauma. I cannot imagine how this would be without even legal backing that we have fought so long and hard for. Without this we have lost and then the country looses out later. We must support our children.
Impact on Child	School has become an enormous source of stress. Trust had been lost on many occasions, lack of support is deafening. They have been physically unable to attend school as they are not fully supported. They have needed mental health support (as parents we have had to go in antidepressants to cope when we were threatened (alleged) by school that we should home school or pay ourselves for a private school and that there is no way they will provide OT or any therapy or recruiting any new staff) we didn't know if they were going to be kicked out for not being able to attend often enough. My child became mute, unable to eat, unable to leave the house, unable to work,became socially isolated, became physically ill - nausea, vomiting, headaches stomach aches, dizziness, talks of dark thoughts (all this at just 6 years old). Now with the EHCP it is better but there is far to go as they are not able to always manage school due to not fully following the EHCP. It always is tenuous and hangs in the balance.
Impact on Family	I have been unable to work due to advocacy and my child not being able to reliably attend school and also bring unable to be left anywhere. This means no after school clubs or wraparound care. I was a good earner in a professional job and now I have to rely on DLA and carers allowance. It has taken an enormous emotional toll on all of our mental health, requiring therapy and antidepressants, having to pay for Sen advocacy. On too of this the fear of everyone who is mean to help, sabotaging your efforts and doing everything to gaslight and remove help. We are decent, polite and reasonable people and I am shocked about how we have been treated. We are in constant fight or flight, especially in the face of potential fines and the control taken away from us

	as parents over the care of our child who we know best. It has been so traumatic that we cannot relax for a minute and this has a big impact on our family that I wouldn't wish in anyone.
Desired Change	- Clarity and transparency all round, with regards to support, funding, well written and unambiguous EHCP's. - Continue with support if it is working - don't take it away or confuse it with 'resilience'. You would not take away a wheelchair from someone who cannot walk or weaken someone's glasses prescription so that they can train their eyes to be more resilient and re-strengthen. - Up to date training for all teachers on neuro-divergent children and accountability on this. - Stop parent blaming and look at making schools more accountable - stop ridiculous threats of fines for non-attendance, especially when there is professional evidence that school is making children extremely unwell and will impact life chances. Keep EHCPS - support does need to be individualised and that is the point. Yes schools need to be more inclusive but this is as important. This would assume that all autistic children are the same and can be supported in exactly the same way which is completely wrong and damaging. - adequately fund schools for all that is needed in terms of provisions but make them accountable for how they are spending the funding - Listen to SEND children and parents - we have lived experience end our views and experiences must be central to this. - SEND system support like Sendias needs to be better funded - it is hard to get someone good and an appointment for help.
Keyword Flags	Delays/Slow, Gaslighting, Isolated, Job-related, Mental health, Threatened (alleged), Trauma, Trust/Distrust, Unlawful (alleged)

ID: dW8aapA | LA: Bexley | Submitted: 14/09/2025 13:59

Type of Misconduct (self-reported)	Failure to accept independent professional advice and reports. Failure to provide and source therapeutic services documented on the ehcp. Untrained, unknowledgeable and inexperienced staff working for the LEA. Questioning in antagonistic fashion.
Experience	Various LEAs continue to act unlawfully and refuse external professional advice. The staff have no to little understanding of disability, and question clinical practice of professionals without merit, authority, or experience to do so. They fail to source provision for children even when awarded at court and then hound families assuming their incompetence when the family decide to remove their children and home educate. There remains a one size fits all policy and it gets framed in “evidence based practices”
Impact on Child	Refusal for school attendance, a focus on areas that do not stand them in good stead for later life such as communication, social skills, life skills
Desired Change	The system is not fit for purpose. Families and communities need to be empowered to help children focus and learn skills that matter. Children need different environments and mainstream inclusion does not work. It is time for a complete overhaul with community learning hubs, a move away from statutory assessment and testing, and to stop relying on the medical model to assess and pigeon-hole children according to disability diagnosis
Keyword Flags	Communication, Failure, Refused, Statutory duty failure

ID: SCC3C39 | LA: Surrey | Submitted: 2025-08-01

Experience	I consent: My Son struggled to attend his mainstream school for two years prior to stopping completely in June 2023. His EHCP was finalised in September 2023 with his Mainstream school named despite the fact the school had notified Surrey that they could not meet need. Appeal date was set for November 2024. In January 2024 he finally had some alternative provision put in place but this was only 1 hour of tutoring a week and was taken from the EHCP funding provided to school. Repeated requests for additional funding for AP were turned down at panel. Provision type was finally changed to Specialist where all schools consulted came back saying they could not meet need. Despite this, the LA, continued to argue the case that specialist was appropriate, in fact they wanted to leave him in mainstream until the end of the academic year before then consulting with specialists again. Within 5 minutes of our tribunal hearing starting the judge had clearly stated that EOTAS was the only option for our child and confirmed that the LA's arguments against this had no background in law. We had waited 17 months to hear these words. Here we are 14 weeks post receiving tribunal outcome and not one part of his outlined EOTAS package is in place. He continues to be on role at his mainstream school (which he has not attended since June 2023!) despite the fact he now has a finalised EHCP with section I blank. I wonder if this is in fact lawful or just done so that it looks like he is still receiving an education whilst they delay his EOTAS provision. Following warning of Judicial Review they are finally communicating again but still with no provision confirmed. Who knows how long the wait will be. Meanwhile my son has lost all perception of what education should look like for him, he has lost faith in a system that has repeatedly failed him. It won't be long now until he has been out of school for 2 years with only 1 hour of tutoring a week! How can Surrey argue that this is providing him with the equivalent of a full time education, its disgraceful.
Keyword Flags	Delays/Slow, Failure, No provision

ID: SCCvdf0 | LA: Surrey | Submitted: 2025-08-01

Experience	I posted last week about our situation: My oldest son was permanently excluded from school (year 6) in January. We have not heard anything from Surrey since - I only received a generic email from the inclusion officer (they type sent to all families in our situation) one week after his permanent exclusion. They have not reached out to us to ask how my son could best be supported to access education. His school told Surrey that they were funding an Alternative Provision package that should be continued as my son was accessing it and it was in his best interest. Surrey have not listened and refused to fund it. Surrey is now trying to force my son into a PRU (Pupil Referral Unit) even though his previous school and his psychiatrist agree that's not in his best interest and that instead it would be better to fund online learning classes for him (at the very minimum). In addition my son still has no EHCP - it was refused by Surrey in August and yet he'd already been suspended by his mainstream school for 16 days in year 5 (and school had spent about £17000 on him that year without any support from Surrey!). Somehow panel still felt his needs could be provided under OAP by his (now previous) school. Since my son was excluded Surrey have refused to concede. We were given a last minute tribunal date in February but Surrey said they could not make it. We were instructed by court to find a date in April that would work for Surrey and us - we emailed Surrey and they haven't replied to our emails. We submitted our dates to the court by the deadline and have not yet heard from Surrey. Surrey have no evidence to back their refusal to issue but they will not concede until we get to tribunal as they just want to waste time and not spend money. In the meantime my son has no education. And he's in a transition year. But Surrey doesn't care. For my daughter (year 3), Surrey have agreed to issue an EHCP but case worker rejected nearly all the changes we requested- changes that were all taken from OT and SLT reports but as these were privately commissioned the case worker refused. That's despite the law stating that the LA should use all relevant professional information/reports for the EHCP but we were met with constant ‘no'. The case worker even refused to include some information from the EP report written by the Surrey EP that we wanted included - information that showed my daughter needs a nurturing school with small class sizes. The SLT commissioned by Surrey assessed my daughter and identified she had emotional and social interaction needs but said my daughter didn't need any direct SLT input as these needs are ‘not covered by their services’. So the SLT agreed my daughter has these needs and that these needs would normally be met by direct SLT input but as they don't provide these services she cannot include them in the report. Is that not unethical???* So right now my daughter's EHCP does not reflect her needs so we are appealing its content and setting (as Surrey named mainstream even though everyone else who's assessed my daughter agrees she needs specialist). *It is a breach (alleged) of statutory guidance for a Local Authority or commissioned professional to omit provision from an EHCP simply because a particular service does not offer it. Under section 42 of the Children and Families Act 2014, provision must be based on identified need — not local service availability. The approach described here raises serious ethical concerns and raises questions about the validity of advice subsequently documented in an EHCP. Furthermore, this practice appears to place Speech and Language Therapists (SLTs), Occupational Therapists (OTs), and Educational Psychologists (EPs) in direct conflict with their professional codes of conduct - including those set out

	by the Health and Care Professions Council (HCPC) — and in contravention of professional guidance issued by bodies such as the Royal College of Speech and Language Therapists (RCSLT). This is not an isolated incident. Families across Surrey report being told by SLTs, OTs, and EPs that their recommendations are being "limited" or restricted by Surrey County Council officers following assessment, and even ahead of assessment — leading to the omission of appropriate support from EHCPs, even where there is clear evidence of need. This systemic interference undermines professional integrity and raises serious questions about the role of Professionals within the assessment process.
Keyword Flags	Breach (alleged), Exclusion, Isolated, No education, Refused, Statutory duty failure

ID: RGZWMzJ | LA: Kent | Submitted: 19/08/2025 07:24

Type of Misconduct (self-reported)	The LA failed to provide any support for my daughter for a full academic year while she was out of education. In our tribunal evidence, the LA misrepresented journey time to their preferred school. They said it too 20 minutes but actually it was 1.15hrs at best. They also misrepresented cost of the non-maintained specialist school we requested by £10k. They didn't include some of our independent evidence in the evidence pack but did put in documents which were supposed to be excluded. At tribunal, they did not bring any expert witnesses even though it's an evidence based tribunal meaning they knew they'd lose, they just wanted to push us to financial and emotional breaking point and adhere to the safety valve agreement. The LA then didn't issue the SENDIST approved updated EHCP within the 5 weeks - it took further chasing and threat of legal action for them to issue.
Experience	We became £35k in debt because of our fight. I had panic attacks and started taking anti-depressants. We travelled extensively to find independent experts to review our daughter, and I spent evening trying to educate myself on legal proceedings, Children and Families Act and more. It was the worst experience of our lives.
Impact on Child	She was out of education for a full academic year and because we had moved area, we couldn't find any private therapists to help. Our daughter began to regress - forgetting the alphabet even (age 7). She became isolated and withdrawn refusing to leave the house.
Impact on Family	We had to find £35k to pay for the tribunal costs. I couldn't afford to stop working to care for our daughter which brought immense stress. I had panic attacks, on anti-depressants and our marriage became incredibly strained.
Desired Change	Accountability and responsibility for the individual LAs. Decisions are made based on money not what the individual child needs. They operate with impunity in mis-spending funds and pushing families to financial and emotional breaking points. Removal of 'safety valve' agreements - they are dangerous. Put people in charge that are more focused on the families rather than business.

Keyword Flags	Afford, Exclusion, Failure, Financial pressure, Isolated, Misrepresentation, Refused, Threatened (alleged), Unsafe (alleged)

ID: 0QjaDKy | LA: Cambridgeshire | Submitted: 14/08/2025 06:24

Type of Misconduct (self-reported)	The LA got MASH involved but did not tell me they had claimed that I>I< had mental health issues in order to obtain it. I did not, and although they agreed, they will not remove it from my records, which has blocked me from two jobs I have applied for. We had to go to Tribunal to get a proper EHCP. The LA delayed it 'to get evidence from their own EdPsych, but never got it - meant my child was out of school entirely for another year (got no secondary education until they were 19!)
Experience	Very very stressful being repeatedly subjected to gaslighting and buck- passing. Enormously detrimental effect on child, who has developed serious mental health issues which could have been prevented - extreme social encoding anxiety being just one issue.
Impact on Child	See above. All the things you've listed, plus damaging effects on physical health (now obese).
Impact on Family	Motherv unable to work since child v young, as they needed constant monitoring (legal requirement but to be left ahome alone when younger). Father had to have reduced hours. Sibling also struggled but could not give them the opportunities we had Oexpected to be able to do...
Desired Change	Treating people with respect, not having a tick-box system, not shunting responsibility to another agency, only for them to shunt it back (deliberate delaying tactics), etc.
Keyword Flags	Delays/Slow, Gaslighting, Isolated, Job-related, Mental health, Reduced hours

ID: SCCANP6 | LA: Surrey | Submitted: 2025-08-01

Experience	How can Surrey be trusted with MORE power under the proposed devolution when they are failing so catastrophically
Keyword Flags	Failure, Trust/Distrust

ID: SCCoUXe | LA: Surrey | Submitted: 2025-08-01

Experience	Where do I sign! And where do I start?! They failed our family multiple and continue to fail us. My complaint never went anywhere and I never received a reply from the Ombudsman over 2 years ago. We nearly lost our boy many many times and my heart goes out so much to the families of the ones that didn't make it or are still battling that fight every day due to SURREY'S failings! So disgusting! They failed to review, amend or update my son's EHCP for over 2 years, lost a separate 2 years of EHCP reviews, refused to implement legal duties, failed to meet needs multiple times, have cost us financially and emotionally and caused unnecessary hurt, pain, upset and trauma to our WHOLE family. The incompetence, the deceit, the failings, the utter lies (alleged)! Shameful LA.
Keyword Flags	Failure, Refused, Trauma

ID: J9kER0J | LA: Essex | Submitted: 16/08/2025 12:53

Type of Misconduct (self-reported)	Delays False information - have evidence from SAR response confirming this Failure to engage in mediation Poor communication Withholding information (school consultation responses, panel minutes) and despite submitting sar request still haven't been given information requested. Comments made by caseworker regarding us a parents to team via email (read this in SAR files) Failure to provide child with suitable education for more than 2 terms to date.
Experience	Applied for an ehcp in summer 2023. A day before the 6 week deadline for decision LA informed us that child's case had been forgotten to be put on panel and we would have to wait longer for decision.i made a formal complaint and less than 24 hours later we received a refusal to assess and when I questioned this was told it had gone to panel and caseworker was mistaken. We then waited 12 weeks in the appeal stage for LA to reverse decision. 7 months went by until an EP was allocated (this came after my LGO complaint was resolved). 3 months later we moved house (still within same LA but too far from the school child was attending) but due to no finalised EHCP child had no school to attend. A further 3 months passed until plan was finalised however only a type of setting was named so still no school. Child last attended school 9 months ago and tribunal date is 13 months away. In this time we repeatedly requested school consultation responses to establish what setting would be best. We were repeatedly told we would be given however after 6 months we submitted a SARs to obtain. On receiving responses it was clear that information was missing and when we tried to obtain we was informed we can not have minutes from panels due to sensitive information. A 2nd SAR request was submitted and from there we found evidence that at 1 panel 3 sen schools stated they would have to meet child before making a decision. 1 school carried this out however the LA stated in an email a month later that no other schools made the decision to meet child. The information we obtained months later showed this to be untrue. We requested mediation which was ignored (again SAR response clearly shows they were aware of mediation request). We have now lodged an appeal however the final hearing date is 13 months away meaning our child would have missed 2 terms of reception and the whole of year 1. Despite asking for support in the interim we have been ignored.
Impact on Child	Our child struggled in the previous school despite attending the nursery the previous year and being full-time in the schools unofficial provision. In the 3 months that they attended reception our child regressed in terms of communication. Our child displayed high levels of anxiety (chewing clothes, fingers and weight loss). The emotional

	outbursts before school meant that child had to be taken to school in a pram and often cried and screamed. The emotional outbursts after school consisted of physically hurting family members. Child's sleeping although wasn't great to begin was significantly worse. Since being out of education our child has reduced in terms of chewing clothes and fingers and typically only does this when in situations they find stressful (busy places such as supermarkets ect). Sleeping hasn't improved to the way it was before starting school. Child is loosing out on education and apart from siblings and children from family/friends child doesn't have interactions with peers. Child is also still struggling with school settings which is apparent during siblings school runs. Despite child's communication difficulties child openly shouts school bad when we take siblings to school. Child has become extremely attached to parents and we are concerned what will happen once a suitable school has been found and how child will be after nearly 2 years at home.
Impact on Family	Due to our situation only 1 parent works in our household. The working parent works the maximum weekly hours allowed within his profession to supplement the other parents lost income. In our 20 year relationship we had never had debts (apart from mortgage) yet over the last 18 months we have racked up 5k worth of credit card debt and will likely borrow more to pay for private reports for tribunal. This has also meant that all caring responsibilities fall to mum with no proper respite. Since applying for an ECHNA our personal relationship as a couple has been strained at times due the emotional upset from decisions made by the LA. The constant worrying about finances and no respite has nearly resulted in our family breaking up. The emotional stress has made us reconsider if applying for an EHCP is worth it yet we know without one our child would suffer more. The impact the whole experience has had on our mental health whilst raising a disabled child has certainly resulted in many tears and hard conversations. The physical toll has been exhausting. 1 parent is working non stop and is visibly running on fumes with the financial weight on his shoulders and the other is overwhelmed and burnt out with no where to turn for support. Our other 2 children are struggling with the fact that thier sibling needs mean that alot of things can't happen as a family. We also rely on close family for support for our other children so that they dont miss out on opportunities such as attending events/activities and school activities. Previously all children spent time with grandparents and aunts for days out and sleepovers however due to the child with the EHCP attachment issues only the siblings are able to experience fun stuff with family unless a parent is there. This in itself is heartbreaking because our child was so different before starting school and is loosing out on normal everyday opportunities.
Desired Change	We would like to see LAs following the law. We want to see proper accountability when schools, LAs and the NHS fail children. We want to see that everyone involved actually put the children at the forefront instead of just costs and budgets. We want to see more specialist schools being built and not just trying to force children into mainstream schools especially if they are not equipped or properly staffed. A 1 size fits all approach is outdated and evidence shows this is the wrong

	approach which results in trauma. We would actually like to see all in goverment working together to find a better resolution especially for future children but this means actually listening and working with parents, schools, charities who support families as well professionals involved in children's care. As parents we are tired of watching political parties making digs at each other like small children who dont know better. We want to see those with disabilities treated with respect and support given when needed. The current attitudes are concerning and shows as a society that we have regressed. As a family we want to see the system improved. We want our child to have a school place which is best suited to their needs and one that will support them to reach their full potential. As a mother I want to not have to fight for a basic right. I want to go back to work and see my family thrive rather than trying to hold us together so that we dont end up like so many families who become broken. I will never understand why certain decisions are made because ultimately it leads to children needing more support which results in higher costs. If our child was better supported earlier on things may be better now. Id be working and contributing to society and the economy. Instead we may find ourselves needing more resources from the NHS, benefits because we both can't work. If we lose our home we would need housing. Its crazy that the government and LAs fail to see the wider impact.
Keyword Flags	Communication, Delays/Slow, Exhausted, Failure, Financial pressure, Ignored, Mental health, No placement/No school, Suffering, Trauma

ID: MedPlzM | LA: Cornwall | Submitted: 14/08/2025 17:48

Type of Misconduct (self-reported)	I had both my sons ehcp review meeting in April. The LA didn't issue the new ehcp until the middle of July, they only issued them then as Sendiass sent me a template letter for a judicial review.
Experience	See above
Impact on Child	No appropriate support in the school setting.
Impact on Family	Stress for me as a single parent carer. Deterioration in my mental health.
Desired Change	The ehcp being completed within the correct time scale.
Keyword Flags	Mental health

ID: NpB4xAW | LA: North Yorkshire | Submitted: 13/08/2025 08:15

Type of Misconduct (self-reported)	Delay after delay. Losing our paperwork. Not responding to emails. Failure to meet deadlines. Refusing to assess even though my child met all the criteria. Refusing to issue, even though my child was struggling to attend. Refusing to give alternative provision when my child was no longer able to attend. Missed deadlines responding to complaints.
Experience	This whole process has been so adversarial. And for the second time we find ourselves heading to tribunal to try to secure provision for our child. We know we will win at tribunal, or the LA will concede before: because the law is on our side, but the LA certainly isn't.
Impact on Child	If the right support had been there for our daughter when we first applied for an EHCP, 3 years ago, perhaps we would now not be in the position of her being unable to attend school, having suffered an autistic burnout. She has been out of school for most of year 7 and is deeply traumatised by the whole experience. The system literally broke our daughter.
Impact on Family	It's hard to quantify the stress and trauma, it's been a disaster. I have had to give up work, I am now seeing the GP for my own physical and mental health. Her other siblings are traumatised. The SEND system doesn't just affect SEND children but it breaks whole families.
Desired Change	Families supported rather than dismissed. The whole system is rotten. We are but one of thousands of casualties.
Keyword Flags	Delays/Slow, Dismissive, Failure, Financial pressure, Mental health, Refused, Suffering, Trauma

ID: J9epkaR | LA: Devon | Submitted: 14/09/2025 15:10

Type of Misconduct (self-reported)	EHCP process delays Failure to engage in tribunal proceedings Failure to adhere to the law Ignoring professional evidence Parent and child blame Unlawful (alleged) policies Poor communication
Experience	I have been through this with 2 children and I had to give up my job due to lack of suitable education for them. I've had to instruct a solicitor through legal aid as my 2nd child has been without education for 9 months so far and LA are refusing to provide alternative provision. They are ignoring professional advice that my child needs EOTAS. S19 panel refused despite large amout of evidence. We've been funding it ourselves for the last few months as our child needs something. EHCP is delayed by 5 months so far. Solicitor issued a PAP for failure to provide S19. LA have agreed to alternative provision but are pushing it onto the school saying they have to fund it, but the school say they can't!
Impact on Child	Loss of education, severe anxiety, school trauma
Impact on Family	Had to give up my job, strained marriage, poor mental health, suicidal thoughts, stress, financial impact of having to fund own provisions for child as LA refuse, sibling impacts, loss of social life
Desired Change	LA to adhere to the law. Accountability for when they don't. For parents to be listened to and not blamed. EHCPs completed on time. Tribunal wait times reduced or ideally not needed at all. More maintained SEN schools. LA policies to be lawful. Better training for mainstream staff. Better support for children and families.
Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Ignored, Job-related, Mental health, Refused, Self-harm/Suicidal, Trauma, Unlawful (alleged)

ID: Ekb8P94 | LA: Bristol, City of | Submitted: 13/08/2025 10:42	
Type of Misconduct (self-reported)	Deliberate delays in assessments, many lies (alleged), months and months of no-one responding to any form of communication from myself or school SENCO, ignoring requests for an emergency EHCP review and now naming a mainstream school that cannot meet need. Constant change of caseworker and no communication so we had nearly a year not knowing who the caseworker was.
Experience	Delay in assessment: LA agreed to OT assessment for EHCNA but told me there was a waiting list so pushed me to accept EHCP without the OT assessment and report. 9 months later I contact the OT to find they have never heard of my child and they are not on the waitlist despite several reassurances from LA that they were. After getting my MP involved LA organise the OT assessment but it then had to be cancelled twice as LA had not paid the OT. It's impossible to get hold of the LA by email or phone. They never reply to anything at all. I've sent 80 emails to them in 18 months and only a handful received a response. I have had to raise 3 formal complaints against them and get my local councillor and MP involved every time to get a reply from them. School placement fell apart but they ignored repeated requests from myself and school for an emergency review and we had to wait a year for a (delayed) annual review. In the meantime my child has no education and could not attend school at all. At EHCP review despite new EP and OT reports confirming 1:1 home tuition is needed followed by a specialist school needed in the future (all this is written into the content of the EHCP) they have still named current mainstream school which my child has not attended for 2 years. They are ignoring requests and evidence for EOTAS and forcing me to appeal but appeal dates are in 13 months time meaning a further year of my child missing their education. (They are 9 years old). They did not consult with the school either before naming them and refused to consult any other school.
Impact on Child	Loss of education - 2 years missed so far and it will be at least another year until the appeal happens. Severe anxiety and mental health breakdown
Impact on Family	Loss of income as we have to always be home with our child and can only take it in turns to both work part time. Financial impact of having to pay for expensive private reports, therapy and private tutoring as LA refuse to support us. Extreme stress which is taking its toll on my health and I have spent much of the past year signed off work with stress. All my "spare" time and energy is being used fighting the LA, rather than spending time with my family. Loss of

	friendships, unable to leave the house. No time to spend with husband anymore as we alternate working and are both totally exhausted.
Desired Change	Responses to emails/calls. Even an acknowledgement giving an estimated date of a response would help. Following the EHCP process properly. Better funding so LAs are not forced into making decisions based on budgets but based on children's needs. My appeal will easily overturn the LA decision but it's such a waste of time and energy (and cost to LA) to force us into the appeal process. And it's another year of no education for my child.
Keyword Flags	Communication, Delays/Slow, Exhausted, Financial pressure, Ignored, Mental health, No education, Refused

ID: SCC2vSG | LA: Surrey | Submitted: 2025-08-01	
Experience	My son has been without a school since Xmas. His annual review was meant to be in January but got pushed back again and again until a month ago. 4 weeks later and the LA still claim not to have received the document sent to them from the school. He's now been without education for 4 and a half months with ZERO support. It's torn the Family unit apart. The relationship with my son’s mother broke down and now I'm raising him by myself. It's been hell.
Keyword Flags	Financial pressure

ID: NpB1Ax0 | LA: Cornwall | Submitted: 16/08/2025 17:57	
Type of Misconduct (self-reported)	Didn't disclose to us that the setting they wanted to send our child to had raised really serious safeguarding concerns Fails to update EHCP… every year Last week updated one week before new one was due 😂
Experience	As above

ID: Med6jlM | LA: Dudley | Submitted: 13/08/2025 20:43	
Type of Misconduct (self-reported)	Removing paragraphs from the ECHP indicating one to one support and the amount of hours child will be supported without professional reports, warning or parent consent. Child losing one to one support funding without parents knowledge and being unsupported until action taken by parents in the last year of school taking GCSE's Removing and withholding one to one support without professional advice (educational psychologist) because "this is how it's done in college settings" During ECHP review for the last year of secondary school Threatening (alleged) of removing one to one support because "he won't get it for college" in September. All done based on personal opinion of what support child should receive instead of evidence from professional reports. Delays Failure to respond to communication for months, need to escalate unlawful (alleged) behaviour to the management Harsh, unlawful (alleged) treatment causing distress.
Experience	Please see above information.
Impact on Child	Extremely stressful time as staff very unprofessional, making decision based on personal preference not on what professionals are advising. Aparently individual choices were based on personal experience of having a child using wheelchair and the rest of the children " not needing the same level of support as they can walk"
Impact on Family	All of the above as unsupported child means stress in family and time off work to support a child especially during exam period
Desired Change	People involved in ECHP reviews need to make any changes to the plan based on profesional reports and advice not based on personal opinions
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Isolated, Threatened (alleged), Unlawful (alleged)

ID: Bzb04x5 | LA: Nottinghamshire | Submitted: 14/08/2025 03:48	
Type of Misconduct (self-reported)	Daughter was without suitable education for a year as despite not being able to attend classroom setting in primary and all of her complex needs was told she should go to a mainstream secondary school, this was against all of the professional reports and opinions of those who knew her. I believe this was cost driven delay tactics which lead to her missing out for a year and causing mental health issues, which were avoidable.
Experience	See above comment.
Impact on Child	Mental health issues, feeling of not belonging, isolation impact on our family and work as we have had to have her at home most of the time.
Impact on Family	It has had a huge impact on all of us, restricting my husband and mine work and lack of sleep etc due to stress and her not being able to sleep due to her distress. I had to file a lengthy appeal to secure her special needs school place which is where she needed to be, we won in the end but it was a long very difficult fight and journey.
Desired Change	Listen to parents and children and follow the laws and procedures that are meant to protect our vulnerable children.
Keyword Flags	Delays/Slow, Distress, Isolated, Mental health

ID: D4vbZej | LA: Walsall | Submitted: 14/08/2025 17:09	
Type of Misconduct (self-reported)	Our LA failed to seek professional reports for the annual review, misrepresented other professionals, as a parent I called this out as professional abuse (alleged) and they changed our case officer but they continued to consult with only one school who said they could not meet need. They made the process a dictatorship and and an abuse (alleged) of power in order to make our SEMH suffer and there was no need for it at all.
Experience	Our LA gave very clear examples of not following procedures leading to my sons Annual review. They strongly had been hinting that they were going to name a school where as my son is on an EOTAS packages. His PDA and school trauma is constantly ignored and they continue a narrative that is not accurate about him. They ignore the fact that only 10% of his EOTAS package has ever been delivered yet they continue the tribunal order says EOTAS is for 6 months only.
Impact on Child	My son had to go to A&E due to panic attacks on 11th May leading up to the annual review. Clearly this was a major sign of distress
Impact on Family	We withdrew in order to keep ourselves safe meaning we stopped engaging in the Eotas provision only participating where it felt safe. We still don't know what the LA is planning to do and they are delayed in giving me his revised plan. We don't know what my son's education will be in September.
Desired Change	Just follow their own procedures! They force rules on us but not on themselves also they are dictators which activates the PDA profile of autism creating distress and exasperating SEMH needs. They treat us parents with so much distain and they are full of ego - you can see the power they yield and they show every other professional who equally shares our frustration. We have therapist, social care and providers unable to make any headway with one provider saying "it was not a friendly meeting"
Keyword Flags	Abuse (alleged), Delays/Slow, Distress, Failure, Ignored, Misrepresentation, Suffering, Trauma

ID: xXRMqRG | LA: Cambridgeshire | Submitted: 14/09/2025 16:55

Type of Misconduct (self-reported)	We have had two emergency annual reviews in the last 16 months neither of which have had anything actioned at all to support my child. The LA has ignored enquiries of all kinds. They then decided to override medical advice from CAMHS and suggested my daughter return to her mainstream school, where she experienced autistic burnout and school trauma which led to her nearly losing her life to anorexia and a major depressive disorder. We have raised a formal complaint and exploring legal options.
Experience	We have fought the system for the last decade to support our child. We fought for her autism diagnosis, her EHCP, her access to CAMHS, to save her life from anorexia, to keep herself safe from herself and her ruined mental health. And there is still no support or provision forthcoming to support her education….
Impact on Child	She suffered from autistic burnout and school trauma in year 7, anorexia and a major depressive disorder in Year 8. She has just begun year 9 and we are fighting for the right provision to support her mental health and educational recovery. We have found a local provider of alternative provision that have agreed they can meet her needs, supported by CAMHS. The LA won't pay!
Impact on Family	I have had to leave my teaching career so that I can care for my daughter 24/7 and work evenings in tag team with my husband. We have had to deal with anorexia which impacts everything you do as a family all day every day. I've had to support our younger daughter in going to the same school that broke our other child. Our broken daughter cannot currently be in the same room as her sister when she is wearing her school uniform as her trauma is triggered by the sight of the uniform.
Desired Change	I would like my daughter who is super smart to be given a suitable school provision that allows her to achieve her potential. Only the same that all children deserve. It would be so refreshing if anything could be made available for our child without the threat or reality of legal action. 10 years of fighting for her in all regards, including her fighting for her life, should really be enough. We are an ordinary hardworking family who deserve so much more than the brick walls we have been presented with all of these years
Keyword Flags	Financial pressure, Ignored, Mental health, Suffering, Threatened (alleged), Trauma

ID: MebqG7k | LA: Surrey | Submitted: 21/06/2025 18:35	
Type of Misconduct (self-reported)	The main law breaking moment came with the refusal to carry out an EHCNA, when the case blatantly warranted it. SCC subsequently agreed after we went to tribunal. This process meant over a year went by before anything was done for our son. The lack of action and intervention has a serious impact on our other son who we have no had to deal with-register from school. Oh, and the EHCP missed the deadline and even after they said they met the target date there was no named provision. Oh, yes, we had a message from another parent who had got in touch via a mediator to tell us they'd been sent our son's personal information. Surrey will say that the latter case just goes to show it's a broken system that they're succeeding in fixing: it's not true. They routinely break the law in order to delay what our children are entitled to, they do it deliberately, and they do it to save money, and award themselves Honours celebrating how good they are that their job. They should be in jail.
Experience	As above
Impact on Child	We now have two sons not in school because of how this has been handled. We have had to pay for therapeutic support for our eldest who is not SEN because of what he has been through with Surrey's failings towards our SEN boy. Our youngest is now living virtually as a hermit because Surrey refused to intervene to help him when he hit autistic burnout.
Impact on Family	We are now seeking support from charities to keep us from losing our home because us parents can't both work with a disabled son and now a Home Ed son at home too. Our mental health is rock bottom. I feel it is only a matter of time before there is a tragedy. I have made sure the council knows my views and experiences on this so when the inquest happens they can all have a slice of what's coming to them.
Desired Change	Senior leaders in the council facing justice for their law breaking.
Keyword Flags	Delays/Slow, Job-related, Mental health, Refused

ID: SCCuwVb | LA: Surrey | Submitted: 2025-08-01	
Experience	I consent, Daughter had no school place for over 18 months. 2019-2021: Original School and especially Head teacher denied any SEND issue describing my daughter as " Happy, Talkative young girl". Head teacher also made a malicious referral to Social Services in response to me trying to secure my daughter suitable provisions in school. 8 pages of false allegations against me personally. (I had had children attending this school over a period of 13 years with no issues of this kind raised by them previously). Had to remove daughter from this school as even the most basic provisions were being denied and we were being Gaslighted by the Head Teacher, daughter was "producing no work in school". Surrey Case workers do NOT reply to emails, they give no information or guidance on the EHCP process. Many questions as parents go unanswered, requests made directly to Surrey are denied at every stage of the EHCP process, we had to get a solicitor involved just to get an EHCPNA as Surrey kept refusing. Surrey also don't keep to legal timeframes within the EHCP process. While out of school (waiting for tribunal) Surrey offered only 1 hour a week education through A2E which was provided by another mum whom had her own children running around in the background (online learning) and not an actual professional/teacher. Eventually Surrey carried out a very basic EHCPNA, with the reports generated not fit for purpose, none of which were S.M.A.R.T. We even had one "professional physiotherapist" state they could not make any recommendations without speaking to Surrey first!!. To obtain an EHCP that was worth the paper it was written on we had to go down the legal route, hiring a Solicitor and getting private reports for y daughters needs done, the contents of which was then also denied by Surrey and we ended up having to wait for Tribunal (which of course we won).In the bundle supplied to our solicitor was a page of A4 with the words " very difficult parent to work with" typed on it. and nothing else. (the process should be about the Childs needs but this is an example of how Surrey treats and portrays parents having to fight for their children's needs to be met in education) My daughter is now happily placed in a specialist Speech and language school, with formal diagnosis of Severe Speech and language disorders an after waiting 4 years for CAMHS assessment also a Moderate/severe Learning Disability. All of which she has had since Birth and will have her whole life. My daughter will need support her whole life. However yearly we must continue our fight with Surrey in the AR process, which to date has been produced late every year. Last year Surrey missed the legal deadline again claiming to not have received the yearly paperwork from current school (false). I could go on and add more details but i feel this is long and shocking enough.
Keyword Flags	Denied, No placement/No school, Refused

ID: xXdYZ7o | LA: Surrey | Submitted: 26/06/2025 08:43	
Type of Misconduct (self-reported)	- Failure to communicate - Failure to assist, directive approach to communications, unsupportive, unhelpful - Failure to follow statutory EHCP transfer process - Failure to fund provision set out in EHCP (7 months so far) - Failure to undertake annual review on time - Failure to follow statutory annual review process - Failure to issue draft plan to statutory timings - Failure to issue final EHCP to statutory timings - Failure to respond to Pre-Action letter on time, failure to do what eventual response set out, with further failure to then respond again - leading to commencement of legal proceedings for undeniable breeches which will be a cost to the taxpayer that was completely avoidable. - Failure to adequately respond to complaints and to meet complaints deadlines
Experience	I have been in Surrey for only 7 months and in this time I have experienced failure at every step of the process with unreasonable behaviour from Case Officer and complete lack of communication and humanity. I have sought assistance from my local councillor, been through the 2 stage complaint process, issued a Pre-Action letter and I have still not got a funded EHCP after 7 months. Each step of the way Surrey say, don't worry it's happening or it's done, but I continue to have to fund my child's EHCP in order not to fall further behind or be further disadvantaged, putting enormous financial strain on me. We are about to enter stage transfer and I deeply afraid it will all unravel.
Impact on Child	#NAME?
Impact on Family	The impact is everywhere: - single parent household with reduced capacity to work due to the amount of time it takes to navigate, administer and advocate in the hopes of obtaining support to which my child is legally entitled - financial distress - on top of reduced capacity to work I am having to fund in the absence of the LA meeting its statutory obligations - there appears to be no recourse to funds, despite PAP and proceedings which will commence as/when legal aid solicitor is available - and no recourse to reimbursement - the LGSCO may award, but it is by no means certain - leaves a blackhole and uncertainty...and I am lucky enough to be able to plug the hole - many will not be able to do so

	- Loss of normal family life - my child invariably witnessess the stress and effort involved in navigating and advocating, which impacts them hugely - feeling guilt and shame and ultimately increases their own needs as their mental health is damaged by this system - this leads to a change in the parent/child relationship whose natural course should be laughter and happiness and instead is shared cynicsm and despair, with a dollop of distrust for governance, education and health. - Loss of basic entitlement - loss of learning, friendship, community - failures across the system and lack of resources has damaged my child's future and diminished their world and the world of their family - it has change our lives for the worse and impacts the whole family, friends and our place in community
Desired Change	#NAME?
Keyword Flags	Communication, Distress, Failure, Financial pressure, Mental health, Statutory duty failure, Trust/Distrust

ID: 2Ex7DyM | LA: Cambridgeshire | Submitted: 14/08/2025 06:23	
Type of Misconduct (self-reported)	* Repeated, unexplained delays far beyond statutory timescales. * Failure to arrange alternative education provision despite statutory duty. * Misrepresentation and omission of professional evidence in EHCP drafts. * Refusal to engage meaningfully in co-production. * Commissioning inadequate assessments that ignored available evidence. * Withholding key reports and not sharing them with all parties in time. * Inconsistent and misleading communication from officers. * Dismissing professional recommendations without lawful justification.
Experience	Over an extended period, the LA failed to meet its legal obligations in providing timely, accurate, and lawful support for my child's special educational needs. Despite supplying multiple independent professional reports, these were either ignored, selectively quoted, or misrepresented in EHCP drafts. Statutory deadlines were missed without explanation, and requests for accountability were met with evasive or contradictory replies. The LA's commissioned assessments were incomplete and omitted clear evidence of needs already documented. Key decisions and actions were taken without consulting us, and opportunities for co-production were either denied or tokenistic. Alternative provision was not arranged despite clear and ongoing inability to attend school, causing significant loss of education.
Impact on Child	* Significant emotional distress and anxiety. * Long-term absence from education and isolation from peers. * Regression in learning and skills. * Reduced confidence and self-esteem. * Heightened sensory sensitivities and difficulty managing transitions.
Impact on Family	* Severe stress and emotional exhaustion. * Deterioration in my own health. * Loss of income due to needing to provide full-time care. * Increased strain on relationships within the family. * Impact on siblings, who have had reduced parental attention and support.
Desired Change	A SEND system that enforces statutory deadlines and holds LAs accountable for compliance, with full transparency in how evidence is handled and incorporated into EHCPs. Independent oversight should be introduced to review decisions and prevent unlawful (alleged) practice. All LA staff should receive specialist training on lawful processes, neurodiversity, and trauma-informed approaches, and families should be genuinely involved in co-production.

	Mainstream schools should provide proper, neurodiversity-friendly integration, with flexible adaptations for sensory and learning needs, supported by comprehensive teacher training to identify and accommodate needs early. There should be a broader range of provision, including more small schools and low-arousal environments. Flexible school start ages and hours should be considered for children whose developmental needs require it, ensuring that support is proactive rather than reactive.
Keyword Flags	Communication, Delays/Slow, Denied, Distress, Failure, Ignored, Isolated, Mental health, Misrepresentation, Statutory duty failure, Trauma, Unlawful (alleged)

ID: ZjP7zWB | LA: Essex | Submitted: 03/09/2025 19:32

Type of Misconduct (self-reported)	My daughter (ASD/ADHD/anxiety) went into burnout May 2024. She has not attended school since. I have various privately funded reports (from an EP, OT and a psychotherapist) saying that school is NOT suitable for my daughter. She needs EOTAS. This has been denied and she has been left with a wholly inadequate EHCP (where only some information has been cherry picked from the professional reports). A meeting with an inclusion partner was arranged. I was advised that I must push my daughter to attend school for 20 minute intervals until she "desensitises" (this is a child who has sensory processing problems - exposure therapy will not work). This same IP described to me how her daughter was undiagnosed autistic and had refused many foods as a child. She told me that she had "starved" her daughter until she had given in and tried different foods. When I raised a complaint about this, following the meeting, this misconduct (alleged) was denied.
Experience	As above
Impact on Child	My daughter has become isolated, she has missed a significant period of education.
Impact on Family	I am a registered nurse. I now have zero hour contract and try to pick up shifts when my husband is not working. This has significantly affected our household income.
Desired Change	For the LA to actually use the professional reports in the EHCP, and take on board the feedback that I gave, for complaints to be handled properly and for misconduct (alleged) not be covered up.
Keyword Flags	Cover up (alleged), Denied, Isolated, Mental health, Refused

ID: 5BqYgMb | LA: Kirklees | Submitted: 16/08/2025 00:57	
Type of Misconduct (self-reported)	Initial request for ehc needs assessment denied despite meeting the legal criteria causing a delay of 12 weeks…advised by sendiass not to attempt mediation as 'LA are not attending mediation'. LA conceded the day before the deadline - causing unnecessary delay right to the last possible day. A consent order was agreed and made by court. LA agreed to conduct a full assessment with numerous assessments/advice sought.
Experience	Initial parental request for ehc needs assessment denied despite meeting the legal criteria causing a delay of 12 weeks…advised by sendiass not to attempt mediation as 'Kirklees are not attending mediation'. Kirklees conceded day before the deadline - causing unnecessary delay right to the last possible day. Consent order made by court (despite not actually taking it to tribunal). Kirklees agreed to conduct a full assessment including various assessments. They then sent a refusal to issue letter before receiving all assessments back (some not even yet carried out). This is completely unlawful (alleged) to end an assessment before all assessments are back in especially when under a consent order. LA have admitted they ended early to be (appear) complaint with the law on timescales for ehcp decisions. However they also were late issuing that decision as they unlawfully restarted the clock after tribunal. As far as we understand it 16 weeks is from the date of parental request not from tribunal order. If it is from Tribunal order then this shows even more the way the system is rigged against parents and children. We are now left with the need to appeal a decision made unlawfully but tribunal cannot address the unlawful (alleged) part, only whether the evidence they HAVE obtained (from their own EP) shows the need for an ehcp. The entire process is set up to disadvantage the child and make it less likely they will get an ehcp and the support they need We have had calls which are confusing, seem aimed at trying to get parents to back down and stop the complaints process
Impact on Child	Anxiety, transition issues, regression in mental health, school refusal, burnout, social concerns
Impact on Family	Stress, strained relationships, strained relationship with school, impact on ability to work due to the time it takes to appeal/monitor all the complaints processes etc. they also didn't follow their own complaints system and simply don't respond. Huge workload on us to manage transitions as No ehcp so no legal backup to support these
Desired Change	A fair just system, where the LA is held legally accountable for their unlawful (alleged) processes and delay tactics

Keyword Flags	Delays/Slow, Denied, Mental health, Unlawful (alleged)

ID: jay4dp9 | LA: Surrey | Submitted: 22/06/2025 21:16	
Type of Misconduct (self-reported)	Delays in assessing for an EHCP. Delays in responding to tribunal deadlines. Ignoring professional reports. Failure to respond to emails for months. Deliberately delaying decisions to save money.
Experience	Daughter who is 13 out of education for 17 months, awaiting EHCP. The process has been delayed and delayed. Reports ignored, deadlines ignored , changing their mind before tribunal. Now stating mainstream in the EHCP despite mainstream saying they cannot meet need.
Impact on Child	Years of lost education, severe anxiety and ptsd around attending school. Low self esteem and totally isolated from peers.
Impact on Family	Stress, family relationships ruined and financially crippling.
Desired Change	I would like to see my daughter's case resolved and for her to be in school where she should be. I would like Surrey held accountable for the pain and suffering their poor panel decision making has had and for no families to suffer like this in the future.
Keyword Flags	Delays/Slow, Failure, Ignored, Isolated, Mental health, Suffering

ID: kdJeDN6 | LA: Bromley | Submitted: 14/09/2025 17:30	
Type of Misconduct (self-reported)	Long delays , refused an EHCP for profoundly disabled four year old daughter whose conditions include a brain injury at premature birth (24weeks) cerebral palsy , non verbal , autism , adhd , chronic lung disease , tube fed with unsafe (alleged) swallow among other conditions . It has been a long time consuming expensive battle to secure a EHCP that meets needs . This is still ongoing (5 and a half now) the LA has used every tactic to delay her plan - using every excuse possible . Caseworkers never respond to any form of commutation , the LA are content to ignore the law regarding EHCP and seem completely uninterested that child can not attend school until the EHCP reflects needs .
Experience	Due to attempting to ensure child can access education while also safetly accessing food and fluid and due to the failure of an EHCP / child has been unable to attend her placement as it isn't specified on her plan on what requirements are needed to use her PEG or provide specialist seating (a high chair) the LA have been aware of this barrier to receiving education but instead of providing these two essential life saving things instead they preferred to put child on child protection for education neglect …..
Impact on Child	Child has missed entire nursery and school since 4 will do for another year while waiting for a tribunal date to force the LA to accept their legal duties and remove the barriers of discrimination so child can attend named placement . The absolute trauma for the LA and the complete absence of any common sense or interest . The impact of fighting to ensure child's needs are meet has impact negatively due to all resources ie energy, money , time etc is all focused on attempting to navigate a system that seems designed to destroy parents and child .
Impact on Family	Affected physical heath due to the stress of being in the position of being accused of educational neglect while trying to ensure daughters safety in school . School confirmed that they couldn't feed her or use her PEG or provide chair needed and therefore would have to go all day without fluids or food or keep her home and continue to battle to get her needs meet while also being accused by social services for neglect . It has been the most stressful situation ever and has been going on 18 months and will be going on for at least another year . Living like this , dreading emails , phone calls and the non stop battling has an horrific impact on all aspects of life .
Desired Change	A quick response with reasonable solutions to easy to solve e problems Not putting parents in the position of risking their children's health by using threats of Child protection or educational neglect when trying to protect child . A much quicker , independent complaints system . Easy access to legal advice Consequences for LA's who don't meet legal time frames or refused to access for obvious cases .

	Consequences for not providing a suitable education . Fines for LA's that consistently and continue to ignore SEND law . Every tribunal lost by an LA is confirmation of their failing and this should carry a severe punishment and parents should be compensated (in real terms not a token) of all money spent and lost while fighting to get an EHCP that reflects need not budget . Much more support for parents that have to challenge an unworkable system while also caring for a child with 24/7 needs Just really some end to this ongoing hell .
Keyword Flags	Delays/Slow, Failure, Ignored, Neglect, Refused, Trauma, Unsafe (alleged)

ID: aQrvQ4X | LA: Windsor and Maidenhead | Submitted: 14/08/2025 03:57	
Type of Misconduct (self-reported)	RBWM did not reply when we tried to mediate for my son's needs, they kept rejecting his EHCP plan, he has autism and is nonverbal … we were asked to go tribunal but we just left the country instead for a better future for him sadly
Experience	Tiring and exhausting
Impact on Child	He became very insecure and struggles with the schooling system
Impact on Family	We've had to leave our house, our friends it's been very very stressful
Desired Change	I would like to see help where it's needed. More support and less bearocracy.. our tax money going in proper channels to benefit our children and the country..

ID: EkbvyrB | LA: Reading | Submitted: 13/08/2025 16:50	
Type of Misconduct (self-reported)	Misleading tribunal, witholding evidence, deflection by making unfounded and fabricated social care referrals , placing me on a persistent complainant policy so they can silence me and ignore my communication leaving judicial review as only option but fully aware I'm not able to afford to pursue so she successfully silenced me, created "false instruments" to mislead the LGSCO, the list goes on
Experience	Since 2018 I hBe been abused and targeted by my local authority for simply having 2 autistic kids in the system and being articulate and educated
Impact on Child	One child was school refuse, the other had PTSD, I also have PTSD from the last 7 years of sbidey
Impact on Family	Breakdown of family unit, depletion of life savings and an inheritance, destroyed my own health.
Desired Change	Accountability in sendist through costs being awarded, independent assessment of children rather than by those under their remit.
Keyword Flags	Afford, Communication, Dishonesty (alleged)/Fabricated, Ignored, Refused

ID: SCCQijV | LA: Surrey | Submitted: 2025-08-01

Experience	My son is now 12, he ended up in burnout a few years back from the endless failings of Surrey. Of course the mainstream school he went to didn't help but they were guided and led by Surrey. My son went from a happy very funny boy to one that didn't leave the house and didn't even smile. He was having endless meltdowns and self-harming at 10, with 4 serious attempts. Camhs told me that all ND children did this and dismissed us over and over for 6 years. Surrey tried to fight us at every point of the EHCP process but always conceded after they gaslight and made us wait and wait. They had absolutely no evidence, even from their own professionals to suggest that an EHCP wasn't required. By the time the EHCP was in place it was too late. Most schools couldn't meet his needs until he was placed in a NMI school, which was such a shame as this placement was only partly successful for 6 weeks before burnout. Our case officer at the time tried to push the school to keep him even though he couldn't make it in and they were begging the LA to help. Once out of there our case officer continued to lie (alleged) and what one school said "playing a dangerous game" with my sons life by sending out of date documents and incorrect information to potential schools and accidentally told me on a call that once he's somewhere even if in Kent her job is done. Once schools had the correct reports and EHCP over 80 (all of the schools) said no to being able to meet his needs and EOTAS was suggested. This meant I lost my job and car and my livelihood, but we wanted our boy back. Although the LA said EOTAS, it would be months and months of me fighting to get it in place, although no other choice. We had our AR on the 10th May and I only received the EHCP 2 days ago and I think it's the incorrect one. Two complaints have been upheld by the LGO and another is with them now. I had to raise a 4th but be heard have ignored it. If it wasn't for me learning the law and advocating every single day 24/7 I believe we could have lost our boy. He's still not on full provision with eotas and I'm being pushed to put him in a setting (that doesn't exist) and after not hearing from the LA in 8 months. I could go on and on about the failings but it's too triggering and upsetting for me at this point.
Keyword Flags	Dismissive, Gaslighting, Ignored, Inaccurate, Job-related, Lied (alleged), Unsafe (alleged)

ID: vGJeWoD | LA: Milton Keynes | Submitted: 14/09/2025 15:51	
Type of Misconduct (self-reported)	We are still waiting for the emergency review we had last October of my daughter's EHCP. I have found 2 educational settings that can meet my daughters needs but the first one the La said no, no reason. I'm still waiting to hear about the second one. Since November I have sent 78 emails to the school, La, virtual school, SENDIASS and still my daughter is at home.
Experience	My 12 yr old daughter is adopted and has Developmental Trauma, Attachment and Sensory difficulties. She struggles to trust adults due the the neglect and abuse (alleged) she suffered. She managed primary and middle school as they were trauma informed. I knew that secondary school would be difficult for her but I didn't realise how quickly. She was struggling from virtually day one. She hasn't been to school since the beginning of March apart from a couple of hours a week. We had an emergency review for her EHCP last October as the one she had wasn't any good for secondary. We haven't even had a draft copy back yet. I have been chasing it but no idea where it is. They can't meet her needs. I found a new therapeutic school opening in September that could meet her needs. La agreed but at the second specialist panel meeting they said no. I haven't had a reason why. I can't appeal the decision without her EHCP. I then found an alternative provision that can meet her needs. I am still waiting to hear if they've even sent them a consultation. I have since found another one and have asked school to refer my daughter. Again no news. I have now put in a complaint and then a formal complaint to the LA. It is absolutely disgusting that my daughter has been let down over and over by adults whose job it is to keep her safe. She deserves an education and the chance to succeed as much as anyone who hasn't been abused.
Impact on Child	My daughter lost nearly half her hair due to the stress of school. She is terrified of school and used to cry every morning when she had to go. She has lost 6 months of education which is not fair. She was so exhausted from masking and worrying about school that she would fall asleep fully clothed, on the floor. She has lost out in her social life as doesn't really see any children anymore.
Impact on Family	As she is adopted and has her issues life with my daughter is very hard. Even a good day is a tough day. I have had a few days break since March and it is affecting my mental health as she is always with me.

	The stress of fighting to try and get her into an educational setting is relentless and I have become physically ill with the stress.
Desired Change	My daughter's EHCP back to me. My daughter in either the school or alternative provision that we have found.
Keyword Flags	Abuse (alleged), Exhausted, Job-related, Mental health, Neglect, Suffering, Trauma, Trust/Distrust

ID: Np40AyG | LA: Bradford | Submitted: 21/08/2025 06:58	
Type of Misconduct (self-reported)	Delays, poor communication, changing EHCP content without approval.
Experience	Our daughter was unable to go to school, the LA did notake any attempt to meet their legal requirement to provide an alternative education for over a year. They unlawfully refused a request to assess for EHCP, which was immediately pverturned at Mediation. They refused an EHCP, making us go to tribunal. The process too 18 months until we hired a solicitor, at which point they reversed the decision and agreed not to go to court - with no new evidence. As part of agreeing to issue an EHCP they promised a new EdPsych report, but that never happened. They then produced an EHCP draft naming the original mainstream school as the setting despite all the evidence (including from the school themselves) that they could meet need. At this point the EHCP considered a Parental budget to cover various provisions that we had been funding ourselves. It was up to us to identify an alternative (online) setting to put on the EHCP. The LA then said that had to wait for an infrequent Committee meeting to be approved. It was denied at the fort meeting and had to wait for a follow on meeting where it was approved. The final EHCP was then issued with the new settingnamed but the Parental Budget removed with no explanation.
Impact on Child	Our young person has missed 2 years of school. She is very stressed about the amount of work she has missed.
Impact on Family	My wife has to look after my daughter full time and cannot go back to work, and we are still spending a lot of our own money providing provision thst helps her.
Desired Change	All these silly games are driven by budget constraints, false economies and poor training. The council SEN departments need to be better funded, and best practice needs to be defined at a National level. So much money is wasted with Councils having to all duplicate so much of these policies.
Keyword Flags	Communication, Delays/Slow, Denied, Refused

ID: VL1vBMy | LA: Isle of Wight | Submitted: 13/08/2025 15:52	
Type of Misconduct (self-reported)	Failure to make provision specified in F (complaints ignored until we sent a PAP letter for JR) Failure to complete AR on time. Failure to respond to complaints. Removal of reasonable adjustments without notice, consultation or evidence. Withdrawal of provision with no notice. Appalling record keeping.
Experience	Dire. Both parents with disabilities, reasonable adjustment withdrawn without notice and complaint about this was refused at stage 1. Failed to make provision specified in section F - complaints about this ignored until we sent a PAP letter. Withdrew transport with no notice, claimed they had no record of agreeing to transport even though it's been in place since year 7 and it's now year 13. Delayed AR to the point we are 2 weeks from next academic year with only a terrible draft to show for it, no provision in place for September and no director available until 1st September to authorise arranging provision!
Impact on Child	OCD is through the roof. No education in place. No support in place.
Desired Change	A system whereby LAs are fined more than they attempt to save by their failure to comply with legislation. Plus LA management levels to be held personally liable for all failures to comply with Education and SEND legislation - with the possibility of being barred from working with/for any services that have anything to do with children directly or indirectly in any capacity at all. At the moment all that happens is that they are encouraged to leave and they then just move on to another LA to inflict bad practices on a new group of parents.
Keyword Flags	Barred, Delays/Slow, Failure, Ignored, No education, No provision, Refused

ID: SCCbvjr | LA: Surrey | Submitted: 2025-08-01	
Experience	Two hands [Symbolizing two hands up in the air for each child] for two children with SEND, one now an adult. Both have EHCPs and both have been failed by Surrey CC. Over 7 years I have appealed to SEND Tribunal 5 times, 4 concluded, 1 current (Surrey CC have consistently not complied with directions and missed deadlines). Like the majority of parents I haven't had legal representation, we can't afford it and don't qualify for Legal Aid. Numerous formal complaints, 3 relating to SEND escalated to LGSCO all upheld, 1 of these resulted in a public report. The apologies we've received are meaningless; it's the same faults. Loss of education and/or failure to secure provision and not following their own complaints policy (or the statutory process for social care). There is much more I could say but you will read more recent and more appalling accounts. There was a time when other families found our story shocking. But now we are one of many. Thank you Measure what Matters, MPs and Councillors for all you are doing to highlight these issues. I hope this scrutiny will bring about the long-promised transformation of Surrey County Council Children's Services.
Keyword Flags	Afford, Failure, Statutory duty failure

ID: XxBXa5V | LA: Bromley | Submitted: 18/08/2025 07:47

Type of Misconduct (self-reported)	Discrimination Failure to Provide provision in EHCP and any education whilst the child is unable to attend school, failure to Provide transport to a setting 7miles away. Unlawful (alleged) child protection investigations. Data sharing breaches.
Experience	I am accused of child abuse (alleged) and have lost all my hair due to stress. My children have been placed on a child protection plan, and I have been threatened (alleged) with their removal. Information shared by the special needs school and teachers has been used against me, as I am a neurodivergent parent.
Impact on Child	No education for one leads to trauma for the whole family, disrupting daily life and resulting in PTSD and anxiety.
Impact on Family	Quit my job six years ago to care for one child. I intended to take one year off work only. However, I was unable to return due to stress and lack of support for my families health needs and well-being.
Desired Change	They should follow the law and stop gatekeeping and weaponising children's services, social care, and blame parents instead of helping and supporting the family.
Keyword Flags	Abuse (alleged), Failure, Job-related, Mental health, No education, Threatened (alleged), Trauma, Unlawful (alleged)

ID: LZb4v1G | LA: Surrey | Submitted: 23/06/2025 00:14	
Type of Misconduct (self-reported)	How many ways can one Council education department fail 1 family, let me count the ways Surrey have failed us! 1 Failing to recognise needs in school for more than two years. Delaying the diagnosis and provision of support. 2 failing to reassess when request and knowing professional reports are over five years old . 3 failing to assess needs in EHC NA requested by parents and using illegal (alleged) grounds to do so. 4 failing to support requests for health services, refusing to see the patience when referrals made by other professionals. 5 refusal to assess on illegal (alleged) grounds 6 failing to provide social services support after referrals have been made by GP 7 failing to support requests for educational support. 8 Failing to comply with the letter of the law when drafting documentation 9 paperwork does not pass the legal test 10 failing to provide education for my children. (Section 19) 11 Failing to comply with mediation agreements.. 12 failing to respond to simple request for information and updates. 12 Failing to prepare cases for governance boards repeatedly, causing undo delay time and again . 13 failing to find placements for both children. 14 Failing to redraft EHCP documents for I haven't looked yet on our drive more than 18 months. 15 Failure to add statutory information into the documentation. 16 Failure to accept that complaints at their failures are complaints 17 failure to recognise errors and failures. 18 Failure to consult properly with parental preference. 19 Failure to provide alternative provision in good time 20 failure to recognise mental health problems. 21 Failure to provide provisions in section F. 22 Failure to allocate suitable setting for September times two.. 23 placing children with schools that had declared they can't meet need. Putting both my family and the schools. In untenable situations..

	Shame on you Surrey.
Experience	We have two children with SEN and it has been an unbelievably hard journey for the whole family. Fighting the systematic errors , gas lighters and legal failures of send services in Surrey. It has been a daily struggle for two years now. The impact on your family has been profound. Both myself and my husband have become unwell, with long term life altering conditions, the children have mental health conditions that have gone in treated for more than 6 months and can. NOw be classes as long term. We are all feeling the impact of the mental and emotional load this brings.
Impact on Child	Both young people have been left without provision in unsuitable environments, where educators failures to support them has led to e slow and depamaging loss of self esteem, and worth. Leaving them targets for bullies and open to unkind thoughts and dead's from the adults ment to help educate them. They have been stigmatised, laughed and call out publicly. They result is a dynamic deterioration in their mental health, spiralling to the point of suicidal ideation and actual dead's. We also have been repeatedly failed by Children's mental health services, who repeatedly left us on a waiting list but crucially without any direct support at times when they were at most need. Both are struggling to understand their trauma and the huge guilt which goes with thinking of ending your life. Neither child is in school currently, and neaither have any suitable school or education package in place for September 2025
Impact on Family	I never thought I would witness and have to stand down a child from making an attempt on their life, never mind two children and on more than one occasion. I count myself very lucky to still have two children, this picture could have been very different and to be honest still could. To be asked when they might be ready to return to school less than a week after reporting an incident is unfathomable. When the trauma is school based and as a direct result of being in mainstream setting that could not understand or support their SEN Mainstream educators are ill equipped to cope with complex SEN. They need educating. BOTH OARENT HEALTH HAS DETERIORATED AS A DIRECT RESULT OF THE DAILY FIGHT FOR OUR Children's. Lives and their and education. We say it's a journey, it's not it's a battleground and I put my armour on and go to war daily. I have a life long degenerative condition brought on by the stress and trauma I've experienced , with no time for self care, little time for anything but the fight. Two complex open appeals, two complaints and two interim reviews to be completed before the end of this academic year.
Desired Change	Get if right first time, respond to parents communications, stop breaking the law, most of these fails are legal failures. Catch children before they fall, before they start failing and start to blame theirselves. This a pandemic brought on by

	a Victorian educations system, not fit for purpose. And a council with processes designed to hit target rather than to deliver a difference to the young people it's ment to support.
Keyword Flags	Delays/Slow, Error/Mistake, Failure, Mental health, Refused, Self-harm/Suicidal, Statutory duty failure, Trauma, Unlawful (alleged), Unsuitable provision

ID: yPqjdjg | LA: Bracknell Forest | Submitted: 13/08/2025 15:14	
Type of Misconduct (self-reported)	Delays, lies (alleged), misleading information, failure to respond to parents communication/ignoring emails (they no longer answer the phone by default), failure to engage with tribunal proceedings, missing tribunal deadlines, withholding of evidence, misrepresenting needs of child without just cause, organising a completely inappropriate placement to save costs. I am convinced Bracknell Local Authority is as crooked as Surrey and being told to act in certain ways by those higher up.
Experience	Truly horrendous tribunal battle with Bracknell LA. Completely inappropriate placement for secondary was decided without any communication from LA until the EHCP stated placement. We believe this was done on purpose by Bracknell and that the Safety Valve scheme has amplified things further.
Impact on Child	Thankfully we had it resolved before placement was due to start but the emotional distress caused to the family and the ripple effect this has had on my child is unforgivable.
Impact on Family	Stress, worsening of own disabilities, mental health decline, strained relationship, impact on siblings, impact on family, impact on child. Distress. Time off work due to ill health and loss of earnings.
Desired Change	The person/people accountable to be held responsible for their criminal (alleged) decisions. I fully believe this is higher than we realise and that this is all a ploy to destroy the SEN system as it currently stands due it appearing “unfit for purpose”. Too many excuses are being made and frankly LAs are either unaware of the children’s needs (disgusting) or are knowingly making immoral decisions to please purse strings or please their own secretive agendas. They are abhorrent.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Mental health, Unsuitable provision

ID: Bzby1D1 | LA: Surrey | Submitted: 17/08/2025 08:49	
Type of Misconduct (self-reported)	All of the above. We, mother's, start off trusting that professionals would behave like so, and act within the law, and their Code Of Candour But we get nothing of the sort. An offer of support becomes the first trap into a system that would blame, accuse, criminalise, pathologize, and criminalise, the very mental health problems they create, and then weaponise against us. Delays starts from the time our children are born, and not followed up, not screened, no spotted, left to drown in mainstream, . A mention of the word bullying (alleged), hoping our child would be protected, becomes the first mention of Welfare officer, threatening (alleged) fine, court through inclusion officer, attendance, lateness, the way the child look, talk or not talk, all in fact unmet SEND Needs, that tips the child to mental health crisis, acute, and unmet mental health needs, chronic. The Delays buys time. Expecting a diagnosis or two when the Needs are blatant, is unlawful (alleged). The delay in diagnosis, delays the EHCP process, then excuses would be given for not able to access the report, open it or find it. Lost data is common and if only we knew this from the beginning, we would go on a SEND, EHCP, Human Rights and educational rights for children and all the adult parents and carers Rights. Ignorance in mother's part, soon send them on a steep learning curve, from Novice to Experts in our children we thought we knew inside out. But instead, we have to relearn them outside in, from an ASD or NDD perspective and lens. All of the above apply. How to delay the very diagnosis that is required. The false feedback on progress, The strongest of cases, gets denied by the secretive Governance board The caseworker does nothing and attends not the meeting, as he said his role would only Start after LA issues an EHCP The SEND Caseworker does more than nothing this day of the GB meeting, and up till then we would soon know this whole SEND ' Malarkey' is a real shamble. The caseworker might as well be made redundant, Making him obsolete, since his role starts nowhere, but the refusals comes Please ensure you avoid using any identifiable personal information, e.g. names, detailed diagnostic information,

	detailed location based information Horrific, inhumane, degrading and inhumane. A no win situation, set up to fail from the beginning. Problems that were caused by LA, then weaponised by LA Parents criminalised, punished, their families torn apart and mothers separated from their children, under the guide of Social Care, which is a merely Safeguarding all the way through and interpreted as: Care, In the Care system Foster Care, Care homes Residential placements A looked after child then gets diverted into the 16-18 years abyss, unless the Mother fight tooth and nails to have her child and family rescued which becomes the priority as the Safeguarding mafia takes off their Social Care outfits and show their true colours; Social workers show their Draconians self. Social workers that showed 'empathy' and even shed a few tears without knowing our full story, but our real stories, as documented by professionals, gets further pushed into a black hole, soon filled evidence of not just one, but hundreds, thousands, millions maybe, more other families that comes through this Send Underworld system which locks us into a generational trend of snatch snatching and separation of mother's and children, which in itself is the death of two people. The 'Care' system is what social workers calls Social care, and guess who could argue with this? Not a single person, service, court, and as social workers act above the law, other services put them on the Pedestal of 'professionals. Police, Family courts, SEND Tribunals takes their accounts without any need for real paper evidence, whilst Social workers lies (alleged) through their teeth, under and over 'OATH'>
Experience	A repeat of the most harrowing accounts that other parents have gone through. The delaying in providing help and support despite Needs being blatant The insistence of diagnosis and health reports which takes years or £'s. The Deception zone post Evidence submission. The complacency as a prefabricated story is ready to replace the professionals one, and the change of attitude, Breaches and what all involved with the family ends up doing, as so called professionals, under their respective Codes of practice/Candour, truth has no value by then, as professionals all turn into a cult like one big opponent all complicit into Burrying the Truth, for a new damning narrative that would be replacing the child's families real histories, and

	affect them not just for the present time, but for generations to come. This diversion, not only sabotaged all prior achievements re: EHCP steps, but it throws away that ladder that families had been climbing, and 16-18 in the Care system, the Care Leavers ladder to the door for ,(social care support that should, but rarely really protects them, instead leaving them doubly more stranded in one side EHCP, provisions dissolved even if the Legally binding plan is still showing as 'Live' on the LA system. Mother's digs the LA hole, to find near to nothing evidence previously submitted There evidence would be conveniently 'Losted', by LA, yet, it is us Mother's that gets witchhunted, attacked, caught, and silenced.
Impact on Child	Child says she is matured from traumas Family, scared and scarred for life. Mother's: destroyed and trampled over, their own State inflicted traumas, used against them to question their ability to parent their children or make decisions in her child best interest. Displaced, I nearly was, Child losing EHCP, Looked after by the state status used but not leading to care leavers status, but to lose the child into a black hole between 16-18, LA making savings both sides, and child, unprotected whilst ' looked after' NOT, More likely to be harmed, abused, neglected, trafficked, exploited, groomed, used, abused, whilst in care, with Safeguarding thresholds altogether gone. A period, when NO ONE CARES! BUT WE HAD A NARROW ESCAPE, The effects, the damages and detriments goes far beyond all of these examples, at times pushing both Mother and child to escape it all through Suicide. The following are mere understatements For example: emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health, etc I will prefer to call it:

	State inflicted C- PTSD, and disruptions to family lives, breaching all aspects of the Human Rights Acts. We Mother's who do not resort to Suicide, as an escape, in order to protect our children the most ferociously possible, as is required in this witch hunt scenarios. The child with SEND and their families, does not matter, and goes at the very bottom of the chain, treated as a commodity,Outcast, even , A mother's or a child's distress and detriments are very palpable and so intense, that even if she were to put this in writing, having been before labelled as 'Too articulate', Words would fail her, as it does me,, now! And the mirage of (Help and Support) vanishing altogether, when we reach it.
Impact on Family	We are drawing in Debts, Almost lost my career of 25+ years with NHS, having to care singlehandedly for her myself, as services engaged in buck passing the child child from Pillar to post, ends up Lost altogether.
Desired Change	Perpetrators, criminals, not just made accountable and flagged on social media, but bear the consequences of their misconducts and lawlessness... They should not longer be left to make decisions about a child and family, without an impartial external oversight. As ll their interactions with families needs to be recorded and shared to parties for checks and amendments. They should not longer be allowed to investigate themselves for their own misconducts. Full transparency and only then would we have a safe and fair system
Keyword Flags	Breach (alleged), Delays/Slow, Denied, Distress, Failure, Isolated, Mental health, Neglect, Self-harm/Suicidal, Threatened (alleged), Unlawful (alleged)

ID: eqx99Rl | LA: Hampshire | Submitted: 13/08/2025 11:24

Type of Misconduct (self-reported)	Parent blaming to avoid providing respite.
Experience	The local authority said we didn't qualify for respite because my sons difficulties were due to a lack of boundaries, not disability. My son has severe trauma, is autistic and has ADHD. The social worker came to this conclusion after spending around 40 minutes with us. My child did not engage in the assessment and there was little effort to get them to. At this time I hadn't been able to leave my house for 18 months as my son couldn't leave the house. I couldn't access the doctors, dentist, see family or friends, or access any therapy. I asked the DCT for 2 days respite as I had to attend crown court as a victim and had no respite for my son and they said no, because they don't provide childcare. They knew I couldn't arrange typical childcare as my son can be extremely violent. They almost drove me to a mental breakdown. I then had his social worker come round when she was in a bad mood. She came in and stood behind my son who was sat on the sofa and said "Hi how are you" my son didn't answer so she said sarcastically "hi V how are you" and then continued having this sarcastic conversation with herself whilst my son hid under his blanket and then said don't impersonate me, she then just stood and stared at him for a good couple of minutes before I asked her to come upstairs to talk, she then did the same when leaving. I complained and asked for a new sw who was just as bad and parent blamed even more. The education department repeatedly named a mainstream school on his EHCP when he couldn't leave the house and the schools said they couldn't meet need.
Impact on Child	Extreme emotional distress, anxiety over professionals visiting, severe isolation, decline in mental health
Impact on Family	Loss of income as I can't work, constantly stressed and exhausted, deterioration in my own mental and physical health, strained relationship with other family as I can't spend any time with them
Desired Change	Stop parent blaming to avoid providing respite, review respite criteria to be needs focused not people having to fit in very specific boxes, more training and a culture change
Keyword Flags	Distress, Exhausted, Isolated, Mental health, Trauma

ID: RGB8PgJ | LA: Surrey | Submitted: 13/08/2025 10:22	
Type of Misconduct (self-reported)	Case workers won't answer calls and emails, when agreeing to change of placement then back tracking saying try mainstream again which led to self harm. 1 year after suspension only just changed to SEN, waited 4 months for a placement to them find out they didn't bother to send the care plan out to the specialist placement Also will not send me the new careplan for me so sign off and have a copy. So no idea what they are mwnt to be sending out in the care plan Have got in contact with MP to get the careplan sent to me and current Senco and then make sure they actually send it out so my daughter can have a placement School refusal nearly 3 years and 1 year since agreeing to go to panel for change to SEN school. The negligence (alleged) on cases are disgusting and wonder why our vulnerable children think self harm and suicide is a better option. They shouldn't have to suffer like this.
Experience	Severe stress, back tracking agreements in meetings and not looking through the files and making mistakes of what child they are talking to, saying they lost all the evidence when they didn't instead of telling me they forgot my child for months. Child with bad mental health, self harm. Can't believe these people are responsible for our vulnerable children instead drive them to not want to be part of thos world like they don't matter or belong.
Impact on Child	Child has lost her friends, been off school 3 years. The mainstream caused severe trauma and anxiety. Self harm Hating herself like she doesn't belong anywhere amd no one likes her.
Impact on Family	Lost most of our family and her friends. Severe mental health, weight up and down, no routine. Lack of self worth.
Desired Change	Case workers actually doing their job properly and making sure things are done on time. Don't forget there cases, lie (alleged) and make excuses or not bother to make any contact for months at a time.
Keyword Flags	Error/Mistake, Job-related, Lied (alleged), Mental health, Self-harm/Suicidal, Suffering, Trauma

ID: QKBxGBG | LA: Essex | Submitted: 13/08/2025 08:59	
Type of Misconduct (self-reported)	• Failure to comply with statutory EHC needs assessment timescales (SEND Regs 2014; 20-week limit). • Failure to seek required professional advice after agreeing to assess (Regulation 6, SEND Regs 2014). • No attempt to contact the child's current or previous school for information. • Failure to consult with or consider appropriate specialist settings, despite clear evidence they should. • Failure to arrange any interim education despite the child being out of school for over 6 months (Section 19 Education Act 1996). • Poor communication and delays in responding to reasonable requests. • Providing misleading or incomplete information about what provision could be offered.
Experience	The LA agreed to carry out an EHC needs assessment but then failed to gather the legally required professional advice. They did not contact my child's school or any relevant professionals. Despite overwhelming evidence that a specialist setting is needed, they have refused to consult with or consider any, claiming it is premature. During this time, my child has been out of education for over two academic years. The LA has refused to arrange or fund suitable interim provision under Section 19 of the Education Act 1996, even after being told there was "no suitable provision" available. I have had to commission and fund specialist provision and assessments myself. Communication has been slow, inconsistent, and often lacking in transparency.
Impact on Child	Complete loss of education despite very much wanting to be educated. • Significant decline in mental health, including increased anxiety and panic attacks. • Loss of confidence, social isolation, and regression in learning. • Heightened emotional dysregulation and selective mutism.
Impact on Family	I'm a single parent. I can't work. Loss of income. On benefits. Other sibling who also has SEN wants to move out. Serious financial difficulties.
Desired Change	Full compliance with SEND law during the assessment stage, including gathering all professional advice under Regulation 6. • Proactive provision of suitable interim education under Section 19 for all children out of school. • Transparent and timely communication with families. • Willingness to consult with appropriate specialist settings as soon as evidence supports the need. • Recognition and funding of suitable provision identified by families when the LA cannot provide it.
Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Isolated, Mental health, Refused, Statutory duty failure

ID: gDQYy2l | LA: Shropshire | Submitted: 22/08/2025 16:14

Type of Misconduct (self-reported)	Delays Communication with parents only half given
Experience	The delays are horrendous, this has a devastating and extreme impact on the young person
Impact on Child	Mental health difficulties. Anxiety Loss of education Isolation Complete school refusal
Impact on Family	Mental health deterioration Lots of stress and anxiety Terrible impact on older siblings
Desired Change	Less delays Reduced waiting lists Accountability Transparent communications from ALL professionals
Keyword Flags	Communication, Delays/Slow, Isolated, Mental health

ID: rjrGaL2 | LA: Herefordshire, County of | Submitted: 13/08/2025 14:00	
Type of Misconduct (self-reported)	Delays regarding EHCP assessment leaving child with no education for 11 months, deliberate delays to approving provision providers in order to save money before the end of the financial year, failure to communicate regarding delays and respond to communication from parents causing distress and anxiety. Failure to pay personal budget on time resulting in official complaint in order to get it paid, no communication regarding the delay again causing anxiety and threatening (alleged) delivery of existing provision. Since May 2024 when EHCP assessment was requested we have had to make four seperate official complaints regarding misleading information and practices, failure to issue EHCP in statutory timeframes, failure to pay personal budget on time with no communication regarding the delay.
Experience	Hell on earth, as the parent of a disabled child life is hard enough without having to deal with such deliberate delays, complete incompetence and a feeling that you are a nuisance for trying to get support for your child. Due to the stress I was signed off work and eventually had to resign due to being unable to manage everything. It is a full time job managing my child's EOTAS package due to the failures of the local authority sen team, a job I do not get paid for and which causes me considerable stress. I dread contacting them due to knowing I will be chasing for weeks to get any reply. There is no support regarding his package, we are on our own and constantly worrying about when they will try to withdraw support or force him back into a setting.
Impact on Child	Loss of education, regression in mental health, isolation.
Impact on Family	Loss of income and career, stress, deterioration in my own mental health, impact on marriage.
Desired Change	Local Authorities should be held legally and financially accountable for their failures, more funding and training for SEN teams, more awareness of how their actions affect families and the damage they are doing through incompetence, money saving and deliberate injustice.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Isolated, Job-related, Mental health, No education, Statutory duty failure, Threatened (alleged)

ID: 0QZ7g20 | LA: Cambridgeshire | Submitted: 14/09/2025 12:01	
Type of Misconduct (self-reported)	No EHCP despite assurances from school, YP out of school, no ASD assessment requested by school despite them saying, same EHC request … asked for Eotas, no education for a year, LA gave school money to set up AP, YP went from level 5 gcses's age 13- to lucky to achieve a level 1 eng lang (best subject) an abject failure - YP not taken exams - YP out of school, no careers advice, no PFA , on SEND register, SM - severe trauma and serious bullying (alleged) at school (perpetrator not taken to court by school or police despite a 2-5 prison sentence for what they did) LA involved all along, attended meetings etc …no contact from them whatsoever even now what should be yr 12 … left to get on with it!
Experience	Abysmal YP failed His potential completely annihilated Failed as a family I am also in burnout - LA and school aware
Impact on Child	All of the above Loss of all interest in what was a gifted/ talented young film maker , loss of all confidence and has no idea what how a friend should really behave as school sent all wrong messages … perpetrator best friend (whilst he was off with burnout) YP was physically throwing up in school and classroom school ignored all warning signs fit many many months as well as ignoring/ denying SM No reasonable adjustments for taking gcses's - we had been asking for 18 mths, then put upon us 3 mths before exams! Had no option other than to remove from exams!
Impact on Family	Loss of income, all the above - exacerbated Fibro/ costochrinditis,, had to give up work - overloaded, so so tired/ exhausted Impacted relationships , no energy for them We feel so guilty that we couldn't and didn't gave the means to do more to help. Feel hopeless, lost and failed our child …. It's heartbreaking to see how YP has been destroyed
Desired Change	Parents and YP actually being listened to EHCP's and assessments being prioritised Real support, in the right way and the right time for the YP, their actual needs, and potential This is about making savings through investment, not crisis funding when so much damage has been caused

	It’s not rocket science, anyone would think this system has deliberately been created to cause as much trauma as possible and there mist be a lot of sadists within days systems - it’s designed to fail the most vulnerable!
Keyword Flags	Denied, Exhausted, Failure, Ignored, No education, Trauma

ID: SCCGiOR | LA: Surrey | Submitted: 2025-08-01	
Experience	This isn't just a Surrey County council problem. There are also schools that can be accused of the same patterns of behaviour. My experience of both has been awful. My child was without any alternative provision for 10 months when he stopped attending school due to extreme anxiety. There's such a culture of blaming the parents, questioning the validity of reports of mental illness. Both schools and the LA put attendance figures above the needs of children. As a parent you're constantly questioned, asked to provide proof, fobbed off. They use thinly veiled threats and underhand tactics to get you to "comply" with whatever they want, including involving children's services unnecessarily. I and around 20 other parents (that are willing to go on record) have all had horrendous experiences when dealing with one school in particular, and this Local Authority. In reality there are possibly tens if not hundreds more.
Keyword Flags	Mental health

ID: b54Mx2e | LA: Calderdale | Submitted: 15/08/2025 21:12	
Type of Misconduct (self-reported)	Giving my daughters information, personal and general, along with family information such as addressed, contact details to a school not even listed on the SEN plan Refusing transport even though the school of first choice was closer than the school chosen at random by the LA. Continually addressing the papers as parent(s) when there has been continued reminding that I am a single carer.
Experience	While diagnosis was a smooth reassuring process, I have found the disappearance of a SEN team as soon as we entered mainstream. Tests, speech and language and development plans have been done without any communication from school with the help of above mentioned invisible sen team. When they have helped in recent weeks, a follow up has never been offered after the first initial worry was brought up.
Impact on Child	Possible safeguarding issues over everything else.
Impact on Family	Safeguarding. Possible needs for court orders regarding family circumstances. Child's information should have been kept confidential to the school choices parent chose. Communication issues and the unknown causes family stress and no knowledge of how to help.
Desired Change	Communication A continum of where to get help (guidesheet) Stop allocating schools not on the list. Don't threaten (alleged) to take away services to help your cause.
Keyword Flags	Communication, Refused, Threatened (alleged)

ID: ja9GAzY | LA: Leicestershire | Submitted: 13/08/2025 12:55	
Type of Misconduct (self-reported)	delays, misleading information, failure to engage in tribunal proceedings, aggressive legal tactics, misrepresentation or withholding of evidence and failure to respond to communication
Experience	I have had to get private tutors for my children to maintain their education as two children in mainstream primary with SaLT needs (none met) and delay of psych Ed assessments etc - however SEND team have delayed and postponed and supported the children school (despite being reported for harassment (alleged), neglect and discrimination) who have opposed the children support and conditions despite parents paying privately for triage, assessments and specialist support at school.
Impact on Child	emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health
Impact on Family	expenses, loss of income, stress, strained relationships, deterioration in your own mental or physical health, impact on siblings and caused massive strain on school and parent relationship
Desired Change	Improvement - the parent voice heard above school and LA and better changes that offer an engaged discussion to help children with SEN. If I couldn't have afforded to support my children then they would be way below expected and ignored and overlooked. My children are overlooked already because they are silent and mask - schools only seem interested in calming and appeasing disrupters which makes the majority of children who are brought up differently and better behaved in school punished and unaided and unassisted for their SEN. This needs to be better supported and instead of making parents feel accused of FII or munchausen by-proxy actually listen and make reasonable adjustments for the children in school and follow up to SEND services together to support the child.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Isolated, Mental health, Misrepresentation, Neglect

ID: zxGyxXa | LA: Isle of Wight | Submitted: 14/09/2025 13:31

Type of Misconduct (self-reported)	Refusal to do an EHCP despite overwhelming mass of evidence and diagnosis and SEMH under CHAMS, having ADHD Autism, severe dyslexia, PDA, severe anxiety. Her predicted grades are all U. UNGRADED, due to being so poor. She is in Year 11 now and too late. My eldest is 28, so a 12 year age gap, and nothing has improved over those 12 years for SEND, from my experience. We have had meetings with school, involved SENDIAS, Banardos, EHP (EarlyHelpPlan). There is no help being offered in school for my daughter despite begging and pleading. Being a disabled single mother I cannot finance tutors, or option for home educate as an option. The school makes excuses and refuse to help within lessons. They discipline over trivial matters such as dropping a pencil or sneezing results in detention or isolation. They prevent her using the toilet. When having a panic attack no one helps her. Comments such as using the school as a babysitting service for her to have social interaction should not be made, as they didn't want to include her in clubs. They reported to children's services an incredible amount due to my disability and every time they said they could do nothing to help as my parenting wasn't in question, it was the impact of my illness. They we're incredibly discriminatory.
Experience	Have already done so
Impact on Child	Severe anxiety and panic attacks within lessons and school and exams
Impact on Family	Stress. Impact on my physical and mental health. My daughter's mental health. Lack of Education. Financial impact.
Desired Change	Dyslexia assessments in place in year 2 at least. Assessments made of children who are suspected of children falling behind. I wasn't told of the impact until a supply teacher told me she was 6 years behind in reading, writing and spelling etc. no one had told me before! Schools should be held to account of not helping or supporting children. I was told she was being put in the corner to sleep as it was easier to deal with her. They should NOT do this and get away with it!
Keyword Flags	Financial pressure, Isolated, Mental health, Refused

ID: LZM5WvJ | LA: Sefton | Submitted: 13/08/2025 10:27	
Type of Misconduct (self-reported)	Many many delays and lack of communication. Insisting that we haven't tried enough to warrant even a consideration of EOTAS. Forcing us to choose between two options, both of which will seriously impact our child's GCSE preparations.
Experience	We started the autism assessment process in Year 3, and finally received our child's autism diagnosis in Year 6 - after the cut-off date for applying for specialist schools. As a result, we were forced to take up a place in a mainstream school, with which our child has struggled hugely. We have mainly dealt with the school directly rather than the LA, and have spent almost 3 years going back and forth with school about the provisions that were outlined in their EHCP which were not being honoured, and the various difficulties they were experiencing. Recently our child had a bout of school refusal due to a range of issues including a lack of support from school staff, bullying (alleged) from other pupils, and anxiety and overwhelm from the school environment generally. This had all built up over time. We managed to convince the school to allow a trial of a flexi-schooling arrangement which helped hugely on the two days a week that they were learning at home, but only served to intensify their issues with school on the days that they had to go in. As a result we made contact with the LA to request a review of their EHCP to include EOTAS as an alternative. We met with quite a few delays - emails not responded to, difficulty pinning someone down for a meeting etc. When a meeting was finally arranged in the very last days of the school year, the person representing the LA was absolutely insistent that they would not even consider reviewing the EHCP / adding EOTAS. According to her, we hadn't tried enough alternatives to warrant this - despite the school's SENCO and myself outlining all the various supports, accommodations etc that had been put in place over the past 3 years, and even with the support of the SENCO to say that EOTAS would likely be the best option for our child at this point. We've now been told that the only options are to continue with flexi-schooling or to move to complementary education. Neither of these are suitable, as flexi-schooling is still causing a huge amount of distress and anxiety for our child, while complementary education is only focused on the core subjects, as well as only being a temporary measure. As our child is going into Year 10, this means that they will miss out on a large proportion of GCSE preparation time while we are jumping through the LA's hoops. They are very bright and academically able and it is awful that they're essentially being denied the opportunity for a full education.
Impact on Child	All of the above - they have suffered emotional distress and high anxiety at school for many years. This has also led to regular school refusal and the concomitant loss of education time. Their mental health has also suffered.
Impact on Family	Over the years this has caused strain in my marriage, and considerable stress and anxiety in the family as a whole - particularly as my child's masking at school comes at the expense of after-school collapse and outbursts. I left my job

	to become self-employed a couple of years ago, partly due to the difficulty in managing their school refusal, which has also led to a loss of income.
Desired Change	Timely communications. An understanding of the child's needs and abilities, and the LA's responsibility to provide a suitable education. Greater options in terms of non-traditional schooling. Many neurodivergent children are very academically able, but are not able to cope with the environment of a traditional school.
Keyword Flags	Communication, Delays/Slow, Denied, Distress, Job-related, Mental health, Suffering

ID: QKx08gG | LA: Hampshire | Submitted: 21/08/2025 07:51	
Type of Misconduct (self-reported)	Failure to provide therapy's after tribunal ordered them. Solicitor been involved for years. In January 2025 the solicitor ordered a court order and the LA told the court they would have son's therapy's in place by 31st January 2025 still not happened. Son owed £1,300 for hydrotherapy which they said they would pay. SALT friends with senior person at SEND dept that writes reports so people lose their SALT. Should have had SALT for 30 mins every week since 2022 and has had 3 hours. My son is not a child he is in day service with an EHcP because he never met his targets. They are delaying his therapy's till he gets to 25 so they can throw his EHCP out. His therapy's are OT, SALT. Physio & hydro. Lots of sensory issues. If you go to the effort of going to tribunal and winning only to not be given the services as written then this should be taken more seriously than it is. My son's solicitor said " we could go back to tribunal" I thought she must be mad. All I want is my son to be given the therapy's he should have been given in 2022. I fought since 2019 for them.
Experience	See above
Impact on Child	Sensory issues which went on to affect behaviours which resulted in multiple incident reports being written about him. SALT we saw people disregarding him because they couldn't understand him. The impact this had had on myself constantly fighting has really damaged my confidence. I'm mostly in the house and struggle even to get shopping. I have everything delivered because I am drained and my whole life evolves around fighting to get my son what is needed. My house has suffered as I find it difficult to muster up the enthusiasm to do anything with it. I wake through the night and start writing letters on my son's behalf. You then don't know who to trust and become paranoid
Impact on Family	Strained relationships Lack of confidence Extremely emotional
Desired Change	I would like them to reply to emails to both myself and the solicitor instead of deliberately delaying things. For them to reimburse my son. For them to not play games with our lives. To give him his therapy's and backdate them to when they should have been given. To stop treating people in such a disgusting way as if they don't matter. To be held accountable for all the pain and suffering. I can't get back the last 6 years of my life and that saddens me. I became consumed by a process when I should have been the best mother and wife I could be. Now I'm still living with the consequences

Keyword Flags	Delays/Slow, Failure, Suffering, Trust/Distrust

ID: obVgZVe | LA: West Sussex | Submitted: 14/08/2025 17:53	
Type of Misconduct (self-reported)	Extensive delays. Approx 60 weeks yo secure EHCP for chukd already not in education. Pressuring me to keep my son in Blended Medical Learning which he could not access thereby ticking boxes ans covering themselves legally while I waited for a suitable education. Initially denying my right to an EHCP assessment when my child has autism and PANDAS and was too traumatised to attend school. Not having my son's EOTAS provision detailed in section F of his EHCP.
Experience	As above For blended learning- which my son could not access - we were encouraged to register despite my son being unable tk focus on any online lessons. We were later told the provision was a success because my son's attendance was good. We also later noted that he was marked as attending on days he did not.
Impact on Child	Over a year without a suitable education. Constant daily battles to relive the trauma he suffered, his limitations, etc to make people understand the situation. We were fortunate to be able to provide private 1 to 1 tuition (the only tuition he could access - no private school would take him) but also had to pay therapists, psychiatrists, Aspens, paediatrician etc privately because every single part of the chain failed my son. We spent perhaps 10-15k. I have had to dedicate my time to saving my son and pushing for what he needed. It was all consuming and at points I genuinely felt I might kill myself.
Impact on Family	Loss of income Inability for mum to work or socialise Depression, suicidal thoughts, extreme weight gain from. eating anxiety (from coming up brick walls dealing with SENAT, CAMHS, delays, etc) impact on my older autistic son taking his A levels. Close to divorce I believe we only survived this because we were in a good position to start with. However just because we have savings doesn't mean that our child should have been abandoned.
Desired Change	Too many changes to list Staff in SEND need to understand that the impact is on the while family and the more they delay the more devastating it becomes. Sometimes just an email to say you haven't been forgotten might help. Also there's a lot of deciding which rules to follow and which not to. The injustice that we have faced is astounding. These are G9vernment agencies breaking their own rules and there is nothing we can do about it. Any complaints process is also set up against us.

Keyword Flags	Delays/Slow, Denied, Failure, Mental health, Pressured, Self-harm/Suicidal, Suffering, Trauma

ID: Me8JkR0 | LA: Barnsley | Submitted: 31/08/2025 09:28	
Type of Misconduct (self-reported)	Repeated delays in meeting statutory and tribunal deadlines. • Withholding or failing to share updated working documents. • Misrepresentation at tribunal hearings (stating there were “no updates” when evidence existed). • Poor and inconsistent communication despite repeated reminders. • Last-minute change of tribunal case officer without informing the parent. • Failure to comply with tribunal orders in a timely manner. • Shifting blame onto the tribunal instead of accepting responsibility. • Failure to follow statutory process for annual reviews of an under-5. • Failure to take account of parental preference when issuing the plan.
Experience	Since the very first plan was issued, I have experienced continuous failings by the local authority. My parental preference was not taken into account, and statutory duties — such as the requirement to carry out timely annual reviews for a child under 5 — were not followed. These issues were raised in previous complaints, but no changes were made. During the tribunal process, the situation worsened. Despite my repeated reminders by email and phone, tribunal deadlines were either missed or disputed. A “new version” of the working document was later claimed to exist, but it was never shared with me and not presented to the tribunal panel. Communication was so poor that I had to chase updates weekly, and at an annual review meeting the tribunal officer stated there were “no updates,” even though I had submitted documents months earlier. Just days before the tribunal hearing, the authority changed the tribunal officer without informing me. I only met the new officer on the day of the hearing, and she was unprepared, which caused me significant stress and left me at a disadvantage. I ended up preparing an additional evidence bundle myself, because documents I had provided earlier were not included by the authority. Overall, there has been a clear lack of communication between the statutory processes and the tribunal process, a lack of interest in legality, and a total disrespect towards my family.
Impact on Child	Loss of timely and appropriate educational provision. • Uncertainty about support and placement due to delays. • Regression in development because services were not properly coordinated. • Increased anxiety and instability for the child due to the unresolved situation.

Impact on Family	High levels of stress and ongoing anxiety. • Many sleepless nights preparing documents that should have been managed by the authority. • Loss of valuable time with my children and strain on family life. • Emotional exhaustion from constantly chasing the authority for updates. • Impact on my ability to balance work, childcare, and the tribunal process.
Desired Change	Full accountability for failure to meet tribunal deadlines and share evidence. • A single, properly briefed point of contact for each case. • Transparent and timely communication with parents. • Assurance that documents and evidence submitted by parents are included in tribunal bundles. • Proper training for staff to ensure tribunal compliance and meaningful parent engagement. • Respect for statutory processes (e.g., annual reviews for under-5s, parental preference in plans). • Consideration of redress where families have been caused avoidable distress, wasted time, or disadvantage.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Mental health, Misrepresentation, Statutory duty failure

ID: 7RaK5kz | LA: Warwickshire | Submitted: 14/09/2025 21:00

Type of Misconduct (self-reported)	Delays, ignoring requests to amend draft EHCP, refusal to allow child access to occupational therapy, being passed from agency to agency with little or no progress made, fragmented processes which cause immense confusion, immediate needs being ignored and hence these become more and more serious.
Experience	My child's EHCP is vague which means that the provision is not consistent and extremely confusing. At one point he had 4 different adults each providing 1 to 1 support at different points during the day. Since Year 1, during classroom sessions, a general class TA is assigned to look after the entire class and that same TA is also expected to provide 1 to 1 support to my son. There are other children, each on the SEND register who have not been assigned a 1 to 1 but are supported by the same 1 to 1 as my son. If this sounds confusing to you, please imagine what it must feel like for a small child whose additional needs manifest in them experiencing several complex challenges. As his parent, i am very aware that a lot of my son's complex needs could be better managed through attending occupational therapy he has been consistently denied this. We have tried to access this privately but the waiting lists are atrocious.
Impact on Child	Anxiety, school refusal, continually attending school late due to prior melt down, shutdowns, loss of education, regression, unable to attend social events, lack of opportunities to take part in extracurricular activities.
Impact on Family	Stress, strained relationship with workplace due to starting work late (have to help son settleinto school day), inconsistent work attendance (depending on son's needs), unable to attend face to face events, only being able to apply for work from home roles, strained relationship with partner due to not being able to spend enough time together, unable to commit to social events
Desired Change	Transparency, collaboration with parents, please stop using a one size fits all approach. This simply does not help children with SEND. They are all individuals with specific needs and challenges.
Keyword Flags	Delays/Slow, Denied, Ignored, Mental health

ID: SCCvXdZ | LA: Surrey | Submitted: 2025-08-01

Experience	Here is my appeal for my 17 year old son with a EHCP who is just finishing his first year of A Levels. He is at Specialist School X, the nearest suitable school. funded by his EHCP since year 5. At no point of his 8 years at School X (which was secured via appeal) have Surrey ever tried to move him. [Because of his Special Educational Needs, and the distance he was required to travel to a suitable school] he had a taxi to school provided from year 5 until year 12. We had to appeal his transport the first year of A-levels but we won that at stage one [The first stage of the School Home to Transport Appeals process] Now Surrey's School Transport Team are saying that because they offer his A levels at a mainstream College X, and that is technically closer, they will use this as rationale to withdraw his transport to his current specialist school*. Surrey SEND never disputed naming current School X for sixth form either when the Key Stage Transfer was completed [acknowledging that this is the closest suitable educational provision]. Eton does his A-levels but its all a bit moot when Eton don't want you..... But College X has already said they can't take him.* 1) They do not take people half way through sixth form so he would need to start again but...2) They are also full so he can't start in September 25, in theory he could start from scratch in September 2026 missing a year and actually taking his first year again but....3) He can't take the same A levels which is a PITA if you want to be a Educational psychologist history teacher but you can not study history or Psychology 4) He has an EHCP so it has to go via the SEN admission team 5) I can't just ask the college to re start A Levels from scratch in different subjects in September 26..... but what subjects would he sit? These were his GCSE study area so he has limited options anyway But hey! Never let reality stand in your way. I am sure lots of Universities will accept him without these A-levels. I will remove his personal info. Excuse my writing, I'm dyslexic and I get worse under stress *This is a practice increasingly reported by parents in Surrey. Under the statutory SEND framework, including the Children and Families Act 2014 and accompanying Regulations, the suitability of a placement is determined through formal assessment and consultation processes. The SEND team determines the named placement in Section I of an EHCP - not the Transport Team. However, Surrey's School Transport Team appears to be leveraging the threat of naming inappropriate or unavailable placements (such as an unsuitable college, or a school which has no available places) to remove or avoid their legal duty to provide home-to-school transport. This is particularly concerning given that many children are placed at distant schools due to the chronic shortage of suitable specialist provision — a situation of the Local Authority's own making, following years of underinvestment in its specialist school capital programme. These place shortages (Surrey County Council now has the highest financial dependency on Non-Maintained Independent Specialist Placements in the UK), and the resulting long travel times (often 60+ minutes each way), are well-documented in both Surrey's own forecasts and Local Area SEND inspections.
Keyword Flags	Financial pressure, Statutory duty failure, Threatened (alleged), Unsuitable provision

ID: NpbDZa0 | LA: East Riding of Yorkshire | Submitted: 14/09/2025 12:40	
Type of Misconduct (self-reported)	Deliberate delay in needs assessment, avoiding OT assessment to enable the school to meet my child's needs. Failure to issue and pushed to tribunal despite obvious need for all round support. Failure to correctly maintain public school buildings No provision for health and social support - child has 0 hours of education in 6months Failure to provide required regulation space, use of stimming aids, understanding of all forms of disability, failure to create acccessible information, creating misleading information, limiting access to travel for those with ECHp, limiting access to suitable education to those with ECHp. Gaslighting (parent blame despite backing from sendiass and autism charity)
Experience	Low demand education is only available to students with ECHp. Home support and social workers only available via ECHp. Parents experience and knowledge ignored Quiet regulation spaces are not available. No resource.
Impact on Child	Anxiety, lack of sleep, refusing to eat. Loss of friends, regression of learning, under achieving, no longer aims for university, mental health self harm Isolation leading to online grooming
Impact on Family	Loss of career, loss of income, mental health / both parents Inability to care for elderly realitives. Physical health reduced.
Desired Change	Accountability. Correct allocation of funding. Correct autism training for all staff. Removal off all decision makers, replaced with those who can design a system for disabled people first
Keyword Flags	Delays/Slow, Failure, Gaslighting, Ignored, Isolated, Mental health, No provision, Refused

ID: lblYyJB | LA: North Yorkshire | Submitted: 13/08/2025 18:03

Type of Misconduct (self-reported)	Ignoring EHCP
Experience	Horrific parent blaming
Impact on Child	Massive mental health impact and financial impact
Impact on Family	Massive mental impact plus financial loss
Desired Change	For the local authority to fulfil the EHCP
Keyword Flags	Financial pressure, Ignored, Mental health

ID: b5YjoME | LA: Gloucestershire | Submitted: 14/09/2025 17:03

Type of Misconduct (self-reported)	It took 19 months to get an EHCP after first application. She missed most of keystage 4 due to delays in support.
Experience	Academic student predicted high grade GCSEs - 9s. Experienced autistic burnout during year 9 and struggled with attendance throughout the rest of keystage 4 due to impact of burnout on health. Achieved GCSEs on 20% attendance, self taught on missed syllabus and achieved enough for A levels at college but all grades 2-3 down from ability. Started A levels in a weaker position than necessary and mediocre GCSE grades now affecting university application. Asked for support throughout but nothing available unless she could attend except an online option not suitable for academic high achievers. Applied for EHCP hoping for something useful towards GCSEs but eventually awarded by tribunal after she'd taken the exams, 19 months from initial application.
Impact on Child	Poor mental health, huge anxiety, loss of confidence, disordered eating, school related anxiety and poor attendance.
Impact on Family	Everything impacted. Loss of income as I've dropped to part time. Friendships hard to maintain, impact on social life, my elderly Mum gets less attention from me than is ideal, impact on my health and mental health due to chronic stress.
Desired Change	A system that actively supports less outwardly obvious needs, rather than pushing back, saying no and hoping the problem will go away.
Keyword Flags	Delays/Slow, Mental health

ID: gDJeK7J | LA: Surrey | Submitted: 14/09/2025 13:09	
Type of Misconduct (self-reported)	Firstly refusal to assess for ehcp despite meeting threshold. Then trying to refuse a private speech and language assessment as part of the process. Had to pay a solicitor to get involved as was constant delay tactics from the LA (approx at a cost of £10k upwards). Got the ehcp but with no school and no choice but to take to tribunal to contest this (this took a year)- just weeks before the LA backed down. Trying to change placement we are experiencing more delay tactics from LA and no school placement/education in place for yr 11 child. Not answering emails/calls so no choice but to formally complain.
Experience	Absolutely horrific and most stressful experience of my life. No support whatsoever for my child or us as a family. It feels very much like a long battle- which it shouldn't be- we just want the education and support our child needs and is entitled to.
Impact on Child	Distress to mental health, causing high levels of anxiety and eventually having to leave school (couldn't meet needs). Has been out of education since may and should be in yr 11 now but no placement secured (despite offers from schools). Our child has become a lot more socially anxious and isolated.
Impact on Family	Huge impact on marriage and family life- I am now on antidepressants. Strained relationships within the family including siblings. Huge financial loss- both in having to pay for assessments (due to waiting times), paying for solicitor and school fees until ehcp was secured. So we feel as a family both emotionally and financially broken by the system.
Desired Change	A less complicated process- this shouldn't be a fight. Keep ehcp- only legal protection our child has!! More training for anyone that works in schools and more support and awareness of neurodiversity in schools.
Keyword Flags	Delays/Slow, Distress, Financial pressure, Isolated, Mental health, No placement/No school, Refused

ID: Zjdo4Na | LA: Surrey | Submitted: 25/06/2025 14:23	
Type of Misconduct (self-reported)	No response from the council send team for communication, failure to provide tribunal eveidence, late giving eveidence, misleading information.
Experience	No education for my daughter in 4 years. Went to tribunal in October 2024. The officer from the council arrived and said no one in there right mind would take this case to tribunal. Said they would issue EHCP and still today 25th June 2025 no EHCP and no education. No support. No communicatio .Then my son 5yrs old out of school since Feb half term no support alternative provision. Surrey will not help in any shape or form because my son attends a croydon school. Croydon tell me to off roll to false Surrey to help. I could scream.
Impact on Child	This has effected my daughters mental health she is now agoraphobic. Missed all GCSE. No support post 16. My husband has tried to take his life and his mental health is suffering My son has no support in any shape out of school since Feb half term. His mental health is suffering. My mental health is suffering and now I'm at risk of a heart attack and having to have medication to reduce my blood pressure. No one cares and we are just having to go day by day to survive
Impact on Family	STRESS, MENTAL HEALTH Family time limited because of the constant fight with professionals. Chasing emails letters telephone calls.
Desired Change	The council stop wasting money and time. Stop sending all cases to tribunal to bid them time. To know that there are children at the end of all this pain that are suffering for years on end without the help and support. This is then a knock on effect on the mental health service that is also shocking. These children are our future and if we do not help them now how do they survive in adult hood
Keyword Flags	Communication, Failure, Mental health, No education, No response, Pressured, Suffering

ID: SCCYHJF | LA: Surrey | Submitted: 2025-08-01	
Experience	Sharing our story. My son is on roll with a mainstream who have explained fully and clearly to the LA why they cannot meet his needs and allow him to attend full-time, and yet Surrey named them on his EHCP and have refused my repeated section 19 requests for AP for the vast majority of the school week when he has no provision. Complaint to LGO and application for tribunal submitted.
Keyword Flags	No provision, Refused

ID: aQBNMEy | LA: Surrey | Submitted: 24/06/2025 18:24	
Type of Misconduct (self-reported)	Refusing to assess for EHCP despite it being obvious that an assessment was warranted, forcing us to file for tribunal.
Experience	Refusing to assess for EHCP despite it being obvious that an assessment was warranted, forcing us to file for tribunal.
Impact on Child	This delay meant that he didn't access support when needed and couldn't move to specialist school (which was needed) until later. Caused emotional distress, feeling like a failure, anxiety. All these things resulted in school refusal which we are still trying to recover from.
Impact on Family	Stress, loss of income, impact on siblings when they were trying to support him into mainstream when actually he needed specialist.
Desired Change	Surrey should act lawfully and reasonably. They seem just to refuse everything in order to delay support and save money and they shouldn't refuse support where it is needed and legally required.
Keyword Flags	Delays/Slow, Distress, Failure, Mental health, Refused

ID: QKD6jZG | LA: Surrey | Submitted: 24/06/2025 10:53	
Type of Misconduct (self-reported)	Delays, failure to engage with tribunal proceedings and follow tribunal orders, misrepresentation, poor communication, dishonest (alleged) practice. Not working in the best interests of the child.
Experience	I have lodged several appeals in the last 4 years and with each appeal and child I have experienced multiple issues with Surrey's conduct. Surrey LA - -Failed to follow tribunal directions. Tried submitting late evidence without seeking consent. Didn't respond to parental preference. Failed to issue the bundle. Named an alternative school on the day of the hearing with no warning or consultation. -They didn't engage with the working document until 3 working days before despite chasing. This happened in more than 1 appeal. - Took months to agree AP placement by which time there was no place/to late to take it up. - Decided on mainstream for KST continuation without considering parental preference or current schools' feedback/evidence/view. - Lied (alleged) during the consultation process- telling provisions they are a parental preference when they are not. - Were late issuing a Final EHCP after a consent order...then emailed the Final with errors in it. Then didn't amend the errors when they were pointed out. - Changed the wording in section I under 'establishment type' from what was specified in the consent order. - Forced my child to continue to attend a school that can't meet his needs when a suitable one was available and had offered a place. - Failed to provide Occupational Therapy as stipulated in the EHCP for a year. - Failed to release sufficient funding to the school to fund the provision in the EHCP. - Cherry-picked professional recommendations- for example they included all the Educational Psychologists' recommendations except the recommendations for full time 1:1 support (forcing an appeal). Or in another case they included several recommendations from professionals who has assessed the child but excluded the ones which indicated a specialist provision would be required. - Failed to agree to a needs assessment despite indisputable evidence the legal threshold has been met. - Refused to issue an EHCP (despite plenty of professional evidence supporting the need for one and a school providing a provision map showing the child was already getting 25hrs 1:1 support). - Fails to stick to statutory timescales. - Forced an appeal for a specialist school despite abundant professional evidence of need and agreement from the existing mainstream school that mainstream was unable to meet needs.

	The actions of SurreyCC are never taken with the child's best interests in mind - it seems to always be motivated by the need to delay provision and save money.
Impact on Child	Children have refused school and been on a reduced timetable. They have shown increasing distress and anxiety. Their education has not been appropriate or able to meet needs. As parents we have been unable to inform or prepare our children for what changes are coming and when as we are not sure of the outcome. This uncertainty is particularly hard for autistic children experiencing distress. -I have been informed by my case worker that Surrey will consult with alternative schools for a Y7 KST- my child only started at their all-through school mid way through Y5 (so will have been there less than a year when they send consultations). As an autistic child who struggles with transitions it has been really difficult for him and he is still settling but he is making progress. Am I supposed to prepare him for the possibility that Surrey may name an alternative school for Y7- it would be so detrimental to move him and I don't think he'd cope at all, but the LA have demonstrated repeatedly that the child's best interests are never their leading concern so we have to mentally prepare for another appeal and wont be able to confirm plans with our child.
Impact on Family	I am unable to work. It has caused an immense amount of stress. Its stressful appealing to SENDIST but the failure of the LA to follow tribunal orders and processes and the failure to engage in the working document until the last minute make it even more so and put parents at a disadvantage. I have been forced to fund independent reports as Surrey will not make a decision in the best interests of the child based on the parents and current schools testimony alone and without the need for an appeal. I am always fearful of the next opportunity for the LA to force an appeal - we can't plan for things as we aren't sure what the situation will be in the coming months/years.
Desired Change	Follow the Law. Stop forcing appeals and attempt to resolve appeals earlier in the process by engaging in the working document as soon as possible. Put the child's wellbeing at the forefront of decision making. Genuinely listen to the views of those who know the child best and give greater weight to parental views. Clear accountability for decision making. Diversity of provision, including outside of school settings. Make EOTAS easier to access for those who think it is the best option for their child.

Keyword Flags	Communication, Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Error/Mistake, Exclusion, Failure, Isolated, Lied (alleged), Mental health, Misrepresentation, Refused, Statutory duty failure

ID: 5BejQkM | LA: Sandwell | Submitted: 14/09/2025 15:58	
Type of Misconduct (self-reported)	Senco at the school is dishonest (alleged) tells lies (alleged) about pupils to gain additional funding and the head teacher knows about it Sandwell local authority haven't even issued a correct draft plan we are now approaching 50 weeks! No ehc officer as ever been given to my child been left talking (when u can that is) admin staff with no experience
Experience	Be absolutely awful from day 1 had one meeting with relevant professionals this was in 2023!!!!!!! And nothing ever since To get a panel date in total will have took 4 solid years for a diagnosis!!!
Impact on Child	Me (parent) took 6 months off work with mental health problems which led to being prescribed anti depressants
Impact on Family	Stress on the parents constantly fighting the school for the right support it's mental and physically draining to the point I'm really considering home schooling
Desired Change	MORE HELP FOR OUR SEN CHILDREN MORE FUNDING MORE PLACES OF EDUCATION FOR AEN BETWEENERS THE LIST COUKD GO ON
Keyword Flags	Dishonesty (alleged)/Fabricated, Mental health

ID: 2Ex577A | LA: Trafford | Submitted: 15/08/2025 03:42

Type of Misconduct (self-reported)	Delays to requests to add needed support to EHCP. Refusal of EOTAS with no lawful reason Refusal to initially assess for EHCP when we met threshold to assess and infact child so unwell they were unable to attend school as a result of lack of SEN understanding and reasonable adjustments
Experience	Went to Mediation in February for EOTAS after it being refused at EHCP stage. LA refused again at Mediation. When asked reason for not giving EOTAS when looking at the lawful measure the LA would not give a reason. Also been asking the LA to fund OT rehab and assessment on EHCP since April. Keep being told its still waiting to go to panel. In the meantime child at home in burnout with little support from EHCP despite having full banding (child has some mentor sessions with a mentor each week, that's all)
Impact on Child	Child has been in autistic burnout long term. He had a breakdown at school over a year ago and has been unable to attend school since. He has high anxiety and is mostly housebound. No formal learning or education able to happen. Doesn't like dressing, washing, everything a big deal. Stressed about the smallest things that lead to meltdowns. Whilst in school I repeatedly told school that without support he was at high risk of EBSNA, they did very little and lacked understanding
Impact on Family	I am unable to work. We can't do things together as a family which has caused so much upset. My health has deteriorated. I can no longer leave the house either as I've become his full time carer and he gets very anxious if I try and leave the house
Desired Change	The system completely has to change. The LA just want bums on seats. Despite how unwell my son is they want his Alternative Provision to re-integrate him back into school. They want a secondary school naming this autumn in year 6. I would like a more flexible approach to education that meets individual needs. Not all children can cope with the school environment. A stack of GCSE'S at the end of school don't guarantee jobs anyway. Offering education that includes life skills and practical experiences. Kids don't need to be constantly tied to a desk to learn. They need to thrive and flourish through exploration and accessing the world. One size doesn't fit all. EOTAS is a valuable option for a child more seriously struggling with school and needs a tailored approach to begin to thrive. So understanding, timely action and support by the LA and in schools is really needed. Delays and ignoring is actually costing the LA more money. If we'd had reasonable adjustments we may not have needed an EHCP. If the EHCP and support was appropriate we wouldn't have to look at Tribunal.
Keyword Flags	Delays/Slow, Ignored, Job-related, Mental health, Refused

ID: Zj1EPry | LA: Cornwall | Submitted: 14/09/2025 15:21	
Type of Misconduct (self-reported)	School becoming an academy and pulling out all support that enables my child to manage to attend. Council Continuing to name school that has stayed can't meet needs 2 years running. Ignoring my requests for section 19 whilst unable to attend named school, not sending final plan to enable my right of appeal
Experience	Due to school removing all support child either could'nt manage to attend or attended and had behaviour difficulties leading to suspension and violence As stated above Cornwall council continually ignoring my requests etc and not arranging any education
Impact on Child	Has been unable to attend for over a year and in that time become more socially anxious and avoidant to the point of not doing anything without parents or siblings to support including no education
Impact on Family	Loss of income as I have had to give up work, stress increase whilst dealing with school and La has impacted mental and physical health of us all
Desired Change	Council being held accountable when they feel to secure education and support Better support available for Sen especially multi academy trusts being able to do whatever they like with no consequences for them
Keyword Flags	Ignored, No education

ID: zxQp4o1 | LA: West Sussex | Submitted: 18/08/2025 18:59

Type of Misconduct (self-reported)	Delays, misleading information, lack of communication, ignored ehcp, funding approved but never actioned! Delay tactics, missed almost 2yrs of education due to couldn't meet needs and poorly advised.
Experience	2023 moving to yr7, mainstream school agreed could meet needs. EHCP never properly followed, no considerations taken in PE, foot wear, uniform adjustments, help and support in navigation around large school, sent to inclusion weekly instead of lessons as no assistant available, lack of concern towards mental health issues and distress caused by school clearly not meeting needs. Then reduced timetable introduced which was upsetting and embarrassing for her, then alternative provision included instead of 5 days at school which caused further school refusal as preferred alternative provision to that school(found out after about a month of being at alternativeprovision, that education wasn't in the package as funding wasnt approved)?. Later on that year Sense learning was applied for as no SEND school had space, and waiting list was over 2yrs in some send schools, but Sense learning was not followed up, and cancelled due to LA Finding a school in yr8 that would meet needs, (so by this time my child had missed almost a year of education through no fault of her own) but said school hadn't been fully built yet and was over an hour away! This was rejected by me as I feard it would cause more upset than good. Sense learning applied for again, but although funding approved it was not actioned! This was due to LA turn around of staff 2 maternity leaves in concession and a resignation half way through 2024s ehcp review! I finally got that in January 2025!
Impact on Child	Emotional distress, PDA, school refusal severe Anxiety, eating disorders, mental health issues, loss of education, regression in learning, dyscalculia not addressed or tested for. Vomiting with anxiety, heart palpations,
Impact on Family	Missed, lost education leading to further gaps falling behind peirs, stress, strained relationship between mother and child and siblings versa, isolation and isolated, weight loss, fear of leaving house, loss of income, loss of friendships, loss of self-esteem, depression
Desired Change	I'd like to see the law withheld. I'd like to see LA do their paid job and get it right the first time. I'd like to see respect, compassion, understanding and parents listened too. I'd like to see educational health care plans followed with no exceptions. Staff training for all teachers and LA with regards to SEN an advocate for parents to help support and guidance through each individual step by step when a child gets diagnosed with SEN. I'd personally like to see SENCOs actually speaking to parents in a respectful manor, a non text book manor, a non a mater of fact manor, stop using abbreviations and confusing terminology making parents feel belittled and humiliated

	as well as feeling sad, depressed, fearful of their child's future, and what's to become of them further down the line. I'd like to see LAs treat children and their parents as fellow human beings and not an inconvenience
Keyword Flags	Communication, Delays/Slow, Distress, Ignored, Isolated, Job-related, Mental health

ID: SCC3iRm | LA: Surrey | Submitted: 2025-08-01	
Experience	Our experience with Surrey's SEND service has involved repeated delays, legal failings, and a pattern of disregarding professional evidence. We were initially refused an EHCP assessment, despite clear evidence that the legal test was met. We paid for private reports confirming complex needs and the need for a specialist placement. Surrey issued an unlawful (alleged) EHCP that omitted key advice, refused to consult with specialist schools, and insisted—without evidence—that mainstream could meet need. We were ignored until we issued a Pre-Action Protocol letter and involved our MP. Even then, the Panel maintained a mainstream placement, with no rationale, and we had to commission repeat assessments at further cost. An appeal was lodged, but progress was delayed until SENDIST issued directions. Surrey only conceded shortly before the hearing. Most recently, statutory timescales for responding to the EHCP annual review have again been ignored. This is particularly serious, as professional advice confirms that Occupational Therapy support is urgently required, and these delays mean delays in critical provision. This process has required extraordinary persistence, legal escalation, and personal sacrifice—just to secure what our child was legally entitled to from the outset. Failure listed include: Failure to follow statutory timescales, including unlawful (alleged) delays in issuing the EHCP after assessment and following the annual review. Failure to respond to the EHCP annual review within the four-week legal deadline, leaving the process stalled for months. Refusal to assess our child for an EHCP despite clear evidence that the legal test was met. Issuing an unlawful (alleged) EHCP, omitting professional advice and failing to specify support in a detailed or enforceable way. Illegally disregarding professional recommendations, including NHS and private reports, with no explanation or justification. Refusal to consult with appropriate specialist schools, despite documented requests and internal agreement that mainstream settings were unsuitable. Failure to respond to communication, including multiple unanswered emails, requiring escalation to our MP and the threat of judicial review to prompt any action. Failure to explain decisions, including multiple Panel outcomes that contradicted every professional view, with no rationale provided. Use of vague and misleading standard phrases, such as "the EHCP meets need," in place of evidence-based reasoning. Failure to engage appropriately with the Tribunal process, requiring SENDIST to issue case management directions to force progress. Withholding or omitting evidence, including delays in submitting updated reports or panel outcomes. Deliberate delay in issuing revised EHCPs, including the caseworker advising they were "too busy" to act. Requiring us to repeat private assessments unnecessarily, at significant cost, to re-establish previously evidenced needs. Failure to document the agreed setting in the EHCP, despite it being approved and submitted to Panel. There has been clear emotional distress from being in an unsuitable setting for too long. Anxiety increased, emotional regulation became more difficult, and ongoing uncertainty affected confidence and academic progress. Despite being capable, they began falling behind in key areas due to a lack of appropriate support. Delays in issuing the EHCP and acting on professional advice meant that essential interventions—particularly Occupational Therapy—were not put in place when they were most needed. This has had a lasting impact on wellbeing and development. Although the local authority eventually conceded and named a specialist school, this only happened shortly before the Tribunal hearing. The evidence had not changed. It is

	hard to see this drawn-out process as anything other than deliberate delay, which came at the direct expense of the child's education and mental health. The toll on family life has been immense. We've spent a huge number of hours on paperwork, legal processes, and chasing responses. We've had to fund multiple private reports. This has diverted time, energy, and financial resources away from both our children and from work, rest, and family time. The stress has been ongoing and significant—emotionally, practically, and financially. Without access to the EHCP appeal process, our child would have been catastrophically failed—placed in an unsuitable school, without the support they need to learn, thrive or stay well.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Mental health, Refused, Statutory duty failure, Threatened (alleged), Unlawful (alleged), Unsuitable provision

ID: SCC5tFM | LA: Surrey | Submitted: 2025-08-01	
Experience	My child has been out of school for two years. He is on roll still with his state specialist school and accesses Alternative Learning Provisions very successfully. Following his Annual Review in November 2024 I received his EHCP draft in January 2025, I asked for an extension for changes to be made as there were no up to date reports from SALT, OT or EP. We were also awaiting a decision from Panel regarding a request to change provision to EOTAS. As soon as we received the result from panel, denying the request to change provision or provide a personal budget, his caseworker sent me his finalised EHCP with no changes made. After chasing them repeatedly as to why my extension was not granted they said that as I would be appealing the setting in Section I, that I could appeal the content at the same time* For various reasons his EHCP hasn't been updated since 2022 but is being sent out to schools who say they cannot meet his needs. This is unsurprising as some text relates to when he was 5 or 6 he is now 13. He had no key stage transfer review as he was out of school. He does not currently access any formal learning in core curriculum subjects, funding for this has been denied by the LA panel. I have requested a Personal Budget to cover this amongst other things that he is missing out on, such as OT and other subjects of interest such as music. This has been denied. The school applied for a change of setting to EOTAS at his EHCP review in November. This was refused as one school had offered him a place and said they could meet his needs. We trialed this school on three occasions and the outcomes got worse and worse leading me to refuse the place on the basis that my child's mental health would breakdown again and that the resulting violence and destruction at home would result in a family breakdown. My child is a bright boy and he deserves better. He deserves a chance to reach his potential. *This practice is increasingly evident in feedback about Surrey County Council's approach. The Local Authority is issuing EHCPs that it knows to be incomplete (as described above) and therefore also inappropriate - while directing families toward Tribunal as their only route to challenge. This is tantamount to an abuse (alleged) of the legal process, which exists to adjudicate genuine disputes as a last resort. Instead, Surrey appears to be exploiting the delays within the SEND Tribunal system (which are in large part caused by the systemic failure of LAs to comply with their legal duties), using the Tribunal process itself to complete incomplete assessments and amend plans after the statutory deadlines have passed. This allows Surrey to claim apparent improvements in EHCP 'timeliness', when in reality the underlying process remains knowingly non-compliant and the child is left without appropriate support for months, if not years.
Keyword Flags	Abuse (alleged), Delays/Slow, Denied, Failure, Mental health, Refused, Statutory duty failure, Unsuitable provision

ID: dWK9vNN | LA: North Tyneside | Submitted: 06/09/2025 16:33

Type of Misconduct (self-reported)	Constant delays with the EHCP process.
Experience	They breach (alleged) the timescales for EHCP's every year. This has happened since our sons first one in 2022. Our latest annual review took place in March this year and we are still waiting for the decision from the local authority 6 months later.
Impact on Child	Emotional distress for us as we constantly have to follow up to get anything.
Impact on Family	Causes a huge amount of stress for us as parents.
Desired Change	For the local authority to follow the law in place.
Keyword Flags	Breach (alleged), Delays/Slow, Distress

ID: VL9bljN | LA: Bristol, City of | Submitted: 22/08/2025 17:28

Type of Misconduct (self-reported)	Untrue statements from school staff "you can't get an EHCP just for dyslexia, everyone's a bit dyslexic, if there was funding available we'd apply for it, but there is none" Untrue statements from the LA "No Ed Psychs are available to do the assessment within the time period. We can't use private reports." From the EP: "You can't specify a specialist teacher, as schools just don't have them". From the caseworker: taking 5 months to get approval for Alternative Provision, when child out of school, and off roll for 3 of those months. Wee have a caseworker who it takes a formal complaint to get a reply to an email after 2 months of ignoring. Again and again. Refusal to assess (overturned at Tribunal). Refusal to name specialist placement despite not being able to attend mainstream school for 6 months, and CAMHS referral. Camhs spent 10 minutes with her (after 4 months wait) and dismissed her case, offering no support
Experience	See above. Head of U14 never answering emails despite serious issues outstanding with caseworker who also doesn't reply (people who answer the phone say they can't help). It's been beyond traumatic for me and my child.
Impact on Child	Suicidal daughter age 10. Physical and emotional collapse/burnout took over a year to recover from. Little support in the meantime. Specialist school offered less support than mainstream, child highly distressed, yet LA expected me to keep forcing her to go in. No acknowledgement that they weren't following the EHCP, no repercussions. I've personally experienced the most stressful period of my life, being on high alert and not sleeping for days on end, crying, talking to everyone about what the he'll was happening in an attempt to understand it. I had hair loss. Back ache. I spent half my working week dealing with either the LA or a school. Writing emails, phone calls, filing in forms after forms. My daughter, who was 3 years behind when she became unable to attend school, missed another 2 years of education due to delays caused by the system/people in the system. She will never fully get over this trauma. Her ability to trust others/adults/ the world will look after her, is shattered.
Impact on Family	I reduced my work to a trickle (daughter at home, no education for her, all the admin I had to do). Went back on benefits.
Desired Change	A complete reform of the SEND and education system to deliver what is in the law! And reform of local authorities to be able to deliver it. Keep EHCPS and tribunals, but get the system working so well they needn't be used as much. If my daughter had had the right support (actual early intervention instead of denial by SENDCos and SLT staff who thought they knew better) she would not have needed an EHCP or a specialist school which will cost £150k pa including transport !
Keyword Flags	Delays/Slow, Denied, Dismissive, Distress, Ignored, No education, Self-harm/Suicidal, Trauma, Trust/Distrust

ID: eqx9EGO | LA: North Somerset | Submitted: 13/08/2025 10:53	
Type of Misconduct (self-reported)	Delays, failure to provide relevant professionals for assessment, failure to meet legal standard for assessment, issue and review. Picking and choosing the professional reports to include, including the ones the LA commissioned. Failure to respond to communication.
Experience	Delays and harmful provision, not seeking relevant input from professionals in SIOT for 4 years and then adding it to ehcp for 1 year but not delivering it and then removing it from the ehcp while it is still needed. Failure to respond to communication on a regular basis, rude caseworkers who insulted myself and the senco during a review and then causing more harm to my child by their decisions. Failure to secure suitable education for past 4 years and still ongoing.
Impact on Child	My child now has severe emotional distress due to unmet needs and placing in inappropriate settings (3 in 2 years). My child now won't leave the home or engage with any educational provision as is so traumatised, even the word school causes a severe meltdown. This is all due to the LA not providing the correct education, now having to start our 3rd tribunal case to get the correct education.
Impact on Family	Besides the harm to my child, It has caused massive stress for myself as a parent and the wider family trying to support us. My own health has got worse and I am already disabled and the added stress and constant chasing the LA etc has caused a detrimental impact on me.
Desired Change	The LA adhering to the law, answering communications, and providing a suitable education to the child's needs and not budget guarding as is happening now.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Unsuitable provision

ID: zxQ0kz0 | LA: Isle of Wight | Submitted: 13/08/2025 08:52	
Type of Misconduct (self-reported)	Refusal to discuss EHCP process Delays to EHCP Refusal to include evidence Refusal to acknowledge my child was not fine in school Covering up bullying (alleged) Not adhering to passport Insisting on part time timetable but not supporting section 19 School took my child to hospital and had them sectioned! School and the LA refused to act on urgent evidence from the ASC assessor which said my child was unsafe (alleged) to be in school Refusal to include professional evidence in the EHCP in order to name mainstream - forcing me to appeal Refusal to implement accessible section 19 Refusal for full time section 19 despite the psychiatrist saying it was needed to stay safe Refusal to implement eotis after we won tribunal
Experience	My child became psychotic due to having AUDHD and forced to remain in mainstream School blamed me - despite psychiatrist and ASC assessor telling them school was the issue and my child needed to be removed School drove my child to hospital and had them sectioned - refusing me access until their psych ward got involved Psych ward told the LA that it would be dangerous and unethical to send my child back to mainstream while the EHCP was in draft The LA refused to include any hospital evidence and on the day of discharge from hospital (2 month in psych ward) they finalised the EHCP naming mainstream and told me to take them to tribunal Refused section 19 - despite my child's psych saying full time AP was needed. My child was hospitalised 4 more times while I waited for appeal - they were trying to end their life and have lost the full use of their arm due to their injuries! We still don't have the court ordered provision in place!
Impact on Child	My child now has ptsd, has lost the full use of their arm, is covered in scars from failed suicide attempts - even at the tribunal the barrister told my child they'd be going back to mainstream School blamed- my child tried to take their life again right after and needed several operations to repair the damage
Impact on Family	Loss of income, stress, huge amounts of parent blame leading to self doubt,

Desired Change	These staff should be fired! What they did to my child was child abuse (alleged)! They purposely excluded evidence and repeatedly told my child they'd be going back to mainstream School - despite knowing this was the reason they were sectioned and that my child repeatedly tried to kill thenself at school. School covered up an overdose taken in school and denied that a knife my child hid under their matress was taken from the art rooms
Keyword Flags	Abuse (alleged), Cover up (alleged), Delays/Slow, Denied, Exclusion, Failure, Refused, Self-harm/Suicidal, Unsafe (alleged)

ID: Me6aN2k | LA: Kent | Submitted: 14/09/2025 18:12

Type of Misconduct (self-reported)	#NAME?
Experience	Constant stress, not at all collaborative. More interested in getting EHCP out by deadline than it being correct.
Impact on Child	Luckily child doesn't have impact as I've shielded them and their school bridged the gaps.
Impact on Family	Had to give up my job. Just too hard to do both work and fight the system all the time. Impact on health is high, high blood pressure, weight gain and mental health is poor. Strain on marriage and impact on other children.
Desired Change	Lawful/legal compliance Customer care/understanding Transparency Collaborative Care for the outcomes of the child
Keyword Flags	Job-related, Mental health, Pressured

ID: 68Q09Re | LA: Rochdale | Submitted: 16/08/2025 08:43

Type of Misconduct (self-reported)	my son finished education 2 years ago and we are still setting up what should be in place
Experience	i fought for 18 months for transport , then they said they had been misinformed
Impact on Child	all above
Impact on Family	stress and strain
Desired Change	social worker NOT a support planner when young person has complex needs . and needs met

ID: rjrJeYo | LA: Wolverhampton | Submitted: 13/08/2025 21:13	
Type of Misconduct (self-reported)	Delays, aggression & general apathy.
Experience	EHCP Application refused after waiting 6 months, went to reconciliation & the LA officer was aggressive, rude & defensive. Eventually agreed to EHCP. 1 year later assessment has still not begun and daughter has left school. Reason given was Ed Psych shortage (even though we already have a. Ed psych report!)
Impact on Child	Could have sat GCSE's if support given when needed. Immeasurable impact on education, mental health, and life chances for an adopted child who is already so disadvantaged.
Impact on Family	Exhausted from battling, stress, impact on my physical and mental health.
Desired Change	A more professional, helpful and efficient service starting from the point of 'how can we help this child fulfill their potential' rather than 'how can we refuse this applicarion'
Keyword Flags	Delays/Slow, Exhausted, Mental health, Refused

ID: VLlaQ2E | LA: Surrey | Submitted: 10/07/2025 19:05	
Type of Misconduct (self-reported)	Failure to follow statutory timescales, including unlawful (alleged) delays in issuing the EHCP after assessment and following the annual review. Failure to respond to the EHCP annual review within the four-week legal deadline, leaving the process stalled for months. Refusal to assess our child for an EHCP despite clear evidence that the legal test was met. Issuing an unlawful (alleged) EHCP, omitting professional advice and failing to specify support in a detailed or enforceable way. Illegally disregarding professional recommendations, including NHS and private reports, with no explanation or justification. Refusal to consult with appropriate specialist schools, despite documented requests and internal agreement that mainstream settings were unsuitable. Failure to respond to communication, including multiple unanswered emails, requiring escalation to our MP and the threat of judicial review to prompt any action. Failure to explain decisions, including multiple Panel outcomes that contradicted every professional view, with no rationale provided. Use of vague and misleading standard phrases, such as “the EHCP meets need,” in place of evidence-based reasoning. Failure to engage appropriately with the Tribunal process, requiring SENDIST to issue case management directions to force progress. Withholding or omitting evidence, including delays in submitting updated reports or panel outcomes. Deliberate delay in issuing revised EHCPs, including the caseworker advising they were “too busy” to act. Requiring us to repeat private assessments unnecessarily, at significant cost, to re-establish previously evidenced needs. Failure to document the agreed setting in the EHCP, despite it being approved and submitted to Panel.
Experience	Our experience with Surrey’s SEND service has involved repeated delays, legal failings, and a pattern of disregarding professional evidence. We were initially refused an EHCP assessment, despite clear evidence that the legal test was met. We paid for private reports confirming complex needs and the need for a specialist placement. Surrey issued an unlawful (alleged) EHCP that omitted key advice, refused to consult with specialist schools, and insisted—without evidence—that mainstream could meet need. We were ignored until we issued a Pre-Action Protocol letter and involved our MP. Even then, the Panel maintained a

	mainstream placement, with no rationale, and we had to commission repeat assessments at further cost. An appeal was lodged, but progress was delayed until SENDIST issued directions. Surrey only conceded shortly before the hearing. Most recently, statutory timescales for responding to the EHCP annual review have again been ignored. This is particularly serious, as professional advice confirms that Occupational Therapy support is urgently required, and these delays mean delays in critical provision. This process has required extraordinary persistence, legal escalation, and personal sacrifice—just to secure what our child was legally entitled to from the outset.
Impact on Child	There has been clear emotional distress from being in an unsuitable setting for too long. Anxiety increased, emotional regulation became more difficult, and ongoing uncertainty affected confidence and academic progress. Despite being capable, they began falling behind in key areas due to a lack of appropriate support. Delays in issuing the EHCP and acting on professional advice meant that essential interventions—particularly Occupational Therapy—were not put in place when they were most needed. This has had a lasting impact on wellbeing and development. Although the local authority eventually conceded and named a specialist school, this only happened shortly before the Tribunal hearing. The evidence had not changed. It is hard to see this drawn-out process as anything other than deliberate delay, which came at the direct expense of the child's education and mental health.
Impact on Family	The toll on family life has been immense. We've spent a huge number of hours on paperwork, legal processes, and chasing responses. We've had to fund multiple private reports. This has diverted time, energy, and financial resources away from both our children and from work, rest, and family time. The stress has been ongoing and significant—emotionally, practically, and financially. Without access to the EHCP appeal process, our child would have been catastrophically failed—placed in an unsuitable school, without the support they need to learn, thrive or stay well.
Desired Change	We want to see legal duties properly enforced and meaningful accountability when local authorities fail to comply. There must be independent oversight, consequences for repeated non-compliance, and mechanisms that remove the incentive to delay, obstruct, or ignore professional evidence.

	Decisions must be genuinely child-centred, not budget-driven. Parents should be treated as partners in the process—not dismissed for being “too articulate” or questioning poor decisions. We should be listened to, not sidelined. Families should not have to fight so hard to secure what the law already requires.
Keyword Flags	Communication, Delays/Slow, Dismissive, Distress, Failure, Financial pressure, Ignored, Mental health, Refused, Statutory duty failure, Threatened (alleged), Unlawful (alleged), Unsuitable provision

ID: 1AlQ9Vg | LA: Surrey | Submitted: 22/06/2025 22:17

Type of Misconduct (self-reported)	Surrey Governance Board Completely ignore all recommendations from Senco, Salt and parents. They are ideologically driven and ignore evidence.
Experience	The Governance Board are the principle problem in Surrey. Our daughter is in a specialist centre based within a mainstream primary school. Current school plus support all say that she needs to go to a specialist secondary school. Mainstream secondary schools that case officer has suggested all say that she should go to specialist school. Yet the Governance Board who know nothing of our daughter or what services are provided by different schools refuse to listen to the experts on the ground who actually know our daughter and insist that she must go to a mainstream
Impact on Child	We are trying to shield her as much as possible but will be impossible once she is in year 6 in September. Her peers will all be being given places in secondary school while she must wait until the tribunal process is finihsed.
Impact on Family	Significant financial strain on due to legal and other support costs. Huge levels of stress on my wife and I.
Desired Change	Governance Board engaging with parents and relevant experts in recommending secondary settings before parents have to go to tribunal.
Keyword Flags	Financial pressure, Ignored, Refused

ID: lblVgA5 | LA: Staffordshire | Submitted: 13/08/2025 12:06	
Type of Misconduct (self-reported)	Delays, failures to engage, not complying with legislation, not complying with Tribunal orders, manipulating systems if in a Tribunal process, holding panel after panel to delay matters further, fabricating lies (alleged), placing child on Child Protection as a way to delay providing Send provision. Ignoring LGO recommendations
Experience	Utter turmoil. The impact the continued failures has had not only on the individual child but the wider family is huge. I'm not sure we will ever recover from the trauma. Years and years of failures, delays and when you get over one hurdle, another appears.
Impact on Child	Trauma, school refusal, anxiety, loss of education, mental health.
Impact on Family	Impact on whole family, stress, trauma, impact on mental health, strained relationships, impact on siblings
Desired Change	That the LA are held to account.
Keyword Flags	Delays/Slow, Ignored, Mental health, Trauma

ID: KYBP9Vg | LA: Sheffield | Submitted: 13/08/2025 08:51	
Type of Misconduct (self-reported)	#NAME?
Experience	- During the EHCP process, we were not told who our case worker was until we chased multiple times to find out. The caseworker then didnt return any communication for months, and didnt confirm or deny they were our caseworker. - The LA didnt conduct a full assessment of needs as they refused to commission professional reports that we had evidence were needed, saying they only had to ask for already existing information from services. - The LA didnt include all the needs and provision from the professional reports, and when asked to include these they a) said some of them were too short term to be in the plan (despite no report giving an expected timeline of these and the needs still being present over a year later) b) would be included in the final plan but then weren't, would be included in a revised final plan, and then weren't (with promises given by a manager that it would be done) - We were promised we would be told which schools were consulted with and when, but weren't, and were told these couldn't be shared with us under GDPR. - Prior to receiving the final plan with a school named on it, the inclusion team were told that this plan had been finalised and as a result prematurely terminated my child's place with the medical education outreach team counter to my child's needs and the view of the outreach mentor, before the school knew they had been named, and counter to the statement in the legally binding ehcp which states the ending of all provision should be carefully planned and managed to avoid regression - the ehcp team then ceased all communications with us, and didnt respond to the inclusion team regarding funding for the further alternative provision that was needed - over the last year, we have been passed between staff at the LA and noone has really taken responsibility to properly oversee the provision as a package and comply with the ehcp - we have had to fund a private OT assessment, and this wont be incorporated in to the ehcp until a tribunal next year. This report clearly states that this provision is needed to support a successful transition in to a school, which means it is needed now. - a formal complaint raised centrally on the complaints form resulted in an automated email that can't be replied too, with no contact details and nothing further was heard from it until we found an email address from a friend to chase 7 weeks later. The complaints policy has time frames of 5 and 10 working days for response. The LA blamed the complaint not being passed on, on a new system, however friends had similar responses given months ago - we submitted a SAR in December 2024, and are still months from the front of the queue despite a legal deadline of 30 days. The ICO have investigated and stated that the LA must prioritise this and provide us with a timeframe but we've had no communication on that either. - the LA legal team sent the wrong working document for the sendist appeal and it took a long time for this to be

	corrected, missed two sendist tribunal deadlines, and missed evidence from the evidence bundle. Sendist have threatened (alleged) to bar them twice from proceedings so far.
Impact on Child	20 months ago my child became unable to engage in any education due to extreme burnout and regression from unmet needs. Theyve been without formal education since and have had multiple people try and build up a trusting relationship with them, only to be withdrawn or to vanish. They have had provision that was working to build their capacity removed, and others paused and reinstated due to our efforts to get the removal reconsidered. The latest provision change resulted in threats of hunger strikes to show the LA how damaging their decision was to them.
Impact on Family	My husband has been unable to work full time, and I've had to arrange flexible working with my employer around working location. Stress wise, there is a huge burden in managing the bureaucracy and meeting and admin load, much of which falls during office (my working) house, which means strained employer relationships. We both have had physical health deterioration as a result due to impacts on existing health conditions. I have taken leave from work at times due to increased susceptibility to infections, lack of sleep and mental health. Family and friends can't understand the bureaucracy and blatant disregard for the law and explaining it is draining. Its hard to understand unless you're living it.
Desired Change	I would like to see independent audits of how well LAs follow the law, and whether their internal policies and procedures comply with the law. I would like there to be genuine routes to accountability, that dont require families funding their own legal support via judicial review over very long time periods. I would like councils not to have to be taken to tribunal, to get legally complaint EHCPs, but that tribunals still exist and with shorter wait times, otherwise LAs will continue to disregard the law. I would like standardised ehcp formats nationally, and the retention of ehcps for children in mainstream school. I would like "ordinarily availabke provision" to truly be ordinarily available.
Keyword Flags	Barred, Communication, Denied, Mental health, Refused, Threatened (alleged)

ID: 7RW7Vgz | LA: Surrey | Submitted: 22/06/2025 23:43	
Type of Misconduct (self-reported)	Delays Failure to respond to repeated requests Failure to engage with tribunal process Failure to implement tribunal rulng Conceding the day before tribunal Failure to consider specialist input
Experience	This is too painful and triggering to describe in detail. Asd, Pda, adhd with ebsna, suicidal thoughts. Two parental ehcp requests, 4 tribunal appeals. Still no help.
Impact on Child	School refusal, feeling suicidal, loss of education, regression, mental heath breakdown, social isolation, physical illness
Impact on Family	Loss of income, risk of family breakdown. Traumatised sibling. Seriously affected the mental health of sibling and both parents. Being unable to look after my own serious health issues due to stress, burnout and child not attending school.
Desired Change	LAs should proactively identify and support families with SEN children. This the ideal. Reality could not be any further however. If not proactively supporting send children, then at least support them when parents go through the painful process of getting diagnosis and requesting formal help. I would like to see no gaslighting, no delay tactics, no unlawful (alleged) behaviour, just genuine support. Which is what they are paid to do.
Keyword Flags	Delays/Slow, Failure, Gaslighting, Isolated, Mental health, Self-harm/Suicidal, Unlawful (alleged)

ID: SCCLobE | LA: Surrey | Submitted: 2025-08-01	
Experience	I consent. My son is at home and receiving no education at all after his mainstream secondary placement broke down very quickly. It has been 7 months. The school say it is up to the LA, the LA say it's up to the school to provide. [See previous information relating to a Section 19 breach (alleged)]. I have tried to lodge two complaints with be heard only to be told I couldn't complain. The school and my caseworker are trying to arrange a meeting to discuss ap and so far the date suggested is a months away. Another month of inaction, lost childhood and lost education. I applied for parental EHCP in October and it was issued in Feb. It said class sizes of no more than 12, enhanced adult ratios and more. LA named the same mainstream he has been unable to attend due to complete sensory overwhelm despite them saying they cannot meet need. I have appealed and the tribunal date is set for Feb 2026. Another year of lost childhood and education. Apparently it went back to panel last week after I wrote to [MP Name Redacted]. I have not heard the result and my caseworker is now out of office until the middle of next week. Easter holidays are looming and one term rolls into another of inaction, nonsensical decision making and immeasurable damage to me family. I am a single mum of three and unable to work and forced to claim universal credit. This is by far the hardest thing I've ever had to fight as there appears to be no real accountability. Couple this with the Department of Education's rhetoric about how much every single school day costs the student and it feels dystopian. How many bright, capable but autistic children are allowed to miss out on so much due to not being able to cope in the enormous mainstream settings that appear to be the only option? It is criminal (alleged). To even consider that the LA should have more control over children than their parents when they have clearly displayed over and over that the only consideration they take into account about a child's well being is financial, is equal parts absurd and terrifying.
Keyword Flags	Breach (alleged), Financial pressure, No education

ID: A7A26VB | LA: Cambridgeshire | Submitted: 06/09/2025 03:50	
Type of Misconduct (self-reported)	Maladministration (alleged) in public office, protected by senior staff, misrepresentation and withholding of evidence at my children's annual review, fails to respond to communication regularly, misleading information is a constant, we feel targeted by a bully (alleged). Once in appeal, aggressive legal tactics.
Experience	5 years of this behaviour and it's definitely worsened since Safety Valve Agreement was entered into. Staff are scrabbling to save pounds and pennies at children's expense. Having EOTAS is worse because there's no senco as a buffer between family and LA.
Impact on Child	My children's EHCPs have been amended unnecessarily, personal budgets cut, failing to put section F provision in place for my children. Complaints are not resolved for them.
Impact on Family	Loss of career for one parent. Loss of income being one parent can earn. Years of Stress and anxiety for parents which has affected our health with autoimmune condition. I feel we are one step away from serious illness which fills me with worry for my disabled children's future. Strained relationships and isolation because friends and family don't understand. Similarities with being trapped in an emotionally abusive (alleged) relationship.
Desired Change	The system needs fundamental overhaul to stop LAs behaving without accountability. They're out of control. It's a hidden scandal.
Keyword Flags	Abuse (alleged), Bullying (alleged)/Intimidation, Communication, Failure, Isolated, Mental health, Misrepresentation

ID: KYB2o0X | LA: Staffordshire | Submitted: 16/08/2025 06:17	
Type of Misconduct (self-reported)	Delays Poor communication Failure to respond to communication Failure to provide correct evidence Misleading information Sneaky / underhand tactics
Experience	- refusal to assess despite meeting legal criteria - LA office asking for a private discussion with school staff during mediation - LA refusing SALT assessment as child's speech is clear (but has clear communication issues) - LA missing important information from the court bundle - including medical diagnosis report - LA not responding to emails regarding EHCP review - EHCP review now 3 months overdue with no communication
Impact on Child	Due to the delay in assessing / issuing EHCP my daughter ended up in burnout as school couldn't see or support her needs. She ended up in hospital due to mental health, then on a part time table School based anxiety and subsequently ocd behaviours around school (eg needing to wash hands if touches school equipment at home) Loss of friendships as not able to attend school and unable to socialise outside of school due to complete burnout
Impact on Family	Stress - flare up of my own medical conditions (both physical and mental) as in a constant battle Almost gave up several times - SENDIAS were so helpful in my case letting me know my options - can't praise them enough but they are inundated so it can take a while for a reply - the amount of calls they ever also evidence's that the system is failing
Desired Change	Better communication - transparent and with the childs best interests and law at the centre of decisions not council policy which feels like it's there to delay / put off people trying to get the support that's needed Keeping to legal deadlines - and consequences if they don't Apologies and accountability for delays / misconduct (alleged) / incompetency
Keyword Flags	Communication, Delays/Slow, Failure, Mental health, Refused

ID: SCCmFYt | LA: Surrey | Submitted: 2025-08-01	
Experience	It's worth highlighting how the LA and NHS operate together to put systemic barriers in place - whether restricting referrals to mind works, having ways of working that exclude families from communication or information gathering, pushing narratives that parents are resistant to cooperating or taking on board information; etc. I attended a group meeting with SCC and mind works staff a while ago... their view wasn't that an ableist system is leading to widespread failures, but that a major problem was due to their messages to parents not "landing" right
Keyword Flags	Communication, Exclusion

ID: SCC1uTE | LA: Surrey | Submitted: 2025-08-01

Experience	My daughter is 11, currently in year 6 at a non maintained specialist independent school. Her EHCP was finalised last May 2024 whilst at a mainstream school, where her placement was changed to specialist and her current school named. We had a Transition review in July 2024 just before she left her mainstream to join her new school for year 6 in the September. The Transition review paperwork was completed and sent to Surrey within 2 days- I was CC'd in. Fast forward to Feb of this year, I was sent my daughters EHCP (as it's transition year- going in to year 7) naming my kids current school - great- but all the info was outdated. Nothing was from July 2024 when we had our last review! I flagged it was incorrect and have done so 5 times since Feb. I've asked for the updated EHCP, queried where her info had gone etc. I kept being fobbed off with no answers as to where the info has gone! I was then informed that as my kid was due to Annual Review in April, they would update after that. We had the Annual Review; her wonderful school had conducted new reports with OT and SALT, i provided reports from other professionals as there was a request for increase in therapies. At panel the increase in therapies were declined, a □no change' was issued with a comment that the reports □don't represent' my daughter (?!!). I've argued many points(and the school are doing there thing to) about the decision and have said I'll appeal- but I need a current and correct EHCP to go on The reply: □there are no changes to the EHCP'- this means the EHCP literally the same which negates all the info from Transition Review paperwork from July 2024?! Also the personal updated info from April 2025?! Declining therapies is red tape, I can argue that and do what is required, but having missing paperwork and not updating my daughter personal views and mine .??? Not quite sure where to go from here, so can anyone advise? I'm really concerned that they have lost her paperwork from July 2024, that the panel used info from 20 months ago, which means they have been misled and I'm now being refused a copy of her EHCP! I made a formal complaint to Surrey, I also sent it to My MP [name redacted] and emailed the appeals team as I have no physical EHCP that I can appeal! So how can I do it?! Waiting on a reply from them all. So so fed up. Surrey are utterly shameful. Help
Keyword Flags	Inaccurate, Refused

ID: SCCjvTM | LA: Surrey | Submitted: 2025-08-01	
Experience	My Son was placed in a secondary who specified they couldn't accommodate need after consultation. This info wasn't offered up even after I said I was concerned with the provision offered, and so was his previous school. I was told it was 'perfect for him' by Surrey and that 'they knew best'. He went there in the September, by March I pulled him out after major issues and genuine concern for his mental a physical well-being. He had no support offered throughout his time off whilst Alternative Provision was pushed for and, [he] suffered with secondary agoraphobia as a result. I only found out by chance at the meeting with Surrey Council Officers and School, when the Officers claimed the school had specified they can meet need, and the school whilst on video call turned around and confirmed that actually they said at consultation they couldn't. Fuming *This testimony also makes reference to the use of 'Directed placements. Parents, teachers, and SENCOs have consistently reported the use of 'directed placements' in Surrey — where families are told a specific setting will be named despite the setting confirming they are unable to meet the needs of a child. Although Surrey County Council publicly denies this practice, and refers to it as exceptional, it is widely described as routine by those with direct experience of the system, including teachers and SENCOs. As indicated in this example, the school makes an assessment during initial consultation as to whether the school is suitable for the child's age, ability, aptitude or special educational needs. Where they identify that it is unsuitable, an alternative, suitable placement should be sought. It typically happens when an LA asserts authority to name a school regardless of the evidence provided, relying on its legal power under Section 39 of the Children and Families Act 2014. As expected, it often results in a school placement quickly breaking down, and/or prolonged absence. A Members' Question revealed earlier this year that over 1800 children with Special Educational Needs in Surrey are currently listed on the roll of a school that they are not attending for more than 30% of the time.
Keyword Flags	Suffering, Unsuitable provision

ID: QKzRKOA | LA: Gloucestershire | Submitted: 14/09/2025 17:45	
Type of Misconduct (self-reported)	Failing to communicate and delays in securing a school place
Experience	My son attended a small mainstream primary school. He was barely coping but his attendance was fairly good. But he was bullied (alleged) and struggled to form lasting friendships. His learning was also being affected Teachers picked up on his struggles and eventually he was diagnosed with autism and we built an EHCP with a view that it would help him to get support in secondary school or secure a place in a specialist setting. The LA agreed and it went to panel and he was turned down. The local schools looked at his EHCP and determined they could not meet his needs. By end of term at primary I had no idea where he was going to go to secondary and he had no days to ready him for a new placement like the other children had. End of July of managed to get a response from our case worker to suggest a school 15 or so miles away but transport wouldn't be provided so it went back to the drawing board. At the end of August they emailed to say they could possibly arrange some 'exceptional provision while we find a school that can meet his need' but didn't say where or how. By this point I had to give up my job that I've held for 22 years as I was due back as soon as the new term started and the lack of support told me we were better off homeschooling. So now, as a single parent with no family nearby we're trying to navigate homeschool with no support at all. But as I've 'elected' to homeschool it's tough. My son is a fantastic kid, capable of learning with the right support but sending him to a mainstream school with over a thousand children, where he is sensitive to noise and wouldn't be able to find his way around or organise himself, and then cope with homework on top it just wouldn't work. He would be constantly punished for being him. And it's not fair. We just needed a small school with a bit of support. Now we have nothing
Impact on Child	I've tried my best to protect him from what he would have gone through. If he had gone to a mainstream like they wanted, he would not have coped at all. I expect I would have had to give up my job either way. For example, we found ourselves on the school bus he would have got if he'd gone to the school they wanted. Even sat with me he was frozen. He couldn't speak, even when a friend from primary came to sit with him. I can't usually get him to stop talking!
Impact on Family	I had to give up my job and obviously now we're worse off financially
Desired Change	Much more support and promptly. I felt there were delays put in place to basically push us into homeschool to save money
Keyword Flags	Bullying (alleged)/Intimidation, Communication, Delays/Slow, Failure, Job-related

ID: 0Qjz4Gy | LA: Gloucestershire | Submitted: 15/08/2025 19:06

Type of Misconduct (self-reported)	Failure to comply with legal time limits re EHCP application - by several months
Experience	The LA delayed re Ed Psych assessment and in going to panel. They were months behind the statutory 20 week time limit and only granted the EHCP when we threatened (alleged) legal action
Impact on Child	Emotional distress, worsening mental health difficulties, school refusal, school sanctions including suspension, loss of education and ultimately loss of school place
Impact on Family	Extreme stress for the whole family
Desired Change	A needs based system that delivers the support needed before things escalate and become impossible
Keyword Flags	Delays/Slow, Distress, Failure, Mental health, Statutory duty failure, Threatened (alleged)

ID: A7dRkEe | LA: Surrey | Submitted: 22/06/2025 20:50

Type of Misconduct (self-reported)	Delays.
Experience	Ignored school consultation that said they could not meet needs, named the setting anyway and left child without school. Refusal to respond to request for AP for child unable to access school. Did not engage effectively with mediation process, only pointed us to tribunal.
Impact on Child	Loss of education, isolation, emotional distress
Impact on Family	I've had to leave my teaching job at huge negative impact to my mental health and putting the family under financial strain due to loss of income
Desired Change	Copious funding for all schools to employ enough staff and provide enough training to support children
Keyword Flags	Delays/Slow, Distress, Financial pressure, Ignored, Isolated, Job-related, Mental health, No placement/No school

ID: vGJDjP0 | LA: Gloucestershire | Submitted: 14/09/2025 17:36	
Type of Misconduct (self-reported)	Deliberate misinformation, delays, lies (alleged) directly from case workers and social workers. Parental blame and gaslighting.
Experience	Since 2010 have engaged with LA the last 7 years have been horrific. Multiple unskilled case workers, social workers retelling our story. Coming up to two tribunals. Won one, provision not in place a year later. Lies (alleged) about budgets. Lies (alleged) about needs. Lost health, lost finances, brink of divorce. Two disabled teens with profound and different diagnosed disabilities.
Impact on Child	Mental health, isolation, loss of education, loss of life chances
Impact on Family	Chronic illness now, loss of financial stability, loss of career
Desired Change	Sacking of managers Recruitment of skilled social workers with disabilities and ND training Collaboration with disabled people STOP LYING and PLAYING ENDLESS GAMES ON PAPER AND IN MEETINGS WITH REAL PEOPLE WHO HAVE SIGNIFICANTLY HARDER LIVES AND DESERVE BETTER!!!
Keyword Flags	Delays/Slow, Financial pressure, Gaslighting, Isolated, Lied (alleged), Mental health

ID: gDNgrz1 | LA: Staffordshire | Submitted: 14/08/2025 17:36

Type of Misconduct (self-reported)	One social worker pressured me to except help for my son at his flat Christmas Eve at 16.00 but did not let the staff know and I was told to sell it to my son .
Experience	My son has over the last 2.5 years 10 different social workers , when my son was at his most vulnerable and really needed someone professional and experienced they sent me one who was in training., inexperienced and how no understanding of autism and adhd .
Impact on Child	My son trust non of them he feels unsafe (alleged) he trust no one because they leave he never gets attached to them or gains there trust because the go do what's the point .
Impact on Family	My mental health has deteriorated the stress of meeting and more meeting that happen but nothing really does for the last 2 years I have trying to get my son moved from his assisted living into a facility that can meet my sons needs.
Desired Change	To be listened to for social workers especially working with children with needs to have longevity in there job rather than short term so people like my son can trust and feel safe
Keyword Flags	Job-related, Mental health, Pressured, Trust/Distrust, Unsafe (alleged)

ID: pbP4QbB | LA: Staffordshire | Submitted: 13/08/2025 13:08

Type of Misconduct (self-reported)	Refusal to assess a child with autism diagnosis so had to wait for tribunal to order assessment, delays to assess (even once court ordered the LA took 13 months), failure to fully assess (my autistic and adhd child had 1 hr Teams call with educational psychologist, no face2face or in school observations, LA have excluded items - even entire sections of need - that their own EP said are needed, ignored my emails and calls, have named the existing school which has already confirmed to them cannot meet need. Gaslighting!! Telling me that their own "panel" has decided the xyz provision stated by their own EP is not needed, even though the panel base their assessment on 1 hr Teams call.
Experience	Horrendous! Refusal to assess a child with autism diagnosis so had to wait for tribunal to order assessment, delays to assess (even once court ordered the LA took 13 months), failure to fully assess (my autistic and adhd child had 1 hr Teams call with educational psychologist, no face2face or in school observations, LA have excluded items - even entire sections of need - that their own EP said are needed, ignored my emails and calls, have named the existing school which has already confirmed to them cannot meet need.
Impact on Child	All of the above. My child's mental health is exponentially deteriorating and so is their academic development. School is now and place of harm. My child is so upset trying to go to school, and upset coming out that they are constantly dysregulated. This impacts our entire family as we are all living with a child that is constantly crying and trying to hurt themself.
Impact on Family	Im trying not to leave my job. But I probably will, which will impact the rest of our autistic household as we will need to move house. My mental health is rapidly deteriorating, as is my husbands. Our relationship is suffering; we doh even get an evening to ourselves as our child is having meltdowns all day and evening and screaming in the night.
Desired Change	Where to start!!! Follow the law would be a good start. Properly assess children with face2face, Occupational therapy sensory assessments and SaLT Speech and language assessments for all autistic children. Provide appropriate school places; there are loads of children like my daughter so why are the only schools suitable independent non section 41 (most expensive) and out of county? LAs should face consequences for delays via tribunals. They should pay compensation to the family equal to the cost of the missing provision; then there would be no incentive to delay as they would save no money.

Keyword Flags	Delays/Slow, Exclusion, Failure, Gaslighting, Ignored, Job-related, Mental health, Suffering

ID: SCC0HCt | LA: Surrey | Submitted: 2025-08-01	
Experience	My son should have been going back to school today. He hasn't been in school since 31st March 2024 when Surrey named a school that I had said absolutely no way to. My only option was to appeal - and refuse to send him to a setting that would ultimately traumatize him. Here we are with still no school - supposed to be going into Key Stage 3 in September. Surrey's constant delays in actioning our requests to consult and then feeding back has drawn this process out and made it so much longer than it needed to be. We had to adjourn our hearing back in March because they consulted with our preference 3 weeks before the hearing who then said no. Our case was ‘stayed’ until 4th June - this coming Wednesday. We have now had to apply for an extension to the stay. So to all those parents out there who are struggling with a broken backwards system, whose children have been let down and aren't receiving the education they have a right to, who don't get the 6 hours of time everyday to do what they need to do, you aren't alone. We may not be in exactly the same boat but we are struggling in the same ocean.
Keyword Flags	Delays/Slow, Isolated, No placement/No school, Refused

ID: NpblAvj | LA: Lancashire | Submitted: 14/09/2025 14:34	
Type of Misconduct (self-reported)	EHCP still not issued, deadline was February. Zero contact from the caseworker, she ignores all emails. Schools using punitive approaches, failing to authorise absences that are linked to, or directly affected by the child's disabilities. Now my child is over the threshold for an FPN and it's making me ill. I've asked the school multiple times why my child's absences are not authorised and I'm stonewalled. I've quoted relevant guidance; equality act, working together etc etc this guidance is completely ignored by school. Reasonable adjustments regularly removed and the school, when raised they just brush it under the carpet like it didn't happen, this causes my child to feel unsafe (alleged) in school and causes a lack of trust as well as a breakdown in relationships, something that is extremely valuable in my son being able to attend. School completing unannounced home visits, breaching their own policy. Schools failing to recognise and value other professionals expertise, schools giving advice on subjects they are NOT qualified to give advice on. Many teaching staff and unqualified support staff do not work with families, they deliver punitive, overbearing "policies" that do not get to the root cause. It took over 6 months to arrange a meeting for a formal complaint stating they had staffing issues. The constant request for medical Information from schools is intrusive, when your child is unwell, as a parent your focus is on your child, not gathering evidence for schools. Schools are not supposed to question illness unless they have good reason to doubt the veracity of an illness, yet they ask for evidence of everything, they're wasting GP's time, parents time and ultimately invading the families rights to a private life. I think it's abhorrent that school have the power to create a situation that I would loose my career, a career I spent 7 years at uni training to do, because they abuse (alleged) the attendance policy. Children have to be well - mentally and physically to be able to learn but it's purely numbers games, schools will not send children home when they're unwell, this is a huge risk and it's only a matter of time before we see more children suffer at the hands of a school because its attendance above all else. I'm considering removing my child, school is not supportive and absolutely sends the message; my child is not wanted there, it affects their league tables. I've spoken to some present and ex staff and they were clear, the head does not like SEND children, has no time for them and does not want them in her school. Maybe instead of league tables ofsted start focussing on feedback from parents and students, their health and well being, I'm sure some staff's attitudes towards parents will quickly shift. Teachers have way to much power over parents, parents that ARE the expert when it comes to their child.
Experience	My sons school told me he was to be closed to SEND, he's just pastoral, I left in tears, 3 years id spent getting primary to understand and highschool took us right back to the start. The member of staff is pastoral, no relevant qualifications and sat recommending neurotypical strategies which we knew were harmful to my son and the peace

	within our home. My son has since been diagnosed ASD with the report indicating he shows traits of ADHD. I've repeatedly told school my son struggles with writing, he finds it painful, they "assessed" him as having no problems, I obtained a referral to occupational therapy who did a PROPER assessment and concluded he has hyper mobility in his fingers, the wrong grip (which can't be corrected) and recommended a laptop, something I have asked for since my son started the school and told no, he doesn't qualify for one. Schools believe they know better than parents and professionals that specialise in certain aspects of care but they refuse to listen and act on that advice.
Impact on Child	He's not been to school for four months, other than 3, 1 hour sessions. My son has made reference to wanting to be dead, that being dead is better than going to "that place of hell" my son returns to school next week and yet again they want to work towards him being there full time by reintegration, yet we've tried this several times and it does not work, they refuse to accept the school environment is to traumatic for my son.
Impact on Family	We pay for music tuition out of school now as the teacher told my son he'd be a better ballet dancer. In school holidays there's much less stress for my family, as soon as school is open the stress starts. I'm so close to having to be signed of work, I manage all my son's appointments, spend a lot of time at home supporting him to regulate, school being punitive and the LA's delay in his EHCP gives the school freedoms to continually make their own rules up, despite it not being in the best interests of my child. The constant battle with the LA and school takes the very little time I have away from my 3 children. The system is punitive, SEND parents punished time and time again for advocating for their child.
Desired Change	EHCP time frames delivered. FPN's to cease. Schools forced to follow guidance. Start working WITH parents.
Keyword Flags	Abuse (alleged), Breach (alleged), Delays/Slow, Failure, Ignored, Refused, Suffering, Trauma, Trust/Distrust, Unsafe (alleged)

ID: ODb4M97 | LA: Gloucestershire | Submitted: 14/09/2025 16:44	
Type of Misconduct (self-reported)	EHCP legal timeframe not met Refusal to use private EP report by LA EHCP is not fit for purpose and we have to go to tribunal SENDCO refused to make an EHCP application, had to make parental one SENDCO said there's no point in getting a label as there won't be any more support SENDCO has lied (alleged) to LA and made defamatory comments about parents Tribunal date is October 2026 child is just starting year 10
Experience	Traumatic! Son became unable to mask in year 8, school SENDCO deliberately obstructive. Complaint to Head was heard, however, though boxes have been ticked for support, actual progress and support is not visible. New SENDCO has taken us back to square 1. Parent blame is constant, son is being failed by an education system that is not following the law. Diagnosed despite school with ADHD and autism.
Impact on Child	EBSA, suicidal aged 12 about going to school. Loss of education, mental health has taken a real hit, anxiety is constant and turning to vapes and alcohol to feel good. What were projected 6,7,8 at GCSE is now scrape a 4 if you're lucky. He can't see the point in going somewhere that's so awful to be, why would you choose to go somewhere that's makes you feel unwanted, less than normal, not supported.
Impact on Family	Stress levels are on a constant high, the school holidays are the least stressful. Have high blood pressure now, weight is a problem as there's never a time for me to relax and concentrate on myself. Sibling is left out, not getting as much attention and is starting to show issues due to it. The paperwork is like a full time job. Fibromyalgia and other stress related autoimmune issues. Fortunately relationship is strong.
Desired Change	For them to follow the law. If all authorities followed the SEND Code of practice properly, used EP reports that were available to them, put EHCPs together that actually support the child rather than have too wish washy language. If we weren't fighting the system trying to make authorities follow the legal framework it wouldn't be so much hard work. We don't need a new system, we need it funded and for the people working within it to be properly trained and educated to follow the law.

Keyword Flags	Failure, Job-related, Lied (alleged), Mental health, Pressured, Refused, Self-harm/Suicidal, Trauma

ID: zxQGEAk | LA: Gloucestershire | Submitted: 13/08/2025 17:17	
Type of Misconduct (self-reported)	Tribunal ordered provision being ignored, children (2) both without education for years combined. EHCP issued May 25 with EOTAS provision only until July 25 despite them not being able to name a school as child diagnosed with ptsd from school. They tried to find any school who would say they could meet needs and state repeatedly that if any school comes forward this means child can't have EOTAS. On my 4th tribunal in 2.5 years
Experience	Everything is a nasty battle with so many lies (alleged) told even to the MP
Impact on Child	My children feel there is no place for them as there aren't any schools for their profile and that they are not wanted by society which exacerbates mental health issues.
Impact on Family	I'm a professional person who has been unable to work more than a few hours a week as my children are on EOTAS. This has had a massive effect on family finances and my relationship.
Desired Change	Las to have to uphold lawful practices. The LGO to fine them real amounts to reflect provision missed. Compensation for JR letters in response to unlawful (alleged) LA practices. Safeguarding to be overseen by a body independent of the LA as they are an organisational safeguarding hazard to my children
Keyword Flags	Ignored, Mental health, Unlawful (alleged)

ID: oby8dAP | LA: Surrey | Submitted: 22/06/2025 23:30	
Type of Misconduct (self-reported)	10 yrs of la failing our child (lac), still don't have final ehcp from annual review one year ago. The la only minute what they want. They don't follow child in need policy, 30 days to get minutes should be 10, 8 months since last child in need meeting! a child in plan that does not meet the needs and has not for the last 5 yrs, we are in wrong team but they keep rejecting us from cwd, La emailed to say in future they will only write a summary not verbatim of minutes, They have frozen pre paid account for last 6 maths, owe me £33,000 sick of the parental blame, recently started at specialist school and they can't cope. Charlie Davies is a bully (alleged), I've emailed management over years and they don't even bother to respond, mills, ansell, wardell, Denny, Bracknell, the monitoring office has never responded, ellani the designated sw is all chat and delivers nothing, the La fooled me off so long I employed a solicitor and they don't respond to him. Submitted official complaint November 2023 and still do t have final stage 2 response
Experience	Absolutely horrendous, would never recommend adopting through Surrey, continuous battle with La for Childs needs to be met.
Impact on Child	All of the above
Impact on Family	All of the above
Desired Change	For the law to be followed re delivery and time frames and Management to be held accountable, to stop the drift—delay and continuous maladministration (alleged)
Keyword Flags	Bullying (alleged)/Intimidation, Delays/Slow, Failure

ID: WOKRJ0k | LA: Gloucestershire | Submitted: 14/09/2025 17:50	
Type of Misconduct (self-reported)	Delays (4 academic years for an annual review) Failure to engage in mediation request Failure to respond to quieries Changing caseworkers Single person 'panel meeting' Inadequate EHCP Dishonest (alleged) in school consults - claiming all contacted were the parental preference.
Experience	All the above happened in one case to one child and their family. It caused great distress. Information was withheld and subject access requests sought to reveal the full scale of the way in the LA worked against the child with SEN. The LA eventually conceded during appeal to the tribunal.
Impact on Child	Emotional distress, anxiety
Impact on Family	Stress during pregnancy which causes postnatal depression, PTSD and anxiety for mother. Siblings affected by SEN child's anxiety now under help and support of young carers.
Desired Change	Co production, communication, transparency.
Keyword Flags	Communication, Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Failure, Mental health

ID: 44Npavo | LA: Hampshire | Submitted: 13/08/2025 22:17	
Type of Misconduct (self-reported)	Non provision of any education to my child who has an EHCP whilst awaiting tribunal Non provision of any meal entitlement Refusal to allow emails to Director of Child Services Hampshire Threat that if I over email I will be restricted contact Refusal to make any adjustments for my own neurodivergence eg Will not deal with my complaint unless I fill in their online form (letter is ignored) Sometimes I need to email a second letter due to my skill set and this is deemed inappropriate Refusal to meet in person Playing me off on numerous people got confusing I requested one point of contact which was refused Aggression regarding inappropriate in researched offers of provision and refusal to discuss my child's provision which we deemed suitable SAR reports included untrue information EHCP was amended on hub without permission At every turn the LA will gaslight every issue as being of parental source .. which is simply not true but they have become expert at it The LA employs a full in house team of solicitors to fight parents which is ludicrous as tax payers we are paying them to fight us. If the LA make decisions they should be knowledgeable enough to not require solicitors to sort their problems subsequently
Experience	My child has declined in terms of mental health as she has been fully isolated. We have suffered great stress and strain. I have provided as much as I physically and financially can but it has broken me. My health has declined significantly as well as my mental health. The system has over the years provided nothing but heartache poor provision and Local Authorities who DO NOT support but worse they are fully involved in causing and supporting the trauma inflicted on children and families. It's just too much
Impact on Child	My child is 15 she has become isolated from her peer group feels behind and different. In the last year she has lost 2 stone and is under the eating disorders clinic which is I believe stress induced. She suffers social anxiety greatly from lack of support and integration.
Impact on Family	Our health has been impacted, our daily life is entirely focused on how we can meet need ALONE. As a single parent I am struggling and have no other life .. my health has declined significantly, and so has my child's.
Desired Change	Oh gosh - honestly it's so sad my child has had 5 years of trauma .. I would like to see LAs acting supportive listening fi parent and child. Ensuring there are suitable provisions for ALL and that THEY really are suitable .. Mainstream can't fit

	all children and likewise an anxious child with ASC ADHD isn't going to settle in many SEN schools - the dislike of EOTAS is unfounded and even when it is granted the LA try to control the providers .. often inadequate. The whole system needs a complete shake up. I do not believe the LA should even be controlling it as they have one priority and they even told me direct it's the public purse! Enough is enough .. these children are highly capable given the right environment and opportunities..
Keyword Flags	Gaslighting, Ignored, Isolated, Mental health, Refused, Suffering, Threatened (alleged), Trauma, Unsuitable provision

ID: Bzbj5OK | LA: Kirklees | Submitted: 13/08/2025 20:01	
Type of Misconduct (self-reported)	All of the above!
Experience	Unlawful (alleged) use of tribunal process (ie. To try to get us to give in on the supporting therapies our younger child needed, rather than to defend a lawful position, which is what LAs are supposed to use Tribunals for) - LA presented NO evidence at all to our Tribunal, but still used public money to put a barrister in the hearing against us. Tribunal was so obviously not needed, hearing took less than 1 hour: LA fully over-ruled on all but 1 point. - Took 7 months for final EHCP to be issued post-Tribunal, despite threats of legal action/solicitor's involvement. I had to secure the therapies ordered in the EHCP myself because the LA was taking so long to enact the Tribunal-ordered version. - During that time, LA tried to water down the funding for the provision the Tribunal had ordered. I was having to use AI to compare copies of the EHCP to spot what they had changed details, because they weren't telling me. If I hadn't spotted these changes and kicked back, my child's EHCP provision would have been severely impacted. - LA also failed to carry out older child's phase transfer EHCP Review lawfully: 2nd year in a row they had acted unlawfully on this child's Review - 2nd child has had EdPsych and Sensory OT detailed in Section F of their EHCP for 3+ years: this provision has *never* been made. Child is now post-16 so has basically aged out. - Total failure by the LA to comply with its own complaints procedures or to adhere to the law. As a result I now have 2 complaints with the LGSO. - Total failure to respond or work with families by Service Directors: they basically ignore you hoping you will go away. - The above issues are just this year (I've been fighting my LA for SEND provision for over 8 years). - This year's issues have happened even with my solicitor, multiple Councillors (working cross-party and including members of the Children's Scrutiny Panel) and my MP arguing our case with the LA. The Service Directors believe they are untouchable therefore cannot be forced to be held to account. When you try to hold them to account, they dodge you (it took 4 years for me to finally get a meeting, thanks to my Councillor applying a LOT of pressure). During that meeting I was told blatant untruths by service Director. Example: "The LA goes to Tribunal because we HAVE to." "We use barristers because we HAVE to" Yet they say to my face they know the law and adhere to the law. Absolute lies (alleged). Absolute dereliction of duty.
Impact on Child	Both kids crashed out of school with mental health on the floor. Multiple episodes of non-attendance due to extreme anxiety for both kids. Youngest missed a full year of school, LA & school basically washed their hands of the situation (despite child having

	EHCP) until I got a solicitor involved. Eldest child ended up going to flexischooling just to survive. Youngest is now in EOTAS.
Impact on Family	Loss of income (iAd to quit my paid job to be one full time carer) Mental health impact has been massive: both kids have contemplated suicide (one has attempted it), 1 is still in therapy to recover from their school experiences. I am basically in PTSD and extreme burnout after years of fighting my LA and my kids schools (4 in total) just to try to get their needs met. We have been forced to spend over £20,000 on private assessments our LA refused/failed to do, plus advocacy, legal advice and legal representation.
Desired Change	**LAWFUL ACCOUNTABILITY ** For LA staff AND schools. These people - teachers, SENCOs, Heads, governors, LA commissioning teams, Service Directors, they all think they are utterly untouchable - and in effect they are. There are *no* consequences whatsoever for years upon years of open hostility/wilful and knowing failures. Failures that are destroying childhoods and destroying families. These people are public servants! Prosecute the lot of them. They'd soon buck their ideas up if some of them started actually going to prison for their failures.
Keyword Flags	Failure, Ignored, Job-related, Mental health, Pressured, Refused, Self-harm/Suicidal, Statutory duty failure, Unlawful (alleged)

ID: 44NWbBk | LA: Surrey | Submitted: 18/08/2025 19:29	
Type of Misconduct (self-reported)	Failure to respond to Section 19 Failure to carry out requested assessments as part of an ehcp assessment. Copied in emails to ignore private reports that they conceded at tribunal over .
Experience	"So, remind me again—what's my duty, and what's my role?" "I do need to remind parents that they have a legal duty to ensure that children of statutory school age attend school. The school may commence formal proceedings if attendance becomes too low or if there is no engagement in agreements to increase attendance." This is what the Local Authority chose to remind me of. Not the months of unanswered emails. Not the tribunal they conceded. Not the reports we had to fund ourselves. Just my duty—as a parent. Let me be clear: I know my duty. Section 7 of the Education Act 1996 says I must ensure my child receives a suitable education. And I do. Every single day. It's Saturday. There are just three weeks until the start of term. And I'm sitting at my kitchen table, printing worksheets, building lesson plans, trying to create some kind of structure for our daughter— because no one else will. I am not a teacher. I am a mother. But I am doing everything I can to keep her learning, supported, and emotionally safe. What they fail to mention is their duty. Under Section 19, the Local Authority must provide education for children who cannot attend school due to illness or other reasons. Our daughter has not been able to attend school consistently. We've asked for help. We've submitted evidence. We've followed every process. And still, they say no. We were even accidentally copied into an internal email. It confirmed that the tribunal was conceded based on private reports. But the caseworker hesitated to include those reports in the EHCP—not because they weren't valid, but because including them would mean funding the support our daughter actually needs. "It's a bit of a difficult situation... if I use the private report in the plan, we are bound to fund this level of provision." That's the real issue. Not whether our daughter needs help. Not whether she's entitled to it. But whether they want to pay for it. Our daughter is creative, curious, and capable. She thrives when supported and understood. But she has been left without a named school, without provision, and without the dignity of being seen for who she is—not just what's convenient. So yes, I know my duty. I live it every day. But I will not let them use the law to shame parents while they twist it to avoid responsibility.

	This is not education. This is survival. I am calling on the Department for Education, Ofsted, and the press to investigate how many children are being left behind. How many families are being forced to become teachers, therapists, and advocates-while the system offers nothing but blame. Because no child should be punished for needing support. And no parent should be punished for trying to provide it.
Impact on Child	Emotional distress, no education placement, isolated
Impact on Family	Stress massively so
Desired Change	Stick to the law
Keyword Flags	Distress, Failure, Ignored, Isolated, No education, Statutory duty failure

ID: Xx8Jgdj | LA: Oxfordshire | Submitted: 14/09/2025 16:01

Type of Misconduct (self-reported)	Pressure to home educate Refusal to offer alternative provision including a tutor for a child with emotional school based avoidance and autistic burnout, child without anything for over 6 months. Refusal to amend section F of EHCP to reflect their updated needs - including sensory needs, PDA profile, anxiety
Experience	We have had a lack of support from the local authority for a child with school based avoidance. They have not supported amending the EHCP to reflect their needs and have ignored medical and assessment reports for specialist provision and said their is no evidence for anything other than mainstream, despite their being almost 15 reports of evidence. We now have to go to tribunal.
Impact on Child	Complete loss of faith in the education system. Two years of no support due to school based avoidance. Decline in child's mental health.
Impact on Family	Stress on the whole family. Loss of income as have to reduce workload.
Desired Change	A psychologist constantly working with the local authority to advise them on what support the child needs. They should be independent. Panels should be held to account for what reason they decline support. Parents should not need to go to tribunal for support.
Keyword Flags	Ignored, Mental health, Pressured

ID: SCCwDqe | LA: Surrey | Submitted: 2025-08-01	
Experience	I am writing to raise grave concerns regarding the long-term and ongoing failures of Surrey County Council (SCC) in discharging its statutory responsibilities under the Children and Families Act 2014, the Education Act 1996, the Personal Budget Regulations 2014, and the SEND Code of Practice. These repeated failures have caused profound and lasting harm to my daughter's health, development, and well-being over nearly a decade. 1. Initial Statutory Assessment and Diagnostic Overshadowing (from 2016 onwards): Almost ten years ago, my daughter underwent a statutory assessment for an Education, Health and Care (EHC) Plan. Despite serious medical symptoms, Surrey County Council and its health partners failed to ensure the assessment was accurate or informed by appropriate clinical input. As a result, a life-impacting medical condition — an appendiceal abscess caused by an undiagnosed immune deficiency — was entirely missed. This situation only narrowly avoided a fatal outcome. Her prolonged time spent in the bathroom due to this undiagnosed medical condition was misinterpreted as a behavioural symptom of a social communication disorder. She was subsequently pulled off the toilet and locked in a sensory bag, an experience that caused her to develop post- traumatic stress disorder (PTSD). For two to three years, she lived in a state of sub-acute confusion and untreated infection, which has left a lasting impact on her cognitive and physical development. 2. Denial of Physiotherapy Provision and SEND Tribunal (2020): In 2020, we were forced to initiate a SEND Tribunal after Surrey failed to implement the physiotherapy provision listed under Section G of her EHC Plan for a diagnosis of Bethlem myopathy. The Local Authority offered no valid defence for this delay, which should have been addressed in Section F rather than Section G. This failure placed my daughter at risk of needing further surgical intervention to release contractures, compounding the trauma of two previous bowel surgeries. Her ongoing symptoms of post-surgical adhesions were again written off as psychosomatic, until specialists at St George's Hospital intervened and removed extensive fibrotic adhesions — nearly two years after they first arose. 3. Judicial Review and Breach (alleged) of Section 42 (2024): Despite the SEND Tribunal's findings, Surrey County Council still failed to implement the provision in Section F of the EHC Plan, resulting in a successful judicial review in 2024 based on a clear breach (alleged) of Section 42 of the Children and Families Act. This breach (alleged) — a statutory duty with no defence — was nonetheless defended by Surrey at public expense to delay provision, costing taxpayers over £50,000. During this period, Surrey ignored advice from both psychiatric and psychological professionals, leading directly to self-harm and emotional deterioration in my daughter. This was both a legal and safeguarding failure. 4. Ongoing Failures in the Annual Review Process (2024–2025): The 2024–2025 annual review process was also fundamentally flawed. Surrey County Council failed to issue a final EHC Plan within the statutory timeframe, requiring us to serve pre-action protocol papers to compel compliance. We are now facing a likely repeat Section 42 breach (alleged), as the authority again fails to specify and secure provision — despite medical evidence from our GP, consultant psychiatrist, and psychologist all warning that any change in provision will cause serious psychological harm. These warnings continue to be ignored. 5. Unlawful (alleged) Personal Budget Policy and Breach (alleged) of 2014 Regulations: Surrey County Council operates a blanket personal budget policy that does not comply with the Personal Budget Regulations 2014. It

	fails to allow reasonable adjustments, prevents families from co-producing provision, and imposes rigid spending rules that contradict statutory requirements. This unlawful (alleged) policy has been formally identified as incompatible with the law by King's Counsel, yet Surrey continues to apply it without amendment — undermining family autonomy and lawful co-production. 6. Escalation to the Department for Education: We have now written to the Secretary of State for Education under the Education Act 1996, requesting formal intervention on the grounds that Surrey is consistently failing to discharge its legal duties. The evidence shows systemic non-compliance, disregard for professional advice, and contempt for legal process, including tribunal findings and judicial review outcomes. 7. Prior Engagement with the Care Quality Commission (CQC): In 2020, before the SEND Tribunal proceedings, I was invited to present the systemic issues in this case to the Board of the Care Quality Commission (CQC). This invitation came from Nigel Thompson, then Deputy Director to Chris Day, and included attendance by senior leadership, including Lee Pickerel, then Head of Children's Services. At that meeting, it was acknowledged that the issues raised were serious and warranted attention. However, it was made clear that due to the removal of certain CQC powers, the Commission was not able to intervene at the time. Since then, I have taken up a position as Senior Analyst in the D&I team at the CQC, where I work on national data related to the regulation of the Mental Health Act. As a result, this matter continues to impact me professionally, including the need to update my conflict-of-interest and disclosure arrangements due to the continued involvement of Surrey County Council in my personal and professional affairs. This is a Kafkaesque situation in which my family has been trapped in a cycle of neglect, legal action, and emotional trauma — all caused by a public authority that persistently fails to meet its statutory and moral responsibilities. My daughter has suffered lasting medical harm, educational delay, and emotional distress, not because of her condition, but because of institutional negligence (alleged). These are not isolated errors. They are repeated breaches of law and trust over many years, with other families across Surrey likely enduring similar experiences. The time for delay, denial, and obfuscation is over. Surrey County Council must be held accountable — not only by the courts, but by central government and the public it serves
Keyword Flags	Breach (alleged), Communication, Delays/Slow, Denied, Distress, Error/Mistake, Failure, Ignored, Isolated, Mental health, Neglect, Self-harm/Suicidal, Statutory duty failure, Suffering, Trauma, Trust/Distrust, Unlawful (alleged)

ID: J9kjWYo | LA: Wakefield | Submitted: 16/08/2025 07:59	
Type of Misconduct (self-reported)	Extremely long delays Withholding evidence and sharing of incorrect evidence Failure to respond to communication
Experience	My child has been out of education for over 2 years. The LA have been unable to find a suitable provision for my child. We have had very long delays in securing alternative provision, and even with the alternative provisions in place it is not Meeting his complex needs. He is still not being delivered any form of education (education which he is legally entitled to). We are often been given misleading and incorrect information and are constantly chasing for updates with minimal to non existent communication.
Impact on Child	My son has not ben able to access any of the provisions that are stated in his echp. No access to the therapies he desperately needs, no education has been provided in the last 2 years. He has a lot of anxiety and trauma from his previous setting that isolated him and clearly were unable to meet need . Despite this we were told there were no alternative options for my son. For the sake of his wellbeing and mental health we were advised to remove him from the setting due to the trauma and emotional distress he was going through daily. He spent 6 hours a day isolated to a small room left to try and self regulate with no adequate support or resources to help him.
Impact on Family	Loss of income due to having to give up my job to care for my child. We are under a great deal of stress and we worry constantly over my son and what his future may look like. We worry how we can sustain the level of support we are giving with the minimal support we have been receiving. Due to our sons needs not been met, and the challenges we are facing as a family in securing the right provisions both my self and my partner are struggling with our own mental health and have had to seek support for this. We are now on medication for anxiety and depression. We do not have much of a family life any more, we have made great sacrifices to help our son often at great personal expense.
Desired Change	Early intervention and support for families facing crisis. More options for families that need alternative provisions. Improvement in communication and the correct information shared from the LA to parents. We need more specialist

	schools for our children. All support Staff need training to understand our children's complex needs so they can support them through times of crisis and not exclude or isolate them.
Keyword Flags	Communication, Delays/Slow, Distress, Exclusion, Failure, Inaccurate, Isolated, Job-related, Mental health, No education, Trauma

ID: ja94vyx | LA: Staffordshire | Submitted: 16/08/2025 08:05	
Type of Misconduct (self-reported)	Went to tribunal - 3 days before tribunal I received an email from LA detailing not only my child's name and DOB but several others. Annual reviews not completed on time. Waited over 12 months
Experience	No communication from case worker. Never reply to any emails. Had to put in an official complaint to get things started. Then they seemed to get the ball rolling just to placate me. Had to put in a further complaint for them to actually do anything. I don't believe the EHCP is being legally followed. No follow up on sensory issues. OT report has been provided and incorporated within EHCP but no follow up OT report as it's school state it's not appropriate for SEN School
Impact on Child	I am in the process of transition review and again no communication. It is distressing as I know this process could take a while and my child needs to know what's happening and where they are going. School placement is the wrong place for my child. The behaviour is worse and it is clear his need is not being met. I believe it is a child minding facility and not an academic place for my child to thrive
Impact on Family	I feel like I have had to do all the work, no help from the senco. Constantly having to put complaints in to get my voice heard as no one communicates. I am having to miss work to deal with all of this.
Desired Change	The EHCP process is actually straightforward and the law itself is fine. It's the implementation of it that is not being done correctly. The LA need to be held accountable for their failings.
Keyword Flags	Communication

ID: Ekb801q | LA: West Sussex | Submitted: 13/08/2025 10:50

Type of Misconduct (self-reported)	The Council failed to: a) send a final Education, Health and Care (EHC) plan within statutory timeframes; b) complete an annual review within expected timeframes; c) amend EHC plan for transfer to post 16 education; d) provide provision named in the EHC plan; e) provide a school placement; f) complete actions from complaint response; g) reimburse the same fuel costs that it reimburses its staff; h) provide free school meal equivalent while no school place was provided; i) respond about a financial payment it said it would consider as part of its complaint response; and j) poorly communicated and delayed in responding to her complaint.
Experience	My son with clear additional needs went many years in primary school without EHCP because schools incorrectly informed me of threshold. I made a parental request for EHCP in Year 4 and it was provided. Special school Year 7, 8 and some of 9 but then placement ended saying the school could not meet need. No school provided since, so missed 2 years of provision, interim tutoring poor quality, no progress whatsoever. He is SENbetweener, and no suitable school, now attending a specialist college and thriving.
Impact on Child	He left school with no qualifications, he would have struggled to get GCSE passes but denied any education or qualifications in 2 vital years. Now unable to start an apprenticeship, so blocked access to next step. Socially isolated whilst no school.
Impact on Family	I was needed to support at home whilst no education, impacting on my ability to work as a teacher and contribute to current and future income (no pension contributions) reliant on benefits. No time for self care, exercise and social interaction for me affecting my physical and mental health.
Desired Change	Better school provision for SENbetweeners, there are simply not enough school places for those needing those, scrutiny meetings highlight hundreds with no school place. I find this incredible when the Government talks about impact of absence from school for holidays or even just 1 day, that they leave SEND children without for years. Also the quality of interim provision needs to be checked more rigorously, like they do in maintained schools, no accountability for this, yet huge costs to LA's and ultimately the child who gets poor standard, if any provision.

Keyword Flags	Communication, Delays/Slow, Denied, Failure, Financial pressure, Isolated, Mental health, No education, No placement/No school, Statutory duty failure

ID: GxBAND2 | LA: Kirklees | Submitted: 16/08/2025 23:30	
Type of Misconduct (self-reported)	Oh where to begin. We are 3 years into battling Kirklees for an appropriate EOTAS package for my neurodivergent twins who crashed out of school at the start of Y4 after years of masking, which led to self harm and suicidal ideation. I have been requesting alternative provision since September 2022. I was told without a diagnosis or a letter from a consultant, nothing would be provided. I offered to pay for a private diagnosis and was advised that would not be accepted by the LA and we had to go through CAMHS who had an 18 month waiting list at the time. Throughout we have experienced unbelievable delays-our EHCPs took 70 weeks and no reports were commissioned apart from the Ed Psych. The LA refused to commission an OT and SALT report despite numerous requests, so had no choice but to pay privately. Twice over for twins. They have consistently failed to respond to emails and phone calls and 3 stages of a complaint, which we then had to escalate to the LGSO. We are currently in tribunal proceedings as we speak after they named an ARP at a high school, that was wholly inappropriate.
Experience	It has been harrowing, heart breaking, soul destroying and the psychological stress I have endured has been extremely traumatising. I was consistently told that my children were 'fine' and perhaps it was my anxiety 'rubbing off'. Kirklees continually flout the law as they know they can get away with it. There is ZERO accountability, which ensures disability discrimination is happening on a national scale and is failing thousands upon thousands of children.
Impact on Child	My daughters didn't just crash out of school but they were so traumatised that they could no longer attend brownies, horse riding classes or swimming lessons. We had to hide all knives, shoe laces and rope, plus anything toxic or poisonous such as cleaning products. I had to hang onto my children whenever we went near a road as they have both tried to run into traffic. In their minds, if they cannot attend school, they won't get qualifications and if they don't have qualifications, they won't get a job and will ultimately end up homeless, so would rather die now. This was all when they were 8/9 years old. They are still extremely isolated and chronically depressed with severe anxiety. The isolation and loss of education is a serious safeguarding issue with educational neglect. As parents we have had to work so hard, fighting all the way and being met by brick wall after brick wall. Instead of support, parents face sanctions. I am desperately worried for my children's future after one twin has developed an eating disorder due to the trauma and the other is following suit. They have a very small social circle and it doesn't take much to end up back in autistic burnout. They have been catastrophically failed and there is no end in sight.
Impact on Family	Unbelievable stress for all concerned. Complete heartbreak at the lack of help and support, when we have been a family in crisis for a long time. My husband has had to get a new job working from home and I've had to reduce my

	hours at work. My Mum and my Aunt have been helping to support us greatly but both now have incurable and aggressive cancers. 😔
Desired Change	Accountability. Laws need to be upheld and disabled children need to be protected. They deserve an education too but what is available for academically capable autistic girls? Parent carers desperately need support and to be believed. Not questioned and blamed. The new laws Labour are proposing will be catastrophic. LAs need to be held accountable, not given more powers, which they are already abusing at will. We need voices in parliament to challenge or I dread to think what path we will be heading down. Mainstream education is not fit for every child, especially not neurodivergent children. We should be emulating the countries that have the best education systems in the world, not command and control.
Keyword Flags	Delays/Slow, Failure, Isolated, Job-related, Mental health, Neglect, Refused, Self-harm/Suicidal, Trauma, Unsuitable provision

ID: SCCFJQm | LA: Surrey | Submitted: 2025-08-01	
Experience	You honestly couldn't make this up. This nonsense is not only unlawful (alleged), frustrating and never-ending - but there is a little boy in the centre of this chaos who has a right to an education that meets his needs. He deserves better - as do we - and yet Surrey continue to flout the law, play games, and get away with it with no consequences - all funded out of the public purse (i.e. by us all). The stress and pressure on families is immense and their lack of lawful decision making has lasting effects on the mental health and wellbeing on children and the wider family unit. It's not good enough. Like us all here, we are not asking for anything over and above what is enshrined in legislation - and to continue to put families and children under so much pressure, is totally unacceptable and will have lasting consequences.
Keyword Flags	Mental health, Pressured, Unlawful (alleged)

ID: ZjNk0rv | LA: Surrey | Submitted: 22/06/2025 20:56

Type of Misconduct (self-reported)	I've experienced deliberate delays, collusion with each other to support the delays and the lies (alleged). Been pushed to tribunal, has provision removed from EHCP with agreements or consent, been ping ponged between social care and SEND in a bid to project or redirect responsibility. Been directly rude to by CO, ignored and lied (alleged) to. Had deliberately vague or misleading responses to complaints. CO who is unable to distinguish what a working day is, who fails to turn up for meetings, is unprofessional in both tone and approach, and is still supported by their manager. Also direct and indirect disability discrimination.
Experience	Trying to secure some post 19 provision to support young adult with development. YP is 21 this current academic year and aside from 4 hours AP and a one day course, we've had nothing. Parents both work full time. It has been an absolute nightmare.
Impact on Child	Complete loss of independence, will be starting from scratch again friendship groups impacted, anxiety is sky high and mental health is poor. YP sees the struggle and feels they are too blame. It's utterly tragic.
Impact on Family	I get panicky every time I see an email from the CO. I feel nauseous having to communicate with them. My mental health has been severely impacted. My job has been affected and earnings reduced. My partner has had to reduce working hours. Stress is increased significantly.
Desired Change	Honesty, transparency, integrity, and treated with kindness and compassion rather than contempt.
Keyword Flags	Communication, Delays/Slow, Ignored, Job-related, Lied (alleged), Mental health

ID: 816zXDO | LA: Gloucestershire | Submitted: 14/09/2025 12:52	
Type of Misconduct (self-reported)	GCC nt adhereing to law, tribunlal order ont done within legal trimeframe lies (alleged) about social carea ssesssments being done - have not seen or signed these off failure to respond to communication not submittingn to panel stalling with support by putting paperwork barriers in the way deliberately dragging their feet ignoring safeguarding concerns lyinc and covering it up poor notekeeping of meetings which do not reflect the meeting being rude to my child and not listening ignoring hate crime and not supporting throgh social care illegal (alleged) removal of DP support not providing equipment /resources needed not provdiding FSM funding staff raising fake safeguarding concerns (which were found to be unfounded) to deflect the fact they aren't doing their jobs. lots more but in autisic burnout now becasue of them
Experience	too much
Impact on Child	emotional distress,, loss of education , regression in learning, isolation
Impact on Family	not able to work, stress, family breakdown, massive health deterioration, hafving to live somwhere unsafe (alleged) as not able to afford to live witharea where htere is support network.
Desired Change	a clean sweep of staff, staff training around SEND and neurodivergence, panel members having a clue about SEND
Keyword Flags	Afford, Communication, Distress, Failure, Ignored, Isolated, Job-related, Unlawful (alleged), Unsafe (alleged)

ID: EkZdBqX | LA: Stockport | Submitted: 14/09/2025 15:11

Type of Misconduct (self-reported)	The senco suggested my daughter be tested for asd and adhd . She s on her 2 nd high school after horrendous bullying (alleged). Her latest school has suspended her almost weekly for minor things that escalate as she s not receiving the support she should. Interventions suggested months ago never started, often no work set. Gone from high flyers to be made to sit end of year exams now in low ability sets. She has received zero education since December last year. As a single mum with no family near here I m trying to keep my jobs and support my son too who has just finished his gcse s abd now at college. We re at crisis point. They have threatened (alleged) a pupil referral unit which is so inappropriate for year. We are crying out for support and not constant suspensions, 3 of which for the top button of her shirt which we and the senco know is a sensory thing. Totally at a loss and in crisis.
Experience	My daughter was severely bullied (alleged) at her high school. We changed and since Jan she has been suspended nearly every week despite an asd and adhd assessment in place. She has no education since December 2024. Once in top sets now in bottom. Staff don t communicatewell so we ll agree things and find out staff don t know. Tiny minor things lead to suspensions. They have no money for a sen hub so leads to suspension straight away. At crisis point
Impact on Child	Anxiety, now in low ability sets instead of set one, self harming, anger, meltdowns. No education since last December. I m paying for a maths tutor. Absconding in dark
Impact on Family	Loss of income. Juggling jobs yo keep them as a single mum. Huge strain on family especially my relationship with her and her s with my son. She is accessing counselling now. I ve been put on a waiting list for it too. We lost my dad, the children s grandad too in May so going through grief.
Desired Change	Correct support in school. Acknowledgement of sen plan and shared with staff as communication is terrible. Interventions to start. Further counselling . Senco actually bothering to reply to e mails. Not constantly being told from head its defiancec
Keyword Flags	Bullying (alleged)/Intimidation, Communication, Job-related, Mental health, No education, Threatened (alleged), Unsuitable provision

ID: VL19Ooy | LA: Somerset | Submitted: 13/08/2025 08:34	
Type of Misconduct (self-reported)	Been accused of emotional abuse (alleged). Told would "butt heads" on first meeting, information cherry picked and not in context but put into reports held on file.
Experience	As above..2 assessments to date and both have information that is out of context to base a narrative of parental blame. Accusations of neglect, emotional harm and abuse (alleged).
Impact on Child	Child remains often in crisis, under 10 and self harms, expresses wish to die, school attendance low
Impact on Family	Deterioration in mental health, gaslighting myself. Distrust of those around.
Desired Change	Loss of narrative, being professional and truthful. Listening to parents and their very real experiences to inform their assesments
Keyword Flags	Abuse (alleged), Gaslighting, Mental health, Neglect, Trust/Distrust

ID: Ekb8GEA | LA: Isle of Wight | Submitted: 13/08/2025 12:40	
Type of Misconduct (self-reported)	Unlawfully not providing section F provision Lying about what they are doing to secure providers Failure to respond to complaints Threatening (alleged) behaviour regarding removing provision that my child desperately needs Time wasting by sending my child's EHCP through multiple panels all of which takes weeks to complete. This has made me ill with stress. Failure to meet Annual Review Timelines
Experience	I and my family have been kept in a constant state of stress and anxiety for years. I shield this from my child wherever possible but it affects my parenting because I am now ill from stress. My child has missed out on years of therapy that is in section F of their EHCP and hasn't been provided by the LA. It

	has meant they are behind in every area of their life and make no progress year after year. I feel deeply sad that they have been let down so badly by people who should be providing them with an education, despite my constant fighting and battling to get the LA to provide what they should legally providing. This situation regularly makes me feel suicidal.
Impact on Child	Lack of education, emotional distress, not meeting their potential, mental illness
Impact on Family	Please see above. Siblings regularly miss out on things because I need to keep fighting for my eldest child. Sometimes I dream of not having an EHCP to avoid the stress but I know that it's the fact the LA are acting unlawfully that's stressful, not the EHCP itself
Desired Change	Compassion in the system and from those in authority, ie directors. Etc. A transparent process where timeframes are kept lawful. The LA to make meeting the needs of children with EOTAS and EHCPs - rather than just focusing on the money. To understand the huge negative impact their actions have on families.
Keyword Flags	Distress, Failure, Lied (alleged), Mental health, Self-harm/Suicidal, Threatened (alleged)

ID: xXN0EdE | LA: Buckinghamshire | Submitted: 13/08/2025 08:10	
Type of Misconduct (self-reported)	Misrepresentation. Stalling the process Unlawful (alleged) refusals to assess Unlawfully written EHCP LA Lies (alleged) (established in SAR) Downplaying needs by LA EHCCO who's unqualified. Leaving key provisions out of EHCPs Not assessing on nhs despite request as part of EHCNA
Experience	Stage 1 complaint upheld Forced into appealing EHCP content. Forced into paying for more assessments independently Forced into batting legal advice which hasn't materialised due to pressures in the system and lack of funds or solicitors availability
Impact on Child	EBSNA. Downplaying needs. Not securing provisions required. Stress, anxiety. Poor health.
Impact on Family	Split with partner Financial strain Stress Depression Anxiety Poor health Not able to work
Desired Change	The LA to stop lying, deflecting, denying, breaking the law. To be held accountable. Backdating of provisions costs to the school. Payment for all independent assessments we were forced into. Closure of loopholes allowing all of this to be possible. Written apology. Publishing of all faults. Inability for LA to block complaints or refuse to unlawfully accept them meaning LGO won't investigate.
Keyword Flags	Denied, Financial pressure, Lied (alleged), Mental health, Misrepresentation, Refused, Unlawful (alleged)

ID: 1ADd8ZQ | LA: Surrey | Submitted: 06/09/2025 07:35	
Type of Misconduct (self-reported)	Misleading information being sent in communication, failure to engage in tribunal proceedings, wilful harm being caused to children, parental blame, failure to follow SENDIST order, lack of adherence with primary legislation and public court proceedings for absolute breach (alleged) of the law.
Experience	Already submitted.
Impact on Child	This has caused significant harm.
Impact on Family	Loss of income/loss of career, stress, wider impact on family.
Desired Change	I'd like to see Surrey CC SEND team replaced, the government held to account, an inquiry into Surrey and wider national accountability.
Keyword Flags	Breach (alleged), Communication, Failure

ID: 9qRZyO1 | LA: Surrey | Submitted: 14/09/2025 21:03	
Type of Misconduct (self-reported)	As a SEND parent whose son is AuDHD (diagnosed, aged 5), I have experienced misleading information and harassment (alleged) from two primary school headteachers and a SENcO.
Experience	Our son struggled at two separate mainstream primaries. He was singled out for repeated punishments on a sad chair in infant school, owing to communication difficulties that weren't treated seriously. He was subsequently diagnosed AuDHD after entering a period of significant emotional distress as the result of bullying (alleged). Attempts to secure an EHCP with the support of his schools were repeatedly refused because we were told there were children with greater need ahead of us - and that they would also likely be refused. This is illegal (alleged). Once our son got crisis, aged 9, we withdrew him from school. Despite knowing his fragile mental state, school headteacher and SENcO, together with council officer, attempted to get him back into school. They accepted they had no background in understanding trauma when attempting to insist upon a return. They also illegally marked his absence as unauthorised despite a GP note, evidence from CAMHs and the backing of a social services officer, who agreed that the right and safest place for our son was at home until an EHCP had been secured and a specialist placement secured. After lots of pressure, his absence was eventually corrected. Funding was, however, withheld for the appropriate online access to education, which he was entitled to. Once a specialist school was found and both my son and the school had agreed it would be a good fit and worth a try, the council delayed signing off on the placement, telling us we had to attend trial days at another specialist school - despite the fact our son had rejected this following a visit because of the environment and sensory requirements around uniform. The council had put forward both schools as options - so should have been relieved when my son agreed and felt able to return to an educational setting after 18 months of school absence and trauma. We only secured the place at the school of choice after moving home, into a different borough (not far over the border from his school location).
Impact on Child	Severe mental health challenges. Low self-esteem. Self harm. Suicidal ideation expressed at the age of 5 and, again, at 9 (when he acted upon his intent twice within the school grounds). He eventually entered autistic burnout.
Impact on Family	Significant stress. My wife is disabled and this exacerbated her symptoms. I required time off work and counselling.
Desired Change	Better understanding and training for spotting autism and ADHD in early years. Better dialogue with parents. Faster access to EHCPs when need is identified.

	Better adherence to the support identified in EHCPs. Less intimidating and bullying (alleged) tactics being employed by both schools and LAs.
Keyword Flags	Communication, Delays/Slow, Distress, Mental health, Pressured, Refused, Self-harm/Suicidal, Trauma, Unlawful (alleged)

ID: SCCuvii | LA: Surrey | Submitted: 2025-08-01	
Experience	I have been dealing with Surrey SEND since 2019, my eldest 17, who has a chronic health condition along with ASD, and now my youngest 10, who hasn't been able to attend school for two years due to difficulties in relation to her ASD diagnosis. My eldest has never had a suitable Ehcp, our first was issued in 2021 after a truly long fight from 2019 when she was diagnosed with ME/CFS. Her secondary school, School X had control of the plan, and she was never able to attend due to her Chronic Fatigue Syndrome and the follow-on diagnosis of ASD and ADHD. Over her whole secondary school time, she only had one hour of education per week. I've no idea what happened to all the funding, but we only ever received that one hour of a home tutor even though I put in constant requests about extending her learning. Due to the insignificant education and mental health input, was 'M' was unable to participate to her full potential due to unmet needs. Now at college Y, her plan needs adjustments for her to continue into her second year (she obtained Distinction last year for her level 1 Art & Design) and again no one is here to help her. College don't seem to be able to understand her disability and needs, this consists of me sending constant correspondence and still, no reasonable adjustments have been officially obtained due to her disabilities. My youngest has been out of school since January 2023 and has only received one hour of education per week, which went from January-July 2024. I obtained an EHCP for her last year and up until December, had been extremely mislead and gaslit during the whole process via different "professionals" involved. Now she has had no education this academic year, as School Z have continually dragged their heels on funding for her even though she was officially diagnosed with ASD in March 2024 and placed on the SEN register. Over the last two years, school have attempted to present reasonable adjustments, but unfortunately 'B' couldn't manage the situation. The initial delay of input from the LA, the constant request of "proof of illness" even though we were past the 15 days of absence, hindered our reintegration in my opinion and B was not provided with any Alternative Provision. It was only once we had obtained a private consultation with Dr [NHS Consultant name redacted] in May of 2024, who proceeded to diagnose B with Autism, that we were responded to, not always positively, but it meant we were on a path for an EHCP which I successfully applied for. In this lingered process, B has since lost all her friends. I have also lost my friend group and have had to become a full time carer for B, which continue alongside my care duties for M We pay for a private therapist for B as CAMHS only offer 6 sessions and to be perfectly honest, never helped my eldest (she used to self-harm) and never have any constructive help or assistance, the staff aren't qualified enough in my opinion to establish a connection, nor do they hold enough sessions. Our current Therapist conceded it takes at least 12 sessions to build a relationship. The professionals I encountered, on occasion have even become accusatory against myself regarding my daughter's conditions and actions, which on reflection has caused me to feel a trauma I would not want to put on any caring, involved parent. I have put in a complaint regarding B's lack of full-time education over the last two years but they are still working on their level 1 response which is currently at almost 12 weeks. We have requested compensation for her in the hope if we receive it, we can use that money for her rehabilitation moving forward. My worry is for B's well-being, I worry about her realisation in the situation, along with how the lack of support and isolation is now affecting her Mental health.

	Surrey, particularly School Z and close surrounding areas don't seem to have any units of support or education for a " high functioning Autistic" child or young person. I also have a disability and along with my care responsibilities for M, find driving difficult and most of these units for support are at a distance. We work so hard as a family to inhibit both of our girls deterioration with their Mental health, I just hope yourself and other councillors can fix this broken "service" which we as parents thought we could trust. Over the last 6 years I have had to do most of the research into what is available, what information given to me is correct and unfortunately what is wrong. Assistance should be offered organically, but I find most of the help available is Gatekept and hidden.
Keyword Flags	Delays/Slow, Gaslighting, Isolated, Mental health, No education, Self-harm/Suicidal, Trauma, Trust/Distrust

ID: A7dX8DN | LA: Surrey | Submitted: 23/06/2025 09:06	
Type of Misconduct (self-reported)	Missed tribunal deadlines. Barred from hearings in 2 tribunals No school place for over a year in 2020 Not delivering Section F provision Not submitting key reports in tribunal bundle No school place for Y7 Sept 25 EBSA- child out of school and specialist school have provided 1 twinkle pack of learning (not appropriate for child) Training specified in EHCP not carried out by Surrey school Lying at tribunal- suggesting they have 2 schools she can attend though one had already said no and the other they did not consult with Removing of provision as 'Surrey don't offer that' rather than provision being delivered based on NEED as per Code of Practice Unprofessional conduct- parent blaming
Experience	Failure to deliver provision Failure identify needs (asd & anxiety) Failure to assess Resistance to receive training for CPD Discrimination- due to medical conditions and diagnosis
Impact on Child	Self esteem Anxiety Trust in adults Unsuitable school placement Lack of learning Lack of friendships and appropriate peer group
Impact on Family	Loss of income Reduction in working hours Inability to meet parental needs and self care eg exercise/ walking dog Additional stress
Desired Change	Complete overhaul of leaders, management. More inclusive mainstream schools

	Hybrid schools for ND / inclusion Training and CPD for schools and staff from independent agencies eg IPSEA Understanding of ableism, discrimination- parents know more than professionals because they are accessing CPD/ webinars etc
Keyword Flags	Barred, Failure, Lied (alleged), Mental health, No placement/No school, Trust/Distrust, Unsuitable provision

ID: 81pV1RP | LA: West Sussex | Submitted: 15/08/2025 14:58

Type of Misconduct (self-reported)	Delay in issuing EHCP, 10 months from review to EHCP finalised. Son started new provisions with out of date EHCP, it was down to me and the provisions to navigate need/support needed. Failure to respond to communications blaming staff issues.
Experience	At the review we begged for 1:1 support in the existing SEN school to prevent another change, the head teacher was allowed to say he didn't want my son at his school, he was taking staff away from other children with his 1:1 need. There were no other schools on offer, all are full. The LA caseworker was overloaded and took weeks to reply to anything. We have several other issues regarding lack of provision over his entire 8 years in education so far, our complaint is being pursued with the LGO having found the council at fault in 2021.
Impact on Child	Anxiety, loss of education, isolation, loss of confidence. Lack of friendships.
Impact on Family	Huge loss of income, son has been out of education for 3.5 years in all, and now has EOTAS without transport meaning I am driving more than 8 hours each week driving him to widespread provisions. I cannot get a job, I have turned a job down this week as my husband can cover a day but not more. Lack of time out, compassion fatigue, as no break for main carer, and child not receiving vital support outside of the home.
Desired Change	Schools for all SEN needs, not just a selection. Children are shamed for having the wrong kind of disability, that needs to change. Support for the child's needs, not text book/uniform support in SEN schools. More understanding of early life trauma and FASD for adopted children. Positivity, not shaming. Timely responses. Efficient work. Not expecting parents to do most of the work.
Keyword Flags	Delays/Slow, Failure, Isolated, Job-related, Mental health, Trauma

ID: ODb41za | LA: Birmingham | Submitted: 14/09/2025 13:26

Type of Misconduct (self-reported)	My adult daughter had EOTAS. They gave her a fully funded package in lock down then stripped it right back at annual review. They removed provision making me go to tribunal to get it put back. They blamed and gaslit me for not managing her personal budget correctly when it was their mistake. They failed to pay a mentor detailed in her ehcp and I had to fund her. They only paid after I legally threatened (alleged) them in writing as did the mentor. They delayed my stage 2 complaint by months and months. College were not meeting her needs as set out in her EHCP and the LA didn't care. They didn't send the new tribunal written ehcp to college. I had to. Her ehcp ends in 2026 and their delays have caused her to not have a single qualification. She is a very bright autistic young woman.
Experience	See above
Impact on Child	Awful self esteem for my daughter and the belief that she can't finish or achieve anything. Hours and hours of me prepping for tribunal, writing ehcps, stress, writing to Ombudsman and writing complaints whilst dealing with a suicidal daughter.
Impact on Family	I have not been able to get a job for the 10 years since her mental health deteriorated due to late autism and adhd diagnosis and her awful mental health.
Desired Change	Local authorities must be held accountable for their non co operation and delays. They must check and ensure that school / colleges are qualified to teach our children and check that their ehcp is delivered in full by those correctly qualified staff. SLT fir situational mutism, mentoring and sensory integration OT, careers advice must be available to all with SEND who need it until 25 . In Birmingham it is NOT. The LA refused personal budgets for it too!!!! My poor daughter has missed out and her ehcp ceases next year due to age
Keyword Flags	Delays/Slow, Error/Mistake, Failure, Gaslighting, Job-related, Mental health, Refused, Self-harm/Suicidal, Threatened (alleged)

ID: rj6948v | LA: Surrey | Submitted: 22/06/2025 20:35	
Type of Misconduct (self-reported)	Delays issuing EHCP post annual review. Delays issuing EHCP post tribunal. Delays implementing provision post tribunal - for two children! Failure to ensure adequate education in place when couldn't access school - two children out of school for over 18mths!
Experience	As a family we have spent considerable time energy and finances battling with the LA to secure appropriate provisions for both our daughters. We have constantly requested support when they were not able to access school we have described the type of provision that would work for them. Instead of working with us they constantly pushed against us resulting in lengthy emotionally and physically draining tribunal cases, not to mention the costs involved. This has had a significant impact on our entire family.
Impact on Child	Both of my children have experienced downward spiralling mental health having to be referred to CAMHS for support. One is also now taking anxiety meds, although this may still have happened j believe it was earlier than it would have been had provisions been in once sooner. In addition both have experienced significant impacts on their educational progress which can never be made up
Impact on Family	As a family we have experienced significant stress and strain on our relationships. Juggling two full time jobs with two children unable to access school based education has also added to financial stresses as our house hold bills have increased. Our eldest daughter, who is also going through her GCSE exams has experienced anxiety and self harm as a result of feeling like all our attention has been on the other two children. I have never felt so stressed and overwhelmed as I have throughout this journey. Managing two children's SEN needs is hard enough without the additional significant stressors caused by an LA who don't respond aren't clear don't work with families and quite frankly are not interested in executing their legal duties in the best interest of children.
Desired Change	Engagement with families - listen to them they know their children best! Acting legally in line with the law and following statutory time frames Showing that you actually care about children and want the best outcomes for them
Keyword Flags	Delays/Slow, Failure, Financial pressure, Job-related, Mental health, Statutory duty failure

ID: rj697JR | LA: Surrey | Submitted: 22/06/2025 20:54	
Type of Misconduct (self-reported)	Delay in my sons ehcp then his case worker told me she sat with it until after cut of date as she had to prioritise other children. Gave me it didn't explain i could appeal it or anything just told me to agree what's on it .she said she would still find my son a school as I couldn't apply because she didn't give me his ehcp until after cut of date. She doesn't communicate constantly ignores my messages. I contacted a school myself and they told me to get his case worker to send over his paperwork, I told her and she just said their full so didn't bother it goes on and on .my son now is so unregulated gets aggressive with me all because he lost his routine from being at pre school as he didn't have a school to start in September 2024 .basically missed a crucial year of school
Experience	My experience is utterly shocking not only has my child been left for a year with no education and to keep telling me schools are full is unlawful (alleged). He then got approved for a tutor at home what a shock that was .I cancelled after the first visit I was disgusted and so angry this woman came she didn't bring anything with her .tried getting my son to watch nursery rhymes on her mobile. Stressed him out .kept forcing him to sit on her lap and holding his hands forcing him to draw and cut .he cant even hold a pen without a fist grip .she then told me sorry I didn't know he was intelligent. So many wrong doings in that one session .I complained to the company and to my sons case worker who basically told me to contact the tutor company she didn't seem to care .again my son is without anything again .these case workers are destroying vulnerable children's lives .every child matters and every child has a lawful right to an education. This system is flawed and failing
Impact on Child	Serious emotional stress .he's unregulated lashing out .he stopped eating some of his "safe " foods the ones I know he will always eat .its had an impact on his sleep and even with hygiene he's always loved water and now he doesn't want to wash .he's on a downward spiral and he utterly bored no matter how much I try to keep him busy he's not stupid he knows what's he's missing. He even tried running off and into my daughters school and was distraught when I stopped him .he wants to be around other children, he's had his rights taken away from him ,he cant help having additional needs its cruel and unfair and it doesn't just impact the child it impacts everyone in the family.
Impact on Family	It's had a massive impact on myself with stress, its also had a big impact on my daughter who has additional needs aswell but can attend a mainstream school. She's struggling with his outbursts she spends most of her time at home in the bedroom so she doesn't have to listen to him when he's screaming and having meltdowns. She loves her brother to bits but she struggles to be around him when he's unregulated and its so sad to see .
Desired Change	A change ,A huge change in how are children are treated .there's no respect or anything. These children our children are like the forgotten children that no one cares about .Just because they have additional needs doesn't mean they cant learn and have a future .la need to stop writing these kids off and help .I'm sure if it was their kids they would care .they have no compassion at all .these kids have struggles in life let alone with being denied an education.

	Bottom line is the law states every child should have an education so give them one ! This isn't just about my child its about all the children that are being forgotten about and left with no education and nothing else .if schools are full and won't take children there needs to be more schools or centers so kids can get out and mix in a controlled environment. Also instead of placing children from this year first they should of been concentrating on placing children from the previous year first ie my son or is he going to miss another year and then what loose his mind so much he has to be medicated its wrong so wrong .if I could click my fingers and take away his additional needs I would because at least he would be in a school. Stop discriminating children with additional needs .
Keyword Flags	Communication, Delays/Slow, Denied, Failure, Isolated, No education, Unlawful (alleged)

ID: ja0WLN4 | LA: North Yorkshire | Submitted: 21/08/2025 14:48	
Type of Misconduct (self-reported)	Delays. Failure to respond to communication. Failure to follow the law or their own policies. Failure to provide education.
Experience	My daughter was unable to attend school from around September 2024. No one provided help. Alternative provision was denied. EHCP application was put in and took months over the legal timeline. No one ever replied to me. No one told me what was happening. We were just left. With nothing. Had to pay for private reports to get what she needs. LA just don't care. They then named a school that said they couldn't meet need. Lies (alleged) and deception at every turn.
Impact on Child	Huge emotional distress. A year so far of lost education and isolation. It would never have got this far or this bad had the LA acted in time. Now she is unlikely to re enter school.
Impact on Family	I have had to give up work to care for my child full time now. This has had a huge impact on my own mental health. I have had to stop training to become a commercial pilot which was my life long dream career. The e amount of stress I have been under is incomprehensible. Nothing is ever easy. Everything comes at a cost.
Desired Change	LA's to be held accountable!
Keyword Flags	Communication, Delays/Slow, Denied, Distress, Failure, Isolated, Mental health

ID: obKBdMb | LA: Bromley | Submitted: 07/09/2025 22:11	
Type of Misconduct (self-reported)	1.annual review /phase transfer delayed arranged only after extensive search to locate case worker 8months , no decision issued until 8 months later 2.returning from homeschooling requests to consult primary's school , delayed, ignored relying on homeschooling status not to act ,again, no follow up after numerous emails , child 3 months without school not knowing consultation outcomes 4. Sent to Salt appointment under illusion that this would produce report - ordinary appointment given instead 5. All consulted primary school results can't meet need , LA refused to fund 1-1 and provision in costed plan requested by the schools, child left without school 6. LA very reluctantly agreed to sec19 after pressure. 7 secondary school preferences given including both mainstream and specialist but no consultation outcomes shared 8. need for professional reports acknowledged but not actioned . 9 sec I named feb14 mainstream closest school , explanation given - LA agreed that specialist would be named but due to national shortage and their duty to name the school by the deadline they choose this school , as a "holding place", and over and beyond provision will be funded. While LA seeks places in specialist. 10 appealed the decision- findings during appeal - a. LA chosen school was never consulted, senco had no idea about funding, school unable to deliver EHCP when parent talk to them.b. No other school at all where ever approached by the LA outside Tribunal when parent requested consultation, many school consulted had spaces but were unable to meet need, c.during tribunal LA actively tried to delay disclosing consultation outcomes to manufacture sense of urgency to push the parent to consider unsuitable school , some consultation were not sent to correct emails or with correct documents and LA did not correct the issue when alerted by the schools only after pressure through the tribunal by the parent. Essentially Tribunal served as a correction of completely unlawful (alleged) process, where parent had to collect the evidence and make sure schools are consulted properly . Request for SARS ignored by the LA claiming wide spread delays .during my dealings with LA there was no proactive communication, mainly avoidance, confusing/wrong information given : e.i my child is not entitled to sec 19 interim provision or that LA doesn't need to issue decision letter if they agreed EHCP stays the same… or that another annual review will be held shortly even though that first one wasn't officially completed yet
Experience	Awful
Impact on Child	Delay in education, isolation, missed opportunity to meaningfully assement in educational setting after a period of homeschooling
Impact on Family	Stress, strain on relationships, mental health anxiety, complete distrust in LA and it's process
Desired Change	Open and transparent decision making, following the statutory guidelines, honest and open communication with parents …

Keyword Flags	Communication, Delays/Slow, Ignored, Isolated, Mental health, No placement/No school, Pressured, Refused, Statutory duty failure, Trust/Distrust, Unlawful (alleged), Unsuitable provision

ID: Ekb8WBB | LA: Torbay | Submitted: 13/08/2025 10:20	
Type of Misconduct (self-reported)	My son's annual review was September 2024. In June this year I pressed for a draft. I had to add a diagnosis. Which has not been added as a need and the proficient hasn't been added even now that is finalised. They've shown it in section A and Health, with no provision. Also, I won Tribunal in December 2023 to have speech and language therapy into section F, due to him having severe speech and language difficulties. This has been removed despite him still having severe speech and language difficulties. The excuse is the ICB only pay for 12 months. The only start paying in January this year, due to me having to source a speech and language therapist, who are hard find. Also, my son has not made his outcomes, he has made progress. So off back to tribunal again, wasting hours of my time and it was finalised after the 15th of July, so I'll have to pay thousands of pounds out again to get more reports as more than three years old. I think it's disgusting. How can they leave my son without speech and language, he will end up in Adult Social Care, it will cost the government even more than giving him a speech and language in the beginning. Well, it will cost more to go to tribunal then giving him a speech and language in the beginning.
Experience	Diagnosed ASD, ADHD, DVD/CAS, DLD, APD, CVI, DCD My son is academically able, I have reports to prove it is only his speech that is holding him back.
Impact on Child	IT has massively impacted my son's mental health.
Impact on Family	The last tribunal almost cost my marriage? It was horrific. The LA fabricated a moderate learning difficulty to make him fit in a school they wanted. Social Care played along with the caseworker. She fabricated a single assessment that was hidden from me with child protection threats on it. Then fabricated a further report in school. I did have it all removed but at the cost of my mental health.
Desired Change	Local authorities need to be held accountable. Local authorities need to follow Sen practice and legislations. In our case if the ICB will only pay for one year for speech and language, than the local authority should pay on a Personal Budget, as they do for other children. Not just delete it out of his EHC P.
Keyword Flags	Dishonesty (alleged)/Fabricated, Mental health, No provision

ID: ODzqVok | LA: Surrey | Submitted: 22/06/2025 19:19	
Type of Misconduct (self-reported)	Delays, no attendance at meetings, failure to communicate changes, incorrect paperwork sent, other child's information
Experience	Ehcp out of date and does not contain correct information. Emails sent with other chilsrens information, constant changes in caseworker, requests for meetings ignored, havent seen a caseworker for 6 and a half years
Impact on Child	We protect the YP from the issues to protect them from the anxiety and worry
Impact on Family	Constant battle and fight for rhe rights of the child is draining, its one barrier after another
Desired Change	Honest communication, effective and timely actions and attendance at meetings
Keyword Flags	Communication, Delays/Slow, Failure, Ignored, Inaccurate, Mental health

ID: D4xkVoZ | LA: Middlesbrough | Submitted: 14/09/2025 14:34

Type of Misconduct (self-reported)	Telling me that they would send a member of the inclusion team in when my son was really struggling and didn't. Saying that mainstream can meet his needs when his attendance dropped to 84% due to mainstream not being able to meet his needs. Never, ever responding to any of my emails for support.
Experience	Gas lighting. Unjust. Civil servants don't listen and don't respond to emails.
Impact on Child	Anxiety, missed days at school, a distrust for the system, low self-esteem.
Impact on Family	Impact on my physical and mental health and wellbeing. I have a traumatic response to phone ringing when he's in school. I'm forever waiting for the next meltdown.
Desired Change	Civil servants being held to account More understanding of neurodiversity right across the board More money being spent on SEN EMPATHY AND KINDNESS!
Keyword Flags	Mental health, Trauma, Trust/Distrust

ID: ODB8GyK | LA: Surrey | Submitted: 13/08/2025 10:22

Type of Misconduct (self-reported)	Delay, breaching time lines , failure to respond to emails , phone calls , failure to answer complaints - let alone investigate them . Failure to let my child be reassessed by an OT , Ed Phy , speech etc - but this came back to bite them in a tribunal . They deliberately withheld evidence from schools . Refusal to update echp etc
Experience	All of the above . In the 15 years her EHCP was in place her case officer's attended 2 meetings out of the 15 . A year after she left the sixth form they wrote to me and said ' we can't find her in any schools - you have any idea where she is now ? ' . I emailed back and said if you had read her last review it clearly said she was off to university and that where she is , so you clearly don't bother reading your own documentation.
Impact on Child	She was very stressed for 6 months until her sixth form place was settled by the tribunal proceedings
Impact on Family	It ruined a holiday as I had to spend the entire holiday sorting out an appeal with very little notice . It was very stressful and slow process . I knew I would win but it still took months to deal with . They also wouldn't back down until 6 weeks after the point I knew I had won - perhaps they thought I would give in and accept a huge mainstream sixth form and all support ceasing after one term . My child had had an EHCP since they were 5 years old and had been in a special school already aged 11-16 and couldnt cope with A levels unless it was in another special school . I shouldn't have to go to court for the right for my daughter to do A levels in the correct setting . Surrey do not have a single special school at all for students with ASD who want to do A levels - they must think that they are not capable of it so why build one . Daughter had to do A levels in a school run by a private group that I found . Daughter now has a BSc and an MSc , and starts a PHD in January despite Surrey LEA's treatment of her . I suggest you ask them why they don't have a single special school for A level students with ASD
Desired Change	That they be put into special measures
Keyword Flags	Breach (alleged), Delays/Slow, Failure, Isolated

ID: MebZjll | LA: Surrey | Submitted: 22/06/2025 20:15	
Type of Misconduct (self-reported)	Delays. Lies (alleged). Failure to communicate efficiently. Inaccurate and misleading information. Failure to provide / withheld information. Refusal to assess / provide needed reports.
Experience	NO education for about a year, medical evidence & recommendations ignored. 1 year of A2E 4hrs a week - could not meet need. NO education for just under another year. Tribunal EOTIS won. Majority of package never implemented. PAP letter resulted in Surrey Legal Provision list - ignored, it's come to light there are no service delays - referrals were never made. Case Worker and Complaints procedures ineffective.
Impact on Child	Whole process has caused significant harm to child including: school refusal, anxiety, emotional distress, physical threat to parent, suicidal ideation, autism and diabetes burn-out, isolation, situational mutism, loss of education and social skills.
Impact on Family	Loss of income, un-paid carer. Stress has affected parents, both now on antidepressants for stress, depression & anxiety. Stress has also exasperated physical health issues. Strained relationship - divorce considered. Impact on family members especially sibling. If this service was human they could only be described as controlling, narcissistic and abusive (alleged).
Desired Change	Listen to and respect parents, health professionals and school sencos. Work together in the child's best interests. Early intervention. Stop delay tactics. Abide by the law, follow and implement procedures.
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Distress, Failure, Ignored, Inaccurate, Isolated, Mental health, No education, Self-harm/Suicidal, Threatened (alleged)

ID: EkbE0rL | LA: Kingston upon Thames | Submitted: 15/08/2025 07:08	
Type of Misconduct (self-reported)	Delays Gas lighting Incorrect assessment of recommendations
Experience	We've been waiting over a year for implementation of recommendations made in ehcp and for a final plan that is comprehensive to be issued. A reassessment of needs in nov 2023 identified a need for SALT and OT and it has now taken almost 2 years to get the support in place. I have gone back and forth with Kingston AfC over trying to get a quote approved which we had to get independently, as the LA were not able to identify anyone. It has taken months for the DCL to review the recommendations and agree to the quote. It feels like it literally sat on her desk for over 3-4 months. The LA kept saying process would be completed soon, and then said there were errors in the quotes which they didn't follow up satisfactorily. They kept changing the process and suddenly announced the quotes now also needed to go through the ICB with comparative quotes they have found. They still said there were issues with hours and when I asked them to indicate the problem, it transpires they asked other providers to quote for under the recommended hours. I've had to go back again and highlight their errors and potential under provision. Overall our experience has been terrible with trying to get a realistic ehcp in place that reflects my childs circumstances and sets in place the right provisions to ensure he can access education and support. It's taken so long each time to get provisions in place as you have to jump through hoops for the LA and they take so long to do anything. I've had to complain and threatening (alleged) judicial review through pAP letters but found that all this did was cause further delays. I paid independently for 18 months for mentoring that was eventually included in the plan but it took over 6 months for this to be taken to panel. My complaint was largely upheld by the LA and they reimbursed over £2k of costs already paid by me for my son. I'm pushed into a corner where I cannot risk making another complaint for fear of the further delays it will cause. Despite asking for the process to be expedited and priority to be given, I've been fobbed off and not contacted for weeks. I'm particularly upset as I took steps to try to make sure OT could be started before summer holidays so time is not lost, but the LA have not enabled this to happen due to their errors and delays. In early summer we ended up having to ask for referral to social care team and agree for son to become a child in need. This has resulted in additional support from social services, which wouldn't necessarily have been needed if the LA had been efficient and effective over the last 3 years in ensuring my child has the right support. The social care team are similarly frustrated with the AfC delays and refusal to join child in need meetings.
Impact on Child	My child has not left the house for 2 years and I have had to fight for support and pay for independent EP and CP reports. The LA have refused the CP report and not read or understood needs properly. This has impacted my child's mental health and he has lost out of education and support to reengage with society.

Impact on Family	Huge stress and anxiety, strained parent relationship, loss of social support, impact on finances, inability to take a break.
Desired Change	A reduced caseload for individual caseworkers at Kingston AfC so that they can do their job more effectively. I understand that each caseworker have upto 200 children on the caseload. As a result children are being neglected by the state education department. Caseworkers are unable to remember circumstances of each case and hence delays and errors are inevitable. LA'S understanding of needs and meeting professional recommendations and making sure they support independent providers so that needs are properly met. Having more efficient staff and procedures to prevent what appears to be deliberate frustration of processes by the LA.
Keyword Flags	Delays/Slow, Error/Mistake, Inaccurate, Job-related, Mental health, Neglect, Refused, Threatened (alleged)

ID: SCCEyds | LA: Surrey | Submitted: 2025-08-01	
Experience	Currently in the middle of yet another complaint. Regarding Annual Review that I had in Dec 24. Caseworker left and found out accidentally via other parents. No legal timescales met and now should have the final EHCP. In the Stage 1 response they promised a date for update on AR progress, a meeting to discuss and draft EHCP. No contact made from SEND team. This is my 8th complaint, all upheld by LA and 7 that went to LGO all upheld by them. You should see the excuses given for lack of communication and not replacing caseworker!!
Keyword Flags	Communication

ID: xXN4R7d | LA: Central Bedfordshire | Submitted: 13/08/2025 15:11	
Type of Misconduct (self-reported)	Delays, having "co-production meetings" for months with no outcomes. Any suggestions within urgent funding arrangements not wanting to spend any money. Not completing EHCP reviews properly or on time. Failure to reply to emails so cause more delays. LA don't follow law, don't provide section education or provision in EHCP.
Experience	Delays in providing Section 19 education once son stopped being able to attend, so he has missed 2 terms of education in his GCSE stage of education. Despite emailing manager of access and inclusion team after 14.5 days absence so no delay in knowing about him stopping accessing school. Delays in arranging meetings, then no offers for alternative provision, until external person involved. Still slow to act. All the while missing on all educational provision in his EHCP because he wasn't attending. LA don't follow law.
Impact on Child	Lack of education affects Young persons mental health and wellbeing, the way that they view themselves, makes them feel like a failure and not worthy. This increases their anxiety which means even less likely to engage with school. This anxiety spreads to leaving the house so we have more isolation, for YP, mum and wider family. Lack of education in year 10 means no doing all GCSEs next year with peers which also affects MH and self loathing. Affects choices for post-16 as wont meet entry requirements for school. Wants to academic subjects as is bright and capable just needs the right environment. This could further affects university choices.
Impact on Family	Affects whole family, as at the age of 15 we are still providing care for MH and supervision as when they were at primary school. Mum feels isolated from friends as can't go out. Strain on family members when plans to go out get cancelled last minute. Sibling feels overlooked by parents. Next year will have to drive to a new placement 20 miles away so dad will have to work less hours to accommodate. Emotional stress increased which affects Mum's physical health (diagnosed disability)
Desired Change	Quicker communication. Acceptance of legal duties, Section 19 and following EHCP even when not attending school or alternative placement. Complaints dealt with, within time frame and not same person at stage 2 as stage 1. Compassion and understanding that their actions add further to the problem. Understanding of SEND particularly Pathological Demand Avoidance, anxiety and Autism Burnout. Problems are cyclical and so when things aren't addressed in a timely manner they make things worse
Keyword Flags	Communication, Delays/Slow, Failure, Isolated, Mental health

ID: ODj4MPp | LA: Lancashire | Submitted: 19/08/2025 21:11	
Type of Misconduct (self-reported)	Constant failure to respond to emails, stalling and delays from panel resulted in a school placement being given to someone else. Upheld my complaint but have not resolved the matter.
Experience	I knew my little boy required special education and began the EHCP process when he was 3 years old. I deferred his school year knowing of the delays and knowing I could as he was summer born. The whole process should take 20 weeks, I had no communication or response from emails for the whole 20 weeks and had to constantly chase his case worker. Following receiving a draft full of errors regarding his name (clearly copied and pasted), I still had to chase the responses from schools. We received a formal offer of a school placement at an independent specialist school. This went to panel and the case worker was asked to go back to all the schools that had given a negative response to see if they could accept my child in either reception or year one despite these schools working on need and ability not year group. When it went back to panel the place had been given to another child. We now have no school and the LA have said in the interim he must attend mainstream with extra funding which I will not allow to happen.
Impact on Child	Loss of education, hindered development, no reliable communication, no speech and language therapy as the MHS discharged him in 2024 stating it would be covered in his EHCP. A year later still no school so no speech and language. Regression.
Impact on Family	The stress it has caused has made me have time off work. I may have to leave my job and then that leaves the worry of paying the mortgage and possibly losing my home. My mental health has been affected, it has put immense pressure on our relationship and that with my other children and wider family and friends. My mum who is 75 is offering to look after my child full time so I can work as he has no school place. I can't describe the complete despair I have felt due to this experience.
Desired Change	Communication with parents, a better process for allocation and those with higher need taking priority.
Keyword Flags	Communication, Delays/Slow, Error/Mistake, Failure, Job-related, Mental health, No placement/No school, Pressured

ID: q4Ejo9O | LA: Bristol, City of | Submitted: 13/08/2025 11:34	
Type of Misconduct (self-reported)	Delays & failure to communicate
Experience	20 weeks wasn't even mentioned for the EHCP! They ignored us, failed to answer emails, have people at the end of their generic phone number who have no access to information "for data protection" and no power to help, did not keep us updated about anything, repeatedly failed to meet their own deadlines and then suddenly rushed to finalise our EHCP just before the 52 week mark without having consulted the 2 schools who had told me they could meet needs, resulting in an inevitable appeal which added many months and huge amounts of extra work to our ordeal for no good reason. I understand that they are swamped, but just communicating honestly would have alleviated so much stress for us, at a time when we were struggling with a child in autistic burnout who was suddenly out of school with no plan for a year and a half. I am also autistic and this whole process has been hideous for me for so many reasons. Luckily I dropped out of work (as an NHS doctor) a while ago as there is no way I could do support my child and do this ridiculous EHCP process while also holding down a job. The whole thing has been a roller coaster beyond my worst nightmares. This started in the middle of year 5 and now we are approaching year 7 transition with no plan except a tribunal hearing in October, more than a month after she should be starting secondary school.
Impact on Child	She has had no support whatsoever from the LA in the 18 months she was out of school, including no educational provision. I have tried to educate her a bit but have been totally swamped by trying to keep up with the EHCP process so my mind has not been clear enough to work out how to educate her. Eventually we gave up and paid for her to attend an online specialist school in the hope that this would give evidence for the tribunal that this is the best school for her and now she is happy but still in uncertainty because we can't afford to pay these fees forever and the tribunal still hasn't happened, despite us being at the point of year 7 transition. She has also had to cope with a very stressed mum and she is incredibly empathic, because being autistic makes us feel things very deeply, so there has been a huge amount of unnecessary upset and uncertainty which could have been avoided.
Impact on Family	I can't work. I am permanently exhausted and stressed. I have lost contact with all my friends and no longer do my hobbies because I'm having to be a carer and educator all day, every day. My other daughter is being neglected and she has developed anxiety issues now. We can't plan our lives or move on with anything with this hanging over us as we don't know what's going on or when it will be resolved, having given up on statutory time frames because they've been shown to be fictional so many times. Every time they keep dangling little carrots in front of us, we have a spark of hope ignited, only to have it dashed yet again by incompetence and failures of the system. It feels like they are deliberately confabulating to keep stringing us along, just to they don't have to pay for anything, but now we're paying for the school instead and don't know how long that might be for, so our financial planning is really hard.

Desired Change	Better communication so they actually tell us what is going on and keep us updated on their plans and actions and give us the reports which come from panels, rather than continually either failing to communicate or stringing us along without any concrete details. I would like see the whole system overhauled so that it actually functions. This needs to start with the very basics of making mainstream education work properly for everyone, because it currently doesn't work for anyone and this is the underlying cause of so many children being unable to cope. We don't need mindfulness lessons in schools or lessons on how to cope with anxiety, we need schools to not be toxic to children. The reason for the huge increase in children not coping with schools is partly due to the education system being too rigid and making children feel bad about themselves and anxious. Public rewards and punishments need to be banned and teachers need to learn how to communicate with children in a respectful way. Then we can look at how children with additional needs can be helped, because if schools were less toxic to everyone, there would be fewer children labelled as having additional needs and so there would be less demand on their limited SEND budgets. The LAs need to learn to treat parents and children with respect and how to communicate effectively as this costs very little but would make a huge difference. If they saw us as people rather than treating us like statistics who need to be shifted around screens and prevented at all costs from knowing what's going on or accessing support, then they might care enough to do their jobs competently. I like to think that if they knew the impact of their actions on families they are meant to be helping, they wouldn't be able to sleep at night with the guilt of knowing how they are destroying our lives with their stupid tactics for wriggling out of their responsibilities to protect their budgets. They just need to remember that we are all human beings and their job is to make things better for struggling families, not to be a barrier to spending any money on children who need help.
Keyword Flags	Afford, Communication, Delays/Slow, Exhausted, Failure, Financial pressure, Ignored, Job-related, Mental health, Neglect, Statutory duty failure

ID: SCCSEk2 | LA: Surrey | Submitted: 2025-08-01	
Experience	My son’s whole school life has been ruined by SCC failures to fulfill the legal papers of an EHCP! My son could fall off the face of the earth and they wouldn't have a clue

ID: SCCVqaK | LA: Surrey | Submitted: 2025-08-01	
Experience	My daughter experienced trauma in infant school at age 6. With no effective LA support being provided, we privately funded an Educational Psychologist (EP) for 18 months, who ultimately recommended an EHCP. Her access to learning dropped in Year 2. By junior school, clear ASD traits were noted alongside a private ADHD diagnosis. She spent much of her time out of class, pulled out her hair and eyelashes, and expressed suicidal ideation. We requested a specialist placement as her school could not meet her needs. This was declined. In Year 5, she was given a TA (with no relevant expertise) and was kept isolated in a room from December to July with no access to a teacher or learning. Her behaviour deteriorated significantly; she was barred from the playground, began running away, and was referred to the crisis team and made a 'Child in Need'. We again requested specialist provision due to lack of education and social isolation, but were told there was no space. In Year 6, she is now at least two years behind, continues to have suicidal thoughts, and suffers from low self-esteem and isolation. Our repeated request for a move was again declined. Her EHCP now names a specialist placement for Year 7. Only two schools have offered a place, but the Commissioning Officer refuses to give a timeline for review, despite the Case Officer's efforts. This delay is now a breach (alleged) of several legal obligations. Due to my own urgent medical condition (a pancreatic mass requiring surgery) and her continued mental health decline, we've asked for this to be escalated and finalised. We've identified a suitable school that has limited places left. If this is not secured, it risks total breakdown of our home life and any chance of her recovery and long-term wellbeing. In summary my child's welfare has come second for years. She has lost out on learning time and been emotionally and mentally abused by what she's been left to ensure in a mainstream environment. Now with a place, through my own hard work secured they are still failing her by not failing to approve the placement in a timely manner and giving her the opportunity she so needs.
Keyword Flags	Barred, Breach (alleged), Delays/Slow, Failure, Isolated, Mental health, Self-harm/Suicidal, Trauma

ID: vGxK00Q | LA: Bristol, City of | Submitted: 14/08/2025 06:01	
Type of Misconduct (self-reported)	* Significant delays in responding to concerns and complaints. * Providing misleading or incomplete information about processes, rights, and entitlements. * Failure to hold a maintained school to account despite clear evidence of statutory breaches. * Passive or non-existent engagement in Tribunal proceedings, despite the school being LA-maintained. * Refusal to act on safeguarding concerns linked to disability discrimination incidents. * Failure to enforce Tribunal-ordered remedies when the school delayed or obstructed compliance. * Over-reliance on school narratives without independent verification, even when contradictory to professional evidence. * Attendance-first messaging that ignored or reframed anxiety-based non-attendance as truancy.
Experience	While pursuing support for my autistic child, the Local Authority consistently failed to meet its statutory duties. This included ignoring early warnings of unmet needs, allowing a maintained school to escalate behaviourist sanctions without reasonable adjustments, and failing to intervene when discriminatory practices occurred. Even after an independent Tribunal found the school had unlawfully discriminated, the LA took no proactive role in enforcing the remedies. Communications often went unanswered or were met with generic holding replies, leaving us to chase basic actions. At times, the LA appeared to prioritise preserving its relationship with the school over protecting a child's rights. When my other child developed anxiety linked to the school environment, the LA's stance was again one of minimisation, treating school avoidance as parental choice rather than a safeguarding and SEND issue.
Impact on Child	* Emotional distress and heightened anxiety. * Loss of trust in adults within education. * Extended periods of lost education. * Social isolation from peers. * Regression in emotional regulation skills. * Increased school-related anxiety for a sibling, resulting in reluctance or refusal to attend.
Impact on Family	* Severe stress and mental health deterioration for parents. * Significant time lost to advocacy, complaint handling, and legal processes. * Financial strain from legal advice, reports, and reduced earning capacity due to increased care responsibilities. * Impact on sibling relationships due to household stress levels. * Strained family dynamics caused by the long-term uncertainty and fight for support.
Desired Change	* Clear accountability mechanisms for Local Authorities to intervene when maintained schools breach (alleged) the Equality Act or fail in safeguarding.

	* A statutory duty to proactively enforce Tribunal orders without parents having to initiate further action. * Mandatory training for LA officers on autism, anxiety-based non-attendance, and the legal requirement for reasonable adjustments. * Transparent timelines and escalation routes for complaints, with independent oversight. * Cultural change within LAs to treat parents as partners rather than adversaries, especially when they are knowledgeable about SEND law.
Keyword Flags	Breach (alleged), Delays/Slow, Distress, Failure, Financial pressure, Ignored, Isolated, Mental health, Statutory duty failure, Trust/Distrust

ID: 2ElabBL | LA: Hampshire | Submitted: 14/09/2025 15:11	
Type of Misconduct (self-reported)	I have been lied (alleged) to. I was told by my original caseworker that my child's previous school could meet need. They sent me the paperwork stating they clearly could not. 18 months later at secondary transition the LA told me that they would HAVE to name a mainstream secondary even though they had said they could not meet need and that they would not expect him to attend, they wanted the school to organise alternative provision. I took this to tribunal where the LA then admitted my son needed a SEN school but none were availed to him, he has started year 7 with alternative provision provided by the LA directly.
Experience	The local authority are deceitful and only care about the money they can save. They do not care about the self harming of children their mental toture sustained in the education system.
Impact on Child	Years of emotional distress. Years of self harming at 8 years old. An education so behind that at 11 he is still at year 1 level. An absolute fear of school buildings. Zero friendships, self loathing as a result. The last two years spent in isolation for the one hour a day he was in school.
Impact on Family	I have had to give up my employment and rely solely on benefits. My other children have suffered as a result and I am now isolated at home with my child 24/7
Desired Change	Earlier intervention The caseworkers MUST meet these children face to face To listen to parents who know their child best To put the child above cost cutting exercises
Keyword Flags	Distress, Isolated, Lied (alleged), Suffering

ID: J9koKjz | LA: Durham | Submitted: 14/08/2025 08:13	
Type of Misconduct (self-reported)	False allegations Delays Refusing to assess Blocked and refused further assessments Using family dynamics against us Victim blaming Ignored domeatic abuse (alleged) Denied child's needs Withholding of evidence Inaccurate record keeping Bullying (alleged) and intimidation Inflicted trauma
Experience	False accusations of FII stating I made up my child's autistic traits. Aggressive tactics included dragging through child protection then care proceedings and lost my children. They also ignored other issue of children being abused by father. They now accept they were wrong about my child and our situation but they have caused irreparable harm.
Impact on Child	Denied understanding own needs and identity. Blocked autism assessment. Taken 7 years to get that done. Inflicted unimaginable trauma. Lost mum and maternal family.loss of grandparents and friends. Taken away from safe parent. Allowed further abuse (alleged) and control of child. Extreme decline in mental health. Struggles to access education.
Impact on Family	Loss of children. Trauma and unimaginable pain. Loss of income. Debts.
Desired Change	Robust accountability at all levels of local and central government when they act outside of law and policy. Made to actually follow laws and procedures. Change in culture that blames child and parents. Local authorities to not have so much power and control over families. Local authorities and central government actually listening to families of SEND children and supporting us not harming us.
Keyword Flags	Abuse (alleged), Delays/Slow, Denied, Ignored, Inaccurate, Mental health, Refused, Trauma

ID: yPq05VX | LA: Birmingham | Submitted: 13/08/2025 08:37

Type of Misconduct (self-reported)	Delays, misleading information and even lies (alleged), withholding of information, threatening (alleged) behaviour, failure to respond to communication
Experience	I have engaged with the same LA for two of my children and both times have faced similar behaviours. Information on my child's educational needs by qualified professionals has been disregarded and ignored, appropriate parental communication has been ignored on a regular basis. I have put in numerous formal complaints regarding LA related conduct and a an LGO complaint that was upheld. I have been lied (alleged) to by local authority officers and important information regarding school consultations etc has been deliberately withheld. Refusal to assess, issue and contents appeals for EHCP's have either been left up to just before a tribunal date for LA to then concede or left up until certain tribunal deadlines to respond with an LA response conceding the appeal. I have also had a tribunal officer say that they would look into financial consequences for myself due to wasting tribunal time because I wanted to continue to a tribunal hearing. The LA then conceded a week later on the points that were still outstanding in the appeal. Underhand tactics have been used without any consequence for the LA but with great consequence to my family.
Impact on Child	Emotional distress and mental health difficulties for both parents and children, unable to attend school, school trauma, loss of education
Impact on Family	Loss of income, stress, strained relationships, deterioration of parental mental and physical health, emotional distress for siblings
Desired Change	Accountability. Legal and financial consequences for LA actions. Government monitoring of LA actions that lead to LA's upholding the law and being held accountable when they don't. Timely processes for families who are seeking redress for the wrongs down to them by the LA.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Lied (alleged), Mental health, Threatened (alleged), Trauma

ID: LZd1oyJ | LA: Surrey | Submitted: 24/06/2025 17:25	
Type of Misconduct (self-reported)	8 month over deadline for assessment and issuing of EHCP Incorrectly put specialist in section I as it was believed my son had been excluded from mainstream - this was incorrect Error as on computer system mainstream was named in section I leading to a 7 month delay in me appealing (EHCP had to be reissued) This also delayed getting funding to sons mainstream school resulting to 2 terms of alternative provision being lost Caseworker ignored me for a year despite senior management knowing this as I had spoken to the and also made 2 official complaints Both complaints I made Surrey admitted some fault and I received a financial reward Currently waiting for my appeal which is in December, panel decided high coin but aside from my parental preferences they have only consulted 2 other schools in 18months off their own back. I have had a change in case officer - the new one has now consulted with independents as I requested but without an offer there's no hope. My son wants to go to school but I'm fearing I'll be asking for eotas if offer doesn't come soon
Experience	As above
Impact on Child	School refusal at mainstream Anxiety Burnout Lost education Sad as he wants to go to school and have friends but simply couldn't cope in mainstream
Impact on Family	Lost my job, financially under strain and mental health effected
Desired Change	Better communication More send schools so increased number of spaces Surrey following the law
Keyword Flags	Communication, Delays/Slow, Error/Mistake, Exclusion, Financial pressure, Ignored, Inaccurate, Job-related, Mental health

ID: 4427GGk | LA: Surrey | Submitted: 25/06/2025 22:03	
Type of Misconduct (self-reported)	So much I hardly know where to start. But recently my child had their setting type changed from mainstream to sen then back to mainstream asked for reassessment of needs that was ignored. Via proper ipsea template to Rachel Wardell. Do my case officer asked at my request if child could be reassessment by a EP. Panel said no because no significant change of need dispite Surrey changing setting from mainstream to high coin then back to mainstream over 14 months on the say so of a Senco
Experience	Upheld lgo rulings of over £1800 for one.
Impact on Child	I feel I have ptsd and at times I have resented my child for having to deal with Surrey. At times, I wished I'd never had them as I was so low
Impact on Family	I had to give up my corporate job and lost my 16 year careeer
Desired Change	Surrey to follow the law
Keyword Flags	Ignored, Job-related

ID: yPqo5j0 | LA: Peterborough | Submitted: 13/08/2025 20:49

Type of Misconduct (self-reported)	Unlawful (alleged) refusal of a named specialist school in ehc plan
Experience	Given an unlawful (alleged) reason for a refusal for named specialist school for daughter in her ehc plan. Instead given a mainstream school which will go against the details in section f of her ehc plan.
Impact on Child	Anxiety, emotional stress currently. Come September this will lead to Emotional Based School Avoidance, more anxiety, stress, education loss, isolation, vulnerability, purpose led psychological abuse (alleged) by the LA (putting her somewhere they know will trigger unregulated behaviour),
Impact on Family	Loss of income as having to give up management roles, stress of fighting a battle which wasn't needed, strain on relationships from being burnt out, mental impact, impact on siblings as having to deal with fighting the LA
Desired Change	To lawful act out their duties, stop putting families in difficult situations when they're already having to fight for their child to have a right to an education, not be penalised when it's their wrong decisions
Keyword Flags	Abuse (alleged), Exhausted, Isolated, Mental health, Unlawful (alleged)

ID: MevDPPY | LA: Gloucestershire | Submitted: 05/09/2025 21:37	
Type of Misconduct (self-reported)	Delays, misleading information, failure to engage in communication, misrepresentation and withholding of evidence, failure to respond, changing of professional reports, refusal to share information requested by SAR, blacklisting without communicating such, coercion etc.
Experience	I have advocated for families who've been continuously denied information about their children. They engaged me so I could help. I also, informally, requested the information, which was not provided. And so we requested via SAR. During this time, I also raised concerns with the LADO about some of the things I was hearing that were happening to clients' children in school. In response, the school objected to my appearing at an allegations management meeting (which was upheld by the LA) and, in a weird knee-jerk reaction, reported me to the LADO for safeguarding concerns. 4 days later (having been advised by the LADO that there were no safeguarding concerns about me) I was hit with a Cease & Desist letter from Trust solicitors (I am still awaiting a full retraction and apology.) The LA blacklisted me when that happened and all officers (with whom I had been working) no longer answered the phones or responded to emails. I had just submitted due diligence to become an LA approved AP and that all went on hold, but nobody communicated any of this to me and when I did manage to get through to someone I was reassured that "there was nothing on the system to suggest..." It took 4 months of fighting for them to agree to work with me, during which time one of my clients was lied (alleged) to and coerced into a situation, and had to make decisions that she wasn't happy about or onboard with, as I had been deliberately excluded by the LA for "making things extremely difficult for professionals." The LA have, to date, still not given me a satisfactory answer for that one, they will not enter into dialogue about it, but have reassured me that they will work with me and my company "constructively and with respect" moving forward. 🙄
Impact on Child	My child had the most stressed out parent at home for 4 months, which hugely impacted on his mental health. My families' children were persistently abused, discriminated against and gaslit from professionals on all sides. Several had to stop attending school because their mental health was so unwell.
Impact on Family	Enormous loss of earnings, huge deterioration in my mental health, huge impact on my family because of the stress, massive surge in anxiety.

Desired Change	People held accountable for their failings. Money spent on provision for SEND instead of cover-ups. Anyone on LA EHCP or SEND/Inclusion teams to have the relevant qualifications and experience e.g. teaching qualification and evidence of time working with SEND pupils. Support staff valued and funding improved.
Keyword Flags	Communication, Delays/Slow, Denied, Exclusion, Failure, Gaslighting, Lied (alleged), Mental health, Misrepresentation, Trust/Distrust

ID: kdRJLoR | LA: Dorset | Submitted: 13/08/2025 21:23	
Type of Misconduct (self-reported)	Constant delays, passing responsibility on to another person, bad communication, gaslighting, unprofessional conduct, discounting parents safeguarding concerns.
Experience	Daughter is 7 years old, extreme lack of provision for young children resulting in her being out of education, then only allowed at 'turn around place' which has ended and now she has no place AGAIN.
Impact on Child	My daughter has been on an emotional rollercoaster, riddled with anxiety, stressed, overwhelmed, sad, lonely.
Impact on Family	Mum has had to give up work to stay home and care for child. Finically strained and stressed. Huge mental load of caring/sole earner for parents, lead to antidepressants. The frustration of dealing with the council is such an unseen burden; all we want is an education for our child and it's as if are making ridiculous demands.
Desired Change	More funding is desperately needed which would allow more school places, more council staff.
Keyword Flags	Communication, Delays/Slow, Gaslighting, Mental health

ID: SCCSrqt | LA: Surrey | Submitted: 2025-08-01	
Experience	Too many unethical behaviours to list them all but here are a few! Our son's special school (School X) recently off rolled him despite no change in need and excellent attendance. Throughout this process the school made promises in meetings with the LA and then not kept these. The LA have done nothing to hold them to account. The school did not deliver his EHCP and despite us raising a formal complaint with the LA and speaking to the commissioning team the school was not held to account. The commissioning team at one point said that they could claw back' money they had paid the school which then was not spent on my son. However they said this is something we would have to do! Me, my husband and a group of concerned parents tried to reach out to LADO, Ofsted, DofE about the school including overuse of inappropriate restraint and nothing was actioned. The LA have paid £6,209,036 to [Academy Group name redacted] since September 2022. [Academy Group name redacted] is the parent company of School X, and is itself owned by the [Name Redacted] sovereign wealth fund. They make a 27% profit every year. Any money paid to a school in excess of what it spend directly on children should be reinvested into the school rather than those funds going outside the UK. We have raised this with the LA and they are unperturbed by these facts. Am happy for the content of my comment to be shared.
Keyword Flags	Unsuitable provision

ID: WOplr6P | LA: Hertfordshire | Submitted: 13/08/2025 09:59

Type of Misconduct (self-reported)	Delays beyond the legal requirement. Not doing things that they said they would do. Failing to respond to emails.
Experience	From initial application for an EHCP to Tribunal - 18 months but only because we requested an expedited Hearing due to son being out of school completely. No education provision in the 8 months he was absent. Poor communication, no interest in finding a resolution to avoid Tribunal. Poor quality of EP report.
Impact on Child	8 months absence from school with no education, increased anxiety.
Impact on Family	We are full time working parents having to change how we work, request unpaid leave - almost a full time job fighting the system and preparing for Tribunal.
Desired Change	A system that works with parents not against them. Recognition of anxiety and the role school plays. Flexible schooling options including online and blended learning. Pedagogy that actually follows the research not the whims of politicians, less pressure, less testing. School should adapt to the child. We have forgotten what we are trying to do - kids are all so different- we accept this in adulthood but not in childhood. We don't accept anxiety in childhood yet we support it in adulthood. The state needs to provide education and that's that - let the kids lead their learning. Kids curiosity is being quashed and depressed, it's awful to see. The whole 'school ready' campaign is utterly disgraceful, kids aged 4 should not be sitting still. What are we doing to them? Research and pedagogy drives early years and HE but the bit in the middle is driven by political ideology- absolute madness.
Keyword Flags	Communication, Delays/Slow, Failure, Job-related, Mental health, No education, Pressured

ID: SCCXPKo | LA: Surrey | Submitted: 2025-08-01	
Experience	I have evidence that Surreys OT deliberately misled a panel to produce an outcome in their favour. The same team then provided falsified" evidence" to the complaints service leading the complaints service to initially not uphold my complaint. The same team failed to follow legal duty and provide parents with reports ahead of annual review and when questioned stated " we just didn't want to worry you". They instead attempted to blindslight parents into accepting a reduction in provision with no basis. The same team failed to provide the reports intentionally with written evidence stating " we will not be providing them ahead of the AR" - I have evidence of reports being produced on observations AFTER provision is removed to support their rationale after parents complained - I have evidence of Surrey failing to fund a child's EHCP provision for 22 weeks for no reason at all. - I have evidence that Surrey are currently withholding a placement from a child who has been offered a space at not only parental preference but also nearest appropriate placement because Surrey won't fund it however they are now ghosting parents and ignoring direct requests for explanations - I have evidence of case officers still relying on " panels" and " commissioning" to make decisions despite CC insisting panel aren't decision makers. - I have evidence Surreys health services are providing incorrect reports on child's needs to reflect Surreys commissioning support framework as opposed to reporting the child's actual needs. - I have evidence that as a result of Surreys inability to provide required provision across education and social care my child became significantly unwell, under the crisis team and we had to consider residential care due to a lack of support. - I have evidence Surrey produce deliberately misleading statements around KSTs namely stating in 2024 they completed all EHCPS - when in fact they were deliberately issuing them with just type of placement meaning parents had to go to tribunal / appeal. I could go on but sadly I think everyone here knows that this is not even the tip of the iceberg and if a full truly independent audit of SCC actions were taken it would only highlight what us parents already know - Surrey will continue to fail our children, cost them their childhood, their education, their mental health and sadly in increasing numbers their lives. It's a sad day when they can't even admit their failings and apologise without trying to equivocate.
Keyword Flags	Failure, Ignored, Inaccurate, Mental health, Statutory duty failure

ID: Ek0JVJ4 | LA: Surrey | Submitted: 16/07/2025 20:49	
Type of Misconduct (self-reported)	• I applied for an EHC Needs assessment in June 2021. • Initially the LA declined to assess my daughter's needs. She clearly met the legal requirement for a needs assessment. We appealed and it was overturned at tribunal. • the LA issued an EHCP in July 2022 - over a year since I'd started the application. • The EHCP ignored the independent professionals reports who all stated she needed specialist provision and named mainstream. •In the September 2022 she moved to secondary school. Did 2 full days and went into autistic burnout. She hasn't attended school since • I appealed the EHCP and we had the tribunal in November 2023. She was awarded an EOTAS package. • The LA were late in issuing the final EHCP as ordered by Tribunal. It took a complaint to the Head of children's services and a threat of Judicial Review to get the EHCP issued. • It took 6 months to get provision, that had been ordered by tribunal, to be agreed by panel and it was only achieved by another threat to start the Judicial Review proceedings. • The LA then said that because SALT provision was going to indirect they would not authorise my preferred provider but it would be their SALT. Then I was told, they couldn't spare someone for indirect work. So it went back to panel again when I pointed out they would be in breach (alleged). • Provision finally started in June 2024 by which time my daughter had been out of school with no provision for 2 academic years and it was 3 years since I'd requested the needs assessment. • In December 2024 the Psychologist had to pull out of supporting my daughter because she had not been paid at all for her work. In the end, I had to complain and eventually threaten (alleged) Judicial Review. After 4 weeks it was resolved, she was paid and work started again. • In the spring of 2025 it transpired the OT hadn't been paid for their input and threatened (alleged) to withdraw provision. I had to complain and, you guessed it, eventually resorted to threatening (alleged) JR. It had to go back to panel because the LA had no record of the provision being agreed (!). They wouldn't accept emails from the previous Caseworker that I could provide showing what had been agreed. Eventually it was resolved and provision resumed. But what a waste of the Caseworker & panel's time. • Then in June 2025 it transpires Surrey hadn't paid the tutor agency since September 2024. I complained again and as of today it hasn't been resolved. The agency haven't withdrawn provision yet but I wouldn't blame them. I am getting ready to instruct solicitors to get the PAP letter ready.
Experience	I feel that the LA thwart progress at every turn. Their behaviour, time and time again, leaves me no choice but to take legal measures. I don't believe they act in the child's best interest.

Impact on Child	My daughter has lost years of education. She has lost friends. She has lost her emotional and physical health and is incredibly fragile. All because no-one listened to me or the independent professionals 4 years ago.
Impact on Family	I have not been able to work since 2021 because of the time off school she needed. We have spent thousands on private assessment for diagnosis, independent reports for the EHCP and solicitors. I have found it enormously stressful dealing with the LA because their inaction necessitates confrontation.
Desired Change	I want Surrey to be held to account for its unlawful (alleged) actions. I want to see an education system that is designed for neurodivergent people where they can thrive. At the moment, they barely survive.
Keyword Flags	Breach (alleged), Ignored, No provision, Threatened (alleged), Unlawful (alleged)

ID: SCCFCLh | LA: Surrey | Submitted: 2025-08-01

Experience	Statutory deadlines missed for EHCP despite independent specialist reports (brain injury specific) submitted with EHCPNA -parent request. Child Missing education for 13 weeks. Case currently under assessment by Barrister as independent school removed pupil without notice Was told that the LA needed to undertake own assessments for Ed Psyc, OT and SALT. If we didn't agree they would stop the assessment and we would need to appeal which would take at least a year. Despite all the trauma daughter experienced, she works well with all the LA assessors. This is NOT in her best interests but given the threat of having the assessments halted, this was our only option. Daughter commences Yr 11 in Sept 25. LA Ed Psyc raises concerns about clinically elevated levels of anxiety and depression following her removal from school and cannot return to any school placement prior to GCSE'S. She highlights the impact of cognitive fatigue and the effects. LA OT report quite frankly is a total waste of time , resources and cost. Libby can do buttons, roll play doh into a sausage and cut it up. Her independent OT reports advises on the environmental factors, sensory and emotional aspects of brain injury. LA SLT suggests some practical group sessions. The Independent SLT reports describes the subtle blue complex presentation of the higher-level language demand across the curriculum and social groups and that this must be supported explicitly with a Neuro-specialist SLT. Panel refuses to issue an EHCP as needs can be met in a mainstream school with no additional support. All LA Professionals direct the reader to the independent reports for completeness if understanding my daughter's profile / presentation. This child is also a young carer under a CiN Plan.....! I requested a copy of info sent to Panel. The Recovery Case Worker did respond to my request for a meeting prior to panel. I was optimistic that the case officer had listened to the context / circumstances / complex but subtle needs etc. She reassured me that info presented to panel was based on professional reports. Instead, what I read was a misleading "front sheet". This was based on information taken from the schools send support arrangements- which is in dispute and will be challenged via the ICO / GDPR route. Furthermore, the panel receive a "draft" EHCP which is shockingly poorly drafted missing significant swathes of critical information. If panel rely on this over professional reports it is negligent (alleged) of their duty of care to undertake the assessment process in my view. I am wondering if this can be challenged by Whistleblowing? Impact on the Family and Child? Emotional distress, loss of education, isolation, anxiety and depression, decline in mental health, reinforcement if guilt and feelings of not being good enough. Massive and detrimental impact as having to deal with overwhelming level of responsibility in raising our children without a support network. I have never experienced such total overwhelm. I gave up my career, stress is constantly affecting sleep, social groups, isolation, marriage is under great strain. I cannot support my elderly mother and rarely see her as I just don't have the capacity. My relationship with my children is hugely compromised as I spend my entire life battling the system. My sin's tribunal was last July. We won all points, bar one. The LA took 2.6 years to resolve it.
Keyword Flags	Barred, Distress, Isolated, Mental health, Statutory duty failure, Threatened (alleged), Trauma

ID: 2ElBrVe | LA: Trafford | Submitted: 14/09/2025 09:44

Type of Misconduct (self-reported)	We experienced unlawful (alleged) rejection of a needs assessment request, followed by considerable delays.
Experience	We submitted an EHC needs assessment for our autistic child who crashed out of secondary education after less than a few months. They couldn't cope with the large mainstream school environment and the extreme stress of trying to destroyed their mental and physical health to the point that they were unable to leave the house. Our application for a needs assessment was rejected on the basis that the school had not completed two terms of in-school observation or involved an educational psychologist. We had clearly and deliberately met the legal test for a needs assessment so while the LAs actions were in line with their own local policies, they behaved unlawfully. We gathered more evidence, went to mediation and argued successfully for a needs assessment. After the needs assessment, we almost immediately received a letter telling us our child didn't meet the threshold for an EHCP. We applied for mediation again which took months to organise. We submitted further evidence and successfully argued our case at mediation. After several more months we finally received a draft EHCP. None of our requests for changes to the draft were accepted and it was finalised. The whole process took over 60 weeks from our initial submission of the paperwork, which is three times longer than the statutory timeframe.
Impact on Child	During the over 60-week period we fought for an EHCP, our child did not receive any form of education. They were completely isolated as they had no friends. They were too anxious to leave the house. The uncertainty around what educational establishment they may be forced into seriously affected their mental health and slowed their recovery.
Impact on Family	The stress of the EHCP process and looking after a very unwell child 24/7 nearly destroyed both my own mental health and my marriage. Our child's sibling also started experiencing EBSA, adding to the pressure. I started having panic attacks until I found a parental support group. Working was incredibly challenging due to child care commitments and I was struggling to concentrate with all the worries. Fortunately, I work for a truly fantastic company that was very understanding. Most people in my situation would have lost their job.
Desired Change	Financial pressures have caused LA staff to start seeing children as numbers - data points that are draining their coffers. They need to comply with the law and rebuild their compassion. Delay tactics might seem a fairly innocuous way to save a few month's money but it's devastating to families who are left in no-man's land.
Keyword Flags	Delays/Slow, Financial pressure, Isolated, Job-related, Mental health, Pressured, Statutory duty failure, Unlawful (alleged)

ID: KY8eARg | LA: Surrey | Submitted: 28/08/2025 11:49	
Type of Misconduct (self-reported)	Lack of communication, misrepresentation at panel meeting. Denying placement, naming a different placement on EHCP then denying transport help
Experience	My daughter is post 19, secured a placement which random caseworker took to panel. We've had 5 different case workers since Nov 2024. Panel denied due to cost. Named a cheaper placement on daughters EHCP but denied transport help even the petrol reimbursement. Their reasoning on the panel outcome below. The Travel & Assessment Team in particular, were overspent by approximately £5.6 million in the last financial year. To ensure that the Team stay within budget this financial year the Team have to continue to provide services within budget. What this means is, the Team are having to make difficult decisions to manage this spend, and resource must be focused on transporting children and young people of statutory school age (i.e. age 5 up to year 11) who the Authority, is duty bound to transport. The decision to be more stringent in the application of Policy regarding children and young people outside of statutory school age universally affects young people and families within this cohort. Assurance was given that the Policy is being applied fairly and robustly and not with the intent to disadvantage anyone.
Impact on Child	Distressing, anxiety, OCD increased, now seeing a psychologist
Impact on Family	Stress. My own health has been impacted badly. Having to changed my whole families routine to take my daughter to her placement and covering the cost ourselves
Desired Change	Surrey are punishing us for their mismanagement. Issue the petrol reimbursement they should be suppling to us
Keyword Flags	Communication, Denied, Financial pressure, Mental health, Misrepresentation, Statutory duty failure

ID: ja9GxJQ | LA: Kirklees | Submitted: 13/08/2025 10:51	
Type of Misconduct (self-reported)	Lying about turning down of placements. Withholding assessment reports from ehc plan including. Complete refusal to communicate or respond to emails or phone calls. Complete refusal to acknowledge or respond to complaints. Discrimination in communication with autistic son with communication passport and communication needs.
Experience	Issued an ehc plan with photograph and date of birth of wrong child. Then denied this even though child in photo had red hair and freckles and my son is dark browned haired and had a completely different date of birth. Didn't respond and never amended. Used 6 years out of date information in finalised plan (placement, staff names, interests and views) and refused to amend. Waited 18 months after annual review to receive this out of date plan and then had to go to tribunal in order to get amendments and accurate plan.
Impact on Child	Loss of education, trauma, being educated in a place where he was sexually and physically abused by staff and pupils. Kept in a room with no windows for his own safety and then ate his lunch in there. Mental health difficulties and ptsd. Currently only 6 hours a week of education whilst awaiting tribunal.
Impact on Family	Loss of income, had to leave work. Had to pay over £8000 for assessments because local authority kept promising they would do this, but none done in 6 years. Diagnosis of ptsd due to trauma. Siblings having to share care for son. Hospitalised for 7 days due to physical affects of stress causing ill health. Strained relationships with my son, he desperately wants an education and to go to college. He has said his life is not worth living and he has no future without his education.
Desired Change	An accurate ehc plan written using up to date reports. Being placed in the college reccomended by all his current mdt and by all professionals who have assessed him in the last 6 months. Response to complaints. An apology.
Keyword Flags	Communication, Denied, Lied (alleged), Mental health, Refused, Trauma

ID: xX4MGvE | LA: Surrey | Submitted: 06/09/2025 07:22	
Type of Misconduct (self-reported)	Three years of delays. SurreyCC have an art of being non responsive unless to deliver the news that a mysterious "panel" have said no. Failure to engage in mediation (they never acknowledged it, let alone turn up! They conceded weeks before tribunal proceedings. Misrepresentation or withholding of evidence - the case officer failed to take ours and the SENDCOs mountains of evidence to the "panel". Failure to respond to communication is SurreyCC greatest talent, along with withholding information from a SAR.
Experience	I have been fighting for three years to get my son an appropriate provision. I gave up my career working for the NHS and a mental health charity because I was unable to sustain a job whilst receiving daily calls from my son's mainstream school. The mainstream school stated outright "we can no longer meet need" in Spring 2024. My son has been outside the classroom ever since. Alone in a corridor. The harm this has caused my boy, and myself is tragic. No parent should hear a six year old say "I wish I could die".
Impact on Child	emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health.
Impact on Family	loss of income, stress, deterioration in my mental and physical health.
Desired Change	Stop gaslighting us. We are living through hell every day. Yes, we are articulate, we have a voice! We have to advocate for our children - there is noone else who will! We have the ability to work together. Coproduction is a real thing. Rachael Wardell is a criminal (alleged) with blood on her hands, she should be stripped of her awards and sacked. How can her staff be expected to work honestly, when they are being led by a criminal (alleged).
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Gaslighting, Isolated, Job-related, Mental health, Misrepresentation

ID: 9q6QWQ4 | LA: Wiltshire | Submitted: 20/08/2025 09:07	
Type of Misconduct (self-reported)	Disregarding of Special needs, Sending two Nurses to our home to restrain her and drag her out to a car, and force her into a weekday boarding school! the result was acute anxiety, dreadful fear! and unable to tell us, she used Behaviour instead, the payback at weekends was horrendous! so then they had her put into an Adolescent unit far from home, she was expected to catch a train on her own, the anxiety became too much to bear! so care home came, many of them, each one worse than the last, Her ability to go out went down hill and money went from her account, We had several different care homes and carers over the years, never stopped going to visit her at all! Then she got accommodation, and carers went in two 24 hours a day, she came home often and we visited. Then one night, close to where she lived the was a huge scrap yard fire! Many fire engines with sirens blaring uniforms running every where! this frightened her dramatically, and so they moved her to a new flat in a quiet area, but they then took away overnight care! leaving her alone and frightened! 3 lads next door to her were smoking outside of her door one night and being noisy! next thing I knew we had a phone call next morning early to tell us she was in a Police Station in a cell! we went straight there, her carers where there too! They sectioned her! took her in a dreadful frightened state to 3 different hospitals and then planted her in the Priory in Pontypridd, far from home! she was there for 2 years 8 months, in isolation, we went every fortnight to see her, she deteriorated became thin and ill! developed ARFID, APRAXIA, PTSD, they let her out and she went on to have a stomach Peg fitted in order to feed her, They then moved her closer to Mum dad and family, and the Kingwood Trust became her Carers, she did well and we saw her laughing, dancing, and smiling again, with no explanation they moved her again, done away with her Good carers and brought in I direct care company, she is now with 2 men mostly, and has gone down hill, will not go out, I am now told she has no capacity, and needs a Dols, I shall always wonder if I had never gone for any help would she have ended up like this?
Experience	Bad to worse! and when you think you have found the answers they step in and cause more harm.
Impact on Child	It has left her with No capacity, the girl who enjoyed family occasions, carnivals, music and dancing, Bingo with Mum and sisters, nieces and nephew, who loved to go camping, with all the family! now sits alone all day drawing vertical black lines on A3 paper, and never goes out, no giggling, no fun, she sits alone in a room at the front while staff sit with feet up on sofas in the back room!
Impact on Family	My husband and I have had a great deal of expense travelling miles to see her, buying her things that may make her smile, Things that never came home with her! It has been a long heartbreaking road, which means the whole family has been left cheated! she is still greatly loved!

Desired Change	That all Parents who have children displaying anxiety through behaviour, have full assessment for learning difficulties, Autism, ADHD, Send issues and of course Sensory Processing assessments from a level 3 Occupational Therapist and no input from Social services! This must be carried out when in Primary school!
Keyword Flags	Isolated, Mental health, Trust/Distrust

ID: Mev9lEp | LA: Surrey | Submitted: 12/09/2025 23:28	
Type of Misconduct (self-reported)	Yes, all of them and more. Data flushing, and rewriting of child'svhistiry, naratives, from SEND to Behaviour, and from parent advocacy to Parent blaming. Using the Social Care title to shoehorn families into Safeguarding, child protection, leading to snatching of our SEND kids for Foster Care, whilst leaving those at risks to their demise.
Experience	My child's case was an emergency, needing an emergency EHCP and placement, but not for LA where all the possible delay tactics was used
Impact on Child	Regression, loss of opportunities, scared, and scarred. Unmet needs impactingbin Mental health, as bullying (alleged) did, and school and LA, with Social workers getting involved to frame parents and child to dismantle the EHCP we worked so hard to get, paid so much in solicitors fees, and advocates, assessments, reports which they keep 'Losing' in a black hole. The distress is huge,detriments, Mental health problems, hopelessness, feelin suicidal. Financial, physical,mental exhaustion .inability to work, earn, pay utilities, but LA uses this too to snatch our kids, A level 4 Safeguarding really checkmates us
Impact on Family	All of the above Currently of such, more often than not
Desired Change	Transparency, Integrity, honesty, accountability and Equality, not treating our children as commodities or footballs. Holding those who breaks the law to account. It may be many children's data are destroyed including nine, and replaced with scripted naratives that not only perverts the course of Justice, but endangered our children, Dehumanises them, and taking away their identities. Parents like myself, Criminalised for not giving up, and blamed,framed, defamed. I nearly lost my child, both to suicide and to the Draconian Care system, whereby they are more likely to getting abused, exploited and trafficked.tge care system .with child's data Flushed, it is easier to defame and frame parents as fabrication and induced illnesses, rather than what they are. It's an invisible crime, well ORGANISED crime, involving people from all teams complicit, covering for each other, and hoping they can dismantle an EHCP we have fought battles to secure. Children are dying, failed, abandoned with no prospects, families are torn apart. The LA controls everything. Social workers works above the law.

	Health, cahna, inactive until our solicitor threatened (alleged) Judicial review, which makes it worse for usbas hostility and defensive practices prevails. Lies (alleged), lies (alleged) and lies (alleged), becomes the new ,'Truth' It is a highly manipulative and controlling culture, to the point of controlling the child's story and rewrite their history and needs.
Keyword Flags	Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Failure, Financial pressure, Mental health, Self-harm/Suicidal, Threatened (alleged)

ID: Y5J01Dd | LA: Derbyshire | Submitted: 14/09/2025 16:58	
Type of Misconduct (self-reported)	Significant delays both to my 12 year old daughter's EHNC and the EHCP. Her EHCP was initially refused on the grounds of no evidence she needed one. When I made an FOI/SAR request to my LEA it emerged that their lack of evidence was based on not receiving a response from her school. Nor did they chase the school for a response either. We had to appeal to get this overturned though the LEA conceded before the appeal date. The EHCP process itself took roughly 4 months longer than the legal requirement and resulted in an EHCP that names her current mainstream school, even though her school have made it clear they cannot meet her needs and the school isn't suitable for her. So we're now in a SENDIST appeal process - though I initiated an appeal in July 2025, her hearing isn't until September 2026. Meanwhile, my daughter is missing critical learning - her attendance is getting lower and lower as she becomes increasingly burned out. She wants to attend school, she wants to learn, but she's been essentially forgotten about in the name of poor policy and process in the LEA. Whose position seems to be to say no to everyone regardless of need and delay until all delays are spent. We've been appointed two different case workers, neither of which are contactable via anything other than an online form.
Experience	I simply cannot. It's been horrendous.
Impact on Child	Her mental health is poor. She self harms. She would like to attend school but simply can't handle the uniform. The noise, the chaos of a marge mainstream secondary school. She's a smart kid and could achieve so much with the right support.
Impact on Family	I'v e had to take a step back in my career so that I can be available for my daughter when she can't attend school and to allow myself the capacity to be able to manage the demands of achieving an EHCP and understanding the process, evidence and legal complexity of an appeal. We cannot afford solicitors or specialist advisors, we're just trying to do the est for our child. Whilst the actual professionals have all the knowledge, expertise and experience to slow, delay and in many cases, simply halt the process.
Desired Change	To be believed. For there to be enough provision locally for children with autism that every conversation isn't a fight.

Keyword Flags	Afford, Delays/Slow, Exhausted, Mental health, Refused

ID: rjJa5rM | LA: Central Bedfordshire | Submitted: 14/09/2025 13:46	
Type of Misconduct (self-reported)	Forcing me to deregister imminently by not agreeing to 1:1 support in the class room despite the EP writing in his EHCP this would be very beneficial. He also needs a smaller class size as it's too overwhelming. Delaying applying for a personal budget /EOTAS so I can arrange online schooling and outdoor AP for him as he has missed 2 years education and has been ready to learn since the beginning of July 25.
Experience	The LA have said we need to keep trying to get him back to school despite him trying twice this year and failing. I know unless he has a 1:1 and a smaller class size he won't be able to go back full time or even part time. When I asked for them to consider a class with limited pupils in (as I know of other children who are really struggling for the same reason) they told me to look at other schools. Moving him isn't the answer, he needs familiarity. They have reduced their intake due to the 2 tier change and definitely had the space , it just needs funding which is what our children's EHCPs should pay for.
Impact on Child	My son has lost 2 years of education. He was in burnout for over a year due to the masking he did since reception. He is not willing to even go to the classroom and when he does try his anxiety just gets the better of him. He is often depressed and can be violent to us.
Impact on Family	I have had to reduce my hours at work to take care of him the last 2 years. This has not been easy because he is a very angry boy with tendencies to lash out. His younger brother is targeted when he feels dysregulated so he has had to grow up with a Jekyll and Hyde character which is extremely upsetting and confusing for him. If he'd have been given the support at the start this all would have been minimal.
Desired Change	My son receiving a 1:1 and a smaller class be introduced for those that are struggling. It really would make all the difference before they have to transition to secondary school…,if my son ever gets there.
Keyword Flags	Delays/Slow, Failure, Mental health

ID: 2Exl9eL | LA: Northumberland | Submitted: 13/08/2025 20:39	
Type of Misconduct (self-reported)	My young person was successful in securing a supported internship based in local authority offices. After he had finished his current year of studies, we were informed that this offer was no longer available. The offer now extended was no fixed internship a minimum of 45 mins away (if he was the only person transported door to door - and still no transport confirmed) almost a year spent preparing for a move never intended to be offered & after presenting at a local authority forum being used as a 'poster child' My young man now feels completely unheard, disappointed and let down. Again.
Experience	It's hard to trust anyone ow believe anything!
Impact on Child	My son is now so anxious he doesn't want to attend in September, we worked so hard in the plan for almost a year, that no longer exists, it's so disheartening
Impact on Family	The new journey would be impossible for us to support as we both work full time and would be a 4 hour return trip each day. Also though, I don't think it is possible or realistic for my son to have 2hrs of travel bookending a full time day , given he has managed 2.5 days in college to this point.
Desired Change	Consideration for my child's views. Respect, transparency, honesty and compassion
Keyword Flags	Trust/Distrust

ID: 5BqelOv | LA: Tameside | Submitted: 13/08/2025 18:50	
Type of Misconduct (self-reported)	Delays 12 months waiting to be told a conclusion would be sorted out of tribunal to be lied (alleged) to and had to start the process all over again. They have not listened to two experts about my daughter's needs. Refused to co produce on ehcp. Have revoked her bispoke package even though the school she will never be able to access and created more trauma for me and child now having to go to tribunal to appeal. They have withheld evidence, failed to communicate and not co produced.
Experience	We have 3 expert documents from ot and 3 different diagnosis they have disregarded expert evidence and recommendations to play down my daughters complex needs. They have refused to speek expert ep evidence to see how to rengage her back into education she's not attended for 18 months now.
Impact on Child	Her Arfid has been off the scale she's refused to eat and drink needed hospital treatment due to this. So has emotional distress. Hasn't been able to attend school for Over 18 months. She's been so depressed and withdrawn from not having her complex needs meet
Impact on Family	loss of income we have both have to give up work. stress, strained relationships, deterioration in your own mental or physical health, impact on siblings have 4 children with send
Desired Change	Listening to parents and co produce. Value parent and listen to what they're child can deal with
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Lied (alleged), Refused, Trauma

ID: SCCXa85 | LA: Surrey | Submitted: 2025-08-01	
Experience	My son was sexually abused at a Surrey SEN school for two years by another student. No staff noticed despite me telling them over 50 times that something was wrong. I have written to every MP including but not excluding Bridget Phillipaon, Jess Phillips, Janet Dabey. They all say that they can't help me because I am not one of their constituents. I have written to every person I can at Surrey and no one answers I have written to Department of Education and OFSTED who say that they cannot comment on safeguarding matters. This is has destroyed my family. My son is a shell. Whom we have to watch closely because of the fear he will hurt himself. The child that did this to my son remains at the school. Surrey are an absolute disgrace. The CE0 has not one acknowledged one email.

ID: GxrxRQp | LA: Surrey | Submitted: 24/06/2025 19:50	
Type of Misconduct (self-reported)	Failure to respond to communication and failure to engage in tribunal proceedings
Experience	Had to nearly get to tribunal and appeal at every stage of assessment as was refused each step of the way. No professionals to complete assessments for EHCP Ignored by the local authority for months and then they refused to respond to tribunal directions until they were threatened (alleged) with being barred from proceedings
Impact on Child	Regression in learning and emotional distress.
Impact on Family	Stress for all family members and feelings of isolation and helplessness as the local authority are meant to provide support but it is clear their only priority is saving money so our children do not matter and they will do whatever they can to avoid providing support. Financial difficulties as have to pay for lawyers and court and then the local authorities back out last minute but you still have to pay your legal team regardless.
Desired Change	The local authority do its job and not completely ignore disabled children and their needs. Have staff as the only excuse they provide for missing deadlines or court is they are short staffed A complete attitude change from viewing our children as a monetary drain and realise they are children who need support. Don't change the law to stop parents fighting the local authority for help. Make the local authority actually have staff and provide the services to those who need it so we don't need to end up in court and debt. Stop treating parents as the problem!
Keyword Flags	Barred, Communication, Distress, Failure, Financial pressure, Ignored, Isolated, Job-related, Refused, Threatened (alleged)

ID: SCCU8jg | LA: Surrey | Submitted: 2025-08-01	
Experience	I've been involved with Surrey in a Sen capacity as a parent since 2018. It has, in my opinion, only gotten worse at the council. Even so in 2018 they were still pretty poor but now it is dire. I have two children with Sen. We have lodged 6 appeals with SENDIST since 2018 for both children. Surrey conceded in 4 of these and 2 went all the way to tribunal. We won these two tribunals. During these years both children were out of school for 8 months each as we fought placement and EHCP content in court. Despite Surrey's claims there were no educational psychologist - one EP had 'time' to show up for a full days hearing as a witness called by Surrey (even though she'd never met by child- only signed off his report by a trainee EP she was supervising). In both cases the tribunal officer clearly put so much pressure on the school SENCO at their current (unsuitable) placement, that she attended as witness for Surrey , twice! The stress and expense getting our children's emotional and educational needs met has been extremely trying and each sibling was affected significantly when the other couldn't attend school. The whole experience was very distressing as a family and the effect of the disbelief and gas lighting from Surrey, Surrey professionals and mainstream school will never go away. One son can't attend a placement anymore and is alternative provision which has been an added stress with very little communication and departments not talking to each other. In the last 2 years since my son stopped attending a placement I've lodged 4 complaints with be heard. Only 2 were resolved. Currently my son is still waiting for Annual Review. As of today, his last AR WAS DEC 2022. His Caseworker doesn't pick up the phone/ answer emails. Her manager doesn't pick up phone/ answer emails. The system is broken
Keyword Flags	Communication, Pressured, Unsuitable provision

ID: VL0WLBJ | LA: Surrey | Submitted: 22/06/2025 21:31	
Type of Misconduct (self-reported)	On-line assessment of EP in nursery held by IPad. Child had a meltdown and EP offered to fo assessment at home. This was declined by the parent who quite rightly wanted the assessment carried out in an educational setting. Fed this back to EP who said sorry I can't do that. I live in Bournemouth and I am a locum. Child already had a private EP report by Surrey refused to acknowledge it. Total madness.
Experience	Delays in naming school for Reception. Still do not have a school named and have now been asked for the child to stay in mainstream even though specialist has been named as they (Surrey) have a large number of children to find placements for!! Refusal to use private reports for SLT and OT obtained by parent but also refused to get council commissioned service to assess even though child is non-verbal.
Impact on Child	Part time timetable at school, no inclusion and exclude from all activities including sports day, pantomime etc. Has been isolated and not included in day to day education.
Impact on Family	Unable to work as child has been on part time timetable for 9 months. High levels of stress and financial hardship for the family. Not able to claim any benefits as husband works nor can I work to elivate financial hardship. Added to this no school placement for September
Desired Change	For Surrey to act within the realms of the law and to communicate with parents. Have had to escalate my case to tge Area Manager. It is so tiring to someone who is already sleep deprived due to childs complex needs.
Keyword Flags	Communication, Delays/Slow, Exclusion, Financial pressure, Isolated, No placement/No school, Refused

ID: VLbGe7M | LA: Devon | Submitted: 14/09/2025 06:43	
Type of Misconduct (self-reported)	Not meeting deadlines -still waiting for EHCP since August 2023; refusal to communicate- no caseworker dealing with our case for 2 months; forcing my child into unsuitable provision we have not agreed to.
Experience	The authority whose duty it is to ensure all children can access education are deliberately prevent my child from accessing support. They are doing this quite openly and with no recourse. I am ignored, misled and now being gaslit. They are basing their decisions on a 30 minute period when an EP sat in the same room as my child but ignoring and dismissing the evidence of the child's parent.
Impact on Child	A bright, capable boy struggled through 4 years at senior school then stopped attending because he was constantly sent out for 'bad behaviour' leading him to believe he was bad and stupid. He went into complete shut down and I had to fight to keep him alive. He did not take his GCSEs so now cannot progress. He is at home on his own. He has no chance of have any kind of 'normal' life.
Impact on Family	I have spent thousands on specialist reports to take the authority to tribunal. But now all they offer is an English lesson online. My daughter has missed out on my time and attention. I am clinging on to a job and marriage, have high blood pressure due to stress, and am only staying alive to fight for my child.
Desired Change	My child could have been supported in school but the SEnco refused to believe his diagnosis. I requested help from DCC Inclusion when my child started school refusal but they would not help. Early Help was offered after 8 months - too late. The whole system of supporting our SEN children is broken from top to bottom. For my child, if people in schools had appropriate training and support my child would probably have been ok. Teachers need to treat all children with love. The teachers at my child's school were prison officers, just interested in getting bodies into classrooms, whatever this took.
Keyword Flags	Communication, Gaslighting, Ignored, Job-related, Pressured, Refused, Statutory duty failure, Unsuitable provision

ID: lblYdev | LA: Derbyshire | Submitted: 13/08/2025 17:52

Type of Misconduct (self-reported)	They failed to implement my son's EHCP Failed to implement section 19. Failed to implement court order provision. EHCP was finalised 9 months post tribunal. Failed to provide a personal budget for the court ordered provision. Failed to meet statutory annual review timescales. Made a malicious referral to social care. This is for 3 of my children. I have spend thousands trying to get the LA to implement all three EHCPs but they are untouchable. Failed to implement identity equipment and training.
Experience	It's has been traumatic and horrible. My childrens needs have worsened because there is no support.
Impact on Child	Increased anxiety, isolation, loss of education
Impact on Family	Loss of income as I have had to decrease my hours of work to implement the provision my children do have. Increased helplessness at times. Mistrust in the system. Anxiety over how my children will survive in this world when there is no support.
Desired Change	Better communication, no lying, put in place support that has been assessed instead of barriers
Keyword Flags	Communication, Failure, Isolated, Lied (alleged), Mental health, Statutory duty failure, Trauma

ID: 7RaLo92 | LA: West Northamptonshire | Submitted: 14/09/2025 14:50	
Type of Misconduct (self-reported)	EHCP in 'draft mode' since January 2024 following annual review and new Ed Psych report. Communication poor - everything has to be chased, all the time. LA removed funding from school for provision and then categorically denied it had been previously been awarded. EHCP states 10 SALT visits, at least 3 in school with the child. Have not had SALT provision for 2 years. LA will not pay NHS for EHCP work.
Experience	As explained above. The funding removed means my child no longer has full time 1-1 support and has a TA with no experience of SEND. Communication from school suffered because there was no one at end of day to write in communication book.
Impact on Child	None really - child is oblivious to these things, luckily they enjoy school and try their best. Sometimes they get consequences for things that school know how to handle better.
Impact on Family	Major stress and worry. Huge worry about transition to secondary. Will we get a space in the school we want. Will we be forced into mainstream which will require full-time 1-1 and impact on child gaining independence. Will EHCP ever be finalised in a way we are happy with. If we have to finalise and appeal how long will that take and what will be the impact on our family while we wait. I'm truly scared for the future for my child, and her sibling who might have to support them if / when we are no longer around. What quality of life will they have in the future and do they not deserve opportunities to achieve and live their best life just like anyone else?
Desired Change	I'd like to see SEND properly funded and those with SEND seen as actual individuals not just financial figures by the local council.
Keyword Flags	Communication, Denied, Financial pressure, Suffering

ID: aQZ0Pd2 | LA: Surrey | Submitted: 30/08/2025 15:40

Type of Misconduct (self-reported)	I have just filled out a form but forgot to add the following; Changing wording of a professional report when transferring into an EHCP.
Experience	Where a SALT report said 'classes of no more than 16', the person moving the information into the EHCP changed this to 'groups of no more than 16'.
Impact on Child	Appeal process initiated, took over one year for the correct wording in the EHCP, and the correct provision put into section I.
Impact on Family	Stress, mental illness health, financial loss.
Keyword Flags	Financial pressure

ID: A7bRaz0 | LA: Wiltshire | Submitted: 16/08/2025 08:32

Type of Misconduct (self-reported)	Aggressive legal tactics; bullying (alleged) from school; threats of further action if withdrew from ESA
Experience	Stressful horrendous. Isolating. Trying to get the bare minimum for myself and my child Lack of responses
Impact on Child	Anxiety, stress, isolation
Impact on Family	Strained relationships within family
Desired Change	Understanding of developmental trauma that is vital and agreement that parents will often know more or better than so called professionals when it comes to educational and health care plans for child
Keyword Flags	Isolated, Mental health, Trauma

ID: RGBb1bl | LA: West Sussex | Submitted: 13/08/2025 20:19	
Type of Misconduct (self-reported)	Delays to EHCP application, refusal to grant on application, tribunal proceedings started, no contest from WSCC or response of any kind Phone call day before proceeding to court saying granting EHCP based on no further information than the year before
Experience	Battle with authorities for support. Every stage of this process is a battle, it wears you down and is unfair on all parties involved especially the child
Impact on Child	School refusal Unable to achieve potential Anxiety Unable to go to college as no EHCP in place Loneliness Mental breakdown
Impact on Family	Loss of income and ability to work full time Almost ending marriage Depression & anxiety of both parents both on medication Lack of self worth PTSD Violence in the home Safeguarding issues and disappearing without trace
Desired Change	Everything, stop letting these young people down and their families. Give them a fair start in life and mitigate the probability of them never being able to work and live independently
Keyword Flags	Delays/Slow, Mental health

ID: 2ExbWNL | LA: Kirklees | Submitted: 13/08/2025 08:45	
Type of Misconduct (self-reported)	Serious delays Failure to communicate Misleading information Illegal (alleged) refusal to assess Refusal to change EHCP to be specific Failure to follow own complaints procedures
Experience	We applied for an EHCP reassessment in June 2024. The original EHCP was created in 2020 using reports that were 6-12 months old & an EP report that was created from a phone call with parents & school. Nobody met or assessed the child face to face or over zoom etc. The EHCP was terrible & school couldn't use it to support the child, so a new assessment was needed. LA refused the reassessment despite meeting the legal criteria. We raised a tribunal order and the LA needed to submit their evidence by mid December. 24 hours after submitting their own evidence they conceded and agreed to a reassessment. No further supporting evidence was submitted by us. Tribunal order was as granted 8th January 2025, stating the following reports must be obtained EP, SALT, CCSI & health. The legal timeframe to complete the reassessment & issue an EHCP if granted is 14 weeks. Between January & mid February I sent 12 emails to the LA to get the process started & everyone was ignored. They finally responded to say all assessment would be conducted & to be completed by 27th March 2025. On 11th April 2025 the LA advised they would be issuing a new EHCP, however no SALT assessment had been conducted, despite it being on the tribunal order. I told them not to issue the draft as it would not be a true reflection of my child's needs. They agreed, but did not chase the SALT assessment. I had to do that direct with the NHS. The SALT assessment was completed in May 2025. During April 2025 I raised an official complaint about the process so far. It then took the LA until 3rd July 2025 to send the initial draft EHCP. We rejected this as it wasn't specified & quantified, meaning it wasn't a legally enforceable EHCP. The LA refused to change some part of the EHCP but have agreed to change others. It is now mid August 2025 & we are still waiting for the new draft. At this point we are at week 38 after the tribunal order & 58 weeks since the initial application. The LA finally replied to my stage 1 complaint in July 2025, 3 months after sending it, despite their process been 7 days.
Impact on Child	My child has now gone a full school year without the correct support in place & is moving into a new year with no support. They are 5 years behind their peers academically but due to the LA failings are forced to sit in the same lessons as their peers, with no understanding of what is going on. They have severe anxiety regarding school work & most weekends are spent hidden in their room due to burnout.

Impact on Family	I have been extremely stressed in trying to deal with a LA that constantly gaslight you or at worse ignore you. I have had to pay £300 for an advocate to support me in proving our legal rights. I have sent close to 100 emails to the LA over the last 12 months & are still no further forward. My mental heath has taken a battering & I actually now feel sick when I see an email from them as I know it will mean I need to fight again.
Desired Change	The LA authority to abide by & follow the law in its current format. A full investigation into why LA's are allowed to consistently break the law & then just carry on with no consequences
Keyword Flags	Communication, Delays/Slow, Failure, Gaslighting, Ignored, Mental health, Refused, Unlawful (alleged)

ID: vGx842l | LA: Isle of Wight | Submitted: 16/08/2025 13:07

Type of Misconduct (self-reported)	My daughter has been refused 2ehcps and now awaiting tribunal April 2026. The LA are useless and don't see my child's struggles even with all the paperwork I have from hospitals and camhs the school have now withdrawn all her support in school leaving her with literally nothing. She's been on a reduced timetable for over a year due to mental health and both the LA and school expect her to attend a full day in a classroom that she hasn't attended for a year they have left my child with multiple health issues she's not eating or sleeping as she's so worried about her return to school both school and the LA never respond back to me even when I literally beg for someone to contact me. I've been threatened (alleged) with fines as her attendance is only 20% she can't physically attend due her mental health school knows how bad she is and yet they don't support us. School says she can't access any sen classroom or have any 1-1 support as she isn't funded even though she's on the sen register and the ELA say she is!!! No one cares about our children I get told to deregister her from school as there's nothing they can do without finding how cruel Is this system
Experience	2years I've been fighting for an ehcp and get turned down as the school say she's fine when in fact she's not they lie (alleged) along with LA I've been treated and spoken to like crap from both parties my MP isn't interested in helping I am truly at the end of my tether. I need support for my child and yet I get treated like crap for fighting
Impact on Child	She hasn't been able to access a full education she's lost all her confidence, friends she's got high anxiety leaving her with mental health she's no got an eating disorder through stress of school and under camhsand a dietician. My child constantly worries about school and there broken promises and isn't sleeping due to her return in September. She has lost so much weight her worry is constantly there because of how she's treated in school
Impact on Family	I have quit my job due to the ill health of my child I've split up with my husband because of the trauma and upset my child gets very angry and will get verbal towards siblings and myself I am also stressed by all the upset and emotional issues caused by the LA and school I too have lost weight due the worry off what Is going to happen in September
Desired Change	Someone to listen to me and my concerns regarding my daughters education and support have an understanding of SEN and neuro divergent children we literally have to fight for referrals and when we do we have to wait years for an appointment the system both schools and LA need an overhaul and to rethink about our kids we all learn different and are not programmed the same what works for 1child doesn't work for a SEN child
Keyword Flags	Job-related, Lied (alleged), Mental health, Refused, Threatened (alleged), Trauma

ID: Y5z9xgB | LA: Bracknell Forest | Submitted: 14/08/2025 10:17	
Type of Misconduct (self-reported)	Bracknell Forest SEND Department has refused to hold an emergency EHCP review for my son despite significant changes in his needs and new professional evidence. They have failed to update his EHCP with the findings from an Occupational Therapy triage, finalised the plan prematurely before all assessments were considered, and provided me with incorrect dates. The plan I received was incomplete, missing around half of his documented health needs, leaving my son without a lawful and accurate EHCP that reflects his current needs.
Experience	My experience with Bracknell Forest's SEN department has been very negative. Staff have been rude, show little understanding of SEN needs, disregard parental input, and act without genuine consultation, making decisions as they please.
Impact on Child	I am home educating my child under protest because Bracknell Forest SEND Department is trying to place him in a school where he was previously badly bullied (alleged). This had a serious impact on his mental health and caused an increase in his epileptic seizures due to stress. I have no choice but to home educate until he gets the safe and appropriate education he deserves.
Impact on Family	It has placed significant stress on us as a family, as my son is currently out of formal education and being home educated. While we are committed to supporting his learning at home, he urgently needs to be in an educational setting where he can be understood, supported, and able to socialise with children who share similar needs. His mental health has been further impacted by the knowledge that the local authority intended to place him back into the school where he was previously subjected to severe bullying (alleged).
Desired Change	I would like to see the Local Authority genuinely listen to and value parents' views, ensuring they are taken into account in all decision-making. Outdated assessments, particularly those more than three years old, should automatically trigger new reassessments, and Educational Psychologists should review children at least every two years so that EHCPs remain accurate. Updated professional advice should be acted upon promptly and reflected in plans without unnecessary delays or disputes. The LA should communicate more clearly and consistently with families, make decisions based on evidence rather than budget, and be transparent about how school placements are deemed suitable. Annual reviews should be meaningful, with all professionals providing updated input, and there should be greater accountability when statutory deadlines are missed or important needs are left out of EHCPs.
Keyword Flags	Bullying (alleged)/Intimidation, Communication, Delays/Slow, Failure, Inaccurate, Mental health, Refused, Statutory duty failure

ID: GxBYA0o | LA: Cheshire West and Chester | Submitted: 13/08/2025 12:54	
Type of Misconduct (self-reported)	Refusal to assess at week 3 in during half term as school hadn't provided any information. They said 'we don't have enough information to make a decision, therefore we have decided we don't need to do an assessment at this time'. They then looked at the information that school sent and upheld their decision. I submitted an appeal and they didn't submit their paperwork to court on time and then just randomly agreed to assess. I hadn't added any extra evidence. it was clear they were just testing to see if I would walk away. they then did exactly the same thing to my friend. They then delay the EP assessment saying they don't have enough and therefore can't meet the 20 week time frame. They also refuse to make the provision in section F specific and quantified. For my child who has spld they wouldn't state what qualifications the support adult needed and just said level 2 TA which was not enough to support childs specific learning needs. I requested the EP amend their report to state what level of qualifications TA would need and she said she had to ask her boss (who had never met the child) if they could amend the report. She came back with a no. The LA also said we don't want to make the support too specific in case the child has a good day and doesn't need the support and then finalised the draft without making any amendments, leaving all of the provisions vague, open to interpretation and unenforceable.
Experience	The LA do not reply to emails in a timely manner and only care about keeping the EHCP as vague as possible and gaslight and lie (alleged) to parents about the process and the LA. They do not care about the children or the parents. when my child was struggling to attend school the school asked for section 19 education to provide them support outside of school. The LA said no school needed to pay for it and the school said couldn't afford it. The LA wanted signed document by CAMHS to confirm couldn't attend school but we were on an 18 month waiting list for support so they wouldn't sign the form without seeing the child. The LA said we will accept GP signing to say can't attend school but the form didn't have this option for the GP to tick so the form was refused again. School had to submit a request for extra funding in the end. it took months of LA and school arguing over which pot the money should come from. A deliberate delay strategy. Everyone agreed child needed support but the focus was on form filling and box ticking and support couldn't start unless we had jumped enough hoops.
Impact on Child	Loss of education, child not supported properly and fell further and further behind. ended up with extreme anxiety and lost self confidence and ended up out of school, self harming and suicidal. been out of education since Jan.
Impact on Family	Had to give up my job to look after my child due to their mental health needs. my own mental health suffered as did my relationship with my partner. Life is now unrecognisable.
Desired Change	People in the system who actually care. More accountability and transparency to parents, surrounding meetings and decisions. eg copies of minutes of meetings when refusing to assess or issue.

	EP reports should be done by independent people who write what is required for the child, not one paid for by the LA who write it with budgets in mind. EPs say they cannot write 'needs xyz' they can only recommend things and put 'may need, would benefit from' etc. The EHCP is then a direct copy and paste of the EP report and when parents request the make it specific and quantified they claim they can't because the EP didn't write that. It's a game between the EP writers and the EHCP writers, both of which are paid by the LA to deliberately make the ehcp as vague and cheap as possible. The LA then refuse to make the amendments parents know they are legally entitled to and they finalise an illegal (alleged) plan, forcing parents to either deal with rubbish support or go to tribunal. The LA do this knowing full well that the appeals are at least 12 months away meaning they will save money upto the hearing or know that most parents won't have the mental energy to take it that far and give up. Many parents just quit and home educate instead. Also the LA will often pull out of court at the last minute as they know they will lose. They were just playing a game of poker to see who would fold first. The court system should not be allowing LAs to take unwinnable cases to tribunal. in a system were 98% of parents win refusal to assess, something must change. LAs should be barred from court if they are seen to be deliberately making unlawful (alleged) decisions just to test whether a parent will fight or not to save money. It costs LAs millions to fight parents in court, which could be spent on the actual children, and is clogging up already full courts with unnecessary hearings and paperwork. something needs to change. The Young Minds page on Facebook asked what was the one thing that supported their child's mental health the best and the overwhelming answer was pulling my child out of school.
Keyword Flags	Afford, Barred, Delays/Slow, Gaslighting, Job-related, Lied (alleged), Mental health, No placement/No school, Refused, Self-harm/Suicidal, Suffering, Unlawful (alleged)

ID: D4X08gq | LA: Dorset | Submitted: 22/08/2025 11:53	
Type of Misconduct (self-reported)	Delays, inaccuracies, gaslighting, losing reports after confirmed as received and discussed at mediation, failure to respond to voicemails and emails, repeated mistakes with email and postal addresses, general incompetence and misquoting SEND regulations.
Experience	A mistake or breakdown of communication happened early in the EHCP needs assessment process (Jan 2025) that has yet to be remedied despite apologies and mediation to agree a new timescale to put things right. The LA are now refusing to include my child's needs assessment report from her OT and physio, her primary needs are physical due to having cerebral palsy. It is simple to remedy the problem but the LA seem to prefer that I go to the ombudsman instead of just including the report.
Impact on Child	School refusal, anxiety, isolation and decline in mental health.
Impact on Family	Deterioration in my mental and physical health. Time spent dealing with LA instead of being with my children with special needs. Waste of time preparing for and attending mediation only for the LA to deny what was discussed and agreed at mediation and deny receiving the reports. Waste of time chasing LA to produce draft EHCP. General stress in the household because we are so frustrated by the lies (alleged) told by LA.
Desired Change	Better communication and recording of information, GDPR training. Collaboration with parents regarding professionals to contact for statutory advice during the needs assessment. Someone who polices the LA as it seems to be the job of parents to make sure the LA have done their job correctly and take action if they don't.
Keyword Flags	Communication, Delays/Slow, Denied, Error/Mistake, Failure, Gaslighting, Isolated, Job-related, Mental health, Refused, Statutory duty failure

ID: SCCusQL | LA: Surrey | Submitted: 2025-08-01	
Experience	My eldest has tried to end her life twice, self harms this is a result, partly, of being in a coma on life support in wales in 2021 and not being allowed to have me or her dad with her. Yes they woke our autistic child who can't show pain (has broken an ankle at school and not told her teachers) from a coma alone due to covid restrictions. She got pneumonia and sepsis from an ear infection and became ill while we were on holiday in Cornwall. We were told we would be arrested if we travelled to Wales, a different country to be with her, all whilst politicians broke rules. When she came home there was no mental health provision to be put in place to help her deal with the trauma she had been through. Her sister has also tried to not be alive twice, she self-harms. To actually get CAHMs to help her, her sister's therapist had to refer her to herself. Apparently two suicide attempts, a mental breakdown, anxiety, near anorexia and self harm, wasn't "bad enough" to get through CAMHS triage. I did cry and ask would a valid death certificate be enough to get help? Tim Oliver and Rachel Wardell need to have an audience with some ACTUAL parents, like us, who have been dealt the wrong end of the stick.
Keyword Flags	Financial pressure, Isolated, Mental health, Self-harm/Suicidal, Trauma

ID: SCCFozX | LA: Surrey | Submitted: 2025-08-01	
Experience	A School and Surrey organised a fake trial day for my son at a section 41 school. This was arranged for the sake of a tribunal. They also failed to consult with the same school at Key Stage Transfer, at the time it was parental preference
Keyword Flags	Failure

ID: 44kPk9O | LA: Surrey | Submitted: 08/07/2025 05:21	
Type of Misconduct (self-reported)	Failure to respond to emails Case officers leaving and not being told New case officers failing to engage Long absences by case officer so nothing got done No knowledge of our case by case officer, only case manager could deal and she was too busy Mediation officer was horrified it had got to that point. Daughter took overdose at which point we were offered hospital school - had been refusal to assess to that point. Then moved to assess but dragged heels. Ended up with eotas. Have to confirm placement every term and they pay the suppliers late. This causes anxiety for my daughter who worries she wont have a spot. No referral to transition team. I had to push for it when she turned 18 Social care assessment as part of tribunal useless. Had to be re done. Then was closed without my knowledge.
Experience	Tiring, frustrating, and like having another job on top of my caring responsibilities and my employment. What should be a child centred approach is being dictated by strategic dictate with little regard for individuals.
Impact on Child	Daughter left school in y10. No gcses Autistic, anxiety, depression, PTSD. Now 18 and unable to attend a formal education setting, slowly rebuilding her life. APPEER and therapy (private as camhs couldnt support her the way she needed) have saved her life.
Impact on Family	Stress, antidepressants, physical health issues. Given up work Massive impact on sibling who now has anxiety.
Desired Change	Transparency, Accountability and ownership. Do what you say you will and be honest if you cant do something and why
Keyword Flags	Failure, Job-related, Mental health

ID: 81py2gY | LA: Somerset | Submitted: 15/08/2025 08:06	
Type of Misconduct (self-reported)	Somerset LA : all of the above examples Final Draft delayed by 12 months after Annual Review meeting
Experience	Blanket use policy of Personal Travel Payments for all send students: starting at age 16 years. Scrutiny committee report shows Sen Transport underspend. Ceasing EHC plan in line with the Delivering Better Value programme targets. Blanket policy to consult with Mainstream or Cachment setting at Phase Transfer ages
Impact on Child	Emotional distress= increase in Anxiety medication dosage. Loss of therapy due to visits to new setting. Regression in learning. Outgrown age of other peers in setting. Failed Transition to Adult services.
Impact on Family	Loss of income; loss of available to work; significant time spent on admin for Tribunal appeal; deterioration in physical health- increase of symptoms, chronic condition.
Desired Change	Retain EHC plan rights for parents/students to appeal at Tribunal Remove LA from Appeal process if they delay the Final Draft as a costsaving measure Allow parents to Appeal after a set period of delay; example 3 months so Students do not miss a place in the next academic year. Delay happened to us; missed Sept 2024 start.
Keyword Flags	Delays/Slow, Distress, Failure, Mental health

ID: EkbBXKo | LA: Bromley | Submitted: 13/08/2025 06:17	
Type of Misconduct (self-reported)	My LA is Bromley . I had a tribunal experience where I had to engage with an outsourced legal team and a barrister on the day itself where the LA had zero evidence available in the bundle, not one piece. My child was unable to attend school through no fault of his own and the school agreed they couldn't meet need however the tribunal took a year to take place and I had to self fund provision in the interim. I won a package of EOTAS at Tribunal which the judge herself wrote into section F which included specific provision including an MDT Team and educational psychologist. I met with LA about putting package into place and the meeting was then haggling the prices with me of each provider listed. They seem to, and I have come to know I'm not alone in this, see the fact that a budget cannot be appealed at tribunal so try to cut costs this way. They, seemingly spitefully, then said they would change providers of my son's long standing OT provider as there's was cheaper. This at the time was the only professional he trusted and had seen for years at her clinic and they knew he wouldn't be able to make a transition smoothly but didn't seem to care. They then didn't find anyone to provide things leaving me to source every single provider myself and then delayed engagement so then I'd end up loosing the supplier. They made it clear at the annual review they would be looking to re consult schools regardless of what the evidence had said. The annual review came and was subsequently cancelled the same week it was due to take place which has been coordinated well in advance and involved multiple professionals diaries to coordinate. The EP then tried to step in to ask for this to go ahead with another caseworker someone senior stepped in and I had to warn the EP about her behaviour towards me previously so that she was aware what she was dealing with. They agreed for the review to go ahead then cancelled again on the day all because I had asked if the review that was going ahead was a statutory one. I received an encrypted email so that I couldn't send it on saying do not share in bold red in the title which detailed they were not going ahead with the annual review and other things. This then delayed my son's provision as I couldn't ask for amendments to personal budget, his staffing provider couldn't recruit and we needed a new one and there was also new provision recommended which couldn't be implemented. The caseworker who cancelled I never heard from her ever again she was told to stop communicating with me. The new head of SEN met with me and promised he would work with me after listening to my concerns I ended up having to make formal complaints which I took to the ombudsman and won, these were complaints their own findings said were not upheld. The same failures are no reoccurring because of delays with LA paying providers and budgets on time. I submitted a compliant about the finalising my EHCP being very late and they basically said well we already paid you last time via the ombudsman as if that matters.They don't communicate with the providers either.im due an annual review and I told the EP I won't be wanting one to happen as it seems they use this as a sole opportunity to change provision to suit them. They hold engagement groups for Eotas but have no decision makers attend. Bromley have now also changed the annual review process for all schools and any child with EHCP with unlawful (alleged) policy which means they won't amend any plans unless it's transfer year or special circumstances and this has been rolled out everywhere. It is always the same staff I deal with who over the years

	behave the same way the only difference this time is the professionals are seeing first hand how they behave and treat me and them.
Experience	As above, and I still haven't got the speech and language provision since tribunal in 2023. I am now doing a refusal to assess appeal for my other son, despite very clear evidence and support from the school. Fully also predicting that they will remove provision at a next review due to budgets and it will impact us yet again
Impact on Child	I am unable to work, the coordination and admin is like a full time unpaid job alongside facilitating provision plus chasing the LA is relentless. My son suffers regression in himself when provision stops due to their delays which has been outlined multiple times. Providers end up communicating with me as they can't get hold of people to confirm ongoing provision leaving us in a constant state of uncertainty. I explained this to my LA, that if my child could go to school don't you think I wouldn't want that for him. They seem to have this rhetoric that I'm asking too much. Even when I won tribunal I got told in an email that they couldn't agree some provision as they have one offer for budget and it wouldn't be fair on the other children bearing in mind I had self funded most of it whilst I waited for the hearing. It's constant, it's draining and most of all it's unfair on my son as he deserves the right to be educated in a way that suits him and not blamed and impacted because he can't go to school
Impact on Family	As above it is alot for me as a parent. Ironically they have agreed a coordinator to help but again are not communicating with her now so she cannot start a handover and I don't want her not to get paid
Desired Change	I believe that there are senior leadership that need to go. Members of senior teams that work over caseworkers that parents all have the same experiences with. As soon as you know the law you are seen as a parent to be wary of. Also the mystery panel of decision makers what evidence are they actually looking at to keep taking parents to tribunals without any evidence to do so or unlawfully removing provision from plans to suit budgets. I also wish parent engagement wasn't a tick box exercise and done with parents and those same decision makers
Keyword Flags	Communication, Delays/Slow, Isolated, Job-related, Statutory duty failure, Trust/Distrust, Unlawful (alleged)

ID: dWYqeDr | LA: Surrey | Submitted: 24/06/2025 18:18	
Type of Misconduct (self-reported)	An EHCP written by the recovery team with no named school. My response to the draft was completely ignored. Numerous requests for SaLT and OT assessments were ignored. Numerous emails were ignored. Final EHCP issued without taking account of any of my feedback. Child CANNOT ATTEND his mainstream school. Information provided by email and at mediation did not make it to panel following request to change to specialist. More ignored emails.
Experience	It has been a case of being completely ignored. No response to emails, no acknowledgement of the way this is impacting our whole family. I am frustrated, depressed, overwhelmed and exhausted
Impact on Child	My child attends school for 2 hours a week. He wants to go to school and wants to learn but cannot cope in mainstream. He has repeatedly said he wants to be in a specialist school. I have said this from the outset. According to panel, neither he nor I had expressed our views and wishes despite having expressed them in emails, in response to the draft EHCP, in a meeting and in mediation. I am on unpaid leave from work and need him in a school he is able to attend. I am supposed to return in September. I stupidly thought that 10 months would be enough time to get things in place for him. My son's self esteem and mental health are being decimated and his anxiety is through the roof. He feels unsupported, unwanted and misunderstood. He has missed 7 months of education.
Desired Change	I would like responses to emails. I would like the voices of the children involved in this hideous system to be heard and taken seriously. I would like decisions to be made quickly, efficiently and with the best interests of the child at heart. I would like the existing law to be upheld.
Keyword Flags	Exhausted, Ignored, Isolated, Mental health, No response

ID: xXdXYed | LA: Surrey | Submitted: 24/06/2025 19:59	
Type of Misconduct (self-reported)	Delays, misinformation presented to panel, deliberately misleading panel, withholding evidence to panel, failure to respond to me, failure to reply to emails, failure to provide an EHCP (even after 2 annual reviews!), withholding my daughters EHCP even when requested multiple times, management failures in communication
Experience	AR in 2024 which wasn't added to transition EHCP in Feb 2025. Flagged 7 times to senior managers prior to AR in April 25. Was told EHCP would be 'updated' following said AR April 25, but due to extra therapies requested by school, with reports to back it, it went to panel June 25. Incorrect EHCP was flagged a further 3 times prior to panel - total 10 flags of concern. The Panel were given incorrect EHCP from Feb 25 to use as reference and they rejected all reports, and issued a 'no change' to child's EHCP. I flagged that the wrong EHCP was used and that they aren't allowed to ignore professional reports that were made by childs school due to review AND requested Childs EHCP- I was told to just appeal it and that I wouldn't be getting an EHCP as the Feb 25 is the one I have… I flagged it a further 3 times. In my 13th email requesting an EHCP, flagging Feb 25 was wrong and lots of things were incorrect on 'no change' paperwork including child's primary need, I've been met with silence. I have written a formal complaint, and still silence.
Impact on Child	Emotional distress, loss of therapies, detriment to mental health, huge amounts of stress for mother and sleepless nights
Impact on Family	Stress, strained relationship, weight loss, mental health challenges for myself, sleepless nights,
Desired Change	For them all to be sacked and for managers to actually step up and do something rather then watch their poor case workers deal with angry parents. Communication MUST IMPROVE
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Inaccurate, Mental health

ID: rjlygjM | LA: Surrey | Submitted: 24/06/2025 17:27	
Type of Misconduct (self-reported)	Delays - applied in Feb and not finalised until October but due to legal support involvement - it was reissued 3 months later to include the therapy they forgot Refusal to assess for physio despite their ot, ep and doctor all recommending one. We had to pay for private report to prove child needed one along with a fall and hit to head did Surrey then finally commission their own report - which said it wouldn't give therapy until child attended a Surrey school (he was in nursery so withholding support). Ot assessment awful, we had to get a private one to actually identify needs. Surrey then recommissioned a f2f assessment which copied and pasted our private report needs but not provision. Salt told us their bosses wrote and dictated the reports not them. Now at next kst they are refusing to finalise annual review done in Feb 25 until they name a school in Feb 26.
Experience	Shocking -
Impact on Child	My child was sent age 3 to be sedated / sectioned at hospital
Impact on Family	Lost jobs Loss of earnings Family breakdown Mental health and physical health issues to parents Sibling heath
Desired Change	Surrey to follow the law
Keyword Flags	Delays/Slow, Job-related, Mental health, Refused

ID: 0Qja08N | LA: Rotherham | Submitted: 14/08/2025 07:16	
Type of Misconduct (self-reported)	Lies (alleged) from senior LA staff, lies (alleged) from headteachers in tribunal documents, LA legal team trying to prevent us from receiving evidence from our child's previous school which affected what medication our child needed
Experience	Child has a dog allergy and LA wanted to place him at a school that had therapy dogs (a small resource base so no space to keep away). During the tribunal process the LA submitted a witness statement from child's ex headteacher saying that they had had dogs visit school and child was fine, this was a lie (alleged). Senior staff at the LA emailed us telling us that the school that we wanted had their own therapy dogs, this was a lie (alleged). When we received the headteachers witness statement saying our child had been around dogs previously we needed to know when so that we could check with his respiratory consultant that he was on the correct medication. Child had recently had his asthma medication increased but if he'd been around dogs without our knowledge then it's likely it would have been allergy reactions, so he would have needed his allergy medication increasing rather than increased steroids for asthma. Child has underlying kidney issues so it's vital he isn't taking more medication than required. We asked the school and LA for information about these visits and the LA legal team responded that it was a tribunal matter and we were unauthorised to disclose the information in the witness statement. This was a lie (alleged), we contacted the tribunal where a judge confirmed that there are no restrictions on us disclosing the information in a witness statement. These actions meant that for over 2 months we were unable to clarify what medication our child should be taking, due to not being able to provide his consultant with accurate information.
Impact on Child	Child has not attended school for 17 months. He was attending school every day before the LA forced him to leave his previous school against our wishes to place him in the unsuitable resource base. We went to tribunal but the lies (alleged) told by the LA meant that the tribunal ruled the resource base as suitable. Child suffers with high anxiety and can't travel in a taxi to the named school so he's never been able to attend.
Impact on Family	One parent unable to work at all. Huge financial difficulties. Deterioration in parents health. Distressed child having to walk his sibling to the school that he was forced to leave every day. Two siblings who don't understand why they have to go to school when their brother doesn't, it's likely that we will have to remove them to home educate too to reduce the ongoing upset. Loss of trust of anyone who works for official organisations, wanting to keep our children away from any services due to the fear of them causing more harm.
Desired Change	Accountability for staff who are lying. Accountability for staff who aren't working in the child's best interests. Accountability for senior leaders who are approving the behaviour of their staff. Accountability for LAs making decisions that force children to have no other option than hone education.

Keyword Flags	Distress, Financial pressure, Lied (alleged), Mental health, Trust/Distrust, Unsuitable provision

ID: eqN5aQo | LA: Nottinghamshire | Submitted: 19/08/2025 07:35	
Type of Misconduct (self-reported)	.False accusations resulting in family court action. Altering of legal documents, during legal processes Bribery (alleged) nearly £30,000 of a specialist school provision to place child on school role without child's solicitor knowing to enable legal action for non attendance at a school child signed off from by psychiatrist Managers within CCG, CAHMS, psychology directorates of child and adults social care, Whole life disability social workers, Paeditricians, Paychologists, SEN managers and educational staff collaboration to break up family to hide corruption (alleged) parent held in data engaging in disability discrimination, Breaching Human Rights Laws, Medical data for whole family disappearing Multiple unnecessary assessments to try and discredit medical diagnosis of parent and children for preferred diagnosis to give weight to legal processes Unlawful (alleged) S47 assessments and altering S17 assessments to minimise needs of children to absolve themselves of their legal duties to the children Using opinion which cannot be rectified as it's an opinion to justify legal actions Using pseudonames to avoid regulatory bodies identifying children being failed by major stakeholders Data held by local authority shared via SARS highlighted extended of false information held on their systems, highlighted prioritising placing child in care whilst not providing education or support to child or family, also provided data highlighting level of corruption (alleged) and extent of major stakeholders involvement and collaboration to break up family to place children in care or for adoption Professionals attending tribunals and other legal processes misinforming Judges and parent not enabled to provide data from SARS (so written by said profession Lenton show they were misleading judges) Child left with no education or appropriate support from Age of five to 12.

	Observation of data via all major stakeholders which couldn't be rectified as when a professional writes it is an opinion parents are told it then cannot be rectified even if data to prove its inaccurate is provided.
Experience	Traumatising for the whole family, it all started after a school already investigated for harming children run by a charity already had staff jailed for fraud (alleged) traumatised child. Leading to school avoidance. Then SEN officer enlisted support from professionals from major stakeholders to hide her misconduct (alleged) and mistakes and from that point immense unlawful (alleged) behaviour and actions ensued against family whilst child remained with no education or support, family taken throw two legal processes and L.A paid same school nearly £30,000 place child on role so they could take parent through third legal processes for non attendance. The police, and all regulatory bodies would not take the L.A to account nor other major stakeholders despite availability of evidence which they did not review dismissing case as an individual case so could not be investigated. Charity commission stated it would be risk to charity to investigate. Despite harm being done to family?
Impact on Child	Trauma, school avoidances, loss of education approximately 6-7 years. Initially had a IQ over 125 (dual exceptionality dropped to 75. Now educated in residential school in Scotland. Second child now home educated as mainstream and specialist provisions are saying no, and rather than go through same trauma and stress have decided electively home educate. Parent long term health issues, cancer, and diagnosis of PTSD. Still minimal support for family
Impact on Family	Isolation, debt, depression, PTSD, NHS still do not over appropriate health care to family. Community still isolates family making social activities problematic because community don't know family were exonerated by all legal processes and local authority heavily criticised by judges and panels in legal processes. if one can imagine the stress of two nearly three legal processes all in one go with decision documented to place one child in children's home and another placed for adoption whisky parent falsely accused of FII to hide corruption (alleged) of local authority which parent has lots of evidence off in the writing of professionals of local authority and major stakeholders.
Desired Change	I can't give exact date for most recent interaction as we live in fear of it happening at any time. I would like to see Parentechtomy addressed which is removal of children from families be that to place children in care, residential schools ect rather than putting appropriate support in place. I would like to see False Accusations of FII addressed given it fails daubert test of falsifiability and local authorities

	require no evidence to make this accusation and it's well documented and researched as problematic and traumatic for whole family but it's used by local authorities to avoid and hide their corruption (alleged) and failings around children. I would like to see loop holes closed like SEN officers can undertake unlawful (alleged) actions and they have no regulatory body for parents to go to. I would like to see regulatory bodies to do more and stop dismissing cases based on individual case as it enables unlawful (alleged) behaviour I would like more protections in place for children and families from major stakeholders especially when professional opinion is valued more than factual data and opinion cannot be rectified even if you have evidence to prove the opinion is innacurate If Ofsted's continue to inspections they need to do social care, and SEN simultaneously as they are missing too much corruption (alleged) and ossification of data around vulnerable children which enables unlawful (alleged) behaviour There is so much needs to be changed to protect families and hold local authorities accountable as I discovered whilst undertaking a masters in Autism to point my lecturer stated it would have been better as a PHD.
Keyword Flags	Breach (alleged), Error/Mistake, Failure, Financial pressure, Inaccurate, Isolated, Mental health, No education, Trauma, Unlawful (alleged)

ID: 44ND2kr | LA: Bristol, City of | Submitted: 15/08/2025 11:35	
Type of Misconduct (self-reported)	Still no ehc decision- 20 weeks was up in june but not assessed until July. No response to section 19 issues in february until contacted in July for alternative education as child not in school since December. Refusal to assess despite diagnosed SEN and unable to attend full time despite school transition support (clear delay tactic as legal threshold so easily met). Never responding to contact made by email despite many attempts. No OT assessment despite being agreed in mediation.
Experience	Applied for ehc needs assessment in September after son transitioned from small primary to large mainstream secondary and was not coping despite multiple meetings with school and senco. Refusal to assess (not made within 6 week time frame- 1st delay). Mediation in January attended with senco who was in full support- decision overturned. No EP available until early july but told I could not appoint one privately. Ot assessment agreed atmediation still not yet provided. No decision made yet and 20 week mark was in june. Never had a response to any of my enquiries made by email. No one i can liaise with provided. Section 19 issued by me in february as unable to attend school at all since December prior to this was attending a few hours a week and told by school not suitable for alternative provider as not under camhs (referral rejected twice). No response from LA until July when I had already sourced an AP myself in june. They will fund from september 3 days a week (18 hours).
Impact on Child	School refusal, isolation, poor mental health and feeling of worthlessness. Emotional distress. Loss of friendships. Loss of structure and routine and sense of belonging.
Impact on Family	I had to have 5 months off work! Sibling relationships affected. Marital relationship became very strained.
Desired Change	Communication- i have never had a written response to any of my communications with the LA just completely ignored. Accountability! Legal support- parents must retain rights to appeal as so many unlawful (alleged) decisions made purely due to money not needs Listen to parents and schools! Senco also getting blacklisted for doing her job and trying to support children.
Keyword Flags	Communication, Delays/Slow, Distress, Ignored, Isolated, Job-related, Mental health, No response, Unlawful (alleged)

ID: ZjNBO2e | LA: Surrey | Submitted: 23/06/2025 08:29	
Type of Misconduct (self-reported)	Delays, failure to engage in tribunal, misrepresentation, failure to respond to communication, ignoring complaints
Experience	Horrendous
Impact on Child	Emotional distress, school refusal, anxiety, loss of education
Impact on Family	Loss of income, stress, deterioration in my mental health
Desired Change	Telling the truth, replying to communication, abiding by the law
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Mental health, Misrepresentation

ID: b5YjeN7 | LA: Staffordshire | Submitted: 14/09/2025 14:03

Type of Misconduct (self-reported)	Failure to respond to communication within mandated timeframes, failure to maintain an EHCP, failure to conduct themselves within the confines of the law, failure to adhere to GDPR, refusal to allow independent investigation of formal complaints, presenting misleading information in order to prevent parents from lawfully removing SEND child from unsuitable school setting.
Experience	The local authority spent two whole months fighting us to stop us from removing our disabled child from an unsuitable educational setting in order to home educate. We were told we would not need to provide much information, just confirm our intention to home educate, and then they refused us and said it was because we did not provide much information. They did not follow the correct procedure for deregistration from a special needs school. They leaked our personal identifiable information to another email address, including the details of our child, and did not do anything about it when challenged. They delayed in responding to all contact and refused to answer directly, deferring to their secretaries who had no jurisdiction in any of the matters. One senior member of staff actively avoided responding and said it wasn't his problem. The head of child and family services avoided dealing with our complaints and the local authority refused to allow an independent investigator to assess our seventeen formal complaints. Instead, the people who were the subjects of the complaints investigated themselves and, funnily enough, declared all complaints to be invalid. The stress caused by their actions led to physical illness, including insomnia, hair loss, appetite loss and anxiety attacks. The EHCP has been left dormant since beginning home education, despite a legal requirement to have annual meetings. All attempts to contact the SEND team have been ignored and no emails answered. The key worker for our child falsified information on the current EHCP (which is 4 years out of date) and dated it to make it look like we had a meeting when we hadn't. We are unable to contact the SEND team for any support as they will not respond to emails and calls. It's disgusting. We have zero SEND support for our son and are having to do everything alone.
Impact on Child	During the two months where they refused to let us deregister, our son became aggressive, tearful, anxious and a school refuser. He stopped eating, wouldn't sleep and would get into fights at school. He finally was deregistered and we found he was even further behind in his education than previously thought, due to lack of support.
Impact on Family	Mental and physical health has been badly affected by all this. No longer trust the local authority to be capable of anything and only engage when absolutely necessary. They are awful people.
Desired Change	Ideally? I'd like them all fired but I know that's impossible. What would be good is if they could be adequately trained in SEND and different educational styles, instead of banging the one size fits all drum. Proper training, smaller classes for SEN pupils and less emphasis on one type of disability. Also, bring back the units for kids with behavioural issues. They shouldn't be in special school - they need specific support, not use resources for disabled children.

Keyword Flags	Communication, Delays/Slow, Failure, Ignored, Isolated, Mental health, Refused, Trust/Distrust, Unsuitable provision

ID: A7b4gBB | LA: Surrey | Submitted: 13/08/2025 21:02	
Type of Misconduct (self-reported)	Delays, being ignored, incorrect information being told.
Experience	My son was permanently excluded from mainstream. Sent to a pupil referral unit which made his mental health worse, left without a school, being ignored by caseworker and their manager
Impact on Child	Emotional distress, refusal of school, mental health decline, huge loss of education
Impact on Family	It's caused my mental heath to spiral, siblings affected not wanting to go to school, arguments
Desired Change	Better communicate, being taken seriously, for them to listen to parents as we know our child best, suitable school placements and not for them to always push for mainstream when it's so wrong. More Sen units and schools
Keyword Flags	Communication, Delays/Slow, Distress, Exclusion, Ignored, Inaccurate, Mental health

ID: 1AKAMYW | LA: Surrey | Submitted: 03/07/2025 20:47

Type of Misconduct (self-reported)	Unlawfully deferring responsiblity to mainstream schools which can't meet SEN
Experience	Sharing our story. My son is on roll with a mainstream who have explained fully and clearly to the LA why they cannot meet his needs and allow him to attend full-time, and yet Surrey named them on his EHCP and have refused my repeated section 19 requests for AP for the vast majority of the school week when he has no provision. Complaint to LGO and application for tribunal submitted.
Impact on Child	loss of education, social isolation
Impact on Family	Mental health breakdown, job loss, social isolation
Desired Change	School places for those that want them
Keyword Flags	Isolated, Job-related, Mental health, No provision, Refused

ID: 44NZkqX | LA: Cornwall | Submitted: 17/08/2025 20:08	
Type of Misconduct (self-reported)	Failed to follow procedures according to education acts in EHCP review. Ignored evidence from a school head that needs cannot be met & refuse to offer therapeutic transitional support to integrate back into any setting unless agree to work towards setting that already highlighted as environment cannot meet need. Consulting process with schools also said they are following a policy that states that no response from a school when consulting for a space with ECHP means the school agree to meet need. No notification or agreement required. In this case the SENDCO was in a transitional phase & the head once readdressed due to me request had concerns, which the case worker communicated to me the head was confident they could meet need, until I actually spoke to them direct & they shared information.
Experience	It's been a very prolonged process, where I have received no support at all since needing to reregister my child. I have written countless emails, I was offered a review for EHCP rather than appeal I hoped this would resolve things quicker. The case worker never followed procedures according to education act & I never even received confirmation or a link to join review until 30mins prior to the meeting. The ECHP remains of no use to my child. I took this to the local mp who was supportive & yet the head of department at LA responded with a very different version of events & facts that were incorrect. Also stated EOTAS was a reasonable request.
Impact on Child	My child has been out of any setting for 2.5yrs.
Impact on Family	Huge loss of income & impact on everyone's wellbeing, to support & enable my child to recover from school trauma.
Desired Change	System that actually supports & listens to parents instead of gaslighting. A system that prioritises wellbeing over funds. A more trauma informed approach with proactive knowledge about nervous system regulation, rather than filling ECHP's with standardised abilist goals that are focused on reactive rather than proactive support. A more in person collaboration is required for individual support earlier for families, rather than pushing children into settings where it can cause harm & waiting for an extreme situation before help is given. More nervous system knowledge & support in settings too. So much change required.
Keyword Flags	Communication, Failure, Gaslighting, Ignored, Inaccurate, No response, Refused, Trauma

ID: NpBxlNj | LA: Cornwall | Submitted: 15/08/2025 20:37	
Type of Misconduct (self-reported)	Completely failing to provide any service. Ignoring me for months
Experience	I'm too traumatised to go over it again but it's the age old story of SEN child, needs not met, EHCP delayed for 2 years, section 19 broken, ombudsman ruled in our favour, etc etc etc
Impact on Child	Massive huge life changing
Impact on Family	Catastrophic
Desired Change	Complete overhaul
Keyword Flags	Delays/Slow, Failure, Ignored

ID: Zjv2QAz | LA: West Sussex | Submitted: 06/09/2025 16:53

Type of Misconduct (self-reported)	Years of no provision of education despite an EHCP being in place. Trying to cease the EHCP as soon as they turn 18 even though my children wanted to continue in education. And can't access education at all without an EHCP
Experience	Trying to cease my both sons EHCP plans two days after they turned 18 telling me to go to social care to get support. One of my children spend 6 months with no provision then another 6 months with no provision with an EHCP despite me quoting the law to the LA.
Impact on Child	Both my boys missed 4 years of their education. At 20 and 18 they have no qualifications and can't get work. Only one remains in education as our LA pushed so hard to cease the others plan and offered nothing for education post 19. Waiting 4 months for EHCP draft/final after AR
Impact on Family	No income - plus I had to claim benefits when they were out of education. Neither got any qualifications and now cannot get jobs as every job wants qualifications have applied for 70-90 jobs for one. I am completly broken and now trying to navigate the benefits system for them whilst seeing the labour party and reform both saying they want to cut disability benefits. If this happens my boys cannot work and will literally starve. Totally let down by education.
Desired Change	Provision of education as soon as a child is out of school whether due to mental ill health/school based anxiety or exclusion. EHC Plans automatically continuing post 18 unless the e young person wishes to cease and more specialist provision post 18 if the government is serious about getting disabled young people into jobs
Keyword Flags	Exclusion, Job-related, Mental health, No provision

ID: rjJDaz5 | LA: Bracknell Forest | Submitted: 13/09/2025 18:35	
Type of Misconduct (self-reported)	2nd submission to this survey to provide an update - LA withholding paperwork and saying certain paperwork is between them and setting only, I can't see it, LA obstructing personal budget request, LA making excuse that delays are because of awaiting panel but then making decisions without a panel anyway
Experience	My child's setting was still undecided on first week of September for new EHCP - LA said had to wait until 15.09.25 for panel decision on setting, despite us naming the school as preference in July and a visit. Caseworkers were uncontactable throughout summer. Some communication but lots of staff absence and training on first week September, so not often available. Sending 2-3 correspondences before replies received. When I took this to director level, suddenly setting was agreed last week without panel. I then Completed personal budget request which I've been asking about since before plan was finalised - form only sent to me by LA last week after plan finalised - I mapped it to EHCP outcomes and section F. LA said would not take to panel, as not matched to section F. When I complained, as it does match and they have a duty to take to panel, they said panel will only ratify it, as I've asked, but they don't need to do this, and the decision will remain the same. I have now asked for panel decision in writing re: personal budget request. They have made it clear they believe they don't need to take personal budget to panel or write to me, but only will as I've requested it. Have said only way the 'no' decision can be overturned however is tribunal. This is the same as having the setting named on the plan. I still have had no formal paperwork to confirm setting. Child has started a provision not named on the plan. The LA have also finalised EHCP without a named setting - setting blank on plan - I am awaiting tribunal. I only have an informal message from LA that they have this provision for a year. When I said I would like formal written confirmation from the panel decision on setting, they said this is only between them and the school, no further paperwork is being sent to me. I have pointed out they are not meeting legal duties. This has taken several emails back and forth. LA has policy against travel funding for over 16 also.
Impact on Child	Delayed start - anxiety, mental health issues Lack of personal budget - missing out on OT, SALT and mental health provision which is holding them back (unmet needs)

Impact on Family	I have further admin - affects stress, health, time for work, socialising, family etc Affects my career and finances as I can't work as much while supporting child I can't work in day due to providing transport for my child
Desired Change	LA following the law and their own policies and procedures
Keyword Flags	Communication, Delays/Slow, Mental health, Statutory duty failure

ID: SCCWmwt | LA: Surrey | Submitted: 2025-08-01	
Experience	I have direct evidence that Surrey County Council have been dishonest (alleged) and illegal (alleged) in their actions towards my son 'J' For our case, they are in breach (alleged) of the children and families act 2014 and SEND code of practice. J's needs have not changed since 2021. He has always needed a specialist placement and has been neglected by the system. Surrey County Council have decided I don't deserve to be told they have no places for my son. I don't deserve any response to my emails. J was first assigned a mainstream place while he was in nursery. I refused to sign the panel decision and delayed his reception start for a year. I found a nursery who was able to support J and get him a better placement in a high coin unit. J is now in year one and has been there since reception. The school have done everything they can but fundamentally they can't change the class size. In December all parties agreed J needed a specialist placement and the panel subsequently agreed without protest. But since then the council has done nothing. None of the schools I requested have heard of J. No school in the county has heard of J. But J's case officer is happy to leave him in a school that has already said they can't help him. He cries everyday and says he can't do this anymore. Why does a 7 year old have to say they can't do this anymore?
Keyword Flags	Breach (alleged), Delays/Slow, Dishonesty (alleged)/Fabricated, Neglect, No placement/No school, Refused, Unlawful (alleged)

ID: EkZ5V2L | LA: Liverpool | Submitted: 14/09/2025 12:20	
Type of Misconduct (self-reported)	Failure to respond , inability to adhere to the law (or just ignorance of the law), delays on delays on delays.
Experience	Large gaps in education for my child , unlawful (alleged) reduced timetables with no plan to increase time in education, tick box , process driven with no regard for what it says in ehcp and no regard for the individual. Deliberate delays to avoid looking at eotas , no alternatives offered when child out of school for long periods
Impact on Child	Child still has ehcp with education goals ... Last time in education was 90 minutes per day for 18 months, and school would call me to collect within this time. That placement finished a year ago . Nothing since . No review of ehcp . La was 'consulting' with colleges within a 100 mile radius apparently. Prior to the 18 months of 90 minutes, out of school for three years. So massive gaps in education, isolation, refusal and increase in negative feelings towards education , so would not engage in 'standard' education now . Needs individualised approach that would need me to re-prove (despite diagnosis and needs being the same as they always were) and then go to tribunal because I already know all the delay tactics this LA throws our way , and then if things were agreed , he'd be almost past ehcp age ...
Impact on Family	Had to give up a career . I was incredibly lucky to have flexibility in my work up until education completely failed my child . Other than the 90 mins sitting in school car park for 18 months (not enough time to drive home and back even if they didn't call me to collect), I have not had any break from care in 5 years . Financial strain , isolation for me as well as my child . I've given up . My son still has an ehcp, it hasn't been discontinued but I don't have the energy to keep banging my head against this wall
Desired Change	Accountability, more options , less need to fight . And dedicated family support , for every family to do all the paperwork and chasing because when we are also sole carer of a child with a lot of needs , you don't have time to do this especially if you have to fit in work as well . Actually a complete change in the system. To work with instead of against . And people with lived experience advising and educating the people making the decisions
Keyword Flags	Delays/Slow, Failure, Financial pressure, Isolated, Unlawful (alleged)

ID: RGZYjW9 | LA: LA Not disclosed | Submitted: 21/08/2025 15:28

Type of Misconduct (self-reported)	delays and unprofessional conduct
Experience	just this week the LA ed psych who recently assessed my son as requiring a bespoke EOTAS package has told me she has been persuaded by a manager within the LA to change that wording as this is not in her remit to advise on. And an amended report reflecting this change has now been issued, meaning that a new round of consultations with various schools will be done to try and find one that can have my son educated by a school based online tutor. A previous consultation could not identify a suitable setting, this is purely being done to delay awarding my son EOTAS and to try and retain him on a school register, for no real reason other than the outdated view that school is best. And, I highly suspect to save money.
Impact on Child	a return of my son's OCD and anxiety, including pacing the house at night and frequent questions and worries. He's had no education for a year and we now face further delays and uncertainty. My son is highly anxious about trying to get back into education and all the time he is in limbo it increases his OCD based fear around being attacked, being unsafe (alleged) and being hypervigilant around the rest of the family and their safety. He cannot begin to imagine a future for himself and he's increasingly scared of failure to get an education and a job
Impact on Family	huge stress on my relationship, exacerbation of my own health issues, anxiety, an inability to reassure my son which leads to everyone at home feeling dysregulated and stressed, siblings included. Me spending hours writing complaints, liaising with my advocates which costs more money and trying to explain the situation to family and friends who really don't understand as well as explaining to the tutors I had lined up when I was assured we were near to having EOTAS agreed
Desired Change	an appropriate escalation of the very serious issues this raises around professional standards within the LA and a resolution of my son's educational provision as soon as possible
Keyword Flags	Delays/Slow, Failure, Job-related, Mental health, No education, Unsafe (alleged)

ID: SCClFel | LA: Surrey | Submitted: 2025-08-01	
Experience	I complained this week that Surrey had breached (alleged) their statutory duties as I hadn't received my son's Final EHCP following a Consent Order > 5 weeks ago. I've sent reminders but they don't get you anywhere. Earlier this year I had Surrey concede just 3 days before tribunal after a year long wait. They had already been barred having failed to respond to the appeal, produce the bundle or engage with the working document/appeal at all until the very end. My son started a new school on Monday but had the offer from a specialist school at the end of June. All evidence supported the need for specialist but Surrey dragged it out with no counter evidence. Case Officer also sent consults to schools telling them they were parental preference when they weren't, and we had clearly named an alternative parental preference to SENDIST. No apology for wilful lying! Apparently a 'standardised letter' can't be amended to reflect the truth! I'm on my 8th SENDIST appeal now as my youngest has also had mainstream named despite 2 parental preference ASD specialist schools saying they couldn't meet needs and I don't even think they consulted with his current mainstream (they haven't shared the consult as requested anyway). I have seen no rationale behind their decision to name mainstream. School/myself requested Alternate Provision for this child but school have apparently been told Surrey will only consider this after an emergency/annual review (which is puzzling as that wasn't mentioned when we put in the request!). I've asked my case officer for feedback re the AP request but not received any. However I have heard that my Case Officer is unable to attend his annual review in March. Surrey previously cherry-picked professional recommendations for this child's EHCP so I needed to appeal to SENDIST to get the EPs recommendations included - obviously Surrey had no evidence to support their position so they conceded but only after wasting months. Surrey are still not providing school with the finances necessary to adequately fund the provision in the EHCP. I have spent more time in appeal for this child than not! Plenty more examples of poor practice over the last few years but too much to write here! Just dug out a list of LA experiences I made last year: Failure to agree to a needs assessment despite me sending clear evidence the legal threshold has been met. Failure to issue an EHCP (despite plenty of evidence and school providing a provision map showing the child was already getting 25hrs 1:1). Repeated failure to stick to statutory timescales. Forcing an appeal for a specialist school despite plenty of professional evidence of need and the support of the mainstream school. Failure to update details in the EHCP after an annual review -Cherry picking professional recommendations to save money- for example they included all the educational psychologists recommendations except the recommendation for full time 1:1 (forcing an appeal). Or in another included several recommendations from professionals but excluded the ones which indicated a specialist provision would be required. Failure to provide OT - child was supposed to be getting 1 hour a week as stipulated in his EHCP but got 0 hours over a year. Poor communication - I've been repeatedly ignored by caseworkers and tribunal officers. For example, it took 9 weeks to get a response from a tribunal officer (and only after escalating it via 'be.heard'). The response then didn't resolve anything - it took approximately 18 weeks for the actual issue I was emailing about to be addressed. LA re-classifying clear complaints as 'enquiry's' and not addressing complaints correctly. The LA were late issuing a Final EHCP after a consent order from the Ministry of Justice. Then emailed the Final with errors in it. Then didn't amend

	the errors when they were pointed out. (Currently late issuing another Final after a consent order). Lack of/late engagement with the tribunal process- for example agreeing the final outstanding issues on the morning of tribunal ahead of it starting when they could have been resolved months before. Or agreeing the working document in July when nothing had changed since the appeal was registered in October and agreement could have been reached without the need for appeal at all if the LA was motivated to do so. (Latest conceded 3 days before the hearing). -It took 6 months and a lot of chasing to be reimbursed £925 I was owed by Surrey for an Educational Psychologist report I sourced for a EHCNA (they agreed to pay as they couldn't book an EP but a change to their internal financial processes meant they didn't pay up for 6 months). Forced my child continue to attend a school that isn't able to meet his needs when a suitable one is available and willing to take him. The issues are not a one off, it's repeated, persistent and wilful failure to help children with SEND. Then they gave the leadership of this complete and utter failure an OBE!
Keyword Flags	Barred, Breach (alleged), Communication, Error/Mistake, Exclusion, Failure, Financial pressure, Ignored, Lied (alleged), Statutory duty failure

ID: LZM54Zp | LA: Southampton | Submitted: 13/08/2025 12:47	
Type of Misconduct (self-reported)	Gaslighting. Labelled as a Vexatious Complainer and Vexatious in LA Tribunal paperwork until a Judge Ordered them to stop using that word to describe a Parent Advocating for their child. Aggressive Legal Tactics, still ongoing. Failing to deliver provision for years. Delays. Lying to Cllrs and my MP when they have tried to help. Failure to engage in the Tribunal Process. Instructing Barristers to represent them at Tribunal. Farcical 2 Stage Complaint purely designed as a delaying tactic.
Experience	Child unable to attend College since 2022. No alternative provision provided. During last Annual Review no suitable College to attend so the LA's answer to that was to Cease to Maintain his EHCP. 18 month wait for a hearing. No alternative education provided during that time. Completed 2 stage Complaint procedure then on to LGSCO. LGSCO closed at once due to being in the Tribunal system. No accountability for this law breaking at all. Hearing on 8th July 2025. We were successful. EHCP to be Maintained and additions made to Section F and EOTIC awarded. Three weeks later the LA have now appealed the decison to the Upper Tribunal and requested a Stay Order so they do not have to deliver the Court Ordered Provison.
Impact on Child	DEVASTATING. All of the above.
Impact on Family	All of the above. Constant pressure and desperation. David and Goliath. Feeling constantly attacked and massive distrust of anyone linked to the LA.
Desired Change	Local Authorities need to be properly held to account for their constant Law breaking. They need to be held to account for their underhanded tactics and how they smear people's reputations and names for purely advocating for their children and young adults. They need to be held to greater financial accountability. My MP wrote in a email to me that he could do nothing to help as they are an Independent body and suggested I go to IPSEA! It's a National Scandal and a disgrace. The lobbying from the LGA is downright distasteful. The lid needs truly blowing off once and for all.
Keyword Flags	Delays/Slow, Failure, Financial pressure, Gaslighting, Lied (alleged), Pressured, Trust/Distrust

ID: MevAERX | LA: Bromley | Submitted: 07/09/2025 16:18	
Type of Misconduct (self-reported)	Delays in annual reviews, delays in sending out draft and final EHCP(6 months), failure to provide adequate education
Experience	Needed EOTAS due to break down of previous placement due to illness resulting in child needing a wheelchair full time and having seizures. EOTAS was given in September 2023 but not explained. A tutor was only put in place in April and was inadequate. She was scared of cats and dogs, did not use correct pronouns and did not arrive with teaching materials. We complained and asked for another tutor. We only got another tutor in September 2024. She was much better but only taught maths and English. She got my child ready to take functional skills in Maths and English in June. This didn't happen in the end because the agency didn't get ready in time. So all the work for the exams was lost. My child's ambition is to go to art college. We found and paid for our own art tutor in November 2024. We asked for a personal budget through emails and the annual review in February 2025. I completed a form from Ipsea in March 2025 to try and get them to give us the personal budget. I was told we could only backdate the art tutoring until March as the other methods I had used didn't count. It took until August for them to agree to a new agency. We now have a new agency and hope things will improve.
Impact on Child	My child has lost time and confidence during this time. He has also lost many opportunities as he is now 19 and so cannot go to lots of provisions. He has had to watch his peers going off and taking up new independent lives while he is stuck. His mental health is fragile and this has been very damaging.
Impact on Family	I am only able to work a few hours a week as managing the situation takes up so much of my time and energy. I'm also unable to take part in leisure activities as my child is home all the time and needs lots of care. My younger son has suffered too as we have been unable to focus on his needs as we are so stressed and tired.
Desired Change	Treating parents with respect. Answering emails within a few days not weeks. Giving more control to EOTAS families to choose agencies that are suitable and competent.
Keyword Flags	Delays/Slow, Failure, Mental health, Suffering

ID: PdBvRPV | LA: Wokingham | Submitted: 13/08/2025 13:49

Type of Misconduct (self-reported)	Delays in ehcp review, sent final ehcp to another parent, never replying to emails, my son was out of school for over a year due to the LA's incompetence. No support transitioning
Experience	I was making calls and emails several times a week. I had to escalate to complaints procedure and then the LGO who found the LA at fault and they had to pay compensation. Still after all of this nothing seems to have changed and they are still ignoring parents and children out of education
Impact on Child	My son had a year out of school. Due to this he has taken some GCSE'S but could have done more and I'm sure got better grades. He finds it very hard to trust people as the people who should have helped him failed him
Impact on Family	So much stress! My mental and physical health declined and had to take days off work
Desired Change	I believe the issues start with the management. No one has been held responsible and the LA has said changes have been made but for the parents they really haven't. I understand the issues with SEND are a country wide thing but other LA'S seem to be managing better than WBC.
Keyword Flags	Delays/Slow, Failure, Ignored, Trust/Distrust

ID: kdROxPr | LA: Wandsworth | Submitted: 13/08/2025 12:20	
Type of Misconduct (self-reported)	* Clear identification of unlawful (alleged) actions under the Children and Families Act 2014 and SEND Code of Practice; * Clinical consensus ignored without lawful rationale; * Failure of provision under Section 42 (non-delegable duty); * Failure of assessment under Section 36(8); * Failure of consultation, engagement, and co-production under multiple SEND Code paragraphs; * Breakdown of process leading to educational and psychological harm;
Experience	Not all therapy delivered and NHS staffing issues used as justification. Not all needs listed on the EHCP to avoid commissioning outside of NHS offer. NHS disagreed with independent reports without alternative clinical assessment to justify why. No co-production No contact during the appeal for six months. Strangers comments on the working document. Appeal position changed without notification or discussion.
Impact on Child	They have not equitable access to education - judged on observations and behaviour with no relation to their neurodevelopment profile.
Impact on Family	Lived under a period of sustained stress and sought help for my mental health.
Desired Change	A resdesign of the system, that ensures children have the foundational skills necessary for higher level learning. My child was said to be in his own little world at 4 and able to focus for 4 minutes. I paid for an independent OT Assessment, learnt they had an under responsive sensory system, made adjustments at home and now they can play for 40 minutes and is a sociable, loving child at 6. If the system had kicked in with this at 4, the gaps in learning would have closed rather than expanded.
Keyword Flags	Failure, Ignored, Mental health, Statutory duty failure, Unlawful (alleged)

ID: XxDpYBY | LA: Surrey | Submitted: 23/06/2025 14:23	
Type of Misconduct (self-reported)	Huge delays in issuing final amended EHCP after AR, therefore withholding appeal rights. Failure to engage in tribunal proceedings, withholding of provision, failure to respond in time to communication, ignoring of LA internal orders after PAP letter from legal department to send department, constant failure to inform family about changing of SEND caseworkers.
Experience	The experiences are ongoing since 2017, and too many to tell without identifiable information, but trust me, the nightmare that is Surrey is ongoing.
Impact on Child	EBSA, financial distress, Anxiety, self harm,
Impact on Family	Extreme stress that lead to physical health issues aka heart palpitations and high cortisol levels (aka high diabetes level) and financial duress for parent. Stressful situations for all of the family.
Desired Change	For Surrey CC to be 100% lawful, at all times. To follow the current legislation, statue, regulations, statutory guidance and case law. Not to make up local policy that does not follow law. For Surrey CC to finally be transparent with their MD meetings, panels and all information concerned. For Surrey to give out the alternative providers list to parents and not hide behind "fake issues".
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Mental health, Statutory duty failure, Trust/Distrust

ID: LZGkXZJ | LA: Surrey | Submitted: 08/07/2025 23:00	
Type of Misconduct (self-reported)	Statutory deadlines missedfor EHCP despite independent specialist reports (brain injury specific) submitted with EHCPNA -parent request. Child Missing education for 13 weeks. Case currently under assessment by Barrister as independent school removed pupil without notice Was told that the LA needed to undertake own assessments for Ed Psyc, OT and SALT. If we didn't agree they would stop the assessment and we would need to appeal which would take at least a year. Despite all the trauma daughter experienced, she works well with all the LA assessors. This is NOT in her best interests but given the threat of having the assessments halted, this was our only option. Daughter commences Yr 11 in Sept 25. LA Ed Psyc raises concerns about clinically elevated levels of anxiety and depression following her removal from school and cannot return to any school placement prior to GCSE'S. She highlights the impact of cognitive fatigue and the effects. LA OT report quite frankly is a total waste of time , resources and cost. Libby can do buttons, roll play doh into a sausage and cut it up. Her independent OT reports advises on the environmental factors, sensory and emotional aspects of brain injury. LA SLT suggests some practical group sessions. The Independent SLT reports describes the subtle blue complex presentation of the higher level language demand across the curriculum and social groups and that this must be supported explicitly with a Neuro-specialist SLT. Panel refuses to issue an EHCP as needs can be met in a mainstream school with no additional support. All LA Professionals direct the reader to the independent reports for completeness if understanding my daughter's profile / presentation. This child is also a young carer under a CiN Plan.....!
Experience	I requested a copy of info sent to Panel. The Recovery Case Worker did respond to my request for a meeting prior to panel. I was optimistic that the case officer had listened to the context / circumstances / complex but subtle needs etc. She reassured me that info presented to panel was based on professional reports.

	Instead, what I read was a misleading "front sheet". This was based on information taken from the schools send support arrangements- which is in dispute and will be challenged via the ICO / GDPR route. Furthermore, the panel receive a "draft" EHCP which is shockingly poorly drafted missing significant swathes of critical information. If panel rely on this over professional reports it is negligent (alleged) of their duty of care to undertake the assessment process in my view. I am wondering if this can be challenged buly whistleblowing?
Impact on Child	Emotional distress, loss of education, isolation, anxiety and depression, declibe in mental health, reinforcement if guilt and feelings of not being good enough. Massive and detrimental impact as having to deal with overwhelming level of responsibility in raising our children without a support network. I have never experienced such total overwhelm.
Impact on Family	I gave up my career, stress is constantly affecting sleep, social groups, isolation, marriage is under great strain, I canot support my elderly mother and rarely see her as I just don't have the capacity. My relationship with my children is hugely compromised as I spend my entire life battling the system. My sin's tribunal was last July. We won all points, bar one. The LA took 2.6 years to resolve it.
Desired Change	Honesty Compliance with statutory duties Transparency MDT meeting arranged outset to understand context of child to create a road map through the system.
Keyword Flags	Barred, Distress, Isolated, Mental health, Statutory duty failure, Threatened (alleged), Trauma

ID: 2ElaDkg | LA: Warwickshire | Submitted: 14/09/2025 15:34	
Type of Misconduct (self-reported)	Failure to follow EHCP Collude with school in not following EHCP Not making school accountable Poor communication, despite complaints and escalation Failure to provide education under section 19
Experience	Failure to follow Section F of EHCP by school and LA. Stated that my child should return to full time education by end of Key Stage 3 (year 9) however within first term of year 8 LA and school were having discussions of child returning. This resulted in high anxiety and suicidal thoughts. School continued to not follow section F, I informed LA but they took no action, resulting in further decline to my child. Annual review held 6 weeks late. Process wasn't followed to gain, child or parents views or that of other professionals. Lack of following Section F has caused a decline in my child and school saying they can't meet need. Resulting in now requiring place at specialist school. We believe if the return to full time education had followed the recommended time frame, child's mental health would not have declined, not would he need specialist school. Being 6 week late had a knock on effect for next school year. Consultations sent to next schools in the summer holidays rather than term time. Communication from LA is non existent and throughout having an EHCP (last 4 years) we have had to initiate all contact and escalate on number of occasions to receive contact back.
Impact on Child	Suicidal and increased anxiety. Not wanting to leave house which feels like is getting worse the longer left without a school place.
Impact on Family	Stress and anxiety
Desired Change	The date above I submitted a complaint. Interim education until specialist school sought. Parental and child preference of school awarded as we know they have places. School held to account. School follow section f for all other pupils, as I know they are not. Too late for our child.
Keyword Flags	Communication, Failure, Mental health, Self-harm/Suicidal

ID: RGLq1Q9 | LA: Surrey | Submitted: 21/07/2025 11:39	
Type of Misconduct (self-reported)	multiple delays, giving misleading information - including of their legal obligations, mulitple failures to respond to communication necessitating repeated emails and having to escalate to senior management and make formal complaints over and over again, failing to pay agreed invoices (until LGO involvement and even then stating they had paid when they hadn't).
Experience	Despite serious illness and disabilities, the LA force me to email repeatedly (and often have to escalate) to chase every single communication. They mislead and delay over and over again. They refuse to recognise reports, and therefore the severity of my child's situation, and often withhold funds and support with no evidence or reasoning as to why. Because of the time and energy spent on dealing with the LA, I cannot work which means there is a further financial burden. This all takes it's toll on our family and our ability to support our child.
Impact on Child	My child has been so distressed by the insecurity around his provision and lessons etc. that it has led to very serious injury, including requiring emergency surgery. They have severe anxiety now and deteriorating mental health, which is documented as being linked to the impact of the LA's failures in dealing with our provision.
Impact on Family	Loss of income and tens of thousands of pounds spent on reports and supports which should have been provided means a huge financial burden, severe stress which may be linked to severe illness in the caregivers, severe impact on a younger sibling as they have to witness their distressed sibling and resources and time for them are scarce, very strained relationships, no semblance of a normal family life.
Desired Change	Prompt responses to emails, honouring their legal obligations, prompt payments,
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Mental health, Refused

ID: ZjGlZKz | LA: Bexley | Submitted: 21/08/2025 12:09	
Type of Misconduct (self-reported)	False Accusations of parental neglect and fabricated illness. I am disabled and my disabilities were used against me /ignored. I was severely bullied (alleged) and harassed (alleged) Because I kept asking for assessments and requested sars for my children's school to refer assess them and applied for ehcps myself I was then set upon by social services and Child protection Forced to attend 3 hour meetings despite having Myalgic encephalitis and not being able to manage long meetings Meetings were held without me and I never had any minutes of any meetings (I recorded them myself in the end) They made me feel suicidal and I have ptsd still from this treatment , years after
Experience	I had to get a send advocate to protect us from the abuse (alleged) and harrassment I have adhd and clearly have similar learning difficulties to my children I told them I struggle with paperwork it made them bully (alleged) me more I was accused of parental neglect s d fabricated illness and had to then endure more aggressive input from different services demanding I jump through hoops and engage with more people During the child protection case we forced the ehcp through and it was awarded and my two children were both diagnosed with 7!! Conditions Adhd ASD dyslexia dyscalculia dysgraphia social communication disorder and even selective mutism!!! How do they miss a child who doesn't speak! I priced that I was right about everything and the case was closed I did not receive a single apology!!! My children both lost 3 and a half years of education All of their assessments happened at 16 and 18!!! Far too late to save their education and support them
Impact on Child	My child is nearly 21 and has not left her bedroom since year 10!! She is selective mute and is now forced to claim universal credit and lwrca as it's proven she's unable to work due to the inability to speak or be any where that there are people She has lost her childhood and now her adulthood She can't access any speech and language or autism support because she was only diagnosed at 18 and was deemed an adult at that point All speech and language should have been done during child hood My son got out of that vile abusive (alleged) school and attends a top culinary college in London with his ehcp in place he can't write spell read properly or organise his thoughts onto paper and has never had any support with this during 11 years of school nor shown how to use a computer, touch type, speech to text But despite this he has passed two years of culinary college with merits and distinctions and is about to embark on his

	3rd year He wd never have got into this college if I had not got his ehcp myself!!
Impact on Family	I'm now severely disabled I've had to claim pip , have a blue badge because I've lost mobility My diagnosis we're all triggered by the abuse (alleged) My daughters been in her bedroom broken for 5 years She sees no one apart from her close family she has to claim universal credit lwrca and I'm applying for pip for her She is weak and sickly and hugely fatigued by doing the smallest thing They've destroyed me as a parent I was fine until this all happened and now my children have to care for me I now have had an adult care assessment and required a PA to support with basic household paperwork I employ a cleaner and gardener using my pip as I can't do the things I used to do
Desired Change	Schools are NOT to be the gatekeepers to referrals for assessments Parents should be able to refer for all assessments and they should be told to apply themselves for ehcps I was told for a decade my children would not get an ehcp I got two for 3 of my children and I ran out of time getting my daughters as she no longer was able to attend anywhere and hid in her bedroom Schools and LA's should be fined for not providing ehcps that are subsequently granted when parents do them LA's should be fined when we appeal and win .. for home wasting and loss of further education Las and schools shd be held accountable for failings
Keyword Flags	Abuse (alleged), Bullying (alleged)/Intimidation, Communication, Dishonesty (alleged)/Fabricated, Ignored, Neglect, Self-harm/Suicidal

ID: RG0eaLJ | LA: Surrey | Submitted: 22/06/2025 19:47	
Type of Misconduct (self-reported)	Delays, lies (alleged), unlawful (alleged) outcomes, not engaging, not paying providers, not providing therapies in the ehcp, not meeting deadlines, not providing education or transport, ignoring emails for months on end.
Experience	It has been hell for the last 5 years working with Surrey. I lost my job and car and my son tried to seriously harm himself on 4 occasions.
Impact on Child	School refusal, now no school, regression, anger, anxiety, mental health issues, suicidal ideation, distress, challenging behaviours
Impact on Family	Loss of income, mental health issues, sibling with anxiety and potentially having ptsd
Desired Change	There is too much to write.
Keyword Flags	Delays/Slow, Distress, Ignored, Job-related, Mental health, No placement/No school, Self-harm/Suicidal, Unlawful (alleged)

ID: VLbQZzy | LA: Hampshire | Submitted: 14/09/2025 14:31	
Type of Misconduct (self-reported)	Autistic child had been school refusing for 2 years at Primary school. They moved to secondary with an EHCP but was unable to attend due to school trauma and anxiety. Despite parents requesting help from the LA SEN and the school also asking for support, none was provided. The LA are prosecuting the parents (no prior fines)
Experience	The threat of prosecution and the court order imposed significant emotional distress on the family who were extremely distressed already. Their child had struggled since 2019 and school refused for 2 years. The parents are working full time and were just about coping. Prosecution forced the mother into depression.
Impact on Child	Loss of education, mental health, depression.
Impact on Family	Impacted career development for parents, mental health on sibling.
Desired Change	Support for SEN parents not prosecution.
Keyword Flags	Distress, Mental health, Refused, Threatened (alleged), Trauma

ID: QKzRRZX | LA: Dorset | Submitted: 14/09/2025 18:20	
Type of Misconduct (self-reported)	Late Not undertaken review on time But communicated correctly Not communicated with college further support Lied (alleged) Delay tactics
Experience	Had to get solicitor to turn around and exclusion decision no help from la
Impact on Child	Child now 20 dismayed distressed by uncertainty Change of personnel Communication style Lies (alleged) Let down Trued to commit suicide due to not understanding why couldn't keep going to college they loved
Impact on Family	All of the above They have life changing injuries We are all ptsd and lives seriously affected
Desired Change	Proper engagement with young person Transparent face to face meetings with staff with training in communicating with send kids and parents
Keyword Flags	Communication, Delays/Slow, Distress, Exclusion, Lied (alleged), Self-harm/Suicidal

ID: zxGyq81 | LA: Surrey | Submitted: 14/09/2025 14:29	
Type of Misconduct (self-reported)	They left key reports and evidence out of our tribunal bundle (I believe deliberately). They used the tribunal as a delay tactic, deciding to concede 2 days before the tribunal hearing.
Experience	Unlawful (alleged), makes me so sad the think all the SEND children who are treated like this.
Impact on Child	Ongoing lack of support, anxiety, emotional distress, uncertainty about the future
Impact on Family	Stress
Desired Change	Just follow the law.
Keyword Flags	Delays/Slow, Distress, Mental health, Unlawful (alleged)

ID: VL16qgM | LA: Trafford | Submitted: 17/08/2025 04:49	
Type of Misconduct (self-reported)	Trafford LA sent a notice of intention to cease EHC plan without any prior discussion with professionals or us which is illegal (alleged). Also tried to reduce support for our son according to RAS resource allocation system which works have cut his respite and outreach by 75%- this was very aggressive and they only backed down with the threat of legal action Support was only every increased when we were in crisis- Always reactive never proactive
Experience	Throughout my son's life, everything has seemed to be a battle. Nothing has ect been offered. We have been told that there is no money for more support until we were forced to consider putting our child into full time care. We were forced to agree to him being a looked after child in other to receive additional respite Additional anxiety and stress for all the family was caused.
Impact on Child	Tried to withdraw funding for 1:1 support which would have resulted in no education placement- another legal battle has to be threatened (alleged) to get them to change their minds
Impact on Family	Huge impact on family Siblings and us subjected to violent outbursts and often hurt Antidepressants prescribed for mother for one very difficult period All relationships strained Social isolation from friends and family
Desired Change	Better communication Proactive support before crisis and a recognition that family are not to blame Social workers who actively listen and help to offer solutions
Keyword Flags	Communication, Isolated, Mental health, No education, Threatened (alleged), Unlawful (alleged)

ID: obVpzXM | LA: Torbay | Submitted: 14/08/2025 21:59	
Type of Misconduct (self-reported)	Forcing mainstream school to take my daughter despite them saying they could not meet her needs
Experience	Just awful. 6 months in a mainstream and it causing her school trauma until she was permanently excluded
Impact on Child	School trauma. Now on a blended timetable and not really getting any education 😨

Impact on Family	I went from working full time to part time and am now her registered carer as she needs alot of 1:1 support
Desired Change	Too much to write and in all honesty I don't think it matters as it won't happen The LA are all about cost and nothing more
Keyword Flags	Exclusion, Trauma

ID: eq0DdO0 | LA: Kent | Submitted: 14/09/2025 13:17	
Type of Misconduct (self-reported)	Breaches of judges orders, multiple delays, failure to respond to communications multiple times, breaches of policy and SEND law, delays in addressing complaints, misleading or inaccurate information, failure to disclose evidence, failure to engage in tribunal proceedings, failure to implement agreed actions
Experience	Over the past four years we have faced repeated delays, breaches of judges' orders, and failure to follow tribunal directions. Communications were often ignored for weeks or months, key information was withheld, and agreed actions were not implemented. Complaints were raised but not addressed in a timely way, leaving us repeatedly stuck and having to chase for basic responses.
Impact on Child	The long delays have meant my child has missed out on timely support during critical stages of education, including transition between schools. This has caused significant anxiety, distress, and loss of confidence. As a family, the ongoing battles have consumed time and energy, created financial strain through extra travel, and placed a heavy emotional toll on all of us.
Impact on Family	The ongoing delays and failures have placed a heavy strain on our family. We have lost significant time and income through extra travel and having to cover gaps in support ourselves. The stress has affected our health and wellbeing, and created ongoing pressure on work and daily life. It has also impacted siblings, who have had to adapt to disrupted routines and the emotional toll of the situation. Parents have separated and one parent experienced burnout leading to job loss.
Desired Change	Accountability and transparency, with consequences for repeated failings. Improvements in timeliness, communication, and compliance with SEND law. Adoption of the social model of disability to remove systemic barriers. Fair compensation for the harm, stress, and loss caused to children and families.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Inaccurate, Job-related, Mental health, Pressured

ID: vGxJgPD | LA: North Tyneside | Submitted: 13/08/2025 19:41	
Type of Misconduct (self-reported)	Schools sending EHCP applications without parental input and including lies (alleged), school disciplinary processes including reports containing lies (alleged), appeals being decided by members of the same board the LEA representative is Chair of, refusal to acknowledge responsibility for provision, school blaming LEA but LEA saying they've delegated to school, refusal to enforce contents of EHCP, refusal to ensure teaching staff are familiarised with EHCP, in general a closed shop of self-protection with the childs needs disregarded
Experience	We fought for an EHCP, we fought for our daughters needs to be recognised, we fought for the EHCP to be adhered to. Schools continually let her down in favour of their heads ego's and elitist aims. Her school effectively refused to educate her, in Y11 she was allowed to study an hour or two a day, and wasn't permitted to sit more than 3 GCSE's (which she'll likely fail as she'd been cast to the sidelines years ago). The excuse from the school being that they were unable to provide an education as required by her EHCP and that they'd informed the school, the LEA's response was simply that whilst it is their responsibility they had delegated the provision to the school, an infernal cycle of denial and finger pointing. Another time she was handled with what we considered to be excessive force, we complained, the investigation was a sham. We were not provided the video footage in order to protect the rights of the staff, despite us not having consented to our daughters image being stored. Their purported incident report was not even compiled on the day of the incident or by a person present. Our complaints were dismissed out of hand without any justification, the appeal was a bigger sham where the lady representing the school was the chair of the committee on which two of the deciding members in the appeal served, and each of them looked me in the eye and stated that they saw no reason whatsoever why anyone might consider their views to be anything other than impartial. A further more ludicrous statement made by the chair defending what we still class as an assault (alleged) on our daughter was she claimed to be devoid of any type of bias at all. It was clear from this beginning that the people dealing with the matter were never going to understand or accept any of the case I would present.
Impact on Child	Complete social isolation, she has now finished school and is ill prepared for the future, she struggled to integrate anyway but now suffers from huge anxiety after having been isolated and sidelined from education. Lost years of education, poor mental health, self harm, risky behaviours, no trust in the system
Impact on Family	loss of income and loss of employment, stress, huge strain on relationships, deterioration in mental and physical well being for parents and siblings, high levels of stress, feeling trapped and without hope,
Desired Change	Firstly acceptance and acknowledgement of failure and deprivation of rights so that my daughter can start to build faith (you can't forgive when the other side isn't sorry and all that). More broadly a system that isn't built to defend

	itself against its failures, starting with true independence where protecting against liability is not a consideration and where schools pursuits of elite performance do not hamper the provision of suitable education for learners with differences. As regards schools themselves, Ofsted ratings should specifically separate SEN provision to give a double rating with the lower rating determining the overall, so a school fostering elite sports and academic achievement attaining "Very Good" but with only "Needs Work" (sorry can't recall the correct wording) for SEN gets an overall "Need Work" rating. This is the only way to get leaders of schools to give focus and resource to SEN provision, the grading system in place has created generations of high ego, "high performer" educational leaders who learn to game the metrics to deliver results with the effect of prioritising the middle and high achieving academically minded kids more so now than 30 years ago, when so much more is know of how to cater for the learning styles of those placed on the fringes by the system .
Keyword Flags	Denied, Dismissive, Failure, Isolated, Mental health, Refused, Trust/Distrust

ID: jaJ6d71 | LA: Hertfordshire | Submitted: 14/09/2025 17:31	
Type of Misconduct (self-reported)	During the EHCP process: - LA consulted with our specialist school of choice as was our legal right, but the LA kept that info from us which we only discovered when we appealed the EHCP. - When our LA finalised our sons EHCP, they left out most of our son's medical and educational history. They only included the last 3 years, which meant that the other 20 assessments and reports prior to that, was excluded until we appealed. They also left out some of what the paediatrician and Ed Psych had put into their reports. - When our son went into ASD burnout 4 months into secondary school and couldn't attend for the rest of Year 7 we continued with our appeal of contents and school. In July, the LA informed us that they were going to concede on the appeal and name our requested Specialist school BUT that in the interests of expediting the process and to ensure our son could start at his new school in September, they suggested we DROP THE REST OF OUR CASE, leave the contents of the EHCP as it was. - That meant our son started Specialist school with an EHCP that wasn't fit for purpose and the school couldn't understand why our son couldn't seem to transition fully. He went forwards then backwards which lead to his 2nd ASD burnout and a total breakdown resulting in near long term hospital admission. - I lodged a formal request for an EOTAS package which the LA said shouldn't be a problem, and I haven't been able to get hold of them for about 4 months! I've just had to email our MP for assistance.
Experience	Just a constant fight for our sons rights as per the legislation, along with all the necessary medical information and school input and support. We constantly gave the LA the benefit of the doubt but kept finding out new information about what they had failed to do or had done wrong according to the law.
Impact on Child	School refusal, bullying (alleged), lack of support at schools due to lack of information provided in the EHCP, total ASD burnout and regression of mental health, leading to suicidal thoughts, low self-esteem and a total lack of belief in oneself despite achieving all SATS results a short time before, masking of his needs which contributed to causing burnout, loss of education, social isolation, impact on sleep, and regression of OCD to the point it was 2 years prior.
Impact on Family	Total loss of income for one parent which lead to needing to move house, going into financial difficulty, impact on mother who had to become full time carer whilst also parenting 2 other neurodivergent children. Strained marriage, deterioration of mental health of every family member, deterioration of childs relationships with siblings, siblings needing therapy to cope with the stress, physical health of parents worsened causing obsesity and depression.
Desired Change	- Believe parents, don't gaslight them. - Follow the law, adhere to timelines. - Put the child first, always.

	- Improve communication with the parents. - Receive further training about neurodivergence and burnout. - Look at the whole picture, depriving a child of what they need only leads to diminished mental health, impacts parents ability to work etc. This impacts the health system, unemplyment rates and payments and ultimately the economy! Work together as a co-hesive governement not just separate portfolios.
Keyword Flags	Communication, Exclusion, Failure, Financial pressure, Gaslighting, Isolated, Mental health, Self-harm/Suicidal

ID: PdBQkWe | LA: Calderdale | Submitted: 16/08/2025 08:09

Type of Misconduct (self-reported)	Delays. Failure to respond to emails or phone. Using tribunal as a delaying tactic.
Experience	Son could not attend school. LA continued to list mainstream school on EHCP despite it being unable to meet his need (it was clear from needs listed in EHCP and the school agreed).
Impact on Child	Son wasn't in school for a year and a half. Suffered school trauma. Massive impact on his education.
Impact on Family	Single mother. Unable to work. Poverty. Stress.
Keyword Flags	Delays/Slow, Failure, Suffering, Trauma

ID: 1ADkKlp | LA: Wiltshire | Submitted: 05/09/2025 19:49	
Type of Misconduct (self-reported)	Delays Parent blame Trying to force access to my child via the tribunal service going against the guidance of their professional bodies Using tax payers money to contract barristers to go up against me in court Barristers who were aggressive and bullyish. Weeks without response to emails Still not providing all of what they should be in section F over a year after tribunal.
Experience	5 years of fighting for my child's right to a suitable education. 2 tribunals and his ehcp is still not fulfilled. Throughout the process they have tried to blame me as a parent.
Impact on Child	My child who was 6 at the time said to me "mum if I could just go to school would you not have to do all this work", he felt a massive burden to me as it was hard to hide the emotional toll when the LA were being so bullyish all the time. He has lost out of education as a result
Impact on Family	I have been left very traumatised by it. I can no longer manage conversations or meetings with the La without huge amount of anxiety and often stress responses meaning it can take me days to recover.
Desired Change	Responses to emails Stop bullying (alleged) parents Their so called "professionals" being trained and fully independent (mostly their assessments tow the line of the LA and are all about saving money and not about meeting the child's needs) Free legal support for families- seems unfair that they fight families with public money while families are left with no support or paying for private support. Education system to be less rigid in it's approach
Keyword Flags	Delays/Slow, Mental health

ID: SCCMTj6 | LA: Surrey | Submitted: 2025-08-01	
Experience	There really is no hope for our children in Surrey let alone the parents and families. Councillors ARE very aware of the appalling experiences but only a few of them are willing to speak up. CHILDREN ARE DYING! Surrey move the blame/ funding/ responsibility / focus another agency. MINDWORKS [Neurodevelopmental Pathway – see earlier footnotes in Testimony 5] are just as awful alongside Social Services. EHCPs were brought in for ALL services to work together to support a child but just as the MPs have said in their letter, Surrey use blame culture to pass the buck. Surrey's percentages are skewed because the ONLY reason things look better [Surrey County Council persist with claiming things are improved because their timeliness of issuing EHCP has improved] …is because it's worse for the child and families. Children are having provision agreed and then removed unlawfully. Provision has been taken off or not amended and parents are told here is your plan, go back to tribunal -we don't care, we got the plan out in time so our figures look good. That is if you can even have a conversation with a case officer. THIS IS HOW YOU GOT THE IMPROVED DATA! In 2017 I applied for my 1st daughter's EHCNA - it was complete in 20 weeks, [how the EHCP Statutory Framework was designed] and we only had a few bits to address at the very end with a tribunal. 2nd and 4th EHCP Application took 5 years ! 3rd child I'm not finished 2 years and counting. 10 tribunals!! Surrey lost them all [Surrey County Council have lost all cases for this family that went to a tribunal hearing] and conceded more beforehand. My journey is long and harrowing, one no one can bare to hear. You talk about improvements… this is the reality it's getting worse. This photo shows you what your 'improvements' look like [The redacted image depicts the author's child in intensive care following a suicide attempt, linked to the withdrawal of agreed educational and therapeutic provision. The image has been removed to protect privacy but has been verified for the purpose of this submission]. WE were talking seconds or she would have been another Coroner Report. Outcome would be just the same as previous ones*. Yet despite this, Surrey for no reason decided to pull her education and support provision at Annual Review, ignore tribunal orders then after PAP letters agreed it BUT for whatever reason the day before she was due to return due again took away her provision**. What is more unbelievable is that we had multi agency meetings with over 15 people attending promising things will change [ahead of this course of events], just give them one more chance (but don't ever forget you are too blame mum for her being in this state) and support will be ready. Because this time , her 12th suicide attempt because she feels there is no hope and she is not worth being helped because she's not a good enough person because all she wanted was to be educated, medicated, live a life. Now it's all too late. *This refers to three separate Coroner's Reports issued in the last three years, in which Surrey County Council's handling of special educational needs provision was identified as a contributing factor in the death of a child or young person. These Prevention of Future Death reports are public documents issued under Schedule 5, Paragraph 7 of the Coroners and Justice Act 2009 ** In this particular case, verified details confirm that the child had a named place at a therapeutic educational setting, which was withdrawn by Surrey County Council following an Annual Review — against professional recommendations. A Tribunal ruled this action unlawful (alleged) and ordered the provision be reinstated. SCC then failed to comply with that order until served with a Letter Before Action. Despite agreeing to

	reinstate provision, the Council withdrew their agreement again the day before the child was due to return to the specified placement. The child later attempted suicide.
Keyword Flags	Failure, Ignored, Isolated, Self-harm/Suicidal, Statutory duty failure, Unlawful (alleged)

ID: zxq8XN1 | LA: Surrey | Submitted: 22/06/2025 21:19	
Type of Misconduct (self-reported)	Tribunal directions/deadlines ignored by LA. Working document not provided to parent as per Tribunal direction. Unlawful (alleged) action to remove a young adult (non verbal with no Mental Capacity) from their 3 year college placement (5 months after commencement), without consulting anyone that knew the young person at all. Telling parent the YP would have to move home unless the new supported living arrangement was actioned. No discussion with: the college (3 year residential contract in place with SurreyCC), the YP advocate, parent or any carers, or Surrey SEND department it seems. Extremely poor communication from Social Worker (ignored parents emails asking what was going on and why, when YP was doing well at college), caused extreme stress and trauma to parent. No regard for Best Interest, clearly a financially motivated plan between Transition Team and Brokerage, but no clear explanation given.
Experience	My experience as a parent of 2 severely disabled children living in Surrey is of on going abusive (alleged) behaviour, that has been continuous over the last 19 years. It has left me traumatised and depressed and anxious. Surrey has no regard for the effect this behaviour, over decades, has on the lives of families who are totally reliant on the LA for the needs of their vulnerable children.
Impact on Child	2 of my children is too disabled to understand this, luckily.
Impact on Family	The way I am able to parent my 4 children has been deeply impacted over the years. I haven't been able to be "a mum" to all my children as so busy being a carer, nurse and advocate for my disabled children. So much of my time, energy and emotion has been spent dealing with Surrey County Council, it has massively affected our family. Also, not having care and education needs met (as was the LA's duty) dictated the quality of our lives on a day to day basis and in the long term (throughout my children's childhood) and now into adulthood. The personal financial cost of Tribunals was over £60,000 (10 years ago) and have had 3 further Tribunals since then. My marriage broke down as a result of the strain on the family and the difficulties coping. My older children have been deeply affected by being unsupported young carers throughout their childhood. My mental health has suffered enormously as a direct result of the continued battles and legal challenges I have been forced to face to get the LA to acknowledge it's duty to my disabled children and my family as a whole. The cumulative effect of this has broken me and I have lost all respect and trust for Surrey County Council, as it never improves; just keeps causing more difficulties and upset for my family. I see no end to this abusive (alleged) relationship and no way out, because of our reliance on the LA.
Desired Change	Trauma informed working for all Surrey Employees especially in SEND and Social Care departments. Surrey to follow SEND law and Code of Practice.

	Surrey Social Workers to be trained in Care Act 2014 law and Children and Families Act, and work within those laws. Better communication guarantees, work with parents not against them. Stop gaslighting parents. I'm fed up of giving my time in "consultations" and being ignored and not listened to by Surrey, consistently over 2 decades.
Keyword Flags	Abuse (alleged), Communication, Financial pressure, Gaslighting, Ignored, Isolated, Mental health, Statutory duty failure, Suffering, Trauma, Trust/Distrust, Unlawful (alleged)

ID: XxDjLyP | LA: Surrey | Submitted: 23/06/2025 16:13	
Type of Misconduct (self-reported)	Delay over legal timelines with no explanation or apology. No contact from case worker. Case worker left and we weren't informed. New case worker appointed and we were not informed. Messages not answered or responded to. Telephone appointments made with Surrey not attended with no apology. Finding a specialist setting was entirely left to me, no contact was made by case worker at all.
Experience	My daughter was out off school for 5 months with 3 lessons a week online in the final 4 weeks. Her EHCP application severely went over government guidelines. No contact was made with any updates. Her caseworker NEVER responded to messages and couldn't be contacted. The caseworker left and I wasn't informed. A new one was appointed and I still wasn't informed. Ed Psych appointment was severely delayed as they didn't have one. When they finally sorted it she was already out of school. Finding a school for my child was left up to me. No consultation was made on her behalf.
Impact on Child	My daughter still hasn't recovered from her time out of school. It took nearly a year to get her EHCP assessed and written. Her anxiety around school is massive and still she struggles.
Impact on Family	I have had to reduce my working hours to support my daughter as I couldn't hold down a full time job and manage all the paperwork and stress that comes with having a child with additional needs. This comes at a financial loss. My youngest daughter also has additional needs and she struggles to cope with the experience her sister had. She

	worries about attending school and is now having therapy herself. We have had to put in place therapy to enable her to cope with her experiences of school. My own mental health has suffered due to the constant battling with Surrey We are currently trying to sort her transport to enable her to attend sixth form.
Desired Change	Timelines adhered to Better communication Understanding of the anxieties these issues cause family Regular - or at least some! - contact from caseworker- I still don't know the name of ours! To feel like we're being supported and not fighting against something all the time! To be kept up to date with events. To feel like they care about our children. Consequences when these aren't met!
Keyword Flags	Communication, Delays/Slow, Financial pressure, Job-related, Mental health, Suffering

ID: zxGMbYa | LA: Peterborough | Submitted: 14/09/2025 20:33	
Type of Misconduct (self-reported)	Delays, failure to respond to communication, failure to include professional recommendations
Experience	I applied for an EHCP for my twins both non verbal and very high needs, they refused to assess them, we went to tribunal and they conceded and assessed. They failed to respond asking for OT as part of the assessment so we got a private OT assessment. They have refused to include the OT recommendations in their EHCPs. They are now late in completing annual reviews. We asked for specialist placement when the EHCP's were issued and told there were no places. By the time reviews are completed school places will already be allocated for next year.
Impact on Child	The main impact in being late to review is it jeopardises us requesting and obtaining specialist reception places despite having an EHCP 18 months before being due to start school. One of my children is demonstrating such severe meltdowns where she head bangs and punches herself in the head which the current mainstream setting are struggling to manage. They are not making very much progress as we are self funding OT and SALT for both children and are limited in what we can financially provide to support their needs.
Impact on Family	Stress of not knowing if they'll have a school place. Planning and informing work I may be unable to continue working if they do not get school places. Financial stress in paying for OT and SALT privately to support them and an advocate to support in the now delayed reviews to get the right support included and with the view we might have to go to tribunal again. Having to leave work early frequently due to current setting being unable to cope when both are in meltdown. Physically they are difficult to manage and we get very little sleep the added stress from all this does impact our mental health and relationship.
Desired Change	I'd like them to have the child's best interests at heart. To meet their statutory duties in a timely manner and not act inappropriately by ignoring professional advice from the EHCP.
Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Ignored, Mental health, Refused, Statutory duty failure

ID: RGbMbPv | LA: Devon | Submitted: 14/09/2025 15:28

Type of Misconduct (self-reported)	Delays
Experience	It took 8 months for my daughter's EHCP to be finalised by which time her attendance at school had significantly decreased and her anxiety around School had significantly increased as a result of her needs not being met. She is now not in school and we have an early annual review arranged.
Impact on Child	Mental health difficulties including anxiety, depression, self harm and suicide attempts. This all led to school refusal, a loss of education and loss of Social connections with her peers. My daughter is now in year 11 and currently not attending school at all. She started year 7 and 8 keen to learn with all predicted grades 7 and above. After years of her needs not being met and delays in her EHCP she has been too traumatised by her experience to return to school. She is attending CAMHS and her mental health has now begun to improve and she is on antidepressants, but the impact on her and her future has no doubt been significant.
Impact on Family	This had impacted on family income, relationships and the mental health of the whole family.
Desired Change	Quicker support for children and better understanding, so that difficulties do not escalate. My daughter's aspirations now seem unachievable and she has been left traumatised by her school experiences. I feel this could all have been avoided if her needs had been met.
Keyword Flags	Delays/Slow, Mental health, Self-harm/Suicidal

ID: obVNq6e | LA: Wokingham | Submitted: 16/08/2025 10:24	
Type of Misconduct (self-reported)	delays, misleading information, failure to engage in tribunal proceedings, aggressive legal tactics, misrepresentation or withholding of evidence, harassment (alleged), failure to respond to communication, failure to provide tribunal agreed provision, constant changing of demands and goal posts, team co ordinated effort to intimidate, bully (alleged) and harass, use of tools like education welfare officer, social services to bully (alleged), intimidate and harass Misuse of public funds and office Abuse (alleged) of power. Misuse of public office. The LA consistently disregard laws, there is zero oversight, the LGSO is mere lip service, the tribunals are agreeing to la demands with no evidence, LA instructed professionals completely disregard laws and professional requirements. The entire system is awash with blatant disregard of laws, professional requirements across all sectors - law (tribunal/courts), health local government.) Every sector involved is complicit in the abuse (alleged) on children and families LA instructed OT, SLT, EP - all typically NHS employed and / or LA employed. However, all work illegally to provide false and/ or inaccurate reports, resulting in needing independent reports. Families are threatened (alleged) with malicious safeguarding referrals with the end point of having children taken away and prosecutions potentially. All this is malicious abuse (alleged) of power and public office. The LA consistently disregard laws, there is zero oversight, the LGSO is mere lip service, the tribunals are agreeing to la demands with no evidence, LA instructed professionals completely disregard laws and professional requirements.
Experience	Services appear to be designed to annihilate family life, to get rid of demand through parent blame, parent incrimination The entire system works synergistically against parents and children to get rid of them.

Impact on Child	Downward decline in all meadureable areas. Constant malicious social services referrals with nothing ever being found and case supposedly closed.
Impact on Family	Constantly living in fear of what will happen next. Constant malicious social services refer Fear of LA taking more heinous steps and strategies to cause more harm.
Desired Change	LA abuse (alleged) of power must stop. Illegal (alleged) behaviours must stop. Widespread bullying (alleged), intimidation, harassment (alleged) must stop. Laws cannot be cherry picked to constantly disadvantage children and families.
Keyword Flags	Abuse (alleged), Bullying (alleged)/Intimidation, Communication, Delays/Slow, Failure, Inaccurate, Misrepresentation, Threatened (alleged), Unlawful (alleged)

ID: xXN9K4o | LA: Hertfordshire | Submitted: 13/08/2025 13:20	
Type of Misconduct (self-reported)	From “agreement to assess” my son for his EHCP, it took 12 months for my son to receive it. I was consistently ignored when I emailed or rang and left messages asking why there was a delay. No explanation was given or formal apology despite my complaint to managers. By the time the EHCP was finalised my son had hit crisis point and was no longer attending school (he hadn’t been attending for months by this point). His mental health was in tatters from autistic burnout and the support offered via his EHCP was too little too late. It may have been helpful if it had been done within the legal time frame of 20 weeks and I can’t help but feel things may not have got as bad as they did if they’d been done in the correct timescales. I feel so let down. My son has never returned to school since due to the trauma and does online learning at home.
Experience	Please see above.
Impact on Child	As above. Detrimental impact on his mental health. Impact on my mental health as his parent seeing him like this and getting no support. The lack of communication was astounding and we were outright ignored when we chased things. My son now does online schooling at home which is isolating. His anxiety became so severe he was unable to attend school in any capacity and it took him months to recover.
Impact on Family	I had to give up work. I am now home full time with my son. The loss of earnings that comes with that plus the impact on my wellbeing by not being able to work anymore. I am tied to my home .
Desired Change	Communication with parents. Listen to parents. Explanations for delays which in my son’s case were totally unnecessary. It’s like no one knows why it took a year.
Keyword Flags	Communication, Delays/Slow, Ignored, Mental health, Trauma

ID: xXRjWD9 | LA: Leeds | Submitted: 14/09/2025 12:35	
Type of Misconduct (self-reported)	Annual reviews never taking place. Naming a school that cannot meet needs. Parent blame. Appealing tribunal. Changing caseworkers but not telling us
Experience	Useless caseworker after caseworker
Impact on Child	No appropriate school place ever One finally on EOTAS
Impact on Family	Siblings struggling My mental health gone as sole carer who cannot open her living room curtains Have to have help getting sibling to school
Desired Change	Consistent caseworker Less parent blame Understanding EOTAS is a last resort but sometimes necessary
Keyword Flags	Mental health

ID: ja9XAW9 | LA: Nottinghamshire | Submitted: 15/08/2025 18:33	
Type of Misconduct (self-reported)	Our LA has withdrawn my sons EHCP, and not provided alternative provision
Experience	My son is 20, and over the last 20months his health has declined, making it difficult him to go on transport and access a full day at an SEN college I withdrew his place in May and researched and priced an alternative provision in our home setting I had a call from the ICDS team, informing me that they are going to close his EHCP, I told them no, as the provision in suggested hasn't been been put in place, and he's still allowed the Igaze sessions to start again (September) at home She said from their side, there's no more input.
Impact on Child	Social isolation Lack of education, stimulation No consistency of the Igaze, after the college said he was doing well and progressing Anxiety Boredom Hes at home 24 hours a day every day
Impact on Family	My mentahealth is in shreds His health needs are extremely demanding I'm constantly asking the LA for updates I'm worried and confused at the status of them saying his EHCP is no longer in place My husband works away Monday to Friday, it's caused a huge strain on our relationship and although I have PA'S, I'm absolutely exhausted, doing his overnight health care needs on my own, and then trying to keep him happy and stimulated during the day My older sons are incredibly upset when they come home to see our son like this, isolated, bored and fed up
Desired Change	I would like them to keep the EHCP and provide funding so I can put in place a home provision and agree to funding to enable more support to meet his and my needs. We're paying for one therapy (music) ourselves
Keyword Flags	Exhausted, Isolated, Mental health

ID: xXp8V0J | LA: Surrey | Submitted: 22/06/2025 21:37	
Type of Misconduct (self-reported)	Delays Withholding evidence from schools Ignoring all complaints breaching time guidelines case officer refusing to contact me case officer being so bad at his job that he was banned from my child's special school from attending the special school - LEA did nothing about this
Experience	There are no academic special colleges in Surrey that are state-maintained for pupils with EHCPs who wish to do A Levels. But there are non-maintained s.41 schools that cost more. Surrey did everything they could to avoid naming the one suitable 6th form, including suggesting a school in Sutton (London) that had a unit that she couldn't attend due to her age, suggesting a special school in Kent (3 hours drive per day) for students with behaviour problems (which she didn't have), suggesting schools that were full, suggesting schools that dealt with GCSE resits for those that had failed their GCSE's (there was no evidence at that time that she would fail her GCSE's), suggesting special schools that were the wrong type of special schools. They had reports disclosed to them that they withheld from all the schools they consulted with. The schools found out about this and withdrew offers/ refused to make offers. in 14 years, only 2 annual reviews were attended by the case officer at the time. When I made complaints, they were ignored; if I emailed, I was ignored; if I rang them, I was ignored. They breached (alleged) the time guidelines by months. They refused to update her EHCP, refused access to professionals to get access to updated reports (such as EP/OT etc). But that came back to bite them as when I started tribunal proceedings, all the paperwork was 10 years out of date and the tribunal officer had to order them all, and they had to be completed in 10 days before she left that school for good. Surrey had no school place to offer her by the summer holidays, and still took another 4 weeks or so to concede before the tribunal date. After she left the school that was the subject of the tribunal, they wrote to me some months later and said that they couldn't find her in any of their schools, and did I have any idea where she was now? I replied and said If you actually read her last review, you would realise where she is now (University). They didn't reply to that email. This is not the first disagreement I have had with them - one time was when they refused to update her EHCP with her diagnosis until I made them do it. The other time, they said she wasn't allowed to have speech therapy as it was expensive, but if I served them with tribunal paperwork, they would allow it (served them 2 hours after that conversation, and they back- tracked by 9 am the next day).

	She is now doing very well (despite the LEA's attempts to stop her from going to the one school that could help her). She has a BSc, is doing an MSc, and is about to apply to do a PhD this week.
Impact on Child	At the time, it caused a great deal of stress due to the uncertainty regarding which school they would attend
Impact on Family	loss of income stress for me , and impact om my physical health
Desired Change	That they (Surrey LEA) be put into special measures, and new people appointed
Keyword Flags	Breach (alleged), Delays/Slow, Failure, Ignored, Job-related, No placement/No school, Refused

ID: kdRvN6j | LA: Staffordshire | Submitted: 14/08/2025 04:46	
Type of Misconduct (self-reported)	Delays, incorrect information given, refusal to assess even though had autism diagnosis. Draft EHCP missing huge areas of info, other info copied and pasted in to wrong sections. Mainstream school said couldn't meet need and that draft EHCP tried to mislead about level of support required, got named as school in EHCP by LA. Had to use lawyers and go to tribunal to appeal. Case worker said they have 2 mins per child for discussion at each review meeting. Admitted hadn't read all info submitted and said they thought we had just had bad transition and so wanted to pull her from mainstream when evidence showed she had been struggling for 4 years.
Experience	As above.
Impact on Child	She was out of school for 2 terms, has suffered with extreme anxiety, self-harmed and had very poor mental health.
Impact on Family	We both had to reduce working hours for practical impact and has had a huge toll on my mental and physical health.
Desired Change	A system where parents are believed and heard.
Keyword Flags	Delays/Slow, Inaccurate, Mental health, Suffering

ID: Ekb8Qzr | LA: West Sussex | Submitted: 13/08/2025 10:24

Type of Misconduct (self-reported)	The Council failed to: a) send a final Education, Health and Care (EHC) plan within statutory timeframes; b) hold an annual review within the expected timeframes; c) provide provision named in the EHC plan; d) reimburse the same fuel costs that it reimburses its staff; e) provide free school meal equivalent while no school place was provided; f) respond to a financial payment it said it would consider as part of its complaint response; g) complete actions from the complaint response; and h) poorly communicated and delayed in responding to her complaint.
Experience	Lack of suitable training and provision has meant my son has not had a suitable school place for most of his school experience- 3 primary schools, part time from Year 4, horrendous SEMH school experience Year 6 and 7, no school provision since, refusal to provide interim and EOTAS for a couple of years, refused to listen to professionals saying he cannot manage school after the SEMH experience. Now on EOTASC at 18.
Impact on Child	Bright YP who learned until he went to school, where the barriers blocked progress. CPTSD from his school experience impacts on his everyday life, at 18 requires 1 to 1 supervision at all times. No qualifications, huge distrust of people, socially isolated as a consequence as he cannot feel safe with others. Will need long term care, costing the LA so much more than if they supported well from the start. (EHCP from Year 1 but schools not equipped, and certainly not trauma informed.)
Impact on Family	I gave up my teaching career, I have been unable to contribute to my pension for many years so long term affected financially. Now a single parent on benefits. I live with huge stress 24-7, 365 days a year, some respite funding now but not enough to enable me to work. No social life, no ability to 'self care' exercise etc so impacting my physical and mental health. Also worries for the future as I cannot provide this level of support for ever, no plan B.
Desired Change	LA's forced to keep the law, if I broke the law when teaching I would be sacked, how can LA's be allowed to do so time and time again. Also LGSCO remedies need to be a deterrent, I won recently but the LA saved hundreds of thousands by their delays so it is still in their best interests to do nothing or delay. Our children are paying the price. LGSCO reports are good evidence of unlawful (alleged) LA practice time and time again.

Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Isolated, Mental health, No placement/No school, Refused, Statutory duty failure, Trauma, Trust/Distrust, Unlawful (alleged)

ID: Bzb00rR | LA: Oxfordshire | Submitted: 14/08/2025 06:30	
Type of Misconduct (self-reported)	The LA and school manufactured an unlawful (alleged) internal exclusion of my son. They put him in a portacabin n school site for the whole of the school year and sent tutors in every day to teach him alone. He has no behaviour needs. Or lurgies. They told the tutors my son was not on roll at the school but he was /is.
Experience	The school claimed unable to meet needs. Despite (months previously requesting additional funding in order to meet his needs. We thought everything was in place for September. But when the new school year started, we were told the funding had been removed and there was no provision at school anymore. Then a few weeks later they decided he could go to school but only in the portacabin.
Impact on Child	Mental health harm. How his peers perceive him changed.
Impact on Family	We have lost all trust in the “professionals”. We tried to get help from my son’s medical team and they sided with the school. It’s like everyone just got in line and looked the other way.
Desired Change	Accountability. At the top. They hide behind panels and each other.
Keyword Flags	Exclusion, Isolated, Mental health, No provision, Trust/Distrust, Unlawful (alleged)

ID: SCC9z4j | LA: Surrey | Submitted: 2025-08-01	
Experience	Last year no school place… fine it happens. Got my son an independent [he's in] year 7 now This year daughter's Year 6. Begged case worker to not let this happen again but it did .. worse they consulted one school in October who was full, then didn't bother again. Worst, they have then lied (alleged) in court letter saying many schools have been consulted- got my SARs but it's made me sick what they have done.
Keyword Flags	Lied (alleged), No placement/No school

ID: 2Ex7qpj | LA: West Sussex | Submitted: 14/08/2025 08:09	
Type of Misconduct (self-reported)	Delays, EHCP taking over a year. Not responding in time given by Tribunal. Omitting evidence from the EP report so it reads as mainstream. No education for 2 years. No eotas or AP offered.
Experience	Asked school for help for years. Cumulated in complete shut down. Got an autism diagnosis at 14 even though there were issues at age 8. They were let down at every stage. Had to apply for ehcp myself over a year on and still not sorted out college. Shoukd be starting in September but Tribunal date not until October.
Impact on Child	In complete Autistic burnout. No GCSEs, even though they are highly intelligent. Mental health very poor. Doesn't leave the house. Doesn't know what their future is. Suicidal.
Impact on Family	Mentally draining. Stress related illness . Constant paperwork , emails, meetings. No help
Desired Change	The LA abiding by the law. They need to understand the impact this crisis is having on children and parents. The Government needs to LISTEN.
Keyword Flags	Delays/Slow, Mental health, No education, Self-harm/Suicidal

ID: rjJaOy2 | LA: Leicestershire | Submitted: 14/09/2025 14:01

Type of Misconduct (self-reported)	Complete lack of communication. No response at all.
Experience	We were due a yearly review in February and still have not had it. Our daughter is now 16years old and the EHCP needs changing to be appropriate. We have contacted the LA 6 times and have not got any further forward. We have been waiting. It's 7 months late. Bearing in mind it took 1 1/2yrs to get the EHCP so the information was very out of date already.
Impact on Child	It has meant that no support has been given to our daughter. Her mental health was deteriorating dramatically. We have had to pay for special needs assessment, support and mentoring.
Impact on Family	This has caused immense strain, I can only work part time and my husband has to work at home when I go to work. The system does nothing to help SEN children and families at all. It is a constant battle to even get what we are told is expected.
Desired Change	Open honest communication. If a service is not available due to funding or resources. That is would be communicated. For the LA to communicate full stop, would be helpful. We do not know what is happening at all? We have been told she should have an EHCP that is changed due to her age, to meet her needs.
Keyword Flags	Communication, Mental health, No response

ID: D4xKLWp | LA: Cornwall | Submitted: 14/09/2025 12:57	
Type of Misconduct (self-reported)	Failure to respond to communication, unethical management of EHCP process in order to avoid delays, failure to meet Section F of EHCP
Experience	My daughter has been out of school for five months. The EHCP process started when she first became unable to attend school due to mental and physical health reasons. It was identified by professionals that my daughter had significant sensory difficulties and therefore was in desperate need of an OT assessment to support what provision would be needed in section F. Despite repeated requests for this assessment as part of the EHCNA, this was ignored until the deadline for the EHCP had passed. We are still waiting for this assessment now, and so limited sensory provision has been detailed in my daughter's plan. Sensory challenges have been identified as a huge part of her difficulties and therefore we do not have a full plan that details all her needs. The EHCP has also been finalised without our agreement and named an inappropriate setting that my daughter is unable to attend. We now have to go through the stressful process of appealing as we have not been given enough time to research suitable settings, in the meantime my daughter continues to be unable to access education.
Impact on Child	Severe anxiety, emotional distress, no education for five months and counting, social isolation, physical health concerns, inability to engage in learning due to anxiety caused
Impact on Family	Loss of job, reduced income, severe detrimental impact of emotional well-being of her sister, parent signed off sick from work with stress, mental health issues for both parents
Desired Change	Do not unlawfully name a setting that has already clearly specified it cannot meet needs - through clear written evidence! Better communication and support through the process Quicker response to professional assessment request - we had evidence back in May 2025 that an OT assessment was urgently needed and it still has not been done.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Isolated, Job-related, Mental health, No education, Unsuitable provision

ID: RGBb7Dd | LA: Essex | Submitted: 13/08/2025 21:41	
Type of Misconduct (self-reported)	*With holding info In a SAR * From sar professionals stating only offer training if the privately paid professional by parents insists on the training - despite it being needed in EHCP * Failing to ensure provisions are given in section F - when officials complaints made we are told we need to take it up with the school. Despite the LA having the absolute duty to ensure the provision is in place. What happens in this case they will send in one of the inclusion reps who go in and say there are no issues and will become aggressive with parents and gang up with school to silence parents . This has resulted in not getting provision , relationships with school breaking down and parental blame * having the head of council staying in a reply letter to tribunal myself and my husband are abusing and neglecting our child as we have highlites the wrong doing (to which a follow apology has been received) * complaint to ofsted over safeguarding, child being allowed to leave classroom when should have had 121 .. as the child had send complaint got sent to SEN department at LA who swept it under the carpet , meaning no positive changes could be made. They said parents were being supported, all we got was parental blame, hostility and being told we are making issues up with child for attention- (this was on SAR) * delays to EHCP finals * leaving communication right until 1 day before tribunal , causing much stress to go through documents in such a short space of time * going through the tribunal process and then child not getting provision as there's not enough funding for it . LA are saying the school need to do more
Experience	As above Extremely poor Abusive (alleged) , has caused trauma and fear about unfounded accusations of abuse (alleged) when if LA looked at evidence they'd see the school and themselves are guilty of this. We were punished for standing up for legal rights. We have given up as we know provision will not be given . But you continue to put so much effort in , in hope and fear with Sen support it will be even worse
Impact on Child	Delayed development Loss of skills Stress Dis regulation Lack of confidence

Impact on Family	Stress Tension Impact of health Affects employment as getting an email from La can be upsetting and take your mind completely off your day job Lack of sleep up all hours when children have gone to bed to get paperwork completed Fighting with school all the time to get provision Constant hostility having to deal with toxic people who just do not care
Desired Change	Accountability to LA To school LA to have best interests at heart of the children
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Failure, Job-related, Statutory duty failure, Trauma

ID: SCCldyK | LA: Surrey | Submitted: 2025-08-01	
Experience	As a parent who has spent the last few years battling Surrey's SEND and social care system, I can say with absolute certainty: this letter reflects our experience completely and painfully. My son X has endured years of inappropriate placements, neglect, and emotional trauma. He was placed in unsafe (alleged) environments where safeguarding was clearly compromised. And when I raised concerns backed by evidence I was ignored, dismissed, or blamed. X was physically attacked. He was placed on reduced timetables, isolated, and failed repeatedly. The suffering he's endured is not something any child should go through let alone under the supervision of a local authority. And even now, we are still experiencing delays, broken promises, and vague responses while my son remains without the full provision he's legally entitled to. What makes this worse is the role social services have played. Despite having no understanding of EHCPs or legal duties around education, they ignore safeguarding concerns in school placements, yet are quick to scrutinise and bully (alleged) families at home creating fear instead of offering support. They do not protect children; they protect systems. And vulnerable children like X pay the price. We are not talking about an overwhelmed system. We are talking about a calculated culture of delay, denial, and intimidation all while leaders at the top claim "reform." The reality is: there is no reform when those responsible for the damage are the ones being empowered to lead change. Thank you for standing with families. For exposing the truth. For refusing to let this be buried under spin. This is the reality. We've lived it. We are still living it. And we won't be silent anymore.
Keyword Flags	Bullying (alleged)/Intimidation, Delays/Slow, Denied, Dismissive, Failure, Ignored, Isolated, Neglect, Refused, Suffering, Trauma, Unsafe (alleged), Unsuitable provision

ID: Me6Nyql | LA: Leeds | Submitted: 14/09/2025 16:06	
Type of Misconduct (self-reported)	Delays at every stage of EHCP process apart from decision to assess; failure to provide suitable alternative education for over 6 months; delay with consultation process; attempts to 're-finalise' legally binding documents
Experience	Child out of school, alternative provision placement failed and return to mainstream not possible, no suitable alternative offered to meet educational needs while delays in EHCP process. EHCP finalised against our recommendation while needs and suitable placement still being established (less clear due to length of delays). Ironically this was to meet a phase transfer statutory requirement - picking and choosing which deadlines to comply with! Despite assurances in early March that process 'would not be allowed to drift' the process has drifted. Although EOTAS package agreed early August still no start date agreed with the package provider (as at mid-September). Limited 2-3 hours per week of tuition only provided - not providing for the full range of needs identified in EHCP. That was only agreed following instructing solicitors and appealing to SENDIST tribunal.
Impact on Child	Mental health crises have been a feature of the whole process - initially when AP placement failed to meet needs, again over Christmas when despite having had EP assessment still no draft or any provision. Most severely in June when still no progress and threat of being forced into an unsuitable setting continued to hang over child (despite clear assertion from them at the outset of EHC request one year earlier that they couldn't learn around others).
Impact on Family	I had to leave my part time job, in part due to collapse of any educational provision and continued indefinite uncertainty. This has resulted in loss of income. DLA and Carer's Allowance has mitigated that to some extent, but has meant that rather than being able to secure additional support, it is only covering existing costs that income had previously covered. Child's deterioration plus my loss of work and associated identity has negatively impacted my mental and physical health which I have only been able to maintain because I have very good support strategies and family support in place. Many are not so lucky.
Desired Change	LAs forced to follow the law without parents needing to take them to tribunal. SEN support in schools placed on statutory footing - so EHCPs aren't the only recourse for those whose schools do not comply with SEND guidance. More inclusive mainstream, but acknowledgement that even then those large and busy environments are still not going to be suitable for many children.

	More diversity in state owned/controlled specialist provision to better accommodate academically able children who need smaller environments and more wrap around support. Development of state owned and controlled hybrid and online provision - use what works in the private sector and build on it so it's cheaper and more efficient for state to fund. Develop partnerships between physical schools and online schools so hybrid solutions can become available as standard for those who need it. This will be cheaper than full-time specialist for some children. Train all school staff better. Remove the academy structure which has exacerbated the move to non-inclusive mainstream - education cannot be run as a business, children are humans who need care, compassion and development; not robots or widgets on a production line. Teachers need to be better trained and given more autonomy. Ofsted should be replaced given it has demonstrated little inclination to substantively reform to work better for teachers, schools, children and families. The stress they cause is immeasurable and leads to negative outcomes for children. My child's reintegration following an exclusion was severely hampered by an Ofsted inspection. Involvement of a wider group than 'the usual suspects' when it comes to taskforces and consultations on reforms - the national parent carer forum cannot be said to be completely independent of DfE/LAs (as funded by them), therefore additional parent carer representatives should have a place at the table e.g. IPSEA, Special Needs Jungle, Square Peg.
Keyword Flags	Delays/Slow, Exclusion, Failure, Job-related, Mental health, Statutory duty failure, Threatened (alleged), Unsuitable provision

ID: 7RaKgDZ | LA: Warwickshire | Submitted: 14/09/2025 21:11	
Type of Misconduct (self-reported)	Told.. we know your name, you are the one that complained.. NO I didn't complain, I asked our MP for support because our child has undiagnosed sen needs, was not having needs assessed or met at school, was severely bullied (alleged) with no support.. we asked MP for advice.. the MP complained not me. applied for parental request for an EHCP.. took 17 months, after LA initially refusal to assess, reason given no evidence provided from school and cannot just take the parents word for it. The LA wanted cycles of plan do review, to see how the school, had spent their funding, what the school had already tried, what worked what hadn't worked, the LA wanted to know if any professionals had been called in by school.. School refused to get any professionals involved, suggested we should go Home Education, go back to previous school, go to college, try work experience or functional skills, that the school didn't have any sen provision, said bullying (alleged) was just banter and that sen needs were not seen only a panic attack which was triggered by a member of staff. We insisted that our child needs to study and sit their GCSE's to get to college, they needed a suitable education that met their learning needs. We asked for a referral to medical needs educational provision. We had to get a private consultant medical professional to complete the medical referral. Our child was left for 5 months with no support no education. Our GP advised us to pay for private support as Camhs would take too long. We spent over £7,000 on professional assessments, medication and therapy.. also lost out on one parents wages for a whole year, due to our child having no education for 5 months, then accessing medical school and caring for our child's needs. high levels of anxiety and trauma due to being bullied (alleged) by peers and trauma caused by school staff that didn't support, refused to help or assess, changed agreed plans without any notice.
Experience	We were always told.. our child was shy, quiet had friends.. school had always told us, just get them here.. Our child was different outside of school, refused to attend on spelling test days.. one test a month of 50 words in school yr 3.. didn't like Fridays as these were non curriculum days, where there was no routine.. we wondered why our child was struggling to attend school.. everything became an issue, clothes, behaviour, food, hygiene, sleep.. Our child said there were some shouty teachers.. some children would be sent out if they didn't understand what they had to do, they would be crying.. then other children with unruly behaviours that were not managed well .. bullying (alleged) that was ignored..
Impact on Child	Our child became selective mute.. didn't trust any of the school staff because they didn't help, they didn't do what they said they would, broken promises, petty punishments.. told off for eating a pain au chocolate at lunch time, all children were told.. you need to eat your sandwiches first.. that was our child's equivalent of a sandwich.. our child now has difficulty eating near others, has to ask to be away from the main dinner hall/ canteen.. has hyper sensory difficulties. has processing difficulties, needs clear step by step instructions. needs alternative ways of communicating.. started having vocal and physical tics form the stress they were experiencing during the school day. we de registered after 18 months of school refusals and once the tics started, we knew this was serious and required qualified and experienced professional assessment and support.. school staff are not professionals in sen or MH. 2.5

	yrs out of school.. stress, emotional distress, anxiety, barricaded themselves in their room, refused to speak, eat, drink just slept, burnt out, GP said seems depressed and anxious. All Camhs could offer was to be placed on a waiting list for 6 weeks of art therapy and a list of charities and books to read for self help .. we had already engaged a private therapist.. for 12 weeks and then continued on for a further 12 weeks of therapy .
Impact on Family	3.5 yrs loss of potential income.. stress and strained relationships.. considered suicide as there was no help available anywhere without going private. .. sibling was very understanding as we had tried to get help and support from school and Camhs for them and had failed... so didn't see that their younger sibling would get any support either.. we knew what was coming because we had been through it already with our middle child.. no support, parent blame.. volunteered to attend all the available parent courses, despite having childcare and education experience and qualifications, found the parent courses lacking the information that we needed to support and understand our child's sen needs. After securing a referral to medical needs education, our child has prescribed anxiety medication, has improved their predicted grades, passed all their GCSE's .. this would not have been possible without professionals that know what to do and how to do it. Educational Psychologist, Specialist Teacher, Therapist, ASD and adhd assessments, Consultant Psychiatrist, Sensory OT, SALT ..we used all this as evidence to secure a tribunal. The LA's solicitor contacted us and asked to see our private EP report.. 2 days later the LA conceded and agreed to assess. said our EP report was very thorough.. it was , we had asked the private EP to prepare a report that we could take to tribunal, and our EP was very highly qualified and experienced in their profession and as a court witness.
Desired Change	Support for children that cannot attend school.. not fines and threats.. Children that have been to their GP and the GP states the child has difficulties that are preventing them from attending currently and need professional assessments and support to resolve this situation.. Educational Psychologist assessment if a parent asks the school for one. Or at least a Specialist Teacher to assess the child and specialist teacher support for the school to understand what they need to put in place to meet the child's needs. For parents to know what the local offer is.. and know what alternatives there are if their child doesn't have an EHCP.. they can ask for medical needs referral.. or college for 14-16 yr olds for core GCSE's and infil vocational courses. that their child may benefit from a 1-2-1 tutor in their home or online lessons provided by a D of E registered provider such as Academy 21, or Nisia.. or Minerva.. some Counties run their own medical needs education service. Please stop schools suggesting/ telling parents that.. the school can do nothing unless the child attends all lessons/ part time time table .. stop schools telling parents that they should go Home Ed.. That schools foster a community that is supportive, is equal for all, embraces diversity, is an inclusive community, embraces difference, stamp out bullying (alleged), empower children to speak out and stop children being cruel, bully (alleged) or hurt or isolate others.
Keyword Flags	Bullying (alleged)/Intimidation, Distress, Exhausted, Failure, Ignored, Isolated, Mental health, No education, Refused, Self-harm/Suicidal, Trauma, Trust/Distrust

ID: XxDAYJO | LA: Surrey | Submitted: 22/06/2025 17:50	
Type of Misconduct (self-reported)	- delays, not sticking to timelines , no show at a tribunal wasting court time - the judge couldn't get through to anyone at Surrey and had no choice but to postpone the hearing, failure to safeguard, failure to respond to emails/phonecalls, no interest in a independent school charging over an £100k but not providing the support in the EHCP, not even a qualified teacher , just a ta giving worksheets (often the same ones) for over a year.
Experience	No school place for almost 12 months now a very expensive independent that isn't providing an education or what's in the EHCP absolute waste of 100 of thousands of pounds .
Impact on Child	Young person has made very little progress will leave school with no qualifications, not able to be independent has had to live with grandparents as a safeguarding risk to younger sibling, no support offered, her mental health in tatters. Brocken family.
Impact on Family	All of the above
Desired Change	Accountability, transparency, honesty
Keyword Flags	Delays/Slow, Failure, Mental health, No placement/No school

ID: xXdaybo | LA: Surrey | Submitted: 26/06/2025 12:52	
Type of Misconduct (self-reported)	Delays in delivering the EHCP Refusal to assess my child with a SALT or OT and saying they would accept private reports for these but instead saying they can't ratify these to be included in the EHCP. Telling us they could skip a step and take our sons case to panel for a specialist school when they couldn't causing issues as a main stream school then said they could meet need but all the evidence needed to make that call was not sent over. Not responding to emails and complaints particularly Kay. Case workers not seeing reports or allegedly not seeing them despite the decision for the EHCP to be issued being over turned with this additional evidence. Issue draft EHCP even though we signed to say we wanted it edited. Agreeing to a meeting to edit it but ignoring all our comments and issuing it anyway. Only way to get anything done is through tribunal which is at least a year away. Told us that if we accepted another main stream school that they wouldn't provide transport for my son when I have three other children and couldn't possibly get him there. Pressuring us to make a decision on accepting a mainstream school that apparently could meet need.
Experience	Horrific experience. By the time the process will be competed and that is if we win at tribunal it will have taken 3 years to get our child into a suitable setting. The impact it has had on us as a family financially has also been very difficult as well as emotionally.
Impact on Child	School refusal, high anxiety levels, very low self esteem, suicidal thoughts, self harm, academic regression, lack of education as he can't be in the class most of the time to access the learning. Fed up with constant assessments by different professionals.
Impact on Family	Loss of income due to me not being able to work anymore. Husband losing job due to the pressure of battling for an EHCP. After the panel incident it caused me to need to seek medical assistance for high anxiety linked to the stress of the EHCP process. Massive impact on the other children in the household as we have had to financially struggle to pay for private reports and legal advice to navigate the process. The children have not been able to do family trips or holidays as a result. Financial pressure on my husband to work longer hours to bring in extra money to pay for the expense of the tribunal. We have currently spent 16K on advice and and reports and are currently saving for the tribunal costs. We live in uncertainty and have been for years now with no real end in sight.
Desired Change	A quick and simple process that doesn't require you to have to spend thousands on gathering evidence or legal advice to navigate. Not to have to go to tribunals or tribunals not being years away to actually get anywhere. For private reports to be accepted as they are competed by professionals.

Keyword Flags	Delays/Slow, Financial pressure, Ignored, Job-related, Mental health, Pressured, Self-harm/Suicidal

ID: 0QZ7YG6 | LA: Surrey | Submitted: 14/09/2025 12:11	
Type of Misconduct (self-reported)	EHCP taking 18 to finalise after AR Key provision removed between agreed draft and final without any discussion with family and with no input from any professionals. Child out of school Fri 3 years with no school place and LA not attempting to sort one. No full time at home provision orovided for first 1.5 years. Poorly taught online core subjects only and when the new school year started even that disappeared as did ELSA sessions. While out of school child has recieved none of the provision in her EHCP no addition english(needed due to severe dyslexia) no LSA support, so has had to tough it alone as both parents work full time. She is massively behind academically. She was excluded from an independent school (since overturned at tribunal). That school also put no extra provision for her EHCP in place and at no point did the LA police this.
Experience	Being left entirely on our own with a fragile child under CAMHS shoved out of the system evade a private school couldn't be bothered. A child who was achieving well above average in all subjects. We are now concerned she won't achieve any qualifications at all
Impact on Child	PTSD after an illegal (alleged) exclusion by a private school (they should be made to follow the same rules as state schools and have the same accountability) Self harm Suicidal intent Eating disorder Social isolation Loss of education
Impact on Family	PTSD Failing business Lack of provision or pay rise for other parent due to amount of time needed off Extra £75,000 of debt to fight illegal (alleged) exclusion
Desired Change	Transparency with the LA For them to be properly held accountable For independent schools to follow the same rules for exclusion as state schools and for appeals to be with an independent panel not governors and their cronies.

	Shorter wait time for tribunals For there to be more than 1 day scheduled at tribunal when it is a complex case.
Keyword Flags	Exclusion, Failure, Financial pressure, Isolated, No placement/No school, Self-harm/Suicidal, Unlawful (alleged)

ID: 2ExyGqe | LA: Bradford | Submitted: 15/08/2025 09:07	
Type of Misconduct (self-reported)	Delays, failure to respond to communication, failure to undertake a full and thorough needs assessment, false information given
Experience	It's honestly been a nightmare from the beginning of trying to get support for my son. He's diagnosed autistic, adhd, dyspraxic, hypermobile, incontinence, speech delays and also struggles with chronic fatigue. I first went to the LA for an EHCP needs assessment when he was in year 4 as he started really struggling to go to school and school weren't supportive (I was told by school the recommendations in the diagnosis reports were just that- recommendations. They weren't instructions so they didn't have to do them. They didn't put anything in place and the relationship between them and my son, and myself, started to break down). Before the initial 6 week deadline for the needs assessment decision, they called me (I think it was week 4) and said they decided not to assess - school hadn't yet submitted their evidence as they thought they had more time. The LA agreed to take it back to panel once they had the schools evidence. Despite me chasing them by phone and email, I heard nothing. I complained to the LGO and then they came back with a decision - refusal again. This took 11 months. I appealed and opted to go straight to tribunal. The LA conceded within hours of getting the case directions with an apology about how badly it had gone so far. But it wasn't over. When my son was in year 6, the 'assessments' started. The educational psychologists assessment was done over the phone. Whilst I was speaking to her, it transpired she knew nothing about my child. She had no information so wasn't prepared for our appointment. I sent her the reports from other professionals after she had spoken to me and the SENCo at his school. They never spoke to him. It said on her report he didn't want to speak to her. The fact is it was never asked. So she made her report based on what I said about him and what the SENCo said about him, not what he had actually experienced. Although the occupational therapist and speech and language therapist had been involved before, there wasn't any up to date information and they didn't get any up to date information. The reports they did weren't with an EHCP in mind so it wasn't suitable. I've been trying to get a full and thorough needs assessment since but have had it refused and was told it was an "unappealable decision". Anyway, they refused to issue. After this, I chose mediation as I really needed to get something sorted before he started secondary school. School had seen how much support he actually needed and felt 25 hours at least would be needed. I thought mediation was successful and they decided he needed 19+ hours of support but it was never in the document so this wasn't recorded. He ended up with an unfunded EHCP. It wasn't worth the paper it was written on. It was poorly worded and wasn't SMART.

	My son wanted a local mainstream school with a resourced provision attached to it so I tried to get him in the RP. When consults were sent, the school was only consulted for mainstream. All schools consulted said they couldn't meet need due to funding. The caseworker came back and told me they had a successful consult and they were the only ones who could meet need. I didn't question it but when I got their bundle as part of my next tribunal, it had their consultation response which said they couldn't meet needs. Anyway, I have been tied up in tribunal since. It was due to be heard in June but, on the advice of my advocate, we opted to have it postponed to see if we could get anything sorted in the annual review. The only thing that has changed are the hours have actually gone to 19. I despair. My sons saving grace is that his SENCo is autistic and has run a SEN school before so she knows what he needs and she will fight for it. I don't know what to do and what evidence to present to the tribunal as it's been a joke from beginning to end. He's now going into year 8. I think I first applied for his EHCP in 2022 and he's been struggling since but he's academically able so it's not a big things
Impact on Child	His attendance was roughly 50% last year in Year 7. This is a foundation year where relationships are forged (alleged) and you get a feel for the school. It has ruined his experience. He's anxious. Says he gets stressed. It's impacted his physical health as he's constantly getting headaches and getting sent home for them. He picks up all the bugs going. His mental health is in the toilet and although he's achieving age related expectations, he's not reaching his potential. He felt it was hard and always told me he was stressed but it's only going to get harder. I no longer feel this environment is suitable as his SEMH needs have increased.
Impact on Family	I haven't worked for many years as my older child struggled to attend school but I did have plans to go back when he started secondary. I will have to put my life on hold again. My own health has been impacted and I can't visit the GP as I don't know from one day to the next if he will be in school or if I would need to collect him. I cannot plan anything. We can't do anything on the evenings or at the weekend because all of his energy goes into going to school. His older sister is also autistic and has adhd and anxiety disorder (I feel from unmet needs at school so she has school trauma) and she won't come to me with her problems because she knows I have a lot of headspace taken up by fighting for her brother. My son is withdrawn and moody. He never wants to spend time with me and our relationship is strained because of the fights over going to school. I have lost my temper with him more than once because he has so much time off but he can't cope. I hate myself but it gets too much for me too. I feel pressure to get him in due to past experiences with my daughters school who judged me harshly because I am a single parent. They also judged my daughter, feeling she put it on and not being in school was an active choice she made. Me and my son aren't as close as we once were and he sometimes dreads speaking to me about his struggles. He also doesn't like school and home mixing so he won't talk to me about it. I'm honestly considering pulling him out of school because we cannot cope with the battles any more. We don't have

	a life outside of school, it encompasses every aspect of our existence. It's the summer holidays and I cannot get my son out and about as he said he needs to "relax". His nervous system is shot to pieces
Desired Change	To listen. For law to be followed. For full transparency to be given. For full and thorough EHCNAs to be done. For them not to use tribunal as a method to delay things. I just want to have a good working relationship with them and for my child to get what he needs. They've cost themselves more by tying this up in tribunal than they would've paying for support for my child. If he had the correct support in place from when I asked for it, maybe his needs wouldn't have increased. They're supposed to be part of the solution, not part of the problem and when you have SEN children, your plate is already full without more battles being added to it. It's relentless. I would also like them to realise that a neurodivergent child may be meeting the age related expectations but they're working so much harder than a neuronormative child to do it. Don't assume because their grades are good, they aren't struggling. Without support in place, they're unlikely to reach their potential and as demands increase, are more likely to fall behind. There are 4 areas of send and all of them should be considered. I feel a massive disservice has been done to both of my children and this will impact their entire future
Keyword Flags	Communication, Delays/Slow, Failure, Mental health, Pressured, Refused, Trauma

ID: kdJe2Lr | LA: nan | Submitted: 14/09/2025 17:03	
Type of Misconduct (self-reported)	Virtually all the support is restricted to weekday 9-5, which is an issue for parents working full time, whilst also being told off for not attending a job fair to get me a job!(Wasn't sure what that had to do with SEND provision for my child). During the assessment period for his neurodivergent diagnosis my son's teacher at the time was told off by the assessor for providing support materials pre-diagnosis as a waste of money as we shouldn't assume he would get said diagnosis (his diagnosis was never in question). Because I look rather alternative (piercings, tattoos etc) I was initially told, based on my appearance alone, that my son couldn't have the appropriate medication as they assumed I wanted it for personal use. I have sole custody of my son and was told if I wanted any respite care I'd have to relinquish custody. Similarly when I was experiencing child to parent violence I was told I would only be entitled to help if I hit him back (which I wasn't prepared to do) and then it wouldn't really be help so much as them removing HIM from an unsafe (alleged) environment.
Experience	My son has behavioural issues at home but masks well in school. School constantly refuse to support an EHCP based on this despite Family Intervention recommending it. I've been repeatedly refused respite, any mental health support for him as he is under 13, and have had to fight often daily to get his needs recognised and supported. The tragedy is that he's super bright and sees all of this, is well aware of his differences to many of his classmates, and does his best to ask for help despite constant rebuffals.
Impact on Child	As a result of this laxk of support he often regresses into toddler-like behaviour (he is 9), and frustrational violence. His confidence and mental health are extremely low.
Impact on Family	I am exhausted, close to burn out, have often had to take periods of sickness absence from work due to the mental strain, and have had to give up on considering any romantic relationship and several platonic friendships as fightinh for my son takes up pretty much all my time. As a result of the constant stress my physical health is deteriorating and I now have several medical issues that could hugely impact my life expectancy.
Desired Change	I would like there to be more support that ISNTjust during working hours, and more realistic targets for EHCPs etc. Not all of us have a wide family network to help. There should be more funding as we are failing a lot of bright kids with huge potential just because they need things to work a little differently for them earlier on, to reach that potential later.
Keyword Flags	Exhausted, Failure, Isolated, Job-related, Mental health, Refused, Unsafe (alleged)

ID: q4EYleY | LA: Isle of Wight | Submitted: 13/08/2025 08:41

Type of Misconduct (self-reported)	Misleading information not returning calls or emails not listening to parent or young person
Experience	My son is post 18 but is wanting to study equine management. He has been offered a place at a local riding center that is also an alternative provision provided. The la have not listened to this and have named the local collage as his setting that doesn't offer any courses that my son is interested in . Trying to talk to someone is impossible phones never answered voicemails never responded to emails ignored. Son has now been with out a placement for 2 years and due to it going to tribunal it will be at least another year before anything will happen. I get the feeling that they are delaying so that by the time it is sorted he will be to old and they won't have to bother. My son is 20 this year and wants to be a useful person with a job and the job he wants is with horses which when you live in a rural area doesn't seem to mu h to ask
Impact on Child	My son is isolated from making friends get very frustrated and angry as he can not understand why it is so hard for them to let him learn about the thing he loves. He has lost 2 years of education already and looks like it will be at least another one until the case is dealt with
Impact on Family	It means that my son is home alot meaning I have to br home alot. I can't work my own mental health suffers as I feel that I am failing him by not being able to sort out the isdues
Desired Change	Parents and young people listen to. Understanding that not all send is the same and that some young people with SEND little bit of support can be valuable members of society
Keyword Flags	Delays/Slow, Failure, Ignored, Isolated, Job-related, Mental health

ID: Bzjd78N | LA: Tameside | Submitted: 14/09/2025 14:15

Type of Misconduct (self-reported)	Compiling/documenting a full EHCP Review meeting which never occurred and then used it as a positive example in a local public document.
Experience	Compiling/documenting a full EHCP Review meeting which never occurred and then used it as a positive example in a local public document. My child was clearly identifiable because associates approached me and asked "is that your ☆☆☆☆?"
Impact on Child	Major anxiety and subsequent physical health issues
Impact on Family	Anxiety and constantly exhaustion. "Not another fight!"
Desired Change	To be open and transparent To answer their phone To be able to speak to someone who knows what they're talking about
Keyword Flags	Mental health

ID: gDNPv0l | LA: Calderdale | Submitted: 16/08/2025 08:05	
Type of Misconduct (self-reported)	Delays. Failure to respond to emails. No phone number. Failure to engage with parents. Inadequate engagement with mediation. Withholding information (such as the cost of the package to send this child to mainstream.
Experience	Listing a mainstream school despite parent preference and expert opinion saying a specialist school was required (this was stated in EHCP, and they listed mainstream anyway with no explanation and no engagement with us). It was clear that the mainstream school couldn't meet the needs listed in the EHCP, but they refused to engage with this. They didn't engage at mediation, and used the tribunal process as a delaying tactic. They capitulated a month before the tribunal date when they looked at the case and realised they would lose it.
Impact on Child	The LA managed to delay for about a year. The delay meant that our child had to stay in a school that was traumatising him for an additional year. He was on a reduced timetable. It damaged his self esteem, gave him trauma, he still continues to refuse to read or write, so it has significantly impacted his educational attainment.
Impact on Family	We had to have him in a reduced timetable for a year so we couldn't work. Huge amounts of family stress and distress. We had to pay for a lawyer and for assessments - thousands of pounds spent. The frustration and injustice of dealing with the LA is honestly one of the hardest things we have ever been through.
Desired Change	Enough funding for the LA to act legally. Reasonable communications with LA.
Keyword Flags	Delays/Slow, Distress, Failure, Refused, Trauma

ID: RGbMlEJ | LA: North Tyneside | Submitted: 14/09/2025 16:07	
Type of Misconduct (self-reported)	My 13 year old daughter has not had had a full time education since beginning high school. We are still awaiting an EHCP. We are now on week 47 of the EHCP process with no end in sight and very little communication for the LA.
Experience	After a refusal to assess for an EHCP in year 6 by North Tyneside council and no guidance or support for families on how to appeal this we entered high school with no support in place. This quickly crumbled leading to my daughter being unable to access the mainstream classroom. She is now in year 9 and has not received a full time education since autumn term in year 7. The school have done everything they can to support her but the bottom line is she cannot manage in a mainstream school. This has had a significant impact on her mental health, education, health and well being.
Impact on Child	She now has significant mental health problems that has led to suicidal thoughts. She has developed an eating disorder through extreme emotional distress. She can't attend the mainstream classroom which has lead to her now 3rd academic year of no full time education which has led to a significant regression in her learning.
Impact on Family	This has had a large impact on every aspect of our home life. Extreme stress and mental health problems for all at home. A significant impact on the mental health of siblings. Impact on jobs and having to change jobs to support our child's needs resulting in lower income.
Desired Change	Better support for children to access an education in an environment that can meet their needs. Systems that are supportive of children and families. A process that does not fail to comply with legal guidance. 47 weeks into what should be a 20 week process is not acceptable.
Keyword Flags	Communication, Distress, Failure, Job-related, Mental health, Self-harm/Suicidal

ID: q4dQA7O | LA: Surrey | Submitted: 22/06/2025 17:11	
Type of Misconduct (self-reported)	No place offered at year 7 transition. Appeal lodged. No response from tribunal officer for 4 weeks in response to requesting information. LA conceded 1 week before. 4 months of stress. Received 2 calls from 'liaison team' with an update - although I knew more than them!
Experience	Stressful. Infuriating. Powerless.
Impact on Child	It cost £4,000 for an advocate to follow up with the LA and lodge the appeal. It was 100% worth it as the impact on my own MH having to email every week. Call every 3 days… and be ignored was huge. This was following having to get a solicitor to send a letter threatening (alleged) a JR the previous year after it took 5 months to update his Y5 paperwork (year 4 never got updated!) It would have meant his y3 paperwork would have been sent for consultation!
Impact on Family	Well, it's just infuriating isn't it! Outrageous in fact. In any other job if you didn't respond to emails or do your job you'd be sacked. I know on Feb 3rd our second choice school called our current school. We've STILL not had any response from that call. No follow up with us, not chased by the caseworker! Nothing. This was when he had no school…. Unbelievable. Zero accountability. I am studying, and had to let them know I may have to stop due to having to possibly home school my child. I have another child doing his GCSE's, the stress levels have been off the charts! We have this week been able to tell my son where he is going…. 4 months after w everyone else! He's not been to visit or prepare!
Desired Change	Accountability! Responses to emails.

	Follow ups. Transparency. We lived in Richmond previously- this was NOT the case with them. Shelley Walker 07932 075258 Shelley.melia@hotmail.co.uk Ps thanks for your amazing work!
Keyword Flags	Ignored, Job-related, No placement/No school, No response, Threatened (alleged)

ID: lblYXMp | LA: Surrey | Submitted: 13/08/2025 20:19	
Type of Misconduct (self-reported)	lack of effective communication, withheld information, failure to meet statutory deadlines, making decisions against statutory guidelines, cost saving exercises, incompetent case officers, breach (alleged) of GDPR, failure in meeting tribunal deadlines, failure to provide adequate school provision, delay in providing alternative provision.
Experience	It took us more than 1 year to have the EHCP converted into the Surrey format after moving into the area from a London borough. The new school did not have any updated EHCP/provision to work on during this time. None of the interventions my adopted daughter was supposed to received as stated in the previous EHCP were offered. Despite receiving a letter from the governance board in April 2024 stating that the LA agreed to an immediate transfer from mainstream education to specialist the local authority has not done anything to facilitate this. The LA offered 6 hours/week of alternative provision only 14 months later. All the delays caused by the LA are clearly used as a way to save money. More recently, I found out the local authority accepted a place on our behalf about 6 weeks prior to the tribunal hearing regarding appeal against section B, N and I. The LA chose a specialist independent school only based on cost of not my daughter's needs and provision. The parental preference has been rejected as "would not be a good use of public spending". The LA has not met any of the deadlines set by the tribunal and submitted the bundle the day before the hearing. My child is a previously looked after child, has multiple diagnosis and very vulnerable. Despite this, the LA has failed to comply with its duty of care.
Impact on Child	My daughter's mental health has gone down hill and her anxiety has been very high. She needs to be heavily medicated to be able to go through each day. She is socially isolated, is aware that because of significant delays caused by the local authority she will not have a school in September 2025. once again her right to receive education is not met. The system is letting her down once again.
Impact on Family	Parents have separated, huge amount of debts due to the need to request independent assessments to update the EHCP - which the LA refused to carry out, inability to work full time, the mental health of the whole family has significantly deteriorated, social isolation
Desired Change	I would like to see everyone in the SEND department to be investigated and sacked for misconduct (alleged) and negligence (alleged) and new people to be employed. I would like the government to carry out a formal investigation. I would like more specialist schools to be built in Surrey. Enough of children being let down by a broken SEND service
Keyword Flags	Breach (alleged), Communication, Delays/Slow, Failure, Isolated, Mental health, Refused, Statutory duty failure

ID: RG0qV9l | LA: Surrey | Submitted: 23/06/2025 00:34	
Type of Misconduct (self-reported)	Denials of evidence, appeals required on three occasions for the same child, no response from the tribunal officer for a year until three weeks before the appeal hearing
Experience	I had to appeal the request for assessment. I had to appeal the request to issue. I had to appeal the content of the EHCP. Finally, my son got the highest level of support provided by the council a personal plan for schooling independently provided in a one-to-one setting. But it took years till I could achieve that and my son was devastatingly left behind as a school refuser with mental health issues to continue to this day. Then my second child needed an EHCP and I had to appeal the request issue and I had to appeal the content of the EHCP and he has only just now received the support he deserves.
Impact on Child	School refusal, anxiety, emotional distress, failed years of school needing to be repeated, and regressions of mental health
Impact on Family	Stress, loss of income as I tried to provide the support that Surrey should have
Desired Change	external oversight by parties unrelated to Surrey or previous leadership in conjunction with Surrey parents
Keyword Flags	Distress, Failure, Mental health, No response

ID: 44NG7ZA | LA: Reading | Submitted: 14/08/2025 12:53	
Type of Misconduct (self-reported)	My LA denied my EHC needs request on the grounds that the school hadn't done a graduated approach. They agreed my child has SEN, but said there wasn't evidence that her education couldn't be provided for by the normal provision. My child became fully EBSA (non attending) shortly after we submitted the request.
Experience	I am likely to lose my job because my child can't attend school. The school denied applying for an ECH needs assessment despite us asking from day 1. They put minimal support in place for her despite us continuing to report an escalation of problems at home. My 5 year old eventually said "I'm going to kill myself" and we went with a parent led EHCP as the school still said that they didn't know what they could do to support her as "she's fine when she's here". All this lack of support despite her autism diagnosis and an OT assessment we paid for privately and gave to the school. She eventually refused to go to school towards the end of term 3, and has since barely left the house. My husband and I are using unpaid carers leave and annual leave. But as the LA have now denied the EHC needs assessment, it'll be months before we get any support, all the while my child won't leave the house and I can't go to work.
Impact on Child	My child's emotional distress has increased all through her reception year at school. In term 1 she stopped doing any after school activities (like going swimming with mum or to a friends house), in term 2 she stopped going to friends birthday parties or leaving the house at the weekend. By term 3 we were struggling to get her into school and her behaviour at home became very violent. She's only 5, and she's refusing to leave the house at all now, has threatened (alleged) to kill herself, and is so very sad.
Impact on Family	Stress!! So much stress. Social isolation. Loss of income (taking unpaid leave to cover when our child should be at school). My husband and I take it in turns to go out at the weekends or get some exercise.
Desired Change	Quicker assessments. No refusal to assess a child's needs - if the parents are saying there is a need, then there is. Who would make it up? No one wants their child to need additional support. If a child has a diagnosis of autism or other neurodivergence, there should be no reason for the LA to refuse to assess their needs despite what the school has or hasn't done.
Keyword Flags	Denied, Distress, Isolated, Job-related, Refused, Threatened (alleged)

ID: xXRMzQr | LA: Surrey | Submitted: 14/09/2025 15:42	
Type of Misconduct (self-reported)	On 31 January 2025, the LA refused to issue an EHCP for our daughter stating the EHCPNA EP report says her needs can be met by OAP. The EHCPNA EP report stated her needs can't be met by OAP alone. She should have been awarded an EHCP on 31 January 2025. We Appealed the decision and on Tuesday 9 September 2025 (last week), a Court Order was issued ordering Surrey County Council to issue an EHCP for our daughter. How can a panel of SCC 'experts' read a report from their own EP and conclude the exact opposite to what is written? How is this professional, ethical or moral?
Experience	On Tuesday 9 September 2025 we received a Court Order from the SENDIST Tribunal ordering Surrey County Council to issue an EHCP for our daughter who is now in Year 6. The Judge wrote: 'The LA oppose the appeal and states its position to be that ‘the special educational provision required to meet xxxxx’s needs can reasonably be provided from within Quality First Teaching and within the resources ‘Ordinarily Available’ to mainstream settings. The LA states this because the recommendations of the Educational Psychologist clearly direct Quality First Teaching and Ordinarily Available provisions within all mainstream schools.’ 'The report of Dr xxxxx, Educational Psychologist, is dated xx January 2025. The recommendations of Dr xxxx assume that ‘quality first teaching’ is in place and are stated (in that EP's report) to be in addition to this. We find that the provision xxx reasonably requires exceeds what is ordinarily available to children in mainstream schools. Although the ordinarily available provision referenced in the bundle is extensive, it does not cover the special educational provision that xxxx reasonably requires as recommended by the professionals, including those who assessed xxx as part of the EHC needs assessment. This is confirmed by Dr xxxx. My child in now in Year 6 and we are not confident SCC will draft and finalise an accurate EHCP. We are not confident

	it will be drafted and finalised with the 11 week timeframe. We are not confident she will be allocated a suitable school place for Year 7. Two professional reports say she needs a specialist setting. How can I trust the SCC 'experts'? If they don't produce an accurate plan or school place we won't have time to appeal the contents and placement in time for a smooth transition to Year 7.
Impact on Child	Our daughter is distressed by the mainstream primary school environment. She struggled to attend through to the end of Year 5. She managed to attend 89% of the time but was distressed everyday. Her ability to produce work declined. She was achieving 'working at greater depth' across most subjects until Year 5 where all her grades dropped to 'expected' level. She was referred to MHST (CAMHS) by school in April 2025. She has now started Year 6 and has anxiety and worries about school everyday.
Impact on Family	The decision by SCC to not issue an EHCP for our daughter in January 2025 was brutal. Our daughter had visibly struggled and suffered so much since Year 4 (she could no longer mask and went into Autistic Burnout). Along side this I was made redundant and did not feel able to take a similar level management job as my daughter struggled so much to go into school. I couldn't maange supporting her and coping with the commitment and responsibilty of a management level role. I took a much lower paid, flexible job and very part time hours. Both my husband's father died and my father died during this time also. I have spent so much time learning about SEND, the EHCP process, Tribunal processes, Occupational Therapy for sensory issues, how to support a child with autism and anxiety, filling out complicated forms requiring detailed information about our family and our daughter's struggles. Sharing this information with lots of strangers - who then,

	despite professional reports and recommendations, choose to not support our child. It's cruel, violating, barbaric, imcomprehensible and wrong.
Desired Change	I would like my daughter to receive an accurate EHCP asap and to provide our child with a suitable secondary setting so they can access education, be happy at school so she is able to learn, achieve her full potential and go on to be a tax paying citizen of the UK, contributing through being employed and paying taxes. I would like SCC to be challenged and held to account. The 'Panel' is anonymous and unaccountable. These 'professionals' have made a shocking and wrongful decision to not issue our child with an EHCP in January 2025. They need to be reported to the professional bodies they currently belong to. I have zero confidence this will happen. I don't think anyone will be challenged or held to account. Local Authorities need to follow the Law, be transparent and accountable. There needs to be a much quicker process to identify support for children with SEND. Politicians need to stop blaming parents for their child's poor school attendance. Politicians need to call out the shocking behaviour by Local Authorities. Politicians need to reform Local Authorities to make them fully accountable and provide them with the financial resources to build suitable school environments for SEND children. Stop expecting all children to be OK in a mainstream environment. Invest in a range of school environments to meet the range of SEND needs Invest in teachers and specialists to support these children. Identify and support children straight away. The overall costs of doing this will be cheaper than the current costs as children who are in the right environment will learn, flourish and go on to be adults who can be indepedent and contribute to society.
Keyword Flags	Distress, Financial pressure, Isolated, Job-related, Mental health, Refused, Suffering, Trust/Distrust

ID: Pd6Q7e1 | LA: Surrey | Submitted: 22/06/2025 20:41	
Type of Misconduct (self-reported)	Staff behaving in ways that would be gross misconduct (alleged) in private organisations (lying, discrimination, unethical rationalisations, removing services based on cost reasons and not children's needs being met, etc.) Lowering the bar of the services (SALT, OT, mind works, etc.) so much that it discourages parents or families from engaging as it's so poor that it's an utter waste of time Condoning and encouraging evasive or vague communication that results in significant harm to families & children alike (as it promotes avoidance that means problems remain unaddressed) Management behaviour that evidences entitlement and an attitude of exceptionalism (where the rules don't apply to them and doing what's easy is prioritised over doing what's right) Victim blaming and a lack of accountability that resembles scandals like mid-staffs, Jimmy Saville, etc.
Experience	Children's rights are repeatedly denied and the practice is to make it as hard as possible for children to get what they are entitled to - by making it so difficult (near impossible) it discourages parents as well as schools and acts as a way for the LA to save money & avoid responsibility Having to seek professional assistance in order to secure my children's entitlements as policy wording is twisted so badly from the spirit of the law it is based on, that it no longer resembles the purpose it is supposed to serve (eg. the transport policy)
Impact on Child	Their education has suffered significantly. They should be able to keep up with their peers if they receive the intervention and support they are supposed to, but what the LA provides is laughable at best (and criminal (alleged) at worst). Misconduct (alleged) in public office could apply to a very large majority of these employees if you apply the standard that was used against parent Maxie Allen by Hertfordshire police.
Impact on Family	Significant mental health impact on family overall, loss of income, breakdown of relationships, physical health deteriorating because of the stress.
Desired Change	Improvements in communication so that the dishonest (alleged) tactics are made misconduct (alleged) offences Independent internal audit to be brought in to extensively check the quality, nature, accuracy, compliance, and output of the management as well as case staff. The significant lack of ethics that permeate the entire service justife taking

	measures that are this extreme. That the LA code of conduct is actually enforced and misconduct (alleged) in public office charges used where appropriate That the money spent on litigation is rather spent on children... I would rather that an experiment is run and litigating against parents is banned for a year (or limited to the most extreme handful of cases - decided with the same high bar that is currently used to deny provision), odds are the LA would save a significant amount of money and the positive impacts would be felt by family's & settings alike.
Keyword Flags	Barred, Communication, Denied, Dishonesty (alleged)/Fabricated, Lied (alleged), Mental health, Suffering

ID: RGBrWE4 | LA: Gloucestershire | Submitted: 14/08/2025 12:35	
Type of Misconduct (self-reported)	Unlawful (alleged) decision making declining to assess ehcp despite child out of school due to unmet Sen needs and clearly far surpassing legal threshold for assessment. Unlawfully ignoring Occupational Therapy report provided for above ehcp application Misrepresentation by stating via email ehcp assessment decision overturned because of 'new evidence' provided when it was the information they already had been provided with and previously ignored Misleading information on section 19 from LA inclusion team directly leading to delays of referral from school - directly told school not to refer yet - giving various reasons (absences unauthorised 'need 15 days authorised absences', 'will have to re-refer after summer holidays so don't bother doing it now' and various other incorrect reasons Failure to respond to direct questions via email when asking why it was stated 'section 19 is a high bar and he won't meet the threshold' (after 80 days absence from school due to being absolutely unable to attend due to anxiety, depression and autistic burnout)
Experience	Extreme distress and frustration, trying to support very unwell child and get appropriate provision in place
Impact on Child	Loss of education, unable to attend school, significant mental distress, isolation, suicidal ideation and self harm. Age EIGHT
Impact on Family	Unable to return to work, isolation, siblings mental health, unable to leave the home, depression and high stress levels
Desired Change	Accurate information, adherence to the law, someone other than parents actively trying to get out child the support that they desperately need and are legally entitled to, honesty, openness, kindness, I want to be able to believe they have our child's best interests at heart, not just trying to save money in any way possible
Keyword Flags	Barred, Delays/Slow, Distress, Failure, Ignored, Inaccurate, Isolated, Mental health, Misrepresentation, Self-harm/Suicidal, Unlawful (alleged)

ID: 68WKxEk | LA: Hammersmith and Fulham | Submitted: 14/09/2025 19:07	
Type of Misconduct (self-reported)	Delays in providing funding promised for my child's transition into a new school year Insisting I get a gp letter in order for My kids absence with severe stress and burnout and underlying send to be 'authorised' by school despite the department of education stating clearly this isn't necessary Not getting back to me in a timely manner Diverting my request for alternative provision into a scaffold for return to school which was then not scaffolded Refusing to assess my child for ehcp on false grounds despite the very low bar for assessment clearly being met, giving lots of specious reasons as if to put me off if I didn't know better. Aligning with school on my child's struggles with attendance due to anxiety and probable underlying send to make my life as a parent unbearable Gaslighting by early help who say the service is 'optional' and then implied, when I said no thank you I don't need help, that if I didn't 'collaborate' with them the case could be escalated to one of neglect. Constant calls and messages from early help when I said I didn't want help. Unprofessional voicemails not saying where they were calling from. Harassing (alleged) me over the summer holidays when my cjild was finally able To Relax.
Experience	As above. I am traumatised. I am also autistic. They have breached (alleged) the send code of conduct on many counts and department of education guidance. And my human right to a family life has been blown out the window.
Impact on Child	It had caused me huge distress which makes my child's life harder at an already difficult Time They are being denied the critical support they need - for an alternative provision whilst at home, for the support they need NOW via and ehcp, they are more isolated than necessary with only my support to access education and so have lost more education and experienced more distress than was ever necessary. The message is always that this is a problem with the child and the parent not with the school or the LA. This is

	ultimately harmful To the child Above all.
Impact on Family	Massive deterioration in my mental health. Breakdown of communication with my child's other parent. A huge amount of unpaid work on my part to advocate daily for my child vs the school, the LA, CAMHS, early help, all of whom have been at best not understanding but at worst accusatory and harassing (alleged) me.
Desired Change	Total reform: this system is setup to vilify mothers and destroy children and their families just to show that schools are adequate and that the government is doing ok. People are hired for their specific skills in gaslighting and coercion. They all work From the same playbook. I'm horrified. This is the worst experience of my life.
Keyword Flags	Barred, Breach (alleged), Communication, Delays/Slow, Denied, Distress, Gaslighting, Isolated, Mental health, Neglect, Refused

ID: ZjR1bBy | LA: Worcestershire | Submitted: 13/08/2025 20:44	
Type of Misconduct (self-reported)	Constant delays, not carrying out AR for 3 years out of 5. Not following AR procedure, Race discrimination, Age discrimination. Not having Complaints system 'fit for purpose'. Ignoring professional reports, not following Mediation agreements. Refusing PB for no good reasons. Lying about receiving SALT report so not adding recommendations to EHCP. Then when consulting with new College sending very SALT report they said they never had. Having No Dyslexia support for YP diagnosed with 'Significant Dyslexia' diagnosed at 19 years old. No one in LA able to assess assistive technologies required to access any curriculum or exams. No Prep for Adulthood ever done or Transitions. Take months to pay agreed costs on anything.
Experience	Spoke at Council, Cabinet and Scrutiny meetings. Been to papers, radio and tv to call out LA unlawful (alleged) failures but they still Persist. Never accept accountability, no empathy for SEN/ disabled CYP
Impact on Child	Severe emotional distress, anxiety and depression with 'suicidal ideations'. Lost all self esteem, feels stupid because can't independently read and write. Doesn't have any friends or socialise because embarrassed she can't read or answer basic things. Can't tell time, time manage etc. Can't met aspirations without GCSE's
Impact on Family	Mum had Mental breakdown and has severe depression and other diagnosed Mental health disorders. Financial difficulties and very isolated. Mum has no quality of life as fighting to get my unmet needs sorted daily. Mum can't do her own stuff.
Desired Change	Staff disciplined, held accountable, Cllr's and MP's step up instead of ignoring us as well. Criminal (alleged) charges bought for over 12 years of failing's. Also YP attended Scrutiny via an advocate to name & Shame LA. But didn't care and said they hadn't failed Shanelle! Whole thing takes over your life. We don't live we merely exist to battle daily for our legal rights to an education that meets my needs but SEN caseworkers and Directors deliberately sabotage every move we make. It's like they want us to suffer and have no hope for the future!
Keyword Flags	Delays/Slow, Distress, Failure, Financial pressure, Ignored, Isolated, Lied (alleged), Mental health, Refused, Self-harm/Suicidal, Suffering, Unlawful (alleged)

ID: BzLaKq1 | LA: Torbay | Submitted: 19/08/2025 11:24	
Type of Misconduct (self-reported)	Delays, not sharing the local offer, agreeing to things in meetings then backtracking later, refusing to put professional advice into section F of the plan, poor understanding of autism in girls.
Experience	The LA provided an eotas package which was the first thing my daughter had been able to access for many years. This was abruptly withdrawn with no reason even though it is recommended in section F of the plan. We are both exhausted with the LA and their delays and lack of empathy or understanding.
Impact on Child	This has led to huge anxiety and distress, school refusal, isolation and depression.
Impact on Family	I had to give up my job as a deputy head teacher to care for my daughter. This has put a huge financial strain on me as a single parent. My health has been affected significantly.
Desired Change	I feel the services would be improved if they worked with parents/young people, listened to them and changed their services to meet need. They seem to have a one size fits all approach and try to bamboozle us with incorrect information.
Keyword Flags	Delays/Slow, Distress, Exhausted, Financial pressure, Inaccurate, Isolated, Job-related, Mental health, Refused

ID: SCC774j | LA: Surrey | Submitted: 2025-08-01	
Experience	Annual review currently in progress. Meeting has been held and professional reports supplied by existing providers, plus my young person's views and wishes clearly stated in writing. No changes in needs identified, no outcomes met (but progress towards all) and minimal changes to provision identified by professionals. No additional provision requested. Amended draft following AR meeting is now overdue. However - case worker has emailed today with the results of taking the initial draft and funding requests to "panel" where they are only agreeing to certain aspects of provision and have made significant changes to others that they are prepared to fund/commission. Huge reductions in provision which was previously set out clearly in the EHCP (following tribunal) and which professionals have all said needs to stay. Case worker has stated the EHCP will now be amended to reflect what 'Panel has agreed to fund/commission', which she appreciates my young person probably won't 'agree with' but we need to move forward 'so appeal rights are activated'. This bears no resemblance to the legal process for annual review and permitted amendments and is completely illegal (alleged)!!! Surrey know this full well, but our only recourse is appeal which will take years given current backlog and basically no education in the meantime (for a 21 year old who still has no formal qualifications because Surrey have delayed and delayed on everything for 4 years)
Keyword Flags	Delays/Slow, No education, Unlawful (alleged)

ID: Np4o78p | LA: Leicestershire | Submitted: 20/08/2025 08:51

Type of Misconduct (self-reported)	-EHCP's heavily out of date, seldomly updated. -being told my request for a specialist for my youngest would go to the LA's triage panel who would decide if my child's case would go to the actual panel, despite the same LA being taken to the LGSCO who deemed this unlawful (alleged) action. -I at that point realised that this is how my eldest had been forced into a mainstream school that said they couldn't meet his needs and ended up causing huge emotional distress. I at this point trusted too much that the system was at least lawful. - request for specialist from emergency review took over a year to be finalised despite the 12 week deadline. LA kept stalling and delaying panel it took from June to end of January for them to take his request to panel. - after significant time pushing for the EHCP to be finalised when a school had been agreed with the specialist school officially named (end of July) I was penalised by transport as I was a "late applicant" despite the fact I was repeatedly told not to worry, I couldn't apply till his EHCP had been finalised and the deadline had passed 2 months before I was allowed to apply. I was on holiday when it was finalised and still applied that day so it was done at the earliest possible point. I was told by the transport team that I was a late applicant they would get round to organising his transport anywhere up to the first 6 weeks at school, despite an LGSCO ruling stating that cases where there was a late application as a direct result of delays from the LA the applicant should not be penalised. The school was 45 minutes away and there was no way I could get them there, they did not care that he could potentially missing weeks of school. The government want tighter restrictions on parents taking children out of school for a holiday and yet the LA's seem to be able to prevent children accessing their legal right to an education as and when they please. Yes I can take these decisions further, complaints, ombudsman if needs be but each has a timescale. None of which would have protected or replaced those 6 weeks.
Experience	EHCP's totally disregarded, my child was regularly not receiving any support during lessons, some lessons they told me they sat there for a whole lesson doing nothing because they didn't understand what they had to do and no one noticed. He had 32 and a half hours of support allocated, another occasion during a PE lesson they were playing manhunt - he ended up getting stuck, when he eventually got himself free the whole class had gone inside and no one even noticed he was missing, often came home with stab marks all down his arm where he was becoming distressed in lessons and no one noticed him stabbing himself with a compass. The LA were informed of my concerns and were not interested.

Impact on Child	Huge impact to mental health, the the age of 7 would frequently say they wanted to die and this continued through mainstream primary school, we were referred numerous times to CAHMS who refused the referral every time. They were left to feel worthless and not good enough. Unable to access the education within such a busy environment. They have been left very isolated, often left learning in corridors at primary with little to no access to the actual teacher. I worked in the primary school towards the end or their time there and saw that they were often being taught by LSA, who did their absolute best but was not qualified to teach. I saw frequently across the school children often not even being set work by the teacher, just left in the corridor with whatever worksheets could be easily printed off. No thoughtful education.
Impact on Family	The impact on the whole family is huge, I am now no longer able to work, there were many times I was put in a position where my child had support stripped away, SATs week for example. Their support was completely ripped away despite the fact the school knew they would not access school without them. So I was left with no alternative to keep them home. Watching your children become more isolated, feel physically ill because of the huge levels of anxiety - migraines, vomiting, loss of sleep. Seeing those you care most for suffer is horrendous and I have had many, many sleepless nights. Trying to get them the support they need and as a result tackling an unjust system has been more soul destroying then I believe can be understood, unless you have experienced. I felt physically ill along side them. I felt broken, like I couldn't breathe or function. It was totally consuming.
Desired Change	I believe many children end up leaving mainstream education because schools are not being held accountable for their policies that discriminate, unfair punishments for example detentions for the wrong colour socks, refusal to make reasonable adjustments. They are continuously allowed to treat children in a way that would be forbidden in a working world, children with SEN being denied a qualified teaching professional, denied inclusion of all the school has to offer. Until schools are held to account - nothing will change. Councils are unlawful (alleged) and they repeat their unlawful (alleged) policies even when there have been LGSCO rulings, however increasing numbers are needing more support and I believe as a direct impact of my initial point - schools not being held accountable. Leicestershire county council are one of the worst funded councils I believe and a lot of the conflict comes because they are underfunded and fighting bankruptcy.
Keyword Flags	Delays/Slow, Denied, Distress, Isolated, Mental health, Refused, Suffering, Trust/Distrust, Unlawful (alleged)

ID: zxq5B08 | LA: Surrey | Submitted: 23/06/2025 06:59	
Type of Misconduct (self-reported)	A school professional was asked not to have a view about the SALT required (this person whistle blowed to me after she left). My son needed specific techniques. The Ehcp has failed him for 7 years. There are constant problems as the ehcp does not work for him. It would be epic to write every problem here. We have also been threatened (alleged) when we sent a section 19 letter due to his placement going into crisis as inappropriate. We had already had an emergency review. He was not moved though evidence presented. We were threatened (alleged). We paid for legal advice. The school and council blamed each other for the threats.
Experience	My son has been failed. We are spending a lot of money we previously did not have to sort this out.
Impact on Child	He hasn't had adequate speech and language therapy for motor speech disorder this he is still learning to pronounce words and have a voice. He has been discriminated against at an inappropriate setting. He has been gritting his teeth, trying his best but set up to fail. He finally went into crisis. He is in a much better place atm, we are still trying to sort out his education.
Impact on Family	I am having to cut back my working hours in the SEN job I love. It has been many years of stress. Following a section 19, my son had 9 months with no education, agreements uturned. We had threats. We have been on edge, wondering what was going to happen next. Financially burdened. Finally could afford Professional Reports. Paid for legal support due to the threats. There had not been enough time in the day for is to hold all to account. Exhausted!! Unjust!!
Desired Change	The Council acting within Law, schools acting within law. SCC hold to account. Professional services to be put with the NHS not commissioned by SCC who have agendas. The correct provisions to support children. Not having to go to Tribunal to gain admission the right outcome. For no family to have to go through what we have. So very unjust. Thevright information written on ehcps (not copy and pastes from a few years sho), no disagreed drafts not acted upon.
Keyword Flags	Afford, Exhausted, Failure, Job-related, No education, Threatened (alleged), Unsuitable provision

ID: 81pAbv5 | LA: North Yorkshire | Submitted: 13/08/2025 16:15	
Type of Misconduct (self-reported)	Failure to abide by law regarding EHCP annual review Failure to fund agreed EOTAS package Failure to transfer from SEND to Adult services when pupil turned 18 Failure to respond to communication Failure to provide education pre EOTAS Failure to resolve official complaint
Experience	I had to fight for assessment of need then appeal decision not to agree to EHCP. Once EHCP was agreed, the document took over a year to become active. My young person received no education funded by the LA for a year (we paid for a tutor). It took months to secure EOTAS then the funding took almost a year to come through. EHCP annual reviews are a myth, the ensuing actions the LA is legally obliged to carry out do not happen. The case worker can not be found - many families are in dreadful situations because of one man refusing to communicate. Communication within the LA is dismal (Direct Payments cannot get a response from SEND) as well as for service users. Statistics released by the LA do not match statistics gathered by parent forums.
Impact on Child	Hasn't attended school for seven years (last year of primary it became too much). Has received the message from the LA they are not worth investing in, feels ignored, hugely let down by the system. This has a long term traumatic impact. Any dreams of qualifications has gone. Cannot engage in discussions about independence, transition to adulthood, money, working. Is fearful of growing up. Does not trust systems or authority. The six hours provision a week they get is vital for their well being and mental health.
Impact on Family	I am a parent carer. My young person does not leave the house without a trusted family member. I am only able to work a few hours a week which is worked around their lessons. We are extremely worried about the current situation (18, no funding in place for September) as we cannot afford to fund provision ourselves.
Desired Change	Vastly improved communication systems. Acknowledgement of my young person's situation and their part in it. Funding to meet needs.
Keyword Flags	Afford, Communication, Failure, Ignored, Mental health, Myth, No education, Refused, Trauma, Trust/Distrust

ID: aQrPY5b | LA: Gloucestershire | Submitted: 15/08/2025 11:20

Type of Misconduct (self-reported)	Delays, failure to respond to communication, refusal to consult with parental choice, failure to engage in tribunal proceedings in a timely manner
Experience	Mainstream school could not meet need for non speaking autistic twins, LA insisted that they could but without providing any additional support. During tribunal proceedings they did not consult with parental choice within the timeframes and did not meet tribunal deadlines. Did eventually concede both before tribunal date but everything was a delay tactic as it kept them in mainstream for an additional year and took up our time, which could have been spent on them. We would have been happier with some honesty… yes they need special school places and you are x on the list.
Impact on Child	Loss of education and as in an inappropriate setting they have started displaying physical behaviours not seen elsewhere. They were isolated from other children so having to learn to be around peers.
Impact on Family	Our relationship was almost at the end of the line. I was so stressed and dreaded any phone calls. Got into a habit of checking my emails every two minutes to see if LA had replied. We ended up paying for a solicitor to try to ease the stress at significant financial cost.
Desired Change	Honesty and accountability. So much of our issues would have been eased if they had acknowledged the issue but to claim that two non verbal twins were fine in mainstream when the school said they weren't was ridiculous. We would also have liked the mainstream school to have visited them in their previous setting as they already had ECHPs. They said they could meet need off the paperwork but within a couple of weeks of them starting they said they could not. If they had said they could not meet need in the first place then we would have pushed for a special school from the outset.
Keyword Flags	Communication, Delays/Slow, Failure, Financial pressure, Isolated, Unsuitable provision

ID: 81j7N9o | LA: Medway | Submitted: 04/09/2025 11:59	
Type of Misconduct (self-reported)	1. After agreeing to assess, deferring assessment indefinitely due to shortage of staff - it ended up being 12 months before he saw an ed. Psych. 2. After eventually having Ed. Psych obs and everyone agreeing that specialist provision was required, further 4 mth delay for EHCP to be drafted. 3. Now, after applying for his EHCP 19 months ago, my son is of compulsory school age and still has no school place due entirely to delays, backlogs, non-communication and out and out shoddy organisation at the LA. My son's high level of need (ASD and Learnig disability) has been on the LAms radar since he was 2 years old so it should have come as no surprise that he would be needing an SEN placement at some point. 4. During tha last 19 mths there has been a huge turnover of staff at the LA, meaning that my son's SEN officer has been constantly changing. I have not been informed that one is leaving and another is taking over, I just end up getting a generic email response of 'I no longer work at the service' when I'm sending the umpteenth email to chase up progress. I then have to spend more time making enquiries to find out who is actually handing his case now. 5. Due to the huge backlog caused by the poor organisational workings of the LA, they decided to deal with it by dividing children into two cohorts. Those who applied in 2024 were cohort A and dealt with by one team and everyone who applied after that were cohort B and dealt with by another team. However, this placed everyone in cohort A at a disadvantage. Cohort B were dealt with by an in-house team and they were flying through the applications whereas cohort A were outsourced to an external team which took longer and caused further delay. The big problem was that no thought was given to ensuring the total number of spaces in specialist provisions was allocated fairly to cohorts A and B. Therefore, the majority of SEN spaces went to cohort B children whose EHCPs were being speedily completed, leaving n spaces for cohort A children. This meant that by the time my son's draft EHCP was sent out to schools the LA already knew that the SEN provisions they were sending it to didn't have any spaces left anyway. But, they were still reluctant to liaise with independent specialist provisions, instead trying to persuade me to home school my son or agree to put him mainstream - even though it is 100% obvious to everyone that neither he - nor the staff - would be able to cope with him in a mainstream

	and it would be a huge safeguarding concern due to him effectively being a non-verbal 1 year old in a 5 year old's body and at the mercy of the other children and not able to speak up.
Experience	Mentally and physically exhausting; time consuming; hugely upsetting; stressful, impacting on my mental health hugely - constantly in fight or flight mode.
Impact on Child	He had to stay in preschool for an additional year - it was meant to have just been until the EHCP was sorted but ended up being a whole school year. Whilst I am eternally grateful for the staff at his preschool being so accommodating, it should not have had to happen. Now he is of compulsory school age with no place of education. While he has no understanding of what is going on it is to his detriment that he is missing out on the socialisation and additional learning which would happen if he was in the correct specialist provision.
Impact on Family	Had to give up my career as a teacher 5 years ago to be full time carer for all three of my children who have SEND as my husband is also disabled and unable to care for them alone full time. Had to homeschool my middle ASD daughter for around 18ths of that time too due also with delays getting an EHCP and her not being able to attend mainstream. I also have chronic illnesses and Jack - who needs a lot of manual labour to lift, Cary, change etc - being able to go to school for a few hours per day would allow my body and mind to recharge and for me to also deal with my other caring tasks such as helping to look after my 99 year old grandad, run family errands, go to my own health appointments etc. If Jack is not going to school I then have no respite to do all of this.
Desired Change	All of the above issues being resolved please. Don't make parents who are already struggling fight for every little thing as we are already exhausted enough.
Keyword Flags	Communication, Delays/Slow, Exhausted, Isolated, Mental health, No placement/No school

ID: SCCvHLj | LA: Surrey | Submitted: 2025-08-01	
Experience	Son is diagnosed with complex trauma from school and on antidepressants. School [and the Local Authority] insisted he was fine and didn't have any SEN needs. I have written evidence from consultants, that the stress from fighting the Local Authority for 4 years gave me life threatening (alleged) asthma attacks. LA are aware of this and continue to behave in the same manner. Case officer ghosts me for months at a time regularly. I am still paying for my son's placement 9 months post tribunal [as the Local Authority has failed to make any of the arrangements ordered by Tribunal]. I have emails from the case officer, saying that they have sent the paperwork to finance. No longer trusting the LA one bit, I emailed finance to check they had received an email from case officer. They had not received anything. So now deliberate lies (alleged)?
Keyword Flags	Failure, Threatened (alleged), Trauma

ID: PdvD0d0 | LA: Cheshire East | Submitted: 05/09/2025 19:55	
Type of Misconduct (self-reported)	Misleading information. Failure to respond. Turning down a EHC assessment with the promise of making the school take action but then not enforcing anything on the school. At which point it was too late to appeal.
Experience	Turning down a EHC assessment with the promise of making the school take action but then not enforcing anything on the school. At which point it was too late to appeal. Excessive jargon used and patronising comments when this wasn't understood.
Impact on Child	Emotional distress, self harm, loss of education, repeated suspension and punishment, social anxiety.
Impact on Family	Loss of income, stress, mental and physical health has deteriorated, tension in the marriage.
Desired Change	Simple support. Fixed and detail laws that can't be manipulated. Enforcement of these laws. The same practises across all schools. Less wait time.
Keyword Flags	Distress, Failure, Manipulated, Mental health

ID: SCCMtOc | LA: Surrey | Submitted: 2025-08-01	
Experience	Following my son trying to take his own life due to school he could no longer attend. This was 2019 and he was 14. He was taken off-roll by his school and therefore had no place. Nothing was done by Surrey and he was left to rot in his room. Surrey refused to assess him for an EHCP, which I applied for as a parent in June 2020. They conceded months later at mediation. They then refused to issue an EHCP, as they had not included my evidence when it went to panel. They then conceded [again] the day before tribunal. It took them until December 2021 to actually finalise the EHCP. They refused to do the social care assessment or a mental health assessment, leaving those sections blank and declaring he had no needs. After my complaint being accepted and upheld by the Ombudsman we finally got the social care assessment and an Mental Health assessment. Despite needing therapy to access education they are still wrangling over this. Despite evidence from senior clinical psychologists the panel are still arguing. In fact it is going back to panel next week. It is a year since Ombudman and we are still waiting. His reassessment of his EHCP is now 15 months overdue but I am scared to complain again because they may just rush through another unfit EHCP and make us wait another year for tribunal. My son has waited 6 years now with no education and he is desperate for one. He has had an EHCP since 2021 and still they do nothing but delay. I am a single mum, with no funds for solicitors and must wait for Surrey to do the lawful thing. We are on our 13th caseworker. Be heard [Surrey's Complaints Team] have refused to take my complaint about delays, last months, telling me I should wait until the EHCP is finalised and then go to tribunal. One senior manager told me they had nothing to do with healthcare, another told me that therapy to access education is something that ordinary people would have to fund privately. Will my son be given back the lost years? An Ombudsman remedy cannot help. The legal aid lawyers are at capacity and not taking on judicial reviews. Surrey have destroyed my son's chances at life. They have neglected and damaged a vulnerable young person. Their inaction is in danger of rendering him a burden on the state for life, whereas he used to be in the gifted and talented register as a child. Senior managers at Surrey told a caseworker to strike through the paragraph in section F regarding my son needing psychological support to access education and attempted to replace it by saying he should use the universal services from the GP. We have tried this route and been rejected by the local mental health teams who will not provide ongoing psychological support for accessing education. It is illegal (alleged) to strike through Section F !! I pointed this out to senior management who then deleted all the changes we had made over 2 years and forced us to revert to the original EHCP, which was never fit for purpose. The autistic society told us this, as did SENDIASS. Surrey do not care. They sign and create legal documents which they know to be unlawful (alleged) and inadequate. I do consent to our story being shared.
Keyword Flags	Delays/Slow, Mental health, Neglect, No education, Refused, Unlawful (alleged), Unsuitable provision

ID: RGbMk5d | LA: Hampshire | Submitted: 14/09/2025 15:37	
Type of Misconduct (self-reported)	- Lying saying a school can meet needs when they have said they can't. They even e-mailed the school to say they have given me the costed provision map but not shared the full consult (which stated they can't follow the EHCP). - Lying that the school was following the EHCP when they weren't. I sent evidence they weren't but they would just e-mail back repeating they were following it. - Naming a school illegally without them saying they can meet need and refusing to consult with parental preference. - Repeatedly accusing me of being rude and abusive (alleged) when I simply ask the for evidence or remind them of their legal duties. They of course had no evidence of this, as it never happened. - Allowed the illegal (alleged) off rolling of my child from school and forced into home education by telling me that either I send the child to school to be hurt again, despite child being too unwell to attend due to severe anxiety (caused by the harm) or absence would be unauthorised and I would be fined and prosecuted. Denied this happened despite all evidence.
Experience	I have two children and they are behaving the same for both. My first was illegally off-rolled out of mainstream twice. My experience is that not once has a mainstream school ever followed the EHCP. The funding just disappears and they don't follow any of section F. Child has ended up with a traumatic injury despite the school being paid for a full time 1:1. LA insisted that the school was in the right and refused to insist they followed the EHCP. At phase transfer to secondary they told me that all special and resource provisions couldn't meet his needs with their extra support but every single mainstream were fine with it. All mainstreams said to me that that was a lie (alleged) and that they had all said there was no way they could take him and follow the EHCP. The school that the LA in the end chose to try to force to take him had to make a formal complaint about it and described their behaviour as "legally indefensible". This is the school the LA told me had agreed they could meet need. Through the tribunal process, after losing a significant amount of education over the years, my child now has a place in a special school where he has 100% attendance and is accessing the curriculum . My second child is currently not accessing school because he has also had a school named that has said they cannot meet need. I received a patronising email from the complaints department asking for evidence that they are not meeting need. When I responded to say that they already had the evidence they sent me yet another email telling me that was rude. My son remains out of education while we wait over a year for a tribunal. Without the tribunal process both my children would never receive an education.
Impact on Child	My son will never recover him his physical injury and will need to pay for treatment throughout the rest of his life. He is suffering with trauma due to what happened to him in mainstream and has lost out on a significant amount of education. My youngest son has tried to kill himself and is not receiving an education. He is getting more and more

	behind and now has serious mental health problems, and the LA still just tell me that reminding them they are breaking the law is "rude".
Impact on Family	It's destroyed our family life. My children have been in so much distress for so many years. I have lost my job and haven't worked for so long now I don't think I'll ever be able to work again. I now live of benefits. What a waste of a life. I used to do so well and we had a great life until my children started school. I've had to pay a lot of money out to educate my children when they are not receiving an education and for my son's physical injury. I also have to put money aside for future bills due to it. I'm so so so so tired. Up all hours with seriously distressed children. Then trying to provide them with an education as best I can as the LA won't. The amount of time spent fighting the LA is absolutely enormous. It's how they work to get you to stop fighting. I am physically ill now from the stress.
Desired Change	I would like to see them stop playing games working really hard to stress parents and children into submission/home education. They put a LOT of effort and time into this. They seem to want all disabled children home educated. I would like to see them spend their time trying to find the best outcome for children rather than spending all their time on these games. They seem to have significantly more staff in the complaints department than they do case workers. I get a lot of correspondence from the complaint department working their games... pretty much nothing (other than the odd note saying they maintain their position) from the case worker.
Keyword Flags	Abuse (alleged), Denied, Distress, Job-related, Lied (alleged), Mental health, Refused, Suffering, Trauma, Unlawful (alleged)

ID: 1A2GEWp | LA: Hampshire | Submitted: 13/08/2025 10:49	
Type of Misconduct (self-reported)	Trying to enforce a local mainstream school to take a child even though they have said they can not meet needs. Twice this has happened to me! The second time they expected the school to be named and the child to “just not attend”
Experience	Both times I have had to call the LA out on this. The first I point blankly refused to send or accept that school. This was at primary level. The second being for secondary school, I opened a tribunal case and was granted an EOTAS package as no school has been found.
Impact on Child	My child has not entered a classroom or had a breaktime with peers in about 2 years. His anxiety surrounding education is unbearable. He is year 7 but still working at year 1 level due to him not receiving the correct support when he was younger.
Impact on Family	This has impacted everything! I had to quit my on roll as an LSA to care for my son as he has no school placement. My husband has had to quit his job to take care of the other children.
Desired Change	I would like the SEN team to meet these children! To see their strengths and weaknesses. To see the struggles this causes the whole family. To put the child first and take their mental health concerns seriously. My child was self harming at 8 years old due to his school setting and it was deemed OK? 3 years later he still has ridiculous trauma
Keyword Flags	Job-related, Mental health, No placement/No school, Refused, Trauma

ID: Ekb6APq | LA: East Sussex | Submitted: 14/08/2025 10:40	
Type of Misconduct (self-reported)	They was barred, they also had to pay our tribunal funds back , lying , refusing to give costing, withholding evidence . Telling the school placement they named not to communicate our concerns or questions we asked .
Experience	My child is medically complex so we was doing hip surgery whilst fighting a school placement that was completely unnecessary and would have cost more they just wanted my child for class room/ peer group numbers .
Impact on Child	My son has profound needs so luckily he did not understand but he definitely picked up on my emotional stress.
Impact on Family	That year nearly caused me to break down , it's massively impacted my mental health.
Desired Change	Listening to parents, to be honest I don't think they will ever change, there still continue to fight same school every year for this school and they our lose every case what a waist of money .
Keyword Flags	Barred, Communication, Lied (alleged), Mental health, Refused

ID: 5Blx44N | LA: Cheshire West and Chester | Submitted: 20/08/2025 08:31	
Type of Misconduct (self-reported)	Huge delays, not adhering to the legal timescales, making very poor excuses as to why for example they cannot fund a private educational phycologist to make sure the timescale is met as they have spent all their money on new staff, so I said well if that's the case there is no excuse and I expect the ehcp in time, their reponse was no as they are all on annual leave. I've had many of lies (alleged) told about me, they use the complaints process as a delay tactic for them to actually provide what they need, they save so much more money by withholding urgent support that when you complain £2000 compensation is a good deal to them. The ehcp is not fit for purpose, never been followed since it was issued in Oct 2024, they don't respond, they don't uphold complaints that they have previously upheld, they pass the book to the school, the school state they cannot meet needs and asked for a change of setting, the local authority said no we are still naming them, the school doesn't provide work, and only 8 hour of face to face tutoring a week for a child in year 10. They have forced us to navigate a tribunal system in which is extremely challenging when I have very severe complex needs, my husband is bedbound awaiting spinal surgery on morphine, my child is suicidal, child is not learning anything as the tutor is not qualified and provided by the la. She has no sen support, she has no mental health support, no slt therapy support as the LA's comments were "we are not a referal service" this information should of been sought from the beginning and wasn't, post 16 advice and support not yet done, hasn't picked GCSE's, cannot increase the hours as apparently they cannot find a suitable tutor, I've asked for online provision untill tribunal is sorted and they said no we will go through the process. Again delaying vital support and help for my child. They have now decided to re assess needs with 16 weeks before tribunal, I've already been told there is no educational phycologist due to demand. I've had to really chase everyone down, the director of children's services is about as useful as a chocolate fire guard. They are all corrupt (alleged), they don't know the law or how to support a family when their intentions is saving money. There is no empathy, no urgency, they will say or do anything to make you think you are getting somewhere then ghost you for months and months on end. This is nearly a 2 year process for us, 2 years of my child have just 8 hours a week tutoring, that's it the tutor is available most of the time she has appointments etc herself and cannot attend. There is no plan b for these days my child just simply misses out. My child does not have the same opportunities as her non disabled peers, she is disregarded, forgotten about, and denied education that is suitable. I have to provide all resources, laptops, pens, artwork etc as trying to get this for them is impossible. I cannot work due to my own disability and having to be home to do the tutoring. The amount of stress and upset this is causing us as a family is inhumane, the council need to held accountable. I've asked for a sar request they have not provided all my information, there was a specific document I requested to use for tribunal, as I was uploading documents as evidence I was locked out of egress and could not access them anymore, this document apparently simply doesn't exist despite me seeing it, knowing exactly what it states but they are denying its existence. They have not followed tribunal orders, missing the evidence deadline not sending anything in, then not sending the bundle, it's been 5 months of them being in recipte of the working document in which they have done nothing to it, I've made the tribunal aware and asked them to work with me and make progress they simply send my working

	document back with my proposal and said “we don’t agree” I am exhausted, I am saddened, frustrated, and it’s severely impacted my mental health. Was all this worth it, absolutely not, I’ve wasted 2 years of my child’s, and families life under a huge amount of worry to acheieve nothing. Nothing has changed, nothing at all positive has come from this situation as my child and my family are one of many being failed daily whilst the la do as they please. The law needs to be strengthened, the la need to be held accountable, you cannot possibly give these people any more power as families like mine would be pushed to suicide.
Experience	This is the hardest thing I’ve ever had to navigate, the stress upset and anxiety it causes daily is impacting all the family. I have two children with complex needs, I have severe complex needs I have a bedbound husband, the council realise I’m a vulnerable adult and take advantage of this, I don’t have the funds to pay for legal assistance, I do not know the law, I do not know my rights and all this works to their advantage. I have spent days in paperwork, I send emails daily chasing for the bare minimum. I’ve asked for an online school to be set up for September I’ve had no response. My anxiety is building up so severely knowing there is just two weeks left untill term, and I have to deal with these corrupt (alleged) people again. My child’s feedback forms state she has no work to do, I complained to the local authority and stated the tutor was a waste of tax payers money as there is no work to do, the council stated they are satisfied my child is receiving a full time broad education. Is this some sort of joke to them? My child is not just a number they are a human being with feelings, they have wishes and dreams for the future, they want to learn, they are eager to work, but how can they when work is not provided, the hours are not there, the legal ehcp isn’t being followed.
Impact on Child	Extreme emotional distress, doesn’t want to engage any longer as they don’t see a point to get up and sit at the table with nothing to do, instead they will use hair bobbles to make a garland! That’s what a 14 year olds education is! I am inviting a tutor into my home for nothing, the tutor is being paid for nothing, tax payers money is being wasted on that many complaints when action needs to be taken to ensure complaints are reduced, the support is in place etc my child does not know their timetables, they are working at least 3 years behind, the school cannot “make the work any easier” so instead provide nothing. Suicidal, severe loss of education, severe anxiety to the point they won’t leave the house, very low and limited self worth, has no confidence as they are being failed, has a lot of anxiety and worry regarding GCSE’s as they are not prepared, haven’t covered any subjects or work, no longer wishes to be a vet as they have stated they can’t now due to lack of support and help for the Sen team and school. They are stuck in a situation in which they cannot escape from. They are happy to work from home online at an online school, the school have stated they can meet needs, they would cover all subjects provide a laptop etc yet they won’t allow my child to have the help she needs. They are still naming a school in which they haven’t stepped foot in for nearly 3 years a school which have stated we cannot meet needs. I find myself crying almost every other day due to the pressure, I have to fight for my child but the process is near killing me. This has affected my relationship with my husband; my family and friends as it’s so time

	consuming that I find myself unable to do anything else. These people go home at night to their perfect families they have no experience of how hard it is to be disabled and have children with additional needs, children in physical pain, many diagnoses and complex needs. It's a full time job and the local authorities are adding so much unnecessary stress and pressure to a situation that is already dire. Things have to change these children deserve the same as their non disabled peers. I am not asking for anything unreasonable, I am asking for a full time online education for which my child is entitled. My child has had no physical activity or education for two years, I asked for this to be implemented and I'm still waiting. Ive now been offered a brio pass, a brio pass for a child who does fortnightly physio, has severe mobility issues, and cannot leave the house due to severe anxiety. They realise and recognise this but it's the cheapest option again wasting tax payers money on something that isn't suitable and my child cannot access. I was granted 20 hours per week of tutoring, I have this on an email, nearly 2 years down the line with a stage 2 upheld complaint about this, my child is receiving just 8 hours. I am talking to a brick wall with these people, they don't care, every single time you email any one ffrom the Sen team you get a generic email back to state they are on annual leave. These guys spend more time on holiday and away from work than they do in work. How can anything run smoothly when so many people are off? the situation is going to get worst and worst untill someone steps in and changes the way the council run it. If they were held accountable, parents could claim costs back from unnecessary tribunals, the law was upheld and heavy consequences for the council to use the law as an optional, significant compensation for the continued failures, as our ehcp may aswell go in the bin.
Impact on Family	Loss of income, I cannot work, my husband who is the main earner has had to loose so much income attending school meetings, doing tribunal paperwork with me, attending council meetings, reviews you name it. My youngest child has been hit the worst, she is struggling and is now refusing school, being sent home after 45 mins of being in the building as she is overwhelmed, her anxiety is through the roof she has self harmed, yet I've been issued threats of fines, had no support from school or local authority they have stated she has a full education despite not being in school since January, I'm going through it all again and i really cannot cope any longer. This is not how life is supposed to be. My children have enough on their plates with complex needs, daily pain, physio etc yet every hurdle is a mountain, so many times I've been at rock bottom and wanted so badly to walk away for my own sanity but then what? will they be forgotten? Will I get fined? Will they be forced back into an environment which is unsuitable and cannot meet their needs? Just so the local authorities can save some money. They issued my child's ehcp admitting they have not seen sight of their evidence or diagnosis. How can this continue?
Desired Change	Mean what they say, we need good communication, no lies (alleged), we need these people to uphold the law, we need support and help, we need action, we need the ehcp process to follow the legal timescales, when this isn't possible we need the la to propose solutions instead of delaying things further. Parents and children need to be

	listened to, we cannot work against a corrupt (alleged) force, we need to unite for these children, we aren't always going to agree however denying a child vital entitlements is diabolical, the laws they have broken and continue to break with us is atleast a page long but what consequences do they have? If that was me breaking the law I would be made an example of.
Keyword Flags	Communication, Delays/Slow, Denied, Distress, Exhausted, Failure, Job-related, Mental health, No response, Pressured, Refused, Self-harm/Suicidal, Unsuitable provision

ID: zx2OBR0 | LA: Surrey | Submitted: 10/09/2025 08:17	
Type of Misconduct (self-reported)	Delays Pushing to tribunal on both assessment and issue to be overturned
Experience	We have been trying for an EHCP to help my daughter in school. At her senior school she lasted 20 mins as the SENDCO decided to shut her disregulated in a room and tried to keep her there. We have had to deregister to EHE as we did not feel it was a safe environment for her. As she didn't have EHCP in place we had no legal recourse to this behaviour.
Impact on Child	Truma Put back 2 years work in 20 mins. Child now having to be EHE
Impact on Family	Loss of mothers income Backwards on child's mental health Family stress and worry Father having to provide for whole family
Desired Change	Stop procrastinating on issuing EHCPs and wasting time. My child now has to be home educated as SENDCOs think they make the rules and are putting children at harm with antiquated system Overhaul the schooling system. It is outdated and ableist.
Keyword Flags	Delays/Slow, Mental health

ID: Xx8oOx4 | LA: North Yorkshire | Submitted: 14/09/2025 19:46	
Type of Misconduct (self-reported)	Massive delays - Misleading information - Failure to respond to communication Withholding information Providing information In Mediation and changing that information later -
Experience	Child excluded from school during year 4, Provided with some tutoring in year 5, Provided with up to 2 hours daily in special unit attached to school - during year 6. Attempted re-integration but couldn't manage more than 5 mins yet LA said no evidence of need for specialist. Moved areas and applied for school in June of year 6 - allocated one in March the following year! Was Restrained daily and there was no evidence of understanding of needs, so we removed him in May. A new school wasnt identified until the END of July, so out of term time ! Started new school in year 8, generally ok until year 10. School placement broke down in year 11 - 4 weeks into term due to school not meeting needs. Took LA 3 months to actually discuss him in their meetings (apparently too many people on the agenda) before they agreed re-assessment. EP spoke with him on phone for 10 mins and that's deemed acceptable. No education provided until APRIL & then only tutoring for 10 hours pw. Constantly being ignored by LA, taking 5 days to respond to questions by which time you have another question. Failing to listen to what Parents are saying or just ignoring this which meant we had to go to Mediation 3 x . Failing to provide documents to SENDIASS in a timely fashion to aid mediation and aid development of EHC.
Impact on Child	Massive Loss of education Isolation Anxiety Emotional Distress Feeling like a failure Increase in aggressive behaviour Police and criminal (alleged) involvement

Impact on Family	STRESS, LOTS OF STRESS. Feeling Overwhelmed to the point of becoming mentally unwell, Relationship challenges Siblings challenges
Desired Change	Immediately: 1.Stop adversarial relationships. 2. Change Focus towards positive relationships that seek to understand and ensure the child's needs are addressed. 3. Create standard operating procedures for IEPS, that make parental input mandatory and that provide A process for these - leaving it up to individual schools or LAs mean it's piecemeal at best and ineffective at worst and the only person that it really impacts is the child and their parents.. Medium term: 1.Fully financially support mainstream schools who are supporting additional needs. 2. Move away from private companies providing education to financially lucrative pupils. Longer term: 1. Review and change curriculum, not just WHAT we teach but also HOW we teach taking into account successful models such as Finland.
Keyword Flags	Communication, Delays/Slow, Distress, Exclusion, Failure, Financial pressure, Ignored, Isolated, Mental health, No education

ID: SCCP8sO | LA: Surrey | Submitted: 2025-08-01	
Experience	My son is 20 and out of education, due to SCC going against professionals advice. SCC wanted EOTAS whilst we had an offer of a 52 residential provision. Since September 2024, my son has had 3 hours of OT with NO other provision that is stated in his EHCP. No wonder they wanted EOTAS - they don't provide anything and it saves them money. Despite professionals explaining it would happen, my sons mental health has deteriorated with talk of suicide and self harm. The family is now in crisis with social care ignoring calls for help. SCC have conceded a 36 week placement at our choice of college but left it so late that the college now have no space for this year. Failing in their legal duty but as a family we feel not only that no one cares but that no one can stop SCC continuing to break the law. Far too many lives have been lost and many years of education which will only cost SCC more in the long run.
Keyword Flags	Failure, Ignored, Mental health, Self-harm/Suicidal, Statutory duty failure

ID: 7R95G1A | LA: Leeds | Submitted: 15/08/2025 05:43	
Type of Misconduct (self-reported)	No lawful Annual Review took place. I was not sent a draft EHCP with changes, nor given the required 15 days to review and respond. Therapy and personal transport (with a consistent driver in place for 2 years) were removed without lawful process or professional evidence of reduced need. An EHCP was issued directly to Ackworth School without my consent or any version shared with me for agreement. My queries regarding transport were repeatedly ignored. I was eventually told to apply via the transport team — despite it previously being included in Section F as a necessary provision. The caseworker later admitted to confusion over which version of the EHCP was in force, and it was clear the LA had lost control of the document process.
Experience	Made to feel like we have to fight for our children to have an education. No concern about the impact it has on a family let alone the child. I had to give up work to look after my child because there was no provision that could meet need.
Impact on Child	No we have provision they take away therapy and transportation so we are back to square one. Anxiety level through the roof. New school in September and everything else stripped away as of that's there job done. I did all the legwork and spoon fed them information to get her to a school that can meet need and then they do this so it's now impossible to get her there unless I give up work again and put us back in poverty
Impact on Family	Financially ruined us. Almost broke the family up. Unknown damage and trauma to my child and now has nowhere to get help
Desired Change	Follow the law lawfully without compromising the child. I have a solution to this very problem I am working on funding to create it and it will take the pressure off LA's and parents will be fully informed and statutory deadlines would be met. Happy to be contacted.
Keyword Flags	Financial pressure, Ignored, Isolated, Job-related, Mental health, No provision, Pressured, Statutory duty failure, Trauma

ID: A7bj2gl | LA: Shropshire | Submitted: 13/08/2025 22:47	
Type of Misconduct (self-reported)	Delays in ehcp process, discrimination, dishonesty (alleged), lengthly response times, avoiding questions, EWO allowing a school to refuse a plp as the headteacher stated child was “fine” even though he knew she would come home with a wet t shirt from anxiously chewing it, EWO did not discuss plp with parents at head teachers request, teacher said child was a good “actor” EWO allowed school to tell her not to attend a meeting with parents and school said she was either in full time or look for somewhere else. Child out of school for over a year, no education provided. Medical evidence to support eotas, LA then held private mdt meetings and the co sultans changed his recommendation, EP recommendations are parents to invite children for tea.
Experience	Honestly you couldn’t write it. The stress this has caused is unbelievable. I feel like we are Targetted by the LA, we have not had meetings they just go behind my back with everything. Any complaints I have made to the LA are ignored. A child with no education just cast aside like she doesn’t matter and the LA hate me.
Impact on Child	Loss of education, no structure certainly not understood. She is so sad
Impact on Family	Immense pressure on all our family. We have no one to turn to for support, charities are maxed out, I literally have a panic attack when I get an email.
Desired Change	It has to change, it is breaking families. We had our children and we know our children best not people sat in an office they have no right.
Keyword Flags	Delays/Slow, Dishonesty (alleged)/Fabricated, Ignored, No education, Pressured, Refused

ID: VL9oQ0N | LA: East Sussex | Submitted: 22/08/2025 08:32	
Type of Misconduct (self-reported)	Misleading information Failure to respond to communication with timelines they set Overstepping with teams that are not qualified to assess our child's needs, despite numerous reports from professionals (OT, SALT, Clinical Psychologist) With holding assistance Refusing alternative provision despite clear evidence of need
Experience	Our son missed almost the entirety of the preschool year at nursery because he could not access the setting. The iSEND service was engaged in his first year, because he was experiencing distress in the setting (and started to be unable to attend in the first year). We believe he experienced autistic burnout in October 2023 and we believe he is still experiencing it now. We were refused an application for an EHCPNA based on the amount of evidence required, however our child could not access the setting. We made a parental request and were refused assessment. We were given a tribunal date 14 months in the future. We tried accessing the only primary setting our son could even been in when we looked around, he managed just less than 15 hours before he couldn't attend anymore and was unable to leave the house for an extended period of time (this is before he was even 5). The school asked the LA to assess and agreed to spend some of his transitional Funding on an OT assessment and subsequent required OT sessions. The LA demanded the OT sessions were halted by the school, despite the transitional funding that was supposed to be spent specifically on our son being unspent because he could not attend the setting. The LA refused AP despite our son being unable to attend at all since 15 Nov 2024. The LA mandated that we must let an 'anxiety practitioner team' in our home to work with our son so he could return to school. This team is not trained in OT, SALT or even play therapy. Our son's needs are clearly stated on his private OT report, by the OT he was working with, on his diagnosis report and on his SALT report.

	The LA repeatedly refused to acknowledge any of this paper work, despite three letters and sending all documents through to them to be logged on their internal system. We allowed a visit and our son was completely dysregulated and unable to function afterward due to distress. Our son is autistic, PDA with severe sensory modulation difficulties and suspected ADHD. All of this is documented by medical Professionals, but we were told that this would only be considered by the LA team (who are not medically trained). Our son has just been granted an EHCPNA, 17 months after our initial request. He has been unable to access a mainstream education setting for this time and it seemed no actual assistance for him was available during this time.
Impact on Child	Emotional distress Loss of education Isolation Self esteem issues Autistic burnout Physical impact of loss of autonomy for toileting, sleep and eating
Impact on Family	Loss of income Financial stress Emotional stress Trying to access school and the trauma it brought our child out his younger sibling at risk
Desired Change	Trained professionals reports being upheld Working inside the law instead of application of LA working practices which are harmful to children Recognition and understanding of autistic burnout Recognition and understanding of PDA (ESCC have tried to say they don't recognise it) Honesty, transparency and child first practices Provision of AP as soon as a child is unable to access the mainstream provision, as per law Acceptance that a child with complex needs cannot simply engage with a stranger from an anxiety team, who has limited training (not medical or mental health training) and miraculously go back to an environment that they can't access due to sensory needs Acceptance and understanding of sensory needs

	The service we have encountered are harmful because if you're not an informed parent they will do more damage to your child through lack of training, poor understanding, misapplication of law, long timelines and dishonesty (alleged). This harm and willful neglect needs to be stopped.
Keyword Flags	Communication, Dishonesty (alleged)/Fabricated, Distress, Failure, Financial pressure, Isolated, Mental health, Neglect, Refused, Trauma

ID: D4xkoyl | LA: Hampshire | Submitted: 14/09/2025 16:27

Type of Misconduct (self-reported)	Both my sons failed with no education for 4 years failing on communication breaching the legal ombudsman. My daughter ehc plan was finalised unfairly without my comments in 6 days after the draft when I had 15days from the draft and a school put down that's totally unsuitable.
Experience	Hampshire council have ruined my life and I don't get any responses to emails
Impact on Child	My sons both suffered and now my daughter
Impact on Family	Loss of income, and emotional stress and mental health
Desired Change	For them to follow legal practice and care about children's rights
Keyword Flags	Breach (alleged), Communication, Failure, Mental health, No education, Suffering, Unsuitable provision

ID: Pd8GZxd | LA: North Somerset | Submitted: 01/09/2025 11:52

Type of Misconduct (self-reported)	[redacted]
Experience	[redacted]
Impact on Child	[redacted]

Impact on Family	[redacted]
Desired Change	[redacted]
Keyword Flags	[redacted]

ID: 81p6BBo | LA: Luton | Submitted: 13/08/2025 21:07	
Type of Misconduct (self-reported)	Threat to fine us after a small amount of absence due to anxiety. Ignorance over basic questions. Not responding to some questions.
Experience	My son's school highlighted he was anxious and sent a letter to our GP and CAMHS highlighting this. Some unfortunate things happened at school, which then made my son more anxious and he got an illness which meant he could eat for a week. After this illness he was too anxious to return to school. He would cower and hide and the mere mention of school). We engaged with the school. The school also marked all his absences unauthorised. We found out about the unauthorised absences, when we got a letter to say that any further absence will be unauthorised unless we have (medical evidence) and if we get 10 unauthorised absences in total (including the ones he already had) we would be fined. Thankfully, we had a half term to give my son some break to recover. We managed to get my son back into school after a while. Sometimes we managed to force him into school. Sometimes the senior member's off staff at the school would drag him off us. There was no further talk of fines, despite a letter saying that we would get a fine. We were asked to go to a meeting at the school to meet someone who could help our son. We were surprised that it was an Educational Welfare Officer from the Local Authority. If we were told that we were meeting them, we would have done research beforehand. As we couldn't do research upfront, we had lots of questions. The Educational Welfare Officer and the school representative couldn't answer basic questions. These included questions on the Government Guidance and an Attendance Contract. I didn't sign the contract - I think they didn't pursue it, because they were floundering answering my questions about it. The Educational Welfare Officer considered that there was not an illness, that you could not get medical proof off. They said if you cant get medical evidence of one day of illness, the child can be at school. They didn't have an answer to vomiting and diarrhea. If a question was too difficult for them they would just sit their in silence.
Impact on Child	My son is negative about school, however has been attending regularly. I am more likely to pursue homeschooling with my son in the future, if a problem arises again.
Impact on Family	I will never trust the school and the Local Authority to show diligence and integrity again. I feel like they are a bunch of cowboys.
Desired Change	Obviously there is a training point about staff being aware of Government Guidance and them being aware to answer simple questions, otherwise I dont feel comfortable with the responsibility they have. I dont feel like there is any

	oversight of them. I think if they threaten (alleged) fines for attendance problems or issue fines, they ought to provide evidence that they have tried to support the child first and evidence they have tried to work with the family.
Keyword Flags	Mental health, Threatened (alleged), Trust/Distrust

ID: Y5zx06v | LA: County Durham | Submitted: 13/08/2025 22:47

Type of Misconduct (self-reported)	Unethical brhaviours Failure to do their jobs Failure to communicate Lack of knowledge Harrassment Failure to respond
Experience	The most unethical is failing to remember they are a department of education and instead fancy themselves a social worker and force face to face and to speak with mt child, even when she doesn't want to. They treat me like I am an abuser just because I home educate, even though there is no cause to do so - they look for it reguarly. They believe children need to be seen and ignore the actual education side. They act like they have parental duty and judge us, even though they are bias to home education and quote they 'could never do it'. Nothing but unethical behaviours (I dont think theu even know ehat 'ethics' means or looks and sounds like to be honest.
Impact on Child	Imagine for yourself the psychological abuse (alleged) impact that as on any person. Dier.
Impact on Family	Mental wellbeing Stress leading to further mobility problems and therapy needs
Desired Change	Unbiased behaviour. New staff all around. A set guideline enforced through all and not each department making up their own like it is law. Stop the abuse (alleged) of power. Just because someone home educates or has send needs etc does not mean you should treat them like abusers and hound them until you find a cause. The schools bill 2025 even stated to hound families to find a cause, not when a cause was given.
Keyword Flags	Abuse (alleged), Communication, Failure, Ignored, Job-related, Statutory duty failure

ID: rjJOJ8l | LA: Kent | Submitted: 14/09/2025 20:08	
Type of Misconduct (self-reported)	Misleading information and purposely trying to deviate from the process of parental preference
Experience	Our parental preference was a section 42 independent school. The school told us they could only make an offer if the LA consulted them. The LA told us they did not have to consult them, then when pushed they told us the would not and finally when we pushed and request in writing why they would not consult they sent the school a consultation. We were made to feel like we were stupid, did not know the process and had no rights. We refused to accept this.
Impact on Child	My child was in a mainstream setting and could not cope, the school could not cope and the head told us they where just giving ‘child care’ not education
Impact on Family	Extreme stress. Being told you are wrong and not to question the LA when you knew you weee right. We took out a loan and hired a barrister as we realised we needed someone to fight for us. I think I am suffering from PTSD from the years of stress, struggling to cope
Desired Change	Investment in the SEND system; focus on the child vs the budget.
Keyword Flags	Refused, Suffering

ID: GxBYr2p | LA: Kent | Submitted: 13/08/2025 10:42

Type of Misconduct (self-reported)	i have experience this myself but i don't have children. getting me to sign stuff when i was clearly not able and knowing that i was fleeing from a domestic situation then lying to my sister telling her who is neurodivergent to that it was all done correctly then when moving to a safe area at the safe area i had to use all my savings on places to stay while both councils argued over who was responsible for me it's been going on since early may i believe the original council lied (alleged) time and time again and said they were different departments when they where not and nothing was ever written down on the side but i had lots of evidence but the new council still won't help me i have been put into a 30 pound a night place which admittedly the new council are paying for but they still say there's no legal obligation to help me get a place to move to and have been referred to a charity for help which i keep having to chase my "social" worker for because they are always off sick i just keep getting told to self refer and i struggle with the most basic things which the council is aware of not social workers fault they are doing the best but it's not helping my mental health or physical health and the original council lied (alleged) and even had predated forms that i signed because they told me that was standard practise but i didn't by then have a clue what day it was so just trusted them.
Experience	my bad as maybe you can tell i am still not mentally competent now which is what the new council said but the only way they would help is if i moved back to the old council which i flatly refused as the person i was fleeing from had already gained access to me by sending someone they are related to and found me
Impact on Child	i was diagnosed with autism and ptsd and perimenopause before i fled and now my mental health is very poor i have major anxiety lots of physical things i have been using social media to try to get help with my mental health to the point i am now overwhelmed about everything
Impact on Family	i didn't work previously but i burnt through all the money i had saved in preparation to be moved legally
Desired Change	that all local authority's were linked and all staff we're properly trained and way more funding from the government
Keyword Flags	Lied (alleged), Mental health, Refused, Trust/Distrust

ID: RGB8Qvd | LA: Surrey | Submitted: 13/08/2025 12:39	
Type of Misconduct (self-reported)	No Alternative Provision provided after 9 months of my child being out of school. Only replied after 6 weeks of me writing to them. Delayed response further to gather information from school. Responded to me once summer holidays were in full swing. No AP provided.
Experience	Daughter started yr7 in 2024 and could not cope with the environment. She has since been diagnosed autistic and only then was I allowed to speak to SEN in school. School have not provided AP, so I went to LA and requested. They lied (alleged) in their letter regarding why my child was out of school, used an incorrect name for her in the letter and just being underhand in the letter. They have not provided AP and said school will sort it which they haven't for 9 months. Also stated i need to get my child to school or I face fines. I have been fighting for months to get her a suitable education for her needs but I'm the one to blame. There is no help from anywhere. I have requested an EHCP which they have agreed to assess but I'm waiting to see what they propose. I'm sure they will act unlawfully with this also with everything I've heard about Surrey CC.
Impact on Child	Daughter has suffered in low mood, not attending school due to extreme anxiety which has affected her confidence externally. She has slept in my room since starting yr7 because of her worries. She feels isolated from friends and it has impacted her mental health.
Impact on Family	It has created conflict within the family. Husband doesn't understand everything that's going on with Autism diagnosis and how to deal with it. I cannot work as need to look after daughter. My mental health has suffered greatly from the constant battles between school and LA. Then we have the possible threats of fines/prosecution hanging over us. It's extremely stressful and no one seems to help.
Desired Change	Help in resolving things quicker and not gaslighting parents. We know our children best, and are not lying about the struggles they face. Some compassion and empathy would be amazing,as it's a really stressful situation to be in. Children don't just refuse to go to school because it's boring, they refuse because they are terrified and don't feel safe. It's akin to asking a person to go into a burning building everyday and expecting them to just walk in happy - that wouldn't happen. Children are people too.

	Would be nice if they followed the law, the first time. As parents we're threatened (alleged) with fines - councils break the law time and time again and face no consequences.
Keyword Flags	Delays/Slow, Gaslighting, Inaccurate, Isolated, Lied (alleged), Mental health, Refused, Suffering, Threatened (alleged)

ID: aQA4Kev | LA: Kent | Submitted: 14/09/2025 19:55

Type of Misconduct (self-reported)	failure to respond to commuications significant delays
Experience	october 2024 did annual review for my sons ehcp by january still had not had a proposed final sent, both my childs school and i emailed KCC several times, ended up having a meeting in person going through proposed changes they agreed to them. in febuary 2025 by june 2025 when had to do do another review for secondary transfer for my childmy sons school asked kcc for the latest ehcp to review the ehcp which was before october 2024 several times they have stated they would upload the new one and havent, have not had a new caseworker remove significant information for ehcp in regards to my sons toileting issues and sensorys needs which had been on his ehcp since its creation backed up by education psychologist and occupational therapists report and said they arent relevant. which they are this has only been done so that my son looks more appealing to a mainstream school as all mainsteams have said they cannot meet his needs due to his sensory and toileting needs
Impact on Family	ive had to reduce my hours at work and spend a significant ammount of time dealing with this i have had to pay privately for send advocate to advocate for my son as this has significantly impacted on my mental health,
Desired Change	advocate for the best setting for the child not the cheapest and eaisest but also not be incompetent how does it take nearly 12 months and still have not been able to update an ehcp plan that they and i both agree to but actualy upload it
Keyword Flags	Delays/Slow, Failure, Mental health

ID: RGboWYj | LA: Gloucestershire | Submitted: 14/09/2025 17:51

Type of Misconduct (self-reported)	Delays
Experience	Transitioning from child to adult services an absolute nightmare, everything takes so long and the young person misses out on so much during the waiting period. They are expected to attend interviews for Universal Credit to answer questions despite the fact they are non verbal and when the doctor writes a letter it's not accepted, it needs to be a fit note. Absolutely disgraceful and demeaning and in buildings not geared up for poor mobility.
Impact on Child	Emotional distressing and anxiety, isolation, regression in mental health, quality time taken away, the list is endless
Impact on Family	Loss of income, stress, deterioration in mental and physical health, quality time taken away to make phone calls etc, again the list is endless
Desired Change	The whole process made a lot easier and more knowledgeable, staff more willing to help and advise. More understanding to the young person needs and how difficult it is for these young people to access and understand what is happening.
Keyword Flags	Delays/Slow, Isolated, Mental health

ID: SCCAH3p | LA: Surrey | Submitted: 2025-08-01	
Experience	We spent thousands paying for private people for evidence 4 years ago for our first tribunal. SCC came up with none it was absolutely shambolic regarding SCC @ tribunal. We won as absolutely practically all the parents do. However now once again their incompetence, lack of following the law the lack / timelines / AR. It's just a delay tactic to save SCC cash. They absolutely don't care about any disabled child. Plus all the stress / trauma for the families. Any week or every month or SCC incompetence equals SCC cash pot. It's absolutely horrendous. He has an amazing EHCP - SCC are not following the law. He has had nothing now for over 1.5 yrs with PAP [a response to a Letter before Action] admitting fault and still no education / no therapies being provided as listed in EHCP. Plus had a 1 to 1 all school time - now dumped with me – This destroys families and still putting up Surrey rubbish. Clocking up to 2 yrs since tribunal in Oct and still nothing . And transition child into yr 7 in Sept theoretically?
Keyword Flags	Delays/Slow, No education, Trauma

ID: QKB99rY | LA: Hertfordshire | Submitted: 16/08/2025 09:40	
Type of Misconduct (self-reported)	Failure to provide my autistic daughter with any education for over 4 years (she has EHCP but all schools rejected and LA refused to offer anything bespoke) Failure to deliver on speech and language provisions for both my autistic children outlined in EHCP. Huge failure when my D without education but still on old school Role until an appropriate school was established paced agreed with old school after 2.5 years of that school stating firmly “cannot meet needs, x needs 1:1 highest provision, exceptional needs’, needs specialist trained staff etc” then had a new headmistress who suddenly said they could meet needs and still failed to provide any education. They cancelled her one Alternstive provision that social care had set up and then made (with SENDIASS) the school agree to find via the additional funding on her EHCP. Successful placement twice a week with a highly skilled 1:1 and school canceled and said come back to school stating AP “not working” as still displayed difficulties (she is severely autistic which was being evidently accommodated and well supported - school saw as a mental Health condition that should be cured). Son breakdown, also autistic, couldn’t attend school. Was signed off by senior consulting psychiatrist but school refused to accept and I received letters threatening (alleged) legal action for non-attendance. Had to contact SENDIASS and the LA directly to advocate on our behalf to accept his illness.
Experience	I never stopped trying to get my kids an education that met their evident needs. The LA failed at every opportunity to give my daughter an education despite a family support worker on 0-25 team, a SENDIASS case worker in app meetings. LA would promise things and then retract and also made unlawful (alleged) shifts in responsibilities to school who then refused to carry out and it just went between them - meanwhile my D never revived any education. I have had to leave my job, I have no income. I am single parent. Two distressed children. Both autistic, plus other dx with the autism diagnosis. Both wanted to learn but eh environment of a large school has been more than their sensory systems can manage, they both tried again and again to cope in school but the fight/ flight is involuntary and happens unaware. In the end - two tribunal was the only way to get them into schools. I used up every penny and more of my savings to do this . I am now in poverty because boy on carers allowance. The LA only agreed to schools due to tribunal. Even with my daughter they were against placement to the end of a

	school they had sent her EHCP to who said yes, can meet needs. At this point they could have placed her there. However still needed tribunal to gain placement. That school wanted her to start immediately, in May 2024. However my LA refused to find her attending until the following academic year in September 2024. - more months out of education. A neighboring county were sending cohorts there already and upon telling my LA and CC how that CC were funding legally they still refused to send her to three months of summer term. This impacted her mental health massively, three more months out of education as the LA were quoted as stating cost was the issue. A solicitor specializing in SEND education stated this was unlawful (alleged) as the school were ready, they sent the LA two packages to review and proposal for my child to start school but both times the LA lawyers rejected.
Impact on Child	Both - huge mental health impacts of not having a placement to support their needs. My D needs the routine and structure of school. Without it she was unable to regulate and our situation was a crisis. She was hospitalized. Son was also emergency CAMHS three times. Both have lost vital support in speech and struggle to speak, to talk and socialize. Both are gifted learners and always beyond age level but have marked sensory challenges and social/ communication needs. So in short: severe emotional distress. Needing emergency care, school 'refusal' (it's not a cognitive refusal it is a physical inability and nervous system survival reaction of fight/ flight/ freeze), years lost in education, isolation, regression, dire mental health.
Impact on Family	Massive loss of income. I had to stop working. I am a single parent and have been terrified of our finances. I have to sell my home next year as although my kids now have a school I have to drive them due to their high anxiety and then I have to wait in each school car park. The round trip of both their specialist schools in 2.5 hours as in separate towns far away. My D still has flight response when overwhelmed and although she loves her school and is well supported she still has fight/ flight and runs away. (this is the disability). So for safeguarding I have to stay. It take me over two hours to get my son to his school due to his high anxiety and mental health l. I am physically and emotionally exhausted. Due to this I still cannot work. I have to sell our home and rent. I am terrified of our downward spiral.
Desired Change	LA's to stop obfuscating, to stop unlawfully failing to educate children with complex needs.

LA's must take on burden directly and not trust schools to deliver as schools are standard child model and mainstream cannot support complex need children.

Do not think inclusion in mainstream can work when their basic approaches are radically different to any approach of a specialist school.

Basic - specialist school - focus and connection and child sensing safety (at level of nervous system).
- mainstream focuses on disconnect and conformity to a standard model.

Non uniform for comfort and to end uniform inspection where teacher stares at uniform not the actual child! Many in Spec schools speak of daily uniform call outs and detention- disconnect.

Specialist schools - pupil- teacher relationship and first name use. Helps connection.
Mainstream - surnames, disconnect.

Instead of punishment in maisntsream look for needs upstream.

More assesment from OT and SALT- too hard to get these assesments. Also not ideal for these highly anxious autistic children who need sensory integration from OT but NHS doesn't even acknowledge this due to old Cartesian dualistic system.

Much more training with mainstream teachers in identifying autism early rather than current model of parent blaming for a long time - children are still put in care and parents blamed. This is wrong.

Need to see changes in CAMHS as they have no autism pathway. Autistic burnout has no support and all parents have to figure this out themselves. This should be supported as there is peer reviewed research in this field and it would benefit parents to see believed and supported in how to support their child through this critical illness. (my son self harmed, stopped eating, washing, could leave room, stopped being able to speak due to finding school so stressful)

Systemic improvements, Polyvagal theory applied support.

More small specialist schools

	Specific autism profile support - many profiles of ASD and all have different needs- so even specialist schools struggle with the range of needs. Having a UK based gifted education programme for these gifted and 2E children who have very asynchronous development and need specialties support beyond what mainstream offers as well as divergent curriculum- Acceleration in strong subjects, focus on self directed learning - autonomy, support in less easy subjects (often due to struggling with the style of learning rather than being unable to learn - the rote of science in particular) Changing education - it's reductive, and much is too rote. Use the work of Sor Len Robinson, Dr Linda Silverman and look to Finland for a new approach to how we are education our young people.
Keyword Flags	Communication, Distress, Exhausted, Failure, Isolated, Job-related, Mental health, Refused, Threatened (alleged), Trust/Distrust, Unlawful (alleged)

ID: ja9JY2x | LA: West Sussex | Submitted: 13/08/2025 20:05	
Type of Misconduct (self-reported)	School and local authority not implementing an ECHNA when all the evidence was there Lies (alleged) and poor communication. Delay tactics etc All this seems the norm in how parents and children are treated by local authority and school It's not the children with send needs that are the problem,or the parents. It is dishonest (alleged) local authority that waste money and schools that are not really for for purpose
Experience	My daughter has detailed diagnosis of ADHD and Autism She struggled in the school setting To the point she could not attend School tries to say parents have me talking health problems Social services referrals etc etc the list goes on . And we as parents exhonerated fully We had to employ the services of a send advocate to get things sorted They couldn't argue against her as she dealt with facts and the law
Impact on Child	Trauma Really trauma And we will be paying private for her trauma therapy Thanks to ignorance and belligerence from the school And just lies (alleged) and dishonest (alleged) Acts by local authority Do I have any faith in these institutions No not one bloody bit Charletans the lot of them
Impact on Family	I cannot put into words what this has done to us as a family
Desired Change	It needs more than change I believe you can never educate ignorance The ignorance needs removing and these departments need to be run solely by people with lived experience of SEND
Keyword Flags	Communication, Delays/Slow, Dishonesty (alleged)/Fabricated, Trauma

ID: xXRMKkJ | LA: Surrey | Submitted: 14/09/2025 17:16	
Type of Misconduct (self-reported)	Ignored by case officer for 12 months 2x payouts by LA - one for issuing EHCP 8 months late and the latter for not organising alternative provision (missed education) Incorrectly issuing EHCP with 'specialist' in section I - infact I found out 8 months later they had named his mainstream despite agreeing he needed a specialist school place. This has therefore delayed an appeal. Issuing EHCP without consulting any specialist schools despite agreeing he needed one.
Experience	Ignored by case officer for 12 months 2x payouts by LA - one for issuing EHCP 8 months late and the latter for not organising alternative provision (missed education) Incorrectly issuing EHCP with 'specialist' in section I - infact I found out 8 months later they had named his mainstream despite agreeing he needed a specialist school place. This has therefore delayed an appeal. Issuing EHCP without consulting any specialist schools despite agreeing he needed one.
Impact on Child	Loss of education Emotional distress - self harming, suicidal ideation Autistic burnout Has not attended his mainstream for over a year and was in a reduced timetable before that
Impact on Family	£10k in debt due to loss of employment Mental stress
Desired Change	Better communication Sticking to legal timelines Increased SEND - not just in units attached to mainstream but the building of specialist schools Stop relying on the independent sector if money is an issue - build more send schools! More focus on finding a specialist school place for those who need one - stop relying on expensive tribunals to make this happen Follow the law!
Keyword Flags	Communication, Delays/Slow, Distress, Financial pressure, Ignored, Self-harm/Suicidal

ID: Pd2Xgze | LA: Shropshire | Submitted: 21/08/2025 19:23	
Type of Misconduct (self-reported)	Child 1. Decline to assess for EHCNA, then latter at mediation overturned. Long delay in plan being issued. Fight over SEN hub within mainstream secondary. Decline for Autism assessment, theb ince accepted ling wayg before diagnosis at age 10. 2. Removing my daughter from Autism assessment waitlist and lying about the reason why. I took this to Helen Morgan and secretary of education. Before a fast tracked assessment and diagnosis through Healios.
Experience	We had 3 case workers for my sons EHCP. It was disorganised and I felt the final case worker was inexperienced. A lot of important information had been left out and not all was added. I felt the plan had been copied anf pasted from the Educational Phycologist report (which needed to be altered at EHCP stage as it didn't have enough information. Asked fir hrlp from Early help. They promised support for all the family, we were saw that one time before being discharged.
Impact on Child	Anxiety, depression. Dislike in engaging in school and isolating themselves from friends.
Impact on Family	Extreme stress, anxiety and sleep. Siblings have been attacked physically and mentally by stressed SEN children.
Desired Change	They stick to statutory legal timeliness, speak with parents and keep them updated more. More funding available to support children to achieve their best potential. More mental health support for SEN families.
Keyword Flags	Delays/Slow, Lied (alleged), Mental health, Statutory duty failure

ID: ODzqMDp | LA: Surrey | Submitted: 22/06/2025 20:17	
Type of Misconduct (self-reported)	Delays in receiving updated EHCP, failure to reassess needs. Failure to comply within in a deadline. Unanswered emails.
Experience	Extremely stressful
Impact on Child	Anxiety, school refusal, as needs were not being met
Impact on Family	Physical health due to stress
Desired Change	I would like to see parents get a reassessment of needs without being told they have to pay for it. How can you truly deliver the best outcomes for children when you don't fully understand their needs. Parents know there children best, would we really fight the system if it wasn't justified. There also needs to be more specialist provisions locally. Not miles away..
Keyword Flags	Delays/Slow, Failure, Mental health

ID: J92KGEX | LA: Surrey | Submitted: 24/06/2025 17:31

Type of Misconduct (self-reported)	Incorrect information given regarding assessment process. Did not take all information to governance board and made us go to mediation (wasting time). Did not include the right professionals (later did but only when I said I'd complain) Did not include all information in EHCP I've been made to feel like I'm wrong when I'm not, it's made me feel uncomfortable and it's delayed provision being put into place. I've learnt to fact check literally everything. It's exhausting and I don't want to work like this. I want to trust and work together.
Experience	Awful. EP report online for a child in infant school. Incorrect information on report. Having to provide reports again as they're "missing" and not provided to LA's own professionals. i.e Surrey OT did not have a copy of my child's EHCP and tried to tell me there was no OT provision (but there is, it was written without OT seeing my child by Surrey using other reports). They then admitted it was there but they had not been given a copy of thr EHCP by Surrey SEND. Provision is not specific etc. Incorrect funding awarded and therefore school can not provide the support as per the EHCP. It's exhausting.
Impact on Child	My child has not had access to the support as the funding is "T1" yet the EHCP says they need TA support more then 70% of the time. How can the school fund this? It's just delaying support and increasing need.
Impact on Family	Time. It's also stressful having to second guess everything. Money, we had to pay for OT report as Surrey initially didn't provide assessment, then later agreed need. I'd love a refund!
Desired Change	I've given up saying the same things and have logged tribunal. It's the only way I think we'll get the plan specific.
Keyword Flags	Delays/Slow, Inaccurate, Trust/Distrust

ID: 2ElAx2p | LA: Dorset | Submitted: 14/09/2025 19:38

Type of Misconduct (self-reported)	Primary School refused to complete an EhCP from age 6-11 despite annual requests for an EHCP. Parent Misled. Misinformed and child's SEN needs not met resulting in a nervous breakdown age 10 and inability to attend school for last two terms of yr. 6 In secondary school it took 18 months for the SEN officer to complete the EHCP despite a 6 week legal requirements by local authority for school to change mplete EHCP. School failed to provide SEN support resulting in my child having a second breakdown aged 11 A SEN school failed to follow EHCP resulting in my child's third breakdown aged 13.
Experience	My child and I have been tossed into a hell hole for the past six years. Services have expected me as parent to be teacher, doctor, mental health nurse, lawyer and carer without any support, whilst battling for non-existent support from Health. Education and social services who lack the expertise or knowledge to deal with my child's case . No service has provided any services or support that has improved outcomes for my child or myself. In many cases they have made the situation far worse for my child.
Impact on Child	My child has missed her secondary education aged 11-16. Over 6 years she has had three major nervous breakdowns, been suicidal , self harmed, battled with eating disorders, suffered acute anxiety, depression and social isolation. She has been virtually housebound for 6 years. The toll on her has traumatised her for life. She is an extremely intelligent child who did well at school.and got accepted at a grammar school. It is highly unlikely she will be able to work now in her adult life or be able to contributile to society which could have been avoided with the appropriate interventions and SEN support in school .
Impact on Family	I have been unable to work in 6 years . We are socially isolated and cannot have people visit our home. My relationship with my child has suffered and my child is socially isolated and has been unable to develop critical familial and social skills as a teenager. My nervous system is damaged. My physical health has deteriorated and I suffer from extreme fatigue and exhaustion. My child has numerous health issues srelated to stress, anxiety , hormonal dysfunction. Diet. Exercise. My child has significant mental health issues. Is suicidal, self harming and suffers from. Acute anxiety paranoia and depression and can only cope with basic daily living tasks if medicated.
Desired Change	A complete re evaluation of SEN services with parents leading reforms instead of uninformed professionals.
Keyword Flags	Failure, Isolated, Mental health, Refused, Self-harm/Suicidal, Suffering

ID: aQrKQ7b | LA: Lambeth | Submitted: 13/08/2025 13:46

Type of Misconduct (self-reported)	Failure to secure a placement. Failure to responding, missing statutory deadlines, misrepresentation of law, late payments
Experience	We had so many issues, from her first ehcp (my child has a physical disability, so needs a 1-1 to keep her safe), where the LA dragged it out and left us to organise it all privately for almost a year. Transition to school all in was a year late, as they didn't respond, didn't accept private reports (whilst previously taking NHS services away) - we suggested a mainstream school with a 1-1, a solution that would safe the LA moneys as opposed to placement in a specialist setting, but they still fought as at every corner and had multiple panel rounds without giving us any information. We had to engage legal help, due to the breeches of law.
Impact on Child	She lost out on 2years of education.
Impact on Family	Massive financial strain, and absolutely desperation and stress. Especially as you are so powerless and even with the means in place at the moment you can't do much if they don't respond. At the moment we are waiting for her review, but the LA hasn't respond to us or school in month
Desired Change	More accountability, more streamlined Processes driven by people you actually want to help. Not so much money wasted on the bureaucracy and attempts to keep costs as low as possible. Common sense would be great
Keyword Flags	Failure, Financial pressure, Misrepresentation, Statutory duty failure

ID: QKD9Leg | LA: Surrey | Submitted: 22/06/2025 20:51	
Type of Misconduct (self-reported)	• Persistent delays in EHCP reviews and therapy provision implementation, despite Tribunal orders. • Withholding and misrepresentation of critical facts, e.g., claiming therapies were integrated without evidence of delivery. • Complete withdrawal of Speech and Language Therapy (SaLT) funding by Surrey LA without informing parents, despite EHCP provision remaining unchanged. • Failure to attend the 2025 Annual Review meeting and no structured therapy updates for over 10 months. • Ignoring professional and parental input (including multiple formal complaints and legal warnings). • Use of vague, misleading progress summaries in place of measurable, structured reports. • Repeatedly forcing the parent to resort to tribunal and complaint escalation simply to enforce legal EHCP rights. • No accountability or consequences despite serious safeguarding risks documented over time.
Experience	Since Year 1, my child was placed in an inappropriate setting without the necessary support for diagnosed autism, sensory processing difficulties, and speech and language needs. Despite having an EHCP, no therapy was delivered for years. The LA claimed provision was “integrated” but offered no evidence. When I challenged this, the school leadership stated the targets were not for their type of school. It took years of escalating complaints and gathering independent assessments before I could take the matter to Tribunal. The tribunal process lasted over a year, during which I had to bear the full cost of private assessments as a single parent. The LA repeatedly failed to provide evidence or comply with tribunal directions. Even after securing provision in the amended EHCP, it was never implemented-therapies existed only on paper. From 2022–2025, there was no delivery of 1:1 SaLT, and only after persistent requests did the school admit the funding was withdrawn by the LA. Despite this breach (alleged), I had to submit formal complaints again in 2025. Still, the LA denied wrongdoing, referencing vague updates that failed to meet EHCP Section F requirements. The ongoing failures have affected my child’s development, mental health, and the entire family’s well-being .
Impact on Child	• My child has missed critical early development windows for speech and language due to lack of 1:1 SALT delivery over several years. • He experienced emotional dysregulation and distress from overstimulation due to unaddressed sensory needs. • The lack of structured support led to increasing behavioural challenges and school avoidance. • School placement was not changed until much later, and even then, provision was inconsistently or not delivered.

	• Missed opportunity to build independence and self-regulation-skills now needing catch-up support. • The system has caused long-term regression and hindered his ability to participate meaningfully in learning and therapy.
Impact on Family	• As a single parent, I had to stop working fully to manage the escalating needs caused by the system's failure. • I experience chronic fatigue and health issues due to stress, disrupted sleep, and caregiving. • I spent thousands in private assessments and therapy evidence just to secure legal entitlements. • The pressure of managing appeals, legal processes, and a neglected EHCP placed significant emotional strain on the family. • My daughter has also been affected, feeling neglected due to the overwhelming attention needed for her brother. • This has led to feelings of burnout, isolation, and deep emotional trauma across our household.
Desired Change	• Mandatory enforcement of EHCP Section F provisions with measurable tracking and legal consequences for failure to deliver. • Transparent funding communications and public accountability when provision is withdrawn or delayed. • Direct communication and inclusion of parents in therapy plans and progress reviews. • Structured reporting and joint-agency oversight for children with complex needs. • Removal of arbitrary barriers to accessing therapy, especially for non-verbal or sensory-sensitive children. • No parent should have to go through a tribunal just to secure what is legally written in the EHCP. • Surrey must end this culture of delay and denial and start placing children's development first.
Keyword Flags	Breach (alleged), Communication, Delays/Slow, Denied, Distress, Failure, Ignored, Isolated, Mental health, Misrepresentation, Neglect, Pressured, Trauma, Unsuitable provision

ID: ZjG5YAV | LA: Staffordshire | Submitted: 18/08/2025 22:07	
Type of Misconduct (self-reported)	Delay in ehcp assessment and took 1 year to get complete. Named mainstream school who said they could not meet need in ehcp. Evidence from assessments clearly indicate special school needed but LA keep rejecting at panel. Awaiting tribunal to get ehcp changed. When child was unable to attend due to unmet needs took 6 months to organise home tutoring and no education received during that time.
Experience	Experience not only effected our child's mental health by forcing him to try and fail at another mainstream school, gaps in learning have increased due to delays and the child's anxiety levels have increased to them being reluctant to leave the house and the trust in schools being able to support them have been greatly damaged. The situation is very stressful for parents who are trying to hold down jobs and support their child whilst fighting the LA for their child to get a suitable education.
Impact on Child	Loss of education, loss in confidence in their abilities. Loss of trust in the school system. Increased anxiety and poor mental health as they don't understand why they can't simply go to a school that is suitable or secure long term tutoring which is how they now feel is the o my way they can learn.
Impact on Family	Parents have had to reduce hours of work, very stressful trying to navigate the system and has put a strain on relationships
Desired Change	The LA to focus on the needs of the child and not budgets/delay tactics. Councils being held to deadlines and fined when not doing what they are supposed to. Schools and LA's to work together instead of passing the buck to each other all the time with each blaming each other for and failures or responsibilities
Keyword Flags	Delays/Slow, Failure, Job-related, Mental health, No education, Trust/Distrust

ID: 2EbNJ8V | LA: Hampshire | Submitted: 20/08/2025 13:07

Type of Misconduct (self-reported)	2 weeks before my son is due to start secondary and HCC continue to refuse to name ANY secondary school. We named a school last October, that's school, Osbourne, has confirmed it can meet his needs and yet HCC have said I need to take them to tribunal to 'allow them to offer him a place'.
Experience	His case worker can go from being empathetic toward the situation to being cold and just telling me I need a tribunal to resolve. Currently trying to find Alternative provision (challenging as my son has complex needs) and HCC not contacting people who are on their approved list and willing to help.
Impact on Child	My son's sleeping heavily impacted without school and currently expecting to be without school for almost a year as tribunal in Feb. He will struggle to re-join school, loses all salt, ot support. Huge emotional tool on him and family as we not have full time care to provide while also working.
Impact on Family	Going to have to stop work or truce hours so income will be reduced. Siblings impacted as exhausted from 24/7 care of complex needs child (personal care, non verbal etc).
Desired Change	Transparency and honesty. No one will tell me why they won't give my son a school place at the only school in the region that can meet needs and is happy to have him. Council use tribunal as a delay tactic
Keyword Flags	Delays/Slow, Exhausted, No placement/No school, Refused

ID: A7bo4Ne | LA: Cambridgeshire | Submitted: 18/08/2025 17:59	
Type of Misconduct (self-reported)	Delays, misleading information, failure to respond and not give enough information.
Experience	It took 18 months from applying to having a final EHCP. Over a year to them taking it to panel to agree it and only because I complained lots of times and threatened (alleged) to take them to court. I've asked for mediation and they couldn't get us a date within 30 days. Communication is awful and I can tell I am annoying the caseworker but they just don't give me enough information to make informed choices. When naming a school they asked if we should consult with a particular school I hadn't heard of. I said yes, it can't hurt, even though I was very clear that my priority was for a KS3 placement not for primary as she is settled at her primary school. It turns out when you consult with that particular school, which means just asking if they have a place, you then cannot reapply for another year. No one knew this on the LA staff and really weren't bothered that this option could no longer be used for the year 7 placement/phase transient. This caused me such stress and is upsetting to think about it now. We pointed out lots of things in the draft EHCP (which was just a copy and paste of an Ed Psych report). They had used the word defiant to describe my child which isn't the correct terminology for someone who presents like my child but they would not change it, nor would they let me speck to the Ed Psych about changing the working. There then wrote my child's strength was 'play therapy' in one of the EHCPsections but refused to include it in the plan as an intervention. We now go to mediation which has been delayed until September and I have a few questions about it but mediation won't tell us how it works as they are independent (but I'm not asking for advice, just how the meeting works) and I don't know who to contact in the LA. The EHcP has been written in such a negative way that state secondary schools won't touch her but at the same time there aren't spaces in specialist provision. Because they delayed issuing the EHCp it means we have to choose a secondary school for my child almost immediately as we go back in September so I scrambled around trying to meet with schools (they won't see you before you have an EHcP in place).
Impact on Child	I have been able to shield this from my child so it hasn't made anything worse. However, all these delays mean she spent 18 months without funding and the school had to pay and work out what to do on their own. The delays and the mistakes will likely have an impact on her when we cannot find a school which will support her.
Impact on Family	Loss of income (reduced my course), extreme stress (impact on sleep) , deterioration in my mental and physical health (put on weight and seeing a counsellor), and my ability to be a great parent has been pushed to its limits. Constant worry for months now.

Desired Change	The unnecessary fighting for what they need, needs to stop. Producing crappy EHcP plans and then forcing everyone to go to tribunal is so costly when 96% of tribunal cases are won by the parents. Stop preventing good plans just because they hope parents won't fight back and expect better, and there would be more money. They also need to attach more funding to the child. My child has 'max funding' but it's only £10,500 which equates to .4 of a TA and all her interventions take more time to do. We are essentially a burden on a very good school because of it. The local authority need to be communicating with secondary schools as they are expecting almost all children to attend mainstream but the schools don't want to meet the needs of those with EHCPs. I had one school tell me if they keep getting children like mine they 'won't be outstanding' anymore. As if this is the aim for all schools? Not to meet the needs of a child?
Keyword Flags	Communication, Delays/Slow, Error/Mistake, Failure, Refused, Threatened (alleged)

ID: 7RaKLN0 | LA: Warwickshire | Submitted: 14/09/2025 18:09

Type of Misconduct (self-reported)	Safety issues at school. Communication issues.
Experience	My son has ASD and attends special needs school. Quite often he gets physically abused and school doesn't help him with situations like that. They keep telling me that things like this happen especially in sen schools. And about communication they always sends me incident sheet only after I pick him up. And that annoying me so bad. Cause who knows how he feels and why they don't seek for help if he's hurt.
Impact on Child	Every time my son gets emotional distress and isolates himself. Last year he couldn't go to school almost two months, he got dressed up, and at the school gates he just stood still and couldn't make a step to get in.
Impact on Family	We definitely had huge change in income and stress.
Desired Change	Remove aggressive children from school. And add staff in classroom.
Keyword Flags	Communication, Distress

ID: 2ErJyXA | LA: Surrey | Submitted: 16/07/2025 20:16	
Type of Misconduct (self-reported)	Failure to communicate- basics like calling you back within 5 working days. Failure to respond on time to a pre action letter The lack of information, oversight and transparency of the governance panel I have found the attitude of the managers to be dismissive, rude and insensitive.
Experience	My son has an EHCP, he is now 20. The transition to adulthood and the support offered in line with the social care report has been non- existent. There is a lack of collaboration, communication and cohesion between the two departments whose sole job it seems from the outside is to see who can be responsible for spending the least. It's disappointing as he had such a lovely social worker who fully supported the residential college placement he was recommended by his previous social worker. Residential placements have to go to two panels - education and a separate social care panel and one can agree a placement and the other rejects it - it makes no sense. We are awaiting a paper only tribunal to name this placement on his EVCO. My son requires support to facilitate his independence and to gain practical work skills to hopefully lead to employment. If he gets the right support now I see him working at least part time doing something he loves and is passionate about. Separately to this we have always had issues with Surrey transport- they each year fail to have in place on time, they make it difficult and we experience issues with communication. We also had an issue with a placement at Surrey Choices it was not appropriate provision and I hired a solicitor to write a pre action letter regarding the placement not meeting his needs - specifically around section F. Surrey Choices accepted my son at governance panel having not read his ECHP which is pretty alarming. I actually feel sorry for our case officer and social worker - they want to do the right thing but their hands have been tied and they are overworked and not given any authority or autonomy.
Impact on Child	My son has missed out on education My son has missed time with his peers My son has been frustrated, annoyed and upset with Surrey and we have experienced stress, anxiety, frustration. My son has experienced online grooming and when I told our case officer and social worker he needed education alongside his peers to help him recognise this they both acknowledged it but nothing has been provided.
Impact on Family	I'm exhausted and I've spend money on solicitors and my mental health suffers.

Desired Change	I'd like to see Rachel Waddell sacked and replaced with someone competent. I'd like my son to have the place he desperately wants in September 2025.
Keyword Flags	Communication, Dismissive, Exhausted, Failure, Job-related, Mental health

ID: 68WKeKk | LA: Ealing | Submitted: 14/09/2025 18:02

Type of Misconduct (self-reported)	Not willing to carry out the assessment,even though the child had met the threshold. Delays, not carrying out a full assessment of needs. Trying to disregard private reports commissioned by parents, due to initial lack of assessment. Amend EHCP when it was at tribunal stage, without notifying the parents or the Tribunal. Lack of communication at every step from the LA.
Experience	My experience can only be described as years and years or torture for my child and family. I genuinely believe that I have PTSD from the trauma. Constantly being blamed for the behaviour of the child, rather than listening to the parents initial concerns
Impact on Child	My child went through main stream primary, having no help or support. Resulted in the child attempting to harm themselves, whilst on the school property. Child has emotional and social difficulties due to not only their diagnosis, but not being heard, supported or understood.
Impact on Family	This has impacted on my mental health. My relationship with my partner and my other child. Impact on my childs relationship with their sibling. I was unable to work due to their disregulation because their needs were not being met. Financial loss as I couldn't work and we had to pay for a private diagnoses and private assessments. Thousands and thousands of pounds on an already strained income.
Desired Change	I wld like accountability from the LA'S. I made a formal complaint to the LA about my childs draft EHCP,as I had tried mediation, I had tried to work with them again and again,to get an EHCP fit for purpose. In the end I made a formal complaint and the person who responded to the complaint,was the case worker. No independent person to evaluate if the complaint was warranted or not. There is no accountability with LA'S if they don't meet deadlines, carry out poor needs assessments etc. They are a law unto themselves. Parents already stressed to the point where they need help with their own mental health, are expected then to follow stupid complaints process implemented by their LA'S,when they have literally nothing else to give as they are at the point of a mental breakdown, are expected to take on another battle in following the complaints procedure. LA's need to be accountable, fines issues to them for not doing their job correctly. Parents are threatened (alleged) with fines for not sending their kids to school, kids who cannot cope without the right support in place. LA'S are delaying getting this support in place, or issuing EHCP,s that are not fit for purpose. Sending kids to schools that don't meet the child's needs. 100% need to be accountable for their actions.
Keyword Flags	Communication, Delays/Slow, Financial pressure, Job-related, Mental health, Threatened (alleged), Trauma

ID: SCCPrrN | LA: Surrey | Submitted: 2025-08-01	
Experience	A brief history of our previous and ongoing experience with Surrey County Council in relation to securing SEND Support for our child. 2021 : Surrey named a mainstream on my son's EHCP (contrary to professional evidence) and without completing any of the adjustments school stated were needed in order to make said school accessible. My son couldn't access any school at the time and was left with no educational provision and no therapies (Surrey fault - upheld by LGO). Surrey lied (alleged) during complaints investigation (that they had not received responses from me; I was able to produce proof), denied responsibility at Stage 1, admitted responsibility at Stage 2 and were found to be at fault by LGO. They also didn't follow complaints timeline (Surrey fault - upheld by LGO) 2022: Surrey did not follow procedure around Annual Review, failed to issue intended changes, failed to provide a draft, made changes not discussed at the AR and failed to give us as parents 14 days to consider and issue our response. No consequences for Surrey - but for us we had no choice but to go down tribunal route again at great expense and mental burden. 2023: Surrey failed to provide mental health provision, formal complaints submitted again. Surrey Social Services Children with Disabilities has an openly unlawful (alleged) fixed policy around their eligibility criteria which remains unchallenged. Meaning Autistic children without additional conditions cannot access a Section 17 Assessment or their Parent's a Parent Carer Assessment. I had to make a formal complaint AND pursue this at tribunal AND issue a Judicial Review pre action protocol letter to get assessments and some social care support. Surrey Social worker then lied (alleged) to Surrey legal team about me, claiming I had agreed to a meeting with her but when she arrived I was not home. She had no phone or email evidence of this supposed arranged meeting yet felt it was acceptable and would not be challenged by anyone to lie (alleged) about a parent. Even to Surrey's own legal team. 2024: Surrey again didn't follow procedure around Annual Review, failed to hold meeting within 12 months of last, failed to issue intended changes, failed to issue a final within timeframe and actually took 16 weeks and formal complaint to finally get an accurate, finalised EHCP issued. Surrey Panel' declined twice to provide funding for delivery of Section F Provision - both decisions unlawful (alleged). There is no resolution via Tribunal for this only Surrey's complaints procedure and then Judicial Review PAP letter. Surrey won't accept the complaint if the provision hasn’t been removed yet - only when it actually has happened! [Effectively refusing to avert a course of action which will lead to an unlawful (alleged) breach (alleged), until the breach (alleged) has occurred]. So no recourse for parents unless you can afford yet another costly PAP letter. 2025: Surrey Panel AGAIN decline to provide funding for delivery of Section F Provision - AGAIN unlawful (alleged). AGAIN my complaint rejected and AGAIN Judicial Review PAP letter only recourse. Surrey AGAIN are not following procedure around Annual Review. I was misled and given false information during the meeting by Senior Case Manager telling me my child's AR Reports issued by his Multi-Disciplinary Team [Comprising of Education and SEND Professionals commissioned by Surrey to provide educational support] were not eligible and did not automatically qualify to be used to inform his EHCP. And all of this from an institution supposed to support disabled children. I am simply not able to describe the mental load the constant fight takes and the awful burden it is every single day forced to educate yourself around the law to protect your child, forced to reduce and ultimately leave

	your career because the support is so difficult to get and so difficult to keep if you do get it and leaves no room for a parental life. Being pulled down bit by bit over years and years, misinformed, misdirected and blocked by the very institution we are supposed to receive support from. It is a scandal and our children pay the price.
Keyword Flags	Afford, Breach (alleged), Denied, Failure, Lied (alleged), Mental health, Refused, Unlawful (alleged)

ID: 4497vPY | LA: Kent | Submitted: 14/09/2025 19:20

Type of Misconduct (self-reported)	Delays , breach (alleged) of timescale , dangling carrot promises to just hold on - all the whilst either extending the breach (alleged) or running down the period in which to challenge by way of appeal or judicial review . Just bare faced mistruths
Experience	.
Impact on Child	Extremely anxiety inducing , having no choice but to start at an unsuitable school where all professionals know that it will end in placement failure
Impact on Family	All of the examples given in the question
Desired Change	Enforced accountability of the current system
Keyword Flags	Breach (alleged), Delays/Slow, Failure, Mental health, Unsuitable provision

ID: PdBe0Ox | LA: Isle of Wight | Submitted: 15/08/2025 07:06

Type of Misconduct (self-reported)	Failure to make provision specified in section F for 4 years
Experience	The LA conducted a reassessment including OT and SALT assessments by a provider 10 miles away who provided a both OT and SALT assessments and therapy. These clearly showed that there was a substantial need for both OT and SALT. The LA claimed they were waiting for the provider who did the assessment to have space but after being fobbed off for many months I contacted the provider who stated that the LA had not yet commissioned them. 2 years went by with complaints failing to persuade the LA to commission the provision that they had included in section F. The LA then stated that the assessment was out of date and they needed to get a new assessment from a provider more local provider. I pointed out there were none more local but it took several months for the LA to commission assessments from two separate providers who didn't already know my child, one being 40 miles away. During this time the original provider could have had the new assessments completed and started therapy. Then the LA failed to put the recommendations from the new reports in section F, insisting that they go in Health instead. After months of wrangling the provision was moved to F but the LA again started pretending that they were commissioning without bothering to contact the provider or provide them with a purchase order. Again complaints went ignored. Eventually we organised a PAP letter which had the desired effect but it still took months for them to actually commission providers and again they've gone to 2 separate providers, one of which is again further away than the one who had previously worked with my child. It then took several months for the provision to be scheduled in. In total my child was forced to wait about 4 years for therapy that significantly impacts his ability to access education. We're now in a similar position whereby his mental health is deteriorating due to ageing out of CAMHS and there being no continuity of care. The waiting list for adult services is 24 months. The LA has the recommendations from CAMHS but they haven't even put them in Health, let alone in F. The impact is that for the next 2 years my child will once again spend more education time dealing with OCD than actually learning.
Desired Change	More funding for education. LAs being forced to comply with the legislation and statutory guidance and there being effective penalties for those which don't. A complete cessation of all safety valve contracts because they oblige and/or pressure LAs to act unlawfully.
Keyword Flags	Failure, Ignored, Isolated, Mental health, Pressured, Statutory duty failure

ID: A7428NN | LA: Buckinghamshire | Submitted: 14/09/2025 14:46	
Type of Misconduct (self-reported)	We have experienced EHCP delays. It took over a year to get a draft EHCP and that was only because they accepted our private EP report but initially refused to pay for it. We went through stage 1 and stage 2 complaints where they upheld our complaint and paid us £100 in compensation and paid for the EP report. They haven't accepted our OT or SALT reports. They have breached (alleged) GDPR by sharing documents with us of another child. They have taken weeks and sometimes months to respond. These delays have caused our child to be out of education for a year now and the delays cost us a place at a suitable provision for September 2025. We are now appealing and have a tribunal date for May 2026 in the hope we can have a school placement secured for September 2026. Their response times are up to 7 weeks to reply to an email and when they do their information given is vague and doesn't answer everything within the initial email. The LA seemed to intentionally delay every aspect of the process so that we would lose out on the school place. They are currently withholding evidence and we keep asking for placement responses which they're not giving us. With OT they wanted our son to have an OT assessment when we have already provided a comprehensive one to the LA. When I spoke to the LA's OT to book the assessment I queried why our son needed one as it's not within his best interest. The OT informed me that it would "look bad" if we refused and we felt pressured into going. We then got the tribunal response from the LA stating that the LA plan to use their reports to counter argue our ones so we cancelled their OT assessment. The LA don't appear to be working with the best interest of our child. The EOTIS package being provided is minimal. Our son is receiving 10 hours a week of alternative provision. This has been a fight to increase it from 2.5 hours a week. We have been told by the LA that this amount of hours is sufficient. We have recently put in a request for a personal budget towards resources and they have agreed £20/term. This won't even cover paper and pencils. The LA just don't seem to care.
Experience	We have a 6 year old autistic, PDA son who has been out of school for a year. This decision was a mutual agreement between us and his mainstream school as he was very distressed and anxious there. It's taken over a year to get his draft EHCP and we only got it when we did because we had to go through the complaints system and they then accepted our private EP report. Due to the delays we missed a placement at a suitable provision and we are now going to tribunal to secure a place for next September. Our son will be out of education for at least 2 years. We have

	also paid for an autism assessment, ADHD assessment, OT assessment, SALT assessment, optometry assessment. We are paying to do an autism course. We have paid a legal representative to help us as the LA are intentionally unhelpful. We are having to pay for private prescriptions for Melatonin as our GP won't share the care of our son with our private paediatrician. This has totalled a cost of around £16,000 that we've paid out and our son still doesn't have a school place. Our son is on an EOTIS package and receives 10 hours a week at an alternative provision. We have been told by the LA that this is sufficient education which it obviously isn't. We have recently put in a request for resources and they have agreed to £20/term. This won't even cover paper and pencils.
Impact on Child	Huge amount of emotional distress and the unknown. Loss of education as he will be out of education for at least 2 years. The socialisation that he would be getting at school isn't happening and it's hard to meet up with his friends as they're at school and are usually busy after school or at weekends. His learning is 2 years behind even though he is extremely capable but he needs a different environment and a different learning style. It has increased his anxiety and he doesn't know when he'll be going to school.
Impact on Family	I've had to quit my day job and I now work in the evenings doing bookkeeping as I need to care for my son in the day. We are exhausted due to the constant battle with the LA as well as looking after our son to be able to meet his needs all whilst trying to work. We have a 3 year old son as well and it's having a big impact on him as our 6 year old can become distressed and physical towards me which our 3 year old is witnessing. Mine and my husbands mental health is really struggling due to the battle with the LA and fighting for what our son is legally entitled to.
Desired Change	We would like the local authorities to abide by the law and meet their legal timeframes. We would like the local authorities to be more understanding and helpful. The length of time that it's currently taking to get an EHCP (which is usually very basic and hugely lacking what's in the reports anyway) is far too long. And then the timeline for waiting for an appeal to go through also needs to be a lot shorter. If a child is out of education then the EOTIS package needs to be sufficient.
Keyword Flags	Breach (alleged), Delays/Slow, Distress, Exhausted, Job-related, Mental health, Pressured, Refused

ID: SCCxvpK | LA: Surrey | Submitted: 2025-08-01

Experience	I have 2 children going through the EHCP battle right now. My daughter is 14, is autistic, has serious mental health difficulties, has attempted suicide 3 times in the past 18 months and frequently self harms. A big part of the problem is school. Despite this, Surrey finalised her EHCP naming the existing mainstream secondary who completely failed her and where she cannot attend. My son is 12. Also autistic. Also has issues around depression and anxiety. Has not been in a single lesson in his mainstream secondary since November. Goes in for 2 hours a week to meet his youth project mentor to play football. Does not sleep, hurts himself at the thought of having to go to school. I requested SALT and OT assessments multiple times during the assessment process* . Was completely ignored. This EHCP was written by someone on the recovery team**. It is basically a copy and paste of the EP report and ignores all other evidence and reports. Final EHCP has been issued despite my concerns being raised and they have named his mainstream secondary that he cannot attend. Currently waiting for mediation and then will appeal. I'm using this wasted time (mediation!) to gather my evidence for appeal. *Under the Children and Families Act 2014, a Local Authority has a legal duty to seek advice from relevant professionals as part of an EHC needs assessment (Regulation 6 of the SEND Regulations 2014). This includes advice from any person (cont.) reasonably requested by the child's parent or young person. Where a parent explicitly requests input from Speech and Language Therapy (SALT) or Occupational Therapy (OT), and there is evidence of potential need, failure to seek and consider this advice constitutes a breach (alleged) of statutory duty. **The EHCP Recovery Team was established by Surrey County Council as part of its £15 million EHCP Recovery Plan. The failure of this team to properly complete the EHC needs assessment process is well documented in parental feedback and is further supported by the findings of the Additional Needs and Disabilities Parent and Carer Experience Task Group, which was commissioned by the Children's Services Select Committee in 2024. The Task Group's report raised serious concerns about the effectiveness of the approach taken and the impact this was having on the experience and the quality of the plans of those children being assessed. However, its detailed findings and recommendations were unilaterally dismissed by the Executive Director of Children's Services as unnecessary.
Keyword Flags	Breach (alleged), Dismissive, Failure, Ignored, Mental health, Self-harm/Suicidal, Statutory duty failure

ID: kdy1qPr | LA: Surrey | Submitted: 21/06/2025 20:16	
Type of Misconduct (self-reported)	My son is adopted, they have breached (alleged) my son's data by including some of his birth name in correspondence to me and to various schools. It took over a week to reissue the letter, after, I, in a highly distressed state, told them about the breach (alleged). His case worker seemed to have no idea what to do to correct the situation. They decided not to report it to the ICO, even though my child is highly vulnerable, and by the end of the process I was too exhausted to complain. They told me a particular school 'couldn't meet need'. It turned out that they had no idea whether the school could or couldn't meet need, because they lost the paperwork! They shared misleading and actually incorrect information with schools. Despite my attempts to correct it. Their response to not allocating a school to my son when going into secondary by the statutory deadline was that they would send weekly texts. This was in 2024.
Experience	They just seem incompetent. They cover their tracks, have poor systems and processes and don't understand their legal obligations.
Impact on Child	When my son didn't have a school place, he became disregulated and anxious. He couldn't participate in extra curricular activities he previously enjoyed and his behaviour suffered at school.
Impact on Family	The whole experience effected my mental health and ability to work. I know this is stupid, but I genuinely had faith that the people employed by SCC had families best interests at heart. I wasn't expecting the gaslighting and brick walls. My son was born into circumstances where from his first day of life, Surrey was his legal parent. This carried on for a year and a half. I suppose I thought we would be on the same side, looking after my son's interests.
Desired Change	I would like them to stop covering up their mistakes. This last bit has led to a loss in faith.

Keyword Flags	Breach (alleged), Distress, Error/Mistake, Exhausted, Gaslighting, Inaccurate, Mental health, Statutory duty failure, Suffering

ID: b54NYO0 | LA: East Riding of Yorkshire | Submitted: 13/08/2025 11:36	
Type of Misconduct (self-reported)	Failure to respond to communication (emails ignored - shortage of staff blamed) Failure to provide reasonable adjustments (shortage of money blamed) Misleading information Misrepresenting data Unclear data Refusing PA support without a ECHP Aggressive Legal tactics TWO solicitors to a tribunal first tier No Occupational Health Assessment EP reports written because ASC sub-conditions not officially recognised (emotional health impacting regulation, only seeing 'education' impact, not social aspects/development. Not child first. Not best endeavours. Ignoring child's voice (not taking action). Limited support and guidance. No transport support without ECHP Failure to maintain educational premises (Health and Safety) Ablist language and procedures, out of date practices, promoting ablism - not addressing it county wide. Using ECHP system to delay beyond tribunal. Requiring families and carers to skill up to be able to fill out forms. Misrepresentation of ERP Autism specialism (accessible only for those with ECHP + must be workng at low educational level) Failure to recognise full range of sensory conditions. Failure of duty of care. Failure to refer to correct health services. Failure to provide AP No access to education. Incorrectly recording attendance.
Experience	Child was EEP/MEP. 2x Primary refused to ASC assessment (parent diagnosed) Watch and wait Secondary school did not action on child's concerns (intelligent, verbal) protecting bullys, exposing child to further bullying (alleged). "Does not need ECHP, others have greater need" Parent starts ECHP process. Families funding OH assessments, additional tuition etc. Results have caused extreme trauma in family, and resulting in estrangment of sibling. LA - Refused ECHP needs assessment (needs not met, dropped out of school, anxiety) No AP.

	Mediation: Needs assessment proceeded. NO OH. School maintains can provide. child over stimulated by smells, crowds, pressure, noise, RSD, PDA, transition, has executive function development delay. REfused ECHP issue. Mediation refused issue - ignored parental voice and experience. School claims can meet needs. Child is able to go into school premises, sit in car outside reception, in uniform. Attends museums, events, supported by local autism charity using affirming practice. Now attends weekly meetings/bowling. School is not meeting childs needs. Child under performing. 95% attendance to 30.
Impact on Child	Self esteem crumbled. Emotional distress, (counselling) school refusal, (shame, guilt social anxiety, fear of catching up, failing exams) anxiety, loss of education, isolation, regression in learning or mental health. SELF HARMING IN CLASS!
Impact on Family	both now out of work to support child's social development, emotional wellbeing.
Desired Change	Council adhere to law, fund correct provision, stop putting onous on parents and deliver the service it taxes families for.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Ignored, Isolated, Mental health, Misrepresentation, Pressured, Refused, Statutory duty failure, Trauma

ID: ob5eGox | LA: Central Bedfordshire | Submitted: 14/09/2025 14:15	
Type of Misconduct (self-reported)	The LA ignoring both school evidence and evidence from a private Ed psych report identifying all my 4 year olds needs and provision and stating 32.5 hours 121 required for reception year and refusing to even carry out a needs assesment - my child is diagnosed with autism! The head Ed psych dismissed the report - I had to report her to the hcpc - the La did not care they just don't want to do the needs assesment as they don't want to spend money!
Experience	This has caused so much stress for our family. My child now has to be picked up from reception every day at 11.30ak as she can't cope and we wait for tribunal in December. It's a disgrace.
Impact on Child	She cannot access her education.
Impact on Family	Loss of income. Stress. Mental health worries for myself.
Desired Change	Them to follow the law!! Have children at the heart of what they do and not money!
Keyword Flags	Dismissive, Ignored, Mental health, Refused

ID: SCCvqPa | LA: Surrey | Submitted: 2025-08-01

Experience	My son has Autism, ADHD and Type 1 Diabetes. Less than 40% of year 7 mainstream accessed, the majority in First Aid then a hub, never a classroom. School refused to apply for EHCP. Tried everything, Social Services Youth Worker involved, stopped attending once Suicidal ideation recognised. Year 8. School gas-lit, lied (alleged) and refused to work with Alternative Provision privately funded to gain evidence. 1st EHCP parental application refused as school did not respond. 2nd EHCP parental application agreed as Alternative Provision provided information instead of mainstream school. £2000 a month, could only pay for 1 year. All assessments and reports also privately funded. School eventually agreed to provide Alternative Education of 2.5hrs & 2hrs mentoring a week. Failed. After 3 terms (early year 9) Alternative Education and School stated they could not meet need. Nothing. Waited for Tribunal. Every school LA contacted, including Specialist stated they could not meet need. Start of Year 10, won everything at Tribunal including EOTIS. Waited 2 weeks for court processing, 5 weeks for LA - nothing. Eventually given an unsuitable tutor who provided less than 50% of hours for 3 weeks including 1 week half term and some sick days - then stated couldn't meet need, I totally agree! PAP letter sent, deadline day the LA ask for extension. Still waiting. Son should be half way through year 10 and still not received an education. Massive negative impact on him, my husband and myself with both mental and physical health issues exasperated by stress. No money left, now swallowing my pride and applying for benefits as we're cold and hungry. No job, limited contact with family and friends. Worst experience of my life which feels like it will never end as what hope does he have?!?
Keyword Flags	Failure, Job-related, Lied (alleged), Refused, Self-harm/Suicidal, Unsuitable provision

ID: obVNVXb | LA: Hampshire | Submitted: 16/08/2025 07:14	
Type of Misconduct (self-reported)	Purposely delaying EHCP review and not updating medical information. Refusing to name EOTAS even though we have been awaiting placement for a year and there is no suitable placement. Blaming us for there not being suitable placement. Withholding OT and SALT support for a term until I found providers and asked please could they set it up (emailed again and again)
Experience	I've had to give up work and I can see that there is no suitable placement within a reasonable distance but the LA refuse to name alternative provision. They haven't named EOTAS and haven't held an annual review so the EHCP sits in the hub showing my child as in a school that deregistered him a year ago. The case worker is combatative (eg telling me I'm not a tax payer now so don't appreciate the strain on the tax payer for SEND: I'm not a tax payer because I had to stop working as there is no provision!!)
Impact on Child	My son lost access to SALT and OT (named in his EHCP) even though the tutor sent my Hampshire was also arguing this was vital for skills such as holding a pencil!! Although he is making progress now this could have happened sooner!
Impact on Family	I've lost my income so we are now reliant solely on my husbands income. My health has suffered: not because of my role as carer but because of the worry of having to navigate the LA. They are aggressive in their approach (Hampshire) and they gaslight and blame us as parents (not just me: the experience of peers too). Things that are solely down to them are blamed on parents and they use the threat of social services if you try to ask them to fulfill their legal obligations. I've had shingles twice this year already and suffered hair loss due to the pressure of constant battling.
Desired Change	Stop the parent blaming! There should be consequences when case workers are aggressive and lie (alleged). An independent body reporting on instances where the local authorities break the law. Social services should not be used as a threat: while they are busy dealing with situations where nothing is wrong they aren't dealing with the Sarah Sharifs of this world. There should be a completely different way of dealing with parents of children with SEND than parents who are neglecting or abusing their children! SEND parents shouldn't be guilty until proven innocent.
Keyword Flags	Delays/Slow, Gaslighting, Lied (alleged), No provision, Pressured, Refused, Suffering, Threatened (alleged)

ID: LZMjZA1 | LA: Lincolnshire | Submitted: 15/08/2025 20:01

Type of Misconduct (self-reported)	Always delays, my sons been internally moved without annual review, out of school as of now months total ignoring section 19 request. Not contacting us once ignoring and covering up school abuse (alleged) which ahs made our son stop eating and drinking and because school are manitaining they can meet need the LA wont work with us. Always not responding, bullying (alleged) when asking for a new case worker due to bias issues and refusing and then blaming us that we wont work with them. We have had it all going to tribunal for the 3rd time. Welfare checks we have been harassed (alleged) when they fully know it makes our son physical sick.
Experience	Its never ending fighting, they break the law at every opportunity going because they know theres no holding them to account. They know ehcps arent being followed and when you complain they cover it up with the school. The cover ups are just something else, and slagging us off on there records so we can see it on the sars.
Impact on Child	My sons out of school due to school truama which they got cahms to say he hasnt got even though cahms havent assessed him. They still expect him back to school. I have completely lost all trust in professionals and my child will never step foot in a school again. They wont acknowledge my sons distress and we as a family have nearly been broken trying to get through all this time and time again.
Impact on Family	My oldest has self harmed and tried to take ther life, we are at burn out and still we get no support. And i have child now who wont go to school. Loss of money due to having to get private reports to prove we are right.
Desired Change	Nothing will ever change until the LA is held to account and not allowed to get away with this. It should be them thats scared of the law. They need to stop treating parents as if we are the problem, actually working with us would save them millions
Keyword Flags	Abuse (alleged), Delays/Slow, Distress, Ignored, Refused, Trust/Distrust

ID: jaJ6RE6 | LA: Somerset | Submitted: 14/09/2025 16:56	
Type of Misconduct (self-reported)	Local authority failing to recognise or listen to need. Delaying everything.
Experience	Both us as parents, and the named school in the EHCP said they couldn't meet our son's needs, yet local authority said he still had to go there to "give it a try". He had only been managing an hour a day in primary school, and local authority knew this, assessed him but ed psych and went again her recommendations to name a special secondary school in his EHCP.
Impact on Child	He refused school, he self harmed, he daily said he wanted to die, he became violent, he hated his life and himself.
Impact on Family	Consequently I have had to give up work, to home educate him, and provide him with the education he deserves and is entitled too. As a family we couldn't face the mental toll of going to tribunal, let alone the year of waiting and not knowing.
Desired Change	Local authorities do not know these children. The parents do. Local authorities do not know these children daily runnings of a school. The SENCOs do. Local authorities need to listen. They need to really listen and understand that children are wanting to die because of the schools they are being put in. Not every child can survive in mainstream.
Keyword Flags	Delays/Slow, Failure, Isolated, Refused

ID: kdKDjdo | LA: Surrey | Submitted: 13/09/2025 06:47	
Type of Misconduct (self-reported)	All of the above with degrading and humiliating treatments from services.
Experience	I will just say in one sentence, it like Services setting up a bonfire and getting us to walk through it. We shrink, reduced to insignificance and if by survived this, scarred for life without achieving that is required for mouth children
Impact on Child	Reducing us to our knees, and some, to their graves, prematurely.
Impact on Family	Severe disruption, topsy Turvy in all aspects, the whole family living in fear, scared and Scarred for life. Defamed. Our identity at risk and children 12th of September 2025
Desired Change	Justice through transparency the proceerss and child and family centred with dignity, and holding tthe lawbreakers accountable so they know, the consequences of ; Telling and writing lies (alleged) Destroying, disappearing or tampering with children's data. Crime against humanity to blatantly steer all Social Care requests into the highly humiliating and degrading Safeguarding assessment process. .I already did one of these survey, this one from my daughter...

ID: ja9p7NR | LA: North Tyneside | Submitted: 14/08/2025 20:52	
Type of Misconduct (self-reported)	Withholding or altering key evidence to influence decisions • Presenting misleading information in reports and meetings • Excluding the family from meaningful participation in planning and reviews • Disregarding the child's clearly stated wishes and feelings • Intentionally delaying processes to avoid scrutiny or action • Using positional power to deter challenges or appeals • Failing to meet statutory duties and timescales without valid justification • Ignoring independent professional advice that contradicts their preferred course of action
Experience	Our experience has not been one of isolated mistakes — it has been a consistent pattern of obstruction, manipulation, and control. From the outset, the Local Authority has demonstrated a willingness to sidestep legal obligations and undermine the trust of both the child and the family. Critical evidence has been withheld or presented selectively to shape the narrative in their favour. Decision-making has often been predetermined, with "consultation" reduced to a formality rather than a genuine process. The child's own voice, repeatedly and clearly expressed, has been ignored in favour of placements and plans that suit the LA's operational convenience rather than their best interests. At times, the process has felt adversarial and tactical, as if the goal were to "win" against the family rather than work together for the child's wellbeing.
Impact on Child	Deep loss of trust in adults and professionals meant to safeguard them • Ongoing emotional harm and increased anxiety • Feelings of abandonment and being "silenced" • Reduced stability, leading to heightened stress responses • Harm to mental health due to repeated disregard of their wishes • Disruption to essential routines and care consistency
Impact on Family	Constant emotional strain and exhaustion from having to challenge misleading or withheld information • Damage to family relationships due to stress and fatigue • Deterioration in parental mental health from prolonged conflict and lack of trust in the system • Financial burden from covering gaps in provision and securing independent advice • Loss of work opportunities and reduced ability to focus on other family needs • Erosion of faith in public services meant to protect vulnerable individuals
Desired Change	Independent oversight of LA conduct in SEND cases to prevent abuse (alleged) of process and position • Mandatory transparency in evidence-sharing, with penalties for withholding or misrepresentation

	• A legal requirement for the child's wishes and feelings to carry decisive weight in all planning • Clear consequences for failing to meet statutory timescales • Training and cultural change to dismantle adversarial, control-driven approaches • Embedding genuine co-production with families as the standard, not the exception
Keyword Flags	Abuse (alleged), Delays/Slow, Error/Mistake, Failure, Financial pressure, Ignored, Isolated, Manipulated, Mental health, Misrepresentation, Statutory duty failure, Trust/Distrust

ID: NpBK5Nj | LA: Sheffield | Submitted: 18/08/2025 15:58

Type of Misconduct (self-reported)	Delays, failure to carry out assessments to which my child was legally entitled
Experience	For my eldest son our request to assess for an EHCP was initially rejected, despite meeting the two part legal test. They eventually agreed to the assessment following mediation and an EHCP was given as a result. In our experience outcomes in the EHCP are simply moved on at the annual review. For example 'By the end of KS2 I will be able to read a book that I choose independently' is moved to 'end of KS3' and 'end of KS4' with no consequences or accountability for the fact that at age 15 he still cannot read independently. There is no follow-up, new ideas or concern if he misses the outcomes. The rest of the EHCP for example 'Aspirations' has not been updated for 6 years despite submitting new info at each annual review. For my youngest son the LA has missed the 6 week deadline to respond to our request to assess. We are currently on week 11 since our request was sent in. Also, the supporting information we sent with our request already meets the two part legal test, without further information from school.
Impact on Child	For my eldest child the impact is just that no real progress is made and he is just head-down, trying to get to the end of his GCSEs and not thriving. His target is 1 for most subjects. My youngest son has now missed nearly one full year of education due to school refusal and anxiety. So far no suitable alternative education has been found. We have had to find out how to get help, resulting in a letter to the Director of Children's Services. We have never been offered support and help.
Impact on Family	All of the above impacts are happening in our family at the moment.
Desired Change	I would like to see each child (and family) who is struggling to access education offered a named project worker who can advise on what steps to take and check on any deadlines and milestones. A complete change of attitude from "how can we hide and mystify the help available and say 'no' before we are forced to say 'yes' through stressful mediation and/or tribunal - pitted against families who are already struggling" to "I can see that your child is struggling to access education, this is what we could do to make things better and these are the steps to take. It might take a while but this is how the system works at the moment and I can help you find your way to the right help."
Keyword Flags	Delays/Slow, Failure, Mental health

ID: lbypp25 | LA: Surrey | Submitted: 23/06/2025 19:51

Type of Misconduct (self-reported)	Acted unlawfully, delays, failing to use sll evidence.
Experience	Finalised EHCP before the 15 days deadline without the parent draft EHCP amendments, failed to complete all the assessments
Impact on Child	Child out of school for over one year
Impact on Family	Impacted parents mental health, affected childcare arrangements, huge impact on sibling
Desired Change	Correct assessment, acting kawfully, securing support whilst child out of school, finding new sc hool
Keyword Flags	Delays/Slow, Failure, Mental health

ID: rjJaQ9N | LA: Bromley | Submitted: 14/09/2025 16:28	
Type of Misconduct (self-reported)	Blocking s19 alternative provision using safeguarding. Making decision on EHCNA when knew Ed psych report was awaited as part of evidence
Experience	Horrendous and traumatic
Impact on Child	46% attendance in Y2, burn out, can't wear clothes, retreated, not attending new school in y3
Impact on Family	Have had to go on zero hours contract lost lots of pay
Desired Change	No use of safeguarding to deflect, alternative provision to be implemented, do a needs assessment when the legal threshold has been met
Keyword Flags	Trauma

ID: SCCQZoz | LA: Surrey | Submitted: 2025-08-01	
Experience	My son is one of the 1800+ out of school (almost a year now!), and being denied AP from Surrey. This is not due to lack of available provision - we as parents secured a place over 3 months ago and handed it to Surrey on a plate. The delay is Surrey's "approval" process which has not moved forward (at all) despite frequently chasing. Also we are one of the families currently in the process of appealing an EHCP which is quite frankly not worth the paper it's written on. I literally have not seen a single thing during this whole process that Surrey have done properly, timely, and lawfully. We are one of those "articulate" families who are fortunate enough to have been able to instruct legal representation - but really why should it have to be like this? I know this is the story for thousands of families in Surrey, it's a disgrace.
Keyword Flags	Delays/Slow, Denied

ID: SCCKU10 | LA: Surrey | Submitted: 2025-08-01	
Experience	In 2023, Surrey issued my eldest's EHCP based on a report from their own EP "assessment". I use the "xx" because there was no assessment involved, the EP had a chat with me, my child and one with the educational establishment he wasn't even managing to attend at the time. LA's EP recommended a SEMH placement and at the time, that would have had the best chance of success as child was in burn out. Prior to them concluding their consultations, Surrey named a local mainstream school, [contra to their own professional advice] despite this mainstream saying, as it had for the last 7 months, "can't meet needs". Later that same year, I sourced our own report from a clinical and educational psych. Chose her because child was still in burnout and thought we might get some advice on how to get support for the mental health side of his issues because to date, we still hadn't seen any of the provision enshrined within his EHCP, like "consult and communicate with psychiatric professionals to seek further guidance and intervention strategies for managing his mood problem" and nothing had been done by the LA or school to address the LA's EP's statement that, "Urgent psychiatric support is necessary to address his needs". A few weeks into the mainstream school, it became clear that the placement had broken down [As anticipated by all professionals and disregarded by Surrey County Council] and I called an emergency annual review. Alternative Provision was planned for, but it never happened as Surrey passed the buck onto the school and the school passed it straight back to Surrey. I shared our psych report with Surrey and they refused to make any of my changes to the EHCP based on it, or from SOS!SEN's legal review of the EHCP. Surrey then forwarded the same inaccurate and now dangerously outdated EHCP out to all kinds of potential placements (specialist and mainstream) in and out of county. I later did a SAR and could see they'd all responded saying, "can't meet needs". Five months after sharing our clinical and ed psych report with Surrey, they inform me that the panel had decided to refuse to adopt it. Child attempts to sit GCSEs, despite having no education for years 10 and 11, no Alternative Provision, and no access arrangements because no one had bothered to apply for them. I lodge an appeal for the incorporation of our psych report and EOTAS, a backup plan for if a college placement doesn't work out come September. Surrey send through the bundle in October 2024 and that was the last time we heard from them regarding the appeal. College placement is denied due to a). not being able to meet needs. b). high needs funding requested by college to Surrey and then c). one to one funding requested by college (despite it saying in the EHCP statutory review from the annual review, that the child does not want or feels he needs a a T/A or LSA and definitely not a one to one!). You can imagine all the panels each of these had to go to for these decisions (delays). College then turned around and told Surrey (not us!) that it was now too late and to come back in September 2026 to do that GCSE pathway course we'd applied for months earlier. Surrey hold a delayed annual review at the end of last year. Case Officer promises to child's face, either a college placement or a rich Alternative Provision package for the start of Jan 2025 which would enable him to study towards his GCSE resits, and also keep him socialised and physically active. Jan passes, Feb passes, and at the very end of March, he's given a tutor (online) for Maths and English. They'll now be off for the Easter holidays. We also have no confirmation that he's even enrolled to sit his GCSE exams in 6 weeks or that access arrangements have been made. At the annual review, the case officer concludes

	that the EHCP is out of date and inaccurate and recommends a needs re-assessment. She takes that to the panel who decide against a needs re-assessment and instead propose ceasing the EHCP. I request again that the Clinical and Ed Psych report that we had done at the end of 2023 is adopted, so the EHCP can be updated. Panel decide to refuse, again, to adopt the only available professional evidence. Surrey failed to respond to any of the tribunal orders and have not communicated with me regarding our appeal since sending through the bundle in Oct 2024. They were automatically barred from the hearing. What is Surrey's motive in all of this? You can only conclude that it is purely to deny and fail a child for as long as seemingly possible with a complete disregard to the life and progress of that child or young person. It is sickening and they continue to get away with it, with no one being held accountable.
Keyword Flags	Barred, Communication, Delays/Slow, Denied, Failure, Inaccurate, Mental health, No education, Refused, Statutory duty failure

ID: VL1vzQg | LA: Devon | Submitted: 13/08/2025 14:08

Type of Misconduct (self-reported)	64 weeks of EHCP process even though legally should be completed in 20 weeks Refusal to complete requested assessments ie SALT and OT despite evidence of need Refusal to assess my other child which was overturned as she met the legal Barr for assessment, case worker going on long term sick with no one covering her and if they did, they did not tell me
Experience	Hi, this is our story My kids J, T and E are currently 17,14 and 11 Back in 2016 when they were 8,5and 3, we sadly lost my sister to Bowel Cancer at only age 33. She was my only sister and my baby sister at that. I gave up my career as a nurse to spend quality time and care for her the best I could whilst also being a Mum to three young children. She was diagnosed in the January and we had lost her by the July. That meant for 6 months my children had lots of time where Mummy wasn't around regularly and Daddy picked up the slack around working full time. They seemed to cope but mostly as they weren't aware of the prognosis, they knew Aunty N was poorly but kids don't understand at that age that someone of her age won't get better and it was tough deciding how much to share with them. Ultimately, when she passed away, my eldest obviously understood more but T didn't and E was pretty much oblivious. Or so I thought. We reached out for as much support as we could for the kids including ***, the *** and family and friends. This helped but the real struggle for the boys particularly were in school. We asked the school to observe and intervene with any behaviours that might be related to grief but they weren't cut out for that. After some time, when the behaviours they were displaying carried on but without real understanding of where it was coming from, I asked the school if there could be more to their behaviours than just grief. They flat out refused yet didn't have answers for how to deal with the fact my boys were really struggling. Finally, my eldest was assessed for Autism after me pushing and pushing with a very young inexperienced SENCO but when it came to the assessment, they classed him as 'on the fence', not autistic enough for a diagnosis. This was followed by him having an amazing teacher who got him through the rest of his primary years. J then went up to mainstream secondary and due to having relatively low care needs and masking,a lot, managed to navigate secondary education by the skin of his teeth. He made us very proud by getting good GCSE's but even more so how he threw his everything into being an air cadets. He has recently made Sargeant. He has had some rocky times along the way which I won't go into but however after completing a year of A levels and btecs at the same school, he is struggling so looking to move to the most local college to do a public service course, he has the interview next week.

T, carried on struggling and became very sensory orientated and the target of daily bullying (alleged). It wasn't until he reached year 6 that another fantastic teacher saw what I did and helped us start on the pathway. He followed his brother up to the mainstream in yr 7 and was diagnosed by the end of the first term with Autism. By the end of year 7 he was really struggling with the sensory element if being in such a large school and despite all the reasonable adjustments that the school put in place, by the March of year 8 he was no longer able to attend.

School were pretty supportive and eventually agreed to support an EHCP. Amazingly we were accepted for assessment straight away and then that's when it all went wrong. By July, having not been in school for the whole summer term, T was showing signs if wanting to engage in something again. I had been fighting in the background to get him alternative provision via section 19. This was a battle but eventually was approved in June and we were initially given Ts, but I had said he will need to have mentoring and then a gradual build up to learning, Ts couldn't offer mentoring and T wouldn't be able to travel there and can't work online from home, as home is home, school is school so we begged for an alternative which could provide mentorship and that's where NS came in. They were approved, but a week before the summer holidays so we arranged for T to meet his mentor, G just before everything shit down for the summer. T was excited and ready to engage. We spent the holidays having big talks about where this could lead and basically gearing him up for a new style of learning. September came, my youngest E was starting yr6 at the same primary that had predominantly antly failed both boys and my eldest was starting Sixth Form etc but nothing was arranged re AP. I contacted NS who said they were still waiting for the LA to send through the paperwork, the LA weren't responding. Eventually, a person at his school told me that the LA had a shake up over the holidays of AP and all cases were going back to panel. I was also told eventually, after submitting complaints etc that T would be allocated an Educational Key worker to help him reintegrate to school. School were completely in agreement with me that this was not going to work. We never heard from that EKW and kept fighting u till March of this year to finally get 6 hours approved for T through NS. Luckily for us and im so thankful, my Mum had offered to pay for T to see G once a week from October when it became clear that we weren't getting anywhere fast with the LA. In March, T had a new mentor and a tutor and they have been a lifeline for our family. In July, we hit 64 weeks of the EHCP process, have submitted so many complaints and finally we got our parental preference for T starting in September and even funding for a transition period with his mentor for the first 4 weeks!!

My youngest, E, was starting to struggle with school in yr 4 and again I begged and pleaded with the school to help but hit brick wall after brick wall. There was a huge safeguarding incident that happened that I took to a stage 3 complaint and they still tried to brush it under the carpet. They refused to support an EHCP application so I did a parental one which was turned down. It later turned out that when the LA went to the school, they didn't add ANY information despite E having 3 rounds of ADPR and struggling despite reasonable adjustments, EBSA so the day after I had the decision to NOT assess I dergistered her from school. I then got her diagnosis for ASD where they also picked

	up on ADHD so we are awaiting assessment for that now. I requested mediation for the refusal to assess but the LA didn't arrange mediation so I went straight to appeal, submitted a million more complaints and got the decision overturned, although we are now 3 weeks on from that and still awaiting the judge to sign off on the order so the assessment period can start!! Ggrrr. E has struggled with PDA and this has created many barriers to traditional learning methods so we are doing it via a child led interst base approach. My Mum has kindly offered to pay for E to have some tutoring sessions in September with Next Steps and we are looking forward, sorry I am looking forward to some time on my own again!! The team at NS have made us feel so welcome and are like a second family!! I wish I could help financially with their vision but alas I'm a full time carer who has given up two careers to care for my children who have been failed so badly by the education and SEND system As well as all the above, I made reasonable requests for T to be assessed by SALT and OT, even went as far as complaining as the LA refused and have had to pay out for private assessments which our mediation company didn't forward the OT report ready for Mediation and he is yet to have SALT assessment. At mediation it was agreed that they could add the reports once seen as an appendix and they would be added to his EHCP at AR. The mediation outcome report simply said that I would forward the reports to the LA manager and caseworker who were present at mediation and didn't specify any action. Now im in a quandary as to whether to go to Tribunal especially as the LGO have just actively started investigating and going to Tribunal will halt that investigation.
Impact on Child	Almost 2 years without a full time education. I had to fight a whole year to get AP in place and my child feeling like noone bit his family care about him or his needs/aspirations/education/future My daughter has missed out on the SATS tests, Yr 6 residential, delays to getting any support inc her current ADHD assessment whereby they nearly didn't go ahead because the school weren't responding to their requests of information as they did with the LA re EHCP which ultimately led to the decision not to assess. Both T and E have a PDA profile and their mental health has suffered as a result to all this nonsense. As has mine!!!
Impact on Family	Every area of our lives Sibling impact, vulnerable, eldest was victim to sextortion Strained relationships deterioration in all our mental health and physical health Financial - i have had to give up two careers!! The stress and isolation is overwhelming

Desired Change	An investigation into the multiple failings of not just my family but of thousands of families across DCC and the rest of the UK Financial compensation that will not affect UC due to the savings cap Government to reform send and education using advice from the people who are telling them where they are still going wrong!!
Keyword Flags	Delays/Slow, Failure, Financial pressure, Isolated, Mental health, Refused, Suffering

ID: rjrJQX2 | LA: West Sussex | Submitted: 13/08/2025 20:29	
Type of Misconduct (self-reported)	Delays, ignoring my emails, refusing to return my calls, gaslighting, rudeness, sarcasm, belittling.
Experience	Horrendous experience in West Sussex. Communication is appalling. Our name contact has changed 5 times and not once were we told the previous ones were leaving. They never answer the phone and only respond to emails when it suits - only responding to the parts they want to! My child has been out of school for 7 months and SENAT have refused to speak to me on the phone AT ALL. No one has had contact with my child in that time at all, no welfare checks or anything. I know a setting said they could meet need (they told me) but SENAT ignored my emails asking if we had the place and just swerved it altogether, leaving him with nothing. In 6 years, he has had two academic terms in mainstream and three years at specialist where he attended for 2 hours a day and would not enter the classroom, join in or do any work as he was afraid of the staff and children.
Impact on Child	No education, apart from homeschooling. He has extremely low self-esteem. He is totally isolated and lonely. He trusts no one. He has become agoraphobic. He has suicidal thoughts aged just 10. He feels useless. His anxiety is crippling. He trusts no one but me. His mental health has plummeted.
Impact on Family	I lost my job and we had to sell our house. This resulted in us having to relocate completely and start again somewhere new. I can't work. He won't leave the house so we are often trapped in here. It affected my marriage and caused total breakdown. His sister began self-harming due to the effect it had on us all and losing our home. His youngest sister cannot attend any social events as he won't come so I can't take her. It's hell.
Desired Change	Acknowledge we exist. Give a shit about my child and give him a chance. Stop wasting his life and ruining his childhood. The effect the LA's actions have had on our child have been more detrimental than his actual diagnosis. Employ qualified staff, retain staff, communicate. Do their job!
Keyword Flags	Communication, Delays/Slow, Gaslighting, Ignored, Isolated, Job-related, Mental health, No education, Refused, Self-harm/Suicidal

ID: 1A2xeBb | LA: Somerset | Submitted: 14/08/2025 23:45

Type of Misconduct (self-reported)	Delays, bullying (alleged), threats, gaslighting/misrepresentation, refusal to respond to communication, wilful misunderstanding of information
Experience	My. Hold was bullied (alleged) but it wasn't recognised as bullying (alleged). The head ridiculed me but denied it at the complaint process. There has never been any acknowledgement of the Sen difficulties of my child, despite diagnosis and failure to attend due to ebsa for almost a full academic year. The provisions put in place were withdrawn in practice. A malicious case was built against me by the leadership in order to protect their own failures, which culminated in them calling social services on me under false pretences. Social services confirmed there was no issue. Failure to follow their own safeguarding rules. Failure to recognise the issues raised in the complaint due to incompetent governers.
Impact on Child	Emotional distress, school refusal, anxiety, loss of education, regression in learning, bad mental health, failure to make friendships.
Impact on Family	Loss of income, isolation, distress and trauma in all members of the family, loneliness, distress and fear of school in younger siblings, significant deterioration on my mental and physical health contributing to me becoming disabled.
Desired Change	Legal accountability and compensation
Keyword Flags	Bullying (alleged)/Intimidation, Communication, Delays/Slow, Denied, Distress, Failure, Gaslighting, Isolated, Mental health, Misrepresentation, Trauma

ID: b5YjRoZ | LA: Derbyshire | Submitted: 14/09/2025 16:34	
Type of Misconduct (self-reported)	Our voice, and that of our child, being repeatedly ignored. Having to prove, prove again, and prove yet again, the same concerns and evidence to support it. Failure to meet for mediation and not responding to our request for it within the 30 statutory days. Failure to respond to letters, some months old. Failing to adhere to their own official complaints procedure. Stating in writing that my repeated requests for help and support, we're deemed to be vexatious and I was threatened (alleged) with being banned from contacting the SEND team when all my communications were legitimate. And the worst thing of all? Being made to spend YEARS trying to convince the Local Authority that we were right all along that our daughter would never settle in mainstream and needed autism specialist education. It took 3 years and a first-time tribunal claim to be listened to - appalling.
Experience	Parents are gaslit, repeatedly. Parents are not listened to. Parents are routinely ignored. Our children's voices are ignored. Medical evidence is ignored. Parental letters to the LA are ignored. We have significant stress placed on us for years and yet it is all avoidable, if they would LISTEN; we know our children best
Impact on Child	Severe stress Emotional based school avoidance Over eating, under eating Insomnia Employment adversely affected. Panic attacks. Poor physical health All the above 'ages' our children and us and unnecessarily
Impact on Family	Deterioration of physical and mental health. Interruption to employment. Insomnia.

	Under and over eating. Anxiety, panic attacks
Desired Change	LISTEN to the child's voice LISTEN to the parent's voice Stop gaslighting parents Stop making parents prove, multiple times, the same information
Keyword Flags	Failure, Gaslighting, Ignored, Mental health, Statutory duty failure, Threatened (alleged)

ID: 441Nr8X | LA: Kent | Submitted: 21/08/2025 22:16

Type of Misconduct (self-reported)	Ignoring messages, ignoring statutory deadlines, failing to provide educationally, denying responsibility to act, refusing to name any placement on the EHCP despite agreeing the need for an EHCP, pushing to tribunal for 18 months only to concede the week before to everything we had asked for in the first place. Not completing annual reviews, unexplained withdrawal of transport and fighting to reinstate that.
Experience	Stressful, inaccurate, wilful neglect, damaging to all of our family for the stress caused.
Impact on Child	Delayed access to specialist support, major impact on mental health leading to hospitalisation. Stress to child for change to transport, missed education due to transport.
Impact on Family	Time off work, serious stress and upset, time consuming preparation for tribunal, lack of time for rest of family.
Desired Change	I would like to see local authorities held accountable for failure to follow the SEN code of practice. There is already a process laid out in that and if followed properly the crisis we have wouldn't be anywhere near what it is. Children need timely access to the right support, and they need ongoing proper support. Many of these young people can be positive contributors to society if they get it right when growing up. Ultimately if we invest in their future they are less likely to be a financial burden in the long run.
Keyword Flags	Delays/Slow, Denied, Failure, Financial pressure, Ignored, Inaccurate, Mental health, Neglect, Refused, Statutory duty failure

ID: yP0Z9ZX | LA: Richmond upon Thames | Submitted: 18/08/2025 21:27	
Type of Misconduct (self-reported)	Failure to respond Misleading information Gaslighting Asking me to be polite when I was being totally appropriate and none threatening (alleged) Refusing to follow statutory guidelines, saying they are just guidelines Withholding information about right to appeal Not acting on numerous request to escalate complain
Experience	- Short notice change of transport provision - Proposed route required 90min door to door trip for a primary school child with SEND - LA refused to review, withhold information about rights, passed the ball from team to team - Provided unsafe (alleged) alternative with private minicab service - Ignored request for appeals - Ignored request for complaints processes to escalate - Ignored request for information on personal budget - Accused us of being difficult, challenging, or rude, when we were at all times polite but firm - Misrepresented information on the stage 2 complains, which was conducted by the head of the service who had been involved in the process, so hardly independent!
Impact on Child	The start of the new academic year was very unsettle for them. constant change of transport provision, without prior warning, they missed school, where late, and sent to the wrong school. Ultimately, they struggled throughout the year with the provision they offered as it was a taxi with one other girl who was mean to my child. A proper bus route would have prevented this.
Impact on Family	It was incredibly stressful for the family, not least the uncertainty about transport but the amount of time spent in understanding the law, writing emails, writing to the MP, following up, consulting voluntary organisations, reading lies (alleged)... it was all time taken away from the children, work was also impacted, I had to do calls, read documents, was distracted, this went on for months.
Desired Change	1. More information to families about the children's rights 2. More accountability from the LA to follow the statutory guidelines, including some sort of external auditing, asking parents for their real life experiences with the LA 3. Clarity with regards to timeframes for setting up transport for the academic year asap, we were informed with little notice.

	4. A review of complaints procedures and themes, transparency of data 5. Child friendly and updated transport policies, the wording is shocking, very, very dated language on challenging behaviours and how to manage them 6. Proper training to transport providers, and accountability - we were given many different drivers and PAs at short notice, ie 23h for the day after, I cannot imagine they all had proper training. 7. Ensuring that any complaints are independently investigated by a third party, not themselves. Thank you!!
Keyword Flags	Failure, Gaslighting, Ignored, Misrepresentation, Refused, Statutory duty failure, Threatened (alleged), Unsafe (alleged)

ID: SCCNZZy | LA: Surrey | Submitted: 2025-08-01	
Experience	2 eldest daughters left School X in July 2023 after they could no longer meet need. Since then they have received no education, no provisions whatsoever including OT and SLT which is in their EHCPs. Stage 2 complaint in December for both of them admitted failings, offered a financial remedy and ensuring everything would be in place for January. We are now in April and they have still received nothing whatsoever. They have finally been given access to 15 hours each of 'mentoring' from April the 22nd but nothing else in Section F is being fulfilled and still no OT or SLT has been found as we approach 2 years. Youngest daughter - It's just taken a year to secure her first ehcp and it's not fit for purpose. Despite quoting the law and providing evidence, OT and SLT assessments were both refused and the EP had a quick chat with me on the phone, not undertaking any assessments with my daughter at all. I have just appealed and am awaiting tribunal next March.
Keyword Flags	Financial pressure, No education, Refused

ID: NpBPXYW | LA: Essex | Submitted: 14/08/2025 08:45

Type of Misconduct (self-reported)	Refusal to issue even with specialist reports, then significant breach (alleged) of legal time frame for issuing EHCP. False claims around witness statements.
Experience	Stressful, time consuming and detrimental to my health and my family
Impact on Child	Loss of appropriate education, distress and harm.
Impact on Family	Strained relationships across our family, impact on sibling is causing resentment and effecting my ability to work and as the main income i cannot afford to lose my job
Desired Change	Compassionate and adequate support with correctly qualified people with finances not being the priority but the child. Correct recourse and accountability when the LA fail/lie (alleged) or mislead
Keyword Flags	Afford, Breach (alleged), Distress, Failure, Job-related, Lied (alleged)

ID: SCCc0x9 | LA: Surrey | Submitted: 2025-08-01	
Experience	I am very upset and angry at times about how our Case has been kicked down the road for 7 years. I find what we have been through hard to understand as the LA keep getting away with not supporting my child properly as well as so many others. My MP [MP name redacted] has contacted the LA. We could finally afford Professional Reports, and we are headed towards a Tribunal for ks3 where we have a school offer and where the Council has named 'No school'. The school offer was made last year, the LA has had the Reports relating to this since last year. I note, the school that has the relevant cued articulation SLT support and so much more, they had already told me they are writing to the LA to inform them of the Offer for my child. But the LA claimed initially that our School had not offered a place. Our Case heavily involves the absolute lack of understanding a speech and language disorder thus not the support to make a difference to my son's progress. The LA have fobbed off my MP. I lost my rag with this yesterday and sent the Executive Director for Children's Services this email in response: To [Executive Director] I would simply like to understand how you find the response to my MP acceptable? I would like to know how you think it is acceptable that my son has only had 3 months of meaningful education out of 7 years? When I describe meaningful, I describe 3 months of Alternative Provision that took 9 months to set up and will end this July 2025. Yes we can go ahead with the Tribunal. SCC has no alternative educational provision named. My Advocate and I have written the EHCP Working Document that includes all Professional Reports. My son's current EHCP had not worked for 7 years. This could be agreed very quickly with diligence and more care to our child. 7 years!!!!! I want more of explanation than referring to my Caseworker, Family Voice or otherwise, those who have no remit to add anything. I would like a reply from you [Executive Director] and no one else!!
Keyword Flags	Afford, No placement/No school

ID: GxqKZdp | LA: West Sussex | Submitted: 14/09/2025 12:49	
Type of Misconduct (self-reported)	Refusing to assess for an EHCP despite a lot of professional evidence to show the threshold has been met. Ignoring most of the evidence submitted. Forcing us to endure unnecessary delays in waiting for 7 months for tribunal. Not meeting court ordered deadlines after tribunal orders them to complete a EHCPna. Not implementing any educational provision. Both prior to EHCP when my child had been out of school due to mental health forcing us to home educate instead. Also EHCP has been issued since July with no named school and no alternative provision in place still to this day. With no response from the LA when I attempt to chase this.
Experience	The whole experience so far has been unnecessarily hard and stressful. First the school didn't listen and when challenged started to blame the parent. I will trying to keep my child safe when experiencing extreme burnout and self harm and there were no services available at all to help whilst the school insisted on blaming me and wanting him in school despite school being the cause of his trauma. The parental blame led to further delays in completing the required processed to get the EHCP. It wasted the LA money and time if trying early help which achieved nothing as the issue was never home it was school! The LA deflected at every possible opportunity refusing to support my child in any way. They just wanted us gone where education was needed. It was like I was talking to a brick wall. The endless paperwork and research how to navigate the law and the failings of the LA was like a full time job ontop of my actual full time job a child in crisis and a younger child. Being forced to home educate whilst waiting for tribunal and an EHCP just to avoid being wrongly prosecuted is abusive (alleged) use of power. We didn't want to home Ed but had no choice becuse the system discriminated against us instead of supporting us. The school encouraged us to home educate as they just wanted us gone and bullied (alleged) us until we gave up and deregistered. The LA dragging things out by refusing to assess when we easily met the threshold meant further stress and more months of wasted time for my child especially when he was approaching secondary school.

	Even now after fighting nearly 2 years and finally getting the EHCP we are still left with no education at all. The government bang on about how just 1 missed day of education impacts the child's future yet know one is in a rush to give my child any education now after being out of school since jan 2024!
Impact on Child	School destroyed my child. They failed to act on concerns raised by the teachers surrounding dyslexia and autism. Because he was quiet and rule abiding they just left him as he became further and further behind. When I raised concerns of autism I was met with 'we don't see anything in school'. By year 5 he was unable to access school. He was unable to hold conversations, to have any enjoyment in life, he was a shell of himself. He became incontintent, he self harmed and he was miserable. The pressure of school continued to traumatise him. It took a long time to build him up again and that's only been achieved by being out of school and all the care and love and resources we have given him. He still is traumatised regarding school. He also has had no formal education since jan 2024.
Impact on Family	Extreme stress, financial impact, paying for private assessment, private tutoring etc. impacted on my own career. Impacted on my other child, witnessing the child's breakdown and the stress and upset.
Desired Change	Schools and LA to work WITH parents. To believe them when concerns are raised. To offer support not punishment. Arrange alternative provision when the child cannot access school building. Stop wasting time and start processes immediately. Stop refusing to assess when the threshold is clearly met. Stop applying a beauty typical lens's on the situation and apply neuroaffirming practice.
Keyword Flags	Abuse (alleged), Bullying (alleged)/Intimidation, Delays/Slow, Failure, Financial pressure, Ignored, Job-related, Mental health, No education, No response, Pressured, Refused, Trauma

ID: J9kao1R | LA: Kingston upon Thames | Submitted: 18/08/2025 18:13	
Type of Misconduct (self-reported)	Delays to amend EHCP, naming an unsuitable placement mid GCSE years despite current school meeting needs
Experience	Annual review in Jan 25, still not completed in AUG25. LA unlawfully naming a new state school for year 11, mid GCSE and with child that struggles with transition. Multiple different syllabus. Due to cost of placement. School being named are not in agreement to the transfer
Impact on Child	Battle still ongoing. Has potential to cause emotional distress, isolation, school refusal and affect academic outcomes
Impact on Family	Increased financial pressure as have had to pay to keep my child in school, as LA said I either fund it or he is out of school. Severely affected mental health. Cost of legal fees.
Desired Change	LA making a lawful decision in the best interests of the child. I dont have time to go to tribunal as it takes 10 months to get there child is starting year 11 in Sept and
Keyword Flags	Delays/Slow, Distress, Financial pressure, Isolated, Mental health, Pressured, Unsuitable provision

ID: obV1aQX | LA: East Sussex | Submitted: 15/08/2025 08:29	
Type of Misconduct (self-reported)	Ignoring emails Lying about having read reports Lying about not being able to rely on private reports Refusing to commission reports Ignoring diagnoses Wasting time at mediation with blanket refusals " we don't do 1:1" Not reading reports Arbitrary decisions without explanation Hours wasted and dealt in support affected exams No accountability No respect for parents Suggesting neuro issues were our fault Inability to understand trauma " what are ACE's " we were asked ! Mediator asked manager what she would do in our circs and she said " don't know" Completed waste of space
Experience	Delayed, rejected, lied (alleged) to and disrespected
Impact on Child	No support then too little too late Exams affected and future
Impact on Family	Very stressful and made child full of shame and feels a failure
Desired Change	Local authority removed from picture Incompetent and dishonest (alleged) Have independent assessments early and then a needs plan produced with funding
Keyword Flags	Delays/Slow, Dishonesty (alleged)/Fabricated, Failure, Ignored, Lied (alleged), Refused, Trauma

ID: ODA1qya | LA: Surrey | Submitted: 24/06/2025 18:08

Type of Misconduct (self-reported)	Delays to provided what my son is entiteled, misleading information, failure to respond to communication.
Experience	My son was not in the rigth school and I asked for the process to look for new one and they said it was not possible to do it! Later when he got EOTAS I was strugling to find tutors and they didnt provide suppliers names on time the knew the rate per hour was very liw.
Impact on Child	Emotional distress to keep him in school lobgercthan necessary, los of education and therapies during the first year out of school, isolation.
Impact on Family	I have to stop working, stress during tribunal process, strained relationship my husband since tribunal is in anti depression pills. Deterioration of our phisical and mental health and the negative impact on our older son.
Desired Change	Honesty, Give c hildren what they need to progress. Understund thee stress the put the families under.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Isolated, Mental health

ID: J9kX8KR | LA: North Yorkshire | Submitted: 13/08/2025 14:59	
Type of Misconduct (self-reported)	Coercing home education on the basis the LA do not want to fund support Naming schools that have said they can not meet needs and telling me I will have to take her or go to prison this led my daughter to pulling a knife on me because she thought I'd lied (alleged) to her about getting her support. This child is also a former lac child! Refusing any support
Experience	My experience has been horrendous leading to poor mental health in my child and burn out as a carer and a disabled parent
Impact on Child	She has planned to end her life, self harms, refuses to engage, is behind in all areas due to autism, suspected adhd, dyslexia and dyscalculia
Impact on Family	No trust from my child Pulled a knife on me Experiencing burn out As a parent I have no life anymore just full time carer
Desired Change	The local authority held accountable, questions around why previous LAC children's are being failed, why departments do not need to work together. Why Local authorities are coercing home education when the government are trying to force children into a 'seen' education. More support… infact any support
Keyword Flags	Failure, Lied (alleged), Mental health, Refused, Trust/Distrust

ID: NpBy5vG | LA: Derbyshire | Submitted: 15/08/2025 00:34	
Type of Misconduct (self-reported)	Teenage daughter denied assessment for special needs schools despite not being in any provision due to needs. EHCP and evidence. Ongoing delays in agreement to consult with schools
Experience	Child stopped school at 12 but remained on register when her TA left with no replacement. Had a Camhs referral after 9 months due to traumatic incidents gaining her OOST of 8 hours a week that she could not engage with. This stopped after 2 academic years of non engagement in any academic work and a refusal of Camhs to assess her meaning OOST was no longer funded by school . Meanwhile the LA refused to consult with specialist schools despite mainstream saying they could not meet needs and this was stated on the EHCP review . After two and a half years they agreed to consult when a Tribunal date was set . Now no school has available space for her needs and her age 15 going into year 11 means she is needing transition support without a base for it to work from. Her Alternative Provision is very patchy and unable to meet her needs . The only thing left was for us to ask for Eotas but this is in no way the best option and requires us to make all the judgments on how to form and monitor it . Eotas is agreed in principle but has no date set or key worker attached to it as an ongoing basis. We have had numerous LA workers emailing us at different points without any idea of the file content and always at last minute before a deadline. The last time any contact was made in relation to the Eotas was a week before summer break when we were gifted a load of information to find out and how it may fit our daughter. We have been treated as inadequate and stupid all along and I have only watched my child decline over 3 years between 12-15 years. We are seen as NOT experts in the reporting of needs for education until the same education is no longer available then we are the only people who can input on her needs . We have 3 SEN teens all adopted and we have been royally roasted as a family. No service wants to be held to account for their needs . Only one child has maintained mainstream education. Our oldest son had a similar school issue where his Sen was not acknowledged until we paid for all the assessments and after two years out of school gained him a funded independent school place . He has flourished there and we can only wonder what would have happened had both children had recognised needs sooner and their trauma of school been averted by appropriate intervention. As we go into a sixth year of 'no school place for our family experience' our lives are now on benefits and we are both full time carers for teenagers who were already damaged before they arrived to our family . We can see the trajectory of our daughter's life taking a very dark path and all because the LA wanted to hold out alongside a school with a failing SEN program. From a school attender 97% to nothing and no suitable school due to needs in three years . Blinding brilliance.
Impact on Child	Her academic ability has not changed since she attended school but her sense of belonging identity and self esteem has. She has lost all positive peer association that came from school. Has very poor idea of her SEN and how to negotiate life and academic skills as an autistic adhd young person. She has had a prolonged period of burn out and disengagement will not believe she can be educated and associates with people of similar needs and often severe

	disturbance due to her isolation . Was serially raped by a youth during this time and has suffered complex ptsd . Has always had some difficulty in all aspects of life- eating, hygiene, sleep etc that escalated with the stress off the scale . Has had aggressive episodes early on before long episodes of total isolation.
Impact on Family	We are on full time benefits and now carers we can't go out and leave her home alone during school hours because of fears re safeguarding. Our two sons have a restricted life style due to her now extreme needs . Son has anxiety issues due to her experiences. Sibling relationship is strained and often very volatile. I have felt severe stress and concern for my own health both physically and mentally. We have closed our business and my own career in a clinical setting has not been possible. We rarely sleep due to daughters needs and I have an undiagnosed gut health condition.
Desired Change	This cannot be answered in all honesty as the system is broken. But .. fixed and ring fenced budgets for all adopted and Looked after children and levels according to their growing needs in education . Thorough training for SENCO staff it's a profession not a part time top up training opportunity. Designated LA staff that have dates towns and updates held accountable just like we are if our child misses school. A compensation package for our children who have missed an appropriate education . A means of parents and carers to be paid as inspectors of the SEN systems. Reportable to OFsted . Local Sen schools to return as they were in community-special,small and not seen as a place of last resort The core of a service that facilitates families to negotiate their child's needs as they occur and table their education input according to them
Keyword Flags	Delays/Slow, Denied, Failure, Isolated, Mental health, No placement/No school, Refused, Suffering, Trauma

ID: 1A2bqEM | LA: Kent | Submitted: 13/08/2025 09:11

Type of Misconduct (self-reported)	No section 19 provision when child out of school for more than 15 days - 18 months). Not putting tribunal ordered provision in place for 9 months and only then after PAP/ threat of JR. Withholding evidence - the LA created a document after annual review which they then listed in Section K, however they refused to give it to me - I only got it when I asked the court to order disclosure. There are so many more examples I could give.
Experience	Child AuDHD, now too traumatised to attend school. Regularly restrained by primary who at the same time said child didn't need an EHCP/extra provision! EhCP from age 8 now 16 - bright enough to attend grammar despite complex needs and spiky profile but didn't sit GCSES due to lack of education.now has a hard fought for EOTIS package but took nearly 2 years to get. Not sure that child will ever be independent, largely due to horrific school experience and impact on mental health. As a family we have had to go through the ordeal of 7 tribunals (5 for the above-mentioned child and 2 for his sibling). More positive outcomes from everyone. The system is truly broken.
Impact on Child	Anxiety to the point of not leaving the house, unable to change clothes/bathe for weeks at a time. Depression to the point of being put on suicide watch. Isolation - now finds it very difficult to socialise with more than 1 or 2 people. Controllingng food. Loss of 2 years education, not taking GCSEs in Y11, unsure whether mental health will ever allow them to take GCSEs. Unsure they will ever be independent because their mental health caused by school trauma is so bad.
Impact on Family	It means loss of income, I work a very part time role from home. It has cost a lot of money to fight, get child professionally assessed and treated (because LA won't and CAMHs is woefully inadequate particularly for neurodivergent needs). Huge impact on siblings - couldn't socialise, go out or go away as a family for nearly 2 years, everyone's life revolves around 1 child. Hugely impacted my health. The stress has contributed to digestive problems which resulted in a major op last year. Still ongoing. This then impacts said child more because they feel guilty - it is a vicious circle.
Desired Change	Keep the law the same. Hold LAs accountable for lack of provision, not sticking to the law and other shenanigans. Make all school more neurodivergent friendly. Stop supersizing mainstream schools.
Keyword Flags	Isolated, Mental health, Refused, Self-harm/Suicidal, Threatened (alleged), Trauma

ID: Np4zJLj | LA: Warwickshire | Submitted: 26/08/2025 18:39	
Type of Misconduct (self-reported)	First ehcp finalised late which meant it came into force 2 weeks into secondary school no set up meeting. School misled me I did contact the LA asking them if it's normal for high needs funding to go into a big pot for staff training . No response. I was uneducated in the law in 2017 . Lockdown showed my son couldn't learn . I asked an advocate for help I became more knowledgeable Raised concerns with the La in 2020 was referred back to the school raised concurrent complaints of non provision with school and La nothing changed all our annual review concerns were never addressed even found the head of Sendar at a community event he arranged for a spreadsheet for the school to fill out my son also filled out his understanding of section f … no action taken first 3 years plan received no updates the schools evidence sent on provision was general curriculum information . Sixth form refused my son due to failing maths La wouldn't get involved even though they were named when he did get in the non provision carried on (7 years in total) the LA then removed the 1:1 20 minutes a day provision that had never been delivered without evidence or discussion or recording in annual review paperwork he was given a place in a small music college but his misunderstanding of questions is an ongoing barrier an SPLD tutor was the third professional to state 1:1 SPLD tutor needed the La are saying their ep doesn't have the same view and has refused personal budget . He was last assessed for cognition and learning when he was 11 he is now 19. Did two more complaints in 2024 to school and La but the LGO is not validating the 7 years non provision. Also in the school third stage panel complaint meeting the Independant panel member was a fellow governor at another school with one of the founding members of the academy school . There are two councillors that are in the schools governance team the La have delayed many finals notice to ammends completely abandoned the review where the provision was removed and missed one annual review all together . Have been passed round 6 plan coordinaters since 2020.
Experience	As support should have been anticipatory I don't understand why the parents have to drive the process and keep the conversation going it disables us from helping our children as there is no co working . It is my understanding g that there have been no lawful annual reviews in my son's case. His out comes and small steps to reach them have been stagnant similar to when he was 11-15 and the same at 16 as they are at 19. Last ehcp final was July 25.(from annual review 9th December)
Impact on Child	My son inflicted Self injurious behaviours . Refusal to go in to school.hes got foundational gaps in his learning. He had high ambitions which have been quashed. Loss of education he could not access due to section f not being implemented. Also he's not had much ot input or any speech and language input.
Impact on Family	I gave up my job in 2021 due to my son being late into school and sometimes not going. I've spent over £4k on assessments because the school were reporting and insisting he was on track. Those assessments were not a red upon so a waste of money. I'm now at the stage of a sendist discrimination / esfa school complaint escalation / tribuanal b &f potentially a tribunal refusal to reassess and an LGO parliamentary ombudsman escalation for procedural

	unfairness . Essentially my son has had an ehcp that has not been delivered over 7 years I feel stupid and worn out and overwhelmed.
Desired Change	That what is written in the legislation is a reflection of practice. I would like when parents receive their child's first ehcp they receive an explicit modelled example of what the ongoing process looks like and what to do if you are concerned.
Keyword Flags	Delays/Slow, Failure, Job-related, No response, Refused

ID: zxQdbPM | LA: Medway | Submitted: 14/08/2025 10:38	
Type of Misconduct (self-reported)	LA denied knowing son was out of school - despite email proof LA refused EHCNA twice despite grounds EHCP, once received, was unlawfully worded, not specific at all EHCP Annual reviews never done within statutory timescales Had to go to tribunal to get EOTAS, LA pitched me against their solicitor then barrister, then gave in a week before court, court made them attend. When doing AR's trying to get you to agree a date within a week so that there are no professionals reports or attendance.
Experience	Son (ASD/SM/OCD/PTSD/anxiety/depression) out of school 2 yrs. School said we didn't qualify for alternative provision after 15 days out as we didn't have medical evidence which they stated was a consultant letter stating too ill to attend school (against dfe guidance). After a year fighting, they agreed to fund a tutor but none were available. Eventually got EOTAS after tribunal case.
Impact on Child	Loss of 2 yrs education, LA found responsible following LGO case. PTSD is in relation to school. I believe OCD probably is too.
Impact on Family	Massive stress, still ongoing - current AR is over a yr late and they are trying to take away provision, everything is a fight.
Desired Change	LA's actually agreeing to EHCNA's without delays, writing lawful EHCP's, doing AR's within statutory timescales, LA EP's not doing vague reports meaning you have to get it redone
Keyword Flags	Delays/Slow, Denied, Mental health, Refused, Statutory duty failure

ID: SCCruwI | LA: Surrey | Submitted: 2025-08-01	
Experience	Final EHCP took 11 months to receive. In spring/summer 2024 Surrey failed to attend my son's interim review, school were explicit that they cannot meet his needs. Surrey said no [Directed placement] They didn't acknowledge or attend mediation, now I am five months into the Tribunal to get my son an education. An education that he is entitled to. I had to give up my career as I was receiving constant phone calls of incidents and early collections were/are required as my son is so dysregulated. I am terrified of the trauma he is experiencing and the lasting impact these two years have had on his mental health. My mental health is going downhill, but I'm clinging on. To have MPs and Councillors who actually see our fight, offers a glimmer of hope and validation
Keyword Flags	Failure, Mental health, Trauma

ID: pbJdjvE | LA: Tameside | Submitted: 14/09/2025 13:22	
Type of Misconduct (self-reported)	Delays in annual reviews, failure to respond to emails and telephone calls. Failure to assign a caseworker, failure to secure alternative provision.
Experience	The LA left us without education for 9 months, ignored us. Delayed amending the ehcp and consulting alternative schools. We had 7 different caseworkers, some for less than a day. No education was received during this time and at the end they apologised as they were made to by the LGSCO and then sent a thinly veiled email suggesting they should be prosecuting us for non attendance. They know my child has ebsa and has for years.
Impact on Child	They will not engage with school. They have had little to no education for four years. They barely leave the house and for months, they barely ate.
Impact on Family	I cannot work. They are at home 24/7 so I am their unpaid carer. I am unable to do the exercise that I did before so am nowhere near as healthy, there is no respite.
Desired Change	Accountability. A point of contact, our LA has a single email address or phone number and you have to wait for someone to get back to you. Most the time you dont know who your caseworker is. The system is too reactive. We will have to wait for school to decide they cannot meet need before my child is considered for EOTAS by which time it may be too late for them to engage with anyone. If the system listened more to parents then our children could have the education they need in ordered to be productive adults.
Keyword Flags	Delays/Slow, Failure, Ignored, No education

ID: SCCD8mL | LA: Surrey | Submitted: 2025-08-01	
Experience	Where do I start? Repeated failures, repeated complaints, GDPR breaches, no school yet won't provide education, child won't get GCSEs because of this. Maybe i should write a piece absolutely happy to be quoted but don't want face on camera!
Keyword Flags	No placement/No school

ID: SCCN6cu | LA: Surrey | Submitted: 2025-08-01	
Experience	I don't have the battery life right now to comment and I don't think my "most seriously affected" child would want me to publicly share details of the impacts. But I will share, from an early age, they were acutely aware of the lack of accountability at SCC that amounted to years of harmful neglect that, in any other situation, would no doubt trigger criminal (alleged) proceedings, or at least public uproar. I absolutely believe a "post office scandal" type response is warranted and I would be interested in driving change and working with professionals willing to help drive such a response.
Keyword Flags	Neglect

ID: 44koYLr | LA: Surrey | Submitted: 07/07/2025 18:00	
Type of Misconduct (self-reported)	I submitted along with pediatrics the struggles my daughter faces and was told my daughter can get herself to collage. She walks a mile to the bus and suffers from ADHD, autism and a back problem and walks on a road to the bus as the path runs out on a bend. My daughters anxiety is absolutely of the scale and they couldn't care less
Experience	Pediatrics wrote a letter demanding my child needs help and her medical conditions but I'm not even sure this was given to the echp panel, it took 13yrs to get my child diagnosed which was hard in itself as she is a self harmer and Surrey couldn't care less she thought mainstream school and was continually bullied (alleged) Surrey schools shrugged it off. I'm still fighting for what my child is entitled to but getting no where
Impact on Child	Anxiety to the point I had to pull her out of school, self harming, school refusal, child saying she was just thick,e being told it was all in my head
Impact on Family	I had to go part time to get her to school because Surrey refused her transport. I have suffered mentally thinking it was all in my head and I was going mad
Desired Change	Them giving children the help they need to live a normal life
Keyword Flags	Bullying (alleged)/Intimidation, Mental health, Refused, Suffering

ID: BzjdbE7 | LA: Hertfordshire | Submitted: 14/09/2025 15:05

Type of Misconduct (self-reported)	Failure to act to legal requirements for Section F review, delays, pressure to back down on my son's needs to avoid mediation/tribunal, failure to report harm and harassment (alleged) of my son to LADO when it was reported to them. Failure to respond to complaint, coercing other LA staff not to act.
Experience	When a Section F review was requested the LA did not send a representative to school to visit my son, instead a desktop report was sent to and completed by the 2 staff members (Head and SENCO) who we had made a school complaint against (if LA had visited they would have found him seated at a picnic table just outside the toilets metres from the hand dryer (he was removed from class because he was causing disruption for getting upset and crying saying it was too loud in class due to his sensory needs!). When I called this out to the Manager of SEND at the Council there was no response. I informed this manager of other physical, verbal abuse (alleged) and harassment (alleged) my son had been exposed to by his teacher 1:1 and the cover up (alleged) by Head, SENCO and Governors. She did not report this to the LADO or higher up for investigation, as I believe it met the thresholds for this. She simply did not act as EHCO any longer and we were passed to another EHCO. The DSPL were also made aware of the abuse (alleged) and harassment (alleged), they did not report, did not tell me why they weren't helping, and did not refer us to anyone else. They stopped replying. We managed to get our son moved schools by appealing his EHCP which was still in the 2 month window. We asked for specific training for our sons PDA needs but received significant pushback. We managed to resolve at mediation. We asked a different DSPL staff member why we had not received help our feedback on our son's case, she told us she was told 'stay out of it' by her line manager. My youngest son also obtained an EHCP it took 11 months for finalisation. Educational Psychologist and all other reports were in on timeframe, council just did not finalise. We believe this was due to budget, as my son has High Needs Funding attached and the LA wanted to not pay it for an extra quarter. Annual Reviews since my eldest son's first review in 2022 have always been delayed by at least a year to put into final and therefore be legally binding on them and the school.
Impact on Child	My eldest son has faced anxiety and severe distress, we are now waiting for mental health support. We have had to change schools because he was being mistreated in the next year group too. New school have had to put in place trauma awareness training for staff in relation to our son. Our youngest son we have also now removed from the school and obtained emergency transfer, as he was being isolated and facing a lot of distress. He had stopped talking, was having nightmares and stress reactions. Thankfully at new school things have improved.
Impact on Family	Stress! I have not been able to go back to work as planned, due to constantly fighting for my boys needs to be met, playing counsellor. This has had a severe impact on my own life. I am isolated, anxious and very traumatised. There is no real help for parents. This has also put strain on our family relationships, as many extended family members cannot understand or relate.

Desired Change	Accountability at all levels. LAs and Schools to follow the Law and be supported financially and with training to do so.
Keyword Flags	Abuse (alleged), Cover up (alleged), Delays/Slow, Distress, Failure, Isolated, Mental health, No response, Pressured, Trauma

ID: obV5kBe | LA: Portsmouth | Submitted: 13/08/2025 19:15	
Type of Misconduct (self-reported)	Portsmouth city council took 46 weeks to produce an EHCP. The first draft was clearly deliberately re written excluding significant recommendations from the EP report so that it was tailored to mainstream. The final EHCP was issued without naming anything except "a mainstream school" in section I. The LA told us this was because we as parents had requested an EOTAS package. EHCP finalised early March. Our child did not receive an EOTAS package. The LA sent a load of consults, all were negative. The LA then emailed 24th June to state EOTAS has been agreed for our child from September. However, the LAs case response to the Tribunal a few weeks later indicated that they disagreed with the need for EOTAS. The LA has been unable to explain what is the cause of this reversal. The LA, after the final evidence deadline and on the last day of term apparently found a placement for our son. The placement is at a multi campus school but the LA is unable to tell us what campuses are being considered. The LA states they have worked very hard to get this non-placement for our son. However, it lacks the specificity required for an EHCP and remains vague. The LA are pretending we should be pleased that the school is being "flexible" when in fact the LA by leaving the placement vague are putting our son at risk of an inappropriate placement and are also abrogating their responsibility for identifying a suitable placement and passing it on to a school. This is unlawful (alleged). The LA has refused to comply appropriately with our requests for written evidence of the re consultation with the multi campus school. They have refused to provide any written evidence regarding how the school intends to meet our son's needs or what campus the school consider appropriate for him. This is a failure of transparency and denies parental involvement in the placement decision. The LA still have not explained how our son met the criteria for EOTAS in June but a placement was sought for him after this. The LA have had the working document for over 15 working days and have not come back to us, preventing a collaborative approach. The LA has also classified all our son's communication and interaction needs as SEMH. They do this with many children and we believe it to be a cost saving measure. They have refused to comply appropriately with a FOI request for information regarding how they have decided to classify needs and provisions in the EHCP. This is just a snapshot of the catalogue of terrible behaviour. The LA for example frequently gaslight (e.g. when I asked for copies of the consultation documents they told be variously that they had just had a phone conversation, that they had an email that was being redacted (we are still waiting) and that it was somehow a problem with me imagining that just because "you think something should exist it doesn't mean it does exist".) They also refused to arrange a meeting to discuss the draft EHCP stating that it was "not a good use of my (the caseworkers) time". This is in breach (alleged) of legal requirements. Overall they have been appalling and added significant stress and delay to the process. Their apparently intentional miscommunication e.g. telling us that EOTAS had been approved and then apparently reversing this decision, telling me that my issues with the draft EHCP were "minutiae", promising a meeting to discuss draft and then telling us that we couldn't have a meeting until after the EHCP was finalised, telling me on the phone absolute nonsense like it is normal for a multi campus school to not specify a placement campus has

	erroded trust. It is essentially impossible to trust anything they say now. This has been very bad for our son in terms of the uncertainty he has been left with and for my mental health. They are still deflecting regarding their potential campuses for our son and will not provide any paperwork. This leads us to believe that they have misrepresented their plans for our son in terms of the campus at the multi campus school because they have happily forwarded other consultations.
Experience	Please see above. The experience has been awful.
Impact on Child	Our child has become very isolated. His school had him on a pt timetable of 1.5 hr a day since before the EHCNA (April 24) was sent (start of May 2024). The LA initially declined to assess because "school were meeting needs". He has not attended school at all since Jan 25. He has missed vast amounts of education. He has been told one provision (EOTAS) was agreed only to be told that this was not, actually, agreed. He talks frequently about increased social anxiety since not attending school. His school put him on a part time timetable because he was so distressed about school that he was suicidal. This has improved since not being at school. He has missed out on the majority of his final year of primary. He has not been offered any transition for secondary because the LA seems to have created a non-placement for him on the final day of term. He spends this summer with absolute uncertainty over what the plan for him for September is.
Impact on Family	I have not worked since he began the part time timetable (over a year). The impact of having to deal with a system that fails to be honest and direct has been appalling. I am on a high dose of anxiolytics and still often throw up or have a panic attack with the stress of some communication from the LA. It is impossible for us to believe anything they tell us because they have lied (alleged) and misrepresented so much. It has made me significantly unwell. We sit in an awkward situation between having to chase them up because they seem to be unable to communicate appropriately with us vs. finding relief in a few weeks of no communication before they throw another bizarre and contradictory decision at our son and, by proxy, us. (The date below was me chasing the LA solicitor for the working document which I have not had sent back, and re our SEND7 which we have had to submit because the local authority did not tell us about the non placement placement until after the final evidence deadline and after we had submitted our case review form and parental statement. By doing this they I believe intentionally attempted to undermine our entire Tribunal case).
Desired Change	Local authority must be held accountable for their unlawful (alleged) decision making. The law is fine, the LAs are not. It is terrible that the government considers giving such incompetent and dishonest (alleged) organisations more power. It would be a disaster for children. LAs should be given consequences for unlawful (alleged) and unethical practices.

	I have been in touch with our MP but it's almost pointless. I told him the LA needs an internal investigation. All LAs should be audited for their management of SEND.
Keyword Flags	Breach (alleged), Communication, Delays/Slow, Dishonesty (alleged)/Fabricated, Distress, Failure, Gaslighting, Isolated, Lied (alleged), Mental health, Misrepresentation, Refused, Self-harm/Suicidal, Trust/Distrust, Unlawful (alleged), Unsuitable provision

ID: VL1NG8g | LA: North Somerset | Submitted: 14/08/2025 08:28

Type of Misconduct (self-reported)	Choosing not to name the only school that said they can meet need and naming her current school that have said they can't
Experience	My daughter had her annual review and me and her current mainstream primary decided she now needs a specialist placement. The council North Somerset agreed to consult and all the consults came back as they couldn't meet need apart from one. Yes it's an independent and expensive but all the other 80 children on role are council funded. The council took it to panel (breaching the deadline for finalising the plan) and refused and named her current school. I'm now having to wait a year for a tribunal.
Impact on Child	Shes still in her mainstream but she could be getting the more specialist education she needs. Shes vulnerable and now will stand out in her class more as she will be in a yr6 cohort doing SATs that she won't pass or even sit making her obviously different to her class. She will struggle with the pressure and is already feeling worthless as she can't do the work. This will have a profound effect on her mental health and emotional well-being. I'm fully expecting school refusal this year.
Impact on Family	This has caused me untold stress. I can't afford representation for the tribunal. So as a single mum to 3 children, I'm having to do it all whilst working full time, running a house and looking after 3 children, 2 of which have sen needs.
Desired Change	The law changed so that if only one school can meet need the child is automatically placed there.
Keyword Flags	Afford, Breach (alleged), Mental health, Pressured, Refused

ID: 2Ex7pA9 | LA: Lincolnshire | Submitted: 14/08/2025 07:40	
Type of Misconduct (self-reported)	Delays, failure to respond to information.
Experience	Parental EHCP application, refused, unsupported by school who stated 'they are fine' lied (alleged) and gave false information while emitting academic evidence that would have shown they were not progressing. Case worker did not respond to my request for what school had shared, so I could challenge it. Complaint to LA, MP, school, same response, "SEND is our priority……., "we always support…." all the while failing my son. Tribunal lost appeal paperwork, I was told it was never regisistered on their system? No accountability, my child's needs ignored.
Impact on Child	Loss of education Zero support Ignoring of their needs No accountability School refusal
Impact on Family	Stress Strained relationship/marriage Loss of one whole income Isolation
Desired Change	Children listened to Parents listened to and take our expertise (of our own child) seriously. Give support to meet need (simple as that) More understanding and compassion, less assumptions and judgement.
Keyword Flags	Delays/Slow, Failure, Ignored, Isolated, Lied (alleged), Refused

ID: ODjgqVR | LA: Hertfordshire | Submitted: 24/08/2025 09:58

Type of Misconduct (self-reported)	Blatant disregard of the law Failure to fulfill section 19 duties Failure to fulfill section 42 duties Failure to issue EHCP on time Failure to conduct AR in timely wat
Experience	Pure hell My child missed a year of education unable to access school. His EHCP was issued after 40 weeks and two PAP letters, naming the mainstream he was unable to access. After a further PAP, the LA named a specialist school. He was able to attend for less than a term before missing another entire year of school.
Impact on Child	emotional distress, school refusal, extreme anxiety, loss of education, isolation, regression in functioning, two sustained autistic burnouts.
Impact on Family	Marriage collapsed I now have chronic stress, depression and anxiety I am isolated as my child doesn't leave the house Signed off work
Desired Change	More flexibility in the law enabling the more complex cases to be prioritised. Children who cannot attend school shouldn't be left to rot. The loophole in law around a Council not being accountable for s42 provision once there is a window of appeal must be closed
Keyword Flags	Distress, Failure, Isolated, Mental health

ID: SCCdbGY | LA: Surrey | Submitted: 2025-08-01

Experience	I was assured that things were going to get better, millions of pounds were going to be spent on send in Surrey, that was after my eldest daughter was unplaced until I sent her paperwork myself as Surrey had failed to consult more than my 1st preference (who said yes but she wasn't placed) and another unsuitable school who couldn't challenge her academically. But I was asked to sign a waiver by a desperate [Name Redacted: Senior Council Officer] nonetheless acknowledging it was the wrong place but at least it was somewhere - I declined. I called round schools and did the LA's job for them, she then got placed at our 2nd choice. “This won't happen again" "improvements are being made ". She's just going into yr 11 now. My son was kept at an unsuitable mainstream "to teach the other parents tolerance " when he was eventually placed in high coin, where he should have been from day 1. Instead of year 3 work they had to start back with the basics, pre reception level. His entire infant school education was wasted because the LA didn't have his best interests at heart. He is in year 6 still trying to catch up and learn basic skills. I'm dreading the ways in which this will be messed up. My middle child has been failed the worst. Lingered on the waiting list for several years for ASD and ADHD diagnosis. Her mainstream secondary school doesn't believe in SEND, punishes it, she went from excelling to anxious, masking to unable. She hasn't been to school since the 1st day of term last year - year 8. I applied for a EHCP myself as the school state that schools don't apply. Her CAMHS therapist helped, I submitted all the evidence but Surrey refused to assess. Refused to mediate. I took them to tribunal, at the same time continuing to beg for work for my daughter but being refused, Surrey refused [to provide support] too. Diagnosis was made privately due to still not reaching the never-ending top of the list (despite being told by your predecessor that there are millions going to CAMHS) . Tribunal bundle finally arrived and I discovered that the SENCO had told Surrey no professionals were involved- CAMHS, social worker, school nurse, police, crisis team? A complete lie (alleged) that the team would have seen if they had simply read my evidence, but they didn't, they didn't read my response either. I won the tribunal, the judge could see no one read my evidence- he was scathing. I'm happy to provide you with this. I'm livid that my children keep being failed. I'm livid that a SENCO , a professional can lie (alleged) on a legal document and still be in her job.
Keyword Flags	Failure, Job-related, Lied (alleged), Refused, Unsuitable provision

ID: RGBV9pl | LA: Solihull | Submitted: 14/08/2025 02:44	
Type of Misconduct (self-reported)	School level block - Ignoring child's needs. Denying any learning difficulties reported by child and refusing to assess as he is 'fine in school'. Refusing to allocate a member of pastoral team or trusted person. Refusing to accept that child needs uniform adaptations. Not recognising that other professionals have recommended assessments for ASD, Learning difficulties and dyspraxia. School delayed sending ASD paperwork for 12 months claiming that they had no evidence. Family worker helped to complete form then passed to school to complete. School then did not complete paperwork for another 5 months claiming that it was in the queue and no members of staff knew him well as he wasn't attending.
Experience	Missed 2 years of school. Other services have supported and made marked improvements to child's wellbeing and even got him back attending with one to one sessions. Transition to class failed as school refused requests for member of staff to become his trusted adult. I as parent attended every meeting, agreed to every referral and proved I could get my child to school and into the building and still no support. My child clearly voiced his needs and struggles to external professionals but school refused to support other than sit him in the 'inclusion room' with no meaningful activities. Broke trust by saying he could go home then changing their minds.
Impact on Child	In secondary year 7 sporadic attendance Aggression towards me. Refused to sleep at night so that he struggled to wake up and had a reason to not go to school. Ended up refusing to go to school. Would not see school staff who visited. Fought with sibling. Very unhappy. Refused to leave house for any reason. Overeating or not eating. Year 8 refusal but started to engage with attendance officer from external agency. Would not speak or come down for months but with patience and kindness being shown, he started to open up. School ignored recommendations. Everything stopped progressing from mid year 7 to year 8. He showed anger, anxiety refusal to go to school or go anywhere. Lost 2 years of education. Seriously behind with learning. Isolated and no longer mixes with any children. Will only mix with 2 members of the family. Will not go for walks or join clubs. Mental distress improved when pressure to go to school was lifted.
Impact on Family	Everything. I have no life. My child has no life. He is happy to help around the house and garden. Relationship with siblings has suffered. We don't ever go out as a family. We never get to go out for walks. There were fights but this had stopped. I have been blamed for letting him get away with going to school. I can't get a job as he isn't in school. This is financially impossible and I have suffered stress, despair and been threatened (alleged) with fines. My child's dad died and the LA did not process the fine thankfully. School also referred me to social workers. I worked with them and did everything I was asked to do. When he still

	wouldn't go to school, they referred again. Social worker closed my case as they say it is a school issue and one worker in particular who is blocking the support.
Desired Change	My child needs assessment for basic skills, learning needs, support to access learning. Reasonable adjustments to uniform and a change of school. A fresh start and staff who care and believe him when he says he struggles. He really needs a smaller setting initially as cannot go back into a large secondary school. He is a loner who is quiet in class so is overlooked. He needscsome 1 to 1 then small group work. I believe he has a learning need as well as ASD/dyspraxia but nobody listens. School want me to take him off roll as they have encouraged other SEN parents to do. I will not home school as I am not equipped to help. More TAs and mentors need to be in schools. Better scrutiny of this member of staff when working with vulnerable children as what they say is untrue and based on a single home visit. Parents and children need to be believed.
Keyword Flags	Delays/Slow, Denied, Distress, Failure, Financial pressure, Ignored, Isolated, Job-related, Mental health, Pressured, Refused, Suffering, Threatened (alleged), Trust/Distrust

ID: SCCM6fd | LA: Surrey | Submitted: 2025-08-01	
Experience	I believe Surrey were unethical, dishonest (alleged) and frankly incompetent when they named our preferred place on my son's final EHCP in Feb 2021, confirmed he had a place verbally when I called them, and then failed to tell us that they had in fact allocated 5 places when only 4 were available. They did not advise us of any issue and it was only when I contacted the school to ask about transition arrangements that they told me my son did not in fact have a place and was at the top of the waiting list'. Two months of unbearable stress ensued which left me traumatized and ill. However the school moved heaven and earth to sort it, not Surrey.
Keyword Flags	Dishonesty (alleged)/Fabricated, Failure

ID: 7R9J7GZ | LA: Lancashire | Submitted: 13/08/2025 08:31

Type of Misconduct (self-reported)	Failure to respond to communications, Listing unsuitable settings, Cherry picking evidence, Failure to engage in tribunal proceedings, aggressive legal tatics resulting in Judicial Review
Experience	My young child's second school placement broke down at the start of 2023. He has complex health and neurodevelopmental conditions. A Subject Access Request gave evidence that my child has been 'panicked', 'Triggered' and 'aggressive' in the classroom, due to being overwhelmed in an unsuitable school environment. No academic progress had been made since reception and teacher assessments had shown he was 'unable to access the curriculum'. This had been liased to the local authority (I read the email exchanges) and the LGSO later investigated and stated that our Local Authority was at fault due to no reasonable adjustments were being made. I had to undertake a parent request for a EHCP needs assessment, and submitted it with four reports while our child was waiting at home without an education. While I was lucky that the EHCP was eventually granted, I witnessed the LA Cherry Pick through the evidence and only put in provision, that suited my child going into a third unsuitable mainstream setting. The EHCP was then finalised and over 15 mainstream schools consulted. No setting agreed they could meet my child's needs. Therefore we became trapped in a neverending loop of 'trying to find a setting', with no provision in place and my child at home full time. I loged an appeal with SENDIST in the summer of 2023. It took until spring 2025 until the final hearing, 23 months in total. This lengthy duration was totally due to the LA refusing to engage, causing drift and a lack of progress. No educational provision wasput in place during this time, even after the judge insisted, as the LA claimed we were 'Home Educating'. After the initial 12 months in tribunal, the LA demanded an opportunity to gather evidence, taking 6 months to arrange it, then never even submitting their commissioned report to the Tribunal. My child was 6 when he came out of school and he was 9 by the time of the final hearing. My son had regressed significantly and we had independent evidence from professionals that illustrated this to the judge and panel members. We was awarded EOTAS at the hearing. This is when things became even more unbelievable. The Local Authority then finalised our EHCP post tribuna, but again 'cherry picked' out of the court order. We was supposed to have an education in place 5 weeks after the court hearing too, but the LA ignored our corropodance.

	We were left emailing for support until July this year, when an final email came through from the LA . It stated they did not agree with the court order and therefore would be holding an Annual Review in under two weeks. The aim of the Annual Review to 'update' the EHCP and remove provision (awarded at tribunal) from section F that the LA felt it was unsuitable. Our only recourse was to find a private solicitor and put in a pre action protocol letter to halt the EHCP being reopened. While this worked, it is now August and no provision is still in place. We have been offered a personal budget for September, but this is 6 months since the tribunal hearing. The personal budget is riddled with clauses that threaten (alleged) legal action too. Example: we are not allowed to use the personal budget for any activities connected to PE due to health and safety. We cannot buy specialist equipment that my child needs as a reasonable adjustment. If we were to do so, the local authority will do all within their means to recoup monies spent. It is very likely in its current state, the EOTAS package will be difficult to impliment due to the restrictions and it's remit. At the next annual review due in a few months, I suspect will result in the EHCP being stripped back once more as a result.
Impact on Child	My child will be 10 in a few months, so the local authority have successfully managed to behave illegally and not provide a suitable education now for many years. This has resulted in regression of skills and behavior and long term isolation. My child has been diagnosed with School Trauma as a result of what occured at his last setting and a significant mental health decline including suicidal ideation and panic attacks. He has been repeatedly failed by numerous services including CAMHS, all stemming from poor provision and local authority inaction.
Impact on Family	I lost my business and my Income once my child came out of school. The high care I provide 24/7 without a break, means I cannot get any employment. So we are surviving on one income and being topped up with benefits now. We have gathered a significant amount of debt from fighting back with the local authority. It will take years to clear and is already reducing our quality of life due to repayments. The tribunal and Judicial Review route has put a lot of strain on us as a family and we've sadly had multiple bereavements during this time, that has effected our stress levels and physical health. I'm honestly heartbroken some days at how much this has overshadowed and overtaken my child's childhood and our journey as parents.
Desired Change	Just for visibility, I have tried to stop some of this unlawful (alleged) behavior. I have written to people with very well mannered and thoughtful letters asking for help. I have officially complained to the council too. My experience is that I've mainly been ignored. The LGSO found fault pre-tribunal, but wouldn't get involved due to the tribunal, meaning no accountability. I've emailed my MP 6-7 times and they have written to the Local Authority twice, who replies were deliberately

	obstructive. I've written to the Prime Minister twice, Ofsted and the Department for Education, and these letters have resulted in generic responses and no action. I am convinced that the government knows exactly how illegally the local authorities are behaving up and down the country and are discriminating against the most vulnerable in our society. I am convinced that they are now using this illegal (alleged) behavior to argue that the system is failing, to begin to dismantle it. It seems there is a large PR budget being spent too, to 'Spin' the narrative and shift the optics. The history of Austerity has gone and we are just left with this more contemporary narrative of absenteeism results in unemployment. It's truly harrowing to read when parents like myself have fought so hard too.
Keyword Flags	Failure, Financial pressure, Ignored, Isolated, Mental health, No provision, Refused, Self-harm/Suicidal, Threatened (alleged), Trauma, Unlawful (alleged), Unsuitable provision

ID: vGJee24 | LA: North Somerset | Submitted: 14/09/2025 13:57

Type of Misconduct (self-reported)	Promises and assurance that referrals had been made when in fact they hadn't. Being told my child needed to be assessed yet experiencing delays at every step.
Experience	My child has asd, selective mutism and ARFID. As a result of failures mentioned above he was bullied (alleged), stabbed by a newly sharpened pencil which drew blood, was kicked in the back, had noise cancelling headphones pulled off him, refusal of any allowances made for lunch (eg quieter place to sit etc) safeguarding issues where he would walk off and teachers wouldn't know his whereabouts.
Impact on Child	School refusal, wanting to unalive at age 7, feelings of worthlessness huge anxiety issues. No progression educationally.
Impact on Family	Loss of income as I quit work to home educate. Loss of friends as many don't understand I had no choice. My child took 6 months to distress about school but still has nightmares about their time (now 12yrs) struggles to go outside due to anxiety.
Desired Change	More understanding. Too many are falling through the net or not being offered the right support as they are not 'severe' enough or are not disruptive enough.
Keyword Flags	Bullying (alleged)/Intimidation, Delays/Slow, Distress, Job-related, Mental health

ID: eqx9JoO | LA: Stockport | Submitted: 13/08/2025 13:06

Type of Misconduct (self-reported)	Long delays and naming of unsuitable school on EHCP
Experience	Son could not attend school. Applied for EHCP which took 82 weeks. Was 12 at the time. EHCP named original school even though they knew it could not meet his needs. Had to go to mediation. LA admitted before mediation the wrong school was written in. He was out of education for 6 months at the start and 7 months out of education now. The LA failed him.
Impact on Child	He was a school refuser, he went on to have worse school anxiety as they tried to force him to another provision. Lot of emotional distress. He had therapy. He has lost over 2 years of education.
Impact on Family	He was very worried..I was ill with stress. Off work for 2 months as nearly had nervous breakdown. Constantly emotionally drained and anxious with the situation and so much communication with the LA and other agencies. I had to give up my job in the end to give him education myself at home. I worked for 40 years and now can't.
Desired Change	Seeing our children and us as real people. Schools to identify what child needs and advise parents. Help at ground level immediately. If the school and LA had helped straight away I think he would have been OK. But left far too long without a clur
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Job-related, Mental health, Unsuitable provision

ID: Medr0gY | LA: West Sussex | Submitted: 13/08/2025 09:00

Type of Misconduct (self-reported)	Denial of diagnosis Fabricating narrative of mother anxiety Accusing parents of buying diagnosis Accusing mother of fii Threatening (alleged) family with fines Refusing to provide an education Engaging in section 47 with no evidence Encouraging NHS to block care
Impact on Child	The child has endure pain from lack of medical care and although bright will not achieve more that 2 GCSEs. All our medical care is now paid for privately as the NHS block care or do not have the services to provide care
Impact on Family	As the parent I have complex PTSD Income is down a third over 10yrs. Careers which qualification have already been gained have been blocked Siblings have been sidelined because the fight is so huge but have also been in the crossfire of false allegations. Our human rights were abused. Our complaint was not addressed and lead to fii. The section 47 resulted I on further action. Showing the level of abuse (alleged) and empty threats being made over the course of 4yrs.
Desired Change	Accountability Transparency Removal of fii processes Acknowledgement of human bright abused. Access to files
Keyword Flags	Abuse (alleged), Denied, Mental health, Refused, Threatened (alleged)

ID: 9qWKPQV | LA: Surrey | Submitted: 23/06/2025 10:17	
Type of Misconduct (self-reported)	- Delays to EHCP assessment. Resulted in paying for own EP assessment. This wasnt refunded for 6 months after multiple complaints. - Delays of 4 months to issue the EHCP document once agreed. June-October - Misrepresentation that secondary school could meet needs. They couldn't, and Surrey lied (alleged) to us multiple times. - Failure to respond to communication - Multiple times during the appeal process. Then failure to respond to our solicitors when we went the legal route. It caused delays and us more money. - Changing stance at the very last minute - costing us an addtional £10,000 approx in legal fees. - Failure to engage in communicating with our solicitors on revised EHCP document before appeal, meaing we did this during the appeal hearing. The panel did not take this well. -Making us go to tribunal over the wording 'significant' being used in EHCP document. Costing is £4K barister and £5K expert witness fees. Even though school place had been agreed. Our case worker not even attending and sending a representative. - Failure to find a suitable placement to support our SEND child. They stated in an email, they wanted to name a specific school because it was "massively less expensive. despite it being the wrong setting for my child.
Experience	The entire experience dealing with Surrey from the EHCP process to the Appeal was horrible. It was so stressful. Surrey made it as difficult and drawn out as possible. They used delaying tactics, from ignoring emails to ignoring legal requests from my solicitor. They lied (alleged). They also stated in an email that they were proposing a specific school because it was less expensive. My son who is Autistic still didn't know where he was going to secondary school until 2 weeks before Sept. Therefore there was no transition for him.
Impact on Child	My son, who is Autistic, didn't know where he was going to secondary school until 2 weeks before September. Therefore, there was no transition for him. This caused huge anxiety and emotional distress for the final term at primary school, and I believe made his transition so much harder.
Impact on Family	This has affected our entire family. I started having severe panic attacks from the stress of the appeal. My mental health will never be the same again. Our whole family suffered, my child with severe anxiety, and his siblings suffered. We also ended up paying over £30,000 in legal fees/expert witnesses. We are now in debt. This has caused stress and strain for everyone.
Desired Change	For them to fufill their legal obligations, to stop stalling and pushing families into appeal/debt. To stop treating SEND children like a £ sign, and put need over expense.

Keyword Flags	Communication, Delays/Slow, Distress, Failure, Financial pressure, Ignored, Lied (alleged), Mental health, Misrepresentation, Suffering

ID: xXRMkA9 | LA: Kent | Submitted: 14/09/2025 17:34	
Type of Misconduct (self-reported)	Myself my family and my child have been ignore by all parties regarding failure to safeguard failure to provide lawful education. Failed to terminate a placement due to sever safeguardings documented ignored and gaslight parents request. Delayed supplying an education which left child on roll at a school that had neglected the child which in turn ment funds were payed for months after removal . Witheld vital information and the communication was / appalling.
Experience	Child was traumatised by neglect and abuse (alleged) child has now been in intensive therapy to rebuild trust. All evidence from subject access request proved parents concerns were ignored and child's needs were disregarded.
Impact on Child	Isolation, trauma trust issues impacted child's mental health, sever anxiety to what extent child was physically abused and neglect is beyond my capability as a parent to comprehend especially when I was raising concerns for 2 years prior to my removal. Child has been left with trigger associated trauma from child's abuse (alleged) and neglect. Including night terrors.
Impact on Family	Mum had to devote her life to educating and supporting child in recovering from trusted adults not keeping child safe in education. It was a financial mental and physical strain on the whole family.
Desired Change	Derogatory comments about parental concerns investigated and not ignored when they are found in internal emails. Open and honest communication. And responding in a timely mannered. Which isn't happening,
Keyword Flags	Abuse (alleged), Communication, Delays/Slow, Failure, Financial pressure, Gaslighting, Ignored, Isolated, Mental health, Neglect, Trauma, Trust/Distrust

ID: MeL7kPM | LA: Surrey | Submitted: 28/07/2025 09:08	
Type of Misconduct (self-reported)	We have been through the EHCP for two children. In both cases our LA refused to do a statutory assessment/grant an EHCP and this seemed to be a deliberate delaying tactic as, closer to appeal, they agreed to do what we were asking for. They routinely missed deadlines, extending the painful EHCP process. On one occasion the LA representative turned up to a mediation meeting saying she didn't have authority to agree anything and that she would need to contact the LA OT to before agreeing anything and that she couldn't do this during the mediation session, so mediation was pointless. Again, this felt like a delaying tactic to us.
Experience	On both occasions the EHCP process took 12-18 months because if LA missed deadlines and delay tactics. This was an incredibly stressful and difficult time for our entire family. Both our children were unable to cope in their mainstream setting. One was repeatedly punished for disability related behaviour and threatened (alleged) with a PRU. One developed severe mental health difficulties. Because of the LA delay and harm our children were suffering, we therefore moved our children to a specialist setting and paid the school fees until we got an EHCP. This necessitated remortgaging our home and using our pension provision. On one occasion I was told the LA had a new system where you had to make an appointment with your case officer to speak to them. I did this but at the appointment time the case officer refused to speak to me. She told the receptionist she knew she had a call with he in her diary but she wasn't going to speak to me that day and would email instead. This was incredibly distressing.
Impact on Child	Both my children suffered lasting emotional harm as a result of their experience in mainstream school and this was protracted as a result of LA delay. Because we were stressed about the cost of school and legal fees, this also impacted our children. Our children have thrived in their specialist setting and are in the right place but the LA's actions in the EHCP process harmed them academically and emotionally. Also, if we had not had a home to remortgage/pension to raid, we would never, ever have been able to get them into the specialist setting.
Impact on Family	We are loving every day with the long term impact of remortgaging/pension impact. My emotional and physical health suffered as a result of having to engage in such a difficult process. I am convicted we would not have got EHCPs for our children if we had not been emotionally, educationally and financially resourced. The KA seemed to embark on a path of trying to stall, obstruct and delay in the hole we would go away. This is not a system vulnerable people can navigate.

Desired Change	We would like to see Surrey stick to deadlines and follow the statutory requirements in good faith in this process rather, than as feels the case, obstructing and delaying as a tactic to protect its funds. Reel children and families are permanently harmed by this behaviour.
Keyword Flags	Delays/Slow, Mental health, Refused, Statutory duty failure, Suffering, Threatened (alleged)

ID: 9qJjjlY | LA: Cheshire East | Submitted: 16/08/2025 21:56	
Type of Misconduct (self-reported)	Delay in responding to a request for an EHCP needs assessment. Then delay in sending draft - we are on week 19 of the process and no draft yet.
Experience	Responded to parental request for EHCP needs assessment after 7 weeks not 6 - they logged it 1 week after I sent the request by email so appear to be working on a timescale 1 week behind mine. In spite of this by their reckoning we are on week 18 almost 19 of the process and no draft no contact from key worker and plan writer - so no offer of co production before the draft is issued
Impact on Child	My son is not able access education and he is about to start year 7 so EHCP delay means it will not be ready for the start of term for new school.
Impact on Family	Stress - I am off work sick at present
Desired Change	Following the EHCP needs assessment process lawfully working timescales
Keyword Flags	Delays/Slow

ID: A7bjbBo | LA: East Sussex | Submitted: 14/08/2025 00:20	
Type of Misconduct (self-reported)	Delays - twice upheld via formal complaint yet no change. Failure to respond to emails, calls. Educational neglect Withholding evidence - school consultations.
Experience	My son is actively being denied a suitable education. He has not attended secondary school (1 day) and will start yr11 in September. Delays with assessments, refusal to acknowledge that he needs specialist placement despite 3 mainstream stating they cannot meet need, LA alternative provision stating they cannot meet need. 1 specialist provision can meet needs yet actively being denied. LA provision is supposedly a short term interim provision for children with medical conditions who are too unwell to attend school with the focus on supporting return to school - 4 years later I think we can agree all attempts at reintegration have failed. No therapeutic support - privately funding. No acknowledgement of sons needs and impact this has. No social work referral for support.
Impact on Child	Anxiety, my son wants to go to a school where he feels safe. He has ptsd, social phobia and anxiety. He has visited a school he feels meets his needs and placement offered. He has been out of school his entire secondary school life and has missed so much. He is becoming depressed as he wants friends and wants to be normal. He has never been in a science lab, he's never had a geography lesson, he's never had a cookery lesson - he needs holistic support with trained people and he will thrive. He hss great insight into his difficulties but needs support from others to progress. The lack of intervention made him isolate himself in his bedroom for two years. His anxiety was/is crippling. He is ready for school and has been for a couple of years. He is dreading returning to his online lessons come September. He has two 45 min lessons per day which is not equivalent to a full time education and only is provided math, English and Science. We are at breaking point. He is/was a high achiever and capable of getting good gcse results.
Impact on Family	So much. Sister has complex health needs. Son is anxious when nursing support is in the house - I am forced to choose between his mental health and her care needs. I am his sisters full time carer and cannot give son what he needs i.e. support in the community so we become more isolated. My physical and mental health has worsened. Im so angry as I feel this is so unjust, I spend my spare time emailing and chasing people to get support for son. He really just needs to go to school and learn the things I cannot give him - he needs to develop relationships with others and find what he enjoys. I am terrified he will become depressed and end his life.
Desired Change	Legal, moral and fair decisions. Improved communications, adhering to processes and timescales. Follow their own guidance/protocols and timescales and to stop the horrific hypocrisy, parent blaming. Meet chikdrens needs to give

	the best chance of becoming healthy adults. Training in compassion and not to be gaslighted by their own services - do the right thing for families. I feel mainstream schools have become too large making more children struggle, more specialist placements, more support for siblings of children with disabilities and complex health needs - their lives are so far from normal.
Keyword Flags	Delays/Slow, Denied, Failure, Isolated, Mental health, Neglect

ID: vGJrZJl | LA: Bath and North East Somerset | Submitted: 14/09/2025 12:44	
Type of Misconduct (self-reported)	Delays, lies (alleged), complete lack of contact, ignoring their own evidence.
Experience	Our LA did not contact me for 7 weeks whilst they were meant to be deciding on what type of school my son would attend. This meant it was then the summer holidays and we could not view any schools. Now they have finalised his EHCP (which was already overworked the 20 weeks) without a school named. He has been out of school for six months. They are meant to be creating an EOTAS package for him while they consult special schools and to build him back up for school but they keep refusing to pay for packages that they have sourced.
Impact on Child	My son has completely burnt out. He is isolated socially, has had no education since March, has poor mental health anfmd low self esteem. He feels rejected and like he doesn't fit anywhere.
Impact on Family	I can no longer work which has had a massive impact on us all. Before that, I had significant time off where my own mental health was ruined from years of fighting. We have an older son with additional needs but balancing them both was near impossible when you're battling the LA.
Desired Change	The process is not in a logical order, and should be changed. EHCPs should be in a much better format so that you can read across from the child's needs, to the provision needed and the resulting outcome. And this should be the same across the country. There should be a way to hold LAs to account that doesn't involve needing to go to court. There should be an independent body holding them to account so that families don't have to.
Keyword Flags	Delays/Slow, Exhausted, Ignored, Isolated, Mental health, No education, Refused

ID: rjrkyYM | LA: Kent | Submitted: 13/08/2025 22:02	
Type of Misconduct (self-reported)	Failing to make amendments to EHCP following annual review, despite it being a Keystage transfer from school to college. They routinely do not make amendments at annual reviews. Failing to issue a notice of the outcome of the annual review. They sent out an unamended EHCP, written several years before, jeopardising the new placement. Only issued an amendment notice at our request when the placement had said it could not meet needs. This was in late June. Removing provision from the EHCP without evidence. All present at the review had agreed it should continue. Failing to arrange a meeting following annual review amendment notice as requested.
Experience	Horrific! We have spent the summer trying to resolve it all. Very difficult as trying to shield our young person from knowing they for sometime did not have the college place they thought they had. No chance of reinstating the necessary provision as the LA won't agree that without being taken to tribunal which will not be heard until mid 2026. Without it we are very concerned the placement may fail. Impossible to talk to anyone who has responsibility for decisions so hard to make any sense of the situation.
Impact on Child	While we have shielded them from the worst information and its effects, they are aware that the system is not working as it should and are unsettled. We have not been able to do adequate transition planning with the new placement due to the uncertainty that it would go ahead. A place at a transition day was withdrawn as at that point the college had said it could not meet needs due to the out of date EHCP, though this decision was later reversed.
Impact on Family	Financial implications: We will have to spend money on support to go to tribunal because the LA made the whole process so stressful previously, significantly impacting my mental health, only for them to settle, agreeing all points, 2 days before the hearing. I cannot carry that level of stress again. We will have to try and finance missing provision meanwhile to try to ensure our young person can manage in the new placement. Mentally the toll has been significant. The whole debacle coming to light at the beginning of the summer holidays. Clearly as a parent of disabled children the holidays are a time when they need to be the focus - not battling the LA. Emotional strain on sibling who is fully aware of the jeopardy.

Desired Change	LA following due process and in a timely manner. Much better communication with, and respect for young people and parents. To be able to speak to people who have decision making powers. Better quality work in producing EHCPs that are reflective of the evidence gathered. Much quicker redress when the LA has acted unreasonably - a year wait for tribunal is a significant proportion of a young person's education.
Keyword Flags	Communication, Failure, Financial pressure, Mental health

ID: SCCmikQ | LA: Surrey | Submitted: 2025-08-01	
Experience	We recently received my son's final EHCP (from his annual review last October). Surrey have decided unilaterally to terminate my son's residential school placement (where he is very happy and continues to thrive). They have left section I blank, and have copied and pasted sections from another young person's EHCP, including his their name. They have stated that no social care needs were identified. This is for a 22 year old severely autistic, severe learning disabilities, challenging behaviour, non toilet trained, non-verbal, lacks mental capacity (DOLS in place) young man. Yesterday, his case officer sent details of HALO and asked if they could assess him. I asked the question to do what. As it stands, they have nowhere for him to live and no educational placement from September. Meanwhile, he is unaware and happy in his current [terminated] placement, who had already said they could have kept him for another 3 years! [EHCP Provision should remain in place where required until age 25 yrs]

ID: PdBvM50 | LA: Milton Keynes | Submitted: 13/08/2025 16:58

Type of Misconduct (self-reported)	They ignored £10,000 worth of reports from privately procured ed psych, psychotherapist, OT and SaLT. This forced us through a tribunal where, prior to court date, they agreed to EVERYTHING without even having courts rule on it. They didn't adhere to lawful timescales for the EHCP. They have not performed a carers assessment as per tribunal recommendation. They provided too small a budget for provision in ehcp. The provision was accepted in Nov through working document process. By June my son still lacks SaLT.
Experience	As above
Impact on Child	No progression as he should have had. Additional struggles he should not have faced should he have had the OT and SaLT he should have had.
Impact on Family	Stress. I'm in therapy and taking anti depressants. My partner takes anti depressants. My partner has suffered severe stress related health issues (have private doctors who would testify this is stress related).
Desired Change	That they actually stop trying to save money and using delay tactics and help their constituents. By the way, going through their complaints their response to me asking how they condone their behaviour of ignoring our professional reports was "if reports are long we don't read them". Genuinely. In writing. Their audacity is solely because there's no way for me to claim compensation. I'm going through LGO now.
Keyword Flags	Delays/Slow, Ignored, Suffering

ID: pbPq7xZ | LA: East Sussex | Submitted: 16/08/2025 06:55	
Type of Misconduct (self-reported)	East Sussex ignored the law and refused to assess my son for EHCP - even though school and I (plus CLASS & CAMHS & therapist) provided them with evidence of his autism diagnosis, things we had tried, evidence of burn out (self harm and suicidal behaviours) and inability to attend school at all despite huge support to do so. I had to take the local authority to tribunal as they ignored my pleadings and evidence that they were breaking SEN law. The tribunal judges found in my son's behaviour on every point and ordered EHCP assessment but my son has now lost 18m of education and is due to try starting at a mainstream secondary school Y7 in 2weeks time, having been out of education for 18m. He is terrified. He is being set up to fail. Too little. Too late. This has damaged him irreparably. I have come close to losing my job and my sanity. I don't know how anyone can navigate this system without being damaged by it. I say this as a well educated, white, British, middle class woman - with likely more advantages than many who find themselves in this position. These vulnerable children and their exhausted families deserve so much better. I have already been through this system for another child and experienced the same. I had to pay an advocate to help me navigate the system and eventually got the right outcome for my other child but they still damaged by what they experienced in this process. I am still paying off the debt I accrued.
Experience	See above
Impact on Child	Destroyed their self esteem, destroyed their hope. They don't trust anyone. They don't want to be alive. Destroyed the essence of them.
Impact on Family	Marriage break down, early menopause, loss of career, work from home as have to combine child care/unofficial homeschool with also working full time to pay bills. Our life is survival rather than a life. This is never what I envisaged our family future to be. I give 110% every day to try and make things better but the system that should be supporting us doesn't just not support in anyway - it acts like the enemy. It actively makes things harder, not better. It parent blames. It child blames. It gaslights children and parents to cover up (alleged) its own monumental failings. It is shameful.
Desired Change	As an absolute minimum for LAs to stick to SEN law. For LAs to be advocates for these children and want to help rather than spending a fortune on staff and lawyers to fight parents that want help for their children. No parent on earth would purposefully put themselves into this system unless they were desperate for support. To then kick them in the teeth at every turn is cruel to parents and children. One thing I have noticed is that these departments and employees tend to be neurotypical people doing what's "best" for neurodiverse children (often autism or ADHD). There seems to be an absolute lock of understanding of

	neurodiversity and worse still a lack of interest to learn about neurodiversity. I feel each department needs to have a lot more neurodiverse people working at ALL levels - so that the whole culture shifts towards acceptance, understanding, support and celebration rather than box ticking and empty words. There's a lot more to autistic children than fidget toys and time out cards (often handed over with an expectation that this incredible inclusive support should be praised and gratefully accepted as the saving grace the child needed 🤦‍♀️). Honestly, in my experience, the bar is so law that any improvement would be a start.
Keyword Flags	Barred, Cover up (alleged), Exhausted, Failure, Financial pressure, Ignored, Job-related, Refused, Self-harm/Suicidal, Trust/Distrust

ID: pb00EqZ | LA: Enfield | Submitted: 22/08/2025 07:15	
Type of Misconduct (self-reported)	Immediate refusal of echna even when it was abundantly clear it was needed 30 day wait for mediation that they then cancelled on the last day Missed the deadline for issuing draft plan My daughter was out of school for one year (and counting) no alternative education was arranged I've made a complain specifically about that, they didn't acknowledgement within the 10 days, until o raised again, then they said they'd complete within 20 days or ask for an extension, neither has happened
Experience	This had been the most traumatic year of my life. My daughter has lost all of her confidence to the point where she is self harming The school have don't nothing The LA have issued a draft EHCP but she's not had any education for a year, and she doesn't have a named school
Impact on Child	Immeasurable trauma. Her aspirations have all been quashed She thinks she's dumb (she isn't) She has no friends (she's a wonderful person)
Impact on Family	Words can't capture the impact this is having on is all, luckily my work are supportive as otherwise things would be much, much worse
Desired Change	Stop automatically refusing EHCNA/EHCPs and forcing families through appeals/mediation. Meet deadlines Meet legal requirements Out the children at the heart of decision making rather than budgets
Keyword Flags	Refused, Trauma

ID: SCC5hQK | LA: Surrey | Submitted: 2025-08-01	
Experience	Surrey refused to issue an EHCP when my daughter was unable to return to school post-Covid for her GCSEs and needed Surrey Online School / A2E. Thankfully the school's Principal heeded the recommendations of professionals (made in an EHCNA) after our official complaint to Governors about a lack of schooling for four months and funded her GCSEs to be taught online. I did a SAR later on and SCC's own lawyers said the package my daughter needed, as proved by the EHCNA reports, was well over a £6k budget and therefore to issue an EHCP. We were forced to pay for an advocate who got one issued after four months on the Tribunal pathway before a hearing took place. Surrey CC then took *47 weeks* to issue a final EHCP which was identical to a draft they had sent 6 months previously ignoring all our legal amendments. They ignored vital SaLT and OT interventions, as recommended in expert reports, which we had to fund privately for years. We therefore had to appeal the EHCP contents and were forced by Surrey CC to go to Tribunal. This took a further 8 months to reach. The Judge ruled in favour of all the recommended interventions, a named provision and mentorship provision (which had previously been approved, then declined, on the eve of it starting, by Surrey CC.) We started the EHCP process in Year 9 and she received her final EHCP at the end of Year 11. Surrey then did not put the recommendations of the Judge into action for another 3 months. (We discovered that the caseworker had failed to cut and paste the Judge's Final Draft correctly, omitting a whole section which was linked to the Sensory / Physical side and outlining the required interventions.) It was only after the half term of Year 12 that she started receiving the provisions she had always needed. SCC refused to engage with the Tribunal process at all- they did not respond to any emails or contact and their legal department told our Advocate to leave them alone; they were eventually barred from attending the hearing. We had complained officially several times and were always told that she did not need the interventions and that she had received an education for those four months - she did not. We were given a ‘fiduciary' payment of a few hundred pounds for the 47-week delay to issue by an ‘external' assessor who was linked to Surrey which we were told to accept since it would not prejudice a further complaint to the Ombudsman. (However, our complaints to the LGSCO regarding the 47-week delay issue and missed therapies, were declined on the grounds that Surrey had ‘apologised' and that they don't cover appeals about provision that are dealt with by Tribunals.) Alongside this, when my daughter was in Year 11, which is officially a Key Transition Year, to Post-16, our case worker refused to hold a Key Phase Transition meeting for her. I organised a meeting with the school in the autumn term when it is meant to be held, but the statutory guidelines were not followed - neither mandatory time scales for the sharing of information, nor inviting key MDT members. I organised for everybody to attend and I issued an information pack myself, but when the meeting minutes were produced, the Case worker refused to name it as such and said it could only be called an Annual Review due to the EHCP having been issued so recently (due to their deliberate delays.) We were punished not once, but several times over, with the deliberate withholding of provisions. But not just that, they eroded a fundamental trust in the institutions that we fund, via our taxes, to support our children in their hour of need. The only truly helpful advice or support we received was from other parents going through the same thing and from charities like Action for Carers/ Appeer/ the NAS Education Rights

	Line. We have had five different caseworkers in four years - in every case there has been no warning about the change and often there has been no handover so the support has been left suspended until we've noticed and tried contacting them. We now have a good outcome thanks to our determination and having the required resources to fight, but the pervading ethos we encountered over those years, was to obstruct and delay. It is a sad day when you realise as a parent that it is not simply incompetence that leads to these serious breaches of statutory responsibility but it is by design. *Happy and give consent to be quoted* since there is no other way to hold them accountable for the trauma they caused.
Keyword Flags	Barred, Delays/Slow, Failure, Ignored, Isolated, Refused, Statutory duty failure, Trauma, Trust/Distrust

ID: VL1oXzM | LA: Derbyshire | Submitted: 13/08/2025 12:32	
Type of Misconduct (self-reported)	My daughter's initial EHCP needs assessment was turned down on the basis there was no evidence she needed extra support: This turned out to be untrue.
Experience	When they said she didn't need an EHCP, a friend suggested I submit a subject access request to see what they'd based this on. When I finally got the SAR back, it turned out that they'd turned her down because they hadn't actually got a response from the school when they requested it. And they hadn't chased the school for a response either. Just closed the case and decided she didn't need an EHCP at all. The impact is that we had to make an appeal, wait for mediation which the LA didn't engage with. The LA actually conceded before the the tribunal date and agreed to process an EHCP. This delayed the process by about 5 months. In addition, the EHCP itself was meant to be issued by the end of February. We received our final version in mid-July.
Impact on Child	Over 14 months later, we have an EHCP but it's not fit for purpose. It names her current mainstream school, even though her school has been very clear they can't meet her needs. She has autism and significant SEMH issues. All of the local mainstream schools have also said they can't meet her needs. So we are over 14 months into the process, have had numerous case workers assigned who won't respond to our requests for help. We now have to wait for another tribunal. Meanwhile, my daughter rarely attends school, self-harms and just generally struggles with education in almost every way.
Desired Change	Parents and children to be believed when they ask for help.
Keyword Flags	Delays/Slow

ID: ODBVJDg | LA: North Lincolnshire | Submitted: 14/08/2025 13:35	
Type of Misconduct (self-reported)	Constant delays no communication Failed to supply tribunal bundle and missed crucial evidence had to argue it on the day very stressful Never keep to time frames Same with social will only support one or the other due to complex needs. Asked about paleontology hour and was told theyd loose funding for their horse therapy if proceeded. In between havung to car for parents who one is suspected kidney cancer and one with kidney problems. As well as providing eotis package all education and medical appointments.
Experience	Massive lack of support had to go to ombudsmanfor failures to produce ehcp leading to lost provision. Its been a constant 4/5 year battle they try to cut everything down and even change professional reports with health. Next term starting and still no agreements or provisions sorted out no funding added to the personal budget for this.
Impact on Child	Emotional distress massive a xiety severely impacts eating disorders for both children. Then puts them behind so feel like in constant catch up. Parents having to input even more
Impact on Family	I've had to leave my job and husband now has to work away for lo g periods to make up the missing g wage. Mental health constantly on alert which is draining impacting my own lipidema hypermobility and scoliosis. Both children end up in more deregulation and triggering
Desired Change	Better communication quicker actionable points. For second child ive even written the ehcp copies and pasted from all reports for them abd emailed it to them. Even after tribunal nothing appears in the hub. Have agreed issuing to be delayed for 2 weeks for a private report but doesnt mean they can't work and produce it. Constant assessment with their ed psych who could have done a decent job in first place
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Job-related, Mental health

ID: SCCmiBJ | LA: Surrey | Submitted: 2025-08-01

Experience	I know that I am one of countless families failed by Surrey but each story adds a new dimension of failure, so I will share mine. I have autistic (PDA), ADHD twins in Year 2. Both were diagnosed by the start of reception. My son's diagnosis was accepted by the school, albeit with hesitation due to his "looking fine, making eye contact, and saying hello". My high-masking daughter's diagnostic report was literally thrown across the room by the Headteacher who insisted I must have "bought" the diagnosis because my daughter has no needs. For both kids, I was refused all reasonable adjustments I requested at the start of reception. I knew, from the professional reports that they needed EHCPs. When the 'needs assessments' were conducted, the school was supportive of my son's (largely because he was in nappies and none of the TAs wanted to change him), and opposed to my daughter's, because she has selective mutism and masks - so "a real pleasure to have in class". My son, even though it took 2 years to get an education that met his needs, still has parts of his EHCP that are not sorted - eg direct payments for a Personal Assistant [as legally specified within his EHCP]. My daughter's situation, however, is a real nightmare! Soon after Year 1 started, my then 5-year old daughter went quiet, stopped eating and drinking water properly, and could not sleep during term time. Her ability to attend school had ceased and she could not even leave the house easily for several months. SCC knew all of this. They recognized that my daughter had needs that required an EHCP and refused her EHCP despite knowing she was missing from education. Instead of supporting her, the LA kept asking for more evidence of her mental state and fitness to attend school (despite several professionals warning she was at risk of EBSNA already) so she had to undergo repeated assessments to satisfy them. Then, with no basis and no evidence, they investigated me for FII. You cannot imagine the distress this causes to a single mom with 2 beloved and vulnerable children. And the distress this invasion by social "care" has caused my children. 6 months after she had stopped being able to attend school, SCC finally agreed to provide alternate provision. 6 MONTHS not the recommended 6 DAYs! And all they provide is 4 hours of surrey online school a week [for a 6 year old autistic child] which is not only inappropriate for a child with her needs, but certainly not equivalent to a full time education. When the refusal to issue and EHCP was appealed at tribunal, SCC's approach was to question the validity of the diagnostic and assessment reports. I think I do not need to explain how insane it is to question the assessors reports when all the assessments were conducted by eminent professionals - one of who was Dr Gloria Dura-Vila, who is literally the Medical Lead for the Autism pathway for Surrey and Borders NHS Trust. Moreover, the same assessors had assessed my son as well, and none of his reports were challenged. I can only gather that SCC knew that my daughter too needed an EHCP, but decided to delay as much as possible and harass me with entirely unfounded FII allegations to avoid providing AP for my daughter, hoping that it would break my spirit and render me unable to advocate for my daughter. Not only do they constantly act in bad faith but they also break the law. And then they win OBEs
Keyword Flags	Delays/Slow, Distress, Failure, Refused, Trust/Distrust, Unsuitable provision

ID: KY62kXg | LA: Surrey | Submitted: 22/06/2025 19:05	
Type of Misconduct (self-reported)	Delays - multiple, year after year Misleading information being given Failure to engage in tribunal proceedings - multiple times Misrepresentation - of the facts, the evidence Failure to respond to communication - frequently have to raise a formal complaint just to get a response to an email
Experience	I'm so tired I'm not sure I can do this justice. In short, 3 children with SEND, all with EHCPs. 7 tribunals, 3 LGO complaints, about it submit a fourth, so many complaints I cannot count. Feeling like instead of working with the very bodies that are supposed to work with me, they are actively working against us and to the very real detriment and harm of my children.
Impact on Child	School avoidance, lost of education, significant regression in learning, physical and mental health, emotional distress - and this is for multiple children.
Impact on Family	Mother has had to give up paid employment. Significant impact on my physical and mental well being, I now claim PIP due to the level of impact it has had on my health. The level of stress is exponential - I don't think I will ever recover from the impact this has had.
Desired Change	That they are held accountable for their unlawful (alleged) behaviour, that they are held accountable for not acting by the Nolan Principles, that their maladministration (alleged) is properly investigated and that they are held to account. A public body cannot be allowed to operate in this manor and not be accountable. It has destroyed my faith in local government and the lack of appetite for accountability is impacting my faith in the national one.
Keyword Flags	Communication, Delays/Slow, Distress, Failure, Mental health, Misrepresentation, Unlawful (alleged)

ID: PdBk2yx | LA: Haringey | Submitted: 14/08/2025 06:02

Type of Misconduct (self-reported)	Accusing me of coercion to get my son to try out a residential placment. My son is adopted and we see his birth mum. Social Worker stating their relationship will break down without any evidence. Not gaining voice of my son..pursuing their agenda of supported accomodation even though he stated 3 times to them he didn't want it. He even said this to the tribunal judge but they still.pursued it. Going against professional advice and pursuing a mainstream college despite educational psychologist report, OT and SLT reports saying the provision wouldn't meet his needs. Agreeing to residential placement then stating no without any evidence.. it was all down to money
Experience	I dont understand this question
Impact on Child	Anxiety. Emotional dysregulation. Anger which gets directed at his family
Impact on Family	Absolutely all of the above
Desired Change	LA professionals training on how to speak and interact with send parents and chidlren. Money and provisions that actually support children locally.
Keyword Flags	Mental health

ID: 81pJvYk | LA: Norfolk | Submitted: 13/08/2025 09:27	
Type of Misconduct (self-reported)	Ignoring calls and emails-non engagement. Court proceedings section 1a for non attendance of unsupported sen child, court case dropped day before costing me £1200. No education for 18 months. Not following law on timescales for EHCP. Not following EHCP. Not putting in support on EHCP. It would be easier to list when Norfolk county council do follow law.
Experience	I have had the misfortune for my child to need an EHCP for 6 years . Our lives are constant stress on top of his extra needs that are still unsupported.
Impact on Child	Emotional distress, anxiety, trauma. Was abused at the first therapeutic school he was at my several males pinning him to the floor and several restraints a day.
Impact on Family	Our whole family is under constant stress because of the lack of support and education for the children in our family.
Desired Change	Follow law and guidance and support sen. Allow all children to attend school with the proper support. Stop lying and start working. Most of these issues are due to incompetence and staff refusing to do the job they are paid to do.
Keyword Flags	Distress, Ignored, Isolated, Job-related, Lied (alleged), Mental health, No education, Refused, Trauma

ID: gDJqVDl | LA: Staffordshire | Submitted: 14/09/2025 21:24

Type of Misconduct (self-reported)	Delay in ehcp Failure in communication Withholding information on school consultations. Failure to comply in mediation processes Failure to turn up to tribunals
Experience	We have had communication difficulties through the whole LA in Staffordshire. We applied for EHCP back in 2022, 3 tribunals later, we got a ehcp in october 2024. With a mainstream school that couldn't meet need and couldn't have her in school. But a sen school named for 12 months later. Started sen school sep25... a sen school said yes to immediate start back in October 2024 but due to "money" the LA said it was to expensive so she went without a school for 12 months.
Impact on Child	Never completed full time school. 12 months with no school 3 years of fighting for support Mental health anxiety with been Pushed into a mainstream school without the support in place. Delay in learning.
Impact on Family	Stress due to writing emails after emails every week. Loss of money in having to do private assessments because la wouldnt do a private SALT assessment for selective mute (nhs arent commissioned to deal with this in Staffordshire) ..
Desired Change	Better communication with parents/carers More care about parents school preferences Local authority should complete all assessments without having to menion things about money Delays for educational physiologist need go change.
Keyword Flags	

ID: Y5JGlNB | LA: Gloucestershire | Submitted: 14/09/2025 21:56	
Type of Misconduct (self-reported)	Failure to assess for echp even with health supporting documents/reports and health declining due to long term health condition of epilepsy. Had to chase for the outcome!
Experience	Not Reported
Impact on Child	Regression in learning -meds/lack of support Being bullied (alleged) with out knowing! Mental health Autism -awaiting diagnosis 2years 6 months and still waiting!
Impact on Family	Not great and NO support just hoops and more hoops to cross! It's not a fair or consistent if you have a vulnerable child struggling.
Desired Change	Better practice and a fairer system for Sen children who are struggling and this time I'm not giving up as going through the same motions two years ago!!
Keyword Flags	

ID: Y5JG1Lq | LA: Warwickshire | Submitted: 14/09/2025 22:21

Type of Misconduct (self-reported)	Early annual review in October 2024 due to concerns in placement, provision not being implemented and disability discrimination. Still don't have a final plan
Experience	No support has been implemented and child is at risk of permanent exclusion without any support to avoid this. Have had a few meetings but no consequence to school not implementing actions / support so nothing moves forward.
Impact on Child	Loss of education, impact on self esteem, mental health deteriorated, regression in wellbeing, struggling to get into school, absence of access to teaching and learning.
Impact on Family	Massively reduced hours of work. Ironically one parent does a role in education supporting young people with SEN. There's a national shortage and unable to work because of situation. Strain on family - parents and siblings. Stress- not from managing child needs but from battling the system, stress and negative impact on health.
Desired Change	Ensuring legal deadlines are stuck to and there is monitoring of actions. Support for children with SEN who are suspended / risk of permanent exclusion and that guidance is followed in these areas. Better training for staff.
Keyword Flags	

ID: BzjpNX4 | LA: Hounslow | Submitted: 14/09/2025 22:32

Type of Misconduct (self-reported)	1. Not providing final updated ehcp mentioning proper support. 2. Not sending consultation documents to special school, due to which my son missed his placement. 3. Taking more than one year to send final ehcp from the time of Annual Review
Experience	1. LA did not send me the updated ehcp after they agreed to increase funding to school just one day before sending my appeal documents to Tribunal. Due to which although ny son got some increased funding for one to one, the school pulled out his support later saying funding was not sufficient from LA and it doesn't mention in ehcp he needs one to one . The LA always said they would hear and accept our suggestions but always ignored them for EHCP. They skipped all important wordings from professional reports to include in ehcp avoid giving the funding.
Impact on Child	Due to stopping his support in school he started as getting aggressive, getting anxiety sd panic attacks and had EBSA and this happened in one year time. The school and LA did not care what happened to him and ignored all professional reports. And yet when he got aggressive they reported him to social services for his behaviour due to unmet needs at school. This boy who always was smiling, caring and loving, was made like this due to school and LA failure.
Impact on Family	I can't work and have to be at school anytime they call to manage him. He can't sleep or wake up in morning due to ebsa, he getting physically sick that can't move from bed for hours even to eat or go toilet. At night he wakes up and can't sleep alone. Behaviour has got so bad due to school not meeting his needs and us forcing him to school
Desired Change	Them listening to parents, child. Provide help according to the professional reports. Provide ehcp on time and proper detailed, no woolly words . No fines for parents whose child cannot attend school due to mental illness . School working with parents and child and LA supporting accordingly. Therapist for children to help them.
Keyword Flags	

ID: ob52E6M | LA: Derbyshire | Submitted: 14/09/2025 23:32	
Type of Misconduct (self-reported)	Did not ask the required professionals for advice and information in NA phase, including not asking CAMHS despite being under CAMHS care (they survived an overdose with suicidal intent identifying school pressure as a contributory factor that triggered my EHCP application) failure to respond to communication ignored independent and NHS information and advice I've been lied (alleged) to and I've been lied (alleged) about delays, over time for statutory duties ignoring complaints misleading information which contradicts colleges failure to engage in mediation failure to provide EOTIS policy despite multiple requests delivering court ordered information late for tribunal proceedings misrepresentation and blaming me for their decisions withholding of evidence from NHS ICB clinical officer for SEND EHCP draft went to panel before parents had seen the draft requested parents to name our preferred school before we'd seen the EHCP draft named type of school ahead of a complete NA (including missing CAMHS input) took 6 months to get to final and very little change made despite parental input no collaboration selective advice following, no communication about decisions for what to follow or not no response to my evidence that inappropriately experienced / qualified professionals could do harm and therefore refusal to use appropriately qualified professionals not using trauma informed practice and asking questions to get young person's voice that pre-suppose school attendance and use deficit based questioning. The evidence would not be appropriate to use in court given the questions asked. being quoted parts of the SEND COP or CAFA, but not the whole section, selectively edited to suit the narrative of the author but misleading to the reader (if they do not know what the SEND COP or CAFA say)
Experience	As a single co-parent I completed a part time MBA alongside a demanding full time job. That was hard going. It was nothing compared to this! It is relentless. Undermining. Demoralising. Soul crushing. I feel powerless. I'm screaming into a void. The responses from the LA aren't rational. It's exhausting, provocative and unacceptable. For ANY other element of my children's life I have choices. If the GP doesnt' suit us as a family we can move GP, don't like the supermarket, choose another, etc.

	but we have no choice in this matter. That monopoly, along with the government failing in it's responsibilities to safeguard our children's education and wellbeing according to the law has enabled this situation to develop. We are 74 weeks in for one child and 67 weeks in for the other. That's 3, nearly 4 times over the statutory deadline for a suitable EHCP. By the time the youngest one gets to tribunal it will be over 2 years. It makes me feel sick to think of the next 6 months of struggle
Impact on Child	emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health, all of the above! the children have permanent and visible self-harm scars the walls in the house have been replastered once, some need doing again they've broken equipment that can't be replaced so they suffer that ongoing loss due to dysregulation that could have been avoided if the right support had been put in place when we first asked. according to the Dept for Education my children will earn many £ks less than those that attend school most regularly. That isnt' my children's fault, they want to learn but can't because they can't access the education that is provided as it is unsuitable. Who is responsible for this loss of earnings? Who will compensate my children? no PSHE or pastoral support for 2 school yrs has made an impact at this formative time too. All that is involved with being a member of society has been missed. The PFA objectives that haven't been addressed have lost 2-3 yrs of development.
Impact on Family	loss of income due to being unable to return to work following sickness, I've never recovered and I believe the stress of the education situation for my children plays a significant role in my recovery stalling. strained relationships; the children's father believes that the LA are the experts in EHCPs and if the LA doesn't put the information into the EHCP it means it isn't relevant deterioration in both my own mental or physical health, now medicated to prevent further deterioration impact on siblings; my children are both at similar stages in the process, it is heartbreaking knowing that we have all the information needed to get them a non-harmful education that will enable them to live authentic and fulfilled lives, but because of the approach to SEND in our LA this is not provided. They are missing years of their lives, formative years. It is not ok Life shortening (prolonged stress is as bad for us as smoking and I choose not to smoke), who will compensate me for the years that I'll loose at the end of my life due to having suffered this level of stress for so long? How do we rebuild from here?
Desired Change	The EHCP process work as it should. The LA to follow it's legal duties. The Gov to hold the LA to account if it fails in those duties.

To be heard.
A change towards a fair and equitable health and social care system, the inequalities being driven by the gov's (central and local) behaviour is unnecessary and unforgivable, given what we collectively know.
There is a wealth of knowledge in the community around how to meet our children's needs, how to draw out needs and provisions for EHCPs, trauma informed practice, examples of best practice etc as examples. Collectively we're not starting from scratch, find a way to embrace the community. Allow us to contribute our knowledge and skills, led by SEN families for SEN families in such a way that the tacit knowledge each family has to gain isn't lost and the next family has to start again.
Scaffold community support for parents. Too much is left to charities and that means it's a lottery if you can get support locally or not.
Trauma informed practice implemented (eg as recommended in the OHID 2022 guidelines). Compassion and appreciation that every child is different.
High learning potential (definitions vary, but such as highly able, giftedness, genius) to be recognised as SEN in it's own right, those with IQs above 130 learn differently and not providing the right support support causes us harm, and leads to a loss in economic potential.
Dual / multiple exceptionality to be acknowledged and appropriate resources put in place nationally to support local level interventions. Just because it's rare doesn't mean it can be ignored! Building on the expertise that already exists set up CPD, supervision, research and support for professionals to skill up and provide services. The data already exists in our LA to highlight those for HLP and or DME further assessment.
To fill the gap between mainstream and special school an alternative needs to be found. A hub in a mainstream is going to segregate and other those that are in the hub and anecdotally in our area the hubs apply a lot of pressure to reintegrate and get back into the full classes.
This is not what our children need.
I attended a school that had around 400-450 children, from y7-y13. I had a hard time, but the setting was nothing like the 1800 child school my children attended. This is not a safe environment for my children. I would like to see recognition that the something in the middle needs to suit the needs of those currently left out, and not just go with 'hubs' as the only alternative. Smaller schools with staffing capacity to create the curriculum for the child's needs rather than standard 'differentiation' which isn't really differentiated, it's just harder of the same. That may be enough for those in the 95% of the bell curve but it isn't for DME/HLP (99th + percentile for cognitive ability).
Better understanding for everyone about different education pathways, GCSEs and Alevels aren't the only way to prove yourself!
Apologies, it's last minute and without enough spoons to make this a tidy response.
Thank you for listening, I hope we are heard!

Keyword Flags

ID: ODb7Go7 | LA: Medway | Submitted: 15/09/2025 00:15	
Type of Misconduct (self-reported)	No entry made.
Experience	Severely autistic child - placement withdrawn but no-one told us - he didn't have a school to go back to 2 Septembers ago and was left without placement for 4 months. His EHCP has been in draft format for 3 years - no review, no access to weekly SLT and OT, swimming etc. Second child was sexually abused at school at 8. Is autistic, PTSD and adhd. Too traumatised to go to o school or being around others. Too traumatised to access EMDR therapy. Authority tried to send to her a) a school setting, B for senior school aged children, who C has EHCPs (she didn't) and D) actively being g supported by CAMHS not only was it ridiculous and completely inappropriate and inaccessible for her but she didn't meet any criteria. Third child autistic and PDA. Has been on 2 hour a day timetable for 2 years and now commencing her third. LA think this is fine and school can meet needs. The problem isn't parents, the problem isn't children the problem comes from a LA's not even pretending to meet and work within the law. To allow them to be their own assessors of what is acceptable, will be the greatest tragedy and failure towards children with SEN for decades
Impact on Child	2 children out of school, one child attending 2 hours a day. Loss of confidence and education for them. The immense distress, lack of access to identified support - it's barbaric
Impact on Family	Loss of income Loss of housing stability Immense stress
Desired Change	LA's being held to meaningful account. Financial compensation for failure so as their is no financial reward for failing to put the support in place. We all know multiple people where the LA just delay and delay to save money. Free and accessible legal aid for SEN children.
Keyword Flags	

ID: b5YdOkL | LA: Shropshire | Submitted: 15/09/2025 06:06

Type of Misconduct (self-reported)	Delays. Failure to provide information or when it's been provided it's incorrect or misleading. Failure to respond
Experience	Allocated a case worker and when I contacted that case worker I was informed that she only deals with key stage 2 so was allocated in error. Case worker we have now does not respond to communication, has given me incorrect or misleading information especially around the Ed Psych needing to assess my child. Apparently the Ed Psych needs to co-ordinate with school on the assessment and school being closed over summer has delayed this - my child has been out of school since November 2025. Ed Psych carries out assessments with children out of education, so I feel this excuse is a cop out and one that has now delayed the reports - I'm meant to receive a response from LA on 14/09 and we still have had no contact from the LA in response to my emails and no update on when the assessment will be happening. They are passed their deadline of 14/09
Impact on Child	Decline in mental health. Out of education since nov 2024. Isolated. Severe emotional distress.
Impact on Family	Huge impact on siblings, they really do experience a lot of distress seeing their sibling in the state they are left in. It's upsetting for the family as a whole. Decline in mental health and lots of frustration around the lack of support or forthcoming information
Desired Change	Sticking to deadlines or at least communicating delays. Support for child that is missing education due to delays within the LA - interim education for those out of education so they do not fall behind their peers.
Keyword Flags	

ID: 2ElPoKV | LA: Warwickshire | Submitted: 15/09/2025 07:05

Type of Misconduct (self-reported)	I have a son born with a physical disability and learning needs of dyslexia, dysgraphia and ADHD. He has an EHCP and attends a mainstream school
Experience	His school has repeatedly refused to follow his plan which includes a reduced curriculum and support outside of the classroom to help him access adaptive technology. He also needs inclusive sport at lunch time as it is too dangerous for him to play football with his friends, so we have repeatedly suggested badminton as he has restricted growth and can play this sport. The Local authority have repeatedly told us that his plan is funded and that school should follow the plan, however they have not been able to enforce the school to follow the legal document. The school therefore are failing my son.
Impact on Child	My son is feeling isolated and low self esteem. He has spent lunch times in the toilet to feel safe. He has not been given adequate support to enable him to access the learning like his peers. No support with adaptive technology etc. His learning has regressed since primary school because of this and his mental health has been severely impacted.
Impact on Family	There has been a lot of additional stress in the family home as we are having to push every day for our son to attend school. Having to collect him at lunch times as he does not have a safe space to access with his friends. Constantly emailing and contacting the local authority. He has has his plan for over a year and they have still not enforced the plan. Sadly we may now have to look for another setting which will potentially mean school refusal for our son as he will have no friends in the new setting and this will be a huge barrier to him entering school because of his physical difference and the unkind comments he experiences daily
Desired Change	Better partnership with parents and professionals who have clearly identified my child's needs and an enforcement of a plan. A way of challenging schools who do not follow a plan and effectively want your child to leave their school because it is not good for the stats in terms of attendance and the amount of GCSES they are able to sit.
Keyword Flags	

ID: A74v9xN | LA: Hillingdon | Submitted: 15/09/2025 07:06

Type of Misconduct (self-reported)	Serious delays when we first applied for an assessment for EHCP (school would not apply) aged 11. Took 18 months to actually get the EHCP after assessments, by now my child was in burnout and school did not support. My child has had no formal education from the ages of 12-18, just untrained intermittent tutors, for EOTAS which has concluded with no qualifications, no preparation for adulthood. We have had many case workers that have not responded to communication, who have left without telling us.
Experience	The system has failed my child, who has now lost confidence in any sort of educational system suggested to them. They are highly intelligent but have no proof due to not having any qualifications, and will have to go on benefits
Impact on Child	They had EBSA from around Year 4, but we had no support. This manifested into OCD, and their mental health was so bad from age 11-15 that they were going to be sectioned. They are lonely, feel isolated and have no social skills
Impact on Family	I had to give up my business I had for 32 years, my older child is affected and had a mental breakdown, I will never be able to have a relationship and I rarely go out or see friends
Desired Change	Parents and children to be listened to as individuals, every SEN child is different and we didn't ask for this. More schools for children like mine that are too anxious for mainstream, but not disabled enough (no learning disability) for special schools. I say not disabled enough, my child is VERY disabled but would not fit in in a MLD school.
Keyword Flags	

ID: ODbGg8g | LA: Warwickshire | Submitted: 15/09/2025 07:21

Type of Misconduct (self-reported)	Failure to respond. Misleading information
Experience	My son turns 18 in October and I was told in July that he needed to have a re assessment for his respite that he has had since the age of 7 he was aloude 4 hours a week 2 over nights and 80 holiday hours. I was told I needed the new assessment as he was going to the adult team I raised my concerns as he would be old and in my opinion he wails get more due to his age. As he is not safe left alone I told them this would rock my son's world particularly as he had just left school his medication had been stoped which would trigger his behaviours. It was the unpredictable six weeks holiday which is always an issue for us. They took his respite away overnight I thought to keep a months worth as I said he needed to try and understand a little. I did try fighting this but a little energy left in my body as it was being taken up caring for my son, we have now been left with Two hours a week. His current provision that is supplied by them does not do two hour sessions so therefore he cannot access his provision. I feel totally letdown. I feel my son has been let down nobody has been in touch. I'm disgusted my son has been let down
Impact on Child	This has had a massive impact mental health, emotional distress anxiety isolation regression a real total letdown anything that we gained over the years it's gone back to the beginning.
Impact on Family	This has put massive stress on our family and strain our relationships within the household crisis point this was the only bit of time we had on our own and it was the only bit of time but my son had to him self.
Desired Change	Consideration for the child and the age of the child this was not taken into consideration his needs when neglected
Keyword Flags	

ID: jaJQ016 | LA: Richmond upon Thames | Submitted: 15/09/2025 10:04:51	
Type of Misconduct (self-reported)	- failure to meet lawful requirements at every stage, repeatedly - failure to acknowledge fault, errors/delays put down to unspecified 'administrative error' - delays (of months and years) to provision - Unaccountable 'Panel' decisions made without redress, minutes or any detail as to what was review and why decisions were made - unlawful (alleged) processes to create delay - endless changes to staff responsible, leading to confusion, delay and miscommunication - failure to carry out agreements - failure to communicate - failure to understand legal steps and framework
Experience	I would describe the whole SEND / EHCP experience as devastating. I no longer have any trust in institutions from education to health to government - I feel differently about the country. I have worked relentlessly to get the support my child needs, with endless appointments reports, discussions, negotiations. Everyone agrees that my child has significant needs impacting their education and health, but getting support is a battle at every stage. I have used all the tools at my disposal, but nothing resolves the issues and systemic failures - and the game plays on, without regard for the devastating impact on the lives of young people and their families. I have experienced two local authorities - they both manufacture delay, deny provision and fail to secure support from Health and Social Care. They see EHCPs as Education plans only, there is no joined up or coordinated care - the only concern is financial.
Impact on Child	Loss of education and future potential. Deteriorating mental health, social isolation and delays to social development. Low self esteem and loss of faith in adults.
Impact on Family	Loss of family joy and opportunities to laugh. Loss of income and deteriorating health. Financial distress as I have stepped in to fund education without the financial ability to do so. Siblings have reduced opportunities and increased responsibilities.
Desired Change	I would like to see lawful behaviour and humanity and care for young people.
Keyword Flags	

ID: QKz5Oe7| LA: Hertfordshire | Submitted: 16/09/2025 10:19	
Type of Misconduct (self-reported)	Failure to engage Making decisision aggressive legal tactics misrepresentation failure to engage in tribunal proceedings
Experience	The failure to engage is endemic. Nothing is reposnded to. Ever. The only way i could get any enggement on son 1's case was to email my MP and local councillors. They contacted the Head of Herts Children Services and then I would get some kind of engagement. I remember when my son still didnt have confirmation that he could attend the school we wanted to name in the July before he started. I spent a whole morning just phoning every number I had and refusing to come off the phone until someone engaged with me. I was supposed to be working... We had a court ordered settlement agreement that said my son had to be seen by a SALT by Christmas. when we had the all parties meeting and asked the SALT when they would see him they sait they were really busy but might get to him in the Spring. They seemed to utterly disregard the court order. it was literally irrelevant to them. If they don't even comply with Court orders can you imgine what they would do if you took the legal sanctions away??!! Son two was refused an EHCP at the end of Year 10. I managed to get them to admit that they had made that decision without reading a key piece of our evidence (backed up by internal emails i got hold of via an FOI request) We appealed and then waited a year for the hearing (which was at the end of Septemebr of his Year 11). Keep in mind that my son had done pretty much his entire education without an EHCP and therefore th support he needed. I put in our evidence a month before. LA missed the deadline to produced the bundle but did produce it a few days later after the tribunal ordered them to. There was no evidence from the LA - it was all ours. Two days before the hearing I get a call from Herts. "We realised when we got your evidence that we hadn't told you - we've been talking to the school and we are going to give you an EHCP". I asked for details of the school conversation and what had made them change their mind. They said they could not tell me. I asked for the notes of the call with school which had apparently tipped the balance in our favour. Apparently they find that conversations 'go better if we don't take notes'. Unbelievable. So essentially nothing had changed between the refusal at the end of Year 10 and the hearing in Year 11, save that they had managed to keep my son off their books for a further year. When he was doing his GCSEs. Had they given him the EHCP at the end of Year 10 (when he clearly met the test) I could have moved him to a better school for GCSEs, where he would not have been bullied (alleged) and not have had a senco who didnt think he'd ever achieve anythign becasue he would 'always be dyslexic'..... Herts took that right away from him. And you can't complain. The Tribunal judge didn't pull the LA up on conceding 2 days before the hearing. If you raise conduct with the Tribunal they tell you they cna only apply the law. If you complain to the Ombudsman about conduct they tell you

	you should raise conduct with the Tribunal. Its a consequence-free zone for the LA which is why they act like they do. Also why is their no obligaiton on people to tell the Truth in a tribual hearing or witnesss statement. There is in civil litigation. Its crazy that the same standards don't appy here. Maybe the Hillsborough law and duty of candor they are bringing in will help.... Most recent is taking all of the provision that wasn't within quality first teaching out of both my son's EHCPs (which left one with about 4 things in Sections F), then making me spend about 4/5 hours on each negotiating it all back in. Apparently this is becasue Ofsted don't think their plans are well written. It was a shocking waste of time. About 10 hours of my life just to get back where we started.
Impact on Child	Loss of the opportuity to do GCSEs in a supportive school. Dreadful transition to year 7 becasue school (and LA) fought us until a week before term started over naming. not having the right support for his dysgraphia definitely held my son back in gcses, especially maths, where its harder to use a computer to record answers (although we found a way)
Impact on Family	Its broken me as a parent. I still have a kind of ptsd about a lot of it. I can't eally talk about schools with the other mums as all i can do is recount all the awful experiences we have had. The hours and hours in which I could have been spending time with my family spent compiling cases and writing emails. My husband had to quit work in the end. He had a great career as an HR BP but the demands of the school were too great.
Desired Change	Obligation on all witnesses and the local authority to tell the truth in tribunal hearings. I dont see how anyone could argue against that without basically saying they want to retain the ability to lie (alleged)!! Let Tribunal impose real penalties on LAs and parents who don't play by the rules. Require all schools to be outstanding at SEN if they want to be judged as outstanding overall. Attach something like pupil premium funding to kids with EHCPs, so that schools who do the right thing and take these kids on, especially in secondary, get some advantage in doing so. I live in a small-ish town with 5 secondarys. 4 of those schools take one or even 0 kids with EHCPs in year 7 - one routinely takes 11-13. parental choice must remain paramount (you can't put vulnerable kid where they are not wanted and parents know best) but not wanting them needs to have negative consequences for schools. Put another way, schools that get a reputation for doing the right thing by these kids, usually at great cost to their budgets, deserve additional benefits. Give kids without an EHCP statutory rights to force schools to implement the provision they need. That's why so many of us go for EHCPs - becasue they school won't deliver the provision they need (my son for example needed to use a equation editor for maths as he can't right and the school fought us for 3 months on that). All you have without an EHCP is disability discrimination, which is insufficiently comprehensive (there is an overlap between disability and SEN but its not complete). Also having to take your school to tribunal every time you need an accomodation is asking too much of parents.

Keyword Flags