

Measure What Matters — Testimony Collection · Volume 2 (475–651)

Publication Draft • 7 October 2025

Testimonies are presented verbatim from survey responses.

Data Summary at a Glance

Total testimonies	651
Local Authorities represented (England)	114
Entries marked 'LA Not disclosed'	5

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: 2EleKaj | LA: Lancashire | Submitted: 15/09/2025 12:16

ID: RGb0YV4 | LA: Derbyshire | Submitted: 15/09/2025 12:49

ID: gDJ5eoK | LA: Kent | Submitted: 15/09/2025 14:48

ID: b5YlWVe | LA: Southwark | Submitted: 15/09/2025 14:56

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ID: PdkqqIx | LA: Isle of Wight | Submitted: 03/10/2025 22:58

ID: 2EleKaj LA: Lancashire Submitted: 15/09/2025 12:16
Types of Misconduct (self-reported)
Refusal to reassess despite special school stating unable to meet needs and son not being able to attend school for years. Case managers not replying to emails/phonecalls. Not providing appropriate education under section 19 Education act Telling Ed Psych to change completed report to reflect ability to attend school, falsely
Experience
Our experience has been exhausting, traumatising and abusive. Son suffering school (special school) based trauma due to restraint and locking in cupboards because staff uneducated in his care and refusal to listen to parental advice. Child has severe communication difficulty, unable to tell parents what he was experiencing therefore escalating behaviours to levels representing danger to child. LA refusal to reassess needs despite school admitting they cannot meet needs and returning a detailed consultation explaining why. LA refusal to agree EOTAS section 61 despite all other special schools in the county being consulted and all saying they cannot meet needs. LA blocking family from accessing social care, paediatric care and therapeutic care. LA leading us down dead ends and trying to trick us in to agreeing to things that would be damaging to child and family (elective home education)
Impact on Child
My child has been horribly impacted by the neglect he's suffered from our LA. His development has been stunted because he's been unable to have any support outside his mum and dad for two years. His needs cannot be met by family alone, he's had to process school trauma, restraint and locking in cupboards without any professional help. He needs ongoing support from a PDA, GLP aware SaLT, so he can finally communicate his actual experiences, but this has also been withheld by the LA. Our family has had no support, no respite and no education or therapy for our child with extremely high support needs for two years. We (mum and dad) haven't been able to see our family or friends due to the extremity of our child's trauma which means he can't tolerate people in the home. All of this could be avoided by him having appropriate care, support, education and therapy.
Impact on Family
My mental health has been very difficult to manage. I am the primary carer for our son whilst his dad works. My life has effectively stopped because our child needs 24 hour supervision and support and he's unable to attend any kind of daycare or school. His behaviour, while not aggressive, can mean he's at risk of being very seriously hurt which means it's not safe for him to be with anyone but his mum or dad. Luckily we, his parents, have a strong relationship, but we have been put under enormous strain and can snap at each other when under such duress. The relationship with our son and his older brother is suffering terribly as well because they never get a break from each other and our disabled child can barely tolerate his older brother in the house (he also lives with us). His older brother's mental health has suffered enormously

because of this. Our relationships with our friends has suffered terribly as well because we never see them any more. We're missing out on every event and milestone for our friends which is very difficult to deal with for us. We also rarely see our families any more because any socialising can become too difficult for our child whose behaviour then deteriorates dramatically and becomes unsafe. All of this could have been avoided if appropriate support and care had been provided by our LA.

Desired Change

I would like to see LA's listening to parents and following the law.

In our case LCC has broken around four laws in relation to our child. Prompt action when a child is in crisis is imperative, rather than the endless delays and ghosting experienced by most parent's whose child is in need of a bespoke package of support.

Keyword Flags

mental health, delays, communication, trauma, no education, suffering, neglect

ID: RGb0YV4 LA: Derbyshire Submitted: 15/09/2025 12:49
Types of Misconduct (self-reported)
Applied for EHCP Oct 24, nothing issued until Aug 25. Have asked for a EHCP assessment since primary school, school brushed aside my concerns. Child without provision/school place the whole time. Was told by a caseworker that a child like mine belongs in a PRU and it would be unlikely that he will ever find a school place to meet his behaviour needs. I was advised to leave out important info about my son's issues on parents comments section so a specialist school would be more than likely to offer him a place. Apparently If I told the consulted schools to much he wouldn't have a chance of a place anywhere. Final EHCP now says he's doesn't required a specialist provision.. even though over 20 schools were consulted and an Ed Phyc agreeing this is what is needed for my son. Now a mainstream academy is named on his EHCP.. his previous mainstream told me they couldn't meet his needs.
Experience
Left with a challenging behaviour child with no support or provisions, effecting his self worth and confidence along with mums mental health suffering. Son isolated from children his own age. No way in getting to contact with a caseworker, no emails are replied too or request for contact followed through. Felt case adrift and in limbo.
Impact on Child
As above.
Impact on Family
Mums anxiety. Child feels worthless and he's been labelled at naughty & bad as his needs haven't been met in mainstream and now a useless EHCP.
Desired Change
A supportive caseworker to be able to contact easily. Support for SEN children especially with challenging behaviour, school avoidance, ADHD, PDSA or similar. SEN school places for the above children! An Opportunity to learn but in different ways to mainstream. Understanding & support for parents.
Keyword Flags

mental health, isolated, suffering

ID: gDJ5eoK | LA: Kent | Submitted: 15/09/2025 14:48

Types of Misconduct (self-reported)

1. 2019 authority found to have illegally removed support, refused transport and misrepresented reports.
2. 2021. Refusal to assess disability related expenses.
3. 2022 social worker flawed MCA/ refused to process a Continuing Healthcare Assessment
4. 2023 Illegally removed transport to assessed services
5. 2023 performed a care assessment full of false accusations, threats and misrepresented reports
6. 2023 Ignored Health Multidisciplinary Review findings that parents had never misled
7. 2023 Ignored the Best Interests Meeting decisions
8. 2023 issued a safeguarding enquiry to Office of Public guardians for Health and finances.
9. 2023 issued Court of Protection actions to remove our young person.
10. 2024 saw us in the court arena where all the lies and accusations were over turned . But the local authority missed every court order deadline, refused to do what the judge ordered. Delayed the case over a year.
11. 2025 the authority dropped the case before the court hearing (having postponed the hearing 5 times!)
12. 2025 some 6 months after the final court order telling the authority to follow and reinstate all services and action assessments...we are still waiting and the judge will hopefully look at contempt of court.
13. The local authority are refusing to pay the families legal fees or to reimburse expenses due to them failing in their legal duties.

Experience

1. This experience was from the same social workers who it was proven lied in reports and deprived access to services. Authority made to pay compensation after 9 months of disruption.

2. the local authority have been ordered to address the financial assessment and disability expenses as the court agree near £20 k owed to "P"...authority have still ignored the court order

3. The SW sent questions in advance of assessment and didn't advise the family/Deputies. No medical professionals consulted. When the outcome was contested by family, health professionals and the Office of Public guardians, the SW stated they refused to reassess and stood by the decision "P" was now cured and had full capacity, but will always require a Deputy. It took the court threatening to prosecute the local authority for failing in their duties to get a reassessment 9 months later to agree "P" never has and never will have capacity.

4. without warning transport was cancelled. We found out when taxi firm phoned to say contract had been terminated. No one at social services would talk to me on phone so I sat in their offices until they agreed it was illegal. The director then stated, they would do a full care assessment to ensure "P" would not reach criteria for transport!

5. A new SW appointed who absolutely tore our world apart. She emailed " P" health team and applied mother mentally unstable, a liar and abusive. Reports SW had in her possession she misquoted. Doubled the figures for the care package in the assessment and threatened to prosecute if I continued to FABRICATE needs.

6. "P" was under a large team of medical experts who were shocked to receive the emails and invited the SW to a multi-disciplinary review. SW initially refused, but attended and every accusation was dismissed, producing reports, letters, medicines, xrays, scans etc etc

A request to remove all the false accusations was refused.

7. A best interest meeting followed whereby family, services and social services all agreed "P" stayed at home, authority would review and look at reinstating transport so "P" could resume activities and the financial issues were being investigated by the LGSCO.

All the above was totally ignored in the authorities next moves.

9. A safeguarding enquiry was issued to the office of public guardians who stated they had no concerns as the Deputies were showing due diligence. The authority blocked the LGSCO investigations at this point stating we were inappropriate advocates. They ignored health reports stating no concerns.

10. The authority requested the court to remove " P" urgently and remove Deputies as deemed abusive.

At first roundtable the official solicitors had read all evidence and deemed the authority had failed to prove anything to substantiate their accusations, where as our evidence proved authority malpractices.

Authority were ordered to reinstate transport and services immediately.

What happened through the coming months with SW lies, delays, non communication, accusations flying in my direction. It was embarrassing to watch the authority desperately try and make a case.

11. After 14 months in court, the authority finally completed the continuing Healthcare assessment and deemed the NHS should pay towards "P" package of care and the case was dropped without ever sitting in front of a judge! Proving it was all about the funding!!

12. The closing court orders Feb 2025 instructed the authority to action the safeguarding enquiry closures only to discover August 2025 the authority had never actually opened one!

To action the financial and DRE assessment as ordered Feb 2024...Still not done!

To reinstate transport in full..Still not done! Although the authority accept it was at fault to withhold the SARs as requested 2 years ago..absolutely no use asking now as the damage has been done.

13. The family filed for court legal fees stating the case should Never have gone to court if the local authority had done their job. The local authority are opposing. Still in court awaiting the judge's decision.
Impact on Child
"P" regressed and became reliant on mum. Being left in mums care 24/7 although the SW was accusing mum of abuse! "P" would cry and has attachment issues as was aware SW wanted to take them away. Services reported to the court "P" was now withdrawn. Crying, toileting issues, aggression and nightmares. Financially crippled.
Impact on Family
Anger, shock, trauma. We have all cried,shouted and seeking counselling. Myself, I have been referred to the Police Victim Support Team. Diagnosed with trauma. I get daily flashbacks, physically shake and cry when recalling the trauma. Yet I am still expected to work with the same SW who made up these accusations. The authority state the working relationship is fraught..I wonder why?
Desired Change
The obvious lying by social workers were covered up and snowballed. The official solicitors opening statement stated the authorities "splatter gun approach " with no evidence but pure malice and deflection. There needs to be a complaints system in place to review this system. Each complaint was given to the very social worker at fault who denied every illegal action. When escalated to a corporate complaint and a request to the CEO to intervene with an independent investigation, it was handed to the same social worker. Where is the accountability? Our case is ongoing and under investigation by the CQC,LGSCO and social work England. We have proven every single word I have said as true...but will anyone be held accountable for the years of distress we faced? The trust in social services has been destroyed, pure corruption and evil. Each and every meeting is now witnessed and recorded. I cannot understand how a fellow mother, social worker can be so cruel as to threaten, accept the cuts or rest assured we will prosecute you and take your child away. That is exactly what they tried and if we didn't have a legal team backing us, I don't know if we would have had the strength to fight a corporation who went into Each court round table with 2 or 3 social workers, 2 solicitors and a barrister...yet the authorities state it was my choice to seek legal representation when faced with accusations of theft,abuse, being mentally unstable and to have my child removed. Shame on them all....perhaps now we have won and our mental health has been left in shatters someone can actually look at how the family get help to rebuild their lives as we list years living in fear
Keyword Flags

mental health, delays, refused, communication, ignored, distress, trauma, trust, denied

ID: b5YIWVe LA: Southwark Submitted: 15/09/2025 14:56
Types of Misconduct (self-reported)
Delays, using tribunal as a delay tactic (refusal to assess conceded last minute, now refusal to issue appeal underway), withholding of evidence from panel, ignoring communication. Unlawful annual review process, illegal opening of plan following final EHCP issue to update provision. Failure to implement section F provision. No personal budget agreed prior to school year restarting, despite half of provision being delivered via PB.
Experience
Exhausting, frustrating. So many dead ends, unhelpful delays, unlawful decisions. Making you fight, when they know you're already exhausted as they know you have multiple complex children. Isolated.
Impact on Child
Delays to receiving education, self esteem down, self confidence down, mental health escalating, exhaustion, burnout, only able to take half GCSEs, unsupported, wishing to be dead, mental health crisis,
Impact on Family
Significant stress, struggling with own mental health, huge mental health toll on siblings, loss of income, loss of work leading to significant housing issues.
Desired Change
Accountability, early intervention, more communication across teams, more liaison with mental health teams and really listening to and understand their assessments instead of playing judge and jury.
Keyword Flags
mental health, delays, failure, communication, isolated, exhausted

ID: zxGK7qg LA: Wakefield Submitted: 15/09/2025 14:57
Types of Misconduct (self-reported)
Delays in finalising EHCP, severe misleading information sent to not only myself but to potential educational settings, failure to respond, blatant disregard for the law
Experience
Daughter age 12 was HE until she Went into autistic burnout and this was no longer viable. Requested EHCP reassessment of her needs to be done. This was agreed and EP described child as one who was shut off with the world around her and could not engage with anything or anyone, couldn't do anything independently inc eating. This was wrote into the EHCP and after delays and numerous emails to chase this was finalised and I was then Advised that child's needs could be met within a mainstream setting with lunchtime support! (Child no longer moves, speaks, eats, sleeps or engages within anyone) all written into the EHCP. Despite numerous complaints they did go ahead and consulted with the largest high school in our area. Who rightly so sent the response of NO .. child's needs absolutely could not be met here even with extra funding. Child was then left without any provision or prospect of any Provision from 1st May this year until now. I requested education other than at school and I was told she did not hit the criteria for this. Even though she 100% did as she is unable to function on any level. They then said they would fund child's art class in which I've been funding privately for 4 years but they would only be funding 1 hour per week. They then emailed the art class and when I saw this, it stated that this was only temporary to build child's resilience and integrate back into mainstream. I complained again as nowhere in her EHCP does it state this and does actually state that any education had to be therapeutic in nature and based on her interests and at her pace due to the severity of her presentation. I received an apology and still have now had to submit to tribunal due to failures in providing what is in her EHCP that they actually finalised and will not follow in any way shape or form.
Impact on Child
Hugh levels of anxiety. Loss of any peer support, regression in all aspects of her life, feelings of guilt
Impact on Family
I have had to give up work completely, spend 24/7 with child as she has received no support or education and none in the pipeline either. Mental health decline,
Desired Change
I would like to be confident that they actually work to the law in which is meant to be there to protect children Like my daughter when needed the most. I would like to see all Sen staff communicate transparently and honestly instead of hoping that we don't know the law and our

rights to challenge their decisions. I would like the chance for parents to be involved in the secret panel meetings when they are making decisions about a child they have never met.

Keyword Flags

mental health, delays, failure

ID: EkZP04L LA: Kent Submitted: 15/09/2025 15:22
Types of Misconduct (self-reported)
Mediation Delays/Unlawful Cancellation of Mediation Lack of Transparency of Panel Decision Inadequate Draft EHCP
Experience
Mediation Delays After my Local Authority (LA) refused to assess my child for an EHCP, I requested mediation. The LA failed to arrange mediation within the required 30 days. I therefore lodged an appeal to the SEND Tribunal. The LA subsequently cancelled the mediation the day before it was due to take place, citing the fact that an appeal had been lodged. Lack of Transparency on Panel Decision I requested the panel meeting notes giving the reasons for refusing to assess my child for an EHCP. I was told that my LA does not record panel meeting notes at all, so no record was available. Inadequate Draft EHCP When the draft EHCP was eventually issued, it did not include any therapies. This was despite an Occupational Therapy report (prepared for tribunal) confirming that my child requires weekly OT input. I am currently awaiting the final EHCP.
Impact on Child
He is currently recorded as being at risk of emotional based school avoidance (EBSA) His anxiety is severe due to upcoming transition to Secondary School and no confirmation of where he will be going so he can start to transition slowly Under CYPMHS due to anxiety around change and social anxiety
Impact on Family
Loss of Income I have been unable to return to work after a career break because of the demands of managing my child's multiple, complex diagnoses and arranging three weekly therapies outside school. This has resulted in a significant loss of household income.

Stress and Exhaustion

The ongoing need to “battle” my Local Authority to secure support for my child has left me absolutely exhausted. Instead of being supported, I have had to train myself to coordinate and manage multidisciplinary team meetings with all care providers.

Physical and Mental Health Effects

The constant stress and lack of support have had a serious impact on my own physical and mental health. I feel drained and overwhelmed, with little opportunity to recover.

Desired Change

Mediation Always Available

Mediation should be offered and proceed in all circumstances — even if an appeal has already been lodged — so families are not left without any route to resolve issues quickly.

Transparency of Decision-Making

Local Authorities should keep and share clear records of Panel Meeting discussions and decisions. Parents and carers should be able to see the reasons behind decisions affecting their child.

Evidence-Based, Early Intervention

EHCPs should take an evidence-based approach that addresses all of a child’s identified needs from the start (including therapies recommended by professionals), to prevent further harm such as escalating anxiety or school avoidance.

Decisions Made by Professionals, Not Hearings

What support a child needs should be agreed collaboratively by the SENCO and all relevant professionals involved with the child. Families should not be forced into stressful appeal hearings to secure provision that professionals already agree is necessary.

Clear Timelines and Accountability

Statutory deadlines (e.g. 6 weeks for decisions, 20 weeks for EHCP completion) should be monitored and enforced, with automatic escalation or penalties if LAs miss them.

Independent Key Worker for Families

Each family should have an independent key worker or case coordinator (not employed by the LA) to guide them through the process, reduce stress and prevent parents having to manage multidisciplinary meetings alone.

Automatic Inclusion of Professional Reports

When a professional report recommends provision (such as OT or speech therapy), it should automatically be written into Section F of the EHCP unless there is clear evidence to the contrary.

Training for LA Staff

Regular training in SEND law, neurodiversity and trauma-informed practice for all LA decision-makers, so that decisions are lawful, compassionate and consistent.

Robust Review Support

More frequent and effective annual reviews (or mid-year reviews), with a clear mechanism for swiftly updating provision if a child's needs change

Keyword Flags

mental health, delays, refused, trauma, exhausted

ID: VLbZ9Jg LA: Wandsworth Submitted: 15/09/2025 15:37
Types of Misconduct (self-reported)
Refusal to take on any professional views that didn't accord with the fallacy/narrative the La wanted. Adopted traumatised child. Clear lead needs SEMH and clear universally held view of all experts including La experts that she required specialist school. The schools consulted with all said no aside from two specialists schools. Only one of which remotely could meet the Ehcp terms. Then the LA lied and said they didn't have offers. Until I uncovered the truth. Terrible delays. Also a caseworker who called literally to carry out a character assassination as a way of distracting from the fact that she hadn't done anything on my child's case for four weeks when already well overdue. Case managers lying. Head of the Ehcp team division lying. Lying constant. No skill. Policies clearly designed to meet funding priorities and which are unlawful.
Experience
Delays for my child going to specialist school. Terrible educational delays. Isolation in primary from other children. Weeks on end of craft in a room on her own and she was too young to tell me. Zero academic progress in mainstream and zero interest in her wellbeing.
Impact on Child
Hugely damaging. And we now face the possibility of having to fight for her secondary place despite obvious proven need. My child got an impacted bowel from the worries about where she would be at school.
Impact on Family
Huge and terrible impact for my health
Desired Change
I would simply like to see reform of how the law is operationalised. The law itself is fine. But we need government owned and run specialist schools and better funding in mainstream. And yes kids like mine need to be in trauma informed schools where they genuinely can't manage. But the current system works for no one. Certainly it's not centred around the child in real life
Keyword Flags
delays, trauma

ID: jaJBYk4 LA: Derbyshire Submitted: 15/09/2025 16:19
Types of Misconduct (self-reported)
Did not allow me the time to complete the ECHP request form after submitted by school. Closed case early. They also did not provide a someone to contact about the initial refusal to proceed with assessment.
Experience
This is in Derbyshire
Impact on Child
Emotional distress, anxiety and further lack of support through school system as no money. This is leading to tears and upset before school/after. Is autistic and prob dyslexic and dyspraxia but no assessment means that
Impact on Family
loss of income - had to give up work. Stress all round and great upset. strained relationships with partner and deterioration in your own mental or physical health having to get therapy
Desired Change
To be listened to. We are not making up as some people like to think. Why would I want my child to be so distressed just to get extra money for the school to help (im notngetting help or extra money) she is intelligent but could never reach potential if not helped and supported right now.
Keyword Flags
distress

ID: xXRdOAK LA: Surrey Submitted: 15/09/2025 17:07
Types of Misconduct (self-reported)
Failure to respond to telephone and email enquiries, failure to observe statutory deadlines for EHCP Reviews, and naming Provision at Key Stage Transfers, inaccurate and incorrect information presented to SEND Panels by SEND caseworkers, complaints handled with disdain and denial. Frequent changes of caseworker, with no communication to parent of the change. Historically, ridiculous and impractical suggestions from legal teams acting to save the LA money, rather than a practical, reasonable and necessary provision being sought to meet the needs of the child and be in the best interest of the child.
Experience
4 Tribunals to date for 2 severe learning and physically disabled children. Case workers not attending Future Placement Planning meetings, wasting the multi-disciplinary team and parents time. Huge cost to parents of getting private assessments from numerous therapists for both children to record their real needs and provision required. Huge costs for legal help to challenge the LA and appeal. Huge cost of private therapies for children, due to the woeful lack at school.
Impact on Child
It disabled my children further, by preventing them accessing an education that would allow them to learn and progress and to achieve their potential. Physical decline due to lack of adequate therapies. Social worker underplaying (or not understanding?) the catastrophic epilepsy both children suffered and recorded it for 4 years as "Mum is upset that (child) has epilepsy", perhaps why support was so lacking?
Impact on Family
Tens of thousands of pounds spent on fighting for a suitable school, additional therapies and school transport. Massive financial and mental strain on a family trying to cope with 2 very complex and disabled children with absolute minimal social care support from the Children with Disabilities Team, impacting the other 3 children in the family enormously. Siblings self harming and needing mental health support due to the stresses in the family. Marriage breakdown and divorce due to the multiple strains on the family.
Desired Change
Caseworkers who understand SEND Law, managers and LA Directors who uphold that law and ensure the LA's actions are within the legal guidelines and rules. Lawful EHCPs that do not deliberately minimise the necessary support for child. The LA to stop putting budget before child and work in the best interests of children, which improves prospects and minimises costs in the long term support that children needed. Education, Health and Social Care departments communicating with each other and acting cohesively to support children with SEND

Keyword Flags
mental health, failure, communication, inaccurate

ID: gDJA9LN LA: Staffordshire Submitted: 15/09/2025 17:47
Types of Misconduct (self-reported)
Failure to respond to communication
Failure to comply with Tribunal Order
Failure to deliver provision in EHCP
Dishonesty from staff including very senior staff
Failing to do what is in child's best interest or to listen to their views
Experience
Our family has been destroyed by the failings of our LA. We have used all remedies available to us (LGSCO, SENDIST, internal complaints process) each have found in our favour but the LA fail to comply.
Impact on Child
They have missed many years of education. They are completely isolated and have been prescribed medication for high levels of anxiety. They have PTSD due to school based trauma. All they want to do is receive an education
Impact on Family
Our family finances have suffered dramatically due to having to significantly reduce hours. We are all suffering with mental health difficulties (due to stress caused by failings of LA and lack of support)
Desired Change
Many staff in the SEND Team are not in the right job. They need to be replaced with people who genuinely care. I understand that a lot of issues are to do with scarce resources but there is no excuse to be rude, hostile and defensive.
There needs to be more accountability with consequences for systemic failures.

Children, young people and parents/carers need to be involved in ensuring the right support is delivered
Keyword Flags
mental health, failure, communication, isolated, trauma, suffering

ID: 1ANKleL LA: Barnsley Submitted: 15/09/2025 18:02
Types of Misconduct (self-reported)
Delays Misleading signed statements filed in Tribunal proceedings. Failure to attend FTT hearing Failure to acknowledge UT order Failure to comply with FTT directions Failure to act on FTT within 5 weeks Failure to provide any educational provision Failure to respond to myself, schools and Tribunal Threats to prosecute me if I didn't comply with them Failure to provide FSM entitlement and associated grants administered from the Household Support Fund
Experience
Despite the LGO upholding a previous complaint, my LA has failed to provide education for my 2 children, having tried to force them into mainstream secondary school. A senior member of staff made a written statement grossly exaggerating my children's attainment despite never having met either child. The FTT accepted this fabricated 'evidence' causing a further 12 month delay in them accessing education. I appealed to the UT and the case was reported. My children have finally started their school placements in a specialist Autism Resource (they have physical disabilities as well). It has taken almost 5 years to get this in place.
Impact on Child
My children were absolutely terrified that they would be sent to a mainstream secondary school, despite not being able to read or write. They both struggled to sleep and their physical health was impacted as a result of the stress. My eldest son was suffering debilitating migraines for him he is now medicated.
Impact on Family
As my children were left with no education at all, I have had to do my best to teach them what I can. This is been very stressful as they both have such complex learning needs as well as physical care needs. I am drained. I have a number of disabilities myself and have ended up transported to hospital suffering a suspected heart attack on a few occasions as a result of the stress and anxiety the LA has caused.

I am a “mortgage prisoner” and ended up in significant arrears because of the added financial burden of my children being out of school. Everything costs more.

My younger son has been so confused and frustrated and he couldn’t understand why he had to go to school when his brothers didn’t and why they got to spend time with me and he didn’t. He thought I loved them more than him.

Desired Change

Accountability for LA’s. They ignore the law and Tribunal orders and get away with it. The Judge at one hearing (the the LA didn’t attend) made a strongly worded order addressed to the CEO requesting an explanation but she didn’t respond.

Strict timetabling re: key phase transfer, for example, so consultations are sent in Summer term of year 5.

More provision between mainstream and specialist so that pupils can be supported with bespoke timetables that meet their needs with access to supported mainstream learning

Keyword Flags

delays, failure, no education, suffering, fabricated

ID: EkZ1PBL LA: Hackney Submitted: 15/09/2025 18:04
Types of Misconduct (self-reported)
Failure to give adequate account failure to take accountability and communicate appropriate setting. Failure to engage with mediation to try and resolve the situation. Hackney head of send gambling on parents getting exhausted by the tribunal system and giving up due to the length of time it takes. In the meanwhile, is the child that it impacts the most.
Experience
Hackney department insisting that mainstream school is good for my child even though this will be a second mainstream school since leaving nursery and both breaking down as they feel that is not appropriate setting for my daughter. Local authorities saying there's no space in the last three years. On the edge Hackney head of SEND writing into the MP with false account. With that actually communicating with me to find out what the issue is however responding back to the MP trying to help. And give MP false information.
Impact on Child
Emotional and mental distress being in the wrong type of education. For attend two different mainstream school when it's been clearly highlighted that this is not appropriate for her. It is absolutely heartbreaking having to see a non-verbal child go through this agony.
Impact on Family
Distress, lack of care and duty towards my child. This has been heavily mentally distressing for me trying to advocate for my SEN daughter whilst trying to deal with my own health issue and my own LD.
Desired Change
That there is accountability for Hackney send department parents who are going through issue like myself actually heard. And not just sending different EHCP coordinator at reviews to work against children and their advocate. In order to discourage them from accessing appropriate services for their SEN children.
Keyword Flags
failure, distress, exhausted

ID: PdbE0D0 LA: Staffordshire Submitted: 15/09/2025 18:12
Types of Misconduct (self-reported)
67 weeks to complete ehcp. After originally declining needs assessment. Missed deadlines for tribunal. Making child wait till days before tribunal to concede on specialist placement when evidence was provided months before. Refusal to give him section 19 support when school placement broke down due to mental health due to unmet needs going against psychiatrist report. Constant failure to reply to communications. Changes of case worker without telling us, latest being one week before tribunal. Ignored stage 2 complaint. Ignoring mps office who are looking into our situation
Experience
Staffordshire county council have acted unlawfully. Missed every legal deadline during the ehcp process. Taking 67 weeks to finalise his plan instead of 20. Missed specialist deadline to apply so no spaces left locally. No communication. Never told me my parental preference school had said yes they can meet need. Missed evidence deadline and working document deadline for tribunal. Conceded days before final hearing but had evidence months prior
Impact on Child
Emotional distress due to unmet needs. School placement breakdown. No education for 7 months. Prolonged uncertainty about secondary school placement. Tribunal had last week so late starting secondary school which is causing more anxiety.
Impact on Family
I was off long term sick. Nearly lost my job to look after child. Days and days of work to prepare for tribunal case. £350 private psychiatrist report needed for medical evidence and tribunal. So much stress in our house.
Desired Change
Legal deadlines met for ehcps so timely intervention. County attendance at annual review. County replying to emails and telling parents of school consult responses so we don't have to contact the school ourselves to find out. Comply with the law rather than having to be forced to follow the law at tribunal. At least stick to the deadlines tribunal set for evidence submitting and working document.
Keyword Flags
mental health, failure, communication, ignored, distress, no education

ID: ob5BojM LA: Devon Submitted: 15/09/2025 18:19
Types of Misconduct (self-reported)
Multiple delays at every juncture, failure to engage in tribunal proceedings, gaslighting, dishonesty, failure to respond to communication, lies
Experience
My son began to struggle with attendance due to medical needs and unmet SEN in Year 1. Instead of supporting, my LA tried to prosecute me - no fines or educational orders, just straight to prosecution. Covid hit and the proceedings ceased. When schools reopened, a new Educational Welfare Officer took over and immediately wanted to know why my son had not been offered alternative provision or a place at a specialist school since every single professional involved - including Inclusion, Communication and Interaction Team and Educational Psychologist ALL agreed it was needed. The LA said they didn't have to listen to the EWO because provision wasn't within her remit to advise on. After almost 5 years - 2 of which saw patchy education and attendance rates of less than 60% and 2 years of no education at all, the LA finally conceded before tribunal that he could have a specialist placement. Too little, too late. My son was already traumatised. When I complained to the LA, they denied wrongdoing and placed ALL blame on myself and my child. They denied there was evidence to support my son's needs when I was drowning in paperwork. They gave no weight to any medical or educational professionals' evidence. A month later, at the end of 2022, I had a stress-induced heart attack at the age of 40. Our currently situation isn't much better. My son was able to mask enough for the first year in his specialist placement to get by, but he is now only attending one morning per week with an outreach tutor. The LA have declined to even amend his EHCP after review, let alone grant the additional funding for permanent 1:1 support that was requested. My older son's EHCP was 39 weeks late, not worth the paper it was written on and despite the Educational Psychologist reporting that he was "not thriving socially, emotionally or academically" and that the school couldn't meet need, the LA named them anyway. Again, they conceded before tribunal, but my son missed most of years 7 and 8.
Impact on Child
My youngest son, now 13, has basically missed his whole education. The emotional harm and trauma this is caused cannot be understated.
Impact on Family
I have not worked since 2019. It wouldn't be possible between caring for my son who now cannot attend and the reams of paperwork, meetings and phone calls I have to sort out. My son hit burnout 2 years ago and is only just coming out of it.
Desired Change
To give LAs the reins by reducing parental rights when they are already failing our children is educational suicide. Earlier intervention is needed, plans that actually mean something are needed, better training for teachers is needed. The whole system is broken and needs to be reformed with children and their families at the heart of it. We are not statistics.

Keyword Flags
delays, failure, communication, trauma, no education, denied, gaslighting

ID: dW8AvEo LA: Islington Submitted: 15/09/2025 18:56
Types of Misconduct (self-reported)
The Early Years Lead regularly searched my five year old child against my wishes despite my request for her to stop doing so. She did so to punish me,
Experience
My autistic son came home with his crotch ripped open, I complained to the school as he was exposed on the way home and I was concerned how long he has been dressed like this, since he had a change of clothes I questioned why they didn't change him. Instead of approaching the situation with regard they became defensive and aggressive and decided to respond by searching my son for holes everyday
Impact on Child
My son was humiliated by being searched by his teachers and objectified rather than treated as a human being. The dehumanised him by participating in this practice it led to me eventually pulling him out of the school and I worried I couldn't protect him
Impact on Family
I felt traumatised and my blood pressure went up. I couldn't sleep at night as I worried about what else they would do to him especially as he was sometimes wetting himself and non verbal so he would sometimes receive assistance from this teacher in supporting him
Desired Change
They protect eachother, there is no accountability they do what they like. But if parents default even slightly l.e attendance - they come down like a ton of bricks. I think there needs to be fair and equal standards. They lie so much it's really damaging to parent carers and makes you worry about what else they are capable of. There should be another body to complain to, outside of the council like an education ombudsman or something to do an independent review. Institutions are getting away with being abusive and when you inch towards some type of accountability they gaslight you.
Keyword Flags

ID: 0QZM9AQ | LA: Greenwich | Submitted: 15/09/2025 20:03

Types of Misconduct (self-reported)

Discrimination threats of being sued for speaking up publicly (no i havent stopped) failure to educate my child

Experience

My daughter is 16 now. When she was 10 they said she may have send needs covid hit she transitioned to secondary. Her secondary school refused to send her for testing. Our GP referred us we got told about a year that we would hear from them in June nxt year. Child's now year 8 not a word . School said she's badly behaved but academically able they said my child leaves the class too much. They give her a choice sit still or get out she opts for get out. Then that's bad behavior apparently 🙄 . Come year 9 she was struggling massively her behaviour in crisis in school school still refusing to do ehcp so I applied myself realising I could. School placed a behavioural plan for us we never got to try it . They suggested I look at managed move now or face permanent exclusion this is illegal to force this on a parent I discovered this later. Within 2 wks she was told your leaving this school and going to another . We started that other school who admittedly saw send needs I explained we are still waiting for diagnosis . And ehcp is just gone to council so we should have those appointments. My daughter struggled with change and missed a few days and found it hard to adjust to a new school our managed move was cancelled despite her clearly being autistic . She was then discarded and left at home . I had to stop work and care for her 24hrs a day. They then said to her u can have 10hrs of tutoring we just started this in an inappropriate setting of a noisy library during song time for babies. This was not working I requested we change to home this was denied.

They then said to her you can go to this pru for 6 wks then we will see if you can go bk to tutoring after. My child hates change she went to the pru for 2hrs this scared her and traumatised her because of the violence and destruction she witnessed. She is not violent or badly behaved really. This broke my child. We got nhs right to choose because asd clinic and adhd clinic for nhs said she's not a priority and it will be another 2 years. This wldnt work for us. My child was seen by right to choose in 3 months and diagnosed . We then got a court order from her on roll school because she didnt attend the pru that scared her. They sat at this pre court hearing and told me well your child wasn't autistic then. To which I had myself and solicitor present I laughed and asked how does one catch autism? My solicitor reminded them that's discrimination and they need to tread careful. We spent 2 years out of education for a high functioning smart intelligence child. This was her year 10 and year 11 of school. In year 10 at some point her on roll school to which she was denied access to off rolled her we wldnt ever be told . We discovered this via the ombudsman. My daughter early on after being kicked out of 2 schools and shoved in a pru was left without education we declined the pru they made us wait out that 6/7 wks without education. My daughter became depressed and self harmed and took to having days of missing she disappeared once for 3 days because she wanted to be as far away as possible from the hurt and felt a burden to myself. In year 11 we got a different tutor at home and she loved her she did music English and math with her tutor. My daughter self taught herself electric guitar bass guitar ukele piano symphasizer thermin and drums . Her real talent is music noone before this tutor took time to realise this and home in on her talent. Our local council sent us to view schools each one being for profound children. She is not profound. We had to use ombudsman to get a placement in the only send school in our area . Our council denied her the rights to English or math gcse denied her access to any online nvqs unless I magic money from thin air to pay for these. This year her year 12 she has a send school she loves . She's attended every single day done mock exams where she scored 8s and 9s . She's inspiring to be an anesthesiologist . I should never have had to battle for a basic human right

Impact on Child
She became difficult at school and figured they treat me like a bad kid so am gonna be bad . They tell me to get out if I cant be still so may as well not go at all. Isolation room drove her insane made her unwell . After they kicked her out and sent her on a managed move designed to fail. After 2 schools rejected her she sunk into depression not getting out of bed not going out with friends not eating not sleeping. 2 years of lost education is way to much. She self harmed run away a few times and was in early stages of being groomed thankfully she tells me everything and alerted me to this so I was able to notify police and services and protect her from that grooming going further. My daughter to this day struggles to believe she can make it in life. She sees her goal post being moved she now won't be qualified till at least 37 years old for her job she wants because after year 12 of gcse English and math she has to do year 13 for other gcse to have the 5 required . Then year 14 and 15 is a levels . Before she can entertain the idea of university. This will cost myself money in funding a basic education that she should have been given by the state. This cannot carry on
Impact on Family
I lost my job i had just gone back to work after a year out from mental health issues myself having had a breakdown from working with send kids who are violent for years took its toll on myself. As dv survivor. And had a breakdown I was just feeling better no anxiety attacks I went back to work and bang had to quit. My mental health declined also watxhin my child suffer. Spending hours researching the laws around education and what my child's rights are how to get echp what I can do to support my child. Myself and her father argued constantly on the phone about what's best for her do I send her to live in Ireland or keep her with me . Her dad was failed by the system and self medicated for years hence breakdown of our relationship. I dont want the same for my daughter. The relationship between her and her sister was strained her sister also has disability and decided she didnt need to go college if her sister didnt have to go school. This took some convincing and moving my eldest out of my house into my mothers home so she didnt see her sister at home just so her elder sister cld cope with education without distraction from youngest. Which lead to us not being a unit for about 18 months . I cant go to the gym so my arthritis is worse than ever I cant get a day off or an hour off. My daughter cannot be left alone at home because she may self harm or cause a fire by accident because she doesn't understand how to use the kitchen equipment and constantly puts spoons in the microwaves . Or she may have a siezure or stroke. She was blue lighted to hospital during the first year of being at home with a stroke. From the stress. She was 15 luckily mild and no lasting affects. But she was 15 she shouldn't be having a stroke.
Desired Change
I'd like more send schools. Better care for children. We have just 1 send school for academically able children. Better communication our echp worker hasnt once done a review or responded to emails in 2 years. Faster wait times for assements 5 years is not ok . Cahms I cannot fault.

But fass for children out of school despite 6 mash reports we are still wiating to hear.

Sendiass is useless in our area.

Legal aid support for parents we can get advice but we cant have them take our cases for free . This should change if we have to fight a broken system we should do so without having to remortgage a house.

More training in schools.

Off rolling to be banned this is a disgusting practice the email my daughters head teacher sent to council was about my daughter and 2 other send kids she got them off rolled and the council apologised for the stress it must have caused her to have these and the inconvenience our children were. The head teacher didnt once do anything to support my child.

Their needs to be a set plan to support encourage and nuture children. Not punishment and bullying and destroying them and trying to conform them into dancing monkeys . Rules need to be tighter to prevent the abuse our children suffer inside schools.

Schools should not be allowed to threaten us parents with law suits when we say you havent done anything to support my send kid. I challenged my daughters school to sue me and I'd counter sue. They never did because they know ive every single email ever sent and all the paper work to prove they never once did anything .. I should never be threatened with legal action for telling the truth. My daughter is legally entitled to her education a fair equal one that's well rounded. So if our kids are at home we need more than 10hrs of tutoring 5 hours of math and 5 of English. Where is pe? Where is science ? Where is the nvqs? History geography? I'd like a full reform of send . So no child has to suffer or die

Keyword Flags

mental health, failure, refused, communication, denied, exclusion

ID: 1ANK8EM LA: Surrey Submitted: 15/09/2025 20:17
Types of Misconduct (self-reported)
Waiting 4 years before a diagnosis for our first Grandchild & having to pay privately for the next one. (We have an SGO in place.) As a result both their mental health is dreadful & both have significant learning difficulties & are years behind their cohorts at school. Despite a catalogue of needs, panel decided mainstream school, whilst school stated they could not meet needs. Inaccurate reports, one report referred to the girls Mother, as being the responsible named parent, she had actually died 5 years earlier
Experience
Frustration at the time everything took, even responding to urgent emails. Years of education missed. Not being believed.
Impact on Child
Both girls became school refusers, self harmers, suicidal ideologies, hospital admissions. High levels of anxiety. Both saying that no one understood them. No one believed them & accused them of day dreaming, not focusing on lessons, needing to try harder. So many detentions, resulting in low sense of self worth, feeling worthless.
Impact on Family
As carer I had to give up work, loss of income. I am now retired & receiving State pension so can not claim carers allowance. I am permanently exhausted, physically & mentally. My marriage is broken.
Desired Change
Continuity, I think we are now on our 8th case officer. A reduction in the time it takes for a diagnosis. More SEND schools.Keyword Flags
mental health, suicidal, inaccurate, exhausted

ID: D4x1IdE LA: Surrey Submitted: 15/09/2025 20:27
Types of Misconduct (self-reported)
Tribunal ordered 19 hours of EOTaS. They have 5 weeks to put this in place by law. I had to borrow money for 16 months to pay for provisions before SCC started paying for provisions. Now they are making me fight like crazy to reclaim the money. I am heavily in debt because I had to pay for provisions.
Experience
I have been lied to, ignored for months despite how many times I email. SCC have lied blatantly, and missed so many statutory deadlines I have lost count.
Impact on Child
He has complex trauma diagnosed. (PTSD but from multiple events rather than a single one)
Impact on Family
It has had a very negative impact on our family. Both parents have had to seek help with mental health and our youngest son is on antidepressants because of the trauma he has been through at school.
Desired Change
Them telling the truth. The LA meeting legal deadlines. The LA stop parent blaming. Surrey LA stop using tribunal as a time wasting and money saving exercise.
Keyword Flags
mental health, ignored, trauma

ID: 1ANKZNI LA: Barnet Submitted: 15/09/2025 20:33
Types of Misconduct (self-reported)
Bullying of school staff to manipulate the EHCP process
Experience
Threats to my child's SENCO that if she supported my child's need to move to a specialist school then they would reassess the banding of all the children with EHCPs in the school. She was up all night before the complex needs panel trying to decide what was the right ethical decision knowing that telling the truth might cost children their much, much needed support. Thankfully she chose to tell the truth that my child's needs couldn't be met in a mainstream school. I will be forever grateful but it makes me sick that the LA tried to bully her in this way.
Impact on Child
Staying in mainstream longer than he should have meant he expressed suicidal thoughts aged 7 Lack of therapies meant he has made less progress than he should have
Impact on Family
Untold sleepless nights, having to give up work, loss of savings,
Desired Change
Accountability. For too long LAs have got away with awful behaviour. It's cost parents everything they have. We end up with tribunals because the LAs have decided that it's cheaper to break parents and children than to act honestly and reasonably.
Keyword Flags
suicidal

Types of Misconduct (self-reported)

Delays to assess in first place
Delays re to reassess
Stating the health professionals views are not valid as they aren't social care and cannot assess
Requesting a physio report is adjusted removing facts
Harassment from the line Manager
Of the social worker

Inappropriate section 47 on three occasions
False safeguarding concerns
Parents painted as monsters
Full mdt team raise they have no concerns about the parents yet social care continue to scrutinise
Section 47 issued due to neglect but couldn't detail how - false information
Also stated it was issued as all we did was complain

Several complaints and investigation conducted but unsure of where the so called independent reviewers were from
Operating from EOL private emails?

Data breach- full investigation posted out
But didn't arrive
Denied this despite informing they had posted
No response and communication
Non attendance to EHCP meeting from social care
Case worker non attendance and no apologies

Experience

Three years of battling for support
Four children under the age of ten with
No support and a child with a rare
Condition requiring constant around the clock care and supervision. Much of the time 2;1

Self referred to disability team for them to assess and advise we are looking for a babysitter. This was also sent via email to line manager and the case was closed.

Child has a disease which is rare affecting a few hundred world wide. Significant level of need;

ASD

Blind

ADHD

Pica

Significant behavioural challenges

No awareness of danger

Spasticity

Non verbal

Intellectual Disability

Low weight and feeding difficulties

Poor sleep

On the go at all times- full mobility

Constant supervision req

Self harm and risk of harm to others in close proximity

The past three years have been a living hell.

The SW falsified information about observations, declined to support and did not wish to acknowledge the level of need from the start.

From reviewing records we were painted as monsters despite doing everything in our power for our child. Did not listen/ did not believe and showed zero empathy and compassion.

Allegations made, professionals asked to have reports with clear facts and statements

Impact on Child

Emotional distress

Anxiety

PTSD

Isolation

Regression

Impact on Family
PTSD Panic attacks Decline in mental health Physical health deteriorated Three siblings not parented due to significant level of need of disabled child Job loss
Desired Change
Unfortunately nothing will change, even the GP wrote an email to say they are struggling to engage in what we are being put through Due to a section 47 issued last year I have been silenced as I'm sure many other families are as we are frightened. Full MDT consisting of several senior consultants have shared processes aren't being followed and as a result we have been put through this. Ultimately we have been bullied and silenced not to speak out. The only positive is we now have a package of care in place daily, few hours am and pm. This has taken a significant battle and I question whether it has been worth what we have been put through. If someone had of said three years go this is what would happen I wouldn't have self referred. I feel we've lost valuable years with our children
Keyword Flags
mental health, delays, communication, distress, denied, neglect, no response

ID: Me65YPY LA: Surrey Submitted: 15/09/2025 21:41
Types of Misconduct (self-reported)
Delays in raising an EHCP and finalising it., Delays in Placement team sending out requests to schools Incorrect information Incorrect documents EHCP incorrectly called final Inconclusive information Lack of communication Poor out of school support when child excluded. The lengths we had to get for us and the school to get help. Outreach support for the school Lack of holistic support - the educational part of LA seems to have no link to the post adoption agency. The use of the PRU - awful experience. Choice of using SEMH as need
Experience
Delays - raised request in June 2024, agreed for assessment July 2024, EP assessment end of September, went to panel few days after case worker left - agreed mainstream, December 2024 - resubmitted with all the documents - agreed specialist, draft EHCP 26th December, "final EHCP" - 26th February 2025 naming mainstream and what was current mainstream school. Child has started a specialist school but given the time scales I believe there would have been more options and choice for us if the process had been finished earlier. 15th September we still do not have an updated EHCP. Delays in Placement team sending out requests to schools - from the records received from the case worker it looked like they didn't start until May 2025. Incorrect information - I am not sure if my preferred schools actually had the final EHCP or not, I didn't know what schools they were approaching. I was given a list by the SENCO when she was at school when I had a spreadsheet from the case worker it was different. When I went through the schools they had, several were not suitable - seems a scatter gun approach was used. Incorrect documents - first panel naming mainstream - after a request for what was submitted, the mainstream school and I pointed out the key documents that had been missing. EHCP incorrectly called final - should have had specialist at least mentioned and not mainstream and what was her school. Inconclusive information - I believe the draft EHCP was sent out to my preferred schools but the draft was awfully written making it sound a few visual timetables and things like that would be enough. The school and I did a lot of changes an additions which were accepted. Lack of communication. After July the case worker was saying she couldn't get into the file for 2 months to the school SENCO (not told me), Since she went in September I

eventually had a new one after I had a complaint about not keeping to time scales and poor communication upheld.

The current case worker seems to something albeit slowly and only really contacts me once a month. I raised a second complaint but it wasn't upheld - saying the case worker had been trying to contact me even out of hours. I went back this is not true because I send an email confirming what we talked about on the call the next day so I have records.

Poor out of school support - when my child was permanently excluded end of March she was given access to on-line tutoring. Two days had three 1/2 hr sessions throughout the day so we had to wait between sessions. The others was one a day of 30 mins. I was stressful because 1. the teacher couldn't see the pupils so when our child became upset she couldn't tell. When my child started drawing on the online white board the teacher just took off the ability and said don't do it. No support for her background. There was also sometimes random children online with the teacher and no time to get to know anyone. As a possible PDA child having a connection with some one is very important. We stopped it and were waiting for Alternative Provision. We thought it wouldn't be too difficult as the school had already sounded out some sites when it was in their remit. We never got anything so she has not had any schooling from the authority since exclusion.

The lengths we had to get for us and the school to get help. She has never really been settled in school and as school got more prescriptive, teacher led, more worksheets etc, her difficulties have become worse and worse. The school tried but at first it was treated as a behaviour problem. It was only later we came to realise more was involved. The SENCO said they had to try every avenue before they could do an EHCP as to get an EHCP was so hard to do. Our child is an adopted child. Her mother was living on the streets, taking drugs and alcohol. It isn't surprising she has difficulties. I don't see why this wasn't flagged and raised as a big thing she needs help with.

Outreach support for the school - she had various people look at her and look at ways to patch over what she is like - no one saying enough of this she needs something different and onto diagnoses. This reliance on schools having to bend over backwards before a real assessment is done is bad.

Lack of holistic support - the educational part of LA seems to have no link to the post adoption agency. Thank goodness for the latter as they helped get a therapy review, OT treatments and some answers for us in oppose to CAMHS where we have only just seen their OT for review. The company used by the PAST was on the educational list so the information couldn't be used as much as the couple f hours with their EP.

Not filling all the report areas for the EHCP - it called for feedback from various parties like the doctor etc. I wasn't aware a doctor and other people could of been of help or I would have visited them. Because the request for feedback from the LA was not followed up, they left it requesting information in the EHCP.

The use of the PRU - awful experience. We didn't know what to expect apart from some one saying they give each child a toolkit for coping in mainstream. The first few weeks she saw violence, breaking of windows, being locked in the "chill room" which has nothing in it. She learnt a lot of swearing. My child is scarred from it. The only thing that came out that is in a very small environment my child could start to learn. Awful way to learn it.

I have a question about if we have ended up with a suitable school or not- when it went to panel it was suggested SEMH - ie. treat her behaviour rather than needs. If we had a diagnoses instead of conjecture we may have better chosen her school.

Impact on Child

Emotional stress - over several years. From being at school and her needs not met or when she was on a very limited time table, to wait until the hour to go in comes and then for me to pick her up and deal with her stress before and afterwards.

We left her in year 2 instead of moving to year 3 with her friends with agreement from the school. The idea was she had had a very rough year 2 and this would help catch up on learning. Of course this didn't address her main needs, She was a summer baby but it hurt her to not be with her friends. If we had been able to put her down for a diagnoses, push for support in year 1 and get an EHCP, we might have avoided some of the stress.

School refusal - in the end the school were bending over backwards just supporting her SEMH needs out of class in the SENCO room with little learning done while waiting for the EHCP. Still it was too much for my child and she was excluded.

Anxiety - being in school, trying to get into school, wanting to be in school, not understanding what is "wrong" with her.

Loss of education - the last time she was in full time was year 1 when she was called "a bit of a pickle" (she is in year 4 now). Learning has been an adverse effect in school so her writing and maths is well below her year. Her reading is very good not from school but computer games. I am finding out dribs and drabs like she may have hypomobility (hence writing difficult), she may have dyscalculia but not know for sure. She is repelled by learning some subjects which may be her personality but also adverse to e.g. worksheets which trigger her.

Isolation - it started off with having some one keep an eye on her at playtime to having a 1:1 with her, to having separate playtime with 2 specific friends to no play time with others in the 1 hour in school.

She needs help to process what happened to her. The PRU in particular still haunts her. The fact that at the near the end of Year 2 mother was called into school to help. Her child as in the SENCO room very upset and had cut her hair with the adult scissors in the drawer. She has since spent over a year with very short hair with not a very nice hairstyle being called a boy a lot which has affected her self-esteem. She has been more aggressive and unsettled since all the experiences she has had. Her last day in school she for some reason had been allowed into class, became upset with some one, poured water over their work and paint over her own head.

Loss of friends and ways of making new - she has few from what had been in her first year 2.

Exacerbates her possible diagnosis. She may have FASD, ADHD and PDA. She has broken trusts with various adults who have tried to help and left. A connection with some one is very important for feeling safe. She loves role playing but is not being able to be part of a playground which reduces her chances to stretch it. She needs physical exercise (she is over weight) and doing PE at a school for instance and running around a playground would help towards it. Her mental health - this long process of realising her previous school wasn't able to cope with her needs is sad for her. She liked the teachers and some of the children. She had a long time waiting to here if she could go to a new school, where it was, what the uniform was like etc. It wasn't until mid August we found out for sure.

Impact on Family

Loss of income - mother gave up work to manage her and progress support.

Stress and mental health - parents have attended parenting counselling via the PAST. We are upset form the experiences she has had and the affects on her.

Impact on siblings - her older brother has the stress of seeing her with us and also mother spending time trying to sort out EHCPs and other things. He gets rude words called at him and sometimes hit as he is a trigger if she is feeling stressed.

Desired Change

Keep to the timescales. By the time an EHCP has been requested we have all been through a lot of stress already. The process is arduous for us to raise so we wouldn't do it "for fun".

Support schools to realise if they can or can not support a child earlier and make it easier to get an EHCP.

More holistic approach - including PAST if involved, CAMHS, doctor, paediatrician, OT etc. Don't leave it all to the parents to try and do it.

Reassess the usefulness of PRUs.

It is good we don't have to wait for a diagnosis but it would help target the help needed better.

Consider fast-track for looked-after, formerly looked after, adopted, fostered etc children because they are going to need help.

Change classes to 15 - 20 children or always have a TA to support the teacher.

Remove the need to keep bringing curriculum to lower years which adds stress to teachers and pupils.

Give more time for fun subjects at school instead of such a focus on curriculum.

Give less work on teachers so they can relax more and enjoy their time with the pupils. .

Keyword Flags

mental health, delays, communication, exclusion

ID: 68WxvyO LA: Portsmouth Submitted: 15/09/2025 21:41
Types of Misconduct (self-reported)
Delays, misleading information, failure to engage with parents within legal timeframe to prevent need for tribunal, withholding of evidence, failure to respond to communication
Experience
Deadlines missed, refused to meet with parents before annual transfer deadline despite clear request. Named mainstream school due to parental preference specialist school 'not responding to requests for information' (they had responded but was missed by case worker). Did not include key points from EP in EHCP as evidence - specifically the points which differentiated need for specialist school over mainstream such as small class size and specialist teaching requirements. Delayed communication and engagement with parents and advocate, stating that LA believed that they had identified an appropriate mainstream school whilst also engaging in the application process for specialist school and were 'just waiting for costings before confirming decision'. Changed decision to specialist provision 2 weeks after received tribunal paperwork. Delays to tribunal paperwork process. Missed judicial deadlines post tribunal outcome.
Impact on Child
Anxiety about school placement, missed therapy opportunities due to money spent on legal fees, no school transition support
Impact on Family
Loss of income, significant stress and mental health impact.
Desired Change
Increased resource and oversight to manage the processes properly for all children without the parents with the resources to do so having to resort to tribunal, and the children of parents without the resources to go to tribunal continuing to be failed.
Keyword Flags
mental health, delays, failure, refused, communication, no school

ID: jaJxWr9 LA: Surrey Submitted: 15/09/2025 21:41
Types of Misconduct (self-reported)
I spent 3 months fighting for my daughters secondary school place, every time I reached out to my case officer at surrey county council they ignore me, even when I called and I was supposed to have a response. They also couldn't make their mind up what the provision should be stated as to meet my child's needs and nor did they help me with what school would be the right one for her. They placed her in a school that I neither put on my list or wanted and I spent months and a lot of money to fight surrey county council to change their minds and ultimately ended up taking them to tribunal to fight for a place at a Cullum centre that had only 2 places instead of 4 due to surreys stupid decision to give the places away to other year groups in previous years when their own research showed that the need for places was going to reach its peak now.
Experience
See above, just generally let down by scc of lack of info, non response, emails finally sent my their head of Sen with the wrong gender written in the email (clear cut and paste job) and not answering my questions
Impact on Child
We had to lie to my daughter that she didn't have a school place until may when we should have been able to tell her in Feb if scc had made the right decision in the first place and would have saved them money in tribunal costs. She was stressed for months when didn't know where she was going
Impact on Family
The stress of dealing with the council and its incompetence was huge, I work full time but had to have time off to deal with the mountain of work scc left me with to fight for my daughter and I ended up taking time off from work for my mental health
Desired Change
That they take accountability, that they actually take notice or a parents preference - we know our child better than they do, take on case workers that actually interact with the parents rather than ignore them, run scc like a business, what they do wouldn't be stood for in the corporate world, people would be sacked and not promoted which always seems to be the case at surrey
Keyword Flags
mental health

ID: 7RaZvY6 LA: Hounslow Submitted: 15/09/2025 21:42
Types of Misconduct (self-reported)
Failure to respond to complaints and communication
Experience
Horrendous
Impact on Child
Emotional distress Regression in learning
Impact on Family
Lost of income and strained relationship and pact ok sibling
Desired Change
People to care
Keyword Flags
failure, communication, distress

ID: 2ElrDIA LA: Lincolnshire Submitted: 15/09/2025 22:17
Types of Misconduct (self-reported)
Failed to commission an educational psychologist during assessment for ehcp. Used a specialist teacher and claimed that this is ok because an educational psychologist will be sat on the 16 week decision making panel, stage 1 and 2 complaints both state they are not in the wrong. Made false consultation letters and responses. Refused to provide information on my child's records.
Experience
Council finalised an ehcp plan with educational psychologist, ot assessment or salt. Stage 1, stage 2 complaints responses are completely unlawful and they do not think they're in the wrong
Impact on Child
It has caused us so much stress. My daughter is really struggling in a school that can't meet her needs and punish her missed social cues. It has also cost us lots of money to involve send advocates and the costs of tribunals/appeals letter writing from advocate stating Sen laws.
Impact on Family
Caused stress, struggling mentally with work and home life balance. Affected my mental health, which has caused my body to have stress response.
Desired Change
Compassion, Sen laws followed. A right to have a full educational psychologist assessment in person for every child
Keyword Flags
mental health, refused

ID: 1ANMke1 LA: Luton Submitted: 16/09/2025 00:35
Types of Misconduct (self-reported)
Denying SEND, placing barriers to support, parent blame, unlawful restraint in school on child, heavy hardiness from attendance officer and no understanding of SEND, malicious SS referrals and consistent calling of MASH referrals when SS stated SEND intervention necessary, coercing me to home educate, telling me there isn't a point in seeking ASC assessment as the wait is too long, delaying provision as listed in EHCP, misrepresentation and withholding of evidence, placing family in danger by involving an abusive ex partner, causing trauma to my child and myself for failing to understand her needs and support us both, threatening me with prosecution and reading me my rights before any caution and leading me to believe that on the conclusion of an appeal for refusal to assess I would be prosecuted for non attendance when my children had SEND.
Experience
It's been devastating. Not being believed and being persecuted for your children's SEND is the most unbelievable betrayal of services meant to support and assist. The years of missed education, the impact and harm of being misunderstood and blamed for so long on top of the impact of missed education, school trauma and unmet needs for the children has a lasting impact. My children are no adolescents and only just receiving the support they need albeit sparse and not sufficient enough still. They began seriously struggling with school attendance 5 years ago. I visited today a animal farm provision with my 12 year old daughter and soon realised that had she been able to access such a provision 4 or 5 years ago it may have made all the difference. Maybe it still can but all I am left with these days is uncertainty. Lack of help from the LA in finding provisions, delays in funding, me having to fund all the transport and being out of pocket each month for necessities because of the huge costs in transporting my EOTAS child to provisions, provisions breaking down as thorough assessments were not carried out during the EHCNA and only carried out after appealing the finalised EHCP, resulting in more trauma for my child. A sibling also on a package accessed from home as not able to attend school yet still on roll, has waited for extra tuition for which the school has funding since May and even after the annual review in July we still do not have an amended EHCP which tells us what to expect for this academic year. Nobody gets back to me. I am managing two children's education from home as an unpaid LSA. After 5 years, I have battled for this?!
Impact on Child
My youngest who is female has had the worst outcomes. Her mental health has suffered, she couldn't do anything she used to enjoy for a long time after being so misunderstood by staff in school and experiencing autistic shutdown and burnout. She lost years. Still losing them. My son has fared better as he seemed to go through the EHCP process a lot quicker with his needs recognised earlier and then supported. Still it took an appeal and a lot of pushing and hardwork from myself. He was fortunate enough to find a good team of professionals to support him when in high school. My youngest couldn't even attend the high school. By that time she was far too damaged and thus didn't have the support of a team of understanding professionals at a time so crucial for her.
Impact on Family

It's been massively stressful for us all. The impact on my health has been overwhelming in itself. I have been hospitalised many times and diagnosed with chronic painful condition. My whole time is spent caring for my children and doing the paperwork and advocating that has been so necessary in securing something for them to help them heal and thrive. We are isolated and often struggling as I meet the costs that the LA refuse to meet so my youngest can access provision and am an exhausted parent assisting them with the provision that's in place and sometimes it will clash and I have to try and meet the needs of two children at once in two different places which is impossible. They both need LSA/mentors to fulfill this role as I am not sure how much longer I can keep managing the provision of 2 packages for 2 children with SEND sustainably.

Desired Change

For it not to take so long for children to receive the appropriate support when they first start to struggle. For those struggles not to be dismissed as a parenting issue. For parents and children to be believed instead of side-tracked and advised to carry out interventions that are not helpful and even harmful like forcing a child into school and making time at home uncomfortable. Better training and understanding from school staff and LA on SEND and using relational practice instead of behavioural. Accountability for those professionals and the LA when they get it wrong and harm families and children.

Keyword Flags

mental health, delays, isolated, trauma, misrepresentation, exhausted

ID: 449oBV5 LA: Portsmouth Submitted: 16/09/2025 06:23
Types of Misconduct (self-reported)
Delays - 46 weeks to finalise an EHCP which named no school Failure to engage - son's Tribunal was adjourned last week because the LA had not engaged in the working document or presented any plan for him Misrepresentation - the LA informed us that EOTAS had been agreed. They then reversed this decision without consulting with us. They proposed, on the last day of term (22 July; his EHCP was finalised 12 March and nothing named all that time) a placement at a multi campus school. This school had previously said unable to meet needs. The LA refused to provide a written plan, refused to comply with requests for written evidence of the consultation until compelled by Tribunal. The LA misled us as to which campuses were being considered. The LA also failed to comply properly with a SAR necessitated by their refusal to provide a named campus. The LA also failed to comply with a FOIA request.
Experience
Our son has been without appropriate education for months. The emotional toll that the LAs behaviour has taken on us as parents has been significant. The stress of their unreasonable behaviour regularly makes me physically ill.
Impact on Child
Loss of education and social isolation. Confusion due to the LA backtracking on agreed plans which we communicate with our son.
Impact on Family
Loss of income, deteriorating physical health, anxiety, absolute loss of trust in the system
Desired Change
LAs need to be held accountable for their unlawful decision making
Keyword Flags
delays, failure, refused, trust, misrepresentation, no school

ID: VLbM4R6 LA: Surrey Submitted: 16/09/2025 07:35
Types of Misconduct (self-reported)
Delay, failure to respond to communication, ignoring professional reports (both NHS and private)
Experience
It was clear my child had difficulties at school from Year 1. Surrey were aware, the school were aware. My child was unable to engage in the classroom setting but we didn't know why. It was 3 years later that he finally had a team of NHS experts who discovered my child had a significant language disorder and ASD. The language disorder affects both his receptive and expressive language. During those 3 years, my child made very little academic progress and their mental health declined. School were so concerned about his behaviour they created an isolation room for him. In hindsight, this was a terrible mistake. Surrey continued to be aware of the segregation but insisted the school could meet needs. Despite a cost map of how much my child was costing Surrey remaining in mainstream (specialists coming into the school, senior leadership team having to intervene multiple times) and attendance was only attending two or three half days a week and with multiple reports both NHS and private, Surrey's panel met but declined to change the school provision to specialist. They said his needs could still be met in mainstream.
Impact on Child
My child has long term school trauma from Surrey's negligence to change his provision to specialist. I saw my child's mental health decline significantly. At 9 years old, he told me he wanted to kill himself - and this was simply due to being in the wrong setting for far too long.
Impact on Family
Both our jobs were impacted. I was had to change my working life to remain at home to be 'on call' for my child. It had a significant impact on my mental health. My child's sibling is still traumatised too and is now under the care of CAHMs.
Desired Change
Transparency in panel proceedings (how decisions are made and who makes these decisions), accountability when legal deadlines and obligations are ignored.
Keyword Flags
mental health, failure, communication, ignored, trauma, mistake

ID: WOKpD5a LA: East Sussex Submitted: 16/09/2025 09:56
Types of Misconduct (self-reported)
Delays at every stage. Labelled my child as PMLD so they could try and force her into a state maintained school which was clearly not suitable. ESCC were barred from the tribunal hearing due to their behaviour but the judge then allowed them to attend. Their barrister was incredibly offensive and aggressive. Their only focus being on money not the needs of my child. Absolutely misrepresented the state run school and their facilities as well as their ability to meet my child's needs which they clearly could not. Withheld the true costings of the placement at the state maintained school to make it appear a much more affordable option. Bullying therapists that attended the tribunal to give evidence for telling the truth.
Experience
Our child's cognitive ability and their support needs meant that their specialist school could no longer meet their needs. We quickly found a placement suitable which could meet their needs which was an independent school. The LA delayed and delayed the process. We appealed their decision to try and place our child at an unsuitable state maintained school. It took 2 years for the tribunal to be heard. In that time I had to give up work, attend school with my child as the school could not meet their needs otherwise. We had to find representation for the tribunal which ultimately cost us over £10k in fees and private reports. The tribunal was awful, the barrister was rude, obnoxious and focused only on money. The judge ruled in our favour. However the LA then chose to appeal that decision, causing us extreme stress. They later conceded. They then withheld the funding for the placement for 2 months. My child is now at the age they will move from primary to secondary and the LA are again trying to move them to a state maintained school not suitable.
Impact on Child
Not having the correct setting for two years has had a massive effect on our child. They have missed years of specialist interventions, therapies and development. In the last 18 months at the suitable school they have made incredible progress and it is clear she has missed out on so much due to their poor systems.
Impact on Family
Having to give up work to attend school with my child was horrendous in terms of finances and stress. Having the huge financial costs of the tribunal have meant our children have missed out on so much.
Desired Change
For the children's needs to be the centre of decisions, not money. Forcing children with the most complex medical needs into an unsuitable educational is abhorrent. To have the right level of support and education is a basic right and not one that should be fought for.

Keyword Flags

delays, barred

ID: GxqBq2o LA: Northumberland Submitted: 16/09/2025 10:02
Types of Misconduct (self-reported)
As a parent it was down to me to access dyslexia assessment for my child via Dyslexia North East. Then, with this assessment I needed to assertively communicate their needs with the school and ensure they had access to the exam board further test to establish right for extra time. There was no alternative education scheme in Northumberland accessible to my child with school distress and dyslexia.
Experience
After years of trying to support my child to attend school, I made the difficult decision to take them out of school on elective home education because there was no alternative provision. I enrolled her into an elective home education course at East Durham College, and drove her on a 100mile round trip once a week for her to access math's and English GCSE teaching. After GCSEs as a family we left England to live in Northern Ireland because the educational laws are different and my daughter was allowed to leave education at 16 and gain employment, which would not be allowed in England.
Impact on Child
My daughter suffered emotionally and physically through her school years. She would at times vomit terribly in the morning. She would phone me from school in distress and I would need to support her to return to school. She described her classroom experience as 'too stressed to learn'. She was in bottom classes and on a reduced timetable. Her sense of self perception as generated by this was low. After leaving school she did her Health and Social Care BTEC TECH and was awarded merit, in the exam component she scored 88%. She failed her Math's and English. This shows the variable profile dyslexic individuals can have. In Northern Ireland, at 17, she passed her driving test, found work in her dream vocation of dog grooming with support of vocational training which encompassed 12 half days of training over two months. She will be qualified next week and is living her independent self fulfilling life. By giving her the conditions in life she needed to thrive, she took all the opportunity available and applied herself. She managed all of the logistics and interpersonal communication required. She is a beautiful communicator, caring conscientious and able. It is beyond sad to reflect on how ill fitting school was and the lack of opportunities for alternative pathways where young people can thrive, focus on their passions, and demonstrate their strengths.
Impact on Family
The biggest impact was needing to leave England to live in Northern Ireland to avoid being in the poorly fitting system for another two years. This was costly and means we are away from other family, but it was the best decision to make.
Desired Change

Laws to change for 16 to 18 year old, so they can pursue work as adults and not be infantilised, kept in a system that doesn't allow them to express their strengths and ability to be responsible, independent young adults.

Smaller education environments.

More elective education college provision as is provided by East Durham College and an example of good practice, rolled out in all localities.

Alternative education streams.

Keyword Flags

communication, distress

ID: BzjbRP1 LA: Dorset Submitted: 16/09/2025 10:52
Types of Misconduct (self-reported)
Threatened with fines, put on child protection plan and told if I don't get him to school they could remove him from my care. Gaslighting and with holding information, parent blaming. Not adhering to court orders and time-frames
Experience
My son at the age of 8 years old (primary school) was left with no suitable educational placement, school base refusal and parent blaming (no diagnosis at this point) he was left with nothing at home out of education off rolled. Offered 2hrs a week of a tutoring. Then he was put in a pupil referral unit and we were put on child protection plan (I then did a parental EHCP request) social services said I wouldn't get one that my parenting was at question. He was given a plan within the 20 weeks timeframe. He then was moved to alternative education (animal based) when COVID hit the placement broke down and he was left with nothing. My son was under camhs this whole time 4 years I was told he had attachment disorder I I had to go on a parent course. That was the only help offered. I spent over £2,000 in private assessments and camhs discharged my son from their service. I started to learn sen law and self educate myself to fight back. My son got a diagnosis of autism and ADHD and PDA. I went to tribunal to get my son a specialist school as I was told there was no schools in Dorset that could meet needs as he was too complex. I won the hearing and LA were ordered to find a residential school but they failed to follow the order, I then had to go to higher court JRP to get a school placement for him. This was a 8 year battle my son is now 16 and has only been in a school for 18months in the last 8 years. When I did a subject access request for the tribunal I found the school had covered up or withheld information from me in year 2 of primary school the teacher wrote a report statement saying she felt my son was showing signs of autism. Location DORSET, Dorchester.
Impact on Child
My son has lost his childhood, he wasn't invited to birthday partys pushed out by peers and society, he had lost all hope and the impact on his mental health and trauma caused by the "professionals" is shameful and long lasting. He struggled with ongoing anxiety, school refusal, lost of education, isolation and he is still navigating through what should have been some of the best years of his life.
Impact on Family
This has stopped me from working, having meaningful relationships as my energy and is taken up from fighting for my son's rights and his ongoing care and needs, I had spent the last 13 years relying on benefits which is a struggle. The impact on myself as his sole carer as caused anxiety and exhaustion. My youngest son (9) has been impacted greatly as my oldest son's needs are greater and this causes a difficult situation, my youngest son has learned how to mange as he doesn't have a choice.

The impact is ongoing as my son's mental health has declined and he's been referred to CAMHs and his current placement is in question currently. I am in contact with the local authority to determine what the next steps are for my son's future as you can see the fight doesn't stop once you have a school placement.

Desired Change

Parents need to be listened to! We know our children best we live it everyday, the SEN department should be ran by those who have lived experience not just text book experience. Early intervention regardless of diagnosis of the needs are there then act accordingly. My understanding is a EHCP is education, health and care this means all these areas are vital, non of this agencys work together. Education won't pay social services won't pay they fight over which pot of money pays for what. The child is not at the center of any of the decisions.

Mainstream schools need to be inclusive, how?

It should be standard practice that all schools have visuals everywhere this will not only help children with autism but any child with communication needs such as dyslexia All classrooms should have access to water and toilets anytime this would encourage children to be independent and it's a basic human right. More hands on learning experience, more time outside the classroom which helps regulate any child, sitting for 6 hours a day is too much. Sensory breaks and often for the whole class. Changes like this are small but easy changes that make a big difference. Screening is very important for early support. All schools should have trained staff in special educational needs and mental health training. A therapeutic learning environment would benefit all children.

A school that focuses on strengths of an individual child rather than pushing them at things they can't do or struggling with. Educational should be fun and somewhere children love to be and foster their love of learning. Too many children are depressed by a system that only works for a few.

Keyword Flags

mental health, communication, trauma, gaslighting

ID: jaJ0594 LA: Buckinghamshire Submitted: 16/09/2025 12:26	
Types of Misconduct (self-reported)	
Refusal to assess. Conceded on the morning of tribunal. EHCP issued. Missing reports, provisions and needs. Unenforceable wording and inadequate funding. Tribunal appeal for B&F. SAR revealed maladministration. Stage 1 partially upheld. Tribunal content and further assessments resulted in diagnostics and upheld appeal. Not complied with it lawfully. Stage 2 complaint refused.	
Experience	
Refusal to assess. Conceded. EHCP issued. Missing reports, (provisions and needs). Unenforceable wording and inadequate funding. 2nd Tribunal appeal for B&F. Stage 1 complaint. Upheld. Tribunal appeal upheld. Not complied lawfully. Stage 2 complaint refused. Child experiencing EBSA. So punitive threats.	
Impact on Child	
Trauma. Emotional stress. Self esteem. Delays to learning. List goes on.	
Impact on Family	
Too many to list.	
Desired Change	
Accountability and fines issued. Loopholes closed where they try to avoid accountability. Get it right 1st time.	
Keyword Flags	
delays, refused, trauma	

ID: jaJ0851 LA: Derbyshire Submitted: 16/09/2025 13:13
Types of Misconduct (self-reported)
Misleading information. Refusal to engage. Threats of legal action to silence our complaints. Withholding of evidence. Refusal to consider our evidence. Statements that they will *not be providing support.
Experience
Local authority cited a court case in support of their refusal to fulfill service and uphold a complaint. Refused to supply case reference. When asked for the case reference and an explanation, replied threatening court action against me/us to silence us if we continued to complain. LA also sent misleading information (lies) to law enforcement, leading to law enforcement also threatening to take legal action against us and charge us.
Impact on Child
Emotional distress, no faith in LA or law enforcement. Regression in mental health. They are very aware that neither LA nor law enforcement can be trusted.
Impact on Family
Stress, negative impact on mental health.
Desired Change
local authorities to be held accountable for everything they say and do. LAs forbidden from using legal system to harass and/or silence anyone who challenges their errors and mistakes.
Keyword Flags
mental health, refused, distress

Types of Misconduct (self-reported)

Deliberate forgery and fabrication of evidence (which I can prove)

Failure to follow all laws including an absolute and complete and disregard for all Human Rights laws. ESCC proudly boast that children have no Article 6 rights when being punished with school exclusion. The Tom Hood School case in 2009. That is not what the case actually says, but it is what barristers say is the law and so the court does what the barrister says the law is. So children have no Article 6 (civil limb) rights and the practical reality and fact is that both the courts and ESCC do not recognise nor comply with any children's rights whether in the HRA or the rights in the Education Act 2002 s.51A. See <https://www.localgovernmentlawyer.co.uk/child-protection/309-children-protection-features/1323-permanently-excluded-pupil-does-not-have-echr-right-to-fair-trial-court-of-appeal>

Withholding of evidence and fabrication of evidence used to impose an illegal child protection plan.

False allegation which a headteacher and ESCC's (then) ESBAS officer concocted and alleged that it constituted a 'risk of significant harm' of "emotional abuse" against parents. On that basis a child protection plan was imposed (without any compliance with due process law) and family forced to endure the full extent of abusive and harmful powers against parents and children for the 3 month pendency of an unlawful child protection plan. Notably the 'plan' did not include any measures to 'protect' children from the purported 'risk of significant harm' of the (non-existence) of the 'emotional harm'. The plan was used to intrude and invade on the children's right to private family life to oppress and dupe the parents into compliance. The primary and real purpose of the child protection plan was to enforce ESCC's illegal off-rolling school exclusion decision against an innocent 7 year old child.

Fabricated false allegations against an innocent 7 year old child which were not disclosed to the parents and not investigated nor substantiated. Failure to admit at an early stage that they made a mistake. Failure to remedy their mistake at an early stage to avoid further harm and instead engaged in cover-up and compound their earlier mistake to scapegoat and innocent child in order to save the 'blushes' of so-called 'professionals' who had state powers to be 'right' even when they knew they were wrong.

False and perjurious statements to the courts and others (which can be proved as such)

The list of ESCC's Children's Services criminality and illegality is so long that it is impossible to adumbrate here in this survey.

Experience

Disability discrimination. See Cerebra.org.uk research by Prof. Luke Clements "Institutionalised Parent Blame" where LA's systemically abuse their draconian child protection powers to oppress and harm children and families with SEN children. It is on on Tribunal official records where ESCC admit that they do not have an SEN assessment procedure for SEN/disabled children. ESCC assess through their child protection processes where parents are 'blamed' as parents whose children are in need of 'protection' rather than assessed as children with a disability for whom parents have requested SEN support.

Illegal off-rolling. Illegal off-rolling is systemic in ESCC. Illegal off-rolling is the means by which ESCC avoid and conceal the truth of ESCC's real school exclusion statistics. ESCC's ESBAS (school attendance and behaviour department) proactively advise schools on how to illegally off-roll children (and thereby dupe and manipulate parents and to ensure that parents and children do not know of nor use any of their statutory rights to a fair hearing and due process of law).

Isolation from all society of an innocent 7 year old child on false allegations which had not been disclosed to him or his parents. Extreme and harmful punishment of a 7 year old innocent child including school exclusion. Punishment included not only school exclusion but also exclusion from his Beavers Clubs and all after school children's activities and school holiday clubs. Thus, total isolation from all his peers.

Public defamation and total defamation and destruction of the children and parents, ostracisation and stigmatisation innocent children (and parents) throughout community where they live. ESCC brutality against an innocent 7 year old constitutes child cruelty contrary to s.1 of the Children and Young Persons Act 1933

Impact on Child

1.5 years of isolation from peers and 1.5 years of loss of education for 1 child. Continued isolation, defamation, ostracisation and stigmatisation when he did return to school. 3 months loss of education for another child. Defamation, stigmatisation and ostracisation of 2 other children. Continued defamation of parents for 6 years including teaching assistant instigating a social media campaign against parent for his employer to sack him. ESCC campaign against other parent to defame her and arrange for her without notice summary exclusion from a teaching training placement in one of their secondary schools (this was vengeance retaliation for having brought judicial review proceedings against them).

The illegalities and abuse of power has been so absolute in its harm to the whole family that it endures to this day 6 years. The harm to the children especially the 7 year old child is life-long. Too extensive and distressing to adumbrate in this survey.

Impact on Family

Devastating and ongoing impact on the whole family and significant actual harm to the innocent 7 year old child.

Desired Change

I would like to see the rule of law restored as a real and functioning rule.

I would like to see the Administrative Court grant permission for parents and children to have real and effective access to the courts to present their claims on local authority's abuse of powers. I would like the courts to hold local authorities accountable for their illegalities. Presently, the Admin Court refuses permission to access the courts in 90% of claims.

I would like to see judicial corruption (which I can prove) rooted out. I would like the Bangalore Principles on judicial conduct to have real, effective and enforceable

meaning and, for the judiciary to be held to account for their breach of those principles.

I would like to see the rule of law become an actual reality rather than a theoretical and fictional notion. I would like to see the Admin Courts hold local authorities to account for their abuse of power and deter local authorities from their continued abuse of their powers. Unrestrained power leads to the tyranny of unlawfulness which is a standard feature of ESCC illegalities and abuse of power. ESCC know the practical reality is that it is unlikely that any ordinary person (with no legal representation) will ever get access to the Admin Court and be heard.

I would like to see the SEN Tribunal have power to really sanction the actual officers at local authorities to hold them personally accountable for their decisions when they misuse the Tribunal as a delaying and oppressive tactic to avoid their statutory duties to children. This is because, the local authority know even before the litigation has started, that the Tribunal will order them to comply with their statutory duty. Therefore, the children whose parents have the ability and wherewithal to go through the Tribunal will eventually secure the statutory services their child needs. Whereas children whose parents cannot navigate the Tribunal process will not receive any of the statutory services. We should not have a system where local authorities only comply with their statutory duties when a Tribunal orders them to comply. The local authority officer who is responsible for, and cause the breach of statutory duties should have some personal responsibility for their failure. Currently there is no deterrent when those LA officers hide behind the nameless (fiction legal entity) of a local authority.

Keyword Flags

failure, exclusion, fabricated, mistake, punished, retaliation

ID: vGJ07xd | LA: Surrey | Submitted: 16/09/2025 13:42

Types of Misconduct (self-reported)

Delays, extremely poor (or no) communication, gaslighting, dishonest conduct, unprofessional behavior, illegal practices, unempathetic, financially incompetent, mis-managed the whole of my son's education from year 8 to now, management scapegoat and hide behind lower grade staff, incompetent, constant ignoring professionals advice/guidance, self protecting.

Experience

My Son has had an EHCP since 2017 but unfortunately there has never been a period since then when he has not been let down and an official complaint made by myself in September 2021 resulted in a compensation payment being made to him of over £4,000. Since then no lessons have been learnt and the management of *** case and provision has not improved, in fact I would say it is worse. He has just been awarded a second amount of compensation by The Government Ombudsman and Surrey were ordered to apologise which they did by sending a letter from Liz Bone. This letter was obviously not written by Liz Bone and her signature was even typed! It just added insult to injury and reinforced what they really feel. Surrey have just provisionally agreed to 6 hours a week mentoring and 2 hours a week tutoring. After having told me they do not have to provide any provision for my son they have now decided to offer this. It is not as much as I would have hoped for but I am grabbing it with both hands - if it actually happens!

This is an extract from my complaint which went to the Government Ombudsman Complaint but Surrey have ruined *** chance of gaining any qualifications other children get the chance to complete and they simply do not care. All they care about his trying to cover up all of their mistakes and creating new systems to cheat the law and the children they should be helping.

My son was re-assessed but we have never had a final agreed version of his EHCP. That is nearly a three year wait. How can any providers work towards any outcomes when they have not been given them! This is completely unacceptable. We have changed Case Workers many times since then and the regular excuses include is 'it's on my desk', 'I will send it to you later this week' and it has never arrived. Once I was sent it as 'finalised' but I had not been asked to comment on it or agree it. When I raised this they said they would re-issue it to me as a draft form for comment.

In May 2023 a new case worker took over the case and she appeared to know what she was doing. She applied to Panel in June 2023 to extend his current provision for Autumn and Spring 23/24 which included a robust transition plan which would eventually culminate in him leaving his provision and moving to supported employment. This plan was done with my son so it included his voice. This was in June 2023 but this was then turned down by panel and they said he should continue with his current provision and move to Surrey Choices at the end of the Autumn term.

On 7th July 2023 a meeting was held to discuss the panel decision and look at how we moved forward. A plan was agreed and another meeting was to be held September to prepare for panel to agree provision for Spring 2024. An annual review was held in July also but considering he does not even have a finalised EHCP this was pretty

pointless!

We heard nothing despite trying to contact the case worker several times by email. On the 5th January she finally replied and said the panel had agreed the provision until Easter 2024 providing there was a transition plan around the exit plan. They requested a referral to Aspiring Prospects. We had provided the case worker with a clear transition plan so these comments surprised us. I asked them to qualify what had actually been agreed. The email back quoted the figure of £19,240 but that was it. It did not say exactly what it covered and had no correlation to the provision map we had agreed with the case worker.

Please not that the agreement of the provision after the term has started is not acceptable and Panel not being answerable to anyone for there untimely actions is also not acceptable.

The case worker then went sick and was never to return. Whilst I was not surprised as this has happened on numerous occasions I was frustrated as no attempt to contact me was made from Surrey about this situation.

I eventually sent this following email to a manager after I was given her details:

Hi,

Many thanks for your email.

I spoke with a gentleman on the phone last week and explained my current concerns.

1. We have now passed half term and we have still not had full confirmation of what exactly has been agreed for this term. The case worker told me to ask the providers but neither of us are sure what the case worker actually put forward to panel. We have been carrying on with the 12 hours he was awarded last term but we had asked for the provision to be amended as we are coming up to a transition stage and ** does not deal with transition well.

2. I still have no final EHCP. This dates back from before his compensation was awarded, I really feel this should have been issued by now. The Case worker has informed me several times it is on her desk but I still do not have it. How are *** providers meant work towards outcomes to show panel improvement is being made if they do not know what they are.

3. Panel wanted to do a term by term agreement which is quite obviously not working. Has anyone started on what will be agreed after Easter?

Once again *** is being let down by Surrey legally and morally. The expectations the panel are putting out that *** should be transitioning to post 18 providers is now unworkable, due once again to his case being mis-managed. I am not blaming the case workers alone for this, I believe it is the whole system. We need to look very

carefully at what happens in September this year for ***. The only option that I can see is that his transition is now extended and made very carefully and slowly with *** needs put first or you are setting him up to fail, again!

I then heard a new case worker would be taking on *** case and a meeting would be arranged. During this time providers had not been receiving payment and whilst trying to sort this discovered that there were not enough finances left on the Purchase Order to get to the end of the Spring term. Even though they had only been continuing providing the 12 hours provision *** had always received. This meant we had to end his sessions before the end of term so he was left with 3 hours of farm provision a week. But not only that, no provision had yet been agreed for the Summer term as panel had said they would only agree to a term at a time. If the Surrey panel see fit to only agree provision on a termly basis they have a responsibility that they deal with these cases in a timely fashion in time for the term to start. This has not happened once. His Summer term provision was agreed only after the term had begun due to having too many cases it got bumped forward. All this time he has sat at home doing nothing.

It was not until the 26th April that we heard that his provision had been agreed but it had been cut and they had not asked for a continuation of his farm provision. We are now half way through the term and despite my chasing we still have no agreement about this provision despite them telling me it would go to panel. He has missed out on six weeks of farm visits which has an affect on his health and wellbeing. Despite my chasing and chasing for this decision and a meeting regarding next term all my emails are being ignored. We are heading to be in the same position that no provision will be agreed by the Summer break again for the Autumn term. I believe that ### are also still waiting for a Purchase Order to be able to get paid also.

I am sure that during your investigations of this complaint you will see *** has a real issue about transitions, trust and failure. A recent email from his current case worker claims she did not know this. Please see below the email from her to me and my reply:

Hi,

Thanks for your email, ah OK so I didn't realise the transition part of the transition plan was going to be tricky – I was under the impression it was my end and chasing referrals that was more the issue. I think we need to have this conversation quite soon then to have a chance to get something in place, as I am very aware that we have no guarantee that we would get approval from panel for any further support from ###. (I can't comment or guess on future panel decisions as it is based on the evidence provided at the time, but the discussion this time was around wanting to know that he is making progress and moving forward and they were keen for *** to have some next steps solidified.)

Has *** given you any indication of what he feels he'd like and would be able to engage with? Essentially for post-16 the options break down to:

- Alternative organisations such as Dramatize, Peer Productions, Surrey Choices etc.
- Apprenticeships
- Colleges

- 6th Form options in school/6th Form College

The best starting point really is the goals or outcomes – does *** have a view of what he'd like to do as a job? Or any strong interests that we could pursue?

What level academically are we looking at? Do you or he have any thoughts on what his aim would be to achieve academically?

Our Surrey library service has meeting rooms I can book – would that be a neutral enough face-to-face option for you and ***?

I appreciate I'm firing a lot of questions at you but it's only so I can do the ground work so if we meet I can have helpful information at my fingertips there and then!

MY REPLY

Hi,

Respectfully I think there are many issues at hand here. If you look at his file history, the numerous email and his EP report ones of *** main issues is around transition. His other main issue is the fear of failure and being failed. In the past I have gone to great pains to hammer home that any transition *** does has to be done in the right way or it will go wrong and in the past no one has ever listened. This is why we are where we are today and why he had to go back to ### after the transition to Arun Court failed as it was handled wrongly. He was so shut down ### was brought back in to try to rebuild his confidence via mentoring as this is the only thing he would access. The progress with *** has been slow but has definitely happened and he is more open to learning now.

There is also the issue around who he is referred to being the correct provision/pathway. *** has no interest in drama and since the age of 12 has never said he does. Surrey Choices also said they did not think *** was suitable for them in 2023.

*** does have an interest in photography, theme parks and cinema and would like to work in one of these areas.

I heard from COS that they had not been put forward to the last panel to continue until July. I believe I had requested this so this was disappointing as once again *** loses out.

Since this email on the 29/04/24 despite chasing several times I have heard nothing!

*** turns 18 in July this year and the support from Surrey as he approaches this milestone has been non-existent. It has in fact been detrimental to *** in several ways.

1. There has been no future planning for him and as one of his main issues is around transition, planning is key. The input from Surrey has been haphazard and disorganised and last minute. Decisions are now being made in a rush without the required appropriate leg work being done and all of the correct paperwork being ready for one panel. This is partly due to the panel only granting provision for a term at a time. This is not workable with a child like *** who struggles with transition.

2. *** has now been discharged from the Eating Disorder Clinic, not due to him being a satisfactory weight but the Adult EDC has no commissioned finding for ARFID. This

has coincided with the most recent mess up in communication and mis-management of last terms provision by a number of different Surrey departments which has left him with no provision since mid-March. This is unlawful and unfair to *** and his food intake and weight has already gone down as his provision was a main part of keeping him stable and as was mention in his EDC discharge letter IMPERITIVE to his journey to wellness.

3. There does not seem to be any thought about *** needs or his input as a young adult. His needs should be at the center of everything and I am his advocate and what I am present are are the wants and needs he has communicated to me. I understand that progression needs to be made and a transition will happen but this needs to be handled in a sensible manner and in a time sensitive way. We have provided several clear transition plans which show how *** will move towards and into some kind of work environment but we keep being asked for it again and again but are given no reasons as to why the one already provided would not work. This transition plan was first provided to the case worker last Summer which should have been plenty of time to action it but we are now 10 months down the line and being told his transition needs to happen in the next term. This is unrealistic and not possible, yet again Surrey have messed up but expect *** to pay the price.

Impact on Child

Since he was 12 and his mainstream school said they were unsuitable Surrey took Ben on their roll. He has had minimal provision and what he has had was handled badly and took months to get. Obstacles were constantly put in our way. It has meant he now has no recognisable qualifications which will make it hard for him to gain any kind of employment. He is extremely isolated and his mental health is often poor. He has a bleak view of his future and an even bleaker view of the local authority who are meant to champion and protect him.

Impact on Family

I have had to stop working in the last year after several years of struggling through. It has affected my mental health and I am on anti-depressants. We have been made to feel like bad parents and I have spent hours and days and weeks trying to get somewhere with Surrey. He also has a brother with Autism and ADD and it affected him towards the end of his school journey and he ended up school refusing and had a breakdown and attended a hospital school for a while and a left with very few qualifications. It has ruled our lives and consumes our thoughts about what will happen to our son as he goes through life.

Desired Change

I would like to see the management taking true accountability for what they have done to so many children and they should go into special measures and be investigated. All cases should be reviewed regardless of how large a job this is.

Keyword Flags

mental health, delays, slow, failure, communication, isolated, ignored, trust, gaslighting, no provision

ID: kdJOV6r | LA: Bromley | Submitted: 16/09/2025 16:09

Types of Misconduct (self-reported)

Delays. Failure to respond to communication. Failure to set up, agree or sign off provision agreed at panel for months and months leaving my child with no education

Experience

Just endless delays and avoidance trying to get appropriate accessible Sen education provision for my child despite top level professional reports and evidence.

Impact on Child

We are well into secondary school age and have had no accessible education for the last 4 years. Due to delays and fighting for provision. Our child is unable to attend school and is totally isolated.

Impact on Family

Mental and physical health severely impacted. Only one income as full time care required. Can't leave the house due to the damage done to my child's mental health

Desired Change

Accountability for inaction.

Better communication.

More efficient process to handle the workload to keep on top of EHCP actions needed in a timely fashion.

Keyword Flags

mental health, delays, failure, communication, isolated, no education

ID: vGJEMbA LA: North Yorkshire Submitted: 16/09/2025 16:28
Types of Misconduct (self-reported)
It took 2 years to get an EHCP for my child. His GCSE years came and went with no extra support. He got into college but was in the wrong classes because of his poor GCSE results. The system failed him and what's worse is Ofsted's high demands of attendance and the pressure put on schools which has left my son with permanent stress related physical disabilities.
Experience
The experience with the LA felt cold , cruel and attacking. I am just a Mum. 2 mediations and a Tribunal. I am not a lawyer yet I had to be so snd a Send expert. I had to pay hundreds of pounds for a consultant to help me. The pressure of attendance, LA papereoeek, meetings,, medical appts, along with looking after a child who was harmed and damaged by the education system broke me and my relationship.
Impact on Child
My child bearly had any education for 4 years ag Secondary school.
Impact on Family
I had to stay at home to look after my child, gave up my career, cannot contribute to my pension. The stress and affect of my own mental health meant I had to seek therapy as I felt I did not want to be here any more. My child getting physical disabilities as a result of Ofsted's pressures had an impact on their sibling too . We have been unable to go on holiday as a family for 6 years due to my child's physical disabilities. No day trips which the sibling finds hard. The whole secondary educational experience nearly broke us all. Children and families crushed by a million pressures at and age where teens have so many loads and pressures
Desired Change
Kindness, compassion, help, support, not to be treated like an enemy. Ofsted is harming and damaging children. Mental and physical disabilities, suicide attempts, self harm. Neurodivergent children are vulnerable snd when they are struggling eith physical snd mental health Ofsted puts rnen more pressure on and breaks them amd their families . Change the education system. Make it inclusive for all. Make it fun and interesting, different paths, flexibility, choices. Stop harming our chidren!
Keyword Flags
mental health

Types of Misconduct (self-reported)

Yes – I have experienced this.

Examples of misconduct include:

Unlawful Finalisation of EHCP: The Local Authority finalised my child's EHCP without completing the statutory 15-day consultation period, breaching legal requirements.

Failure to Incorporate Medical Needs: Despite receiving multiple professional reports, the LA failed to include key medical needs such as asthma, eczema, incontinence, sensory processing difficulties, and sleep issues in Section C of the EHCP.

Alteration of Professional Recommendations: The LA changed wording in Section F from professional recommendations to school-based input, which no longer reflects my child's actual needs or the specialist provision required.

Failure to Consult Schools: The LA did not consult the school they named in the EHCP, nor did they consult any of the schools I formally requested, breaching statutory consultation duties.

Delays: They missed Tribunal deadlines, including the 28 July deadline to respond to amended grounds of appeal, and failed to provide a working document by 1 September.

Misleading Information: The EHCP includes inaccurate school input, such as claims of confident speech and friendships, which contradict professional assessments confirming selective mutism and social communication difficulties.

Failure to Engage in Tribunal Proceedings: The LA ignored Tribunal directions, submitted outdated documents, and failed to provide a legally compliant working EHCP.

Aggressive Legal Tactics: They attempted to shift blame onto our family for lawful concurrent processes (Tribunal and EHCP review), and used dismissive language in meetings to undermine parental input.

Misrepresentation or Withholding of Evidence: Key reports and recommendations were omitted or altered, and the LA failed to reflect the severity of needs documented by professionals.

Harassment and Discrimination: My autistic husband was accused of harassment due to the volume of his communications, which were a direct result of the LA's repeated

failures. Restrictions were placed on him but not on me, which we believe breaches the Equality Act 2010.

Failure to Respond to Communication: Numerous emails and formal consultation requests were ignored or acknowledged without action, including those sent to the SEND team and senior officers.

My son doesn't have a case worker assigned to him.it was removed with no one added.

They never acknowledge emails.

Experience

Despite following the correct processes and providing detailed professional evidence, I encountered repeated delays, unlawful actions, and a lack of transparency from the Local Authority. The process felt adversarial rather than supportive, with key needs being ignored or downplayed, and professional advice being replaced with input that reflected what a school could offer — not what my child actually needs.

There was little to no meaningful communication, and I often had to chase responses or escalate issues just to receive basic information. At times, it felt like the system was designed to wear families down rather than help them. The emotional toll has been significant, not just on me but on my entire family, as we've had to fight for support that should have been provided as a legal right.

This experience has left me feeling disillusioned with the system and concerned for other families who may not have the time, knowledge, or energy to keep pushing back. The stress of this process is immense. It has affected my ability to sleep and function day-to-day. The emotional toll on my family is significant, and the constant worry about whether my child will receive the support they need is overwhelming. Instead of working in partnership, the system feels obstructive and adversarial, leaving families to carry the burden of accountability.

I continue to advocate because I know what my child needs — but the process has been exhausting, and the lack of transparency and fairness has made it feel like an uphill battle every step of the way.

Impact on Child

Due to the Local Authority's repeated failures to provide appropriate support and a legally compliant EHCP, my child has experienced emotional distress, anxiety, and a complete breakdown in their educational placement. They have been out of education for an extended period. This situation has had a profound effect not only on their development but also on their sense of security and stability. It is heartbreaking to witness the impact of systemic failures on a child who simply needs the right support to thrive.

Impact on Family
The ongoing fight for appropriate SEND support has caused immense stress and anxiety. I am struggling to sleep due to constant worry, and the emotional toll has affected my ability to function day-to-day. The pressure of navigating a complex and often hostile system has led to deterioration in my own mental and physical health. Family relationships have been strained, and the uncertainty has affected everyone in the household. Siblings have been impacted emotionally and practically, as our time and energy are consumed by trying to secure the support that should have been provided without resistance. The disruption has also affected our financial stability, with additional costs for private reports, advocacy, and missed work opportunities. Overall, the experience has placed a heavy burden on our family, and the lack of accountability from the Local Authority has made it even harder to cope. I have also had to take an extended break from university.
Desired Change
I would like to see a SEND system that is transparent, accountable, and genuinely centred around the needs of the child. Families should not have to fight for basic legal entitlements. EHCPs must be shaped by professional evidence, not school capacity, and Local Authorities should be held to account when they breach statutory duties. There needs to be stronger oversight, with consequences for unlawful actions and failure to consult properly. I want to see timely, respectful communication, and a process that supports rather than obstructs families. The emotional and financial toll of the current system is unacceptable. Children deserve consistent, specialist support without delay — and families deserve to be heard, not dismissed. Ultimately, the system should work with families, not against them.
Keyword Flags
delays, failure, communication, ignored, distress, inaccurate, misrepresentation, dismissive

ID: Y5JpABz LA: Suffolk Submitted: 16/09/2025 18:45
Types of Misconduct (self-reported)
Not identifying my child as multi-sensory impaired/deaf blindness for over 4 years. Never giving my child intervenor support for over 4 years when my child met the LA's own criteria form for it. Refusing a placement in a specialist unit because his too academic. No given any education for over 6 months. My child would still be out of education over a year and a half later. Except we pay fuel to get him to a school. They lie. They continue to believe they know your child best better than any private assessments that have been done even though they have not done any. Refused an Ed Psych assessment. Half the things in my child's EHCP are not being carried out when you speak to the LA they say they are hoping for a meeting this term with the school. They are an absolute disgrace.
Experience
Just to say I don't mind if he is identifiable. His is a rare condition, the most important factor is that you have an understanding of what is occurring for different disabilities. For over 3 years the LA did not recognise my son as multi-sensory impaired/deaf blindness. Even though from the moment he had his EHCP at 3 years old he had this condition. On numerous occasions I spoke to the teacher of the deaf who said his eyesight wasn't bad enough to warrant anymore support. In this time he had been to 2 local village schools the last one ended when we pulled him out as both the primary school and the LA thought it was totally acceptable for our child to be left out in the corridor all day on his own, with only support for the first hour of each day. His mental health had drastically dropped, with him not wanting to go to school, being blamed for anything that happened, constantly telling us he was a naughty boy but he didn't know why. They only accepted him as multi sensory impaired/deaf blindness when his specialist consultant stated he was an MSI child and should be getting support. For those years by their own criteria he was entitled to an intervenor, something they never gave him. They then changed the criteria when I voiced that by their own criteria he was entitled. They have changed the criteria twice in under 6 months to make it absolutely impossible unless you are profoundly deaf and are registered blind. There was no change nor is there any guidance or statutory laws. Refused to give him an education whilst out of school. He would still be out of school if left down to the LA. It's only because we are paying extortionate amounts of fuel to get him there. Reduced timetables that have gone on for over two terms by the school, of no concern to the LA. Internal and external exclusions.the an
Impact on Child

The anxiety levels he gets can be extreme at school, he panics that he might get angry and then he does. Lack of trust of adults because any time he builds a relationship it has been taken away (education only). The chances are without the support that has been assessed privately by ourselves, they seem to understand why he is frustrated, but not the LA. Always looking to misdiagnose him with ASD.
Impact on Family
The list is endless. We have lost so much money each month. I had to reduce my hours because of the time it takes to get to and from the school. The cost of paying for that fuel because LA say it's parental choice to send him there and that if we can't afford it they will remove back to the school we had taken him out of. My mental health has suffered enormously it's not something you focus on because you are constantly fighting to get your child the support they need. But the endless breaking down when you get another awful email, or just with the sheer fear of how your child's day has been, or waiting for the dreaded phone call to come and pick your child up as they have been excluded. We have two older children and it breaks me when they say we didn't want to say anything because you have enough on your plate already, I'm still their mum. I undertook a degree, at a long distance University at 38 part time for 6 years I passed with a first class degree. I'm doing my MA, the most saddest thing for me is I can't go and get a job, a job I would be passionate about, which would bring in a much needed second income, mainly because I don't know when my child will be excluded or worse permanently excluded. Plus the hospital appointments are relentless. Nevertheless IF he was correctly supported during most days and not on a part time timetable this could be feasible. Instead I work 7 hours a week, because that's all I can manage.
Desired Change
Stop Academies being run as businesses they are NOT, and should be only seen as an education for every child school not about SEND deficits if your child was to attend here. STOP giving power and authority to LAs they are incapable. It should all be done at a central location so every child gets the same support wherever they live. Name and shame individuals in LAs who break the law make them accountable for their actions. Stop this stupid government and their stupid madness about stopping EHCPs and a unit in each school. This would not work as it becomes a melting pot of so many different needs. Tell that awful educational secretary to get out in the real world and see what is actually occurring rather than making it about parents and telling children they need to get more grit! My child has more grit in his baby finger than that whole government put together.
Keyword Flags
mental health, refused, trust, afford

ID: 0QZ12bZ LA: East Sussex Submitted: 16/09/2025 19:15
Types of Misconduct (self-reported)
delays, failure is follow legal guidelines, pushing us into legal processes
Experience
Autism with Pda profile child - early nhs diagnoses - known in nursery -at now 8 out of school since mid reception ...constant battle - first to get the EHCP took til now only on draft after 3 years of pushing and two mediations and an appeal
Impact on Child
out of school after 3 years only receiving an hour a week tuition that he can't engage with
Impact on Family
Loss of ability to work, loss of earnings, intense stress , chronic illness and physical and mental health decline
Desired Change
LAs held accountable for the law and having to uphold it, changes in systems that mean the legal tests are what guide processes and practices, actual offers of provision suitable for children who can't attend school through much cheaper Eoatas packages and personal budget
Keyword Flags
mental health, delays, failure

ID: 5Bee4AZ LA: Nottinghamshire Submitted: 16/09/2025 19:41
Types of Misconduct (self-reported)
Misleading inspection bodies by both my local authority and ICB. Falsifying data and figures to make it appear that services/waiting times/targets set out as part of the improvement requirements have been met. The reality is that the culture within the icb and the Local Authority has never been more toxic and it is becoming increasingly harder to access support for our children
Experience
All 3 of my children have been failed by the system. I have had to appeal 4 times to get support as speech therapy not commissioned for selective mutism, sensory Ot not commissioned. Have had to pay privately for autism diagnosis for my twin boys, fund speech therapy, sensory Ot and educational psychologist assessments for my daughter as the health services not available and the Local Authority educational psychologist reports are so poor. Have been lied to, fobbed off and gaslit by statutory "professionals" at every stage for all 3 of my children. Told repeatedly there are no services for children who chose not to speak. Even after going through appeals support you have been awarded is removed. Services the La has agreed to fund in tribunal is not paid for on time, leading to me being invoiced or support for my daughter paused.
Impact on Child
Daughter has not spoken at all for 2 years because of 3rd placement breaking down due to support being removed. Now has diagnosis of complex PTSD. Only able to access an EOTAS package with a huge support from me
Impact on Family
I can only work part time. Have had huge amounts of sickness due to stress. Have had to ask for a flexible working agreement so that I can be at home to attend all my daughter's online sessions with her as she is so traumatised she can't do it without me. Everytime there has been a new manager, they have tried to get rid of my flexible working agreement (good old supportive NHS) which is the only thing which allows me to work. I cannot afford not to work. It has put a huge strain on my marriage and can't see it lasting very much longer.
Desired Change

I want to see them held to account for the deliberate harm they have caused.

They have been rated inadequate in their last cqc/ofsted report.

Despite this they have recently received an award #HSJPatientSafetyAwards2025 for their send improvement board for reducing inequalities and improving outcomes for children and young people.

I would like a public apology from the HSJ and for Notts county council/Nottinghamshire icb to be stripped of this award.

It is absolutely disgraceful they were even nominated for this, yet alone awarded it.

It is a prime example of the toxic culture and the refusal to take accountability for the harm done to sen families across Notts

Keyword Flags

afford

ID: BzjjZ9Q LA: West Sussex Submitted: 16/09/2025 20:31
Types of Misconduct (self-reported)
Failure to follow the law, significant delays
Experience
It has taken 2 years to obtain an EHCP for my son. I have had to fight every step of the way. The EHCNA was initially declined citing my child's needs could be met in school. The LA were well aware that my son was unable to attend school due to unmet needs and undiagnosed (at the time) Autistic burnout. It took a solicitors letter, three complaints that went to second stage and an Ombudsman investigation to get to Tribunal.
Impact on Child
He missed 2 years of secondary school (GCSE years). Extreme emotional distress from the threats of fines, social services and not being believed by professionals. The impact has been long term as 2 years later he still rarely leaves the house. The is impacting not only his education but his social and emotional skills.
Impact on Family
As a single parent the burden has solely been on me. I have had to have significant amounts of time off work due to stress. I have had to reduce my hours at work which means a loss of income. This in turn causes additional stress of ensuring I can cover my outgoings. The younger sibling has been impacted by the stress and emotional outbursts of his older siblings. He has needed therapy to help him understand what is happening and manage his emotions regarding this.
Desired Change

For parents and young to be believed. The removal of fines and court as these traumatise families that are already traumatised and struggling. For the LA to follow the law. For the LA to keep to the 20week EHCP process.

Keyword Flags
delays, failure, distress

ID: Me66x0Y | LA: Derbyshire | Submitted: 16/09/2025 22:39

Types of Misconduct (self-reported)

delays in EHCP decisions and final draft.

Data breach of medical information

failure to send evidence to tribunals

Parental Blame

Bullying of young person (witnessed by third party)

Failure to escalate safeguarding schools (child padlock and chained into area at school) which resulted in trauma. (Witnessed by LA)

Failure to reply to emails

Failure to answer complaints on lack of provision

Child out of education for significant period

Experience

Academy and College not challenged by LA resulted in no provision.

Failure to complete EHCP before transition from school to college resulting in missed education.

Informal exclusions indefinitely.

Parental Blame used a safeguarding referral to delay tribunal, despite being closed as was unfounded by children services but still used to delay tribunal.

Failure to answer emails resulting in lack of provision.

Failure to deliver ordered provision from a tribunal within 10 months. Lack of provision meant young person triggered as no one to one and was excluded indefinitely as no exclusion policies for schools.

LA failed to raise concerns when there was email evidence (from a subject access trusted) which showed despite being named on EHCP the college said to file EHCP and documented the young person will not enroll and at best would only get a visitor lanyard (illegal). No one did anything.

Child was padlocks and chained into an area, witnessed by LA yet no safeguarding referral resulted in trauma which was never addressed despite being in health reviews as essential.

Impact on Child
Isolation, trauma, suicidal thoughts and attempts, self harm. Loss of education (two years behind peers), anxiety, guilt and sadness.
Impact on Family
Loss of income as had to take time off as no school. Family stress, parental requiring counselling and medication due to stress.
Desired Change
Better communication Ensure ordered tribunal provision is put in place. Exclusion policies for post 16 (schools no more that 15 days nothing for post 16) Academies and colleges governed so they can't just kick send out when don't fit mould. LA having a say on colleges and schools as currently academies and colleges just say can't meet need. LA Is like a toothless tiger. Trauma therapy standard after period out of school to avoid anxiety.
Keyword Flags
delays, failure, communication, trauma, suicidal, no school, exclusion, no provision

ID: ODbkWNM LA: Gloucestershire Submitted: 17/09/2025 06:41
Types of Misconduct (self-reported)
Delays
Experience
Refusal to assess when child was in a tier 4 mental health facility. One agreed to assessed The statutory timescale was broken. The final EHCP was awarded 5 months after the 20 week timescale. Reason given no EP to allocate. EP told us she had been available to work so was confused as to why she hadn't been commissioned sooner. LA were evasive when asked funding questions. We were told incorrect information r.e post 16. Told EHCP would cease immediately if there was no placement that would offer what young person wanted as soon as they finished the academic year. Also told apprenticeships don't count- level 2 count. There were enough reports to support assessment without the need of EP report. We offered to use private EP. It was refused.
Impact on Child
Loss of education. Regression in mental health. Missed induction in placement. Placement not suitable.
Impact on Family
Inability to work full hours Impact on sibling, who is now elective home educated. Stress on marriage Social network narrowed
Desired Change
More transparency and honesty Caseworker knowledge to be improved More flexibility around reports required to assess.

Keyword Flags
mental health, delays, refused, no placement

ID: PdbrzJd LA: Cornwall Submitted: 17/09/2025 07:19
Types of Misconduct (self-reported)
Delays Changes in staff Confusing paperwork (ehcp) Non response to letters
Experience
I have been fighting for my children's needs to be met since they began struggling in school..which started as social and friendship issues in primary school and developed into significant barriers to education by secondary school. Both my children were declined memtal health? Neurodiversity assessments and EHCPs at first request. I was too exhausted to appeal within the timeframe so had to reapply, both times. Both xhilsren were accepted for EHCPs the second time I applied, by whoxh Both od them had had considerable time out of school. These delays and the delays within the EHCP process meant that my children and I were left without support or education for years. Once they were both receiving support and education through EOTAS I complained to the LA and them the ombudsman who upheld my complaints for both children. My eldest finally got his Autism diagnosis at 16 and his ADHD diagnosis at 18. My second child is almost 18 and had finally been assessed by CAMHS who say he is too old for them to support now, and has his neurodivergence assessment in 2 weeks . The eldest managed to pass 5 gcse through hospital school and is doing an a level online, and my youngest passed functional English and Maths through online adult education funded through their EHCPS.
Impact on Child
They have missed their vital social teenage years and have no social groups or connections other than online. We have all suffered anxiety,depression and physical and emotional exhaustion. I am a single mother who works part time and has a well paid job amd Im struggling to make ends meet. They have both got the minimal educational certificates they could manage and now they have EHCPS they are both progressing but the last 10 years has been a battle.
Impact on Family
Poor mental health. Relationship difficulties especially where family members don't believe there is an issue. Both the children and I have been gaslit by family, school and medical staff.
Desired Change

Listen to children and parents earlier.
Allow access to diagnostic pathways earlier.
Support schools to meet needs for children
Remove pressure for attendance rates on schools as this increase demand on diagnostic pathways.

Keyword Flags

mental health, delays, exhausted

ID: A749qY0 LA: Suffolk Submitted: 17/09/2025 07:57
Types of Misconduct (self-reported)
Suffolk lied about hearing back from the school that could meet my sons needs, when I contacted the school they said they had responded to LA 6 weeks before, because of LA delays we missed out on the school place and therefore my severely autistic son has been out of school for a year. They then tried to rename the school that had said couldn't meet his needs even with all the evidence we had from professionals they names his old setting, we had to go to mediation and fight for all our private reports to be added into Ehcp, even tho nhs said they don't deal with sensory issues so we had no choice but to pay private. The needs were identified and ignored by the LA where they just decided what would go into his ehcp without knowing my son or listening to professionals reports.
Experience
It's been horrendous, we have had to fight for everything, my son is still without a school place, we are working parents and have been given no support from the local authority and have our disabled son at home and having to juggle everything. He deserves to be a in a school that can meet his needs, but we have been left with nothing for a year now. The LA have lied constantly to us, gaslighted is at every opportunity, purposely miss information out, don't answer any questions we ask without twisting it. It's impacted our family so much, we are continually having to fight for the bare minimum support
Impact on Child
Loss of education, loss of socialising with other children, not been in school for a year now and our tribunal date isn't until sept 2026 which means he will have missed year 1, year 2 and potentially year 3. This is a profoundly autistic 6 year old boy, who has been completely let down in by Suffolk local authority
Impact on Family
It's had a massive impact on our family, my marriage is a under intense strain as we are both trying to do our jobs and have our son at home full time. I (mother) have had to reduce my hours at work significantly to look after my son as he needs full time care, so massive loss of earnings. My other child's mental health has been impacted because our son needs so much of our time and we are completely burnt out
Desired Change
More school places for children with additional needs, support rather than being lied to constantly and having to always fight for the bare minimum, the way the local authority treats they most vulnerable in society is horrendous
Keyword Flags
mental health, delays, ignored

ID: VLbqEjj LA: Suffolk Submitted: 17/09/2025 12:25
Types of Misconduct (self-reported)
Failure to respond to communication on almost every single occupancy. Delays and misinformation on numerous occasions.
Experience
We gained an EHCP days before we were due to start primary school which meant that very little support was in place before we began. When we received a diagnosis of ASD alongside the existing GDD we held an early annual review in order to request specialist provision. Our key worker from the LA was present at the meeting and we all agreed that we should seek a placement. This was in November, after the review meeting the paperwork was submitted and we were told it would be sent out to consultation with the provider we named, the LA said they would be in touch with an outcome as the provision had 15 days to respond. By the 3 week point we'd still heard nothing. I called and called and emailed and emailed the LA. Our SENCO also called and emailed many times. It wasn't until I copied in the unit managers that I got a response which said there was a delay due to Christmas. At the beginning of January I repeated this whole process, again I had no response from the LA so I contacted the provision directly. They confirmed they had not received the consultation pack. I went back to the LA and after me and the SENCO repeatedly contacting them for almost 2 weeks we were told that that pack had been sent and should with the provision. I contacted them daily for a week but they didn't receive the consultation pack. Our SENCO and us went back to contacting the LA several times a day and eventually they admitted the consultation pack hadn't been sent. Apparently there was an error in the admissions team that meant the email wasn't sent. It took a further week before the pack was actually sent out and received by the specialist provision. By this point we were in mid February. 3 months it took them to first, admit they hadn't sent the pack and then to actually send that to the provider. By this point all the places had been allocated and we were refused a place as we "wouldn't fit with the cohort" We were then pressured into sending out consultations to other provisions who we did not feel would meet our needs. We were also told to look at independent provisions and consultation packs would be sent out. By the time we got any answers, which only happened because of chasing the LA, the placements were already full or we wouldn't fit the group. By this time we were on the summer term and made the difficult decision to stay on mainstream school until Key Stage 2, Year 3.
Impact on Child
We've had a huge period of unsettled behaviour, we didn't know what was happening, whether we were staying at mainstream or moving to a provision. We were prepared for a move that never happened, it has taken an equally long period of time to readjust to staying in mainstream. We have had refusals to attend, every single day is a battle not just to get to school but when we get home from school. We have meltdowns from being overwhelmed, emotional distress and isolation. We are shouted at, screamed at, told we're hated, we're hit and punched, slapped and bitten. There is little learning that takes place in school and even less at home due to meltdowns.
Impact on Family
We've had to give up work to try and manage behaviours. Our relationship is so stressful, the thing we disagree on most is the lack of support and how much this adds to stress. We're physically and emotionally burnt out but we have to fight tooth and nail for our child against the very system that supposed to help them and us. We have

become isolated, all we can focus on is getting the right place for our child's future and that is so misunderstood. We're not complaining we just don't want any child's life to be written off before it's begun.

Desired Change

Stop demonizing parents, the LAs need to be honest about what's achievable and stop lying to hide their incompetence.

Keyword Flags

delays, failure, refused, communication, isolated, distress, pressured, error, no response

ID: Y5JeREq LA: Kirklees Submitted: 17/09/2025 12:43
Types of Misconduct (self-reported)
All of the above.
Experience
I have 2 SEND children. For both we have experienced: Denial of their needs in school Refusal by multiple s hoops to accept/meet need, EVEN WITH EHCPs in place for both kids. Failure to provide OT/Sensory OT/EdPsych, even a laptop for a child with dysgraphia - despite all this being stated in section F of each child's EHCP. Failure to recognise formal diagnoses the school/LA did not agree with. Highly-aggressive and unlawful tactics by school head to try to force us to off-roll. One child missed 50% of school on a part time timetable for 2 year because they could no longer cope. Other child missed a full year of school following mental health breakdown - LA and school did nothing whatsoever so had to find our own provision then fight for it via Tribunal. Delays to assessment/diagnosis (refusal to do initial assessments, missed diagnosis) Forced to Tribunal twice - first time LA conceded and agreed to assess, second time LA took us all the way to Tribunal to get the additional supporting therapies our child needed & is entitled to: LA presented no evidence at all through the whole process, but still paid to put a barrister up against us. Whole process took 13+ months; actual tribunal hearing lasted less than 1 hour and the LA lost the case. LA then took nearly 6 months to comply with tribunal order and we still had to source our own providers because LA said they could not. Failure to respond/communicate in a timely or lawful manner at any point during last 8 years. Have had to explore Judicial Review against my LA twice - both times the LA found a loophole/way to stop a JR happening. I currently have 2 live complaints with the LGSO, both for failure to adhere to basic process (eg. EHCPAnnualReviews) in a timely and lawful way. Took me 4 years to get a face to face meeting with the Children's Service Director to discuss the above. My family has spent over £20k on legal representation, advocacy and private report that our LA refused to do.
Impact on Child
Both children have experienced serious and long-term mental health breakdown
Impact on Family

I had to quit paid work to become a full time carer.
Family Holidays have not been able to be taken because kids are in mental health crisis. Sometimes not even able to leave the house because the kids are in crisis/do not feel safe without me there, or cannot be left unsupervised because of risk of self harm. Social isolation.
This fight has gone on for years, cost us tens of thousands of pounds. My physical health is impacted (autoimmune disease) and had my own mental health breakdown due to SystemGenerated Trauma earlier this year. I am exhausted, constantly fearful, constantly tearful. This system is combative, full of institutionalised prejudice/aggression, parent blame/shame, child blame/shame .. the way we are treated is appalling.

Desired Change

Compliance with existing SEND law! There is nothing wrong with the existing law, it is just utterly ignored!!

Alongside compliance, actual meaningful sanctions (eg. Prosecution) for those senior LA figures who fail (knowingly!!) to uphold their lawful statutory responsibilities.

I would also love the DfE and Bridget Philipson to pack it in with the parent and child blaming propaganda machine: our kids are not in school because school destroyed them! This is *NOT* their fault. It's is not our fault / our failure to parents etc. either. STOP BLAMING OUR FAMILIES.

Keyword Flags

mental health, delays, failure, refused, ignored, trauma, exhausted

ID: GxqgA9L LA: Staffordshire Submitted: 17/09/2025 17:10
Types of Misconduct (self-reported)
Failure to respond to communication Failure to reply to requests for escalating complaints Failure to provide education Failure to listen and take mine and the child's view into consideration Failure to act on information Failure to believe me when the school were deliberately being dishonest regarding provision
Experience
Child has received no education for two years. School allocated had violent pupils and my child was frightened and struggled to attend as a result. School stated they were providing education when they were not. This was an independent specialist and they received a large sum of money for providing nothing and being deceitful. LA refused to believe me. Did not provide AP despite being aware no education was provided. Still no education two years down the line. Tried emailing as many people as possible. No response. Complaints not properly investigated. Now with Ombudsman.
Impact on Child
Child is anxious, socially behind, huge impact on education and life chances. Affected her mental health. Caused her to start self harming.
Impact on Family
Affected all of us as child has struggled with mental health and this has impacted family life. Extremely distressing and difficult to deal with.
Desired Change
Listen to parents, act on information, act in the best interests of the child. They say they have no money for SEND but they spent thousands paying for provision the child wasn't getting and wouldn't investigate or believe me. The service is awful and needs a complete overhaul. When a parent doesn't send a child to school there are serious repercussions, when it's the LA preventing access to education, it doesn't matter and there are no repercussions. Parents should have a quicker way to deal with and complain about failing LA's as the Ombudsman route is far too long meaning children missing education goes on for years and takes far too long to sort out. By the time anything starts to change, the damage is already done.
Keyword Flags

mental health, failure, refused, communication, no education, no response

ID: q4JMdp8 LA: Derbyshire Submitted: 17/09/2025 22:16
Types of Misconduct (self-reported)
Significant delay in receiving the original EHCP (18 months). Significant repeated delays in closing out each annual review process (11 months to receive a draft amended EHCP). Parent comments on the draft EHCP ignored. No responses to emails to our case worker. No response to a formal complaint. Refusal to engage in mediation following an appeal. Provision stated in section F of the EHCP not provided.
Experience
The whole process has been long, time consuming and stressful. There is very little communication from the LA, and all communication is one-way. There is no way for us to contact the LA. All emails are ignored.
Impact on Child
Our son is not engaging at school, and is falling significantly behind academically. He doesn't know how to engage socially with his peers, and the mainstream school he is at do not know how to support him. He regularly becomes distressed and disregulated.
Impact on Family
We've had to pay out thousands of pounds for private assessments and reports to support our appeal. The tribunal date has been booked for a date that is more than two years after the annual review date that it relates to. As a family we are exhausted from trying to battle with the LA whilst also looking after our kids and working full time jobs.
Desired Change
Responses to emails and a way of contacting the LA.
Keyword Flags
delays, communication, ignored, exhausted, no response

ID: Y5Jvr90 LA: Derbyshire Submitted: 17/09/2025 22:42
Types of Misconduct (self-reported)
Delays, little to no communication, inefficient communication, misleading information, reports missing on draft, over 1 year from application and still stuck in draft, misrepresentation, attempts to force a finalized ehcp that is incomplete and not reflective of needs, attempts to name a school that cannot or will not meet needs.
Experience
Application for ehcp a year ago, no contact with case manager until month 11. School returned negative response in june. No contact with anyone. Stuck in draft since May. Attempts to finalise with incomplete data and missed reports, needs to downgrade support needs. Attempts to finalise with naming a school that cannot meet needs. Misleading as no discussion of appeal or tribunal to finalise an incomplete plan and missed to believe it's fast when it isn't. The young person is yr 10 so we don't have time for appeals.
Impact on Child
No school place to meet needs. No alternative provision in place. School blame LA, LA blame school. Both dishonest and untrustworthy. Stuck in the middle. Year 10, missed 12 days of school so far, no home learning support, no education of any kind. Young person too burned out to attend school. Negative impact on physical and mental health of young person and huge knock to her self esteem. Feels betrayed by the people she trusted. She's fearful for her future
Impact on Family
Loss of income to support young person, loss financially footing the bill for tutoring. Negative impact on emotional and physical wellbeing for everyone in the family, including siblings. Lost sleep, overwhelmed and stressed. Vilified by school. Stonewalled. Distrusting of the people who should have enough professional integrity to be honest and act in the best interests of their child. I'm exhausted and fearful of my child's future and the harm this has caused. Fearful of sending my youngest into a broken education system.
Desired Change
An honest, efficient system that actually places the needs of the child first. A school system that behaves with integrity rather than as though they have no one to answer to. An LA who behave with integrity. I just want my children to be happy, to be healthy, to thrive and reach their potential. Instead they have been significantly harmed by the system that's meant to protect them. I also don't want to hear anymore about how attendance matters, fines for parents, fines for send parents when no one in the system cares that my child has no access to education. The school writing up unauthorized absence for evidenced poor health. An LA actioning fines without investigation. The system is crippling to navigate. Im burned out from it all. If no one makes overhaul changes to schools, the LA will continue to be flooded. Lots of children wouldn't need ehcp if the schools were state run and under different processes, policies and procedures. The education system did not used to be this way before academies. A major

change needs to happen. As a state, it's going to cost billions in young adults on benefits uneducated with poor mental health in the long term. Our job is to raise children to be functioning healthy adults who contribute to society, not a damaged dependent generation who's parents are burned out from chronic stress fighting systems that are essentially broken.

Keyword Flags

mental health, delays, communication, no education, misrepresentation, no school, exhausted

ID: pbJXJNJ LA: Gloucestershire Submitted: 18/09/2025 07:13
Types of Misconduct (self-reported)
Huge delays Being ignored Full legal intimidation, false records, intimidation, tampering with evidence, lying, data breaches, misleading information, failure to respond with tribunal
Experience
All of the above including staff informing me that on my daughters casework file was "do not send out" to prevent right of appeal. Two tribunals against two barristers. Daughter with complex needs - been deliberately forced out of education for three years ignoring LGO and SENDIST orders. Failure to provide hoist at home resulted in the need for shoulder surgery. The LA have paid compensation for false accusations of Fii and human rights breaches
Impact on Child
Trauma, trauma and more trauma. A child in Great Ormond Street hospital going through major surgeries and who loved to learn was prevented from doing so. Life long damage and pain. Huge anxiety and distrust of the LA. The long term costs are far higher. The immediate EOTIC costs are massive due to their failures. Zero accountability for abuse.
Impact on Family
Poor mental health, STRESS, trauma, childhoods have passed living through a nightmare Loss of income Poor health Siblings have attachment issues and anxiety
Desired Change
A duty of candour for local authorities is essential Independent scrutiny panel and whistleblowing procedures Advocacy for parents to provide transparency and recorded actions for meetings ICO to take decisive action over false records, failure to comply with data requests and data breaches Consequences for unlawful behaviour and accountability

Families to be given better protection Kindness and compassion to be demonstrated within practice
Keyword Flags
mental health, delays, failure, ignored, trauma, distrust, intimidation

ID: Me6lW8g LA: East Sussex Submitted: 18/09/2025 08:27
Types of Misconduct (self-reported)
I submitted 117 pages of evidence to support with getting my son an EHCP, evidence to show how much he was struggling. The local authority denied to assess. This caused extended delays on my sons education leaving him on a part time timetable for 2 years. I took them to tribunal they conceded before tribunal and agreed to assess. They then issued documents that were not correct and had different name on, different school starting date and when confronted the apo laughed. It's not funny this is my sons rights and education you think its funny to make a mistake like this or copy and pasted as she also told me she did. They then didn't find my son a suitable placement I did but trying to get them to move him over to his new school was hard work I had to constantly chase and the lady I had to deal with was not nice towards me at all!
Experience
It was a dark dark time for me going through this. It was a long challenging process and one that shouldn't have been as they had all the evidence to support the case I was making. They delayed to save money, they allowed me to take them to tribunal even when I found a placement and dragged it out more and more.
Impact on Child
It caused our whole family endless stress, anxiety, my son loss 2 years of a full time education leaving him behind his peers. I was in the darkest place and mentally struggled to get through. But you had to, I had a newborn my son and a home to run not to mention covid was thrown in the mix too.
Impact on Family
My relationship with my partner was strained, my health deteriorated I was depressed, I lost money some days because I had to take unpaid leave to collect my son from school because he was disregulated and only I could help regulate him. My daughter was only small but she needed me as a newborn but my son was also challenging stretching myself between the two making sure she was safe when he became aggressive or would bite.
Desired Change
Local authorities take accountability, more provision available for children who desperately need it. More schools with facilities attached to them, better communication between secondary and primary schools again more facilities attached to secondary schools. More intervention, more training.

Keyword Flags
delays, communication, denied, mistake

ID: Zj1AGpA | LA: Bracknell Forest | Submitted: 18/09/2025 10:05

Types of Misconduct (self-reported)

All of the above.

Experience

All of the information in this testimony is evidence-based, taken from upheld complaints, complaint responses, and Subject Access Requests. I feel the need to state that I have evidence for everything I say as so much of it is unbelievable.

I was a police officer for 22 years. Ironically, I have used my investigative skills far more as a SEND parent than I ever did in the police. I was caused to take a career break and ultimately leave the force for two reasons: The demands of work were impossible alongside two children unable to attend school / no school places. Both of my children needed Occupational Therapy, and it was quicker for me to train than to wait for their names on the OT waiting list, so I went back to uni (which gave us more flexibility as a family).

My first realisation that the system was broken came when the girls were in primary school. My eldest was masking, and the school did not believe the difficulties we were experiencing at home. The first CPOMS entry (School recording system) accused us of “making up” her NHS diagnosis (because we told them about the diagnosis before we were given the formal report, so were unable to provide the school with any evidence when we told them). When we applied for her EHCP in Year 6, the school failed to submit evidence. Instead of being honest, they produced a backdated report and told us they had submitted that. I used my police skills to check the metadata, which showed it was created minutes after my email asking why they had not provided evidence. Furthermore, the backdated report included information that didn’t happen until after the date on the (backdated) report. Alongside other incidents — such as provision being claimed but not delivered — we made several complaints, all of which were upheld.

Both daughters were struggling with school attendance. My eldest moved to secondary school - they didn’t implement her EHCP. My youngest had always found school attendance difficult, and when my eldest moved to secondary school, we moved my youngest to a different school too (for Year 5). However, by Christmas, neither child was attending. My eldest was so distressed she would sit in her uniform rocking at the front door, unable to cross the threshold. She was desperate to attend, but couldn’t. My youngest became aggressive and hugely distressed in her inability to attend school, her teacher documented the distress school caused her and wrote that she was unable to engage her in any work even when she was there. Both felt like failures – as did we.

We received no support regarding our situation until we had asked four times for Early Help. Even then, both girls had no educational or special educational provision for six months. For my eldest the school said they couldn’t meet need, and my youngest had a reintegration plan which lasted about 3 weeks (consisting of a reduced timetable and some home visits which caused her a huge amount of distress). We had monthly TAF meetings to discuss them not being in school – but nothing material to help. The LGSCO later found fault in both cases.

The following academic year (Year 8 and 6 respectively) after 6 months absence from schools, my eldest started at a new independent setting (specialising in children with EHCPs), and my youngest returned to her original school in Year 6 (we had managed to secure her an EHCP over the summer holidays). The EHCP was written poorly, and despite clear sensory needs, the LA refused an OT assessment meaning her EHCP did not reflect her needs. The little that was in there was not implemented by the school.

By November of year 6, my youngest was not attending again. Again, her teacher documented the distress school caused her and again, she could not engage my daughter in academic learning. When she was there, my daughter did crystal art at the back of the class. We tried several times to arrange “next steps” or a “plan” with both the school and the LA, but heard nothing from the school for 6 weeks, and nothing from the LA case officer for 10 weeks (both facts upheld in complaints). However, during this period of non-contact, we received a formal “improvement monitoring” letter for “non engagement” - yet the non-engagement was certainly not on our part. The date we were being monitored for had already started days before we received the letter – just for a bit of additional stress!

We were given another reintegration plan, which consisted only of home visits as she couldn’t make it onto the school site. These had caused her huge distress the previous year, but we were told that the fine would be pursued unless “we engaged” with the reintegration plan. We asked for some play therapy or alternative provision to support reintegration, but were just told to make home life more uncomfortable so she chose to attend school over home. Sure enough, the home visits caused distress, and the Family Support Advisor doing them documented this, but was told to continue them as there was no “medical reason” my daughter was not in school. There is no medical pathway to provide evidence for a child who is too anxious to attend school (other than CAMHS – which to date, she has been on the waiting list for 17 months). The only way to provide “medical evidence” was by paying £2000 privately for a psychiatrist to assess her, he wrote that “a continued insistence on school would be counterproductive in the absence of any active intervention” (such as medication or CBT). The LA were unable to provide a pathway for either.

We raised a complaint about the handling of the situation entitled “sanction over support” – my daughter was not being provided with anything in her EHCP - and were told Section F would be provided in school. Following the complaint, she was given a tutor for an hour a day, who again, could not engage her in any academic work at all and wrote about the distress trying to do so caused. She was amazing, and met my daughter where she was and did crafts with her to keep her engaged with something.

Whilst this was going on, the school/LA were so busy wagging the finger at us, that they failed with their own statutory duties such as implementing the EHCP, holding a phase transfer annual review and basic communication. In mid-February her place was confirmed at a mainstream secondary school (that had said they couldn’t meet need).

We immediately appealed to the tribunal (which following an adjournment was heard 16 months later). The LA failed to consult with the only school we felt could possibly meet her need. We raised a complaint about their failure to hold an annual review – we were not overlooked; this was their process for all the phase transfer students. The LA were finalising EHCPs on the February deadline for those going to secondary school without a meeting or a draft copy at all. This was upheld at the LGO. Interestingly, the LA had claimed not to have had any complaints about the phase transfer annual review process in a response to an open letter which shows they either have poor record keeping, or they were trying to conceal it.

Following a complaint, this daughter was given a delayed annual review meeting at the end of February – 2 weeks after her secondary school place had already been allocated. This was then not finalised for 10 months (after she had already started the new school). During this period, the LA wrote in two emails (four months apart) that they were unsure of which her current plan was – meaning they could not possibly deliver her Section F.

Following the receipt of our psychiatrist advice, the LA removed the reintegration plan, and they removed a transition plan to support our daughter to secondary school, indicating they agreed that school was not right for her at that time. However, this was not the case, and although they removed the support, they still expected her to attend secondary school and only offered her provision / education on the school site. The previous tuition an hour a day was reduced to an hour a week “until she engaged with the academic learning” - which two teachers, her tutor and family support advisor documented caused her distress.

Whilst managing the phase transfer for my youngest, my eldest was making good progress at school, until she witnessed a teacher assault her friend. The school failed to tell us. My daughter had to give evidence to the police with the possibility of attending court. The school then tried to exclude her and the other students who witnessed the assault (all of whom had previously outstanding records. We can only assume they were trying to discredit these children ahead of any potential court case to protect their reputation – they had been a twice failed private school and had rebranded as a SEND school charging LAs through the nose for a substandard provision). School became untenable for my eldest (and we had lost faith in them entirely). At the start of her annual review, when we told them we felt the placement had irretrievably broken down, they refused to go ahead with the AR meeting and terminated her placement (we were actually delighted!). The LA provided my daughter with a tutor for an hour of maths and English a day. We had asked for the LA to conduct her annual review to make some amendments to her EHCP as her provision was not aligned to what any mainstream would be able to provide. They refused stating that when she started in a school, they would hold the AR. But we knew that no school would accept her based on the provision in her EHCP. We were in a catch 22. All ten schools we had asked to be consulted said “they couldn’t meet her needs”, but the LA were still not in any rush to hold an AR – despite our several requests.

By the November when the girls were in Year 7 / Year 9 respectively – our situation was as follows:

Youngest:

We were following medical advice that school attendance was counterproductive in the absence of active intervention. No means to access “active intervention” was provided and reintegration / transition plans had been removed based on this advice.

We were being asked to go against medical advice to take her into school to access any provision. Nothing in her EHCP was being implemented as the expectation was that she should be in school.

She was receiving 1 hour a week tuition.

Her EHCP did not reflect need as it had not been updated.

The annual review from February that year had not been finalised.

We were in tribunal requesting Education Other Than At School

Eldest:

Although her EHCP reflected her need, it was written in a way that precluded mainstreams being able to accommodate her (such as small slots of time to do SEMH work throughout the day).

We were asking for schools to be consulted.

Her AR due in May had still not been held. (It took place in December, but was not finalised until the following July).

She was fully engaged with her tutor with an hour a day English and maths (she was asking for more subjects)

The same November, we received a WHOLLY inaccurate “safeguarding” referral “as both children were not in school”. This referral was made by the tribunal officer (who had never met us). It was based on “concerns from multiple professionals” (who no one has been able to identify), and used it to go back on a previous agreement to request an earlier hearing. Nobody in either the SEND team or the CSC team recognised the conflict of interest of the referrer (being involved in a live case we had brought) and the referral did not attract any additional scrutiny. We have since found other parents in our LA who have had “safeguarding” concerns raised during the tribunal process by the tribunals officer.

Our circumstances had remained the same for 7 months, and 7 working days before the tribunal evidence deadline, the LA raised a “safeguarding” concern that had a direct impact on the tribunal. There are forty points raised in the “safeguarding” referral that are inaccurate – for example, the referral states that my eldest had secured a placement at a school and completed transition days, and that we “changed our minds” and pulled her out. This did not happen. No school said they could meet need, as they were being sent an EHCP that no mainstream school would be able to accommodate – due to them not holding a timely AR. The referral stated that the NHS diagnosis my youngest had received 18 months previously, had been recently done through a private provider. The wording throughout is that “parents declined” or “parents refused” when all evidence shows the absolute opposite.

The “safeguarding” assessment took 6 months (instead of the max 2 months it should take) We were not told our consent was required and it was not sought. Thankfully, the Social Worker saw through the referral and wrote us up fantastically well stating that “all professionals who work with us think we are doing a fantastic job” and stated that our situation was a SEND education issue, not a parenting one. Minutes from the subsequent professionals meeting between the social worker (who had met us, the children and the tutors and supported us), and the SEND team (who had not met the children or the tutors and did not support us) documents a “professional disagreement”. The SEND Service Lead is minuted as describing our situation as “dodgy” claiming we were trying to get home education at the cost to the state.

We won at tribunal for my youngest (the private psychiatrist was contacted without our consent) to provide further information – which again supported our case in light of all the evidence that school caused my daughter distress. The LA “agreed by consent” on the morning of the tribunal with no input from the judge or panel.

All in all, both girls have had 3 years of inadequate education, inadequate special educational provision, factually inaccurate safeguarding concerns, an attempt to fine us, unnecessary tribunal process and the complaint about the independent school.

Impact on Child

All of the above.

Impact on Family

All of the above.

Desired Change

We have had two failed inspections over the last 5 years under the same director, Grainne Siggins - ("There are widespread and/or systemic failings leading to significant concerns about the experiences and outcomes of children and young people with special educational needs and/or disabilities (SEND), which the local area partnership must address urgently"). She has had several years to turn this around, but it continues to get worse. We need a total overhaul of those responsible with discharging SEND duties at the LA. The rot starts at the top and filters all the way down. This isn't just about lack of money and resources, it is about attitudes to parents and children, and the lack of honesty in the narratives they perpetuate about us (often around "parents refusing" or "not engaging").

Their dishonesty is not challenged by the PCF (for example they claimed their "Graduated Approach" document was "co-produced" with parents - the PCF knew nothing about this, but failed to challenge it. So parents feel they are complicit in protecting the LA and have lost faith in the PCF - which operates with 3 or 4 parents - with no input from anyone else.

The labour councillors, who in the build up to the election, crowed about SEND - are now very conspicuous in their absence. They have very much "sided" with the LA over

parents and councillors who were once allies, now believe that us pesky parents demanding too much for our children are the problem.

The culture of fear - is both inside and outside the organisation - From inside, I have had SEND officers contact me to share information (historically and currently). They are not happy with the current situation and want to highlight failings to me as they know I will raise it - I have built trusting relationships with some internal LA officers. They feel unable to challenge things for themselves because they don't trust the internal whistleblowing processes will support them. Externally, parents are terrified of the weaponising of "safeguarding" concerns or of being targeted if they raise complaints or "make a fuss". I wrote an anonymous open letter to the LA which was published in the local newspaper - it received over 150 signatures, but many people were "afraid of the repercussions" if they signed it, so felt unable to. This level of fear and oppression in what should be a supportive and collaborative system says it all.

Keyword Flags

failure, refused, communication, distress, trust, inaccurate, no school

ID: 5BeYpyv LA: South Gloucestershire Submitted: 18/09/2025 10:22
Types of Misconduct (self-reported)
Delaying tactics Constantly told to wait another year (5+ years on a part-time timetable) Constantly asked to provide more evidence despite diagnoses and letters from professionals Failure to reply to emails Failure (refusal?) to consult with requested settings until legal process initiated Failure to take action until formal complaint initiated
Experience
Three children, all with ACEs and additional needs, all failed or failing in mainstream education. Each EHCPna refused until mediation. One child 5+ years on a part-time timetable. Another child's hours in alternative education have been cut despite them still to achieve functional skills qualifications. No accounting for familial links and my lived experience. Pretending to be understanding of need in phone calls yet not making changes to the actual plan.
Impact on Child
Chronic EBSA, anxiety (requiring medication), low self esteem, loss of secondary education (3 children), lost opportunities to develop / strengthen) social communication skills, regression in core subjects, loss of interests / hobbies, eating disorder, self harm, lost opportunities to build teen friendship groups, lost opportunities to participate in school trips, cultural events, etc,emotional dysregulation requiring medication. I believe the constant need to find more evidence, etc creates a negative lens the child is viewed through, which they unconsciously absorb creating a belief of 'disability'.
Impact on Family
I've had to give up my self employment and resign two other jobs as EBSA and mental health challenges have required me to stay at home. Difficulties with friendships / relationships as others do not see the impact so clearly and believe I should bully my children into school to make them more resilient. Periods of emotional overwhelm from constantly supporting my child(ren), researching, emailing, meeting with professionals. One child acts as a carer for their older sibling having to pre-empt and navigate emotional dysregulation.
Desired Change

All schools and settings to be fully trauma informed (in practice) and equitable so all children can thrive Parents to be seen as the experts on their child Narratives to change from parenting failure / blame to a focus on supporting the child Children to be seen for their abilities not disabilities - to build self esteem LA'S to provide timely support rather than employ delaying tactics that lead to bigger problems, requiring more costly solutions LA'S to hold schools accountable for their duty of care to their pupils - including their mental wellbeing The government to adopt a broader lens and view school attendance as an issue with the system, not the child, and make the link that the cost of a child missing education has a much broader economic cost than that of providing early (positive) intervention and support e.g. county lines grooming, gang affiliation, young offenders, time spent in prison, future tax contributions, NI contributions, benefit payments, parents being able to work, citizenship, etc. Viewing it as an isolated cost is a narrow viewpoint.
Keyword Flags
mental health, failure, refused, communication, isolated, trauma

ID: lbYjvGB LA: Suffolk Submitted: 18/09/2025 10:26
Types of Misconduct (self-reported)
Falsified records, blocking medical referrals, refused accessible documents, refused SARS
Experience
No one ever explained to my family why my child was placed on PLO, we all have trauma now as a result.
Impact on Child
Scared of social workers, loss of education, anxiety, refusing to see any professional without a witness there
Impact on Family
Loss of income, financial stress, loss of mental and physical health
Desired Change
Accountability and automatic body worn video
Keyword Flags
refused, trauma

ID: kdJ4PoR LA: Essex Submitted: 18/09/2025 11:19
Types of Misconduct (self-reported)
Delays. Unethical behaviour
Experience
My LA named an unsuitable school on our EHCP year 6 review for secondary school choices. Both myself and school that was named told LA that it was not a suitable school. But was still named. I disputed this and decided to take to tribunal to dispute choice of school. I found out that none of the school I had chooses had been consulted. They did not consult our choice of school and instead named theirs on EHCP. The tribunal date was booked for after the start date of year 7 and as the school had been named on EHCP my child would have to attend this school until tribunal. The LA phoned us and told us they would name our choice of school BUT we would have to sign a travel disclosure accepting responsibility for travel. Meaning me and my husband would take responsibility for getting him to school. Which we have signed. It now means that I am unable to gain an AYSE Social work job as they are not flexible with the hours meaning I cannot work it around pick up and drop off times despite just completing my degree for social work.
Impact on Child
The young person is thriving in their new school and I 100% know this is the right school for our child. The level of support at this school is amazing. We don't experience meltdowns before school or after school since they started at this school. For myself it means I am not able to gain a job in my choosen career as a social worker due to my commitment to get the child to and from school. Which takes me an hour each morning and afternoon.
Impact on Family
I am unable to work
Desired Change
LA listening to parents and more cooperation between them and parents. We know our children and their needs!
Keyword Flags
delays

ID: jaJ4jY1 | LA: South Gloucestershire | Submitted: 18/09/2025 14:12

Types of Misconduct (self-reported)

I have made a parent application for my son to have an EHCP assessment. The LA refused the assessment on the basis that my son's SEND needs was being met by a Send plan. At the time of application things were very hard and his attendance was at 60%. At the time the LA made there decision he had flat out refused school was on a part time timetable and still only making it in 3 or 4 days a week for an hour or so, must of which he spent sat underneath a table with a blanket over. I choose to go to mediation and on doing so they said they couldnt see that the school had provided any additional information yet they had copies of the timetable so they had been in contact with the school. Luckily the officer overturned the decision before mediation but my son is still without a suitable education whilst this is going through.

Experience

My son had a Sen plan since nursery but no one gave us any idea what Sen he could have and being dyslexic myself we assumed it was that. He had lots of problems in reception so we moved him. His Sen plan continued but as the challenging behaviour worsened at home school said he's fine here so it largely got ignored until we went to gp and autism come up, in year two the attitude of the school was there's lots of autistic kids on the school, I was made to feel like I was asking too much. My son started to withdraw and we didn't know what to do but wait for his diagnosis. At the end of that school year something happened at school that terrified my son and he was unable to attend the next year, the school then worked really hard to help him but it was too late. My son is still on his part timetable and is not able to go into school consistently. The school believe we aren't doing all we can to support him so referred us for family help which they can see we are doing everything to help and doesn't understand why school doesn't believe that, she's even told them but it's ignored. Our family support worker has tried to get my son an OT referral but it keeps getting rejected because it's sensory in nature? We are left adrift and completely isolated by the lack of help. Whilst tge echcpna was initially refused we have now managed to get it but have had little communication about the next steps and are scared it will still be denied an Ehcp.

Impact on Child

My son feels totally isolated and doesn't understand why he isn't gg able to cope in school and blames himself. As a parent I am exhausted by the sheer amount of forms, referrals, refusal to help and no apology for the incompetence of the refusal to assess when my son is not getting any suitable education. I've had to take time off work, I've had to have medication and I've really suffered because there is no help. My son needs me to be well and to regulate with him but the fight the forms and the exhaustion is robbing him of his happy mummy and turning her into a very stressed and tired one. My son loves his school, he really does like it he just can't cope in there and that makes him feel so low and takes away any shred of self esteem he had.

Impact on Family

My husband and I have had to reduce our hours as my don is only doing 1 to 2 hours of school per day. I've had to put my other son into preschool for longer as we are unable to leave the house when my son finishes his hour of school and we worry about our younger dons development not being able to go anywhere not even a walk. My youngest sees my eldest issues with school and has been copying him. I've had to have time off work, medication for anxiety and sleep because of the worry. My husband

has been extremely stressed but feels unable to reach out for help, this has caused arguments and tension at home. We have fallen out with friends and even family members who don't understand and think it's something we are doing as all kids go to school.

Desired Change

Better understanding and empathy from LA staff and schools (and public) on the impact of EBSA and complete school refusal on the child (self esteem, loneliness, isolation, depression) and the parents and siblings (isolation, guilt, fear of the future and health of child, isolation from the community, the powerless and exhausting struggle to get help that is not there)

Keyword Flags

refused, communication, isolated, ignored, denied, exhausted

ID: vGJ6RII LA: Gloucestershire Submitted: 18/09/2025 14:17
Types of Misconduct (self-reported)
Delays, misleading information, physical abuse to my child and lies to cover, no accountability or independent investigations, Lado ignoring our complaints and concerns. Failure to action clearly needed referrals for mental health support educational support. Failure two provide an appropriate setting or quantified support in EHCP>
Experience
My child displayed signs of anxiety, dis regulations from reception age- a covid reception child also. Bright and at greater depth in learning. He struggled to access the class room and this presented as flight. The school management changed and they began managing that behaviour by physically restraining, dragging through doorways and trapping in rooms. My child began exhibiting trauma responses and PTSD symptoms- increasing his anxiety and flight. The school refused to refer to any agencies listed in Early intervention policies. We complained to the school and highlighted the physical abuse - including from the head- throwing a young boy out a door alone. The Lado failed to ensure an independent review was done of our complaint which had 14 pages of logs of incidents and failures- the complaint highlighted the failure of chair of Govs to respond to our safeguarding concerns and highlighted a conflict of interest should the chair review the complaint- the Lado allowed the chair to review and conclude the complaint despite challenges from us. No member of staff was helped accountable, no head teacher- us and our child were called liars- despite witnessing all incidents we had complained about. WE raised the complaint in discussion with LA team no-one cared or did anything about it. Our child was constantly threatened with exclusion because he could not access a classroom- continually placed in the care on untrained staff- inconsistent management- changed daily. A teacher who could not cope and cried and went off sick for weeks at a time. The teacher kept being returned to a class she could not cope with despite parents asking for change. EHCP was delayed and only pushed through when we complained with legal letters- panel case for an independent was referred and suggested we go back for restorative practise- which we had already done by the staff had refused to re assure a small child they were safe and would not be harmed again- these people remain in charge of some of the most vulnerable children in that school and the culture continues. No one cares, no one is accountable, no one is listening.
Impact on Child
My child became mute, low and had reoccurring nightmare- anxiety so bad he was wrenching on the way to school- was unable to access school through main doors or times for 3 years until we managed after a long devastating exhausting fight to move him to a future school for recovery. 2 weeks in and he is like a different child, still lots of healing to do, but he sings! The lights really coming back on but the trauma remains still there and we feel will never go. Our child has experienced panic attacks, physical symptoms and utter fear attending school for 3 years. To the point he could only access a couple of days a week.
Impact on Family
It's been awful- as a mother I know I need counselling, I have lost so much weight in worry- I have lost jobs and struggled to sleep for some time.
Desired Change

Early intervention- training staff- a change to education to make it feel safe for children, less sit more interaction, interest and support. Too much is driven by funding and it should be about children. If we structure our schools right, if we refer to the right services at the very beginning much of the issues and challenges can be managed. My child is bright, social, well behaved and functions well- to have got to where we did was devastating and it feels like it should be criminal. So much harm and trauma and none of it happened under our roof.

Keyword Flags

mental health, delays, failure, refused, trauma, exclusion

ID: WOKazye LA: Shropshire Submitted: 18/09/2025 15:04
Types of Misconduct (self-reported)
My daughter is in a TMBSS. She has been there for over 2 years as they can not find her an appropriate school. They have not contacted us in over 9 months despite me complaining.
Experience
Daughter excluded from mainstream in May 2023, she has ASD diagnosis. School has an autism hub so we believe excluding her discriminated against her accessing appropriate education. EHCP has not been finalised. It needed updating - still waiting for that too. Various caseworkers have come and gone. Suitable schools all full or say can't meet need.
Impact on Child
Anxiety, depression, poor self esteem. Lack of education and opportunities. Lack of social life, chance to make friends and learn social skills. Won't go out locally in case sees peers and feels shame from exclusion (which was due to ASD and should never have stood).
Impact on Family
Stress, strained relationships, children in different settings with different holidays. Total breakdown of relationship with sister.
Desired Change
No exclusions for children with a diagnosis unless extreme circumstances - look at reparation rather than punishment. One mistake due to lack of cognition has ruined my daughter's education to date and put huge strain on the whole family.
Keyword Flags
exclusion, mistake

ID: xXR8NBy LA: Solihull Submitted: 18/09/2025 15:37
Types of Misconduct (self-reported)
Failure to put any OT information into my child's EHCP despite having a lengthy report. I had to apply for a court hearing to get sections B and F changed. This is after having to go to mediation twice. I have no life of my own now as i'm a single parent who is constantly fighting to get anything for my child. She is autistic and has diagnosed ADHD, Depression, Anxiety, PTSD and Dyspraxia. She has been unable to go to school for 3.5 years
Experience
LA turned down requests to assess my daughter for an EHCP twice. I went to mediation and got the decision overturned. I had to fight for 18 months to get my daughter any form of education when she was unable to go to school from year 8. The LA then provided a tutor 4 hrs per week. The first tutor left after 3 weeks to start her own agency, it then took the LA a further 6 months to provide a new tutor. We had 4 different EHCP caseworkers who were swapped around without us being told. The EHCP was full of errors with wrong names in and obvious cut and paste sections. Vital information was completely missed off the EHCP and I had to apply to court to get it changed. Just a litany of incompetence ad errors.
Impact on Child
all of these - emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health, trust issues, feeling not good enough, rock bottom mood and self esteem.
Impact on Family
I had to move from full time to part time hours to be able to cope so a big loss of earnings too. Constant high stress levels, i became depressed and my world has shrunk.
Desired Change
Local Authorities being more open, being made to abide by the law and lots more SeND provision for children to access without the parents having a nervous breakdown
Keyword Flags
mental health, failure, distress, trust

ID: 68W6yZO LA: Gloucestershire Submitted: 18/09/2025 16:21
Types of Misconduct (self-reported)
Unlawful decision making process.
Experience
Panel's decision was to 'defer' the decision, meaning my son was left in an unsuitable setting and without full time education.
Impact on Child
School refusal, emotional distress, loss of education, confidence and self esteem.
Impact on Family
I gave up my job to support him. Stress, lack of sleep. Impact on wider family, including older son's school attendance.
Desired Change
Timely, legal and fair decision making.
Keyword Flags
distress

ID: b5Y1XJg LA: North Yorkshire Submitted: 18/09/2025 16:32
Types of Misconduct (self-reported)
Failure to consult with specialist schools, naming a mainstream school who has already started they couldn't meet need, making me go to the week before tribunal before finding my son a place, failing to amend EHCP within their deadlines following annual reviews, failing to send out amended EHCP, failure to provide interim education until forced to.
Experience
At age 7 my autistic and ADHD son found school too difficult because his needs weren't understood and school blamed my parenting. It took me taking him out of school completely to preserve his mental health before anyone listened. He wanted to be dead rather than go to school, instead of being the happy 7 year old son he was. Local authority didn't consult specialist schools but said they had, named the current mainstream school who has started in writing they couldn't meet his needs as he needed smaller class size and specialist teaching. Local authority failed to produce the draft EHCP on time despite me asking over and over. Mainstream school threatened me with court action if I didn't take my utterly terrified child to that school. It took 10 months to get a draft EHCP and local authority named the mainstream school instead of a specialist school. I had to employ an advocate (£1000) to help me through the tribunal process and a week before the tribunal date a specialist school place appeared. He had to wait a year to start there as it was full. My child is now 12, can only manage part time school and gets distraught if I'm not parked outside while he's in school. And because he can only manage part time the local authority reduced his funding pro rata and won't give me the rest of the money for afternoon learning. He's missed 4 years of primary education and the first year of secondary, can't write properly, struggles with basic sums and I'm not a teacher. Both me and his dad have to work so can't home school and I'm terrified for his future and so bloody angry at the idea of removing his EHCP which means he can have the education he's legally entitled to.
Impact on Child
Emotional distress, he had a breakdown and I had to fight CAMHS for help. Huge anxiety about everything. School refusal some days even now. Loss of nearly 5 years of education. Loss of learning social skills and making friends, as I have to go everywhere with him to support him.
Impact on Family
I had to go part time at work to take my son to school as he was too scared to go on school transport, school is 25 minutes drive away. Definitely strained relationships both my partner and my son, we never get time apart. We can't go anywhere unless it's planned in advance and even that can lead to severe anxiety. At it's worst I had to take a year off sick to support my child and fight for the services he needs.
Desired Change

Keep EHCPs, make local authorities understand the damage they are doing by not providing specialist education for young people with SEND, more checks on what local authorities are doing eg how many tribunals each year and the cost of them. Instead of making us go to tribunal, save time and effort and improve the provision for Sen young people. And the government needs to stop targeting the disabled, the young and the overwhelmed parents, as this leads to mental ill health

Keyword Flags

mental health, failure, distress

ID: EkZoVgo LA: Kingston upon Thames Submitted: 18/09/2025 16:39
Types of Misconduct (self-reported)
Our ASD/ADHD daughter was not able to cope at school. She had a EHCP but was denied speech and language assessment and we had to pay ourselves. They delayed finding her a school until we got a solicitor involved. When we personally found the only school that would offer us a place, we went to visit the school only for them to call the school whilst we were travelling there to visit. That school called us whilst we were in the car cancelling the place and withdrawing the visit offer. My daughter heard and tried to get out of a car moving on a dual carriageway. She was out of education for a year. When she got a place which was 35 miles away and a journey over an hour away they wouldn't fund a boarding place, even though she struggled with transitions and journeys. At this point she had tried suicide on more than one occasion and was violent at home. My husband had to give up work whilst she was out of education and her 12 year old sister started to avoid the house. We took the council to tribunal and they sent a social worker around to discourage us from going to tribunal. They didn't submit any evidence to the tribunal against several hundred pages that we submitted. They agreed to boarding the day before the tribunal but attached conditions including refusing social care requests and refusing to put needs in the EHCP. The whole process was distressing and costs us thousands of pounds. Others without our resilience and resources would have given up and kept their child at home. Which we were advised to do many times. The tribunal found in our favour and awarded more than we had been requesting, including funding her boarding place
Experience
It was incredibly distressing. We had a child without education provision becoming more and more mentally unwell without any support at all. There were times we felt in danger and the police were called to the house many times.
Impact on Child
She was very distressed. She desperately wanted an education but couldn't access it. After we won and she started boarding school she became more regulated and. Slowly recovered. She still has issues but managed to get qualifications and is about to start uni. She wouldn't have achieved this without the support she received. When she was struggling it really felt that she would either end up dead or in jail. When she turned 18 all support was withdrawn apart from her school place. The council tried to discontinue her EHcP at this point and I had to file with the tribunal to stop this happening
Impact on Family
Stress and loss of income. 5 years later we are all still recovering
Desired Change
There should be sanctions against councils that act unethically, it honestly feels criminal when you are going through. We complained to the ombudsman and our complaint was upheld but we didn't recoup all our financial costs and the councils processes didn't change as a result. It was accepted that this is what you have to do to get your child's

needs met. This is creating a two tier system where those that fight, like us, getting what their child needs eventually but others who don't know their rights, can't afford solicitors or just don't have the strength to go through this are left with unsupported children, who don't get what it would take to allow them to be adults that are fully able to function or contribute to society

Keyword Flags

denied, afford

ID: jaJ8Aya | LA: Cambridgeshire | Submitted: 18/09/2025 16:46

Types of Misconduct (self-reported)

Not acting according to the law

Delays

Misleading us

Providing outdated information that affected our son's health

Experience

Not providing alternative education within the 15 days timescale

Delaying offering alternative education due to “council policy” in contradiction with the guidelines

Not replying to emails

Council officers not turning up to meetings so no progress could be made

When we initially asked a council officer about how to get AP after 15 days he shrugged off our question and moved the meeting on

Graded exposure for a return to mainstream school was recommended by the council officer - causing our autistic son further damage as it pushed him further into burnout and made him iller.

Impact on Child

Loss of education - two years and counting

Mental health issues - On the advice of the council we kept pushing him into school which made him mentally and physically ill (autistic burnout) to the point he had suicidal thoughts

Significant social isolation due to not being able to cope with the school environment

Loss of skills due to the exhaustion of autistic burnout

Impact on Family

Loss of income - I had to give up my job to look after him Affect on mental health of the whole family Significant costs - we have spent £1000s on counselling and occupational therapy to help support him to get better Social isolation for ourselves Stopping or cancelling of many activities as a family on days when our son couldn't cope
Desired Change
Trusting parents when we know something is wrong Up to date advice understood by schools and council officers - about autism, autistic burnout and recovery More accountability when councils don't abide by the law - if parents were as lax as they are we'd be threatened with jail Easier access to education and services that properly support neurodivergent children who are struggling
Keyword Flags
mental health, delays, suicidal

ID: q4J8179 LA: Leeds Submitted: 18/09/2025 16:48
Types of Misconduct (self-reported)
I was not believed my child had SEND after 5 years he was finally put for a referral after breaking down at the drs office. We had to wait another 2 years for the diagnosis and another 3 years for CAHMS. The waiting list is much longer now. School was hard but he had amazing support in primary school. Now he's in high school he is treated as a 'naughty child'. I can't get support for him and the wait for an EHCP is so long I worry for his future in education. I have asked for SARS and after a year of waiting I am constantly asking and ignored.
Experience
I am given false information regarding behaviour and feel my child is bullied by teachers to make him appear worse than he is. If he is disregulated the space that is meant to be available In school is used for children with behavioural issues so he has no safe space to go and is punished for been disregulated.
Impact on Child
His mental health has declined massively. The impact on us as a family is huge. His education is failing, doesn't want to attend school, doesn't see the point in attending lessons that aren't catered to him or that don't want him in so they exclude him from the lesson or school. The support in school is non existent due to no funding or lack of.
Impact on Family
Relationship break down, own mental health is suffering and I've lost income due to having to leave work to accommodate my child's needs. Become homeless at one point due to no work, no money and support from the local council and a huge lack of empathy. I'm paying hundreds in rent for a house to accommodate him but still not able to get support for a council house.
Desired Change
I would like to see more support in schools, educational settings and the local community. Housing should have empathy and also allocate affordable housing to people with needs and the children to prevent them growing up in poverty and becoming more vulnerable. MPS see you as a problem and don't want to help.
Keyword Flags
mental health, ignored, suffering, punished

ID: ODbxWzp LA: Calderdale Submitted: 18/09/2025 17:15
Types of Misconduct (self-reported)
I have experience twice now my sons transport provision being withholding from him due to providing the unsuitable transportation. In 2022 he was forced to travel with another passenger on the small vehicle with SEN needs who had high needs and there were incidents on taxi. The council did not take my request to have single taxi seriously and because my son could cope with another passenger he had to miss school for 6 months. We took every step to have his transport back but unfortunately we had no choice but take the matter to OBMUSMAN and we had the transport reinstated. His needs of single passenger are stated on his EHCP plan and also transport is aware of this but unfortunately 3 years after I am in the same situation again. They have not stated on the initial agreement for the year that my son will be travelling with another passenger but instead rung me to see if we can try. I said yes we can try so we did, he is managing fine on the return journey but not on the journey to school and missing school again. Because he won't board the taxi we often have to take him ourselves and the journey is around 45 min each way. Because he won't go he is punished as they don't send another transport for him so he is able to attend school.
Experience
My son is at risk on missing out on school because he can't cope to share his taxi with another child. The LA are aware of his needs but yet they put pressure and blame on him for things he can't control.
Impact on Child
This is adding great stress to whole family again as this has happened before. My son can't sleep at night and wants to go to school but can't cope with other people in taxi but the transport services won't listen, they pushing us to the limits and make us feel like we are the ones making problems, there is no understanding of the needs of my child at all. My anxiety is on high and I am already anxious enough worrying that my son will not attend school again because of this.
Impact on Family
Loss of income as we have to take time off work to take him ourselves pay for fuel etc, stress to my other child seeing my son in despair and being forced to do something he can't.
Desired Change
To accept the fact that because my son is older it doesn't mean that his needs are different. We clearly stated he can not travel with another passenger due to his anxiety and past trauma and we have been in this situation before when the Transport services was made to change their policies and they doing it again, feel like is done sneaky way and being told we don't know how long we can offer him transition time before he can settle is not good enough, he clearly told me he is forced to travel with another

passenger and because he doesn't say anything doesn't mean he feels safe and happy.He had his Transport settled ,he is autistic and his needs are high. Its a simply money saving exercise without considering what impact this will have on families and individuals.

Keyword Flags

trauma, punished

Types of Misconduct (self-reported)

Delays
Misleading information
Aggressive
Misrepresentation
Failure to respond to communication
Patronising
3 legal breaches but no obligation to fix any of it
Ignoring parental preference
Gaslighting
Accused of changing my mind despite me being consistent about my preference
2023 annual review was never finalised (discovered this at 2024 emergency review)

Experience

My daughter was diagnosed autistic age 7, but thrived at primary school as they were able to support her. Secondary school was awful with woefully inadequate support and communication - problems started in the first term, and by the end of year 7 she was unable to attend. I applied for an EHCP, and the LA said she had to stay on roll with the school that had traumatised her. The school sent her offsite to an AP where she attended minimal hours, and apparently was left in a room by herself and ignored. School never checked in or communicated with AP. Year 9, LA said again she had to stay on roll with the mainstream secondary. The AP ultimately failed and she stopped being able to attend there from Jan of year 9 - the AP did not contact the mainstream nor the LA to tell them she was struggling to attend, no alternative work was provided as per section 19. Eventually we got hold of the mainstream SENCO, he was unaware she was not attending and said he would organise an emergency review - which he did not do until the final week of the school year!! This was all far too late to get her a placement at a specialist school from year 10. When this emergency review happened, we realised that the LA had never finalised the annual review from 2023! At this point that SENCO left the school, and didn't bother sending any of the paperwork to the LA.

We contacted the EWO who was disinterested, unhelpful and rude. They said it was under send services remit as she has an EHCP. Send services were also disinterested, unhelpful and rude, with no provision under section 19 being provided. The mainstream did nothing - they didn't even send any work home, let alone ask how they could help. No attempt was made to invite her or to get her through the school door (if we had have taken her in there would have been no support whatsoever to help her reintegrate) there was only one solitary home visit from a member of staff from the school in the entire year. The LA knew this yet they did nothing to force the school to provide an education for my child.

In October year 10 were offered a placement at a local autism school, but not until “spring”. I was concerned about this as that would potentially be 6 months with no education as the school were providing nothing. I had other concerns about the school and my child’s ability to access it but my questions were not answered satisfactorily by the LA.

In the meantime the LA first suggested the school look at a mentoring centre, however when I phoned up to speak to them it turned out to be a boxing gym designed to keep kids from getting into drug gangs- not suitable for a very quiet and anxious child at all. Then the LA suggested a tuition centre. The SENCO admitted she hadn’t bothered looking into either because we were looking for an alternative placement and would be off the school roll soon.

We asked for a personal budget, which had to go to panel in the November. The panel said they couldn’t make a decision as they didn’t have my child’s voice, and they asked an educational psychologist to visit, to specifically find out what my child’s ideal school would be. She is a selective mute with poor social imagination skills, and I imagine any child who has been out of education for so long would be able to answer this. We eventually had an assistant EP visit in February, who made it clear that she was “not an actual EP, just an assistant” and was not able to act as an EP. Needless to say they failed to get my child’s voice. No report was ever issued. At this point I got a solicitor involved who said the LA had 3 legal breaches - not finalising an EHCP within the timeframe, not providing an education, and not ensuring the EHCP was being provided. The LA were incredibly patronising when they learned about the solicitor, I now realise this is because they can breach their legal obligations as much as they like, there is no accountability or consequences.

In the May, it went back to panel. I was not kept up to date, the LA did not get back to me within the timelines they had said, and there was never any apology for this. They assigned the aforementioned tuition centre as my child’s school placement, because it was “their preference” - we had not visited and I had no evidence that they can meet need (in fact from the EHCP it is evident that they cannot). According to my solicitor that was now “job done” because a placement had been named, regardless of its suitability, and we needed a EP report in order to challenge this. Neither the LA nor the school had obtained a up to date EP report despite the deterioration in my child’s situation. A private one costs around £3k, which at this point we could not afford. Bear in mind the mainstream school had been receiving EHCP funding for Alice yet had provided next to nothing for the entire year, so they could have easily covered the costs of an EP report. The autism school placement they had originally offered was never mentioned again, despite asking. On top of this, the LA deliberately delayed a decision, claiming they needed to know what my child’s ideal school would be, and then completely ignored what little of her voice they did have and sent her to the tuition centre that they could have easily done months before. This has wasted an entire academic year of my child’s life.

All my child has done is walk round a park for a couple of hours a week and the LA are happy with this.

Now we start the battle all over again as she has just started year 11 and we have phase transfer to post 16. Meanwhile my child is left with nothing.

There is no available mental health support for my child. A lady from the school’s trust did come out to visit a few times but not regular enough to make a difference - the school did not action this, it arose from a complaint I had made to the trust

Impact on Child

Emotional distress, EBSA, loss of education, isolation, regression in learning, poor mental health, loss of interest in anything educational
Impact on Family
Stress, deterioration in my own mental and physical health, sibling's GCSE performance impacted due to stress I'm completely broken, I want this all to stop. There is no support.
Desired Change
Adequate support in mainstream or otherwise for struggling students Parents and children taken seriously rather than mocked and blamed Help and meetings given in a swift and timely manner. Better communication To be treated with respect Acknowledgement of the damage the school and LA have caused to our family Better SEND provision as placements are oversubscribed, and often not appropriate Schools to not receive EHCP money if they are not providing anything the child can access The LA to focus on what's best for the children rather than their budget
Keyword Flags
mental health, delays, failure, communication, ignored, distress, trust, no education, gaslighting, misrepresentation, afford, no provision

ID: VLbOjd6 LA: Cambridgeshire Submitted: 18/09/2025 17:44
Types of Misconduct (self-reported)
Additional Concern Regarding Draft I also need to raise a concern about the draft EHCP issued following sons early annual review. The draft appears to have been taken largely from a 2023 document rather than from the most recent review. Much of the evidence provided by myself and Teversham Senco during the review has either been crossed out or omitted. This does not accurately reflect the statutory requirement for the Local Authority to consider and incorporate the most recent parental, pupil, and school input from the annual review process. I request confirmation as to why this has occurred and that the corrected draft is re-issued to ensure all current contributions are included in full. This is Cambridgeshire L.A
Experience
Stressful. Give trust to people that state child needs ehcp and a diagnosis to have the help he needs to access full tune education. For them to delete all the latest plan and the 2025 plan to use a 2023 out of date not current to needs or what assistance he receives. It's false and it's fraudulent behaviour on the L.As part
Impact on Child
Anxiety. School exclusion from peers. Depression as not understood by untrained in sen t.a's
Impact on Family
My own health and mental well being is constantly under pressure due to the l.a failings.
Desired Change
Fair realistic unchanged documents. Case workers who are not under pressure with 300 cases per person. Documents not being skimmed through but each case with the realisation that children can and will be tax paying members of society if assisted correctly through education. A square peg will not fit a round hole. The Education itself is out dated and out of touch with what is needed for children to manage and thrive in this ever changing world.
Keyword Flags
trust, exclusion

ID: RGbyoXK LA: Surrey Submitted: 18/09/2025 17:57
Types of Misconduct (self-reported)
Wilful neglect of disable children and young people , acting in contradiction with their legal duty and human rights ,ongoing and prolong failures of local authority to identify and put in place the vital provision needed daily to support disabilities, intentional discrimination and lack of accountability regarding their responsibilities, unlawful disrupted provision causing intentional harm, suffering, severe emotional / physical damages to special needs students and their families / carers , harassment of the parent and shifting blame in them for increasing needs of disabled children left unsupported indefinitely, fabricated reports or recordings not matching the reality , maladministration, prioritising resources over disability needs , breaching court orders and consent orders , trying to settle under fake promises , Hearings / appeals in First Tier SEND tribunal and in the High Court breaching all these legal documents, judge orders
Experience
Between 2021 until now the local authority breached twice the human rights of my son and continue to discriminate him due to his disabilities . The provision currently in place ,as recorded in part B,F, H of his plan , is currently in place following 2 tribunals and one hearing in the High Court , Judicial review . His high complex needs are supported concomitant 200 miles away from home and in the local area his provision is less than under the children services . The need for 44 weeks walking placement is caused due to prolonged failures of the social services to identify , provide the vital 24x7 social care assessment completed by Transition Team . He's 19 now and never transitioned properly to the adult services being sent away out of local area , his family life is disrupted by the local authority ongoing and prolonged failures .
Impact on Child
The intentional discrimination and emotional distress caused school avoidance in 2021 , followed by prolonged failure to put in place the right support at the right time , feeding avoidance , emotional dysregulations increasing needs and frequent autistic meltdowns induced by disruption of the daily routines , structure , daily therapies - speech , or , physio , isolation from other peers , severe regression , severe impact in his daily functioning , emotional and physical health .
Impact on Family
Lost work , induced poverty to a single parent and carer over 50 years old left to care alone 24x7 ,for over 13 months . Unaware of my blood pressure, spine injury due to prolonged hours lifting and pushing the wheelchair . My son is high care and high mobility. Intentional discrimination of disability,carer , human rights . The local authority services special needs education and social care acting in contradiction with their job description .
Desired Change

Accountability and support in place

Change details of management and services directors because they get paid very well to discinsuder life long high complex needs , while distortioning the reality in their records , being promited or transferred between other local authorities after destroyed our children's lives .

Centralised funds prioritised , accessing the national disability register data in order to understand the realistic level of children / young people in need of support .

Keyword Flags

failure, distress, suffering, neglect, fabricated

ID: EkZ7A5L LA: Cambridgeshire Submitted: 18/09/2025 19:40
Types of Misconduct (self-reported)
Delays, not assessing needs face to face, not meeting timeframes. Refusing to assess. Trying to push a special school they knew couldn't meet need because it was LA funded not independent. Removing child and parent views. Not adding it specified specific interventions because of cost.
Experience
School doesn't follow what is in EHCP. LA acknowledge but do not do anything. Annual review paperwork evidence isn't sent in by school. LA remove needs and intervention due to this lack of supplied evidence. Constantly needing new evidence to inform plans but won't pay out for it. It's done at the cost of parents, or it's removed. LA tells school to support other students without EHCPlan who need it by skimming off the top of other students support. So a TA could be supporting numerous children with one child's funding. Draft plans after annual review are taking a year, so plan is always out of date. Right support is never received.
Impact on Child
Soiling themselves. Bed wetting. Non epileptic seizure onset due to stress. School trauma from bullying. Low mood. A year of privately paid counselling. Privately paid SALT. Privately paid EP assessment. Privately paid OT assessment. I have to pay for a SEND advocate to support us. Stress, illness, exhaustion. For both SEND children and us as parents. Chronic illness.
Impact on Family
Stress, loss of income, strain on relationship, mental health decline. Constant anxiety, constant battle, distrust of those who should support us. Chronic illness deterioration.
Desired Change
Complete overhaul of the system. Follow the rules. Have legal action taken against schools who do not follow plans. Be honest. Don't parent blame. Do what is best for the child not the pockets. Because less money will be spent in the long run.
Keyword Flags
mental health, delays, trauma, distrust

ID: Me6pyqA LA: Devon Submitted: 18/09/2025 19:55
Types of Misconduct (self-reported)
Breach of statutory duty re. Timescales. Removal of lawful provision. Unlawful practice as a routine. After winning at tribunal and 4 years under SEND services my daughter's provision has disappeared.
Experience
20wk statutory timeframe for EHCP breached to 48 wks when I forced LA to finalise so that I could appeal and took them to tribunal 10 months later which I won. Three years later daughter is 18, had no transition services, was dropped by disabled children services. Now supported internship that was planned for September has disappeared from view, no communication still.
Impact on Child
Loss of education. Daughter is becoming increasingly isolated and depressed. Mental health suffered in the past from no schooling and is rapid deteriorating again.
Impact on Family
Strained marriage and extended family relationships. I am unable to work away from SEND advocacy for my daughter and voluntary SEND advocacy for others in my county. My mental health is suffering.
Desired Change
Answers to my complaints. More communication and lawful practice
Keyword Flags
mental health, communication, isolated, suffering
ID: J9ev4az LA: Gloucestershire Submitted: 18/09/2025 20:44
Types of Misconduct (self-reported)
Delays misleading information, intimidation and harassment through emails. Not divulging all the facts. The list goes on

Experience
18months of fighting to get an EHCP, blocked at every turn, eventually got one that purposefully wasn't worth the paper it was written on just to keep up quiet for a bit. Now refusing SEN school, trying to force me to send him to an inappropriate secondary school and cocked up the consultation process so he is now without a suitable school
Impact on Child
Anxiety, confusion, loss of education, loss of social interaction, less self worth
Impact on Family
An inordinate amount of stress. I cannot work. My daughter has been negatively affected because she had to move schools at the same time he did due to lack of support and bullying and now she's struggling because she hasn't settled at the new school and has subsequent school refusal. If they hadn't have taken away his support our family wouldn't be in crisis now
Desired Change
Parents to be believed at the start. More help at early years to prevent things escalating. The decision makers not being the ones who also pay as that clouds their judgement. Free legal help for families, more sanctions and consequences for the local authorities, earlier trubunal dates, more schools that bridge the gap between mainstream and special school.
Keyword Flags
delays, intimidation
ID: xXR5A9y LA: Surrey Submitted: 18/09/2025 20:53
Types of Misconduct (self-reported)
Breaking the law, SEND code of practice, chronic maladministration including being found to have lied by the ombudsman. I won my first tribunal. A year later at the first EHCP review Surrey decimated it, pulled all support and have refused thus far to say why so I have just put in for tribunal again. No one seems to know the law or policy. They make up the rules and present them as fact. Surrey clearly love the fight and feel its worth their while 🧑🏻💪
Experience

See above
Impact on Child
My daughter is now expected to survive in mainstream with next to no support. They put her there, inappropriately, but the wrap around care was enough. She is now starting her GCSE years which her Education Psychology assessment noted unlikely to be achievable. But Surrey pressed on. Setting her up to fail. Writing a generic EHCP - standard phrases, not individualised.
Impact on Family
My mental health has sufferered. It's cost us £12k so far. I have to juggle work and meetings, I ironically work for the same council and they all know. I had to leave for a better paid job to cope with the debt last year. They knew. I came back ad logistically I could not cope working elsewhere. Surrey hate SEND parents, fact.
Desired Change
For them to follow the law would be nice!
Keyword Flags
mental health, refused

Types of Misconduct (self-reported)

The school and local authority have systematically failed to meet my child's legally protected educational needs, in breach of her EHCP and safeguarding requirements. The school refused to provide her education, withdrew essential support, and denied access to alternative provision, while multiple staff members and local authority representatives ignored, mismanaged, or covered up these failures, preventing any accountability. These actions constitute indirect discrimination and victimisation, as my child's neurodivergence and specific needs were repeatedly ignored or used as a justification to deny her education. The impact on my child has been profound: she has suffered loss of education, emotional distress, anxiety, isolation, school refusal, and regression in learning and mental health, while our family has endured severe stress, anxiety, and trauma trying to secure her right to education. The repeated failures of the system have left her vulnerable, unsupported, and denied the fair and safe education to which she is entitled by law.

Corrupt school complaints process

Experience

My child has experienced severe and repeated failures from their school and the local authority in accessing the education and support they are legally entitled to. Despite having an official education plan in place, the school refused to provide necessary support, withdrew alternative provision, and denied my child access to education, while multiple staff and local authority representatives failed to act, ignored complaints, or actively obstructed resolution.

These failures have had a serious impact on my child, including:

- Emotional distress and anxiety
- Isolation and school refusal
- Loss of education and learning regression
- Mental health deterioration

Our family has also been significantly affected, experiencing extreme stress, anxiety, and trauma due to repeated mismanagement, poor communication, and the refusal of staff and the local authority to uphold their legal responsibilities.

This experience has left us frustrated and unsupported, while my child's right to a safe, fair, and inclusive education has been repeatedly denied.

Impact on Child

The repeated failures of the school and local authority to provide appropriate support and implement my child's education plan have had a serious and lasting impact. My child has experienced:

- Emotional distress and anxiety, feeling unsafe and unsupported at school.
- School refusal, as attending without proper support became overwhelming.
- Loss of education and learning regression, missing months of lessons and alternative provision.
- Isolation, both socially and academically, from peers and learning opportunities.
- Deterioration of mental health, including increased stress and frustration due to constant uncertainty and lack of support.

These are just some of the impacts; there is much more that has affected my child and our family. The ongoing failures have seriously hindered my child's well-being, education, and development.

Impact on Family



The failures of the school and local authority have had a profound impact on our family. We have experienced:

- Severe stress and anxiety, caused by constant miscommunication, delays, and the need to chase multiple agencies to secure my child's education.
- Deterioration of our mental health, with both parents requiring medical support due to the emotional strain and pressure of advocating for our child.
- Disruption to family life, including strained relationships and constant worry affecting daily routines and wellbeing.
- Impact on siblings, who have been affected by the stress at home and changes in school arrangements.
- Loss of income and career disruption, as we have had to take time off work or adjust schedules to manage crises caused by the school's and local

authority's failures.

These effects are ongoing, and the cumulative burden has had a serious, destabilizing impact on our family life and ability to function normally

Desired Change



We demand immediate action to ensure our child receives the education she is legally entitled to and to address serious misconduct that puts other children at risk:

1. Full reinstatement at her named school on her EHCP, with access to her education every day she is meant to attend, not part-time.
2. Alternative provision restored and maintained for the two days a week she cannot attend the main school, as set out in her EHCP.
3. A full, independent investigation into the headteacher for serious misconduct, including:
 - Refusing our child an education
 - Failing to implement her EHCP
 - Removing alternative provision funded by the Local Authority

• Ignoring statutory duties, creating an unsafe environment, and putting other children at risk 4. Accountability for past failures, including mishandling complaints and failing to report serious breaches of statutory duties. 5. Urgent review and monitoring to prevent recurrence, including safeguarding vulnerable children and ensuring staff comply with special educational needs obligations. 6. Support for our family, recognizing the emotional, financial, and health impact caused by these failures.	
We emphasize the legal implications of failing to investigate this misconduct: continuing to ignore statutory duties and safeguarding obligations exposes the school and Local Authority to legal action. Immediate and decisive intervention is required to protect children, enforce the law, and ensure our child’s rights are fully respected.	
Keyword Flags	
mental health, delays, refused, communication, ignored, distress, trauma, denied	

ID: Vlb61MN LA: East Riding of Yorkshire Submitted: 18/09/2025 23:33
Types of Misconduct (self-reported)
Moved to a new borough - they refused to accept her into the area. We moved in December 2024, in July 2025 we received an email stating 'we now accept she lives in this area'.
Experience
We relocated to a new county. My 20yr old daughter (who has Down syndrome) has an ehcp, in that ehcp it states she attends a residential college from Sept 24 for 3 years. We moved areas in Dec 24, the new borough refused to accept her relocation and subsequent ehcp. It took 7 months for the council to accept her into the area. And now they are saying they will find local provision - not residential. We have been fighting to get the new area to 'accept her'. If she'd been mainstream they would have accepted her, put her into a new school and it would have been straight forward. Because she had an ehcp they refused her - surely that is classed as discrimination? Just so they didn't need to pay for the college placement? Disgusted with our new council, their poor communication, dismissive attitude and general 'we don't care, we're not accepting her' stance is heartbreaking. Since she was born I have spent every moment ensuring she can gain every experience, education, therapy and become a valued member of society. She has done work experience in McDonald's - they gave a glowing reference and would have gladly employed her. Now she is at Aurora Foxes in Minehead, that offers hospitality training, preparing for adulthood education alongside continuance of mathematics, English, geography, travel training and lifeskills. She is excelling in her classes and passing numerous examinations. Unfortunately the new borough want to offer 1 day a week at a local college? I want my child to be able to live in assisted living, be employed and become a part of a community. That's what she is capable of. My child has the right to reach her full potential, not be limited by a council counting pennies of educational costs.
Impact on Child
It has made for a very stressful and anxious time as the college remained unpaid from December 24. It still has not been paid since this date. A new term started on 6th Sept 25 - the new council wrote an email on 4th Sept advising they are looking at a new placement? Not good enough, her existing ehcp has a named placement, she has continued to attend but it is only a matter of time before the college refuse to let her stay if the fees remain unpaid. She does not fully understand but knows that there are issues with her placement so is worried they will tell her to leave before she has finished her studies there.
Impact on Family

We cannot make plans, we are in limbo waiting for emails to arrive that are dismissive and generally disregarding of such an important aspect of the family and our daughters lives.
Desired Change
I would like them to accept my daughter is thriving in her current placement. Allow her to complete the 3 year course so she can gain employment, potentially go on to live with friends in assisted living, and live her life to the fullest. Who doesn't want that for their child?
Keyword Flags
refused, communication, dismissive

ID: rjJ40GR | LA: Stockport | Submitted: 19/09/2025 05:12

Types of Misconduct (self-reported)

National Educational Psychologist Shortage and the lack of the LA being able to offer a reasonable solution.

Child involved is a 7 year old autistic girl with high anxiety and school based trauma.

Experience

Our daughter has had a horrendous year where her needs went under recognised in her previous school, despite having an autism diagnosis. It caused EBSA and resulted in her having high anxiety. Professionals have said she has school based trauma. She was overwhelmed by the environment, repeatedly misunderstood and physically bullied. As she was meeting academic targets, parents were blamed for her struggles at home, masked heavily in school and fell apart at home. Attendance became poor only in the last term of the school year and her needs were seen as minimal with minimal support. She eventually refused to return, was at crisis point mental health wise. So we took the decision to transfer her to a small private primary after a period of time off to stabilise her. We are all trying our best to support her to recover but she is needing a lot of emotional support in the morning and evening at home. She also needs melatonin to help her sleep. At school she is needing a high level of support currently but is trying to settle in a new environment. She is currently repeatedly triggered by the effects of last year.

EHCP wise, a parental request to assess was declined in March which we appealed. In June she was in crisis when a yes to assess was granted at mediation. She was referred for an Educational Psychologist assessment at this point. Her history was very clear from reports we submitted over the summer with an early help assessment, consultant paediatrician letters and from all that was presented at mediation. Her old school had notified the LA of her case and agreed that they were unable to meet her needs. They have apologised to our family for this but it was clear they were overwhelmed with the amount of needs seen during the year. A MMASH referral by us as parents was done in March and June during 2 of the worst incidents.

When she returned to school in Sept her anxiety peaked again as she tried to settle into the new school year. This has been a very difficult few weeks and we are desperate for an educational psychologist report to help to inform her provision and to give us a road map on how to support her to recover. The LA sent an email in the first week of term saying that there was an approval to issue but that there was no EP able to be allocated and they did not know when one would. We offered to fund a private EP and asked if they could reimburse the costs but the answer was no as there was a concern a private EPs report may not be sufficient.

During this time our daughter's distress escalated. We found a private EP with availability and whose reports had previously been accepted by our local LA. We contacted the LA to inform them of all this. Funding was agreed to be provided to the school but this does not currently match with the needs that the school are seeing in our daughter. We also need the report to help to inform how best to support her. We were still not provided with a timeline of when this issue would be resolved and the reimbursement of a private EP was also declined.

We gave the LA and EP service a week to consider our request, discuss it on the phone and come to a reasonable resolution or threatened to take things further. As we were instructing further action the head of the EP service gave us a reasonable timeline for this to be resolved with the allocation of an EP. We are now at week 18. An EP assessment and report has to be done before they can issue a draft EHCP. During the assessment information needs to be gathered then a report issued so we are still waiting while everyone is trying our best to support our daughter. We initially recognised that our daughter needed more support in Feb and 8 months later we are still fighting to get everything she needs in place to help her to settle, thrive and recover.
Impact on Child
Our daughter's distress this year has been heartbreaking to see. Her light has gone out, sleep affected, multiple meltdowns and trauma. She has expressed a wish to run away and hurt herself. Also she has bitten her arms and now she has started to have angry outbursts towards other children that have been physical. She is devastated to have left her friends and their familiarity behind. Her sleep has been affected and some days she struggles to leave the house. She is triggered by many things and requires emotional support check ins frequently to support her. Currently she is needing Clinical Psychologist support. Learning wise she is struggling to engage with and currently needing almost 121 support. She is currently awaiting an ADHD reassessment and is showing some dyslexic tendencies but she seems to be a very bright girl and she is clearly finding the inability for her to engage with school work very upsetting and stressful. She is starting to form good relationships at school but this is also clearly taking its toll on her energy. Learning a new school is also exhausting. Our daughter knows what an EHCP is and says she just wants to know how to help her to feel better. Not knowing is very hard.
Impact on Family
Hugely stressful. For me it's a full time job. I have been off work sick since April and may need to leave my much loved post to support family. Financially we have done everything privately and are now funding private school fees. We have a younger son who needs calm, loving parents. As our focus has been our daughter we are missing out on enjoying his early years. His behaviour has been a challenge. Our home is in a constant state of chaos and mess. My physical and mental health has significantly been affected. We are isolated and feel in a constant state of survival and battle. All this with currently no end in sight and it's gone on for far too long.
Desired Change
Parents to be involve in panel discussions about our child, more open communication, fairness and a well staffed workforce or the flexibility to be able to look at alternatives. Accountability for failure to meet needs and meet deadlines set out in law. A quicker appeals system.
Keyword Flags
mental health, failure, refused, communication, isolated, distress, trauma

ID: 2EIWbZL | LA: Warrington | Submitted: 19/09/2025 05:13

Types of Misconduct (self-reported)

At admissions stage I was misled and told by my case worker at Warrington LA that “non speaking children can be educated in mainstream”
My Sen preferences (son had ASD) were ignored and mainstream was named
It took 2 months in mainstream before I was called in by and clearly the LA statement of non speaking children was incorrect - my son needed specialist and always did.
The school couldn't offload my son quick enough. He was also out of cohort.

My son is in a Sen school now and because they don't recognise out of cohort. My son has lost a whole year's education (year 1)
He is classed as a year 2 pupil when he was working through reception for in mainstream.
We are terribly behind now and no thanks to the LA and mainstream who should have placed him correctly instead of lying when I needed help at admissions stage.

Experience

Please see above answer.

Also, NHD speech and language lacking in support.
My son couldn't speak, way behind with speech and unable to meet ages and stages mainstream expectations.
1 visit every 4-6 months doesn't cut it.
How are you supposed to keep up?
We even went out of cohort, that didn't work.
The school then proceeded to offload my son.

How do you keep up in mainstream when an NHS speech therapist will only come round this frequently????

Impact on Child

He's lost a year's education (year 1) by going out of cohort in mainstream.
Sen school does not recognise this so we are now very behind and don't think we'll ever recover.

Impact on Family

My inability to return to work, we are a one income house because I am niw travellling miles twice a day to take my son to a Sen as there's no local provision in south Warrington (investment is mainly in the north in this town) I could be working.
Desired Change
More accountability from council, seems to do what they want, doesn't respond to phone calls, missed deadlines with paperwork, and in my case lying to keep a totally unsuitable child in mainstream. More speech and language therapy. 1 visit every 4-6 months cannot keep an ASD child up with mainstream ages and stages. To an ASD non speaking child.
Keyword Flags
ignored

ID: RGbNqrl LA: Somerset Submitted: 19/09/2025 07:02
Types of Misconduct (self-reported)
Failure to tell us they had agreed we would have an EHCP for our son. Delays in getting our initial EHCP. Missed multiple deadlines during tribunal process. They failed to submit one document which when later found was evidence in our favour. Constant failure to respond communication even through solicitors
Experience
From the beginning the most traumatic experience. Initial EHCP was too generic meaning it was not fit for purpose. Only going through private assessments did we truly understand what provision and support was needed so he could thrive and learn. The quality of the assessments through the NHS meant that we never understood the extent of the challenges our son faced. Our impartial independent SALT assessor was mortified that our son had been signed off as not requiring further therapy. We believe our son has the ability to learn and become an independent adult but only with the right support and education in place. Sencos are stretched, ours had one day a week to focus on Sen and the rest was a class teacher. SENCOs are not compatible to impartial eps, ots or salt therapies yet they are expected to know what provision and support a child should get.
Impact on Child
Emotional distress, high levels of anxiety and self harm. Bullying and poor mental health.
Impact on Family
I had to seek counselling due to the stress and a breakdown, which also impacted by marriage. We had to remortgage our house to fund the solicitors and assessment fees, at a time when interest rates have soared.
Desired Change
Teacher training in Sen is a must however better quality assessments to understand provision that's needed. Dedicated sencos as a full time role. More available counselling for those with mental health and behavioural issues. Quicker lead times for diagnosis. Clarity on criteria private assessments for diagnosis which would be accepted. Early interventions. Education in school for other children to understand neurological conditions. Information for parents when a baby is born i.e what signs to look out for, this may prepare parents who otherwise are unexpecting. Tool kits for all teachers of what they could try to help regulate a child in school or support/engage them in learning.
Keyword Flags
mental health, delays, failure, communication, distress

ID: J9eQOPX LA: Somerset Submitted: 19/09/2025 08:33
Types of Misconduct (self-reported)
We've had delays for over 4 years now by our local LA Somerset, I have been accused of fabricating illness, gaslit by educational staff, accused of physical neglect, I have been forcing my child to school because of threats of fines, teachers have grabbed my child and dragged him down school corridors, pushing me out the door in the process, I watched my child cry, self harm and become traumatized by school that now he is unrecognisable. We have been promised ehcp, education physcologist, alternative provision and send support all of which got taken away from him by the same staff that gave it. If a child is at school refusing to go home concerns are raised, why is it not the same for a child that doesn't want to go to school? Why are us parents being penalised for a system that doesn't work? I cannot go to work because my full time job is advocating for my children, hospital appointments, school meetings, council meetings, I have become traumatized from the battle, my children are traumatized. My son hasn't had an education since year 2 he's now year 7 and yet we get told lack of evidence.
Experience
We've had delays for over 4 years now by our local LA Somerset, I have been accused of fabricating illness, gaslit by educational staff, accused of physical neglect, I have been forcing my child to school because of threats of fines, teachers have grabbed my child and dragged him down school corridors, pushing me out the door in the process, I watched my child cry, self harm and become traumatized by school that now he is unrecognisable. We have been promised ehcp, education physcologist, alternative provision and send support all of which got taken away from him by the same staff that gave it. If a child is at school refusing to go home concerns are raised, why is it not the same for a child that doesn't want to go to school? Why are us parents being penalised for a system that doesn't work? I cannot go to work because my full time job is advocating for my children, hospital appointments, school meetings, council meetings, I have become traumatized from the battle, my children are traumatized. My son hasn't had an education since year 2 he's now year 7 and yet we get told lack of evidence
Impact on Child
No education for 5 years, no support , no professionals advocating , no funding available, transport issues, my son is now severely depressed and I've withdrawn him from school to help support his needs and mental health at home alone without the pressure of fines from the council.
Impact on Family
Older siblings becoming young carers , older siblings becoming tired and anxious, older siblings feeling left out because all attention is on the child that needs it. Mum and dad arguing because dad's always out working yet mum is stuck at home fighting the same fight but getting no where, mum has to attend all appointments regardless if she's feeling burnt out or unwell because if mum doesn't attend then mum looks bad and neglectful, mum is poorly with next to no fight left, mum just wants to be heard, the children just want to feel supported in education. We have a new Sen hub being built but guess what it's only up to age 9, my son is 11 so he doesn't get that support either. Mum feels like she's failing when all she wants is a happy healthy home.

Desired Change
More funding, more support for parents more support for children, an advocate to help parents navigate the failing system, the government to step up and stop penalising the parents that are fighting tooth and nail. Not every child fits in the same box.
Keyword Flags
mental health, delays, no education, neglect, penalised

ID: zxGkZkR LA: Essex Submitted: 19/09/2025 09:11
Types of Misconduct (self-reported)
False application of law (thresholds for assessment) and long delays.
Experience
Firstly turned down for EHC needs assessment for my son unlawfully. I read up on SEN law and tried again a year later, they tried to reject again but this time I was ready and had a strong SENCo supporting us so got accepted. Still took over the 20 week legal timeframe to secure (about double that timeframe). Also have a daughter with an EHCP. On completion, CBT was identified her section F. The school she attends am categorically stated they cannot deliver that - it is a health need, not education. The local authority have done nothing to ensure she receives this.
Impact on Child
My son went without significant support for years. My daughter's mental health is at crisis and she continues to be abandoned by all services outside of education.
Impact on Family
My physical health deteriorated (IBS, weight fluctuations, poor sleep) and I have been depressed and diagnosed with an anxiety disorder. Our family barely function and relationships have deteriorated near to the point of family breakdown.
Desired Change
Parents being listened to. The law being followed and authorities held to account. Services to work together for the good of the child, including mental Health services. Better funding.
Keyword Flags
mental health, delays

ID: 68WgMkY LA: Nottinghamshire Submitted: 19/09/2025 09:55
Types of Misconduct (self-reported)
Complete misinformation (you cannot get an EHCP if you home educate). I am currently constantly being fobbed off by my local authority, I have twice been in touch directly with my local authority, in the last year, once to enquire about alternative provision for my 12yr old, and once to ask/beg for a carers assessment for myself. Both times I've been fobbed off with early help, initially early help sent me a list of charities/organisations that were irrelevant to my enquiry about alternative provision. In the second case, the 'customer service' agent told me to contact early help directly, rather than then passing on my enquiry. The way the email system works, there is no way I can reply to say that these responses are not relevant to my enquiry. I have also been referred to early help via my sons school, early help again just sent a list of charities to contact, instead of even discussing the situation with me. I am at my wits end, and I haven't even been able to apply for an EHCP yet.
Experience
My 15yr old is home educated after infant school left them completely traumatised. The school was horrific for autistic children and they repeatedly told me that we couldn't apply for an EHCP. No one who has met my child since can believe that they haven't got an EHCP, I have been repeatedly told by our local authority and it's representatives that you cannot apply for an EHCP while home educating, which I now know to be false. I have been unable to work since they left formal education eight years ago. We are heavily in debt due to this. Now my 12yr old is unable to go to school, he is awaiting assessments for ASD, we've been waiting for nearly three years. I have paid privately for an OT sensory assessment (no sensory OT is available via NHS in my area) which shows he has severe sensory difficulties. I have also been in contact with CAMHS for nearly a year, they have now concluded that all of my child's difficulties/severe anxiety are due to the school environment and not a mental health issue, he is now unable to attend at all. My marriage is crumbling and I do not know what else to do or where else to turn to get help for my children
Impact on Child
My 15yr old has missed eight years of formal education, I have done my best but this is not what any of us wanted. My 12yr old is now unable to attend school, there is no end in sight. I am overwhelmed with the entire situation, my marriage is breaking down, I have no respite and I have to be an advocate, educator, counsellor, parent, researcher etc all in one.
Impact on Family
I have been unable to work for over eight years. My mental and physical health is suffering and my marriage is over.

Desired Change
Correct advice. Actual help. Understanding. Following the law. Someone to want to do what is right and give my children the education they are entitled to. Even a diagnosis for my younger child.
Keyword Flags
mental health, suffering

Types of Misconduct (self-reported)

Failure to respond to communication by SEND. Primary school and myself. Derbyshire SEND shut down all contact while they 'restructured' back in 2023. Once the case opened, I was pressurised to take a place at a completely inappropriate school, after failing to send consultation papers FOUR TIMES to school of preference.

Child ended up missing over a year of school. He finally got to the new school in April 2024. The new school did virtually nothing with my intelligent son's education and he was subjected to abuse and violence by other pupils, and they almost gave him food poisoning by giving him chicken that had been open 11 days. This school is the most expensive for fees in the area.

It took me withdrawing him in April 2025 as had safeguarding issues, until September 2025 he now attends a really good brand new school. I believe SEND only acted faster this time because we had MP Samantha Niblett's caseworker chasing them.

I've had awful experiences with transport. They took around 6 months to reimburse me for fuel so I decided it was not feasible to keep my 16 year old car on the road. Again I was largely ignored. When they finally set transport up and he changed schools, I was made to reapply and wait a further 30+ days for them to set up transport for a child already on the system, drivers ready and waiting to transport him. Again I'm being ignored.

Transport have deliberately, in my opinion, omitted information from the MPs caseworker. Telling them that transport was authorised from 3rd September 2025. They failed to tell her that the contract start date is 8th October 2025. I know from last year, they will not budge on this date. They will not refund fuel either until after 30 days. This has resulted in me having to use a food bank as Derbyshire Discretionary fund have tightened their criteria for crisis payments. As im on full benefits they decided I have too much money coming in and even incorrectly told me that I need to get school to contact children's services because they now have the household support fund from the government.

I am going to appeal the decision as their policy does not reflect the changes in criteria this year and Im phoning the Mps caseworker later today to let her know what is happening regarding this issue as it deters people in crisis from accessing this support fund

Experience

Failure to arrange suitable alternative provision this year from Easter to September while I had him at home again.

Failure to provide transport to the previous alternative provision, meaning I used to sit in my car and wait for him to reduce fuel costs.

Impact on Child

Anxiety, loss of confidence and self worth. 3 years of loss of education for a very intelligent child. Mental health issues. He vomited with anxiety before school while in mainstream and had to be kept out of school.
Impact on Family
Impacted my health, stress levels through the roof and exacerbated heart condition meaning more hospital & GP appointments. Inability to work because I've had him at home on/off for the past 3 years. Have had to go back on anti depressants
Desired Change
SEND system needs more funding and structuring. SEND Transport system is not fit for purpose, departments having to go back and forth to each other. Need to have one department and reduce this 30 day waiting time to organise transport, its ridiculous
Keyword Flags
mental health, failure, communication, ignored

ID: LZa8zVO LA: Devon Submitted: 19/09/2025 12:04
Types of Misconduct (self-reported)
64 weeks of EHCP process when it should only be 20, delays, refusing to do requested assessments ie OT, SALT, social care, EHCP at draft stage for months!!! Then my other child, parent request as school didn't support me, initial refuse to issue. Only when I complained over and over about both children did a manager at our LA get involved and then things started to move including changing decision to NOT assess, to assess without going to tribunal, EP was going to be Feb 26 and suddenly it happened within a week!! Sad that you have to shout the loudest and fight so hard in the first place to get what our children are entitled to.
Experience
As above, our story comes from a place of grief, or mistaken grief, masking ND. All 3 kids are autistic, daughter also ADHD and struggles with school, fighting to get alternative provision for over a year, to only be given 6 hours a week. Safe guarding incident at school, lack of support and EBSA meant I felt no other choice than to deregister my other child who should have been starting secondary school 2 weeks ago but is now home educated awaiting specialist setting with EHCP.
Impact on Child
Loss of formal education, PTSD - school based trauma, anxiety, heightened PDA, lack of good sleep, agoraphobia, stress on marriage, finances, overall mental health of whole family, lost career for me as a nurse who was also retraining to become a teacher!
Impact on Family
See above
Desired Change
The whole system needs reform without losing our legal rights. Trying to be inclusive in a mainstream environment will not work!!
Keyword Flags
mental health, delays, trauma

ID: 449ZAKr | LA: Leeds | Submitted: 19/09/2025 13:09

Types of Misconduct (self-reported)

The last time my daughter set foot in her secondary school was over 2 years ago. She is still on roll there because I have never “elected” to home educate her. She is educated at home because there was insufficient support at school to meet her health and SEND needs. My daughter had become so anxious about attending school that she visibly shook, retched and held onto the banister and railings at home for dear life, begging for me to not force her to go. She is dyslexic and is also on the waiting list for ASD and ADHD assessments. She was unable to leave the house for months but the council would not provide education (as it should under s19) because they said they could not offer it at home. I understand other councils do provide it at home for children like mine, even if it’s just a couple of hours per week. Because of this I, as a single mum, have funded two hours per week of tuition (maths and English) each week for two years - that all I could afford. I can tell that many friends and family think I must have done something wrong and failed her, but I haven’t. I applied to the council for an EHCP, armed with a letter from our gp about my daughters regular self harm, her dyslexia diagnosis report and proof she is on the waiting list for ASD and adhd. I was denied an assessment (by Leeds City Council)- they said because the school had failed to respond to my application. The school had failed to take any notes during the full half term that I spent trying to get her back into school. At the end of that half term I lost my job- my inability to concentrate on work was the key factor. Roll on another 12-18 months and here I am. Now unable to afford tuition any more because I’m out of work, on ESA due to the effect of all of this on my mental health. My daughters last very serious incident of self harm was around 40 slashes to her inner wrists. The council know this and I’ve escalated to one of the councillors. My daughter said she’d now try and go to a centre for two hours of tuition if they would let her take a friends therapy dog. That request has been denied with the explanation that this trained therapy dog “may” theoretically be a problem if someone having a 1-1 in an opposite room “may” have an allergy...and also it’s not her own therapy dog. I can’t afford a therapy dog. The councillor is now not responding to my e-mails even though, at his house visit, he told me he’d push back if anyone said no to the therapy dog. I can’t afford a therapy dog. My daughter now has no education to get up for. Yesterday she slit her legs open many times. I haven’t get re-submitted an EHCP. I’m about to move house because I’ve had to sell my home because I can’t afford the mortgage because of all of this. I’m going to be moving to Bradford because it’s cheaper. I hope they will provide better support but from what I’m hearing I question if they will. I live in fear that my daughter will successfully end her life one day soon...and that my mental health will never recover from this. Can someone please help us????

Experience

I have described my experience in great depth in answering the previous question

Impact on Child

Loss of job, having to sell family home, repeated self harm of my daughter- as bad as 40 slashes to her inner wrist, I haven’t gone from a well paid job to no job and being on esa.

Impact on Family

See previous answers- lots of detail given already.

Desired Change
An education provision at home 1-1 for my daughter or in a centre where a therapy dog is allowed, as she cannot learn independently and I can no longer find tuition due to having no job and poor mental health as a result of all of this. Please help us. I'm scared that my daughter is going to kill herself and that I am never going to get over this ordeal. There is no one to truly help.
Keyword Flags
mental health, no education, denied, afford

Types of Misconduct (self-reported)

1. There were long delays in issuing and finalising the EHCP and after issue, the LA delayed for a further 4 months without naming a school, for primary or secondary - my daughter M was at phase transfer stage to secondary.
2. There was a total lack of provision for M from October 2023-May 2024 and ghosting of M's school SENCO. The LA then organised a wholly unsuitable alternative provision placement without consulting us, which soon failed. In terms of funded provision, M was left with just once-weekly pastoral visits by a Hospital Education Link Tutor from May 24-June 25, around half of which she could not engage in.
3. LA case officers lied to us about having consulted X School, as we had requested, and denied having lied despite documentary evidence.
4. The LA failed to consider our privately commissioned reports despite not having commissioned their own specialist reports, and wrongly claimed that NHS reports take priority.
5. The LA cherry picked from their own EP report and misquoted our privately obtained health reports so as to downgrade the level of need. All private reports were delivered by HCPC-registered, highly qualified professionals, some also senior NHS consultants or former employees of the council.
6. The LA breached data privacy laws by including in their official records the contents of an email from me (mum) to a special school the LA had consulted.
7. The LA quietly downgraded my daughter's funding level in between panel meetings, without evidence and without informing us. They then denied it and did not respond when challenged with the documentary evidence I had found.
8. The LA tampered with evidence I had submitted for the final bundle in our appeal for M, cutting pages from a document containing my request for a personal budget.
9. The LA named a wholly unsuitable local mainstream primary school against M's and our firm wishes and despite that school's serious concerns about its unsuitability for M, which it set out at length in consultation documents.
10. The LA case worker misrepresented my views to their own Tier C Panel and to SENDIST - they claimed we wanted M to be placed in a school ASAP, when we wanted to respect her wishes to be educated at home for the remainder of Key Stage 2 and to join a semi-specialist school from Year 7.
11. Long gaps in contact from the LA and poor communication - many of my questions would go unanswered despite much chasing.

12. Lack of provision even after we had successfully argued for EOTAS at appeal. Despite the tribunal order being issued in March 2025, a personal budget for M's EOTAS package was only paid after the end of the summer term, on 1 August 2025.

13. The LA unlawfully refused our requests for personal budget funding for core learning, IT and OT equipment - these were clearly set out in Section F of M's EHCP.

14. I was given no guidance on how to organise, manage or implement an EOTAS package, save for an agreement reminding me of my responsibilities when managing public funds. Our case worker was largely absent and has changed 4 times in the past 18 months.

15. The LA kept denying our requests for urgent psychological support, since M was self-harming and in very poor mental health. This despite multiple reports from professionals recommending urgent counselling.

16. The LA's response to my official complaint did not contain information on how to escalate it, as per their own complaints process.

Experience

I am autistic myself and suffer from anxiety, and have been in my own deep burnout in tandem with that of my daughter. The long-term impact of the uncertainty and bad faith from my LA has enormously exacerbated my anxiety and prolonged my state of burnout.

I had weekly counselling by a clinical psychologist to help me manage the fall-out from my daughter's experiences and the impact of navigating a broken SEN system.

At particular times, such as the run-up to our SENDIST appeal, my stress levels have been unmanageable, impacting on my ability to be as present and regulated with my two girls and husband as I would like and they deserve, to cope with day-to-day demands and to look after my own health.

The time taken to be M's carer and to administer the EHCP process, communications with schools during the many consults, SENDIST appeal, and subsequent EOTAS package have meant I have had to give up work and much of my social and leisure time.

Impact on Child

While I have tried to shield my daughter from harm during the EHCP and appeal processes, she has inevitably felt the impact, both directly in the form of the many health assessments and forms requiring her input to secure her the EHCP and support she needs, and indirectly by witnessing the impact on me, her father and sister.

On crashing out of her primary school, M still wanted to run her own neurodivergent-friendly architectural practice; now, she no longer believes it's possible. She now worries that her autistic traits will prevent her from achieving her career goals. I put this down in part to the lack of provision, psychological therapeutic input, and other forms of support to which she was entitled by law.

The lack of provision for almost two years has caused her to lose all confidence in maths, whereas she once had the nickname of "Maths teacher" due to her skills in the subject up to Year 5.

The isolation she has felt, coming directly after her experiences of social exclusion in her primary school, have led her to the conclusion that she doesn't need human friendships, which only lead to betrayals.

Impact on Family

I have had to give up all work for the past two years, placing a great strain on my husband as the only breadwinner.

All our mental health has suffered enormously. M's older sister, E, has suffered on and off with bouts of OCD and anxiety, related in part to the upheaval caused by her sister's experiences over the past few years. E was recently diagnosed with symptoms of an eating disorder, which her GP and I view as a response to uncertainty and an attempt to gain control.

Desired Change

Greater accountability and transparency - an end to lying and cover-ups
Greater involvement of parents in decision-making about their children
Much more money for council SEND budgets
Better training of case workers and less turnover
Much improved communications, even if just a holding email, and an end to long gaps in contact.

Keyword Flags

mental health, delays, refused, communication, denied, exclusion

ID: b5YPGVL LA: Milton Keynes Submitted: 19/09/2025 17:10
Types of Misconduct (self-reported)
Little to no support or engagement until I requested tribunal after son not being able to access education for nearly 3 years
Experience
Failed from day 1 in reception until complete refusal and embedded ebsa at begining of year 4 when everything feel apart including idealations regarding suicide and self harm he was 8 years old trying to throw himself out of windows and using knives when he had an opportunity to gain access to one...
Impact on Child
He is now waiting for a specialist school at the cost of £130,000 per annum when early intervention and better understanding could have helped reduce ebsa and school trauma and could have even remained in mainstream with the right support. The lack of the above has caused em ebbeded ebsa, trauma, mental health issues and to me loosing my job and my mental health effected greatly leading to me opening my own charity to support these kids and parents
Impact on Family
Loss of £40,000 per annum, my sanity and my child's ability to function in the world....alongside facing an extremely judgemental society and having to bed professions for help via tribunals or complaints threats.....along with thousands spend on legal help, law educational sources and hundreds of parental blame meetings having to defend the lack of support and help available to me or my child
Desired Change
More education for parents on Send law, more care put I to the child and mote respect for parents alongside better training for schools and educators
Keyword Flags
mental health, trauma
ID: 9qRV8WQ LA: Somerset Submitted: 19/09/2025 18:13
Types of Misconduct (self-reported)

Initial refusal to assess despite documented needs and school refusal Refusal to provide AP despite being notified immediately of EBSA absence. Child has been out of education for 16 months now with no provision. Withholding panel minutes. Refusing to respond to SAR request. Naming a school which is unable to meet need, resulting in a second year out of education. Failing to complete the EHCP process within the statutory timeframe, meaning we now have to pay for duplicate assessment reports as the original ones are more than a year old.
Experience
Our experience has been hugely distressing. While we have had to come to terms with both our children being disabled, we have been bullied and threatened by the school and have had to try to grapple with SEND law to argue our rights. We have a lawyer - the quoted cost will be £14k to go to tribunal, plus £5k for 3 sets of expert reports.
Impact on Child
My son has missed over a year of education and is now beginning is second year out of school. Despite having a remarkably high IQ, he is forgetting the learning he did have. He is lonely as he now has no friends his own age. But it's better than when he was in school as he was feeling suicidal due to the experience of trying to cope without reasonable adjustments.
Impact on Family
Loss of income - I've spent over 150 hours on my children's cases. Loss of savings - probably around £20k on legal fees and assessments, plus the AP that we have to self fund at £700 per week. We all have stress related health problems. I'm on antidepressants to cope. The situation has also damaged the relationship with both our families.
Desired Change
Root and branch reform of the education system, so it is truly inclusive. Implementation of the 'Solving the SEND Crisis' report published this week by the Parliamentary Committee. Stopping the relentless propaganda by the DfE against SEND parents which driven by the attitude that parents are feckless fools and all children should be in mainstream school. I particularly loathe the (presumably cheap) passion for SEND units in mainstream schools where children with wildly different (& sometimes incompatible) needs are grouped together in poorly designed classrooms, taught by staff whose training doesn't equip them to meet their needs and led by an SLT who appear to despise SEND parents.
Keyword Flags
suicidal, no provision

ID: yPoLKEg LA: Gloucestershire Submitted: 19/09/2025 18:45
Types of Misconduct (self-reported)
Failure to use private EP report, failing to meet EHCP timescales
Experience
Traumatic, stressful due to their avoidance of their legal duty. Complaints made to the local authority which were mostly upheld
Impact on Child
Loss of education, school refusal, mental health at rock bottom, suicidal at 12 yrs old
Impact on Family
Stress, trauma, sibling trauma, my physical and mental health has really taken the toll.
Desired Change
To follow the law! If they followed the legal process in the timescales set out and made the EHCP worth the paper it's written on it would be so much better
Keyword Flags
mental health, failure, trauma, suicidal

ID: 2EIQa9p LA: Central Bedfordshire Submitted: 19/09/2025 19:28
Types of Misconduct (self-reported)
Failures to secure section F, delays, failures to engage in tribunal, harassment.
Experience
My son is autistic and has an EHCP. At 4 years old, he was unable to attend the autism unit attached to a primary school. When he turned 5, the Local Authority still named that same unit in his EHCP and threatened us with fines if he did not attend. We had no choice but to home educate while gathering further evidence for the LA. His annual review which was delayed by 10 months, EOTAS was requested as there was no suitable school to meet his needs. We submitted supporting evidence from an Educational Psychologist commissioned by the LA, but this was rejected, and the LA again named a school. We appealed, and although the school admitted they could not meet his needs, the LA identified another school, which would have required a 3 hour round trip for my then 6 year old every day. The appeal process took over a year. During this time, my son had no formal education, I was unable to work, and we had to spend thousands of pounds on reports and witnesses. The LA repeatedly failed to cooperate, and the case was adjourned four times. Eventually, the tribunal agreed that EOTAS was the right solution. Even after the ruling, the LA refused to implement Section F of the EHCP. We had to instruct solicitors for judicial review proceeding, we also made a formal complaint to the Local Government Ombudsman. The LA continued to resist, pressuring us to resolve matters without judicial review, despite their ongoing failures. Because we did not qualify for legal aid and couldn't afford judicial review (we were quoted starting amount of 35k) it has taken three years for the LA to finally secure the provision my son was entitled to, he is now 10 years old. Families should not have to face such impossible barriers. The system is broken but removing our legal rights is not the answer. Without the right to appeal, my son would have been left without an education. Taking away EHCPs in mainstream schools will not fix the problem either. Instead families will be left without the legal support they need.
Impact on Child
The impact on my child has been profound. He has missed out on years of education and vital interventions, including speech and language therapy and occupational therapy. The ordeal he has endured has left him with overwhelming anxiety.
Impact on Family

The impact on my family has been immense. I have been unable to work, which has led to a significant loss of income, and the stress has taken a serious toll on my mental health
Desired Change
There needs to be more special schools to meet the needs of our children. Local Authorities must be held accountable when they fail to deliver the provision set out in Section F. The Local Government Ombudsman is not enough, as their fines do not come close to the cost or value of the provision that children miss out on. Tribunal processes should be quicker, and the LA should be required to provide a suitable, full-time education that meets the child's needs while waiting for the appeal, not just one hour a week, but proper full-time provision.
Keyword Flags
mental health, delays, refused, afford

ID: VLb2JaN LA: Essex Submitted: 19/09/2025 19:48
Types of Misconduct (self-reported)
Delays, misinformation, untruths, threatening behaviour, passive aggressive behaviour, constant failure to reply to emails, I had to copy in the MP, heads of department at local authority and legal representatives before people whose role it was to support me would communicate with me.
Experience
Three years of being gaslit, lied to, and being fed poor and frequently incorrect information. I had to gather evidence myself even though I live with chronic health issues myself. The school were disinterested and the local authority were just as bad, all they wanted me to do was take my son out of school and keep him at home. Their approach to SEND was lazy, ineffective, and misinformed.
Impact on Child
Traumatised and lost lasting memories of being isolated, marginalised and removed from his peers. He's not a naughty boy, it was just easier for them if he was in the corridor, which is where they left him all day to do colouring in. He's a smart boy but they had no interest in helping him communicate his knowledge, nurturing his potential, or attempting to understand how to help him. It was and is shameful that this is education in the twenty first century.
Impact on Family
Broken relationships, isolation, fragile connections to wider family, break down of marriage, poor mental health, I developed Agoraphobia, am unable to work, in debt because of having to take local authority to court and no-one understands so you're exhausted, alone, frightened and have no control. And I'm an intelligent, assertive, middle class professional. Or I was before this broke experience of SEND broke me
Desired Change
Parents being listened to and supported Children being nurtured, liked and encouraged More money for better help in schools More specialised provision spaces Respite care for exhausted single Parents who are having to take their local authority to court Support groups for siblings of SEND children Free legal advice and representation Compensation for losing ourselves in this bitter, unnecessary, deeply unfair soul destroying process

Keyword Flags

mental health, delays, failure, isolated, exhausted

ID: 449ek85 LA: Lancashire Submitted: 19/09/2025 20:06
Types of Misconduct (self-reported)
Bullying
Experience
Bullying towards my child in school setting from staff due to his Sen needs and disabilities he was not understood.
Impact on Child
Severe emotional distress to my child mental health decline Severe school avoidance no longer at the school
Impact on Family
Loss of education for my child, Loss of income from my job. Mental health decline for my child
Desired Change
The system to be more empathetic More inclusive More understanding To care
Keyword Flags
mental health, distress

ID: yPoVyGp | LA: Cambridgeshire | Submitted: 19/09/2025 20:08

Types of Misconduct (self-reported)

Repeated delays and missed statutory deadlines

Misleading and selective information shared with the Tribunal

Withholding of evidence and lack of transparency

Pressure on me to drop my Tribunal case

Deliberate attempts to stop email chains to prevent accountability (persistent push to switch to phone calls/no written record)

Dishonest claims in mediation phone calls (e.g. saying a child could not have 1:1 support when that was not true)

Deliberate attempts to swamp me with unnecessary paperwork/evidence as a delay tactic

Failure to comply with Tribunal decisions (not commissioning ordered provision, delays in payment, leaving AP at risk)

Refusal to provide the EHCP funding figure, refusal to put the funding figure in Section J, and refusal to share the funding letter

Repeated “mistakes” with EHCP funding figures

Repeated underfunding of the school, with backdated payments only made after sustained MP involvement

Poor communication and failure to respond within legal timeframes

Experience

My child’s case has been marked by a sustained pattern of obstruction from the Local Authority. Statutory deadlines were missed repeatedly, and instead of working collaboratively, I was pressured to drop my Tribunal case. There were deliberate attempts to avoid accountability, such as insisting on phone calls instead of emails to stop paper trails. I was swamped with unnecessary paperwork and irrelevant evidence, which appeared designed to delay proceedings and prevent Alternative Provision (AP) from starting.

Even after the Tribunal ordered provision, the LA failed to comply with the decision: AP was not lawfully commissioned, invoices were left unpaid, and my child was left without support they were legally entitled to. Alongside this, there was a refusal to provide the correct EHCP funding figure, a refusal to put that figure in Section J, and a refusal to share the funding letter, leaving the plan incomplete and schools/providers without transparency. Funding figures were repeatedly “mistaken,” and the school was consistently underfunded, only receiving backdated payments after prolonged pressure and direct involvement from my MP.

At times, I was given information on the phone that was simply untrue — for example, being told my child could not receive 1:1 support, when in fact they could. Key information was selectively withheld, creating a system that felt dishonest, obstructive, and harmful to my child.

Impact on Child

Anxiety and emotional distress linked to instability and lack of support

Missed education and regression in key areas of learning

Isolation from peers due to lack of appropriate provision

Loss of confidence and increased difficulties with school attendance

Impact on Family

Extreme stress and exhaustion from constant advocacy

Strain on family relationships due to the relentless pressure

Deterioration in my own health (stress-related physical and emotional symptoms)

Loss of work opportunities and income because of the time needed to fight for provision

Impact on siblings, who experience less attention and more stress in the home environment

Desired Change

Local Authorities to be legally and practically accountable for failing to comply with Tribunal decisions

End to pressure tactics (discouraging Tribunal, swamping with unnecessary paperwork, insisting on phone calls instead of written records)
Mandatory transparency in funding — with clear, accurate funding figures in Section J of the EHCP and funding letters shared with parents and schools
Automatic, timely commissioning and payment of provision ordered in EHCPs and Tribunal outcomes
Independent oversight of funding to prevent repeated “mistakes” and deliberate underfunding
A cultural shift where honesty, legality, and children’s wellbeing come before cost-cutting or reputation management
Keyword Flags
delays, failure, communication, distress, pressured

ID: KYWdBxM LA: Hampshire Submitted: 19/09/2025 20:35
Types of Misconduct (self-reported)
Delays, misleading information, withholding evidence, failure to communicate. Placement offer at an independent told by LA no placement offered. I phone through the list of consulted schools to be told the school had been asking for contact details for weeks so they could offer trial days ahead of tribunal. We attended trial days and left the school with a placement offer. Changed parental preference with courts, to suddenly be told after 18months of being told our local maintained placement couldn't meet need... suddenly they could!! Nope, we proceeded with court for placement at independent in another county, daughter is now placed there. Very happy!
Experience
Experience was horrendous, ignorance, lack of knowledge around diagnosis. Constant change of case workers. Lies built on lies. LA's begging head teachers to take my child, we built very close relationship with the initial named mainstream school before choosing to decelerate for the year as court proceedings took place. Nursery staff asked to verify parental submissions on ehcp, again strong relationship built with nursery staff. But it wasn't through staff wanting to at both school and nursery, I was a forceful mum until a mutual understanding was built.
Impact on Child
Emotional distress, anxiety, lack of friendships A refocus to make change to other children and their families, sharing info, making sure no child is left behind!
Impact on Family
Stress, relationship tension, siblings put on back burner, poor mental health!
Desired Change
Better relationships Trusting parents Involving children and parents Less strain on LAs financially so they can correctly place children with financial worries being priority. Schools to stop pushing parents out, gaslighting us.

Keyword Flags
mental health, delays, failure, distress, gaslighting, no placement

ID: vGJozyg LA: Gloucestershire Submitted: 19/09/2025 21:22
Types of Misconduct (self-reported)
Seeking duplicate information Not sending reports by paediatric consultant to mainstream schools which specifies that mainstream environment will cause harm to my child. Not sending a CAMHS report which stipulates a specialist setting is essential for my child.
Experience
Our EHC coordinator has consulted mainstream schools despite 2 ed psych reports stipulating a specialist setting is required for my child. She deliberately did not send child and parents views which depict the desperation of the situation and harm caused by mainstream environment. She's also not disclosed reports by CAMHS and a paediatric consultant that clearly identify mainstream setting as harmful to my child. LA refused to use a private Ed psych report to assess and waited for their own appointed EP, which my child did not engage in as it was an online assessment. By seeking duplicate information the LA also breached 20wk deadline by almost 3 months. My child is in phased transfer and the delays have caused him being out of education since February 2025, with no secondary school placement.
Impact on Child
Emotional distress, isolation, self harm, anxiety, loss of education, deteriorating mental health, PTSD resulting in FND
Impact on Family
Stress, deterioration in my own mental and physical health, anxiety, AuDHD burnout as I have AuDHD, hopelessness, debt as I've had to use credit cards to fund expert advice and am now £3500 in debt.
Desired Change
Honesty, transparency and accountability across board. For all children to be treated like individuals not just inconveniences that drain the public purse.
Keyword Flags
mental health, delays, refused, distress

Types of Misconduct (self-reported)

Provision specified in EHCP not being implemented and LA disagreeing with our complaint about it, making up unreasonable excuses and not resolving situation. Lies being told about childrens progress - one where son was according to LA making good progress but was still unable to write his name in year 5, and school stating needs could not be met but LA insisted they could. Delays in assessment for EHCPs, refusal to assess when needs very clear and significant. Delays in tribunal appeals. Other childrens names and details appearing in communication from LA during appeals and in EHCPs. Aggressive legal tactics employing barristers by LA who are useless and have no knowledge of our child. Reports being written by professionals commissioned by LA where they have not even seen our child or met with us or school, and TH

they then write a report from reviewing our privately funded reports, which they disagree with !! Withholding responses from other schools re whether needs can be met or not, withholding information, making up information, making claims that are untrue. Making us go to appeal as it delays the LA having to put support in place thereby saving them money. Vast amounts of money wasted by LA in appeals that should be unnecessary, not identifying needs correctly and not putting right support in place. LA commission their own professionals who do not identify all needs of children and thereby they do not receive the right support. LA claiming they are acting in child's best interests when they are clearly dictated by money only.

Experience

We have 3 children with SEND and it has been a non stop battle to get them all the right support and into the right school to meet their needs. We have had to have 4 tribunal appeals, all of which we have 'won'. However the word 'won' does not seem right as it should not be such a fight and battle. the stress of going through this process cannot be underestimated, the process demands a huge amount of time which is difficult when you have the needs of 3 with SEND to deal with as well. The stress involved is off the scale, I developed anxiety, depression and had suicidal thoughts whilst going through one appeal, dealing with incredibly challenging behaviour of one child (due to needs not being identified and met) and medical needs of another child. This is alongside developing reflux and marriage almost falling apart, sleepless nights, etc etc. We have had to spend thousands of pounds for all 3 children to get them assessed properly by all the relevant professionals. Only this helped evidence their needs and provision to meet their needs. The LA then disputed this when we presented the reports to them. The LA waste money by then getting their own professionals to assess our children again so they can get away with less provision. Any private professional has to sign a code of conduct and a written statement about the assessment and being truthful, etc. Most have to adhere to relevant professional codes of conduct. So it makes no sense to waste time and money assessing a child again when private professionals have done their job well. We have had reports from schools saying they cannot meet needs of one child and LA have asked school to reconsider, only because it would save them money! We have had 2 appeals conceded at the last minute, costing us thousands of pounds as we have to pay witnesses fees to attend and they don't refund late cancellations. This is totally unreasonable by the LA as it is usually clear early on that our child needed specialist provision.

We have had assessments such as one commissioned by the LA where Dyspraxia was not identified but child did have this condition affecting progress. Assessment was not thorough enough.

For all 3 children and during each of 4 appeals, the LA have withheld evidence we have submitted and not included significant evidence in the bundle that is prepared by them for the tribunal judges.

We have had one child not receive the provision specified in EHCP and LA disputing it, needing yet another appeal.

The whole system has been failing children and their parents for years.

Impact on Child

One child with autism with incredibly challenging behaviour which only got worse through school as he struggled more and more. As needs were not identified, EHCP was refused and he didn't get right support until we fought via tribunal appeal for special needs school. He became violent to his parents and siblings from age of 5 up to 9 years old due to not coping at school. His brother developed Post traumatic stress syndrome due to being hurt and witnessing other family members being hurt. He would throw the contents of his room down the stairs daily as he didn't want to go to school, he kicked holes in the wall, broke doors, ripped clothes. Often had to drag him kicking and screaming and kicking shoes off on way to school. Had to stay with him at school every day for almost an hour as he didn't want to be left. He would spend most of school day in a room with a TA playing lego as he couldn't cope in class. But we would get into trouble if we didn't send him in. He used to hurt himself, hit his head on walls and the floor and say he wished he was dead. His mental health was affected badly. 2 other children both developed suicidal thoughts at schools where their needs were not met. One child made to do part time timetable and was sent home early every day. They used to shut themselves in school toilet and cry as they couldn't cope. Child with medical needs who needed rest breaks made to rest on floor of disabled toilet. Children all made to feel unaccepted, unwanted and as though they were a burden and an inconvenience. All of this changed when eventually in right school with right support.

Impact on Family

I had to not work as it was too time consuming managing need to stay with one child at school every morning, constantly bring one child home early as they couldn't cope, managing time consuming appeals, assessments etc. So loss of income. Huge stress, strained relationships especially marriage as you have no time for each other and are constantly battling with the LA. Loss of friends as you have no time. Deterioration in mental health leading to anxiety, panic attacks, depression and suicidal thoughts, needing counselling and antidepressants. Impact on siblings- reduced time available to spend with children, PTSD developed by one child due to behaviour of his sibling. Siblings hurt physically by child with challenging behaviour and parents hurt physically by child with challenging behaviour.

Desired Change

Numerous changes needed ! Children should have their needs identified correctly and provision implemented as early as possible to prevent issues with development educationally, developmentally, physically and mentally. Also to prevent family breakdowns due to stress when it is stressful enough already. Funding for SEND needs to come out of a separate government budget not the LA budget which is insufficient. Failings of the LA are primarily due to them trying to save money as they don't have enough to meet the needs of all children with SEND. LA's waste thousands battling parents at tribunal appeals, especially where they employ barristers. This money could be put to better use supporting the children they are fighting against. More special needs schools as mainstream will not work for many due to the size of classes and the

need for specific support. It will not work training all teachers in SEND as they do not have the time in a class of 30 children to give specific support to one child.

LA's need to work with, not against parents

We are not fighting for support our children dont need ! We are having to fight for support they need to ensure they are able to the best chance possible in life. If we dont get this right as early as possible, the costs down the line willl be huge. Mental health issues, crime rates and unemployment rates will rise. Costs to the DWP for support of those with SEND will also rise unless we get support right for all with SEND.

Surveys, reviews, investigations into SEND have been going on for many years. The issues are not new, they are historic and need to change. We shouldnt need to keep reporting poor experiences if nothing is done to change the syatem for the better. We havent asked for children with SEND and it is no fault of our own or our childs but at every stage the current system fails them.

Keyword Flags

mental health, delays, refused, communication, suicidal

ID: Gxq8j4p LA: North Yorkshire Submitted: 19/09/2025 22:07
Types of Misconduct (self-reported)
Annual review not held with guidelines of 12 months. Held 5 months late. Guidelines not adhered to at all....last ehcp dated October 2023, latest finalised September 2025!! Delays meant son was stuck flexi learning in a school that couldnt meet needs. Said school was named in new ehcp. Serious lack of communication from LA to the extent that we are now on a stage 2 complaint
Experience
Huge delays holding AR, huge delays in issuing ehcp. Naming school that had already said they cannot meet needs. Incredibly poorly written ehcp. Terrible communication
Impact on Child
Stuck flexi learning at a school that cannot meet needs. Huge amounts of dysregulation leading to multiple suspensions. No real education for over a year. Child is a ademically gifted but cannot access education in mainstream. Have ot just managed to secure a specialist place....without the avoidable delays he could have started almost a year ago. Huge amounts of stress on family. Child is socially isolated, anxious, sleeping issues and is now behind academically
Impact on Family
Huge impact. I cannot work due to flexi learning. 15 school runs a week, lunchtime drop offs for the half days he can cope with mean family is stuck working around his schedule. My mental health has plummeted, the stress of continually fighting the LA is immense. Has impacted siblings too and younger daughter is especially impacted as she is at the same school
Desired Change
Better communication, more honesty, less word games. Stop rewording professional reports which completely changes the provision. Understand that these are children deserving an appropriate education Stop blaming others for their failings Adhere to government timelines More specialist provisions and APs More support for families.....the legalities of sen law are complicated and most of us are learning as we go and the LA are obstructive more than two are supportive
Keyword Flags

mental health, delays, communication, isolated

ID: 9qRbg84 LA: Nottinghamshire Submitted: 19/09/2025 22:08
Types of Misconduct (self-reported)
Failure to support. Lost important documents Failed to adequately do ehcps Lied about school placements. Failed to support children properly Failed in section 19 after children had to be withdrawn due to seclusion and neglect
Experience
The fight has been exhausting and ongoing since they were very young despite lodging formal complaints last year that saw us being awarded the notts county still don't listen we are still fighting tooth and nail for home education. They make threats they ignore reviews they try use ehcps that arnt worth what they are printed on they completely ignore the physical and mental drain and toll not just on the send children but the parents.
Impact on Child
They both suffer severe anxiety one to the point he actually wets himself daily the other clenches fists and stims all day every day. They can't even hear the word school without being poorly they won't even go out with their tutor on fun visits. They only feel safe with me. And need constant reassurance and support.
Impact on Family
Most definitely a loss of income the length of the fight the neglect from not one but two county's greatly affected the time it took to not only get the ehcps (six years) and they weren't even worth the paper as found out they were literally copy/pasted and neither specific to each child/detailed. Thankfully relationship wise myself and their dad are pretty strong but I have no friends. I had to give up any thoughts of going back to work six years of fighting for a school for them to suffer what they did was an utter disgrace and worst is they repeatedly get away with it and still try to enforce their will with no thoughts to the children or parents. I'm physically and mentally exhausted I get an email I get anxiety I get a phone call it's dread I'm full time with the children I get no respite no break no nothing my physical health I'm now borderline diabetes severe insomnia means I struggle with sleep but also sleep apnea that affects that to weight gain autoimmune flare ups with stress. Life is hard enough having to look after them but to also have to fight everything else from support to education to even getting benefits help which apparently we are also now going to get punished over.... It's relentless. Starmer once said if people weren't happy the door was open they could leave.... Leave to where? We would love to leave but nowhere to go and no money to get us there... And daily the thought why does our country treat our send children so abysmally and us their parents... It's got to stop.
Desired Change

Children get helped parents get supported.

Carers should be paid for each person they care for not just the one they are allowed to claim for! And schools and county's reprimanded and held accountable to their actions!!

Keyword Flags

failure, exhausted, neglect, punished

ID: eq0k8zQ LA: Sefton Submitted: 19/09/2025 22:14
Types of Misconduct (self-reported)
Misleading information and delays
Experience
Once I received the decision from the LA not to proceed with an EHCNA for my son, I appealed this and applied for mediation. The parent liaison officer from the LA contacted me and after an long discussion, she told me that she could get the decision overturned before mediation if I provided her with all the evidence that we would be providing to the mediation company. I did this and then the decision was upheld and I was told by the mediation company that this wasn't best practice and the LA'S parent liaison officer shouldn't have tried to mediate once mediation had been applied for. The decision was overturned at mediation and the LA have failed to complete the assembly period within the statutory time frame. They have told me that they can't make a decision on whether or not to issue a plan until an Educational psychologist report has been completed and the Educational Psychology team are experiencing capacity issues, therefore they can't put a time frame on when this will be completed because it's out of their control. His school paid for and Educational Psychologist's report in March this year and they used an Educational psychologist recommended by the LA but they won't use this report.
Impact on Child
My son has an ASD diagnosis and he is on the pathway for an ADHD diagnosis. He has emotional based school anxiety and he requires an adult to be available in school to support him through the day. We've has 2 major safeguarding incidents in the past 6 months but the school are unable to provide my so with an emotionally available adult a higher level of supervision without LA funding that comes with an EHCP
Impact on Family
My regularly comes home dysregulated which then impacts the family and whether or not he is able to attend his extra curricular activities
Desired Change
Meeting statutory time frames and accountability for delays
Keyword Flags
delays

ID: xXRkrqd LA: Manchester Submitted: 20/09/2025 07:21
Types of Misconduct (self-reported)
Lack of communication, false information and lying about phone calls that never happened, broken deadlines.
Experience
Manchester Local Authority have destroyed my daughters mental health, failed to do their section 19 duty, sent out old EHCP's to schools for consult therefore they couldn't meet need, every EHCP review and legal deadlines of paperwork were broken, waiting 6 months for drafts, kept my daughter in mainstream for over 2 years because of the wrong EHCP being sent for consult, admitted fault to her school setting but never to us as a family, didn't do their legal duty and make sure the school setting she was at followed her EHCP, my daughter case worker was rude and unprofessional continuously especially in mediation acting like a cocky teenager, even after providing so many professional letters from GP's, Occupational therapists, paediatricians, the local authority didn't listen to the fact my daughter needed specialist school. So I fought, to the point it made me ill, became qualified in SEND law just to help my child, only after the lead up to tribunal with all the paperwork and evidence I provided, knowing that they didn't have a leg to stand on, they finally conceded and found her a specialist place, a specialist place that should of been given 2 years prior, and in those extra 2 years at mainstream only part time the mental decline my daughter has faced and trauma that has caused so much damage to her mental health would of been completely avoidable.
Impact on Child
Emotional based school avoidance, school based trauma, anxiety, loss of education, suicidal at 8 years old, low self esteem.
Impact on Family
My own mental and physical health has declined, severe anxiety, isolation, not being able to go anywhere as I would get phone calls to pick my daughter up nearly everyday as she suffered from meltdowns hiding under tables asking staff to help her end her life, staying in all the time because my daughter was afraid to go out or doing anything at weekends because she was in a state of constant survival because of being in the wrong school setting with no support even with her EHCP being there it was never provided.
Desired Change
Some accountability, actually following send law, compassion and care for the child and families, deadlines being met and doing their actual job.
Keyword Flags
mental health, communication, trauma, suicidal

ID: q4JxG1G LA: Cambridgeshire Submitted: 20/09/2025 07:42
Types of Misconduct (self-reported)
Delays, failure to engage, failure to respond, failure to uphold complaints
Experience
Unfortunately, her EHCP is largely outdated due to the substantial failings of the Local Authority (LA) and the school. Our primary concerns lie with the school's Special Educational Needs Coordinator (SENCo). We believe her dual role with a neighbouring authority compromises her ability to fulfil her duties effectively. This concern has been escalated in a formal complaint to the Chair of Governors, highlighting the SENCo's failure to adhere to due process and expectations outlined in Chapter 9 of the SEND Code of Practice. Additionally, the mismanagement of our daughter's Annual Review was acknowledged by Cambridgeshire County Council (CCC) on July 14th, 2025. Despite receiving the school's annual review papers on June 2nd, a newly appointed Senior Caseworker Officer reported on September 3rd that no papers had been saved to their systems. This discrepancy raises serious questions about the LA's processes. We are deeply concerned about the repeated failures and lack of accountability within both the LA and the primary school. The dismissive attitudes of Senior managers and the Head teacher's routine dismissal of our requests for support have only exacerbated our frustration. As our constituent MP, we kindly request your assistance in addressing these issues. Specifically, we seek your help in ensuring that the LA adheres to deadlines and properly manages its responsibilities. We also need support in holding the school accountable for their actions and ensuring our daughter's needs are understood and met. Your intervention could help us gain clarity on why the LA continues to disregard our concerns and fails to address upheld issues. Moreover, understanding the root causes of these systemic failures is crucial for preventing them in the future.
Impact on Child
Severe loss of education, emotional distress, anxiety, School trauma, mental health.
Impact on Family
Mental health impact on family life/siblings loss of income stress strain on the family/relationship can't go out for the day

Desired Change
Liability. Actually, do what they say they're going to do. uphold complaints, get EHCP through quicker
Keyword Flags
mental health, delays, failure, distress, trauma, dismissive

Types of Misconduct (self-reported)

-A very senior member of staff at the LA contacted two professionals involved with my son and asked them to stop saying he needed an EHCP.

We weren't even thinking of applying at the time, as we believed school that my son was fine.

School did not tell us this had happened. LA did not tell us. We found out because the professionals told us and said you need to know this.

We wonder why a very senior member of staff did this when we hadn't even applied for an EHCP or even if we did, why???

-When we finally did apply for an EHCP and it was approved, we were told lots of things would happen that didn't. Too many to mention.

-No communication.

-EHCP review the new school were supportive. No changes.

4months after this review the LA email us on a Friday afternoon during school holidays proposing massive changes to the EHCP. No rationale, no evidence as to the reasons for this.

We get 15days to respond and agree, disagree, or speak to a caseworker.

We tick to speak to a caseworker and ask reasons for changes.

We get a letter 4/5weeks later with some of their changes reversed, no explanation.

Another 15 days to respond etc.

Where is the communication, transparency.

-School do not have the resources to implement EHCPs. A teacher at my son's previous school, told me that my son was not getting anything stated in his EHCP.

The list goes on.

Experience
Navigating and encountering the education system has been the worst and most stressful thing I've ever done. It has changed my view of services, systems and it has challenged my traditional view of education. It is a corrupt system that serves only itself and not our children. I worry for the generations to come.
Impact on Child
My son is squeezed into a mainstream school where staff although really nice, do not have the resources to meet my son's needs. My son has been head butted in school, targeted daily where he is pushed, taunted and physically hit. He has been pinned to the ground in the toilets. Told to 'go and kill himself'. Why? Because his difference is obvious to his peers. He's autistic and he has adhd. He hates himself because he believes all the things his peers tell him. He has nightmares, is jumpy and very isolated. His anxiety is constant. He is heading to the mental health system because of school can't keep him safe from the bullies. He dysregulates in school daily and spends time with his head of year. How is he learning if he cannot regulate in school and is out the classroom??? If he can barely write a paragraph and he's at secondary school age. Maybe if we didn't believe primary school that everything was fine, we wouldn't be dealing with this now. My son has 100% attendance but I can see he is heading to burn out. He does not want to go to school and we are not far from the day he refuses and doesn't go. If we cannot turn this around for my son, I can't see how he will manage the workplace. Devastating! The education system is not fit for purpose for many children, but SEN children it is torture for many.
Impact on Family
Our entire lives have changed beyond recognition. I have left my job which I loved, as I could no longer navigate the education system, be there for my son and be there for the people I work for.

- My husband has to take time from his work too.

- The paperwork, the hoops the LA make you jump through takes quality time away from being with my son.

-There are many other things I could add, but those are the top 3.

Desired Change

Kindness

Transparency

Open communication

If the system is under pressure stop blaming the parents, let's instead think about how we can work together.

Radical reforms are needed in the education system, but with the voice of lived experience helping shape it.

Parent carer forums are often too cosy with the LA to get voices heard. More surveys like this are needed. An honest voice of the people negotiating these government systems.

A change of Government who get it. I will never vote labour again.

If more money was put into a proper diverse education system, that meets the need of the child, this would have a significant positive impact on the criminal justice system, social care etc.

All our systems family, education, work, health etc are linked and if we are destroying the education of our children; the rippling impact this has on family life; mental health crisis will continue to increase. Criminal justice system will be stretched further.

Can some cross party work be done with MPs who get it, to challenge the devastating impact of this new Bill and make some real changes.

Keyword Flags

mental health, communication, isolated

ID: KYW7Dyz LA: Waltham Forest Submitted: 20/09/2025 08:38
Types of Misconduct (self-reported)
Delays, threatened with court, ehcp not reviewed yearly, currently homeless kids not in education delayed diagnosis
Experience
My sons ehcp was not reviewed fir 2 years he dropped back 5 yes academically, currently homeless not offered temporary accomadation so are moving from caravan site to site every 2-3 weeks children not in education or recieveing support
Impact on Child
Emotional distress, not getting any support or education, anxiety, lonely, regressing as not received Abu therapy or an education
Impact on Family
It is affecting us in every way possible
Desired Change
A home so I can get my kids into special schools and the right treatment and therapys
Keyword Flags
delays, distress

Types of Misconduct (self-reported)

My child went through a special-needs school from 2014 to 2024. During this process. He was violently attacked. The school wasn't following his EHCP provision that the educational psychologist to put in contacted the Sams Worker and with no will help us support With all that in mind the child now has come away with mixed anxiety PTSD mild to moderate depression due to School failure and the centre department at our local council will not place him in the post. \$.16 provision they would rather put him into an AP provision that has a multiple times failed have huge safeguarding issues towards the children and as even had previous APs closed closed down

Experience

My child has been out of education for 9to 10 months. Due to Sense school not passing information over to a college with a Sen hub attached my child attend the Sen hub that was attached to the the College really struggled with the PTSD that my child was displaying but just labelled him down has been violent and regulated when it was a case of a child that finds it hard to communicate but also communicate his struggles and needs and wants so we were sent to many provisions to look at a couple of which I as his Parent did a better job than the Sams teamas my child was kicked out in October from post 16 education and the Sam's team didn't start looking for places until the 14th of January the following year so we have left from October to January within doing nothing for my child. They also would not provide him with the allocated 15 hours that he was entitled to while waiting for an another provision to come. as my child was kicked out in October from post 16 education and the Sam's team didn't start looking for places until the 14th of January the following year so we have left from October to January within doing nothing for my child. They also would not provide him with the allocated 15 hours that he was entitled to while waiting for a another provision to come about. We looked at many places but the Sams team or the college that he was at that kicked him out didn't provide or provided very little information so that when we were looking round simple provisions they were like when they met him no we can't meet need can't we need? We can't make need until they got us to look around an AP provision that doesn't know my child nor do they know he needs or wants? They've just read an ECP which is out of date and doesn't have the relevant correct information for my child and just say they can meet need and also as Sam provision that can meet need meet my child and watched him for a good half an hour to see what he needs and wants were and already was willing to work with us to do a AB&Cto make sure that he needs where Meet. This took us to the July this year where the local authority they were then going to take both provisions to panel alongside while this was all going off. My child was being assisted by cams who put about that my child is very poorly mentally and needs a provision that will provide him with psychology input daily the AP provision wouldn't they send Provision would went to panel on the 18th of July and because the Big fund difference in money that the specialist provision will cost over the cheaper alternative provision the first meeting come back that they wanted to know whether or not the AP provision would still be able to meet needs better mind I'd like to know no one from the AP had met my child or new or even asked us what his needs were et cetera I was told by the first Sams Worker that nothing was going to happen until September and they would speak to the AP provision and see whether or not they could meet his knees now with everything else that's been going off in the background and that was how it was left during the August holidays. I get a new Sams Worker come to me and are we been to panel but nor I or your old Sams Worker were able to attend that meeting and represent your child but the time round and said looking at best use of public postings money that the AP was overruled and they weren't willing to spend extra funds on placing your child in this end placement so his placement for him which I'm refusing to send him to I'm taking it to mediation was over the cheapest rather than the best suited for his needs to be able to warrant him to be able to manage and live alongside mainstream life around him

Impact on Child
The impact on my child is huge he's feeling like he can't trust adults. He's mental health is declined more and more. I'm having to constantly go back to this psychologist and ask for his medication to be increased. We're now having to try him on a strong dose of antihistamines for when he's overwhelmed to calm him which in world no Parent wants to see their child highly medicated to keep him calm day and day out that's when he's basic needs through our local team and department are not being made or because it is best use of public post as they don't want to put them in the provision that would help him helping regulate help him manage all his needs and help him live fulfilled life that you should be
Impact on Family
Impact on the family is massive parents are constantly at each other me and my husband because I'm the one at home. I'm the one that has to do when he's up. I'm the one that has to do when he's down when he's down. It's horrible to watch. I'm having to push my other children away. She just make sure that they are safe from him. My middle child is just about to start year 11 and do her GCSEs. The impact on her mental health is huge as she just looks lost even my little child he's he's finding this all hard and all he wants is to have the brother back that he first knew.
Desired Change
Change I'd like to see would be them stop looking at the pastry and saying I'm forcing parents to choose alternative provisions when it's not going to meet that Charles needs and it's just going to make the child worse and look at the whole picture when doctors are saying putting a child and AP is not good what why is that? Not being listened to? Why does everything have to come down to? We need to look at what's best for the public posting money? Not what's best for a child not just a child, but the great family as well The human they're not a number they are human beings who deserve to regardless of said regardless of the extra needs, they have on top to have a right to what is best suited for them not as what's best suited for people that don't know them that come together in a panel meeting Why can't parents be a part of the panel meeting? Why do we have to wait for a phone calls why are we not allowed to give our voice over in a meeting room? Which none of these people have ever met the children that they are discussing? No do they know their knees and wants? They're just reading pieces of paper those pieces of paper do not truly represent the person that they are discussing
Keyword Flags
mental health, failure, trust

ID: ob5rY71 LA: Oxfordshire Submitted: 20/09/2025 10:28
Types of Misconduct (self-reported)
Child silenced of being sexually assaulted by Oxfordshire local authority because they witnessed for years child being sexually assaulted but failed to stop it and when the child engaged in drugs and self harmed to numb the pain, Oxfordshire local authority in order to silence mother and child, took child away from mother under care order. Child who was diagnosed Autism and ADHD, attempted to end her life 4 times under care of Oxfordshire local authority in residential care. Oxfordshire local authority fabricated documents in the court, delayed provide the transcript of the judgement to start the appeal. Oxfordshire local authority silenced employees of three resudebtusl homes who disclosed the abuse my daughter suffered in resudebtusl homes.
Experience
Oxfordshire local authority saw my daughter who is 14 and half is struggling at school; suffered bullying at school; was beaten up in school; was offered cannabis at school toilet; was sexually assaulted; but instead of helping to secure EHCP plan and provide the CAMHS treatment, Oxfordshire local authority accused mother of false accusations, fabricated documents, tricked Autistic child to give an access to mother phone, tricked mother to give access to her medical records and when found mother healthy physically and mentally healthy, withdraw all this positive information from the court and by fabricated documents, managed to obtain the final care order. The child was promised to see the judge. Social worker reassured the judge that child does not want to see the judge, and child was forcefully kept in residential home where she was abused by social worker and where male members of resudebtusl house walked into the shower where my daughter was naked. When mother testified to the judge about Oxfordshire local authority wrongdoing on 2nd July 2025 at Oxfordshire county court, Oxfordshire local authority cancelled all contact between mother and daughter and put child on heavy medication to numb the child without disclosing this medication to mother. Child attempted 4 times to take her life since final care order was granted, was out of medication, moved to 3 rd residential home and spent 3 times at mental hospital.
Impact on Child
Child does not go to school since she was taken from mother by Oxfordshire local authority on false accusations for two years. Child 4 times attempted to take her life in resudebtusl homes. Child was put of medication to numb her. Child spend many weeks at mental hospital since she was taken from mother. Child developed severe anxiety, depression and panic attacks while in care of Oxfordshire local authority. Staff of residential homes complained to Ofsted and house was closed but Oxfordshire local authority was untouched.
Impact on Family
I become homelessness as Oxfordshire local authority actively supported the abuse father of my daughter to evict me and our daughter from his house because I openly started investigation into the abuse my daughter suffered into hands of Oxfordshire local authority who silenced myself and my daughter. I lost my job when Oxfordshire local authority was only allowed my to see my daughter during the working hours of my job therefore I could not work in order to see my daughter in residential home.

Oxfordshire local authority did not reimburse my travel tickets from Oxfordshire to London in peak times while I was without job, therefore I participated in clinical retrials risking my health taking experimental medication in order to pay for travel tickets to see my daughter in residential home in London.

Desired Change

Accountability of Oxfordshire local authority. Investigation into their abuse. All conversation between my daughter and social worker recorded and presented during the court hearing or fir investigation to see how social worker interacted with my daughter which caused my daughter to attempt her life 4 times in resudebtusl home.

Keyword Flags

fabricated

ID: NpbKZXp LA: Somerset Submitted: 20/09/2025 11:01
Types of Misconduct (self-reported)
Gaslighting, dismissing and not including needs and provision identified by professionals. Duplication of work, lies from school to the LA, lies from the LA. Delay tactics not issuing EHCP to delay right of appeal.
Experience
Child out of school no support, no AP (despite panel approving funding for AP) school unsupportive (just left to our own devices), school dismissing what professionals diagnose and request as provision. Zero trust between parents, school, LA. Constant battle, refusal to assess, tribunal, decision to assess ordered, assessment done, LA do not include all needs (even from their own professional assessments) to water down EHCP and therefore not addressing all needs and therefore name mainstream, despite child not attending. Awaiting tribunal for B,F and I. All the while child falling further behind academically and socially.
Impact on Child
Isolation, regression, anxiety, school trauma, distrust in what adults say they will do and actually do. Self esteem issues; doesn't feel as though they belong here anymore - so sad for my child.
Impact on Family
Horrific on all of us. The traumatic mornings forcing child to school, holding child down in car seat the distress for all of us thinking we were doing the right thing. Siblings suffering, parents guilt ridden, we have been gaslit, school also blaming us for elements. I've had to stop my career as I can no longer hold down my job, had to reduce my hours by half to accommodate. Husband has had to leave his secure job to find higher paid job, resulting in us hardly seeing him now, which in turn has a massive impact on me covering all things. I had a mental health breakdown, trying to research and fight the system that is completely broken. I have had to learn so much legal and process work to enable me to be one step ahead of what the LA will do next.
Desired Change
Children given the support and environments they need to feel safe, secure and be able to learn.
Keyword Flags
mental health, distress, trauma, distrust, trust, suffering, gaslighting

ID: 5Be6NQN LA: Central Bedfordshire Submitted: 20/09/2025 11:23
Types of Misconduct (self-reported)
Delay in completing annual review for EHCP.
Experience
Had AR in May, not received draft or communication about this. Due new review in December as in year 11 and school (on roll but not attending, at alternative provision and 1:1 tuition instead) need to do phased return review in December to meet LA timescales as had to be completed by March
Impact on Child
Started 2 new placements in September Alternative Provision and 1:1 tutoring with a plan written for an entirely different AP, so can the new providers meet their needs? And provide the Provision in the plan, well No cause it is not written for what they are providing. So actually the LA are failing to provide the Educational Provision in their plan
Impact on Family
Stress, as there have been teething problems with the new providers
Desired Change
EHCP annual reviews to be contacted within legal timeframe. La to adhere to the legal requirement to provide the provision set out in the EHCP

Keyword Flags

communication

Types of Misconduct (self-reported)

- LA rejected initial parental EHCP needs assessment request at the end of YrR (2019).
 - Lied to and gaslit throughout his primary school years.
 - School failed to review his IEP when required (formal complaint upheld and apology received).
 - In 2023 the LA did not adhere to legal deadlines to assess or issue an EHCP.
 - In July 2023, following LA decision to issue an EHCP, his primary school head teacher (also the Senco) responded to LA placement consult with 'can meet need' because 'they had to' despite the fact they could not meet need.
 - whilst we waited tribunal, Occupational Therapy and 1:1 support specified in the EHC plan was not delivered due to lack of resources.
 - The following term (October 2023) the head teacher retracted her witness statement submitted to the LA as tribunal evidence. At this point we were experiencing school refusal and reached a point where he was sent home from school dysregulated with the teacher unable to cope with him and the class, on several occasions in the lead up to tribunal December 2023.
- Persistent failures to respond to communication or to act within the legal timeline framework.
- My first son's EHCP was issued late outside timelines.
- I was told to stop contacting the LA when simply asking for updates when they were in breach of timescales
- My second son's EHCP was 'accidentally finalized' in the hub, which meant it wasn't officially counted as breaching the 20 week timeline. LA tactics.
- Not informed of decisions made by LA panels, either not at all or not in a timely fashion.

Experience

Our experience as a family in summary has been traumatic and ineffective. I have two children with EHCPs in specialist independent placements with transport.

My son was left feeling stupid and not good enough for the world when he was shoved into the corridor daily because he couldn't access the curriculum, all in the name of 'interventions' that were just 'hope' not a strategy set out by experts.

I was left feeling helpless when staff were not trained to, didn't have time to, nor were they capable of teaching a severely dyslexic child.

I endured years of being gaslit by several school staff which was deeply upsetting. Becoming 'that parent' whom school staff feared dealing with, simply for requesting interventions to help my children.

Senco would rather have a chat at the school gate informally rather than actually document the fact they were saying no.

School obstructed independent experts from assessing my children on more than one occasion.

School lied when completing the placement consultation form.

His year 4 teacher said: "I don't know why you want an EHCP, it won't get him anything". How wrong she was, my son is now thriving in a school that truly meets his needs and is helping him progress to reach his full potential.

My second son's EHCP was completed from assessment to placement in under a year. Yes, I was 'that parent' again, however this time it meant they knew I wasn't a parent to be gaslit and fobbed off again. I knew our legal rights, I knew how to quote CAFA2014 at them and I knew what evidence to supply to evidence my son's needs. That knowledge is a privilege, something I have spread far and wide to a great many other families to ensure others aren't left in the dark feeling helpless.

Impact on Child

Severe emotional distress and trauma, anxiety, refusal to attend school or "EBSA" as schools like to call it.

Lost education in terms of years spent not learning in an environment and in a way that met his needs. Lost confidence. If he had started at his current setting 18 mths earlier at beginning of Yr4 (the earliest entry point at this school) instead of mid-yr5 I truly believe he could have caught up more in his reading and writing sooner due to the literacy support, OT and SALT and innovative integrated school ethos for neurodiverse dyslexic DLD children.

Impact on Family

I spent £25,000 on expert reports and legal representation which wiped out my savings. This is nothing compared to some SEN parent friends.

I don't know how our marriage has survived, there have been countless times where the pressure and stress meant we were teetering on the edge of divorce.

My physical health has suffered immensely, I have multiple stress-related auto-immune chronic conditions.

I suffered with severe migraines every day, multiple times a day, for an entire year. This started the day after the LA conceded the tribunal for B,F&I for my first son. I truly believe it was a result of all the stress and worry that it took to get to that point.

I still get extremely emotional now, 2 years later, when I visit their new school seeing them thrive at school events - simple events other parents take for granted. I had to

go off on my own at sports day for a cry this summer. The thing is I am surrounded by, and supported by, parents in the exact same situation. We all fought an arduous painful journey for what our boys need and recognise how lucky we are.

Desired Change

Schools equipped to deliver SEN teaching, to understand when QFT just doesn't cut it, to have the resources to scaffold for the child.

Funding to allow schools to meet need.

Funding that eliminates the gaslighting and 'fobbing off' of parents to fit the LAs narrative of all children's needs can be met in mainstream - you need a diagnosis, you need to be X years behind, he isn't bad enough to need one etc.

Teacher training to enable the above. Utilise independent SEN schools that provide outreach - when they have a winning formula, adopt those approaches.

Scrap punishing SEN parents for unauthorized absence due to EBSA.

Punish LAs and schools for not complying with the law and their own policies.

Facilitate earlier access to diagnostic assessments, not just a single haphazard referral based on senco's gut but multi-disciplinary diagnostic centers (ASD, ADHD, SpLD, DLD).

Provide sufficient sen placements close to families.

A system that works to provide suitable education to the children it serves.

Keyword Flags

communication, distress, trauma, gaslighting

ID: J9W9z5X LA: Plymouth Submitted: 20/09/2025 16:46
Types of Misconduct (self-reported)
Delays (4 1/2 years of delay) Lying about legislation and available educational opportunities Not valuing parental and child input Time wasting Not attending mediation Asking for evidence but not looking at it despite the hours of work sourcing it Unrecorded meetings despite serious nature Going back on agreements Not being contactable
Experience
Repeated neglect of my child's education from Plymouth City Council. My son developed typically until age 7 when he developed the agonising condition called pans pandas. He begged me to kill him. He regressed, became violent, obsessive , went off food, developed insomnia, lost academic skills. I have to fight for healthcare and have had to pay for private health while Nice bide their time issuing guidelines despite parliamentary recognition of the condition. I then spent 4 1/2 years fighting for my son's education. Again spending thousands for advocates as I was repeated lied to, blamed, manipulated, gas lit while fighting for my child to access education as per legislation. It broke me repeatedly, vastly affecting my physical and mental well being. I cannot express how many hours and days I spent responding to every possible way the L.A. Tried to wriggle out of providing a suitable education. Finally last November, my son was issued an appropriate echp and personal budget and a new fantastic member of staff oversaw the package and my son has made more progress in the current year that in the past 5. Unfortunately that member of staff has left and I'm back to misinformation, delayed reviews, lack of personal budget in time for the academic year and excuses. I fight once more. I have been bullied relentlessly. ' one need not act with malice to cause great harm, one only need act with a lack of understanding and empathy'- unfortunately I struggle to believe that malice and incorrect judgement isn't at play also.
Impact on Child
A 4 /5 years delay in education (I would have gone to the Lgo to complain and recoup money but I was too ill and tired after a 41/2 year fight) Trauma for parents and child due to a lack of education, stress, putting my child in inappropriate situations
Impact on Family

Loss of income and the right to a family life for years Contributed to divorce to to relentless stress Far less attention for our other child due the daily need to fight the L.a Nervous breakdown from parents Incorrect and unfounded Fabricated induced illness insinuations causing severe trauma Dangerous suicidal ideation experience by mum due to L.a underhand tactics and manipulAction while I had to watch my child suffer and be neglected year on year
Desired Change
Get rid of Chelsea - she doesn't understand children's rights and send legislation. Remove anyone who is a narcissist and gaslighter. Set processes to be followed, perhaps recorded on a national proforma of steps when a child misses school so this can record every step by schools, parents and L.a. S and that this portal is available for sharing for transparency to advocates etc For the country to pull its finger out and take not that there is a wider issue of increasing numbers of those with chronic illness and neurodivergence
Keyword Flags
delays, trauma, suicidal, neglect, fabricated, manipulated

ID: obkblJx LA: Southampton Submitted: 20/09/2025 18:00
Types of Misconduct (self-reported)
1st rental Ehcp submitted at the beginning of junior school saying a educational psychologist would pay a visit and Elsa support would be put in place for my son at the time of beginning junior school in regards to the EHCP. I took it no further and hope that my son would get the support needed due to having autism in 2025. I put another parental EHCP in it was refused due to the fact that the LA found that my son had good provisions within School however this was not the case he did not have a Lego therapy on going Support or did he have OT support? Just recommend recommendations from an outside source on my asking for both I work with Autism team and a place came up for Lego therapy. I put my son on it not the school. My son is autistic and incontinent and often is very sore due to the fact that he cannot ask for help and is in vital flight most of the day School has agreed that he has a toilet card but with that toilet card comes consequences for my son to be pointed out by other people pair of earphones was given due to noise that my son cannot deal with in school and time out sand times was given to help reduce the fight or flight feel He become burnt out and decided the only way to express his feelings was to scratch his face and bite his arms. Both he is now on part timetable and not accessing education as his peers are. We are now going to court and hoping in the result of this will get an EHCP with a nurtured base schooling where it's not so demanding I did get mp involved this had no impact on the LA decision I found out that he was meant to have EP though doing a SAR report No Elsa Support in school till this year just gone Senco changed and left all paperwork went missing His can do do and review over the years gone
Experience
See above
Impact on Child
Self harm mental health for both me and son age 10 Half days at school I isolation a lot as I'm dyslexic and it's been so hard with filling in form
Impact on Family
No job My partner and I offered do not talk
Desired Change

Stop the battle
Keyword Flags
mental health, refused

ID: 68p8lZe LA: Solihull Submitted: 20/09/2025 20:16
Types of Misconduct (self-reported)
Misleading information, delays, lack of support
Experience
Our daughter has several diagnoses, is not coping in school and as a result we have applied for EHCP twice. Both times she did not meet the threshold for a needs assessment. Both times had different reasons, the school essentially need to do more first. Our daughter is already in several interventions which are not helping and she needs more support. We had a way forward meeting with the LA and school and were told EHCP won't make any difference anyway because the funding provided is minimal. Where does this leave SEN children? We are in limbo.
Impact on Child
Anxiety, panic attacks, regression in independence, emotional distress, hates school and learning, disengaged
Impact on Family
I am not sleeping, I am stressed. We are fighting for our daughter but she is not getting the support she needs and I can't see a way forward.
Desired Change
Children should not have to fail, reach crisis point or stop attending school completely to get support. School trauma is sadly very real, we need to support children before it gets to that point. All children have a right to education, why doesn't mine?
Keyword Flags
delays, distress, trauma

ID: Y5xPdqv LA: Essex Submitted: 21/09/2025 07:06
Types of Misconduct (self-reported)
School can't provide full days for my child so been doing 3 hours a day for a yr
Experience
Fobbed off with plans that never happen
Impact on Child
Disengaged and severely behind her cohort
Impact on Family
Huge mental stress, lost my job and car
Desired Change
Better support and school places for SEN children
Keyword Flags

ID: lbMqA2X LA: East Sussex Submitted: 21/09/2025 12:34
Types of Misconduct (self-reported)
Failure to engage, delayed reports , I was given some of my fee back due to unreasonable behaviour by the local authorities and they took me to tribunal and would have cost more money for the placement they wanted to send my son .
Experience
It nearly made me have a mental breakdown i was caring for three complex disabled children one who was medically complex whilst he had hip surgery and then fighting for him to remain in his current school placement.
Impact on Child
Lost of education, loss of transition, lost of physical therapy, ot therapy which was really critical for his hip therapy to be a success.
Impact on Family
Mental heath , physical health I suffer with fibromigla and stress is a huge trigger for flare up so I was in a constant flare from February until end of September when they consisted placement .
Desired Change
Nothing will ever change they don't care about the impact this has on families, I am currently doing three different transport without a PTB .
Keyword Flags
failure

ID: GxQKAL2 LA: Cambridgeshire Submitted: 21/09/2025 14:52
Types of Misconduct (self-reported)
Delays - more than 12 months beyond legislation and continuing. Failure to respond Withholding information
Experience
EHCP was delayed for exactly 365 days. No AP offered for year 7, complaint upheld by ombudsman and compensation awarded. No suitable AP offered for year 8 and following complaint compensation paid. Nothing offered for year 9 at this point.
Impact on Child
My daughter has had no education for over 28 months aside from the AP we are finding as a family at private resources.
Impact on Family
Significant time and emotional resources are spent providing AP and fighting the council. No summer holiday for 2 years Over £10,000 out of pocket. Difficulty holding down job
Desired Change
Personally I believe the financial resources are not the cause of the problem.....the constant delays, failure to act on initiative and absurd steps you need to jump through. Get on with it!!! Obviously the financial compensation figures are not enough of a deterrent to avoid deliberate obfuscation
Keyword Flags

delays, failure, no education

ID: 44pJJ8A LA: Hounslow Submitted: 21/09/2025 16:19
Types of Misconduct (self-reported)
EHCP cert - numerous barriers put in place, hoops once jumped through had to be jumped through again repeatedly. Education - schools offered by the Local Authority (LA) were completely unsuitable even though they were completely aware of all disabilities
Experience
The LA have refused to accept the preferred choice of school and as a consequence we must take legal action against them - although we do not want to - but the school that is being provided cannot cope with the childs' current disabilities.
Impact on Child
All of the above really.
Impact on Family
We are now attending the LA's chosen school which is at best a 45 minute journey. This is 3 hours minimum each day for drop off and pick up. This means that only one person in the household can have a job which greatly reduces the family income.
Desired Change
Recognition that SEND is not a "one size fits all" situation and different children have specific needs. Without the access to the necessary experts these poor children just do not have a meaningful future.
Keyword Flags
refused

ID: QKOeJR8 LA: Warrington Submitted: 21/09/2025 17:33
Types of Misconduct (self-reported)
Repeated delays in assessment, triage, and therapeutic input despite clear clinical indicators of risk. - Misleading threshold decisions that excluded Charlie from CYPMHS despite documented anxiety, depression, OCD traits, and neurodevelopmental diagnoses. - Failure to act on professional recommendations from multiple assessments (MHST, CYPMHS, Xyla), including CBT referrals and EHCP integration. - Closure of CYPMHS case without confirming contact or safeguarding needs, despite known deterioration and suicidal ideation. - Failure to respond to formal complaint submitted on 03/09/2025, breaching NHS complaints handling standards. - Withholding of updated mental health input from EHCP finalisation, despite LA acknowledging omission. - Fragmented care and poor continuity — no allocated professional, no crisis plan, no multi-agency coordination. - Inappropriate signposting to adult-style IAPT services for a 16-year-old with complex neurodevelopmental needs.
Experience
Over several years, I have experienced a sustained pattern of neglect and procedural failure in accessing appropriate mental health support for my child. Despite repeated referrals, assessments, and clear clinical evidence of high anxiety, depression, obsessive thoughts, and panic symptoms, services repeatedly failed to act. Support was either denied on threshold grounds, delayed without interim provision, or closed without ensuring needs were met. My child was discharged from early interventions despite ongoing distress, then excluded from specialist services due to rigid criteria that failed to account for neurodevelopmental complexity. Even when assessments confirmed significant need, recommendations were not implemented, and no therapy was provided before the case was closed. At no point was safeguarding action taken, despite disclosures of suicidal ideation and obsessive fears. The burden of coordination fell entirely on me as a parent, navigating fragmented systems while my child’s mental health deteriorated. Formal complaints have gone unanswered, and statutory planning processes have proceeded without updated health input. The experience has been emotionally exhausting and has caused lasting harm to my child’s wellbeing, education, and future prospects.
Impact on Child
My child has experienced sustained emotional distress and educational disruption due to repeated failures by services to respond to their mental health needs. Their anxiety has intensified over time, leading to panic attacks, obsessive thoughts, and physical symptoms such as nausea, sleep disturbance, and sensory overload. These have directly contributed to school refusal, social withdrawal, and a loss of confidence in their ability to engage with peers or education. They missed their final year of secondary school and now struggle to attend college consistently, despite enjoying the academic content. The lack of timely therapeutic

input and poor continuity of care have left them feeling hopeless, isolated, and increasingly pessimistic about their future. Their statutory education plan remains incomplete, and the absence of integrated mental health support has caused regression in both emotional wellbeing and educational progress. My child has expressed feeling lost, worthless, and unable to be their authentic self. They have developed a pattern of masking and self-silencing in social situations, driven by a fear of disappointing others. These impacts are not temporary — they have shaped their identity, their relationship with learning, and their ability to trust professionals.
Impact on Family
The prolonged failure to meet my child’s mental health needs has had a significant impact on our entire family. As a disabled parent and full-time carer, I’ve experienced chronic stress, emotional exhaustion, and deterioration in my own health due to the constant advocacy burden and lack of professional support. The emotional labour of managing crises, coordinating services, and safeguarding my child alone has been overwhelming. Family relationships have been strained by the unpredictability of my child’s mental health and the absence of external support. My child’s siblings have also been affected — both by the emotional atmosphere at home and by the reduced time and energy I’ve had to support their needs. The situation has disrupted our routines, limited our social engagement, and created financial pressure due to missed opportunities and the cost of temporary solutions. Despite our resilience, the cumulative impact has been destabilising. We’ve had to make difficult decisions about housing, education, and care based on survival rather than choice. The lack of coordinated mental health support has not only harmed my child — it has placed our entire family under sustained pressure.
Desired Change
I would like to see a system where SEND support, mental health services, and statutory planning are fully integrated, responsive, and accountable. My child’s EHCP must reflect their actual needs — including autism-informed mental health provision, sensory regulation, and Preparing for Adulthood outcomes — not vague or outdated information. Mental health assessments must be acted upon, not ignored or closed without safeguarding. Threshold decisions should not exclude neurodivergent children from support, and therapeutic input should be timely, continuous, and embedded into education planning. I want to see EHCPs co-produced with families, updated when health input is available, and enforced with clear, quantified provision. Preparing for Adulthood must be more than a tick-box — it should include emotional resilience, social confidence, and access to therapy. Families should not have to fight for basic entitlements or coordinate fragmented services alone. Complaints must be acknowledged and resolved transparently, and statutory breaches must trigger corrective action, not silence.
Keyword Flags
mental health, delays, failure, isolated, ignored, distress, financial pressure, suicidal, trust, denied, neglect

ID: GxQRPQL LA: North Yorkshire Submitted: 22/09/2025 06:46
Types of Misconduct (self-reported)
We have had school lose paperwork of bullying, lying at mediation, denying issues, ignoring self harm in school, threats of suicidal ideation. The lea, then refused an ehcp based purely on their concept of mental health issues, even though my child has autism etc. The lea then finally sent a draft ehcp out but no code to open it. It was unfactual, described a different child. Not fit for purpose. Went back to 2nd Tribunal, reports done by the ed psych were useless, only concentrated on transition and not what she needed now. Ot report was in part ignored by the lea. Lea tried to refuse the full report because it would mean she needed more help. Went to tribunal a d l wiped the floor with them. And they have still ignored the tribunal findings. They have denied a social worker when it is stated she needs a disabilities social worker.
Experience
This process has lead me to want to commit suicide more than once due to the stress of trying to manage a severely ill child and deal with wraponised incompetence from the lea.
Impact on Child
emotional distress, school refusal, anxiety, loss of education, isolation, regression in learning or mental health, suicide attempts, self harm, running away from school.
Impact on Family
Had to give up my job, list relationships,affected both physical and mental health.
Desired Change
Maybe if you could actually speak to the case worker that would helpKeyword Flags
mental health, refused, ignored, distress, suicidal, denied

ID: zx17kZR LA: Essex Submitted: 22/09/2025 06:57
Types of Misconduct (self-reported)
Delays getting the EHCP application looked at, in the end took over 6 months and the ombudsman to get it looked at. Once EHCP was in place no speech therapy was in place for the whole first term until I chased and complained (this was required as per EHCP).
Experience
The only reason my son has an EHCP is because I chased them and went to the ombudsman. Delay was because of the lack of educational psychologists available. Once the EHCP was agreed, the speech provision didn't start until the 2nd term in January. In the reception year my son only did assessments for speech no actual speech therapy. I did ask for an apraxia assessment and this still hasn't been done. It's pretty impossible to actually get a hold of the speech therapist and it's unclear what my son is actually being provided.
Impact on Child
My son is still extremely behind in speech and this is holding him back in making himself heard. This is causing meltdowns and frustrations.
Impact on Family
The whole process took a lot of energy while I was working full time, added stress, took time away from my children and deteriorated my mental health. It has also meant that we have had to take time off work to get to assessments, speak to local authority.
Desired Change
Easier and straightforward process and contact. His EHCP is not being met by the speech therapy services not being provided appropriately. Yet this is impossible to communicate.
Keyword Flags
mental health, delays

ID: 5BpxO56 LA: Sefton Submitted: 22/09/2025 09:14
Types of Misconduct (self-reported)
Breach of my child data protection Descimnation harassment Withholding evidance Refusing to respond to me Sending welfare office after me when school said they can't meet needs My child just left rain or shine outside in the playground alone . When I challenge this I was told it's a human right to be out side alone he doesn't need supervisor as it's not an EHCP They removed all his health from his EHCP Home school transport another big issue in my area know Pedophiles working local taxi firms giving the jobs . School bus driver testing potive drug use Attacking my self Accuse me of fabricating my son's gentic condition . Access my medical data at My own without our Knowledge and consent Who do we go to when school turns on parents and the council ? My Som can't access the local Community and no one cares Council told me when he's 16 they close his EHCP and he sign on the job center and NHs will pick up his care . No resbite for my son no direct payment If the direct payment can't be used as there no staff they take it back at the end of Year and no data is collected on how much money been taken back from family's but they recored how much has been spent
Experience
My son has Post traumatic stress Disorder and so do I last 5yrs have been so traumatic this started before Covid but Covid get the blame
Impact on Child
Anxity Lose of education Regression Mental health suffering
Impact on Family
I work for local council and am being pushed out the door due to all this I don't leav the house I have no income my My financial debts Is out of control just to put food on the table my other children mental health is so bad seeing there brother be treated the way his is . I still have to find the money to pay for my children's school lunches

Desired Change
Consequences for breaking the law The people in charge investigated on why the figures are cherry picked my child not shown in there data . Consequences for the discrimination accountability for the failures it may be too late for my son, but I want changes for the future generations And also like to see the nepotism addressed in Council Respite for burnt of families
Keyword Flags
mental health, suffering

ID: J9WAVMo LA: Devon Submitted: 22/09/2025 12:04
Types of Misconduct (self-reported)
I've experienced long delays when waiting for a response to communication. I've had emails which have never been responded to. I've been blatantly lied to by my child's support worker.
Experience
My young person is 18 and severely autistic. She is non verbal, has learning difficulties, and is unable to sense danger so can't be left alone at home or in public. A few months ago our LA tried to cease my daughter's EHCP unlawfully. Their reason was "C***** no longer wishes to engage in education". Not once had I, or anyone else, used those words. The protocol for ceasing an EHCP wasn't followed, no meeting was held and it hadn't been discussed with me at all. My daughter was at college at the time in the special needs department, and doing well. She was hoping to carry on studying this September, but we were unable to apply for a placement because her EHCP was being ceased. It took months of emails (most of which were ignored) and eventually a tribunal application before the council changed their minds. Unfortunately by the time this happened, the summer holidays had started and it was too late to apply for a placement anywhere, let alone visit to meet everyone and arrange for an enhanced transition. We have now had a review meeting for the EHCP, but the review still hasn't been finalised and we are still without a placement.
Impact on Child
My daughter is now isolated at home, with no educational placement. She's 18 but has the mental age of a 5 year old. She needs to stay in education as long as possible to give her the best possible chances in life.
Impact on Family
I've had to reduce my hours to almost zero to be home with my daughter. We don't have a care package in place, and I'm a lone parent so I'm having to do it alone. The unnecessary stress and frustration caused by this situation has had a huge toll on me mentally and physically.
Desired Change
Local authorities need to be stopped from trying to end EHCPs unlawfully.
Keyword Flags
delays, communication, isolated, ignored

ID: 1ApK9dM LA: Central Bedfordshire Submitted: 22/09/2025 20:47
Types of Misconduct (self-reported)
I have had 3 ombudsmen complaints upheld 1) failing to follow statutory duties in delivering provision in section F as an EOTAS package (this was following tribunal) 2) Failing to follow statutory duties during the annual review process 3) Failing to follow statutory duties with personal budgets . I have had 5 appeals to date 1) refusal to assess - conceded 2) refusal to issue conceded 3) contents B, F, I health and social care - upheld 4) contents B, F, I, health and social care - B, F I upheld , health upheld , social care Patti ally upheld 5) currently in appeal no 5 for B, F, I health and social care - my young person has not had delivery of section F since Feb 2025 and has been unable to attend , no alternative provision has been offered despite evidence and LA have requested stay of hearing . During complaints investigations these are not carried out independently by another term, but usually by the manger of the team complaints re being ,made and has required ombudsmen escalation which have been upheld . Consistent failure to respond to communication .
Experience
2018 parental application for an EHCP , now in tribunal number 5 appeal contents, this is our 3 rd contents appeal . Lack of communication and clarity. Health do not step up to their responsibilities , lack of appropriate services commissioned beyond 18 . X 2 mental health breakdowns which have impacted physically too - ARFID . Had to take a career break for 2.5 years , remortgaged house twice to fund tribunals and cover expenses due to loss of earnings .Impact on family life due to contact stress +
Impact on Child
Emotional distress, EBSNA , anxiety and depression , impact on mental and physical health, impact on learning - LA continue with barriers consulting with settings that do not offer YP chosen course (this would not happen with a child who was not disabled - it's indirect discrimination , and does not meet the PfA aspirations outlined in Send COP 2015)
Impact on Family
Loss of income x 2 remortgages , career break for 2.5 years to be full time. Carer due to mental health risks, impact on siblings , impact on everyone's physical and mental health in the family
Desired Change
Something similar to the ICO who are responsible for breaches of data protection laws . Fines need to be issued to councils not following statutory duties -needs to be consequence for LA's and investigations . Accountability is needed at SEN support and EHCP level . Teacher training . Academies to be accountable to LA for SEND so that they have to put in place changes LA are trying to make to practice

Keyword Flags
mental health, failure, communication, distress

ID: gDkA4MO | LA: Surrey | Submitted: 22/09/2025 21:23

Types of Misconduct (self-reported)

Immediate loss of Education at age 12, really rubbish attempt at replacement, causing more damage. Really terrible continuity with help, communication between Cahms and other agents abhorrent. Still fighting her corner for Education missed at age 21 .
Diagnosed at age 13 ,n9 Education since .

Experience

Absolutely traumatic, has changed our lives for ever. Without our person having the family they have, they would no longer be.

Impact on Child

Out of school since 12. Dreadful stress impacted on the family. Sibling treated for depression, Mum break down but in treatment and full time carer, and Dad struggling.

Impact on Family

Financially, terrible. So much pressure to provide for Education not provided.
Totally altered the family dynamic.
It's all about keeping someone safe, while not neglecting other family members.

Desired Change

Better communication, and more education about Autism, particularly to the "professionals "

Keyword Flags

communication

ID: aQa07Jv LA: Surrey Submitted: 23/09/2025 06:15
Types of Misconduct (self-reported)
Failure to engage with Tribunal proceedings, ignoring professional reports
Experience
Son 19 attended specialist school since 8 years. Had offer of a 52 week placement at a specialist college and professional reports supported this placement as only one could meet need and aspirations. Council wanted mainstream, then tried mainstream with 1 to 1 when mainstream said no. Delay tactics meant that we lost the place and son had no provision for most of the academic year leading to suicide ideation and self harm. Son now at the college after Tribunal ruled 52 week placement was the right one
Impact on Child
Loss of education, anxiety over what he was going to be doing, mental health issues including suicide ideation and self harm, regression in learning.
Impact on Family
Stress for all the family, including daughter doing a levels. It affected her grades. Parents relationship almost non existent due to lack of any support
Desired Change
More listening to parents views as they often know the children best, more thorough look at evidence before wasting time and money to go to Tribunal. More support generally for our young people.
Keyword Flags
mental health, failure, no provision

ID: 81R81dA | LA: Lincolnshire | Submitted: 23/09/2025 06:30

Types of Misconduct (self-reported)

Breaking the law all of the time. Being gaslight when child is being abused by school and won't even acknowledge the trauma they help school cover it up. They know a child's being discriminated against but will do nothing, and when support isn't being put in place they cover it up.

Experience

3 school placements, last one taken my son out as he stopped eating and drinking as the school would force him to change his own incontinence products. No communication from the LA and they kept saying they expect him back into that school would acknowledge trauma. Even tried to stick us on child protection to cover up the school failings. They have never followed the law reviews are done behind parents' backs, they ignore emails etc.

Impact on Child

Trauma and they have made it clear they won't go to school, they haven't had any education as the LA just ignore their duty. And we have been left to pick up the pieces.

Impact on Family

Everything, we have no respite. We have had to deal with our child's trauma without any help, the hitting, making themselves sick etc. Our other child has to witness it all.

Desired Change

That LA are held accountable

Keyword Flags

communication

ID: Bz2DjXY LA: Oldham Submitted: 23/09/2025 07:56
Types of Misconduct (self-reported)
Dismissing their needs, refusing to assess for an EHCP. Lots of delay. Heavy handed tactics. Parent blame. Very aggressive legal tactics including denying child's needs and potential autistic traits and falsely alleged FII. Denied child victim of domestic abuse by father. Used both these reasons to begin child protection procedures, falsely accusing of FII, ignored professionals and school saying child likely autistic and has sensory and other needs. Dismissed professionals views. Played dirty games trying to discredit school professionals. Ramped up mother blame and took to care proceedings. Lost child to abusive father. Traumatized child and me as mum. Most inhumane and evil thing I've experienced. Child now struggling mentally and needs support. Still lives with abusive father. Their relationship with me been severed. The LA now accepts child autistic and has needs I advocated for. They accept I was telling the truth. But there's no accountability for devastating our lives. My child has no mum. I no longer have a relationship with my child. They continue to be abused by their father. Too many stories of SEND children and domestic abuse and family court.
Experience
Worst experience of my life. I never knew asking for support for my child could result in me losing them forever. All for telling the truth and advocating for them. Parent blame is rife. Mother blame more so. Local authorities have too much power and there's no accountability. My child went through horrendous things and their needs were not only ignored and dismissed for years, they were weaponised by not only an abusive father but also the LA. They were denied the right to their own identity, to understanding themselves. They were denied support. Support was blocked by the LA for years. It became a witch hunt. Modern day Salem. No mother stands a chance in this system to protect her child, especially when they're SEND.
Impact on Child
Trauma on trauma. Distress. Mental health struggles, physical health problems. Loss of education. Extreme isolation. Trauma for life. Worst. My child has no mum. I have no child. The devastation caused is beyond words. Sadly, we are not unique. This is happening to thousands of families.
Impact on Family
Severed relationship. Lost my child forever. Child lost grandparents, close friends, familiar adults, other family. Cut off from those accepting of their needs asking for support when they struggled. Local authorities are setting families up to fail. They are wilfully neglecting and wilfully breaking them. I asked for support for my child to be able to cope with school. I was then falsely accused of the unimaginable. My child was taken from me in the most traumatic way. All because I asked for help for their needs and to protect us from abuse. The worst abuse is what the La, state and courts did to us. My child was told for years they're not autistic, they're 'normal' (whatever that means) and was made to believe I made it all up. Years later and they accept I was right. Child is autistic and has needs, and it was nothing to do with my parenting. But the damage is done. And no one takes responsibility.

Desired Change
Too many. Parent blame needs to be wiped out. SEND laws and procedures need to be adhered to by all, professionals and LAs. If they don't, there needs to be a robust system of accountability and deterrents, sanctions if they fail our children. Accountability for failures should be prioritised. Local authorities have too much power. There is no impartial independent oversight. The current court systems do not do that. Stop letting our kids down. Stop breaking families.
Keyword Flags
mental health, ignored, distress, trauma, denied

ID: D4ZJXKj LA: Bedford Submitted: 23/09/2025 10:32
Types of Misconduct (self-reported)
Failure to respond to emails. Failure to provide provision in EHCP Failure to finalise EHCP following annual review Long delays to whole EHCP Process.. always outside timescales Constant delays in communication Parents view not taken into account ever regarding child's needs Child's views and wishes not taken into account
Experience
As above
Impact on Child
Loss of education Decline in mental health Isolation
Impact on Family
Loss of career/ income Sibling resentment Physical health issues Difficulty maintaining mortgage payments Reliance on food banks
Desired Change
Accountability Following the law Apologies to parents/ child

Compensation for lost education and provision parents have to provide from EHCP Education that child is entitled to being provided
Keyword Flags
mental health, delays, failure, communication

ID: 68pQxYP LA: Sheffield Submitted: 23/09/2025 13:07
Types of Misconduct (self-reported)
Pretending they hadn't received something, then saying they have. Pre-meeting with the School to discuss my child's case then eye rolling each other during the meeting to suggest they were both on the same side, then staying behind together afterwards, making a point of being friends, even though I was the one that had asked for the meeting as really needed help. Just very unprofessional behaviour. Telling me things like 'if they had a diagnosis they would get help', saying they have to mask or they would never leave the house. Blaming us for making our child not being able to cope with the world. Saying they had wrong email address to send EHCP to, even though I had been in regular contact. Just constant little things of gaslighting.
Experience
Traumatic. Its stressful enough as it is having a child who is really struggling but all you really need is for someone to listen and say, I'm sorry you're going through that. It would literally mean the world to parents. Instead you are treated like you are neurotic or overly anxious yourself so not believed. There is a lot of judgment and misunderstanding when you reach out for help. Its probably the most stressful experience of my life.
Impact on Child
Loss of education, emotional distress, isolation and now self-harm. She has had no friends and was desperately asking for help at School and it was not forthcoming. I reached out for help and we didn't fit criteria. She basically thinks nobody cares.
Impact on Family
All of the above, its been dreadful. Its like walking on eggshells trying to make sure she's ok. Its been truly awful watching her go through such a terrible time and she has lost trust in adults being able to help.
Desired Change
Early help and identification. Properly meeting needs and holding schools and themselves accountable. Better training for everyone involved. Supporting families and children way before it gets to crisis point by which time alot of damage is done- some of which is irreversible.
Keyword Flags
distress, self-harm, trust, gaslighting

ID: 0QDoyM0 LA: Warwickshire Submitted: 23/09/2025 19:01
Types of Misconduct (self-reported)
Delays misleading information agreeing with what's in the legislation and should be happening then siding with the school . 7 years of non provision 2 concurrent complaints to La and school not upheld escalated to LGO non provision not validated. Local authority as Independant panel member choose someone connected with the school provision listed as financially delivered not. Refusing to support entrance into sixth form despite being named. When leaving for a college new setting asked for year 13 Sen information for annual review the school sent I page his a level predicted grades. Ehcp never shared with teachers no preparation for adulthood school and La saying he was doing well I paid for private assessments and recommendations were not delivered. 1:1 provision in plan from age 11-18 removed without discussion or recording in annual review paperwork plan not ammended at all years 7-10 then huge delays. Outcomes and small steps to meet them the same in all areas in all finals from 2017-2025. Refusal of personal budget for SPLD support refusal of reassessment of needs son is average/high ability but needs not supported and affecting attainment still has not passed gcse maths and now being pushed down functional maths path despite his wish for gcse
Experience
It has been like going down many paths to find a solution and reaching a blockade at every turn thd first 3 years I thought I just didn't understand when lockdown happened I saw how my son couldn't attend to Independant learning I've paid for assessments that provision has not been delivered and it's been exhausting keeping a conversation going over 8 years that those who have legal obligations do not want to have
Impact on Child
At sixth form school attendance issues rage and withdrawal has good/high underlying ability but couldn't access the learning he wanted to do academic study but failed a levels and now in music college doing portfolio qualifications so we feel he's not able to show his true ability there's problem with executive functioning sensory dysgraphia and hypermobility and misunderstanding of questions which have impacted and not receiving support
Impact on Family
Had to give up my part time job in 2021 stress depression and a worry for my sons future as I'm now in my 60s
Desired Change
Proper communication lawful annual reviews proper oversight of delivery of ehcp provision listening to parents adherence to the legislation
Keyword Flags
delays, communication

ID: 1ApDWKM LA: Sheffield Submitted: 23/09/2025 20:20
Types of Misconduct (self-reported)
Purposeful delays, misleading information, withholding information, not replying to emails or returning calls and then pretending to not know what im talking about the next time I speak to someone, raising "concerns" with other professionals that cannot be substantiated because its a lie, falsifying legal documents , not responding to legal deadlines, not letting me speak during meetings and then accusing me of being rude when I had to interrupt, trying to get my child's medical records without permission.
Experience
Wouldn't know where to start really. Its been years and years of fighting, parental blame, gaslighting, lies and absolute disregard for the law. Battling all of that whilst trying to take care of 2 children with additional needs and single parent. The LA dont care, they see our children as an inconvenience and a financial drain. Its child abuse and they get away with it.
Impact on Child
Child has missed over 3 years of education so far. Loneliness, isolation and poor mental health. Continenence issues caused by anxiety.
Impact on Family
Loss of income, loneliness, isolation, deteriorating physical health, suicidal thoughts.
Desired Change
There needs to be some accountability, but nobody cares. Listen to parents, we know our children. Meet your legal obligations. Follow the code of practice. Be accountable. Stop lying.
Keyword Flags
mental health, delays, suicidal, gaslighting

ID: 7Rp12Va LA: Cambridgeshire Submitted: 23/09/2025 20:56
Types of Misconduct (self-reported)
Failure to follow legal procedure, delays, Failure to respond to communication, failure to follow statutory procedure
Experience
The Council did not provide education or suitable Alternative provision The Council did not investigate/support when provision failed to meet needs. The Council did not follow statutory guidelines of Annual review, frustrating rights to appeal twice. The council ignored advice of medical and educational professionals and failed in their statutory duty
Impact on Child
Led to severe burnout, anxiety, mutism, school avoidance, agoraphobia, depression, socially isolated, 4 years missed school, no qualifications, no friends. Regression in mental health led to threat of hospitalisation. Regression in physical health due to not leaving house - vitamin D deficiency, weight gain.
Impact on Family
All of the above. Has not been able to visit father and half siblings in 3 years. Cannot leave house and was at risk so parent not been able to work or leave child unattended. Resulted in loss of income. Impact on paren's mental health is immense - on anxiety medication. Impact also on extended family - cancelled holidays., celebration etc
Desired Change
Currently taken legal action to get LA to support EHCP and an EOTAS package that reflects the damage done as a result of their failures. This and Ombudsmen ruling has to date cost the LA £12,000 in compensation plus legal fees. The EOTAS package is currently at £44,000 (not including provision). These costs could and should have been avoided had someone fine their job properly 3 years ago. LA's need to concentrate on following correct procedure not wasting money with tribunals.
Keyword Flags
mental health, delays, failure, communication, isolated, ignored

ID: 2ED1N7j LA: Slough Submitted: 23/09/2025 20:57
Types of Misconduct (self-reported)
Failure to review on time 3 years then a year, new plan names setting miles away for complex needs child , poor complaints process ombudsman 1 won case against LA 2023 at ombudsman for 2nd time for same
Experience
Failure to review plan within timescales exceeding 4 week expectation taking 3 years to review a finalise ehcp and again the following year more than 12 months waited oh and I had to send there ehcp they sent me back to them as they sent me an outdated ehcp 2023 they s not me ehcp from 2015
Impact on Child
Poor mental health, anxiety based school avoidance refusal, impact on whole secondary school education still impacting now, so many staff leaving and coming ,, impact learning, impact progress, local authority do not apply the law and exceed timelines, poor communication stressful, anxiety, constant social care
Impact on Family
Loss of employment, loss of education , mental health struggles, poor self esteem, low confidence,
Desired Change
Adhere to the law and legislation timelines, accurate for ehcp, most unfit for purpose plans should be reviewed within the timeline not 3 years later then do the same the following year more than a year waited for reviewed ehcp
Keyword Flags
mental health, failure, communication

ID: gDkYNEP LA: Sheffield Submitted: 23/09/2025 21:39
Types of Misconduct (self-reported)
Delays in applying for ehcp by school SENCO misleading information given by 0-5 SEN teachers
Experience
Senco wasted 2.5 years for an EHCP referral where she clearly see that jow much my son needs help misleading information given by 0-5 SEN teacher who visit twice a year employed by the council saying she can't refer to OT and has to be physiotherapist and only GP can refer. So trusted her, went to GP for appointment then got referred for physio; after 7/8 months got physio appointment then physio referred him to OT which he needs in the first place. Now waiting for appointment which will take about another year or two.
Impact on Child
Emotional distress for us as a family, anxiety, loss of learning opportunities for my son, isolation and time outs in class due to him not getting the right help and support, regression in learning and worsening mental health and stress for everything that's gone wrong
Impact on Family
Deterioration in my own mental health. Impacted on his siblings life, sleep quality and learning ability
Desired Change
Less waiting time for senco to agree to apply ehcp tor my son Both senco and 0-5 send team must know how and where to refer the child to OT directly- cutting the time via gp then via physio etc. Waiting time for the Assessments of ASD and ADHD must be reduced in half before more damage being done to these children
Keyword Flags
mental health, delays, distress

ID: GxQq2zZ LA: Rutland Submitted: 24/09/2025 04:12
Types of Misconduct (self-reported)
Full parent carer name accused of FII in year 7 , having been asking for support since Reception class
Experience
Year 7 , from the first week was pure hell ...Very aggressive tactics by the County Council using unlawful and false accusations of FII , after the DfE upheld my complaint about the headteacher of the secondary school. Child already diagnosed dyslexic the LA had agreed to an EHC needs assessment and then turned that back on me when the head complained . In 9 days flat the put us on child protection register , I had hard evidenced to refute every accusation . All unlawful and outside of policy , father who I had left and divorced was used against us as a weapon . Even the GP senior partner lied about the way his colleague had been helping us to write to school , they said I'd forced him to. Nine of the professionals I'd had see my child were invited to the process . They write and were ignored. I was a home owner , single mum, working around school hours to try and support my child .
Impact on Child
My young person now also diagnosed autistic and ADHD , high IQ and psychiatrist notes damaged mentally by the lack of support in Schools .
Impact on Family
I collapsed after the child protection conference , I couldn't work for 12 weeks , it destroyed my self employed business , it caused me physical illness as well as mental poor health , I'm told I have ptsd . My young person was left in their words 'terrorised', due to their dad working against us I had no choice to force them to School as we were too terrified of what would happen next . This horrid continued for 5 years . My child went to CPC, they told CPC they needed help for school , they told CPC I did not harm them. I had to get my new successful blended family to move back out to protect the other children from being subjected to the unethical social worker . My family was ripped apart and it caused my to have a huge arthritic flare so I was eventually at the point of almost needing a wheelchair. My young person was taken away the day they went to School to carry out the unlawful section47 . They destroyed a very happy sociable child with high IQ who had tried to manage navigating the system . They are broken and have been left mentally scared and terrified , I'd say they also have PTSD, however they won't engage with therapy for this anymore . We are financially , mentally and physically drained and damaged. I had help from a retired social worker and teacher who lived in our village , they could not make it stop ... I had to get into debt to make it stop with a well known solicitor . The case was never closed in writing , so we lived in terror for 5 years until I finally managed to get diagnosed via NHS Choices . But the damage was done . The council independent advocates never spoke up for my child during CPC . They did not act lawfully either . I trained in advocacy during Covid , I sold my home and moved county to get away from the LA and college , however the next school also then refused support .
Desired Change

I advocate for families , usual free of fee as people, like I experienced, have no money to fight the LAs , I've spoken in the Lords with a charity, I've been in panels for research with charties and made two films , I spoke out last week by invitation of Prof Luke Clements (Prof of law for CEREBRA charity and Dr Ana Aiello at their conference and book launch about parent carer blame ... to try and raise awareness of the gargantua breach of human rights and disability rights schools and LAs are using to terrorise and damage families . We need individual accountability , early screening in Reception class (dyslexic is usually Co morbid with autism and ADHD so easy to screen and promote support) . The LGO needs to be scrutinised by parents who are experts by experience. I have met with DfE with Prof Clements and we suggest they embrace mentoring of social workers by people like me , they noted their interest and it went no further ...

Keyword Flags

refused, ignored

ID: 0QDybZ9 LA: West Sussex Submitted: 25/09/2025 06:34
Types of Misconduct (self-reported)
Delays, deliberately missing deadlines and not giving the parents the information they are legally told to in the appeal guidelines, it's lawyers for the local authority who play this game every day versus parents who don't know the system. I've had to pay £850 for OT report because LA wouldn't, and I've paid hundreds in legal advice and I'm only at the beginning of the appeal for my 4.5 year old son who should have started school this September however the mainstream school the Local authority have named is absolutely not suitable and I've had no other options than go extend his time at nursery while I try to fight this out. The local authority have paid for professional reports from salt and ep and then conveniently left out critical information needs identified and provisions recommended by those professionals meaning the EHCP doesn't reflect my son's needs. They rely on parents not knowing the system and it's absolutely appalling. There are kids at the centre of every fight and the la are over a barrel without enough money they are forced into these delaying and obstructive tactics .
Experience
Above
Impact on Child
He has not started school with peers, he already has developmental delay and now he's not got the right school environment it's delaying him further. If he was to go to a mainstream school that cannot cater to his needs it would do so much damage to him emotionally
Impact on Family
A huge amount of stress and worry, I'm on antidepressants, it will cost us to pay for his nursery fees for the final term this year if school is not sorted by April I had to complete the appeal form by the deadline and spent 5 hours doing that instead of spending time with my dying father who died less than 24hours later. I am so angry with the LA that they aren't held accountable and I'm so angry with the government that they are allowing all this to happen, when will it end???
Desired Change
A system that is quicker at getting kids what they actually need. I'd love to not be fobbed off and have a LA that recognises some children do need a different school. A system that doesn't rely on parents fighting for every scrap of care for their child. What about parents that can't fight? What about those children? It's barbaric.
Keyword Flags
delays

ID: rjkbWqN LA: Kent Submitted: 25/09/2025 10:44
Types of Misconduct (self-reported)
Delays in EHCPs, late or no annual review paperwork, forcing us to go to tribunal for the only placement that offered a place as son is expensive and they don't want expensive young people existing
Experience
Son severely physically disabled so needs a certain type of placement as many only cater for those with cognitive not physical disability (horticulture, agriculture, catering) which are not possible. Awful for us, sleep lost, very stressful, late decision after exams taken.
Impact on Child
Anxiety, worse results as we couldn't help with revision or be with him as we had to prepare paperwork. Comes on top of many stressful years.
Impact on Family
PTSD. We've had many stressful events over the years and this is last straw. The thought of paperwork now makes me scream internally. People say keep going but we've done that for years. Makes me think for the first time we need to sort out accommodation outside our home for when son finishes college as we don't need more distress (so will cost LA far more long term)
Desired Change
Last week we finally got a wishy washy complaint response after 5 months. Nearly 2 months after they gave son the placement. LA needs to work in a timely way and think hard about making decisions sooner, within statutory timescales. Timescales cannot be a surprise!
Keyword Flags
delays, distress

ID: pbk6qjE LA: Kent Submitted: 25/09/2025 11:05
Types of Misconduct (self-reported)
delays, no response to messages, didn't engage with phase transfer process, forcing us to go through tribunal, causing our child to start school late.
Experience
No engagement for phase transfer. ehcp didn't name next school. tried to go through mediation but council didn't respond. did tribunal papers which was very complex (gathering reports etc, cross referencing with the ehcp to ensure all needs were documented). eventually council agreed to send our child to the school that would best suit his needs but by that time it was too late for him to start on time so its going to be months late. council conceded after the new college had broken up for the summer break.
Impact on Child
loss of enthusiasm for school, probably won't be able to do the course he wanted, missed out on making friends at new school. less physio as we physically can't do it.
Impact on Family
we have had to manage a complex health condition without any help for 3 months, 24x7 . Affected work, relationships, socialising. Sibling has missed out on support as they are struggling at school for different reasons. no longer have any hobbies or out of home activities. physically demanding, have to be extremely careful not to get injured otherwise our child would be confined to be in bed using pads which would no doubt lead to bed sores as well as extreme boredom. we no longer trust the council with anything to do with SEN; every interaction we doubt and prepare to fight and raise complaints over - it's like a trauma response. we've lost sleep over this - not just through stress but literally staying up late to prepare paperwork for a tribunal that we half expected wouldn't happen anyway. work has suffered, have ended up with a more junior role because of it.
Desired Change
Councils need to fullfil their legal obligations, on time, without forcing people to go to court. They need to have the guts to make expensive decisions without falling back on SENDIST to tell them to do that, leaving tribunal for only the most complex disputes.
Keyword Flags
delays, trauma, trust, no response

ID: RGVerGK LA: North Yorkshire Submitted: 25/09/2025 18:20
Types of Misconduct (self-reported)
Misrepresentation. Not responding to Ombudsman. Blatant disregard for the SENDCoP. Trying to block complaints and Tribunals.
Experience
A long trail of having to complain, challenge through tribunals or the Ombudsman. Use of Child Protection processes when parenting not a concern. Forcing us to force child to a school when a complaint investigation eventually concluded that they had not been kept at school. Trying to cover up use of illegal practices (seclusion). Long gaps in the provision of assessed respite care. Big gaps in education provision.
Impact on Child
Trauma with a diagnosis of chronic anxiety. School refusal, loss of education. Child not stretched, has not made the progress they could have done with a stable specialist education and is now ageing out of specialist education. Significant issues with challenging behaviours that now necessitates 2-1 support daily. At a huge cost to the taxpayer
Impact on Family
Breakdown of marriage. Loss of earnings/contribution to society. I have chronic pain due to injuries sustained from child's distressed outbursts.

Desired Change
Better funding, more specialist support earlier, to prevent higher needs developing. Much more SaLT input for children who are non-verbal / non-speaking who exhibit behaviours of distress as there is a proven research based link between improved communication and a reduction in behaviours of concern.
Keyword Flags
communication, distress, trauma, misrepresentation

ID: 1Ap0x8Q LA: Kent Submitted: 25/09/2025 19:23
Types of Misconduct (self-reported)
Delays in issuing a final EHCP despite Tribunal order Lack of communication from caseworkers and managers, despite sending multiple emails and making several phone calls Long delays responding to complaints - far longer than Council's own complaints policy, which meant I had to resort to asking ombudsman to intervene Failure to communicate change in caseworker Failure to keep accurate records Withheld information from ombudsman Not meeting statutory deadlines
Experience
Trying to get the Council to issue an EHCP that reflects our child's needs accurately has taken years. It has been a traumatising experience. We have lost all faith in the authorities that are supposed to be there to provide services to our disabled child. It has been an awful experience.
Impact on Child
We did our best to protect our child from all the stress of the processes but this experience has left them with little trust in the Council. Our child's anxiety levels were very high throughout the process.
Impact on Family
The stress has been huge. My chronic health conditions have all worsened and my mental health also suffered. The Tribunal process took up so much of time and energy. It's left us all with no faith in the services that are supposed to be there when we need them. We have lost all faith and trust in our Council. We could not put ourselves through this process ever again.
Desired Change
More caseworkers being employed in order that every caseworker has time to communicate properly with families. When a caseworker leaves, we should be told and told who will be the new caseworker. Much better record keeping so that information is there for any caseworker or manager to access and can be easily produced if Tribunal or Ombudsman ask to see. Proper co-production with child/parents/carers - meet with them if requested to do so (as Code of Practice states) Council should follow the law and make better decisions and not make it so difficult to access the support and provision that our children are lawfully entitled to.

Respond to complaints within the timescale stated in their complaints policy.
Be transparent and honest.

Keyword Flags

mental health, delays, failure, communication, trust

ID: ODoNWxM LA: Bournemouth, Christchurch and Poole Submitted: 26/09/2025 10:09
Types of Misconduct (self-reported)
Delays, frustrating the tribunal process, failure to respond, not providing education
Experience
In April 2024 (year 5) we had an annual EHCP with school with the LA present. We talked about phase transition for year 7 (junior school to secondary school) . Our child was struggling with anxiety (she's been on the waiting list for Camhs for two years) but her attendance was 96%, she liked junior school. We were asked to name 3 schools for secondary. We named two independent mainstream schools for their small class sizes, and one specialist that we love. We asked what happens next and the LA said they would start consulting with schools. In September 2024 we hadn't heard anything and on contacting the LA, they said they hadn't sent out any consults yet! and they wouldn't be consulting with a specialist school because our child has a mainstream ehcp. Several weeks later in november we met a solicitor at a parental autism group who told me this was absolutely unlawful and untrue. On contacting the LA we asked them to consult with the specialist school that was our parental preference as they had to by law, we also asked them to consult with a local specialist that is very close to home but we hadn't visited yet. They agreed. On visiting the close to home specialist our daughter told us she liked it and then had severe meltdowns for three days before finally admitting she hated it, but by that point the school had put in a favourable consult but with zero detail of how they could support the EHCP. We didn't do anything because there were other consultations to come in. We later found out that the two independent mainstreams said no and the specialist that we wanted. At the end of January 2025 I contacted the specialist independent that we wanted to ask why they had said no, and we talked about some specific points in the EHCP that needed clarification and they agreed to assess her. She had the assessment in school and at their school, she loved it, they offered a detailed plan support. On the 15th of Feb the LA named the local specialist we didn't want, they had a panel meeting and changed her EHCP to specialist and named the unwanted school with no consultation with us. The LA refused to move despite all emails stating how this was not going to work, and we started send tribunal proceedings in March 2025, sendist gave us a hearing date of March 2026 despite stating on all the paperwork that this was urgent for phase transfer 2025. We submitted a send 7 form and the date was brought forward to November 2025 after we it took them 52 days to reply, still too late for phase transfer. In April 2025 we had our child's latest annual review with her primary school and with the LA. We talked about the tribunal and despite having emails where the caseworker said they would not consider overturning the decision, they smiled and told school they could take it back to panel to overturn, however when talking about the importance of getting the decision overturned she said that the offer of placement from the preferred specialist would run out before the tribunal, as if it was some sort of game. Of course panel said no to overturning, it was purely lip service for school. We complained to Sendist about the hearing date being november and they did reply months later saying they don't have cancellation lists (I've been told this is a lie), they can't bring the hearing forward and the LA refused to have an on the papers hearing. The LA submitted no new evidence the only evidence they submitted were the reports gathered 4 years earlier for her EHCP needs assessment, as if nothing had changed since then! The LA knew they would lose an on the papers hearing b cause it would be heard in August and they have no new evidence. The LA have deliberately frustrated the process so that the offer of placement would run out. The school they have named is in a temporary church, they even have to use the local library on a Friday because the church takes everything back on Friday. There are no onsite facilities, no outdoor space only a small graveyard, they told us they were looking for new premises but at a later defensive meeting told us they'd been looking for 6 years,so a move isn't imminent. My child won't step foot in the building and won't engage with them. We are now left begging the preferred specialist school for a new offer of placement in time for th November hearing . If we don't get that then we're absolutely up the creek. We don't have a school.

Impact on Child
My child's anxiety has spiralled, a private assessment for tribunal evidence in march said that failure to put our child into the correct school placement would result in significant impact on her wellbeing. Since then our child has gone downhill rapidly, she refused to engage with the LA named school, she has two hour meltdowns every day, she is not calm, she missed lots of final year events at school because she could no longer cope. Over the summer she started to refuse to leave the house. A week's holiday was awful as she would not go anywhere, and now she doesn't leave the house at all. We have asked the LA for an interim education plan but they have not replied.. they do not care. She is now at home with no proper education in place. The school that the LA have named have been in touch to do a welfare check, but even a letter from Sendiass asking how they would support section F of her EHCP has gone unanswered. Nobody cares.
Impact on Family
Our family is stretched to breaking point. There is only the three of us. I cannot work because I have to be home for my child. Even if I was to work part time term time only (impossible to find) I would have had to give up work to look after her. My physical health has suffered and Ive been diagnosed with fibromyalgia. Our relationships are all strained, mine and my husbands, constant disagreements about what's best to do next, the not knowing what's happening in the future, the lack of support from e.g. Camhs.
Desired Change
You can't give the purse strings to the very same people in charge of what would best suit the n and dw of the child as they will always pick the cheapest option regardless of who it affects and prefer to waste money on top London barristers rather than supporting a child in need. LAs need more accountability.. not less. If an LA is taking many parents to tribunal AND losing, they should be investigated. Putting a family through hell for a year because they want to balance the books is criminal. The 'whatever' attitude of case workers is disgraceful. I once asked in a meeting about transport and they said they didn't pay transport if they named a parental preference school, I asked why not and th case worker smiled and said, bexause we can, clearly getting a kick off the power. I want government to listen, I had a child who a year ago was happy in primary school with 96 percent attendance , a year later I have a child out of school, depressed, anxious, wont leave the house. The LA did this to us, it's unconscionable. Also schools that are independent really need to be checked for suitability, a 'school' with literally two rooms in a temporary building, with no library, no science labs, no art rooms a very limited curriculum, no uniform, no pe etc, is not a school, it's alternative provision, a dumping ground. Build more schools. There are only secondary schools that take mover 800 pupils in my area, schools are too big with too many in one classroom. In COVID our child thrived when she was allowed to go in to a class of 8 -10 children. There n eed to be small schools for high functioning autistic anxious children. There are specialist schools form zcluded.chikdten, behavioural problems children, these are not suitable formmy highly anxious child It is not our fault that the school that can beat support her isn't available locally and we're paying a very high price to fight.
Keyword Flags
delays, failure, refused

Types of Misconduct (self-reported)

Refusal to carry out an EHCP assessment when requested- diagnosed ASD but no school support and failing to attend.

Significant delays (around a year) in completing the EHC needs assessment process.

Failure to provide support in identifying or securing an appropriate school placement.

Lack of support in providing any suitable education during periods out of school.

Failure to respond to communication and formal complaints in a timely or adequate manner.

Threats of fines relating to school attendance, despite the lack of a suitable placement being provided.

Experience

My child was previously in private education, but we had hoped to move him into the state system. He had only been placed in private education due to a lack of wraparound childcare. When we applied for state school places, we were denied. Later, when places were eventually offered, additional and discriminatory requirements were imposed on us before a placement could be taken up, despite the fact that my child had already been allocated a place through the normal admissions process.

By December 2021, my child was unable to continue attending the private school. I had already been seeking a state school place for Year 7 and then Year 8, but no state school place or alternative educational provision was made available. As a result, my child was left without education, not on a school roll, and not home educated from December 2021 until January 2023, when I was forced to threaten legal action due to discrimination.

During this period, the local authority questioned whether I was home educating. To “prove” I was not, I was told that I must deny my child any educational activity, including life skills, reading, or pursuing personal interests. When I asked if this meant they were suggesting I neglect my child, I was told this would be the only way to demonstrate I was not providing education. I raised a formal complaint about this practice.

In September 2022, an Education, Health and Care Needs Assessment (EHCNA) was finally agreed, but the process took a full year to complete. I was told that the delay was because I had not “chased enough,” yet when I did attempt to follow up, I was instructed to stop calling. My allocated case officer changed around eight times during this period, often without any notification, which made it extremely difficult to maintain progress.

When the EHCP was eventually issued, no named placement was included. The authority acknowledged that my child would not be able to attend a setting, but insisted they had to list one initially. This led to a further ten months of Tribunal proceedings before an Education Otherwise Than at School (EOTAS) package was agreed. Despite this, provision has still not begun in practice.

The one provider who was initially engaged withdrew after only four weeks, despite assurances at the outset that they would work long-term to build a relationship with

my child.

Throughout this time, I made multiple complaints. Most were either ignored or left unresolved. On one occasion I was offered £1,000 as a remedy. I do not consider this a fair or suitable response, given the lifelong impact that the local authority's neglect and failure will have on my son.

Impact on Child

My son has been unable to attend school since Year 8 and is now of Year 11 age. He is diagnosed with autism, with likely ADHD and demand-avoidant traits. As a result of his experiences, he has become socially isolated, refuses to leave home, and is believed to carry trauma from his time in education. He now has very low levels of trust in others.

Despite being a bright child with strong potential and promise of high achievement in his early school years, he currently has no aspirations, no qualifications, and little hope for a fulfilling life or future career.

He experiences severe anxiety related to education and employment. He has expressed that the thought of attending school or future work feels unbearable, and at times he has spoken about harming himself rather than having to return to those environments. This highlights the depth of his distress and his perception that work will be similar or even worse than school.

He has significant difficulties with emotional insight and language, and his development has stalled. Academically, he has not progressed beyond Year 7. While he was attending school, he was frequently left with little or no teaching, often only a worksheet, or at times nothing at all, which further compounded his disengagement and loss of learning.

Impact on Family

The situation has had a significant and ongoing impact on our whole family. I have experienced deterioration in my own physical and mental health due to the sustained stress and responsibility of supporting my son. I have had to reduce my working hours substantially to provide care and supervision, which has resulted in financial strain and loss of income.

My son has withdrawn from contact with his father and now lives full time with me. This has been a contributing factor to marital breakdown and divorce.

There have been occasions where my son's extreme distress and overwhelm have led to serious incidents, including injury to myself and police involvement. During these periods of crisis, both he and I have been at significant risk of harm.

Overall, the prolonged absence of appropriate education and support has created high levels of stress, instability, and exhaustion within our family.

Desired Change
I would like to see a more proactive, child-focused approach, where families are listened to from the moment concerns are raised. If we had been heard when we first raised issues in Year 1, strategies and support could have been implemented early, giving my son the opportunity to flourish and develop in school rather than deteriorate. The curriculum should be more relevant to real life, particularly for children with additional needs, so that learning feels meaningful and motivating rather than abstract or punitive. There also needs to be wider, accessible support for parents navigating the education and SEND system. Currently, it is confusing, resource-intensive and a “minefield” to understand, even for parents with higher education or professional experience. Support must also extend across the whole education system. Private schools, when unable to meet a child’s needs, should not be able to refuse involvement or pass responsibility back to local authorities without a clear pathway for provision. Children have a right to an education; families should not be left without any provision simply because one system or another declines responsibility. My aim is not for my son to gain any advantage over other children. I simply want him to be in an environment where his needs are met, so he can learn, develop and eventually contribute to society in a positive way. The current way needs are handled does not enable this and instead increases the risk of children becoming isolated, disengaged, and unable to reach their potential.
Keyword Flags
mental health, delays, failure, communication, isolated, ignored, distress, trauma, trust, denied, no school, neglect

ID: VL4rvpy LA: Kent Submitted: 26/09/2025 17:20
Types of Misconduct (self-reported)
False accusations of FII, abuse and theft Flawed MCA Threats both verbally and in writing Refusal to follow court orders Failure to engage with health professionals Delays in actions and ignoring complaints Blocking complaints Knowingly depriving vulnerable person of services and funds Failure to instigate safeguarding enquiry
Experience
Having proof of Kent CC social services failures the corporate complaint was ignored, health professionals ignored and OPG ignored. KCC pursued into THE COP to remove the child and legal deputies. The case failed after 14 months. We pursued accountability with THE LGSCO as our evidence was solid. LGSCO refused to investigate because it had gone into the court arena. Thr COP jurisdiction covers the vulnerable persons best interests. No authority to award damages or hold KCC to account for failing in their legal duty or as in this case, falsifying accusations and threatening. So not only let down by KCC, the people who are meant to protect. The LGSCO is complicit in covering up this abuse of power.
Impact on Child
We have no one held accountable. Financially we are ££££££s out of pocket and no consideration for the emotional or physical damage this persecution has caused.
Impact on Family
No trust in any of the services. Trauma, nightmares, lose of weight, hair lose and shingles. Lack of sleep and fear
Desired Change
Transparency. Stop parent blaming and authorities to admit when wrong. Parents should not have to fight for basic human rights for fear of repercussions and attacks.

Keyword Flags

delays, failure, refused, ignored, trauma, trust

ID: 1A6dG71 | LA: Norfolk | Submitted: 28/09/2025 19:18

Types of Misconduct (self-reported)

Failure to follow action issued in a tribunal order.
Failure to respond to emails and complaints.
Failure to provide my child with an education setting or any education at all.

Experience

My child has no EHCP in the new county that we moved into over a year ago, despite having a review and tribunal hearing. My child is now missing in education.

Impact on Child

Emotional distress, stress and statins on our family dynamics. Negative impact on my own mental health.

Impact on Family

Stress and deterioration in my mental health.

Desired Change

Easier Accountability for LA's to follow the law. There is a complete failure of anyone holding these people to account. What is the point of a tribunal, if nothing happens as a result!

Keyword Flags

mental health, failure, distress

ID: obvea05 LA: Surrey Submitted: 28/09/2025 20:48
Types of Misconduct (self-reported)
AR Trinunal AP Education Case worker saying they were paying the school even though they knew SCC and school said were never going back as could not meet need. Absolutely corrupt
Experience
Everything- all SCC does is corrupt AR time after time - doesn't follow the law Doesn't follow AP law Doesn't follow education law
Impact on Child
Destroy - mental health beyond zero Yet ScC still promote healthy living and get help. Absolute shambles They don't follow the law. Destroyed the child and the family and the siblings Just SCC follow the law everything could be ok except it's corrupt as they don't follow the law
Impact on Family
I'm house bound ish 24/7 no school place and no AP / education expected to look after my child 24/7. Even if I did get AP I'd be the one to be the safe guard lead. So absolutely trapped. No life no job no nothing. Destroyed. My kid mental health is broken My family is broken I'm paying to fight SCC and yet I'll never get the money back We are destroyed

Desired Change
Beyond rubbish - I would like my case worker to be financially penalised via his own income / salary and also SCC pay back all I've lost as they haven't done anything. The case worker should be fired as so corrupt. (Theoretically was a transition child, 1 to 1 at all times) yet had nothing in 2 yrs
Keyword Flags
mental health, no school, penalised

ID: 7RMLYd0 | LA: Surrey | Submitted: 28/09/2025 21:04

Types of Misconduct (self-reported)

LA not giving mediation, having to go to tribunal (waiting over a year) for LA tribunal officer to arrive and announce LA are giving the EHCP and the case should never have been put to a judge. (You should have seen the judges face. This was 1.10.24 its now 29th September 2025 and its still a fight. I've had a conproduction meeting, nothing followed this Nov 25. Continue chasing no emails replied to. Case worker attending TAF meetings no updates or nothing as agreed in meetings. Senior staff not responding, passing to another senior who agrees we've not been treated well and thatbits not acceptable. Review completed with school in May 2025 still no EHCP more meetings. Nothing happened. Fight for EOTAS goes to panel 3 times senior staff advise it was sent to the wrong panel. Have to wait again. Loose paper work have to get it again. Still 29/09/25 apparently we have to do reveiw again. Case worker does not have a clue. Senior staff do not have a clue. All whilst my daughter has had no education in 4 years now post 16 with an AP doesn't meet the criteria for EOTAS. Every report you read says EOTAS. My daughter is agoraphobic hasn't left the house in 4 years. Evidence not included or sent to panel

Experience

This has been torches for my daughter and for our family. My husband has tried to take his life 3 times. My health is suffering actually was recently on a call with my case worker and my support worker. My blood pressure went through the roof. My support worker had to abort the call and said it was a medical emergency not once has the case worker acknowledged this.

Impact on Child

Extreme anxiety, does not trust anyone. Agoraphobic. No education for 4 years. Server mental health, complete isolation, told if your bot engaing we can't help.

Impact on Family

I have had to give up work, my mental health and health have decorated so much im at risk of having a stroke. My husbands mental health is serve but this is causing more harm and he has tried to take his own life 3 times. Im now having to go through this whole process again with my son who's 5 and been out of school since April. Still no help or support

Desired Change

To value the children. Know that they are at the end of this awful fight. They are the ones suffering.

Be honest

Actually read reports and make suggestions if needed.
Keyword Flags
mental health, trust, no education, suffering

ID: 2E7aYOL LA: Surrey Submitted: 28/09/2025 21:05
Types of Misconduct (self-reported)
Delay in responding to emails Delay in providing EHCP provision for a year Failure to supply suitable education for 5/12 Did not respond to our preaction letter within the 14 day timeframe Intentionally responding des at the beginning of school holidays to delay responses Threatening us with fines when placement had broken down Ignores tribunals officers advice that they could not defend against our case and took us to tribunal anyway and then as tribunal session commenced they conceded
Experience
Our experience has been nothing short of torture. It has caused us emotional and financial harm and our child has been diagnosed with school based trauma as a result of what he has experienced. Our family will never be the same again
Impact on Child
Loss of education Isolation from friends Increased anxiety and distress School based trauma Damage to our relationship with him due to the experience of leaving our child somewhere he didn't want to be every day for 18 mths
Impact on Family
Incredible stress both emotionally and financially Affected our relationship Affected our mental health Isolation as our child was out of school for 5 mths and prior to that did not ever attend full time and so our normal everyday life came to a halt
Desired Change

The child at the centre Staff guided by the hearts and the finances More involvement and inclusion of families Improves listening No more dishonesty and obstruction Support front loaded Stop delaying the right choice to save money See that if investment and support in the child is made early it will have long term gain as there will be less impact on the judicial system, adult MH services and the benefits system
Keyword Flags
mental health, failure, distress, trauma

Types of Misconduct (self-reported)

My LA - East Herts and the council Hertfordshire failed to provide any educational provision for my daughter for almost 5 years. I had to speak my savings to have a tribunal to force them to give her an education. I had tried for years using MP (Con) and endless communication with ever changing SEN officers, I even had a case worker at SENDIASS and a family support worker who called CIN meetings and tried to make the LA accountable but nothing happened for her until I went to tribunal. So many unlawful things in Gs. I would find a tutor that could support and the LA would refuse funding, I requested EOTAS when every single school consulted with her EHCP rejected her- social worker got funding for a one morning a week AP for her that was transformative and I paid myself for therapy twice a week. The school kept back the EHCP money. She had additional funding.

One year the family support worker and SENDIASS got the school (mainstream secondary academy) and the SEN officer at the council to agree on a bespoke EOTAS for her but then the following week the SEN officer was never heard of again. The school did then use her additional funding from EHCP for her AP. She still had no provision as this school had already stated officially that they could not support my child, they could not have her on site as she needed specialist support and an exceptional level of care that they could not provide in a mainstream state school. They stated that if she was to return then it would be dangerous as they couldn't safeguard her nor provide the level of care she needed.

Despite the the council never offered anything.

I tried every day.

Then while waiting then 18 months for the tribunal (!) a new headmistress took over the mainstream state school and removed the SEN staff.

She put in new staff who told council they could meet needs and to expect her back! She hadn't been inside the school for over two years. It had been 2 years since the headmistress of 26 years stated they absolutely could not meet needs. They took away her successful AP and said to come in to school and that she would be safe as there were fences so she couldn't escape. Luckily the council disagreed by this point as every single specialist school in Hertfordshire and London and Cambridge had rejected her as 'cannot meet needs' so a state mainstream suddenly stating they could was suspect.

However, the council could not force the school to redistribute her funding back to the AP and she faced being left without any provision as the school were firmly, stubbornly stating they could. (the Educational Psychologist from the LA also stated the school wasn't appropriate and she needed a specialist setting).

I had to pay myself for her AP to continue as this would have meant her having nothing, she had established a safe and trusted connection with her 1:1 in a long established setting that is well known over a few counties and respected. The school said it wasn't safe to send her and that she wasn't getting better. She is autistic and has very complex needs - these aren't 'curable' she was showing trust and connection and sometimes able to talk with her 1:1 which shows a high level of skill and connection (she is mute). The AP is also connected to a therapeutic school and the provision wanted her to stay so that she could transition to the school for the AP. They knew that if she had to leave the AP then she would find it very hard to return. So I paid and it was £6,500 over the rest of that year.

I shouldn't have had to pay for experts and a tribunal - my child should have been able to attend without the need to battle her in. The school were ready to take her, they told the LA they could meet her needs and they sent to the LA a plan and costing a. They were ready to go.

I still had to win the tribunal as the LA kept wanting other settings and insisted that I visit. One was very inappropriate. It was in large sports center, very busy, publicly

shared space and many transitions. My child has documented and evidenced severe fight and flight responses. When I told the headmistress she agreed that they would not be able to keep her safe on the space, nor were they of the expertise to manage her level

Of autism, she is mute, she has severe sensitivity to everything esp sound, she has fight/ flight due to being so highly anxious, she needs to use specialist communication, she has had 1:1 etc and they had none of that. It was a school good for adhd kids who need to make noise and run about whereas my child needs a low arousal space.

(all evidenced by professionals and in her EHCP)

However, that school the t old the LABthat they could support her even though the Ed psychs had said no.

So that meant a tribunal for the evidence to be discussed and the LA Ed Psych agreed with the private Ed Psych.

This should never have had to go to tribunal. It cost me everything.

Then once it was agreed formally that my child could go to the school connected to her AP and transition in with the 1:1 she already had the council still wouldn't find it.

This was May 2023 and they refused to find her until September 2024. So they knew my daughter had no school, no education and they refused to fund her proposal to start the school in May 2023. The tribunal judge had even said she needs to start asap but Hertfordshire turned this down . The school sent two proposals to Hertfordshire so that she could start school asap but they turned it down. Meanwhile two girls her age started the school as Bedfordshire were willing to pay and they were coming from Bedfordshire not Hertfordshire. The school is in Hertfordshire where we live. They didn't have to spend for a tribunal either, they were offered spots from their council.

So then my daughter was terribly affected by wanting to be in a school where her peers had started and she didn't have funding to start for months so missed out on vital time to catch up on the years of lost learning. This affected her mental health seriously and it was incredibly difficult to manage as there is also no help for autistic children- CAMHS can't support as they have no ASD pathway.

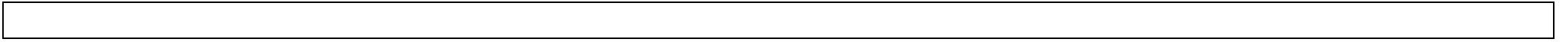
Running simultaneously to this was my sons tribunal. He was also being denied a school place in a suitable school. I had to also pay for him to be assessed by private experts as he had had a breakdown coping in secondary state school as an autistic child. He is exceptionally bright - a top grades student (as is my daughter potentially) but he has severe sensory I/ emotional and social challenges and spent every day in distress crying in the sen room. Autistic kids don't know why they cannot cope - it's their body responding to the environment and he needed a smaller calm environment to be in. The school recommended by experts was a state autism school in Hertfordshire who had been consulted with his EHCP but rejected as it was so far away (he was rejected from many schools).

It was the only school possible so I had to get him in with tribunal. He is in BUT now the transport team have refused appropriate transport for him and I may have to pull him out of the school. It is a very long way. A direct taxi would take 45 mins to an hour but they want him to share and have to drive to other towns to get other kids making the estimated journey 80-90 minutes. In reality the journey via other towns would be over 100 minutes. My sons psychiatrist, school and I have all appealed but it is doubtful that Hertfordshire will agree and now a child in year 11 will have no school when he is an A grade student who is among the 5% of children in the country to be given the further maths GCSE paper like an A/S level maths as he is so far ahead in many subjects. Sadly 'gifted' children and twice exceptional like he is have intense anxiety and he has been critically unwell for years in and out of CAMHS, self harming, fainting etc so I can only get him into school if the taxi journey is direct - any longer and he won't manage the journey then we have a safeguarding issue .

After all that tribunal and finding a supportive school, being on 9s on some subjects he now won't manage to get in .

I am not privileged nor entitled. I recognize their needs and follow the advice of experts and consultants. I am a single parent with two children in specialist schools far apart and have had to leave my job to manage their schedule, to be a parent carer.
Experience
I have described all above - the experience has been traumatic. It is already challenging supporting two autistic young people but the tactics of the LA and council have destroyed my health, my trust in the system, they've forced me to part with all my savings and leave my job as my daughter had nowhere to be but home for years . They have ruined my future health and security and damaged my children's chances of succeeding in a competitive world by their neglect to provide an education and to support the needs of autistic young people.
Impact on Child
Severe emotional distress, the 'ghost children' are in fact ghosted by the local authorities. They knew she had no education, they ignored ignored ignored.
Impact on Family
I have to sell my home. I do not know where we will move to. I'll have to rent. So even less security having spent £35k on two tribunals. I haven't been able to work as daughter had no education from January 2020 to September 2024. (officially left school role in October 2020) My own health has deteriorated. My son has no support from state - CAMHS cannot support his needs. They said it is due to being autistic and there is no cure for autism!
Desired Change
Specialist schools in East Herts. Rapid access to Ed psychs LAs and council need to be fined heavily when they fail to provide education for children as so far they save money by ignoring. They are unlawful, the laws are there but they are not followed unless you go to tribunal
Keyword Flags
mental health, refused, communication, ignored, distress, trust, no education, denied, no school, neglect, no provision

ID: Gx5IEKQ LA: Buckinghamshire Submitted: 29/09/2025 09:54
Types of Misconduct (self-reported)
I could write a book, perhaps an anthology on our local authority. Where to even start! * vital SALT therapy and OT just not provided as per EHCP - for years. * attempting to accelerate my child who is five years behind academically. They wanted to move him up a year to his natural age cohort when attempting to access specialist secondary. He was delayed at school entry due to SEN. * forcing to appeal on three occasions but never gathering any evidence or providing justification for irrational decisions. * non response to emails / calls * trying to place a child in a mainstream secondary that wrote a 5 page document on why they couldn't meet needs * refusing to accept evidence into the plan that might indicate a specialist setting was needed - then admitting this was why they didn't want the evidence in the plan in tribunal.
Experience
Three appeals in, both children are now in a setting that can meet needs. If the LAs unlawful decisions hadn't been overturned over and over again, the children would both be out of school altogether.
Impact on Child
At times both had loss of education, school refusal, exclusions and difficulties with anxiety.
Impact on Family
We are 20,000 poorer and have no savings left. But both kids are now in schools that can meet needs. The LA never provided any evidence we were wrong at any point. They were just delaying and hoping we could go away.
Desired Change
Compulsory ipsea training level 1-3 for anyone within a SEND team Financial consequences for unlawful behaviour by LAs
Keyword Flags



ID: 9qMOAgQ | LA: Manchester | Submitted: 30/09/2025 08:07

Types of Misconduct (self-reported)

Refused EHCP. LA failed to attend mediation and conceded 2 weeks before tribunal date with no additional evidence. Officer stated they'd saved 51 weeks of paying for child's support.

Tried to position place at special school as parental choice when it was the only school that said could meet needs.

Failed to adhere to annual review timescales every year for 8 years. Formal complaints result in promises to address which then are broken.

Failed to respond to or attend emergency review called by school.

Failed to provide school with ehcp funding for 15 months until school advised would have to withdraw place.

Most recent delay in timescales was 4 months from date of annual review to finalising changes to ehcp despite no dispute on changes. Has resulted in 2 month delay to provision this school year as providers had allocated resources elsewhere due to delay

For 9 years relationship has been unnecessarily adversarial and characterised by incompetence.

Emails are ignored and often deleted without having been read. You cannot call any officer and have to go through call centre that can only take a message. Nobody ever calls back. School and Sendiass have same issue.

Experience

Aa above

Impact on Child

School refusal. Self harming. Anxiety.

At 11 was expected to get 8 gcse's at grade 6 or above. Due to annual delays and failure to put in place timely support child is now in year 11 and only doing 3 subjects. This will have life long repercussions. His choices for college went from several to just 1 as a result as he won't have the required 4 gcse's.

Impact on Family

Horrendous. I have lost countless days of work drastically reducing my earnings. I had to go self employed. I have no personal time and constantly work weekends to try and catch up. I am permanently exhausted mentally and physically. The constant stress and conflict dominates my life. I'm 62 and the grandparent but parent incapable of handling any of this and child now lives with us. My friends are all retired but I can't due to this. So I have no social life either and no prospect of one. I have worked since I was 16 and did everything lawfully and right. My life should not be this constant battle to secure child's legal rights. His conditions make life hard. LA makes it impossible.

Desired Change

Councils held to account with immediate penalties for failure to adhere to law and legal timescales. Name and shame Councils publicly. CEOs and Council Leaders don't care as there are no financial or reputational losses.

Competent officers who actually understand their legal and moral obligations. Nationally accredited compulsory training and inspection (not Ofsted whose reports are useless).

A national complaints body with powers that parents can go straight to. Waiting 3 months for a response to a complaint to a council is a full school term when a child is deprived of necessary support. That's impossible for them to catch up. Multiply by 9 years and that's 3 years of schooling lost.

Collaborative respectful working between family and school (works brilliantly in our case) and LA (abysmal) School is as frustrated with them as us.

Put the child first. Their education is their gateway to independent living. LA failures during these formative years unnecessarily increase the cost to the state for the rest of the child's life and places huge burdens on families.

Keyword Flags

delays, failure, refused, ignored, exhausted

ID: javG671 LA: Derbyshire Submitted: 30/09/2025 23:33
Types of Misconduct (self-reported)
Refusing to assess, then refused because we were home educating due to lack of support, then said they didn't need to fund anything because we were home Ed which was a last resort elective , cherry picking from educational Phycologist reports, not offering any other assessments like SALT or OT we paid privately for both. Not met any dead lines or legal time frames, never reply to emails and have no contact numbers, went to tribunal to secure EOTAs as my children had sever trauma and have since been diagnosed with PTSD because they insisted they could go to mainstream when EP report clearly said no , had no back and forth with the working document whilst waiting for tribunal which took a year, verbally agreed EOTAs in June but didn't put anything in place and ended up still going to tribunal twice in October because the ECHP hadn't been edited..since being EOTAs we have no support no contact, no help with transport. I am em unable to work because I am delivering the package. Staff change every few weeks, for months I didn't know who was our key person, the new ehcp hub is a disaster absolutely useless
Experience
I as a parent now have ptsd from dealing with the utter incompetence and lack of compassion, formal complaints make no difference they are above the law.. I was already struggling die to lack of support from my children's school but have lost my job and my marriage from the stress
Impact on Child
Loss of education from over a year waiting for tribunal with no support, mental health has suffered due to feeling like it's there fault our family is under so much stress
Impact on Family
Lost job, diagnosed PTSD, physical health and mental health deteriorated. Marriage broke down.. we've lost everything
Desired Change
Wow everything.. listen to parents, believe us . Actually sit down and talk, communicate answer emails , follow legal time frames, a consequence for not doing these things.. DO WHAT YOU ARE MEANT TO DO!
Keyword Flags
mental health, refused, trauma

ID: obvvgDx LA: Derbyshire Submitted: 01/10/2025 15:52
Types of Misconduct (self-reported)
No communication, total ignorance Legal timescales not adhered to No presence at annual reviews then refusal to amend EHCP
Experience
I applied for an EHCP 4 years ago upon receipt on his ASC diagnosis and his increased struggles in a mainstream setting. Being academically able meant there was total disregard to his struggles. Even with expensive and detailed reports from commissioned professionals they were aggressive and dismissive and did not stick to the legal timeframes or name an appropriate setting. They were not transparent about the settings they were consulting and refused to consult one I found. Over 18months later, once tribunal proceedings were in place at great at expense to myself they conceded and name the only school that was appropriate, the one I had identifies months before.
Impact on Child
Luckily he transitioned from primary into his new secondary setting, and through support we put in place to handle his dysregulation
Impact on Family
20k in the red Total distrust in SEND provision
Desired Change
Better communication, adherence to the law and seeing the child's needs rather than basing it solely on cost
Keyword Flags
refused, communication, distrust, dismissive

ID: VLDW9NI LA: Dorset Submitted: 03/10/2025 13:09
Types of Misconduct (self-reported)
LA have not provided any support. Lack of communication they never respond to my emails. Failure to carry out things that they said they would do. Missed deadlines. Delayed finalising EHCP. Told numerous lies. Provided no alternative provision Failed to find a school for my son 2 years without a school placement.
Experience
My son has ASD/ADHD still on role at his old school but they school won't allow him to attend due to them saying they can't meet his needs. He has been without a school placement for 2 years now!. He's has no Alternative provision just been left and forgotten about. My son's annual review was done last October 2024 I have just found out that it is still in draft and hasn't been finalised so well over the 20 weeks timeframe.
Impact on Child
My son has very high anxiety Loss of 2 years education He is isolated at home. Spends more and more time isolated in his bedroom Asks why he can't go to school? Emotionally sad that he has no friends his own age.
Impact on Family
Loss of income as mum is now full time carer Detrimental impact on marriage Oldest sibling has had to have counselling due to the stress Mum is emotionally and physically exhausted Both parents are now just existing not living.
Desired Change

I would like to see the council doing their job properly, listening to parents doing what they have promised to do meeting deadlines when they should and most of all finding my son an appropriate school placement and not breaking the law!!!!
Keyword Flags
failure, communication, isolated, exhausted

ID: PdkqqIx LA: Isle of Wight Submitted: 03/10/2025 22:58
Types of Misconduct (self-reported)
Dishonest approaches. Not responding. Removing school place with no discussion. Making us feel Like we either do what they want or be challenged over our son's attendance. Saying one thing on a call and then denying it.
Experience
The local authority decided to evoke a section 19 and removed his school place in the middle Of the holiday. They called and said they were going to hold an ehcp To discuss if specialist placement was working but they never held it they just removed it. No desire to have parent or pupil Involvement or opinion.
Impact on Child
Made him feel Worse about sim self tha. He already did. Confirmed his feelings of failure and increased his anxiety. He now Struggles to leave home
Impact on Family
We've had to give up a job as someone has to know look after him. He is with us 24/7
Desired Change
Transparency. Compassionate staff
Keyword Flags
failure

