

Secondary schools admissions questionnaire results May 2011

Survey of information and support for parents and carers

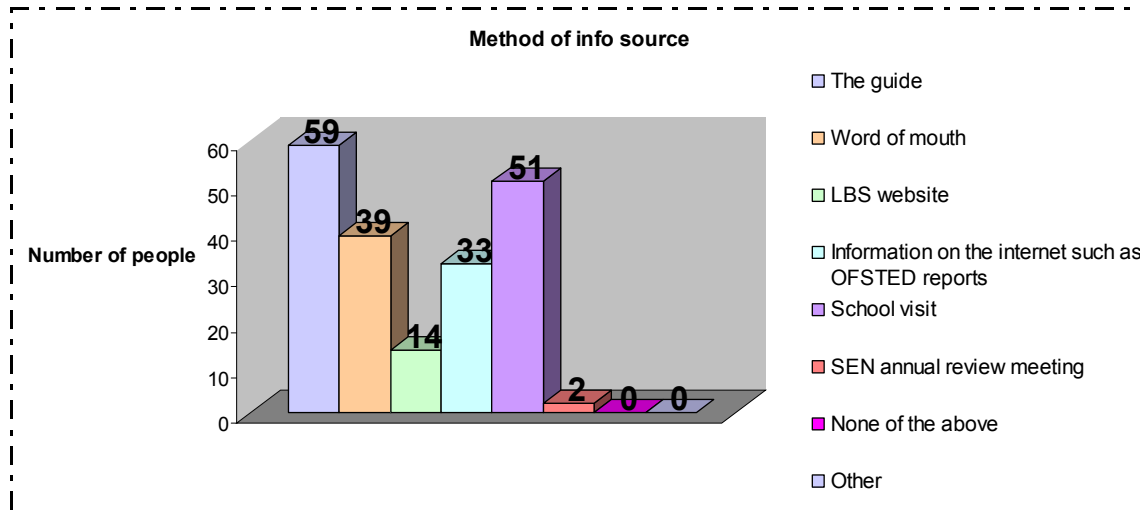
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Southwark Education and Children's Services scrutiny committee surveyed parents and carers of children applying for a Southwark secondary school place in April and May 2011. The questionnaire was conducted to gather evidence for a review of schools admissions, looking particularly at support for parents and carers. The survey focused on the information available, support networks to help parents and carers negotiate the system, how they found the application process and communication received once an offer of a school place was made.

Questionnaires were circulated to parents and carers via schools, through parent networks and promoted on Southwark Council's website and facebook site. Potential respondents had the option of completing a paper, online or electronic version. 79 parents and carers filled out of a questionnaire; 42 completed one online, 32 posted back a paper copy and 5 returned a copy via email.

Section one asked parents and carers if they had the right information to help them choose the right secondary school for their child/ren and make an application.

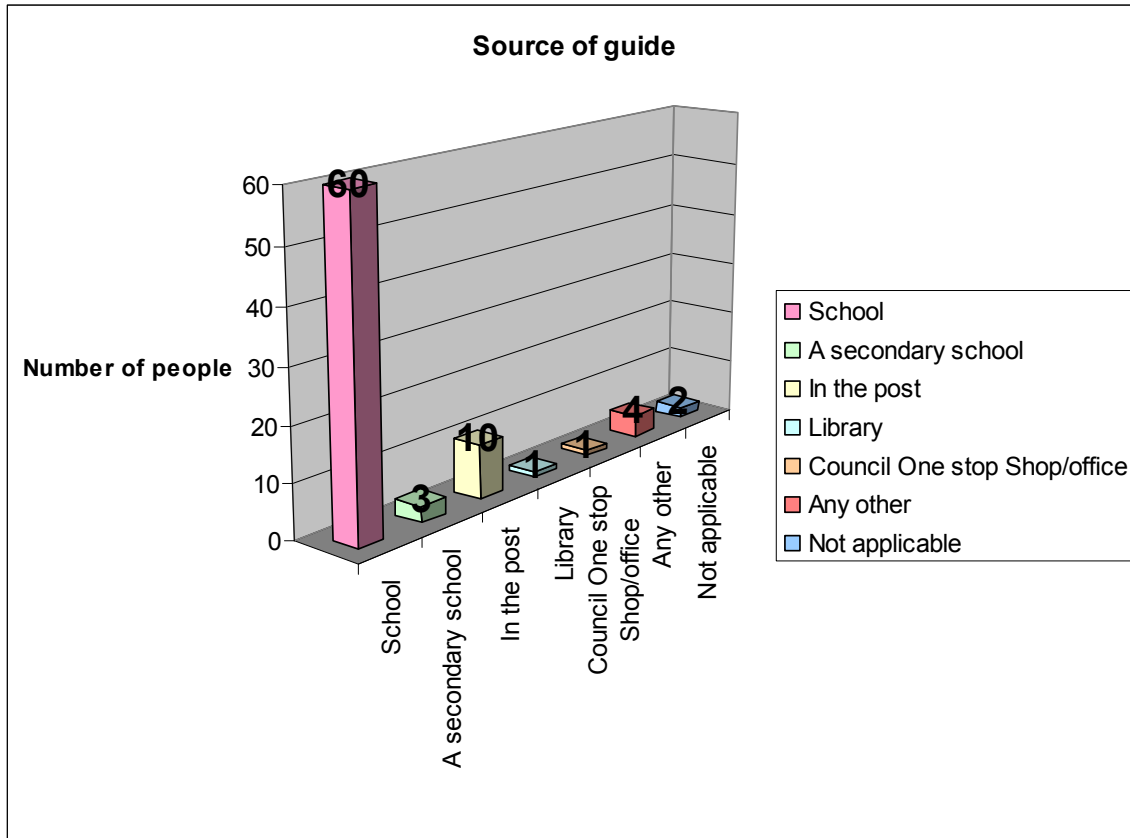
How did you choose a school for your child/ren?



Other
Just because my old son was on the same Federation (Harris) on the boys one, so I choose Girls one for my daughter, and both are close to my home.
I was interested in speech and language schools outside of Southwark (there are none in borough) and contacted the Parent Partnership who did not have any information and advised me to contact individual boroughs, they also said it was unlikely I would get the place funded. I found this comment unhelpful (and not impartial). I eventually contacted AFASIC a national charity which was able to give me advice, but felt the Parent Partnership should have at least been able to sign post me to relevant specialist organisations.
Considering that each school has its own admissions policy - distance, religious, lottery and banding system- the system is confusing and not at all about choice
Distance from home
School's reputation and proximity.
Very few schools to put down that you stand any chance of getting in to
Endorsement by other parents
Distance from home.
School sent a typed list of schools, but as many of these had feeder schools that did not include our primary school, this was of limited help!
Previous experience with schools in the area and proximity to home residence
Speaking with pupils informally
Parent partnership recommendation

I did most of the list - form is a little unclear.

If you used the 'Guide to starting secondary school' please tell us how you got a copy



Respondents were asked to rate the 'Guide to starting secondary school' and make comments

If you used the booklet, please tell us how useful you found the information on schools and how to make an application ?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

Overall average	7.2
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How easy was it to use the booklet and how good was the layout?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

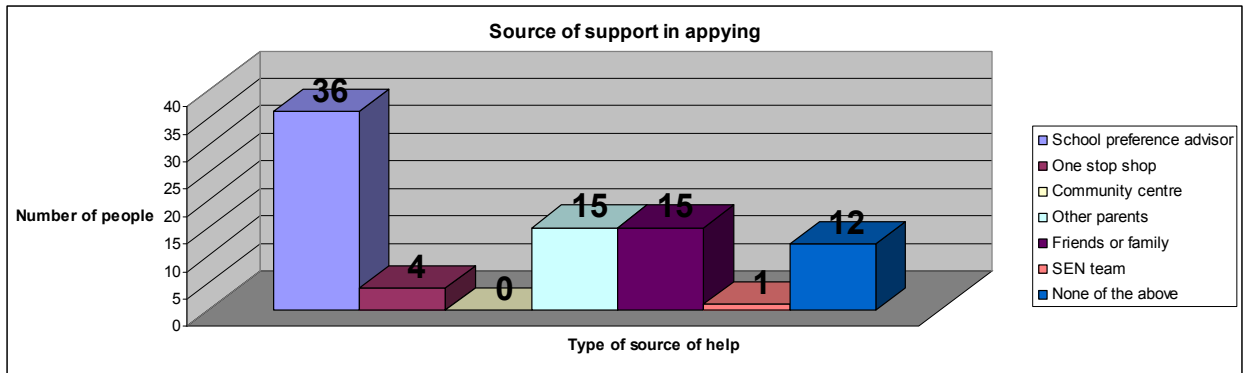
Overall average	7.2
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Do you have any comments about the information available to choose a school and make an application? What worked well? What could be improved?
The dates don't match....The last day to submit the applications was the 31 st of October/2010....and the last Open Day at Harris Girls East Dulwich was on the first week of November/2010...I attended that day, and then my daughter realized that she didn't like this school....but...too late!!!...I sent the list with this school as first choice and obviously, Southwark Council gave her a place on it; and then she thought it wasn't the school that she would like to study in. What you can improve is that the application list must be sent AFTER the Open Days have finished. Thanks.
By visiting the school you get the feel for the school.
Did not like the idea of being forced into a local school and then being refused.
The Lewisham booklet provides more information, which would be useful, such as on appeals.
As indicated my daughter has special needs and apart from the SENCO at her current school, I felt completely on my own in looking for schools. I was amazed to find there is no central register of special schools, and if the borough does not have a place for your child, there is nowhere to get any help or advice from. I found my daughters school by randomly searching on the internet and talking to other parents.
It should be made clearer - banding and distance - what each schools policy is
Southwark should ensure that all secondary schools are equal in standard and that they all operate the same entrance criteria.
More information about the curriculum offer would be good - e.g. which languages are offered
I believe the 'phrase catchment area' is not always the case. The criteria used in some of the schools are ambiguous and eliminate certain children even from the beginning.
All choices for secondary school are a leap of faith. You only know what you get after your child has started school. Thankfully St Michaels College is an excellent school as can be testified by the recent excellent Ofsted Report and Rating.
There seemed to be an all care no responsibility approach to the admissions process and whilst the staff were friendly and courteous there was almost no feedback about where our case was in the admissions system and when Southwark Education services were contacted daily to request an update at no time were our calls returned. Even when escalated to the Manager of In Year Admissions he also seemed powerless to help to the extent that our son has now been out of school in his critical GCSE years for over 3 months! There seems to be a total breakdown between the Schools and Southwark council with nobody really wanting to take responsibility with each party blaming the other as to why the admissions process is not moving forward. Furthermore at no time have we had any contact to ensure at the very least our son was given home school support to ensure he was able to keep up with the GCSE curriculum whilst we

waited on a school placement.
as we live on border of Lambeth also used their booklet and all information available on same page about each school. Southwark should follow this format.
It's not that helpful in making decisions - visiting schools themselves is far more worthwhile. Having been through this before I have always thought that Lewisham's brochure contains much better information about admissions criteria, how these were applied in previous years and success (or otherwise) of appeals - and this year was no exception.
It was helpful to receive the booklet through school and having something physical was helpful as a starting point. Being fairly internet savvy, I would not like to have relied on the web as my starting point. Consistency of information across schools could have been improved but I suppose this is reliant on information provided by schools. Realistic information (statistical) as to whether, particularly church schools or catchment based area schools are worth bothering with would be good. A lists of viable schools and some info outside Southwark could have been helpful.
More transparency.
It is difficult to choose a new school as there is no ofsted information the main focus is the school and how they are selling themselves. Information in booklet is vague, parents really need to check ofsted reports and view the schools themselves.
was satisfied with the website and booklet.
Not at all
just told bare facts regarding school would like to see more on results ethos etc
I did not use the Southwark guide as I am a Croydon resident.
Didn't use it
The Lewisham booklet had a additional section on application rates/distances etc which was very helpful. The Lewisham booklet was better overall.
The fact that all schools have different criteria make the system extremely complicated.
I think this was the first time I found it all straight forward than last years
The Guide to Starting Secondary School contained various errors and some contradictions which were not helpful. I think it would be helpful if the Guide was available earlier in the year - it's an awful lot of information to take in a short period of time if parents and carers only have access to it at the beginning of the autumn term. Year 5 families should go home with a copy at the end of the summer term so that there's plenty of time to familiarise themselves with the complexities of the system.
By reading the book made me look at other schools I hadn't though of looking at.
No comments at all . The guide direct us perfectly.

Section two asked respondents to tell us if they had enough support to select a school and make an application.

Where did you get help and advice on how to fill in the application form?



Other
I did not need any help, although the school offered to help
guide to starting secondary school
We feel we had sufficient support and any questions were answered by our children's primary school staff
From head teachers on my daughter's Primary School
I didn't need help on how to fill in form.
School
Did not receive any help or advice.
As indicated my daughter has special needs and apart from the SENCO at her current school, I felt completely on my own in looking for schools. I was amazed to find there is no central register of special schools, and if the borough does not have a place for your child, there is nowhere to get any help or advice from. I found my daughters school by randomly searching on the internet and talking to other parents.
It should be made clearer - banding and distance - what each schools policy is
Didn't receive any support
I filled it in myself
We didn't need help, though the school held a secondary transfer parents evening which we attended.
Guide to starting secondary school.
From the head teacher at Dog Kennel Hill.
Did it on my own - internet research.
The drop in shop was completely unfamiliar with most of the schools.
Child school
No help needed. Filled in the forms then passed on to child's primary school.

How satisfied were you with the support you received to select a school and make an application?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

**Overall
average**

6.5

Do you have any other comments about the support you received? What worked well? What could be improved?
I did not receive any specific support from my daughter's current school, apart from them being very relaxed about me taking her to the various Open Days; to view prospective secondary schools. I think this is an area which could be improved as I was hearing a lot of conflicting stories/rumours about certain schools in Southwark from other parents. It is often difficult to be open about the school you eventually choose for your child, if other parents don't like your choice of school. It may have helped to make the whole process a little easier, if my daughter's current school had offered a 'Schools Preference Advisor'.
The support was adequate but ultimately futile , given the outcome of our application
As a newcomer in the UK –only 2 years- I didn't know about differences between concepts, such as "Academy" or a school like City of London. I never imagined how important it is to be aware of that....Nobody spoke to me about it. I learned it, after I sent the application form, and completed the whole process. Definitely, my first choice would've been very different. What could improve is: Head Teachers know the potential that each pupil has...They could suggest which school could be more convenient for each one...Parents take the decision, but after they have taken good advice. Thanks.
The meeting held at the school by which the school preference advisor was very unsatisfactory. Information was anecdotal and confusing. School information was poor.
Having information from other boroughs at hand who have been helpful.
My problems did not arise choosing a school. They arose when I was not given a place at the one I had chosen.
The school preference advisor did not turn up at the primary school for her appointment, therefore I was unable to ask questions about the process and instead myself and other parents had to rely on the Head Teacher and other parents to address the questions and concerns we had about the school selection and admissions process.
The SENCO at my daughters junior school was outstanding. Other than this I had no support from anyone in an official capacity.
it should be made clearer - banding and distance - what each schools policy is
All support should be aimed at ensuring that all Southwark secondary schools are equal in standard
Online system is very good. It sent me automatic emails to ensure I completed the application within the deadline

Having a universal application procedure for all London helps the administrative process of applying but the different admissions policies and procedures used by individual schools are very unhelpful when, as a parent, you have to take into account many other important factors such as proximity to home, mixed or single sex, school specialism etc.
I find the criteria for some of the schools ambiguous
The advisor was helpful in outlining the process and being realistic about timescales and expectations. It was helpful also to meet the advisor at school with other parents and hear questions and answers together as a group.
I only needed help when my son didn't get into any of the schools of my choice
Didn't receive any support
I received practical support from my son's school Headmistress
Had we been able to find a place for our son straight away we would not class him as a child with special needs but as he has now missed 5 months of school he now falls into this category as he will require extra tuition in order to catch up with the GCSE curriculum. There seems to be no system other! than from Children Service to address this need and this only kicks in 3 months after the initial application has been processed.
school support was good but process seems to have 'hidden' rules for example if you do not list a school as 1st choice you will not be offered a place. This should kind of selection process should be told to parents.
The Headmaster at my daughter's school held several meetings with parents to explain the process, timings and offer advice and help if required. This was extremely useful. I would highly recommend that all schools should do this.
The CAF / Soutwark online was fine. It would be good to enforce a consistency across schools for deadlines, postal dates extra forms etc.
It is difficult to choose a new school as there is no ofsted information the main focus is the school and how they are selling themselves. Information in booklet is vague, parents really need to check ofsted reports and view the schools themselves.
Like there is a wide range of support for filling out the application, so I'm satisfied.
No
I took the guide from school and was also advised me to choose these two schools to make my first choice
The lady at parent partnership was very helpful yet despite my child being on school action plus and under treatment at Sunshine House I was not aware of the help available until late in the application process
Didn't receive any support
Didn't receive any support
Some secondary schools were not very good at communicating the ***** schools, + there was conflicting information. The school preference admin and lead teachers need to united together to provide disinterested information + advice and avoid confusion.
The advice given was confusing and contradictory. I had to clarify information with individual schools. The council officer, although sympathetic, was too prone to lapse into anecdotes and subjective opinions rather than convey facts. An improvement could be made if the council officer knew the facts of all aspects of the application process and the different criteria of the schools in the borough and boroughs adjacent.
Hollydale Primary School held an information evening for parents and children. I found it extremely informative and helpful. Thanks Mrs Thompson.
Primary school was not much help, they had an open evening whereby someone from Soutwark education was meant to come but phoned up 10 minutes before and cancelled.

It was very unclear whether schools knew where you put them on the list. Some schools even asked the children.

Support is one thing, pressure if your child gets their first choice, I was very lucky. Pressure on parents and children, at the point of letters going out. And now the internet, every body should be informed at the same time.

I consulted the school preference advisor and although she was as helpful as she could be, her information was not 100% correct. She was clearly over-stretched and that fact that even she had trouble keeping on top of all the information suggests its an almost impossible task.

Section three asked respondents how they found the school application process - either online or by filling in a paper common application form (CAF) or the school preference form (used for children with special education needs).

Did you fill in an?

Online application	44
Paper application	27
School preference form (for a child with special education needs)	7

Did you get an acknowledgement email or text if you did an online version?

Yes	50
No	4

Or a letter confirming your application had been received if you completed the paper CAF form and included a stamped address envelope?

Yes	20
No	5
Not applicable	10

How satisfied were you with the application form process?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

Overall average	7
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Do you have any comments about the application form process? What worked well? What could be improved?
The process of applying online seemed to work reasonably well for us.
I am happy with the Guide to Starting Secondary School. To be improved, as I mentioned before:1.- Adjust the deadline with the end of Open Days.2.- Head Teachers must to be involved in the support provided to parents and make a good advice to choose the type of secondary, according each child's potential.3.- I propose to make only 1 test....the one of first choice only.
At least one of the choices should've been offered that would be an improvement.
I found the SEN application process, completely opaque. I did not know how and who made any of the decisions. It was extremely unsatisfactory and made me very anxious. I did not feel I was working in partnership with the SEN team but felt as if they were trying to catch me out. It was also impossible to speak to anyone with any power or influence, I would have liked to discuss the options openly but this was not possible. There were also delays in replying to emails, a week or two may not seem a long time to wait for an officer but for a parent the delay can be agony. The process felt like playing a game but not being allowed to know the rules.
All the comments should revolve around placing local children in local schools. Everything should be done to ensure that local schools are of equal standard.
I accepted my child's place 3 times - to the e-admissions system, to Southwark and to the school. That was confusing
Having an online form with a text/email acknowledgement took some of the stress out of the process.
It seemed a bit cumbersome waiting for passwords and ref numbers before I could access the form.
We applied for a scholarship for our daughter at Kingsdale School and were not informed about the result of this at the same time as the other parents - they were able to put their preferences down based on information I didn't yet have. This is an uneven playing field and unfair. I contacted Kingsdale school by email (several), phone and letter and was still unable to get a reply. I felt that particular school handled the process badly and with little regard or respect for parents.
I found the online application process to be extremely efficient and straightforward
Had we been able to find a place for our son straight away we would not class him as a child with special needs but as he has now missed 5 months of school he now falls into this category as he will require extra tuition in order to catch up with the GCSE curriculum. There seems to be no system other! than from Children Service to address this need and this only kicks in 3 months after the initial application has been processed.
My daughter's school collected in all of the application forms from parents, checked they were properly completed and then hand delivered them to Southwark and got a receipt for them. This took away any worries of forms being lost in the post and was much appreciated.
I am utterly disillusioned by the entire charade, which I experienced 5 years ago with my daughter in Southwark (and who eventually was offered a place by a Lewisham School)and which I have just experienced again with my son. Admission criteria continue to be opaque in critical areas (in our case this criticism applies both to Kingsdale and Charter), communication with Admissions is perfunctory at best, dismissive at worst. For people who are looking for a mixed non denominational school in the borough the 'choices' available are

<p>very narrow (and in our case have proved to be entirely unachievable). I think Kingsdale's admission criteria are particularly open to criticism - and make no concession to borough children despite the dearth of non denominational mixed schools in the borough. Charter's are the complete opposite, but are compromised by the continuing obduracy of Southwark in refusing to describe and, more to the point, justify, their definition of a 'safe walking route' to the school. I realise that Southwark will have increasingly little to do with these sorts of things as the government's policies towards schools and education develop, but I have been hugely disappointed in! the role Southwark's officers have played in the case of both my son and daughter, distressing both immensely - and so that this does not happen to my youngest daughter we are intending to leave the borough - which, despite the gloss on the website, was the third worst in the country when it came to secondary admissions this year. For us the way this is administered is one of the most important functions the council performs, and we feel we have been comprehensively let down, not once but twice.</p>
<p>We should, as taxpayers, be entitled to apply - at least be judged fairly - for all state schools in Southwark and not be automatically excluded from a range of schools because of faith / no faith. Having a minefield of criteria to sift through with every school was frustrating and time wasting. Being allocated a 4th choice school does not make me particularly thrilled. Interestingly this was also our 4th choice school for her siblings too. She got in here despite the ! no sibling policy but meant we had to look at every school as once again we had no certainty. The local authorities part and schools communication, so far as I can see, was carried out satisfactorily.</p>
<p>There is no transparency at all on how a child allocated a school.</p>
<p>As I mentioned previously my son got his second choice school. I was informed that I could appeal against the decision not to have his first choice, but I thought what's the point! At the end of the day he got his 'choice'. But really parents have no choice the choice is in the hands of the local education authority and the school.</p>
<p>To me everything was fine.</p>
<p>Satisfied.</p>
<p>Yes, but the schools with higher preferences was not given.</p>
<p>I initially thought being able to complete and submit the form online would be efficient but this was not the case as the system crashed the day we were due to find out which school our son was allocated.</p>
<p>It was clear and easy to follow with an immediate acknowledgement e-mail.</p>
<p>The process was quite simple and straight forward.</p>
<p>Took too long for confirmation of application.</p>
<p>No, it was all how it should be.</p>
<p>The actual on-line application process was straightforward and seemed efficient enough - it's understanding all the different admissions criteria that's difficult.</p>

Section four asked respondents about the communication they received offering their child a school place.

Did you get an offer of a school you had applied for?

Yes, one of the schools I expressed a preference for	59
No, but I received an offer of a local school	11
I am still waiting for an offer	0
None of the above (please explain below)	6

Other
We listed 6 schools on our list based on preference, history (ie schools to which children from our primary school have gone to in past years); distance and those for whom we had a reasonable chance of gaining a place given the academic/musical nature of our child. We received an offer for a school which was wholly unsuitable. It is close to us and so had it been a realistic option, we would have listed it on our form. As it was unsuitable we did not list it. Subsequent visits to the school have not changed our view. We are now having to go through the process of appealing; chasing waiting list places and in the worse case scenario, sending our child to a private school which we can ill-afford and do not really wish to do. The alternative is home education.
All schools in Southwark was refused and we live in Southwark.
Was not offered a place for any schools I had applied for and was offered a religious school which was not local
But I had to wait three weeks for a decision, when the SEN team had had all the information about our choice of school, had not offered any other school and had exceeded the deadline when offers should be made.
That question doesn't make sense - what do you mean? Why would a school we had applied for offer another local school?
I don't really understand the question. We were offered a place at the school which was 3rd on our list of preferences.
I checked it on-line first which was useful since I was working abroad that week.
I did email the local authority of accepting the place of offer, but I never got a reply! Even though I got a reply of acknowledge of the email, I didn't get a reply of acceptance.
Yes, but the last choice.
I did not initially receive an offer from any school we had expressed a preference for. We were offered a school not on our list and nowhere near where we lived - our son would have had a three hour round trip but as the school was in our LA area they thought it an acceptable offer. A Southwark school that had been on our original list offered us a place verbally and by email but we never received any communication from either Southwark or Croydon.
I was offered a place in a school almost 3 miles away and it was an all boys school also a church school. The schools I put on my application were all mixed schools non religion and not 3 miles away I think if your not offered one of your choices they should offer u something nearest one of ur choices

How satisfied were you with the communication from the local authority after you received the 'school offer letter' ? For example how satisfied were you with the letter and information you received, telephone calls and any follow up meetings with officers. 1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

Overall average	6.5
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How satisfied were you with the communication you received from the school about a place for your child/ren? 1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

Overall average	7.1
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Do you have any comments about the allocation of school places and how well you were communicated with by either the local authority or school? What worked well? What could be improved?
We used to live in the Borough of Lambeth and I can recall being offered a place in more than one school of our choice for our eldest daughter who is now 19 years of age. It appears that in the Borough of Southwark, Parents will only be offered a place for their child, based on their 1 st Preference. This I feel, makes choosing much more difficult because there may be slight differences between your 1 st and 2 nd Preferences.
The school applications process has utterly failed us as a family and our son. The system is neither transparent nor understandable. We do not understand whose needs it serves as it most certainly does not serve the needs of the child. The system appears totally random and based entirely on luck. From our experience, we would suggest that looking around schools and listening to endless speeches about how important this decision is for families, has been a complete waste of time. We feel that reading the literature, visiting the schools and filling in the form has been an exercise in time wasting and the allocations system is a waste of public funds. The outcome for us has been the same as if we had not filled the form in at all. We have yet to receive letters from some of the schools outlining why we were not offered a place.
Liam White at Cator Street (Children's Centre) was very helpful in my daughter getting a school outside Southwark, after being refused all my named schools.
My son was NOT offered a place by any of the schools we applied for. He was offered a place at a Roman Catholic School miles away from where we live - even if this school had had a good OFSTED (which it didn't) he would not have taken this offer up. Everything worked well up to the most important stage of the whole process - allocation of school places - and then it turned into a complete shambles.
I was extremely frustrated by the call centre - taking my call and promising me someone would call me back - no one ever did. Online inquiries were equally unsuccessful.

<p>It took four weeks of emails, phone calls and complaints before I received the information concerning the waiting list I had requested from Southwark's admissions team. Appalling service from Southwark in respect of communication and a total sham trying to communicate with one of the schools, (Kingsdale) which offered at least three different excuses for not having information available. The mere fact that neither Southwark nor Kingsdale would forward the information required could almost suggest that the admissions system has been manipulated and construed to suit the desired outcome of the school and not correctly or fairly administered</p>
<p>Southwark council admissions team gave me no information - I had to contact the schools directly (after a stressful wait) Lewisham council knew their stuff and were incredibly professional in comparison to s/wark - I knew within a day or two of our place in the waiting list from either the Lewisham council or the Lewisham schools directly - s/wark were USELESS</p>
<p>Whole thing is a sham. You have no choice of good coed schools in the area.</p>
<p>See comment above.</p>
<p>When u phone the education its a helpline who can't help. they send an email to the allocation.I phoned the education on the 3rd of may and still waiting and its now the12th of may. they don't look at your preference before they offer u a school. the school they offered me I don't even meet the criteria so what's the point of having a criteria</p>
<p>We applied for a scholarship for our daughter at Kingsdale School and were not informed about the result of this at the same time as the other parents - they were able to put their preferences down based on information I didn't yet have. This is an uneven playing field and unfair. I contacted Kingsdale school by email (several), phone and letter and was still unable to get a reply. I felt that particular school handled the process badly and with little regard or respect for parents.</p>
<p>I was initially offered one place and then two month's later received an offer via Southwark for a higher preference school. This was well communicated to me but I later discovered (in July) that Southwark admissions had failed to inform the original school that my daughter was no longer going to be attending which caused some embarrassment.</p>
<p>I cannot fault the communication I received from the local authority and the school, once my son was offered a place.</p>
<p>I think the communication was excellent but it's the system of how school places are offered that needs adjustment. People who are allocated something on their list should only be able to appeal once people who haven't been allocated anything on their list have been dealt with.</p>
<p>not very satisfied but I haven't got a choice now.</p>
<p>more consideration should be given to first and second preferences more than the schools rated least likely to be preferred.</p>
<p>It's a joke - all schools should apply the same criteria</p>
<p>Our son is now in Y7 so my comments may be out of date. Both Croydon and Southwark had virtually non-existent communication. Although our son was offered a Southwark school it was the school who contacted us and netierh LA until Croydon told us we were going to have the offer withdrawn as we had not accepted it! We had accepted the school offer but as we had not received any communication from either LA we did not have any need to respond to them nor</p>

did we know there was an expectation that we would!
I was initially offered one place and then two month's later received an offer via Southwark for a higher preference school. This was well communicated to me but I later discovered (in July) that Southwark admissions had failed to inform the original school.
I didn't get an acknowledgement of my acceptance of my son's place. This made me feel a bit insecure and the school itself took several weeks to acknowledge acceptance.
I am a very pleased customer for the simple reason, I was offered my first choice school.
SAT's should be done before and used in the admissions process as this will help the more able children to get one of their higher preferences.
We got our 1st choice of school, most people did not and were very unhappy with subsequent communication - information from schools re waiting lists etc.
I am feeling very unsure for the next children to go to secondary school
The system is over-complex and incredibly confusing. I particularly object to having to take my child to several different banding tests at different locations. This is extremely inconvenient for working parents and unnecessarily stressful for children. Clashes with other tests/illness and snow all contributed to difficulties in making the dates and the resulting threats that applications would be invalid if the child does not sit the test was unhelpful and stressful. And possibly even illegal. Why can't there be a one-off banding test for all Southwark schools which takes place in the children's own primary school as in previous years? If schools can administer SATs tests in-house then surely they can administer a simple banding test? An enormous waste of time especially given that most schools do their own tests again at the beginning Yr 7. Spurious 'scholarships' and specialist places also add to the complexity of the system and it is clearly a method of selecting - further invalidating any concept of 'fair banding'.

Section five asked respondents about their experiences if their child has special needs

Does your child/ren have special needs?

Yes	10
No	62

If yes, how satisfied were you with the information and support available to assist you making an application to a school and access support for your child with special needs`? 1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

Overall average	4.9
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Do you have any comments about the kind of information and support available for parents of a child with special needs? What worked well? What could be improved?
The support system worked well basically the SEN team did all the work and I was well informed.
I was interested in speech and language schools outside of Southwark (there are none in borough) and contacted the Parent Partnership who did not have any information and advised me to contact individual boroughs, they also said it was unlikely I would get the place funded. I found this comment unhelpful (and not impartial). I eventually contacted AFASIC a national charity which was able to give me advise, but felt the Parent Partnership should have at least been able to sign post me to relevant specialist organisations. (This comment was inputted elsewhere on the form).
Please see previous comments.
My son has special needs but unfortunately this was not diagnosed until he started secondary school, everything went downhill from then on, I would go so far as to state that he was discriminated because of his disability.
I have been trying to get help for my son since he was at nursery. He will be starting secondary in September 2011 and I still have no help or no advice.
My daughter is diabetic and I wanted to know whether that could be used as criteria in gaining a place at a specific school, the council officer had no idea, or what steps I could take to find out.