



This leaflet, funded by the Department for Education, is intended to help build partnership between families and the school. The aim is to provide families with questions to ask of schools, and empower them in having successful discussions about whether additional input at the SEN Support level is required and what that might mean.

The questions, although phrased to be used by families, can also be used by young people to support self-advocacy. Effective partnerships can help to reduce misunderstandings, disagreements and help secure the best outcomes. In this leaflet, developed by families, in partnership with NHS England and Improvement's Ask Listen Do project, we have identified a range of questions that families may want to ask, to ensure that effective plans are in place where it is identified that their child is in need of SEN Support or they are worried about their child's progress at school.

### Identification and ongoing support

- What does SEN Support mean? What does 'assess, plan, do, review' mean?
- Why have you decided that my child needs this support and how will you decide that they no longer need it?
- What is it specifically that my child is finding difficult? When was it noticed?
- What changes will you be making in school for my child as a result?
- If I do not understand the reason for this support, who can I speak to about this?
- How will you prevent my child from feeling different as a result of the support you are providing?
- What specific resources will be made available in order to support my child?
- What services or expertise will the school access to support my child and how will this be put into practice consistently across the school?
- If I think a different approach is required, based on my understanding of my child, who can I speak to at school about this?
- What does the SENCO do and how do we make contact with them?
- What systems do you have in place to ensure that all staff understand my child's requirements?
- What support will be put in place whilst we wait for any assessments or referrals?

- How do you know if what you are doing is making a positive difference?
- How will any additional support and any work outside the classroom be delivered, and how will you ensure my child still has access to a qualified teacher?
- How will you ensure that provision is based around the specific requirements of my child and how can I support this?
- What reasonable adjustments need to be made to support my child effectively?

### Co-production

- Once support has been put in to place, how soon will we review it together to see if it is working?
- What training opportunities related to SEND does the school provide its staff and can parents participate and/or contribute to these?
- How do you support successful partnership working with families and children to secure the best outcomes?
- How can we work in partnership with other services in order to improve outcomes for children with SEND?
- How do you ensure that you listen to and respond to the views of each child?
- What sources of evidence do you use when making decisions about what you are going to do differently?
- How can we make sure that my child gets the best from their time in school?

- How can we work together so that the support across school and home is consistent?
- How can you support my child's social development as well as their subject-based learning?
- My child does not seem to be happy in school, what can we do to resolve this?
- How will we ensure there are still high aspirations for my child?
- How do you evaluate the effectiveness of school policies, including those for behaviour, in order to support my child successfully?

### Further support

- What approaches have the school used so far to support my child and what impact have they had?
- Why is my child not making the kind of progress you would expect and what does this mean for now and the future?
- Are you able to provide my child with everything they need through SEN Support and if not, what would the next steps be?
- What type of assessments will you do so I can see what is working and whether my child needs more support?
- Who is the SEND Governor and how do I contact them?
- If I am not happy or I am worried about how school are supporting my child, what services are available to support me? How should I raise these concerns with school staff?

- How do you support families to find other sources of information or help?
- What are the Local Offer and the SEN information Report, how can I use them to better understand what is available for my child, and how can I contribute to their development?
- If my child needs more support than the school is offering, how can I address this?
- What is the role of the Local Authority in my child's support?

We hope that these example questions are a useful starting point for discussion, but should you be in need of any further support then the following information may be useful:

[SEND Code of Practice: 0 to 25 years](#)

[nnpf.org.uk](http://nnpf.org.uk)

[Ask Listen Do Family Top Tips Guide](#)

[Special Needs Jungle](#)

Contact [info@wholeschoolsend.com](mailto:info@wholeschoolsend.com)

Twitter [@wholeschoolsend](#)

National or local charities specialising in supporting the needs of children with particular conditions may also be able to offer advice. Please also consider contacting your local Parent Carer Forum [nnpf.org.uk](http://nnpf.org.uk) in order to develop links with other parents. Sharing your experiences has the potential to help all families of children with SEND.



## Understanding SEN Support

Questions to support young people with SEND and families in conversation with schools

*in partnership with*

**Ask Listen Do**

Making conversations count  
in health, social care and education