Dear Parent/Carer

**Ofsted and Care Quality Commission local area SEND inspection**

We would like to make you aware that today, Ofsted and the Care Quality Commission have published the findings from their inspection to judge Suffolk’s effectiveness of implementing the disability and special educational needs (SEND) reforms. The report is available on the [Ofsted website](https://www.ofsted.gov.uk/).

The report recognises the early steps we have taken to make improvements, however it clearly highlights that there is still much more work we need to do to ensure that the needs of all children and young people are met.

We fully accept the findings and would like to apologise for any distress, frustration and confusion caused as a result of the local area's services and provision not effectively meeting needs. We are committed to turning this around to ensure that support is easy to access and available when you need it.

Prior to the inspection, we introduced a number of changes and we are beginning to see the positive impact of these. We now need to continue to build on the work we have started and develop an action plan with the Suffolk Parent Carer Network (SPCN).

We have identified three key areas of focus: better access to information, improving the SEND journey, and developing the services and provision available locally. We will regularly update you as these areas of work progress and we will share the action plan with you at the earliest opportunity.

We hope that this letter can provide you with assurance that we are taking action and we would like to thank everyone that provided feedback as part of the inspection and the SPCN survey. Your feedback is hugely important to us and it will be at the centre of improving services.

If you have any questions about the Ofsted and CQC findings, please contact: [send.inspection@suffolk.gov.uk](mailto:send.inspection@suffolk.gov.uk).

If at any point you would like to access confidential and impartial support, please contact the Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS). SENDIASS provides help to parents, carers and children and young people (aged up to 25) in relation to special educational needs and disabilities. Call: 01473 265210 or email: sendiass@suffolk.gov.uk. More information about the service is available at: [www.suffolk.gov.uk/SENDIASS](http://www.suffolk.gov.uk/SENDIASS).

SENDIASS is holding a 'Special Educational Needs in Suffolk - Moving Forward' conference on Monday 13 March that you may be interested in attending. This will be an opportunity for you to hear how services are developing, give your views and meet other parents and carers. More information is available on the conference [poster](#).

Yours sincerely,

**Sue Cook**  
Corporate Director - Children and Adults

**Barbara McLean**  
Chief Nursing Officer - NHS Ipswich and East Suffolk Clinical Commission Group and NHS West Suffolk Clinical Commission Group

**Rebecca Driver**  
Director of Commissioning and Engagement - NHS Great Yarmouth and Waveney Clinical Commission Group