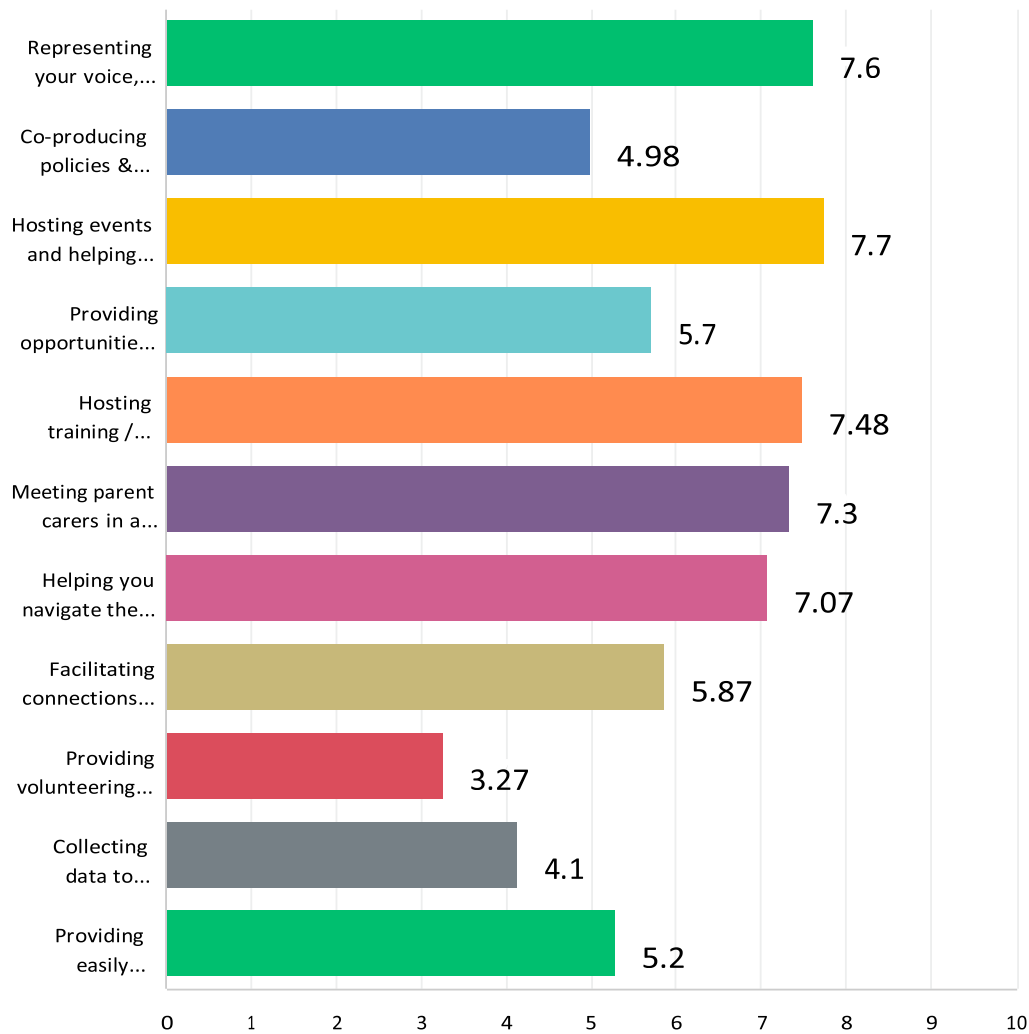


Parent Carer & Stakeholder priorities for NSPCWT

To support our priority development within our draft strategic aims document, Parent Carers have been responding to our survey placing areas of potential NSPCWT provision in priority order for them. (Based on 89 responses in early 2023)

Question asked:

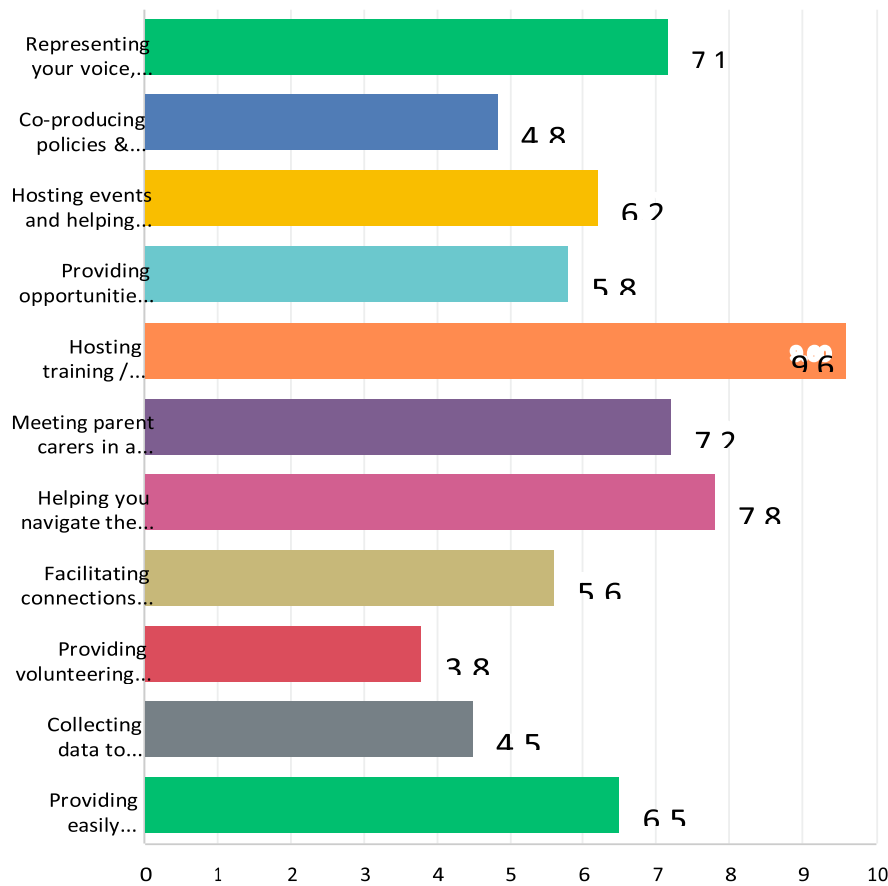
Q2 Please place these in priority order, if NSPCWT provided them
= Most important 11 = Least important



Results in order of priority:

- 1) Hosting events and helping direct you to support available
- 2) Representing your voice, being involved in helping shape local services (the collective voice of parent carers across health, council & education)
- 3) Hosting training / workshops to meet your needs
- 4) Meeting parent carers in a similar situation, having opportunities to discuss and be directed to support, being able to drop in/ have somewhere to go (with coffee / tea)
- 5) Helping you navigate the SEND system including support with application forms etc
- 6) Facilitating connections with other parent carers on social media eg Peer support closed Facebook group
- 7) Providing opportunities for your Wellbeing/ Time for you eg wellbeing boxes, relaxing days out etc
- 8) Providing easily accessible resources to support you via NSPCWT website
- 9) Co-producing policies & procedures (across health, council & education)
- 10) Collecting data to evidence Parent Carer experiences
- 11) Providing volunteering, work experience and work opportunities

Practitioners and professionals also responded to our survey placing areas of potential NSPCWT provision in priority order for them. (Based on 6 responses in early 2023)



Practitioners / Professional Results in order of priority:

- 1) Hosting training / workshops to meet your needs
- 2) Helping you navigate the SEND system including support with application forms etc
- 3) Meeting parent carers in a similar situation, having opportunities to discuss and be directed to support, being able to drop in/ have somewhere to go (with coffee / tea)
- 4) Representing your voice, being involved in helping shape local services (the collective voice of parent carers across health, council & education)
- 5) Providing volunteering, work experience and work opportunities
- 6) Hosting events and helping direct you to support available
- 7) Providing easily accessible resources to support you via NSPCWT website
- 8) Facilitating connections with other parent carers on social media eg Peer support closed Facebook group
- 9) Co-producing policies & procedures (across health, council & education)
- 10) Collecting data to evidence Parent Carer experiences
- 11) Providing opportunities for your Wellbeing/ Time for you eg wellbeing boxes, relaxing days out etc

Stakeholder stated Priorities for NSPCWT:

Provided in direct feedback from North Somerset Council & ICB (Health Commissioners)

- 1) All Parent Carers including hard to reach (in school & peer support sessions, social media, training / workshops, understanding data / CRM, system connectivity)
- 2) Co-production - including tendering (strategic meetings, facilitation of workshops for participation & engagement)
- 3) Navigate the system and help direct parent carers (peer support, events, website, social media)
- 4) Needs Led training (training offer & promotion)
- 5) Boards & partnership working (time released for meeting attendance and collaborative working – e.g training & resource hub)
- 6) Communication – reach (events, social media, peer support)

Parent Carer were also asked:

Q3 What one thing would you like NSPCWT to do that would make the biggest difference to you?

Answered: 71 Skipped: 19

#	RESPONSES
1	Putting pressure on local health boards to shorten waiting times for diagnosis adhd/autism.
2	to help be our voice and appeal against the new proposed autism waitlist
3	Days out in groups for children and parents
4	Help get my child into an education setting she feels safe in
5	Facilitate connections with adoptive parents
6	Provide support when 'battling the system' in so far as being able to attend meetings with you so that not on your own
7	Make a difference to families, you are funded by the LA, which means you are already biased in your approach. Provide impartial feedback to theA that reflects the reality for many parents in North Somerset
8	Help the ones who actually need it and not the ones who look good on paper for council propaganda Remember their SEN Ofsted It's terrible and failing SO many children and families in our small area.
9	Incorporate OCD - there is nothing in the South West region or indeed North Somerset to support those young people suffering with and parents/carers. Also for all support groups differentiate between those under 11 and those above - lots of older kids don't want to mix with little ones. Inflexible thinking & highly sensitive would be a good topic too. Thank you
10	Nothing I can think of. I've always managed to get all the help I need so far. You've been fantastic.
11	Providing evening events more than the daytimes
12	Actually physical support
13	Actually physical support
14	More stay n plays
15	Advice on how to contact the right people to speak to ! This has been a nightmare for us, simply not knowing who to turn to and then not being able to contact them
16	knowledge of work being done to enable young people to access work opportunities in various types of work settings.
17	Normalise SEND
18	Get North Somerset SEND team to answer their emails or answer the phone would be a great start.
19	Having things for my child to attend. Family meetings so our children are involved as my son 11 years would really like to be involved as it's about him
20	Support with SEND issues such as school avoidance
21	Have listening ears!
22	I a both a carer and professional, u feel nspcwt could reach out more to parents of children with send to ensure they can access al the services you are currently offering.
23	Meeting other parents and people who understand what my son and I are going through.

24	Parenting course on ADHD
25	Hold clinic type session to advise 121 on what to do in personal situation with service representative if possible
26	transition support from childrens services to adult services
27	To help navigate the system when your child doesnt fit exactly into boxes.
28	I have been on lots of your courses and I have found them very good keep them coming please
29	Hold clinic type session to advise 121 on what to do in personal situation with service representative if possible
30	Not sure if you would be able to but it is very confusing that different services drop off at different ages. DLA goes at 16, CAMHS at 18 but other things go to mid twenties. It seems arbitrarily unfair that just because they hit a number the fight for help has to start again. There needs to be fluidity between child and adult services
31	Not sure
32	Face to face meeting - if it had a training input and peer supper together that would be great!
33	More sessions like the craft session held just before Christmas. A couple of hours to do something productive, and not necessarily the whole say.
34	Hosting peer support coffee sessions have been so beneficial for me so continuing to hold them 😊
35	Coffee mornings Especially wit SAY
36	Push NS council to provide proper parent carer assessments and subsequent grants to help p/cs in their caring role. Also please remember a lot of us have children out of school. While in person events are crucial, please have zoom meetings for those of us who cannot come to in person events. We are extremely isolated.
37	We will be transitioning to adult services in March but I don't feel like we have any information about what this means and what the reality will be vs the ideal I would also welcome the training on DCD/dyspraxia again plus not everything on a Wednesday, thank you
38	Alternative meet ups as I can't attend any as my child is on part time timetable and all meets up seem to be tues and thurs, the 2 days I can't attend
39	Access to sensory therapies
40	Organise social events where kids and adults can come together and relax.
41	Continue providing informal opportunities to meet others in similar situations
42	Continue with the training sessions. They are very helpful, thank you
43	Maybe a guide explaining what you need to and when, ie EHCP renewal like a 0-25yr guide
44	Signpost / help provide holiday care / clubs for children with SEN
45	Easily find what support is available, a person to talk to to help direct me to the right place.
46	Connections to other professionals to help with care needs
47	Help schools to understand and stop judging parents!!

48	Just support
49	More well being
50	Change the education systems in order to meet children's needs better
51	Advocating for better respite
52	-
53	Provide more personalised help with navigating the SEND world, services, financial stuff
54	Well - being days
55	Help us find a way to get assessments for our children and to stop parents having so much of a fight on our hands for the right help for them
56	I would like support for 24 hr carers. I appreciate the events that you set up and would love 12/9/2022 8:46 PM to engage in the coffee mornings etc. The days out at chili farm etc look great and I would love to meet others, even just for a coffee but I am unable to leave my child who has been out of school for over 2 years. Maybe just a phone meet up ? Feel isolated and would like to connect but can't do in person
57	Groups for children with additional needs
58	Challenge waiting times in health.
59	Help be the bridge between parent and LA to explain the pitfalls of the SEN system currently, and to help them provide a service that is fit for purpose
60	Campaign for a local overnight respite facility for school age child with SEND.
61	Do more evening parent carer sessions please :)
62	Ensuring there are plenty of opportunities for the working parents
63	More staff and more days for stay and play events like Christmas or Halloween.
64	Help us tackle the Local authority. Help us recover from dealing with the local authority. Help provide work.
65	Be more open.
66	Making sure training activities etc are available between 930-230 as well as evening would like some coffee cake in evenings as well, I know you all have families too but an evening out is sometimes needed!
67	Training days
68	It may not be possible but hold more events on a Thursday as that is my only day off!! So hard to please everybody, though!
69	The ability to meet parents whose situations are more closely aligned with mine in the Early Years (ie more complex children)
70	Get involved in schools working with parents and teachers together
71	Carers wellbeing

Practitioners and practitioners were also asked:

Q3 What one thing would you like NSPCWT to do that would make the biggest difference to you?

Answered: 5 Skipped: 1

#	RESPONSES
1	Access for families more OT sensory advice. Open days at places where sensory needs can be met? Bibic, Therapy Space, Sensory (https://sensory.mykajabi.com/sensory-HQ) More help + advice to support children with those needs.
2	Keep doing what you're doing
3	Some evening events as many of us are working during the day.
4	More communication with schools. Offer support in schools to flag services etc to staff and parent/carers Also support for teens
5	Keep providing program of training for professionals and parents