Parent Carer views on Education, health and social care in North Somerset

Annual Survey February 2022 - Results

Firstly **THANK YOU** to all our parent carers who have taken the time to respond to our annual survey, we know how valuable your time is. Having had another incredibly challenging year we really appreciate everyone who has shared their experiences of provision in North Somerset. It has been great to read some very positive experiences of provision helping to highlight areas that are working well whilst also disappointing to read of the continuing challenges faced by parent carers in accessing appropriate provision to meet the needs of their child / young person and that of their family. We will use all this information as we continue to represent the collective voice of parent carers over the coming year and seek to see much needed improvements in provision in North Somerset. Do continue to share your experiences with us during the year so that we can continue to represent your voice with local decision makers.

Kenton Mee, CEO, NSPCWT

332 Parent Carers responded to our survey declaring that they are a parent carer whose child is aged 0-25 and has any additional need or disability along with living in North Somerset. A significant increase from the 233 in 2021.

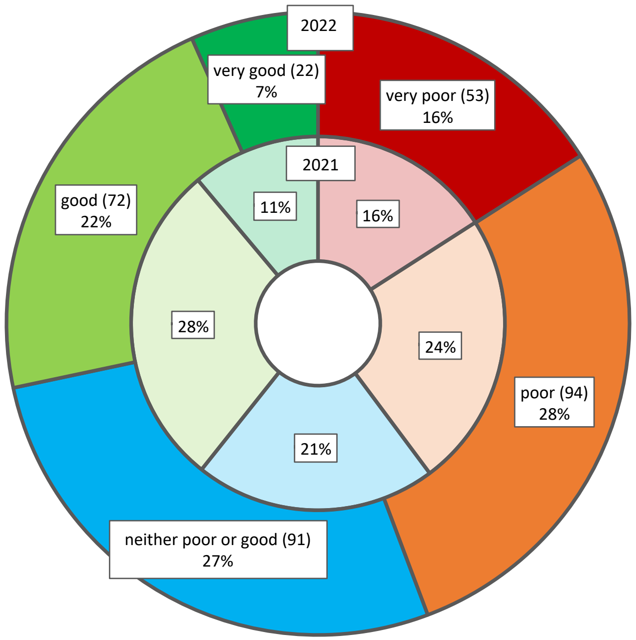
Thanks to all who have worked co-productively with us to develop the contents of this survey. We will continue to work with all stakeholders in collecting the most helpful data that can influence improvements and highlight successes in provision.

This is the Full survey report - if you require any further clarification around the data collected or would like to investigate the data further, filters can be applied to look at the different demographics listed, we will do our best to facilitate this for you.

This report directly conveys the parent carer experiences gathered in the annual survey collected during February 2022 whilst offering an easy comparison with 2021 responses. We have produced some short summaries at the beginning of each section to highlight some areas that are working well alongside areas to improve. This is the starting point to further develop the work of the forum and have more in-depth analysis of the experiences shared over the coming months as we seek to help influence provision.

www.nspcwt.org admin@nspcwt.org facebook.com/NSPCWT

Q2. How do you rate services/provision in North Somerset for children and young people (aged 0-25 years) with additional needs and/or disabilities?



Some helpful terms and information for this report:

EHCP – Education, Health & Care Plan

Setting – School, College, nursery where your child or young person attends.

HTST – Home to School Transport

% - Percentages

Throughout this report % calculations have been auto rounded up or down and therefore do not always total exactly 100 for each question.

Local Offer – North Somerset Online Directory to promote the range of services, support available to children & families

PFA – Preparing for Adulthood

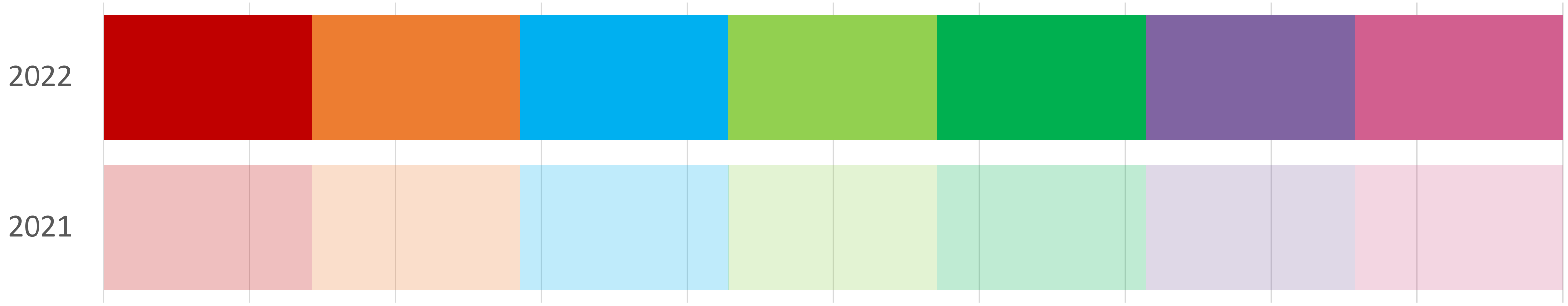
SEND – Special Educational Needs & Disability

(-- / --) Numbers Indicated

These numbers within brackets represent the actual number of respondents, for 2021 / 2022, to the question.
(The year order changes dependant on how the graph is displayed)

Throughout this report on the graphs:

Bold colours represent responses made this year (2022)
Lighter (transparent) colours represent responses made last year (2021) for comparison:



Summary Overview

44% of respondents rated services / provision, in North Somerset, poor or very poor for children and young people with additional need and/or disabilities. This is reflective of a slight increase across the survey of poor ratings from last year highlighting those improvements being made in SEND provision have not, to date, been felt amongst the parent carer community. This level of dissatisfaction should lead all stakeholders to take note and, we would hope, lead to immediate action to address the shortfall in provision.

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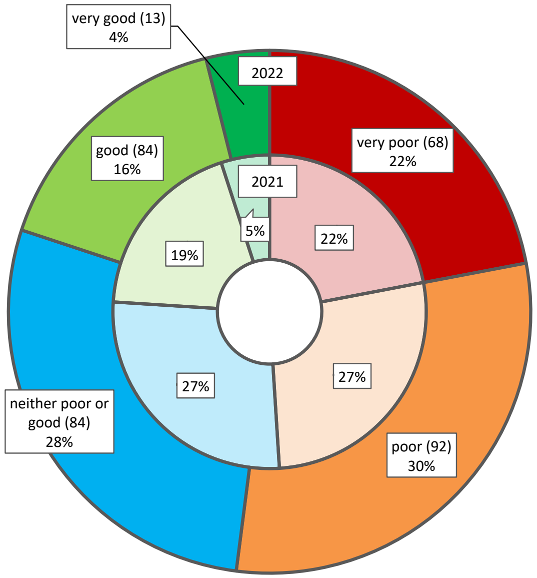
The survey was conducted after another challenging year as we emerged from covid restriction whilst Covid was still having a significant impact on parent carers and service providers alike. This should not excuse a system that clearly is not delivering effectively enough for children and young people with additional needs and disabilities or providing a sufficient level of support to their families. It was good to see some areas delivering improvements e.g. home to school transport, our parent carer support along with other areas highlighted within the survey results.

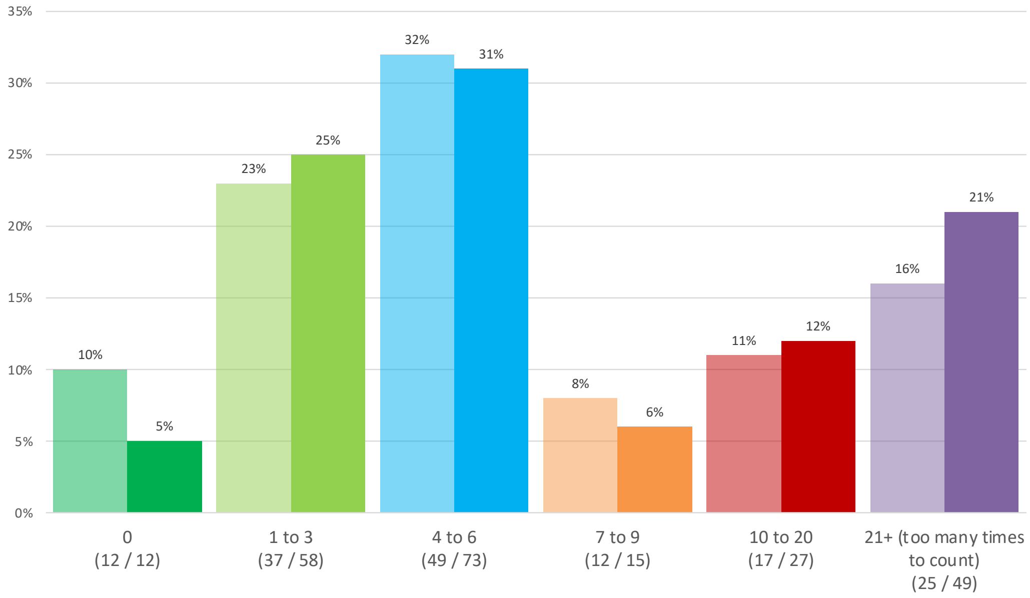
Key improvements needed that the parent carer responses highlight:

1) Meeting child's needs within our mainstream schools (graduated response)
2) Delivery of EHC needs assessments, plans and annual reviews
3) Communication with Parent Carers and coordination between those working with the family
4) Assessing and meeting needs early to support both the child and their family (ending the feeling that many parent carers express of "fighting")
5) Timely access to Health provision that then meets children and young people's needs
6) Effective respite, short breaks to support the child and family
7) Parent carer support – if the parent carer is effectively supported they will be better able to support their child

A personalised approach that identifies and assesses need, responds quickly to address the need and reviews regularly without barriers to provision would address most issues raised by parent carers within this survey.



Q6. What is your experience of **telling your child's story** as few times as possible?



Q6b. How many times have you **repeated** it during the last 12 months?

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INDEX – click headings below for direct links

Education - Setting & Services

Working Well

- Support in specialist schools
- Timely responses to requests from setting (Child & Parent)
- Support provided at Springboard
- Support provided at College

Areas to improve

- Meeting the needs of child / young person
- Being part of the community & access to clubs
- Support in mainstream primary & secondary schools
- Emotional & social support
- Access & involvement of support services, social care & health

Quotes…

“Baytree school staff go above and beyond for my daughter”

“Too little, too late! Everything takes far too long”

“The school work very well with OT and ourselves”

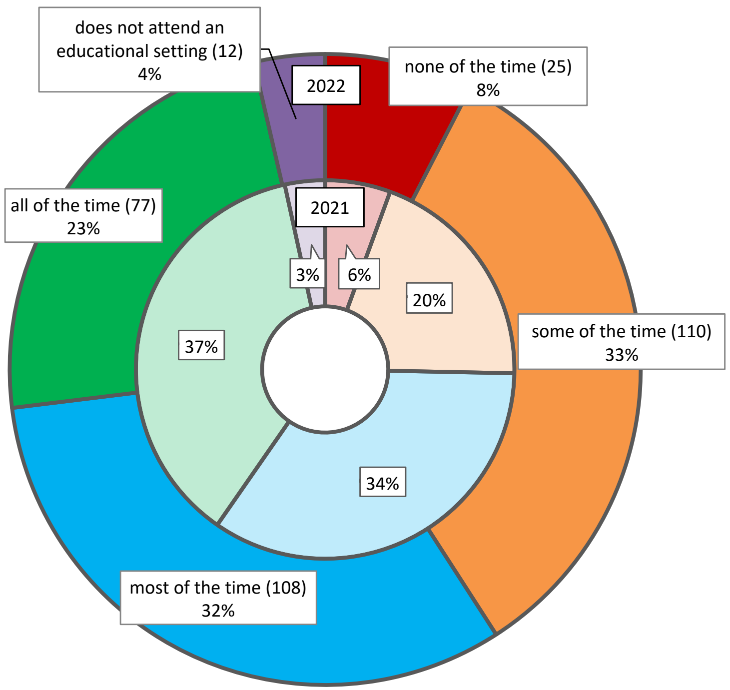
“he is effectively in limbo with his needs not being met”

“My son has absolutely thrived since starting his school Westhaven”

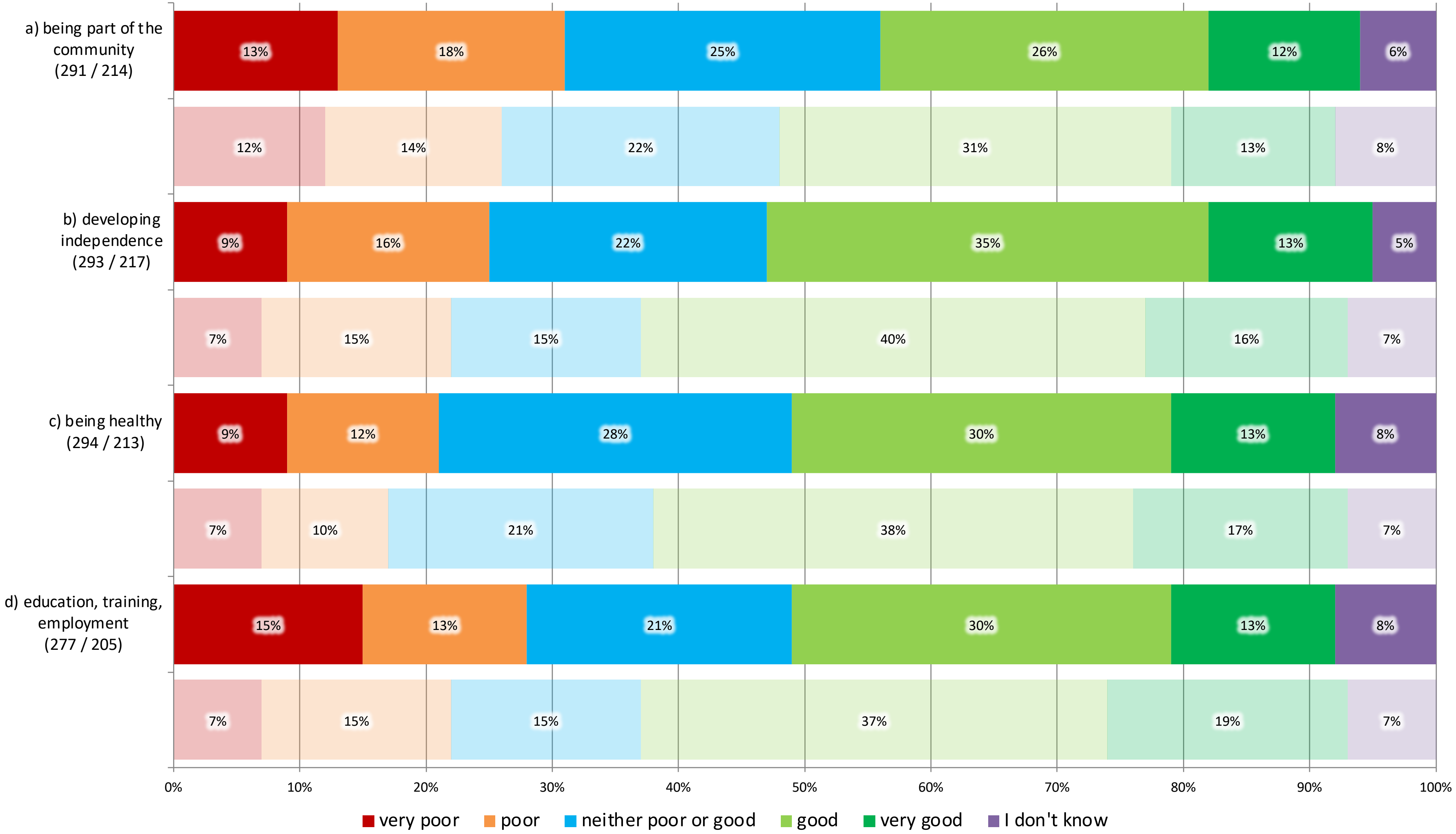
“Too many sanctions given without addressing needs”

Changes to note (2021 - 2022):
Q3: Setting is poor / very poor at meeting needs 26% to 41%
Q17: Mainstream support all indicators for poor / very poor up 10%+
Q19: Significant increase in % of child experiencing being left out, bullied, disengaged from school and school refusal / anxiety
Q20: % increase in lack of support in class, at breaks and lack of access to clubs
Q27:Significant increase in good rating for transition to Y11 apprenticeship / internship

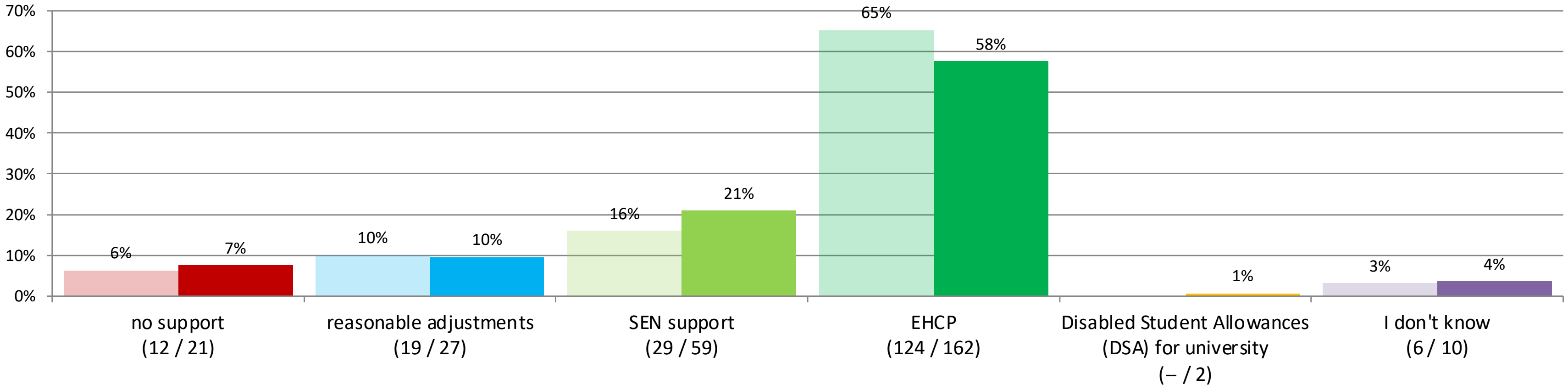
Q3. Do you feel your child's **educational setting** is meeting their needs?



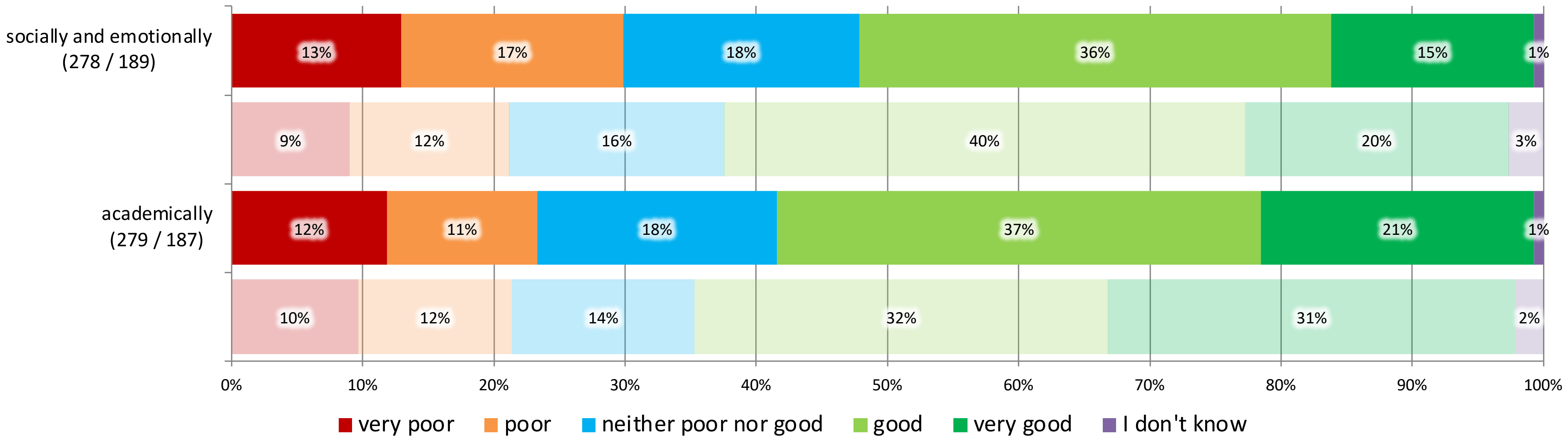
Q7. How well are **education services** helping your child **prepare for adulthood (PFA)** in the following areas? PFA starts from children's early years helping them to develop skills throughout childhood in preparation for adulthood.



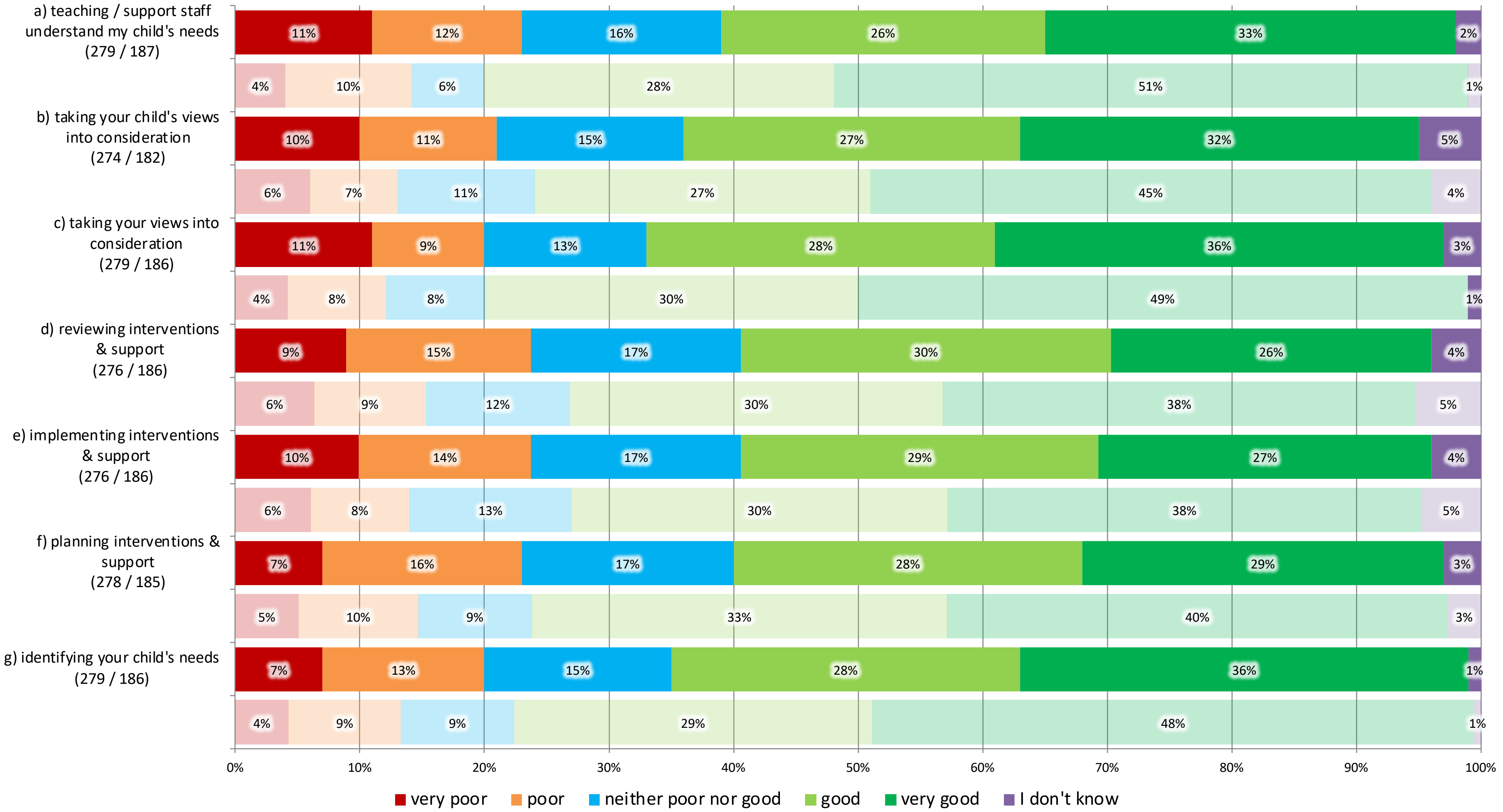
Q16. What **level of additional support** is your child receiving at their educational setting?



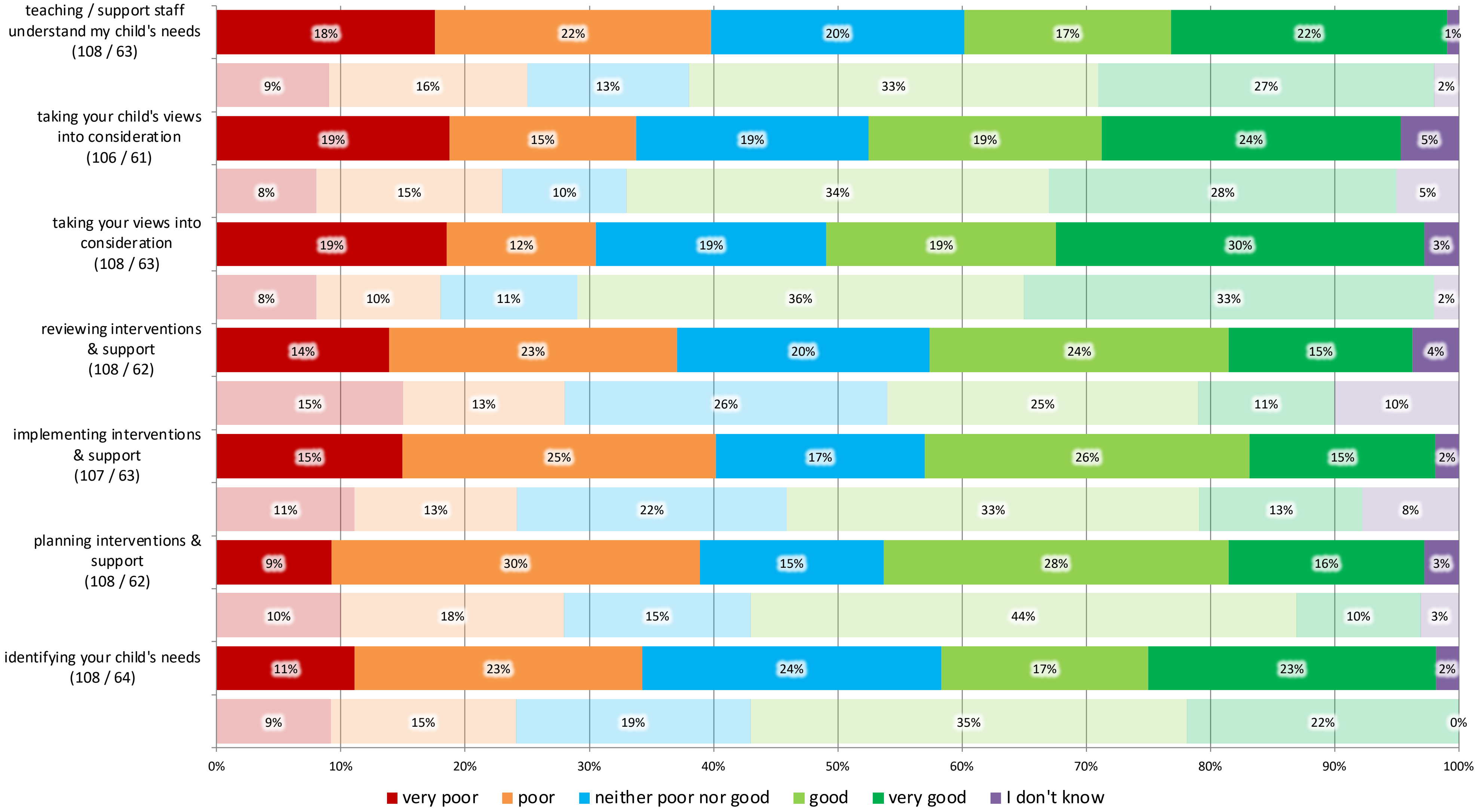
Q18. How would you rate the **progress** your child has made?



Q17. How well is the setting **supporting** your child?



Breakdown of Q17 (using Q12). **Mainstream Primary & Secondary ONLY** - How well is the setting **supporting** your child?



NORTH SOMERSET PCWT PARENT CARERS WORKING TOGETHER

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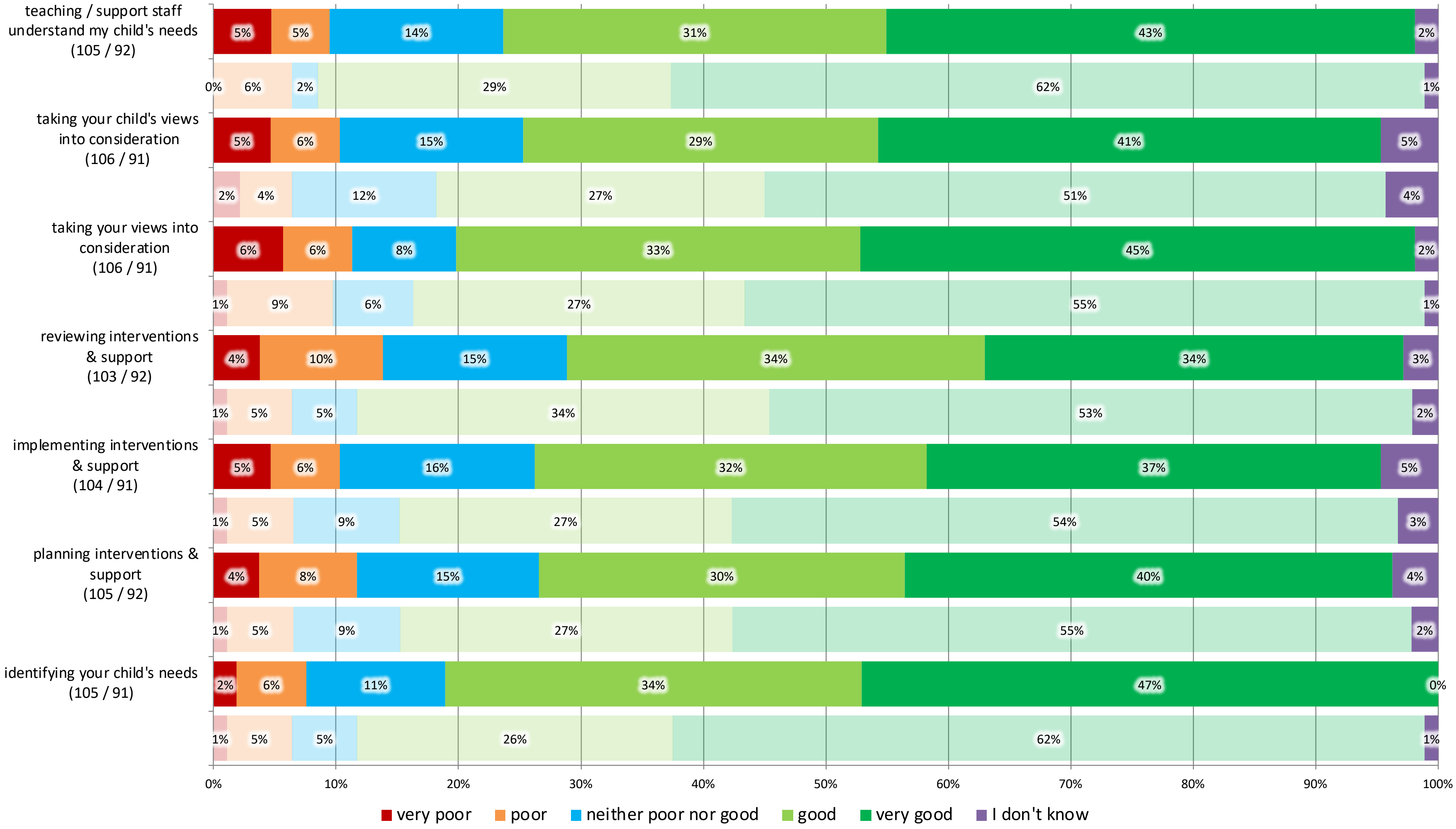
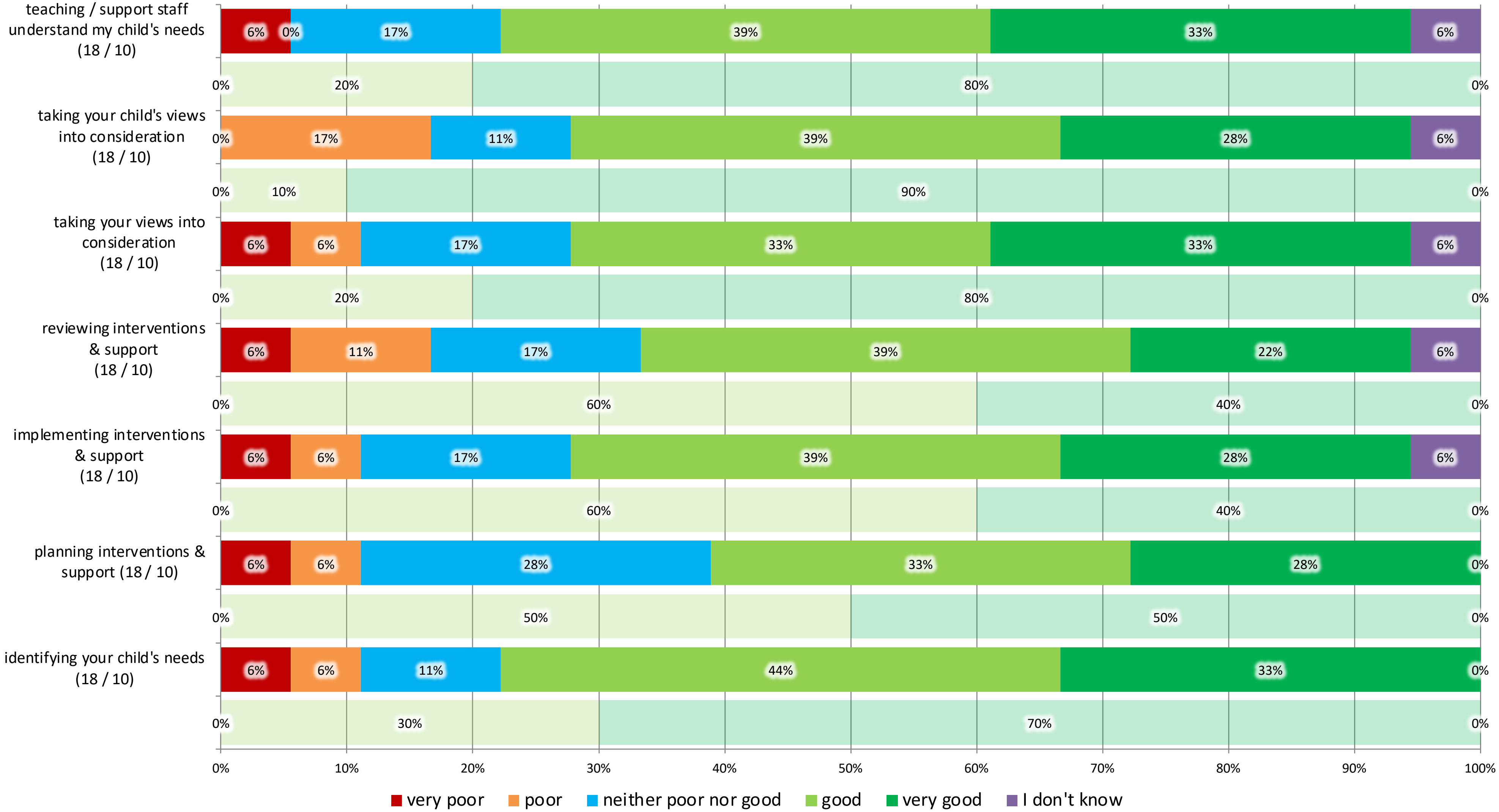
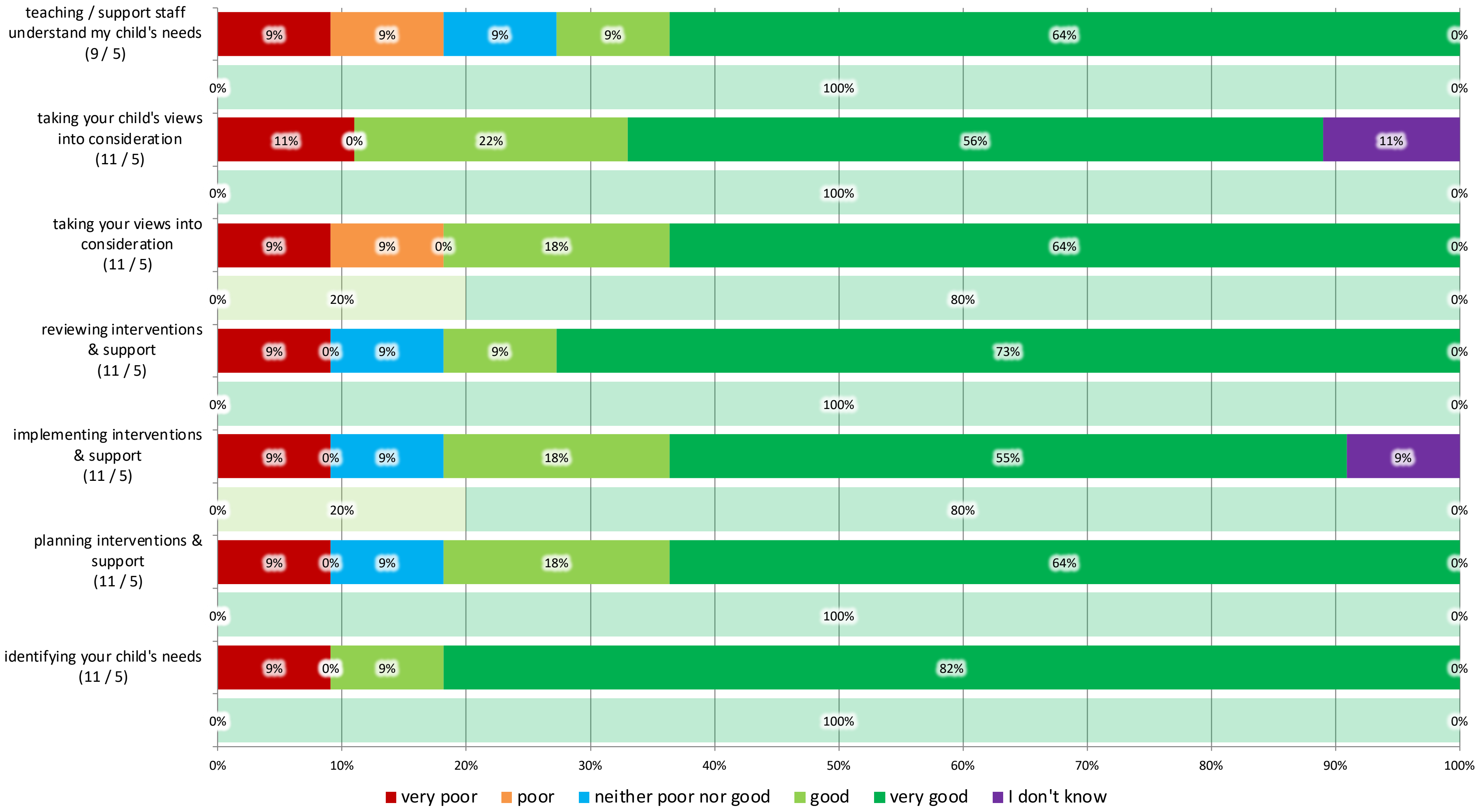
Breakdown of Q17 (using Q12). **Specialist School** ONLY - How well is the setting **supporting** your child?



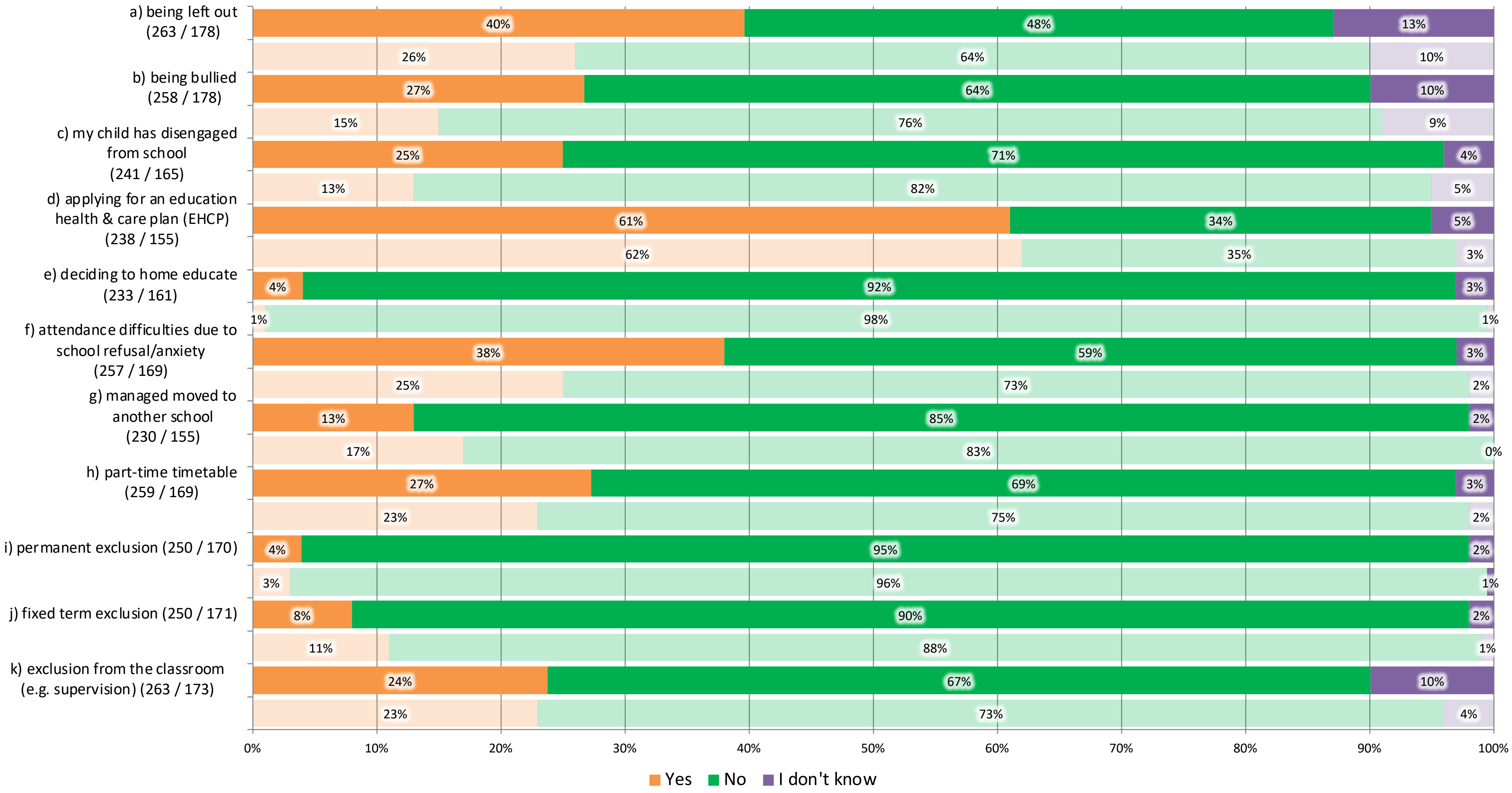
Breakdown of Q17 (using Q12). **College / other further education ONLY**
How well is the setting **supporting** your child?



Breakdown of Q17(using Q12). **Springboard - Specialist nursery / preschool ONLY** - How well is the setting **supporting** your child?



Q19. Has your child **experienced** any of the following?



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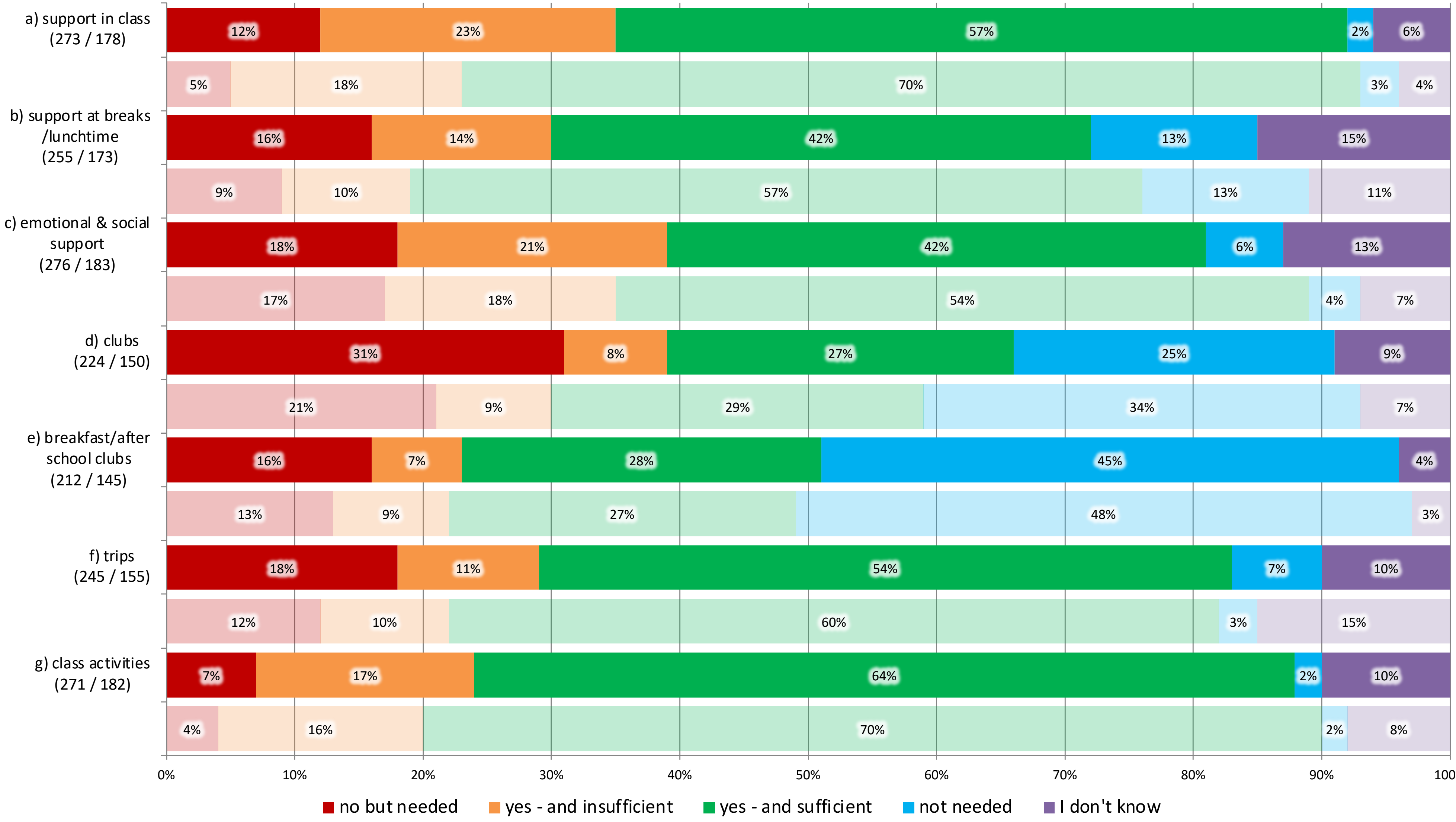
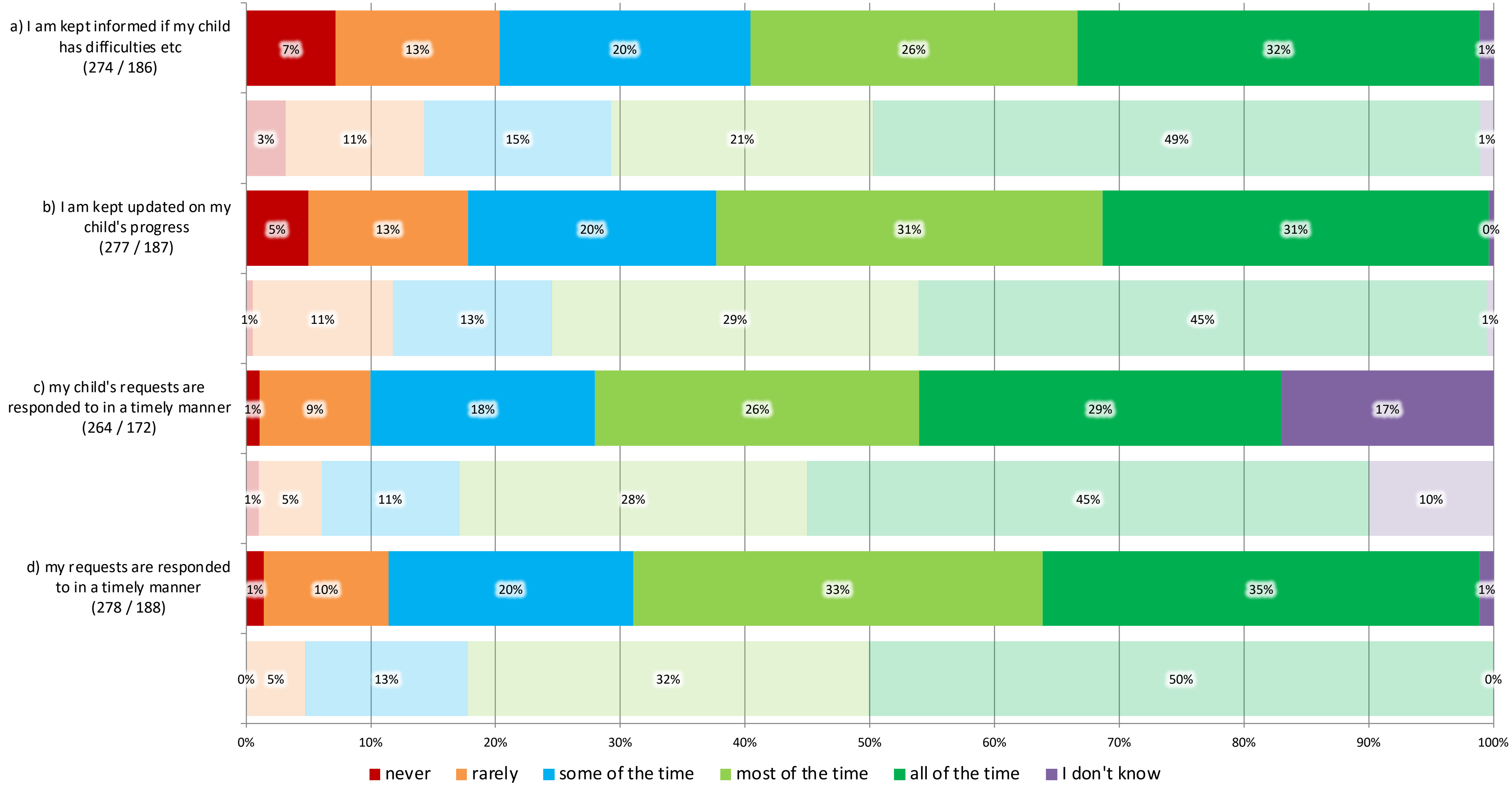
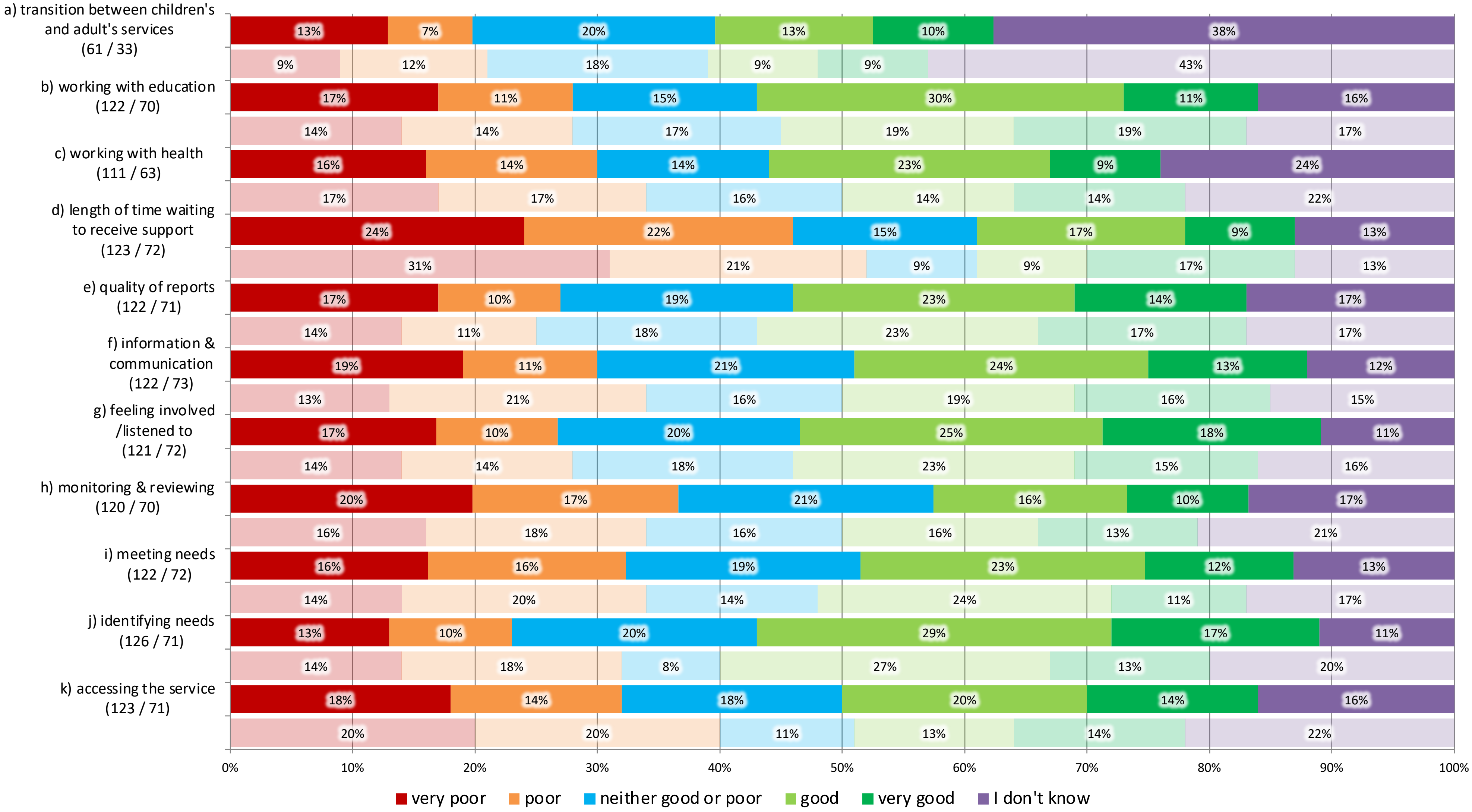
Q20. Is your child **able to access** any of the following at their educational setting?



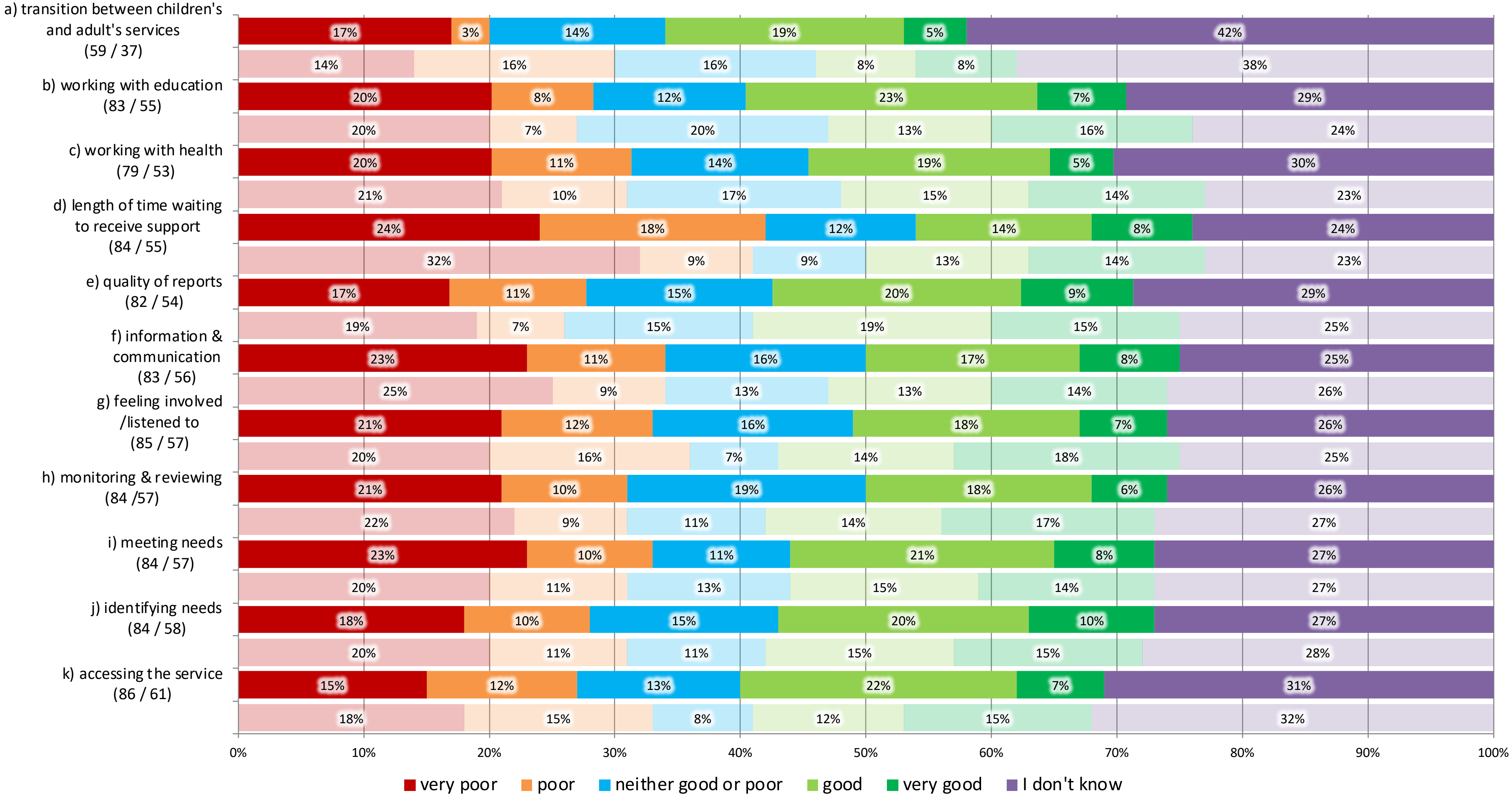
Q21. How do you rate the **communication and information** you and your child receive from the setting?



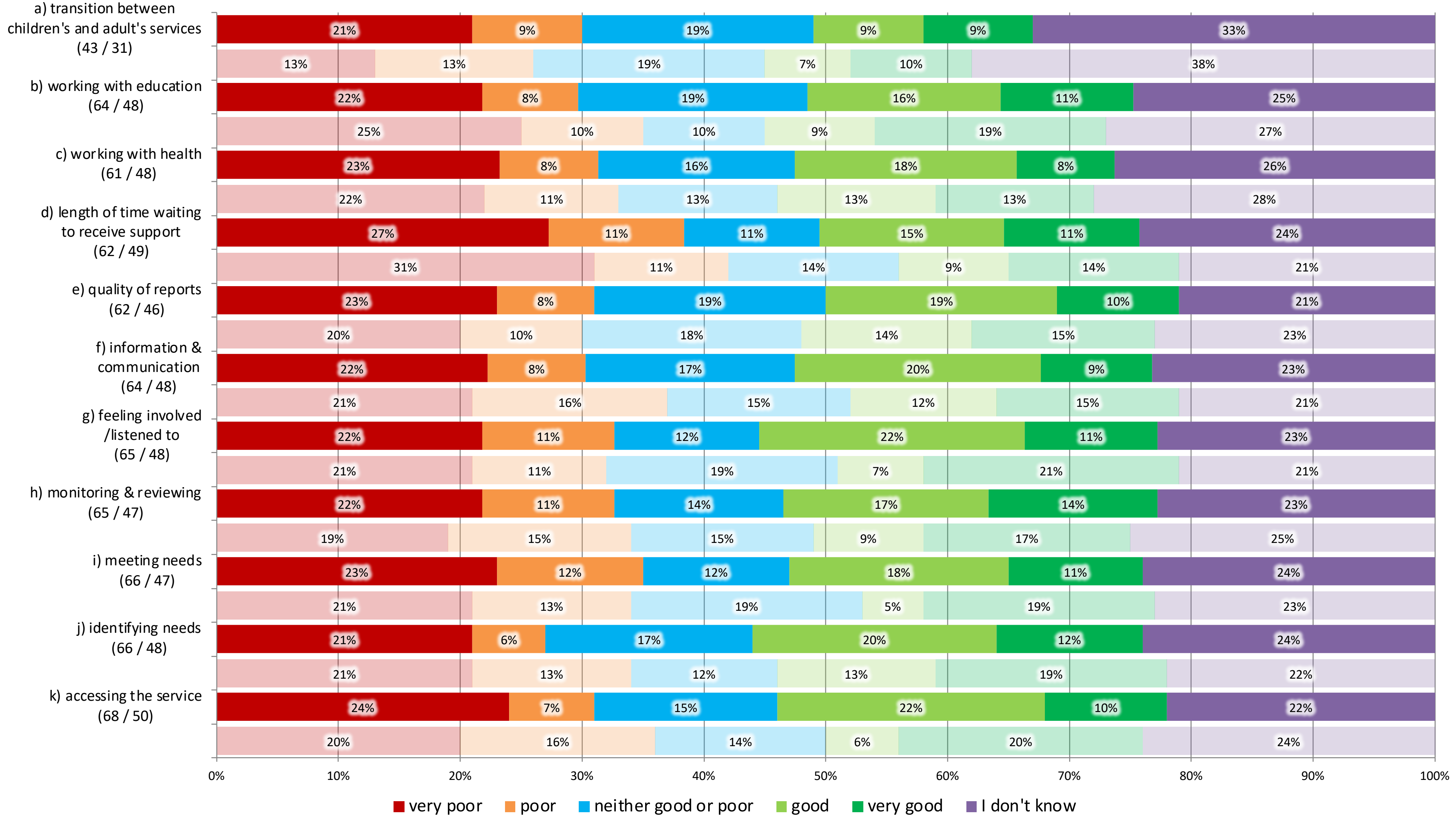
Q22. How do you rate the **educational psychology service**? Please leave blank if you have not accessed, or tried to access, this service in the last 12 months



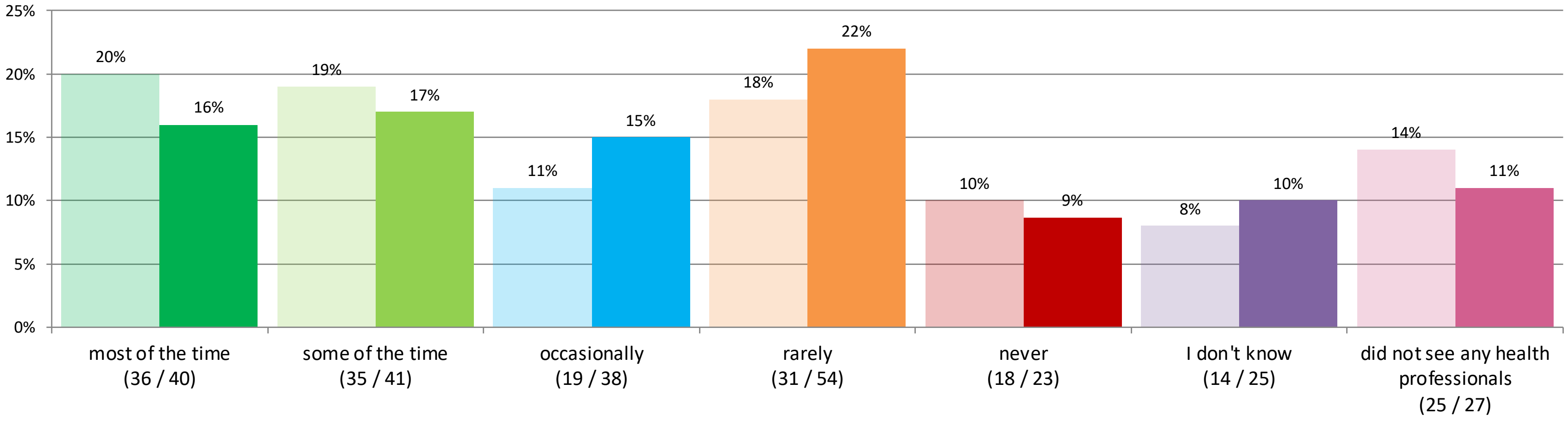
Q23. How do you rate the **Education Inclusion support service** provided by North Somerset Council? Please leave blank if you have not accessed, or tried to access, this service in the last 12 months



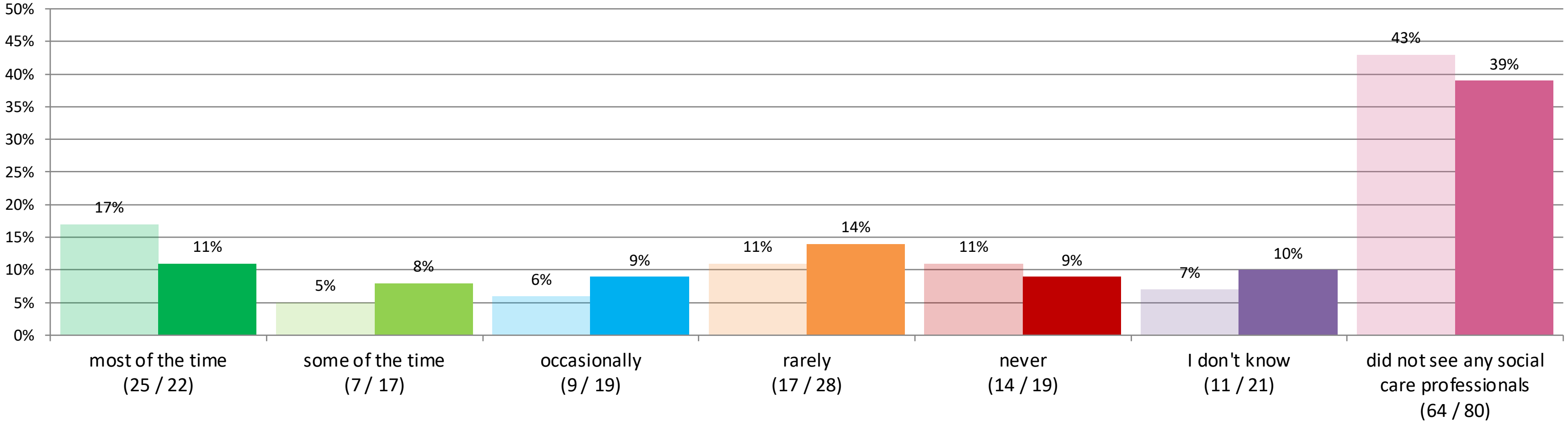
Q24. How do you rate the **Sensory Support Service** provided by Bristol City Council for North Somerset? Please leave blank if you have not accessed, or tried to access, this service in the last 12 months



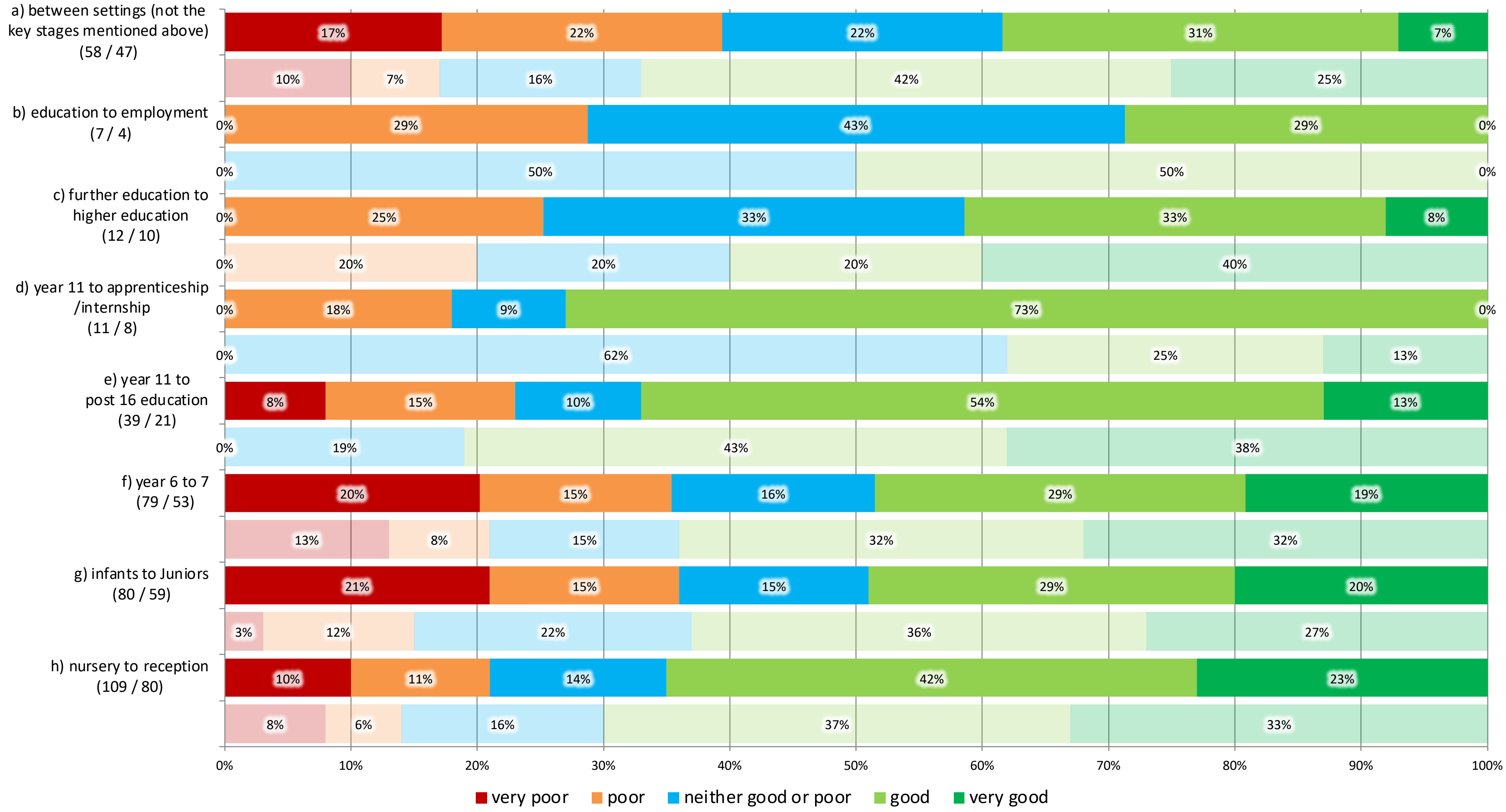
Q25. Do you feel **health professionals** involved with your child work with the educational setting to support your child? (eg. school nurse, occupational therapist, speech and language therapist)



Q26. Do you feel **social care professionals** involved with your child work with the educational setting to support your child? (eg. family support worker, social worker)



Q27. If your child has **transitioned** (moved) between settings, how well prepared were they by the settings involved?



Q28. We would love to hear anything you would like to tell us about how well your child is supported at school. Please tell us about both your positive and negative experiences!

**RESPONSES: 129 - Comments taken verbatim from survey responses**

1. My child is supported pretty well at her small specialist provision. My worry is that she cannot stay on there for the next academic year. The provision in North Somerset for 16 + age group is limited and I am very worried about the transition when she has spent her school years in very small classes. She needs a lot of support and I am not sure that the one place we are encouraged to look at is the autism hub at Weston college. What happens if I say ‘No’? What happens next? She is a very vulnerable person on every level.

2. medical needs not well met

3. Not attended school for over 18 months. Communication from school is not good - last heard from them regarding child in November but have received his exam timetable!!Applied for EHCP but not assessed as they said school needed to do more first.

4. Not at all good, hence now home schooling

5. We are usually informed if there has been some disruption or behaviour issues while in school or will receive a call occasionally if they’re finding it difficult. When in pre-school my child was underprepared for starting Reception as he was cut down to a limited timetable due to his behaviour and then when we tried to get 1 full day back in Covid affected them trying to introduce him to longer days. Since starting reception it has been getting better, he’s now a bit more used to the routine, they have helped him to get to a point where he is manageable they have plans in place and they know how to react most times.

6. Very supportive and always happy 5o discuss any issues or concerns. The school work very well with OT and ourselfs. When there are meltdowns all staff are happy to help. My daughter has very good relationships with all the staff and is supported really well.

7. It is left to parents to educate schools, not the education team, or the schools own responsibility. They understand physicals but not brain injury

8. The whole situation has been appalling My son has an EHCP that we tried to change but weren’t able to sue to false promises and lack of info leading us past deadline times. Unfortunately we aren’t clued up enough to understand and took the NSC staffs word for it when they lied to us. Junior school, my son was kept outside of the classroom alone with a 1:1 at all times, despite his needs, the other children were more important than him. During lockdowns, we were given No work, No support, nothing but a weekly call, so we arranged for him to go back to school where he was kept busy sweeping leaves and doing caretaking duties rather than learning. There was no transition to secondary that we are aware of. He was offered a place at a school that we couldn’t even go and see so we declined and asked for a mainstream placement. It was eventually granted but too late for any transition work, the new school showed us around for 20 mins at my insistance, told us they were organising a 1:1 person and that was all. The NSC transition person failed to attend the meeting, in fact we have never met her, have no idea what work she did with our son etc. EHCP states 1:1 support, but unfortunately we are now in March and he still doesn’t have one because no one is applying for the position. So yet again my son is suffering. We recently (feb) redid his annual EHCP for this year, (previously done in Nov 2020) unfortunately we have no idea how he’s doing because we cannot get feedback from the school and parents evening isn’t until March, we requested conversations with teachers but we’re declined. He is in constant pain, but the physio we saw didn’t know how to communicate with him so we’ve been told to contact them if he needs them He does! But can’t communicate how. All in all, we have been failed time and time again by NS. The above info is within the last year!!

9. It seems a battle to ne listened to & get support , seem to drag heals when applying for funding .

10. My little boy is 3 years old. He attends a local pre school but only for 2 hours twice a week. We are waiting for assessments and funding so he can stay longer. He cries everything I collect him as he doesn't understand why he has to leave before his friends. We have seen communitt nursery nurses peak, speak and language lady and educational psychiatrist. We are waiting for other services contact us for other assessments, paediatric etc. We found springboard on our own as sends services appear to be top secret and only able to access their support every two week term time. But this is getting longer due to school long holidays. We are struggling as a family to get my little boy help. He has been to panel on the 12th or 16th we have hear nothing and received no records from any service who we have seen so far this year. I'm one very fed up mother and just want to do the best for my son.

11. My son always has a positive day at school and is always happy

12. I have been told an hour a day at school is fine, he's unkind, that he absolutely has to be in the classroom and cannot leave despite this being too overwhelming for him. I got told he absolutely does not need an ehc so applied myself and he is now being assessed, inclusion service are apparantly involved and have said the part time timetable is appropriate despite me having to quit my job and not actually speaking to anyone from the inclusion service myself. Iv been told my son is unkind and have read personal observations and judgements about myself such as I'm monosyllabic on cpoms reports written by teachers, the school have refused to let sandiass attend any meetings and become hostile when I question their decisions, he's has been excluded 6 times since September and illegally excluded many more.

13. Auroura hedgeways have gone above and beyond providing therapists trying to contact n somerset services for support. (But all of n somersets agencies have ignored requests)

14. I do not feel its appropriate for staff to say certain things to a child when the clearly the child doesn't have the understanding. Sometimes 1:1 is in place and other times it's not even though stated in EHCP.

15. My sons first school was a disaster but the move to his second school has been much better. We have no health professionals involved or supporting with our son. Other than the school we have no support from anyone in North Somerset Post diagnosis. We were given the diagnosis and basically told that there was no more support and to basically go away.

16. School are very good with communication but we have to pay for dyslexia lessons privately within the school setting

17. After we report, the community will take the initiative to send a psychotherapist to understand the situation and discuss treatment measures with us. We feel very warm.

18. I continue to have to push for clarity re the support my son is having. His reading has not progressed much in year 2. I have to constantly ask for clarity re reading support. My son is verbally very intelligent but his reading and writing are substantially below expected levels. I feel post Covid there are too many children that need additional support and I am very concerned for my son.

19. The school have been amazing in firstly raising concerns about my daughter with me then supporting us through referral to CAHMS and supporting her to be able to still actively engage with her studies since. I am extremely grateful to them.

20. School only responded when we questioned behaviours. We were told that during lockdown 3 when smaller numbers they could see he was capable. I feel school has low expectations and aspirations for students with nuerodivergent behaviours. I was told they did not have the time to put support in place. He did not meet age related expectations. I reffered to GP when filling in peadatrician paperwork school had more concerns than us. Senco is not accessible and does not review plans our plan written by a trainee teacher and was not correct in anyway only when we complained did the senco become involved. Meeting medical nurse for initial meeting difficult was not aware how they wanted to observe child. I also did not want to speak about all difficulties in front of son. It was also repeating form information. Meeting also hard to concentrate and ask questions with child present.

21. He is supported very well, although the school is currently going through a huge change after being given notice on there school setting, this has happened very quickly and has been quite disruptive for the students

22. Too many sanctions given without addressing needs - insufficient adjustments made. Insufficient support relating to school refusal/anxiety, social issues, learning etc - led to my child taking an overdose. Insufficient understanding of trauma based difficulties - a determination to follow behaviour policy regardless of SEN Slow implementation of suggested support. Refusal to provide more than fortnightly mentoring support considering lessons to be more important Regular communication from/with school. Good support from Head of House. Regular multi agency meetings Finally good support re EHCP application following overdose!

23. School supports our daughter well and communicates well with us. As we approach GCSEs though, we're not convinced they are fully supporting her additional learning needs.

24. My son's specialist placement broke down last year (it was an out of area placement). His mental health declined to the point where he was suicidal and unable to engage. Health (CAMHS) reduced their support at the most important time when he needed them, and the LA still has not helped us to find a suitable placement. So, he has been out of any meaningful education for 8 months now. We do not apparently qualify for social services input as we are deemed to be good enough parents. And yet, we struggle massively and our son has no education right now.

25. I didnt know that there is a sensory support team even though my daughter was diagnosed with SPD yrs before ASD. The health service and community paediatritions waiting time is horrendous and you are left with no support once your child has been diagnosed with either SPD and ASD. Thsnkfully my daughters School setting is fantastic and her O.T works with the School snd us and is slso fantastic.

26. Fully supported in a special needs college setting Has robust EHCP and great access to education & life skills, Taxi team are amazing. No access to Ed psyc, limited access to s & L His residence is fab : staff have got to know him well. Ridiculous efforts needed to access a routine neurology appointment, covid jabs had to be fought for and other medical support has been unavailable. Social worker is accessible & understands his needs. Direct payments works really well.

27. School have been amazing in the past however minimal sendco hours means breakdown.

28. SENCO at school just feels like an admin exercise - just keep throwing different interventions and see what sticks. Each year the class teacher thinks they will make better progress with your child than the previous - and they don't. My sons school has a 'specialist advisory' who seems obsessed with misdiagnosing children with dyspraxia wasting valuable time waiting to get that assessed and ruled out before getting to correct diagnosis or parents forced to go private diagnosis route.

29. Portishead primary am has been exceptional in helping meet my child's needs. He is settled and academically thriving. His social and emotional progress is slow but he is happy. North Somerset council have refused to assess for an EHCP even though his preferred secondary schools will not be able to offer him the same level of support he currently gets without one. The system for this is not forward thinking and is setting him up to fail once he transitions. NSC feel that as his needs are currently met he will be fine in a new setting. How ridiculous!

30. Academically, I don't think the new setting is pushing enough. He's finding it hard to make any lasting friendships because he's flitting in and out of asd resource/mainstream class and a 2 hr long afternoon nurture session x2 a week. Peer group in asd resource not good. No one in there matches his age/social ability. Socially not developing. No playdates/birthday parties. Accessing swimming and bikeability. Emotionally I think they're great for him lots of adult support as the base only has 4/10 places filled. They are really flexible in tailoring his teaching to his emotional state on a given day.

31. Only had a recent diagnosis and it has been a long road with having discussed concerns over multiple years (since starting school)and while it was acknowledged that she had some difficulties with concentration, and understanding inter personal relationships the school did not seem to implement any strategies until as a parent I pushed them to offer more. This year we have seen improvements but there is still a lack of open communication from the school. If we request a meeting it will be arranged but general feed back on her progress is left to the standard parents evening with no discussion when she has had any difficulties during the school week. Also have been told that there was a "green

book" of her targets in place back at easter 2021 which was mentioned by the year 2 teacher in 2020 however this was not introduced until after a discussion I had with the teachers Easter 2021. Her current teacher said that it didn't look like much had been done until she got the book in September and the targets that had been given were not achievable for my daughter. The length of time it takes to get a diagnosis meant that as a parent we were left without vital support of how to help our child.

32. My child is supported well at st martins with the limited resources and skills to manage his needs, they bend over backwards for him but need more support to enable him to progress in his learning

33. School has implemented some changes as a result of a report by an advisory teacher autism which was suggested when we applied for an ehcp last year as this was turned down after not being supported by school. She has support in some lessons this year. Sometimes basic things that have been agreed are not done, like collecting my daughter from the car and taking her to lessons. She is educationally doing very well, but other skills, like communication, self care etc are lacking and the right support is not necessarily in place to support her.

34. 1:1 provided for 20 hours per week. More should be provided for the sake of him And the rest of the class!

35. Applying for ehcp was so stressful, and took over 20 months to just go to draft stage. School were so unsupportive yet ringing me daily to complain about the difficulties yet did not support me in anyway or help secure the ehcp and jf anything withheld information. Occupational therapy are fantastic as well as the paediatric nurses at drove road. School need more training on adhd and sensory processing so they understand the difficulties children truly have and what signs to look out for. Top funding should be given when needed and not with held.

36. Lack of understanding from teachers particularly of traditional subjects i.e. maths that my child needs different ways of teaching to help them learn and stay engaged. Little help from SENCO team - not proactive

37. We've been waiting over a year for an EP to see my daughter the school hasn't had any engagement from the team apart from one emergency visit. Due to covid my child has never seen an EP despite her paed recommended one in May 2019. This has been impacted by moving areas. School are reluctant to apply for an EHCP despite my child having daily interventions and close adult support in all classes.

38. We have had a managed move from shielding and not being g in school and only having o line learning and a tutor three times a week to now being full time in school The child had been bullied prior to #lockdown 1 and then removed to care and moved to our placement and care in May 2021 and then had the full time move to school as well and has managed these so so well

39. Overall a dismal experience trying to get any support whatsoever for our daughter who we have had to have privately diagnosed for Autism. Camhs has been rubbish and school just don't seem to be able to put anything in place to support with reasonable adjustments.

40. After spending years saying that my child is dyslexic, and then paying for a private dyslexic assessment, things got put in place to her my child more. This happened in the final year (year 6)They did have some extra help during class but I don't feel it was enough, and felt like I wasn't being listened to to start with. It has since improved.

41. When you have a sen child you should be told all about how the process with all the agencies work together and the support on offer.

42. School refused to listen to child needs for first two years at secondary and kept her on quality first teaching even though their was no improvement, attendance to lessons was declining and anxiety levels increasing.. After being requested by private counsellor 18months ago school have only just instructed EP. One reasonable adjustment was for child to have a safe space which we had to fight for. Only option was a table and chair in main atrium of school surrounded by three partitions and totally visible to classrooms. Professionals outside of school have told us this is not a safe space for child. Head teacher told us on three occasions in meeting that they could not meet needs in mainstream school which contradicts point that they refused to move child off quality first teaching and did not feel further SEN support was needed. Now in a crisis situation and finally been

moved from step one (quality first teaching) to being put on SEN register. We are now in a situation where child may attend one lesson a day if it's a good day. Itis a constant battle to get support from school and reasonable adjustments made. No alternative work has been provided for lessons child is unable to attend. School have said they will now to at ILP but not until EP so further delays.

43. My child receives a mix of support somtimes I feel it's working well other times definitely not

44. My child hasnt attended school in 5 weeks now and only 2 hours on 2 days since Christmas. We are not being given any suggestions or plans and the refferals have yet to be actioned ie school nurses and front door team.

45. My child received ehcp after long 6 year it took school to decide he need one. None of the professionals visited him in his school setting due to covid and half of the ones we requested said he doesn't need their imput. He is 12 and have little understanding of real life. There is a lot of things services in North Somerset need to improve.

46. Individual teachers seem good but overall communication is extremely poor. Year 7 pupil and no formal feedback to date, no interim report etc.

47. The early years setting was exceptional and started us on the road to an EHCP. They got us level 1 funding to transition and link to primary school and to support for the first year 59% person. Despite our child having funding and the school saying that they could easily support her when we were choosing schools the school has been utterly appalling from day 1. They refused to meet with the nursery for hand over info, they refused to meet with us until end of the first term, they did no link activity. They haven't agreed to spend a single penny of their funding with us. We have no idea how our child is getting on....they tell us she's doing great then we find she's covered in bruises, has banged her head several days in a row. They say she's good at PE. The occupational health professional who assessed her as part of a recent (failed attempt at an ECHP) said the opposite. They said she's fitting in well in class ' nothing wrong with her' the Educational psychologist who reported for the ECHP gave an entirely different picture. All of this was a complete shock to the teacher and SEN coordinator who has observed our child once since September. Once The report from the school for the ECHP said nothing, it might have been about a different child. She sits nicely on the carpet so that's fine. We email the headteacher requesting a meeting and two weeks later I have to go in because there isn't even an acknowledgement of the email receipt let alone a suggestion of a date. The last 2 and a half years have been a bureaucratic nightmare. Still waiting fora pediatric appointment, the SCAMP process only started because someone told us about it and we requested it, no info, no support, and we think our daughter having spiky development- i.e she's really clever and law abiding at school but stims, eats her own excrement etc to cope with it all has gone against her. The ECHP panel agreed that she has SEN but that the school can meet these needs without an ECHP ...but the school don't recognize the SEN so how can they? It's a very very middle class school and I think they get away with being poor at this because parents take their children out or put in extra measures themselves instead of fighting. All in all it's been a nightmare to date

48. The only support available for my child seems to be private funded education/tutoring. The mainstream school seems inexperienced and lacks resources to be able to deal with Dyslexia.

49. We were due to see the community paediatrician in June 21 but have not had an appointment My child was due a heart scan in September 21 and we have not heard My child was due to see orthodontics in December 21 and we have not had an appointment We have been asking for speech and language input and don't get it Services are terrible We have no one we can contact when our child is going through a difficult time We feel alone and unsupported We feel our child is not developing to their full potential due to alack of services

50. My son went from weekly boarding at an SEMH school in yr 6 to a mainstream secondary school yr7, with just 13 hours of 1:1support in class per week with no support at break times at all and zero transition due to the first lockdown in March-July 20. The placement broke down within weeks and he developed a stress related digestive problem (dx by Seashore centre) as a result. It took the remainder of the academic year to get the EHCP reviewed and a placement secured at a suitable special school. He did not attend school during this period. He has barely attended the special school due to the bowel problem reoccurring every time he tried to go in despite the school meeting his needs when he's there. He's now phobic about leaving the house at all and has been placed on the Dynamic at Risk Register by CAMHS who have also triggered the CETR process. As a consequence, he's missed almost two years of education and is refusing to engage with school at all. If he had been transitioned properly from the SENH school into the ASD

school at the start, I have no doubt he'd have settled quickly, but placing him in mainstream secondary without any transition and no where near enough support has affected his physical and mental health and deprived a bright young man of two important years of education.

51. We have been waiting for over two years for a meeting with a Peadiatric support team for an assesment for possible SEN diagnosis. SALT was halted due to the pandemic and he is working with schools n house team but we have never had a report or met her. Educational psychologist was asked for a detailed report but it was Two paragraphs! We've asked for continued support from both . Child also has toileting issues due to poor diet but is regarded as being 'a fussy eater' we would like him to see someone regarding ARFID but to no avail as yet

52. I can't tell I fully know what is going on, but I do believe the school is doing as much as they can for my son

53. Have just had EHCP assessment refused so feeling not listened to, upset on behalf of my child, left to flounder. The SEND team have come to an arbitrary decision without comprehending the complicated circumstances of his educational setting, suggesting his needs are being met by the school but not recognising that they are only accidentally being met because he is piggybacking off the additional support provided for other students in his class/peer group. There has been no consideration of how he will manage when he leaves this setting after the next academic year. He is not predicted to pass a single GCSE, yet EHCPs are being awarded to students with less serious needs than his who show much greater academic potential. I could not be more disappointed.

54. My child has been offered a place in a school that will scare her. Send officers who don't even know my child said she was not autistic based on a report that was not well written by health. No clubs holiday clubs expensive and always the same. No afterschool clubs.

55. The school love to talk about what they do and strategies in place but at the end of the day the easy thing is to constantly take the side of anyone else involved in any incident with our son. School is XXX. As parents we've stopped engaging about our son XXX send status as it's pointless. Always XXX fault no matter what the scenario. Some else else upset injured offended victimised straight on XXX file. XXX in the same scenario paid lip service and brushed under the carpet. Done as a tick box exercise only. His ADHD is never taken into account, he will never win star of the week as he will never be the best behaved in class but even when he shows a marked improvement he will never win it. It's a joke and we're lucky as parents we have our own support network. ADHD… prescribe drugs and turn back, that's the 'professional' way to deal with it!

56. My child has excellent SEN support and support from the sixth form staff too. All class teachers are aware of his difficulties and are trying to help the best they can.

57. I think social services need to drastically improve in weston-super-mare my child XXX (5) has need support since he was 2 years old with his behaviour and I still have received none from the special social services on drove road. XXX receives all his support from Haywood village school who have been fantastic. I asked for help from my health Visitor regarding XXX behaviour as I had worries and concerns, it took about a year to be referred to the special social services on drove road and then about 2 years for an appointment. XXX is on another 2 year waiting list to be referred for a diagnosis which could lead to support. There is currently not support regarding ARFID and most of the professionals have never heard of it. More support for both parents and children need to be given. And a waiting list of nearly 5 years is just ridiculous, the earlier a child is diagnosed the quicker they can received support and have more of a chance of coping in the world. I was told repeatedly by the staff at Drove road that there was not even a paediatrician that could see my son. How is this even possible when there is an increase of children with additional needs needing this service. Who ever is running drove road need to pull their finger out and start helping children and parent who need it.

58. As far as I know , the school support him ok , however there is a big lack in communication with the senco. Having said that the class helper is always on hand with any help or issues. His school teacher has not much understanding of his condition (adhd) and was quite rude to me at parents evening, when moaning about my child !!!We don't get enough reviews of how things are going & they haven't been dealt with in the proper way - so I have been told. My son does get sent to secluded learning & detention for punishment but I feel he prefers to be in secluded learning & can sometimes do something on purpose to get there. I don't like the amount of homework set , it caused a problem for a while but he is getting on better & coping with it a lot easier of late.

59. Too little, too late! Everything takes far too long. My child has been severely let down by NSC. Took 3 years to to finally get the right education placement, by which time irreversible damage has been done. No education, school refusal since year 6. Now year10 and completely disengaged with all support. Mental health has deteriorated badly - self harm, suicidal ideation, housebound. Impact on whole family has been enormous! Had NSC acted when I first asked for help, then we would not be in this situation now. It would have probably cost a lot less money too!!!My child has been destroyed by lack of timely support. I do not see any future for her. Possibility of residential/mental health unit is being discussed. Shame on you

60. I feel we have been let down with the speech and language team since covid. Before covid hit my son had just started his weekly sessions. I think we attended 2 before they got cancelled. It’s been nearly 2 years and these sessions have not resumed and I think we have seen them 2 times maybe 3 in the last year! Now my son is in year one, still struggling getting further behind. School have been great considering we weren’t entitled to funding this year which I also found a little ridiculous that now he is in year 1 he has to be 2 years academically behind before he can apply!

61. My son struggled massively with the transition from school to college, it initially caused a huge amount of stress and anxiety that caused huge meltdowns all evening but college have supported him and he is beginning to adjust to it better now and is coping more although he is still ripping the skin off his finger from anxiety.

62. He has a 1:1 but not enough is done to meet sensory needs

63. My child goes to a good school with teachers that want to help but just don't have the resource. There is very little TA support and so very little opportunity for 1 - 1 learning. We are constantly battling the face he has significant additional needs but they are not bad enough for the additional investment. We have applied for an EHCP but my view is that it is too hard to get and only available for the severe so there is no help for a child that is struggling

64. My Son has dyslexia - He was assessed by a North Somerset Educational Psychologist last year who simply confirmed he was dyslexic - he provided no detail about what type of dyslexia or any help or suggestions to us or the school to help support my Son with his learning - the report he gave wasnt worth the paper it was written on - it was shameful. My Son does get extra support with reading, writing and maths - but the teachers have no experience and very little training, they are doing the best they can - but it simple is not a good enough situation to be in for anyone. We are fortunate we can afford to send my Son once per week to the Bristol Dyslexia Centre for a one hour lesson and they are providing the school with work and support for the teachers at his school to help my Son with providing him with the correct teaching areas they need to focus on - this is disgusting - we shouldn't have to rely on an external company, that we are paying for, supporting my Son and his school with his learning needs. More importantly, those children whose parents cant afford extra help are left in the dark with no improvements or support. We are also having to pay for a private assessment because the one provided by North Somerset almost a year ago, was useless and provided no help whatsoever. We have been on a waiting list for almost a year for this private assessment. My Son doesn't want to attend school because of his dyslexia because he finds academia challenging and you don't provide enough flexibility for children's needs to betaken in to account and teaching to be tailored accordingly - you are simple failing them. Teachers need more training and a school should have a dedicated SENCO teacher - not add it on to another teachers existing job when they have no experience and very little training - one training session does not make them qualified or experienced to teach children with additional learning needs. Primary school had a dedicated teacher and she wasnt not replaced when she left 3 years ago - there are a high rate of children at our school with additional needs but they were deemed important enough to replace the teacher and therefore they have been struggling every since. What did they use her salary for - more money for the other teachers - but no support for the kids !!You can blame it on funding or covid - it doesnt matter the reason - you need to change your teaching methods and provide fully experienced SENCO teachers.

65. Waiting to find someone to be able to do help my son with his one to one as have top up funding but no luck as of yet I don’t feel as if he will he ready for reception come September

66. Our child's previous school was XXX and the transition out of this school wasn't impressive. There was no closure or thought given to preparing our child for the change. Westhaven, our child's new school, were very good at settling her in when she started in year 9.

67. SEN provisions appear to be much better for those who have more severe SEN requirements. XXX school runs the HUB for those with greater needs but every other child with more general needs get none and have to stay in the mainstream classes struggling with little engagement. Hub students get one on one, or small group teaching but teachers of regular classes of 30+pupils can't attend to SEN. The kids with lesser SEN just get lost and struggle in a mainstream education. Time and lessons are lost due to neglect and these children will not pass GCSE's but these kids need to gain an education too. They need exams to prepare them for their WORKING life. So disappointed in XXX school & nth Somerset.

68. My daughter attends springboard for one day a week and a specialist childminder one day a week. Both settings show my daughter love and support. They both do hear they can to help her development and make her happy. My daughter is due to start school in September so obviously a neurotypical child would generally have more access to preschool for more days a week to prepare them for school but there are very limited options in our town. I feel that the settings could support parents more with ehcp applications or be fully honest with what support they can provide. When you are completing an ehcp for the first time it's very daunting. We are constantly told that we know our daughter best so should know what should go in it however, we are parents not educators and we do not know how the ehcp process works.

69. The school have done what they can but I know they are under tremendous strain at the moment and are having staffing issues -they want to be able to provide support but are not always able to do so. The LA meds to support with this more.

70. Nailsea school is fantastic in every way - they really care about my son, and about our whole family. They go out of their way to try to make our lives easier, and my son is so happy there.

71. The school supports as best as they can we are awaiting occupational therapy assessment, it seems to be taking quite a while

72. At my child's primary school I felt that their needs were pushed aside and the 1:1 support they had was seen as enough. Aside from their 1:1 TA I did not believe that the school understood my child's needs or tried to understand them. I did not feel they had their best interests in mind. They would not apply for an EHCP saying it was 'pointless' but as soon as we started the application in year 7, it was successful. During their first year at secondary school, the pastoral care was good, but they made very little academic or social progress. Since new staff starting running the resource base where she is based, these experiences have all changed. I feel most staff who work with my child have a good understanding of their needs. I believe most decisions are made with my child's best interests at heart. My child has been making good progress in all areas since then and is no longer anxious about going to school. My only existing concern is over communication. There is little and infrequent information about my child's attainment and progress and decisions about their curriculum, support etc are made by people in school who have no knowledge of their needs and without seeking any input or consultation with us as parents.

73. I don't feel my child is supported at school and the pressure is put on my child and us as parents to make them attend school fulltime when mental health is a big issue for our child.

74. My son has a reading age of around year 4 to 5 and a writing ands spelling age of no more than a year 4.He gets NO help at all in school. We applied for an ECHP on the recommendation of 2 child phycologists. Unless you have an ECHP, schools don't want to know, and to get an ECHP you have to have a requirement which schools "cannot provide" and because school are SUPPOSED to be able to help kids like my son - he gets NO ECHP as the schools can help him.......but the catch is , the schools DO NOT help him - so he slips through the crack as "not needy enough" like millions of other kids, let down by this stupid classification system -because he cant read or write properly, but that gets glossed over. Its clear to anyone who bothers to speak to him that my son is a very bright clever young man and has been let down time after time by the schooling system not recognising he needs help which affects every aspect of his school life, from his attainment to his crushed self confidence.I have had to take him out of school 2times a week to go to a specialist school for the last 4 years of primary school so he could read and write and fund this myself -without this 1-1 help my son would still not be able to read or write. He should have support, he is now in year 7 - teachers can't even read his work as his spelling its so bad, he spells in full phonetics. I have had to buy him a computer myself (because guess what - he is not needy enough for school to help him out)Yet STILL he has no help - not even an hour of someone's time to help him in XXX school Teachers treat me and my constant nagging to help him like an annoyance, there is no interest in helping individual in schools - and because he gets so distracted due to ADD and because of his reading and writing issues, he is put in the bottom sets with the disruptive kids, so gets even less done. And the cycle continues, and everyone looks the other way The school

system is a complete joke and we wonder why so many bright but dyslexic or add kids get into trouble and don't attain – I can sum it it for you in a nutshell - invest more time in these kids and you will reap the rewards - naughty kids are usually quite bright, they just need to be taught in a different way.

75. FOR HER 2ND YEAR AT COLLEGE SHE WAS MOVED TO I BELIVE A QUIETER CLASS, AS SHE IS A QUIET, WELLBEHAVED YOUNG LADY, SO HER VOICE CAN NOW BE HEARD BETTER.

76. Springboard have been amazing and always have been there to offer support, nothing is too much trouble

77. The entire system has been a complete shambles where my son is concerned, no one listens, we're not heard, and his setting is a absolute shock, no hot food, children are allowed spit swear and throw chairs, when you advise the teacher there excuses are always the same, we don't have the resources, it's all about funding not the children, it's disgusting

78. There is a lack of joined up approach between school, CAMHS and Education Welfare, there seems to have been no consistent communication. I have had to get CAMHS to write the school (on a number of occasions) and Education Welfare seemed to have no knowledge of the CAMHS referral. As my son is not in the severe need category, he is effectively in limbo with his needs not being met.

79. Spring board opportunity group (Clevedon) has helped our son a lot going above and beyond to meet his complex needs. He has made remarkable improvements at Spring board , he has improved in confidence and less anxious about certain activities such as going up and down stairs , going outside ,being with other peers in social and interaction activities. He has started to use one worded words we can familiarise with as well as small use of signing. Spring board has (and still are) helping us as parents giving all information and help we can get for our son as well as being very supportive. Communication at springboard is brilliant they always tell us improvements our son has made and how his day has been. Springboard also helped with the process of our sons EHCP which he desperately needed to have all the support and help he needs . I do not have any negative feedback to give on Springboard opportunity group Clevedon.

80. My daughter was supposed to start mainstream nursery in January but it has been put back due to them not having 121 support for my daughter. Therefore she would not be safe, unfortunately the nursery has plenty of notice but still never managed to accommodate for my daughter.

81. Initially my mainstream nursery could not cope with my son when he was 2. He stopped attending mainstream and attended springboard only. After 1 year springboard had helped him andough and were able to make recommendations to the mainstream setting to help him attend both settings the following year after a slow transition

82. My son attends springboard and little starz nursery. Both settings have been absolutely aamazing and have been super supportive to us as parents as well as our son and helped him get as much extra support as they can. We have waited a long time 8 months for a paediatrics appointment and finally getting to see one this coming week. Salt have been involved with us but not gone to visit XXX in either nursery setting.

83. I feel currently my son is supported well by the staff at his send school. I also feel they support as a family well. I'd like to gain access to social services and have been battling a request for almost 3 years and still no luck. Even in a time of crisis they failed to support with the same reps9nse every time.....not meeting the criteria.

84. My child does not feel inspired, or hopeful for their future. My child has seen acts of violence directed towards teachers by pupils. I know that my child can travel to school safely and can leave the classroom when stressed. I am confident that my childs health concerns are met at their educational setting. Covid is obviously a serious drawback, that concerns SEN pupils. My child has seen their future as bleak free school meals are gratefully received, but for senior pupils, they seem inadequate in the amounts. College taster days, at present are uninspiring to my child, and they feel little is expected of them, during these days. and so far has not proven to be motivational to them. employment education, is at a whole class level, leaving some pupils feeling inadequate, and a little patronised, about how they would actually fit in, in real world employment situations. They are addressing my childs emotional needs. I feel interesting moral boosters for children and teachers, such as fun trips, and new ideas for older pupils, would be welcomed. I know they are safe there,

85. North Somerset council have been extremely unhelpful throughout all of my son’s educational stages. They refused to assess his needs, we had to go to tribunal to get a statement, we had to fight for his school, their social care department is a joke, they do nothing to support disabled young people, their ability to write a proper EHCP is severely impaired, they ignore the things that might cost them when writing an EHCP to the detrimental of the disabled person. XXX cannot write an EHCP for toffee. XXX is unhelpful. I have no good experiences whatsoever of North Somerset Council SEN/Vulnerable Learners. Nothing positive to say, which is sad as they could make real differences to disabled children’s education but they block everything which could help and leave you facing huge legal bills to secure what you need for your child. Absolutely appalling

86. We're still waiting for a support worker to help us and our son. School been really supportive and trying to help us as my son gone through a lot this last year with loosing his Grandad and then his struggling because of COVID and he was moved to the next year which is middle school. Which was a mistake not knowing he wouldn't cope, so that's not helped. The school's moved him backdown to lower school, which has helped a bit but not enough. His getting panic attacks on the school minibus. It got that he couldn't get on the school minibus. So we take him and 2 days a week I home school him as agreed by the school. 1 day a week he goes to the equestrian center by taxi, which the school setup for him. He loves it and that's helping and schools still helping supporting us and trying to help us get a support worker. Without the school we've got no support or help.

87. I sometimes think I'm not being heard, mainly regarding the length of time walking. My child finds it difficult but my child is pushed to walk further than my child is comfortable with. My child needs more time with neuro typical children, I understand COVID-19prevent ed this though. My child needs more notice taken of their toileting.

88. Very well supported at the current school with amazing teachers and all staff working towards the best outcome for children

89. My Childs current tutor is great and really good with communication. However by the second week in January my child was on their4 tutor since September. This is not very helpful esp with a child that has attachment disorder. I would like the health service to work with college so everyone is singing off the same song sheet, but this is never the case. For some reason we live in North Somerset, my child attends a North Somerset Educational setting but they are getting health health from Bristol!!!So straight away these services aren't talking to each other which again is very unhelpful. We are on a waiting list with the Adult Transitions Team of North Somerset and 3 months in and we are still awaiting.

90. I feel north somerset and Avon needs more activities for teenagers, with additional needs and more support for parents that have teenagers with behaviour problems

91. My son loves his school, I would appreciate more consistent information. There was no transition from year 6 to 7 due to Covid and the expectations of year 7 are very generic and not tailored to all children and their needs.

92. Home to school diaries work well especially for those on transport. Great relationship with the driver of home to school transport.

93. We think her school is brilliant on the whole - supportive and responsive to her needs. I sometimes wonder if she could be stretched a little more academically.

94. Teacher of the deaf Sarah Barton and assistant Debbie are really helpful and supportive at mendip Green.

95. My child has recently transitioned from a mainstream primary school to a SEN school. Our experience of the mainstream setting was appalling. Continuous fighting for my child, I believe this is in part was due to the SENCO who sadly did not have the time or training to do this job at the school. The school should not have excepted my child if they could not meet my child’s needs, all the school is sadly doing, is letting these SEN children down. The SEN school however is fantastic, they are so passionate about helping and supporting every child. I am now experiencing, not having to constantly fight, constantly complete forms, provide constant reminders, fight for therapists, which is just amazing but is certainly taking some adjusting! I would not change my child’s experiences/time at the mainstream setting, the child has done amazing in all areas and it certainly was the right choice for my child. However this hasn’t been easy, the main reason my child did so well at this mainstream setting was because of my continuous fighting, constant suggestions and recommendations, constant organising and reminding of meetings. I also throughout my child’s time at the mainstream school continuously and personally financed a number of independent therapists to support my child and the school.

96. We are pleased with the school and how well our son has settled. There are some concerns around the expectation of homework and reasonable adjustments for this. Communication is good and our son is happy to attend school.

97. Educational setting is the only positive support or involvement from agencies

98. Communication needs to be improved the parent blame game needs to stop and the truth be told it’s not all about statistics.

99. When my daughter first started at Ravenswood in 2018 we had some issues with another child hitting her on the head, which went on for a while. After a meeting with the deputy head about it, things were put in place to keep the child away from my daughter. We’ve had no problems since and the staff have been absolutely brilliant with her. They are very supportive towards us as a family also. I have nothing but praise for how the school have handled things throughout the pandemic and at the beginning of this school year when the roof leaked.

100. My child is supported by the school when he has an episode

101. My son has absolutely thrived since starting his school Westhaven. The school have done everything possible to help my son. The consultant paediatricians have done nothing to assist with his development and I have never had any support outside of school and the paediatrician despite him suffering depression.

102. My child likes school but struggled with access to learning at his level as he has historically been left behind his peers while we fought for intervention. When in the resource base he is okay and in big lessons he is behind and lost with teachers suggesting he needs1-2-1 support he does not have the skills or capacity to keep up with the class.

103. School listen and react when I go in and see them. A has moved classes 3 times in the past year and things are better but not perfect. They now listen and respond.

104. My son has missed an awful lot of School during the past 3 years, through illness and covid, He absolutely loves his School his teachers and fellow students, the School are fantastic and provide additional help, they are very supportive and understanding, we as parents feel lucky knowing he is safe and well cared for at his School setting.

105. My daughter attends baytree school and I can't speak highly enough of her school yet staff go above and beyond for my daughter and she always there if my family are needing support I anyway they don't judge they just try to help in anyway they can even If it's just a coffee and a chat they are all fabulous thank you for having this school

106. positive - his tutor emails me weekly with feedback on his attitude in class and how his week has been. she is easily accessible by email and answers any questions in a timely manner. negative - I get frequent emails about minor incidents of behaviour that are not helpful and make us feel like we are being blamed. we are told how often he does the wrong thing. sometimes it feels like he's not wanted at the school because his behaviour is an issue for them.

107. It was an uphill battle getting an EHCP agreed then once agreed it had taken so long that normal interventions couldn’t be put in place to keep our child in mainstream school. There is no provision is N Somerset for autistic children with SEMH needs so it then took another uphill battle to get an out of area placement approved. Our child is now settled in a really good school and although academically isn’t being challenged as fully as we would like yet emotionally and socially is improving every day.

108. There is a complete lack of overnight respite for my severely disabled 10 year old son. This has placed huge pressure on our family. There are no holiday after school clubs available to him at all. He has been excluded from holiday clubs due to his addition needs.

109. My child attends Westhaven in Weston Super Mare. I have been impressed. The transition from mainstream to special school has been really upsetting for my son. Westhaven have provided my son weekly one to one mental health support with an external therapist (from off the record) and also given a school mentor that he can speak to when he is worried at any time during the school day. There was a problem with a new staff member and Westhaven. I raised this with Westhaven. They dealt with it quickly and effectively. They did not try to avoid the issue or blame my son. The problem was addressed and now this staff member is a really positive person in my son’s life. My son still struggles with

autism, attention problems, anxiety and occasional low mood, but he is gaining confidence and is generally happier. His mainsteam primary school (Windwhistle) was very inclusive and supportive but he is flourishing in the specialist setting at Westhaven. We have noticed massive improvements in his learning now that he less anxious and can focus on his school work. He is calmer at home and this has helped his little sister, who is also doing better in school.

110. Everything is pretty much dependant on one amazing teacher. In their absences, things just fall apart. Classes are understaffed for the children's needs. Trying to work with a set team around the child during covid and shielding has been impossible.

111. We moved to N.Somerset in July 2021. We have tried since this time to get our son into a mainstream school, with appropriate support, as he was before we moved to the area. He will finally be able to start at a primary school on February 28th, having missed exactly half an academic year of education. The whole experience has been extremely discriminatory, frustrating and draining, and we've had to fight continually to get this far. Support from the N.Somerset SEN team has been good in parts. Mandy Plumridge has been very helpful, as has our new case officer, but we have frequently had to wait a long time for replies to emais, etc.Finding a school which is suitably accessible for a wheelchair, and which also has a suitable sized changing room with a hoist, has severely limited the schools we've been able to choose from. Having found a school in October 2021 and had it named on the EHC plan, the school then decided that our son couldn't start, as a ramp needed to be built from the fire exit of his classroom. He was offered parttime lessons in the meantime, sitting on his own in the library/corridor with a temporary 1:1 who was a dinner lady. We tried this for2 weeks, but our son was extremely distressed by this arrangement so we have kept him at home. He has since received just 7hours per week of specialist home tutoring, with the school sending lessons home. I have had to give up my employment to be able to look after my son, meaning that we are now financially disadvantaged as a family. School is our only respite, so we have been exhausted caring for a severely physically disabled child 24/7 without a break, since last July.

112. Even though my child needs SLT & OT we are completely unsupported by the LA - we had to source our own support privately even though it was written in the EHCP. The ECHP has now been amended even further but there is no SLT provision available through the LA. The OT was supposed to do a review and didn't turn up and we had no response despite chasing

113. Setting gaming the EHCP to map to existing provision despite North Somerset willing to pay for the right level of support - left our child vulnerable to injury which happened on two occasions No enforcement or monitoring of setting from North Somerset, social worker not allowed to attend setting - during Covid has funding for full one to one support but unable to provide a place but keeps the funding - very limited home support of 1 hour a week

114. Weston College has been fantastic, providing services I didn't even know were available, which have made a huge difference to my child

115. We have had everY bit of support and they go above and beyond

116. Professionals supporting XXX work closely with education and families. XXX is very complex and the team around the child are amazing.

117. I currently have concerns about my child's setting. The leadership structure has crumbled since July 2021. Communication was vastly improving with the Acting head in post, However when the former Head and now the acting head went off 'absent' in July and late September 2021 respectively, leaving no leadership at the school, many staff leaving, the head of SEND for Bristol City Council sent an email saying one of the head from another local SN school was stepping in temporary. This remains. My daughters teacher has Been not only changed this year due to the leadership scenario, her current teacher has been Off for over 2 weeks, and HTA's are running the class. I've been informed the head and acting head, And other staff are off under investigation, yet nothing of the sort has been communication to parents. The LA failed to respond or return my daughters Annual review paperwork from Feb 2021, and the school are offering her next review well after the '12 months' and I have issues to raise due to significant delays in SALT outcomes being put in place, And the overall school impacting my Child's progression.

118. I think the authority has plenty of written documents to illustrate what they want to achieve. However, there is no accountability. The fact of the matter is that the services are non existent. That parents / caters have to fight every step of the way, with the school, the LA, professionals and then when you think you are getting somewhere people leave. There

is an over reliance on agency / locus staff who simply do not care. There is no care for the children of North Somerset. The difficulty is that most parents of children with SEN now suffer in silence as there is little faith in anything being done or their voices being heard.

119. It is clear that with the best intentions and efforts of the school they have neither the expertise or resources to cope with X. The timing of the MDA is out of sync with the plan in that it has come too late. The school have been very good in attempting to accommodate X however I can see that it is beyond them. Social Services, prevent, the VRU LSU have all been involved on paper and find it hard to communicate with the school. I think the bottom line is schools are not therapeutic they are educational and the half baked approach of trying to cope with complex needs and support identifications are again beyond the school setting/remit. Had there been a more coordinated and timely approach we might have collectively been more succhessful. As it is needs have been identified and this was now coming up to 16 months ago. The current result is two teens at home, no education, no intervention. One of them has been off school on his bed since July the other may be following suit. I dread to think what will happen is a few years and they have to go out into society with no education, no coping strategies for their own conditions respectively. Clearly the cost to society and services will be much greater in the future than it is now to deal with it? Personally I despair.

120. Always given great support and made so much progress.

121. My daughter really struggled with transitioning between primary and secondary school. The secondary school hasn't helped her at all, even though she's on the SEND register.

122. Not great until recently. My son came to the school undiagnosed and is Still undiagnosed but now on SCAMP profile. Up until this week my son who is 6 was not on the SEN register for school despite his social emotional issues and only on Tuesday 1st Feb did the school finally give him an IEP for a few areas that we were concerned about. He has been screaming, crying coming to school for months but after emailing and emailing school for help eventually they agreed to put things in place. My son is very very bright and because if this his other areas of social emotional and sensory problems have been overlooked until now.......but now these are starting to affect his school work so they have intervened!!!!!!!

123. Everything that has happened for my son has always been requested and pushed by myself. The EHCP is really for children with physical disabilities or more severe mental disabilities but misses children like my son. There needs to be greater understanding and support for children with anxiety and depression as a result of ASD (or other disorders). Better training is needed for teachers in their understanding of SEN pupils to stop them being excluded from classes during the day. We applied for an EHCP but were turned down

124. My daughter transition was between primary and secondary. The transition was restricted due to covid. It would have been fine for anon Sen child, but is very rigid. They didn't make any changes or accommodate my child's needs. This sent her anxiety through the roof and triggered a problem with her eating. The school we're very unsympathetic at first, but once I spoke with their senco and Camhs were involved, things improved. The school will often take my child to one side to quiz her on school life, but I'm never told why this is or if things are being out in place for her. I communicate to the school, but they've never once told me what's happening. I find out through my daughter.

125. He is supported by a 1-1 and she is amazing. However the SENCO is lax in communication and carrying out what is talked about. Despite numerous emails and meetings staff are still mainly only fixating on the negatives not any positives. Interventions are hit and miss. Despite having an EHCP he is yet again been on a reduced timetable since beginning of November.

126. Belgrave School is an amazing school which meets my child's needs on every level. The OT support in school is crucial and very valuable to XXX. The school is structured well with small classes and supportive and knowledgeable teachers. Having a constant mentor/tutor is amazing they really know their children and the staff are able to communicate with parents and themselves easily. Due to being a small school there is no additional clubs or after school activities and due to XXX needs any clubs in the community are hard to find which support and understanding of his needs. Since joining XXX has bee at Belgrave we have little contact or further input from North Somerset Council as his educational needs are being meet.

127. Primary school was much more of a challenge. Getting support / diagnosis took a long time . Secondary school with hub attached has been fantastic. Although slow generally things in North Somerset have improved over the last 10 yrs . (Still have a long way to go in my opinion)

128. The system in this county is a joke! My son receives no support, school are constrained by budget i know but they refuse to see a problem and its easier to blame me fro son being unable to attend. North Somerset Council sen team consistently gas light and make up the rules as they go along, constantly moving goal posts.

129. Mainstream nursery is always understaffed, meaning the manager and Senco are often having to be in the rooms and on the floor with the children. XXX then misses out on essential paperwork that needs completing behind the scenes as they just dont have the time to complete it.

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Home Education

Working Well

- Supporting children who struggle with the school environment (via home schooling)

Areas to improve

- Greater support for child / young person and parent carers whilst home educating
- support in school to meet the child's needs so that parent carers have a choice

Quotes…

"he has found some friends doing multi sports, forest school etc"

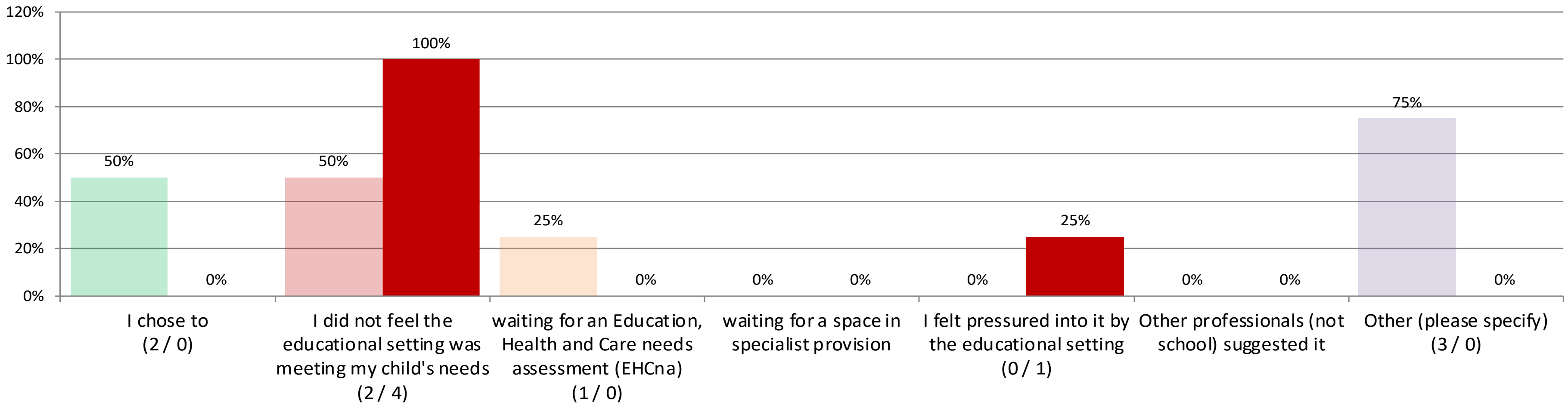
"I do not have the mental energy to fight for this (EOTAS)"

"Home education under Anthony Webster has been exceptional"

"my child has ptsd from school"

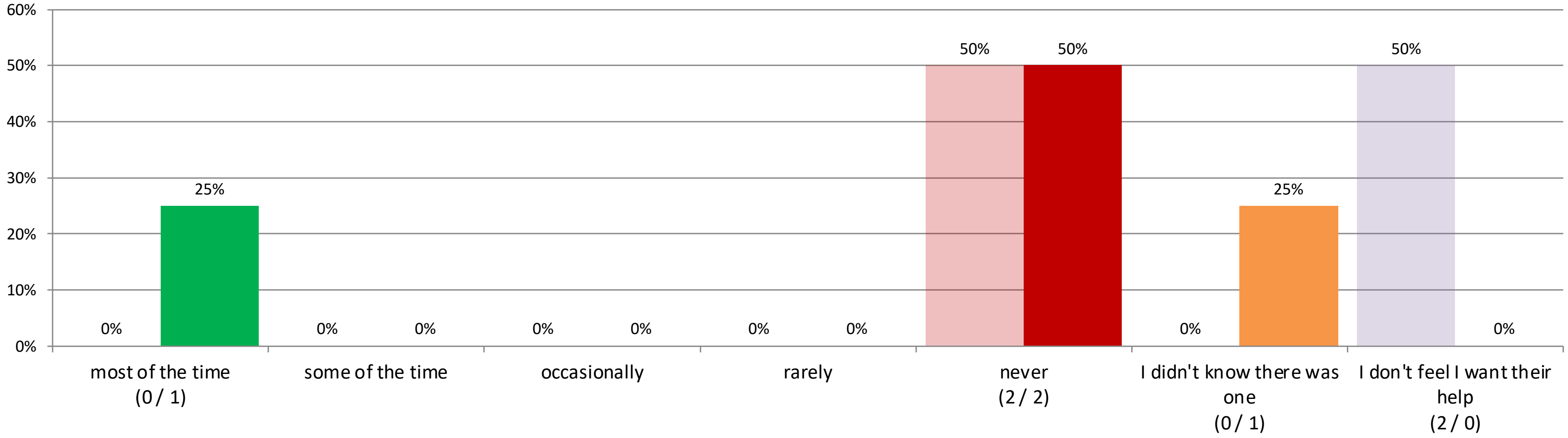
Changes to note (2021 - 2022):

Q30: 100% of respondents now report that they do not feel the educational setting was meeting their child's needs

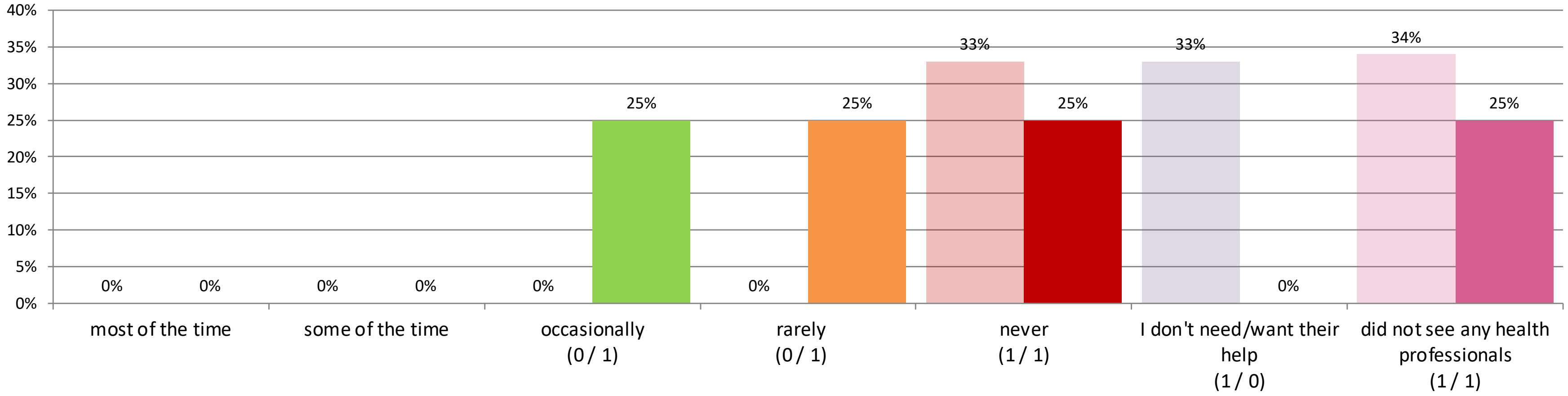


Q30. Why do you home educate your child? (please tick all that apply)

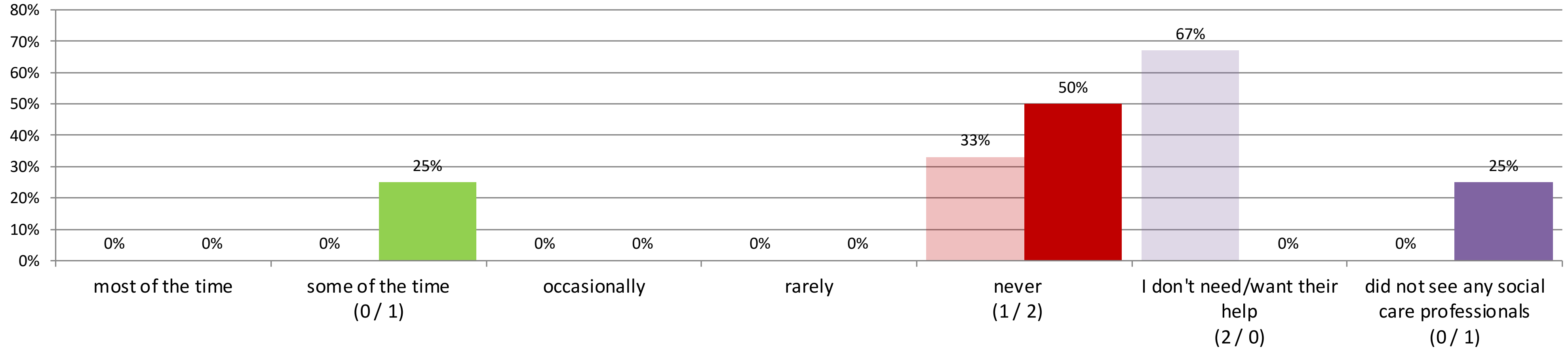
Q31. Do you feel **North Somerset Council** supports you with home education?



Q32. Do you feel **health professionals** involved with your child support you with home education?



Q33. Do you feel **social care professionals** involved with your child support you with home education?



Q34. What would help you support your child?

#	Responses: 2 - Comments taken verbatim from survey responses
1.	If ai could get EOTAS. However I do not have the mental energy to fight for this as I know they would rather spend £80,000 to fight at tribubal than listen to my sons needs.
2.	More support for children in bespoke ed plans and more consistency

Q35. We would love to hear anything you would like to tell us about both you and your child's experiences of home education. Please tell us about both your positive and negative experiences!

#	Responses: 2 - Comments taken verbatim from survey responses
1.	Because I am. very proactive he has found some friends doi g multi sports, forest school and throught the facebook group. He has also experienced a lack of understanding of his autism. Some parents are ableist and have said things like I can't force socialisation just because I didn't want their child to actually bully mine. It is exhausting and expensive. But my child has ptsd from school and has sever anxiety. CaHMS have let us down.
2.	Home education under Anthony Webster has been exceptional

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Education Health & Care Needs assessment (EHCna)

Working Well

- Portal for easier applications process
- Letters & Information fairly easy to understand
- Contributions from education

Quotes…

"The online portal gives parents control and an ability to find information"

"By refusing to assess and give and EHCP they are setting him up to fail"

"Positive, got the NA straightaway"

"Never listened to regardless of what you are saying"

"Our views have always been taken on board"

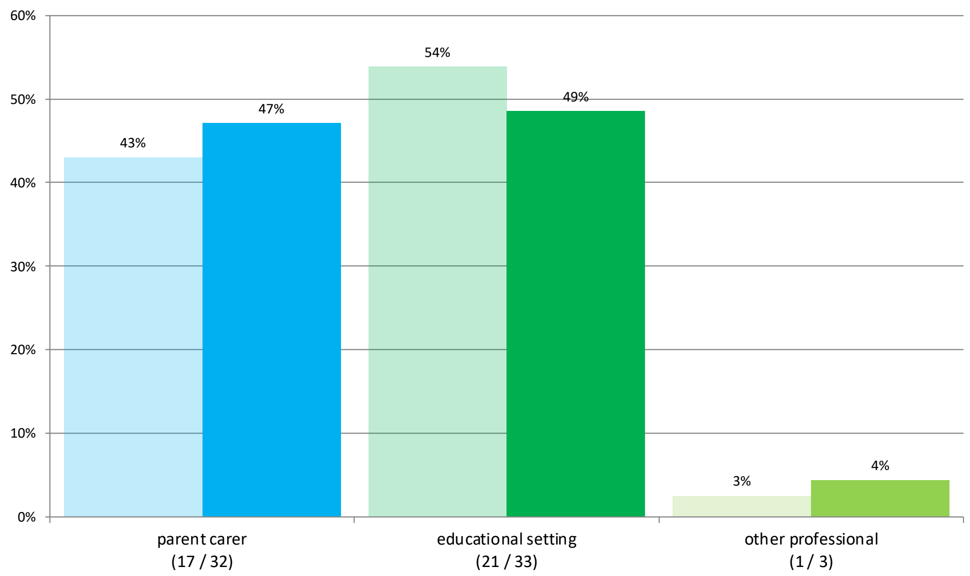
"communication from SEN team was poor"

Changes to note (2021 - 2022):
Q38h. Positive increase in ease of requesting an EHCna
Q39a. 11% increase in parent carers reporting that Social care contributions were good or very good.
Q39c,d & e. Increase in parent carers reporting poor or very poor consideration of their contributions (+10%), educational professionals (+11%) and setting staff (+15%)
Q41. 15% increase in parent carers reporting that they had to chase paperwork (now at 64%)

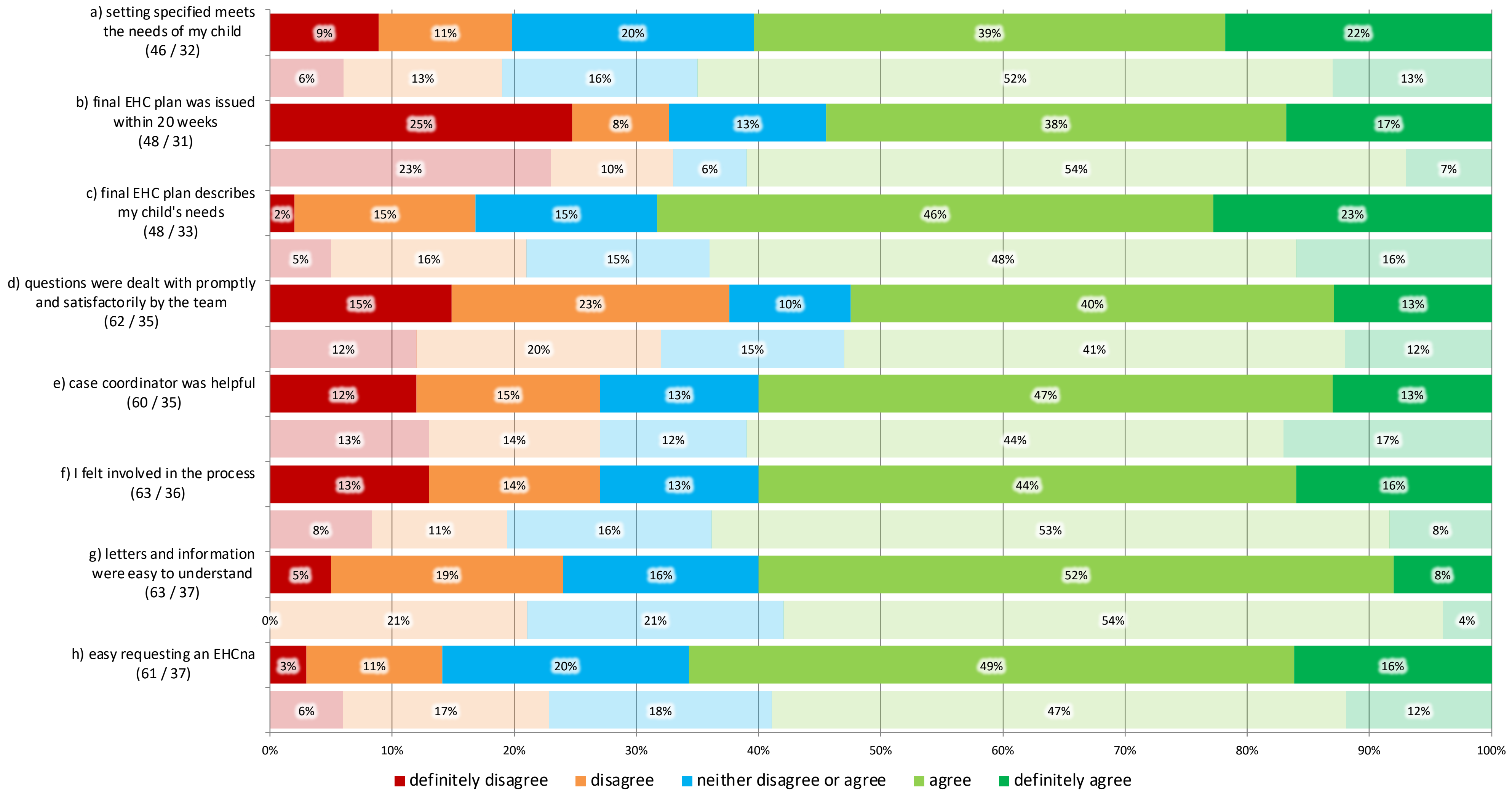
Areas to improve

- Timescales & reduction in chasing paperwork
- Dealing with questions promptly
- Consideration of everyone's input
- SEND team capacity and knowledge
- Obtaining child / young person's view

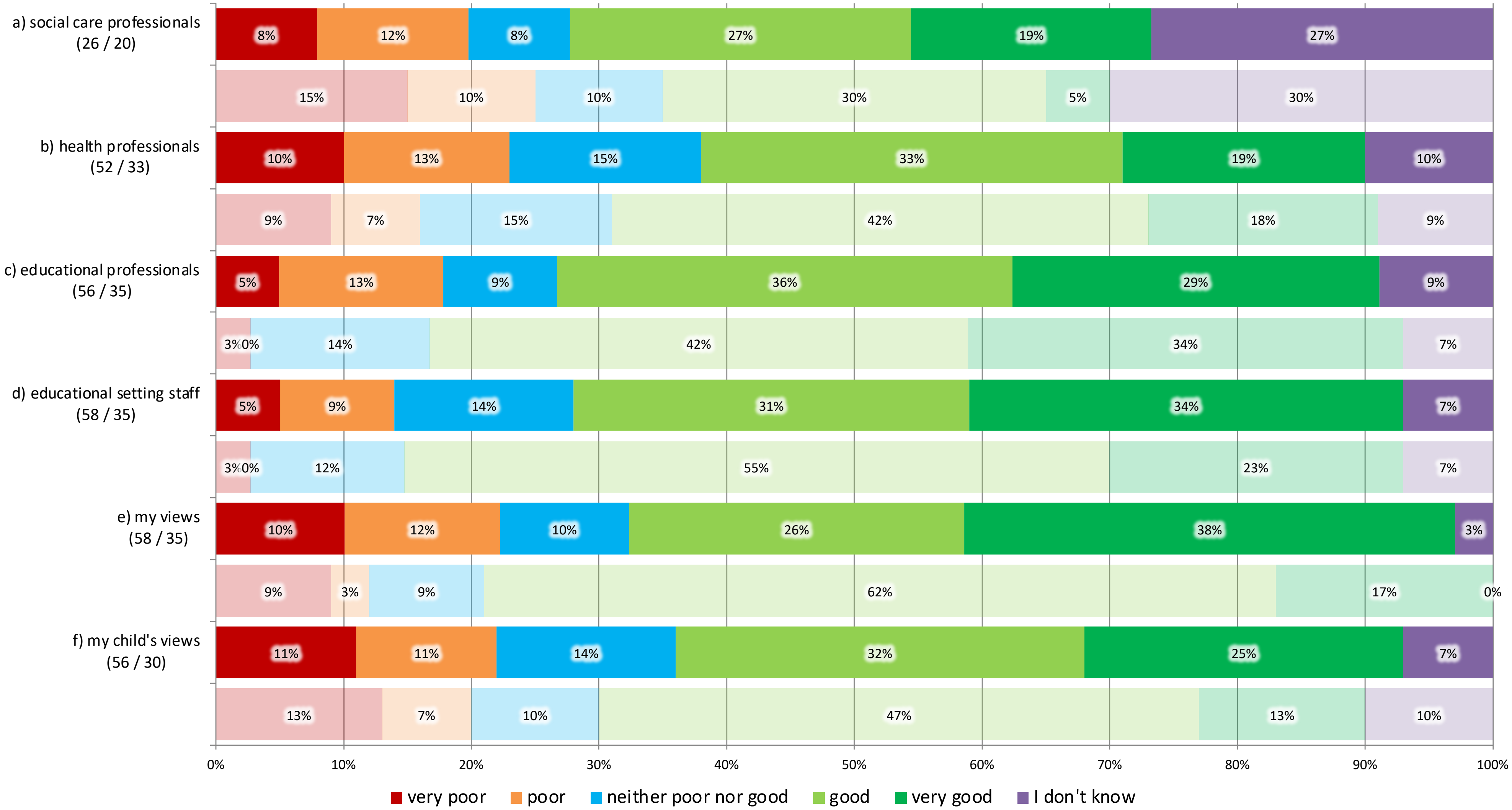
Q37. Who applied for the EHC needs assessment?



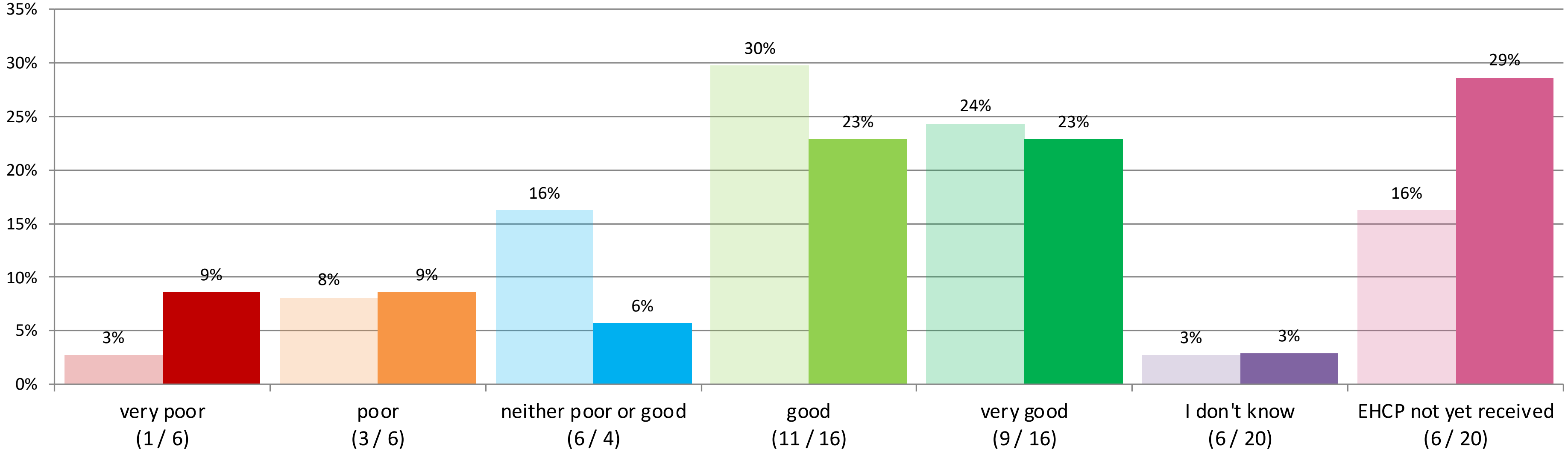
Q38. Please rate the following questions about the **North Somerset Council SEND Team**



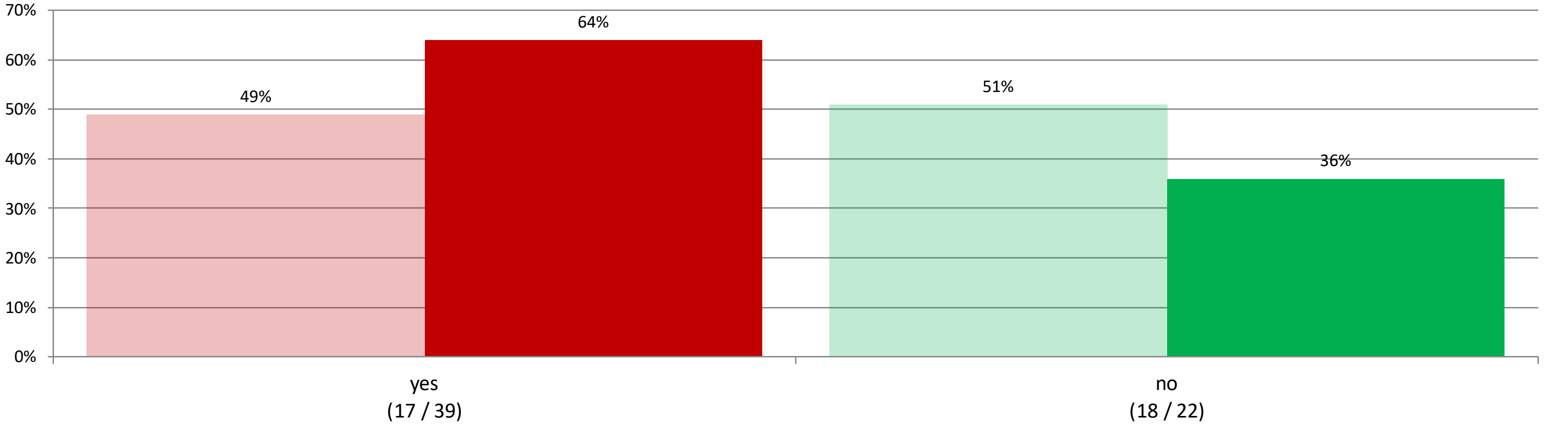
Q39. Please rate how well **professionals and family contributions** were considered during the assessment.



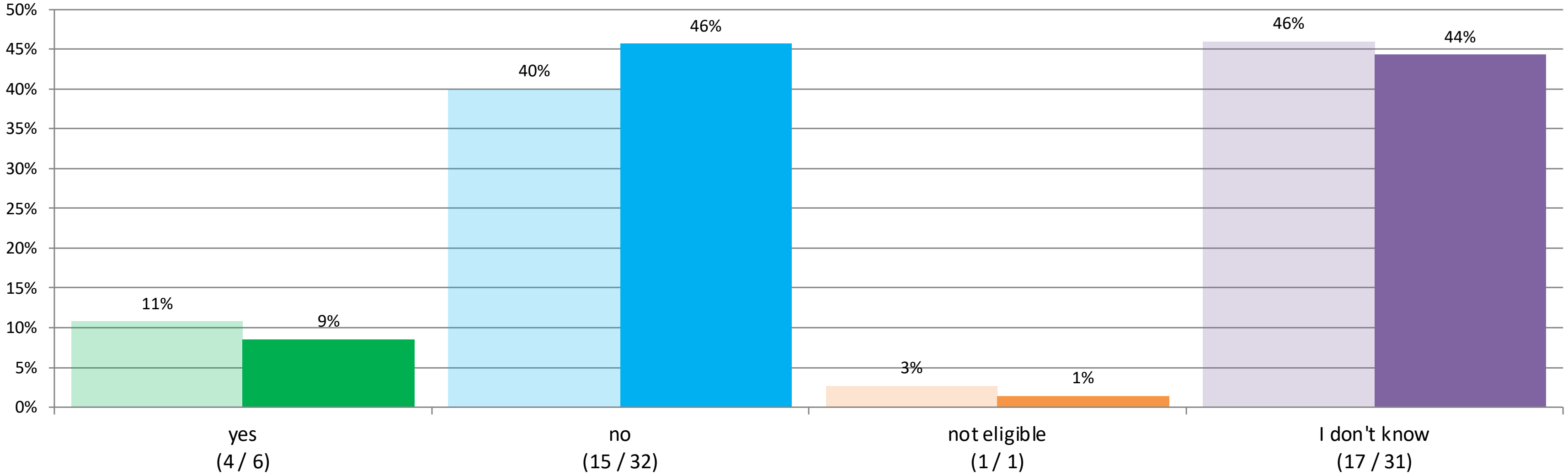
Q40. Please rate how well the educational setting **meets the needs and outcomes** specified in the EHCP



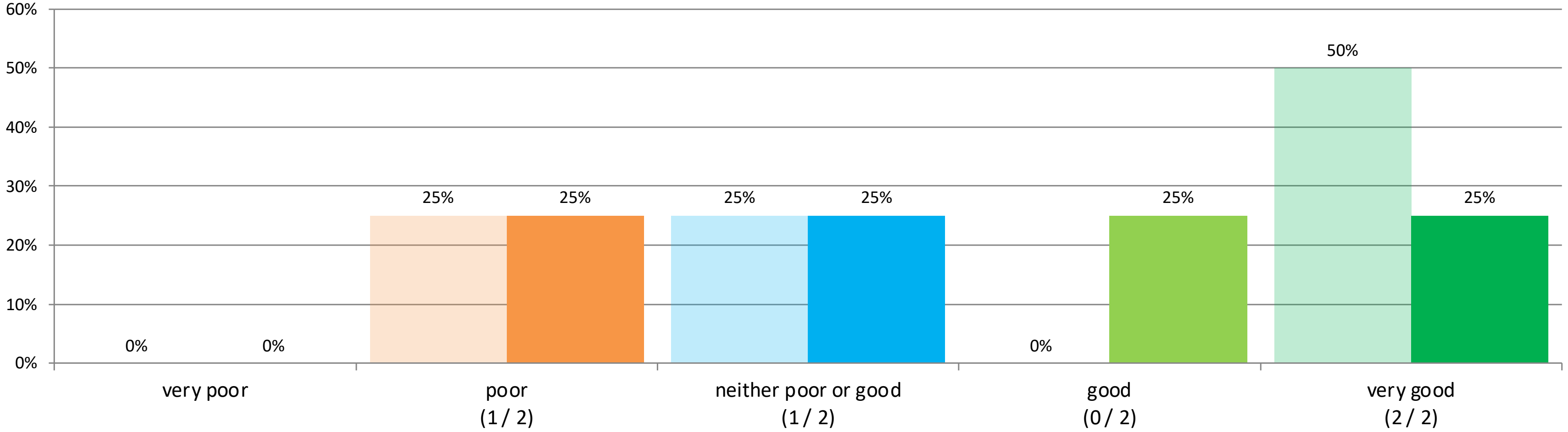
Q41. Did you feel you had to **chase** the setting, local authority or education/health/social care professionals for **information or paperwork**?



Q42. Does your child receive a **personal budget** for education?



Q43. If your child does receive a **personal budget** how do you rate it?



Q44. We would love to hear anything you would like to tell us about your positive and negative experiences of an EHC needs assessment!

#	**Responses: 30 - Comments taken verbatim from survey responses**
1.	Again, all from parents! No professional support from anyone other than health
2.	EHCP needs assment was quite straight forward, supportive parents gave support to fill in . Child requires specialist placement but no spaces so in main stream where some needs are met , I the process of applying for a personal budget
3.	Rejected first time, reapplying as advised by his dyslexia tutor and because school think he isn't going to cope at senior school
4.	We are in the process for an ehc, the initial process was quick and straight forward. The online portal gives parents control and an ability to find information and chase where needed. We are in the assessment of needs stage and awaiting an outcome
5.	Hub good for seeing responses and progress of application. Emailed request for assessment as it didn't seem possible to upload evidence easy on hub. Excellent assessment by Ed Psych. Good communication and time spent with school and parents. Through report sent.
6.	Not forward thinking. Assumes that as the child is academically achieving he doesn’t require support even though his current setting is doing a lot - with no funding- to support him. Does not in any way take into account how completely different a secondary setting is to primary and what support they will be able to offer him with no EHCP. His social and emotional needs are continually being checked on and worked on with a keyworker at primary school. This will not happen in a new setting. By refusing to assess and give and EHCP they are setting him up to fail. But once he has failed we can reapply! A completely ridiculous system!
7.	Awful process. Positive, got the NA straightaway. Negative from there on. Awful EP report, never met my child, didn't talk to school. Draft ehcp made on basis of that Awful report. I had to fight tooth and nail back and forth with case worker, NS send manager to dispute needs. Initially old setting said they could meet needs! Draft re amended, previous setting still said they could! Clearly not, as even with 1:1 support, he couldn't access classwork due to sensory difficulties. LA decided to rename setting to asd resource base, attending mainstream vlass in afternoon. I had to pay a private EP to assess him properly, as the LA refused to admit their EP was useless (report done during covid so done completely remotely).Parental views ignored, we said he needs small class sizes, they ignored that. LA wanted to fill their new base. Case worker tried to omit lots of recommendations from the private EP report. 1 other positive, when I demanded a SIOT assessment they did listen and gave us a private OT. Our OT is absolutely brilliant, and we appreciate her input so very much. Her report for the NA was amazing. Really helped tighten up the sensory part of his needs and provision.
8.	Takes to long for the process. Never listened to regardless of what you are saying
9.	It didn’t state if the information i submitted would allow me to get the letters back no one called me back until after the deadline. I got told they would email me a scanned copy but I’m still waiting 2 months later.
10.	Positive - done within time acale even during covid Negative - a lot of my suggestions was not considered or brushed off
11.	Nightmare from start to finish!!! Staff clearly have little training. A lot of copy & paste is evident!!!!!
12.	we are still very early in the process

13. An ehcp is a very long winded and complex process. It is a lot of pressure for parents who have never completed one before. When we have contacted the SEN team we have received emails back and have only had to chase a couple of times. Our views have always been taken on board.

14. the most negative experience in recent times has been to request an ED psych report in 2020.we sadly had to agree to a slimmed down version (which due to COVID was online) as there was no funding for a proper and required full Ed Psych assessment. She was entitled to one but one had not been suggested by SEN, this was disappointing. she was 18 and had not had once since she was 4 years old.

15. Peadiatrician repot for the EHCP was inaccurate, they didn't express my child's needs fully, they didn't seem to know what they were writing so just briefly guessed

16. Springboard and ourselves both applied for an EHCP around the same time , the application process was quick and easy to understand. We had a few calls to explain about our child and his needs and what our concerns are.

17. It's good that it is all done online, I am lucky that springboard, speech and language, portage and the child psychologist were all very helpful in explaining the ehcp to me and how they would help in that process I wouldnt have known about ehcp's or how to apply for them without these professionals help

18. We started the application process in September 2021 and still haven't heard back if we have been accepted for an ehcp or not. I have spoken with the educational psychologist who gave her advice a month ago but yet the case worker is still waiting on the Somerset portal to do their checks and send over the advice so it can go to panel and be decided of XXX will be given an ehcp or not. Time is of the essence as he starts school this September 2022 and if as we hope the ehcp is given and XXX will be given 1-1 support this will need to be put in place before the summer holidays and ideally before Easter so the chosen school will have time to employ a 1-1 and XXX would be able to meet them before the summer holidays so he is familiar with them before he starts school in September. So we are yet awaiting it to go to panel to see if he will be given an ehcp and if he is we then will have to wait for the plan to drawn up and agreed upon. This makes me worried it won't be done in time to ensure it is all in place by September. Also the educational psychologist we only had a zoom meeting so she hasn't even seen XXX, is just going by reports from nursery settings, salt, and parents

19. My son was fortunate enought to gain an EHCP very quickly die to the struggles and challenges he was facing, however, he had to present with extreme challenging behaviours within his mainstream settings to assist with gaining an EHCP. If a child like mine has a diagnosis from an early age then an EHCP should be given immediately with not having to wait for anything. This can be reviewed yearly then to see what support and care needs to be in place with what is currently working and not working for the child at that time

20. Getting the ECHP was a battle, communication from SEN team was poor. Details were incorrect and had another child's details. When draft was initially done and the most recent in March 2021 also the details were still incorrect and now the final EHCP reads as a very odd document. I appreciate that there is a time frame and everyone is working with heavy caseloads however this document should be correct to protect our children and offer them the best care for their needs

21. The school assisted through it all. Once again no outside assistance.

22. As previously commented this was a shambles first rejected then approved but with no changes to current educational setting despite not being able to actually access the school. Talking to staff about EHCP was only possible after making complaints and asking to speak with managers. Case workers couldn't make decisions and then couldn't feed back results from decisions being made. Then the process takes longer than supposed to and the loop hole is staff going on leave . Overall not an experience I would want to go through again. But hindered by the schools being dealt with and red tape to release funding for places for kids to go to when there is inadequate provision in their local area.

23. The process is very stressful and the paperwork is horrendous. The layout of the EHCP from is really unhelpful and should just be standard landscape A4. I think the form should be streamlined, there should be more guidance for people who need to fill them out and easy access to support for filling the forms out effectively

24. I felt I really had to fight my corner for what my Son needed. I am only now getting what is needed after 3 years of going through the EHCP process so I think it should be better explained and more supportive for parents that are new to the process.
25. Didn’t get reports amended so had things that weren’t correct.
26. Assessment did not involve my child (who is housebound). Educational psychologist made negative statements about my child without meeting him, 'x has a bad attitude to school', even though both school and parent reports detailed child's severe anxiety and panic attacks preventing him from entering school building each time he bravely tried to return. Speech and language assessment refused despite communication difficulties being clear barrier to education. OT assessment arranged too late to feed into EHCP, parent attempts to organise were ignored.
27. Sadly it is a very dynamic and changing situation which developed very rapidly to different support needs and growing support needs. While I acknowledge the work of the EHCP worker and their input it is not an agile enough system to cope with rapid change and increasingly greater support needs that have developed.
28. The only communication I had was a phone conversation between myself, case worker and school. Then a seperate phone call just myself and case worker.
29. Applied in Sept 2021, refused to assess, waiting on tribunal at the end of this month, despite evidence of dyscalculia, dyslexia and asd plus a recent Ed psych report stating that son is working at half his age in some areas they won't budge! Caseworker phones me and patronisingly says "I'm looking at his paperwork there's just no evidence here". And quotes unlawful local policy that the child needs to have top up funding first. I am so angry and my mental health is broken. I'm on the verge of a brak down.

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Education Heath & Care Plan (EHCP) – Annual Review

Working Well

- Obtaining child’s & parent carer views
- Education setting staff contributions

Areas to improve

- Issuing revised paperwork
- Social care & health contributions
- Timescales, communication & reduction in chasing paperwork
- Describing child’s current needs
- SEND team capacity and knowledge

Quotes…

“we were able to plan ahead and look to the future”

“Not received the draft nearly 12 months on”

“Very well organised even during covid restrictions”

“The people in charge of these things are unqualified, don’t understand and see it as another paper task. It is supposed to be about a child”

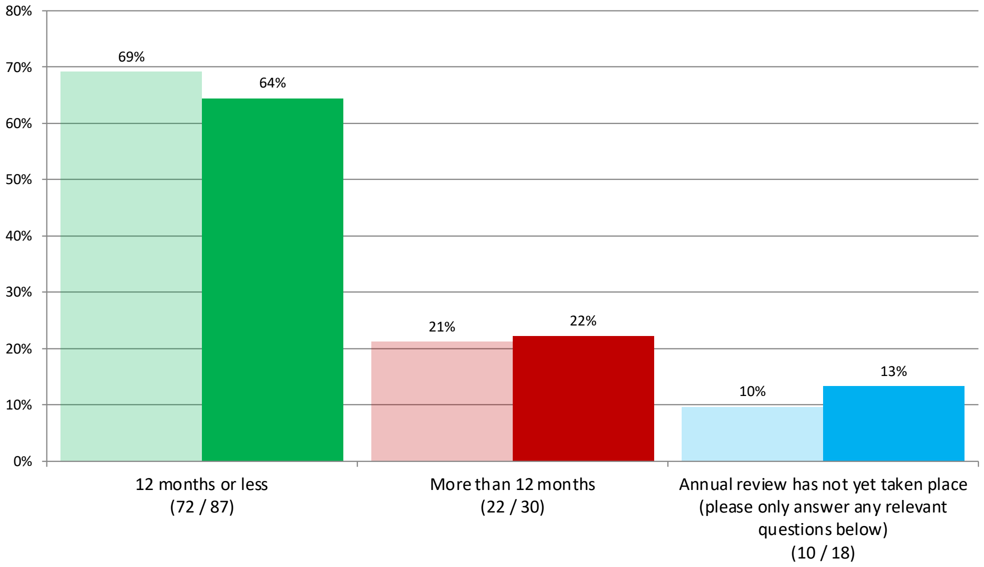
“annual review has been efficient and fantastic”

“I am getting no response from the LA at all”

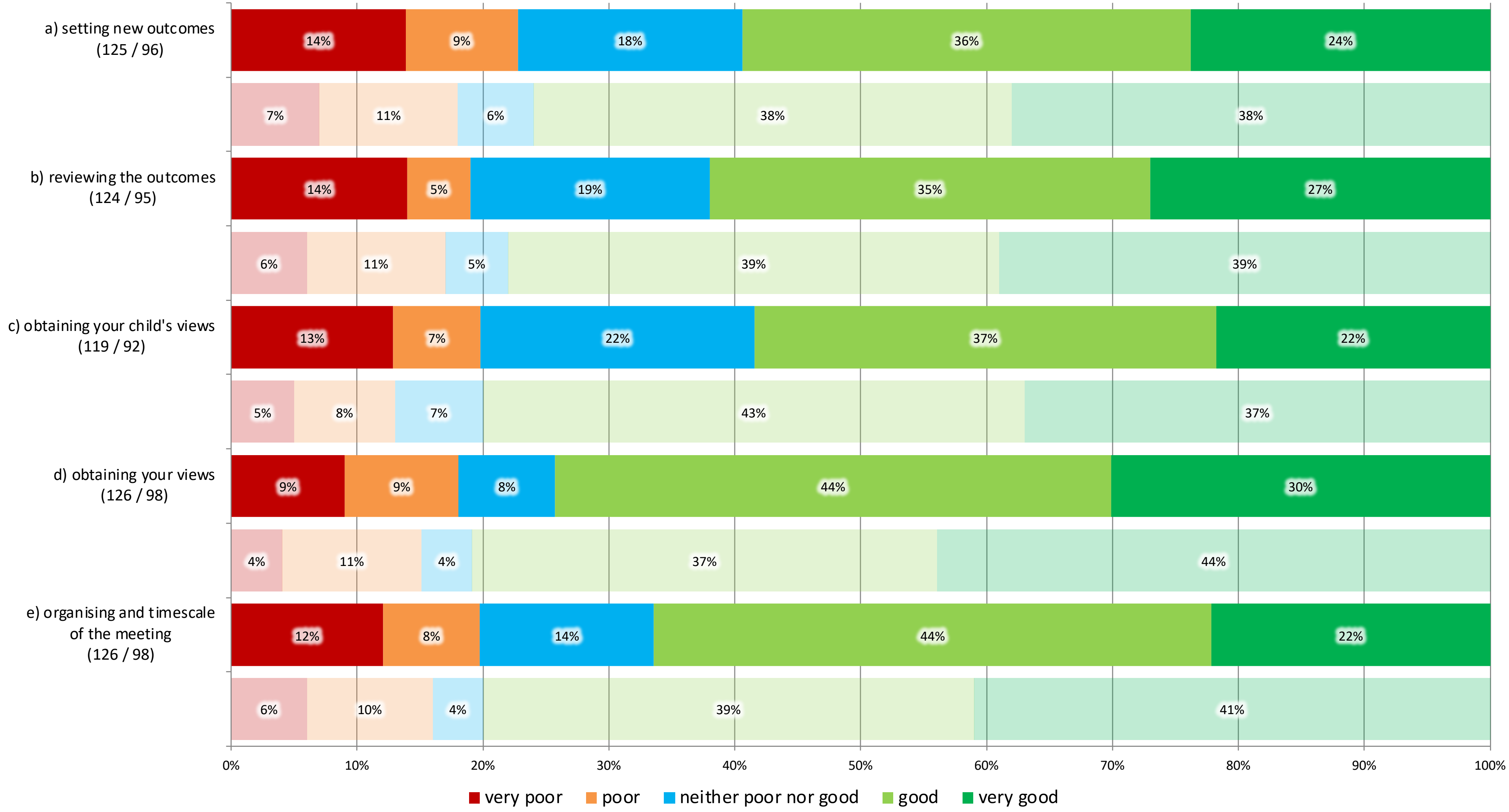
Changes to note (2021 - 2022):

Q48. All indicators show a significant increase in poor or very poor ratings in meeting need and paperwork of annual reviews.
Q49. All indicators of how well contributions were considered show a significant increase in poor or very poor ratings
Q50. 13% increase in parent carers reporting that they had to chase paperwork (now at 51%)

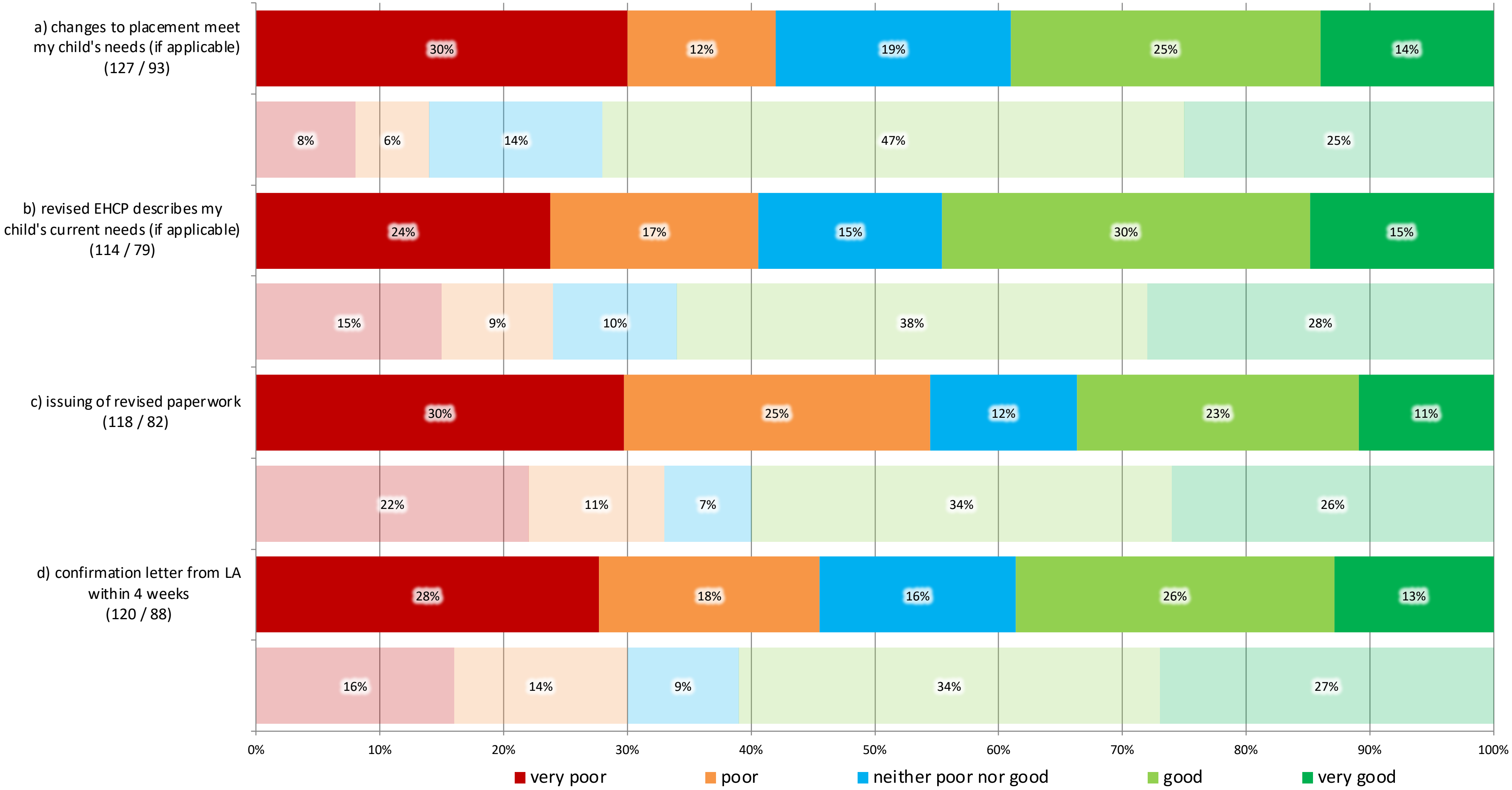
Q46. How long after your last annual review was **this annual review**?



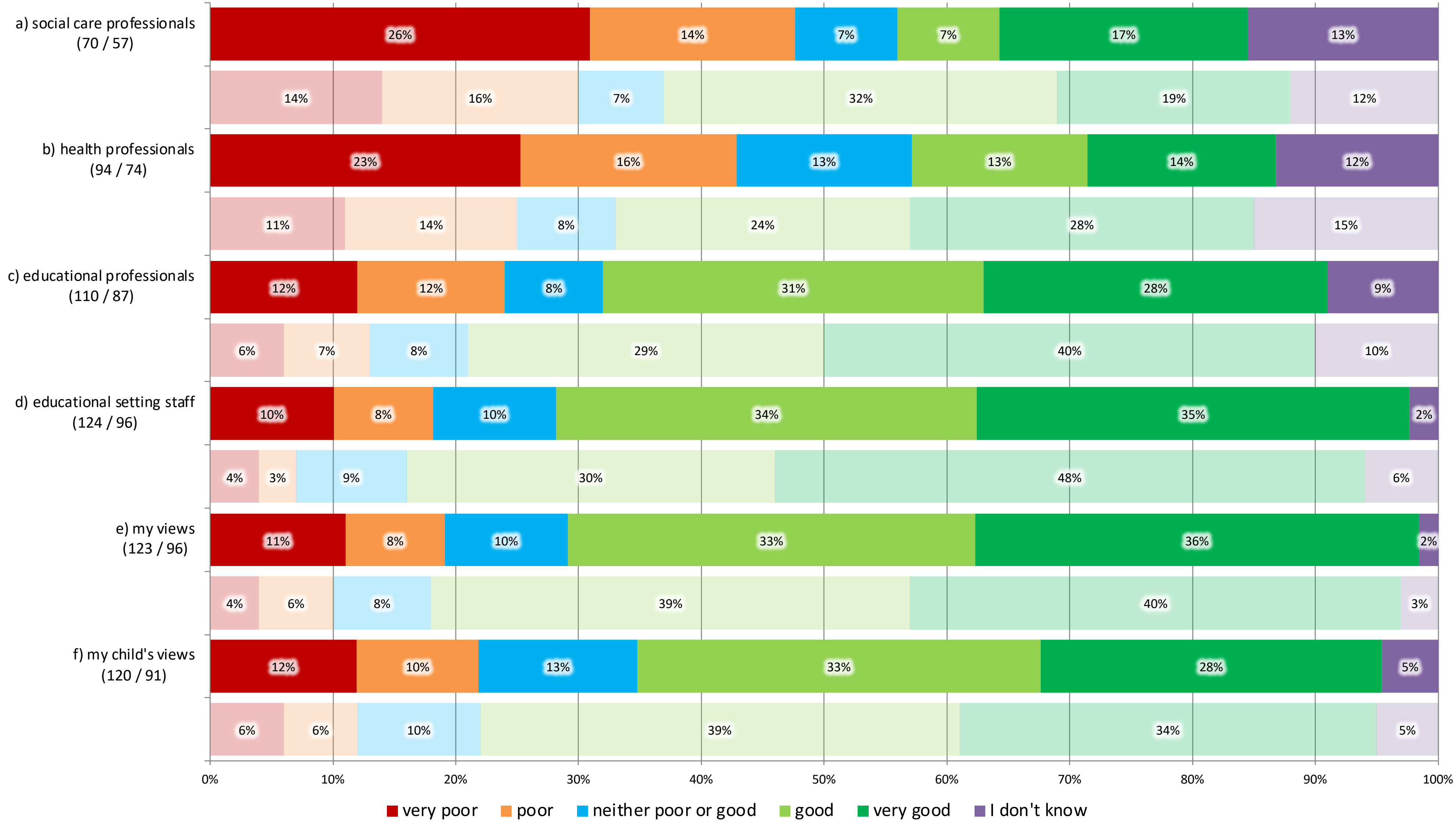
Q47. Please rate the following which should have occurred **before and during the annual review meeting**



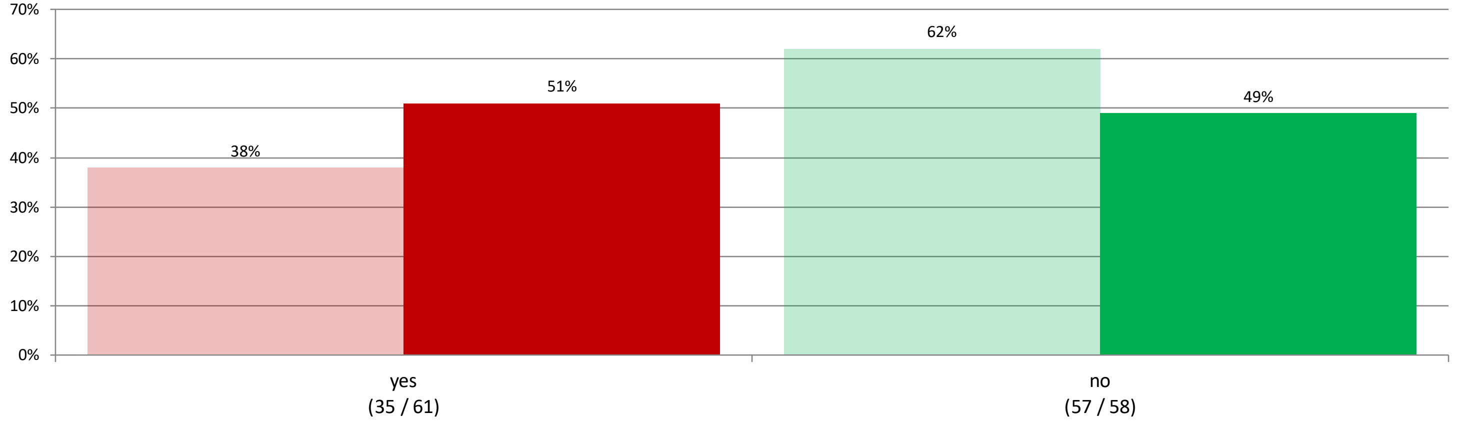
Q48. Please rate the following which should have occurred **after the annual review meeting**. The local authority will decide to either: make no changes to EHCP, amend EHCP, review placement and amend EHCP or cease EHCP



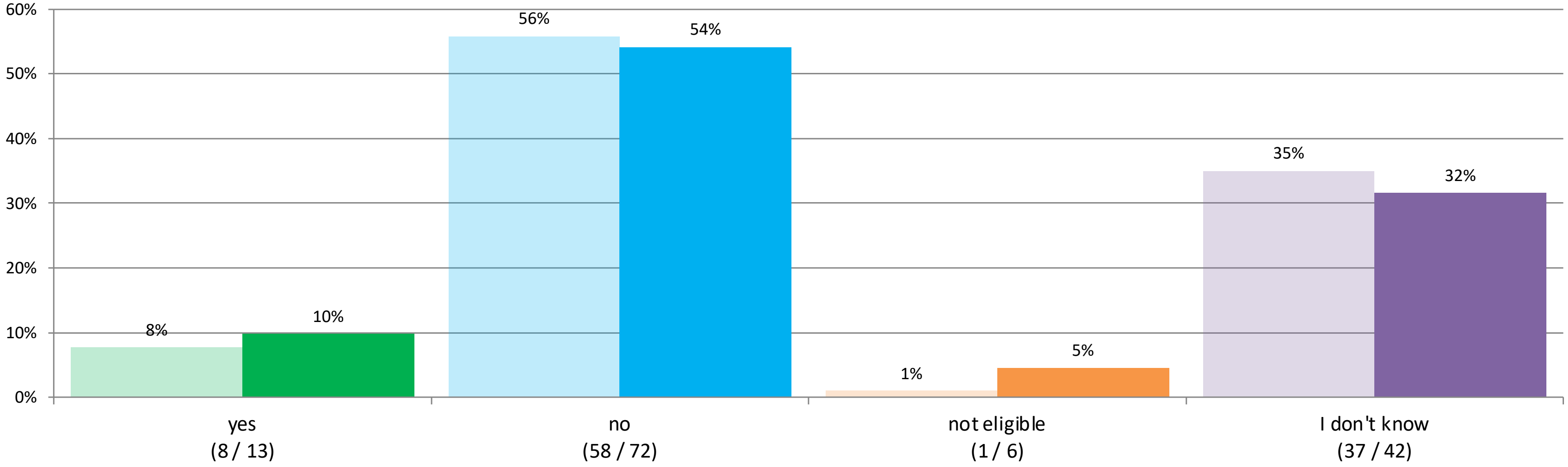
Q49. Please rate how well **professionals and family contributions** were considered during the annual review.



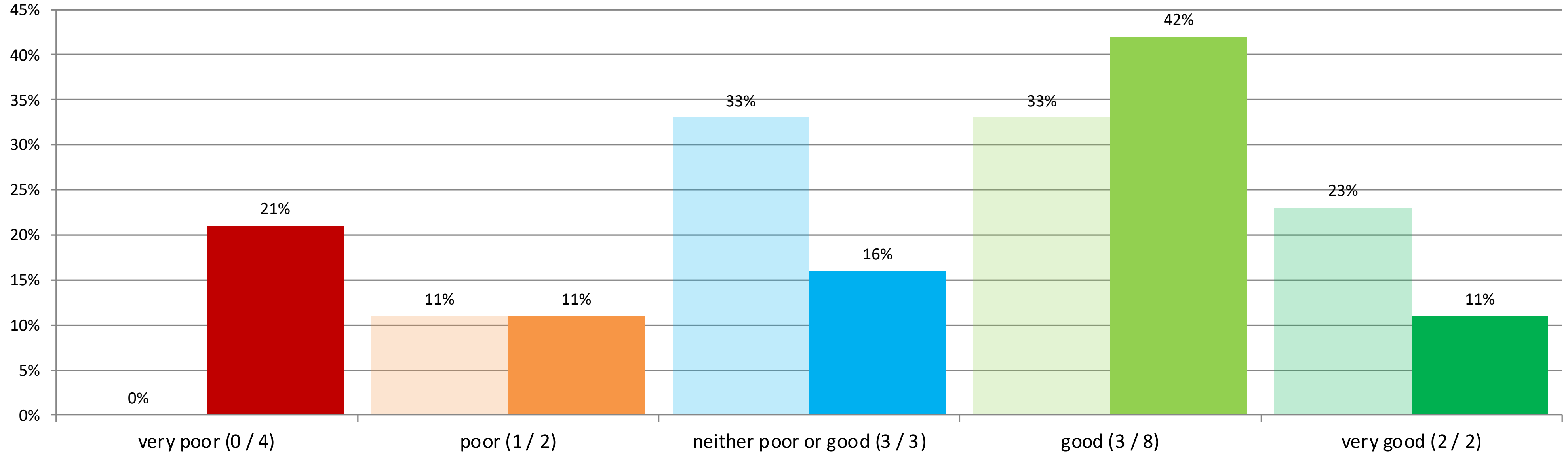
Q50. Did you feel you had to **chase** the setting, local authority or education/health/social care professionals for **information or paperwork**?



Q51. Does your child receive a **personal budget** for education?



Q52. If your child does receive a **personal budget** how do you rate it?



Q53. We would love to hear anything you would like to tell us about your experiences of an EHCP Annual review. Please tell us about both your positive and negative experiences!

**Responses: 56 - Comments taken verbatim from survey responses**

1. It was good to finally meet our excellent SEN lady. It was a good meeting though I am not sure I am allowed to have an opinion as to where the next placement is. Or my young person to be honest. The school are very good at the educational and therapy elements and responded well to the request to update the ehcp. It was first done 9 years ago! The final draught has not been done yet.

2. I am still waiting after 4 months for the post annual review paperwork. I am getting no response from the LA at all. When I call their answerphone is full and when I email I get no response.

3. Even though the School staff, myself and OT thought my daughter would benefit from SALT it was denighed.

4. As per previous page EHCP is once again almost pointless. We don’t know how XXX is doing so we don’t know what to change School not willing to let us speak yo teachers so have kept EHCP the same as last year Yet again being spectacularly failed!

5. Annual review was in September. Amended ehcp still not received as of yet!

6. I haven't had finalises p work from the review

7. Not recieved the draft nearly 12 months on.

8. Since leaving college three years ago, there has been no review.

9. Due to failure of the LA re return last year's (9/2/2021) EHCP review documentation to the school and myself, they are now in Breech as my daughters sch can't offers annual review until 28th March 22 - almost 14 months post review, when outcomes have not been adhered to/met. Constantly having to chase professionals - both at sch and LA. The school leadership is crumbling, her schools council (Bristol City) have failed to use transparency when communication assistant and head teachers sudden absence, a previous IT system failure at start of Sept 2022 term, resulting in Annual reviews being delayed.

10. Very well organised even during covid restrictions

11. Even though the O.T, School staff and both myself snd husband agreed a referreal to Speach and Language would be very beneficial and needed, it was declined.

12. Well run and relevant reviews Paperwork timely and clear Tho surprised LEA didn't attend even tho online…..

13. Following the annual review our son ehcp was signed off and taken to panel to agree a sn placement, without our consent or knowledge or that of our solicitor or any other professionals

14. The annual review process is really difficult to navigate. It seems overworked when it could be simpler. Council staff don't seem to be efficient in reporting back

15. I feel it's is a bad state of affairs when your Senco tells you that she didn't know how to do the sections in the EHCP and didn't know she had to quantify things to access funding

16. Daughter's EHCP review took place 7months ago and we are still waiting for amended document. I have chased the council and with less than 5months to next review I am extremely disappointed.

17. Long winded process. Didn't meet timescales that it should. Feedback on draft initially ignored so had to chase up amends being made. Placement request not granted.

18. In my opinion, the school who are coordinating the review are excellent in managing the process. The problem comes when it then hits the NS team as it falls in to a black hole with little communication

19. We found this year they are good at getting the appointment for our and paper work Other years not so good and very slow with lack of communication

20. We've only just had an emergency review a couple of weeks ago. The send team and school feel that the ASD school meets my son's needs if he could just get there. The EHCP review fed into the CETR process which is running in parallel, so a bit of a weird situation. Prior to this review we had an emergency review just less than a year ago to get a change of placement from the mainstream secondary that he never should have been in. This review took too long to get going after we requested it and to sort out the new school placement.

21. Easy. The teacher was very precise.

22. We had a review meeting and send officer did not turn up. Looked after child status not considered in finding specail school. Trauma emotional needs not considered in possess.

23. Lots of things were discussed to meet my child's needs. However things had gone wrong with funding so it was up to me to fight for it back. I never had any review or notes prior to the review or have ever received anything after. It's been a long time since a review and I'm still waiting for them to book another one
24. His annual review went very well and I'm very positive with the support in place but I've not received an updated copy nearly 2months later
25. Don't even start me on this
26. The review appears to me to primarily be a paperwork matter. No external professionals were involved so decisions are made based on school input only. I did not feel that targets were amended/updated to reflect changes in my child's needs. I did not have the strength myself to force the issue so feel a little ashamed that I didn't push for this.
27. AR completed by school in November 2021 - Feb 2022 still no confirmation of receipt by LA. Also professionals were late submitting reports despite being given adequate notice by the school.
28. At sixth form level, EHCP review quite quick, most of the meeting controlled be College rep, who was at last years, meeting, not much room for parents questions, about college. just a contact email i have used before. Health issues were covered ok.It felt a little like "just ticking boxes", in content. very formal, with very little individual child personal interest in them.
29. Local authority couldn't even be bothered to send anyone, even on zoom. Had to wait over 6 months for a pathetic and awful proposed amended EHCP which was full of errors, and on appeal XXX did nothing to change it and just issued it. We are taking this legally further
30. Taking to long to complete. Ehcp was reviewed December 2020, didn't get final until August 21. Just had review in December, not had final yet.
31. The EHC PLAN. People were very quick and good. Grateful.
32. Very positive and met all needs
33. We asked for social services to attend a EHCP as we need onward help for our child as they are leaving college and nobody attended even though we moved the meeting to accommodate. This meeting was in Oct 2021 and we still haven't had an updated EHCP. So no tutor can follow the new outcomes because nobody knows what these are are North Somerset is still sitting on this paperwork. By the time we get this my child would have left college with no thanks to North Somerset Council.
34. My daughters EHCP is very good
35. Only time Drove Road pediatric team contact us is for the review.
36. The above answers all reflect my experiences at the mainstream setting not at the SEN school which so far re the EHCP and annual review has been efficient and fantastic. Completely the opposite.
37. We have never received paperwork post annual review
38. EP advice not followed Sen officer obstructive Proposed amended took over 8 weeks to be sent out with mistakes Refused to listen of targets we're being met.
39. I feel educational settings do not read ehcp's till after things have gone wrong

40. AR not completed teacher more interested in tidying classroom and talking about her own family. Nobody from LA or school senco attends parent and child views not taken into account.
41. I haven't had it yet but the initial feedback for review is confusing. With mixed reviews on whether my child is meeting the EHCP goals.
42. She should have had one 6 months ago
43. We had a teams meeting, the meeting lasted just over an hour, with his teacher and health care professionals, all elements were discussed, a very positive experience with everyone able to voice there views , most importantly we were able to plan ahead and look to the future.
44. Never had an issue with my daughters EHCP always done on time
45. I do not believe North Somerset operate in any way other than bad faith. I could write essays for all these text box responses but I know it will not make a shred of difference, NS only engages because it legally has to but just then carries on in the same sinister and shameful ways as always.
46. School do not invite all health professionals involved in my child's care and despite us informing them, they were not invited to the review. This leaves a huge gap as the main part of their needs are medical.
47. Our child will have an EHCP review next week. So far we have not been asked for a contribution. As our son hasn't been at school since moving to NS and does not yet have any SALT or OT provided even though it is part of his section F, I'm not sure what the review will achieve, other than highlighting what an incredibly poor experience our son has had in the past 6 months!!
48. No presence of NS at annual review, written by school as an Individual Education Plan and parent/ teacher session, absolutely not an EHCP - professionals and school avoid providing quantified, specified provision
49. Annual review in Feb 2021. Draft issued late & comments made by parents. Still not received the finalised plan & next review is nearly due.
50. I didn't know I was ment to receive an amended copy from the LEA!
51. We had to chase for the annual review. There was no joined up approach, we were not included and it has still not happened. It was due in May 2021, so nearly 9 months ago. The people in charge of these things are unqualified, don't understand and see it as another paper task. It is supposed to be about a child. The LA talk about quality of EHCP's and yet nothing is done. It is not SMART. They are poorly written and they do not link to anything. There is a lot of copy and pasting with EHCP's and annual reviews. We were actually sent another childs EHCP with our child's name on it. It is insane
52. I have had to chase the local authority for the annual review which has not yet taken place. I am awaiting a date
53. Response/approval from the LA for additional support identified in the ehcp review was slow
54. Although this is a box ticking exercise my son has had no provision for 2 years, pulled out of his course by la by them removing his transport to a setting they made him attend, left without education for 8 months then given education but we had to fight to get basic sen rights, only positive was his amazing autism key worker from cannington, refused education from sept 19 still no education. Only has a half level 3 in health and social care. He got a distinction, Distinction star despite LA trying to pull his education, stating not autistic give eye contact, we put put through fabricated illness case and my son tried hanging himself from tree, he had already been sexually assaulted by another student at The XXX la made him attend. Denied further therapy by LA denied education now has severe trauma and still no amended EHCP, Im already home educationist youngest since 2018

autistic denied EHCP denied education, off rolled unlawfully, severe trauma. Middle son has only just bee given a special school but they have pulled his therapy which was really helping and is down as a health strength but the LA refused to put in section F, la agreed to add slt report then didn't, gave working doc after I concede for placement. Has cognitive impairment since la social service abuse, bullying. I was told if got the ptsd and sleep paralysis they have caused me diagnosed then they would take my children as I would be unfit. They tried pulling my benefits to take to plo and the school got my sons dla stopped. This on top of 3 moves and failures by other la for defective housing and now a house which does not meet our needs, yes they really care about supporting unpaid carers who have given up careers, their health. Houses had subsidence , concrete cancer,(Woolaway reg), left financially worse off by thousands. I had to get private diagnostics reports 1.4k and pay for an advocate costing 4k when put through fabricated illness I was not allowed an adult social worker and my children were denied independent social workers, 10 in a 7 month period, one screamed at me at first meeting you need solicitor im taking your children. In front of my children, my eldest started self harming and the sw laughed and said he needed his trip to Cuba. I will now have nothing to do with social services as they have caused physical and mental harm beyond repair, I put in a complaint in 2020. They never replied I was told la are above the law

55. School very good with paper work etc . County not great , last 2 years have had errors on paperwork such as wrong child’s name !Also wrong school , obviously cut and pasted with little attention to detail. Never have the same officer dealing with review and no direct contact with them.

56. I had my annual review in February and did not receive paperwork until august

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Home to School Transport (HTST)

Working Well

- Passenger assistants
- Driver & Vehicle
- Child' satisfaction of service

Areas to improve

- Communication
- Response after an issue
- Arrangements for start of academic year

Quotes…

"Very good we had a visit to the home to fully discuss all needs which was brilliant"

"Was not communicated with effectively before my son starting at new school"

"The communication has increased greatly this year and I have been well impressed"

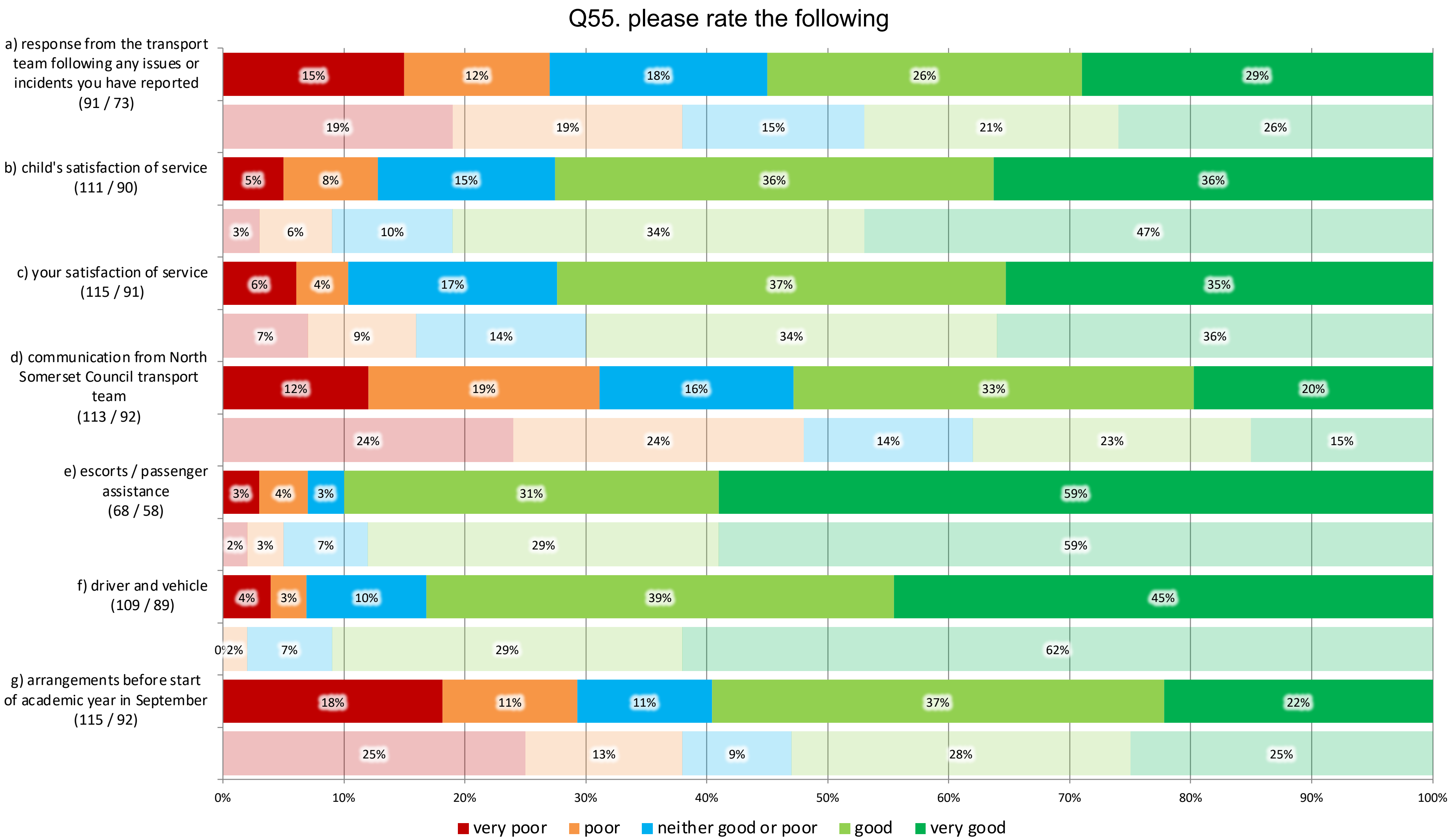
"Team need SEN specific training"

"Just wow 🤩Amazing experience over last few years"

"The taxi is either late or doesn't turn up at all"

Changes to note (2021 - 2022):

Q55d. 15% increase in rating the communication good or very good
Q55c,g,a. 6% decrease in poor and very poor rating for satisfaction of the service, 6% increase for good / very good arrangements for the start of academic year and 11% decrease in poor / very poor rating for response from the transport team following any issues reported.


Q55. please rate the following
a) response from the transport team following any issues or incidents you have reported (91 / 73)
15%
12%
18%
26%
29%
19%
19%
15%
21%
26%
b) child's satisfaction of service (111 / 90)
5%
8%
15%
36%
36%
3%
6%
10%
34%
47%
c) your satisfaction of service (115 / 91)
6%
4%
17%
37%
35%
7%
9%
14%
34%
36%
d) communication from North Somerset Council transport team (113 / 92)
12%
19%
16%
33%
20%
24%
24%
14%
23%
15%
e) escorts / passenger assistance (68 / 58)
3%
4%
3%
31%
59%
2%
3%
7%
29%
59%
f) driver and vehicle (109 / 89)
4%
3%
10%
39%
45%
0%
2%
7%
29%
62%
g) arrangements before start of academic year in September (115 / 92)
18%
11%
11%
37%
22%
25%
13%
9%
28%
25%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
very poor
poor
neither good or poor
good
very good

Q56. We would love to hear anything you would like to tell us about your experiences of transport to your child's educational setting. Please tell us about both your positive and negative experiences!

**Responses: 57 - Comments taken verbatim from survey responses**

1. The communication has increased greatly this year and I have been well impressed. Ruby at the council has been amazing. The first time I have been spoken to about the difficulties my child has with people, especially new people etc.. very impressed.
2. We are never informed by transport of any changes to pick up and drop off times and any changes with drivers/escorts. Our current escort is amazing and most of our communication is through her.
3. Change of driver vehicle and pa unexpectedly
4. It can be hit or miss on driver not consistant
5. Transport have been pretty good and flexible. Only minor issues with the PA on transport
6. My son’s main transport driver sometimes gets angry with him if he is released from his class a few minutes late, this can be upsetting for him when he has no control over when he is allowed to leave
7. Frequently gets ‘picked on’ / wound up by other children whilst travelling on the coach
8. On many occasions the taxi is late and sometimes it doesn't show for pick up in the afternoon if regular driver is off. Have complained to transport and taxi firm many times
9. Just wow 🤩Amazing experience over last few years (tho struggled when boys were younger)Consistency of team , experienced, calm , professional, kind and very much part of his college experience . Taxi company brilliant and informing me of any changes /issue so we can plan best outcomes together.
10. Team need sen specific training, with robust policy
11. Even though the LA send team knew son needed transport in November, nothing was arranged. No one had contacted me to tell me it was my responsibility to request transport. When I spoke to transport manager, even he said he was disappointed that no one from SEND had spoken to him, because a brand new route needed to be set up. So I had to take him/pick up every day on a reduced timetable for 1 week. 52 miles a day. Daughter had to go in breakfast club in her school to enable me to do this. It's taken 3 months to get a refund form for the mileage. It's still not finalised. GTS stepped in as an interim service. They were brilliant. Had a PA fr the first week, she was great. Now as a permanent, we have TECHSI (? spelt wrong). They haven't been as good, change of vehicle/driver, we weren't informed, son travelled without car seat or his sick bowl. But our driver is great, she's had to deal with travel sickness, now let's son sit in front.
12. face masks through covid, child is deaf, requested on several occasions that clear visors are worn, never happens. Escorts keep changing no notification of this or if transport is running late
13. It is adequate

14. Too many escort changes in a short space of time. SEN children really need consistency. All escorts are lovely, but change frequently.
15. My child struggles really bad in the taxi and no support or help seem avalbile some days they show up late with no warning. Taxi people don't seem to care about the children feelings
16. My son was to travel by taxi to the new special school. He was risk assessed by transport to need his own taxi, but they were unable to provide this and so he had to share with another lad. Due to the high levels of anxiety and the consequent digestive issues, he very quickly refused to go by taxi because the driver would stop to let him use a toilet (he had explosive diarrhoea with very little notice as one of his symptoms). I had to reduce my hours at work so I could then take him in my car (camping toilet in the boot!) but he became phobic about leaving the house at all. Transport handled the change well and are being supportive as we try to renegade him with his school.
17. My child loves using the school transport, he was confused at a time when we had a different driver every other week, but now he's back to his happiest since Russell is in charge again. He is a brilliant driver, very kind to my son.
18. I'm extremely happy with transport and feel the need to mention the assistant on my sons route , Keith, absolutely lovely guy, extremely good with the kids on the bus and really put my mind at rest on our first day of transport.
19. There was no communication, I had no idea what transport he had it with who up to 3 days before he started and I only found out due to contacting you numerous times to chase it. Once I had the details I was able to contact them directly to arrange things. They have been amazing and I really appreciate it very much. XXX has very little safety awareness so traveling on his own isn't practical and u home educate his brother so to have to drive him in and collect him each day would dramatically impact my others on's learning time. Thank you very much
20. The driver and transport assistant had to undergo additional safeguarding training after an incident we reported. The transport assistant could benefit from training on a therapeutic approach of working with young people. Overall we are happy with the service- our child is happy on the bus.
21. It is the normal school bus which we pay for
22. Continuity of driver and escort has been great!
23. at the beginning of sept 2021 the change to Apple taxis was horrific. Different driver on daily basis and at its worst she was dropped at the wrong location. i have never to this day had any apology from Apple or NS transport team, it was college that told me. The implications of this does not bear thinking about as she has no road safety awareness. However, of late it has dramatically improved. I would like to record here now it is a regular driver that (Marius) the driver is extremely kind and understanding, he plays tunes to calm her if she is anxious (which is often) and always tells me if he is stuck in traffic and going to be late as she will get anxious. These small things are massive to us as her parents and i am very grateful for his understanding.
24. the bus is good
25. The taxi is either late or doesn't turn up at all, the service is a disgusting mess
26. Times of routed need to be issued earlier. Pictures of the team would've also helped my son to transition along with a picture of his bus too
27. Cant fault the school transport at all driver is really good and the escort is a lovely lady always arrives around the same time on pick up and drop off

28. This is the only good thing North Somerset have done but as usual, we had little help with this and had to keep emailing to get responses. Lee in the transport department was helpful though, and we now have a good working system of taxis for XXX. Thanks Lee, you're surely working in the wrong council if you're helpful!

29. My child makes loud noises for attention on the bus but the escort doesn't know how to deal with it. Maybe a little training or at the least some ideas on how to cope with it would be wise?

30. It would be better if the transport contract didn't change half way through the academic year. If it started in September and ran until July. Not changed in April. Esp for children who have SEN. It would also be very helpful if North Somerset could take my child to their work placement as this is part of their college course. But yet I have to do this even though there is no other alternative mode of transport. No public services. Therefore I have had to give up work to transport my child to their College work placment.

31. Very good we had a visit to the home to fully discuss all needs which was brilliant

32. We have been let down a number of times, leaving XXX not knowing what is going on, which has led to a number of 'melt downs' XXX gets on with the drivers well, it is just a couple of communication issues that have let us down

33. Great transport

34. Only negative is that if there is a problem / delay there is no way of tracking the vehicle to see if on route. This has been an issue sometimes with the motorway being closed and the bus running 45 minutes behind schedule. A way of tracking or automatic text service that could inform you of expected time would be beneficial.

35. Was not communicated with effectively before my son starting at new school. I explained I would take him for first week and then taxi as he was nervous. Taxi still arrived. I don't know if the Taxi drivers are given training in communication/ understanding with children they transport? I have no idea about this and feel it's important. Especially since they spend a lot of time with the children in the taxi.

36. Don't take into account when planning route that my son has bladder issues and has been wet on bus a lot but not willing to change route

37. Organisation before September usually poor. Bus routes not usually appropriate for our circumstances. We have to to make huge efforts to get appropriate transport sorted and lessons are never learnt from one year to the next. Our current taxi service is excellent but we need a chaperone which stopped years ago and we had to organise it ourselves with the help of the school

38. Amazing, the transport team could not have been better in helping my child with the big transition.

39. Really good- they are very considerate of our sons needs.

40. All of the drivers and escorts that we have had have been lovely and I have no issues at all

41. Just a voicemail number provided

42. The bus people keep me informed if he has a letter to bring home

43. First van the drivers seat fell out after dropping the children off. Several break downs and no communications. Different drivers are the start which can be difficult for my child. I don't get notifications of the transport arrangements until the last minute so am unable to prepare my child for what's going to happen. I strongly disagree with some parents getting paid large amounts for transporting their own children to school and then pocketing the money. This is not right. Mileage cost but not up to £50 a day!

44. We are very lucky to have a fantastic Taxi driver who engages the kids well and helps them communicate with each other and treats them as her own. We have both experienced problems with NSC so communicate directly and address any issues together
45. The taxi was constantly late or didn’t arrive from September to mid January.
46. My son can be a little difficult and sometimes my shout , the bus driver and escorts are wonderful with him, they provide me with the knowledge he is safe with them, sometimes during the week we may encounter many different drivers, however they are all professional caring People.
47. Assured we would have 1 taxi driver in the morning and in the evening as child autistic change is unsettling. Since Jan the morning taxi driver has been changed several times without warning and is inconsistent with arrival time which puts a child who is clockwatching on edge. The company are good when you call to ask where they are but not so good on letting us know about driver changes
48. No room on transport but the transport team sorted out an allowance for us as soon so they couldn't get a space for my daughter
49. Sonia (PA) is always helpful and smiley if i need to pass medicines to her or text her about him not coming in.
50. Again, I could write an essay but it won't make any difference
51. My son’s transport has been absolutely fantastic. The drivers and escorts are lovely. I get the impression that they should be paid more or have better employment contracts as the turnover off staff is high, this is unsettling for my son.
52. We’ve had limited use of this service during the last year as the transport provided would risk my child who is on the clinically extremely vulnerable list. They would have shared transport with two other children who both go to two different educational sites. The transport would not maintain a safe bubble. We have transported our child ourselves which as the school is out of LA area takes time and we have had zero response to us trying to claim mileage.
53. As previously mentioned, our son is yet to be able to access his school place. Transport has been agreed for when he does start school, but the only transport available currently is for our son to be picked up from home at 9.30am and picked up from school at 2.45pm, as there is such a shortage of vehicles and drivers. This arrangement will mean he will miss 1.5 hours from each school day, totally more than a whole day per week!
54. Not using the service during Covid as not safe - too many vulnerable children on one transport - no risk assessment - no transport budget - escort and driver lovely bit the whole system is so, so poor so we take our daughter to school and back out of county every day
55. Think it's not a good idea having 4 children in the car and it comprises safety as not all cars are safe to have 3 car seats across the back.
56. Arrangements for weren't confirmed and LA had mixed up my children offering transport to a child who no longer needed it and the one that did I had no details or confirmation. Emails were not responded to up until the day before he was to return and I was making allot of calls being fobbed off I finally managed to speak with a manager name I've forgotten but he was apologetic, professional and finally sorted everything out. Stress that was not needed especially for a child with additional needs!
57. Transport is paid for by us and is through school rather than NS transport.

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Health Services

Working Well

- Wheelchair Service
- Hospitals
- Continence Service

Quotes…

"Occupational therapy are fantastic as well as the paediatric nurses at drove road"

"The waiting times for my son is terrible I have ended up going private to get support for him"

"In our first appointment we felt listened to and everything was explained really well."

"The Camhs service was appalling"

"Amazing for A&E department when my child went in for a head injury"

"Why can't our child's health needs be registered in one place and accessed by all care professionals so you don't have to run through the whole story each time"

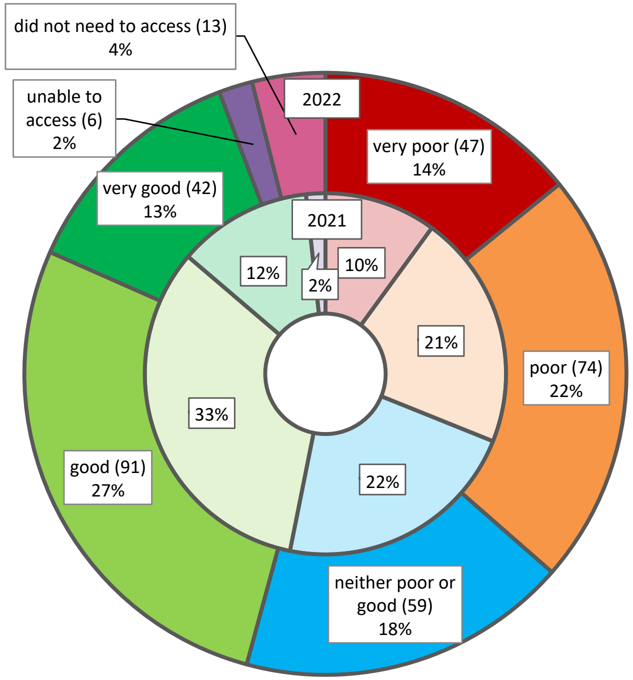
Changes to note (2021 - 2022):

Q58 & 59. Length of time waiting, indicated by poor or very poor responses has increased for community paediatrician & CAMHS support to 70% & 68% respectively.
Q62. Significant improvement indicated in accessing physiotherapy service along with meeting needs and communication.
Q63. A significant increase in poor & very poor rating for all indicators of the autism diagnosis hub (SCAMP).
Q67 & 68. Continence & Health visiting service has seen a good reduction in poor and very poor ratings
Q71 & 72. GP's & Hospitals have seen an increase in most indicators of poor / very poor ratings although hospitals overall ratings remain very good

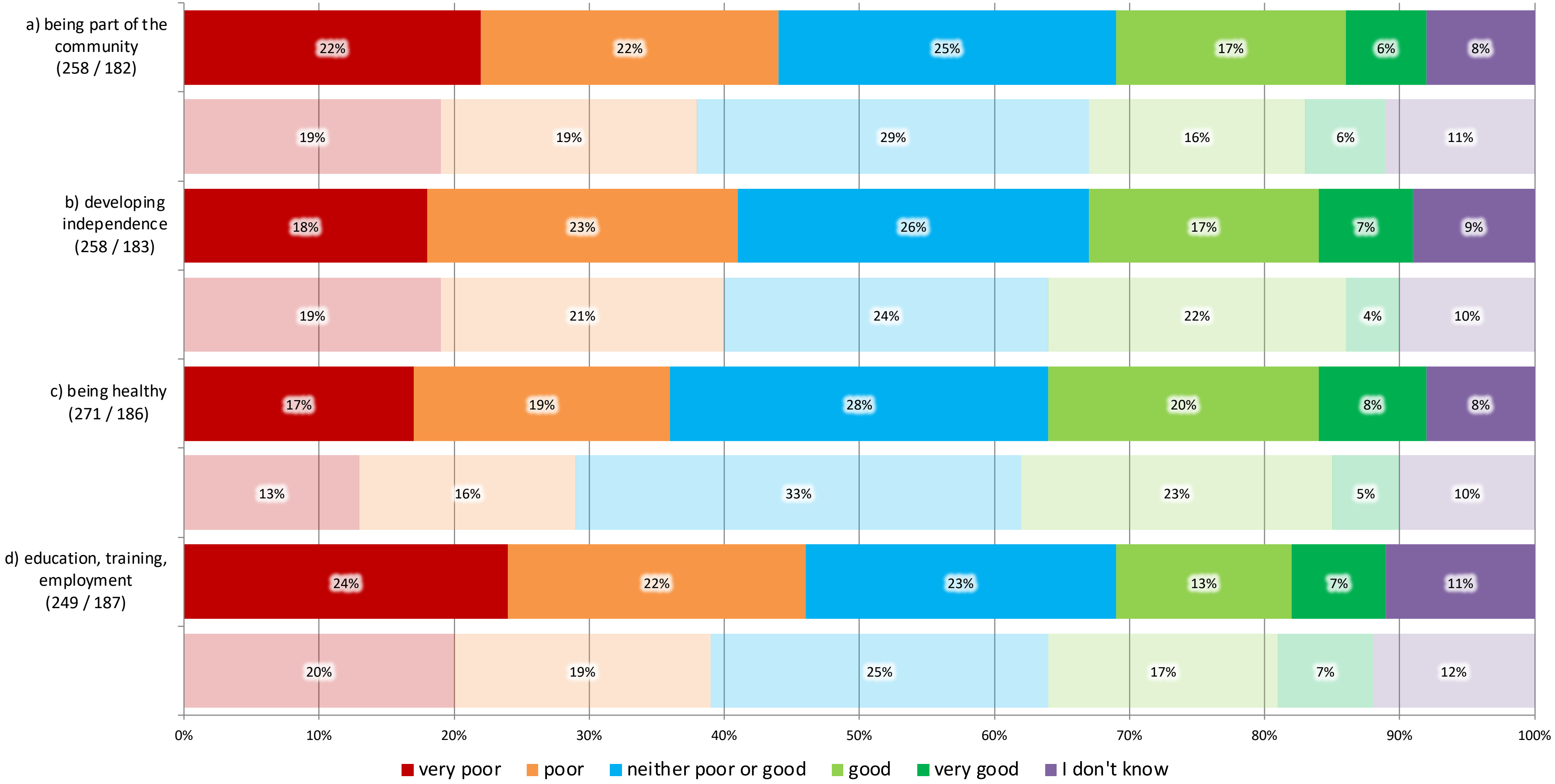
Areas to improve

- Meeting the local health needs of child / young person
- Access to services & waiting times to receive support
- Communication
- Working with Education & Social Care
- Preparing for adulthood

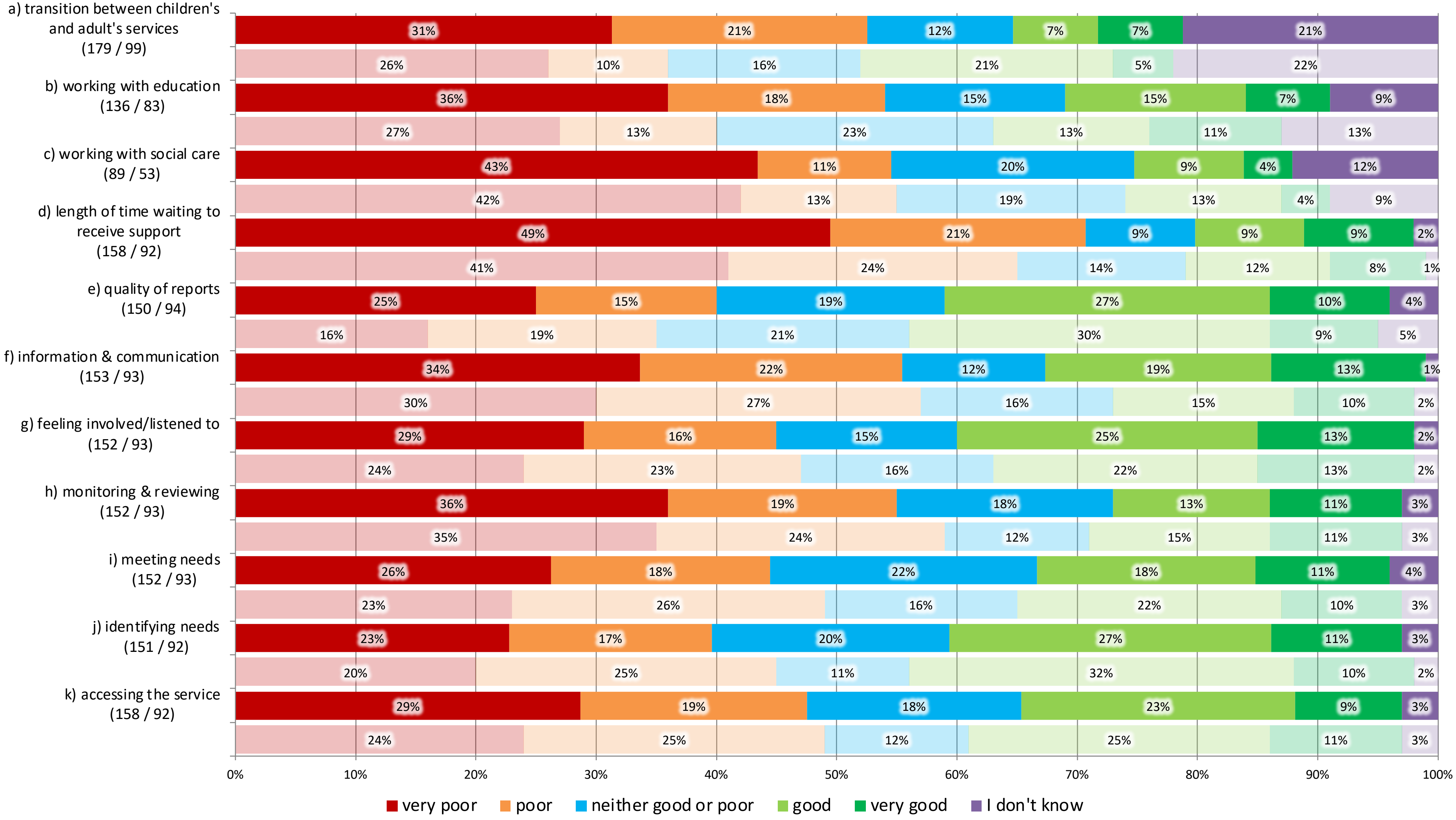
Q4. How do you rate **health** services your child accessed?



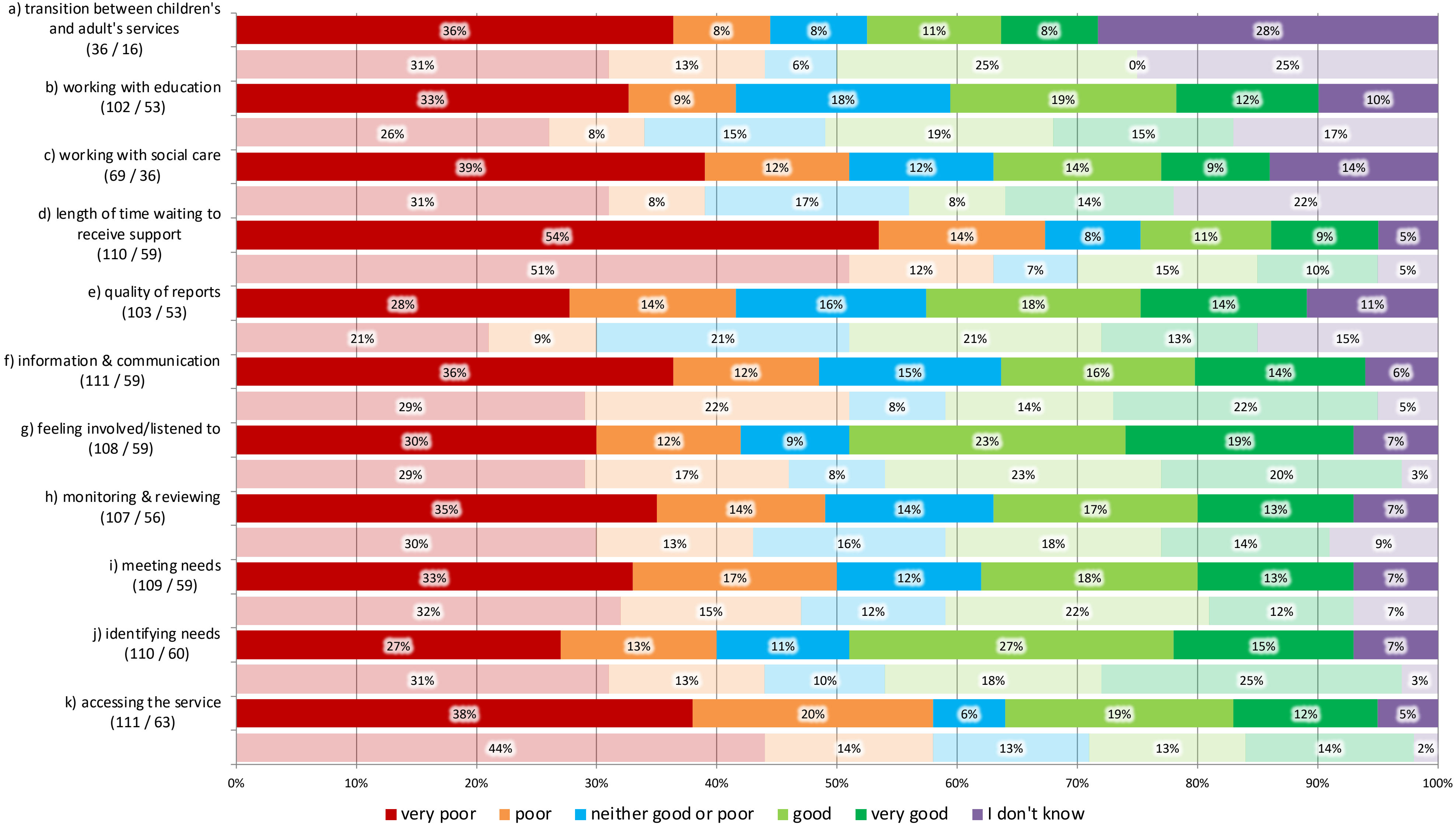
Q8. How well are **health services** helping your child **prepare for adulthood (PFA)** in the following areas? PFA starts from children's early years helping them to develop skills throughout childhood in preparation for adulthood.



Q58. How do you rate the **community paediatrician** service? Please leave blank if you have not accessed, or tried to access, this service



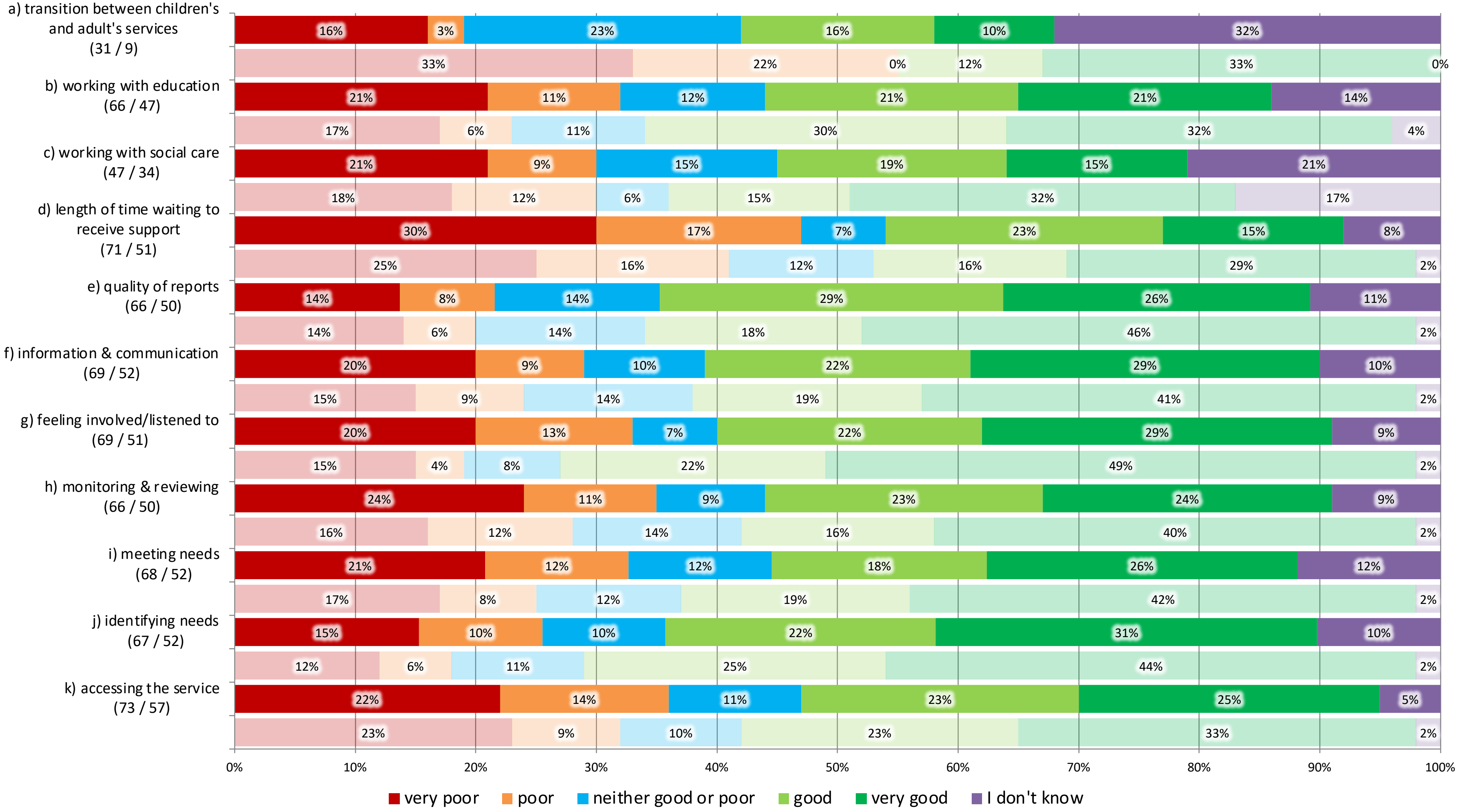
Q59. How do you rate the **Children & Adolescent Mental Health Service (CAMHS)**? Please leave blank if you have not accessed, or tried to access, this service



Parent Carer views on Education, health and social care in North Somerset

Annual Survey February 2022 - Results

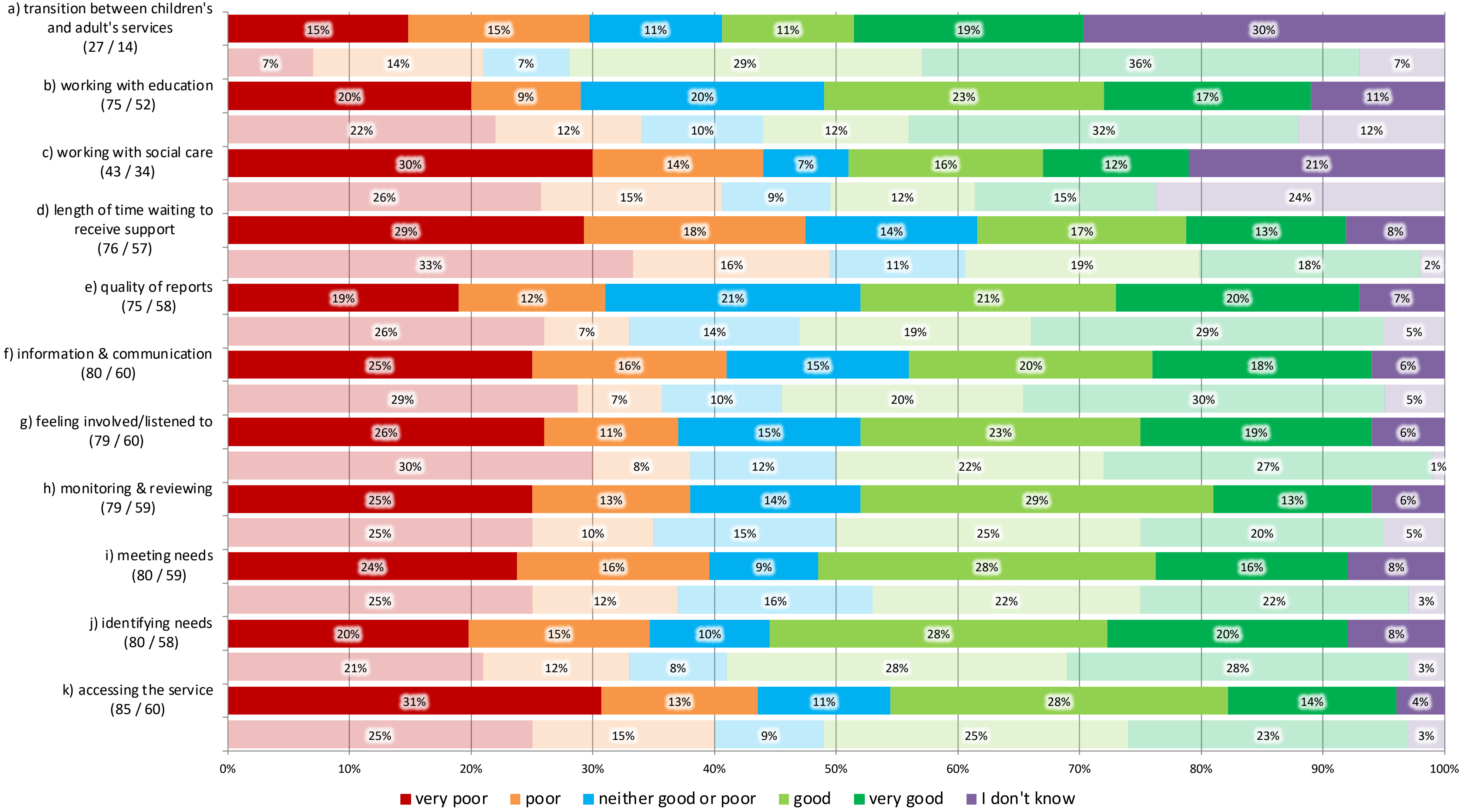
Q60. How do you rate the **occupational therapy service**? Please leave blank if you have not accessed, or tried to access, this service



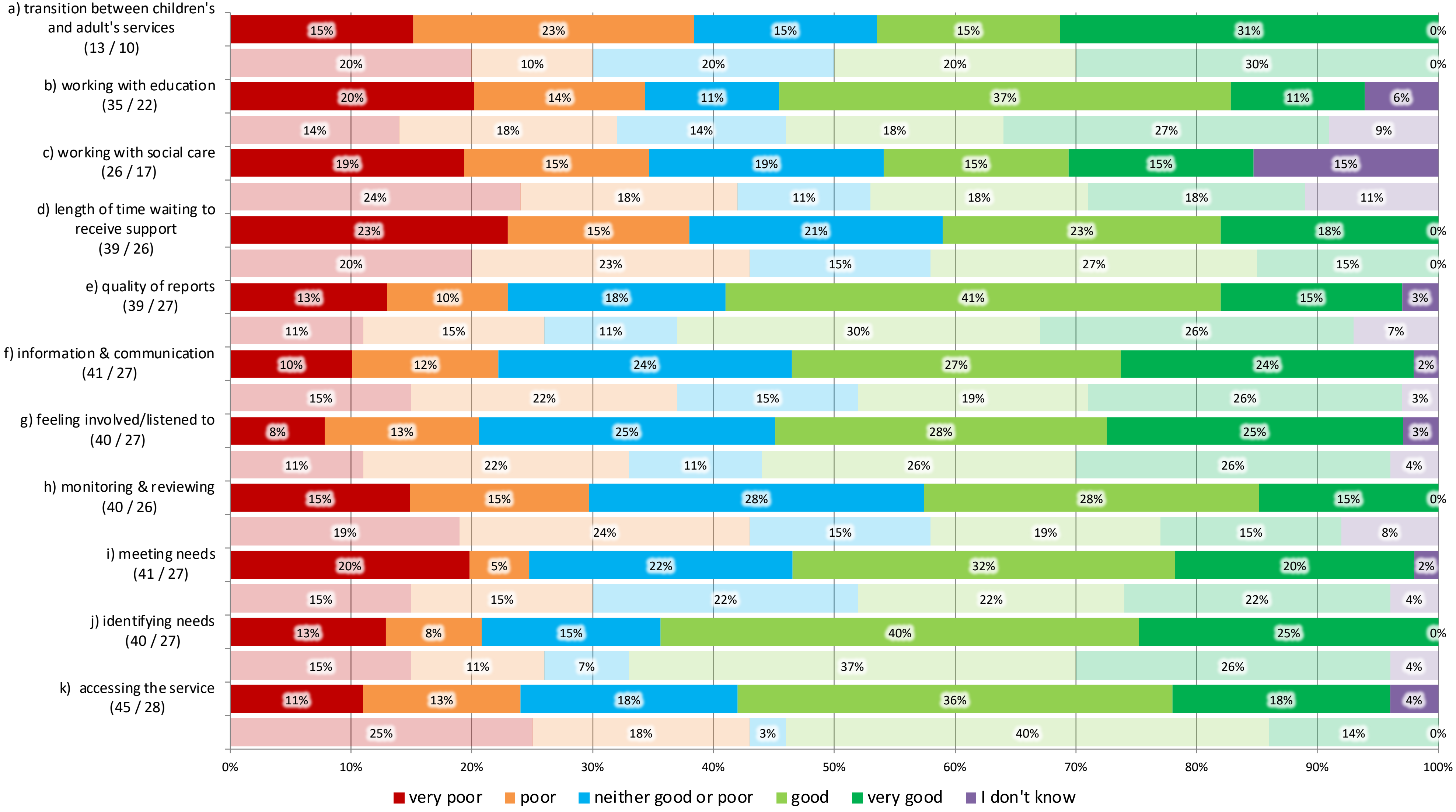
Parent Carer views on Education, health and social care in North Somerset

Annual Survey February 2022 - Results

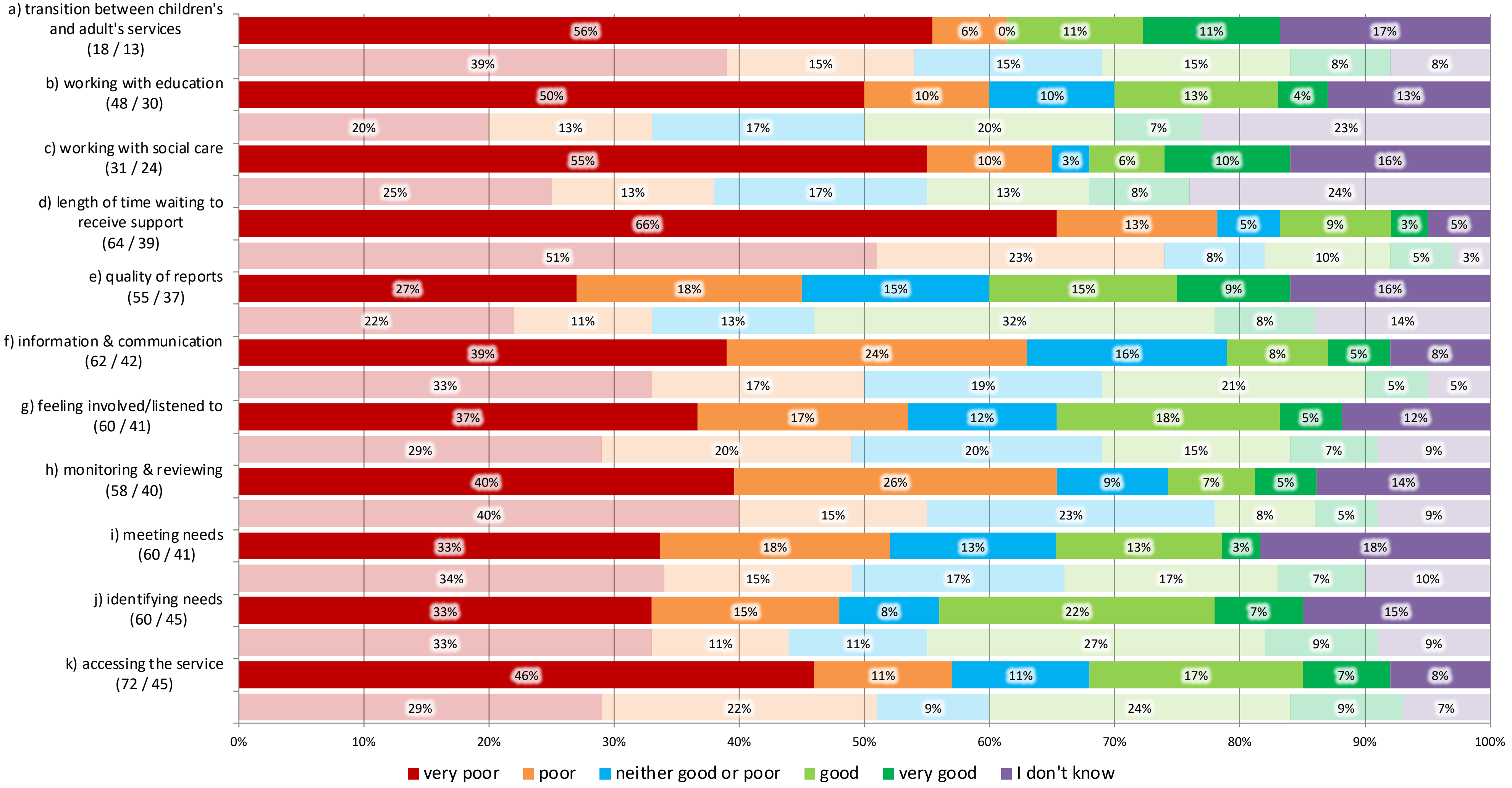
Q61. How do you rate the **speech & language therapy** service? Please leave blank if you have not accessed, or tried to access, this service

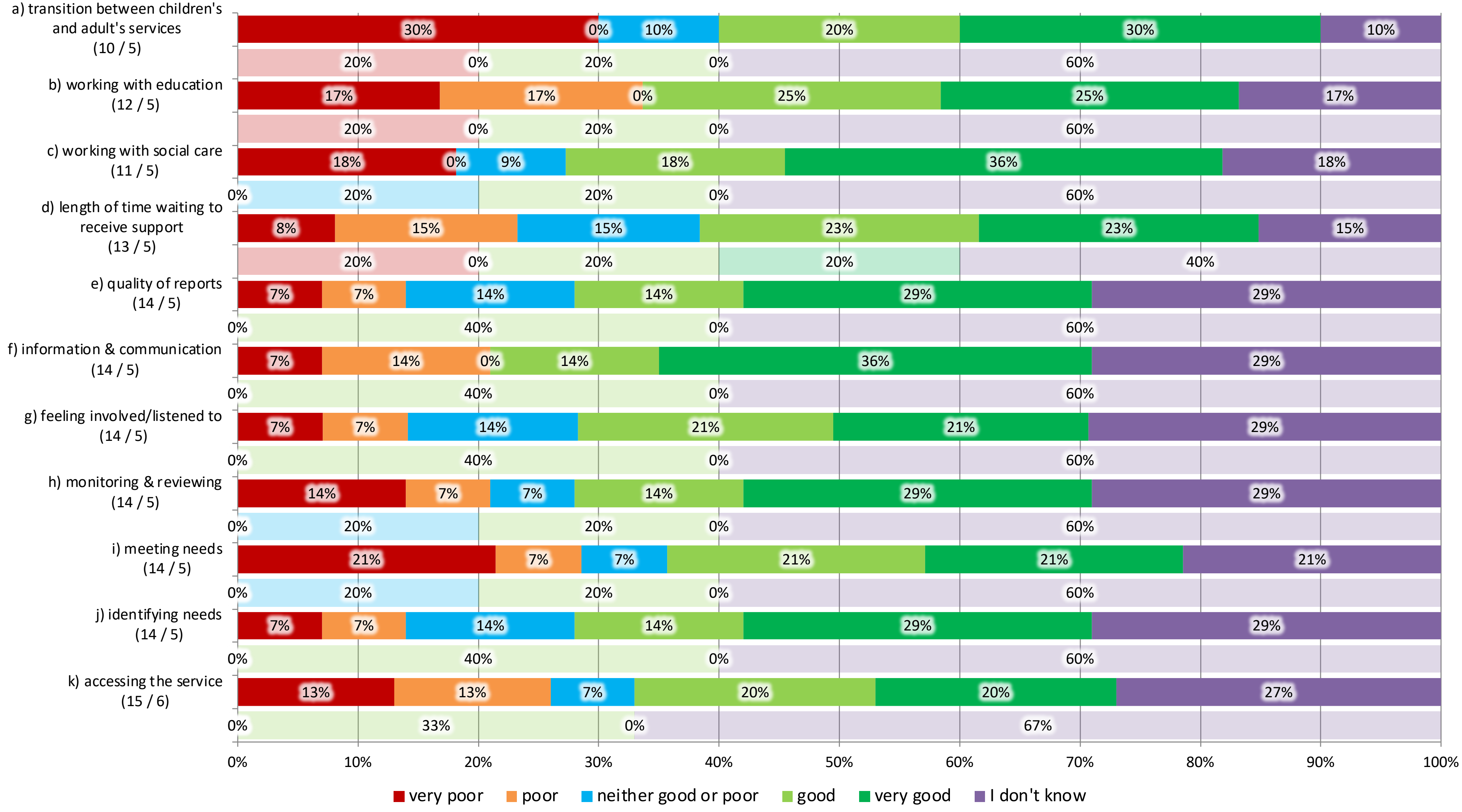


Q62. How do you rate the **physiotherapy service**? Please leave blank if you have not accessed, or tried to access, this service



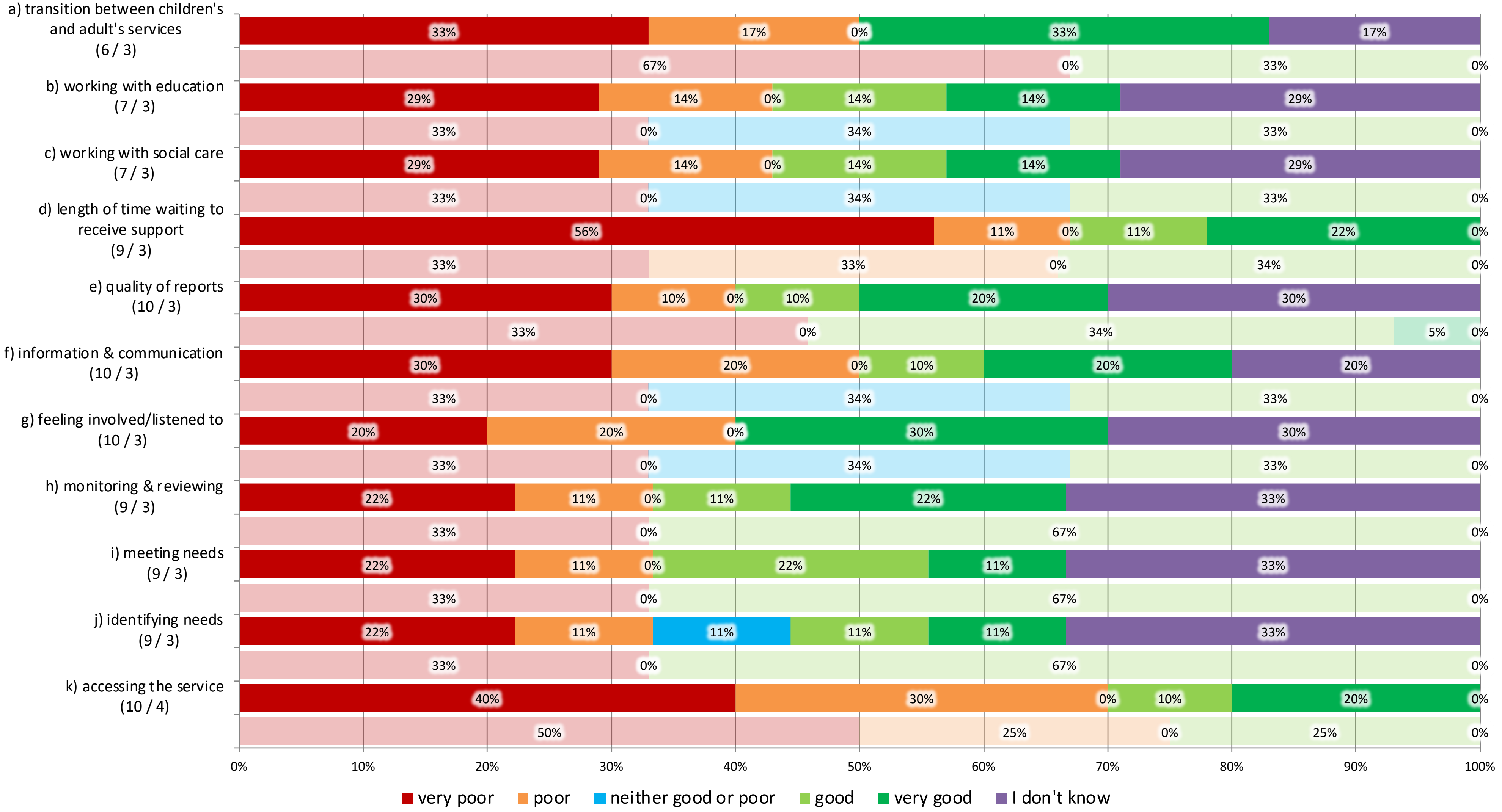
Q63. How do you rate the **autism diagnosis hub at Drove Road**? (SCAMP - Social Communication and Autism Multi-professional Pathway) Please leave blank if you have not accessed, or tried to access, this service



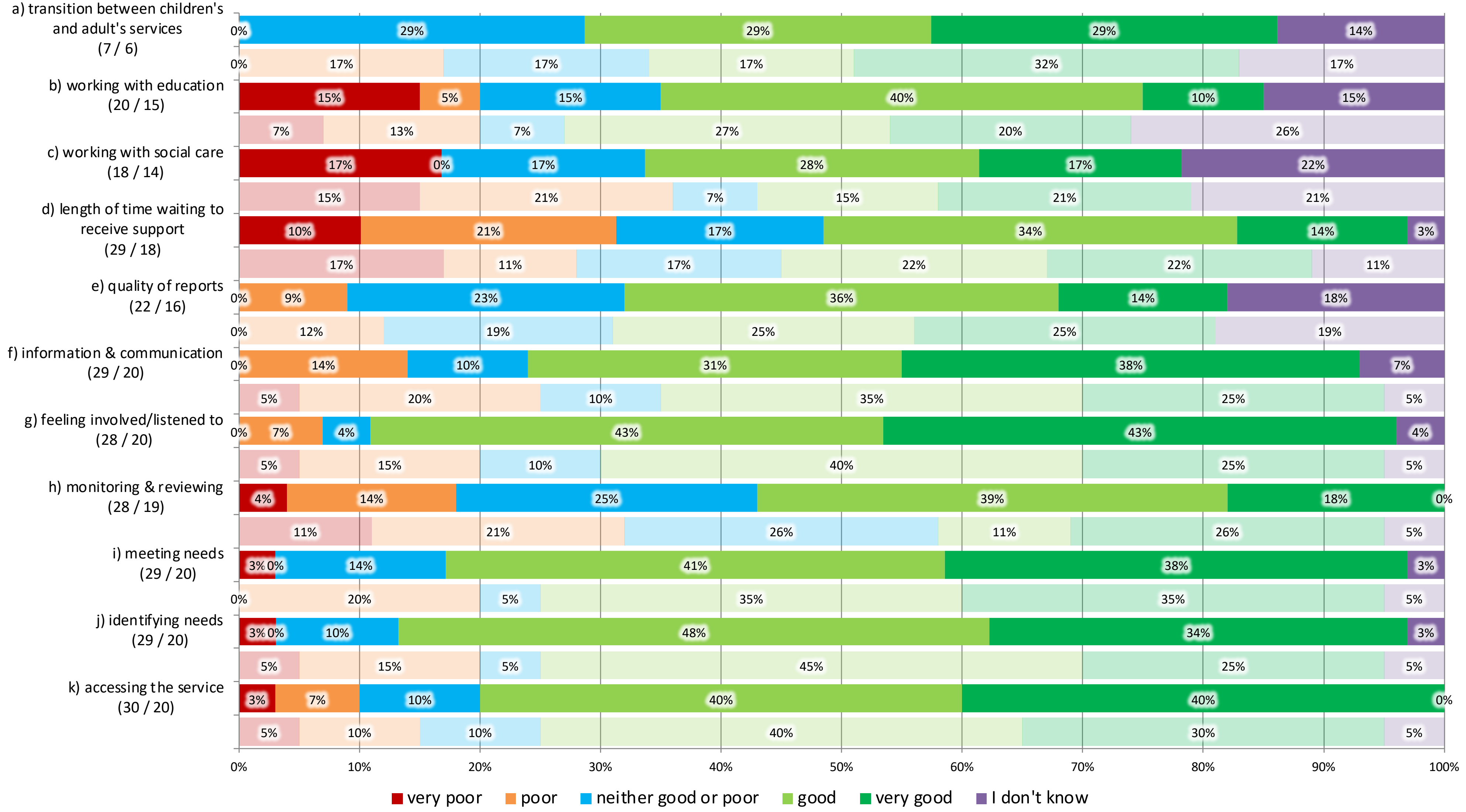


Q64. How do you rate the **Bristol Autism Spectrum Service** (BASS, for young people 16yrs+)? Please leave blank if you have not accessed, or tried to access, this service

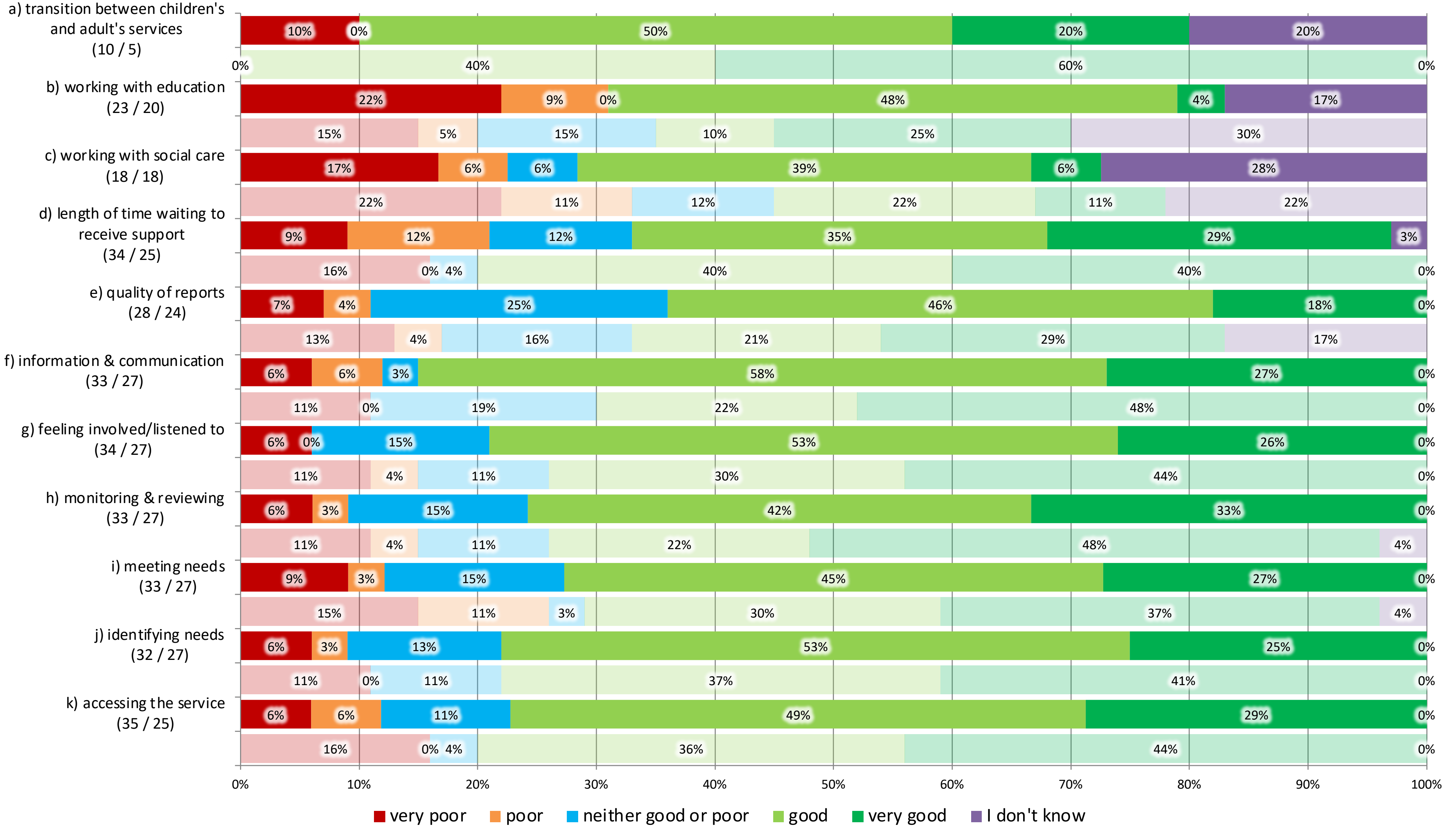
Q65. How do you rate the **adult ADHD service**? Please leave blank if you have not accessed, or tried to access, this service

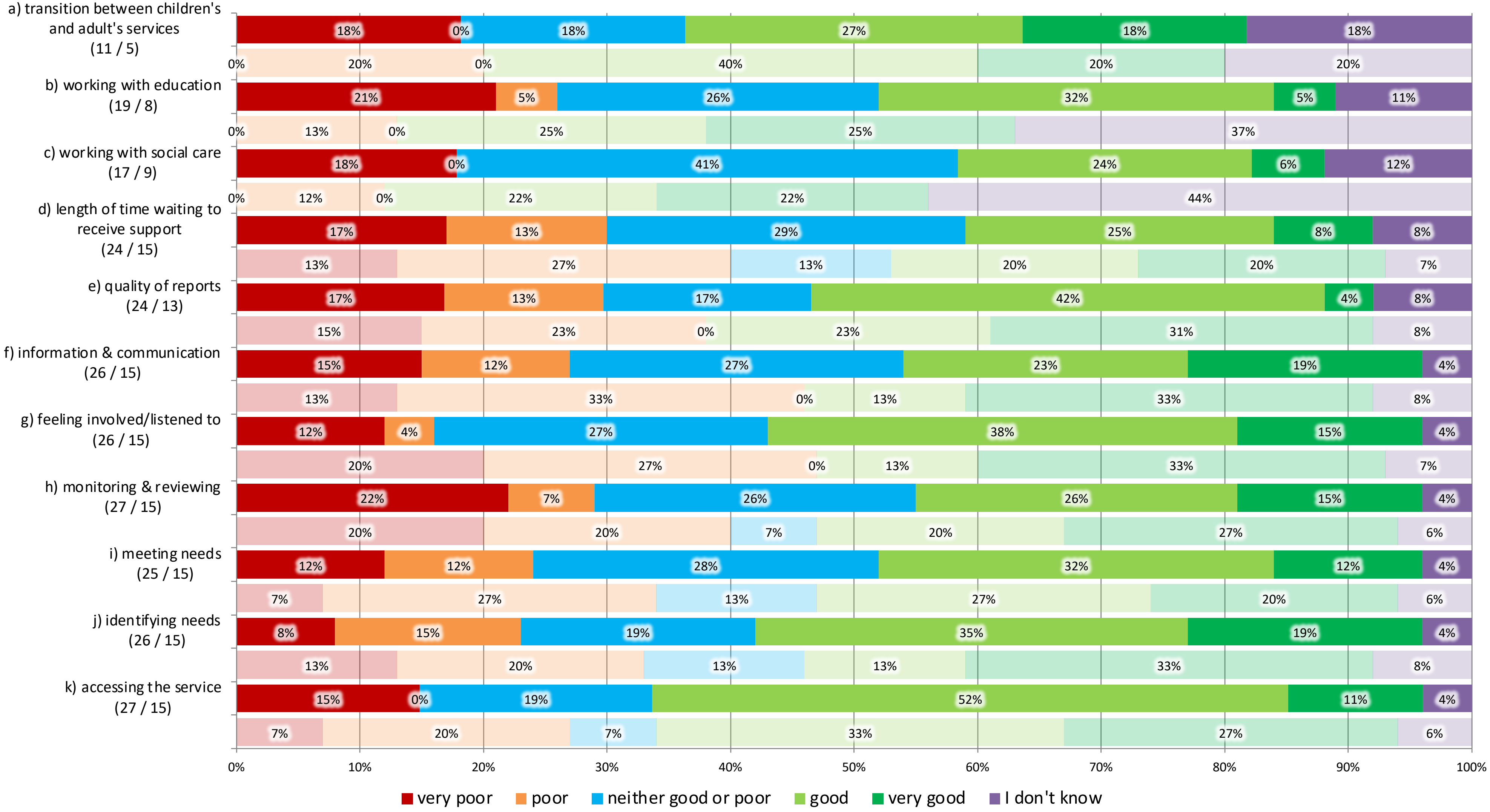


Q66. How do you rate the **wheelchair service**? Please leave blank if you have not accessed, or tried to access, this service



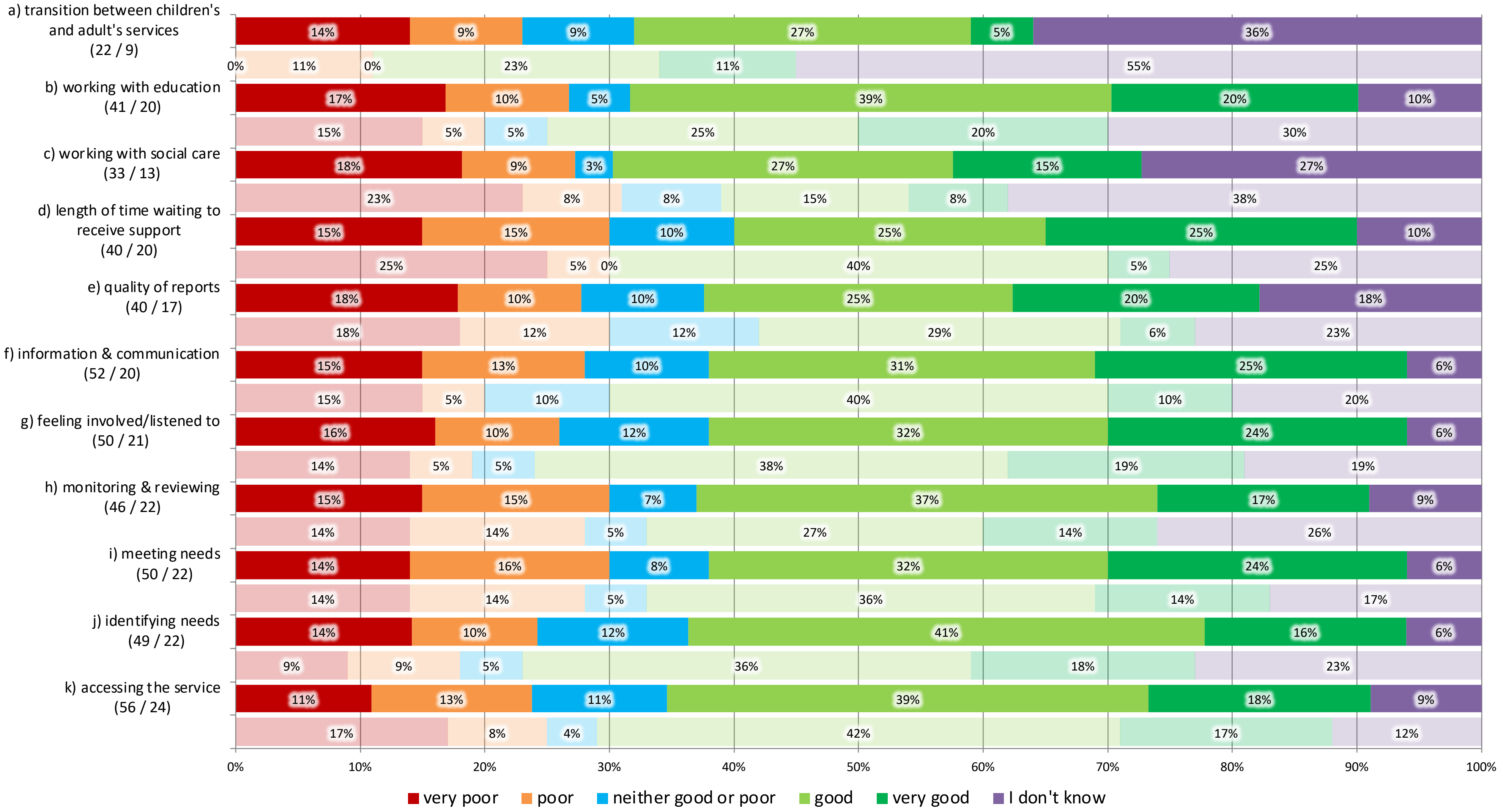
Q67. How do you rate the **continence service**? Please leave blank if you have not accessed, or tried to access, this service



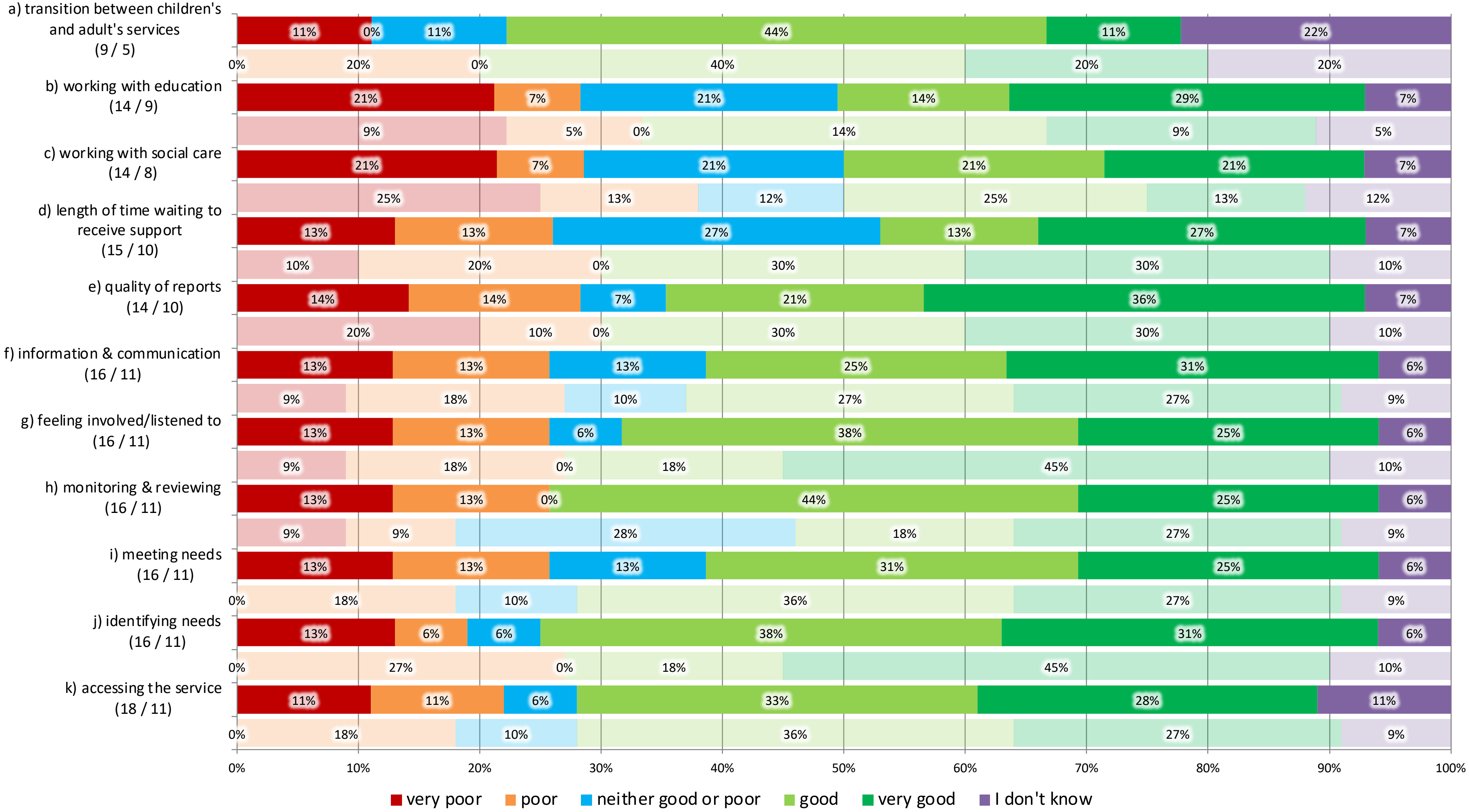


Q68. How do you rate the **health visiting service**? Please leave blank if you have not accessed, or tried to access, this service

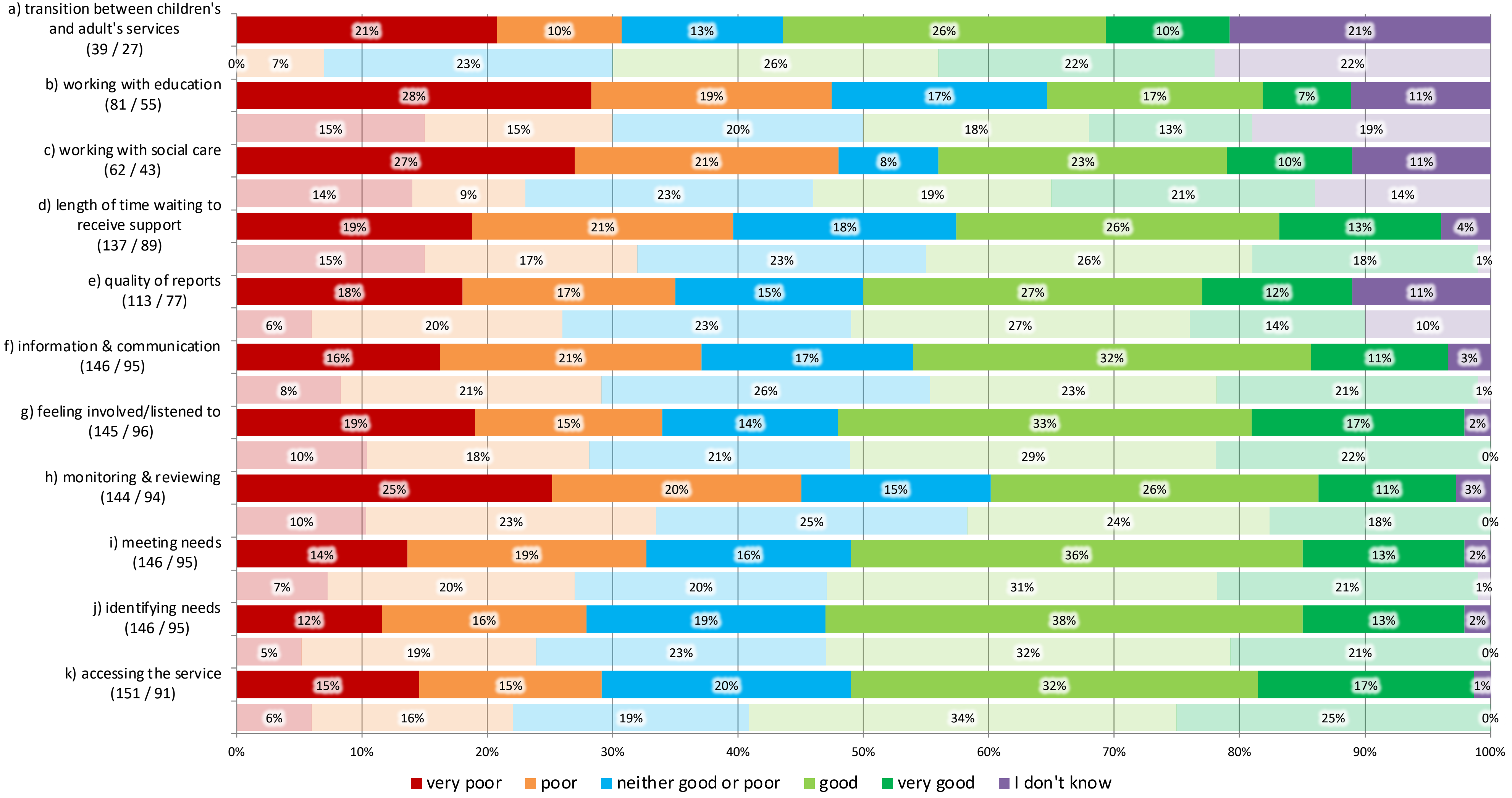
Q69. How do you rate the **school nursing service**? Please leave blank if you have not accessed, or tried to access, this service



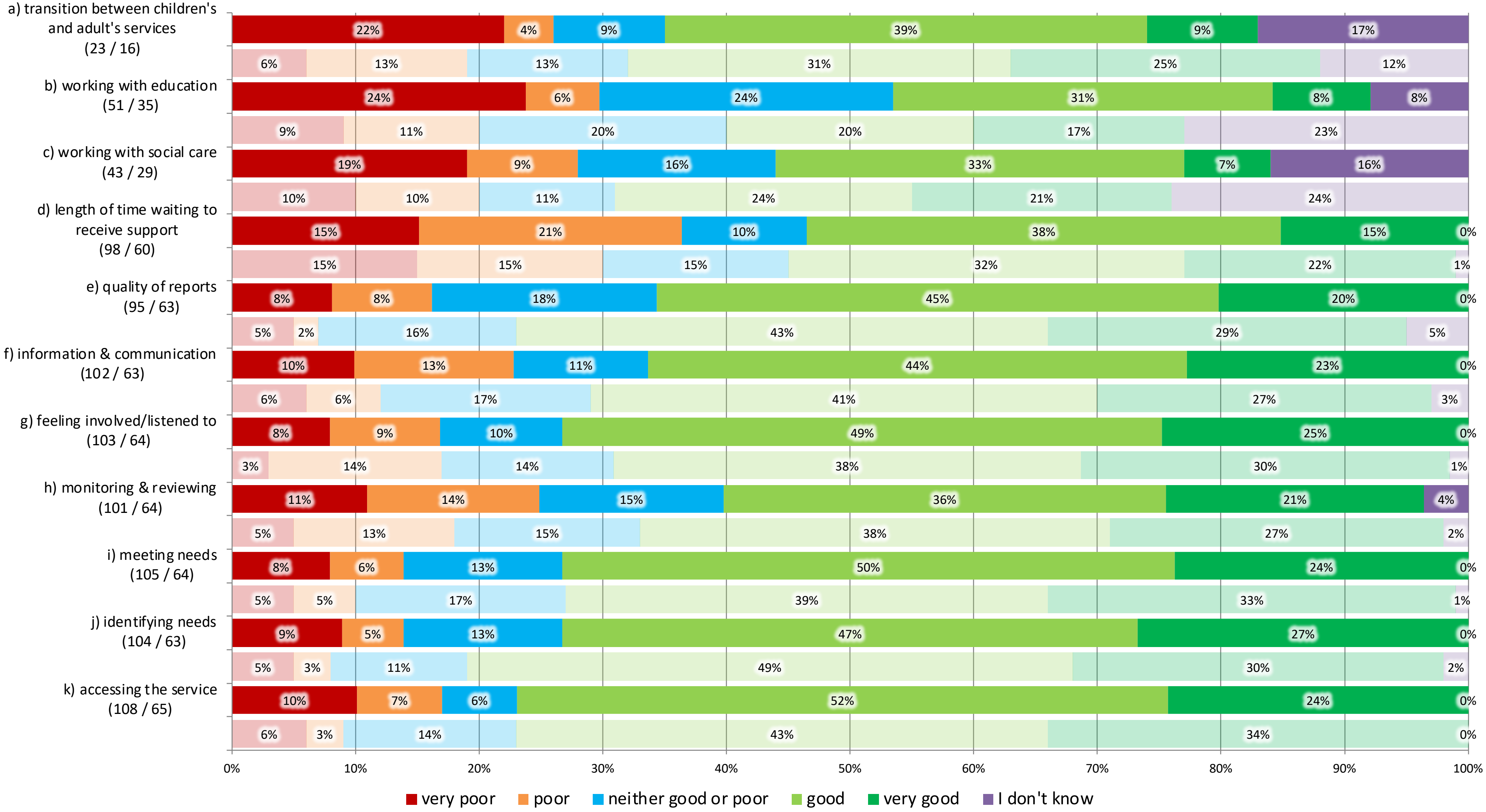
Q70. How do you rate the **specialist nursing service**? (eg. lifetime) Please leave blank if you have not accessed, or tried to access, this service



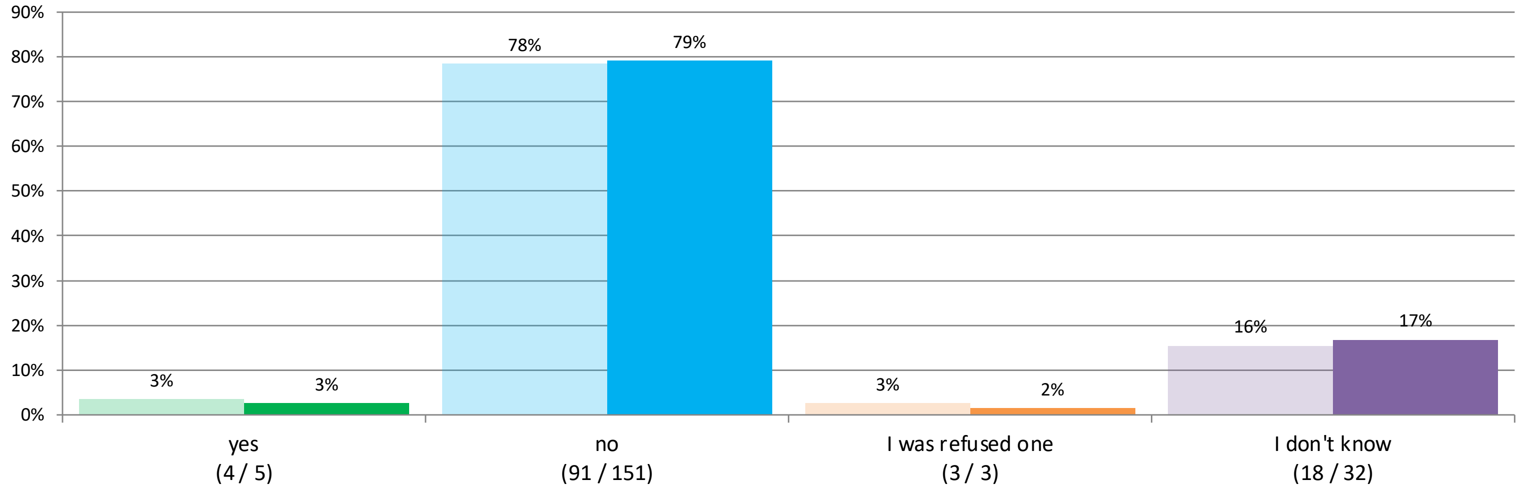
Q71. How do you rate the **GP service**? Please leave blank if you have not accessed, or tried to access, this service



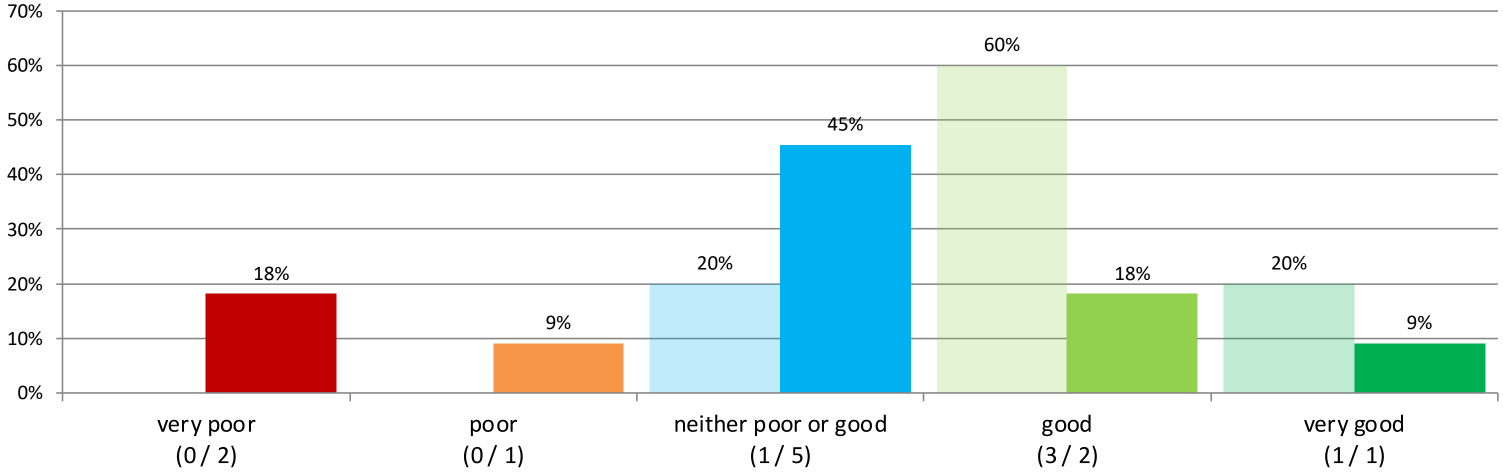
Q72. How do you rate the **hospitals**? Please leave blank if you have not accessed, or tried to access, this service



Q73. Does your child receive a **personal budget** for health?



Q74. If your child does receive a **personal budget** how do you rate it?



Q75. We would love to hear anything you would like to tell us about your experiences of health services. Please tell us about both your positive and negative experiences! If we have missed any services from above please add them here.

**Responses: 58 - Comments taken verbatim from survey responses**

1. Thought Drove Road was a waste of time not hopefully at all. Very disappointing 😞

2. I didn't know about anything about home education and as my son was able to get his help terminated I don't know what he is entitled to if anything at all and we will have to pay privately for him to take his exams unless you know of any help with that please as the education placement broke down please? Thank you

3. The GP service have been incredibly poor over the past couple of years asking me to take a photo of my child to diagnose but still was not sure. The hospital not understanding disabled childs needs. No OT in over 2 years.

4. Fighting to get anywhere

5. The Camhs service was appalling, my child had a suicide attempt. I was told that they could not support a child with neurodiversity. I also had a report with completely false factual information about my child. The assessment was inappropriate for a child with social communication needs. We have written a formal complaint and we are in the process of a referral of the back of that complaint. The whole process has taken months!

6. GP nervous/uneducated around referral for girls with ASD re problems around periods, and feels like they're 'passing the buck' somewhT when asked for blood tests for Daughter for vitamin levels To be taken due to restricted diet - I had to XXX up some 3months later when another gp was very thorough. That said, no quibbles with referring to the allergy clinic re Severe Hayfever management, and they do try and be flexible for us as her parent Carers when we need appointments.

7. CAHMS service is dire: happy with strategies use but still want me to go on a parenting g course. No actual m help Speech and language is XXX just a tick box exercise

8. Non verbal, no understanding 2 and a half year old. Crumbling teeth and lots of other symptoms/issues. Only seen by paediatrics once who said they'd review in 6months but it hasn't happened. Paediatrician requested bloods be done but it has taken me 6months of chasing to finally get an appointment! That's disgraceful, an adult wouldn't have to wait that long. SALT workers are lovely but they haven't helped my son.

9. CAMHS are useless, they literally have no use unless your child is in crisis. The mental health support for children under 10 is NONEXISTENT. I have tried to access mental health support for my child, there is NONE. We waited 12 months to be assessed by CAMHS, this was done as a triage assessment. Spoke to 1 lady who was lovely, said he needs help. Had to do these 3 useless zoom meetings for the RAP for what to expect from them. Then waited more months. Got seen by a professional, she took kites, went away to discuss with the rest of her team, came back, said there's nothing we can do. Discharged us. That's that. Nothing. Kooth and OTR don't have any access for under 10's. Son needs therapy support. There is nothing unless I want to pay £110 per hour privately for psychologist. Spoken to GP, they just gave me some websites to look at. Great. ,(not) no other advice, liason with previous school. We eventually got a youth worker but she has now left and another one is taking over. They seem to plan lots of stuff to do but do far nothing has actually been put in place so kot sure when that's going to happen. They've asked for a buddy for him. I asked DCT for z buddy for him July 2020, nothing has happened. Adhd clinic seem very reluctant to change his medication, and getting an appointment for even a telephone call takes weeks to get. His medication choices seem very very limited, only have had medikenet or straterra offered. Surely there are more options? But I keep being told no other option.

10. The waiting times for my son is terrible I have ended up going private to get support for him
11. Have to chase every consultant appointment (we're with about 10 different health care professionals). Lack of consistency so have to repeat back story continually. No one researches rare condition prior to appointment. Very hard to access regular appointments. Some reports take months to arrive.
12. Salt refused to access my child at school. They used their own therapist and the reports show that there is significant need and now my daughter has daily therapy
13. Referred to Community Peads in March 2021. Finally had appointment in October. Due to child's anxiety could not attend so did over phone and was referred to SCAMP panel with expected ASD. Chased SCAMP panel for update numerous times finally found out (by phone call chasing) in Feb 2022 she had been refused referral due to lack of evidence. 17 Feb 2022 today and still waiting for letter from child services stating she has been refused SCAMP pathway. In the meantime we have paid for Private ASD assessment and child has been diagnosed. Accessing SCAMP, waiting times and time to assess are totally unacceptable and a failure to child health and well-being.
14. Cahms I understand it's a struggling services but that makes the child struggle more
15. Health visitor service didn't help, didn't communicate or keep in touch. Pediatric service we're still awaiting an appointment but we're told it was supposed to be last July- apparently were supposed to know not to pay attention to the letter from the Dr we spoke to as when we rang to follow up we got a very angry woman who told us how busy they are and how we should just understand this. We only accessed SCAMP forms because someone told us about them nearly 2 years of waiting later. I'd like to tell you that people and services have been wonderful but not the case. The occupational health professional was great but her report was ignored by the school and the ECHP panel. CAHMS send letters telling us they will drop out child from their wait list if we don't call, so we do that and they then leave us on the wait list . It's been half of our child's life now and we have no idea whether they are the right service for her because no one has spoken to us from paediatric or CAHMS and explained the difference. We think it's paediatrician because she's high functioning but that's from our web searches. Nothing else.
16. Camhs have been on the case really well. They have taken the lead in trying to get my son back into school and have appointed a care coordinator in addition to the psychiatrist.
17. He does recieve funding for his 11 support 15 hrs per week
18. Have wanted OT, for sensory issues and SALT for years!!!!Received nothing! Told nothing available other than a sensory talk -which is basically a PowerPoint presentation from a book I already own.
19. Please see comments from the first comments box
20. Our daughter has a sensory processing disorder and this is not covered by nhs so therefore we have to pay privately for therapy
21. So far with the appointments we have had its an extremely long wait to be seen at drive road and since the appointment we are still awaiting the next stage. In our first appointment we felt listened to and everything was explained really well.
22. We contacted the community paediatrician in the hope of getting more information about my child's brain functionality and learning needs. It had been recommended to us to contact them to get a neuropsychological assessment. We were instead sent for a series of tests that showed nothing and then told that the neurological assessment wasn't worth doing. After that point I had no further communication from them, not even to discharge my child from their service. I felt ignored and my concerns treated as trivial, even being told that we should be grateful that my child hasn't got more serious needs.

23. Unfortunately it has been incredibly difficult to access help from the paediactrican our review appointment is currently 6 months late they don’t answer the phone and when they do they brush off our concerns it’s impossible to receive help and support from them and I feel very let down

24. It can be hard to access certain services and get the right help . we've had a bit of fuss regarding our sons walking habits with physiotherapy as he is unbalanced when he walks and we have noticed his right leg seems off when walking. We were just told it will correct itself and do daily exercise. It was advised for him to wear boots to stop tip toe and correctly fitted shoes (implying we were giving him ill-fitted shoes on a few occasions) even though we regularly get him measured. However this "advice" has not worked at all and he has been removed from physiotherapy even with the concerns from both us and his school setting it seems to have just been ignored . I do not believe the assessment that took place was not enough to rule out the possibility he has problems with walking (even when he isn't on top toes). and just told it will correct itself when it hasn't. there are still concerns around this area for our son. The report that was made from physiotherapy was written several months after his assessment (was dated on the letter when report was written out) The report did not tally up to what we were told personally and no information about his right leg/ankle which we were told about during the assessment as it appeared stiff and needed an exercise plan with it and was not noted in his report.

25. This whole time since before the pandemic my son has been unable to see a single pediatrician. I have only had a couple of telephone appointments with locum pediatricians about XXX very severe needs. One time I desperately needed help with his sleep as I was at my wits end and tried to contact them. It took about 6 weeks and 30 phone calls multiple messages left and unanswered before hearing back about that....I find them quite inaccessible which I'm sure is due to staff shortages All of XXX practical help has come from springboard, speech and language, portage, dietician, and more recently child psychology of which I've had 1 visit to discuss the ehcp but was very helpful

26. Paediatrics have been very poor we had one intitial phone call in January 2021 that asked what our problems were, birth, family history etc told we would get a follow up I'm 6 months time. We didn't get our next appointment until February 2022.SALT have been great but have not visited XXX in either of his nursery settings

27. CAMHS have been a huge battle to access services. It took almost 2 years for someone to assess and offer therapy for my son. My son had made threats and actions to kill himself and CAMHS still didn't want to accept a referral. We are still awaiting the initial assessment report from June 2021 and I'm still awaiting the closing assessment report from December 2021

28. We are on a waiting list for physio, waiting for an O.T refferal, we saw a paediatrician for the 1st time in 3 years this year, we're pleased to know she is permanent and proctive.

29. Like I said before hand we are still on a waiting list to see Adult Transitions Team as all the other services have let us down. We haven't seen anyone since February 2021 and even then that was on zoom call from a BASS

30. Children's services Camhs are very poor and understaffed with staff changes so unable to build trusting relationships with the children. the waiting list for the scamp team is ridiculous with waiting list of years and quick to discharge when child won’t engage because Of their anxiety and social problems which is the reason for the referral in the first place. I feel a very poor service not providing the needs of the children at all

31. The new NICE guidelines for FASD will be coming in this year. Pathway for diagnosis and after support needs to be in place.

32. If a child prese to with more than one issue such as ADHD and Autism you have to be assessed separately for each individual thing. Each locum says they haven't seen child often enough to diagnose and define everything as development delay

33. I have tried to access support for my daughter through occupational health, doctors and school all of which have said they can’t assist. As a family we feel very isolated and unsupported.

34. Was due to be reviewed in August last year no appointment still told should be this year! Crucial to support education

35. Been waiting since my child turned 18 for his referral to adult services, he turned 19 December 21,still waiting
36. Camhs closed case during first lockdown no communication after chasing gp re refered wait was so long at detriment to child now pay privately whilst still waiting child has since been medicated and still waiting.
37. My only issue is my daughter is non verbal yet was discharged from speak and language service, which I find bizarre. Surely the fact that she isn't talking would be a reason to see her not discharge her and then refuse to accept a referral back from the GP surgery.
38. I have had no communication with my sons paediatrician despite being on meds. Then had a letter saying he's been discharged as I've not needed them. They then put him back on the books but he's not been seen in 3 years despite being on meds. I've had no social support from any outside agencies. My son had a bad spout of depression and the GP tried her hardest to contact Drove Road with no calls or letters returned. A year later the paediatrician questioned XXX depression. This could have been fatal if myself and the GP hadn't helped him ourselves.
39. We recently moved home, I have been waiting for an OT to help with specialist equipment
40. Why can't our child's health needs be registered in one place and accessed by all care professionals so you don't have to run through the whole story each time with each new care provider. It is hard for the parents demoralising for the young person to have to trawl through medical history each time
41. The team I have around my daughter are amazing we do not have a good relationship with SALT as they font listen to us as parents but the rest if the professionals around my daughter are brilliant
42. Despite sending numerous emails to the Community Paediatrician Service about our child's urgent changes in care and medical stability, it has been impossible to get a response. The service is very poor yet they are considered to be the child's key worker by all others involved in care. There is zero case management undertaken by them. The Community OT service is exceptional, as always. We always receive a kind, understanding and appropriate service from Jill Woolfall and her team. They could do with increased admin as reports take time and they need the ability to use or increase their rep contracts as the waiting times for specialist reps to come to a home assessment for sleeping systems or indoor seating is very lengthy. The wheelchair service at the Enablement Centre is also very good, but the waiting list for review and to deal with any concerns is lengthy. The school nursing service is zero since the contract transition to Sirona. This hugely impacts on school care.
43. We have yet to receive any SALT or OT, despite our son having a substantial package of both identified in Section F of his EHCP. Waiting to be referred to continence clinic.
44. Even with a budget we cannot access SLT
45. Lifetime is collapsing, hospital support is collapsing, paediatrician support is collapsing, very stressful with a life limited child with complex needs
46. CAMHS provision was good - we were lucky to have been accepted several years ago, but dropping all psychological/psychiatric support has caused regression in mental health. Discharged from CAMHS at 18 but told he didn't meet criteria for adult services. Referred to BASS which seems to be a diagnostic service or provider of social activities. Not a relevant service. We needed mental health provision.
47. Paediatrician used negative language repeatedly: ' you have a difficult child and you will never know why' in front of 6 year old (now on SCAMP pathway)' don't make mountains out of molehills' when informed of child's difficulties in school, child now unable to attend and not being educated Paediatrician asked for Dads job title but not Mums. Being repeatedly called 'mum' instead of my name. I am not the paediatricians mother. Refusal to assess by SCAMP when child was 6. Now with severe anxiety, house bound and no educational provision they have finally agreed to assess aged 10.CAMHS repeatedly blaming parenting for child's aggressive behaviour 'you shouldn't let him hit you' instead of acting on clear signs that child was in distress because he needed more support in school. CAMHS refusing to provide reports for four years of engagement. No accountability for

poor outcomes. Each service constantly referring to another, education saying they can't help with mental health, health saying they can't help with education, result being that no action taken to support child. Parent reports of child's distress, aggressive behaviour, communication difficulties constantly trivialised, for example 'meltdown' corrected to 'tantrums, all children have them'. This despite substantial destruction of home and parent injury. Constant repeated meetings with new professionals where parent must restate child's difficulties. Then repeatedly given advice which is unhelpful and trivialised difficulties, for example superficial lectures on sleep hygiene after 10 years of child's difficulties with sleep. Huge admin burden on parents including all diagnosis, observations, applying and dealing with EHCP. Extreme stress of dealing with the system being actually worse than any stress from having a child who needs extra support. Overall, the worse thing seems to be that in five years of asking for support across services and countless meetings, forms etc, that the only things that have helped the child have been privately obtained, and that these services have actually had a negative effect on parent and child mental health and have used up parent's precious time. So many professionals seen at a superficial level (short observations of the child). What a waste of resources. We were always clearly aware of our child's difficulties. My deepest regret is that we continued to engage with services despite ever worsening outcomes instead of following the clear evidence of our child's needs.

48. Unfortunately the existing services are not great and are just not fit for purpose. We have had 4 community paediatricians, waiting on the ASD SCAMP pathway for over 5 years, we have fought with the LA for over 3 years. The CAMHS service has taken 5 years and now to be told anxiety is not something they can help with unless our child is suicidal and has to have at least attempted suicide before it will be considered priority. It is simply disgusting. What would actually be helpful would be to have a meeting with parents / caters, professionals and the LA to hear and share the reality of the failing system. It is still a broken system with incompetent leadership steering everyone into greater danger.

49. Had to ask southmead hospital for support in waiting times and doctors talking to me and not my son even though he's an adult I still need to be there

50. For 3 years I have been trying to access support through the occupational therapist for sensory needs, referrals have been sent from GP and from drove road children's services and I have chased and chased and never heard back. CAMHS are inconsistent

51. Amazing for A&E department when my child went in for a head injury in August 2021 , paramedics, doctors nurses first class. ENT for reoccurring strep throat, on waiting list for tonsillectomy since August, expedite not allowed due to Covid-19. My son gets it every 4 weeks

52. The GP has always responded well when my son's mental health has dipped. The initial assessment phone call from CAMHS was appalling and I complained - the assessor ask my son if he was ok and if he needed any help. If the assessor knew anything about communicating with someone with ASD they would have known that they don't like speaking with people. My son is now seeing a couple of people at CAMHS.

53. We can't fault any of the care received, they've been brilliant. My daughter was seen by our GP, she was incredibly caring and supportive. She referred my daughter to the paediatric department at Weston hospital and Camhs. Camhs saw us within 3 weeks and have been amazing. The paediatric team at WGH again were fantastic with myself and my daughter.

54. Adhd nurses and community admin team are wonderful respond quickly to calls regarding medication and support. However unfortunately XXX has not been seen by a paediatrician for years! His current doctor hasn't been available and. i believe is long term sick but. not other arrangements for another doctor have been made. OT team we were referred to were in BANES as that's where our gp practice is. They were great with the assessments but with ot into school support was minimal and very lacking. Fortunately belgrave school had an in house OT and funding. was approved. for this service and it has had a huge massively positive impact for XXX.

55. XXX NHS abused my children during fabricated case, we were put under red alert for "domestic abuse" during case still on younger children's files despite this being 2016 and my husband left area in 2012, refused diagnosis and support by peads by XXX who poked and heighten my children's behaviour, lied on letter and said she was working not to diagnos autism as too many children had it, hospital lost my daughters aspergers diagnosis and her entire file whilst under peads for a particular consultant, we have been reused genome testing despite request on autism diagnostic report LA said no and worked with NHS to stop my children accessing any support

56. Over 2yrs without seeing paediatrician at Drove Rd or consultant paediatrician at Seashore centre despite needing meds review for ADHD and high blood pressure! Despite ringing I was told no appointments available.

57. Community paediatrics is not accessible, been waiting 6 months for a follow up that was meant to be 3.

58. My answers for CAMHs are specifically for the LD team

Back to Index

Social Care

It is worth noting, again this year, the relatively low number of respondents to the Social Care questions, we should consider if this represents a concern that Social Care support is not accessible to parent carers & their families. With over 160 respondents having a child with an EHCP or in the process of applying should we expect a significant proportion of these to have had some involvement?

Working Well

- Payment / payroll with Direct Payments
- Adult social care transitions team

Quotes…

"Social worker is fabb & availability & understands his needs"

"Social care referral made every year on EHCP Still no SC contact"

"Our SW from the Disabled Children's team is amazing and the best we've ever had"

"Provision of any kind of respite is non existent,despite our SWs best endeavours"

"We access the Post Adoption Team who are brilliant"
"Finding a PA is a nightmare"

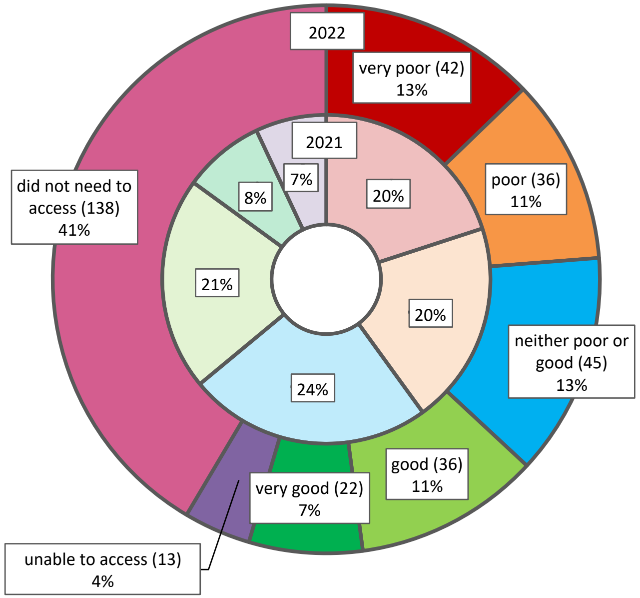
Changes to note (2021 - 2022):

Q77. Children's social care continues to have a significant poor / very poor rating increasing across all indicators
Q79. Whilst accessing preventative services has improved meeting needs , monitoring and reviewing along with communication have all seen an increase in poor / very poor ratings.
Q84. Direct payment payroll services have a much improved rating whilst finding a PA, council support finding a PA, flexibility and respite have all seen an increase in poor / very poor ratings.

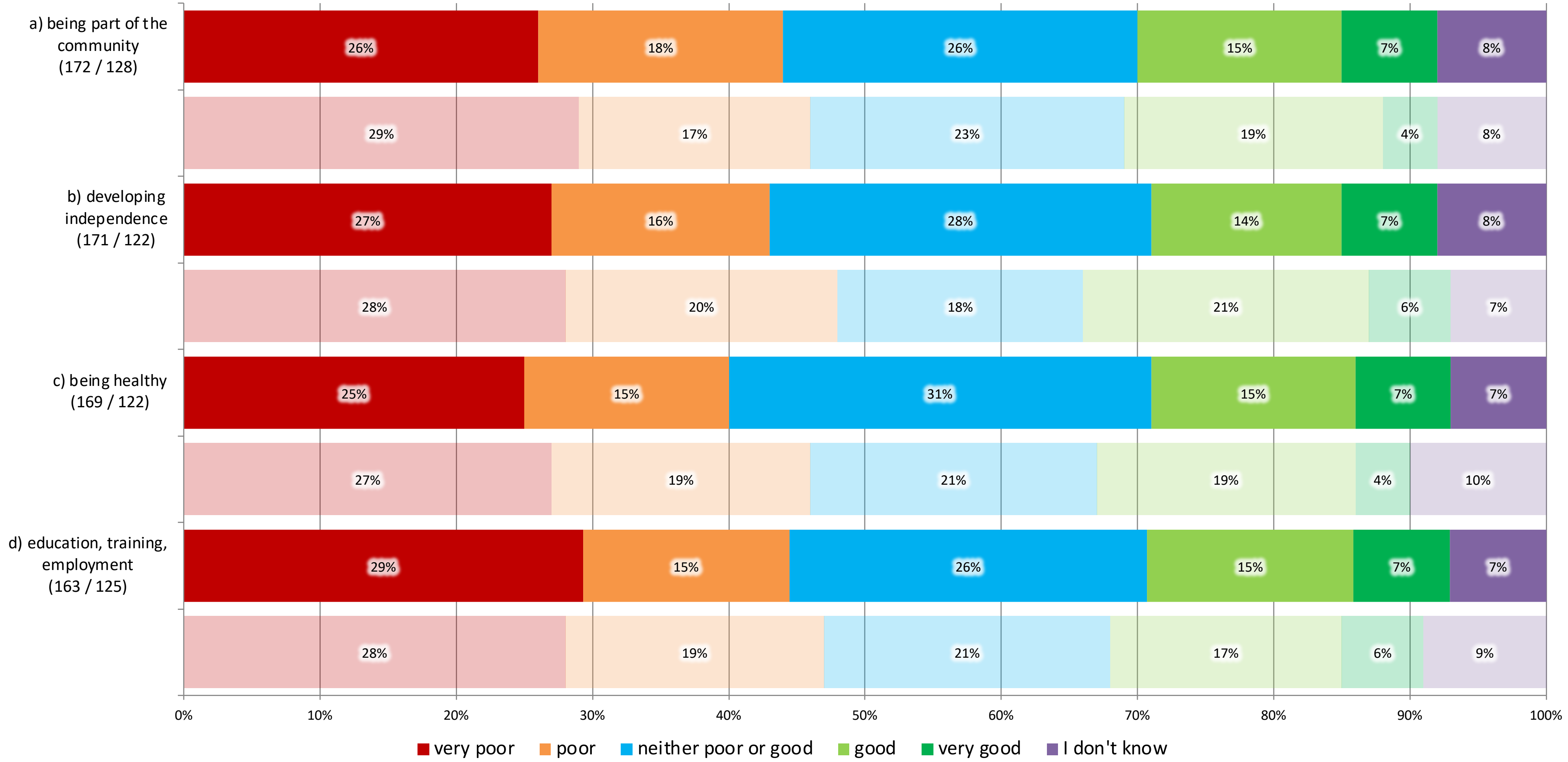
Areas to improve

- Support for families / Respite (children's social care)
- Helping Prepare for Adulthood
- Support with Direct Payments
- Working with Education & health

Q5. How do you rate **social care** services your child accessed?



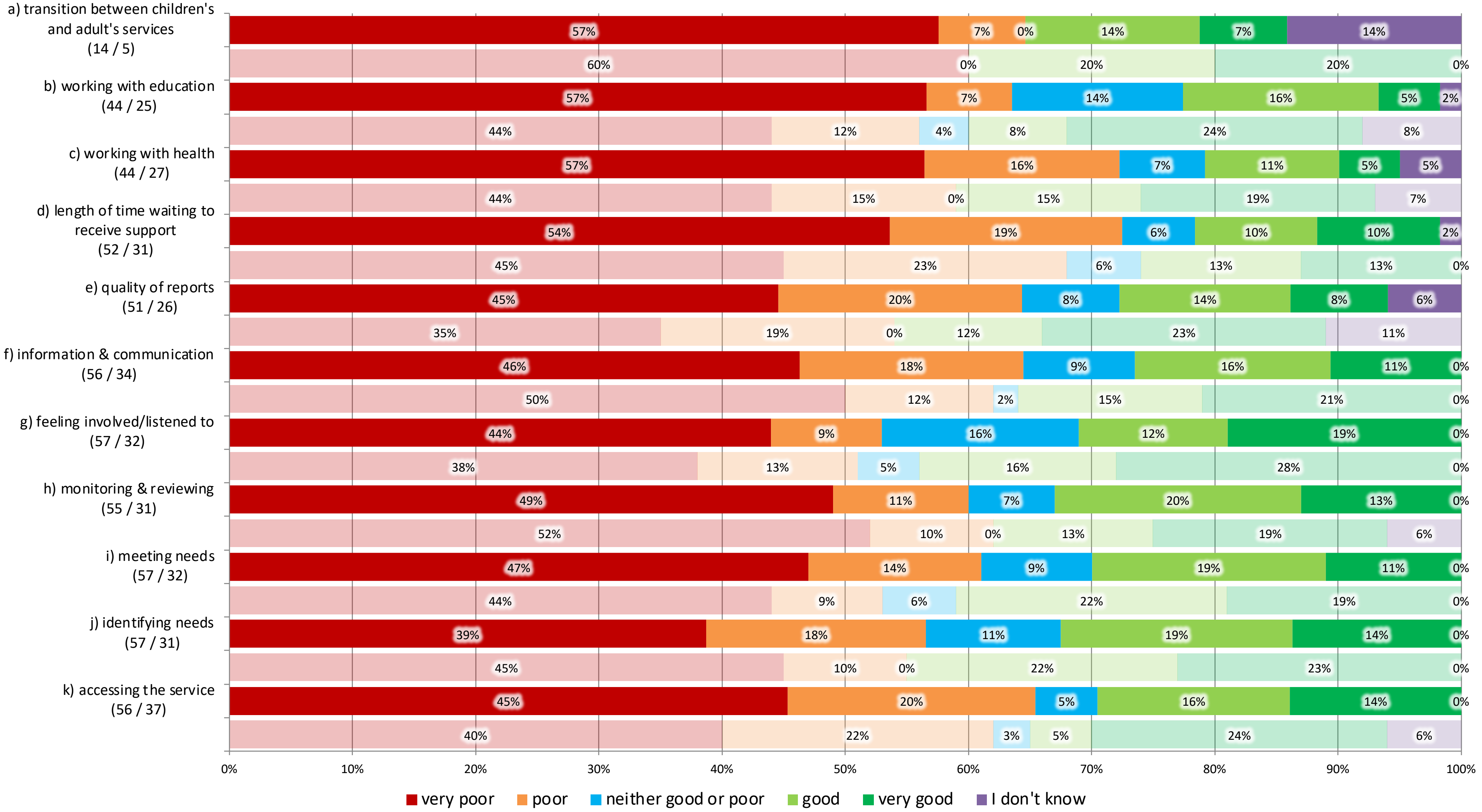
Q9. How well are **social care** services helping your child **prepare for adulthood (PFA)** in the following areas? PFA starts from children's early years helping them to develop skills throughout childhood in preparation for adulthood.



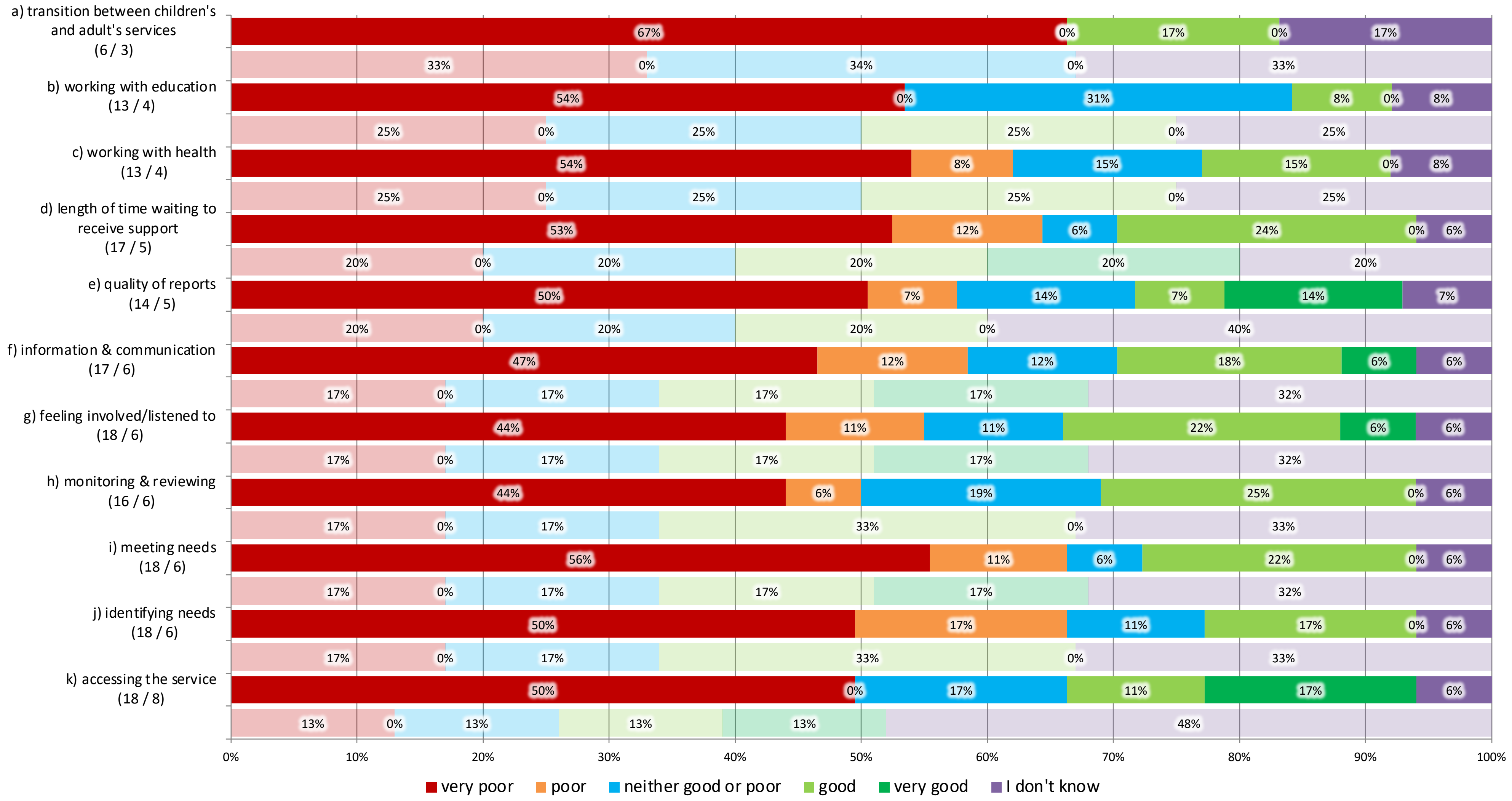
Parent Carer views on Education, health and social care in North Somerset

Annual Survey February 2022 - Results

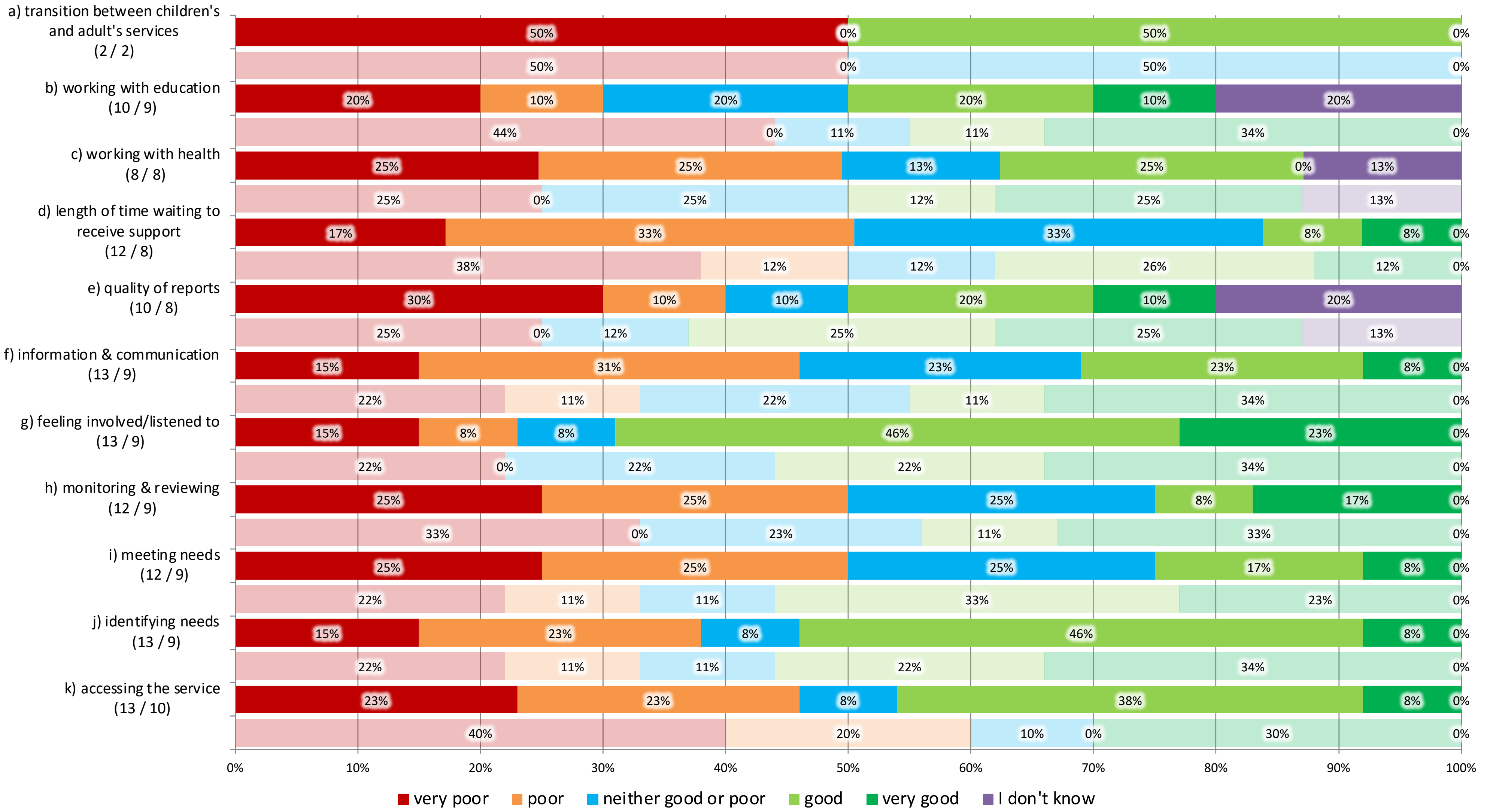
Q77. How do you rate the **children's social care 0-18 disability team** (disabled children's team / DCT)?
Please leave blank if you have not accessed, or tried to access, this service



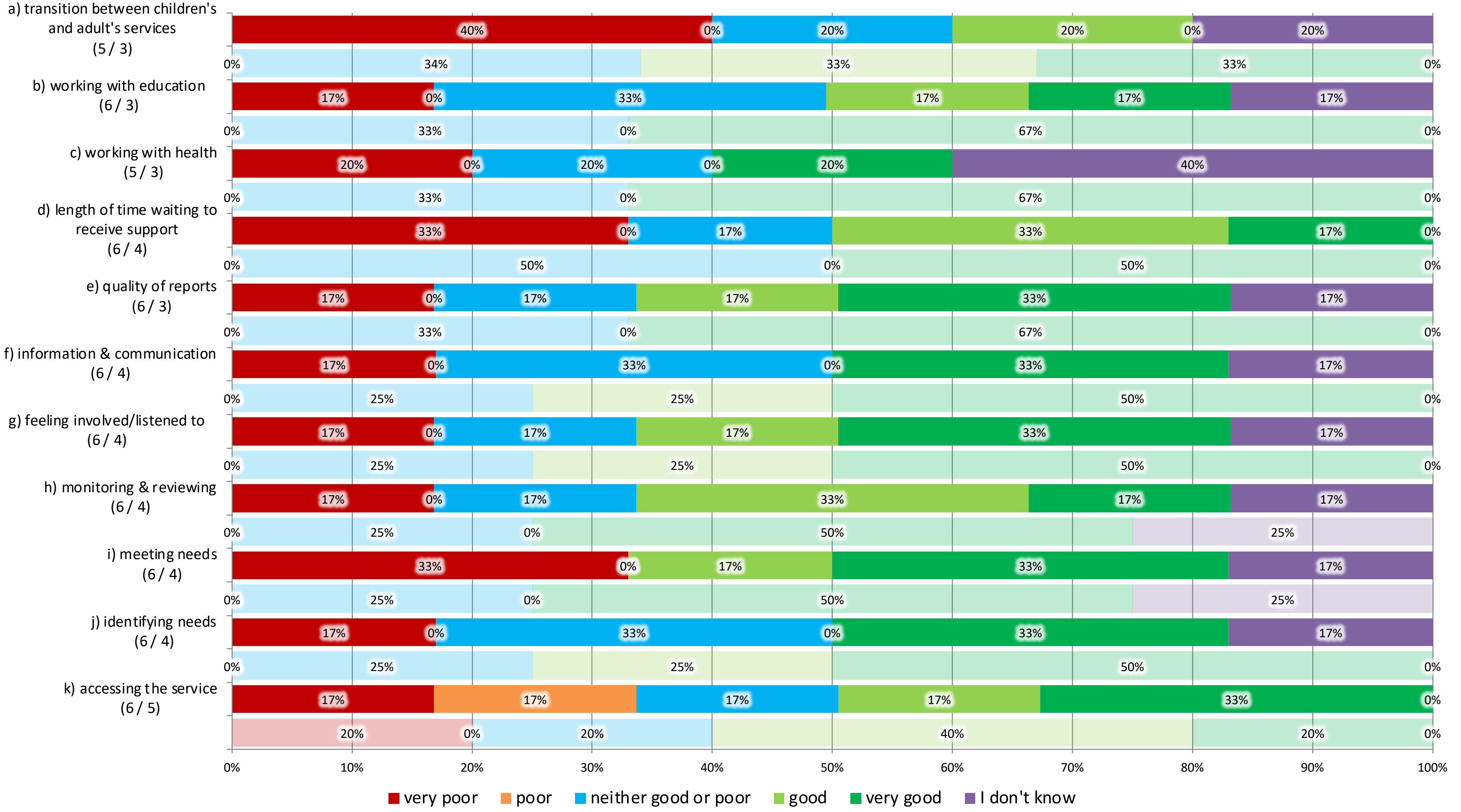
Q78. How do you rate the **Community Family Teams** social care service? Please leave blank if you have not accessed, or tried to access, this service



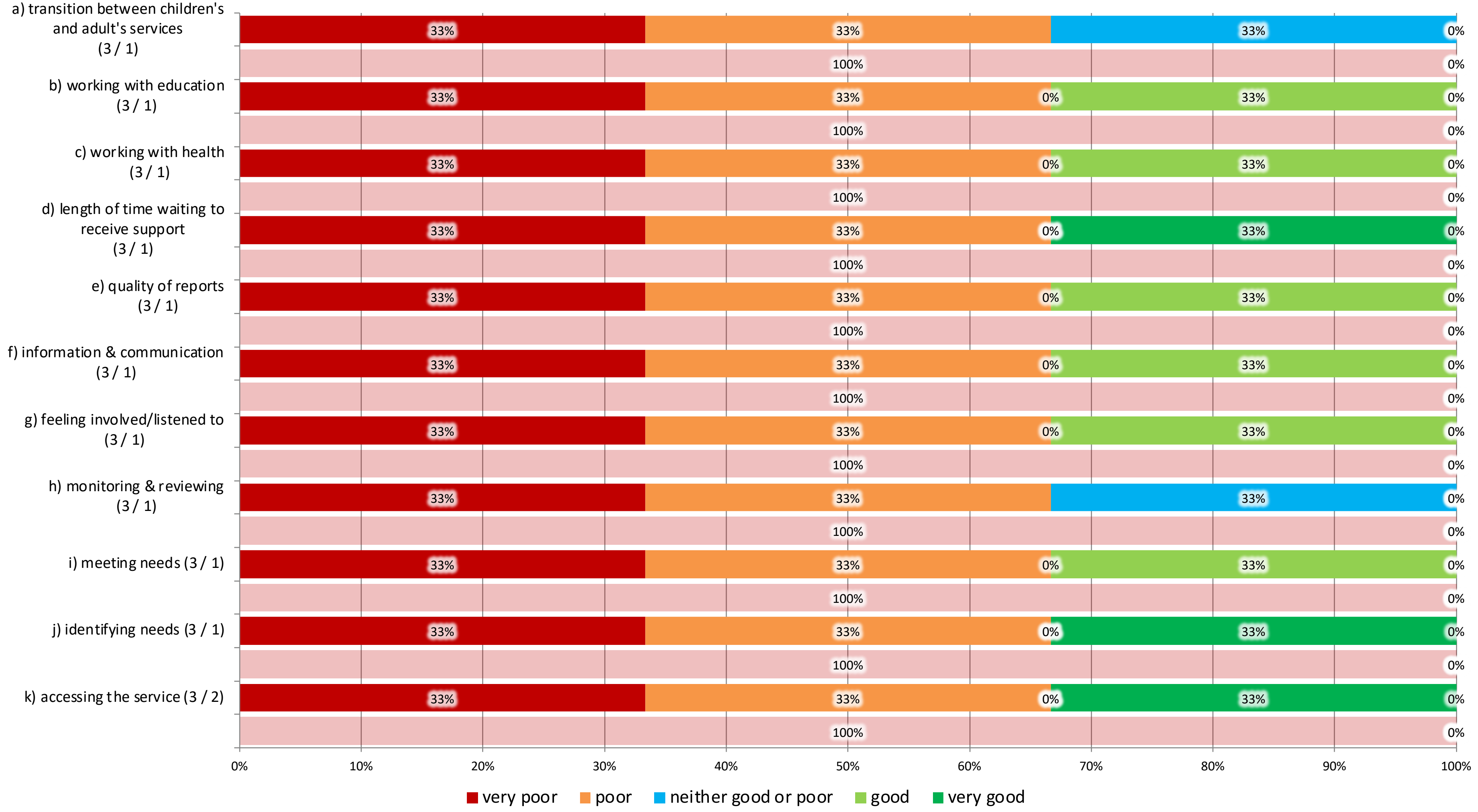
Q79. How do you rate the **preventative services**? (eg. early help, youth offending team, family support workers) Please leave blank if you have not accessed, or tried to access, this service



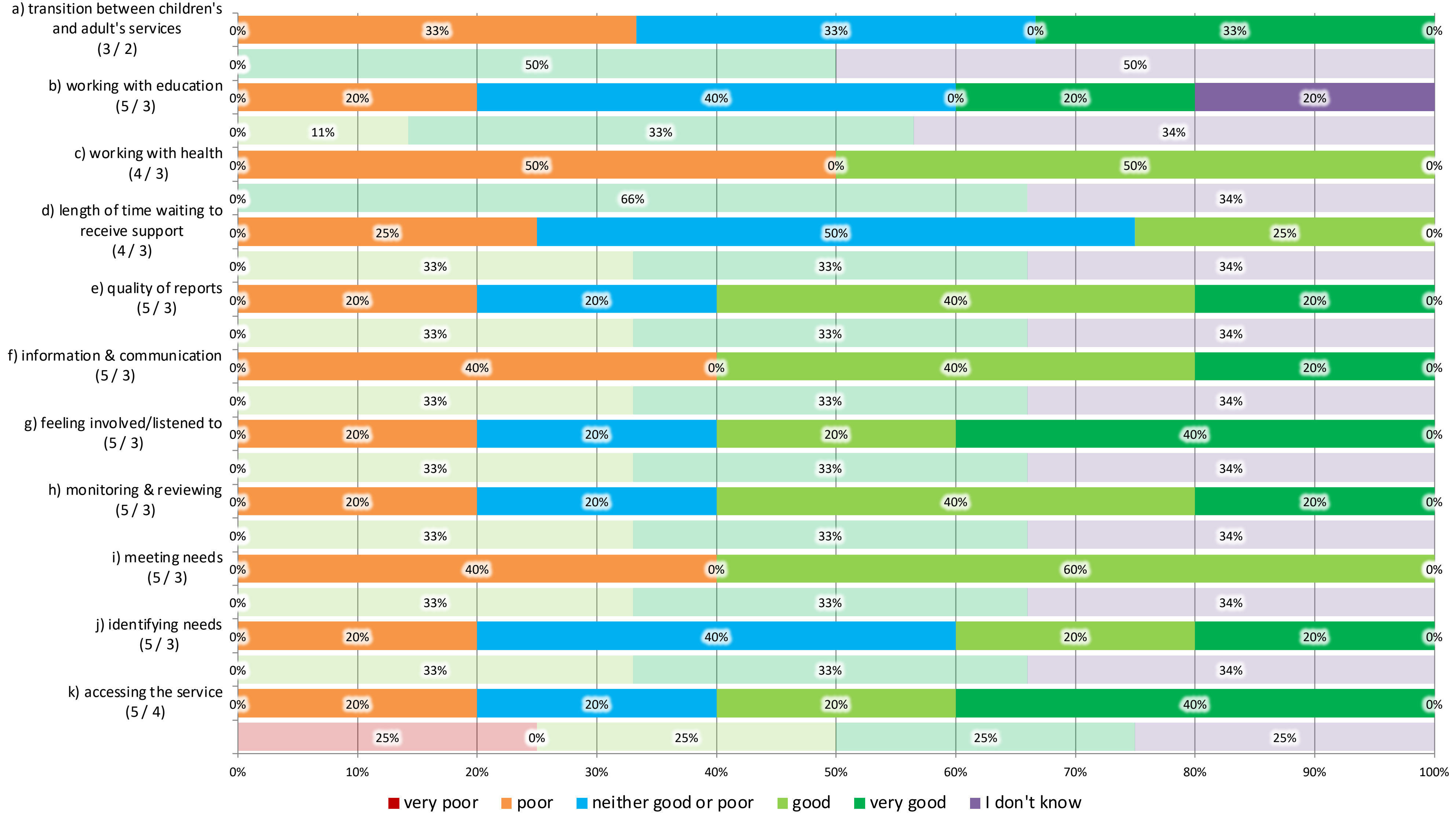
Q80. How do you rate the **adult social care transitions team** that supports young people to transfer to adult services? Please leave blank if you have not accessed, or tried to access, this service



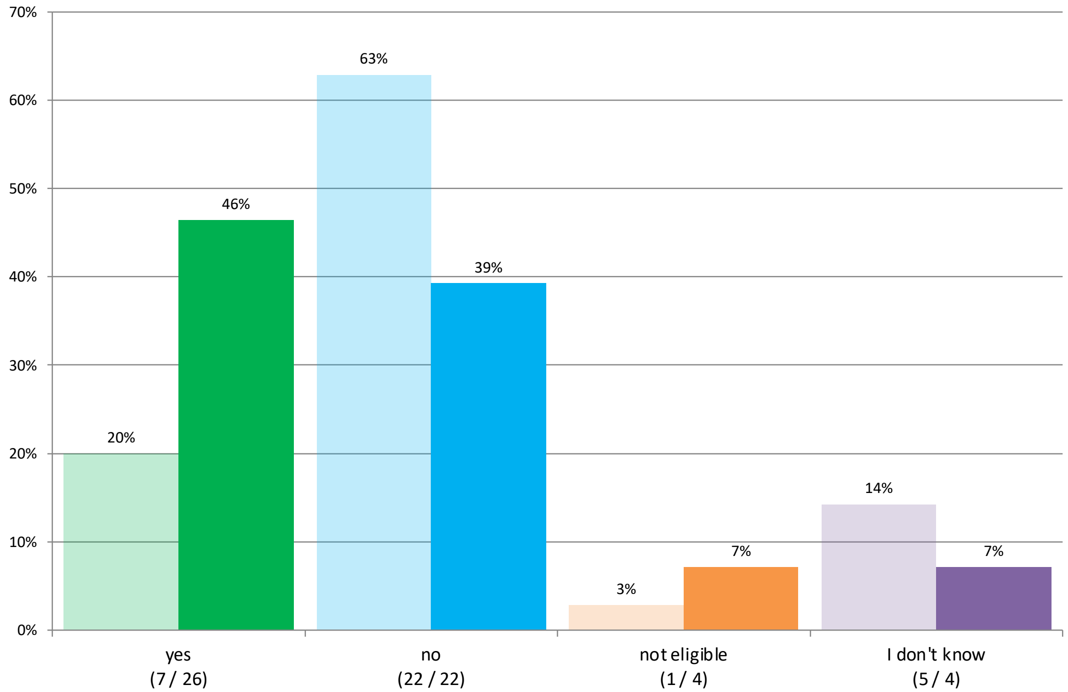
Q81. How do you rate the **adult social care mental health team**? Please leave blank if you have not accessed, or tried to access, this service



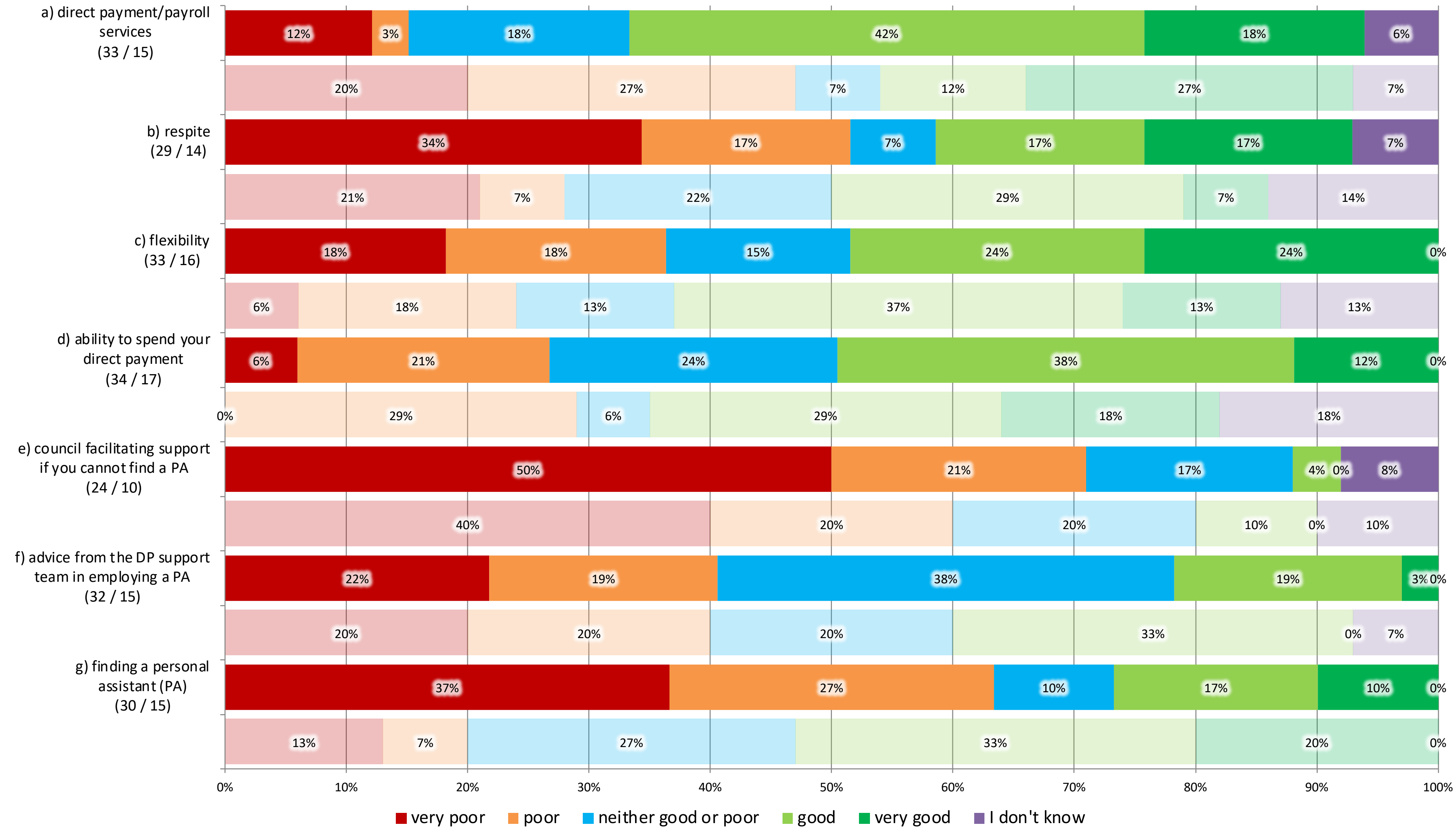
Q82. How do you rate the **adults social care team** including the adult learning disability team? Please leave blank if you have not accessed, or tried to access, this service



Q83. Does your child receive a **personal budget** for social care?



Q84. If you receive **direct payments (DP)** please rate the following:



Q85. We would love to hear anything you would like to tell us about your experiences of social care services. Please tell us about both your positive and negative experiences! If we have missed a service please tell us here too!

**Responses: 25 - Comments taken verbatim from survey responses**

1. Social care referral made every year on EHCP Still no SC contact
2. Asked for help as 3 Auristic children and DCT say do not qualify for help. Social care did assess but gave NO help apart from to say we basically are doing ok but children may be at risk in future as we are so tired. Great. No help offered.
3. Nothing in place for a disabled child. Apparently doesn't meet the criteria even though a disabled child.
4. Never seen a Social worker, always FSW. They did respond promptly to a query re my PA (SW). Children with disability team are very good, but not quick at responding and require chasing up for things/reviews.
5. Social worker is fabb & availability & understands his needs Finding a PA is a nightmare
6. Social care team need additional training in my view. They have minimal people skills and are of no help to the family, despite being called family support workers.
7. Getting access to early help youth support worker has taken over 2 years. Terrible access. We have youth worker but she has left. Another one taking over, communication has been great. Lots of things planned but not implemented yet, not sure how long that will take. Yet to see how it works out.
8. We were kicked off the Disabled children's team list after their criteria changed to exclude children with no cognitive developmental delay, despite my son getting high rate DLA. We lost all social care support at that point. I requested an early help assessment to be done just before Christmas as I was struggling. My son's school did the assessment quickly and submitted it to the family team. I quickly got support for myself, but no access to any kind of social care support for my son. I believe this support may arrive courtesy of the CETR process. Whilst we were under the DCT for the few years before that, I found them challenging to work with. We rarely saw the same social worker twice as they were all locums, and our family support worker wouldn't let us use the DP payments for what we needed and was less than helpful.
9. Always have to chase for a review and changes to hours take ages without any communication.
10. she goes to Surround on a Wednesday. i cannot comment highly enough about the tremendous boost this has given her, she thoroughly enjoys her day with her support worker, who also found her a little job volunteering at a charity shop. I am very thankful for being offered this support.
11. Social care is only for people who seemingly cannot be bothered to save for their children's future. If you have anything put away for them for rainy day, it will be stolen to fund what others who don't save get for free. Disgusting
12. I've been waiting for months for a decision. Had an assessment. I have a complex family, I'm broke from trying to pay for additional support for my children. No contact or updates. Absolutely disgusted with the services.
13. Still waiting for support worker
14. I would like to know if my child is entitled to a budget but I don't know where to ask for help.

15. I have tried to access help and support for my daughter, outside of education there are no clubs or social activities she is able to access. I do not feel social services have anywhere near adequate provision and as a result my daughter is suffering.

16. Dp has been amazing for me. I can't thank them enough for their support. We have had one lady for 10 years. It was difficult to find someone else to help because there is no body about. I guess also because we have an amazing lady I haven't been pushed urgently to find someone else.

17. At renewal decided no longer met criteria without even communicating with us. No communication at all despite ringing numerous times.

18. We've had many social workers since we moved to NS 5 years ago. Our latest Social Worker had zero access to all my child's previous reviews despite those being numerous and lengthy less than 12 months before. This is unnecessary and frustrating for us and a waste of their time. The policies within the Disabilities Team need to change as we used to have my child's Direct Payments paid ahead for the year. Now we have to have 3 monthly reviews but she is not on the risk register. Payroll take months to pay and it is always in arrears which means we are left owing PA services money and having to negotiate care just for the lack of finances to pay, even though the Social Worker has approved the payments. We have raised this every year for the past 4 years and there has been zero improvement.

19. Our SW from the Disabled Children's team is amazing and the best we've ever had. Provision of any kind of respite is non existent,despite our SWs best endeavours to source something. Prior to moving to N.Somerset out son had 5 hours per week DP and one overnight per month at a children's respite provision. There seems to be nothing available in NS to meet this need at all! The really galling thing is, I used to be a short breaks respite provider for N.Somerset 8 years ago, when Action for Children ran the short breaks scheme. At that time there was a thriving Family Link service plus Avalon respite house. Both of which were Ofsted Outstanding. Also a sitting service and a buddy scheme. Now we've adopted our son, there is no support available!

20. We access the Post Adoption Team who are brilliant

21. Social care are using a child in need assessment and review process for disabled children which is intrusive, insulting, unhelpful and contrary to best practice guidance - four social workers in three years - no respite support - no PA support - fighting to maintain level of support for deaf/blind guidance funding which is declining despite increasing needs Family in desperate need and NS social care trying the claw back any funding it can

22. We were refused a personal budget but no explanation provided, we were given no options.

23. I have rang social service numerous times begging for help as I have been exhausted and not known where to turn. I was always told that because my child is n ot in any danger from myself and that I doing everything a parent should be doing there was no need for them to be involved

24. Dreadful service not fit for purpose, told me my child didn't fit the criteria for help even though he falls right into the parameters. Couldn't rate it low enough.

25. SMARTPAYE are not very good in communicating, although I didnt want to manage our own as I didnt want the finances in my accoutn I would still like to be kept up to date with balances so I can track. Criteria on awards are unclear and it seems like its potluck to whom gets what.

Back to Index

Parent Carer Support

Working Well

- SENDIAS – Supportive Parents
- Support provided at Springboard
- NSPCWT - Support

Quotes...

"Springboard, send and you, and nspcwt have been great at giving us information and support as first time parents this is all new to us and very overwhelming"

"Holiday's are the worse, no support, no childcare and no hols clubs for send children"

"Portishead youth centre are amazing"

"give the training to the services as they need to know how to do their jobs properly"

"(NSPCWT)The services and training offered by yourselves are just excellent"

"It has been the most difficult experience of my life trying to access support for my child"

Changes to note (2021 - 2022):

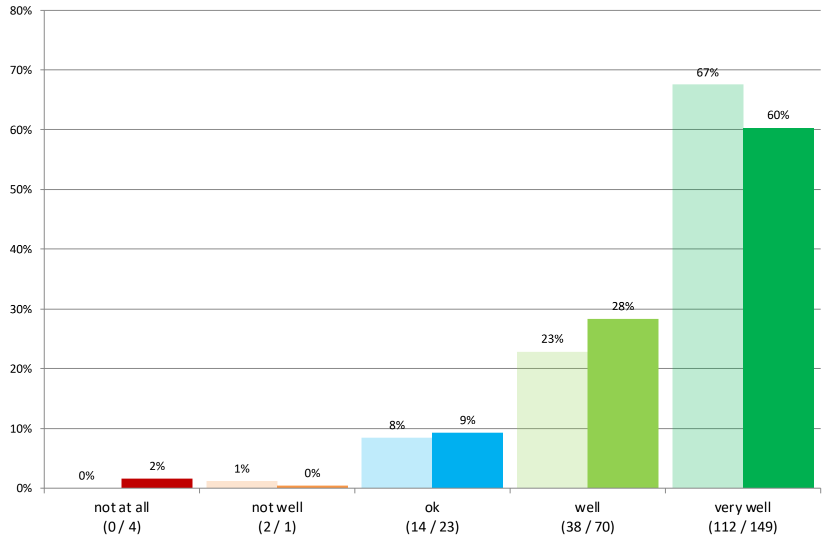
Q89. 12% increase in those stating that their child is unable to access community activities at children's centres
Q93 & 94. 17% increase in respondents that have heard of NSPCWT. Significant increase in % of good and very good rating for NSPCWT. Q106. 13% increase in parent carers visiting NSPCWT in person for information, advice and guidance to support their child.

Special note: 70% of Parent carers reported, on most days, they experience moderate to extreme anxiety (Q95), 29% are not very happy to very unhappy(Q96) Whilst 26% reported not enough social contact with people they liked and 20% reported little social contact and feeling socially isolated. (Q97)

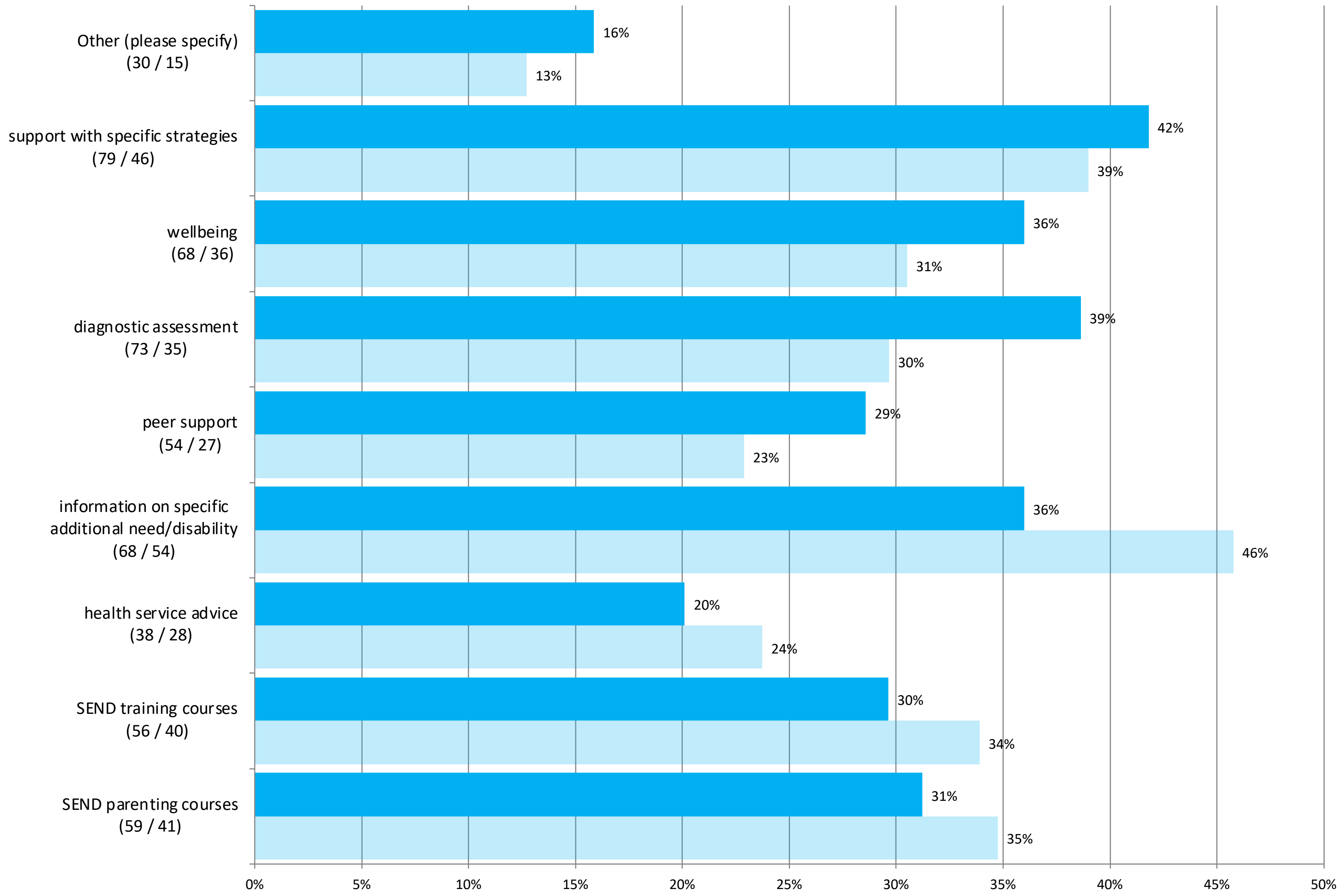
Areas to improve

- Communication
- Support availability & signposting
- Access to community activities, respite & short breaks
- Carer's assessments
- Local Offer
- Support for Parent Carers

Q87. How well do you **understand** your child's needs?



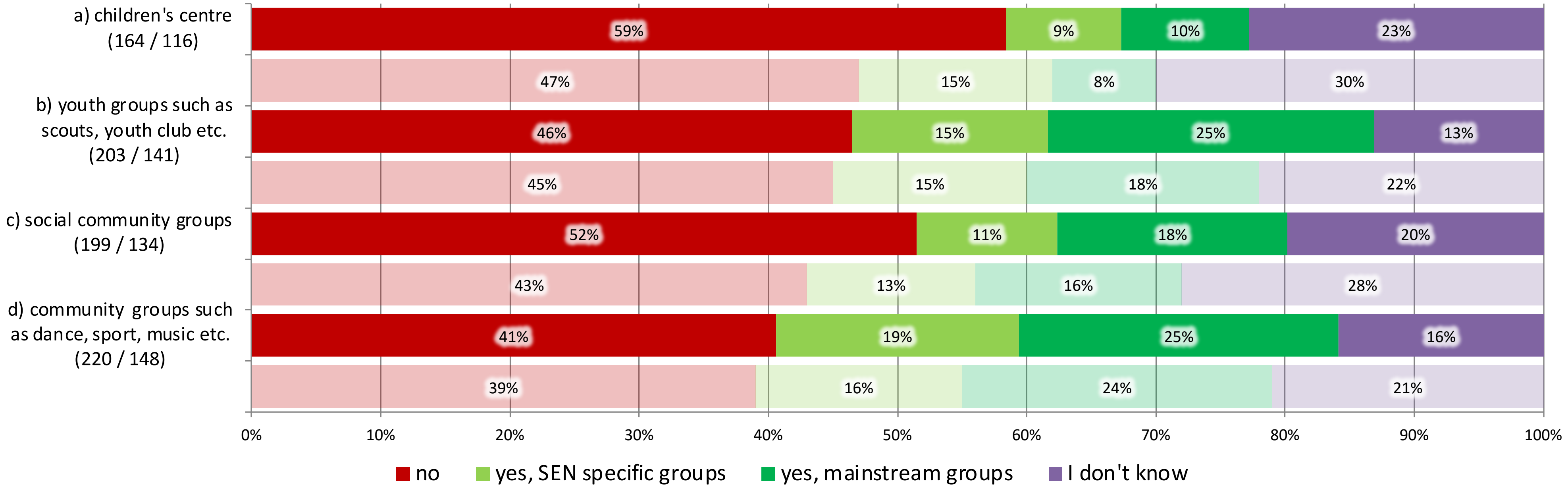
Q88. Is there anything you feel could help you better understand your child's additional needs or disability? (Please tick all that apply)



 # Other (Please Specify): 28 - Comments taken verbatim from survey responses

1. Home education
2. Social care support
3. Speech and language therapy, thera play, music therapy, occupational therapy, hols club for working mums
4. understanding and support with child to parent violence - no support for parents, only the child
5. You never know if your accessing all the help that your child could benefit from.
6. Respite (x3 responses)
7. I need health services to do their jobs I don't want another patronising course or wellbeing thing, if services did there job my wellbeing wouldn't be in tatters.
8. mental health provision for under 10's
9. Tools for helping her sleep, cope with overload, what her rights are at school
10. more info from school as to our child's levels and attainment
11. School SEND communicating
12. Better assessment of her needs
13. someone to fight on a families behalf with school
14. Challenging behaviour
15. Selective mutism
16. I don’t need support, I know my sons condition. Patronising options.
17. I have yet to access a ASC course for parenting. I was told this would happen with his diagnosis 8 years ago!
18. How my childhood affects my parenting
19. Support finding the right school and options when there are no spaces in special schools
20. social care advice/referrals?
21. When child was younger we needed all the above
22. It is the professionals that need training on listening and engaging with parents / carers
23. MDA results/Other interventions
24. Transition from childhood to adulthood
25. Give my children an education and Psychiatrist help they need from the failure and years of abuse professionals have caused
26. Access to equipment and respite. Things for my own mental wellbeing also

Q89. Is your child able to access **community activities** etc?



#	Other, or please comment further if you wish to: 44 - Comments taken verbatim from survey responses

1. Childrens centre activities still remain 0-5years not 0-19/25 as they are as well-being hubs
2. YMCA mentoring
3. He accesses home ed groups in last 5 months such as forest school and multi sports. Swimming with dosabled children's team.
4. Very few groups locally and unfortunately I don’t drive Removed from beavers Asked not to continue attending local youth club12yo boy with no access to others unless at school (which NS wanted to be away from area, but we fought for local) No support for sibling Young carers etc not in our area School unaware of sibling who would benefit from support
5. Portishead youth centre are amazing
6. Not able to access activities/clubs without 1:1 support of a person

7. We need more activities and social community clubs. Swimming lessons for send children. My daughter loves water but is unaware of dangers. For safety she needs to learn. My daughter does half hour trampoline class once a week. I would love to involve her in music singing dancing drama anything to boost confidence and have social interaction. Holiday's are the worse, no support, no childcare and no hols clubs for send children to help working mothers and this has been my experience every half term. I left my job in November due to lack of support with childcare. I would rather be in work Most send activities are outside of Weston which is no help if you cant drive. We need more disability swing in Weston parks

8. I'm aware of groups and support available but my child's anxiety is too severe to access them.

9. We are paying for our son to attend Portishead dyslexia centre at the Children’s centre. This is really helping. It is only an hour a week.

10. Academy of Gymnastic

11. We have applied to the buddy service twice now, the most recent being through the family support worker but nothing had happened. There is nothing that we know about other than sendcas for children to do (and the park in Kingston seymour) in North Somerset. We take son to mencap send youth club in Keynsham once weekly. It's a 50 minute trip each way after school. Tiring for him and us. But it's his only access to send groups. Why are there no SEND groups in North Somerset? Or if there are, why aren't they advertised? I don't know of any spare from sendcas, which is expensive, and son doesn't know anyone so won't go. Siblings can't go either which would help.

12. He can access mainstream activities with adult support

13. We would like to find some groups and activity’s he can attend.

14. There has been a pandemic. There has been zero support for our family from the services meant to help. We were left to home school a child with SEN to learn by ourselves and to fight for even tiny adjustments for her. We've struggled for half her life.

15. My son does not want to attend any of the above

16. My son displays challenging behaviour when anxious and was considered too much of a risk to be able to access the disabled children’s team in the past. He attended scouts whilst at his residential school with support from his school key worker who stayed with him at scouts. We don’t have any way of providing that support for him here in a main stream scout group.

17. Child has additional support when out , needs to have adult supervision due to lack of own safety awareness and not always coping within some settings/situations. He can also have challenging behaviour

18. My child is housebound due to crippling anxiety and extreme sensory processing difficulties. She has massive difficulties withs ocial communication

19. TLF dance and drama group run by Vickie Mitchell, amazing! Vibe Rock choir in Portishead have welcomed my daughter and i for 5yrs now, she loves singing and it is good for her communication and confidence building. Parish Wharf offer 1-1 swimming, this is essential as she cannot participate effectively in a group lesson.

20. I wish there was a football club for younger children pre school age specifically to children with SEN perhaps specific sessions foreach need e.g autism / social communication

21. XXX attends boxing every Tuesday however is very hard to get them there due to transport and 8ts all the way in Bristol

22. Most of the activities that support children with needs are quite a distant away mainly in W-S-M. We don't have immediate access to a vehicle (use a famiy members car) and using other transportation will upset our son greatly. This does make it difficult for parents particularly those who have no access to transport to get there and with a child who has additional needs can prove very challenging.
23. XXX currently doesn't do any activities but we are looking into SEN trampolining sessions for after half term
24. We have no information surrounding SEN specific group activities, in our area, when I spoke to the send Personnel at NorthSomerset about help accessing monitoring equipment for our child- they had not even heard of him!, and could not help with equipment. The community inclusion aspect for SEN children , esp, those in more rural settings is not there. I was not even aware of some of the services mentioned in this survey, and have reached out more to relevant charities, to gain insight and support. Giving special schools lists of services that they can access in North Somerset would be far reaching, and more individual contact with EHCP representatives, very helpful, If SEN children are going to feel accepted and included in our county, every parent should be kept informed of services and SEN community groups. But the support is not openly there.
25. There’s nothing suitable in North Somerset for my son to attend
26. My child won’t engage due to social anxiety
27. yes, Swimming lesson SEN
28. Theirs not many groups available for teenagers with special needs
29. Difficult to find where accessible groups are
30. One thing we've struggled to find are local sports clubs - eg netball - that would be suitable and inclusive
31. Unable to leave the house
32. Chooses not to
33. I have had no help finding groups. He joined a small church youth group but I’ve had no support as to what help we can get
34. Social anxiety prevents our child from wanting to socialise with the outside world. Scouts now and again is just about manageable
35. Our son would need 1:1 support to enable him to access any of the above. Also, they tend to be too late in the evening as he goes to bed fairly early
36. My Son goes to the SENDCAS holiday clubs but I have been on the waiting list for Saturday club for about 2 years not and I am not aware of any other clubs etc that my Son would be able to go to.
37. There is nothing for complex needs children in NS
38. At Beavers he has a voulnteer one to one and also at Church kids group.
39. Our child is now housebound. Refused help or given inappropriate help from all services after repeated parent requests since 2017(for ASD related difficulties).

40. We have been refused due to limitations on numbers of children allowed or due to the cost of activities and no funding available

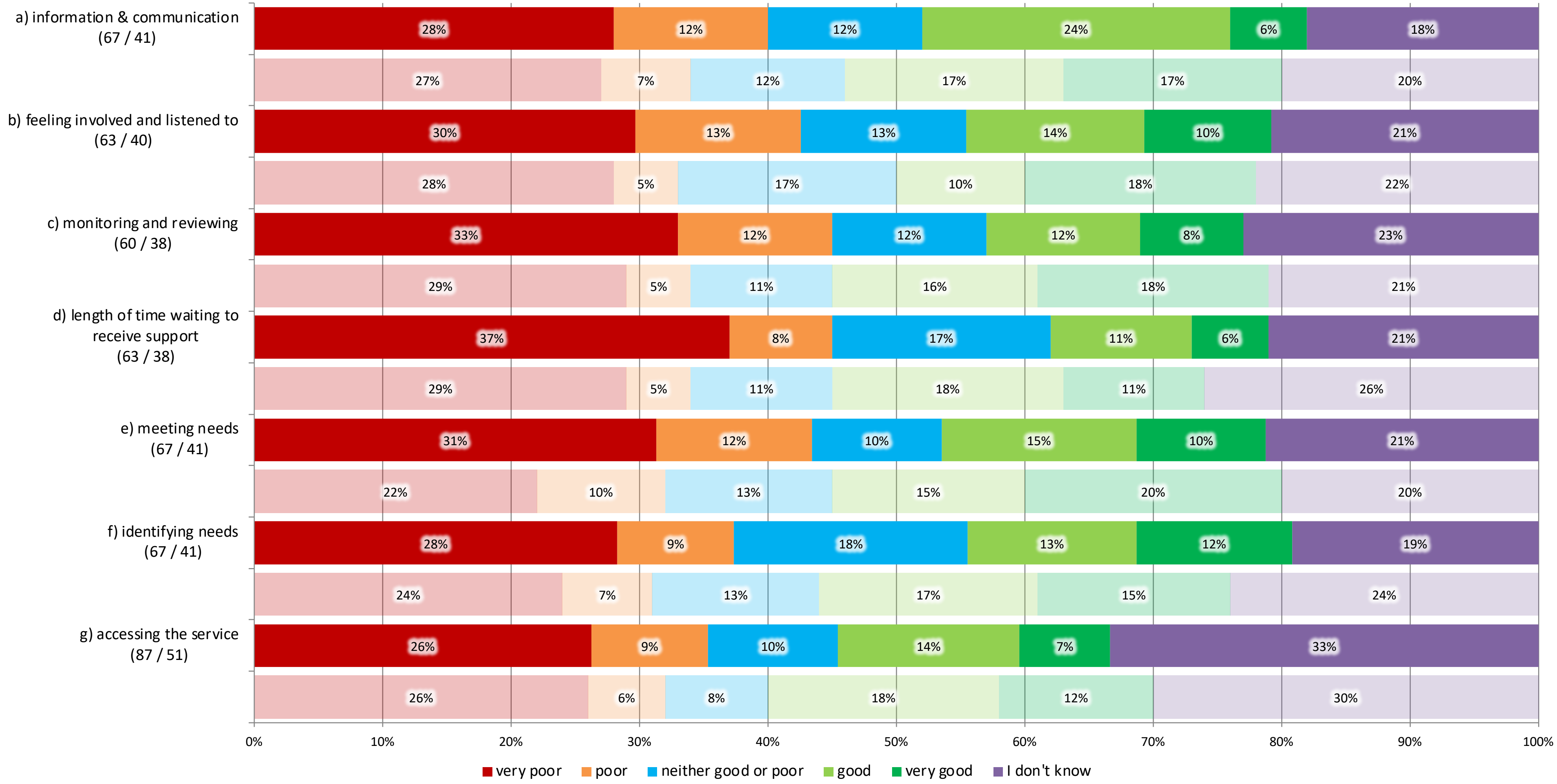
41. Both have social difficulties that preclude involvement with such services

42. We are unaware of any groups suitable for our son

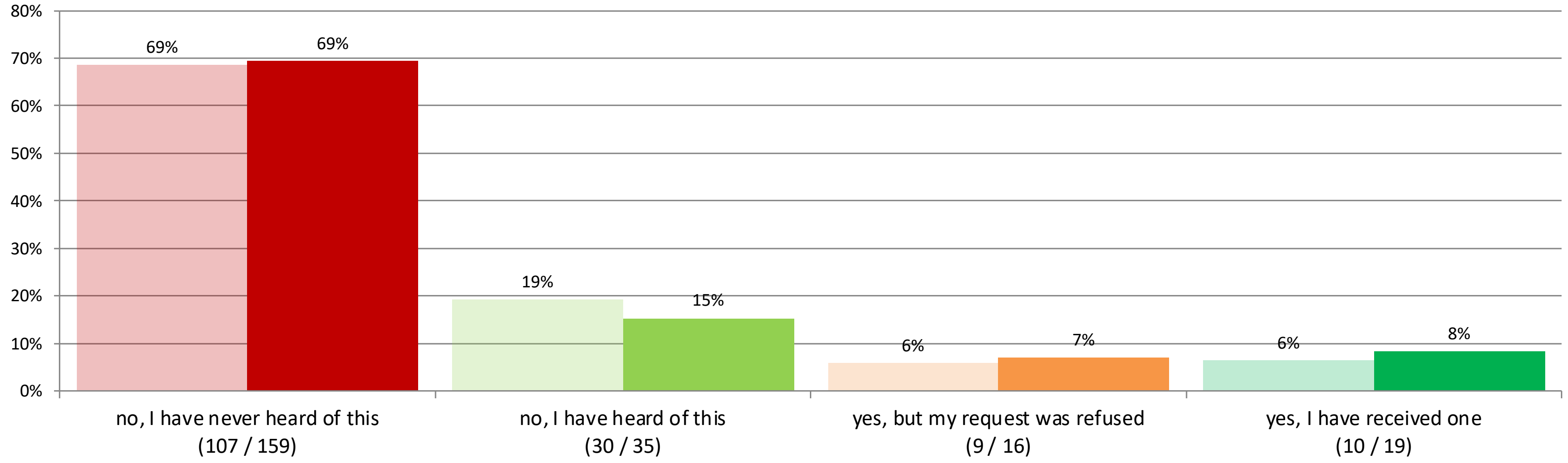
43. My son was assaulted and taken to a and e, my other son was assaulted few months prior with metal poles and a knife, despite the Equality act the la and police refused to support a move, my son didn't leave the house for 6 months all my children were too scared to go out and they won't walk the fog or access the local shop, meet friends, my son at the time refused to walk to school, they can't have their barriers to ,earning addressed, their individual needs are ignored , nobody cares.

44. We access activities but pay for 1:1 and private lessons

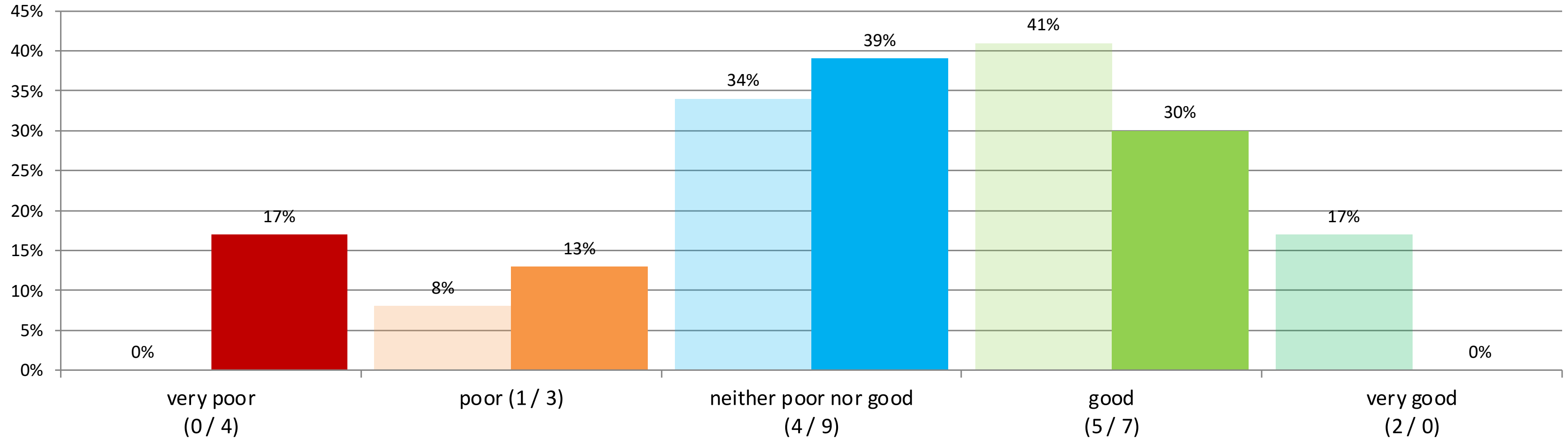
Q90. How do you rate the North Somerset Council short breaks provision? **(SENDCAS - SEND Clubs and Activities Team)** Please leave blank if you didn't try to access this service



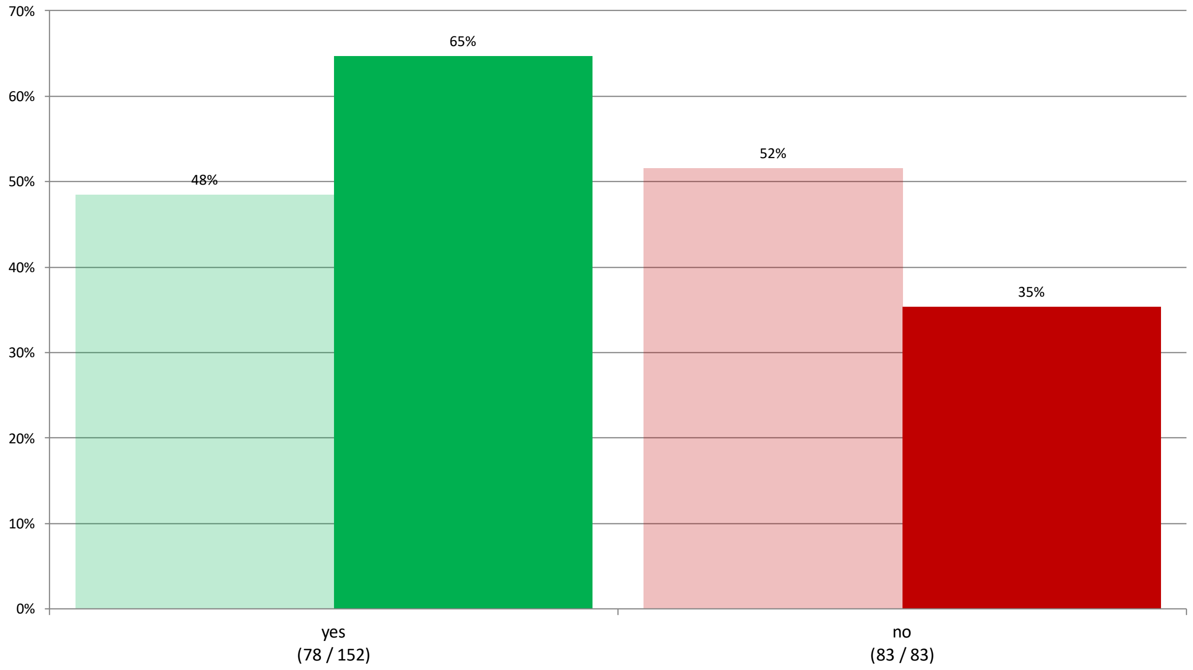
Q91. Have you requested a **carers assessment** for yourself?



Q92. If you have received a **carers assessment**, how do you rate it?



Q93. Have you heard of **North Somerset Parent Carers Working Together**, the forum for parents and carers of children with additional needs or a disability (aged 0-25)?

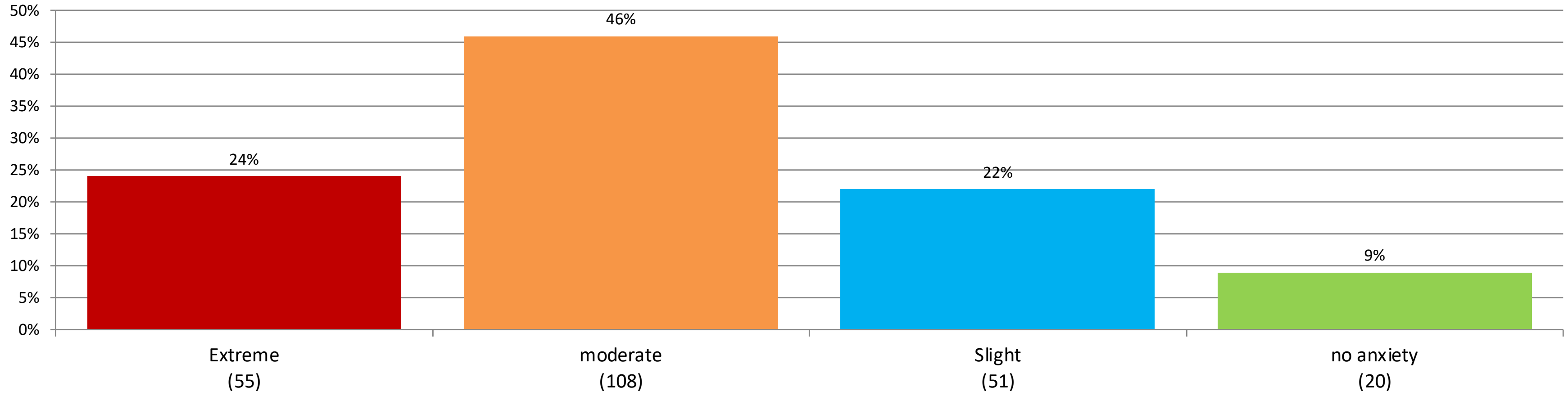


Q94. Please rate any North Somerset Parent carer services you have you accessed during the last year.

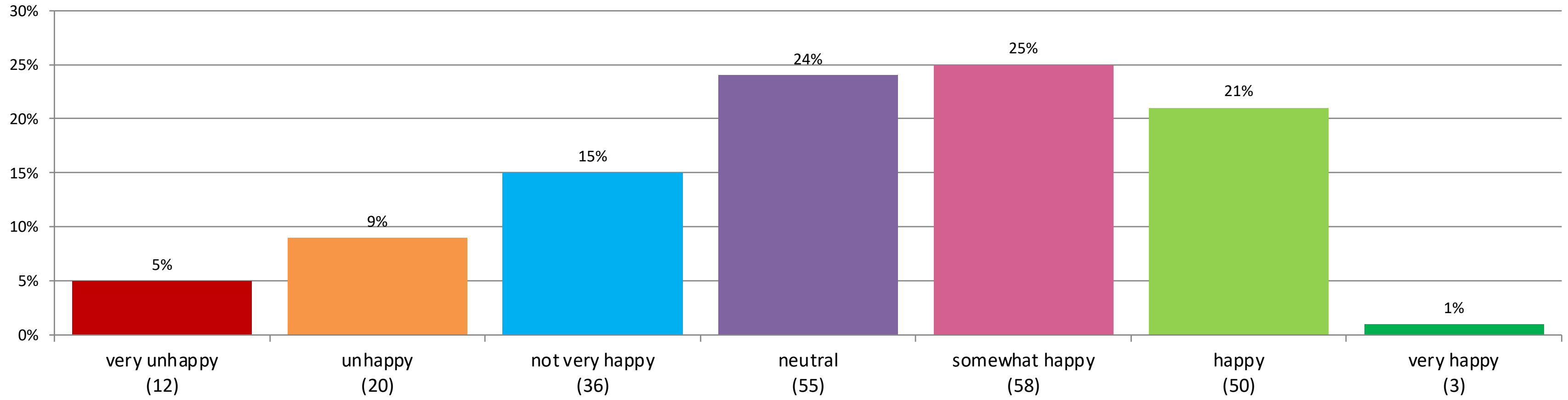
#	Please add any comments if you wish to – 22 Comments taken verbatim from survey responses

1. Other services have tried accessing social care / respite help and been ignored
2. again childcare commitments prevents me going to most things plus its to dangerous for me to take both children out al. Mine are 2and 5
3. Ive only accessed 1 wellbeing event as there wasnt enough places. But this is very much needed
4. The information fair is on a weekday which is completely inaccessible to people who work
5. Please flip the narrative. Instead of giving us training sessions and wellbeing sessions - give the training to the services as they need to know how to do their jobs properly, and if they did we wouldn't need wellbeing sessions!
6. Nspcwt are amazing!!! All the support available has been through this group (and supportive parents) . The professional services are rubbish. Son diagnosed asd, then discharged. No follow up. Nothing. Given a booklet on groups to go to.
7. Excellent best group I've found for supporting us as a family
8. I'd love to use the wellbeing activities, but that would involve arranging for somebody to look after my children or taking time off work, which is really difficult
9. I didn’t know I was classed as a career ?
10. As parents we've had nothing. Even though one parent has bipolar disorder. Not even anyone saying ' are you ok' when you cry.
11. No an assesment done so we can find out the best way to support him
12. I didn’t know about these but not interested either.
13. I have never heard of any of the support above or been asked if I need any
14. Timings on online courses have helped for working parents
15. I have been asking for years if I can access training courses but have never received information. Courses I have been on have been by me finding out about them.
16. Sorry never heard until now
17. This has been an absolute life line! Thank you so much for all the events you've put on. As a parent moving back to the area after several years away, it has been invaluable in finding out what services are available locally
18. Thank you for all your doing
19. Is this SENDIAS?
20. No communication about any services available for me or my child
21. You need to hold authorities to account more
22. NSPCWT is amazing!

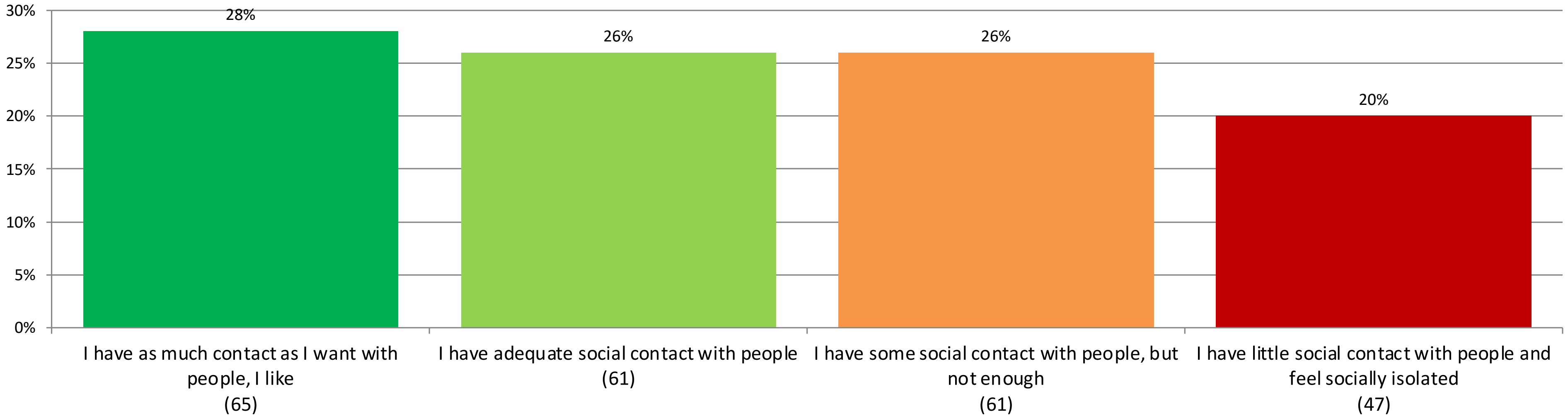
Q95 Thinking about your wellbeing as a parent carer, what **level of anxiety** do you feel most days? (no data for 2021)

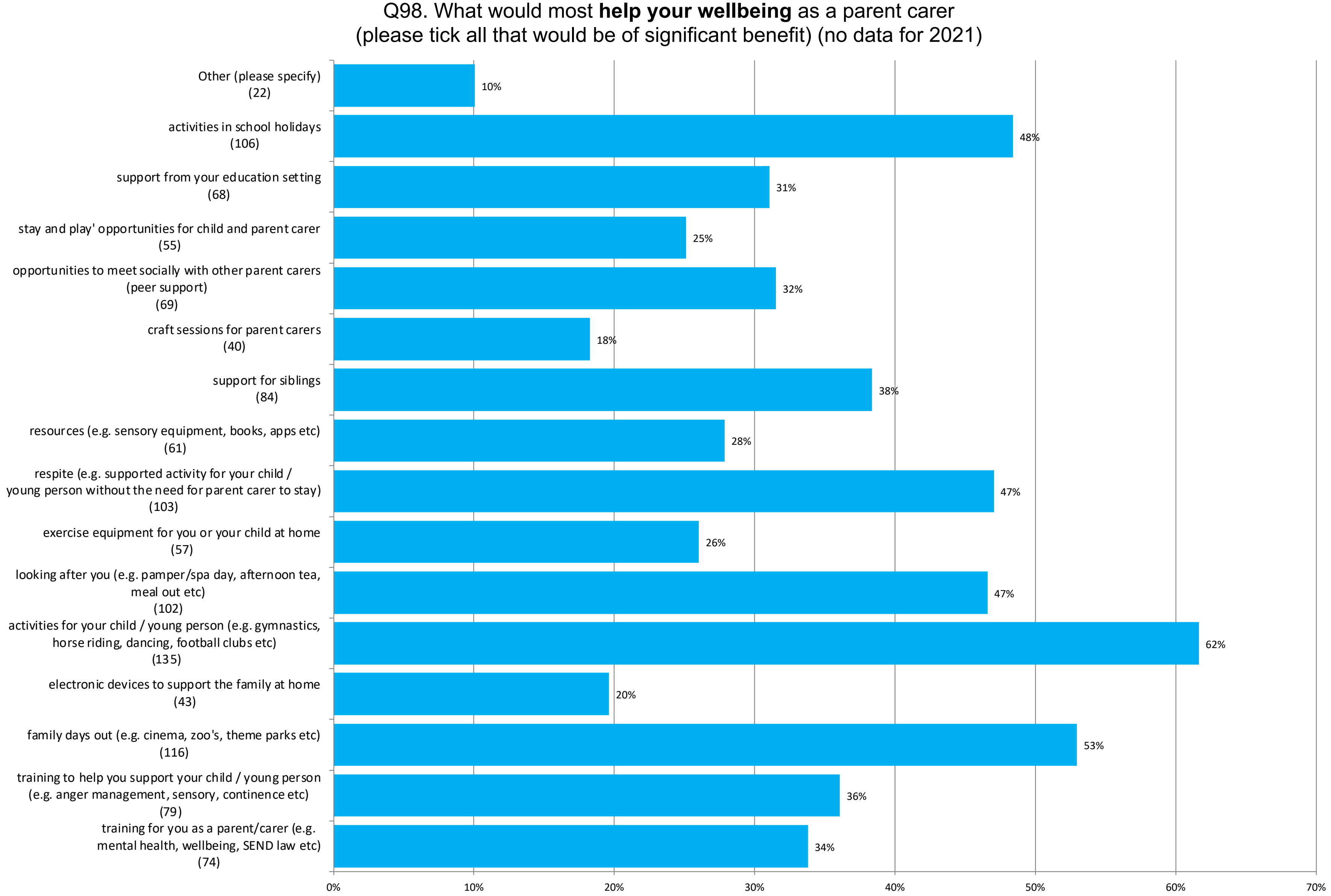


Q96. what level of **happiness** do you feel most days? (no data for 2021)

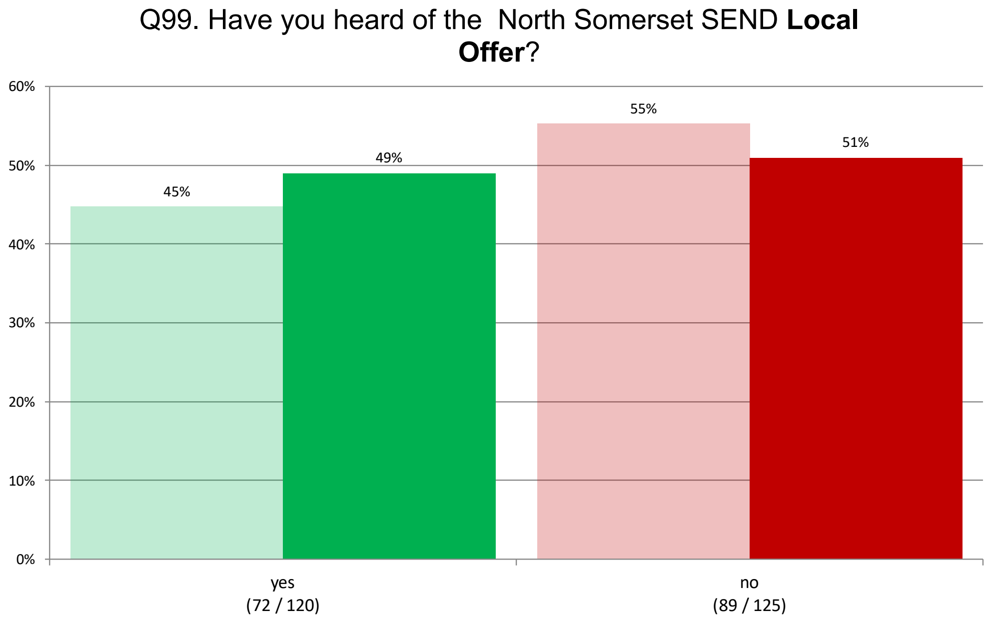


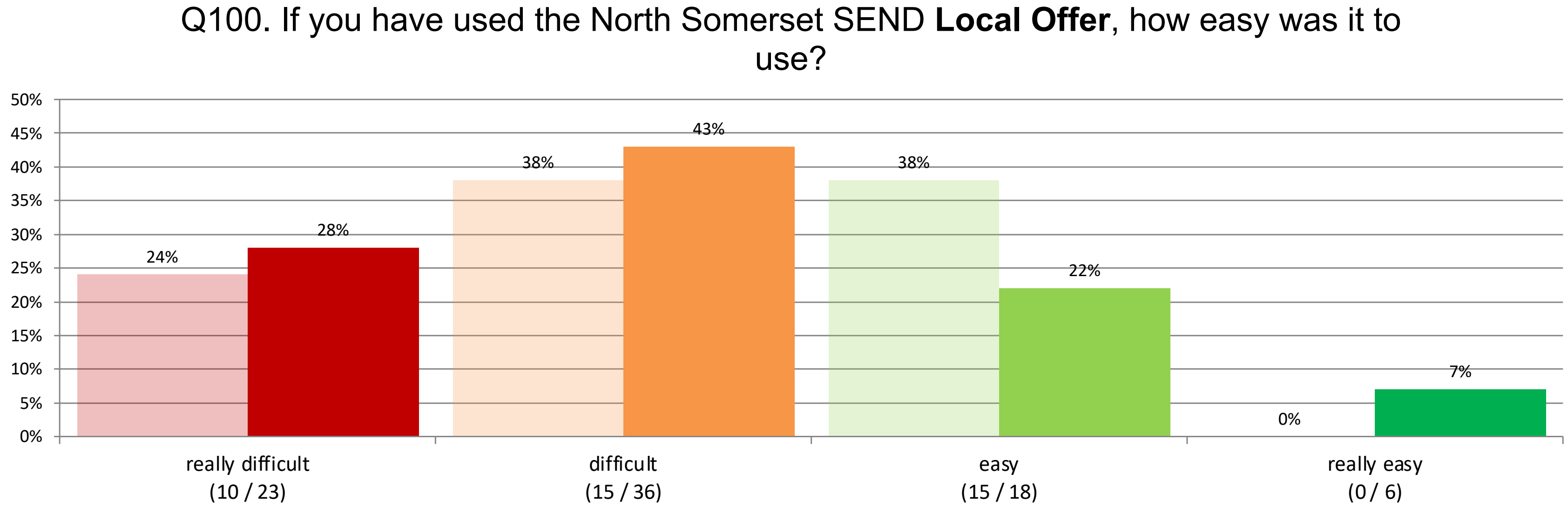
Q97. Thinking about your contact with people you like, which of the following best describes **your social situation**? (no data for 2021)

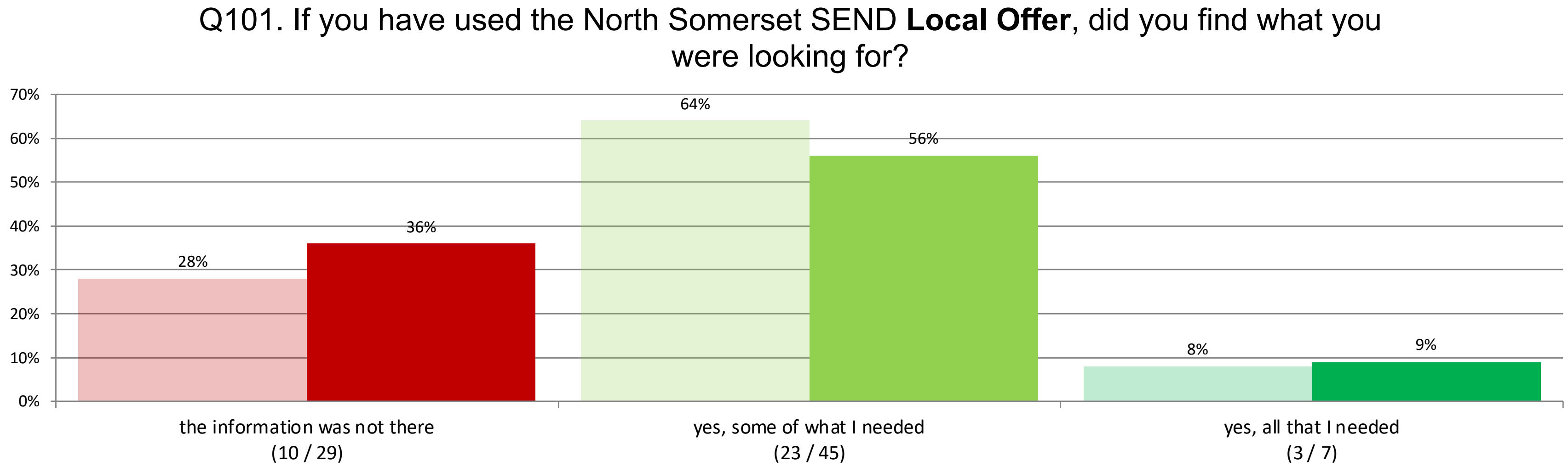


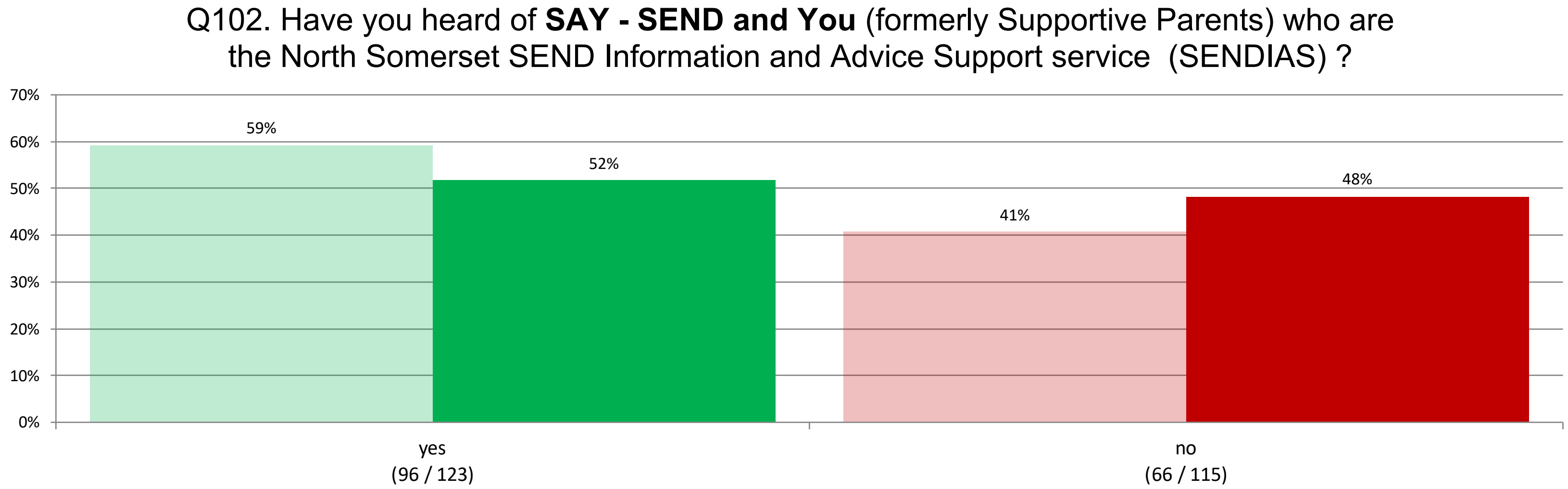

Q98. What would most **help your wellbeing** as a parent carer
(please tick all that would be of significant benefit) (no data for 2021)
Other (please specify) (22) 10%
activities in school holidays (106) 48%
support from your education setting (68) 31%
stay and play' opportunities for child and parent carer (55) 25%
opportunities to meet socially with other parent carers (peer support) (69) 32%
craft sessions for parent carers (40) 18%
support for siblings (84) 38%
resources (e.g. sensory equipment, books, apps etc) (61) 28%
respite (e.g. supported activity for your child / young person without the need for parent carer to stay) (103) 47%
exercise equipment for you or your child at home (57) 26%
looking after you (e.g. pamper/spa day, afternoon tea, meal out etc) (102) 47%
activities for your child / young person (e.g. gymnastics, horse riding, dancing, football clubs etc) (135) 62%
electronic devices to support the family at home (43) 20%
family days out (e.g. cinema, zoo's, theme parks etc) (116) 53%
training to help you support your child / young person (e.g. anger management, sensory, continence etc) (79) 36%
training for you as a parent/carer (e.g. mental health, wellbeing, SEND law etc) (74) 34%
0%
10%
20%
30%
40%
50%
60%
70%

#	Other (Please Specify): – 20 Comments taken verbatim from survey responses
1.	The activities ive heard of so far is a wide age range and leaving a child with unknown adults. My child has anxiety seperation so has never accessed this.
2.	Anything! There is little or nothing available Or if there is, it's unknown to most parents in this area
3.	Social events in the evening / at weekends for peer support
4.	Understanding of how our daughter will be supported post GCSEs
5.	There are very few places you can access in the summer holidays as my child woukdnt cope. Things that are on offer are leaving her once a week with a stranger and as she has anxiety seperation, I wouldnt do that. Also the age ranges are awful and need to bevery similar ages.
6.	Help towards holiday cost
7.	As above, services to do what they are supposed to
8.	More support for send child, cheaper activities in the holiday sendcas is too expensive. More respite for sibling. Young carers is great but it's one outing every 3 months. She needs weekly respite youth group to go to as peer support. She needs mental health support for coping with him. Respite for parents, this seems non existent in North Somerset.
9.	Activities and support for teenagers
10.	Getting an assesment done so we can find out finally and apply for correct support
11.	To not have to continually fight day in day out to get the support my children need. That's all I want
12.	Tailored support for my son at school from experienced trained professionals
13.	If activities were local this will benefit our son he also doesnt like crowded places so will need to be a small group
14.	To get diagnosed with the other things wrong with my child
15.	Anything that helps with social isolation would be amazing
16.	I feel left out and would love to have the tools to better aid myself with the power and two the knowledge to help my chikd
17.	Mentoring for the children Respite care
18.	Better information about what is available and support accessing
19.	My children's needs and education to be met, financial Redress for everything I've had to pay out myself. Stop blaming parents,nstop making us fight for every basic statutory entitlement
20.	Services actually doing what they are supposed to

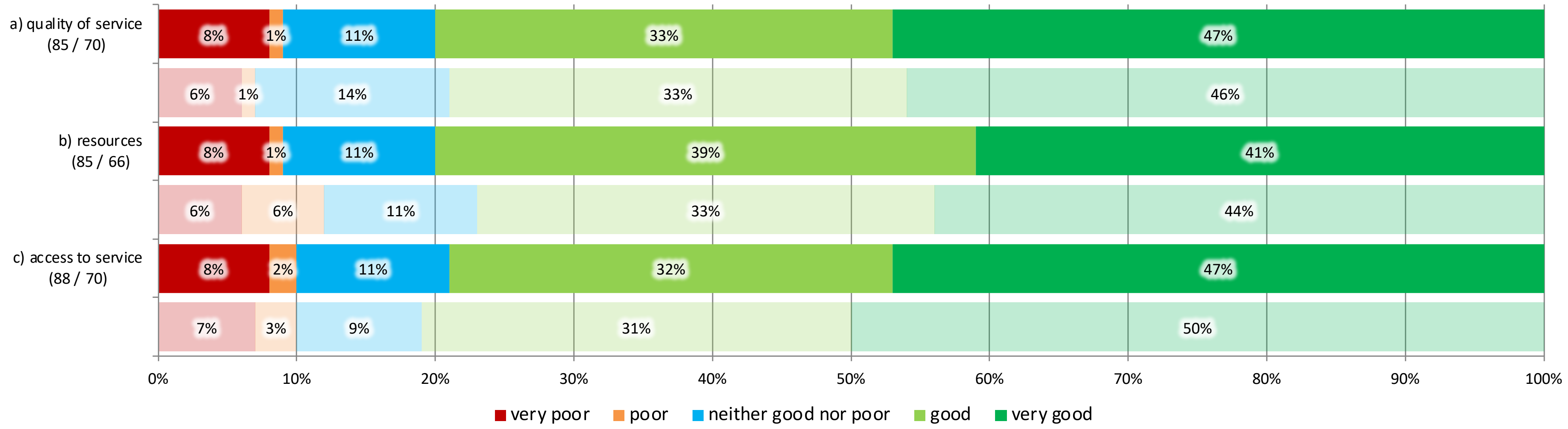

Q99. Have you heard of the North Somerset SEND **Local Offer**?
60%
50%
40%
30%
20%
10%
0%
45%
49%
55%
51%
yes
(72 / 120)
no
(89 / 125)


Q100. If you have used the North Somerset SEND **Local Offer**, how easy was it to use?
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
24%
28%
38%
43%
38%
22%
0%
7%
really difficult
(10 / 23)
difficult
(15 / 36)
easy
(15 / 18)
really easy
(0 / 6)

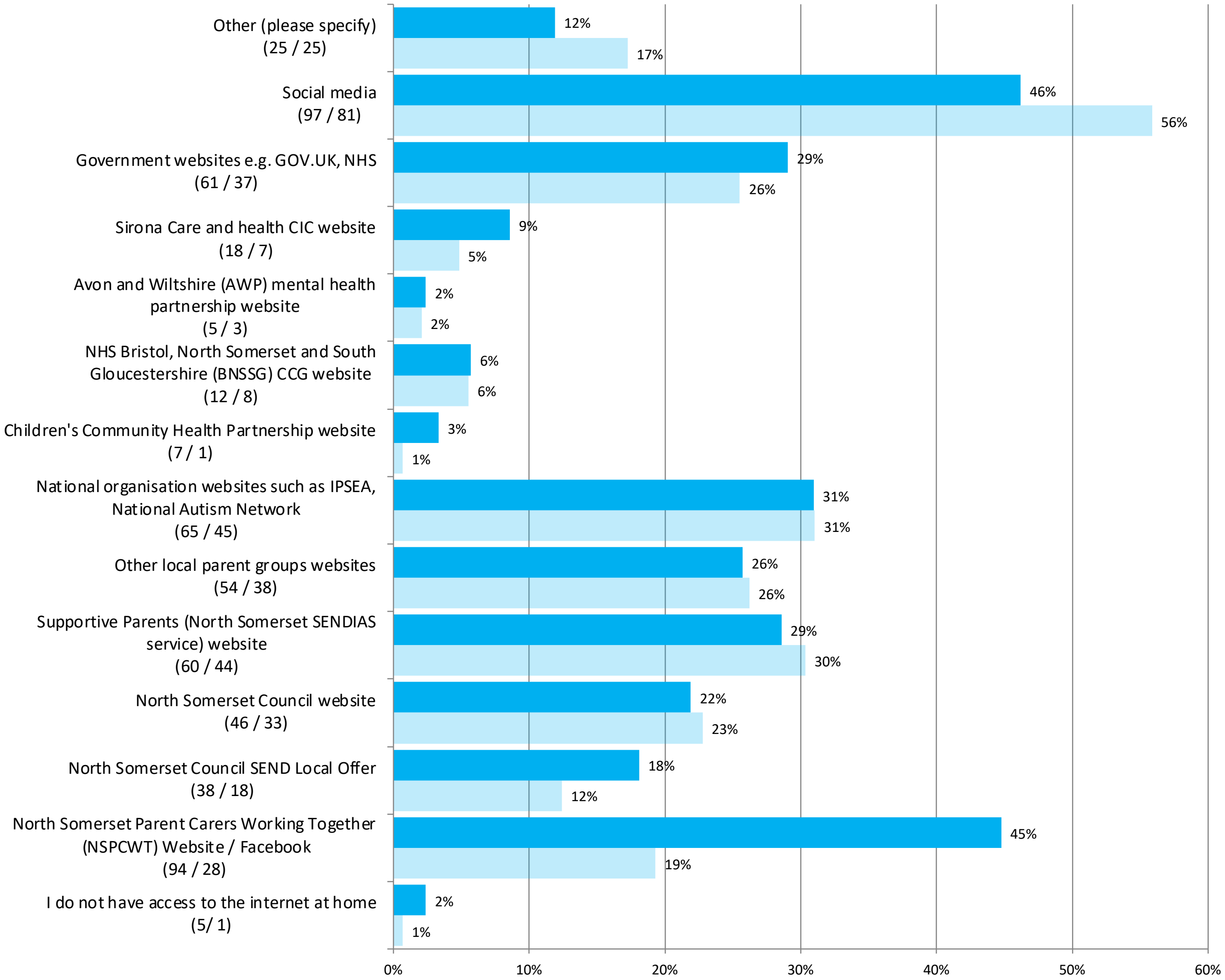

Q101. If you have used the North Somerset SEND **Local Offer**, did you find what you were looking for?
70%
60%
50%
40%
30%
20%
10%
0%
28%
36%
64%
56%
8%
9%
the information was not there
(10 / 29)
yes, some of what I needed
(23 / 45)
yes, all that I needed
(3 / 7)


Q102. Have you heard of **SAY - SEND and You** (formerly Supportive Parents) who are the North Somerset SEND Information and Advice Support service (SENDIAS) ?
70%
60%
50%
40%
30%
20%
10%
0%
59%
52%
41%
48%
yes
(96 / 123)
no
(66 / 115)

Q103. If you have used **SAY** - SEND and You how do you rate them?



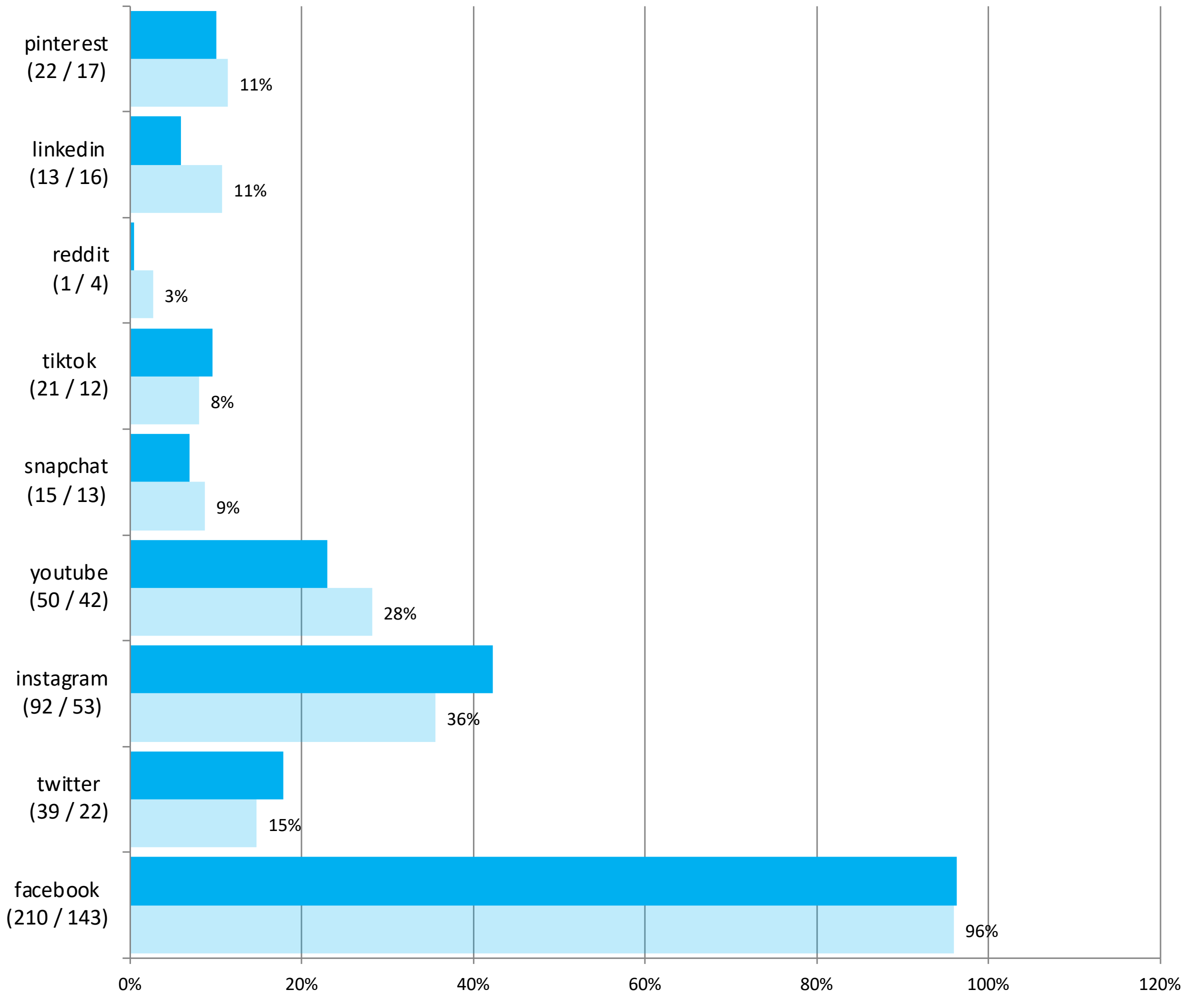
Q104. Where do you **look online for information, advice and guidance** to support your child? (Please tick all that apply)



#	Other (please specify) – 23 Comments taken verbatim from survey responses

1. Bas (bristol autism support)
2. Google
3. Mermaids
4. Other parents with children that have SEN
5. Gympanzees website
6. Didn't know about the other websites - would be good to have a list published somewhere
7. Blogs etc from other parents
8. Google for information
9. Bristol Dyslexia Centre
10. Google
11. I don't go online looking for help
12. Use Google web browser to find information
13. Sossen
14. Google
15. Young minds
16. Condition specific websites. Children’s Hospice website.
17. Freya Foundation - peer support for specific condition
18. Websites of autistic consultants
19. Google generally
20. Google
21. Google
22. Charities
23. Belgrave school

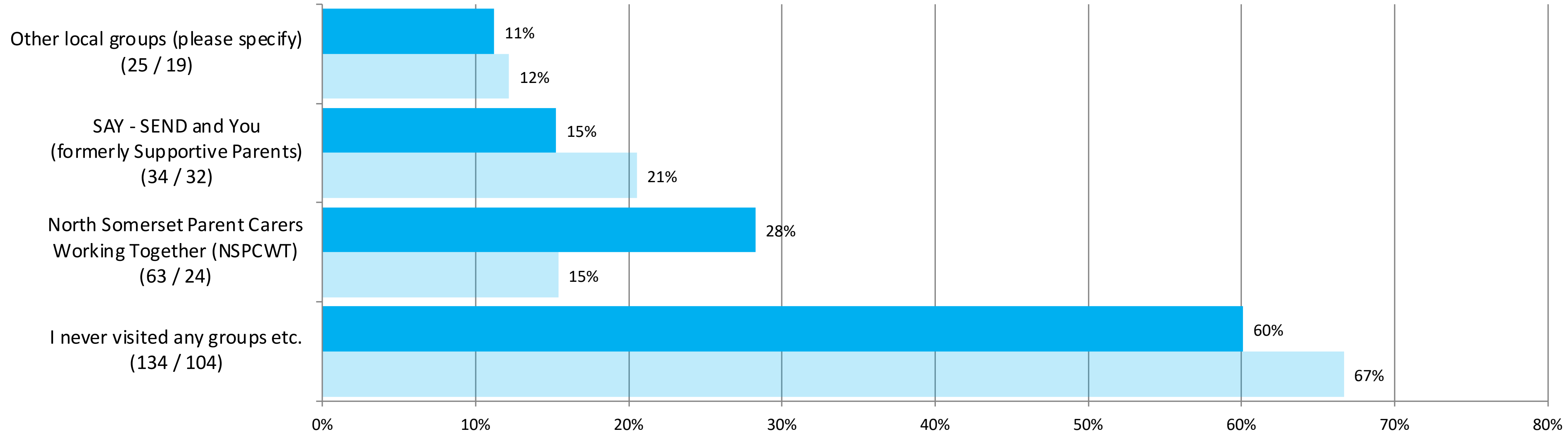
Q105. If you use **social media** please tick the platforms you use the most.



#	Other (please specify) – 2 Comments taken verbatim from survey responses

1. Google
2. What's App

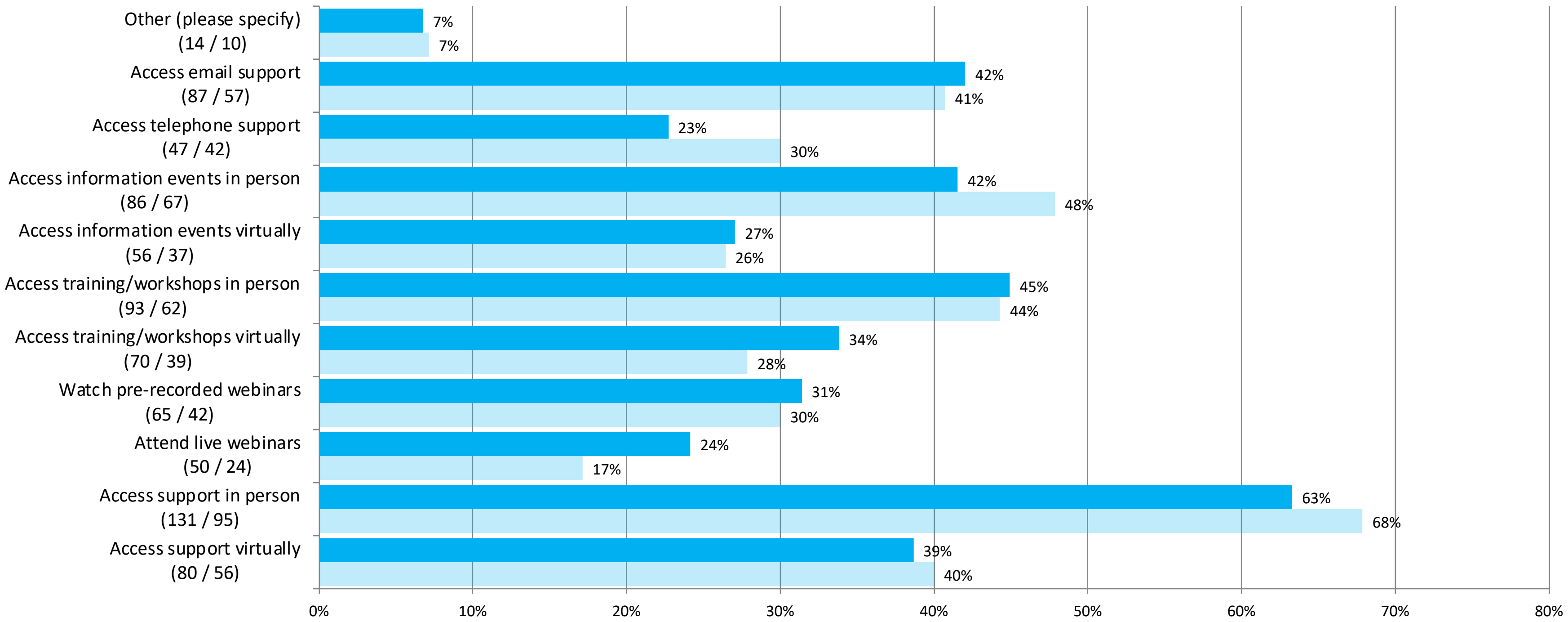
Q106. Where did you visit **in person** for **information, advice and guidance** to support your child? (please tick all that apply)



#	Other (please specify) – 22 Comments taken verbatim from survey responses

1. Portishead dyslexia
2. Bridging the Gap together (x2 responses)
3. A Different Perspective
4. Incredible Kids
5. Springboard (x3 responses)
6. For Parents by Parents autism support group (x5 responses)
7. Bristol Dyslexia Centre
8. Rethink mental Illness parent support group
9. A school event
10. Ups and Downs
11. Solicitor
12. The doctor
13. Just school
14. Home ed group but for youngest not oldest
15. Bristol autism support

Q107. With Covid-19 restrictions easing how would you like to access **information, advice and guidance** in future? (please tick all that apply)



**Other (please specify) – 9 Comments taken verbatim from survey responses**

1. I would love to be able to watch pre recorded webinars. I often miss events due to work or caring commitments. I would also like to be able to connect with other parents during the weekend/evenings. A age specific send group would be useful as a parent with a teen requires very different peer support to an under 5 parent.
2. Anything!
3. They are all important as our lufe styles are very unpredictable. One night you coukd make a webinar and another night your child could be having a meltdown. So all areas need to be covered
4. Access ANY support!!
5. Subtitled video/support in person rather than telephone as I am deaf
6. I have social anxiety myself and struggle to attend things in person due to my caring commitments to my children
7. I don't have time for in person support unless it is at my home.
8. Would like somewhere for him to go in the holidays
9. Open to any platform but feel that sensitive topics such as mental health and all assessments are better face to face

10. In our experience any support groups tend to be the same parents that can be quite clicky. This creates an environment that is not welcoming or supportive. It does not always feel it is about the childrens needs but more to do with parents
11. Open to all
12. Not having to justify the need for access and actually being given access would be a good start

Q108. We would love to hear anything you would like to tell us about how well your child and family is supported. Please tell us about both your positive and negative experiences!

#	Responses 51 - Comments taken verbatim from survey responses
1.	We dont feel particulary supported since leaving Springboard. Since diagnoses it feels like we cant even see a peadiatrition!
2.	There is very little support for home educated children. I pay for everything he accesses and money is tight.
3.	We are completely unsupported
4.	My son had good support up to age 3 and then the majority of services dwindle away till there's barely any support at age 15. There is no continuity.
5.	I would like to access training specific to understanding my child's needs but am not sure how to go about it and because my child is always excluded I can't as I don't have any childcare
6.	Several proffessionals have tried to get support/ respite for my son due to vcb and me having a disability and sibling being impacted and get told there is nothing wait for someone to contact this has been on going since Oct
7.	School are very supportive. We do hold regular meetings with chams and the disability team. My only trouble is when my daughter started school it was lockdown and no one could go in to the school and now we can, my daughter goes into extreme meltdown, just me being there suddenly changing her routine with no understanding of why. I was really heartbroken, if we were having coffee morning every week in the beginning like we did in 2019 she would be use to seeing me in the school taking part My social worker has been great with support and information apart from everything we set out to do either goes wrong, places are fully booked, too late or been cancelled. Took me months to get in castle kids club managed one half term then it just all stopped, waste of time and paper, my daughter still screams out for hols club in school hols The problem with these services are, that there great at having meeting and writing reports about you but with regards to regular consistent therapy for myself and my daughter or as a family, its non existent, when I say therapy I mean speech language and social communication, music therapy, theraplay, occupational therapy and support with dance drama or sports) I was offered a sitter service but only for a few hours weekends and evenings, not for work, makes no sense i need sitter in the day so i can go to work and support to take my children out or one or the other GPs are a waste of time, you cant get though, no appts ever and they treat you like guinea pigs, they never read notes, they are rude, with no compassion, no care, no support only good for prescribing drugs and making referring After 4 years we are still in the same position health wise. NHS does not offer the tests, support and compassion we need. GPs dentists and hospital staff are not trained to deal with additional needs, autism or dementia so there is a lack of understanding straight away. We are now paying for my daughters consultations tests reports support and plans with a functional medicine doctor who is highly trained in autism.
8.	We have been waiting over five years for supported living to be provided.

9. The services and training offered by yourselves are just excellent. I feel a carers assessment in North Somerset should reflect what happens in Bristol. Whereby even if you receive PA hours for your child for their needs, you also (as a parent carer) receive something for your needs. Eg in Bristol I've know parents to Revive an ipad to help them Access Course, and an annual sum twice of £400 for use of massage/hotel stay etc. I was Advised on both carers assessments (I've had 2 In 3.5 years in North Somerset) as well As changing family needs, that as I receive PA DP hours, that's all I can get. That said, I Feel The support on The whole is positive, and knowing knowing where to Access advice and support is very good. Would be nice To access discounted massage/counselling as carers if there is such available? Sendias and Children with disabilities team try their hardest. As do CAMHS - especially when you finally Get seen By them! Any advice re SCAMP process/assessment for pre schooler sibling? Starts school September 2023, they require more info before accepting referral for Peadiacian. Are Pre schooler and siblings family and siblings of YP with significant Needs, prioritised?

10. Portishead dyslexia is a great support and I only wish these services were provided in school for dyslexics. One hour a week of this intervention is not enough.

11. Would be good for there to be groups available during the holidays for teenagers who have mild SEN needs (ADHD that has affected ability to form social relationships/have friends)

12. It takes yrs to get seen, your child then goes through a process of tests both physical and medical. You get a diagnosis. And then thats it. No suppiort or key infirmation on where to go or whom could help your child. I know i had no idea what was avaiable for my daughter and in some areas I still dont. I had a letter from the disabled team, i replied and ive never heard bavk. I still dont know if this would spply to my child. A packet of leafkets from d8fferent agencies explaining what they do and how they could help your child. This would be extremely helpful.

13. We have family support worker so don't need any extra support

14. Health at gp level is non existent Took months and many phone calls to get his routine epilepsy review sorted (long over due)Given up on many health services Social worker & Education setting fab, Lea were helpful in past but now I'm not sure? , taxi fab,direct payments good but funds insufficient He cannot access group activities due to challenging behaviour : yet I have to pay for all his trips & top up carers money. Behaviour support team & the LD team nurse very helpful. Dr Chatterjee very helpful too,

15. Nspcwt is fantastic, and us the only easily accessible service that offers help and advice to parent carers

16. School and physio are excellent. Feel very alone in the process a lot of the time, and that no one understands my child's condition

17. We don't feel all that support post of the time it wa spike he was diagnosed and we was just left too it

18. We are utterly alone. Our families live at the other end of the country, we work full time the rest of our waking moments are caring for our children- one has SEN the other is struggling with anxiety/ mental health because of pandemic and SEN of her sibling causing high anxiety, lack of sleep and general chaos in our lives. The school is absolutely hopeless and worse they just don't care or want to help. The local after-school club are much better in so far as they care and try to understand the needs of the children we at least can stop worrying about the safety and care if our daughter when she is there. The ECHP process gave us some useful information from an education psychologist who was really helpful within the constraints and same with occupational health. They only interacted with us for the reports and sadly that was it because they were really helpful and totally understood our situation. The first pass of the ECHP was unsuccessful but we'll keep going. The panel recognised needs but didn't think they needed to do anything to meet them and without the ECHP the school can continue to refuse to see any needs let alone address them. We have waited for over 2 years to see a professional with our child. We fill out forms continuously. We haven't had a single face to face appointment with anyone. Not one person including teachers.I 'd like to give you something positive but there isn't anything. Our daughter has been failed again and again. We're exhausted. We'll keep working to make things better- we have good days when she doesn't smear excrement or meltdown so badly that she cries for hours. We have armed ourselves with info and coping strategies. We'll keep fighting!

19. Education are generally pretty supportive. Health are ok once you're in, but trying to access in the first place is difficult and takes way too long. Community paediatrics have refused to assess my daughter after a six month wait…the referral (requested by Camhs) wasn't originally made by my GP apparently despite them assuring me three times it had

been done. I've had to get a private assessment done to provide the evidence we need to get her EHCP started (Camhs recommendation 6 months ago). Turns out she's 'highly probably' autistic and has SPD and Hypermobility syndrome. Social care support has been absolutely atrocious up until the last few months.

20. High down school have given XXX support out of their own budget in order for him to have a 1-1 every day all day. Very supportive and include us in discussions about changes to his ILP and on a daily basis face to face or home diaries
21. Myself and my child receive no support from any of the above nor have I heard of them. The only support my child receives is from his school though the SEND teacher and his class teacher/TA's
22. Found out about short breaks scheme accidentally via a PDA Facebook group! Didn't even know they existed as when I first made enquiries about any kind of break, I was told NSC didn't do it….Since finally getting through to right people, break has been applied for. I get most support from Facebook groups. Training courses are a waste of my time - they don't tell me what I don't already know, and do not offer any practical support. I dont need therapy or another course - I need a break! I need respite!!!
23. We have struggled to know if the support available applies to us
24. The waiting time is way too long!! Our initial appointment was really informative but waiting again for ot referral
25. I don't feel support for myself or my child. I feel school have let us all down
26. I do feel slightly in the dark and unsupported as to what is out there moving to adulthood and possible independent living, further education after college etc. What we are currently struggling with is getting a Will/ PoA for our daughter and making sure OUR Wills cover her adequately as she is so vulnerable. We do not know who to ask, there must be solicitors who specialise in disabled peoples Wills. and i am not the only parent i know of struggling with this.
27. Really need help for families with kids that fall through the cracks - that are deemed not "sever" enough to get additional help in schools - schools keep stone walling me but all of the Educational Psychologists that have evaluated my son say he should qualify or help and may even qualify for a specialist setting like a dyslexic school, but in Nailsea I cant even get them to spend an hour with him even though it is blatantly obvious his is in dire need of help as his reading / writing is still around year 4 – 5
28. Springboard, send and you, and nspcwt have been great at givung us information and support as first time parents this is all new to us and very overwhelming, especially as we don't have a diagnosis or seen paediatrics yet we don't understand what our child's needs properly are, or what to expect in the future.
29. Having M.E robs me of short term memory. There are things I'd like to say but right now simply cannot remember, I know I've said....if only there was......but my mind's gone blank.
30. Unfortunately we have been trying to sort a number of issues for our daughter to help with little success. We feel like as parents we are on our own trying to help her with no support. She does have a ehcp and attends a special school so are surprised and disappointed how hard it is to get any help, surely we should not have to go through lengthy instructive assessments when we have already provided all the relevant information to North Somerset council.
31. Very little support as have 2 children with different SEND needs
32. Need a long term Camhs psychiatrist. We have had so many locums over the years. Very difficult for my child
33. I'm really disappointed with the lack of support we as a family have received. Since my son had his diagnosis, we have not been on any ASC parenting courses. In 8 years I have only ever been invited to a sensory parenting workshop, which was really good. I'dlike support for my other child as I feel at times he misses out due to our family situation.

34. I don’t feel that I personally am supported at all. I’m now a carer for my disabled husband also and we tried to access care support through the council. We were told more than once that we would get help, to the point where we were even told that bluebird care would start in November. Literally the day they were due to start the agency informed us that the council weren’t funding it. My husband received a phone call after that saying that due to a couple of flats that he owns and rents out we weren’t entitled to any care funding from the council. The rent income that my husband receives literally covers the mortgage for the flats and our home, there is nothing left over to fund care. If we could afford to pay for care, believe me we would have been. I am exhausted, it is incredibly difficult providing all care to my husband and daughter, whilst having to do all the shopping, and maintain the household and garden as well. I have had a carers assessment, various support things like a group and activities for carers were offered to me, but I really don’t have the time due to the pressure on myself. I can’t manage to keep up with my friends and family like I used to be able to never mind any extra groups or anything. I realise this survey is centred around my child, but having to do everything for everyone by myself affects my daughter too. I feel like neither her nor my husband get the best care that they should from me, just because I can only spread myself so thin.

35. My child is supported by me and his school

36. Sorry no support ever received despite struggling at times

37. It’s great to feel that there is a community out there. It’s isolating, we moved to North Somerset seven years ago but have made very few friends and rarely get invitations or return visitors. I have no support from family and my son’s behaviour has made it difficult to socialise as a family. This is not his fault but it is our reality on a day to day basis. Having people to call for support and advice and knowing that there are others out there who are in the same boat keeps me sane.

38. I'm very disappointed in our experience since moving to NS 6 months ago. Some areas have been excellent, most have been an exhausting struggle. My background is in teaching children with SEN, (including at Baytree for many years), and in fostering and adopting children with SEND. I have a massive amount of experience and knowledge in this area, yet I've still struggled enormously to get the support my son needs. How on earth do parents manage who are new to parenting a child with SEND?I particularly feel that provision and services for physically disabled children who do not have a cognitive impairment is virtually non existent. The borough we have just moved from was far better equipped.

39. Hardly any support for my child’s age group age 5

40. I have joined in on webinars

41. The community pedestrian is very good but I feel let down by the lack of appointments we get for physio and things to help with our child and our wellbeing

42. It has been the most difficult experience of my life trying to access support for my child

43. Positive experiences - we have a mentor that visits twice a week for 3 hours from he JHF foundation, she has been brilliant and life saving. Negative- services do not work together. I constantly have to chase services. Waiting lists are to long . My daughter has not been school for years.. as a result of no one listening the mentoring only started sep 2021.

44. Foster carer North Somerset support is shocking

45. My child is on SCAMP , and if it wasn't for SEND muns that I know in school I would never have known about all these help groups like North somerset parents working together, SEND and You etc These have been invaluable. Not once have authorities helped me and my family with anything and we have been ' left " in limbo on this pathway with no one n to turn to until I found these groups. It's so isolating. We have been at breaking point as a family. My son is so so bright and because of this nothing seems to be 'urgent ' with his diagnosis and he is CLEARLY ASD and maybe ADHD ans have sensory issues. I noticed these at 18 months and my son is now 6 and we are still hardly any further down the line and only this week have school accepted my child needs support as his emotional and social issues are now affecting his academic work. We have even had 1 day school refusal and he is year 1

46. In person access is often only offered during weekdays, normally in the middle of the day which is of no help for working parents -please offer sessions either at one end of the day or have some evening events

47. I feel let down by my child's primary school and hear the same from other parents. Primary schools don't seem to take our concerns seriously and make us feel that we're trying to label our children. I work in a local secondary school and it's unforgivable the amount of students who clearly have SEN, but have passed through primary without the help and support they need or deserve. Once they enter the system it can take so long, they're nearly leaving education before receiving a diagnosis. I think this is unacceptable and completely avoidable if only their challenges had been picked up in primary school.

48. I have very little support around and yet was turned down for a family support worker because I'm 'coping'. I am bipolar and take the highest strength antidepressant, I cope and that's it, I exist and feel if I had more support I would be better for my child.

49. We do not feel very supported at all

50. I have an amazing gp, the best ever who has spent the last 3 years helping my children and I feel like we can trust some professionals, we trust him. My PFSA reminds me how well I'm doing and has helped I have my sister and friends I can go to for a chat. All professional services have bullied, lacked professionalism and denied my children and education, when Boris Johnson went on national television during the pandemic and stated "all children are entitled to a first rate education in this country" I felt sad and disgusted by the lack of clarity and transparency

51. Support for our family with three ADHD teenagers/young adults is rubbish in North Somerset and always has been. It hasn't improved in 15yrs!

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Anything else you would like to tell us

Q109. Is there anything else you would like to tell us?

**Responses 34 - Comments taken verbatim from survey responses**

1. I thought the ladies at NORTH SOMERSET PCWT were very friendly and caring towards me
2. Peadiatrition support is horrendous. We can never get through and they keep leaving so no one knows your child. When my daughter was diagnosed with hypermobility and told she has SPD, we were told they wont diagnose that and there is no support or physio for this. Also some of the support mentioned, ive never heard of. I woukdnt know if we could access it as there is no information to tell you. We were asked to fill in something from the Disability team, yrs ago and never heard anything back so I don’t knpw if they are relevent to my daughter. It feels like you get a diagnosis and health proffessionals dont want to see you.
3. I wish professionals listened to why we ho.e educate and that we have the best interest of our child in mind. It doesn't mean they don't need any help at all just that school doesn't meet needs. I wish they would. listen re EOTAS.
4. SEN families need some support! The minefield of information online is overwhelming. The constantly filling in forms and begging for help is beyond draining. We as a family are broken
5. I’m sure most parents will say the same but trying to access services is a constant fight. Doing my best for my son when I don’t know what the best is can be frustrating. However I am very lucky to have a happy son and school have been great.
6. Thanks for your hard work And efforts for everything
7. I think NSC work hard to provide children with additional needs the right education it would be really useful for parents to know about the other support NSC offer for the parents/career’s of these children
8. i think it is absolutely appauling that there is little to no support for children with special needs when requested by parents. it is not until they do something drastic or hit rock bottom that intervention is place and even then once they have identified the childs needs the service is not available
9. Please could we have youth clubs for send children locally in North Somerset? Regular meet ups for them, Also would be great for sibling support of some sort. NEED mental health provision for under 10's in NS!!!! I've even spoken to the clinical commissioner about this he had no answers!
10. We were utterly shocked at how poor things are for children with SEN. We're in a position to educate ourselves, to spend hours and weeks and months and years fighting but so many aren't and that is the heart breaking thing
11. The delays in accessing assessments, reviews and school placements is taking way too long, particularly in light of the impact of Covid on the children. None of it feels very child centred to me as a parent
12. More information support for children with or suspected ARFID and not being written off a fussy eaters. Shorter waiting lists to be seen, not having to continually repeat background history, and having to repeat my own needs in communication support all the time would be helpful

13. In the last year both my daughters have needed access to services and I am absolutely gobsmacked with how appalling they are. I can't even begin to say how bad its been. I've lost complete faith now
14. I think NSPCWT are doing a great job! Love the coffee mornings
15. I think the children that are struggling but not bad enough fall through the cracks and do not get the help/support they need. Different services do not seem at all joined up in their approach
16. From the way the questions are tailored in this survey - children with minor learning needs will be ignored as they always are – you are clearly aiming this at people with complex learning and social needs
17. There needs to be more support for parents of children with mental health issues other than parenting courses. We aren't bad parents. We need support in dealing with our children's school refusal and education.
18. Could there be a time scale of when your child will be able to access the support required at present ots just your on the list you will hear as soon as possible
19. Just that my child seems to fall between the gap. They are able to access some mainstream activities but can be isolated by their peers as their behaviour is not 'normal' for their age and they can't access learning in a mainstream class. In the SEN community I am made to feel that I should be grateful that their needs aren't as life effecting as other children's so I feel I shouldn't be asking for help. I know my child feels that they don't 'fit' anywhere.
20. I would like to feel that my local council CARE about my daughter and have her best interests at heart, i don't really feel that is the case quite often. she has so much potential, but it is a constant battle to get the care and support she is entitled to and deserves, you feel as her carer you are NEVER doing enough.
21. Please tell me how to get the school to help my son!
22. Overall springboard and portage are very helpful for us as a family however we feel constantly let down by paediatricians and are always having to chase things up
23. Thank you for asking us what we think, feel and experience.
24. I need more help with my teenager
25. Really pleased with the educational setting!
26. The EHCP template still remains onerous and far too complicated. Whilst my child's does adequately list their needs, the provision is still not met by the setting. There is zero reviewing of this or any implication from not meeting their needs which makes the entire process pointless. As parents we still have to fight weekly for the provision as stated to be met. We don't feel it is out role as parents to manage both the school and the SEN team.
27. As mentioned previously more information on special schools and availability would be really useful. My Son is in year 4 and it has become more evident as he has got older that he needs to be in a special school. We are applying for Westhaven currently but where can we get advice if he does not get in? What are our options?
28. This survey is poor. Too many questions and quite negative in a few area. Felt like some areas were a winge rather than what can be done to help.. positives to share was minimum.

29. Yes please send me as much as you can regarding things that would benefit both myself and my child

30. Can we please just listen to the parents / carers of North Somerset as they are the ones that know their children best.

31. I think that despite all the good intentions and will to work effectively there is a massive disconnect and inertia from the support end. Inter organisational cooperation is very poor. Also as there are demarcation lines various workers find that although they can see the problem and even have an answer there is little they can do as that is another departments responsibility. A lot of good work goes down the cracks because of this. The system is too slow and ponderous. It is not agile enough as situations change fast and the system cannot respond and keep up with those changes. By the time meeting have been taken place and plans agreed, the situation has changed and needs different inputs and support. On top of that there simply does not appear to be the necessary resources on any level.

32. I think the service you provide is fantastic. My daughter is high functioning. We're in the Camhs system and have just been referred to scamp for an ASD diagnosis. At times we've felt incredibly isolated. It feels like you're the only ones going through the challenges. When your child cries at every meal time, takes hours to go to sleep and point blank refuses to go to school, everyday can be a massive challenge. At times, I've wanted to crawl into a ball and give up, but we don't, we keep going and it's services like yours who make us feel like part of a community. We're not going through this alone and that gives us the strength to keep going. Thank you ❤️

33. Sarah Honey is the most fantastic person I have come across yet, she understands my child completely, is informative, listens to my opinion and goes above and beyond, she is a shining light in an otherwise altogether poor service.

34. I know this is just a box ticking exercise but I hope one day children's needs are met, kindness empathy wellbeing and new approaches are used, the world and children gave changed but the system is still dystopian victoriana era

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Parent Carer views on Education, health and social care in North Somerset

Annual Survey February 2022 - Results

Demographics

Working Well

- Responses across all North Somerset
- Representative of additional needs and disabilities
- Reaching Parent carers across all ages

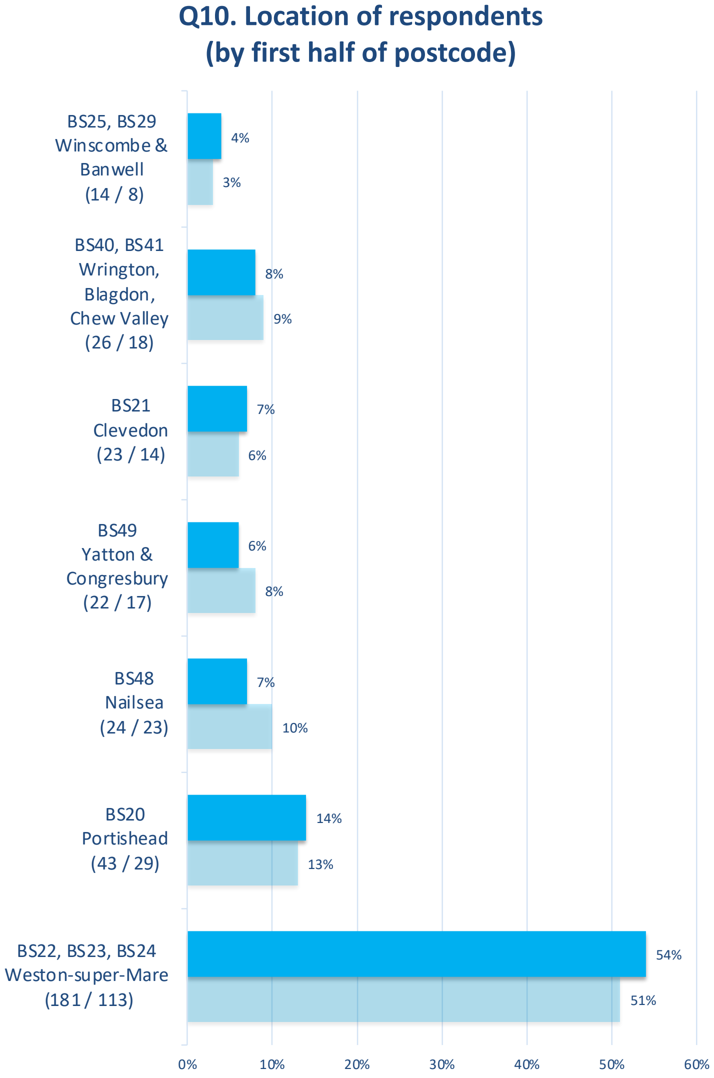
Areas to improve

- Reach more Parent Carers in some settings eg, PRU, Springboard
- Reach more parent carers of young people 16+
- Reach more younger parent carers (16-24)

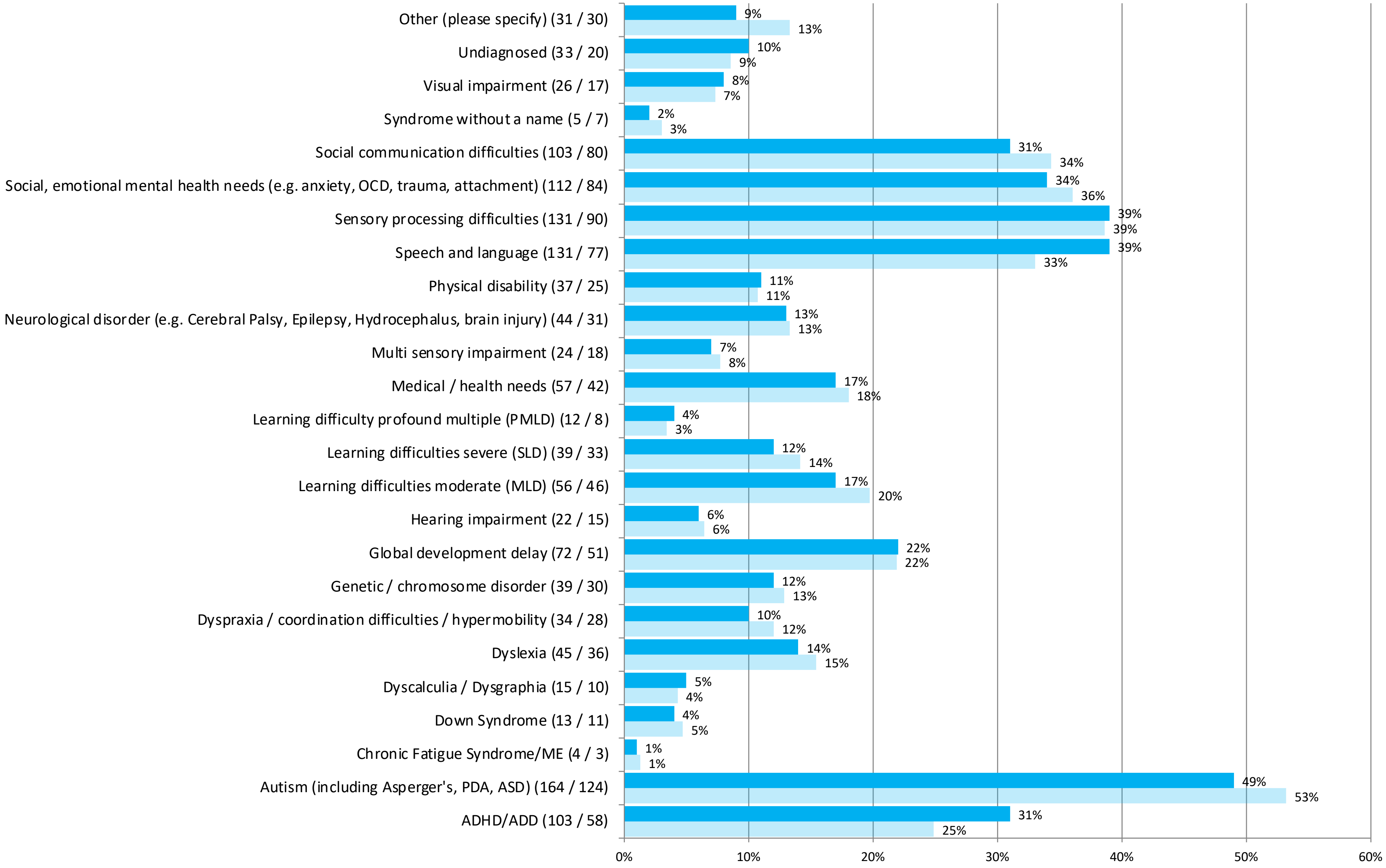
Local Context – North Somerset

3646 pupils in Years R-13 were receiving SEN support in their setting (Jan 2021 - Census)

1602 Children / Young people have an EHCP (Feb 2022)

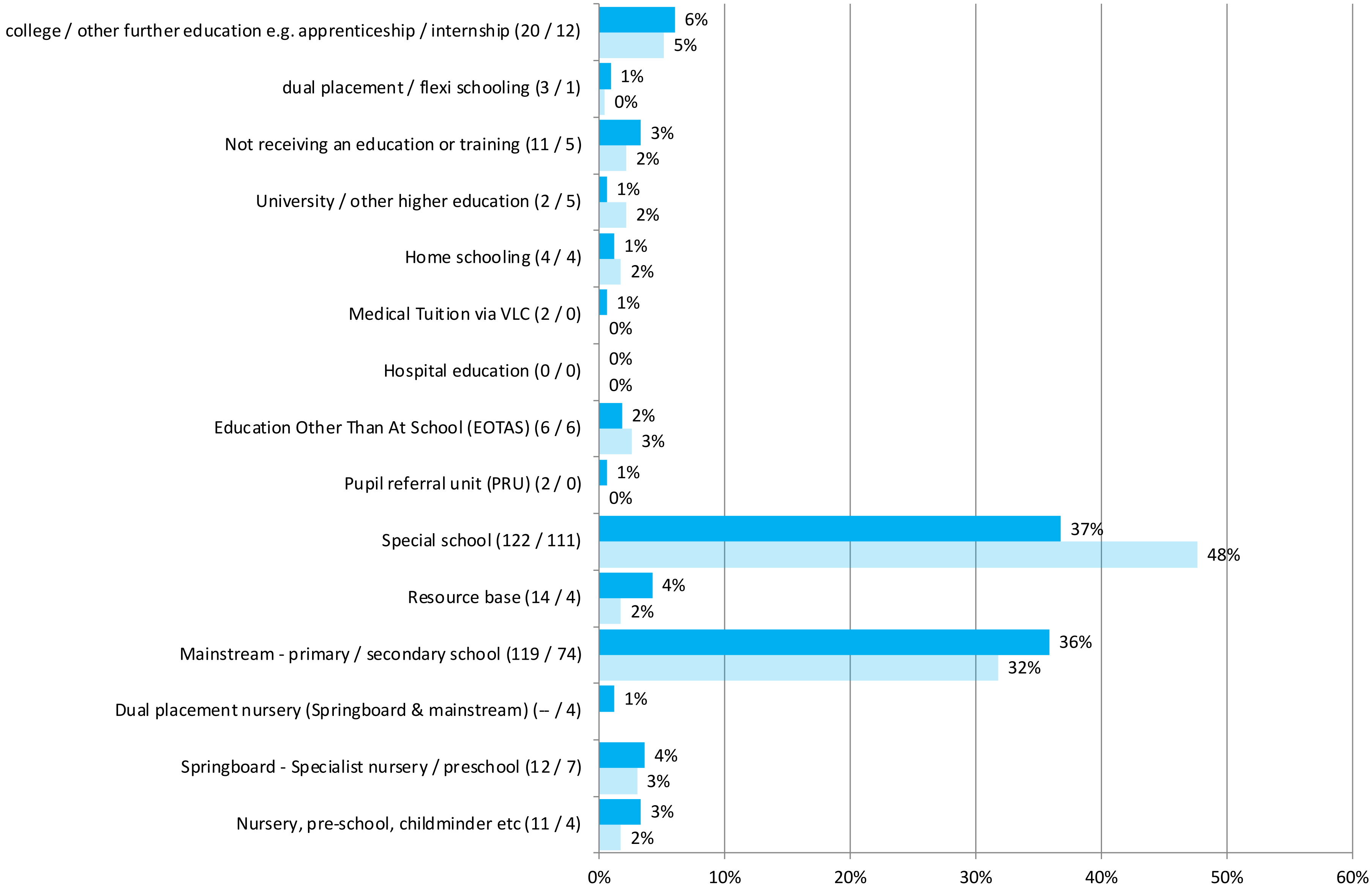


Q11. What are your child's additional needs / disability? (Please tick all that apply)

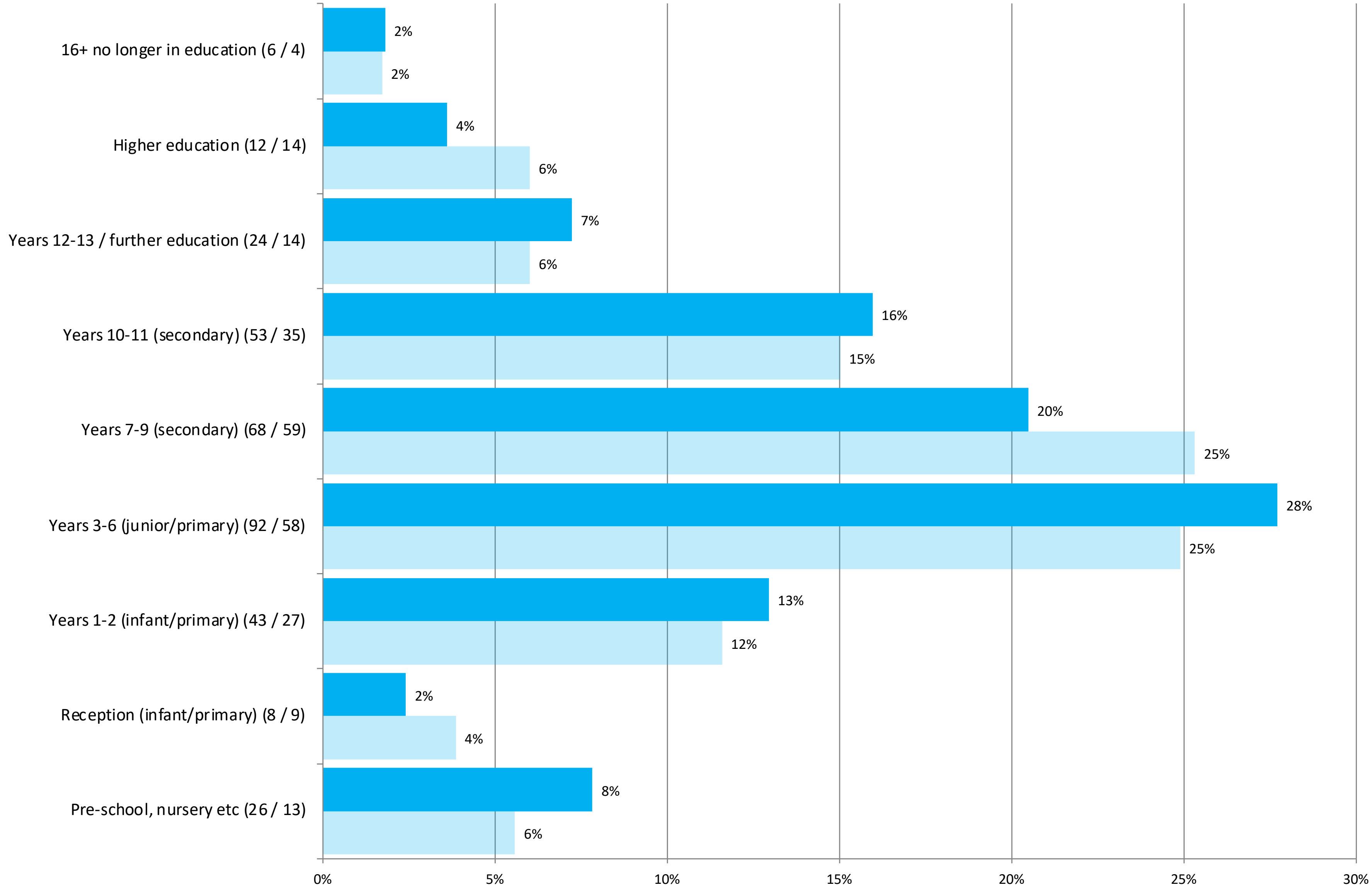


#	Other (Please specify) - **31** Comments taken verbatim from survey responses
1.	Tourettes
2.	Waiting to be accessed
3.	Hypermobility spd
4.	Spd
5.	Undiagnosed autism, on the scamp pathway for 2 years and in an ehc process
6.	Epilepsy
7.	Hypermobility
8.	We are looking at dyslexia and also dyscalculia
9.	Tourettes
10.	Prader Willi Syndrome
11.	ARFID
12.	TS, anxiety, insomnia
13.	Anxiety disorder
14.	Food avoidance
15.	ARFRID (Avoidant restrictive food intake disorder)
16.	Tourettes
17.	Hypermobility
18.	Asthma
19.	Pica
20.	Visual Processing difficulties and slow processing speed
21.	Mental health
22.	Feeding difficulties
23.	Global developmental Delay
24.	FASD
25.	Sleep problems
26.	Cerebral palsy
27.	Artistic
28.	Pica
29.	Developmental trauma
30.	HIE
31.	PTSD from professionals and being denied psychiatrist denied education despite ehcpdenied updated ehcp hasn't done his g.c.s.e maths

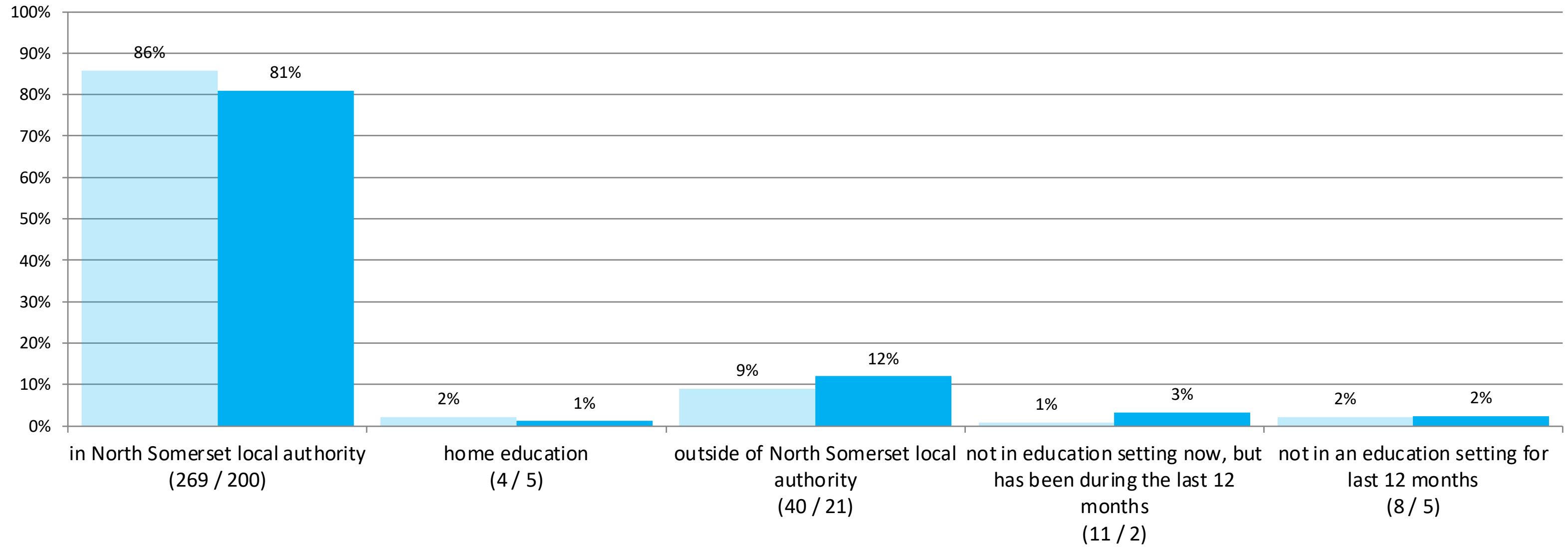
Q12. What type of setting is your child educated in?



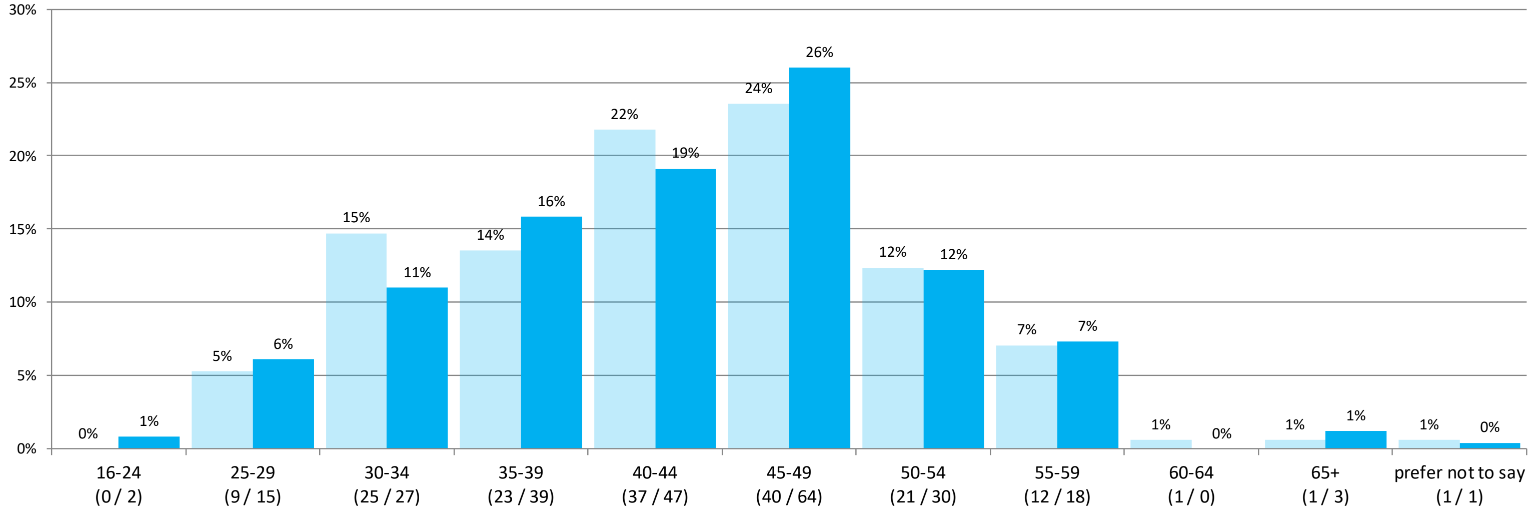
Q13. What year is your child in at their educational setting?



Q14. Where is your child's educational setting?



Q86. To help us ensure we are reaching all parent carers can we please ask how old you are?



Additional Survey information

Total responses to survey: 332 (233 in 2021) this included both completed & part completed survey responses after excluding approximately 48 that ticked No and 166 that ticked yes (but did not answer any further questions) to: Does your child fulfil the criteria listed above in RED? (this was to confirm that their child is 0-25 with any additional need or disability and lives in North Somerset Local authority area.)

Q110. We are running a prize draw for all parent carers who complete this survey. Prizes are: 1st £100, 2nd £50, 3rd £25 and 5 runners up of £15. Please enter your email address if you wish to enter. We will only use your email address for entry into the prize draw and will not share it. (Winner's names will be published, unless the winner objects)
Responses: 178 (130 in 2021)

Q107. Would you like to be added to our mailing list? To receive information on how we are helping to shape services and to hear about our groups, information sessions, events, training, and workshops please join our membership database by filling in your details below. We only use your information to add you to our membership database. You can request to remove your details at any time. We will not share your information. Please read our Data Protection Policy if you would like more information.
Responses: 105 (81 in 2021)

Questions 15, 29, 36, 45, 54, 57 & 76 were asked to help navigation of the survey but did not add any further insights for evaluation.

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