



Parent Carer views on education, health and social care in North Somerset Annual Survey March 2021 - 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 an 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

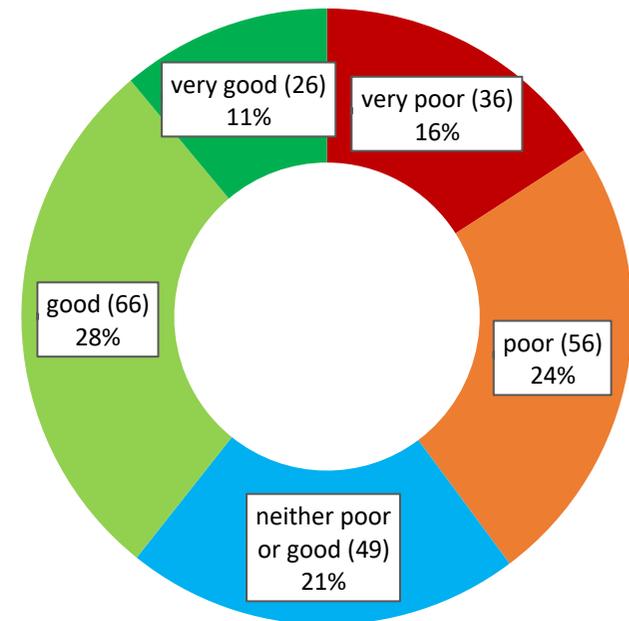
233 Parent Carers responded to our survey declaring that they are a parent carer whose child is aged 0-25 and has any additional need or disability along with living in North Somerset.

Thanks to South Glos Parent & Carer Forum 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 March 2021. 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 influence provision.

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?



Annual Survey March 2021 – Results

Some helpful terms used in this report:

EHCP – Education, Health & Care Plan

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

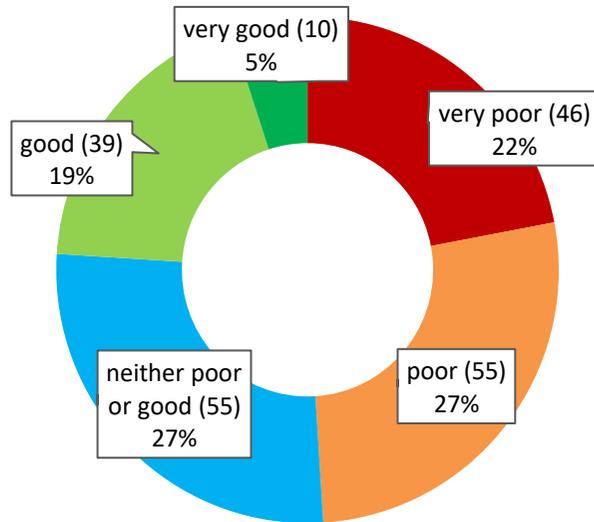
HTST – Home to School Transport

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

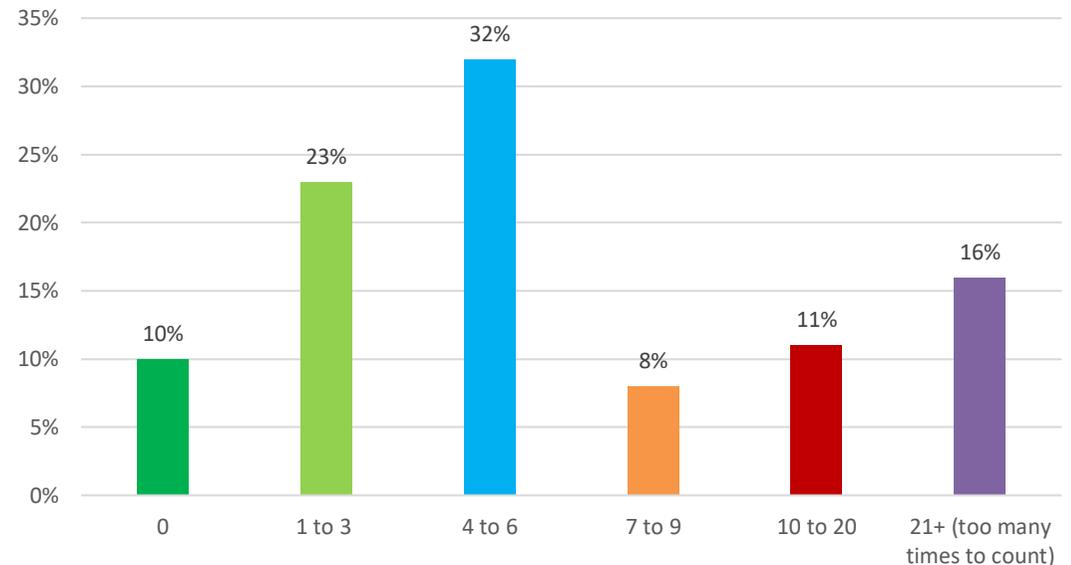
PFA – Preparing for Adulthood

SEND – Special Educational Needs & Disability

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?
(Responses: 152)



Annual Survey March 2021 - Results

INDEX – click headings below for direct links

Education (setting & Services)	P4	Education Health & Care Needs assessment (EHCna)	P30	Health Services	P49	Social Care	P70	Parent Carer Support	P81	Home to School Transport (HTST)	P44
Preparing for Adulthood	P5	NS SEND Team	P31	Preparing for Adulthood	P50	Preparing for Adulthood	P71	Understanding child's needs	P81	Comments	P46
Level of support & progress	P6	Professionals & family contributions	P32	Community Paediatrician	P51	Children's social care 0-18 disability team	P72	Community activities	P83	Anything else you would like to tell us.	P99
Support @ setting	P7	Educational setting - meets needs & outcomes	P33	Children & Adolescent Mental Health Service (CAMHS)	P52	Community Family Teams	P73	SEND Clubs and Activities Team (SENDCAS)	P85		
Child experienced	P10	Chase for Information & paperwork	P33	Occupational Therapy (OT)	P53	Preventative Services (early help, youth offending team, family support workers)	P74	Carers Assessment	P86	Demographics	P102
Child able to access	P11	Personal Budget	P34	Speech and Language Therapy (SALT)	P54	Adult social care transitions team	P75	North Somerset Parent Carers Working Together (NSPCWT)	P87	Location (First half of postcode)	P102
Communication & information	P12	Comments	P34	Physiotherapy	P55	Adult social care Mental Health Team	P76	Local Offer	P89	Child's additional needs / disability	P103
Psychology	P13	Education Health & Care Plan (EHCP) Annual Review	P36	Autism Diagnosis (SCAMP)	P56	Adult social care Mental Health Team	P77	Supportive Parents (SENDIAS)	P91	Education Setting	P105
Inclusion support	P14	Before & during annual review meeting	P37	Bristol Autism Spectrum Service (BASS)	P57	Adult social care team	P78	Online information, advice & guidance	P92	Year in Education Setting	P106
Sensory Support	P15	After the annual review meeting	P38	Adult ADHD	P58	Personal Budget / Direct Payments	P79	Social Media	P94	Where is educational setting	P107
Health Professionals	P16	Professionals & family contributions	P39	Wheelchair	P59	Comments	P80	In person information, advice & guidance	P95	Parent carer age	P170
Social care professionals	P16	Chase for Information & paperwork	P40	Contenance	P60			Access information, advice & guidance after Covid	P96	Additional survey information	P108
Transitions between settings	P17	Personal Budget	P40	Health Visiting	P61			comments	P97		
Comments	P17	Comments	P41	School Nursing	P62						
Home Education	P18			Specialist Nursing	P63						
Support	P26			GP	P64						
comments	P27			Hospitals	P65						
	P29			Personal Budget	P66						
				Comments	P67						

Annual Survey March 2021 - Results

Education - Setting & Services

Working Well

- Support in specialist schools
- Timely responses to requests from setting (Child & Parent)
- Transitions to post 16 education and apprenticeships
- Support provided at Springboard
- Support in being healthy

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...

Springboard "They go above and beyond for my son and also for me as his mother"

"lack of understanding from school when difficulties arose"

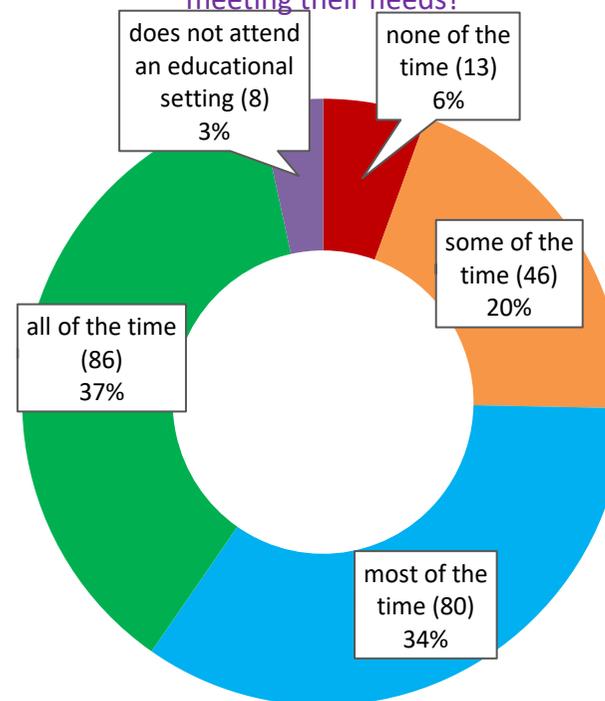
Weston College "During the Lockdown they have been amazing"

"we have wasted years 'treading water' and repeating the same situation"

"Absolutely love Westhaven for my daughter"

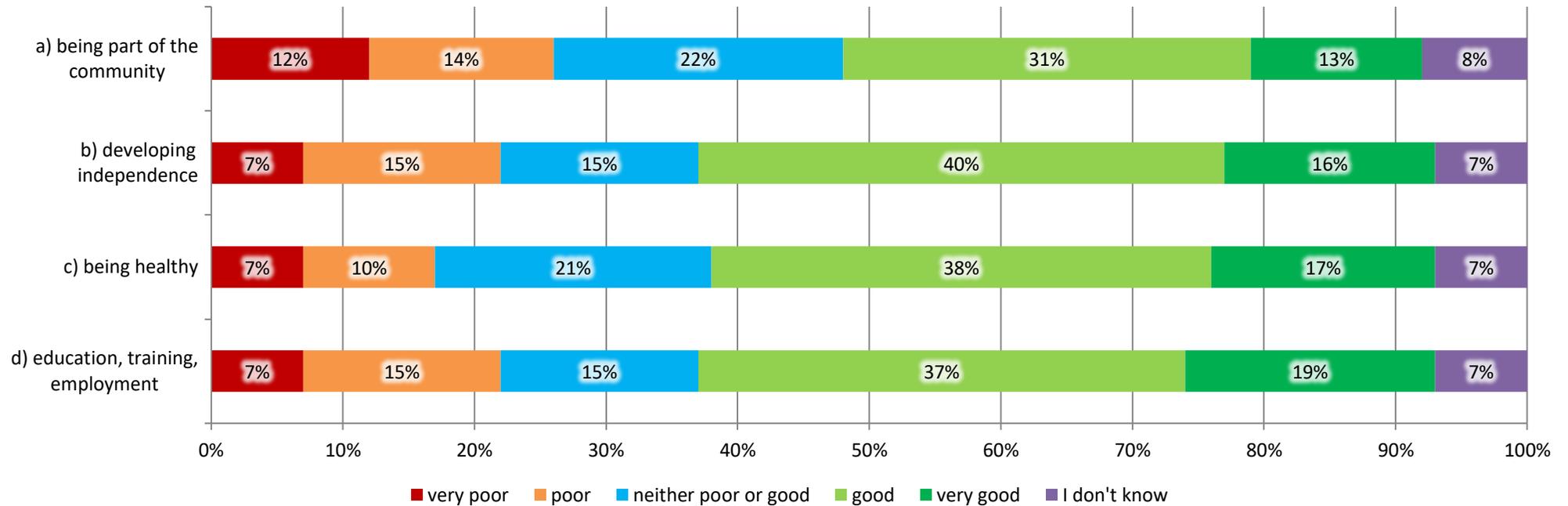
"Without my persistence, my child's difficulties would not have been recognised or supported"

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



Annual Survey March 2021 - Results

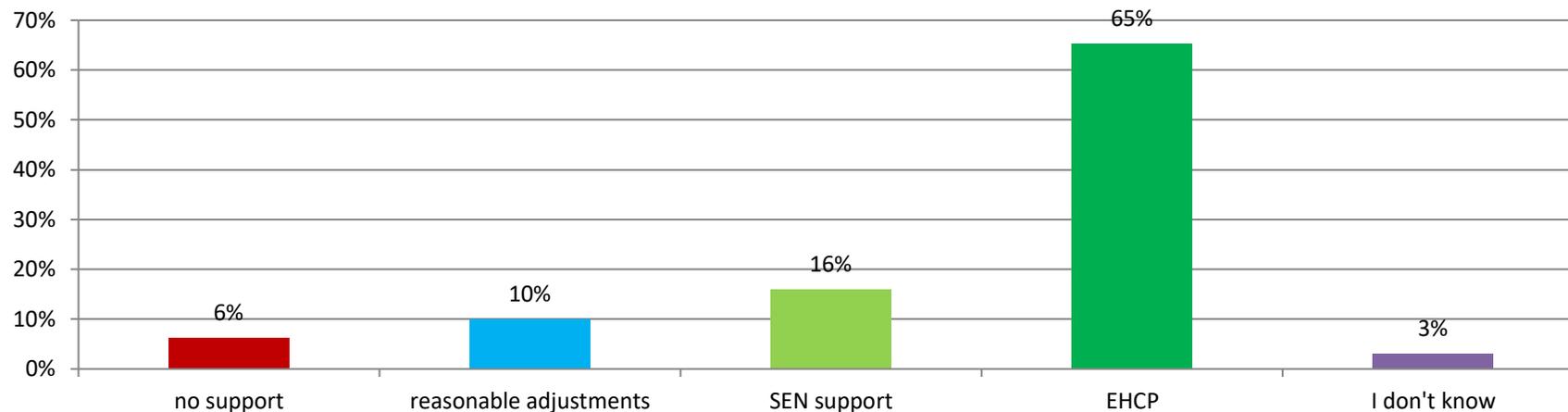
Q7. How well are **education services** helping your child **prepare for adulthood (PFA)** in the following areas? PFA starts from children's early years helping them to develop skills throughout childhood in preparation for adulthood.



Responses: a) 214, b) 217, c) 213, d) 205

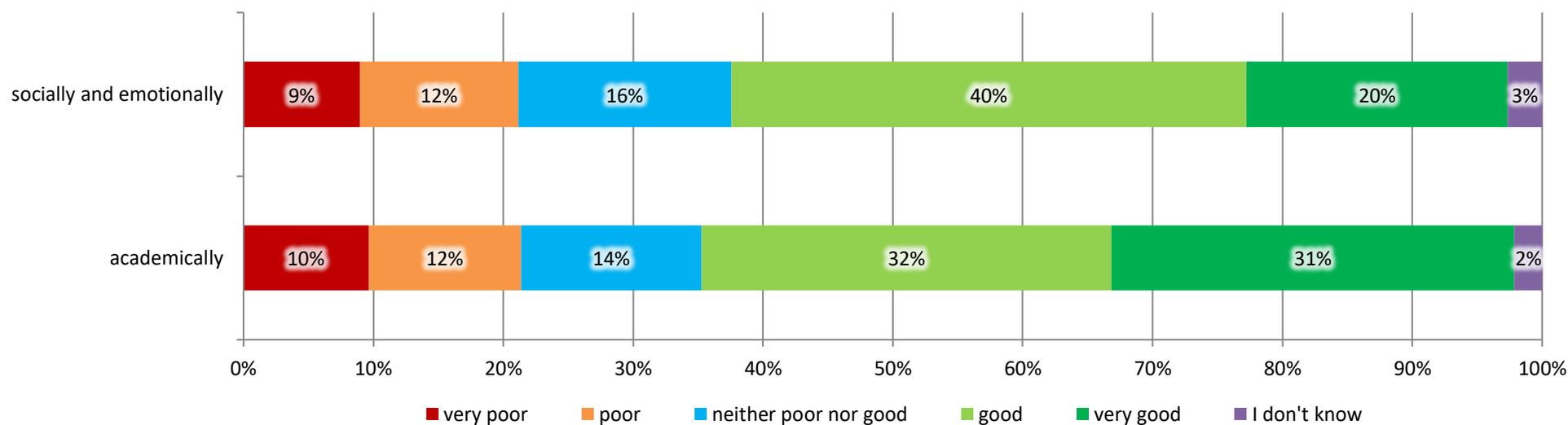
Annual Survey March 2021 - Results

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



Responses: 190

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

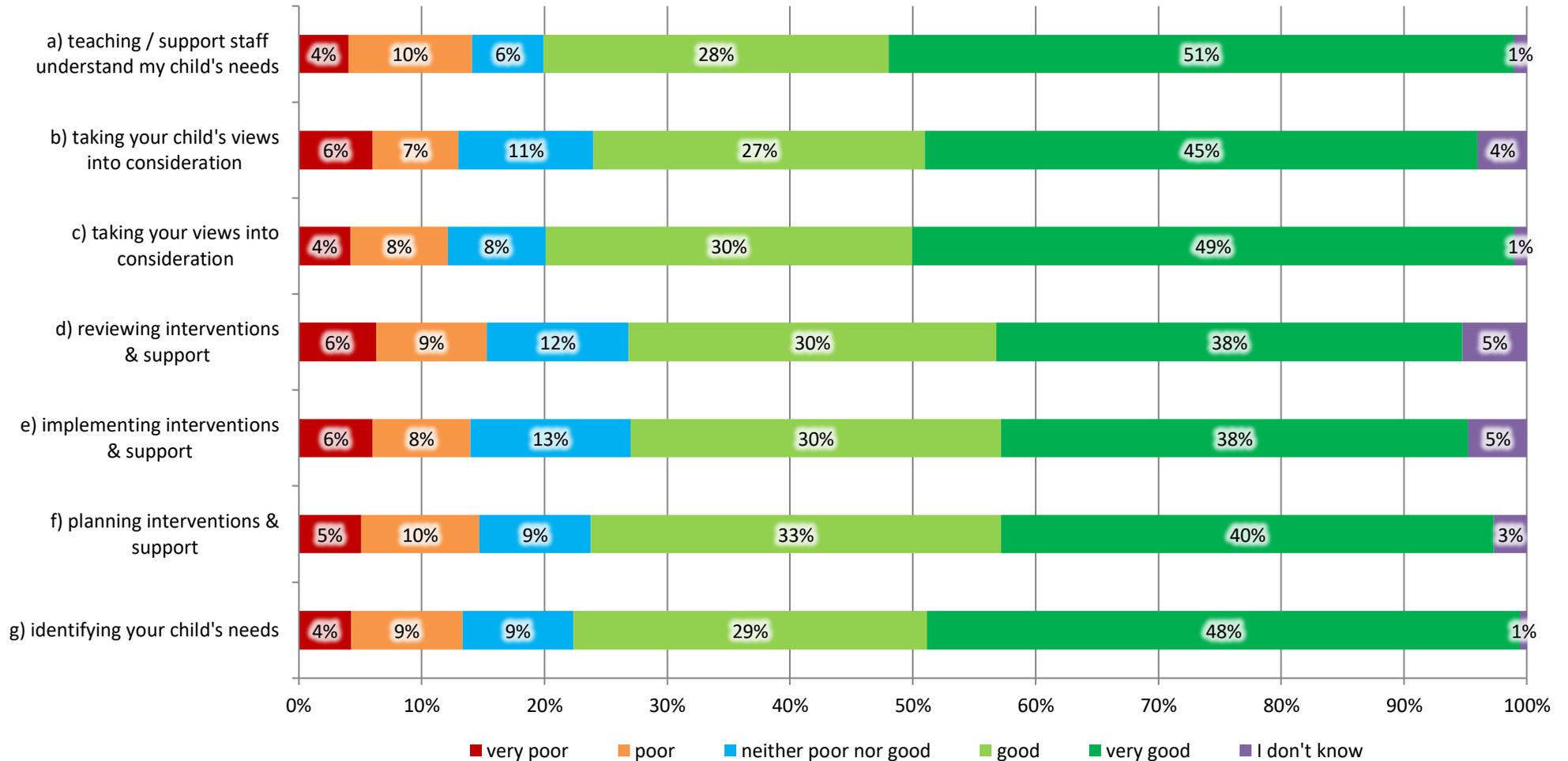


Responses: 190

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

Annual Survey March 2021 - Results

Q17. How well is the setting supporting your child?

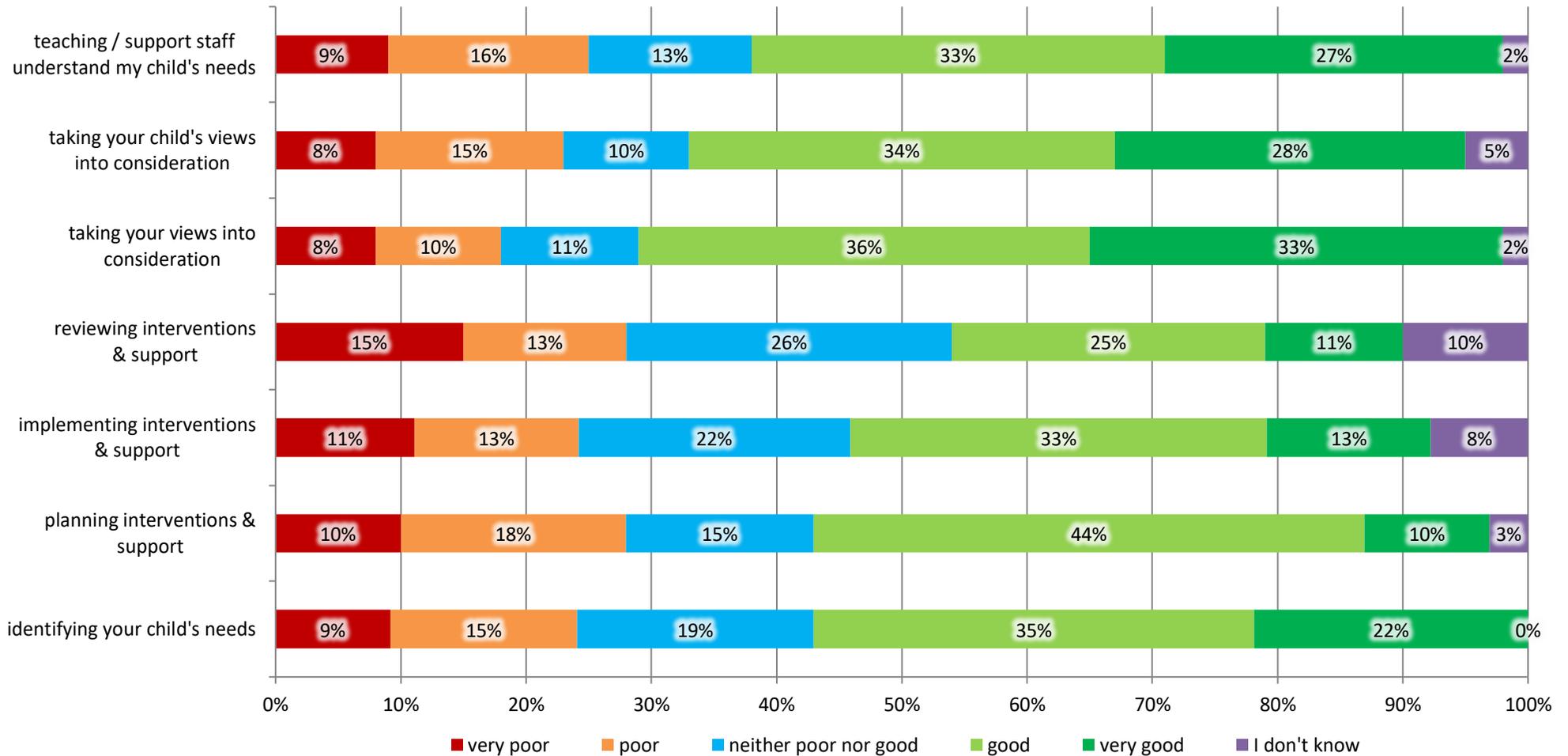


Responses: a) 187, b) 182, c) 186, d) 186, e) 186, f) 185, g) 186

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

Annual Survey March 2021 - Results

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

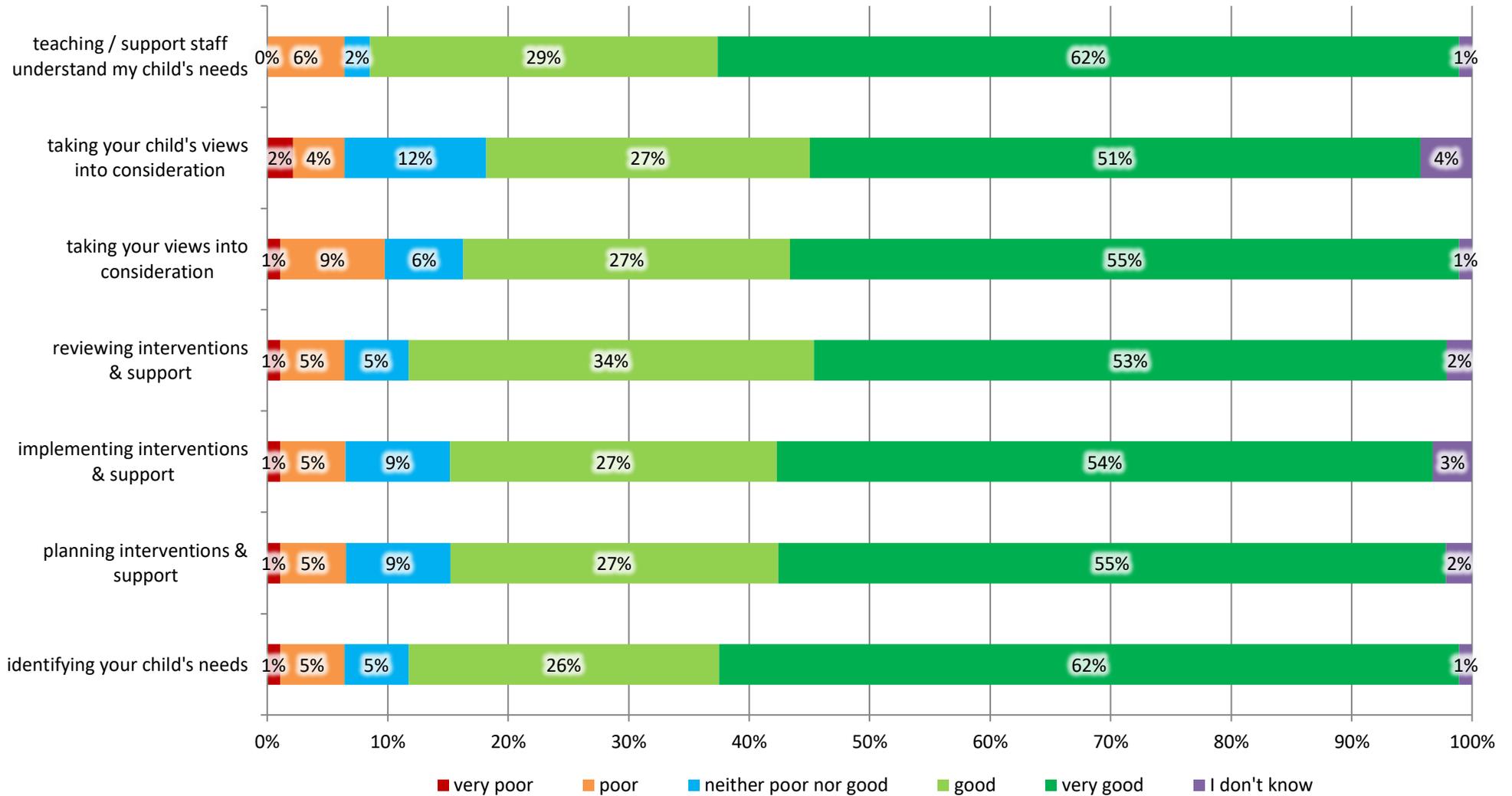


Responses: a) 63, b) 61, c) 63, d) 62, e) 63, f) 62, g) 64

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

Annual Survey March 2021 - Results

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

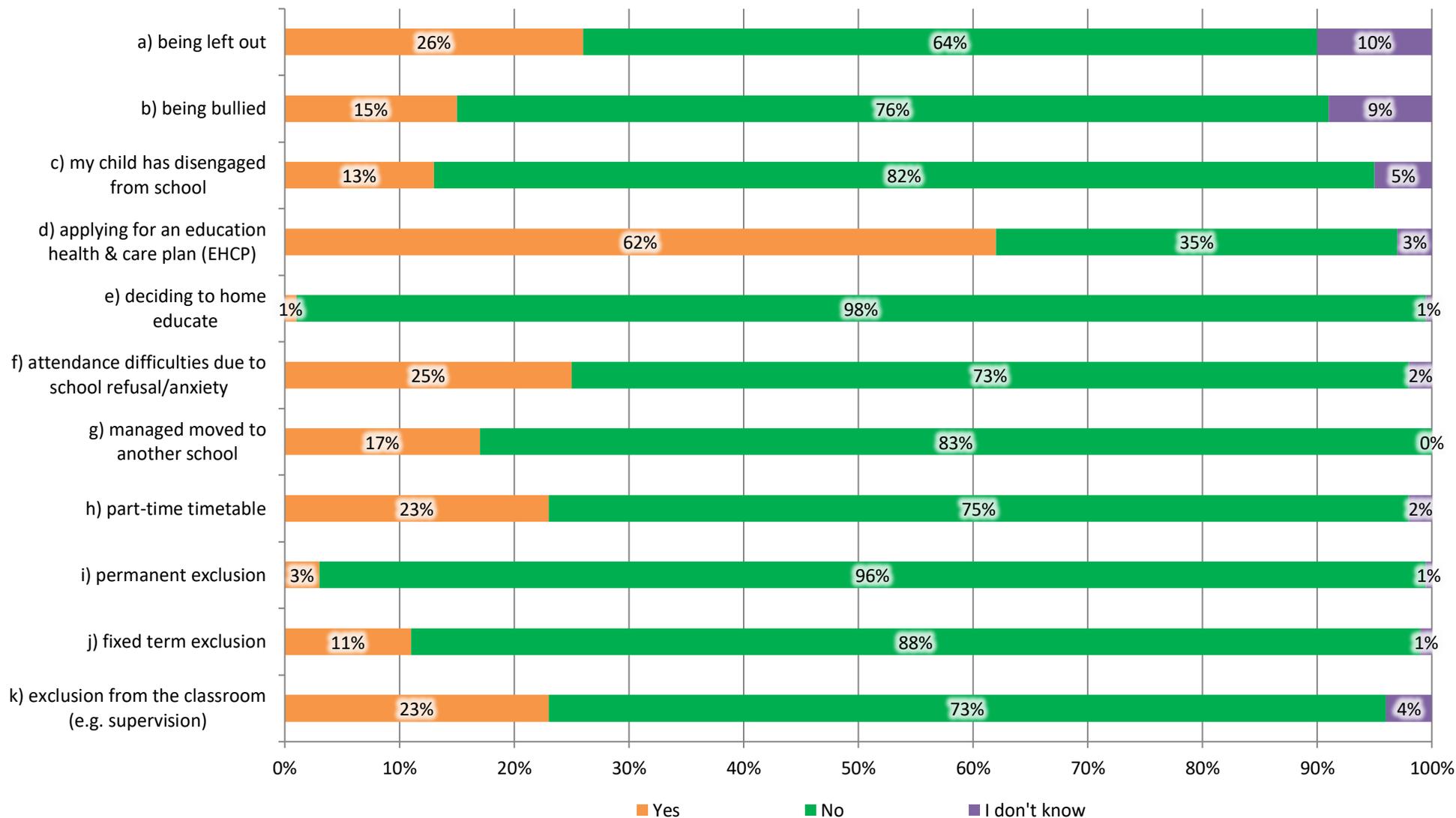


Responses: a) 92, b) 91, c) 91, d) 92, e) 91, f) 92, g) 91

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

Annual Survey March 2021 - Results

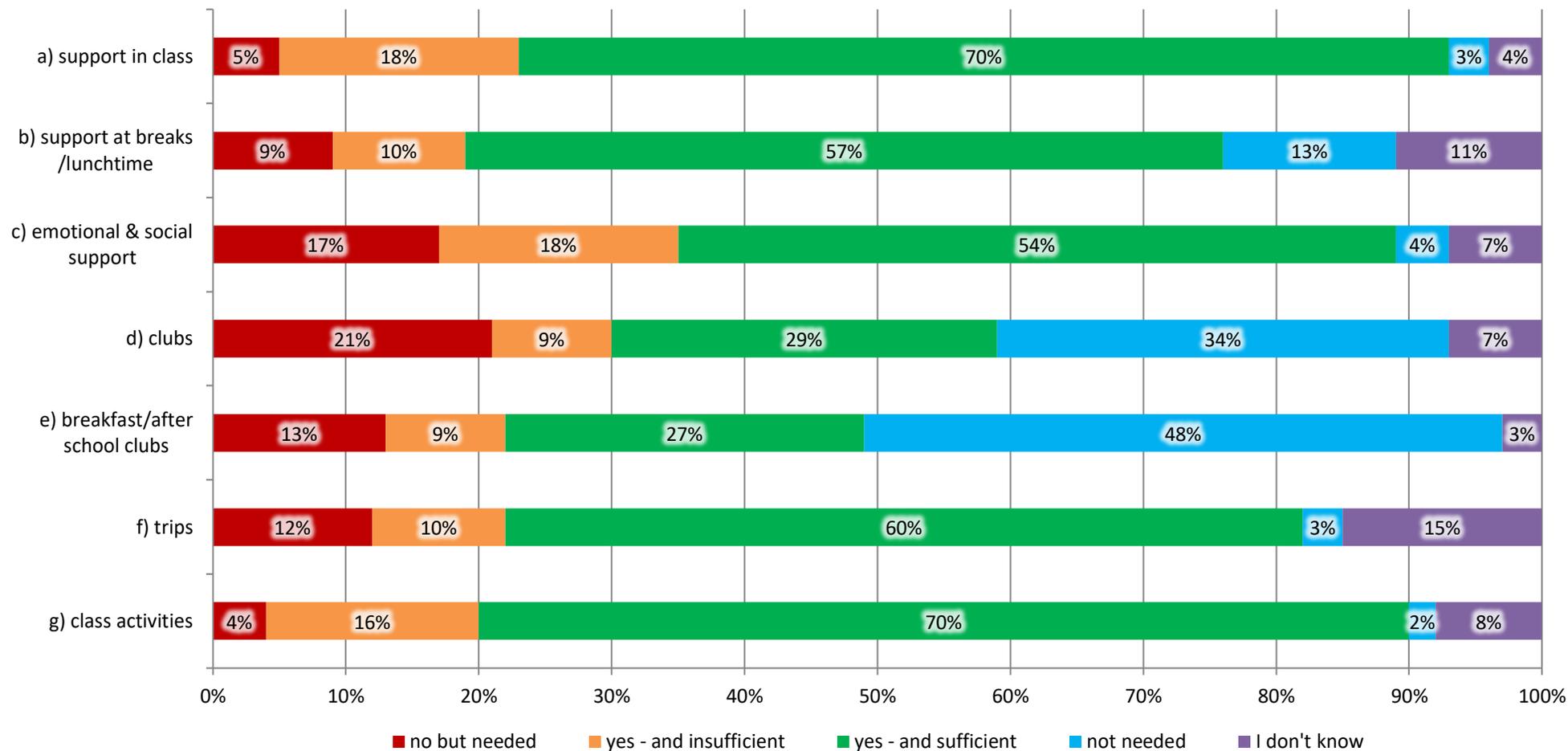
Q19. Has your child **experienced** any of the following?



Responses: a) 178, b) 176, c) 175, d) 155, e) 161, f) 169, g) 155, h) 169, i) 170, j) 171, k) 173

Annual Survey March 2021 - Results

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

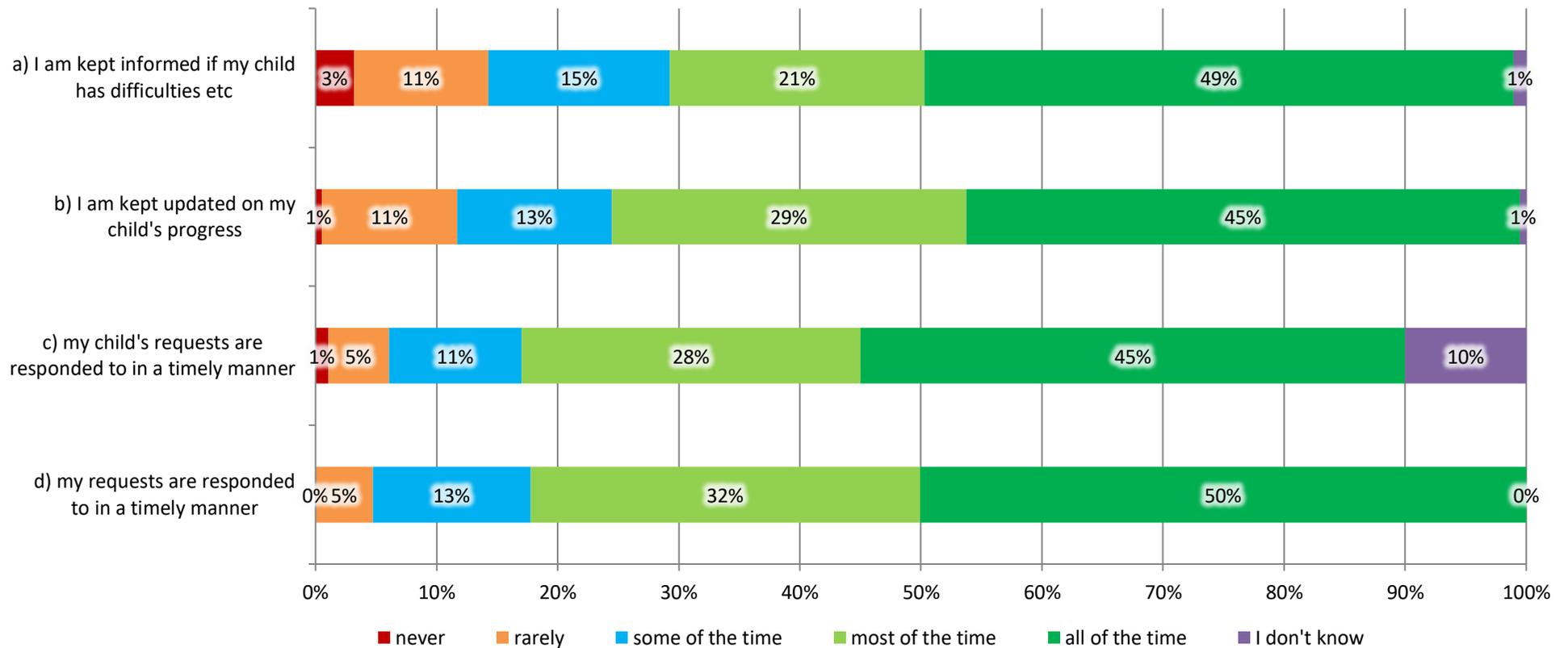


Responses: a) 178, b) 173, c) 183, d) 150, e) 145, f) 155, g) 182

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

Annual Survey March 2021 - Results

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

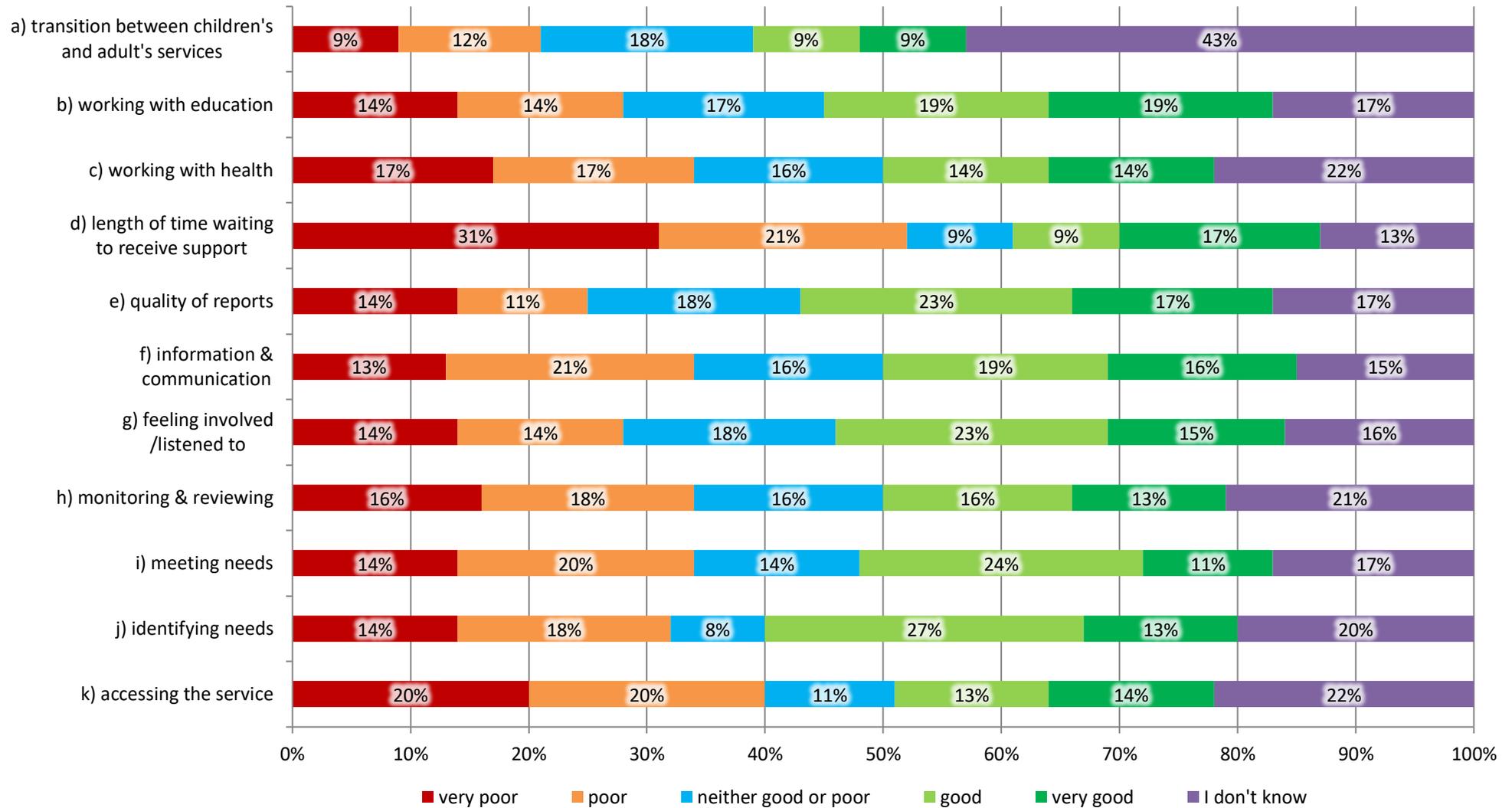


Responses: a) 186, b) 187, c) 172, d) 188

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

Annual Survey March 2021 - Results

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

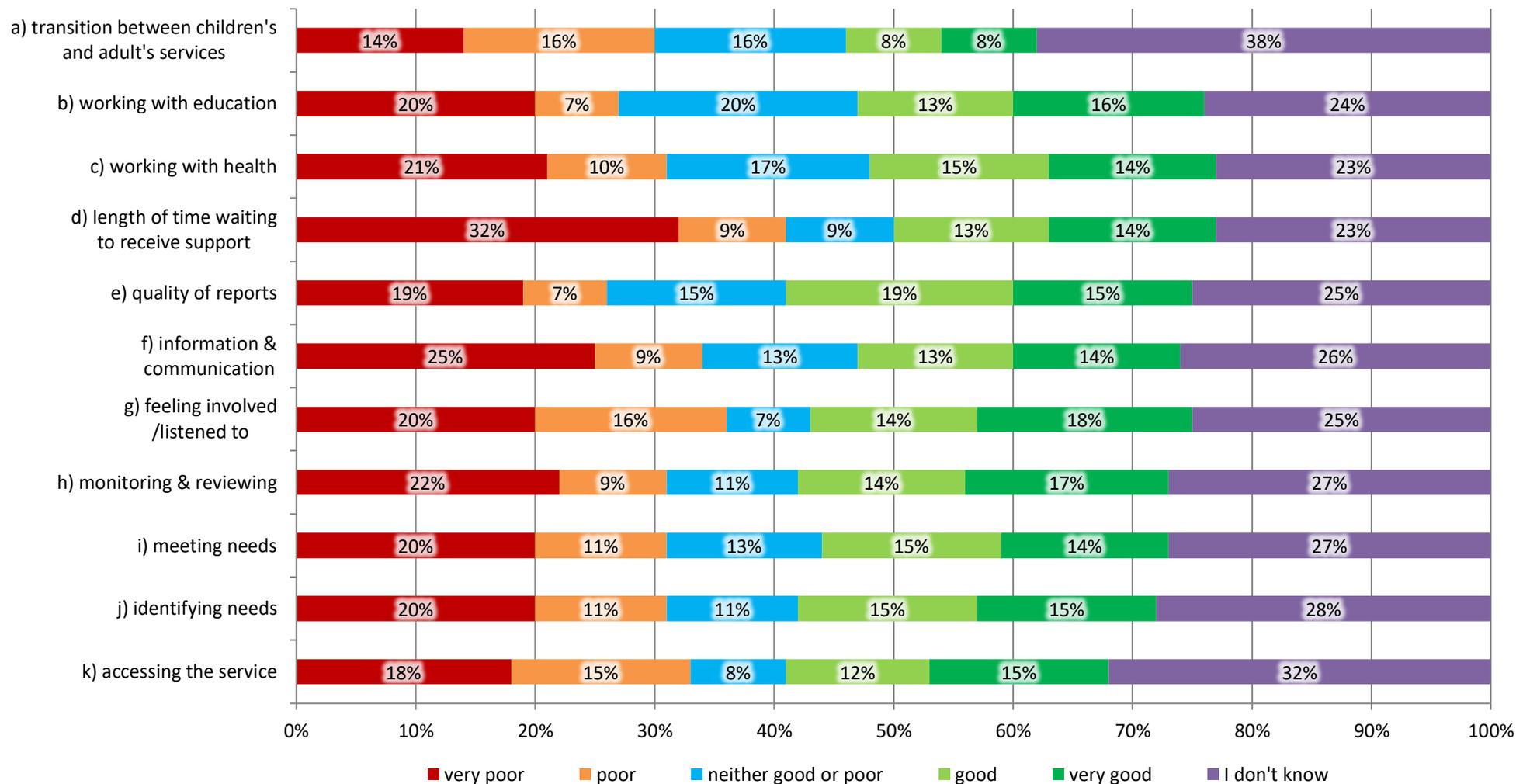


Responses: a) 33, b) 70, c) 63, d) 72, e) 71, f) 73, g) 72, h) 70, i) 72, j) 71, k) 71

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

Annual Survey March 2021 - Results

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

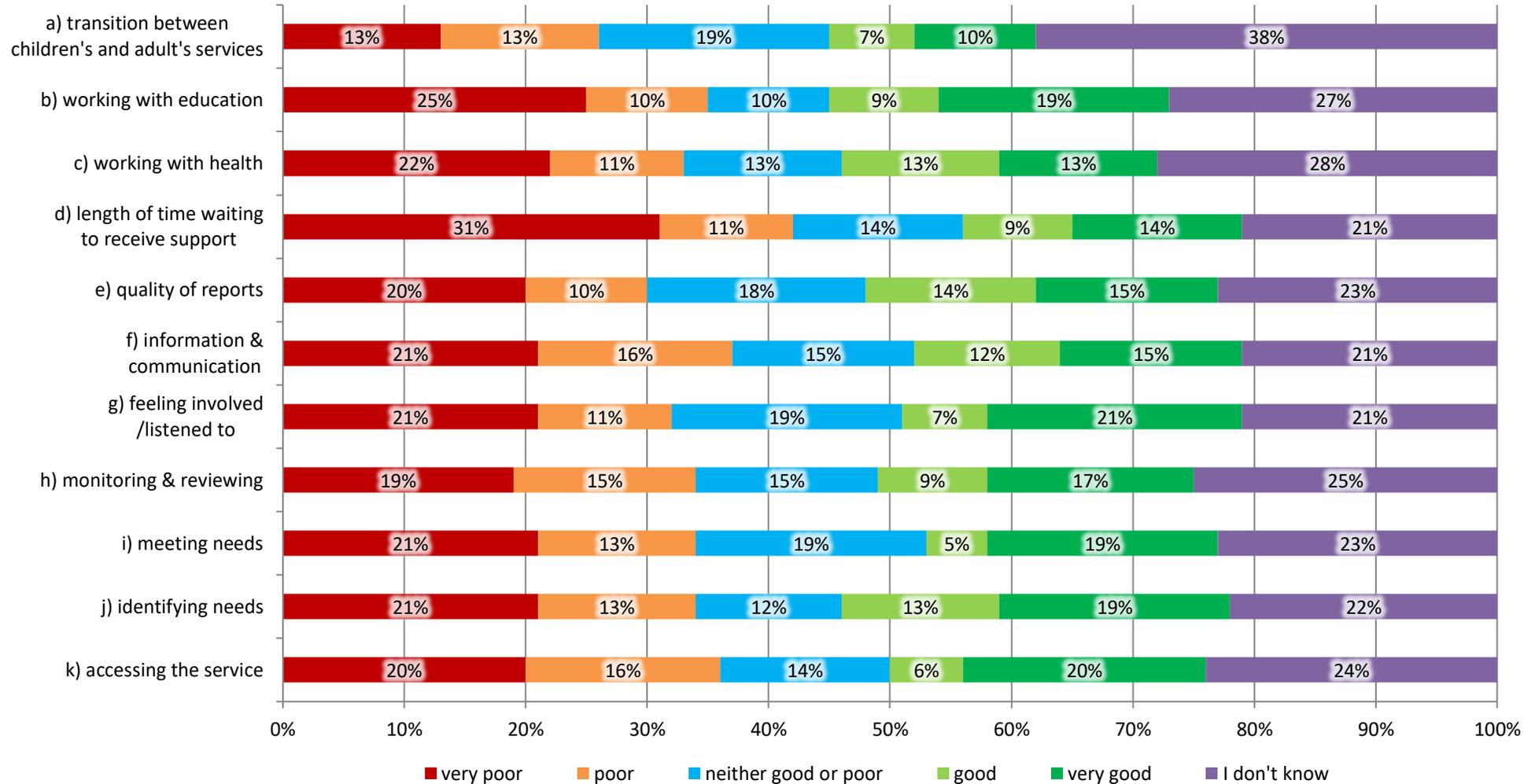


Responses: a) 37, b) 55, c) 53, d) 55, e) 54, f) 56, g) 57, h) 57, i) 57, j) 58, k) 61

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

Annual Survey March 2021 - Results

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

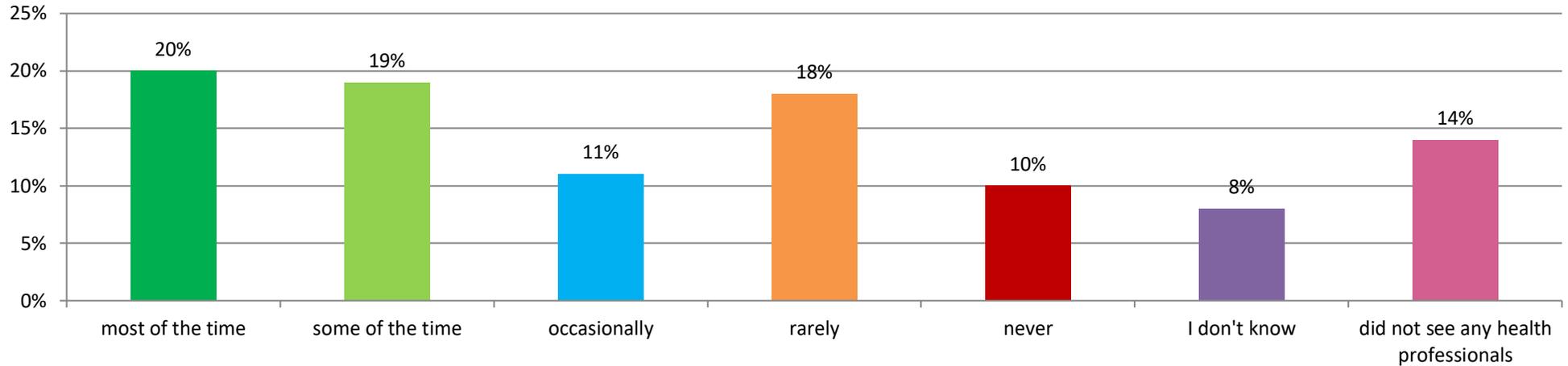


Responses: a) 31, b) 48, c) 48, d) 49, e) 46, f) 48, g) 48, h) 47, i) 47, j) 48, k) 50

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

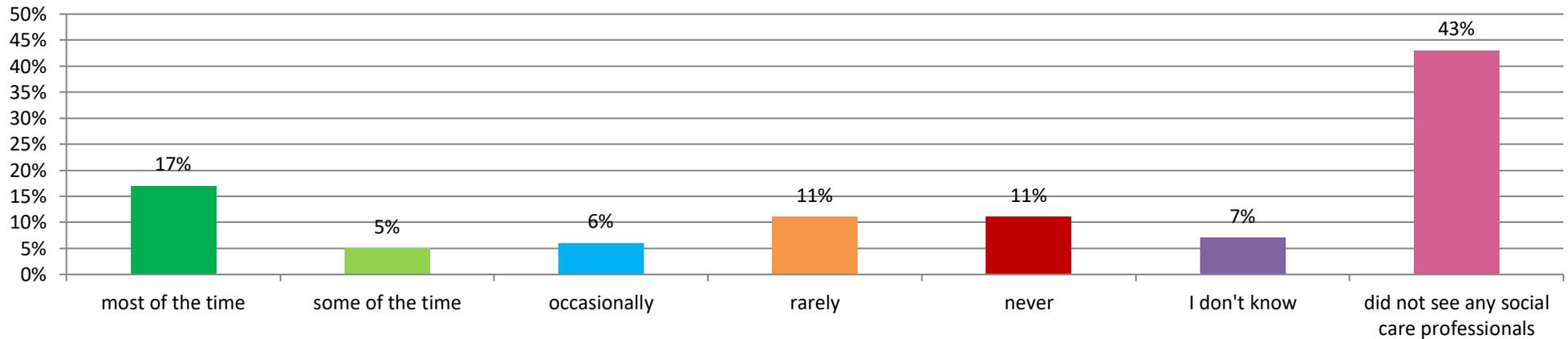
Annual Survey March 2021 - Results

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)



Responses: 178

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)

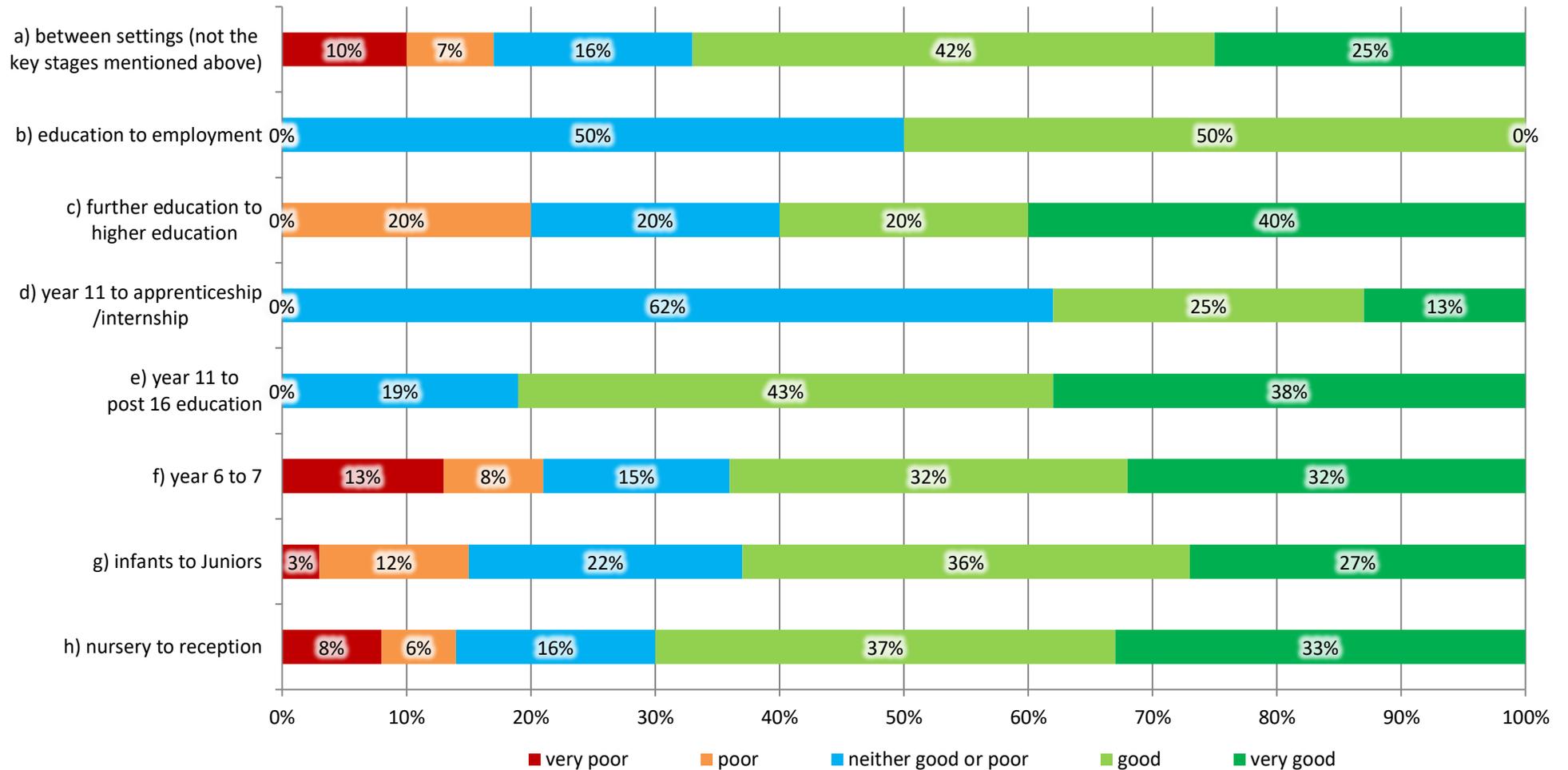


Responses: 147

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

Annual Survey March 2021 - Results

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



Responses: a) 47, b) 4, c) 10, d) 8, e) 21, f) 53, g) 59, h) 80

Annual Survey March 2021 - Results

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: 96 - Comments taken verbatim from survey responses

1. Sadly COVID 19 meant my child could not finish post 16. We were left in no mans land and bewildered with the transition process and gap before starting XXXXX extension studies course at Weston college. However since we got started and worked with the difficulties of managing on off learning teams etc. XXXXX has struggled with anxiety and stress. The college have been very supportive and working to support XXXXX. I was disappointed with North Somerset council and their home visits for transition to adult care. They have no details of XXXXX or is ECHP! No department working together . They had no helpful information on claiming benefits how to get a bus pass receive health care. I felt sad it was a tick box exercise to see if he needed to be a service user! I felt XXXXX needs were being met at the college. We are in a rural Location and XXXXX has no access to any other service now outside college. I hope. That if his needs change and he want to move on to supported living or help in the future they can help!
2. I feel my child has been poorly supported at school. He did not receive the dyslexia assessment we were promised. After waiting for two years for it, we were told that they did not have the funding for it. As a result of insufficient resources, he had to wait for nine months before receiving a laptop to do his work on for Exam Access Arrangements, and then was only given an exam laptop for in-school use only, due to pressure being brought to bear by myself. Despite repeated requests, his homework has never been differentiated for him, bar one teacher. Remote-learning during lockdown proved to be almost impossible and caused him severe anxiety and stress as he was not able to keep up with workload, resulting in him having a total melt down. Support in the class room is non-existent, due to insufficient support staff being available. Finally, due to the steady downward spiral of his grades, I requested that his curriculum be streamlined and extra tuition provided in those subjects that he required. My request was declined.
3. Our child has been very well transitioned into his new placement in Year 9/10. The school has been very supportive and accommodating. However, the circumstances around the transition from his old school to new one - particularly given the seriousness of them perhaps warranted more attention and support from the LEA. As parents we felt isolated and let down by the lack of care across the LEA and services and felt that our child was not given support during a traumatic time. Our child is happy and settled now but for a period of 6-8 months there was an immense sense of stress and concern within the family and we felt we should have had greater support and guidance.
4. Weston Bay is the most fantastic asset for any young person who is on the autistic spectrum, I cannot thank them enough for what they have done for my son
5. My son is at a private nursery who are absolutely fantastic. He has a good EHCP although I did have to push to get the right wording. I delayed my son's entry into school due to his needs and summer birthday and a big frustration was resistance (and disapproval) from his childminder and specialist setting and also how hard the process was to actually delay him. We absolutely made the right decision and just feel it shouldn't have been so stressful.
6. First attempt at EHCP was refused however paediatrician was shocked due to need. Has not been restarted due to the feeling that it is difficult to get one.
7. My child's difficulties are always underestimated and under acknowledged to start with, despite my clear communications that she needs clear consistency as she presents more able in new situations as she masks her difficulties. Every single year her difficulties emerge and things deteriorate throughout the school year. The same problems have arisen repeatedly and not been prevented. I feel that I've only been listened to in the last 6 months or so and that she is now receiving more social, emotional and academic support. I often feel I get passive, aggressive responses from school when reporting difficulties my child has spoken to me about and at times have felt like a inconvenience. Things have improved but only after countless emails and incidences that would've gone unnoticed without my intervention.
8. After a lot of perseverance I finally feel that we are getting some much needed support but I feel that we have wasted years 'treading water' and repeating the same situation. Daughter presents as 'coping and capable' in the start of every year as not settled, i repeatedly try to explain she needs support and feel bot listened to, she then becomes more challenging and presents difficult behaviours because clear boundaries and expectations weren't presented originally. Lots of time is spent fixing mistakes made before progress can be made. She lost TUF after year 7 because criteria changed and her difficulties are more social and emotional but academically she is able. Currently there are more provisions to support her social and emotional needs and this has had a positive impact but this has only come about after a lot if issues that I feel could have been prevented if more support and supervision and guidance was in place.
9. i think the social care support via direct patent. scheme etc has completely let down families in the there area of late

Annual Survey March 2021 - Results

10. Daughter was attending Sidcot independent school however in year 6 they decided they could no longer support her learning needs. We then had to do an in year transfer to Worle Village primary school who have made adjustments for her. She suffers from anxiety and finds school extremely challenging and difficult. Awaiting assessment for ADD/ Autism and SPD. Applied for EHCP but refused due to lack of evidence.
11. Despite initiatives being put in place the system is still fragmented and broken. There is no joined up process and there does not appear to be any accountability to ensure that things are happening. Meanwhile children are falling through the gaps 'the invisible children'. I am not alone but now parents of children with SEND are too scared to mention anything for fear of being targeted, losing what little support they already get or retaliation against their child from the school and LA. The LA needs to actually listen and understand the reality of what is happening and how so many children are being failed by this system.
12. My daughter has transitioned from gordano to hospital Education to currently Ravenswood. With an late diagnosis and a profile of Asd demand avoidance, the school has been exceptional in allowing her to safely build up time in school while learning new skills to manage her anxiety. Having missed just over 4 years of school she has experienced inconsistent management of behaviours over the years this has added to trauma related behaviour compounding avoidance in a school environment. With a lot of work and a consistent plan with school and home I feel my daughter is now understanding herself and more confident in starting to trust adult to safety help her navigate an education setting.
13. The transition between special school and college, considering COVID, was managed very well. it is all about preparation beforehand, to minimise anxiety and the fact that Ravenswood have 'the link' meant that college was familiar, which is key, the link is a brilliant relationship. It has been difficult to answer some of the Q due to COVID, so have done my best!
14. I was not taken seriously at first when I suggested my child might be dyslexic. It was only due to my own research and persistence that I secured private specialist dyslexia tuition (3 years later) and eventually diagnosis (6 years later) by an educational psychologist (paid for privately). Without my persistence, my child's difficulties would not have been recognised or supported. It feels like things do not happen without my pushing. My child does have help and is recognised with some measures in place to assist. The school did not access the extra tuition money put aside by the government to help those who have fallen behind due to school closures and home schooling. The school were supportive of me taking my child out of school during a normal school day for a weekly dyslexia specialist lesson which I paid for. The school is encouraging and has aided in rebuilding my child's self-esteem, which was brought low before specialist intervention happened after my own efforts.
15. School are slow to do anything and blame covid my daughter joined in Dec and they said she can't see an EP until May. They are reluctant to start the ehcp process until they have more evidence. No SALT assessment or intervention despite that being part of her previous schools support. Only 1 senco meeting since she started lots of things promised but no updates so dont know if put in place. Consultant has recommended EP intervention as possible undiagnosed learning disability but school has done nothing. My daughter is coping just in msi stream but could do with a specialist setting soon as the gap between her and her peers is getting bigger.
16. Our setting is quite supportive of things I ask to be put in place but as my child masks at school they do not seem to realised how much she struggles. They do not seem to recognise the way that girls differ from boys in ASD and maybe don't truly understand masking. My child was referred by school to community paediatrician and Occupational Health for sensory processing difficulties when in year 1 - community Paeds refused the referral. They said it was sensory and therefore OT. OT do not support individuals in this area - we went on a parent workshop. Our GP referred to paediatrician for ASD assessment in July/August 2020. Forms were sent for home and school to complete in October 2020 (year 4) - school responses all revolved around sensory issues so even though there was a lot of disparity between the home responses and school responses, and I pointed out that her teacher had only had contact with her for a few weeks and she masks at school, and the difference in how girls with ASD present, the paediatrician didn't feel she met the criteria for 'panel'. He suggested getting her previous teacher to complete the forms and also to complete the forms relating to ADHD and said he would send them out - they have not been received as yet.
17. School has been amazing at supporting our child on all levels, socially, emotionally, physically and with toileting accidents, meltdowns and refusals. Educationally he requires lots of motivation, positive feedback and explanation. They have been going above and beyond to help him and us given the parameters they have, but it is impossible to give him the time he needs without extra support. We have paid for a private clinical psychologist over the last year and following her report, school have now applied for extra funding, we have finally got onto the CAMHS waiting list and have a referral for a paediatrician, despite attempts for this kind of help when he was 3.5yrs and again at 4.75yrs. He is now nearly 7yrs. School helpfully allocated 2 of the 10hrs they had funding for to see a behaviour therapist, which was kind, but we already had suggested strategies in place at home, so unable to progress further down this avenue. They also suggested referring to the Incontinence Team who were also really helpful and we now manage his medication ourselves. They did not liaise with school at all, but then, they didn't need to as it was all managed at home...except some of the accidents! School have been very receptive to the private psychologist coming in to observe and talk with our son in school and also giving up their own time to complete XXXXX assessments, have phone discussions with the psychologist and write up reports on him to facilitate helping us and them get the support and funding needed to enable him to meet the educational/social/physical and emotional demands of school and home/life in general. School regularly utilise the school dog to help with school refusal and getting him out of the car at school even when they are really busy. They make reasonable adjustments for his toileting needs if he needs to come in a little later to help set him up for a better day and they do their best to accommodate his emotional needs, but this is not always possible due to lack of funding and human resources. Their communication with us as parents has also been excellent - far exceeding the

Annual Survey March 2021 - Results

call of duty, but again at the detriment to their own time and extra stressors, which is simply not sustainable and won't continue as he progresses to higher year groups. We have not had input from any health services or social work and have no idea if we should or not! Should the GP have signposted us to other services when we asked for help? Other than CAMHS, I'm not sure how much they know is out there? If they did, presumably they would have sign posted us? We have been mostly signposted by the psychologist we paid 1000's of pounds for over the last year...probably would have been cheaper if GP had referred us to a paediatrician 3/4yrs ago when we attended. We can't fault school, but feel guilty that our son's complexities consume so much of their time, energy and patience. Especially as they have been trying to meet his demands without extra help themselves due to lack of funding.

18. The lack of support and help from Nailsea school has been awful. I have to chase and chase and chase some more to get anywhere and get anything put in place. I don't get updates on anything unless I keep asking. Very poor support from school, really disappointed.
19. My son attends springboard and is fully supported. They go above and beyond for my son and also for me as his mother. I wouldn't feel supported and so confident with my sons needs without the help and support from springboard.
20. Unfortunately since moving to Secondary School my child's Education has suffered. We have had a terrible experience when dealing with his school especially the senior leadership team. My child has been forced to use techniques that we explained would not work and after months of detentions, behaviour points and meetings the school decided themselves their techniques did not work! My child's sensory issues were tested by another child's behaviours which made him leave the classroom and time and time again he was punished for this. We have been constantly treated with permanent exclusion and only now that we have fought back and demanded better provisions have things started to change. This stress, anxiety and pressure this all puts on a family is overwhelming and completely unnecessary.
21. Staff know my child and Mostly understand autism though a few staff still struggle/lack understanding of the autistic brain . Staff feed back is mixed , some respond well with thoughtful comments others don't feed back in time for annual reviews.school overall tries hard but we get little idea of progress ring made. School were very inflexible with gcse choices and time tabling and we feel it is ridiculous to ask capable but anxiety ridden children to sit the full number of GCSEs. There should be allowances for those that will struggle to take 2 less and let them do better in those ones. Too many children who are capable of passing GCSEs are failed in this respect by the schools or perhaps it's the system . We have also waited for nearly 2 years for CAMHS intervention and symptoms of OCD etc increased during that wait added to which becoming a teenager meant a reluctance and self conscious feelings regarding having to talk to a CAMHS therapist. The CAMHS provision has been woefully understaffed/funded.
22. amazing service and support from springboard and Ashcombe nurse
23. My daughter has anxiety and was diagnosed with memory processing difficulties, since this I have not been told anything has been put in place to support her needs.
24. Mendip Green is fantastic I could not fault their support for our son, being autistic and non verbal going into a mainstream setting we never imagined he would still remain there in year 5. They support him amazingly and he has exceeded our expectations with his education. They are already showing support for when he switches to mainstream for secondary to transition him. 1:1 staff and SEN are incredible.
25. My child's class teacher is absolutely amazing! So understanding and can't do enough to help and support us, my son is going through a really tough time which is also hard on us all as a family with his disability and operations and the support we get from his teacher is just outstanding!
26. I have been asking for years for referral, both through SEN and gp. Only since moving his schools in last month now Yr 4. The difference with the support and communication has improved massively. In my opinion north Somerset needs to make sure there is full funding for aeither 2 part time SEN or 1 full time. Because children that behave well but have additional needs get overlooked and suffer because of that. If my child was naughty, violent, disruptive he would have been reffered years ago and be getting the help he needs.
27. My son is well supported by the school workers. He has no support from anyone outside the school
28. Over the past two years, the only support we have had is through school and Sirona life time services. This is not practical support
29. Resource is made available where possible, however I feel that it is needed regularly, and the sporadic nature of being able to offer support can be detrimental. Covid restrictions have had a huge impact on his social communication development, which has set any slight progress back. His academic ability is good, but we have struggled to get him to engage with the content, and can see that the gap between his work and that of his peers has grown significantly. Differentiated learning amd weekly 121 sessions were offered by one of his two teachers. All we are told is that he's doing well, and what a nice child he is. No one has talked to us about potential future outcomes, and as the gap grows between his ability and that of his peers the greater that becomes a concern for us.
30. He isn't able to attend full time even with top up funding

Annual Survey March 2021 - Results

31. Very poor trying to get hold of a community paediatrician we had to turn to supportive parents for advice when problems escalated at school. No longer receiving any outside support now he has reached age of 5. SALT team have not reinstated his sessions in fact we haven't heard a word for over a year, school is now providing in house application. Refusal to assess him by paediatric team until he is six so almost another year before we can access support when he needs in now in school. He's only able to attend half days as school finding it difficult to support him and we can only get funding for 15 hours 1-1
32. Ravenswood special school full support and very helpful to us.
33. My child has been very well supported in secondary school because the staff have a very good understanding of autism and what that means for him. Our experience in primary school was not good, only had 3 teachers during that time who understood him and his needs despite many outside services advising them.
34. MY CHILD I FEEL IS VERY WELL SUPPORTED AT HER SPECIAL SCHOOL, BUT I FEEL THAT THEIR ISNT MUCH TO DO OUT OF SCHOOL ESPECIALLY WITH TEENAGERS THAT HAVE SPECIAL NEEDS ALSO THEIR ISNT MUCH SUPPORT AND FUNDING IN NORTH SOMERSET FOR PARENTS AND CARERS OF SPECIAL NEEDS CHILDREN THIS IS MUCH NEEDED.
35. Now my son XXXXX moved to Westhaven school special school in September 2020. His back to the boy we know, his getting more confident and happier again now. I've answered the questions the for the school his at now. The main stream school my son was at different know how to help him and know what to do in fact he became depressed and frustrated and upset, changed his thinking and became alienated at school and bullied at school. We couldn't believe how mad a school could be so bad and a nightmare and more.
36. All good
37. He has had a very difficult year, transition from school to college, going from full time 1:1 TA support to no in class support and then the added bonus of covid, meaning that he has actually only been in college for three months. As his first year at college was all about learning to be in a totally different environment, different people and generally completely different expectations the covid situation has made it very difficult to maintain pace and the progress that was made by the college in supporting his main barriers to learning has been lost and actually he is now behind the original start point. The current top struggle for him is subject based as in the English qualifications are in direct conflict with the difficulties presented by an autism diagnosis, eg inference. The examining procedure needs to change as it is discriminatory. the effects of this are huge on his mental health and affect his chances at progressing in ALL areas.
38. How can our children access anything during a lockdown? SEN Children have been highly let down by the council during this period of the year due to Covid. My daughter is on a full time course and only allowed into college one day a week. However from Sept until Easter she wasn't allowed in at all and all learning was online and she is being made to sit her exams despite the fact she hasn't been able to access lessons. Of all the different types of people to let down you add more pressure onto children with Learning Difficulties and tell them they have to sit exams? The mind boggles, they weren't secretly accessing college! As for working with Health care professions I had to chase information as we were transiting to adult services, but our paperwork hadn't been passed on, 18 months later, again of all the people to let down and during this time no body noticed or chased up. If I didn't do it that would be another vulnerable young person slipping through the net. Services are very slow to work with our services and communication is always a let down. Weston College have been very good and keep us up to date with everything. During the Lockdown they have been amazing. They have made sure that the most vulnerable people in society have been at the front of their concerns even though they haven't got the ability to help them access full time college courses.
39. My daughter will not engage with school support. This makes it very difficult. Now she is in secondary I have no choice but to rely on them trying but we having nothing in place. I support mostly my self.
40. Consequences given due to behaviours that are part of his needs No understanding by teachers of his needs. One size fits all approach Staff regularly escalating the situation by their approach
41. I have had to pay privately for OT & Speech, as my son does t reach the NHS criteria.
42. Our child has had all hos needs met and the encouragement that they give the children is shown through the progression.
43. I think the school knows what level of support my daughter needs, but they do not have the resources to meet her needs. They do the best they can with the limited resources they have.
44. My child has had good supported from the school, but because of the Covid 19 situation he has not been able to go on any work experience weeks, or able to have any day release to the college to help him transition into that setting in September, 2021. The school has worked well in trying to do the best they can within the Covid 19 restrictions, and his online lessons have been excellent, in trying to maintain learning throughout school closures.
45. Our child is supported at school because she has an incredible 1:1 who is dedicated and fights her corner. The school is hesitant to commit to anything - it took 3 years to have the EHCP reviewed and agreed. There seems to be a lot of chat and discussion around ideas but then never actioned. I appreciate holiday clubs are working toward a new improved program and Covid has created issues with this but aside from One day, there are no clubs or Societies who will take her for after school / holiday activities. There seems to be a lot of different departments but few work

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

Annual Survey March 2021 - Results

- together or share information. I am currently spending hours each week filing our forms or Following up or begging for help. For a mum of a SN child it's too much and the pressure is enough without having to chase and wait for hope.
46. School teacher and head teacher are approachable but do not always respond to emails. Not always made aware of difficulties my child has faced at school or how they have supported him through these. SENCO has not met with us since his diagnosis or expressed any interest in finding out about him from us as parents.
 47. Fantastic support for whole family. Would like to see a bit more opportunity to make social connections
 48. My son was in mainstream and couldn't cope when I eventually got his ehcp (it was a statement then)he was able to move to Ravenswood where he finally started to flourish. They have supported him and helped him grow.
 49. My son has had amazing support from his tutor's on the ' prep for work and life' course at Weston college. He had a bad breakdown during lockdown and they have supported his recovery brilliantly. They made sure his access back to college was smooth and helped reduce his anxiety and continue to monitor this on a day to day basis. All professional services involved during this difficult time have been really good and although we still have some hurdles to get over we are slowly coming out the other side. A big thank you to all who have been involved in his recovery.
 50. Lockdown has had a huge impact on their academic progress - without the routine and in person support at College, they are unlikely to reach even their lower target grades
 51. Child services take to long to be seen I have been trying to get my son diagnosis from the age of 2 he's now 14 and still don't no waiting list are too long
 52. My child has come along way since moving to Westhaven School, the teachers are fantastic and always there for the children
 53. Westhaven are an amazing school with the most dedicated and committed team. I shout their praises from the rooftops as they are all incredible. Social clubs for my son who is in year 10 are really limited and I don't feel there are enough opportunities for him outside of school or in school holidays. It would be great for him to socialise a bit more perhaps one evening per week or to have an additional needs sports club or something. Feel free to call me if you wish – XXXXX XXXXXX Thank you XXXXX
 54. Absolutely love Westhaven for my daughter - it's just the small, nurturing environment she needs. Concerned she's not being helped develop her social skills and friendships though.
 55. My Sons school is brilliant, Nailsea are very focused on the individual and know each child is different. I am happy when I contact them and the responses I get in return. I wasn't over happy with the 1st lock down not alot was done to support my Son, but having said that I don't completely blame the school..... I believe they were failed by the system as well. Most of the teachers are aware he struggles and Try to help and accommodate as best they can. He struggles a fair bit with confidence due to lock down, and not getting the physical interaction with teachers. Now he is back at school he seems much happier and enjoys being back around his friends and is so glad the teachers can actually come up to him and help now. ☺
 56. My daughter is very well looked after by staff at the school and transport people that pick her up. Her class teachers truly are angels in disguise and they dont get enough recognition for what they do. (Baytree school)
 57. Ravenswood school support my child really well, especially since Mr Senior has become headteacher.
 58. The resource base at Castle batch support my daughter amazingly. We are kept up to date with progress my daughter is in the right setting for her.
 59. School have been great and are a perfect fit for my child.
 60. The school my son goes to are extremely helpful and have helped us in so many ways the school are excellent in very level
 61. We had problems when Shapwick School closed a year ago. North Somerset were excellent and rang me soon after the announcement. Unfortunately all appropriate schools for my daughter were boarding or couldn't provide the setting she needed until she finishes school. She was in year 10 when Shapwick closed. We tried boarding but it was a disaster and very tramatising for my daughter, my daughter at home who i care for, and myself. My daughter was extremely anxious and suicidal. Our SEN has been fantastic, and managed the situation very well. My daughter was home after a week and the hunt back on for a school. We tried remote learning, however that is very difficult with my family circumstances and my daughter's inability to cope with online tutoring at all. Finally a new school has been registered near to Shapwick by some of the staff and my daughter is there full time now. There was never any issue with the fact that my daughter needed this kind of provision and our SEN facilitated everything efficiently and with understanding and sensitivity. We had a phased transition and the taxi service was chosen with care. It has been a difficult year, but the County has been very supportive. I must say this is a first for me, up till now it was quite a battle to get anything. It's amazing what difference one person can make and I am very grateful.
 62. My child has spent less time at their new Specialist School setting in the past year because of Covid, it is therefore difficult to give a full assessment of how well she has been supported in that setting. My child had only just begun to settle after less than 3 months in the setting when the first National Lockdown began. The support from the school was relatively sparse as they didn't really appreciate my child's spectrum of needs at that point. In September 2020, my child was in a new class with staff that have taken the time to get to know her and manage her needs. They

Annual Survey March 2021 - Results

work with the Sensory Support Service, Occupational Therapy, Guide Dogs and other agencies to meet my child's needs as best they can. Sometimes, when my child has anxiety and gets upset, the school will ask me to collect her. When we get home she is calm and well, I feel it is unnecessary to collect her on some occasions and the school should be dealing with the anxiety. The class teacher is good at letting me know how my child has fared during the school day via email. I commented that I only ever heard of her negative behaviour and they have since adapted the emails to include positive behaviour and achievements too.

63. Just started special school and loving it. Can't say a lot as since he's moved to special education, we've had national lockdowns, but as little as we've had, it's been great.
64. XXXXX has been very well supported with home learning from her special school. Updates on her learning have kept me informed on her abilities and extra support has been provided. Good communications provided by the school have helped with anxieties during this pandemic. I would like it to be acknowledge on how wonderful the school and teachers and support staff have been which has helped us to keep XXXXX healthy and safe during this time. A big Thank you pay rise should be given to recognise their efforts.
65. I feel my daughter is well supported in school and feedback given. I sometimes Feel I need to chase up SAL to progress things (daughter is non-verbal) but SAL are very accessible via email and telephone.
66. I am very Happy and supported by Ravenswood School. My son had a very poor experience at a mainstream primary in Portishead. I have been fighting to get to Social care support. I have had 4 referrals to safeguarding due to my sons aggression and anxiety from Neurology. I am still waiting. This started May 2020. We are on waitlist for CAMHS since October 2nd 2020. We were waiting 6 months for the appointment to join the waitlist.
67. Baytree School are very good. My child loves going to school.
68. My child is very well supported since moving to a special school from mainstream last September. Mainstream school was a nightmare for us as he was not supported at all, and instead of admitting he needed more help than they had available they made me attend awful meetings where I was gaslighted and asked how confident I am!? Which obviously had nothing to do with the meeting or my sons problems and there were 6/7 professionals against me. School and inclusion support refused to refer to VLC despite him meeting criteria, saying he just needs to be in school regardless of how anxious he is and threatening to start the fining process if he did not attend. This was after North Somerset had agreed to assess (after appeal) and whilst waiting for the EHC Needs Assessment to take place!! His self esteem is now at rock bottom as is mine after the way we were treated.
69. My son Started has ASD but has after a fight had a Statement, after threatening to take the LA to tribunal for refusing to assess him, and now has an EHCP. Which the LA has consistently dragged their feet with reviews, and away have had to fight to include any meaningful content. We are now fighting to stop North Somerset and Weston College from ending his Academic Education. Weston College Refuse to provide any accredited learning for him and we are having to take Tribunal action. While my son has managed to mostly remain in main stream education it has been a constant fight against a LA that always seeks to reduced of withdraw resources from people with SEND as they seek to maintain a lower than 2% target (currently 1.6% I think) of the total student body. We have never seen anything good in the practices and processes of North Somerset over passed 15 years, progress is only made when legal action and tribunals are in the offing, this is the only time they seem to engage with us in a meaningful and productive way. I many of the supporting staff over the years have been wonderful, but have been frustrated at a system that does not let them succeed with students with SEND. we live in hope.
70. We live in North Somerset and my son attends a NS school,our Gp is in BANES, so all our health services are BANES this has been problematic for my son to access the right support. Health services will not work with a NS school. We muddle through and work with health and have to pass on info to school. There is no collaboration for my son. He is under the continence team in BANES, toileting is a major difficulty for my son. The continence service has been awful there is rarely contact, many cancelled appointments and little discussion with school. I have seen 3 different continence practitioners. Every time I have to repeat my sons journey he has made little progress. We made progress with learning and social skills pre lockdown, there was no support for my son at that time, he is now experiencing lots of difficulties. All children were let down during Covid, however the impact on children with additional needs is unmeasurable.
71. I had no idea there was an education inclusion support service. Or sensory. I have been waiting since reception for my son to have an interactive iPad which links to the board. Still haven't got it. He use to have some coordination play but that's stopped. The headteacher and teachers are lovely and they do do the best they can. I think they have too many special needs children. If they have these children they should be supervised at all times as one of the children keeps hitting my child.
72. Baytree school have been the only reliable constant support in our lives over the last 12 months and we have over 12 areas of community professions assigned to my child's need.
73. its hard as my young person is 14 and has not had any sex education and when i keep asking nobody can decide who needs to teach it and in what setting
74. The LSA support that my child receives is outstanding and he would be completely lost without it. However, I am aware that the LSA is also used by other children despite my child needing constant 1-2-1 support to complete their subjects. During the first lockdown, I felt that we were forgotten about by school and left to struggle without support. However, during the most recent lockdown, I felt a lot more supported by school whilst I kept my child at home.

Annual Survey March 2021 - Results

75. My son has support in some of the lessons and during lock down the SEND lady at my sons school rang me every week to see how my son is getting on at home, the L S A also rang me every week to see how my son was getting on at home so I did feel my son gets support both in and out of school. I did feel that he should have an educational health care plan due to being 3 years behind. However my son is happy with the support he gets in school.
76. With lack of understanding from school when difficulties arose, constant fixed term exclusions, discrimination and managed moves to different schools there was no where to turn. Everytime I thought we were getting some understanding we were constantly hit with barriers. I tried my best to contact anyone possible that could give us some direction, this included the SEN and inclusion at North Somerset, GP, Peadritian, Cahms, Schools. I was told my child had not been flagged at NS and would be followed up. no response came, this carried on for a couple of years. Only after research and pulling bits of information from different web searches, I applied for a ECHP. ECHP was accepted within the time frame and complete which was great! The problem is the confidence of my child has been blown away by the negativity and lack of understanding of her needs at school. This needs huge repair and unfortunately time is not on her side. She has 2 years left in school and still not in school full time. School have been brilliant since she has been back there and the new senco has been great with understanding and implementing inclusion for children with difficulties diagnosed or undiagnosed but this has only been implemented starting today due to covid. The discrimination my child has endured from managed moves at another school because of policies and no adjustments made is shocking to say the least and had a huge impact on her mental wellbeing. Referrals by the GP have been sent to Cahms and then thrown back to peds then back to cahms and back to peds, then to the crisis team because of an overdose and hearing voices and now to be taken off the waiting list at cahms because she's not considered to have mental health because she is on the SCAMP referral waiting list. My daughter was seen by 4 people all with mental health crisis team for 2 areas one who never got the opportunity to meet her because of a negative experience, have never spent more than 1 hour each with her, never engaged in conversation with her, no fault of their own, claim to know everything about her, she has no mental health! Shocking!
77. Our son is well supported at school so far as school is resourced and funded accordingly to assist/support him. Top up funding applications are made and have succeeded on one occasion. We as parents are providing funding to give resource where the school/authority cannot meet it i.e by private SALT
78. School is fine, they know my child well and we get the support we need from them. But we are being let down by social services and health services (SALT)
79. School has tried their hardest to support while external support was being sourced. They listen to anything that my child has been upset with and have set up regular talks, however my child found them unhelpful due to the questions being asked
80. Westhaven school have been outstanding in supporting our child in all areas since he joined the school in September 2020. The teaching, supportive staff and receptionist go above and beyond. The head is transparent in her communication and you can see senior management clearly working well.
81. Have contacted doctors and peds several times in regards to my sons behaviour and not sleeping. Neither seem to care or want to listen about the issues we have. My sons school get funding but don't know how they use it for him. Got told that he doesn't fit Autism criteria and that they were going to keep in contact with us but haven't heard anything for almost a year. Feel very alone since leaving springboard with little support. Been writing sleep and behaviour diaries and recording behaviour as our support.
82. Broadoak school was attended between Yr 7-yr9. We felt they tried hard to meet our child's needs but unfortunately he had consequences for his disabilities rather than strategies implemented. This would result in exclusions and isolations. Also a lack of engagement from the child to school due to negativity of his behaviours and sensory needs. He would hide or come home to get out of the difficult situations he faced without an EHCP in place. When he got his EHCP finally, we transitioned to Westhaven school. Westhaven has been the best place for him, his confidence, happiness and understanding went from 0-100. Its just a shame it all took so long and he has only had Yr 10 and 11 in such a supportive environment.
83. When my child first started in mainstream it was a nightmare that I would never wish on any parent. In year 3 he transitioned to specialist school and was the best decision made.
84. My son came from mainstream school where he was so distressed for 2 years he could only manage part time hours. He was very anxious and seemed depressed his mental health was definitely suffering. The EHCP process was awful. However, all that was left behind us when after a long fight we got him a place at a special school. He is now thriving in an environment that understands and supports him with both his education and his health need, giving positivity for him to reach developmental milestones into adulthood. The teaching staff have been amazing. My son now looks forward to school and embraces everyday. He now has a fantastic future with lots of opportunity. His mental health is so good now and that is down to us as parents, XXXXX desire to grow, and the great support he gets through the school setting.
85. My child has been supported at Westhaven school since year 7 when she transitioned from mainstream after a year of not attending due to illness and anxiety combined. My child is supported academically, physically and socially/emotionally every day. She has gone from being a child who refused to attend school and would work herself up into a state of hysteria, to a child whose anxieties are managed which means she has progressed academically and socially. She receives art therapy in school once a week to enable her to learn coping strategies. Staff go above and beyond every single day (including in the Lockdowns) and as a parent a huge weight has been lifted off my shoulders as I know my daughter is safe, happy, stimulated and listened to.
86. I have not got any negative points my sons school is absolutely amazing teachers and all the staff are very good best move we ever made was sending him to Westhaven

Annual Survey March 2021 - Results

87. Requests and complaints by pupils are rarely taken into consideration. The only way for a pupil to get a request and/or complaint taken seriously is to have their parents do it for them, which is very inconvenient. Overall, the school doesn't seem to take much feedback from pupils, and rarely takes their views into consideration when making a change to the school
88. Maybe you should ask if we knew about some of the services instead of asking us to leave blank if we haven't accessed them in the last 12 months. Sensory support service?... really that's provided? Who refers the child there? Is it in a book someplace that is inaccessible to the everyday person? What is the educational inclusion team? Maybe my child doesn't require it so hence why I haven't heard of it. Please ask the questions as to why we haven't accessed these services, then you might get a clearer picture of why our children are not using them.
89. Wish we had been able to move to special educational establishment much earlier.
90. Westhaven School have been outstanding in their care, commitment and education especially during lockdowns. Outside of lockdown the school have clear values which are the focus of all involved in the school. Regular updates, access to staff and a clear passion for understanding our children and how for them just to be the best they can at whatever level is refreshing
91. Gordando School and Weston Bay have been amazing.
92. My child was moved to a special school from a mainstream school ot literally was the best decision we all made hes happier hes learning properly and is slowly coming out of his shell
93. My childs school had to set up support, it is not geared towards my childs needs, but they are trying to support him in his last few mths before he transitions to a speclist setting in sep for secondary. I applied for and obtained the ehcp myself the school did not have to do anything. I sourced my sons ot, and ed psyc prior to the ehcp. Because past experiences they have not been detailed.
94. Earlier question re type of school attended- no options for dual placement or home and school, ie, flexi schooling, which is what we do.
95. My child moved to a specialist school from a mainstream last September. The communication with parents was not very good and Covid was blamed a lot. It was not a great start to relationship with school. The school on the whole are very good with the children however I feel parental views are sometimes ignored, there are no termly SEN meetings on top of parents evenings which should be happening. Academically my child has come on amazingly and is now happy to attend school. The only downside is the schools communication and also their lack of ability to follow the EHCP at times which has led to a break down of trust at some points.
96. Services are publicised but in reality difficult to access. Recent examples where support has been taken away: 1) during the first lockdown I was told by my child's school and Camhs that she was not eligible to attend school as she only had an EHCP, and not a social worker. As a result her mental health and behaviour deteriorated. It took a referral to an Educational Psychologist to get school to accept her back. This approach went against Gov't guidelines. 2) My child attends school holiday activities arranged by the Sendcas/Disabled Children's Team. Summer 2020 I later found out that families were only able to access this service if they were invited to. We were not. I was later told schools and camhs were referring people for invitation. Neither my child's school or her camhs worker were aware of that. She missed out at a time her well-being needed her to be able to interact with other children, especially as she has been refused a vulnerable child school place. 3) we are in receipt of Direct Payments. This gets reviewed every August and the new annual budget sent to us in September. No-one from Direct Paymebts has been in contact since Aug 2019 and no new budget was discussed or sent to us in 2020. No communication has happened at all. 4) my child has an EHCP with North Somerset. Documentation from the March 2020 annual review was sent to me on the 23 February 2021, 11 months later. It was sent along with a request that I review it in less than the statutory 15 days, as there wasn't enough time to allow for the 15 days before the next annual review in March 2021. Dealing with North Somerset is just a catalogue of let downs and failures, all to the detriment of me and my disabled daughter by having to fight to get my daughter access to services North Somerset gladly promote that they offer. It's a joke, North Somerset are letting down and putting their most vulnerable families at further detriment. They should be ashamed.

[Back to Index](#)

Home Education

Working Well

- Supporting children who struggle with the school environment

Areas to improve

- Greater support for child / young person and parent carers whilst home educating
- support in school so parent carers have choice

Quotes...

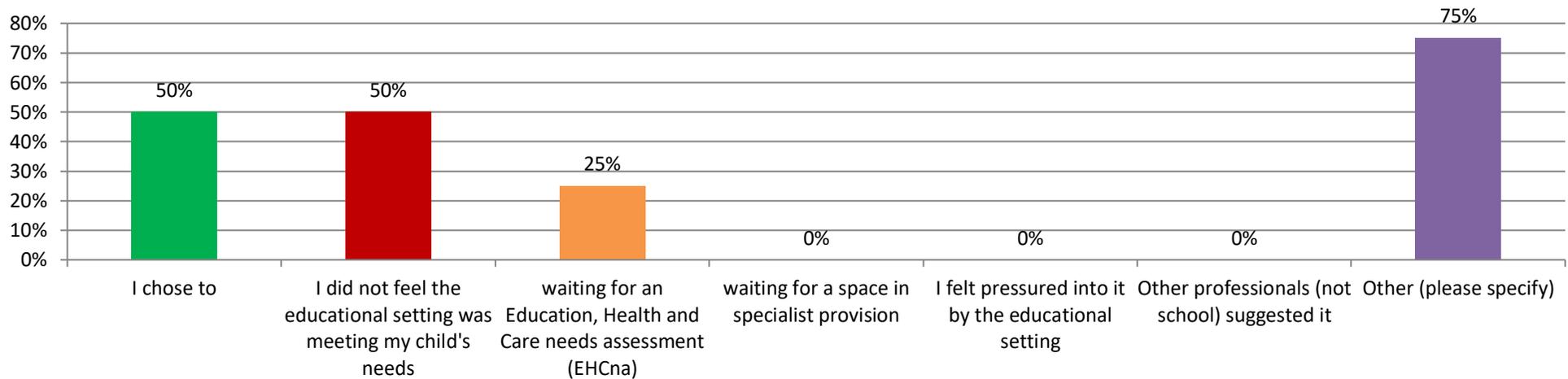
“we feel it has really benefited them”

“My son could not cope in school and was not learning”

“It's the best way for a child to learn”

“we had no choice but to take him out and home educate him”

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



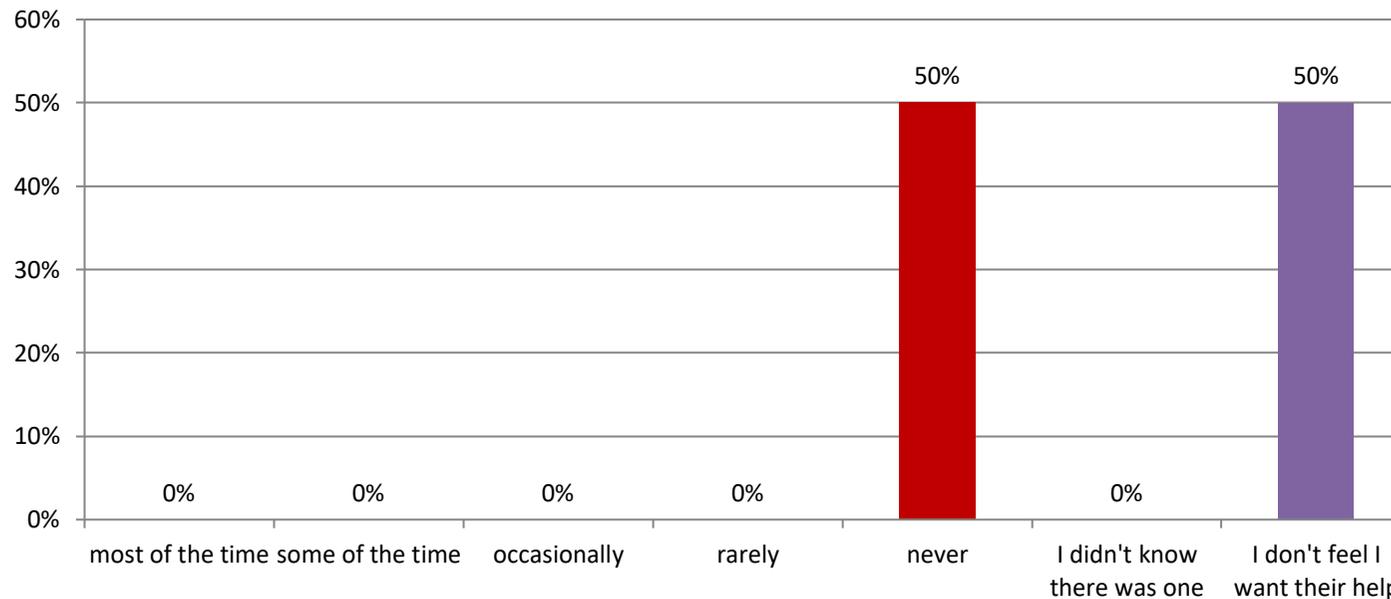
Responses: 4

Annual Survey March 2021 - Results

OTHER (PLEASE SPECIFY) - Comments taken verbatim from survey responses

1. My son was being failed so hugely by schools and the local authority that we had no choice but to take him out and home educate him, but that's not even half the story we've since had to to the local authority to court to get his educational health care plan to be able to get him back in to education with zero support from anybody and the local authority have been zero help
2. My son could not cope in school and was not learning, being stuck in the same 4 walls 5 days a week, never having any voice in what he was learning didn't work . At HE he has a choice in the topics, he is encouraged to question everything and search for answers to check they are right, he can do things that stimulate him rather than bore him. He gets to meet numerous other children and instead of just mixing with children his age he mixes with children of all ages ,he gets to visit lots of different settings and is encouraged to dress in a way that he feels comfortable which then enables him to concentrate and learn more instead of feeling suffocated by school uniforms. Schools are like prisons for our children where they are forced to look and learn the same, stopped from questioning everything and this environment just doesn't work for a great many children.
3. School and la caused too much harm. Now fighting for an education

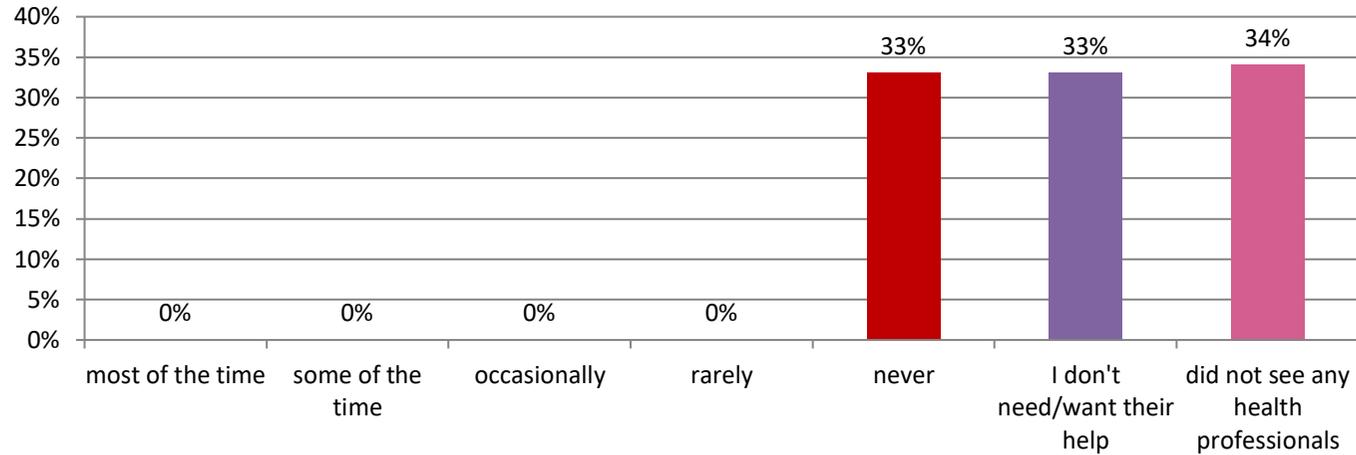
Q31. Do you feel **North Somerset Council** supports you with home education?



Responses: 4

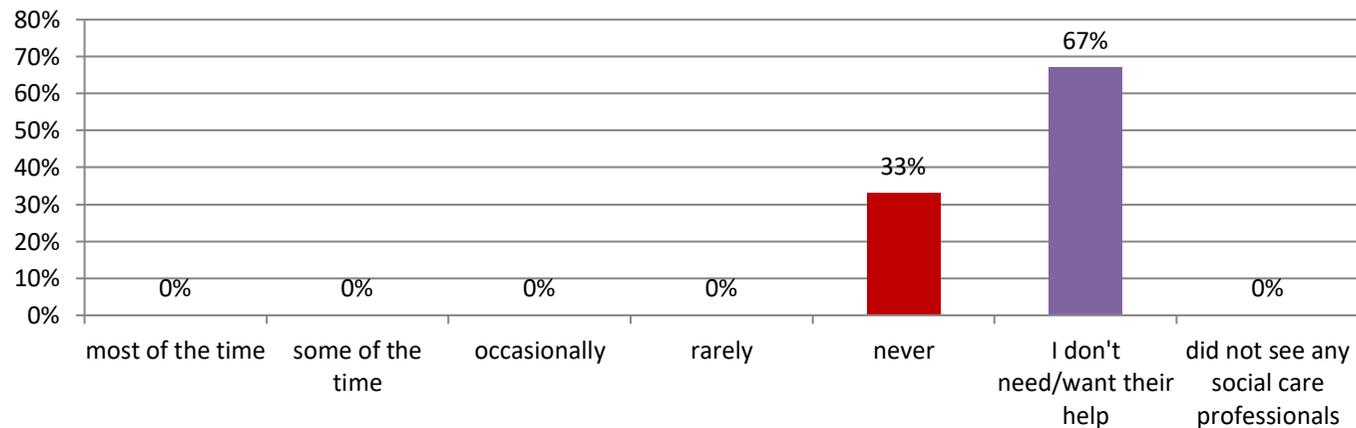
Annual Survey March 2021 - Results

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



Responses: 3

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



Responses: 3

Q34. What would help you support your child?

Responses: 3 - Comments taken verbatim from survey responses

1. We have had zero help and have had to pay hundreds of pounds for forest schools and other activities so he had had the best of starts and interactions, as I said above we've had to fight to get an ehcp because we were never given the correct help and support when he needed if the most, luckily we have it now and he will be starting westhaven in September which is going to be amazing for him but we as parents have had to fight for him ourselves with no help for any organisation.
2. When it comes to taking exams it would help if they were allowed to sit them in local schools and children like my son who need additional support could apply at a local special needs school to sit the exam as at the moment I believe to sit exams when you apply often you can have to travel a distance which is unfair.
3. Social services are the reason my son is no longer in education. Their harm has caused years of damage. I am fighting to get him alternative education and an EHCP. He is 13 and I've been fighting the corrupt system since he was 4.

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: 4 - Comments taken verbatim from survey responses

1. We've loved it we've paid for him to go to forest schools and lots of out door activities (well until Covid) and loads of museums and day trips it's been a very exciting experience.
2. We are homeschooling both our children from home and we feel it has really benefited them. They enjoy lots of outdoor activities and practical learning.
3. Honestly there is no negatives home education has changed his life He is doing online college courses. He's been learning through home ed trips to make things out of leather and made a book maker for the Queen,he received a letter back thanking him. He's been to theatres,made pottery,bees wax wraps,so many things from various group trips ,these help his social skills. He does regular horse riding and takes part in exercise challenges for medal's. He gets to wear what he wants instead of being forced into a uniform that stresses him out so much he can't focus. He has a choice in the lesson,we cover English,maths,but it is done in ways that he enjoys,in geography and history he picks it and this makes him want to learn and helps his interest grow ,by involving him in the choice of lesson he has a passion to learn rather than forcing him to do it and him hating it,not trying and learning nothing. It's the best way for a child to learn.
4. Home education is not preffered and is only temporary. Lockdown has been cruel and not considered home ed children or Sen childrens needs. Home ed had meant I can help his mental health and use education at his mental capacity and not the level expected by schools to meet unrealistic targets.

[Back to Index](#)

Annual Survey March 2021 - Results

Education Health & Care Needs assessment (EHCna)

Working Well

- Letters & Information fairly easy to understand
- Contributions from education
- Feeling involved

Areas to improve

- Timescales
- Dealing with questions promptly
- Consideration of Social Care input
- Information & paperwork chasing
- Obtaining child / young person's view

Quotes...

“Listened to my views and written the plan with so much detail”

“an emotional and stressful process”

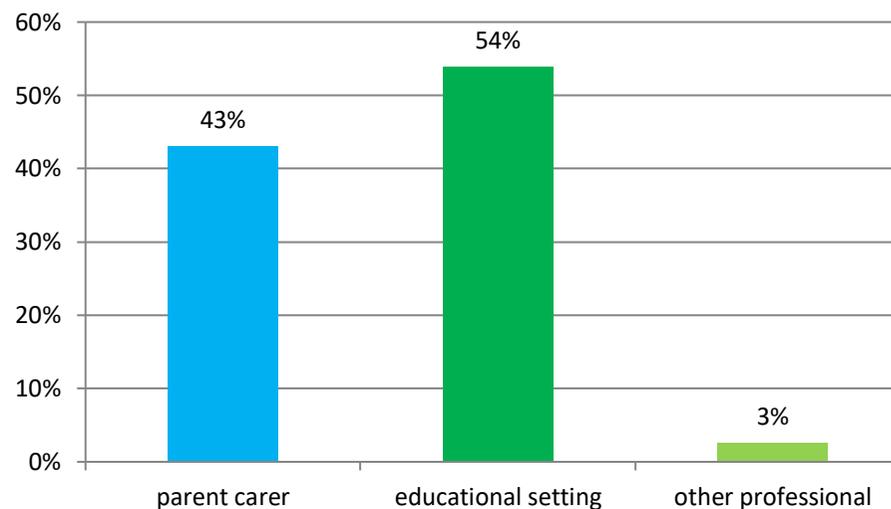
“communication link - has helped immensely”

“Draft is unclear. Information is now out of date”

“Very good”

“Not one professional met my child during assessment”

Q37. Who applied for the EHC needs assessment?

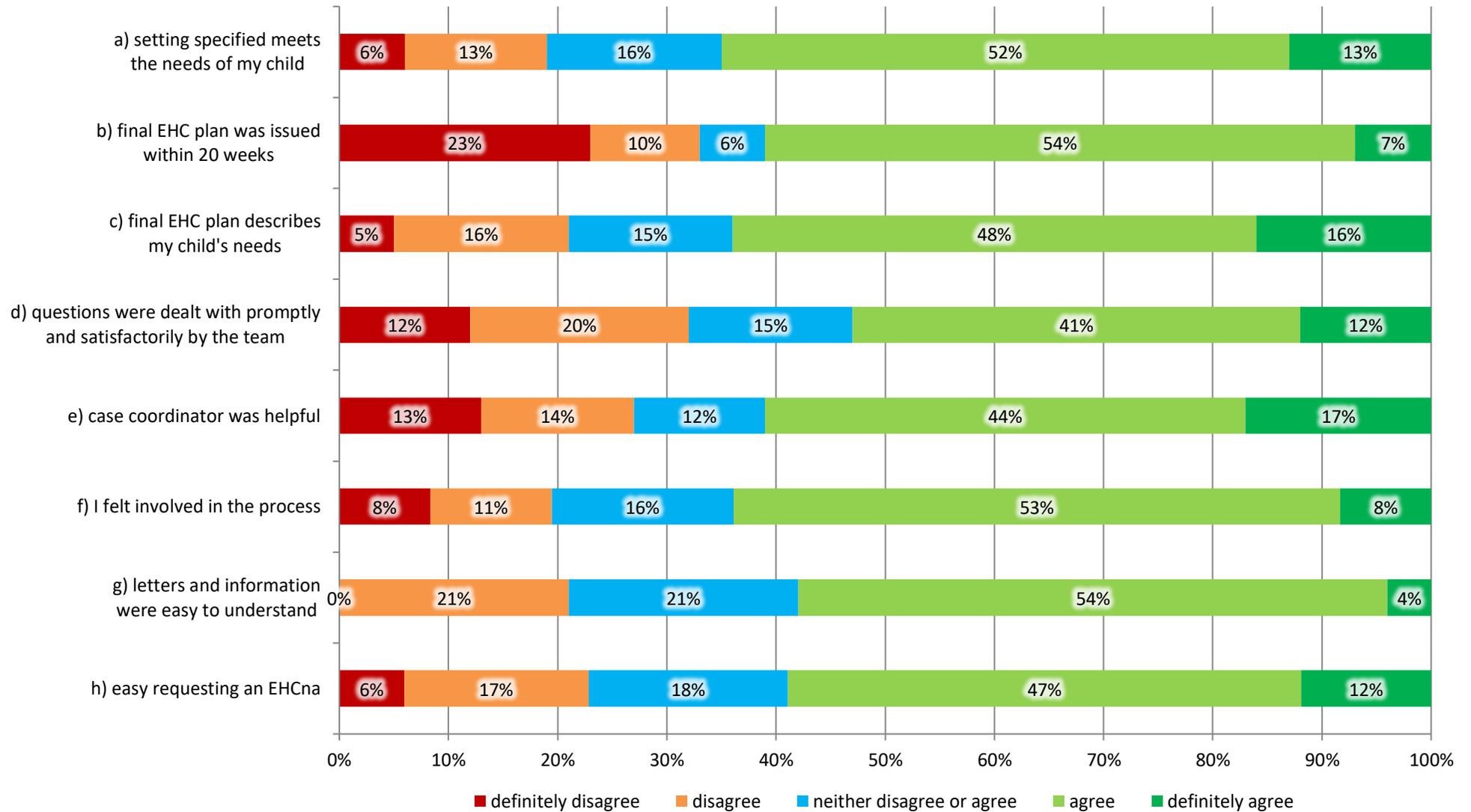


Responses: 39

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

Annual Survey March 2021 - Results

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

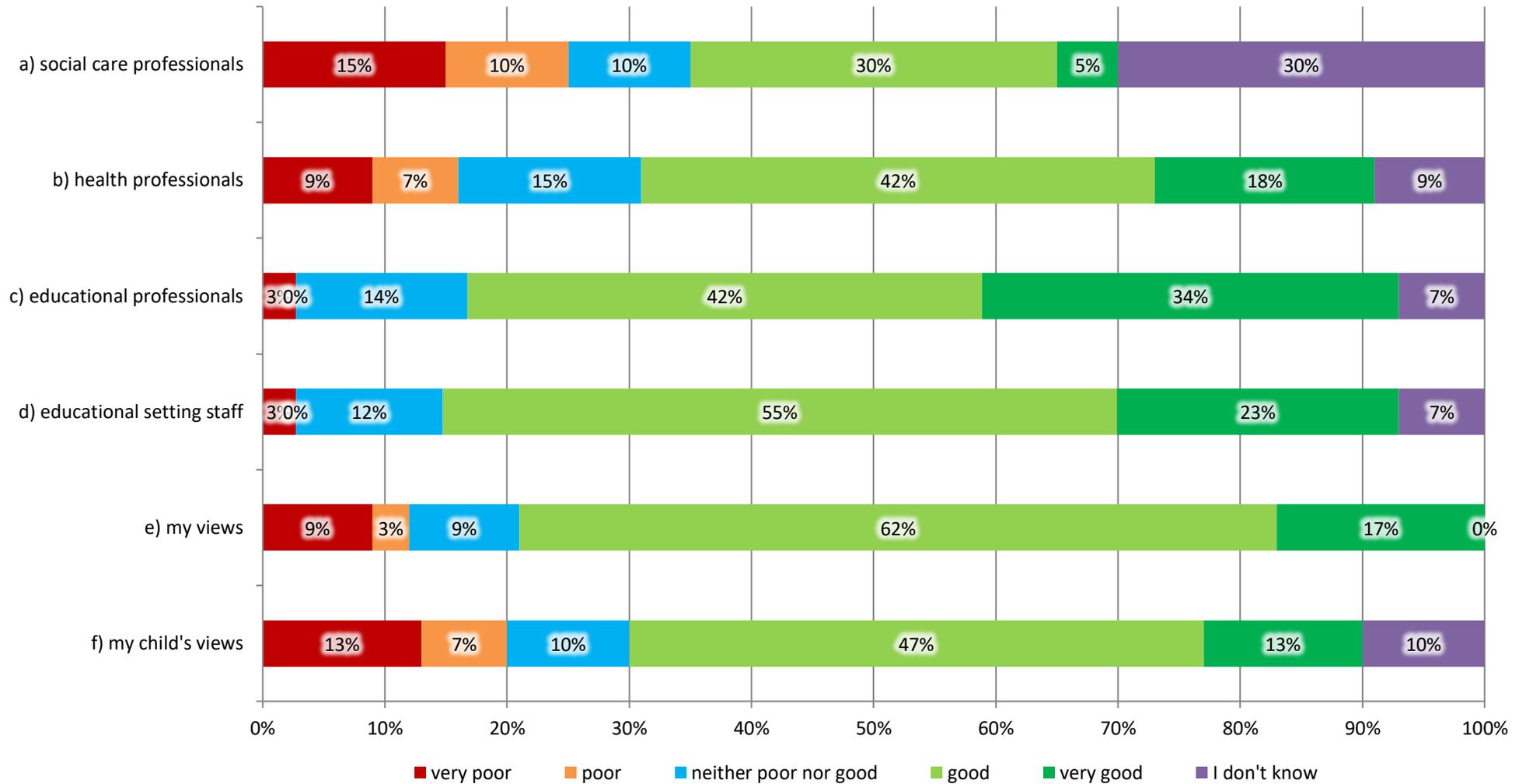


Responses: a) 32, b) 31, c) 33, d) 35, e) 35, f) 36, g) 37, h) 37

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

Annual Survey March 2021 - Results

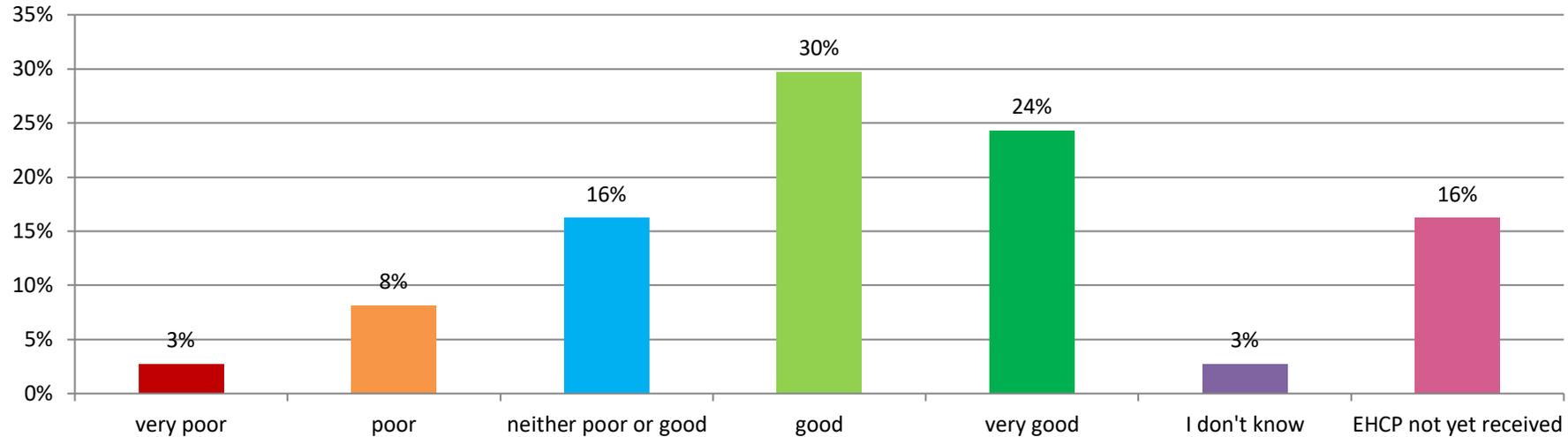
Q39. Please rate how well **professionals and family contributions** were considered during the assessment.



Responses: a) 20, b) 33, c) 35, d) 35, e) 35, f) 30

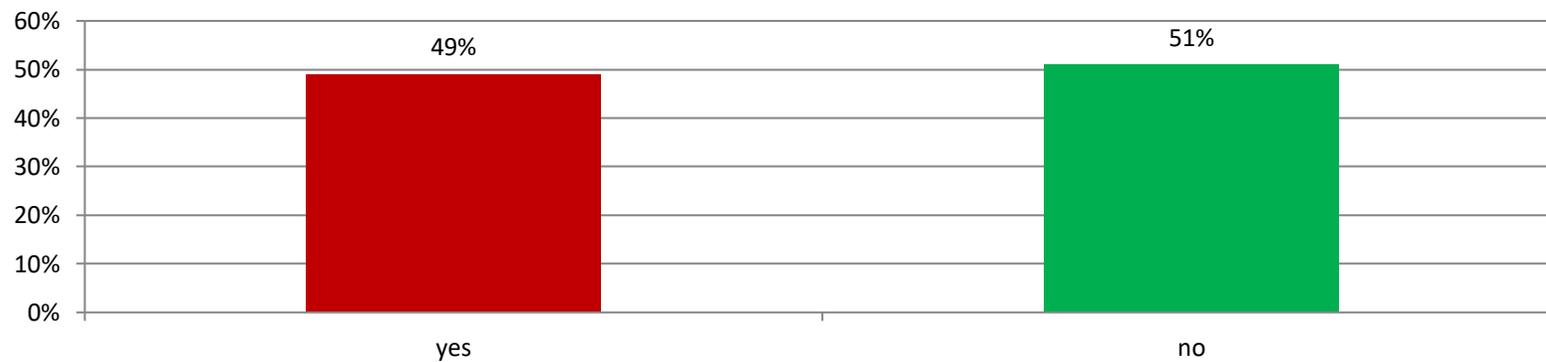
Annual Survey March 2021 - Results

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



Responses: 37

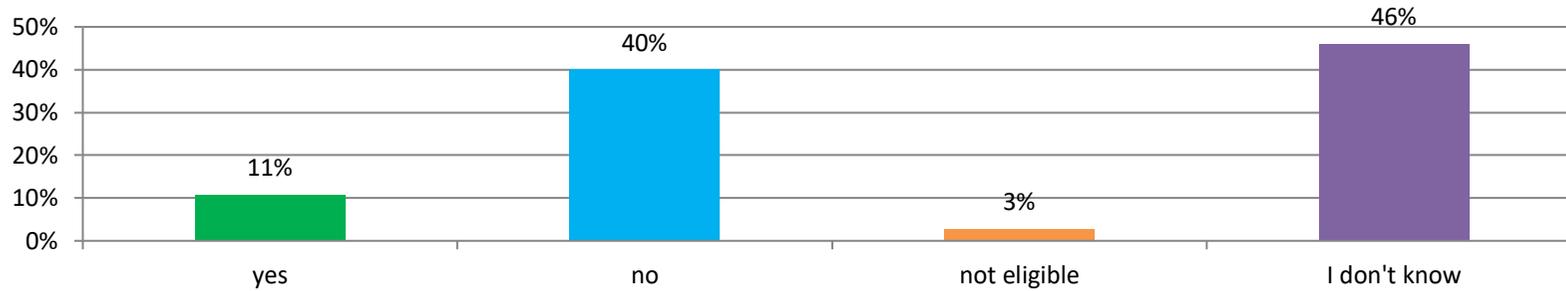
Q41. Did you feel you had to **chase** the setting, local authority or education/health/social care professionals for **information or paperwork**?



Responses: 35

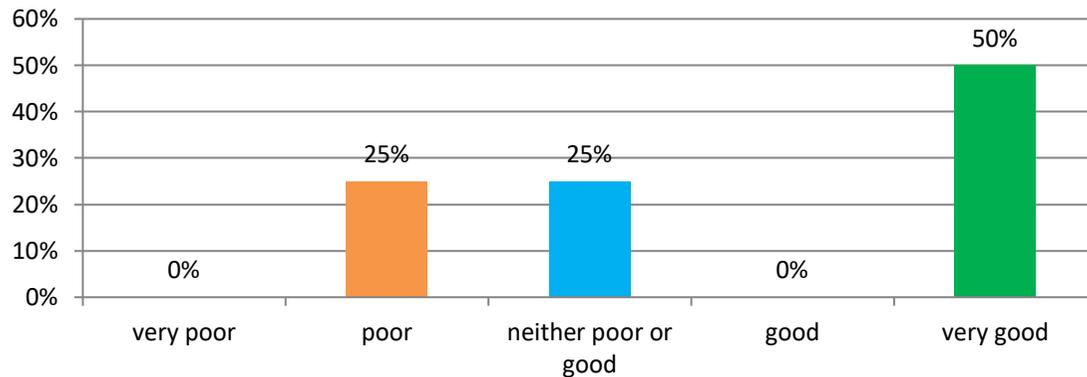
Annual Survey March 2021 - Results

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



Responses: 35

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



Responses: 4

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: 14 - Comments taken verbatim from survey responses

1. The local authority turned us down even though every report said he needed it so we had to take them to court to obtain it which we shouldn't of had to do, shocking behaviour on North Somerset part failing a child in need.

Annual Survey March 2021 - Results

2. The process can be fairly complex and we have had to change our child's EHCP plan as schools changed. It should not have been so complex but similarly, there is sometimes a sense of rushing through during meetings due to limited time!
3. I am pleased with the final EHCP but at times I felt a bit fobbed off along the way. Being told that things were included in the EHCP but actually they were far too vague. It was actually quite an emotional and stressful process to go through it all and get the wording right. Springboard and the current nursery helped me and were fantastic.
4. We were refused an EHC the first time my sons Primary school applied and I believe this is very common. After he transitioned to Secondary Education and the placement broke down very quickly we applied again. Throughout the whole experience we had little communication with his caseworker or anyone else and found it difficult to speak to anyone. Until recently when my son was assigned a new caseworker, I asked her to contact me which she did and we spoke for a long time where she asked about my son and his needs. This was the first time anyone has spoken to us about him and taken an interest. I now have a communication link with her and this has helped immensely.
5. I would love to talk about this. Very dissatisfied with the refusal to include info from important people in XXXXX life simply because they were not asked at the start. We were not asked who was involved so could not ask for them to be contacted. Not accepting advice from ups and downs or including anything from her vital cardiac team at Bristol children's is ridiculous. Also only dealing by email, no phone contact to discuss the draft. Really!
6. Ehcp is running way behind almost 30 weeks over the 20 weeks promised. Draft is unclear. Information is now out of date. No one seems to have a clue what is going on.
7. I'm the process of appealing the EHCP decision. Hopefully the mediation will solve this as there is so much missing out of the EHCP. If unsuccessful will go to tribunal. Lots of support from springboard and supportive parents. I would be lost without them
8. Very good.
9. I didnt even realise I had a case co-ordinator, I have done it all myself. As XXXXX was moving from one environment to another the EHC plan had to take info from one setting which didn't really match with what would/could happen at the new. Transition from school to college at 16. Not a fault of anyone but does mean until review plan is not as good as could/should be. Trying to access transport for XXXXX was close to impossible as post 16. Despite EHCP clearly stating unable to travel without assistance. Coach agreed not fit for purpose, would get him there late and do return journey 2 hours before his day was finished. Had to settle for parental travel budget which took 2 terms to sort out and only covers half the cost.
10. The EHCP was not reviewed for 3 years and it took a whole ye to get the recent one updated. I am not a professional in this field and now I realise I was palmed off with excuses by the school plus unforeseen issues at the LA. However I feel my daughter was forgotten / passed by and the only way we have finally received agreed paperwork is that I sought independent advice and began to chase both the LA and school on a regular basis. Without this I believe we still wouldn't have the paperwork. I am emotionally drained from this process and it leaves me very concerned about the future for my Daughter. If I wasn't here who would fight her corner? Who would take responsibility? It seems it is only me, her 1:1 and XXXXXXX who has taken any responsibility for the future of our daughter and been able to actually get things done.
11. Took about 40 weeks from start to finish. LA did not honour my request for specific reports. Had to appeal as they refused to assess at the start. I did not have a consistent caseworker. Didn't find out that they had agreed to issue until about 2 weeks after panel decided. Son was actually offered a place at 2 special schools in Bristol, but nobody informed me so I accepted the fist place and couldn't understand why I was being called and emailed by another school about my son!
12. Has been impossible to contact case workers due to COVID. Email response is very slow and case workers can be off for days at a time. Impossible to talk to anyone on the phone. Not one professional met my child during assessment and this was evident by the state of draft EHCP.
13. Positives is how well the SEN officer Emelie Zerk has interacted eith us, kept us up to date eith every step. Listened to my views and written the plan with so much detail. The negatives are how long it took to find out I could apply for the ECHP. Lack of my own knowledge of how things work in the system delayed me applying.
14. The process went ok but I had to chase allot, I also had to provide my own ed psyc theres was basically 30mins over a zoom where they didnt want to meet or see my child they based there opinions on a old ados assement that was admittedly not done fully. Thankfully n Somerset used the private ed psycs full assements recommendations and did commission a ot and salt to carry out what I requested. My sons secondary placement in a specialist provision was given in feb I am still awaiting his final draught with new setting on it. I thought These were issued with offer of placement on 13th feb.

Annual Survey March 2021 - Results

Education Health & Care Plan (EHCP) – Annual Review

Working Well

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

Areas to improve

- Issuing revised paperwork
- Social care & health contributions
- Chasing Paperwork
- Describing child’s current needs

Quotes...

“Educational input fantastic”

“Extremely poor quality plan”

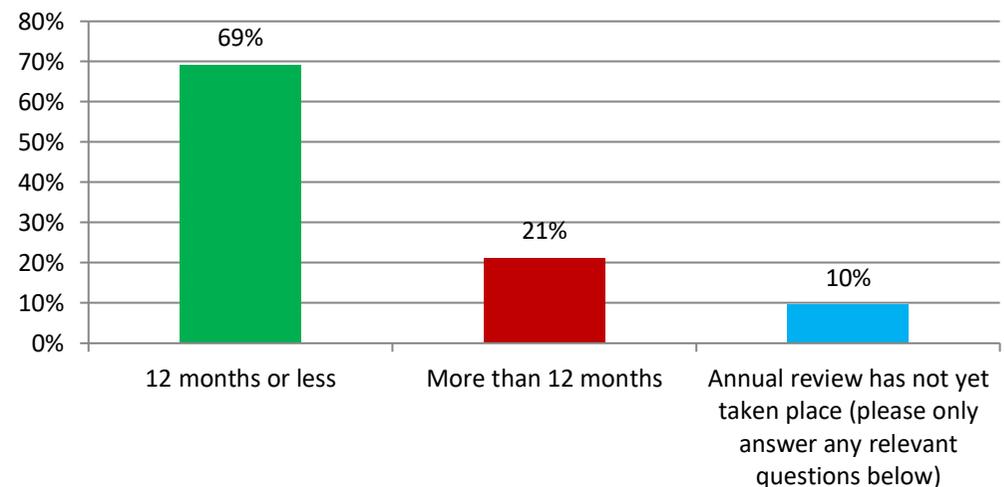
“The school had been fantastic”

“No professionals or social care have attended”

“The representative from nth Somerset was excellent, listened to my child’s wishes”

“I have had to constantly chase”

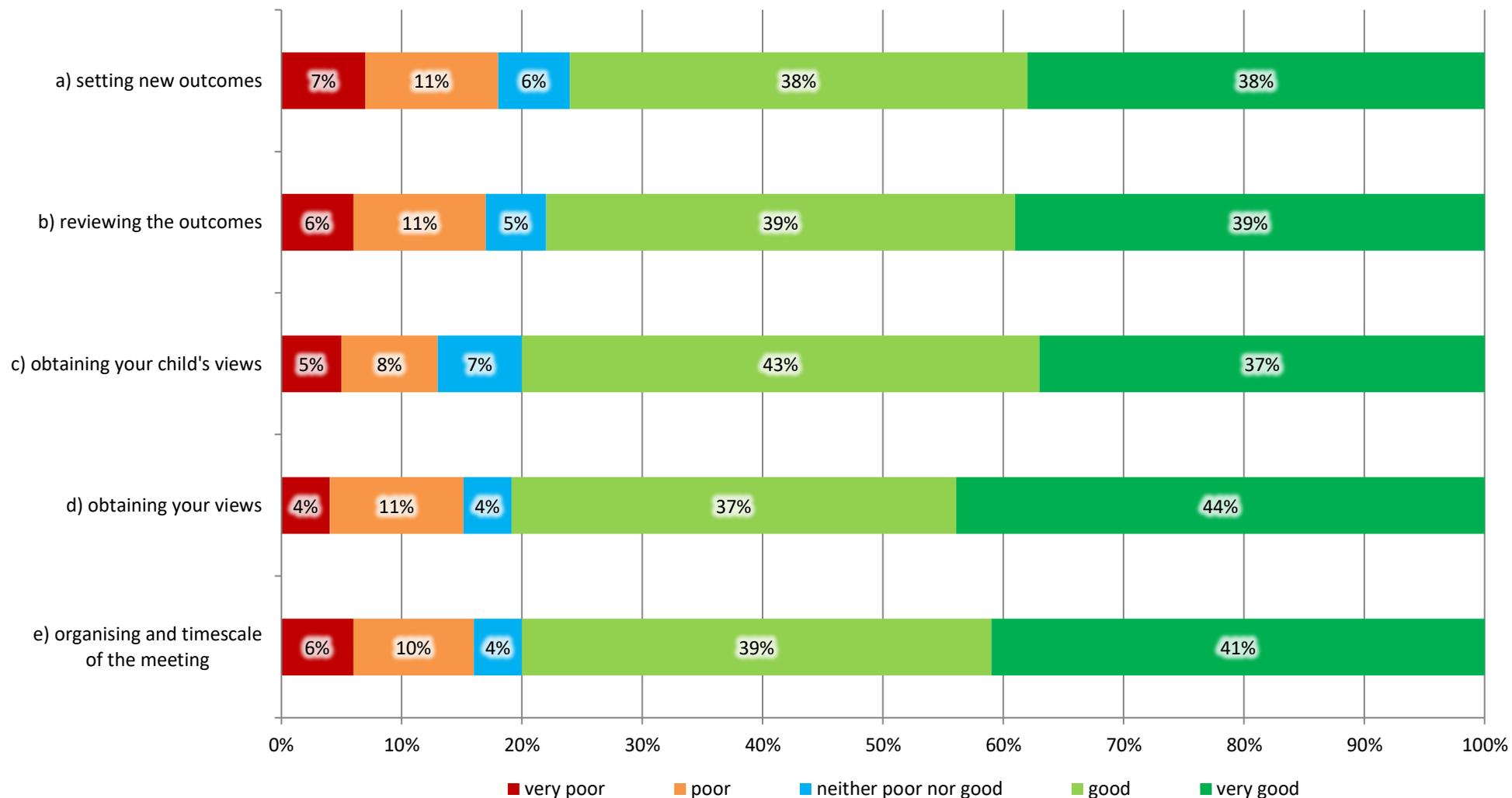
Q46. How long after your last annual review was this annual review?



Annual Survey March 2021 - Results

Responses: 104

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

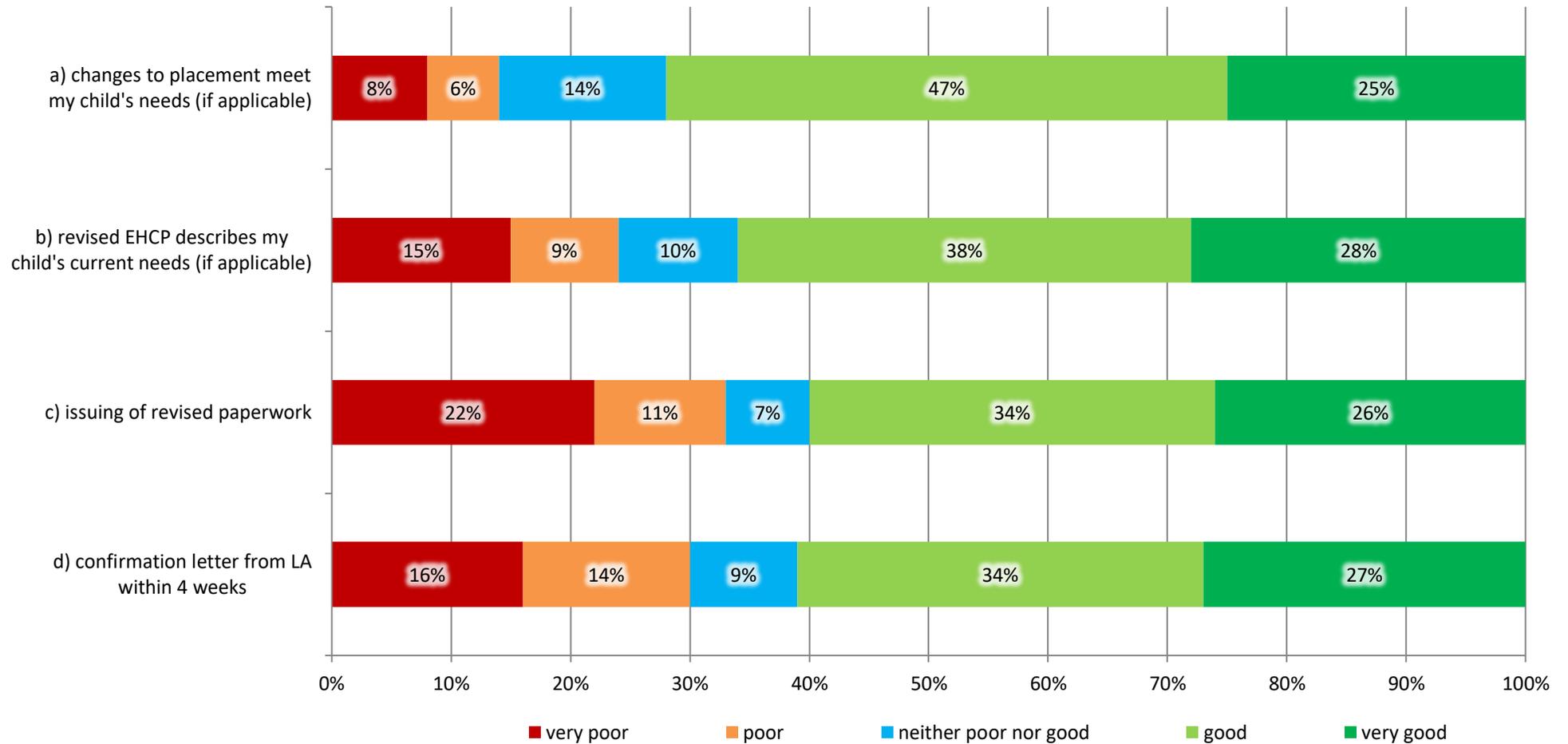


Responses: a) 98, b) 98, c) 92, d) 95, e) 96

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

Annual Survey March 2021 - Results

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

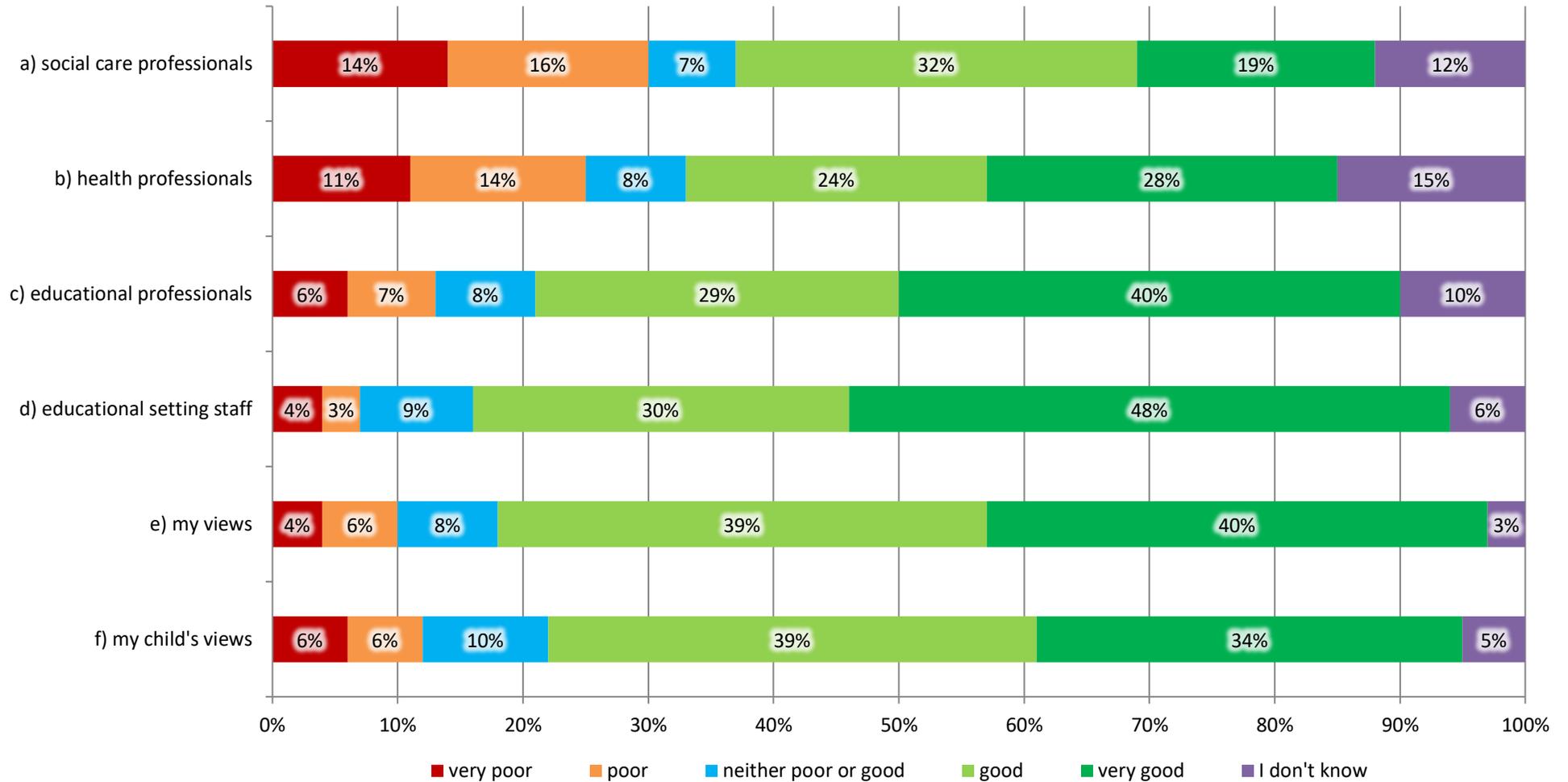


Responses: a) 49, b) 79, c) 82, d) 88

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

Annual Survey March 2021 - Results

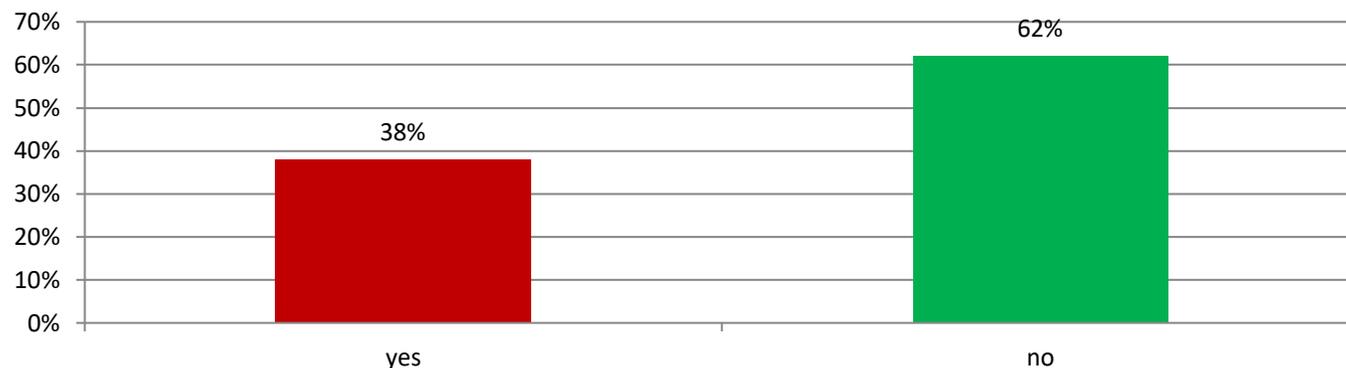
Q49. Please rate how well **professionals and family contributions** were considered during the annual review.



Responses: a) 57, b) 74, c) 87, d) 96, e), 96, f) 91

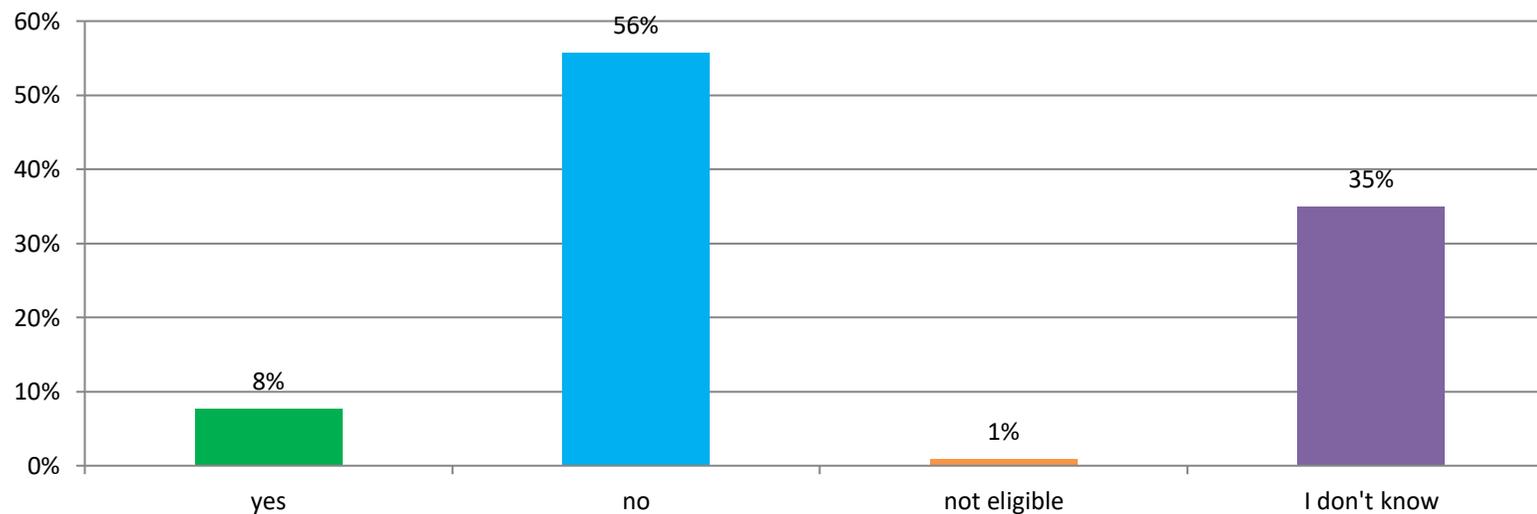
Annual Survey March 2021 - Results

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



Responses: 92

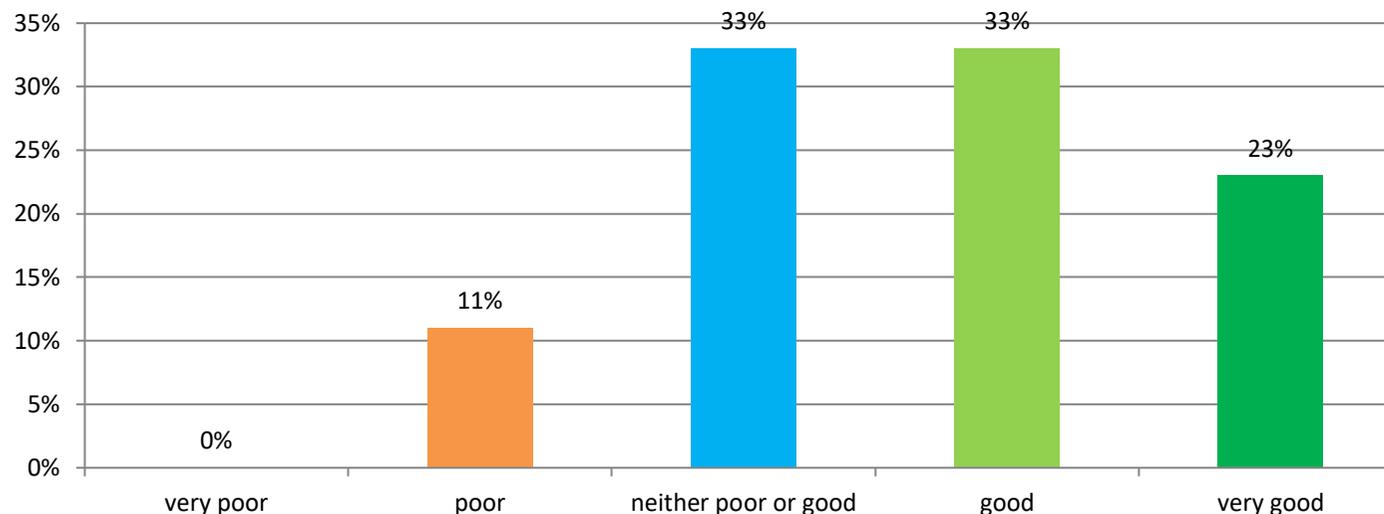
Q51. Does your child receive a **personal budget** for education?



Annual Survey March 2021 - Results

Responses: 104

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



Responses: 9

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: 40 - Comments taken verbatim from survey responses
1.	I struggle in social situations and find it difficult to sometimes express XXXXX needs and difficulties. However I felt XXXXX tutor this year had worked hard to keep me regularly updated and discuss any difficulties we came across. I felt I was able to verbally express all XXXXX needs and progress.
2.	No professionals or social care have attended/ commented at a review for a long time. Educational input fantastic luckily
3.	I have not had any review about paperwork from the LA for 2 consecutive years and am just about to do another review.
4.	i'm due to have one at my daughters new setting so i can't comment on how they deal/manage them, they have already communicated a date to me though, but through primary i was always having to chase for a date, people were never invited that i asked especially important in her transition on with possible new school choices etc. Paper work has always been extremely slow
5.	Terrible. not person centred at all.
6.	Extremely poor quality plan. It simply does not make any sense, does not match my child's needs and is not worth the paper it is written on. There is not a consistent understanding of what is meant by the plan and what the provision and outcomes should look like. There is significant pushback to annual review which is also very poor. I have had to constantly chase and I have had EHCP's just signed off without discussion due to staff shortages.

Annual Survey March 2021 - Results

7. Please note that due to COVID at the annual review it was agreed to keep everything as unchanged, as EHCP is quite new.
8. School are very supportive of his progress and making sure they continue to push him so that he keeps on achieving more and more. We have never had a health professional SLT at the meetings which is a shame as would be useful as we never get to hear their thoughts apart from on termly report. I get a phone call sometimes from them and am aware they are stretched at the moment. But think this would be useful as could have professional input the school don't think of.
9. Education health care plan reviewed every yearly. This is very good for us.
10. Long waits for getting dates, SEN officer not attending nor sending apologies, errors when changing wording so having to keep sending back. Errors in spelling of his name! If it wasn't for the School SENCO at secondary we would have a terrible experience, she makes sure his needs and provisions are covered.
11. I PERSONALLY FOUND THAT MY CHILDS EHCP ANNUAL REVIEW WAS EXCELLENT AND I DONT HAVE ANY NEGITIVES THEY LISTENED TO ME AND MY CHILD
12. The school have always been on time with EHCP reviews. They have always involved me, and know my child well and what his requirements and needs are in his educational and social settings within the school.
13. all done very well
14. We only moved to N Somerset last Sept, so all paperwork/processes are new to us. All seems ok and I was contacted to say there was a backlog. I am still trying to navigate my way through the different services at Council, but hope now that I've made contact with everyone I need to!
15. The latest EHCP I had following an annual review was not, what was agreed at the school meeting I had to contact the sen officer who wrote the EHCP to correct an update mistakes. This is the difficulty With the SEN Officer who is writing the plan, not attending the annual reviews it must be so hard to write a plan about a child you have not met or know anything about.
16. No phone call as meeting didn't happen due to covid waiting on my revised echp . No communication from educational team at all . Find it very inadequate
17. North Somerset forgot to send me a copy of the draft EHCP review.
18. The school were left to it, in 7 years i think the local authority turned up once. It strikes me that if your child is in a specialist provision and you start out with an excellent EHCP written by a lawyer (I had no other choice and the County pulled out in the foyer of the court without going in! The lawyer said it was the most obvious case he had and shouldn't have got to this stage.) all the school does is repeat and slightly alter it each year as necessary. I always felt I was a bit of a nuisance and my view dismissed. This was a fault of Shapwick and I am hoping it will be a better experience at the new school! I feel it would be good to have some back up as a parent if you have any issues to discuss which the school do not agree with.
19. My child's education setting is very organised at getting EHCP Annual Reviews organised. The views of all parties and actions that need to be taken are considered and discussed and taken into account, which is brilliant. However, once the Annual Review passes to the EHCP department in North Somerset Council for processing and action, there is a big black hole and the new EHCP can take more than 6 months or even a year to be retyped, processed and changes actioned, which means we can be waiting over a year for support in areas that are needed. For example, we and the school requested support from Speech and Language to be added to the EHCP, as it is required for my child to progress, however, because the paperwork takes so long to process by North Somerset, we have been waiting almost a year for this support, which is unacceptable. I have appealed EHCP decisions in the past because additional support was needed but not supported financially by North Somerset. Twice I have prepared to take NS to tribunal to get to a week before the tribunal date and be told the support would be granted. The whole EHCP process is a shambles at North Somerset. There is nothing positive to say about it.
20. The school had been fantastic, I feel they understand my child's needs and how to meet them. They are pro active and forward thinking
21. My child has complex needs due to a brain injury at birth. I've requested a personal budget on more than one occasion to manage the health professionals involved in her care and enable my daughter to achieve her potential. For example, her EHCP has targets related to motor control and hand function. Since starting mainstream primary school in September 2018, she's had one visit from the functional skills OT at Drove Road. This visit was part of a team meeting to discuss my daughter's transfers. We've had no support in this very important area of need. There are no consequences for not meeting the needs as laid out in section F- it's incredibly frustrating. It just seems to be brushed aside. At the last annual review, there wasn't even a report submitted! Another example- during a review of her eating and drinking, I suggested some cutlery that therapists had never heard of. These people are supposed to be knowledgeable, guiding me and my daughter's school. After, a lengthy process I eventually got the appropriate support for my daughter and the school in her use of AAC to communicate. There were many barriers to achieving this and it nearly broke me as a parent. However, seeing my daughter thrive has made it all worth while.

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

Annual Survey March 2021 - Results

22. The school were very organised with the review this year and it was Held via zoom due to lockdown. The local authority could not attend at the last minute, however family support worker from the disabled children's team did attend the meeting for a short period of time. I am yet to receive any feedback/paperwork from the local authority post annual review which was now over 4 weeks ago.
23. School are always very good. Health care professionals, not good. I do not include the OT in this comment. Social care people keep leaving. Don't know who current team are.
24. The LA and the College already decided what they wanted to happen and ignored our wishes 100%
25. I had the review in December, not had any paperwork. I chased it up 2 or 3 weeks ago and still haven't heard anything.
26. We had a January 2020 annual review with the school, which was submitted to the LA and we never ever received a proposed amended or finalised EHCP for the whole of 2020!! We have had another annual review in January 2021 and received the paperwork back within the timescale, however no one had told myself or the teacher about the change in layout of the EHCP and therefore we spent ages detailing need only for it to be summarised by someone who has never met my child. I have requested an explanation of both situations from the Sen review officer, if I receive one is yet to be seen!
27. it took years to receive kept getting turned down not sure what the school spend allowance on expecially during covid
28. We did not receive the parental view form until 2 hours before the actual meeting. We have yet to receive the revised paperwork. No contact from LA SEN officer since.
29. The setting are organised and clear and take all discussions on board. Local authority delay in receiving revised ehcp
30. Annual review is only attended by me and school. Social services and health services (physio, SALT) did not attend and did not send a report/contribution either
31. It has taken over 6 months to receive the revised EHCP, i sent corrections over 10 days ago and have heard nothing since!!
32. The annual EHCP review has always been ok. The teaching staff know him well and we as parents are able to put our thoughts across quite easily. I haven't experienced anything negative during this process. It is a lot easier than the process to get and EHCP.
33. have not had the new paperwork for his review this year but think that may be due to covid
34. The EHCP was great once the applying education setting actually filled it in correctly, I mean the fact they left out the diagnosis only set us back by nearly a year. The representative from nth Somerset was excellent, listened to my child's wishes as opposed to the educational setting who insisted that he do what they want instead of letting him voice what he wants.
35. Good discussion with the school an extension of the parents evening
36. It had to be fought for, why does everything have to be a battle for help with a child with educational needs.
37. Questions 30 and 31- "should have", not "should of"! Might have been worth proof reading this before it was sent out...
38. The last EHCP was 6 months after the year before due too being in transitions. The EHCP which was then sent out was awful and we are still trying to get it sorted. The issue is the school use the words "Annual Review" when sending out invitations so professionals do not attend. They say they didn't realise it was for the EHCP. The school need to specifically use the term EHCP when invites are sent so they all attend.
39. Very good preparation and paperwork however a lot of changes put forward to provision by the school to wording that was very unspecific and unquantifiable so this had to be challenged. This has been changed by the school however I am now awaiting the paperwork from the LA so cannot comment fully on this part.
40. Documentation from the March 2020 annual review was sent to me on the 23 February 2021, 11 months later. It was sent along with a request that I review it in less than the statutory 15 days, as there wasn't enough time to allow for the 15 days before the next annual review in March 2021. It was sent with amends that made my daughter's needs sound less severe that hasn't been suggested by any professionals or the school. The person at N Somerset sending out the paperwork, who has never met my child took it upon herself to make those amend. When I questioned the reason for changing items with no ground to she apologised and changed them back.

Annual Survey March 2021 - Results

[Back to Index](#)

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...

“My son loves having a van picking him up every morning and he's always happy to be greeted by the driver who's a very kind man that greets him with a smile our lovely drivers and escorts that have kept us informed and are brilliant”

“Always late confirming arrangements at the start of term, little or no understanding of how the delayed communication impacts on a child with SEN”

“My sons driver and Escort are absolutely fantastic”

“process of applying for transport was unacceptable”

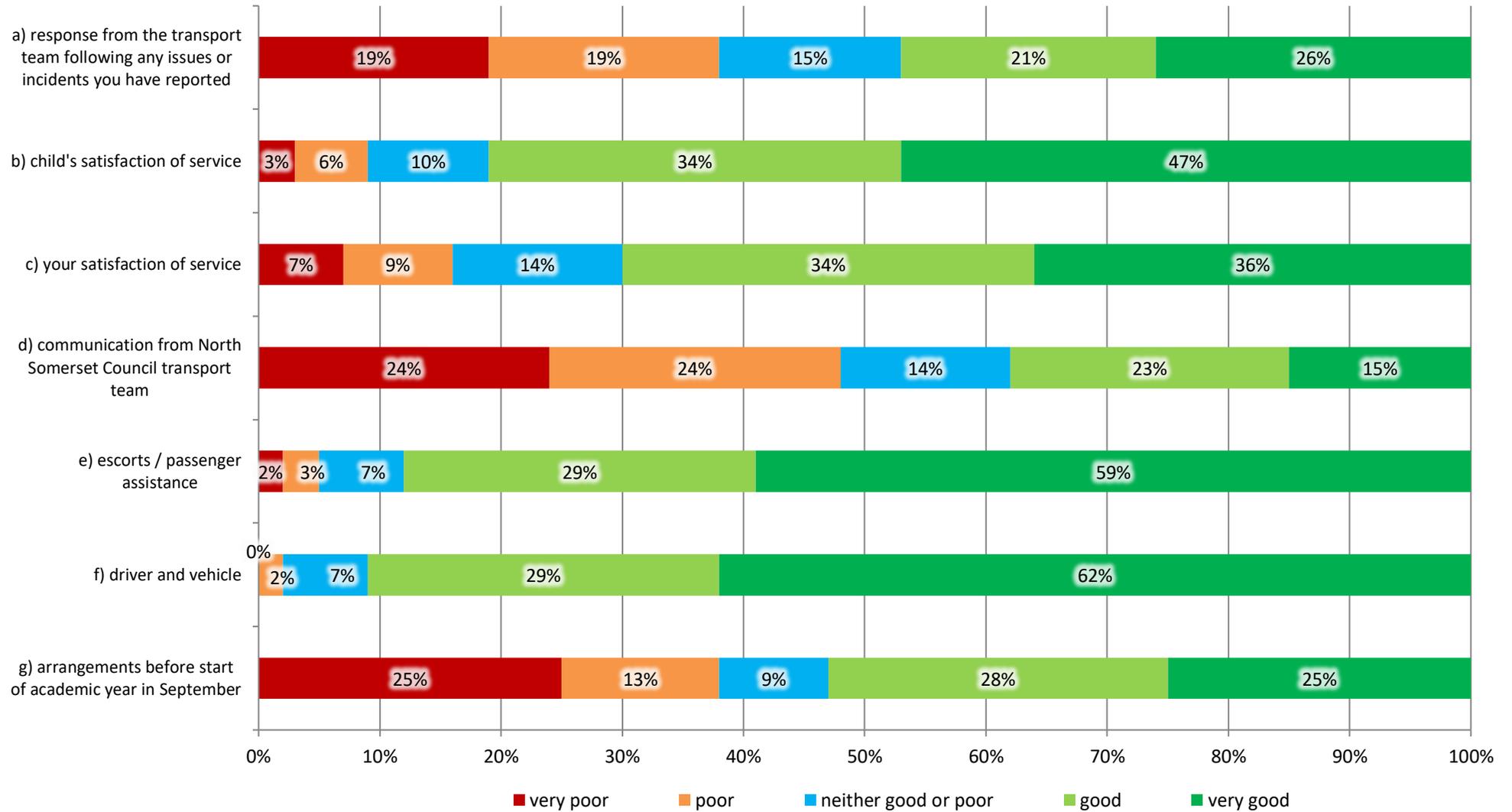
“Taxi company very good”

“Awful communication from the transport team”

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

Annual Survey March 2021 - Results

Q55. please rate the following



Responses: a) 73, b) 90, c) 91, d) 92, e), 58, f) 89, g) 92

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: 43 - Comments taken verbatim from survey responses

1. Worst place for bullying to occur
2. We haven't sorted transport as yet but will be using it
3. He uses the bus very annoying he cannot use diamond card before 9 am
4. there has been difficulty of getting my daughter dropped at my mum address which is on the bus route in the past as north somerset don't allow additional drop off, but my daughter drop off time is 15.26 and i've children at the local primary school who don't finish until 3.15 so this is a real battle and struggle daily
5. i am very sorry to say but the process of applying for transport was unacceptable. My daughter has severe learning disabilities and cannot use public transport and this is the only appropriate course locally to help with her life skill learning. Utterly stressful and then to be told it had been refused,days later told this was a computer error!!horrendous...i made a formal complaint and also wrote to my local councilor. i am already dreading having to apply again this year.
6. Very last minute details regarding whether a place on Transport was to be given. Constant chasing up etc. Many issues may well have been due to Covid, so it may be unfair to speak negatively in this instant. Would have preferred more safety measures in place during Covid. For example ALL drivers to wear a mask at all times. Better ventilation of buses during this time.
7. Not issues at present. We would like to escort need more help to children.
8. Useless, don't listen to you, don't read the information you give and break promises made in black and white.
9. MY CHILD USES THIS SERVICE TO AND FROM SCHOOL SHE IS A HANDFULL ESPECIALY IN THE MORNING AND TAKES HER TIME AND SOME TIMES HAS MELT DOWNS I FIND THE BUS DRIVER AND ESCORT ARE BRILLANT AND VERY CALM AND WILL WAIT
10. The drivers and escorts have always been pleasant, helpful and responsible and kept safety to a very high level. They have been informative if any issue has arisen i.e. bus running late. I have been very pleased with the service that has been provided for my child.
11. At the start of term had multiple different drivers, was very difficult. I phoned the team in tears and spoke to someone they were going to call me back but never did. Thankfully now have regular driver who is excellent
12. Our current escort is the lovely the best we've had ,the driver we had before Christmas was too,he was amazing with the kids but he's not been on this week I hope this is temporarily. The transport team however aren't the best.
13. I could not get through on the phone had to ring the school for them to try and get through when the bus did not turn up
14. Great service from Travelbillity
15. Excellent Service this year
16. Excellent and I was so impressed that having moved in to N Somerset, transport was available for XXXXX from the very start of the term just a few days later. Thank you!
17. He has a bus pass from North Somerset Council to use public transportation, however the time takes aren't always great and so most of the time rides his bike

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

Annual Survey March 2021 - Results

18. Awful communication with Apple Taxi.
19. My sons driver and Escort are absolutely fantastic the best he has had in all these years. It is much better now there are two buses going to Ravenswood School from Portishead.
20. No problem with the provider they have been great drivers are friendly and great with my daughter. Lack of response by school transport team is diabolical no phone number to contact on no after service check up on child welfare. Took 12 weeks to sort out transport not acceptable
21. Rob is a excellent driver and ira is a brilliant supervisor both of are children are safe with these two very well . Both very polite and talk active
22. Taxi company very good
23. Transport wasn't included in the boarding package so I had to take my daughter to school Sunday afternoon and pick her up on Friday. This was a monetary decision which had good and bad consequences. My daughter was much happier that I was taking her, she would never have coped with that length of journey with anyone else. On the downside my elder daughter has attachment issues and cannot cope when I am away from her. The experience for her was disastrous on her mental health. The new school is a different matter as my daughter can go daily. The transport lapy was fabulous. She listened carefully to what i said and put in place an excellent driver who unfortunately couldn't do full time, so another service was sought. Her previous taxi service for Shapwick saw the tender and asked the driver she knew if he would like to take my daughter. He didn't hesitate . So all worked out perfectly. People are actually listening at last.
24. My son loves having a van picking him up every morning and he's always happy to be greeted by the driver who's a very kind man that greets him with a smile. Excellent service.
25. Transport Services provide very little useful communication. I communicate with the driver directly which suits us both.
26. At the start of the academic year my daughter a taxi service was arranged for my child. She has started in Year 7 at a school where she knew no one. The taxi drivers were consistently late and didn't turn up. On one occasion the driver didn't turn up to school to collect her. She had different drivers every day. I stopped the school transport until they could arrange a regular driver who was reliable. Since the transport was re arranged the driver has been brilliant. It is very frustrating that you can't actually speak to someone at the school transport team when you phone. The communication needs reviewing
27. We have a PTB which at present works very well for us. The transport team are quite prompt at responding to queries, and when I advised the PTB funds We're arriving 2-3 weeks post term, that's has now been rectified. Much improved service in the last 18 months
28. A big Thankyou to our lovely drivers and escorts that have kept us informed and are brilliant.
29. Constant changing of staff. I would seriously question the competence of a few of them. Some staff are incredibly rude. Staff do not interact with child.
30. Notice for new arrangements in September are too short notice. No escort on the transport an obvious issue for some of the children's needs. Poor communication between council and transport provider so always issues. Council will not help build independence training of child by letting them off the bus on their own even if a parent signs a disclaimer and therefore creating a greater demand for transport post 16 due to the lack of planning and training the council is therefore not supporting the children.
31. Over an hour on the bus to and from school each day is too long.
32. For once, transport have caused me no headaches which is a welcome relief. Very well organised for September and no teething problems at all this year. Credit where it's due!
33. during covid not kept informed about changes in transport and september intake had to chase details on transport
34. Did not use this year due to pandemic. I hope we haven't lost our place for next year! No idea if we will be contacted again before September
35. We have only had positive experiences with the transport services. They are good at communication and listen to any concerns you have and were possible will do all they can to support the child using their services. Both the driver and escort are very friendly and supportive.
36. My sons escort and driver are lovely
37. nothing negative bys driver and escort are both lovely , had a few issues last year where we had so many different drivers which was a bit upsetting for my son but now we have had the same driver a while now
38. Transport is good, however, very young children are mixed with older children in transport, and there have been multiple incidents where a young child has screamed throughout the journey, which is very annoying for the other passengers. When a pupil complains about their transport, it takes a lot of time before the issue is resolved.
39. No place allocated on transport until after start of September term despite application made in May.



Annual Survey March 2021 - Results

40. Always late confirming arrangements at the start of term, little or no understanding of how the delayed communication impacts on a child with SEN. They never answer the phone, you cannot speak with them directly only via reception and get someone to call you back, responses are untimely.
41. We keep complaining about the lateness of information being sent out. Nothing changes. The Transport Team of NSC have attended many meeting before and promised to change. They blatantly lie. Nothing changes.
42. Awful communication from the transport team before September very late decisions and communication. They then decided to put my child through a risk assessment which was in my view not needed as they should have had enough evidence from the JCP and information from the EHCP should have been considered as a legal document that outlines all needs from professionals not just at an educational level. When I questioned the team regarding this I had copy and paste responses they had sent to other parents which did not answer my questions or I was ignored. I also challenged the risk assessment which I felt had errors and didn't take into account risks which could occur. It was also done off one journey(my child's first journey) so could not be representative of what risks could have occurred when he was more settled. Especially as I have a son who masks how he feels. It also didn't take into account the risks of the other children on the other bus. Overall the assessment said he did need a PA on the bus which has been provided but I do worry what transport will do with this assessment if my child's route is changed this year. They also added another child to the route which has put my son above the max time frame of 45 mins per journey. On the positive his driver and PA are lovely and my son loves getting the bus
43. Service has been unsafe during Covid - have not used. No budget offered. No contact from transport team at all

[Back to Index](#)

Health Services

Working Well

- Wheelchair Service
- Hospitals
- Personal Budgets

Areas to improve

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

Quotes...

“The health service when used have always been amazing with him and I can’t fault them”

“They are not joined up. No accountability. Poor communication. No support. Passed from service to service and no support from any.”

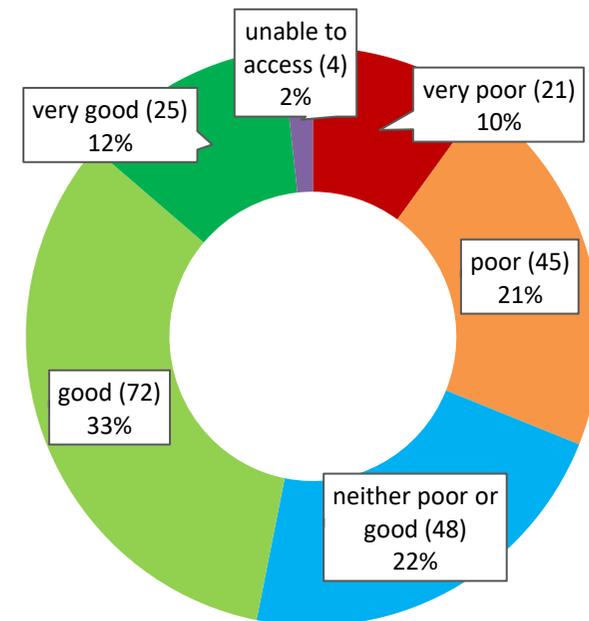
“Really impressed with how speech and language have kept in touch during the pandemic”

“Long wait times for appointments. No after diagnosis support provided but is very much needed”

“My GP is amazing and brilliant with autism”

“CAMHS- Awful experience. No contact from 'caseholder' for entire length of pandemic”

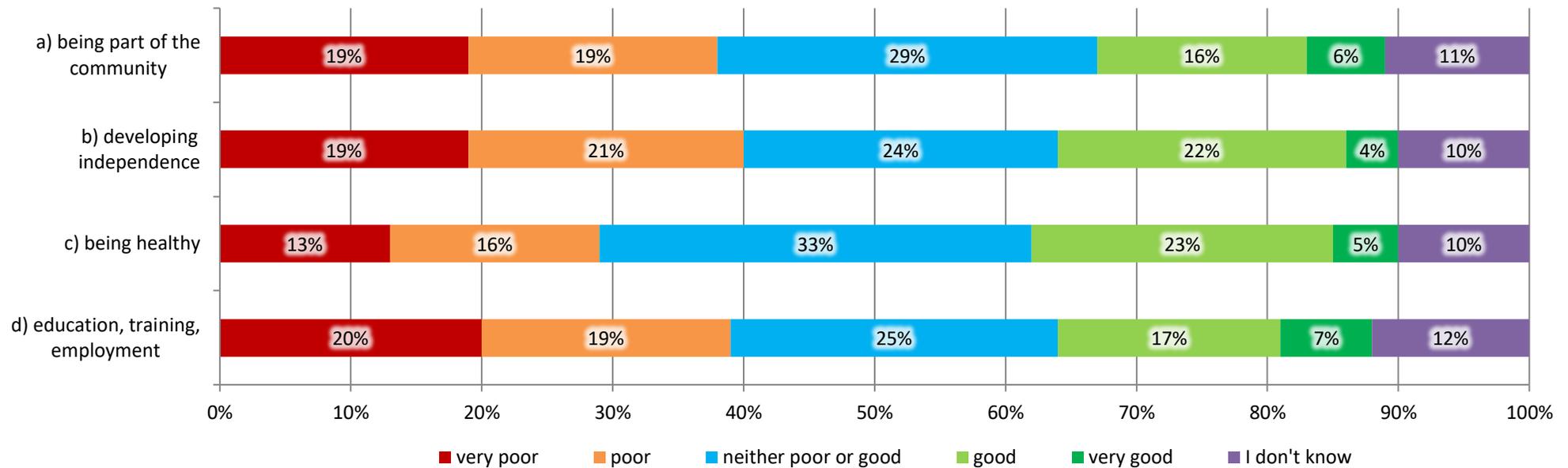
Q4. How do you rate health services your child accessed?



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

Annual Survey March 2021 - Results

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.

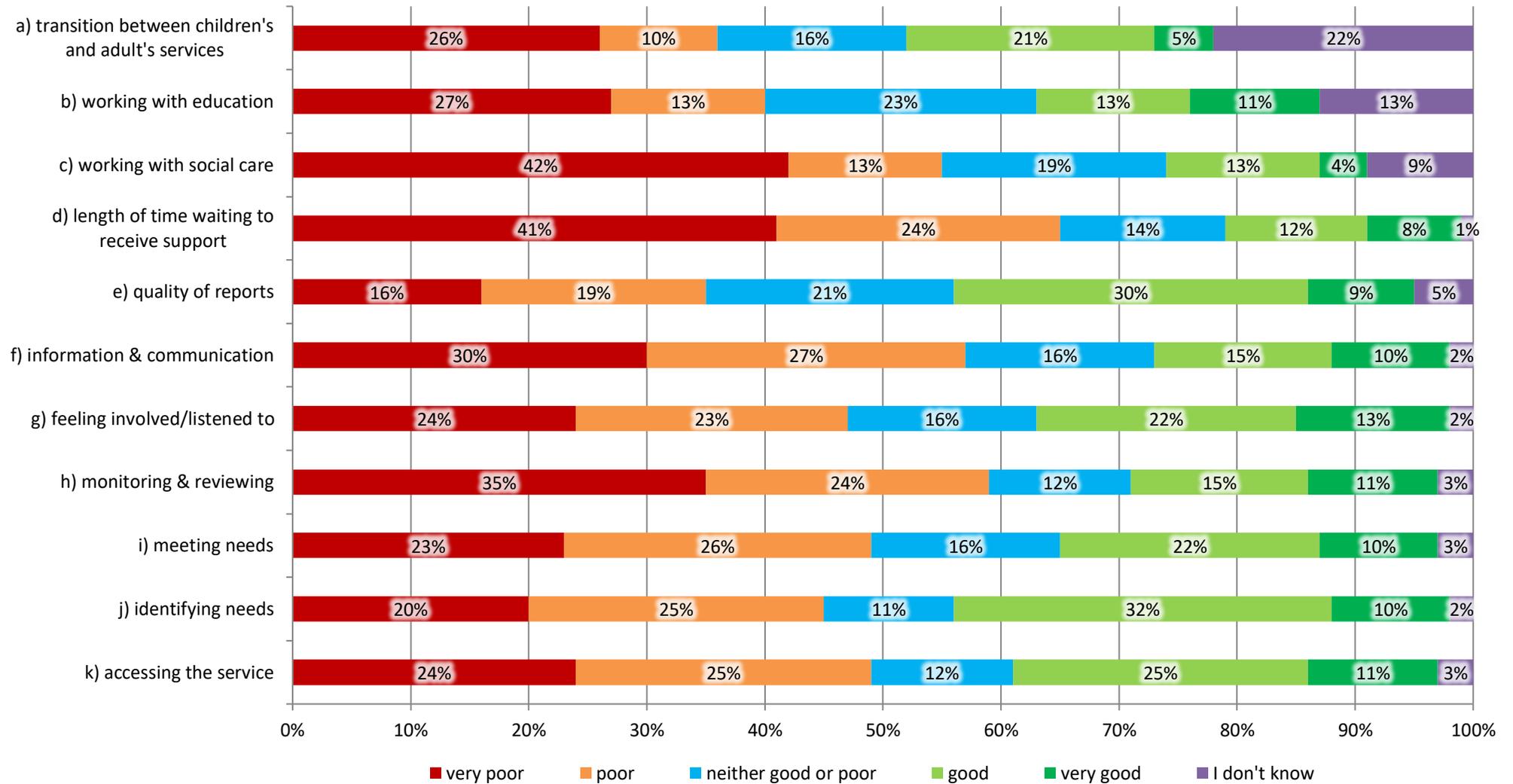


Responses: a) 182, b) 183, c) 186, d) 187

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

Annual Survey March 2021 - Results

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

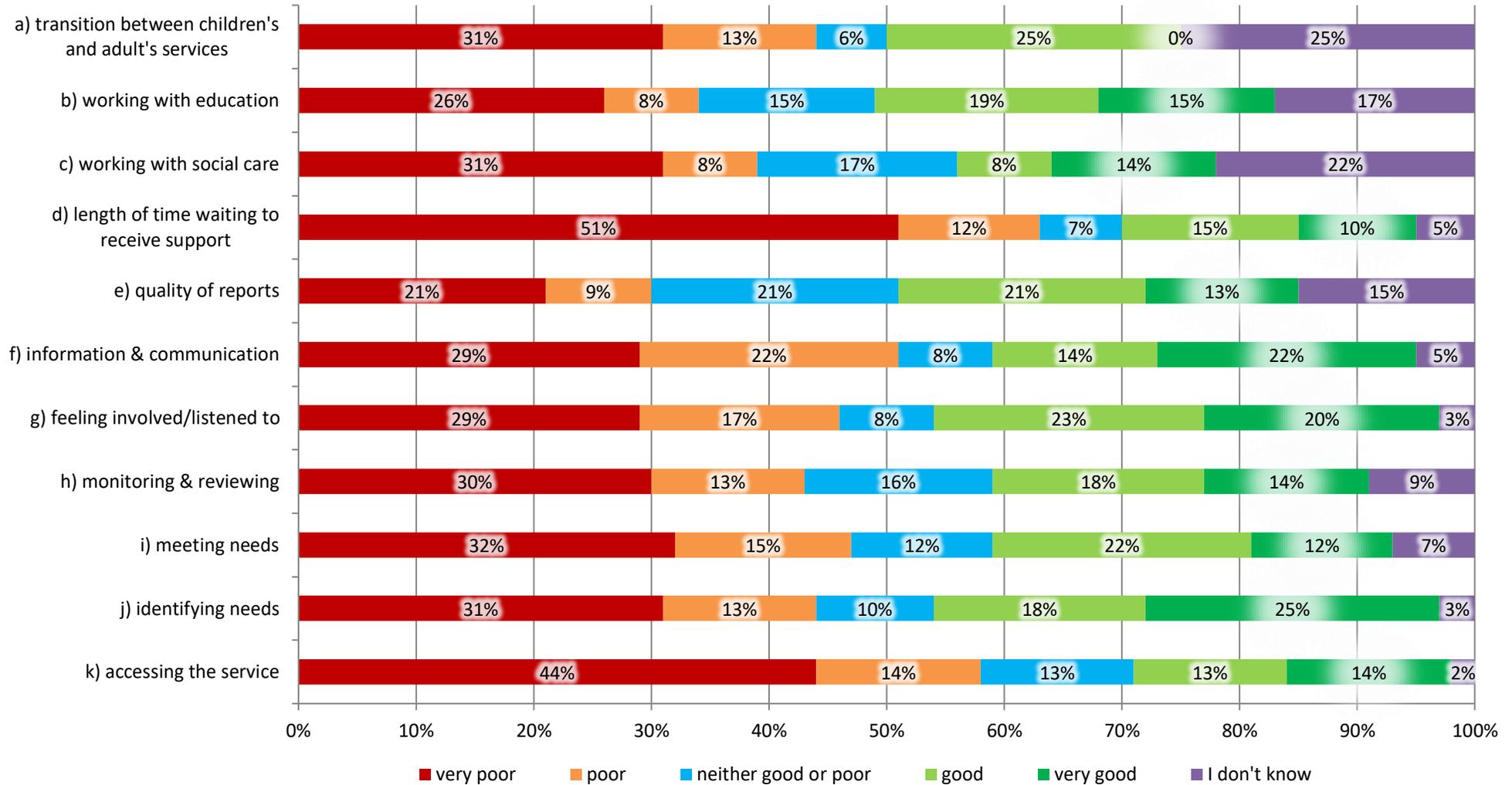


Responses: a) 19, b) 83, c) 53, d) 92, e), 94, f) 93, g) 93, h) 93, i) 93, j) 92, k) 92

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

Annual Survey March 2021 - Results

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

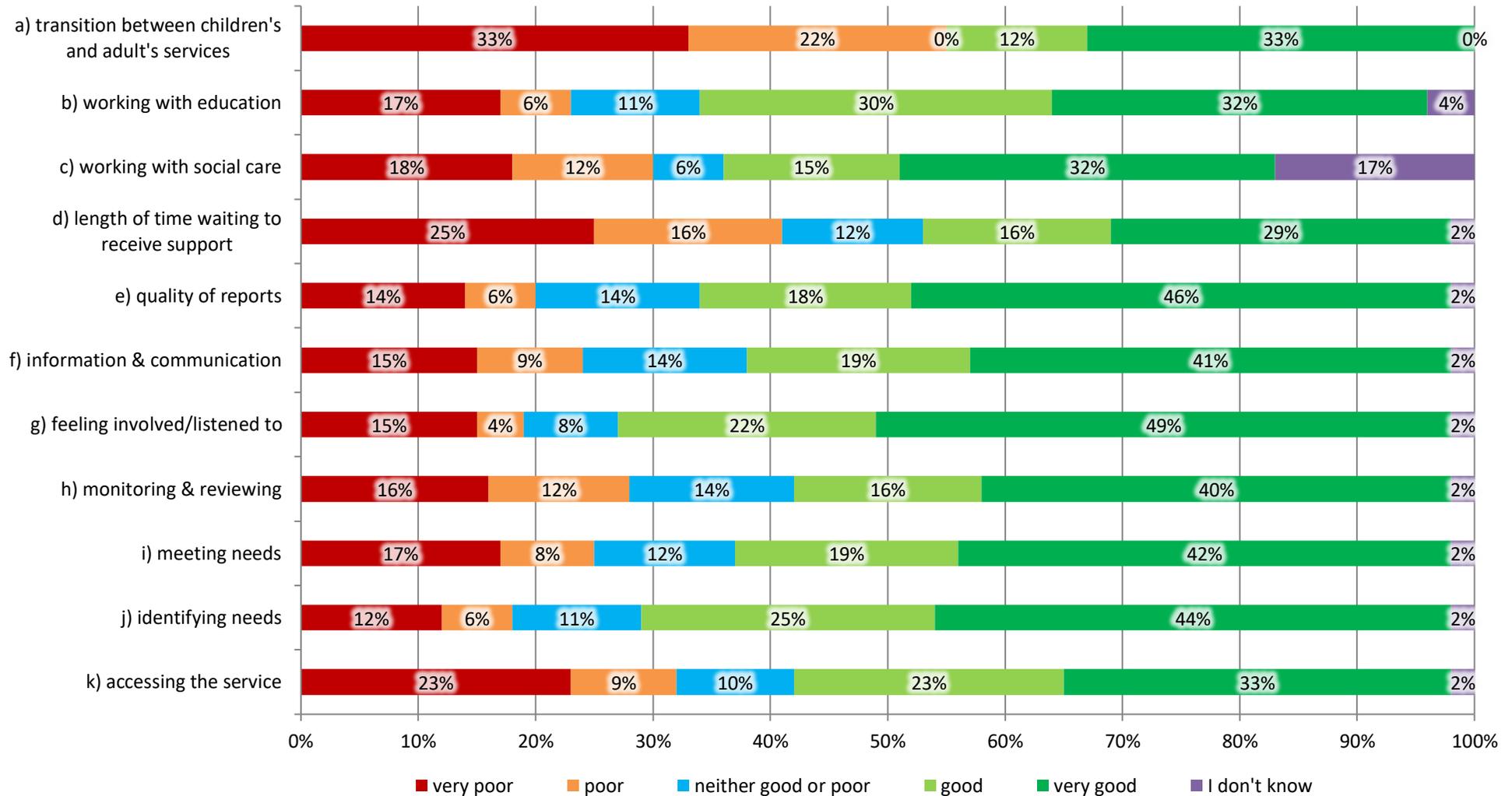


Responses: a) 16, b) 53, c) 36, d) 59, e), 53, f) 59, g) 59, h) 56, i) 59, j) 60, k) 63

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

Annual Survey March 2021 - Results

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

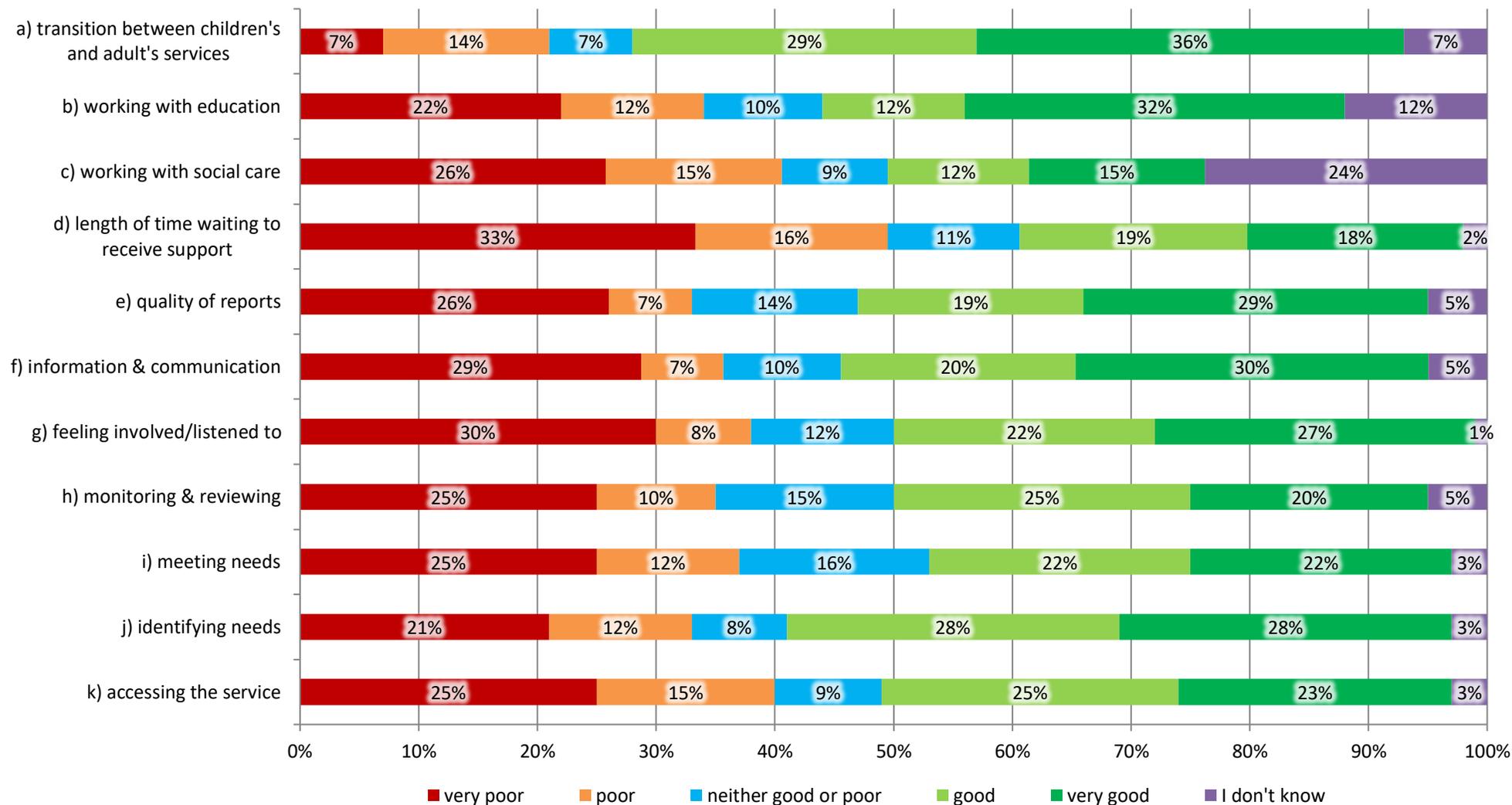


Responses: a) 9, b) 47, c) 34, d) 51, e), 50, f) 52, g) 51, h) 50, i) 52, j) 52, k) 57

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

Annual Survey March 2021 - 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

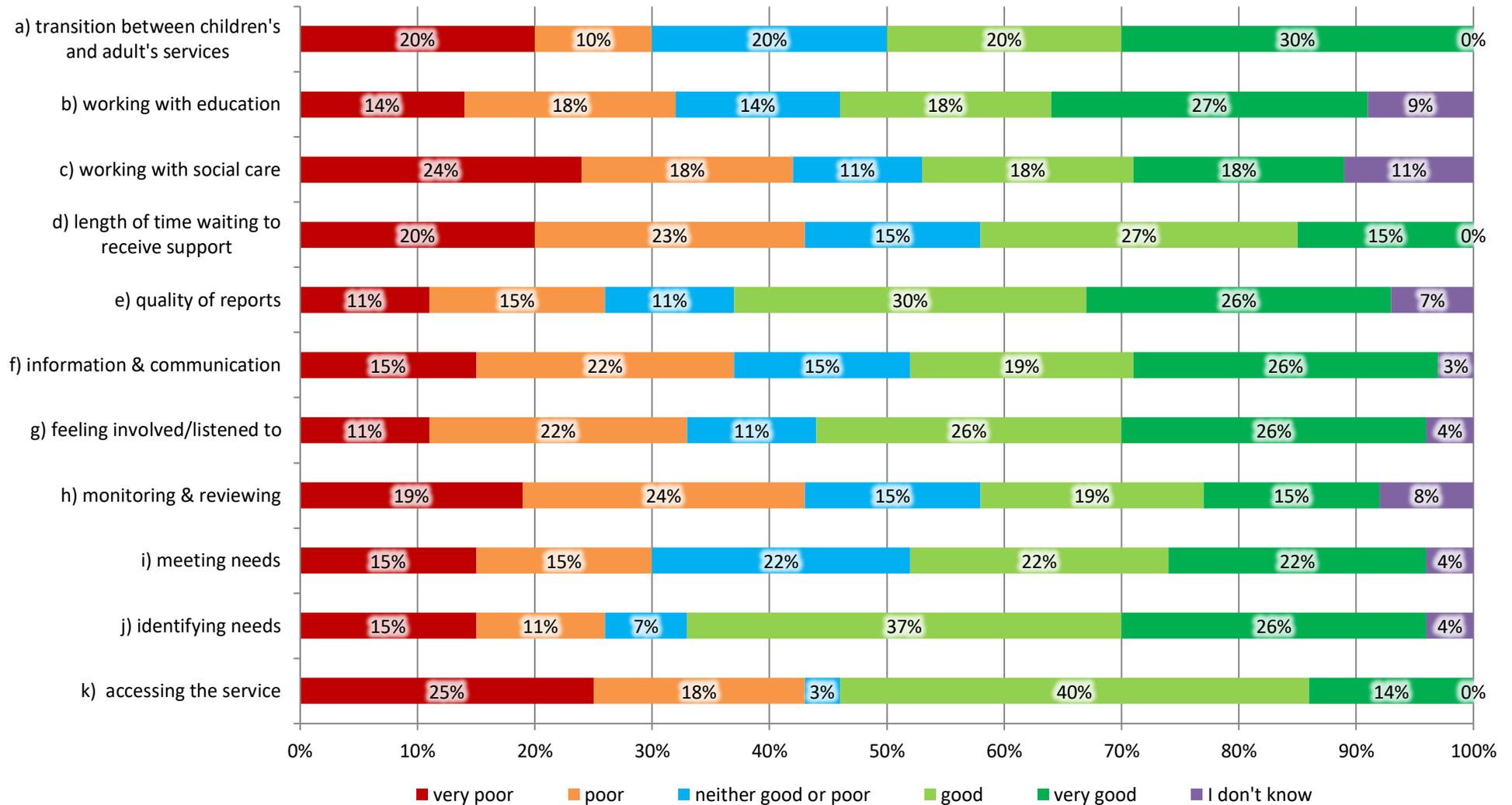


Responses: a) 14, b) 52, c) 34, d) 57, e) 58, f) 60, g) 60, h) 59, i) 59, j) 58, k) 60

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

Annual Survey March 2021 - Results

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

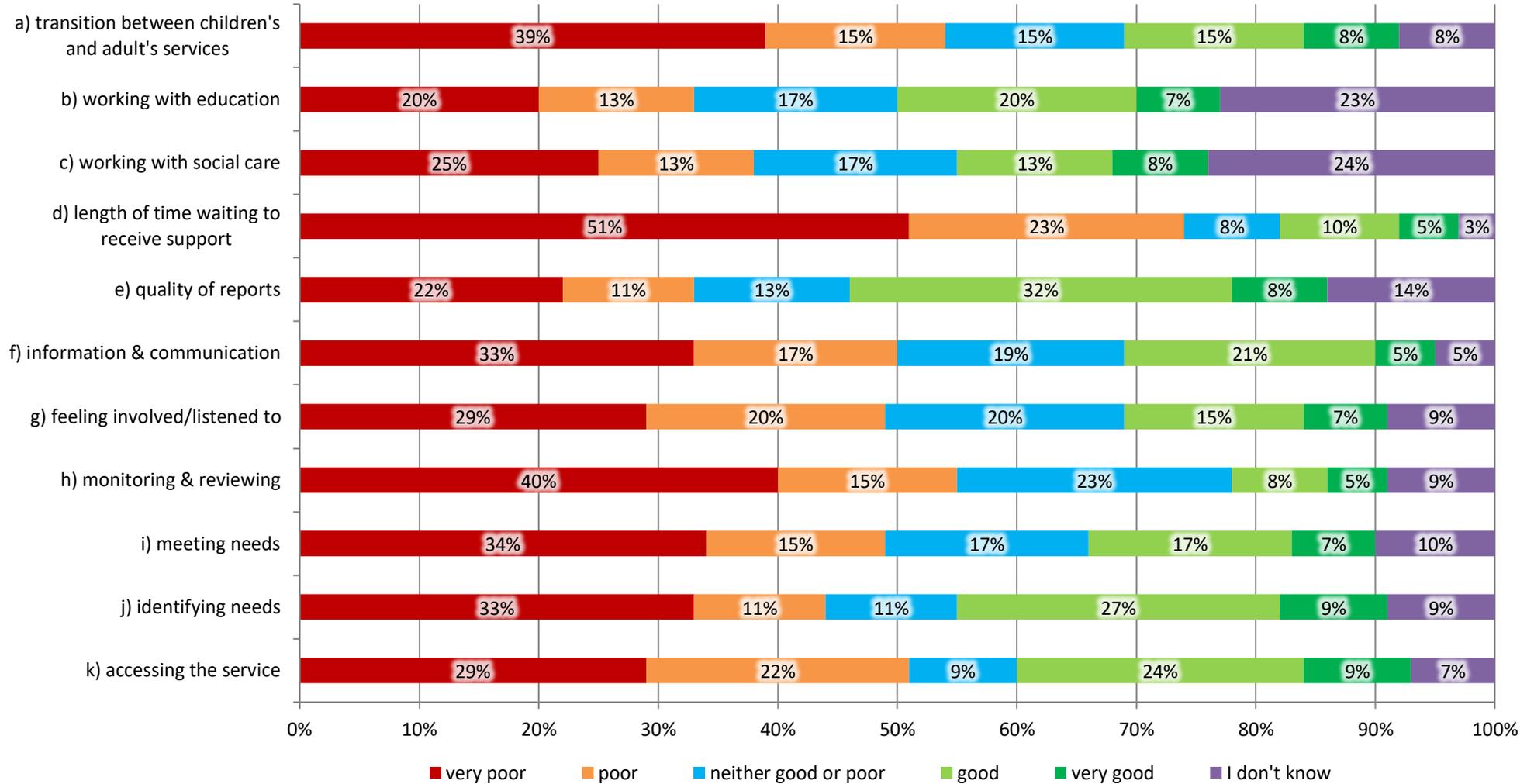


Responses: a) 10, b) 22, c) 17, d) 26, e), 27, f) 27, g) 27, h) 26, i) 27, j) 27, k) 28

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

Annual Survey March 2021 - Results

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

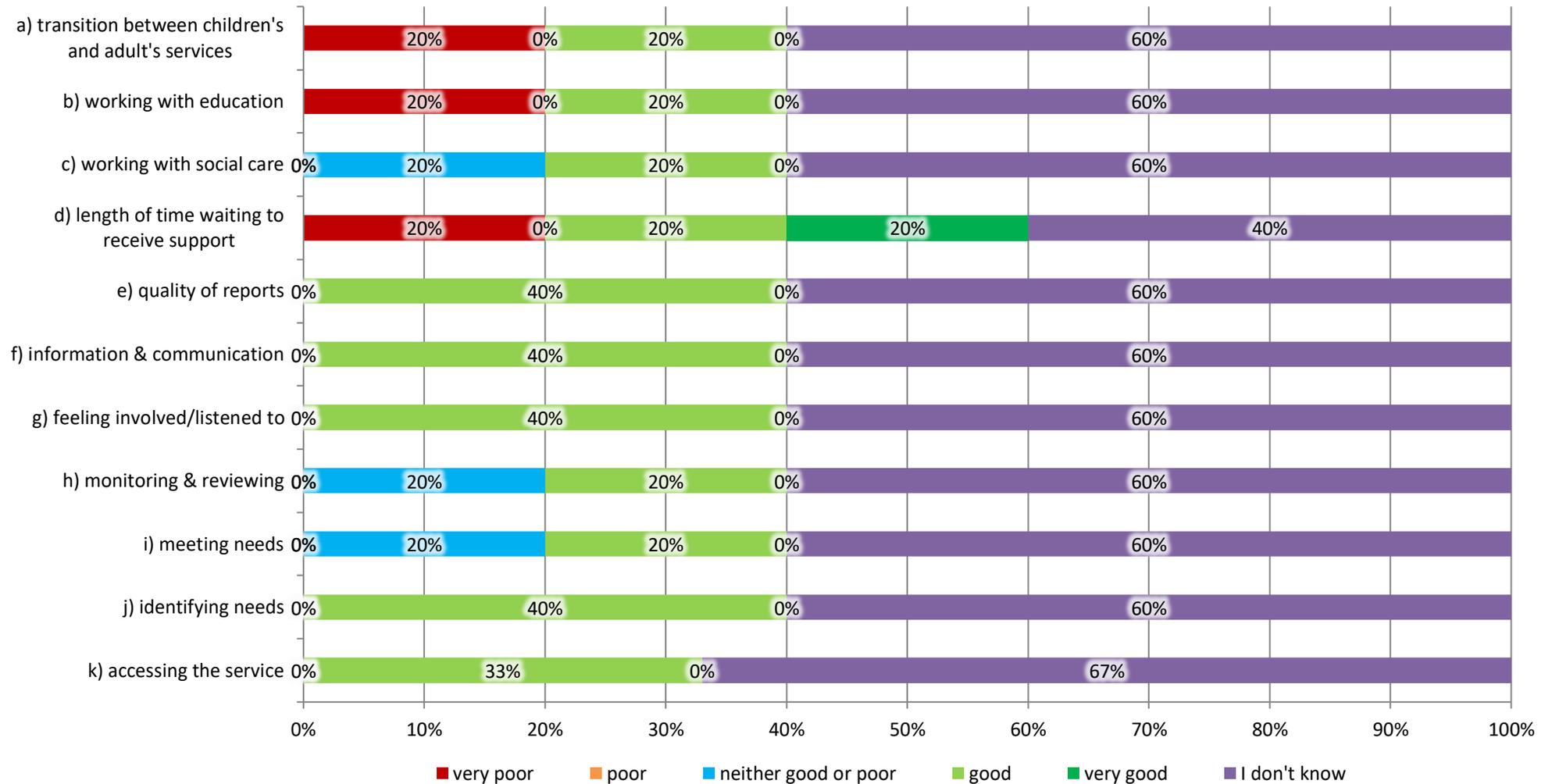


Responses: a) 13, b) 30, c) 24, d) 39, e), 37, f) 42, g) 41, h) 40, i) 41, j) 45, k) 45

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

Annual Survey March 2021 - Results

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

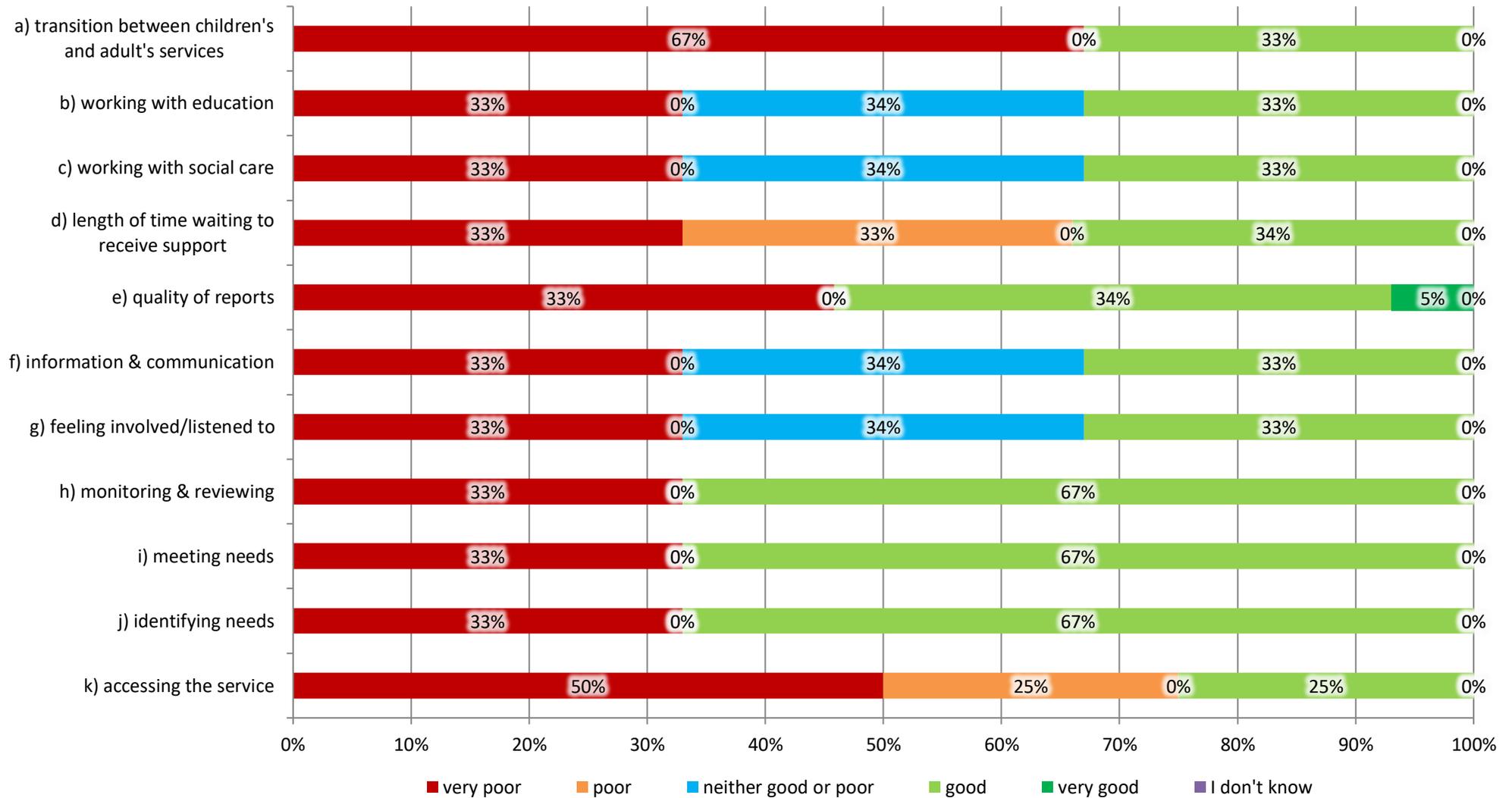


Responses: a) 5, b) 5, c) 5, d) 5, e), 5, f) 5, g) 5, h) 5, i) 5, j) 5, k) 6

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

Annual Survey March 2021 - Results

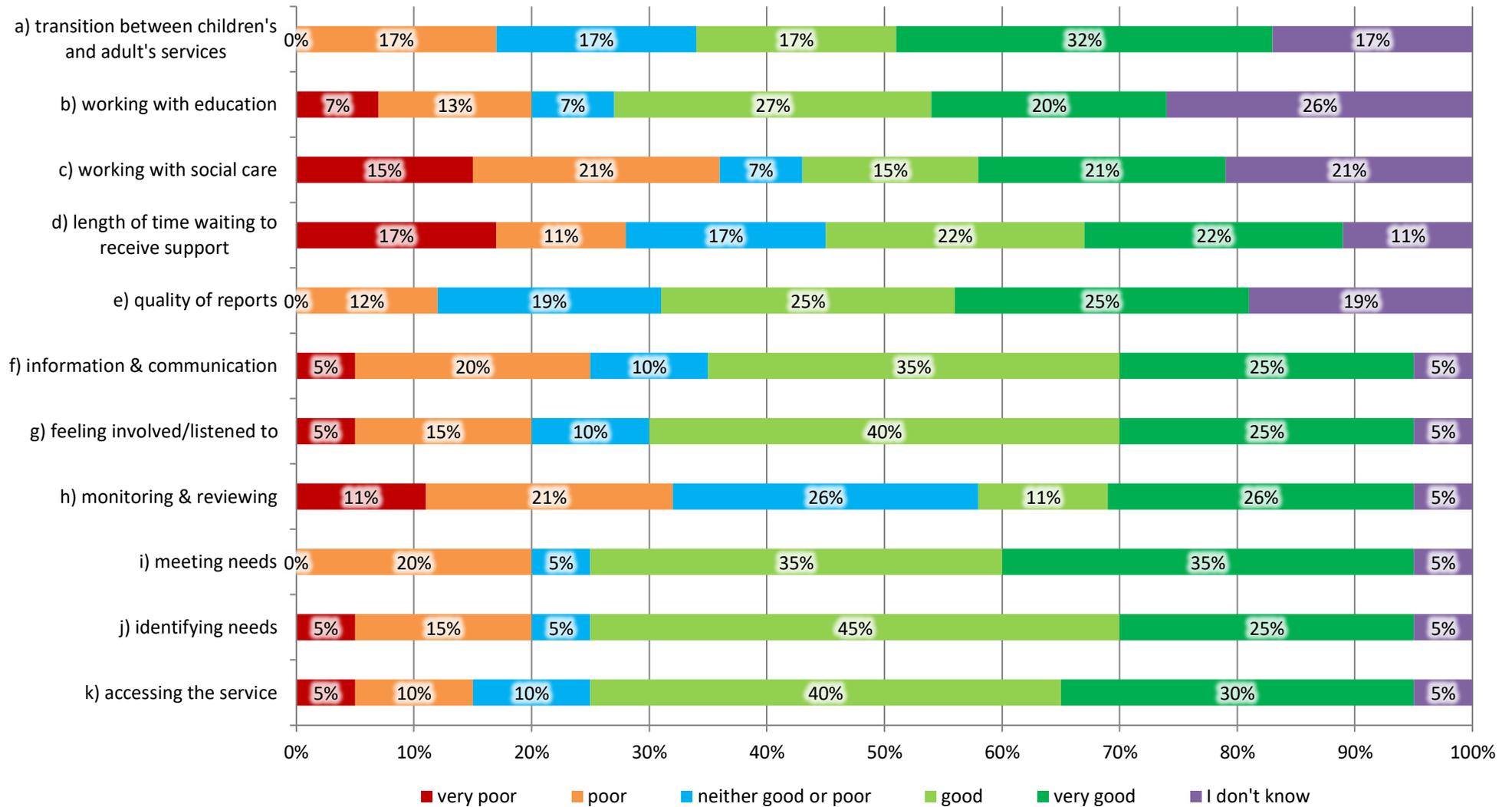
Q65. How do you rate the **adult ADHD service**? Please leave blank if you have not accessed, or tried to access, this service



Responses: a) 3, b) 3, c) 3, d) 3, e), 3, f) 3, g) 3, h) 3, i) 3, j) 3, k) 4

Parent Carer views on education, health and social care in North Somerset Annual Survey March 2021 - Results

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

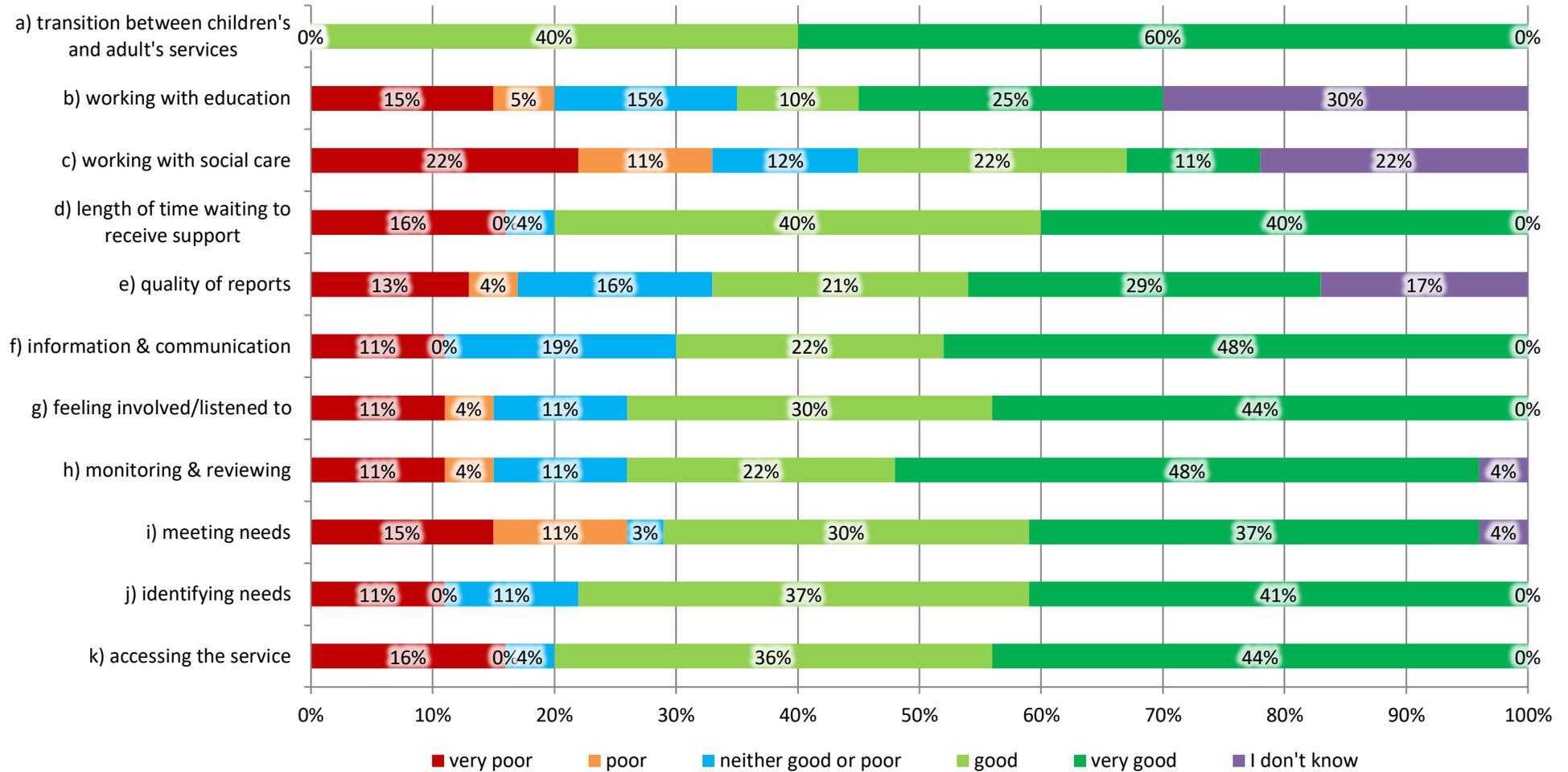


Responses: a) 6, b) 15, c) 14, d) 18, e), 16, f) 20, g) 20, h) 19, i) 20, j) 20, k) 20

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

Annual Survey March 2021 - Results

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

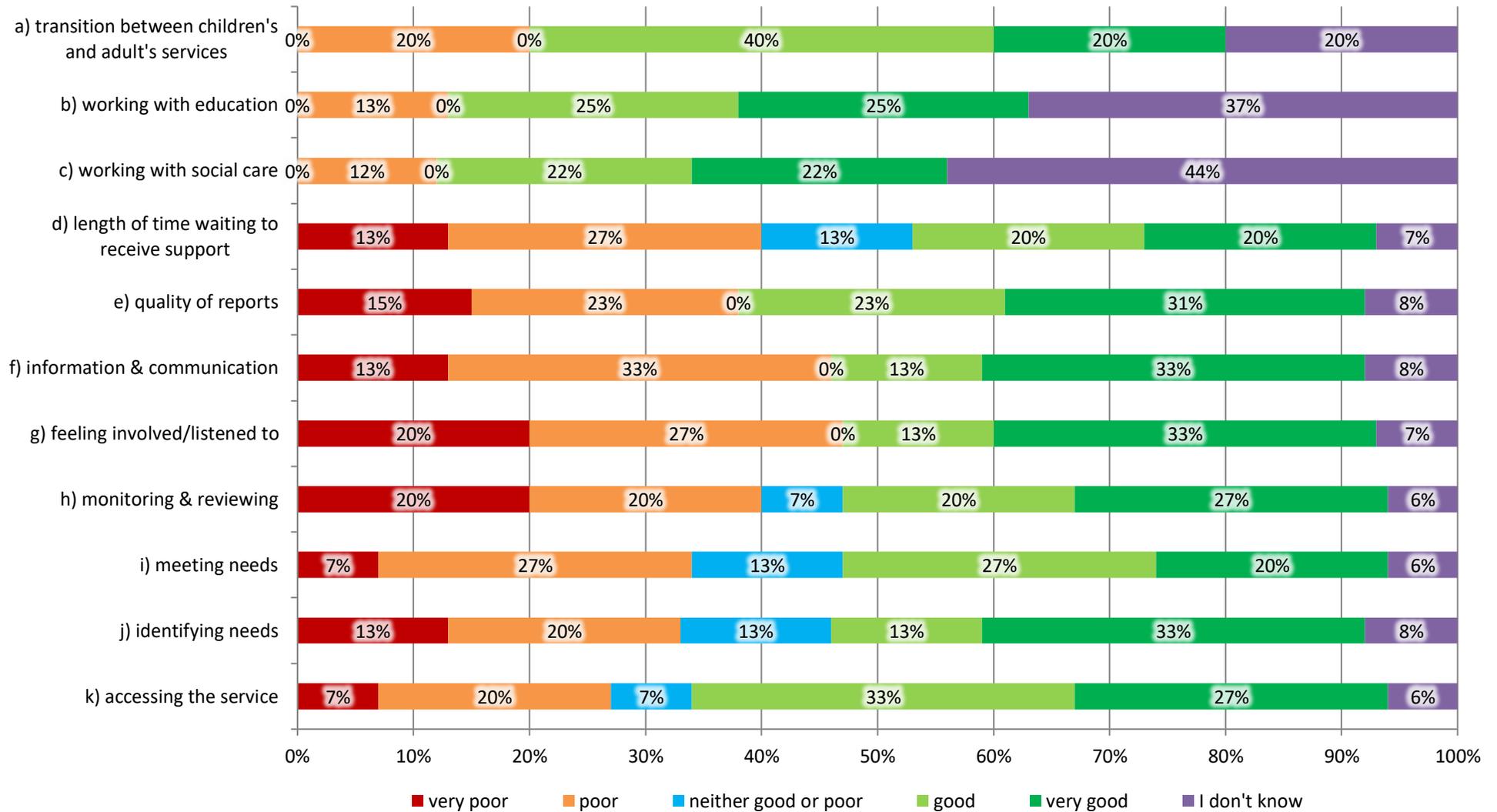


Responses: a) 5, b) 20, c) 18, d) 25, e), 24, f) 27, g) 27, h) 27, i) 27, j) 27, k) 25

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

Annual Survey March 2021 - Results

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

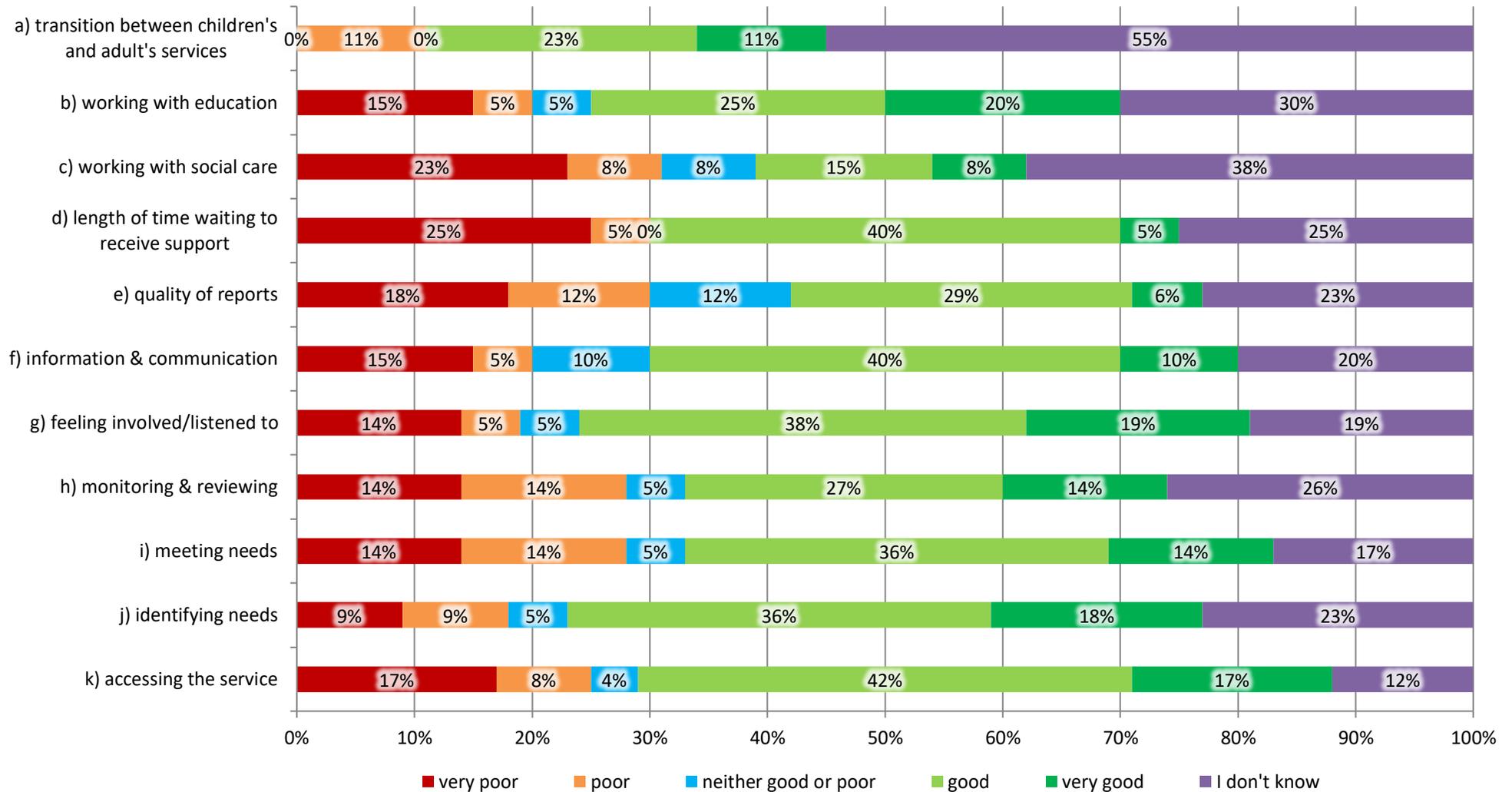


Responses: a) 5, b) 8, c) 9, d) 15, e), 13, f) 15, g) 15, h) 15, i) 15, j) 15, k) 15

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

Annual Survey March 2021 - Results

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

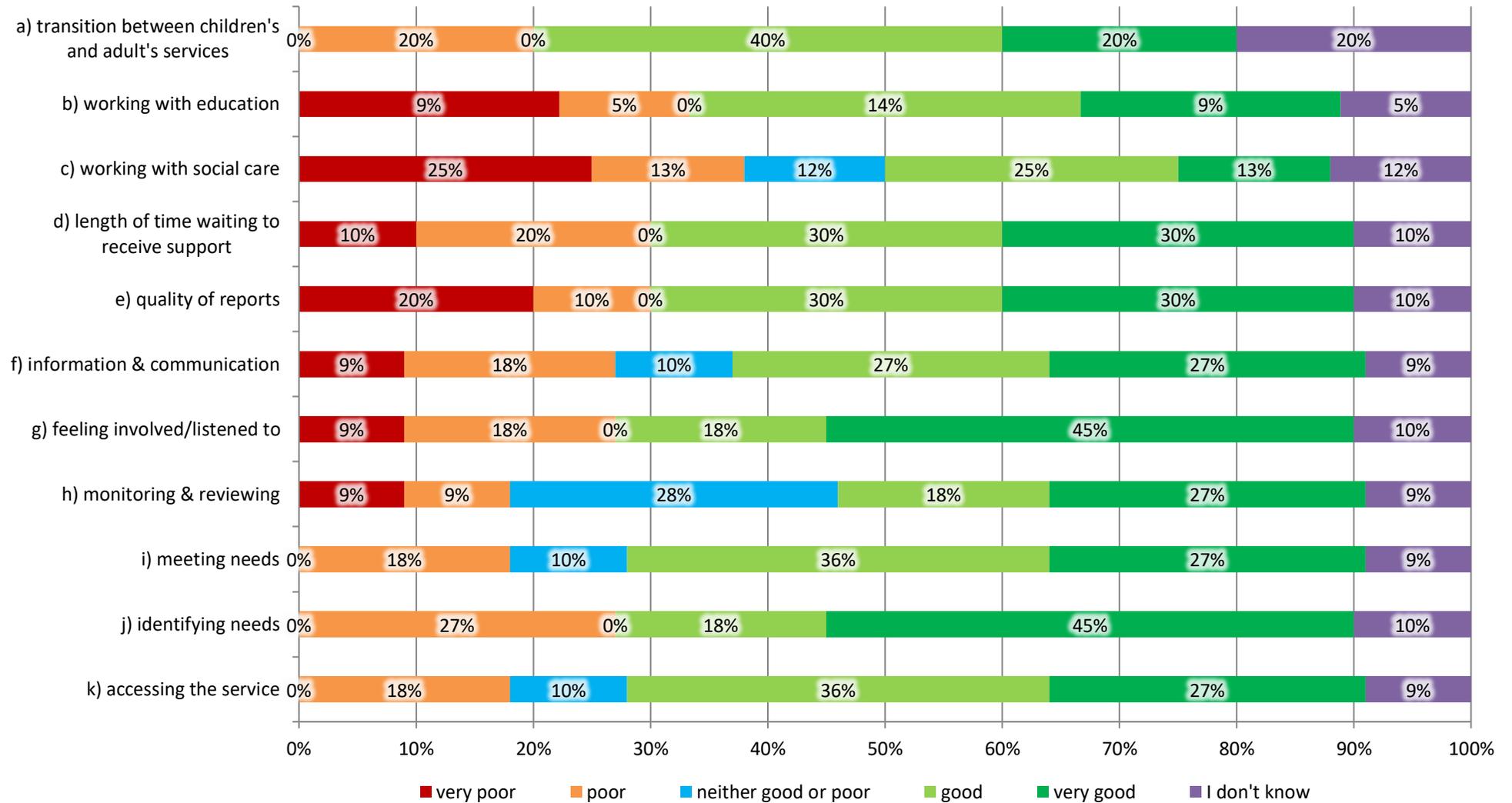


Responses: a) 9, b) 20, c) 13, d) 20, e), 17, f) 20, g) 21, h) 22, i) 22, j) 22, k) 24

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

Annual Survey March 2021 - Results

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

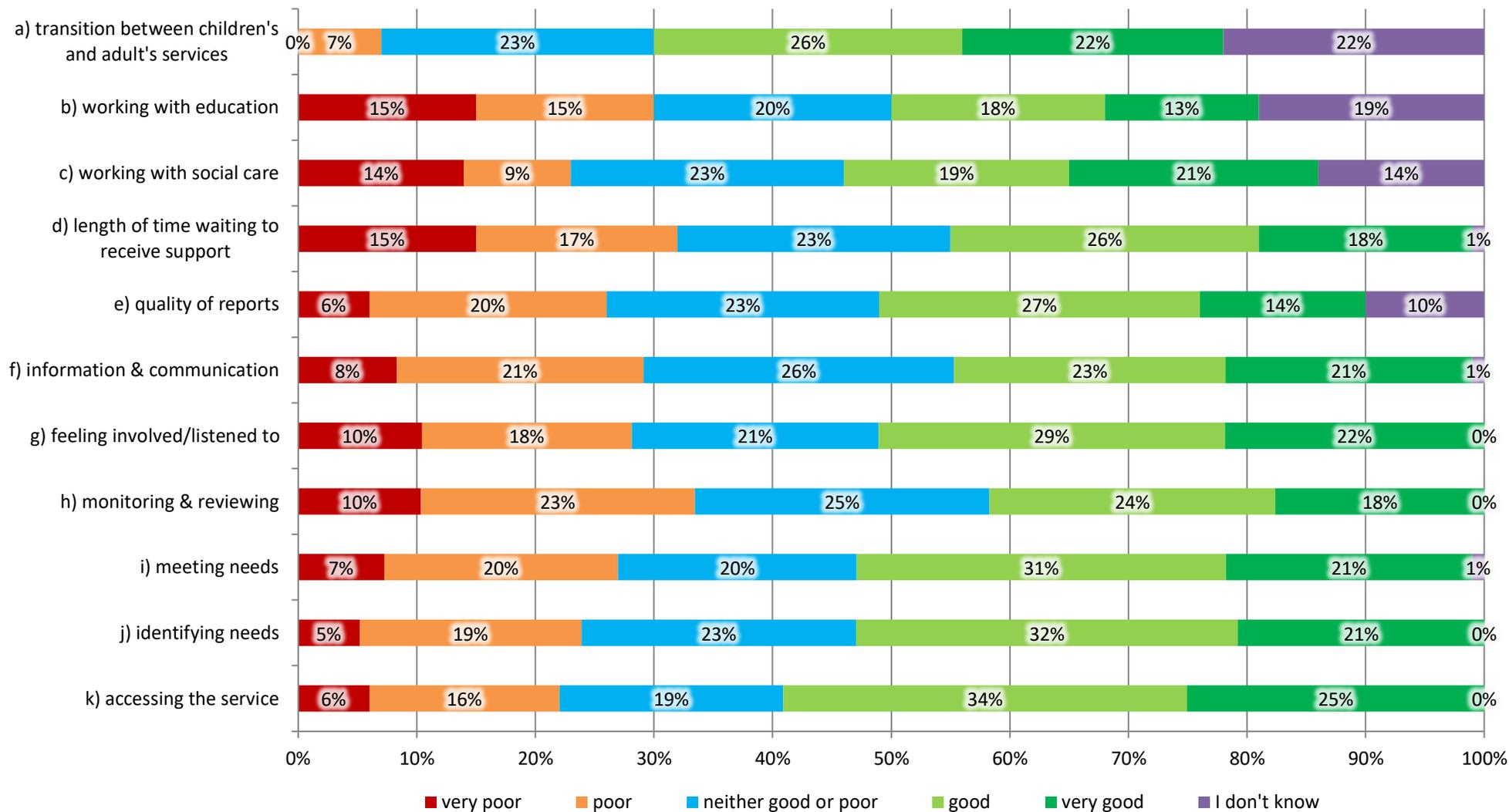


Responses: a) 5, b) 9, c) 8, d) 10, e), 10, f) 11, g) 11, h) 11, i) 11, j) 11, k) 11

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

Annual Survey March 2021 - Results

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

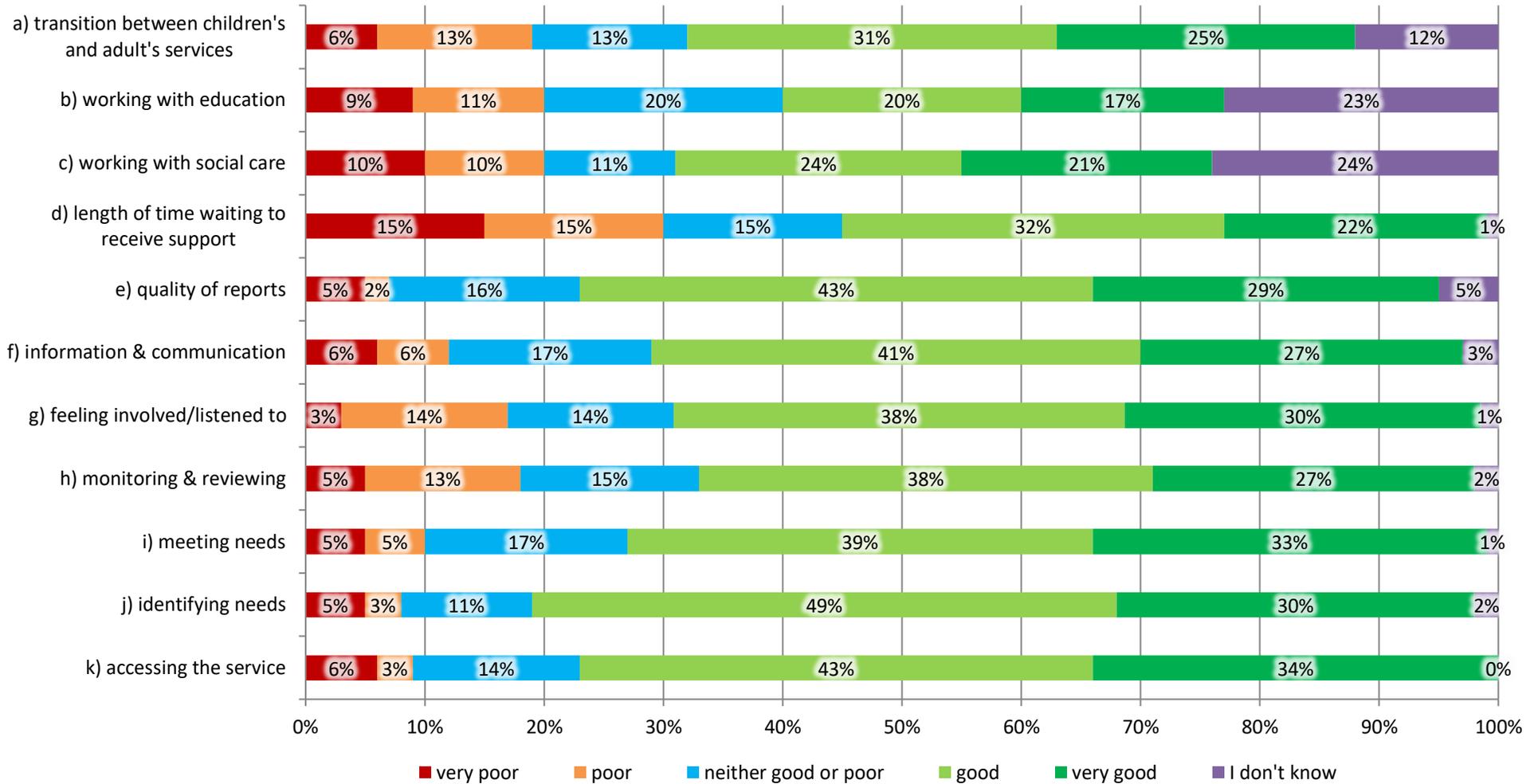


Responses: a) 27, b) 55, c) 43, d) 89, e), 77, f) 95, g) 96, h) 94, i) 95, j) 95, k) 99

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

Annual Survey March 2021 - Results

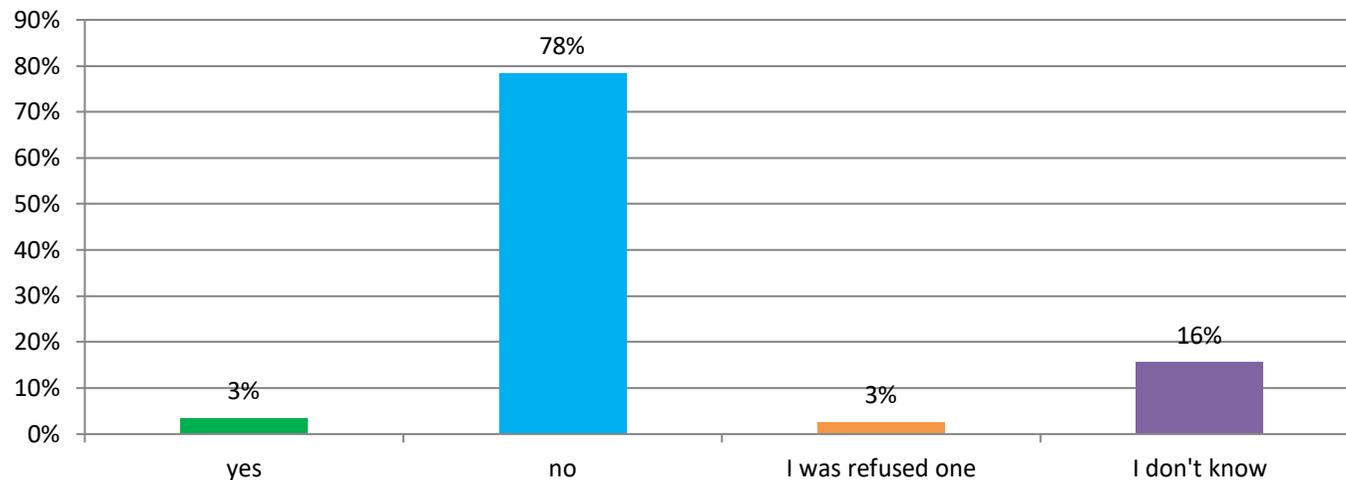
Q72. How do you rate the **hospitals**? Please leave blank if you have not accessed, or tried to access, this service



Responses: a) 16, b) 35, c) 29, d) 60, e), 63, f) 63, g) 64, h) 64, i) 64, j) 63, k) 65

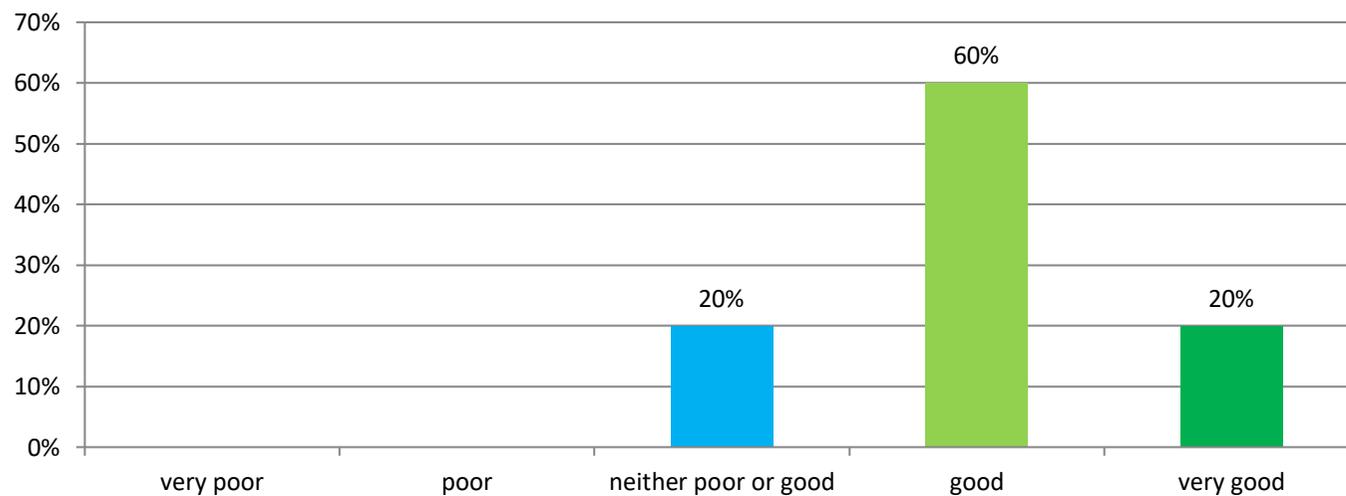
Annual Survey March 2021 - Results

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



Responses: 116

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



Responses: 5

Annual Survey March 2021 - Results

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: 38 - Comments taken verbatim from survey responses
1.	XXXXX has an Annual health check with our doctors . They are very supportive. They held to support us with our claim for universal credit providing a letter of support. XXXXX knows I can make an appointment any time if he needs to speak to a doctor.
2.	The health service when used have always been amazing with him and I can't fault them
3.	Really impressed with how speech and language have kept in touch during the pandemic and continued to meet my son's needs. They really listen to my concerns and suggestions and take my opinions on board. I am always kept informed on nursery visit outcomes, too. My experience of OT is more mixed. Had a brilliant report for my son's EHCP but our only face to face appointment (pre-pandemic) was really disappointing. As I was asked to fill in a lengthy form beforehand, I was expecting a hands-on assessment but it was just going over it all again whilst my son wondered around. Suggestions were made but no demonstrations. We haven't seen a paediatrician since before lockdown and it was supposed to be every 6 months. Feel very lost and left to get on with it.
4.	GP service is hard to get appointments when needed.
5.	The community paediatricians seem to make quick judgements based on paperwork or short observations of my daughter in an unfamiliar setting. One appointed and seen at The Barn wouldn't listen when I explained my daughter was curious and needed things explaining, refused to prescribe medication because she appeared 'anxious' about swallowing it but also said she seemed fine and didn't see any issues after a 5 minute observation. Then the next one we were appointed at drove road, over 2 years ago lost hours work of paperwork, twice, barely saw her then left. The third one was very abrupt and to the point, read her detailed and quite distressing notes about her difficulties out in front of my daughter until I asked if my husband could leave with her. Made a diagnosis based on some notes, and some abrupt comments. Seemed to be keen to get things moving but we haven't heard anything since.
6.	Services are a mirage. They are not joined up. No accountability. Poor communication. No support. Passed from service to service and no support from any.
7.	My child was referred by school to community paediatrician and Occupational Health for sensory processing difficulties when in year 1 - community Paeds refused the referral. They said it was sensory and therefore OT. OT do not support individuals in this area - we went on a parent workshop. Our GP referred to paediatrician for ASD assessment in July/August 2020. Forms were sent for home and school to complete in October 2020 (year 4) - school responses all revolved around sensory issues so even though there was a lot of disparity between the home responses and school responses, and I pointed out that her teacher had only had contact with her for a few weeks and she masks at school, and the difference in how girls with ASD present, the paediatrician didn't feel she met the criteria for 'panel'. He suggested getting her previous teacher to also complete the forms for ASD and also to complete the forms relating to ADHD and said he would send them out - they have not been received as yet (March 2021).
8.	As said in the Education section, I think GP's need to be empowered with better knowledge of what to do children requiring help or support due to Mental Health or other difficulties. It feels like CAMHS is the only signpost they are aware of and it is almost impossible to meet threshold for CAMHS at the best of times. Let a lone mid pandemic! Signposting to the Incontinence service and a paediatrician referral would have been helpful 3yrs ago, rather than school telling us about such services. It is also through completing this form that I can see there is an ADHD service...why have we not been signposted to this? Do GP's know about services available and out there for these kids? Do they have any training in what is an appropriate referral for the differing needs of SEND children? Should the GP have referred us to a psychologist? Did we need to invest in one privately? It feels like the services are out there but those we turn to are unable to signpost them to us. As an A&E nurse and a teacher, we are lucky we have a good insight to some services available – if GP's, nurses and Teachers don't have them on the radar, then this really needs addressing.
9.	When we visited Drive Road for my child's SCAMP assessment we found on occasions the Doctor hadn't read my child's file, we were even asked why we were there and he obviously had not read my child's file or any of the reports from previous visits. I was told my son seemed fine as when asked "how is school?" He replied fine! My child would not have told a stranger that he was constantly being excluded, has major meltdowns in school and things we not "fine" if I hadn't persisted we would have been sent home and nothing more done to help. When he had his ADOS we were told it was very obvious my child has ASD. Again it depends on who you see on the day.
10.	Transition from children's to adults was very poor. Long waiting list, they lost information they were given and we had to chase them up a few times too.

Annual Survey March 2021 - Results

11. Local health providers in weston have historically shyed away from treating XXXXX for anything . Seashore are amazing and some of the services one only accessible in bristol are becoming available at weston General which is brilliant. Weston A and E don't touch XXXXX and we almost always have to go up to Bristol which is a pain. Even for things totally unrelated to her cardiac problems
12. Would be useful to have more speech therapy, he is seen termly at the moment in primary. I have been told when he reaches secondary age he will be released from SLT and it will be down to the school which shocked me. My son is non verbal using an AAC device so a lot of pressure to get the right school as the SLT department won't help going forward. Hoping that he won't have to sacrifice the best school to meet his needs due to lack of special school places/distance. So that's a concern for his future.
13. Our surgery, has refused to refer my son in the past, he has toileting issues since he was 3 not having a bowel movement for 3 weeks maybe more. He's now 9 and only just been referred as he has developed tics. Been let down massively, by his old school and the gps we saw up until recently.
14. I had my daughter in January 2020, she spent a lot of time in the hospital during her first year and was transferred to the lifetime service to wean oxygen at home. However she has continued to have issues beyond this and due to Covid has not had the correct referrals or diagnosis she needs to get support. The lifetime service has been our saving grace and have looked after her well but are limited in their resources for helping her. I feel due to the amount of different consultants involved with her, she would benefit from the help of a medical social worker to liaise with the different teams hospital and community. A lot of medical information and observations are lost between each team making her care longer. Also due to her not presenting the same as a normal child with infection it would also be helpful to have this stated on her record easily. The cardiac nurses and cardiologists have been amazing for he and looked after her since 20 weeks fetal. The services I accessed in st Michael's and Bristol children's has been amazing. Some care at the seashore has been good, especially pre pacemaker but I have also had bad experiences with care delays and a lack of understanding for her needs. I feel the community nurses always go above and beyond for her and help me where they can.
15. My son was diagnosed with an Inflammatory Bowel Disease Dec 2019 at Southmead hospital. The unpleasant procedures he underwent were carried out in a very supportive way, showing a good understanding of autism. From not having to sit in busy waiting rooms for appointments to extra support on the day of procedures. We were very impressed.
16. I understand that we are in unprecedented times but not being able to access certain support because you are waiting for a diagnosis doesn't make sense to me
17. GP didnt want to know when asked for help with mental health. would only refer to camhs which was a 12 month wait by which time was too late. I felt son needed meds to help control anxiety, relating to GCSE exams, didnt want to prescribe. Thank god for Covid for this reason he didnt need to sit them but this in turn has had its own consequences.
18. The services at Drove Road are shocking! 2 years on awaiting list for SCAMP assessment and then that was botched. Complaint not handled well and complete denial of issues. Covering their own errors! (We had to go private and they diagnosed ASD and ADHD within a few months!! School complimented them on their thorough forms and assesment style. The NHS version was irrelevant and only looked at traditional male identifying issues not female.) Paediatrics then discharged us with no further investigation that was promised for other possible reasons why my daughter struggled and didn't even tell us!!! GP tried to help but limited things they can do. Huge waiting list for CAMHS. Only referred as I complained!! Not even acknowledged when I called and left a message saying my daughter was having visions of people in her room and was threatening suicide!?
19. We have had trouble accessing any help at all. We have had to call the police out lots. school are doing a great job but bith us and our child have not receieved any help. The gp refued to talk to my child told me Cahms would take a long time and dont do a lot and social services what be a good outcome. Cambs did call but a 4 month waiting list. Chidrenss services we have not seen for over a year but a nurse has spoken to my child and helped and also rang me and listened and dd offer some services to try and was understanding. I realy dont know how bad things have to get at home for all the family to get help. I am unable to hold down a job and because we muddle through and I am not demanding and shouting I feel we are not listened to or offered any help at all. We use Bridging the gap and supportive parents to listen and help us.
20. Community Paeds wrote a report that was completely blunt and wrong. The consultant left and we haven't received a replacement our appointment is 4months overdue.
21. My child was reffered to CAMHS in March 2020 and has only just in the last few weeks of Feb 2021 had a response and any communication. we are still awaiting the plan to move forward with his problem. He has more than one issue but I was informed that they would treat the one issue, then he would have to wait again for any further possible treatment regarding other problems.
22. Long wait times for appointments. No after diagnosis support provided but is very much needed.
23. Always have to chase community paed for follow up. Have had wrong letters and notes sent and wasted a yearly appointment as a result. Despite the difficulties no contact from gp for years. Speech and language are amazing and changed our lives.
24. My son was due to have a pediatrician appointment over 13 months ago, I've chassed it repeatedly, my GP has ,the incontinence nurse has too now and still no appointment. Every time I'm told he's due it and yes they will call soon then nothing. The service is terrible!!
25. helps with disabilities

26. We access the Bristol Dental hospital - really difficult to get an appointment, that's obviously the norm at the moment, but we had huge issues before the pandemic.
27. Non existent to many locums not able to follow the child through the diagnosis journey due to not having a long contract. Chase up multiple times for assistance nothing happens. Child health services is non existent if anything needs investigating. As a parent I'm ignored and silenced waiting times are long parents are exhausted
28. CAMHS- Awful experience. No contact from 'caseholder' for entire length of pandemic. Many barriers from her in accessing psychiatry support and community Paeds support. Will not look into anything other than attachment disorder. Son was seen by psychiatry roughly every couple of months by phone talking to me, and is on meds but no contact since December. Recent worsening of symptoms (hearing voices!) And apparently there are no psychiatrists so we have no help at all!
29. No pathway for diagnosing FASD. Nice code of practice is currently being put together it would be good to get ahead of the game
30. When my son was referred to comm pares his referral was passed around because our postcode. There was a huge delay in his care because people did not consider there always a child at the centre. We waited 18 months to be seen for an initial appointment with com paed. This was not acceptable
31. Physiotherapy service has improved in the the last two months although contact throughout 2020 was very poor. I have based my 'specialist nurse' answers on Nutricia nurses foe gastrostomy care.
32. Access to speech and language services has been lengthy, delayed and unsupportive of our child and the school. The service was unwilling to work with the child team seeing only their way as the only way. Complaints were made and the SALT removed from the case. Access to SALT has not been consistent and no access or support given during this school year or most of last resulting in parents funding.
33. My child is supposed to have SALT at school as part of her EHCP, but she was discharged! It is still identified as a need, but they are not meeting it.
34. My son needs an accessible dentist. We had an appointment at weston hospital, turned up to be told it had closed. No follow up no replacement.
35. My initial contact with community paediatrics was really positive however since Dr King left, I do not know who my child's paediatrician is and have had no contact with them. When I contacted them to ask for assistance with contacting Neurology at Bristol Children's Hospital, I received no help. My health visitor has not been in contact with me for over a year. We received a phone call from the central HV team to review my son's progress and they clearly had no idea about his additional needs. I have accessed the weight clinics in the past six months and the HV running those was incredibly helpful and supportive but otherwise I feel completely let down by this service.
36. Again ask the right question. Do the parents know that these services are available? What is the adult adhd service? How do we find out about it? Who refers us?
37. I have found most experiences with drive road team poor. Waiting appointments is too long. Specialist nurse for adhd seemed dismissive and disinterested. Felt I have never had any support or information. Just prescriptions. Our consultant was excellent however no review for nearly a yr as handed to nurse. Out of five diagnoses only one is being reviewed/monitored. Camhs saw in October and added to wait list. Heard nothing since. Although advised would have calls at least once every two months whilst waiting. Revived nothing. Social care have missed two DP reviews and left us in allocated for months. As far as I know no services have worked with school I share information between them. There is no integrated care. I feel totally let down!
38. I didnt even know some of these services existed. Cahms is awful My GP is amazing and brilliant with autism . I would recommend Dr Sells to any autistic family.

[Back to Index](#)

Social Care

It is worth noting 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 150 respondents having a child with an EHCP or in the process of applying should we expect all these to have had some involvement with the service?

Working Well

- Flexibility with Direct Payments

Areas to improve

- Support for families / Respite
- Helping Prepare for Adulthood
- Support with Direct Payments
- Working with Education & health

Quotes...

“Social workers have been first rate”

“My daughter is not ‘disabled enough’ to access disabled children’s services. No respite ever!”

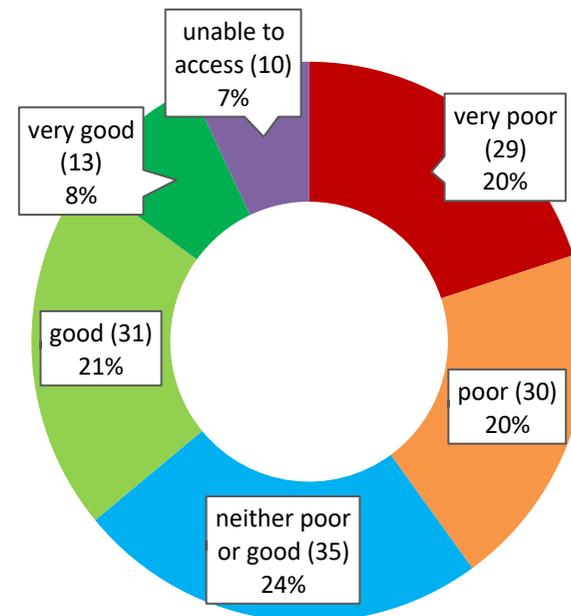
“Early help team were amazing and I still keep in contact!”

“Direct Payments service has been shocking for a year”

“The IY and NVR courses were brilliant!”

“awaiting input from social services, again delayed due to COVID”

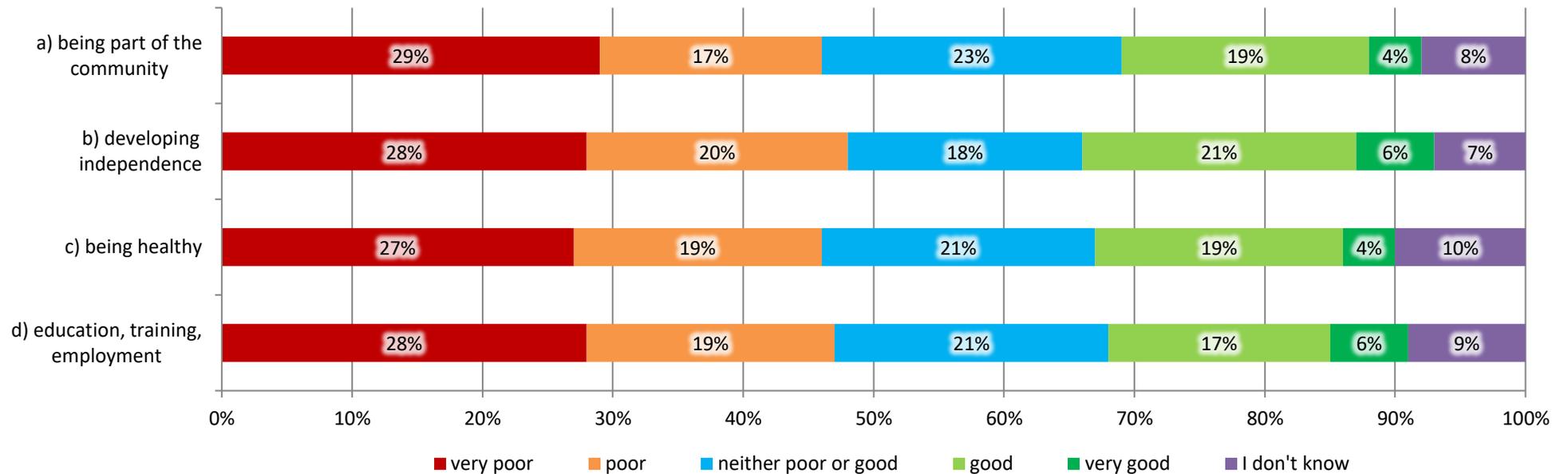
Q5. How do you rate social care services your child accessed?



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

Annual Survey March 2021 - Results

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.

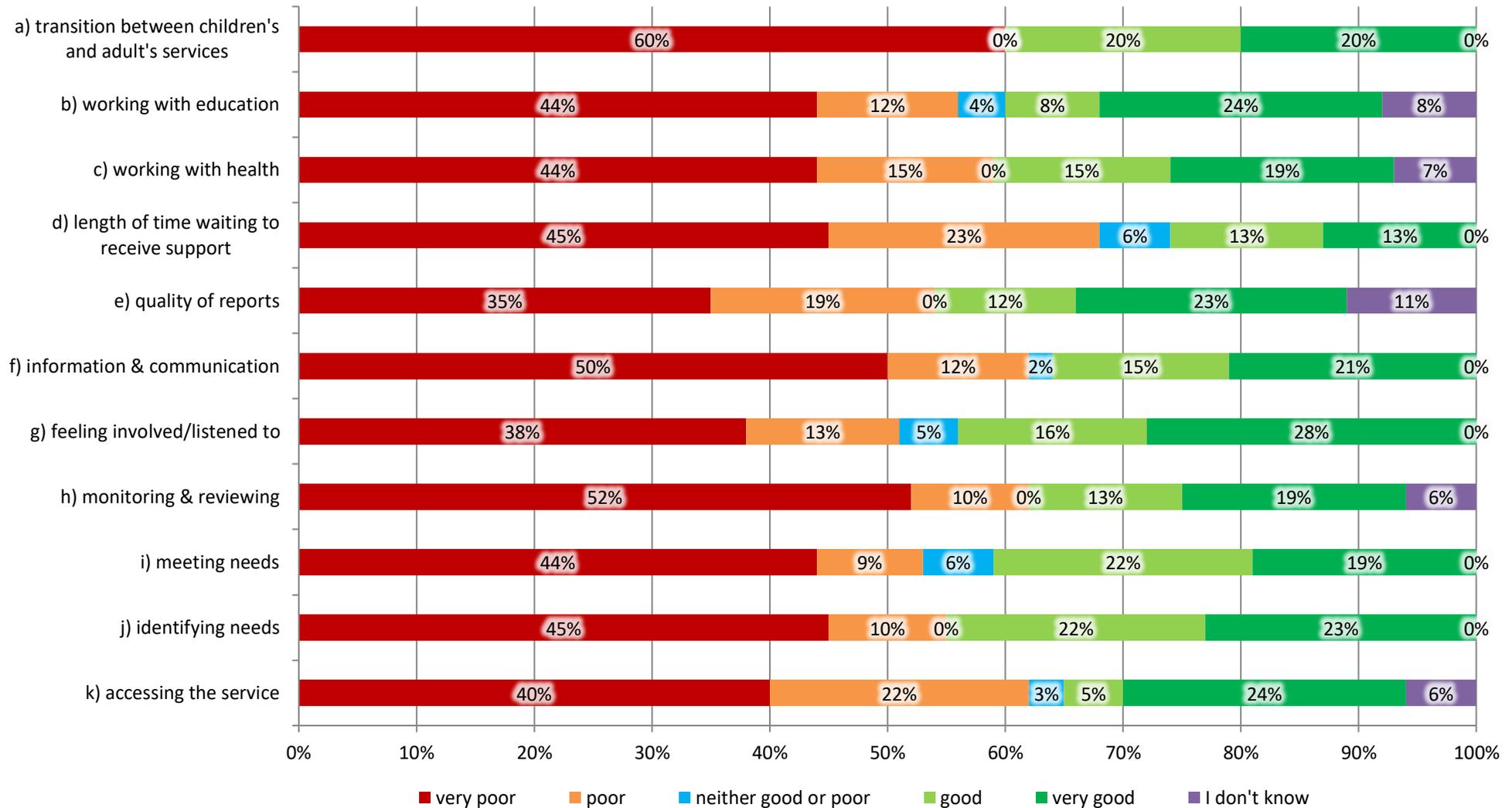


Responses: a) 128, b) 127, c) 122, d) 125

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

Annual Survey March 2021 - 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

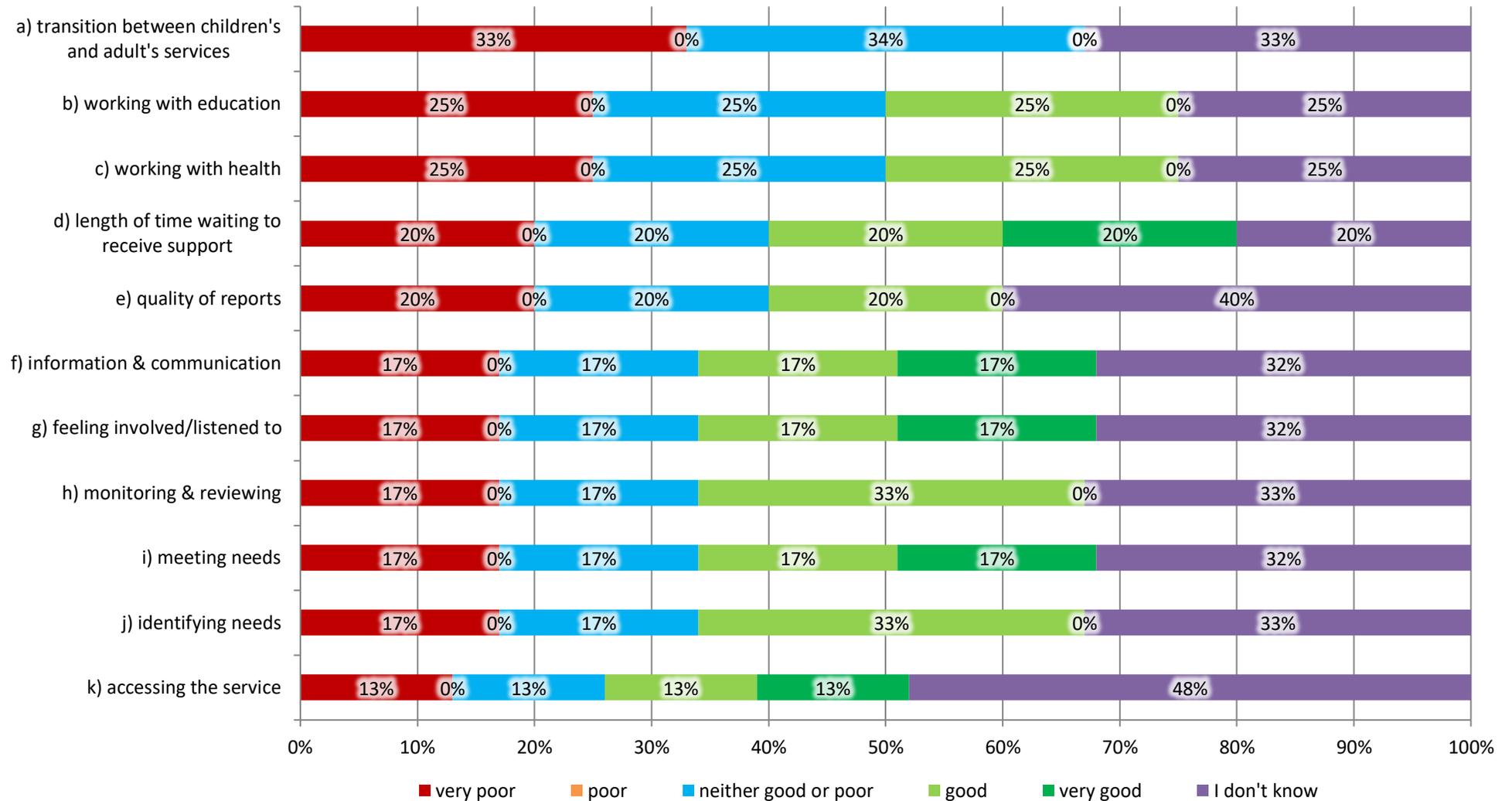


Responses: a) 5, b) 25, c) 27, d) 31, e), 26, f) 34, g) 32, h) 31, i) 32, j) 31, k) 37

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

Annual Survey March 2021 - Results

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

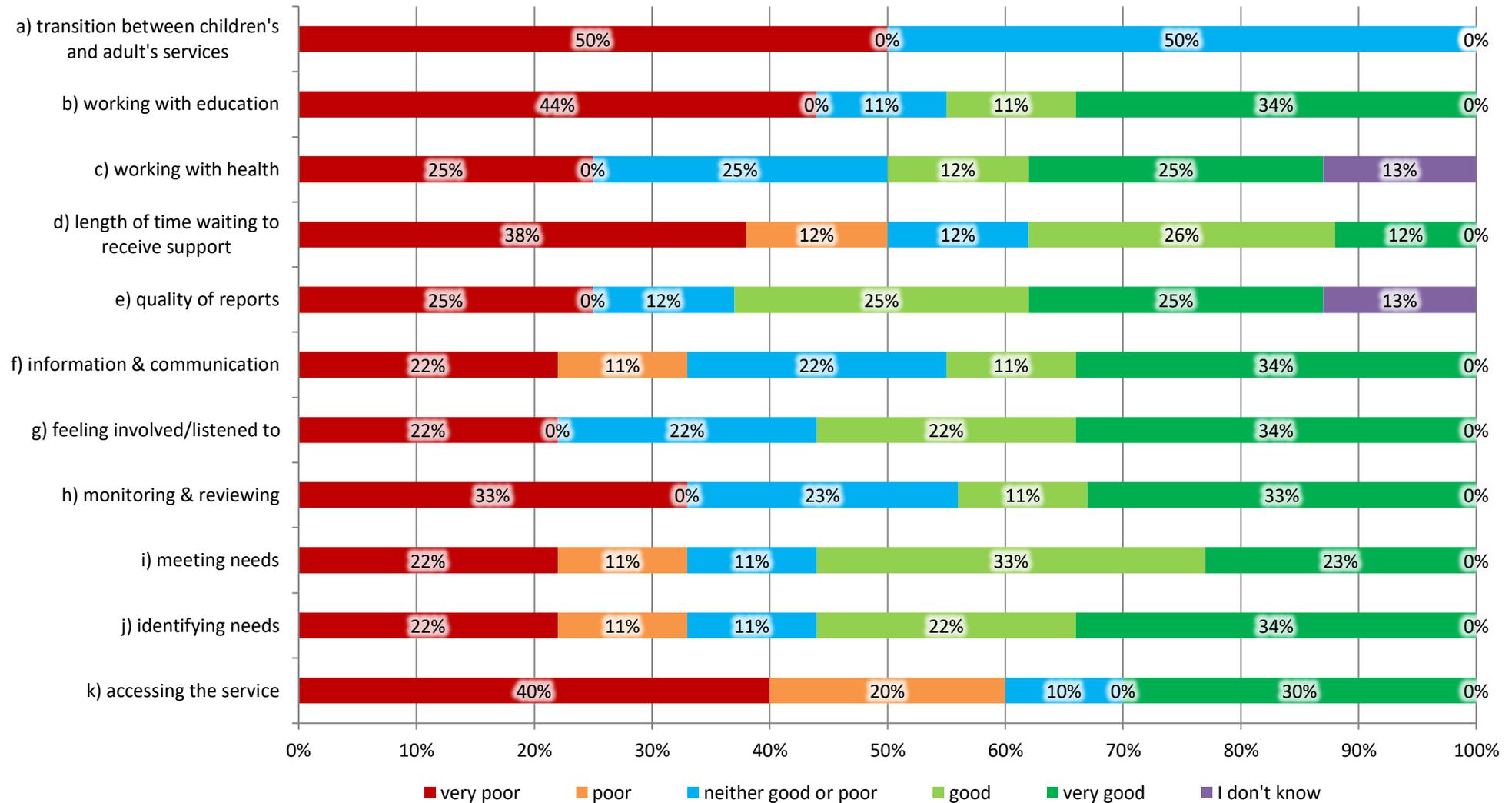


Responses: a) 3, b) 4, c) 4, d) 5, e), 5, f) 6, g) 6, h) 6, i) 6, j) 6, k) 8

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

Annual Survey March 2021 - Results

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

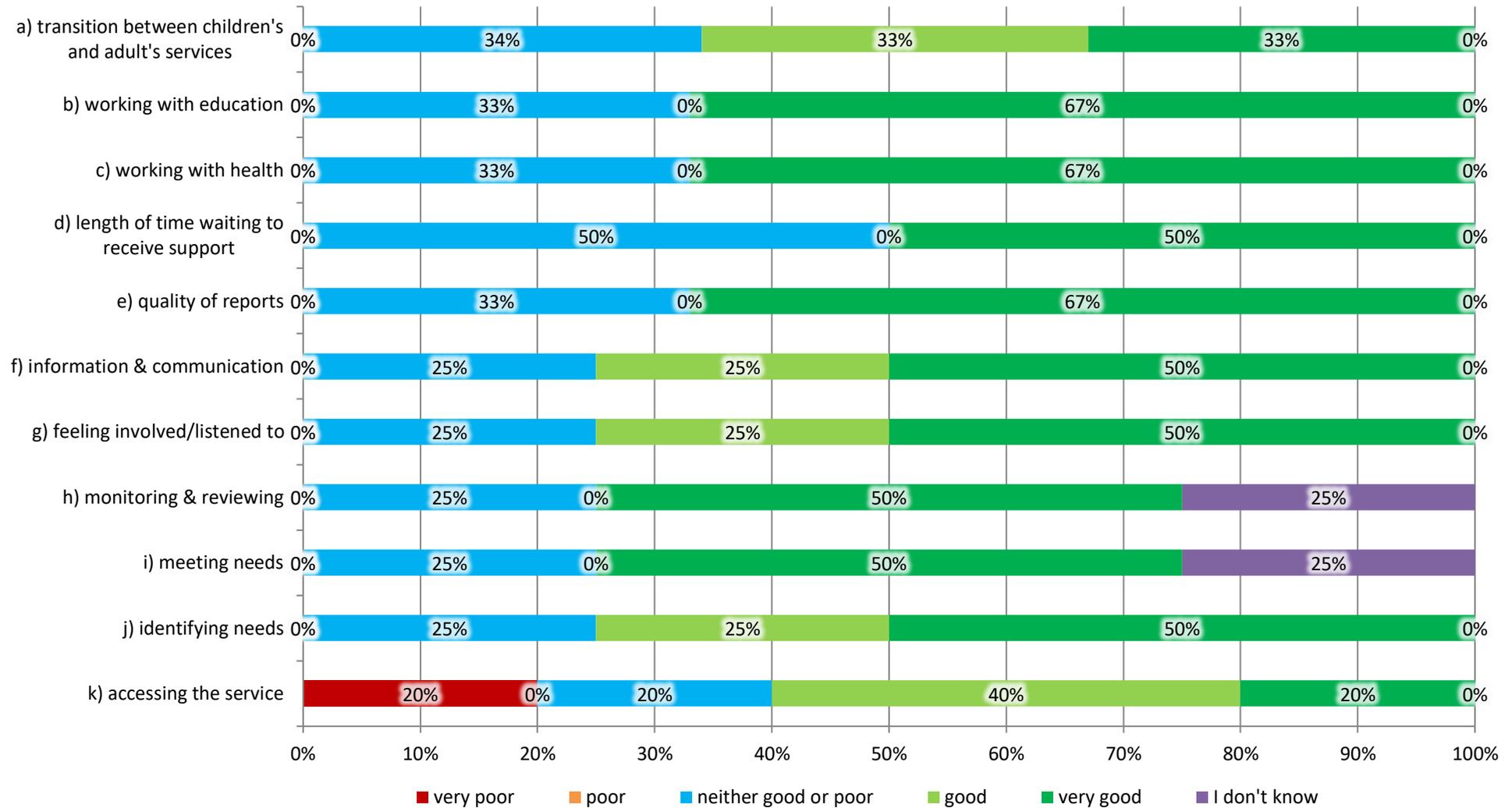


Responses: a) 2, b) 9, c) 8, d) 8, e), 8, f) 9, g) 9, h) 9, i) 9, j) 9, k) 10

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

Annual Survey March 2021 - Results

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

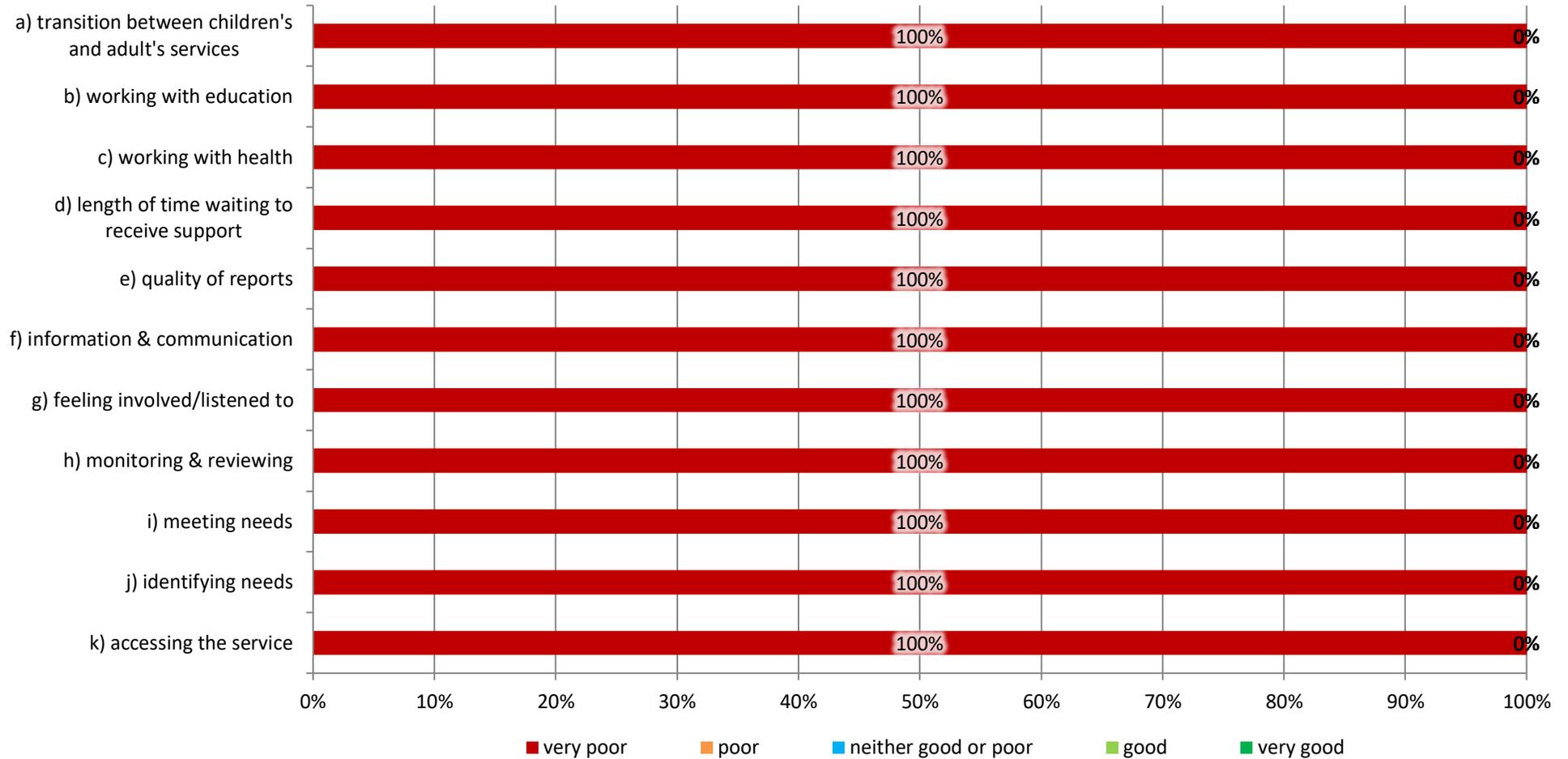


Responses: a) 3, b) 3, c) 3, d) 4, e), 3, f) 4, g) 4, h) 4, i) 4, j) 4, k) 5

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

Annual Survey March 2021 - Results

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

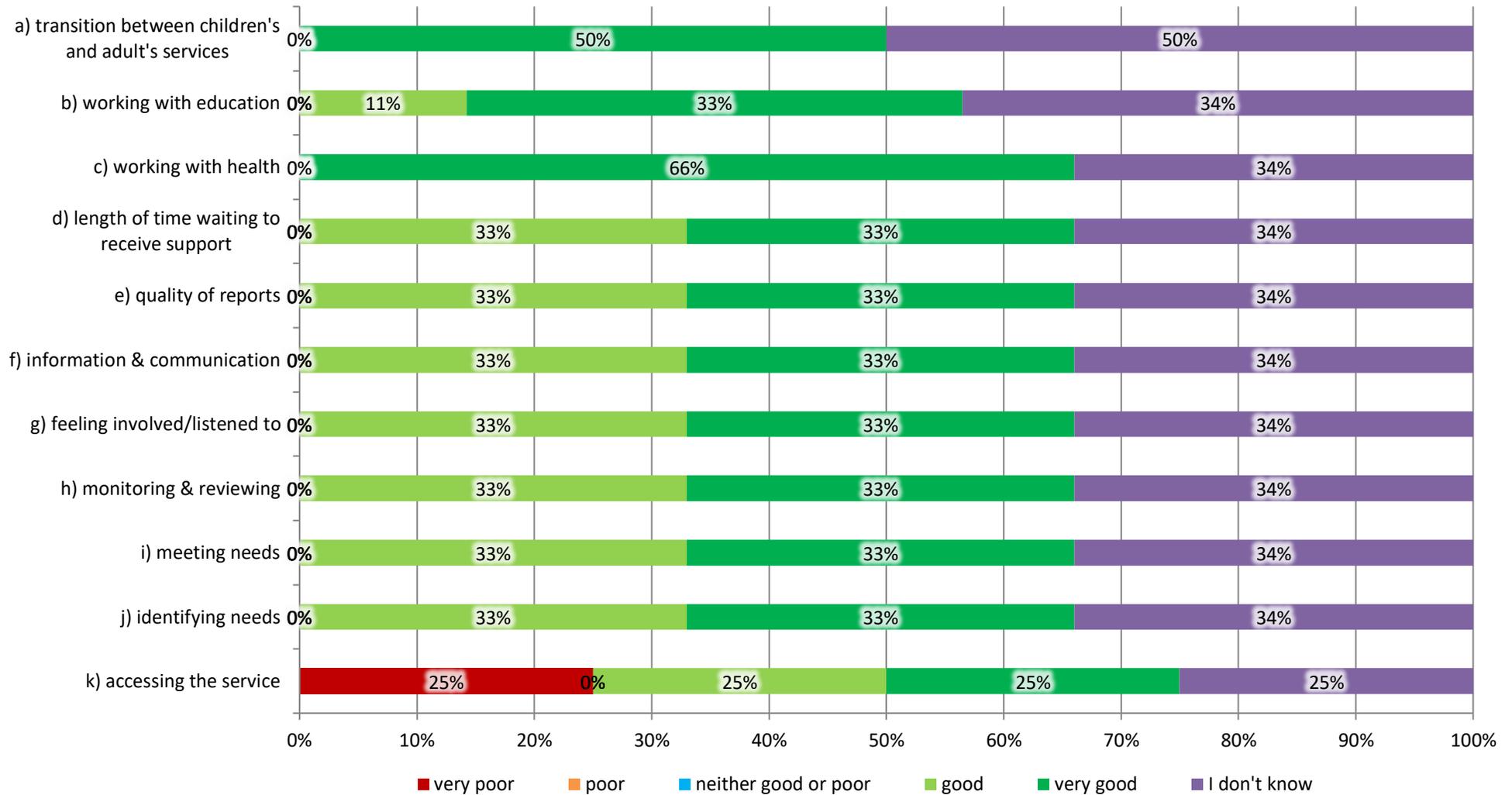


Responses: a) 1, b) 1, c) 1, d) 1, e), 1, f) 1, g) 1, h) 1, i) 1, j) 1, k) 2

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

Annual Survey March 2021 - Results

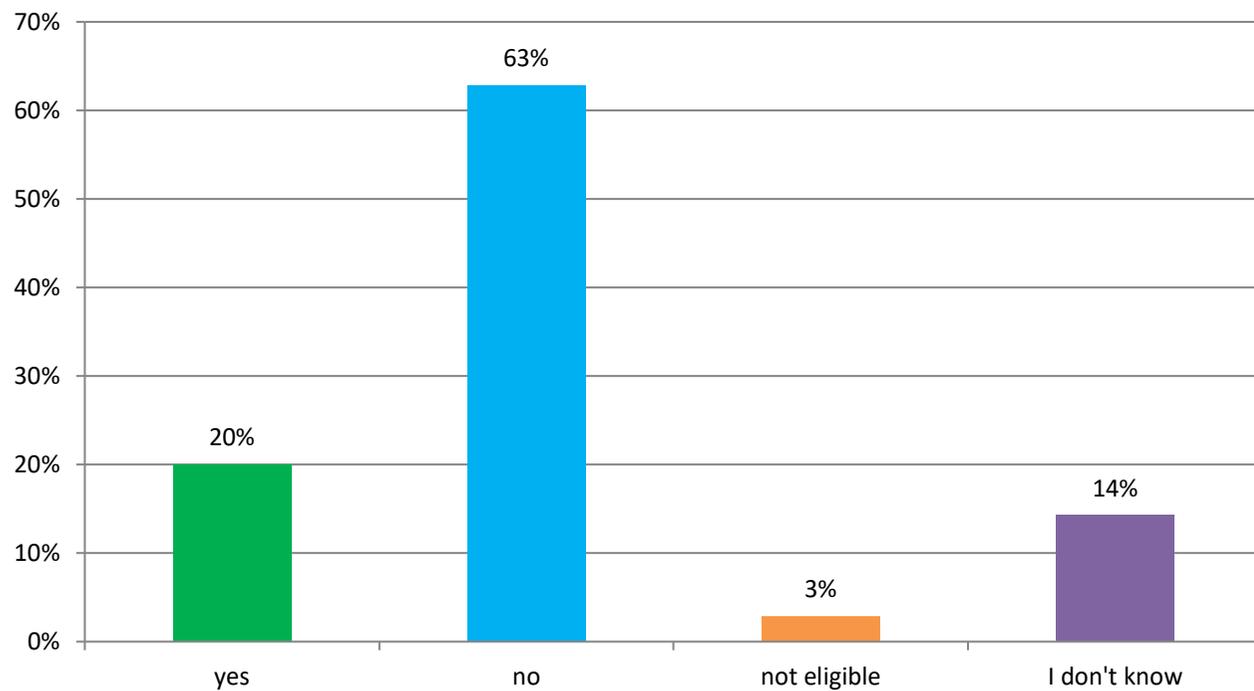
Q82. How do you rate the **adults social care team** including the adult learning disability team? Please leave blank if you have not accessed, or tried to access, this service



Responses: a) 2, b) 3, c) 3, d) 3, e), 3, f) 3, g) 3, h) 3, i) 3, j) 3, k) 4

Annual Survey March 2021 - Results

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

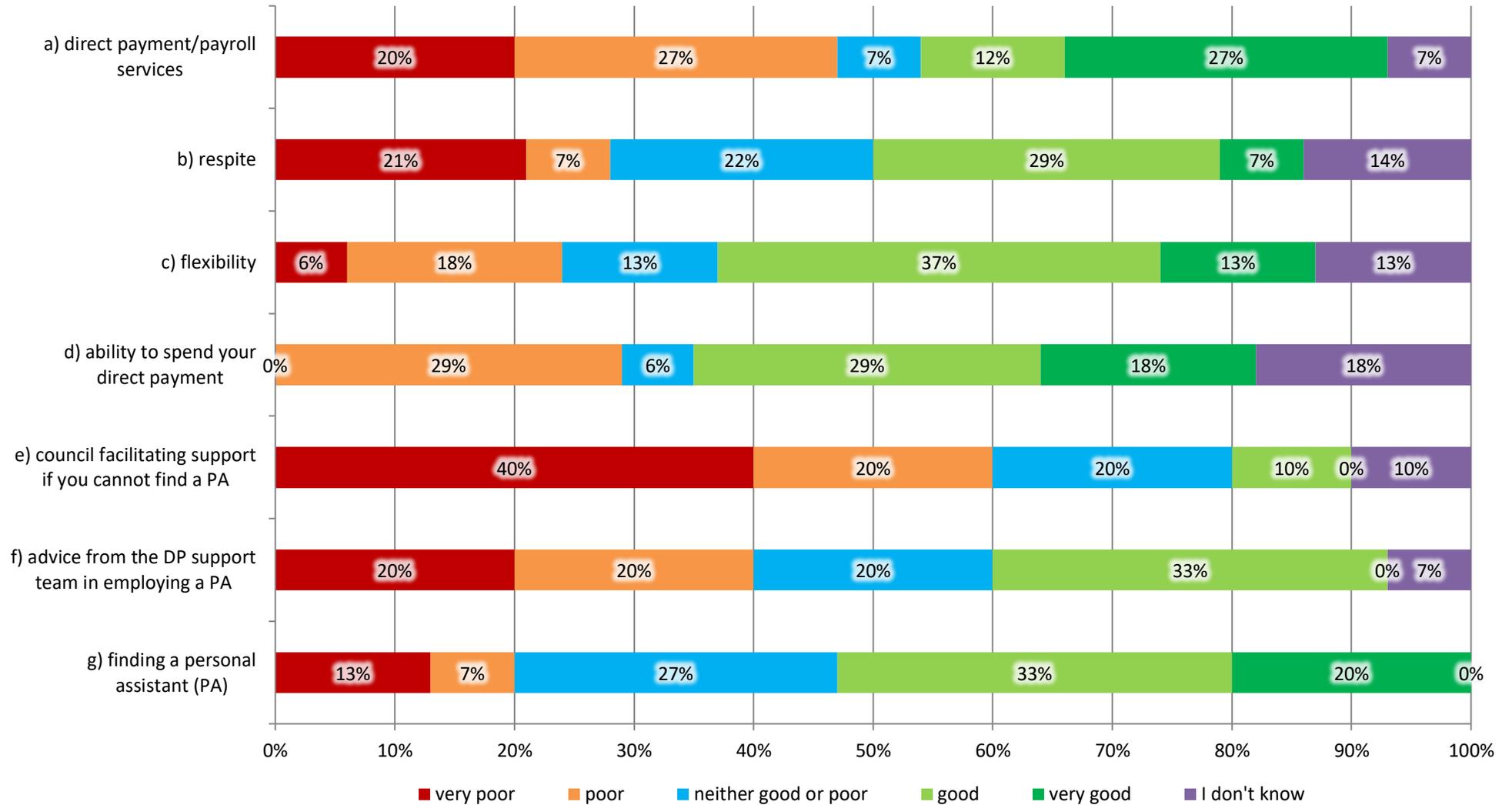


Responses: 35

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

Annual Survey March 2021 - Results

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



Responses: a) 15, b) 14, c) 16, d) 17, e), 10, f) 15, g) 15

Annual Survey March 2021 - Results

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: 17 - Comments taken verbatim from survey responses
1.	Social workers either stay in the post for a matter of weeks and/or are not replaced leaving families in the lurch with no one to turn to. Direct Payments service has been shocking for a year... no top up of accounts, no one answering calls, no communication. It has proved a very big unnecessary stress over lockdown resulting in feeling wholly unsupported and at the end of my tether
2.	Awful
3.	We are waiting for an appointment with adult learning disability team, been delayed due to COVID. we are awaiting input from social services, again delayed due to COVID.
4.	Social workers have been first rate. Transition was not so good. But once made, the help was very good.
5.	XXXXX involvement with social services is with the child protection XXXXX is not considered disabled enough for the disabled children's team. on one hand thats great-its just down syndrome after all but I do wonder if we are missing out as we don't know what else might be available to XXXXX
6.	Early help team were amazing and I still keep in contact! The IY and NVR courses were brilliant! Fantastic staff and made a massive difference in my being able to support my daughter! Social services called after a meltdown crisis and were supportive to me but unable to offer anything to help my daughter.
7.	Just at the beginning of our journey with social care, so too soon to comment.
8.	I am waiting following 4 safeguarding referral's in last 10 months
9.	Direct Payments team are shockingly bad. There needs to be more DECENT respite offered to parents. Social workers keep changing. No sooner have you built a rapport, they're off!
10.	I have had a DP since my child was 5 years old- she is now 22. My payroll is terrible but this isn't anything to do with the LA- they have recommended other payroll providers. When you take a Direct payment you become an employer so it is up to you to find staff and manage your own payroll etc. I do think that the Local authority could do more to support other parents to find DP workers (whilst being mindful of government guidelines)- such as better use of the local offer for people to advertise for DP workers and supporting with recruitment.
11.	We have waited 12 months for a social worker to be allocated since the last one left. They don't stay very long.
12.	I have an ongoing complaint with the disabled children's team around direct payments and their lack of support and contact in the last year. I'm wasn't really sure of the context of some of the questions in this section
13.	my child gets dla but not one person from the disabilities team have ever contacted me i dont know of any extra support is available my child is also a lac child get no extra support
14.	My husband and I have rang many times to see if we can get a P. A for my son and left numerous messages however no one got back to us.
15.	We had a DP review in October, i have not received the outcome, and the DP budget has not been renewed this month. Zero communication from the DP team. It's the same every year, I will again have 1-2months without being able to organise respite
16.	Again questions are everything. What happens if your child missed the transition? Where do they get picked up for the adult side? Who refers them? Why is it left to the parents to find out about these services.
17.	My daughter is not 'disabled enough' to access disabled children's services. No respite ever!

[Back to Index](#)

Annual Survey March 2021 - Results

Parent Carer Support

Working Well

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

Areas to improve

- Communication
- Support availability & signposting
- Community activities
- Carer’s assessments
- Local Offer

Quotes...

“The health visitor has been amazing always listens and offers amazing advice”

“more clarity on what is available”

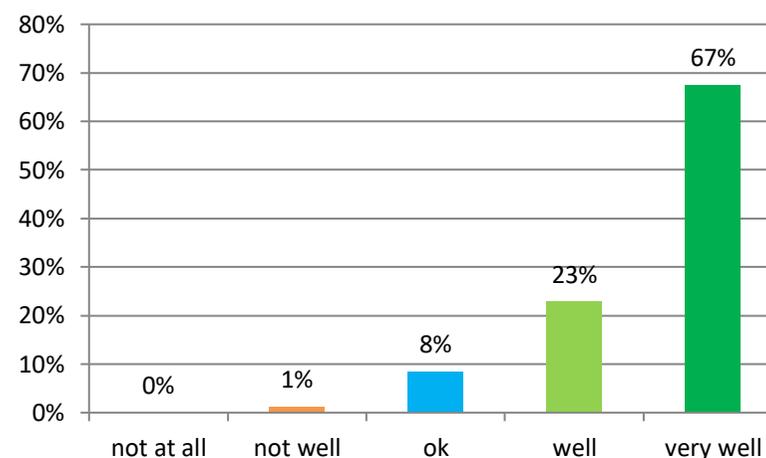
“Portage worker is amazing as are all the staff at springboard and ashcombe nursery”

“There needs to be more proactive care”

“Portishead youth club has been fantastic for my son”

“As a family we are struggling daily. The future looks bleak. We are more often excluded than included.”

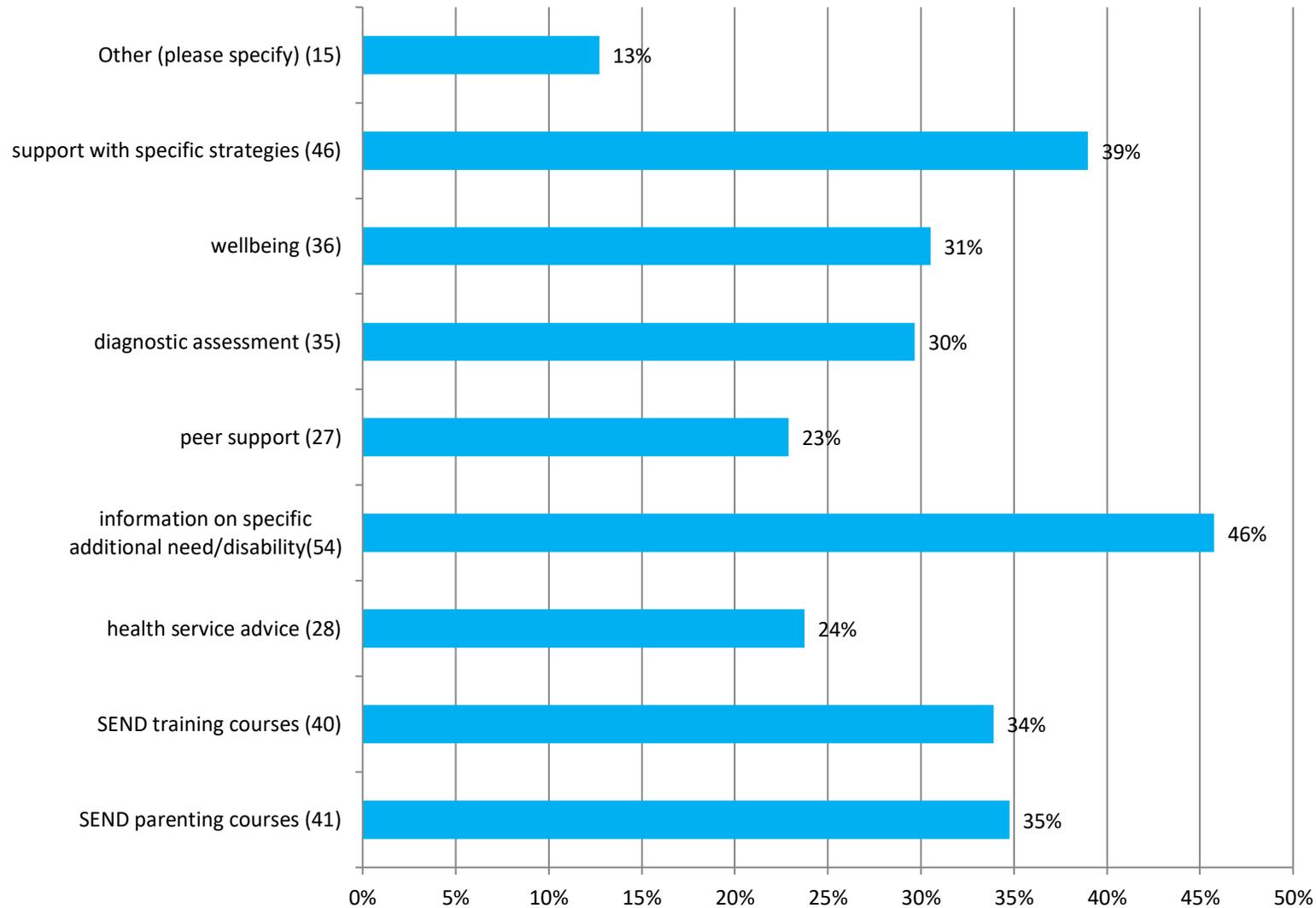
Q87. How well do you **understand** your child's needs?



Responses: 166

Annual Survey March 2021 - Results

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



Responses: 118

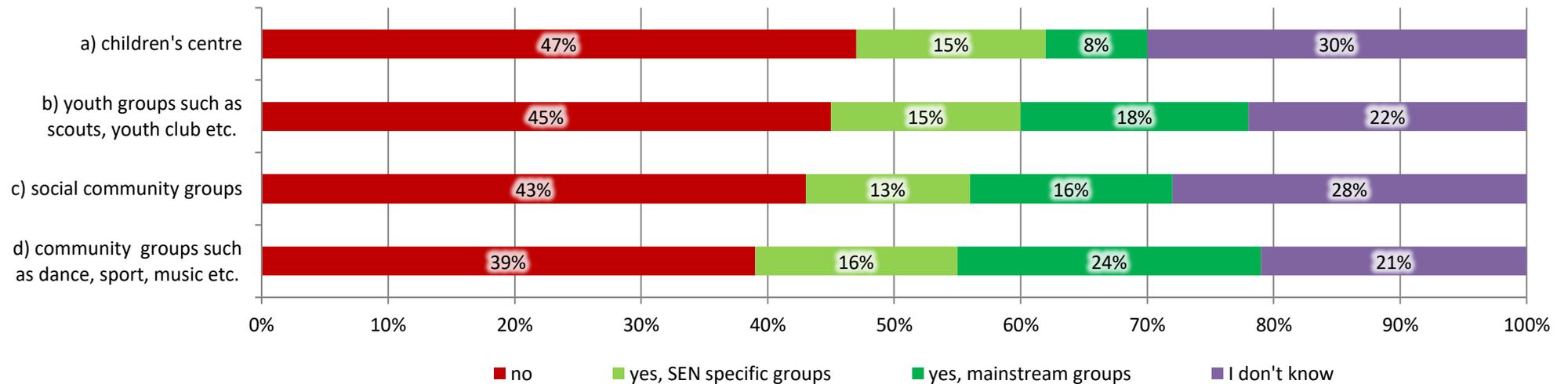
Parent Carer views on education, health and social care in North Somerset

Annual Survey March 2021 - Results

Other (Please Specify): 14 - Comments taken verbatim from survey responses

1. It is not about parents understanding but the LA and professionals understanding of children's needs
2. A crystal ball!
3. Social worker services
4. Leaning Makaton
5. i dont need more info or help with his needs, more the help that is available. I loose days on the internet researching this
6. better communication between different services, making you not feel like your a moaning mum
7. Respite support and support at clubs and societies into enable her to join in with her peers
8. Dual Diagnosis (Down's Syndrome and Autism)
9. Nothing now but all of the above earlier on in his life
10. CAMHS, POSITIVE BEHVAIOUR SUPPORT
11. None
12. Free legal advice and representation
13. Not have to search for support out there
14. Probably more clarity on what is available.

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



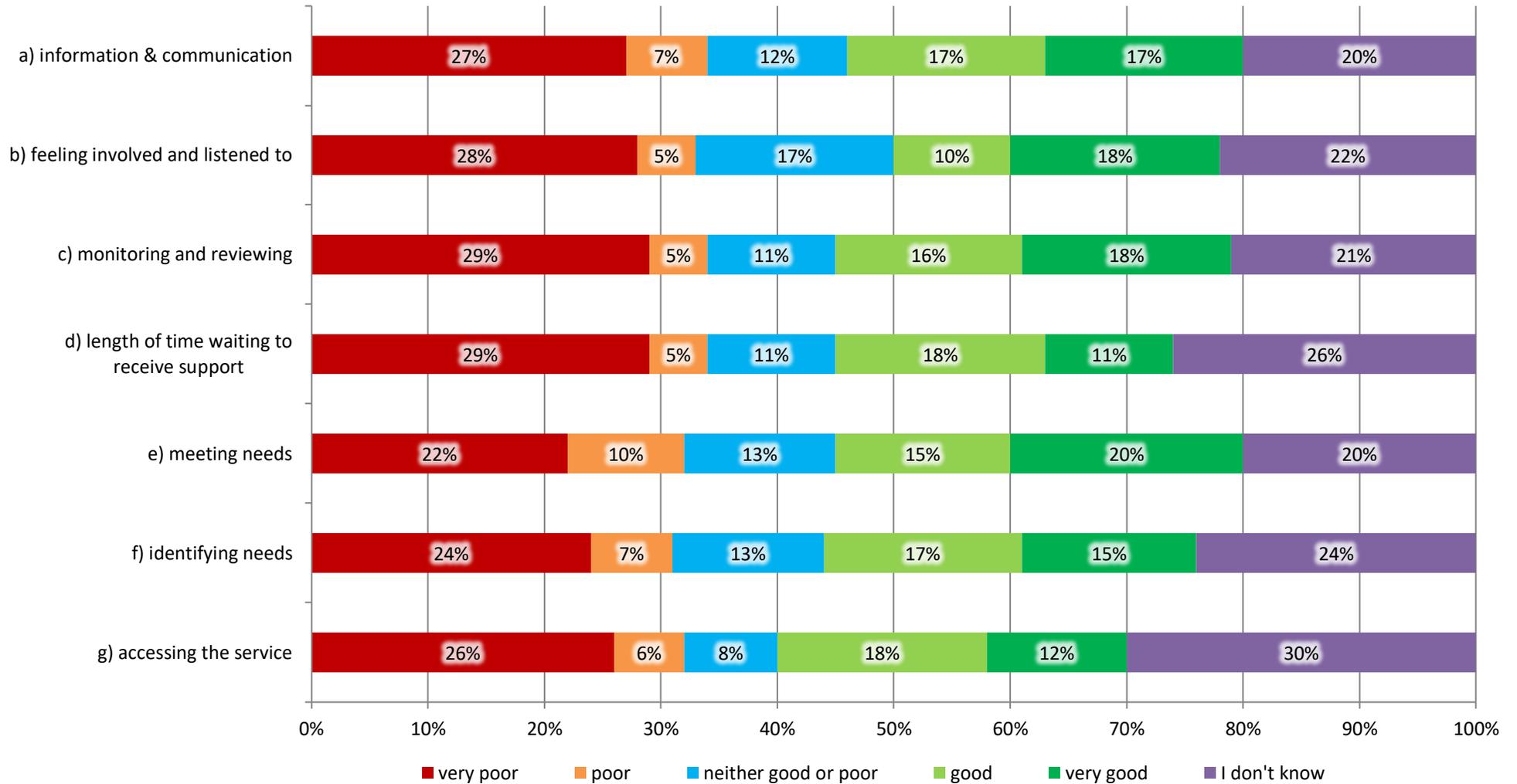
Responses: a) 116, b) 141, c) 134, d) 148

#	Other, or please comment further if you wish to: 29 - Comments taken verbatim from survey responses
1.	Nothing open due to Covid-19
2.	They attend scouts beavers gymnastics horse riding
3.	Access is a real issue. I have been referred to social care assessment and had agency social worker say that they are simply there to fill the backlog of assessments and my child is among many hundreds that wont get anything as her needs are not significant enough. It is the same with health and educational support and accessing community activities.
4.	Friday fun (usually!)
5.	We don't know what is available
6.	Clubs, groups etc are either above his age range for SENs or mainstream are not willing to accept him.
7.	Would love after more send classes and groups for younger children. Such as rainbows, swimming classes, gymnastics, ect
8.	Ravenswood special school provided all activities such as instrument learning keyboard .they provide swimming activities before covid19. They will arrange dance performance Christmas time. All activities providing by Ravens Wood special school.
9.	I DONT KNOW WHERE IN NORTH SOMERSET THESE ARE TO ASSCESS THESE FOR SPECIAL NEED TEENAGERS
10.	Would love support to access these kind of things. Have ended up paying for private support in managing challenging behaviour as was struggling so much this year.
11.	Before covid he went to a sen youth club
12.	My son used to attend 'in 2 biking' club, in worle Weston super mare, however that has no closed permanently and he currently has no other place to socialise that is easy to get to as other groups/activities are miles away.
13.	He goes riding regularly, (except during covid). We meet up with groups of home ed families for various things ,some social some learning.
14.	Not sure what's available locally
15.	Portishead youth club has been fantastic for my son.
16.	Mainstream settings find it hard to support my daughter as can not get funding without diagnosis
17.	I am not aware what's available for him out of school.
18.	Just lost access to girl guides due to pandemic.
19.	She dies karate and 1:1 swimming
20.	My son requires support at all times to remain safe. He is not interested in social interaction other than what is needed to provide his basic, or required, needs.
21.	at the moment due to covid groups arnt running but dont know what groups are available to children with special needs
22.	My son struggles with groups, I'm not aware of any groups for him that may be suitable and understand his needs.
23.	He can't be on his own.
24.	We aren't aware of any such services
25.	my daughter has been invited to attend groups but she doesn't want to....I attended things with her when she was younger but she is 15 now so it's a bit harder.
26.	There are no community groups for the older children/ young adults.
27.	Scouts are brilliant for SEN based at Hutton, The Firs
28.	I would like my son to go to a SEN Scouts group however this depends on availability of spaces
29.	We can only access children centre group sbecause my daughter has a yonger sibling. once she turns five we would no tbe able to access these.

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

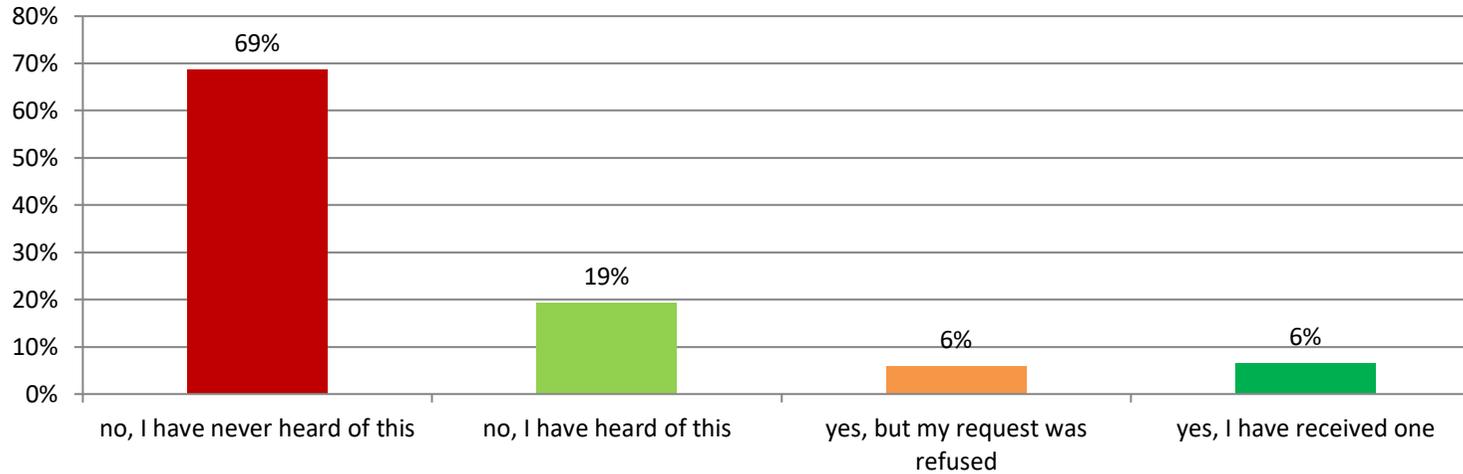
Annual Survey March 2021 - Results

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



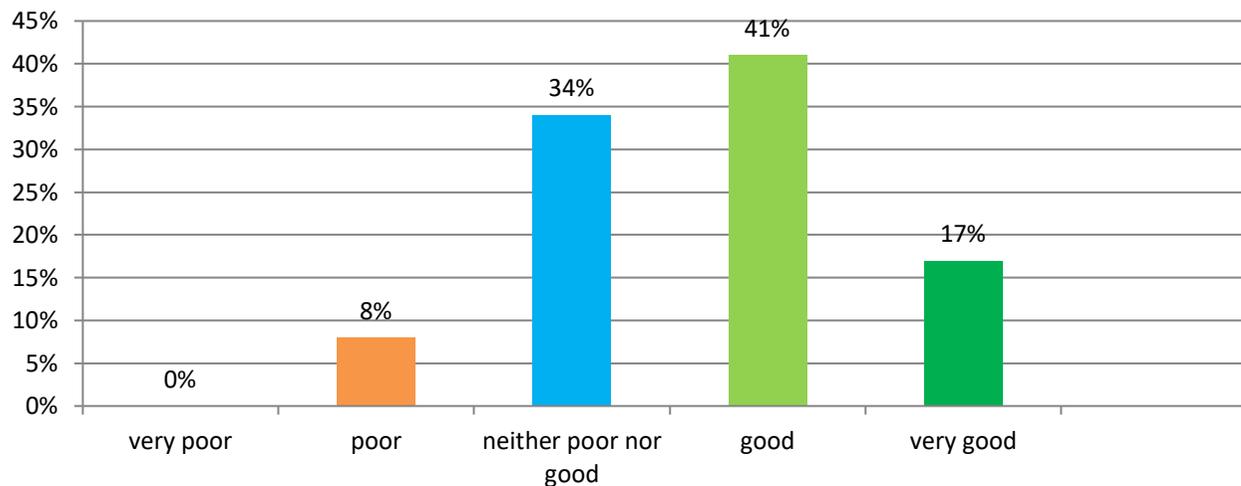
Responses: a) 41, b) 40, c) 38, d) 38, e), 41, f) 41, g) 51

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



Responses: 156

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

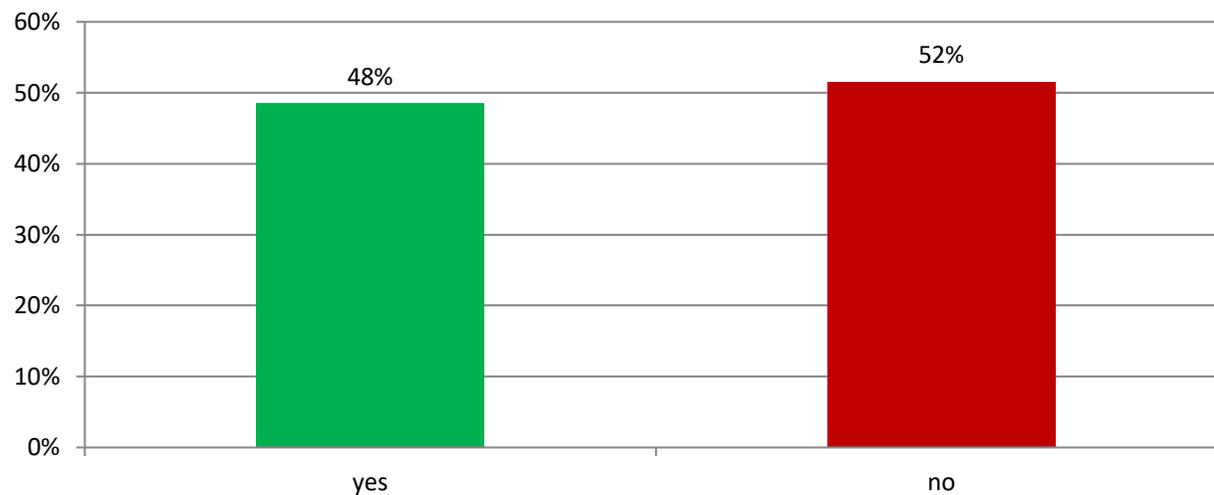




Annual Survey March 2021 - Results

Responses: 12

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)?

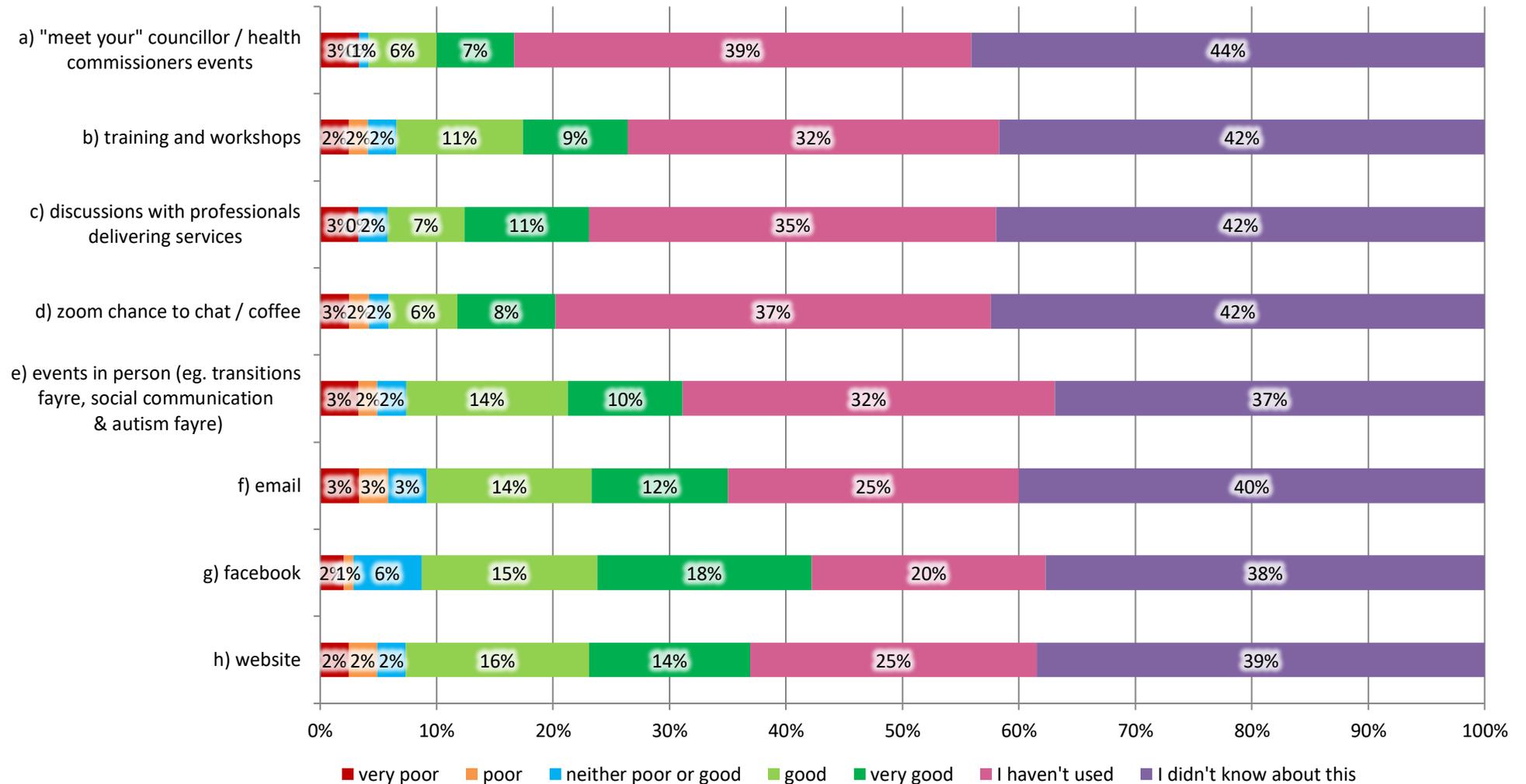


Responses: 161

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

Annual Survey March 2021 - Results

Q94. Please rate any North Somerset Parent carer services you have accessed during the last 2 years.

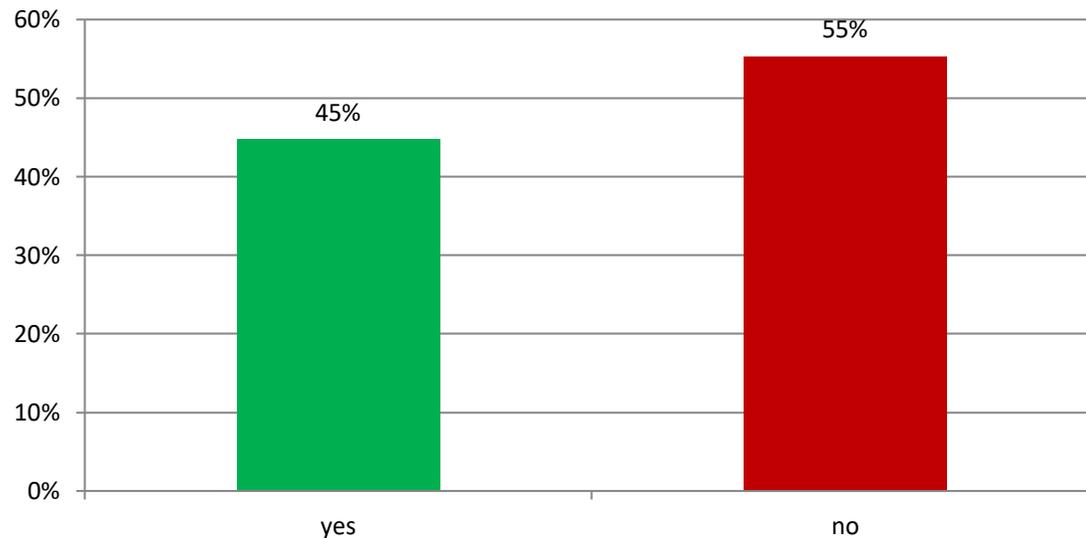


Responses: a) 121, b) 121, c) 121, d) 120, e), 121, f) 120, g) 120, h) 121

Please add any comments if you wish to – 7 Comments taken verbatim from survey responses

1. Only found out about it today
2. No idea all these things go on! If school had not sent me this survey, I'd still have no idea!
3. Would be good to receive more info regarding this and what's available in the area
4. Would be good to receive more info regarding this and what's available in the area I feel very isolated with a child with ds. We are limited and it is obvious to her she can't do the same things as her sister - not because she can't but because her disability limits her. Because her communication isn't strong enough. It's heartbreaking and exhausting.
5. Havnt heard of nothing about clubs breaks etc
6. I can rarely attend events due to work and caring commitments
7. You do not focus on the early adult years, you say it is for up to 25 year olds but your focus is always on school aged children.

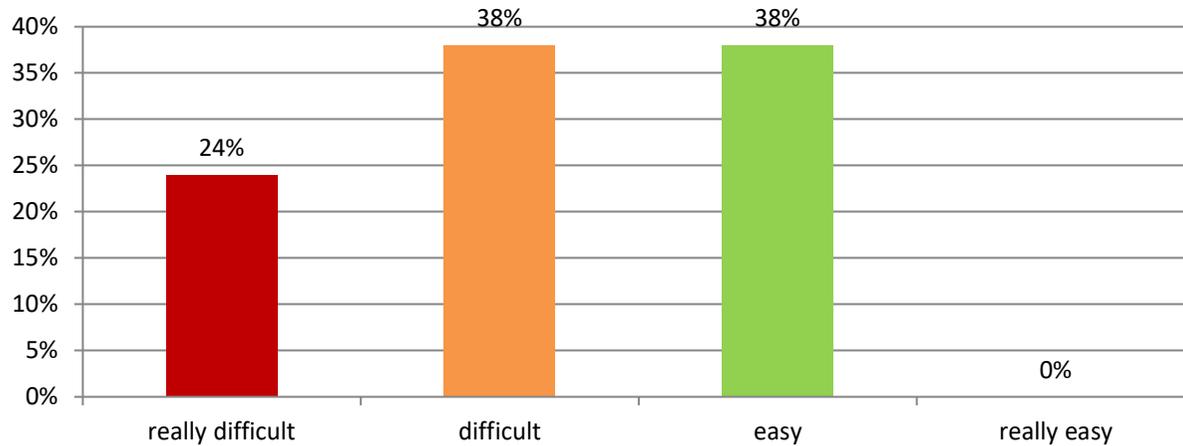
Q95. Have you heard of the North Somerset SEND Local Offer?



Responses: 161

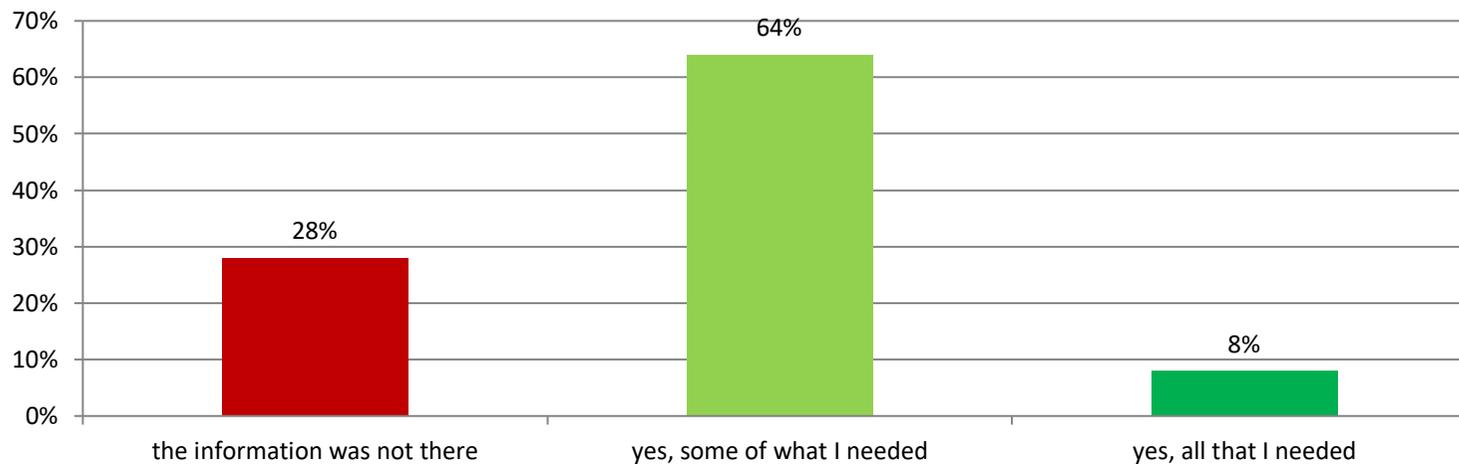
Annual Survey March 2021 - Results

Q96. If you have used the North Somerset SEND **Local Offer**, how easy was it to use?



Responses: 40

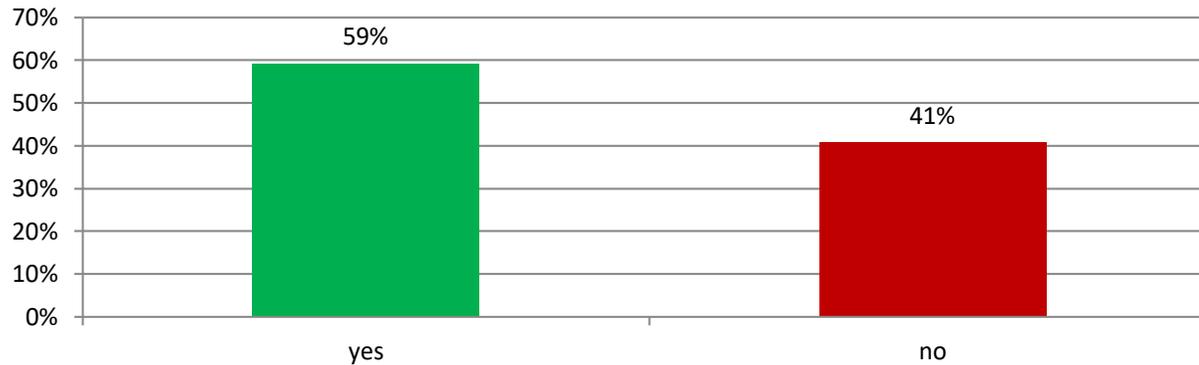
Q97. If you have used the North Somerset SEND **Local Offer**, did you find what you were looking for?



Responses: 36

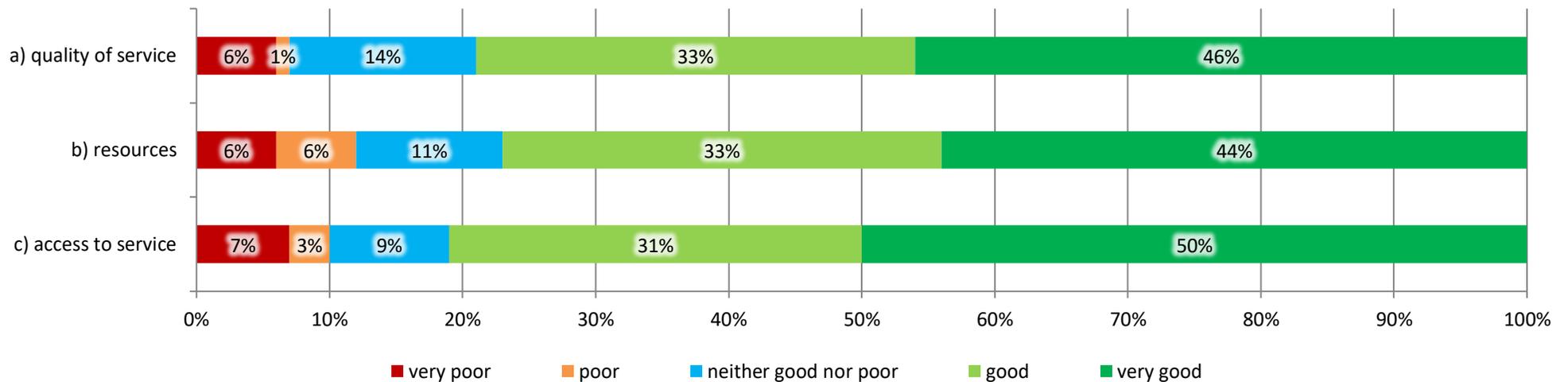
Annual Survey March 2021 - Results

Q98. Have you heard of **Supportive Parents** who are the North Somerset SEND Information and Advice Support service (**SENDIAS**) ?



Responses: 162

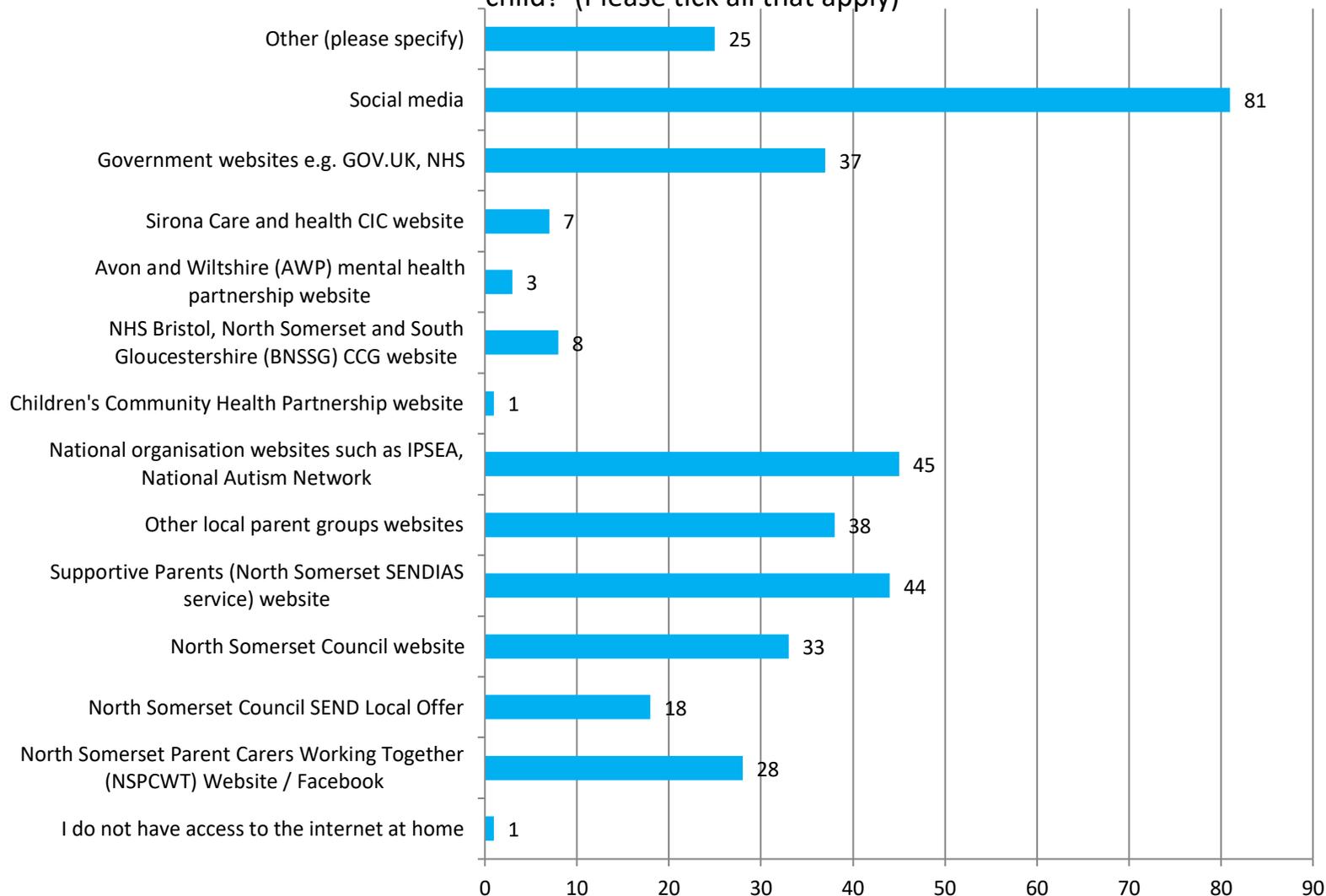
Q99. If you have used Supportive Parents how do you rate them?



Responses: a) 70, b) 66, c) 70

Annual Survey March 2021 - Results

Q100. Where do you **look online** for **information, advice and guidance** to support your child? (Please tick all that apply)



Responses: 145

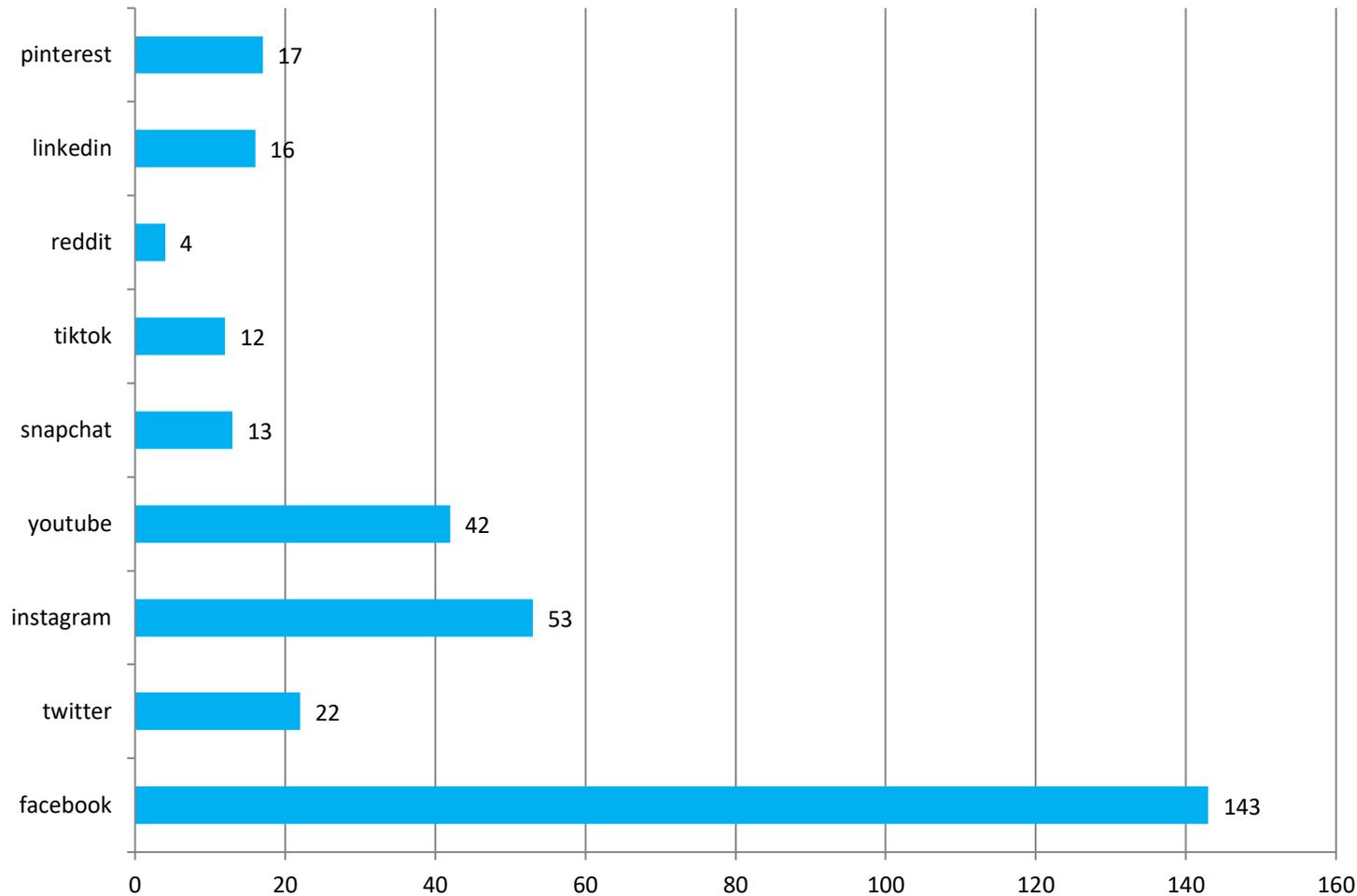
Annual Survey March 2021 - Results

Other (please specify) – 25 Comments taken verbatim from survey responses

1. I Google specific topics
2. Unique
3. Facebook groups
4. Other online support groups
5. Facebook groups
6. Dyslexia learning websites
7. Books and articles online about certain behaviour management etc.
8. Google
9. School also provide north somerset website information.
10. Google
11. internet search and read anything I can find
12. Google
13. Ups and downs south west. CAHMS.
14. My mobile
15. Google search
16. Swan FB page
17. Google for various searches
18. Google
19. I dont look anywhere
20. NAS, google searches
21. social worker
22. Other people word of mouth
23. ICAN
24. Google the area and need
25. National specialist groups with other parents with children with same condition

Annual Survey March 2021 - Results

Q101. If you use social media please tick the platforms you use the most.



Responses: 149

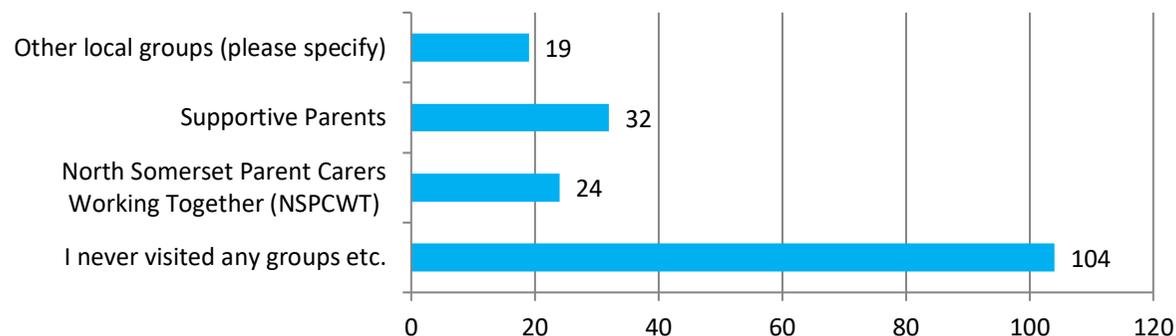
Other (please specify) – 2 Comments taken verbatim from survey responses

1. Mumsnet
2. None of these

Annual Survey March 2021 - Results

Q102

Q102. Where did you visit **in person** for **information, advice and guidance** to support your child before Covid-19? (please tick all that apply)



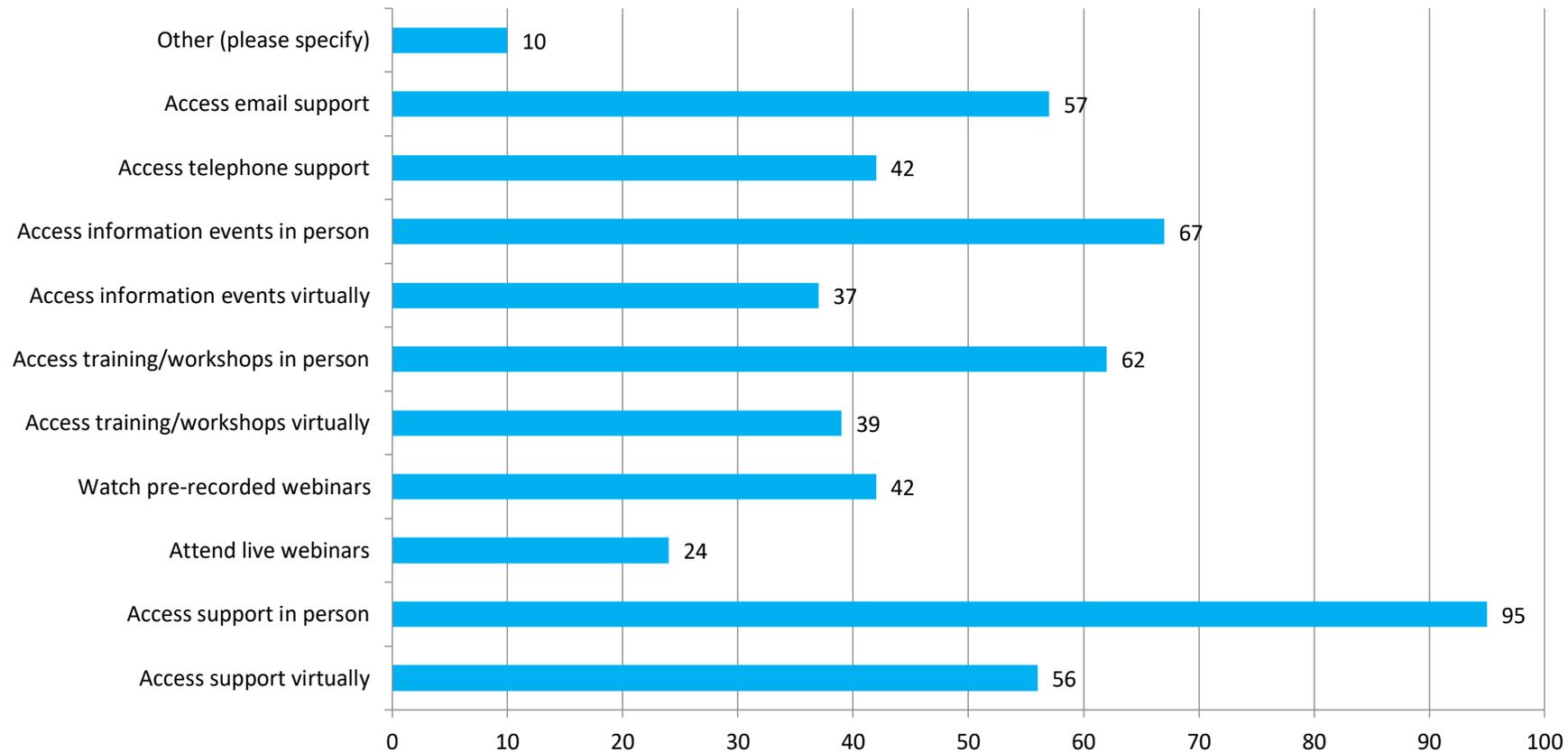
Responses: 156

Other (please specify) – 19 Comments taken verbatim from survey responses

1. Springboard Stay and Play
2. It was never an option. I was constantly advised due to staff shortages it would be rearranged
3. Community Parents Forum, Children's Mental Health Awareness
4. GP & clinical psych
5. School
6. unable to access due to work and family needs timetables
7. Bridging the gap together
8. Springboard Stay and Play
9. Ups and downs south west
10. Bridging the Gap
11. It's been a long time since I've been to anything in person
12. It's been a long time since I've been to anything in person
13. Springboard
14. Groups organised for parents at school
15. Springboard

- 16. westhaven parents and carers
- 17. For Parents by Parents autism support group
- 18. Springboard for families
- 19. Springboard 4 families. For parents by parents autism group. both at the firms

Q103. After Covid-19 restrictions have eased how would you like to access information, advice and guidance? (please tick all that apply)



Responses: 140

#	Other (please specify) – 9 Comments taken verbatim from survey responses
1.	There is a real concern for parents not being able to access information. A lot of the time it is inconsistent and lacks an in-depth understanding of the sector and as such a risk of parents being misled and misinformed. The in person contact is crucial as without this the children simply become another task on someone's list of chores. Without an understanding of parents and children there is no personal approach to helping and it becomes a task disconnected from humanity.
2.	Any knowledge I get is going to help
3.	I use social stories I get on line to help support my son.
4.	κ
5.	I can get information as abs when I need it
6.	It all very well and good having support telling you what can be done or should be given: but if authorities are not willing or able to provide, or even agree, what help is needed it's not much good.
7.	I would like to be informed of services we can access
8.	Internet
9.	I don't know

Q104. 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 38 - Comments taken verbatim from survey responses
1.	Sorry to say, but we feel that neither our son nor ourselves have received any support worth mentioning.
2.	North Somerset have failed my son I hope they don't do it in the future, the local schools have failed my son secondary and primary, I never got the correct support for him ever if my story can help change at least one child's life for the better or the way things are ran or the way teachers are trained because if you want the hard truth about what's happened to my boy we are happy to share our story with you all then let us know
3.	Without Charlton farm and Jessie May we would be struggling. The North Somerset disabled children's team provide no information or help which is a huge surprise
4.	Already covered - sometimes despite a child's disability there is more than just the disability that needs to be looked at. Every child should be looked after and supported regardless of their circumstances and our experience felt that our child was not a priority and that the issue 'will resolve itself'. There needs to be more proactive care.
5.	We feel that we get some support but it just doesn't feel like enough. Our one and only genetic appointment was very poor (he hadn't even read our notes) and we didn't get any answers. I have been told I should have been offered genetic counselling but I haven't been. No proper diagnosis, No follow up from paediatrician (at least partly due to Covid) I don't really know what services, if any, that we are entitled to access. We really feel very lost and generally unsupported. Like we have just been left to get on with it. Positives are a fantastic nursery provision and good SLT input.
6.	No support at all
7.	Not supported. Despite having an EHCP there is a real lack of support, services and resources. We have been passed around without anyone taking responsibility or accountability. It feels like the same problem still exists and money is being misspent and is not achieving what it should for the children of north somerset.
8.	In general we feel supported, but the exception to that is transport. I cannot describe to you the level of stress that poses on a family, when you know it is the ONLY course in the local area that is applicable to your young SEND person, they cannot access travel independently so need local council transport provided to enable them to access continued education, You feel utterly unsupported, no means of speaking to a person on the phone, I really would not wish to go through that again, but fear that is likely this year too. When transport was refused initially in August

Annual Survey March 2021 - Results

2020, no proper explanation was given, there was nobody i could speak to, i was awake and writing a 4-page appeal at 1am to find that it was never even read in the end as following speaking to college and it being escalated i was contacted by transport to be told the refusal was an computer error. I was obviously relieved but so cross that i had been put through this amount of stress and sleepless nights.

9. We moved from Bristol to NS in Dec I've had no support at all. I've found everything out myself. School did not signpost.
10. The biggest help for us has come from putting strategies in place on the advice of other parents of SPD children. We have also paid for a sensory assessment to be done through BIBIC to see that we were doing everything we can to help our daughter cope with life at this time. We would consider getting an ASD assessment done there too but really we should not have to do this - our children should have access to free assessments and support through the local authority.
11. Amazing support from School and psychologist. Pretty poor from GP sadly.
12. We have had both positive and negative support throughout the whole process and find if you get the right person they will support you. Unfortunately my sons school has not been supportive especially the senior leadership team and we have felt very let down by the educational system for children with SEN. It should not be a battle to get your child an education, my son is high functioning ASD and with the right help and support could go on to do GCSE's. This has been proved during lockdown with us supporting him and the work he has done. But he needs the school setting for social and communication skills. Unfortunately as soon as things become difficult or help is needed we have found his school uncooperative even with on ongoing support to them.
13. Id love to talk this answer through.springboard is the only support service we have accessed.we are grandparents caring for XXXXX and haven't heard of any of the other services that might help us . We do feel a bit isolated at times - even precovid
14. Overall so pleased with his primary setting, special schools for secondary makes me worried as there are no spaces out there for children and my son being non verbal cannot get stuck in mainstream. Hoping baytree extention will help solve this however still a concern.
15. We will give full support to our child. We tried to do activities in home. Ravenswoodschool also full support and help to parents.
16. We are at the stage of just into adult services so I am having to seek advise and support in this area as I'm not finding it easy when you don't have social care involvement.
17. Portage worker is amazing as are all the staff at springboard and ashcombe nursery
18. MY CHILD IS VERY WELL SUPPORTED AT SCHOOL BUT OUT OF SCHOOL NOW SHE IS A TEENAGER I FEEL SHE NEEDS MORE SUPPORT TO ACESS ACTIVITES AND I NEED MORE SUPPORT WITH HER BEHAVIOUR AND MAYBE A BREAK
19. The only support we get is that provided by the college. In the past when I have tried to access a carers assessment it was impossible to find the right people to talk to. I was passed on and on through about six different agencies, eventually ending up where I began having gained nothing but a high phone bill.
20. The parent support groups on Facebook are really helpful. The courses that bridging the gap together offer are amazing! So helpful!
21. We are supported amazingly by Springboard - Becky Ogden specifically. We feel abit lost with anything else i dont think we're upto speed with what other help is out there.
22. We have lots of family that offer support both in person and via virtual support.
23. I have never felt supported by the local authority it took me years of fighting to get my Son diagnosed..... and that only happed as a friend of mine was training and needed a child so we took advantage and she assessed him for me. That then went with him to senior school and they do their best for him. But the school had done it on there own! So I have nothing great to say about about local authority helping as I feel they put money before the needs of a child! If it's expensive they won't do it or help.
24. No support at all we don't meet any criteria for support when its actually needed. Use to get direct payments as my child condition changed in 1 aspect but deteriorating in another payments stopped
25. We have no other support than school
26. I feel North Somerset Council have improved their support for my daughter from school travel, DP, OT and Disabled children's team and DFG to ensure my daughters safety at home. G.P has is registered as caters and we felt it was good that our daughters PA was Offered a COVID Vaccination early on. EHCp feedback and communication could still be improved from the LA, but I'm generally happy at the moment with my daughters care and support.
27. We dont feel supported, because we aren't

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

Annual Survey March 2021 - Results

28. Baytree was a wonderful school, my child also transitioned after school to a brilliant Specialist college. Transition into adult services since leaving college has been very good despite pandemic. I wish I'd had more opportunity to access specific parenting support when she was a child- most of the support we got from the National charity that supports her syndrome.
29. The young carers service is terrible. Both school and ourselves have tried to access it to get support for sibling of disabled child. Neither of us have had a response. Phone line constantly engaged and no way to contact online.
30. 'Supported' is not a word in any way i would use. The Schools and LA have generally always placed their self interest before my sons when they can. I think your getting the idea. I would say they both have viewed us as an annoyance, and they both openly agreed that they didnt think education was important for our son. My sons support is just a duty of care that they are forced to provide, and now he is over19 they are seeking to not provide ASAP.
31. my child is a looked after child so have a social worker thats all the support we get and also school
32. Have not had any support.
33. School (Baytree) is amazing, but everything else is always a fight.
34. The health visitor has been amazing always listens and offers amazing advice. Felt passed around by the gp. Was given a couple of number who then passed me another number and continued to be signed posted. It has taken nearly a year to access the help my daughter has desperately needed dealing with past trauma and processing her emotions. School tried but when they had talks with her asked her triggering questions. Now we have a advocate who is really patient and understand, she never pushes to much and has a reall caring nature which calms make my child feels relaxed during their meeting which she can become anxious for
35. We feel support by camhs and also school.
36. I feel there is more support out there that I don't know about but don't know where to look for it / how to check eligibility As my child has a relatively rare condition, I feel a little excluded as there isn't a well-known 'label' that acts as a reference point I would like to voice my massive appreciation for Felicity Kelly and Sue Burns who have been incredible ever since they became involved in my son's care
37. we are very much supported by our sons school and only have positive things nothing negative at all
38. Very little practical support. XXXXX is not disabled enough for respite. Only very recently LA are arranging EOTAS

[Back to Index](#)

Anything else you would like to tell us

Q105. Is there anything else you would like to tell us?

#	Responses 35 - Comments taken verbatim from survey responses
1.	We are hell to help in any way and share our story and experiences with you on our fight to where we are now and how we've had to battle every step of the way to get here.
2.	School is an amazing godsend and wholly supportive. As are Camhs and the lifetime nurse. Social care have been completely the opposite sadly... my experience has been an extremely negative one especially over the last year. The direct payments system isn't working for many families that I know because the funds constantly run dry and no one listens despite numerous phone calls/ emails. No one seems to be in charge or communicating
3.	It's actually great to do this survey as nobody has really asked our views before!
4.	I feel not enough support is out there for my daughter who is average to higher achieving academically but socially and emotionally really struggling alongside he friend group who also all have different SENs.

Annual Survey March 2021 - Results

5. Son aged 9 diagnosed with ADHD and is on medication. However on SCAMP Autism pathway to be told that it could take 2 years for diagnosis. Already waited 2 years for ADHD diagnosis.
6. The services in North Somerset are really very poor.
7. There is a lack of trust. The parents in North Somerset do not feel they can be openly honest for fear of retaliation against them or their child. There is no accountability and parents have no voice. There are a select few parents (hand picked / cherry picked) to be the voice of parents which gives a completely false picture of what the reality is for the majority of parents.
8. Please reassure parent and carers that transport is going to be easier to apply for this year. You cannot imagine how much that would help to know clearly what we need to do, and to hear the outcome in good time. we were made to feel like we had to justify their needs when all i feel i need to say is look at the EHC Plan, my daughter has a life long condition, i shouldn't have to justify the reasons when you have them already in another department. it is unfair to put us through this annually. Our children and young people do not understand and to potentially tell someone like my daughter, "sorry you cannot go to college anymore as we cannot get you there", would be devastating and that was the potential situation last year.
9. I would love to have known about all these services available and been signposted to them years ago! Even with all the online research we have done, we have never come across any signposts or websites to these services. I feel somewhat bereft completing this and like I have failed as a parent and a nurse for not being aware or having found these services! Surprised school haven't mentioned them either as I'm sure they would have if they knew about them.
10. I would have liked a lot more support from school to help my child with their needs
11. Ravenswood special school is very good for disabled children. They will provide all support and help to parents. Also valuable information give to parents. We are really happy to our child learn Ravens Wood school under NORTH somerset.
12. The services and support in North Somerset is awful! I think they are trying but there is no guidance so I find things accidentally! They can't offer any support as too many people need it. The process of applying for support is also too complicated and puts me off trying!
13. More help is needed and professional's need tp talk to each other and more early help is needed
14. The lockdowns have had a massive impact on my child's mental health. She struggles to leave the house and hasn't been able to engage in on line lessons and on line groups such as Brownies and dance. She desperately needs to access some support in coping with the anger that arises as a result of her anxiety because of the changes in routine.
15. As a family we are struggling daily. The future looks bleak. We are more often excluded than included. CAHMS is the only organisation (kirsty Dudbridge) who has been actively Supportive and proactive. I worry every day about our future as a family and I fail to see a clear pathway ahead. I can't work and earn to provide for my family as I have no child care for my daughter out of school. I appreciate covid has made everything extremely difficult but at the moment things are really tough. Plus, to complete this form correctly it has taken half an hour. I do hope you value my responses.
16. There are some fantastic elements but some areas that can leave you feeling alone.
17. My son started in mainstream but got to the point of having a breakdown,in the end I was pushed into removing for the sake of his mental health,home education was initially going to be temporary while I finalized getting a place in Ravenswood but it became evident that this was a very positive way for him to learn ,his mental health improved and he was finally happy,when he was awarded a place in Ravenswood we made the move slowly and it was a catastrophic failure,he started on a downward spiral again,his mental health plummeted and he started wanting to kill himself so I made the very positive decision to pull him out and home educate full time,this has been such a hugely successful decision,he's finally happy again and is back in a place where he can start to learn properly again. School is definitely not the only place a child can learn and it is not essential that they are there,it is essential that they have an education and if it means learning from home for that to be successful in a way that works best for the child then that is how you should do it. Children need to be relaxed, confident and happy to be able to learn to the best of their abilities.
18. My children is a looked after children with north Somerset council
19. No! It would be good to be included in emails for the local SEND service - I never seem to find out when things are available/running.
20. I have had no information on support outside of school (resource base) for my child.
21. I feel very let down by drove rd social services no support offered left to get exhausted. Lack of inclusive holiday clubs and after school activities that don't cost a fortune
22. I am happy overall with the support we receive however I feel let down and overlooked by social services especially as we have left an abusive situation and I feel that the perpetrator has received more support and help than the children and I have.

Annual Survey March 2021 - Results

23. After having to complete that massive survey, I have run out of steam. Support with SEN and Social Care offered by North Somerset Council is a shambles and shameful. Each organisation like SENDCAS, Sensory Support, Occupational Therapy that we get support from are brilliant once you get access to them but trying to get access to them is a nightmare full of delays, poorly organised departments and lack of funding. We are currently awaiting support from CAHMS, Speech and Language and Bladder & Bowl clinic and have been waiting for over a year now. Children and families need these services and because of lack of organisation and funding where it needs to be, we are all suffering. I would rather the prize money went to the services we need than a prize draw to be honest.
24. Jackie Counsell physiotherapy technician is absolutely brilliant, so supportive and helpful
25. In summary Education - good Drove Road - shockingly bad. Unwilling to help. Very hard to get hold of. Direct Payments team - very very bad Social care - staff turnaround is very high School transport - constantly changing staff, don't have much confidence in a number of staff, some staff very rude Respite - need more and it needs to be good
26. Once diagnosis takes place there is no follow up or support/ help for the child or parent/carer. Diagnosis 4 years ago and nothing since, no contact, support, review, nothing. Trying to get a referral to be accepted by cahms is hard even when there is a genuine need, whilst Kooth can be good it isnt a substitute for cahms. Waiting list for cahms too long
27. North Somerset and the Weston College are not alone in excluding children and young adults with SEND from meaningful Education. It is a National Practice and those with Nonneurotypical and other 'invisible' impairments and disabilities are often the hardest hit. There isnt any point in having 'rights' if you can't access them!
28. looked after childrens carers are not informed of any outside help available i know a few carers of children who are registered disabled but not with mobility issues who have not known or been involved with disability services or know what is available to them it might be a good ideal to look into the looked after fostering team to take a note of all lac children who have disabilities to make a referal straight away to the disabilities team
29. I would like my son to have full access to services attached to school. Not denied access as he has aBANES Gp
30. North Somerset community services have failed families miserably during the last year. Many have been abandoned with many unanswered questions. I don't know what we would have done without Baytree school.
31. I'm happy with the support my son gets at school. Tried ringing the childrens sevices a few times with regards to my son having a P. A but they never return our phone calls. We would like our son to have an educational health care plan.
32. I would like you to focus on the age group you state, that includes transition to adult hood. Those that were missed at this time, and actually listening to parents of those children that are or have left school and their concerns for their child's future
33. Drove Road were always getting dates and times wrong and staff were always off ill.
34. SEN children are being failed and the system is in crisis. There are not enough school yet more houses are being built. The schools cant even meet the childrens needs and SEN codes of practise now let alone over subscribed.
35. Severely lacking in Occupational therapy and physio therapy throughout his lifetime

Demographics

Working Well

- Responses across all North Somerset
- Representative of additional needs and disabilities
- Reaching Parent carers over 25

Areas to improve

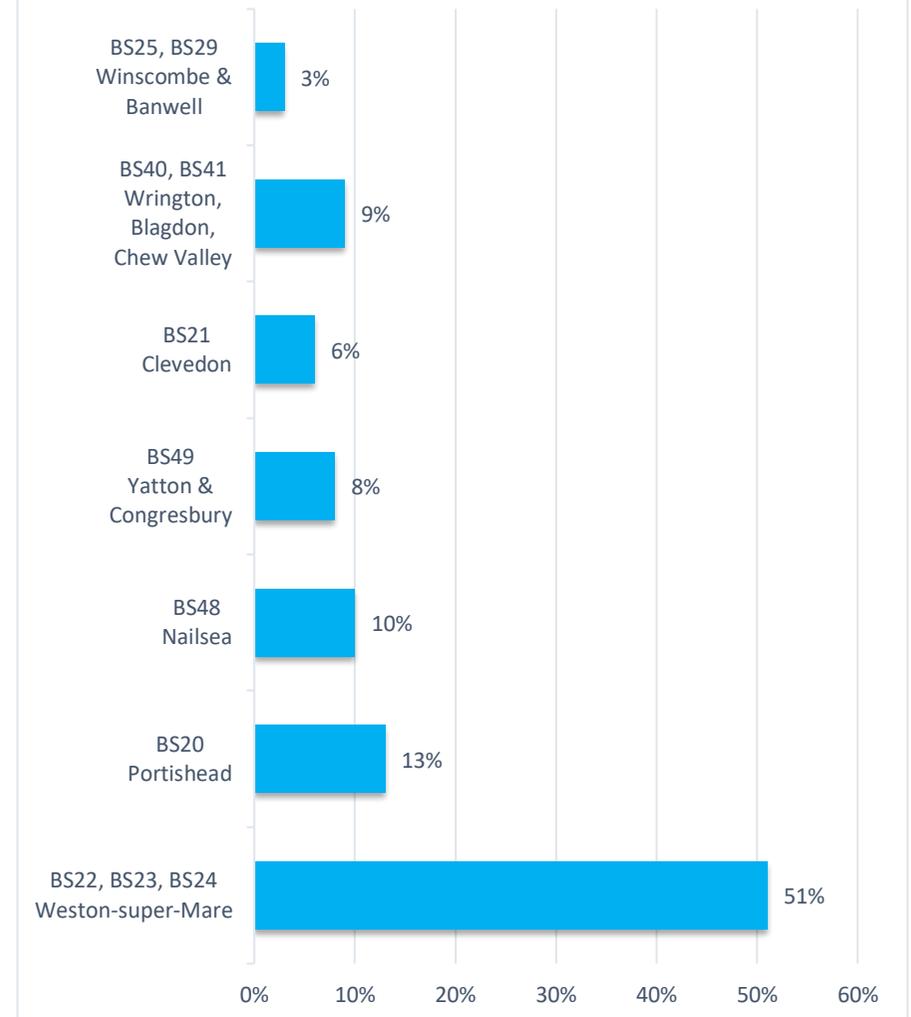
- Reach more settings eg, PRU,
- Reach more parent carers of young people 16+
- Reach young parent carers 16-24

Local Context

3634 pupils in Years R-13 were receiving SEN support in their setting plus 12 in school nursery classes.
(January 2021 – school census)

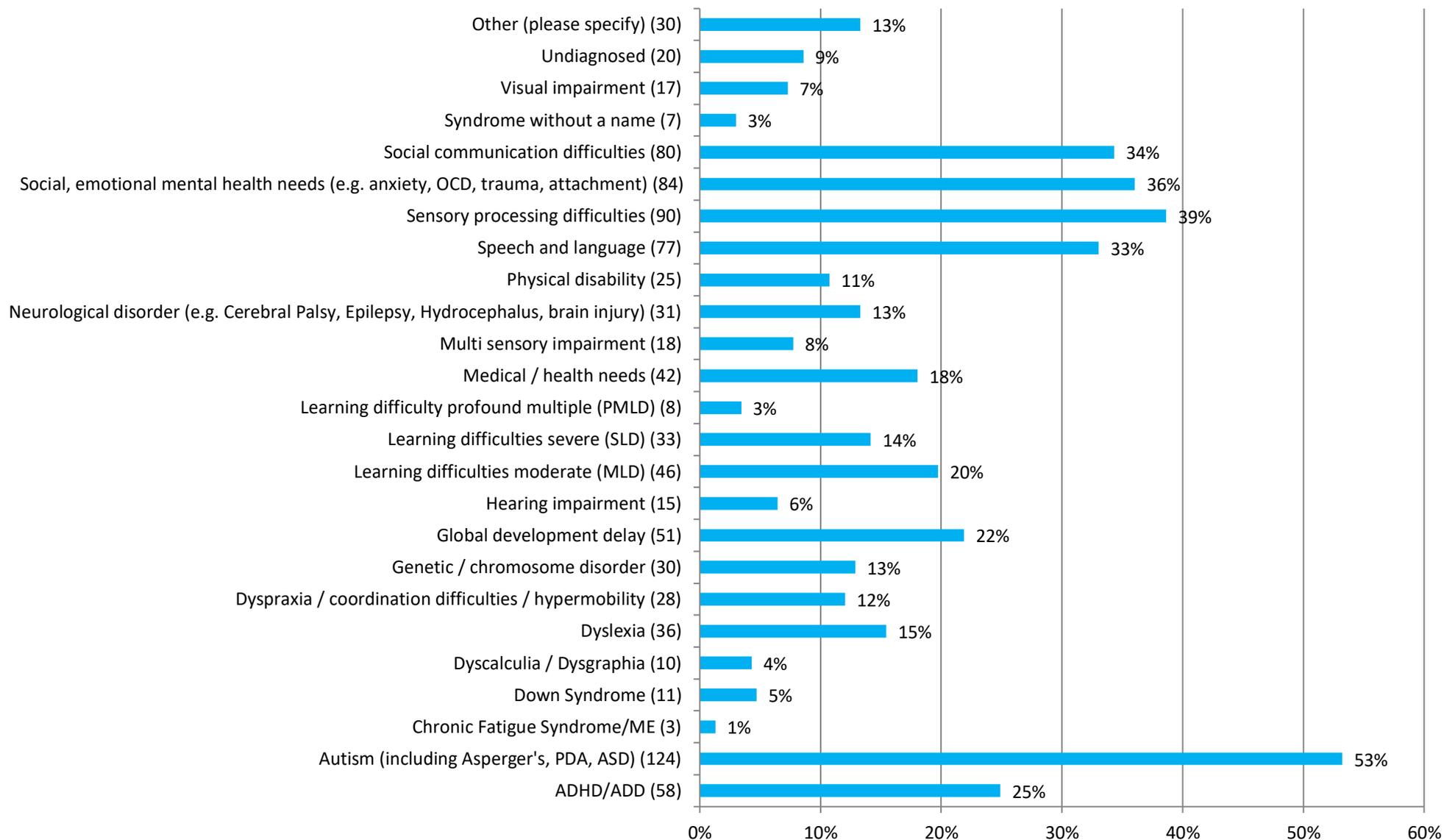
1325 Children / Young People have an EHCP
(April 2021)

**Q10. Location of respondents
(by first half of postcode)**



Annual Survey March 2021 - Results

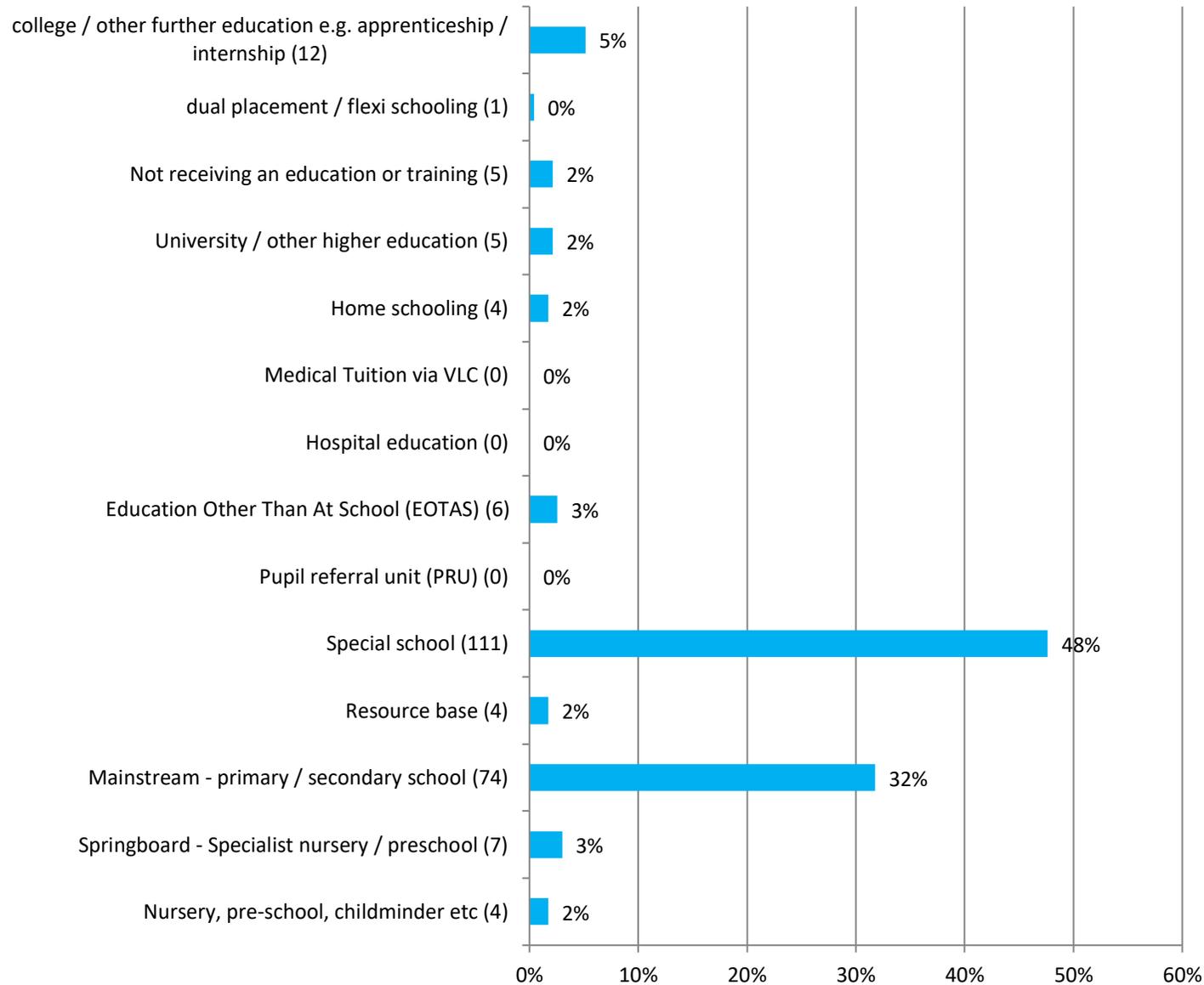
Q11. What are your child's additional needs / disability? (Please tick all that apply)



#	Other (Please specify) - 30 Comments taken verbatim from survey responses
1.	Tic disorder and encopresis
2.	Odd
3.	Y chromosome disorder
4.	Pathway to ASD
5.	Not diagnosed ASD but I strongly suspect high functioning ASD. Masks at school so dismissed as not effecting school
6.	Likely ADHD, ODD, CD (following Connor's assessment) with some sensory issues, toileting issues, anxiety and attachment difficulties. Not formally diagnosed yet, but pending CAMHS and paediatric input following private psych input and help from school.
7.	My son is still going through diagnosis for different additional needs.
8.	Behaviour problems
9.	Foetal Alcohol Spectrum Disorder
10.	Memory processing difficulties
11.	Non verbal
12.	Under assessment for asd and learning difficulties
13.	Effects of brain tumour
14.	Kinaesthetic learner/waiting to be assessed adhd
15.	Pica
16.	My daughter is on the S.c.a.m.p pathway but still waiting for a diagnosis. Unable to get help from occupational therapy due to her age under 4 and also Unable to get help from disabled children team due to not having a diagnosis yet.
17.	ODD, conflict disorder
18.	ODD & PDA
19.	Trip 12
20.	LSS Lamb Shaffer Syndrome
21.	hypermobility (severe)
22.	Anxiety and bowel and incontinence difficulty
23.	Severely life limited
24.	Feeding tube
25.	Awaiting SCAMP assessment for autism 2 year delay
26.	Narcolepsy
27.	FASD
28.	Parents don't speak well English
29.	Avoidance disorder undiagnosed PTSD from social services
30.	Tourette's and awaiting re scoring on scamp asd as the first one 2yrs ago was admittedly done incorrect it's taken 2yrs to get to the stage of a mpm with professionals that know him he is due to attend specialist provision sep

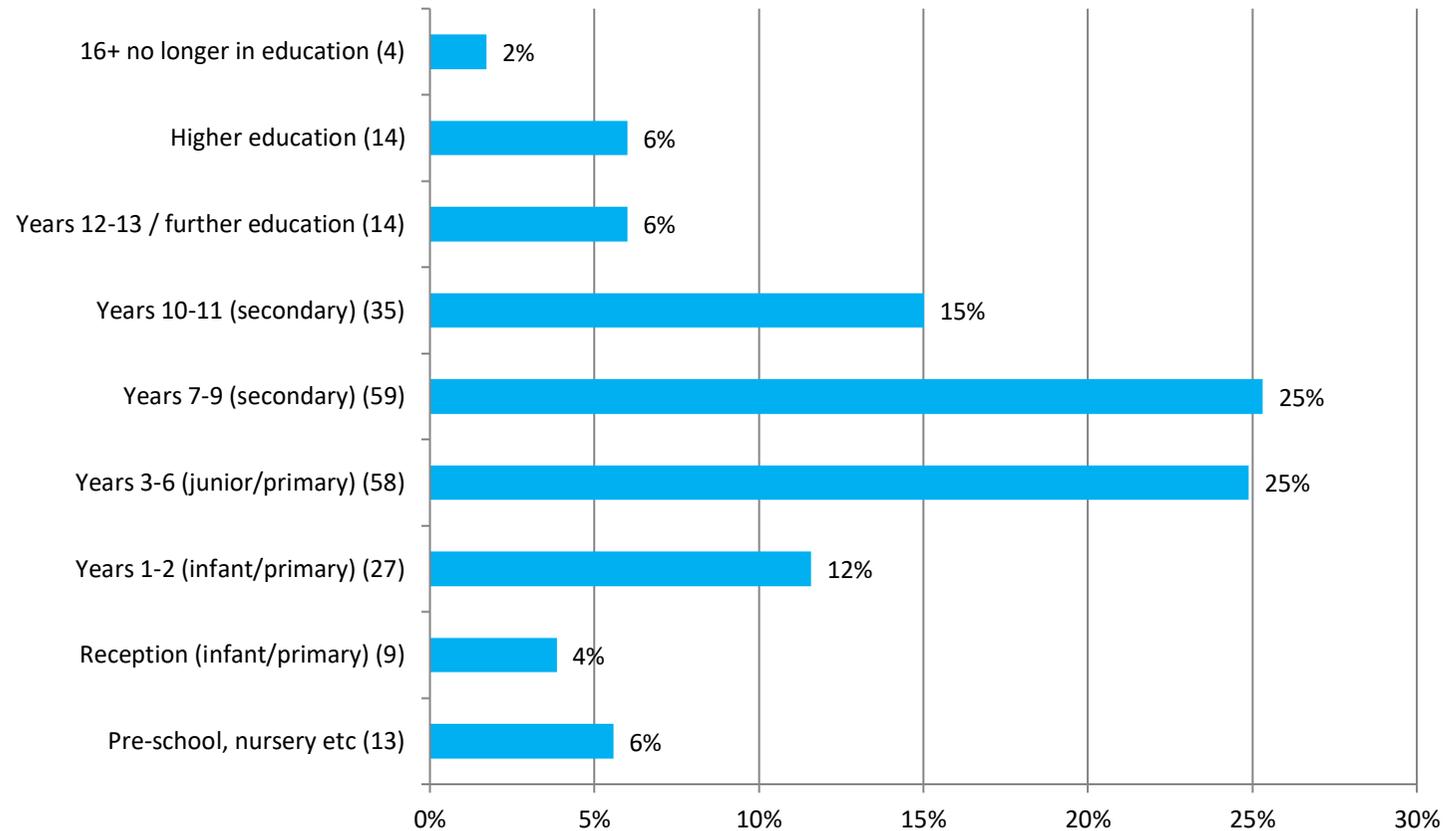
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Q12. What type of setting is your child educated in?



Annual Survey March 2021 - Results

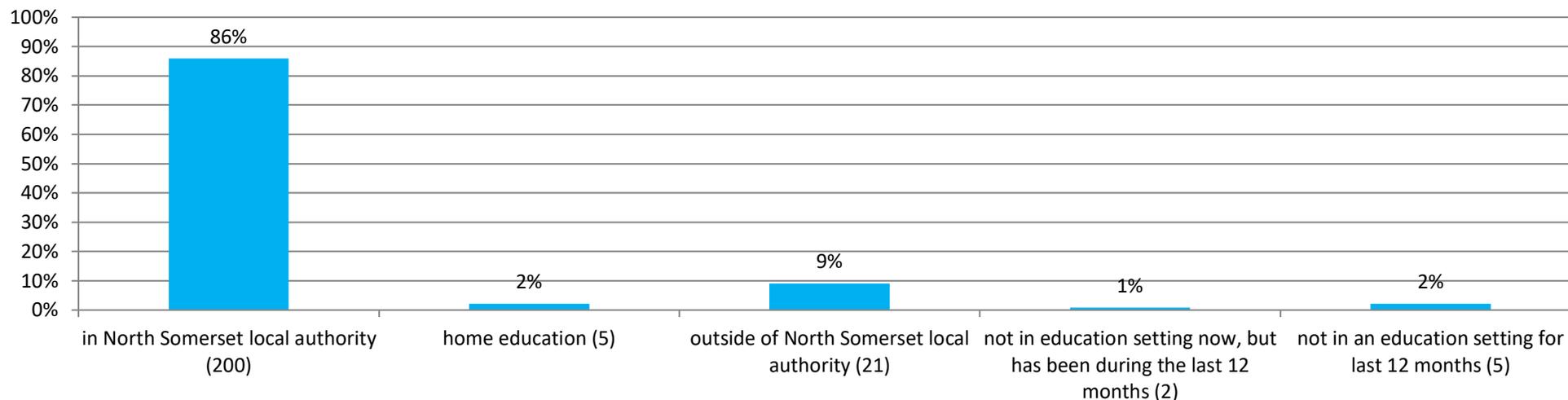
Q13. What year is your child in at their educational setting?



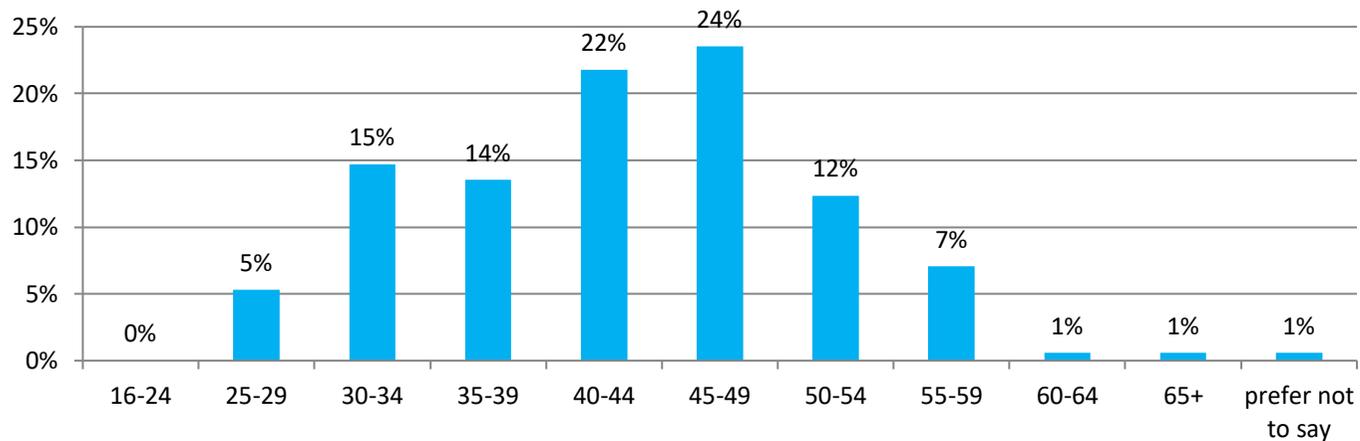
Parent Carer views on education, health and social care in North Somerset

Annual Survey March 2021 - Results

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?



Responses: 170

Annual Survey March 2021 - Results

Additional Survey information

[Back to Index](#)

Total responses to survey: 334

Of these 40 ticked No 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.)

A further 61 Clicked Yes but did not answer any further questions.

= Total 233 including both completed & part completed survey responses

Q106. 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)

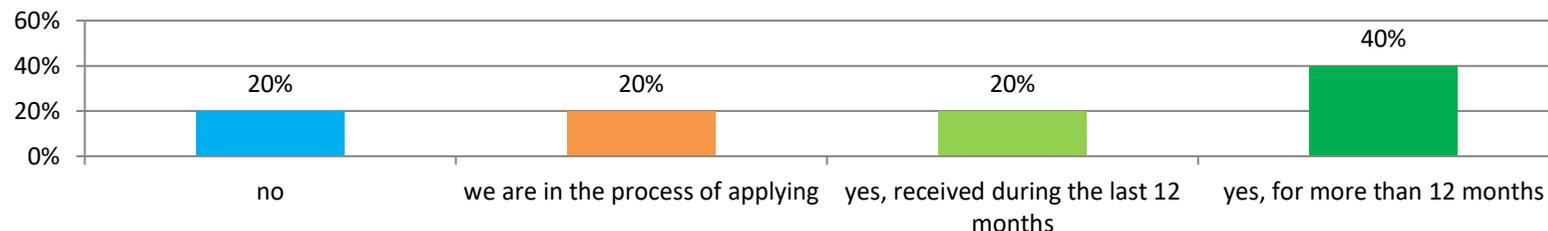
Responses: 130

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: 81

Navigational questions asked in the survey:

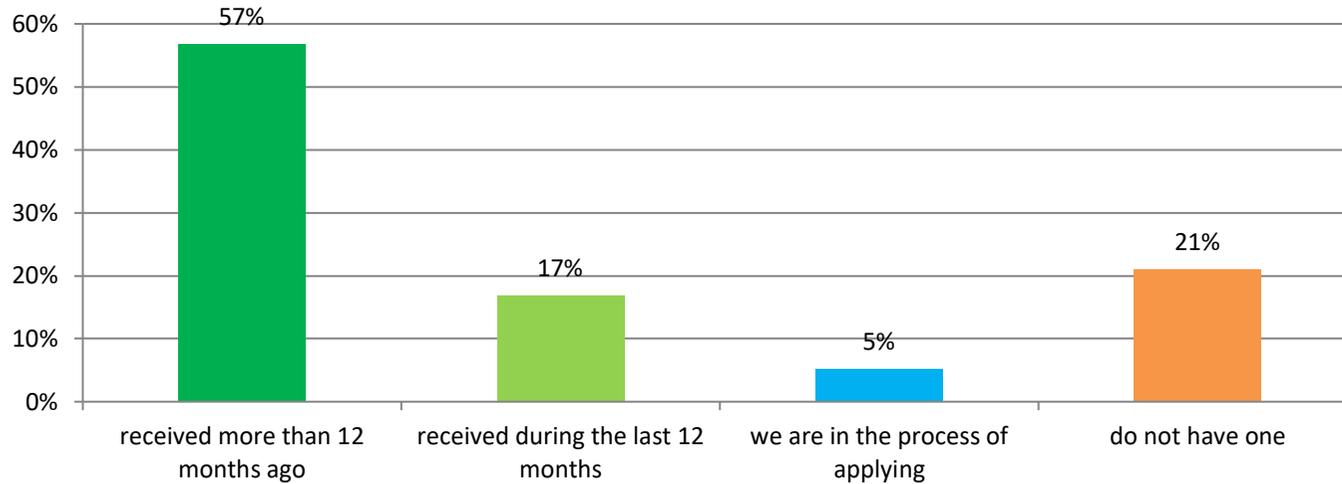
Q15. Does your child have an Education, health and care plan (EHCP)?



Responses: 5

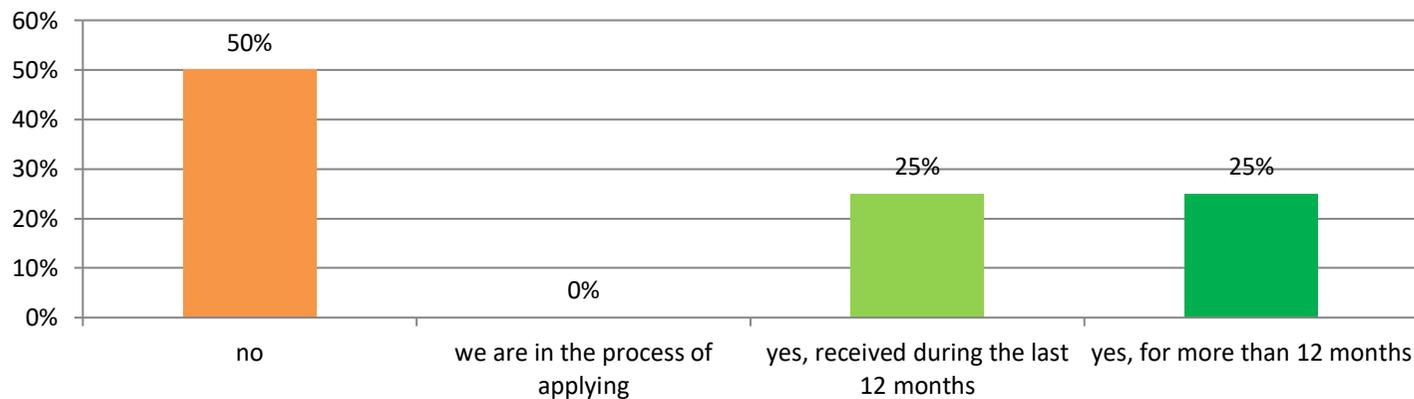
Annual Survey March 2021 - Results

Q29. If your child has an Education, health and care plan (EHCP) was it



Responses: 190

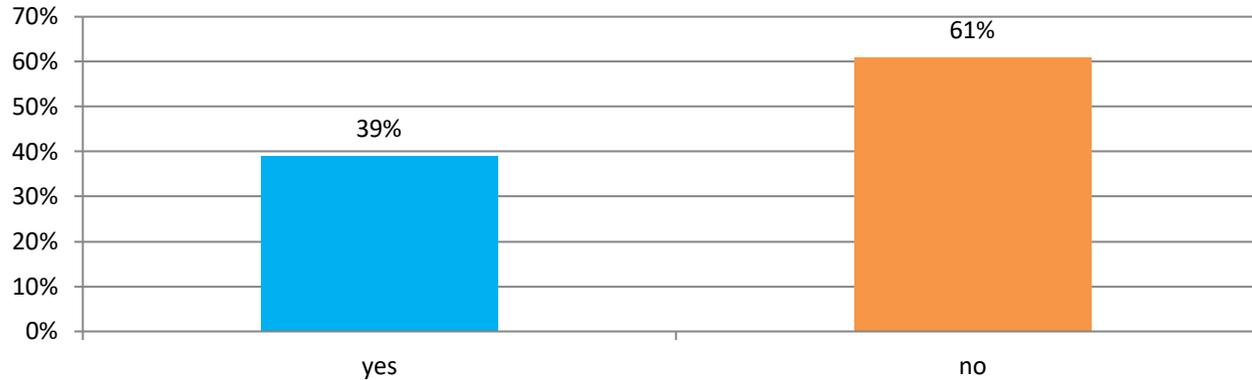
Q36. Does your child have an Education, health and care plan (EHCP)?



Responses: 4

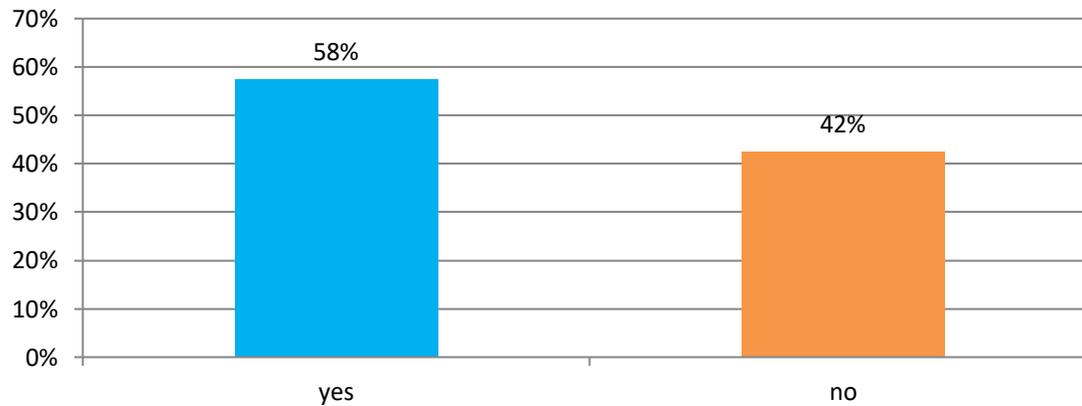
Annual Survey March 2021 - Results

Q45. Does your child use transport to their educational setting organised by North Somerset Council?



Responses: 4

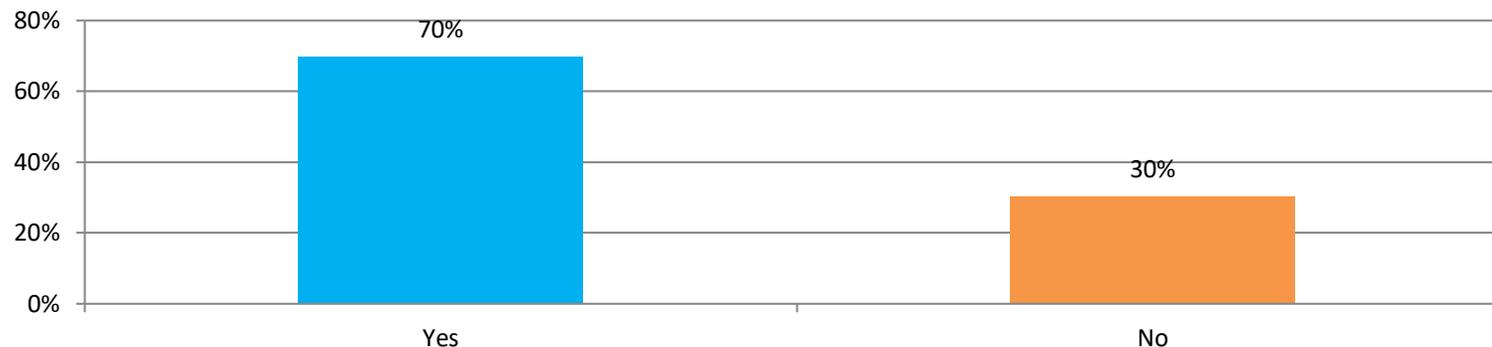
Q54. Does your child use transport, to their educational setting, or receive a transport allowance, organised by North Somerset Council



Responses: 146

Annual Survey March 2021 - Results

Q57. Has your child accessed, or tried to access, any health services during the last 12 months? (eg. GP, hospital, school nurse, CAMHS, physiotherapy, speech & language)



Responses: 185

Q76. Has your child accessed, or tried to access, any social care services during the last 12 months, such as assessment by social worker or respite?



Responses: 176

[Back to Index](#)