



PARENTS OPENING DOORS PARENT CARER FORUM (REG 1150871)

FAMILY EXPERIENCES & IMPACT REPORT

Winter 2023 (reported Summer 2023)



All responses to this survey have been anonymised to protect personal circumstances. No part of this survey may be used outside of PODS Charity, without further discussion and relevant permissions. Thank you for your understanding.

INTRODUCTION

“A parent carer forum is a group of parent carers of disabled children. Their aim is to make sure the services in their area meet the needs of disabled children and their families. They do this by gathering the views of local families and then working in partnership with local authorities, education settings, health providers and other providers to highlight where local services, processes and commissioners are working well, or challenge when changes or improvements need to be made.”

“Parent carer participation is when parents and professionals work together, recognising each other's expert knowledge, to design, develop and improve services for disabled children in the local area. PODS (Parents Opening Doors) is a peer led charity based in Telford & Wrekin. We involve and support families of children and young people (aged 0-25 years) who have an additional need, or a disability, or SEND.”

This is the third report we have produced in this format (2021, 2022 and now 2023).

We have helped to reduce isolation and to promote inclusion wherever possible through offering opportunity to participate in activities to improve their health and wellbeing. A poignant reminder of finding the right place to be for our families:

“PODS are AMAZING!! we always tell everyone how fantastic the staff are, the groups and the activities for families and young children. I get so much out of attending pods as a parent, it's empowering to be amongst other who 'get it'. No judgments shame just help, guidance & support.”

Thank you to all our families who have shared their experiences with us – these will go towards helping with service development in the future and for any immediate changes that may need to be addressed and picked up at regular communications meetings with key strategic leads across social care, education, health and community partners.

Our Report is based on experiences gathered during the Summer of 2023, and reporting taking place Winter 2023/24.

Conversations regarding key elements of this have been shared in comms meetings and through regular updates. This report forms an element of an evidence base with a mix of quantitative and qualitative data responses.

Responses in this survey also represent discussions over the past year.

PREVIOUS RESPONSES, COMMENTS – “YOU SAID / WE DID”

PODS Survey last year was shared with relevant teams. We received responses to core points raised which were shared. You can read this in more detail on the SEND Local Offer website.

Work is ongoing of course, as we continue to represent your views and voices at various strategic meeting across Health, Education, Social Care, with the Local Authority – Telford & Wrekin Council, and NHS Shropshire Telford & Wrekin (and wider Integrated Care Systems).

PODS (Parent Carer Forum) Covid Survey Response – You Said, We Did December 2022 Feedback from the PODS Annual Survey 2022 has been collated and responded to by NHS Shropshire, Telford & Wrekin (ICS) and the Local Authority (Telford & Wrekin Council).	
You Said	We Did
Health Services The issues around diagnosis and access to assessment services remain a significant barrier to families and will come as no surprise to hear comments. Some families are involved in various different services which all have an impact on their lives and trying to manage and co-ordinate various appointments: BeeU Delays, and the experiences speak for themselves, parents want to be trusted that they know their children best, and this is undermined by professionals and extended waiting times Concerns around transition and moving into adulthood have been an issue for some of our families Wider emotional health needs of families that also needs support	We (NHS Shropshire, Telford & Wrekin ICB) are grateful to PODS for producing report, which gives us an opportunity to understand the lived experience for CYJ with SEND and their families. We acknowledge that the report sets out a number of areas for development for health. These are areas which we are working hard to improve in co-production with local parents, carers and CYP. We particularly note the challenges relating to ASD, to improve this we are moving forward with plans to develop a system wide ASD working group to co-ordinate discussions regarding waiting times, referral criteria and support services on offer
Education Services Some families still need support around education	We have recently developed Telford & Wrekin SEND Working Together Charter alongside POD's parent carer forum. As part of the this charter we are encouraging sign up from schools to the Charter and asking them to undertake a Self-Evaluation of their co-production practices to lead to improvements in their practice. Support is provided to schools through SEND support services, these services provide advice, information and support for schools to support children and young people. More information about SEND services can be found on the SEND Local Offer. www.telford.gov.uk Drop in Sessions for parents to ask for advice and support are being arranged to start in the New Year, launching with an Annual Review Workshop in January 20 The Preparing for Adulthood Team have been providing drop in support at Southwater working with Future Focus on a weekly basis. We are always endeavouring to improve the communication from the SEND Team to parent carers and family carers. We ensure that we encourage schools to
And again better links with professionals	



Shropshire, Telford and Wrekin



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Social Care Services Challenges in accessing social care provision or assessment is frustrating and where families have been told by national organisations, but local policies determine differently	communicate with our teams to receive advice and support. The Telford & Wrekin SEND Working Together Charter support the work that we do with all partners and families and ensures that co-production takes place with families at all appropriate levels. The SEND Services hold a regular communication meeting with PODS & IASS, these meetings share key feedback and themes from parents and provide updates and information through a 'You Said, We Did' format. Services from across Health and the Local Authority attend the meetings as required to listen to the lived experience of families.
We have had requests around more information for adults, for children who are physically disabled and for wider siblings and ensuring the right information is available at the right time. Families are struggling with information, accessing information and need help with guidance around forms and are calling for a triage sort of system to support them with this, an easy to understand guide of what to expect and when and a more co-ordinated approach when dealing with more professionals	A Short Breaks Statement has been drafted that defines support which can be accessed dependant on level of need. Short Breaks is now categorised as Universal / Universal plus, targeted support and specialist support. The eligibility criteria for accessing Children with Disabilities Teams is in the process of being revised to be more transparent and clearly define needs which meet the threshold for Social Care involvement and access to Specialist service provision. The criteria will also provide clarity on eligibility to access targeted support that will not require a social care child and family assessment. The targeted support offer is being developed further in line with the consultation responses we have received from local families. In addition to this we are working with local organisations to make their activities or services inclusive for all members of the community.
	The local offer is being updated on a regular basis. An 'A to Z' directory is being developed to provide information on all services in one place. This ranges from charity organisations which can provide grants for disabled children and young people, discounts including utility bills and transport, support networks and local services. An activity booklet has been produced to list all universal activities that are accessible for children and young people with additional needs. We have developed a 'we're coming to see you' document which outlines what questions are likely to be asked on your initial visit and the information we may require.



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Please read this in full via PODS Website:
<https://www.podstelford.org/wp-content/uploads/2023/02/PODS-Annual-Survey-Response-January-2023.pdf>

Short Breaks Provision There is a call for more holiday provision covering activities, PA support, Respite and parent carers reporting significant issues around recruitment and retention	The Council for Voluntary Services offers support for young carers. A monthly newsletter will be launched in the new year. Social Care attend parent carer forums to exchange information and gather feedback.
Parental Concerns Throughout this report, the stressors are evident that families are facing struggles	A Playscheme offer will continue to be commissioned. There is difficulty in recruitment and retention of Short Breaks support workers nationally for children. We are working closely with providers to increase capacity for overnight Short Breaks and community support. We are working with adult social care providers to expand their service to young people which will provide more capacity but also support a planned transition for young people into adult services. We acknowledge that the recent years have been a challenging time for families, the local area SEND partnership has listened to feedback from parents and carers through regular communication meetings with PODS and IASS. Key themes are reported back to the relevant teams in education, health and social care. The Mental Health & Wellbeing page on the Local Offer provides signposting to commissioned, voluntary and community services that are available to support families in Telford & Wrekin.

SUMMARY

There's an awareness that the challenges faced by families with children in mainstream or specialist settings often share commonalities. Both settings present unique obstacles, yet families encounter similar hurdles in accessing appropriate support, navigating bureaucracy, advocating for their children's needs, and seeking inclusive and tailored education or care. Recognising these shared challenges can promote a more unified approach to addressing the needs of all children with disabilities or special educational needs, regardless of their educational setting.

In previous reporting we have split the reporting into mainstream and specialist settings, but this time we collated all the information for reporting purposes.

Celebrating the achievements and milestones of children and young adults with disabilities and additional needs is incredibly important. It helps create a positive and inclusive environment that values their unique strengths, talents, and accomplishments. By sharing these celebrations, families not only spread joy and pride but also contribute to raising awareness and understanding within their communities.

We have included 'wellness' indicators which mirror national reporting, and the summary results are on page 6 of this report.

We are mindful of the OFSTED/CQC SEND Inspection Result completed in the Spring/Summer and are thankful that recommendations made for local area working continue to be embedded as part of the SEND Partnership reporting processes for which PODS Parent Carer Forum form a part.

“The local area partnership’s SEND arrangements typically lead to positive experiences and outcomes for children and young people with SEND. The Local Area partnership is taking action where improvements are needed.”

PODS Families tell us they access a lot of support and knowledge from fellow parent carers and their own peer networks – we see this on a daily basis – calls to our own office, emails and through our valued Facebook groups. Peer-to-peer support for families with disabled children is vital as it provides a unique network where shared experiences foster understanding, resilience, and guidance crucial for navigating the challenges and celebrations of raising a child with disabilities and additional needs.

We welcome the work of The Law Society. It is currently undertaking a review of the complexities of legislation relating to Social Care and we welcome this news and will be involving families in the discussions and consultation exercise in the New Year (2024). Furthermore The Education Committee will assess the current system of children’s social care in England, focusing on ways to improve early intervention, tackle rising demand and rising local authority spending, and support children with complex needs. The local Short Breaks Forum has been established as a result of direct feedback from families and gives an opportunity to meet with key social care professionals.

Children and Young People's mental health services locally mirror the national picture, and this has been a pressing issue for several years now, despite the increased awareness and , demand outweighing resources. The contributing factors have been excessive waiting times, funding, lack of integration, shortage of specialist staff, increased youth mental health. We know there needs to be substantial investment and policy changes – some of that is local, and some of it is part of regional and national discussions.

We regularly have conversations regarding the impact of a diagnosis and the reasons why it's important. Families tell us that

"it means that I will understand my child better and be able to put the most appropriate interventions in place", or

"I will get help from school that's not available without a diagnosis", or

"I can answer my child when they ask why do they struggle or do certain things".

School placements are reported as more challenging now, especially for early years, and we know that the SEND Team are working on more inclusive approaches, with 'every school for SEND'. Criteria has changed and continues to change for specialist placements, and more schools are accepting complex needs children.

Children transitioning to adulthood need a range of specific support, and this has been highlighted in various reports over the years. The importance of the 'Preparing for Adulthood' outcomes has not been lost and should form part of the annual review process.

The JSNA (Joint Strategic Needs Assessment) demonstrates the needs of local children and families across all areas of need and service – health, social care and education, and further education/adult life.

WORKING TOGETHER CHARTER

You will know that we have worked to develop a local charter to embed co-production (and Working Together) and this is now completed and we will continue to review and embed this throughout the next year.



DATA GATHERING

We received 121 responses in 2023, slightly more than in 2022.

Responses reflect the wider work also going on during 2023 including the formal OFSTED/CQC SEND Inspection that took place in Spring 2023 where families had already shared their experiences.

This is an increase from 48 responses gathered in Summer of 2020, and 75 in 2021.

Ages and Settings:

1. How old is your child/young person?

[More Details](#)

● Early Years	9
● Primary Age	58
● Secondary Age	33
● College/Further Education	8
● Adult (18+)	13



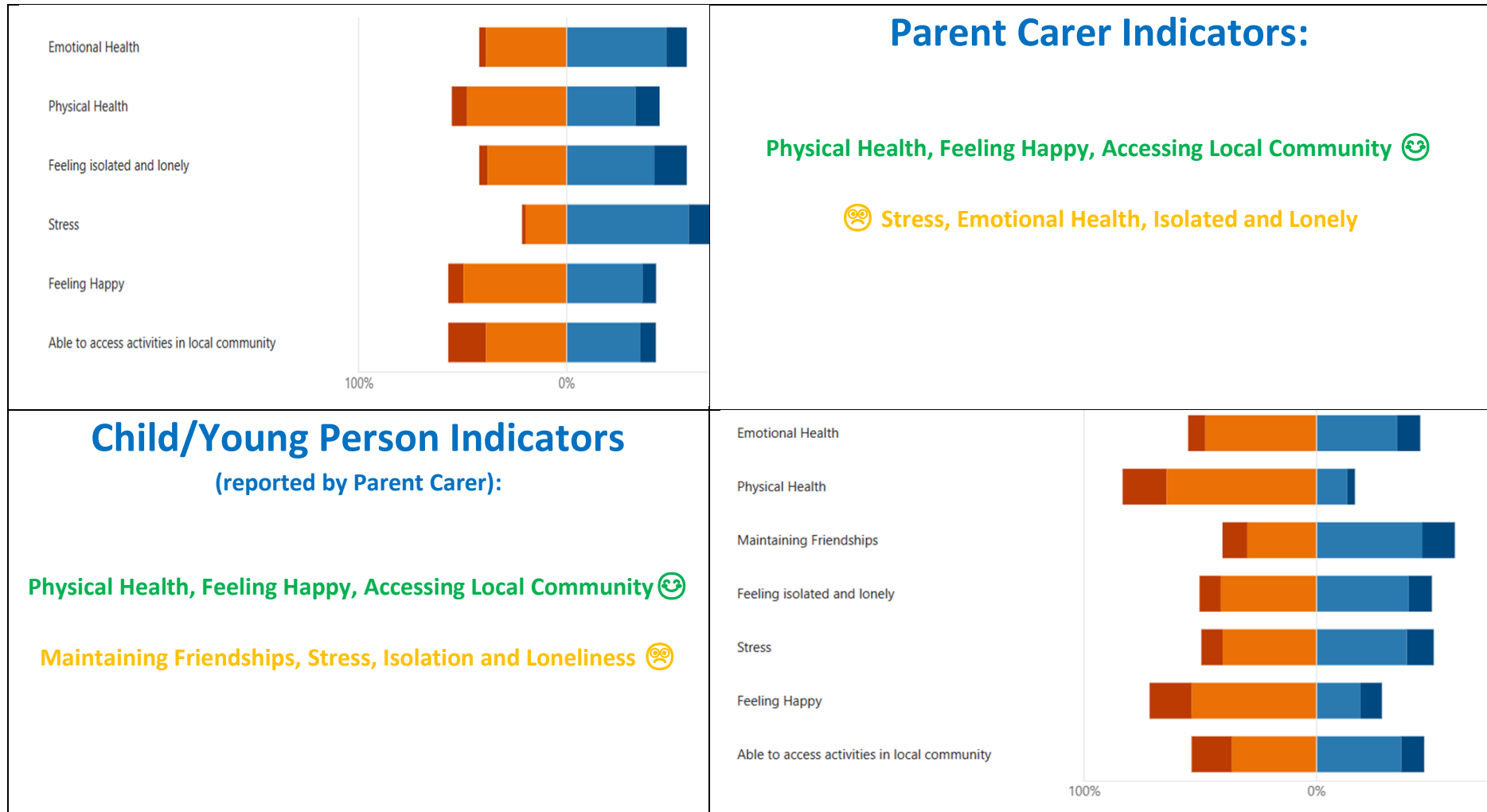
2. What type of education does your child/young person normally attend?

[More Details](#)

● Mainstream Education	60
● Specialist Education	47
● Educated at Home	1
● N/A	13

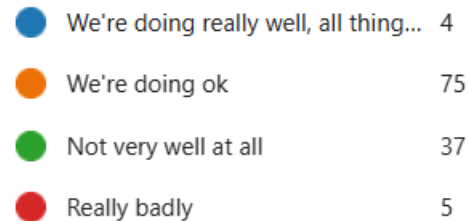


WELLBEING INDICATORS – PARENT CARER AND CHILD/YOUNG PERSON



WELLBEING

How are you coping generally over the last 12 months?:



We can see from this data that families are not doing as well as they did last year. We will explore this throughout the survey findings.

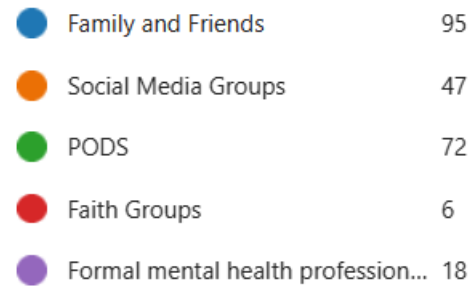
2023 Survey

**65% of families are doing OK or as well as they can be /
35% of families not well at all or really badly**

2022 Survey

**75% of families are doing OK or as well as they can be /
25% of families not well at all or really badly**

ACCESSING SUPPORT FROM:



This question was a multi-answer option. We know that many of our members access our PODS offer, but it highlights the ongoing needs of our families that there are similar numbers from previously who are accessing mental health professionals.

INDIVIDUAL SERVICE AREAS

The findings below show the percentage of families who have used the service (middle row of each box) and the experiences of good/very good for each area or that percentage:

MDA 30% used 16% good/very good	Disabled Children Team 45% used 21% good/very good	BeeU ASD Team 50% used 11% good/very good	BeeU Mental Health 50% used 13% good/very good
BEAM 38% used 13% good/very good	Kooth 26% used 11% good/very good	Health Visitor/School Nurse 50% used 28% good/very good	Speech & Language 50% used 13% good/very good
Physiotherapy 30% used 17% good/very good	OT 43% used 19% good/very good	My Options (Ican2 etc) 50% used 38% good/very good	My Options (PA) 30% used 18% good/very good
Strengthening Families 45% used 25% good/very good	Town Park 80% used 66% good/very good	Leisure 65% used 44% good/very good	Libraries 63% used 52% good/very good

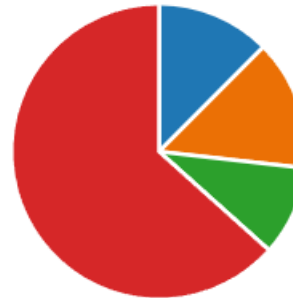
SENDIASS FEEDBACK

Working with local partners is important to us, and we discussed the question with local SENDIASS team who asked us to gather feedback on a number of points. Responses are shown here.

We also included SENDIASS in our individual services review, and of the of 47% families who used the service, 32% reviewed them as good/very good.

Further questions in our survey, demonstrated the following:

● Have accessed their workshops	14
● Have received support	16
● Difficulties reaching the service	11
● Not applicable	71



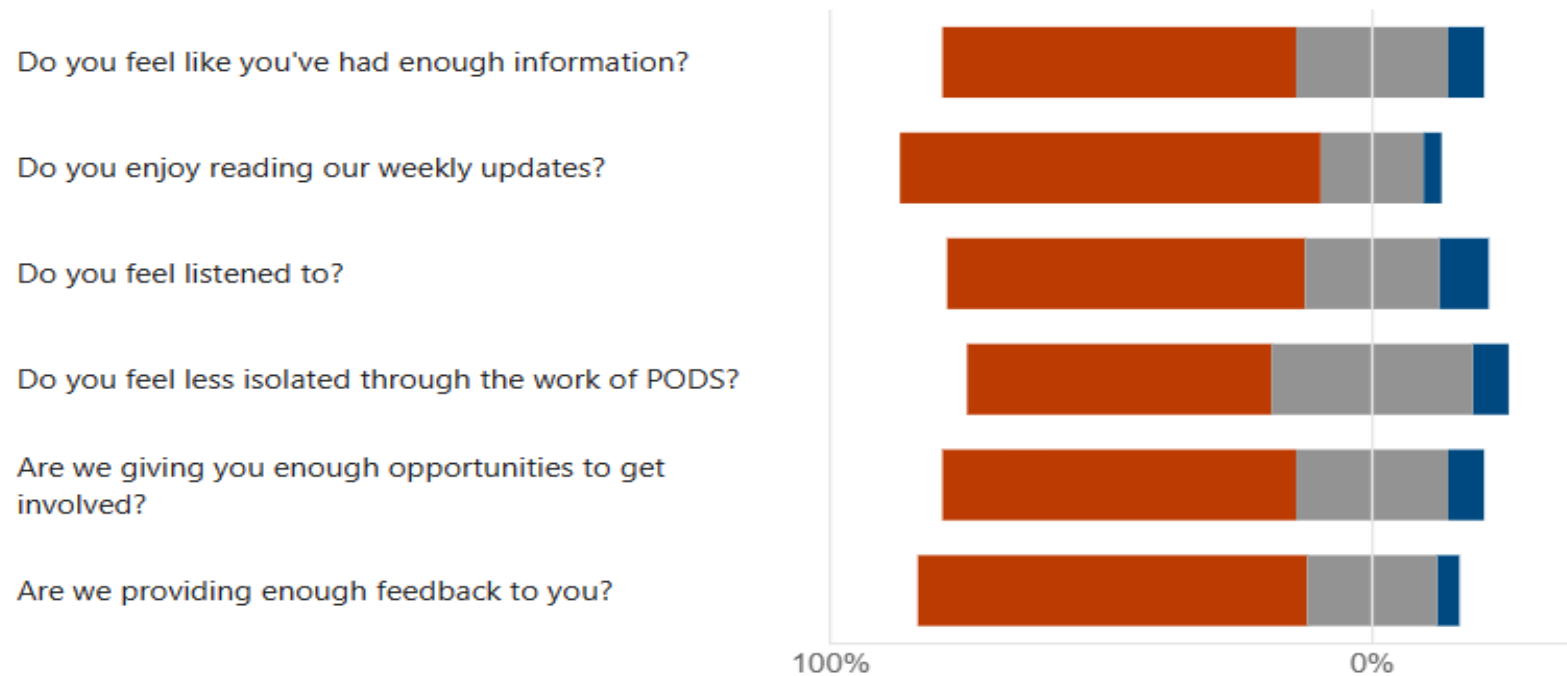
If you want to complete the current SENDIASS feedback survey please use this link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=vvhnBQJflkWOjxAVprfciAlfvIVDqG9FjRh4zrrBIM1UQ09PQ0FRV1ZDWTJJMThIN0MxTVgwRVITRC4u>

PODS PARENT CARER FORUM FEEDBACK

It's important to PODS, that we provide evaluation of our own service (q21) and these results reflect questions regarding the Parent Carer Forum element of the Charity:

■ Yes very much so ■ A little bit ■ Not as much as I'd like



We are pleased that families acknowledge PODS Parent Carer Forum as involving them, receiving enough information and providing feedback as the above chart shows. We will also endeavour to meet our families needs in whatever way works best for them.

PODS CHARITY SERVICE OFFERS:

Our wider PODS Charity offers – we asked for feedback on these:

Helpline 38% used 33% good/very good	Befriending 45% used 39% good/very good	Family Groups 54% used 51% good/very good
Sensory sessions 45% used 41% good/very good	Social Media 94% used 90% good/very good	Workshops/Events 70% used 68% good/very good
Challenges at Home 55% used 40% good/very good	Ebulletins 88% used 83% good/very good	Printed Newsletter 74% used 70% good/very good

We have received a number of feedback requests around working families, access arrangements, requests for further workshops and support and we will review those as part of our wider Parent Carer Forum strategic meetings and sharing them with Operational Group of the Charity.

We have had some fantastic comments regarding the PODS Charity service offer, and this is encouraging to us as a local peer-led charity.

CELEBRATIONS AND CHANGES: SUMMARY

We have used our survey findings and split these 2 questions into age ranges to demonstrate the celebrations and challenges that cohorts (by age range) of our families have shared with us.

This is just a representative snapshot of the data, to protect anonymity, and to give an overview of the findings:

What can you tell us that you'd like to celebrate over the last year? – Q5

What would you like to tell us that you'd like to see changed over the next 12 months? – Q6

What can you tell us that you'd like to celebrate over the last year?	What would you like to tell us that you'd like to see changed over the next 12 months?
<p>EARLY YEARS Families of Early Years children are thankful that they have made small steps in their development, a few words, or a happy child is key and to be celebrated.</p> <p>Financial worries are alleviated due to access to DLA and benefits that support our families.</p> <p>Accessing other services such as specialist hospitals.</p> <p><i>"Ehcp sorted"</i></p> <p><i>"My * is very happy little boy."</i></p>	<p>EARLY YEARS Changes that majority of families would like to see include early SEN support.</p> <p>and a wider offer of activities/services, more disability focused sessions, where staff have patience and understanding.</p> <p>Families ask to be seen quicker and improved communication, understanding and patience.</p> <p><i>"I would like to see more services offered to under-fives with additional needs, including those yet to be diagnosed."</i></p> <p><i>"Waiting lists, support, contact updates about ongoing reviews / appointments."</i></p>

What can you tell us that you'd like to celebrate over the last year?	What would you like to tell us that you'd like to see changed over the next 12 months?
<p>PRIMARY</p> <p>Families are celebrating education placement and getting into settings where their child's needs are being met, and they feel supported.</p> <p>Autism diagnosis was high with 11 families reporting positive diagnosis.</p> <p>Other celebrations include getting out and about and meeting other families.</p> <p>Young people finding their own voices, being able to celebration festivities. Wider health services access including referrals to Birmingham and hearing test.</p> <p>A couple of parents have been able to return to work and setting up own business.</p> <p><i>"The Facebook group has been a godsend, even just being able to see other people experiencing similar problems and sharing advice has been a huge help."</i></p> <p><i>"Finally got a place in a specialist setting."</i></p> <p><i>"My * is doing well being integrated into mainstream classes"</i></p>	<p>PRIMARY</p> <p>Accessing activities (whether in the community generally or with PA support) is the biggest challenge that families want to see a change – including more activities to be SEN inclusive at reasonable times, cinema, local community, and to include the right facilities (eg toilets).</p> <p>Schools are a consideration for improvement, but not as much as the support for mental health and BeeU.</p> <p>More staffing generally across all services, and more understanding and empathy.</p> <p>Parent carers tell us they want to be heard and listened to.</p> <p>Parent carers are calling for more therapies and services including Speech and Language and OT, Dietician support.</p> <p><i>"More respect and acknowledgement for parent/carers experiences of their children and more branches of help"</i></p> <p><i>"Pathways to health services to be more accessible. Health service to talk to each other, EHCP's reviewed quicker."</i></p>

What can you tell us that you'd like to celebrate over the last year?	What would you like to tell us that you'd like to see changed over the next 12 months?
<p>SECONDARY</p> <p>Celebrations for families include their child doing better than expected, and how having the right support in education is making such a difference to them.</p> <p>Accessing the community, including swimming sessions - and some activities is going OK and just 'keeping going' generally.</p> <p>Access to the right educational setting.</p> <p><i>"For the first time in years I didn't have to fight for the right setting, eventually it was recognised what child needed as a school but that was due to the support of school staff"</i></p> <p><i>"Successfully managing to all go swimming."</i></p> <p><i>"We've kept going."</i></p>	<p>SECONDARY</p> <p>More work to do includes access to BeeU for wider needs including anxiety and depression, bullying issues, and confidence in young people and support to deal with worries.</p> <p>Parent carers want their young people to become more independent and they also request more support for access to the community with activities for older young people and young adults.</p> <p>They want increased role in advocacy to support their young person in own right.</p> <p>More respite opportunities are required and honesty from professionals and the need to be respectful to families.</p> <p><i>"I would like to see a diagnosis for our * and appropriate support put in place for her GCSES"</i></p> <p><i>"More support for more complex children and their siblings. Sessions where parents don't have to attend"</i></p>

What can you tell us that you'd like to celebrate over the last year?	What would you like to tell us that you'd like to see changed over the next 12 months?
<p>YOUNG ADULTS</p> <p>Young People accessing college placements and achieving qualifications.</p> <p>Even leaving the house to access appointments is worthy of a celebration.</p> <p>Placements within day care settings and surviving amongst the challenges.</p> <p><i>“Actually, getting my * to leave the house to go to the cinema and not just leaving the house for medical appointments.”</i></p> <p><i>“We are a family, and we are very close, and we look out for each other”.</i></p>	<p>YOUNG ADULTS</p> <p>Reporting for things to change includes reference to Ican2 and My Options age ranges</p> <p>The need for more respite and clarity over use of personal budgets and social care in general.</p> <p>Access to transport is still an issue for families.</p> <p><i>“Use of personal budgets to access activities. More personalised personal budgets. Less inflexibility on how they are used”.</i></p> <p><i>“Support for a young person capable of work and to ensure they get right support to do so”</i></p>

SERVICE AREAS FEEDBACK

Overall, what has been your experience of education?

3.17/5 (91 respondents)

Do you want to tell us more about this here (eg, school, college, SEND Team, SEN Support/EHCP).

"It's a constant battle though of emails, reminders and strategies suggested by us for them to understand the strain that conforming to school life has on our child and the family once the mask comes off at home...."

"School have been unsupportive, unclear communication, very dismissive of her needs, very uncooperative, argumentative, punishing her hard for being distressed and not recognising when she's in distress and allowing her to get very distressed to the point they give her detentions and exclusions."

"Attends the Bridge, communication between school and home has improved, have been able to go into school and take part in school activities. EHCP review was completed on time, SALT have reviewed in school. My child loves going to school. Would like to see some after school clubs and some integration with mainstream though."

"Having had to fight to get him in to SEN school, he has thrived".

"Send team don't monitor ehcp in anyway. Overdue reviews, take too long to do anything".

"School have taken so long with everything been battling with them for 6yrs to refer for assessment which was finally done last yr. but ehcp still hasn't been completed."

"* loves the specialist college he goes to & gets on well with Staff. 4 stars because Send team took 9 months to send me the final EHCP after we'd had the yearly EHCP meeting with college after chasing a number of times."

SERVICE AREAS FEEDBACK

Overall, has been your experience of children's social care?

2.83/5 (70 respondents)

Do you want to tell us more about this here? (eg, Strengthening families, social work team, MyOptions, Ican2, PA support)

"MyOptions always have same activities & never mix it up so we don't use them"

"I have applied to ican2 due to my * struggling socially and can't participate in clubs that he used to such as football or swimming as they trainer has no time and doesn't understand my child. I've been declined for my *to access ican2 as he has no diagnosis..../"

"I was struggling with my health and limitations so got referred to strengthening families and the support was fantastic, just being able to talk with someone who was neutral and make a plan really helped."

"We have been referred to strengthening families, however we don't feel they genuinely understand the complexities of parenting a child with asd who masks heavily. The amount of times that bad parenting has been mentioned or a parenting course-this is terrible and seems to be the way. Go on a parenting course....this will solve the problem. It is quite demoralizing".

"Not been able to get a PA in nearly 2 years no help from our case worker."

"Just lengthy wait for assessments"

"....my child doesn't attend anything other than a Specialist setting and we have no personal budget for PA etc"

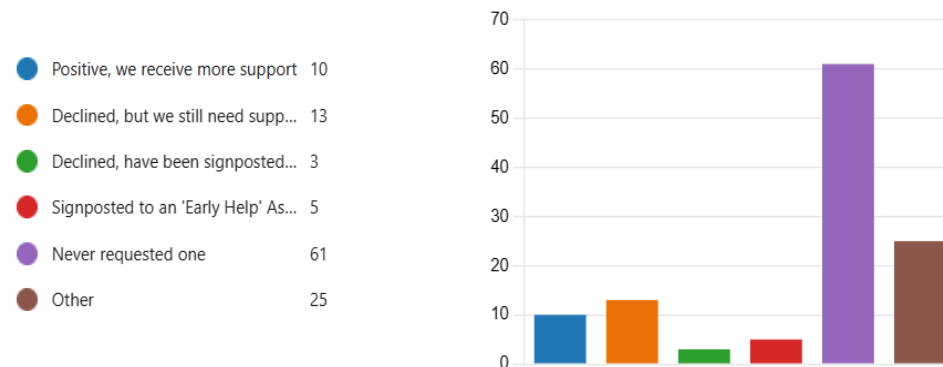
SOCIAL CARE ASSESSMENTS

We asked a question about social care support as this has been one of key areas of discussions from our families over the past year (q 19)

We have welcomed the opportunity of the development of the Short Breaks Forum that are held regularly. Feedback from families have led to in-depth discussions and also a review of Short Breaks statement is currently underway.

A review of the Working Together Guidance has taken place and recommendations made.

The Law Society is currently undertaking a review of the complexities of legislation relating to social care and we welcome this news and will be involving families in the discussions and consultation exercise in the New Year (2024).



Comments from families:

- We received the statutory assessment through the EHCP process but have been declined for further assessment or support.
- We have received some support it not enough in our opinion and we're not listened to when we ask for help.
- Same help as before, same budget but nowhere to actually get respite.
- Named Social worker left, we were not told. Very disappointing as she had been helpful.
- We receive support but the whole experience was very stressful and took weeks and weeks. No transparency on funding, unfair treatment of families.
- Used to have a budget but now don't meet criteria now it's changed apparently.
- Need one, but* refused to be assessed.

SERVICE AREAS FEEDBACK

Overall, what has been your experience of health services?

2.71/5 (84 respondents)

Do you want to tell us more about this here? (eg, GP surgery, A&E, Minor Injuries Unit, Mental Health, BeeU Assessment, Crisis Team)

"GP is excellent, Respiratory Consultant is amazing, BeeU has been a long wait, OT has been appalling... 2 years for a Safespace bed, Dietician has been good but not enough staff as with most of the listed services."

"BeeU is a shambles the waits are too long and when go to a&e they don't believe you that your child has that diagnosis."

"Such a long wait for everything"

"Bee U wait and communication very poor. Appropriate services such as OT and SALT not involved as no one has made referrals. No one coordinate health support. Bee U diagnose and discharge. Would be helpful at diagnosis to then refer to appropriate health services to support child. My child has a diagnosed physical health condition, however not supported by a consultant following moving into the area 2 years ago. Poor communication between health services"

"Struggle to get to any service as they are very long waiting list or massive paperwork included to fill to even start the process."

"My * sees his Diabetes Nurse every three months and she's amazing. We've recently had to access our GP for a medical issue and we've seen the Nurse Practitioner and they've been very helpful"

"Over 12 months wait for BeeU but once we got appointment it's been brilliant."

"BeeU inconsistent with different drs & meds. Talk to parents as if we have never tried anything like bedtime/calming routines etc., I find this patronising."

SERVICE AREAS FEEDBACK

Overall, what has been your experience of adult services? (education, health or care)?

2.54/5 (50 respondents)

Do you want to tell us more about this here? (eg, My Options, Health teams, activities)

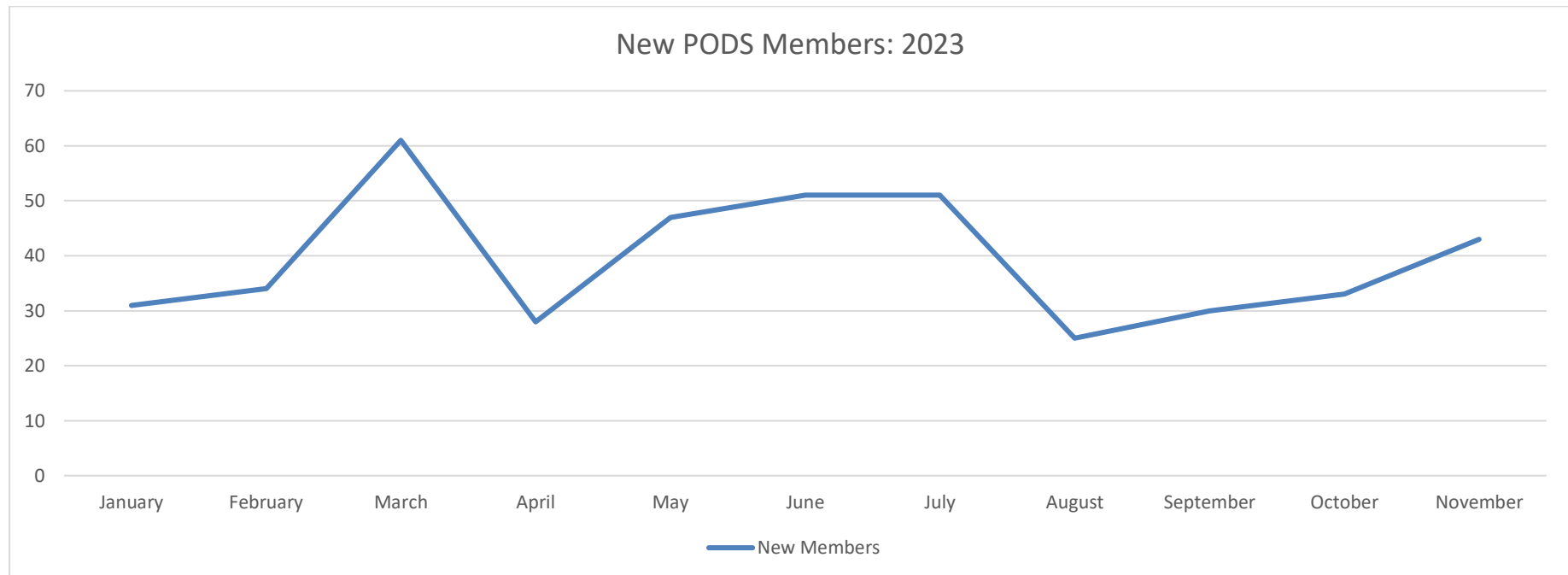
“Poor communication and no fun activities or outings for him or us as a family to do.”

“Did get amazing community care until a few weeks ago, now services are closing down and being referred to local GP to pick up the services provided.”

“My * whom I also care for who has Moderate Learning Disabilities is at the adult Centre in Horsehay. And has only recently been under the GP LD Nurse but does not see her regularly. Supposedly I can't get her assessed for ASD through the Telford ASD hub because she is supposedly under LD team but has not been seen or contacted by LD team in at least 3.5yrs.

“Lack of access because * deemed to have full capacity and he made a choice not to access, this is despite him having needs that need to be addressed.”

MEMBERSHIP



NEXT STEPS & INFO

Thank you for reading our report.

Report to go 'live' January 2024

All responses to this survey have been anonymised to protect personal circumstances.

No part of this survey may be used outside of PODS Charity, without further discussion and relevant permissions. Thank you for your understanding.

Commitment from Service Delivery Manager (SEND) to respond to issues raised. Recommendations to be worked through with PODS and SEND Partnership Board.

Individual Service leads and commissioners aware of report and action plans for each area updated appropriately.

"You Said, We Did" section of Local Offer to be updated with key themes and responses from this report.

Continued sharing of parent carer experiences and ongoing experiences gathered under key themes as above.

Report compiled by Jayne Stevens Ba(Hons), Strategic Co-ordinator, PODS Parent Carer Forum, Telford

Please contact directly for further discussion

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