Short Breaks Parent Carer Feedback - Event with SENDAC and Short Breaks providers Sessions held 26th June 2022

Feedback was collected verbally and through Surveys that were completed on the day.

Verbal feedback:

1. Activities not SEND friendly
2. Evidently no risk assessments
3. Staff not trained
4. Activities are limited
5. Not as advertised
6. Said no to higher need children
7. When families are told they are not eligible the are not referred anywhere else
8. When children need 1:1 support, parents have to stay at the session
9. Although parents had heard about shortbreaks- this was usually through other parents and well after the age they are eligible to access it.

Survey Feedback :

1. Those who were not eligible for Short break services, were not referred/sign posted to the children with disabilities team
2. Most Parents had heard about short breaks
3. Parents were declined due to complex needs or 1:1 support that was needed
4. Parents said activities were ‘awful’ and a lack of selection
5. Parents said there was ‘inappropriate staff safety’
6. Very poor communication between parents and providers/staff
7. Booking for activities was okay
8. Children did not enjoy the activities, they found them boring
9. Staff not knowledgeable of kid’s needs, nor favoured activities
10. Very poorly organised

We collected feedback on what would make the service better:

1. Activities with a higher level of supervision for children
2. Better trained staff overall and for children with complex needs
3. Need a much better selection of activities accessible to and favoured by SEND children.
4. Need more flexibility and taster sessions
5. Support needed for complex high end needs
6. Possibility of parents being able to engage with the sessions as this creates a positive experience.