



Parent & Carers feedback – Social Care in Warrington

WARRINGTON PARENTS & CARERS - JUNE 2018

Have your say about SEND today...

So, what is working well in Social Care in Warrington?

- Some parents/Carers are saying there is a lot of great holiday provision for children with SEND in Warrington.
- There has been a measurable increase in awareness of ASD/SEND in many public facilities and indeed generally throughout the Warrington area.
- Lots of praise from parents and carers who have managed to secure direct payments and are benefiting from PA time to help offer some respite for themselves and siblings and family members.
- Warrington Play and Sensory centre provides a much-needed friendly understanding environment for both parents/carers and our children and young adults to socialise.

What are the current burning issues about Social Care in Warrington?

(What do our parents and carers want/need?)

- There is not enough provision for support in school holidays, parents want play schemes which can provide for the complex and varying issues our children have. From personal care to explosive behaviour, sensory difficulties and physical barriers. Awareness/access to existing services needs to be improved and availability is an issue.
- There have been some issues with allocation and availability of sessions at Playability along with some difficulties in communication between parents and staff. This has been raised as a serious and ongoing issue and moves are already being made to resolve these issues.
- Link/breakfast club provision for children who need all types of support.
- There is a keen sense of parents/carers wanting a safe and secure outdoor space with accessible equipment that is exclusive to families with children and young adults who have SEND and their siblings. Somewhere they can spend time when the weather is good where our children and young people can feel safe and understood.
- Issues when travelling on public transport, some parents have said they would like some form of travel ID that can be shown discreetly to the driver so if the child/young person displays difficult behaviour they can feel less judged and not worry about being asked to leave.
- Lots of parents/carers who feel that the blue badge scheme should be extended to individual assessment without requiring entitlement to high rate mobility, the requirements for high rate mobility are based on physical need and exclude children or young adults with behavioural/danger awareness problems which also require suitable/reasonable access.
- There is a need for facilities to hire specialist equipment such as special needs buggies/wheelchairs, or more awareness of services already available.
- More funding for the sensory centre, the sensory centre provides a life line for many parents and carers in Warrington and it would be even better if they were able to provide more sessions for its members and repair broken equipment.

- In general parents/carers feel that currently available services need to be more accessible e.g. shorter waiting lists/more places. Awareness needs to be raised of existing provision as they feel they only hear about things from other parents.

How do we know?

At each of our parent participation events we ask our parents and carers to give us some feedback on the services they are currently accessing or trying to access in Warrington. We encourage our parents and carers to provide us with positive feedback about services which they are finding helpful. We also ask them to tell us about any issues/difficulties they are experiencing. Below are some direct quotes/experiences from our Parent and carer forum members.

Parent and Carer feedback for Social Care in Warrington

Direct quotes from our parents and carers about Social Care in Warrington

What is working well in Social Care in Warrington?

'Direct payments work well for us'

'Having sessions like Playability booked in advance (by me), Warrington Wolves sports sessions were great to'

'Link club/Breakfast club is a very good idea'

What isn't working so well in Social Care in Warrington?

'As a family we struggle to find things to do all together'

'Not enough SEND activities, groups, play centres in my local area of Orford as I don't drive its often difficult to get further afield'

'My child struggles with certain types of noise music, clapping, cheering etc. but there is very little in the way (in school holidays) of holiday clubs that he can attend (we have tried earphones)'

'No sibling friendly activities or better advertising of any that exist'

'Behaviour difficulties mean knocked back from holiday club/mainstream, no suitable clubs during holidays'

'Gap between childcare for children with additional needs esp. pre-schoolers and children who are not as verbal'

'My son tried to access WYC and we were told that they could accommodate his additional needs, this wasn't the case I removed him after he went the whole day without eating'

'No support during the holidays'

'Finding other accessible clubs/activities aside from Wolfprint that support disabled children'

'Childcare (supported) no SEN holiday club/link club'

'No support during holidays'

'Not a lot to do where a child with SEN can go without being looked at differently'

'Six weeks is a long time for any parent when children are off it seems doubly long when you have to plan daily outings (my youngest wants to go out every day somewhere exciting)'

'some weeks there are not enough places to go or none at all'

'I still use a pram for his own safety when we are out and about shopping etc. so he can play on his tablet and is distracted from sensory overload. I have looked at larger prams (the one he has is breaking) I have found they are so expensive'

What services do our parents and carers say they want/need to see in the future in Social Care in Warrington?

'A holiday club for SEN children'

'More activity provisions, greater access to clubs'

'More supported/personal care provision during holidays and after school clubs'

'There needs to be a holiday club for SEN children'

'More clubs that I can take a child with SEN to and that their issues be understood'

'The sensory centre having more staff so they can have more sessions'

'Somewhere to go where it is a safe environment (enclosed) with parents and children in a similar situation, anywhere outdoors works well or indoors if it's not too loud.'

'More out of term activities for SEN children- very little in Warrington during school hols etc.'

'More advertising of services, clubs, activities, support etc. without having to search for it or waiting for someone else to tell you'

'Continues support within the community'

'Blue badges made available without higher rate mobility'

'A place in holiday club that would deal with behavioural issues'

'Extra funding for the sensory centre to fix broken equipment and enable more activities for our complex children, it's a wonderful building and we would hate to lose it'

'Dolphin sessions put back on'

'Bring back the Dolphin sessions for children with complex needs and their families'

'Play provisions and activities for children with complex needs, as a family we struggle to find things to do all together'

'More local SEND activities, groups, playcentres within my local area of Orford, as I don't drive it's often difficult to get further afield'

'School holiday provisions would also benefit us, just somewhere to go for a couple of hours'

'More summer playschemes for children with SEND, behavioural issues, anger issues etc.'

'More school holiday playschemes for children with SEND'

'More 1-1 supported swimming lessons (availability)'