

From the list below, please select the top 3 service areas that you would most like to influence, change or improve. These may be services that your child are or are not currently receiving. An additional free text box has also been provided for you to expand on your answer

ANSWER CHOICES	RESPONSES	
- Speech and language therapy	22.50%	9
- Physiotherapy	7.50%	3
- Occupational therapy	22.50%	9
Emotional well-being and mental health	42.50%	17
Autism support services	42.50%	17
- School provision (post 5 years)	30.00%	12
- Early years (0-5 years)	5.00%	2
- Post 16 education and training	10.00%	4
- Training and employment	2.50%	1
- Transition to adulthood	12.50%	5
- EHCPs and annual reviews	20.00%	8
- Short breaks	12.50%	5
Activities, clubs and access to leisure	37.50%	15
- Equipment and adaptation	10.00%	4
- Housing support	7.50%	3
- Complex health needs	2.50%	1
- Behavioural support services	12.50%	5
- Participation for children and young people	10.00%	4
- Social care	7.50%	3
- Information, advice and guidance	7.50%	3
Other (please specify)	5.00%	2
Free Text - Please expand on your priorities listed above	Responses 12.50%	5
Total Respondents: 40		

- Not enough provision in borough.
- Awareness and acceptance of PDA as a profile within Autism.
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- After school care and holiday clubs
- Dyslexia support from a specialist in schools
- training for SENCOs and accountability for arranging EHCP provision

Please indicate what you would like to change in relation to each of the priority service areas that you have selected in Question 4 Choice 1 (tick all those that apply).

ANSWER CHOICES	RESPONSES
Eligibility/accessibility	67.50% 27
Quality of provision	42.50% 17
Wait time	32.50% 13
Other (please specify and state which area you are referring to)	Responses 17.50% 7
Total Respondents: 40	

'An easier to understand and more transparent service'

'check that school is providing EHCP provision'

'Awareness of available support'

'Gutted he didn't have the help when he really needed it in early years'

'Needs-based therapy, not budget based'

'school's positions as a 'gate keeper' to services and educational help is very frustrating'

'stop being educated alone'

'six year fight to get suitable support for our child'

'there is little for him out there'

'wait times are crazy'

'there weren't enough therapists'

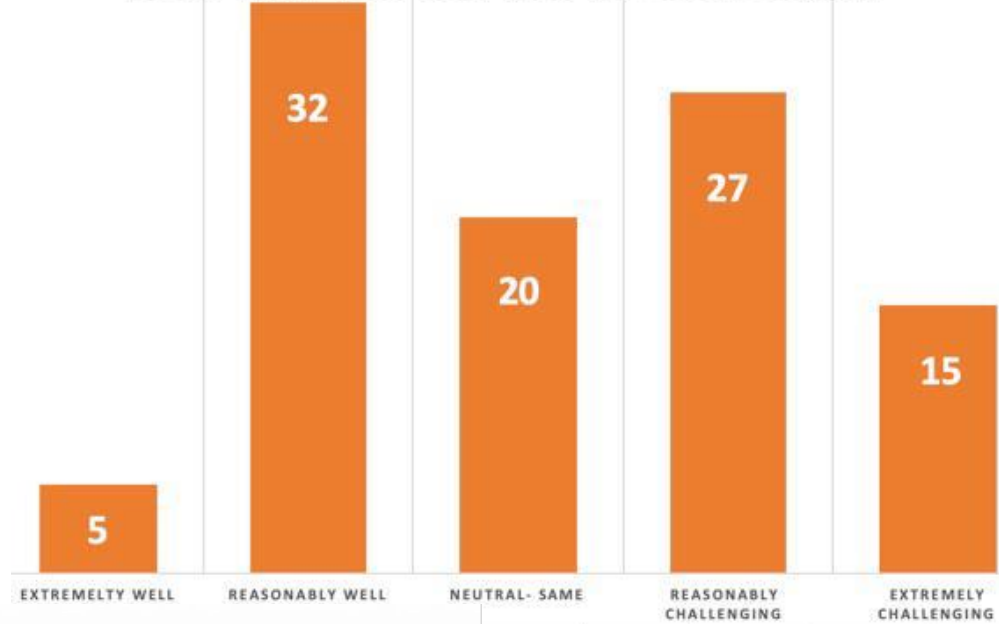
'waiting for 7 years is unacceptable'

Impact of lockdown

How has lockdown impacted your child's health?



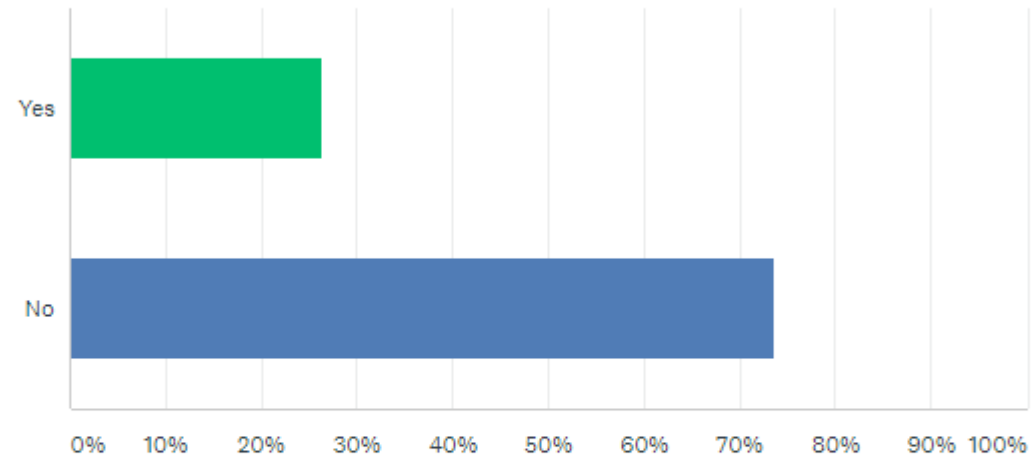
HOW ARE YOU COPING IN LOCKDOWN?



Social Care Assessment Survey

Have you ever been told about your right to have a 'parent carer' assessment

Answered: 19 Skipped: 0

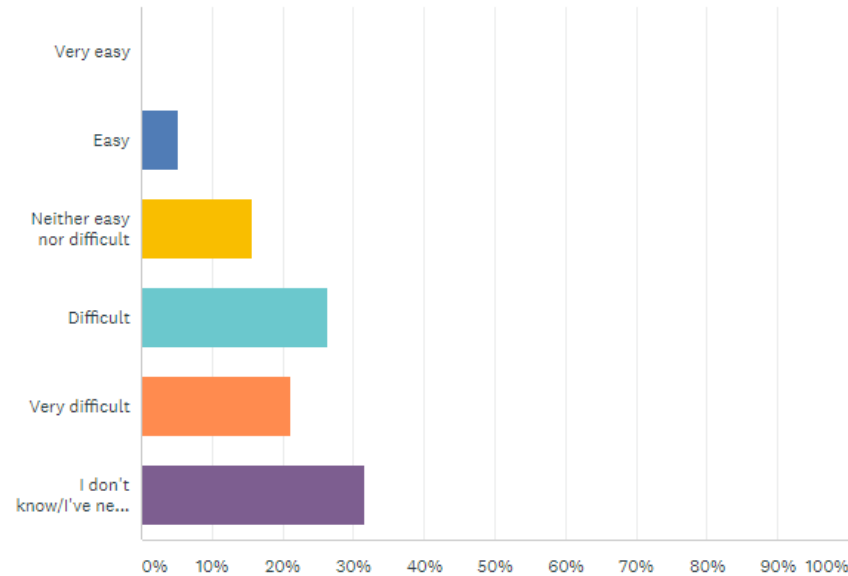


ANSWER CHOICES	RESPONSES
▼ Yes	26.32% 5
▼ No	73.68% 14
TOTAL	19

Social Care Assessment Survey

Have you found that getting Kingston Local Authority to carry out an assessment of your child's needs is:

Answered: 19 Skipped: 0

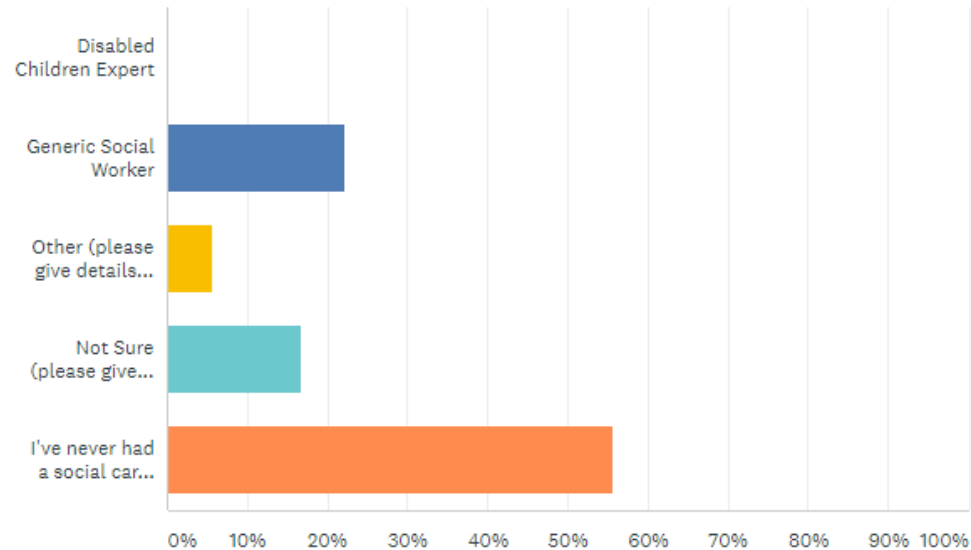


ANSWER CHOICES	RESPONSES
▼ Very easy	0.00% 0
▼ Easy	5.26% 1
▼ Neither easy nor difficult	15.79% 3
▼ Difficult	26.32% 5
▼ Very difficult	21.05% 4
▼ I don't know/I've never requested one	31.58% 6
TOTAL	19

Social Care Assessment Survey

If you have had a social care assessment, who was the assessment undertaken by?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Disabled Children Expert	0.00% 0
▼ Generic Social Worker	22.22% 4
▼ Other (please give details in text below)	5.56% 1
▼ Not Sure (please give details in the box below)	16.67% 3
▼ I've never had a social care assessment	55.56% 10
TOTAL	18

Social Care Assessment Survey

If you have had an assessment, what aspects of the assessment process do you feel was well done?

'All of it'

'Considering child's views'

'It took 4 referral 2 schools, 1 doctor and myself. We were turned down for help 3 times. It was good to be asked what issues each child faced'

'Family support'

'The whole assessment went very well but it's the whole progress that's hard..As I have other children but two special needs children.'

'Nothing stands out as particularly good. What was striking was how poor the mindset was - it was done begrudgingly, without expertise, and with no local knowledge'

'Availability of the form online'

Social Care Assessment Survey

If you have had an assessment, what aspect of the assessment did you find problematic?

'It was done by an unqualified professional. We find professionals at Moor Lane very cliquy, very insular, and obstructive'

'Social worker changed and delayed process'

'No problems'

' It was the coming back to assess the whole...As I have three children'

'Left for parents to find , fill in ad find someone who would like to read it'

'I was told we had managed so far, so should be fine. There was nothing desperate about our situation'

'1. Assessment not leading to inappropriate package of support - complain procedure had to be used. 2. Assessment not resulting in provision. Social care not able to find provided who can meet complex needs, which resulted in package of short break and respite not being delivered. 3. Lack of accountability - no monitoring of whether agreed outcomes are achieved.'

'Getting one Getting one doesn't that reflected need Then needs not being properly represented and being discharged and having to raise a complaint to be addressed'

Social Care Assessment Survey

Is there any other information you think we might find useful?

‘Need for consistency’

‘Cahms is a shambles’

‘I just wish that both Parent/Carer and Social workers were all in the same page..’

‘The assessment only makes sense if it is followed by support. With gaps in provision in Kingston, the whole process is flawed’

‘Inconsistency of support and frequent changes in allocated staff leads to lack of understanding of the case and inefficiency in delivering provision to meet assessed needs..’

‘A parent should t have to fight to have there child’s needs acknowledged. We shouldn’t have to break or be broken to have our voices heard’