

## **North Somerset Short Breaks offer for children and young people with additional needs and disabilities (SEND) under 18 years of age.**



A consultation about North Somerset Short Break offer ran from midday on Thursday 1 November 2018 and closed at 23:59pm on Friday 30 November 2018. There were two questionnaires one for children and young people and the other for parents and carers. An Easy Read version of the questionnaire was provided to anyone who required it.

The definition of a short break is described as:

*“Part of a range of services which support children and young people with SEND and their families. A short break can be two hours, overnight or longer depending on the needs of the child. It can be time spent away from the home, in the community, or in the home with or without the child’s parent/carer.*

*Short breaks provide opportunities for children and young people to have fun, socialise, develop independence skills, prepare for adulthood and achieve their potential. Short Breaks also support parents and carers to continue to meet the needs of their children, by providing them with an opportunity to have a break from their caring responsibilities, rest and unwind and spend time with other members of their family.” (Local definition adapted from Plymouth City Council’s work).*

Views of children and young people under the age of 18 who have special education needs and disabilities, parents and carers who have children under the age of 18 who have special education needs and disabilities and professionals who work with children and young people under the age of 18 who have special educational needs and disabilities were sought.

The consultation provided an opportunity for these groups to have their say regarding the current short breaks offer.

It is hoped that the consultation results will support the council in designing its services and policies for children and young people. **We wanted to know what parents/carers, children and young people thought we were doing well and what we need to improve.**

The council needs provide support in a way that is affordable within available resources. We have some ideas on how to improve services but wanted to hear the views of service users before making any decisions.

The findings from this consultation were presented to the SEND Strategic Board in February for consideration of changes to services for children and young people with additional needs.

There were different ways offered to get involved in the consultation:

Attend Family Fun drop in session on Tuesday 30 October 2018, 11am – 2pm or Thursday 1 November 2018, 1.30pm – 4pm @ Kingsmore Playground, Middle Lane, Kingston Seymour, BS21 6XW. If weather prevents outside activities, these events will take place in Kingston Seymour Village Hall, Ham Lane, Kingston Seymour, Clevedon BS21 6XE

Attend a drop-in session on the 15 November 2018, 1-3pm or Tuesday 27 November 2018, 10-12pm @ The Firs Resource Centre in Drove Road, Weston-s-Mare, BS23 3NX

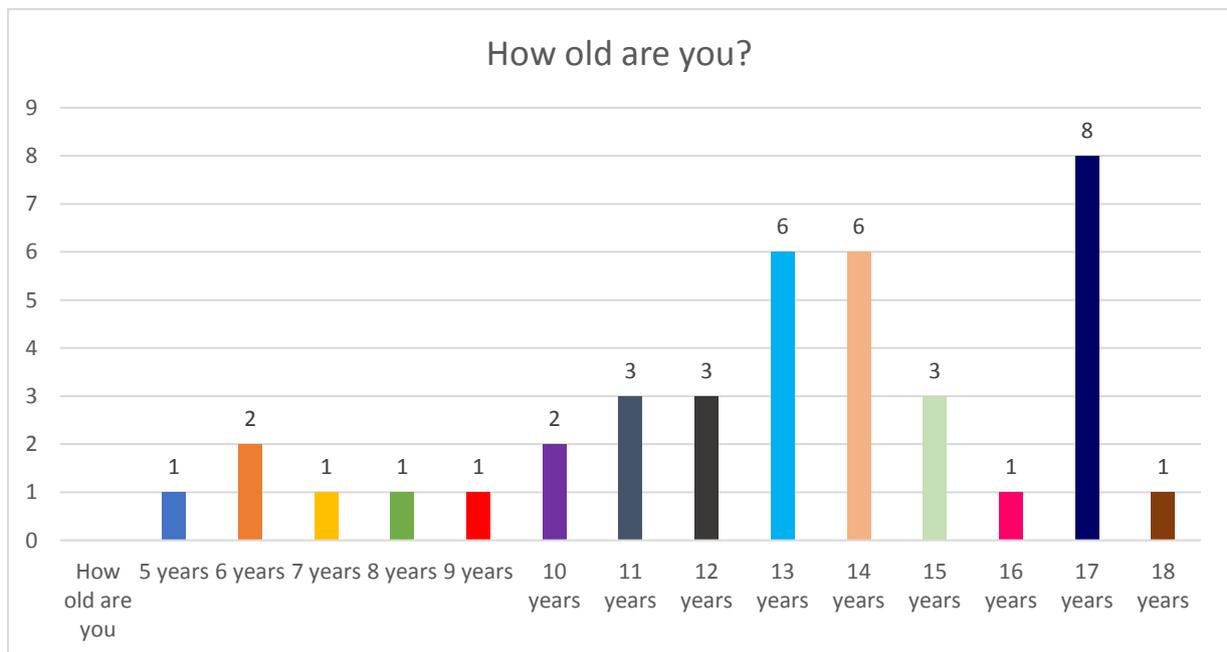
Attend a drop-in session on the 7 November 2018, 1-3pm or the 22 November 2018, 1-3pm @ Barnabas Centre, West Hill, Portishead, Bristol, BS20 6LN

# Children and young person's consultation results

There were 41 responses to the consultation.

## Question 1 – How old are you?

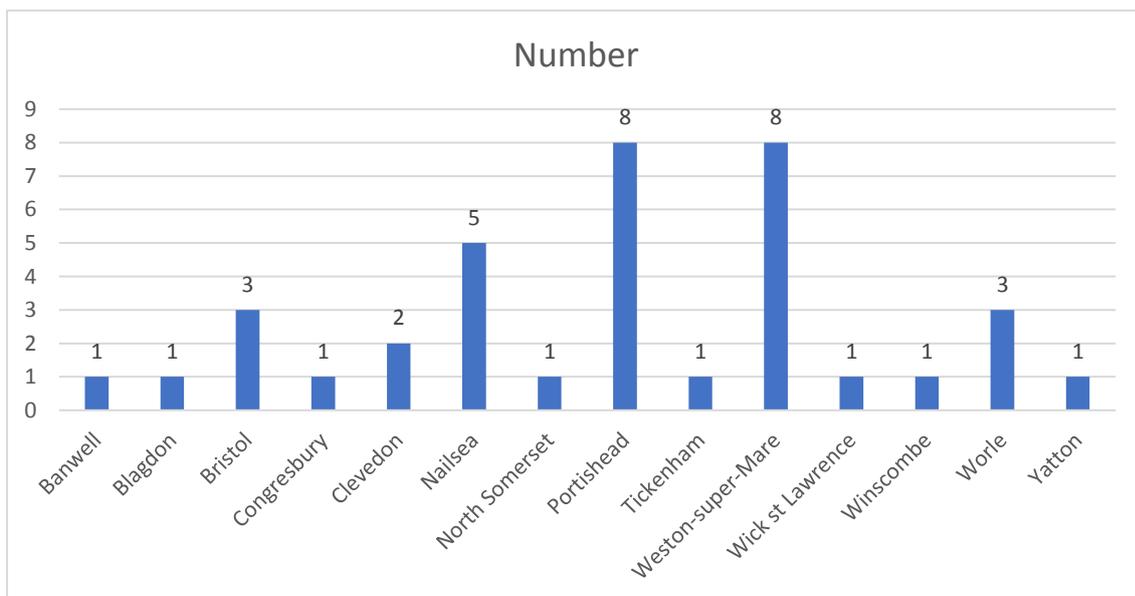
- 1 x 5 year old
- 2 x 6 year olds
- 1 x 7 year old
- 1 x 8 year old
- 1 x 9 year old
- 2 x 10 year olds
- 3 x 11 year olds
- 3 x 12 year olds
- 6 x 13 year olds
- 6 x 14 year olds
- 3 x 15 year olds
- 1 x 16 year old
- 8 x 17 year olds
- 1 x 18 year old



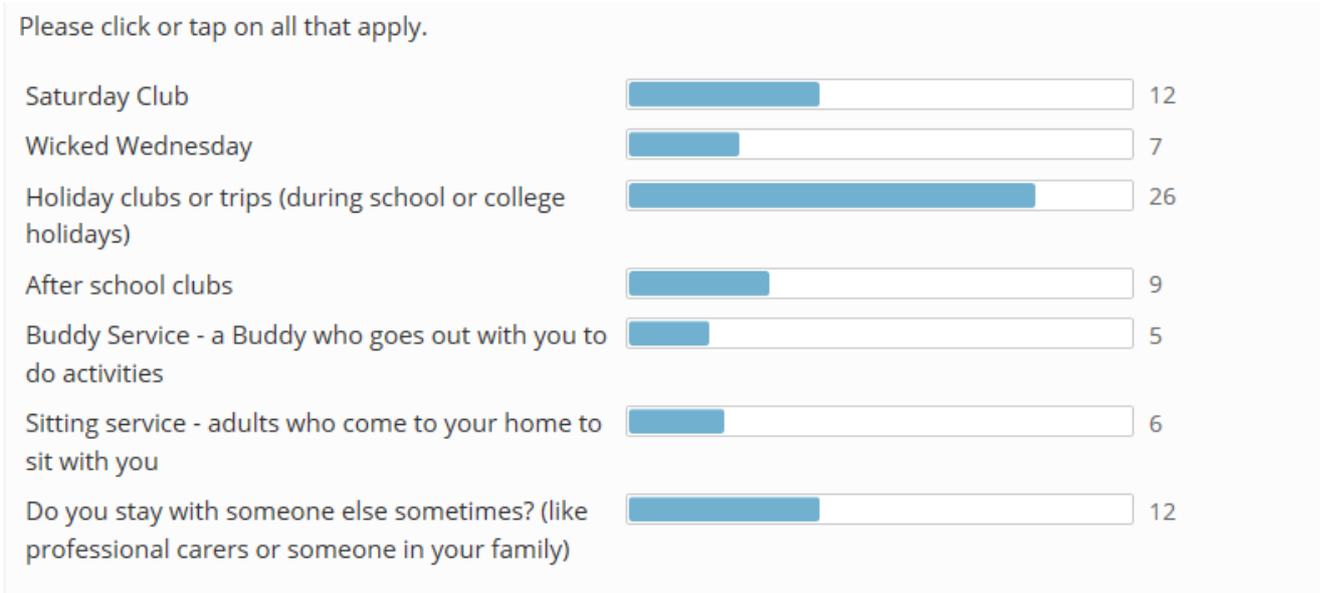
## 2. What is the name of the town or village where you live?

Responses were:

- Banwell -1
- Blagdon - 1
- Bristol - 3
- Congresbury - 1
- Clevedon - 2
- Nailsea – 5
- North Somerset - 1
- Portishead – 8
- Tickenham -1
- Weston-super-Mare - 8
- Wick st Lawrence - 1
- Winscombe – 1
- Worle - 3
- Yatton – 1



### 3. What activities do you go to, or have at the moment?



### 4. Are you happy with the activities that you do right now?



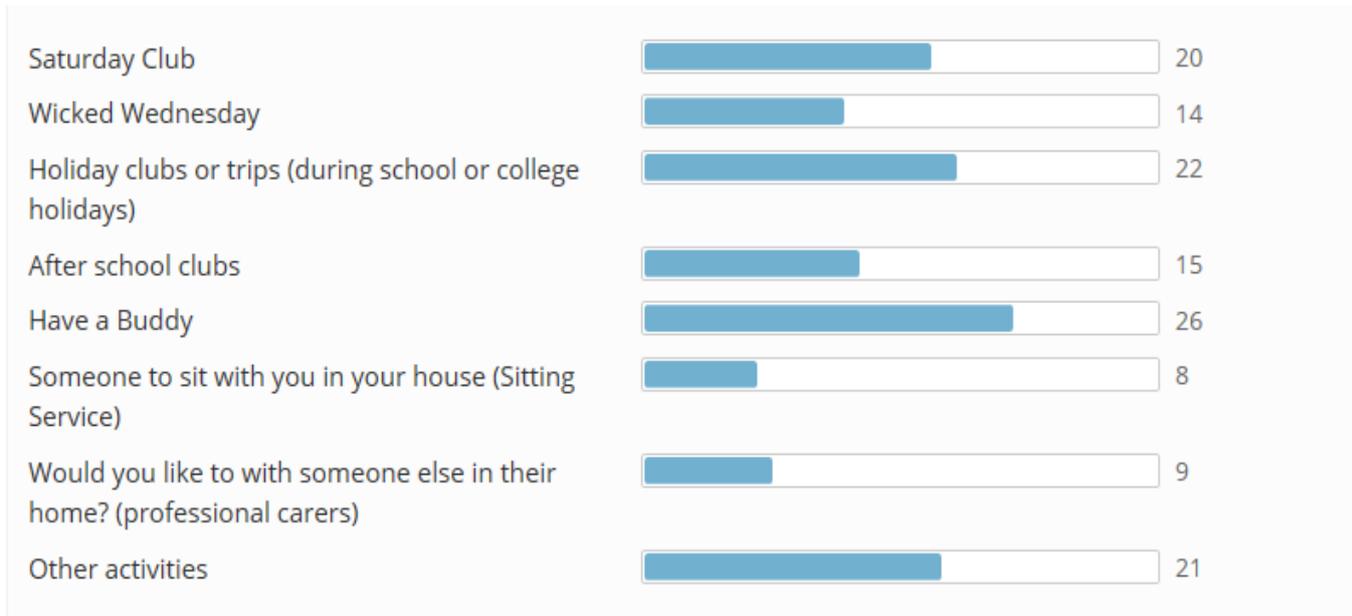
#### 4a. What don't you like about the activities that you do now?

##### Answers were:

- Not inclusive enough waiting lists far too long either not told about these services available and have to do the research yourself or your told your child doesn't meet the criteria because of one of their questionable diagnoses also very costly
- My 6-year-old can only access Kingston Seymour during summertime. Nothing is available in North Somerset for under 8s. Where as in Bristol and Gloucestershire they put more activities in place. Brandon Trust, Special friends, Bristol Autism project.
- I don't like the gym my mum takes me to because they just don't understand my needs and there are no children like myself there.
- I don't like activities at the YMCA as I find it difficult to socialise and need support with this and to make friends and find some of the activities boring and are for younger children.
- I don't do any, nothing local
- Youth Club once every 2 weeks.
- Buddy is at uni and lives away, so I do not see him much.
- I have no input in what I can do.

- The stuff is for young children even though it says it is for my age.
- Want to be able to do more activities.
- More availability in our local area.

## 5. What activities or things would you like to do?



## 6 What other activities would you like to be able to do?

- Bowling and games
- Maths and science stuff
- Just different stuff
- I'm not sure what other activities, but I would like to do something in my spare time and find out what Saturday clubs are
- Other activities as long as they are too far away.
- Time warp arcade
- I'm not sure
- More for girls
- Swimming.
- Cooking, horse riding
- choir and dance drama
- Trampolining, Gym, Dance, playing activities. With children like me, and by people trained to understand and show patience with me.
- I would like to go swimming. I would like to do street dance with a club that understands my needs. I would like to do activities with children like myself. I would like to do days out in the holidays with children like myself.
- I would try a mainstream club/activity if I had support with me that understands me.
- I would like to access a youth group/club weekly that provide social skills and life skills and independent skills. I would like a buddy to attend with me to help

me learn to make friends. I would like to do outdoor activities i.e.- rock climbing, kayaking, team building activities. I would like to build my self-esteem, confidence, sense of self-worth, sense of belonging. To build relationships and gain communication skills. I would like to join a gym and have support around this.

- Bowling, cinema, climbing. Days out.
- I am not sure about other activities, but I want to start having friends around my house or going around theirs.
- Days out. Hols, walks, outside activities, swimming camping.
- Go-Karting!
- Fun activities for my age.
- Fishing club, shooting rifle club.
- Gaming (video) more of
- Youth club, sports.

#### **7. If you already attend our activities, how did you find out about them?**

- Parents
- My foster carers
- At school
- Parents told me
- My mum gets emailed
- Nan gave me a poster
- Parent
- Nonverbal - parent books yp in she doesn't know if she is happy about them or not
- I don't know, I just get told I'm doing them
- I don't know
- Through my own research
- CAMHS and school
- I found the activities easy
- Don't know
- I am too young, even though I have a disability, and would like to try activities.
- I attended fun days at Kingston Seymour, but it became too much.
- Word of mouth.
- North Somerset disabled Children`s team.
- I don't come anymore because they are too young for me. It is boring.
- Social worker
- It's alright.
- By my dad telling me.
- Internet
- Through friends.

## 8. Have you got any questions? If you have, how can we contact you?

- No
- No questions
- No
- My life does not start when I am 8 years old, I would like to do activities now as I feel I should be given hope in being accepted in society. (contact details redacted) Is there support for 6-year olds?
- (contact details redacted)
- Why isn't there activities to access like other Local Authorities have or that naughty children in North Somerset access. Does society not care about us because we have disabilities? I am left isolated when all I want to do is to be able to do normal activities that other people my age do. Why isn't there any advocacy support? Why isn't there someone for me to talk to when needed, because I'm autistic I am treated like I don't matter or have a voice. When will North Somerset start caring?
- Why have North Somerset not helped Autistic Children more socially. Why can we not access Bristol and Gloucestershire events.
- (contact details redacted) many thanks
- my mums email: (contact details redacted)
- No

# Summary of Short breaks easy read questionnaire results

## Age.

- 16 years – 4
- 17 years – 1
- 18 years – 2
- 19 years – 4
- 20 years – 4
- 21 years – 4

## 1. Do you live in North Somerset?

Yes – 18

No – 2

I provided a Weston-super-Mare postcode.

## 2. What activities do you attend at the moment?

<b>Saturday club</b>	<b>2</b>
<b>Buddy service</b>	<b>7</b>
<b>Sitting service</b>	
<b>Brandon trust</b>	<b>3</b>
<b>Springboard</b>	
<b>Holiday clubs</b>	<b>5</b>
<b>Action for children professional carers</b>	
<b>After school club</b>	
<b>Weekend breaks</b>	<b>2</b>
<b>Other</b>	<b>8</b>

### The other included:

- Friday night club
- Portishead youth club
- 2 left feet – Portishead youth club
- 2 left feet – Portishead youth club
- Burley inclusive
- Burley inclusive
- Youth club on Friday evenings
- Horse riding on Wednesday afternoon

- Purple Sheep on a Wednesday
- Burley inclusive
- Shared lives
- Mencap
- Purple Sheep
- Friday Fun

**3. What activities would you like to do from the list above?**

**The answers provided were:**

- I would like to do horse riding
- Nothing on the list but I would like to do a drama club
- Buddy Service
- Outdoor activities and bowling etc.
- Have a buddy
- Beauty school
- Burley inclusive
- Buddy
- I don't know
- Going to the movies and to the gym
- Holiday club
- No
- I would like to go to a choir because I used to do a choir in school
- Springboard
- I would like more buddy time to go out more
- Travel training on bus X9/X8 not A2 link
- Horse riding
- After school club
- Swimming

**4. How happy are you with your activities?**

**Respondents could choose numbers between 1 and 5 with 1 being not happy and 5 being very happy. Answers provided were:**

Number	Number ticked
1	1
2	0
3	5
4	5
5	7

## **5. What could make our activities better?**

### **Answers provided were:**

- Make the drinks more cheaper
- If they more better
- By having some creative activities
- I don't know
- Learning to play instruments
- More choice
- To make clubs for older age groups
- I don't know
- Different place to go with my buddy
- I am happy with my clubs
- Outside more
- Keep it the same
- More time
- Bus/Coach transport, Bakers/Travability
- Go more often
- If we could choose them
- Longer time

## **6. What other activities would you like that we don't offer?**

### **Responses were:**

- Would like to do horse riding
- Drama and cinema club
- Some art classes
- Not sure
- Beauty school
- Shopping
- I don't know
- Movies, gym going to cafes
- No thank you
- Group gaming
- Mencap visual impaired braille DDA compliant.
- Watch football
- Gymnastics
- Nothing

## **7. How did you find out about our activities?**

### **Responses were:**

- Weston College website
- I don't know
- College staff
- From friends and used to do Springboard when I was little
- I don't know
- Through parents
- Internet
- In college
- My parents told me about them
- Staff
- Very good JK bus driver
- College and poster
- Ask A (full name redacted) or S (full name redacted)
- On the internet and email

## **8. What is the best way to contact you?**

The young people were given 5 options, internet, in school, letter, email or phone.

### **Responses were:**

- Letter x 1
- Email & phone x 4
- Phone x 2
- College x 6
- Mum x 1
- Letter & email x 1

## **9. Any questions?**

### **Responses were:**

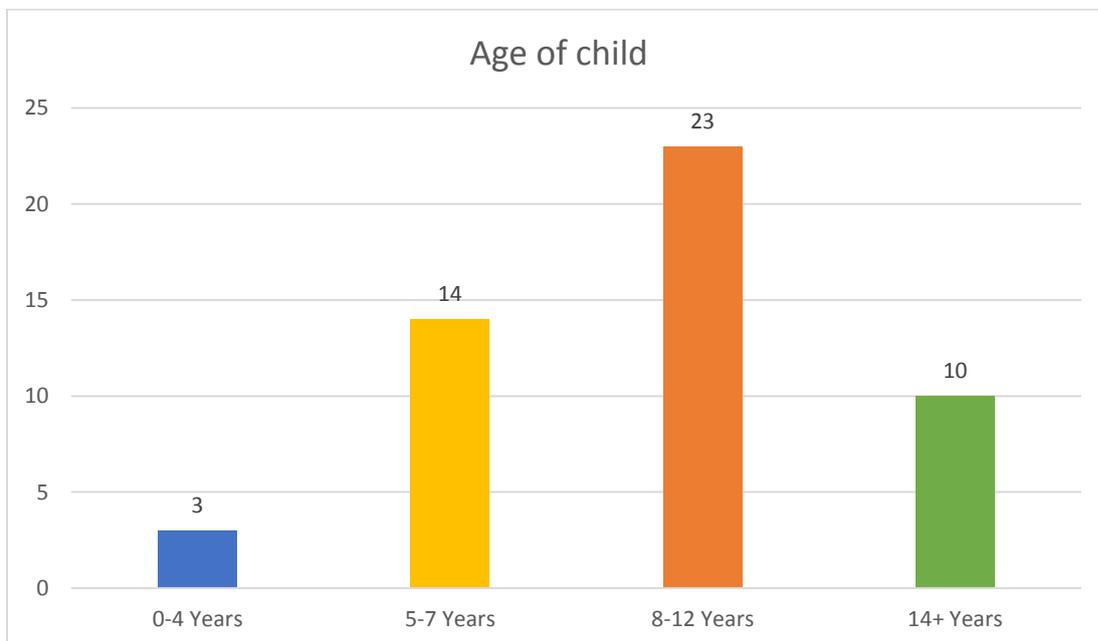
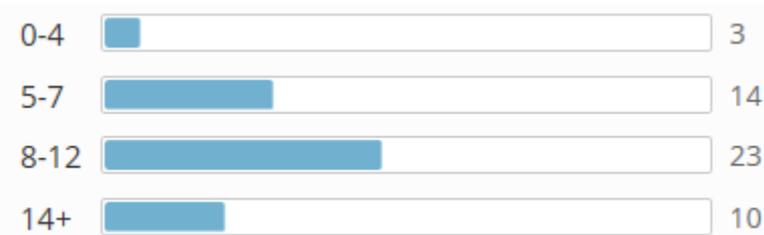
- Internet
- College
- Could you make activities for older age groups?
- No
- No thank you
- I've got no questions
- Is J (full name redacted) a bus driver?
- No

Summary of responses from the adult's survey are shown below:

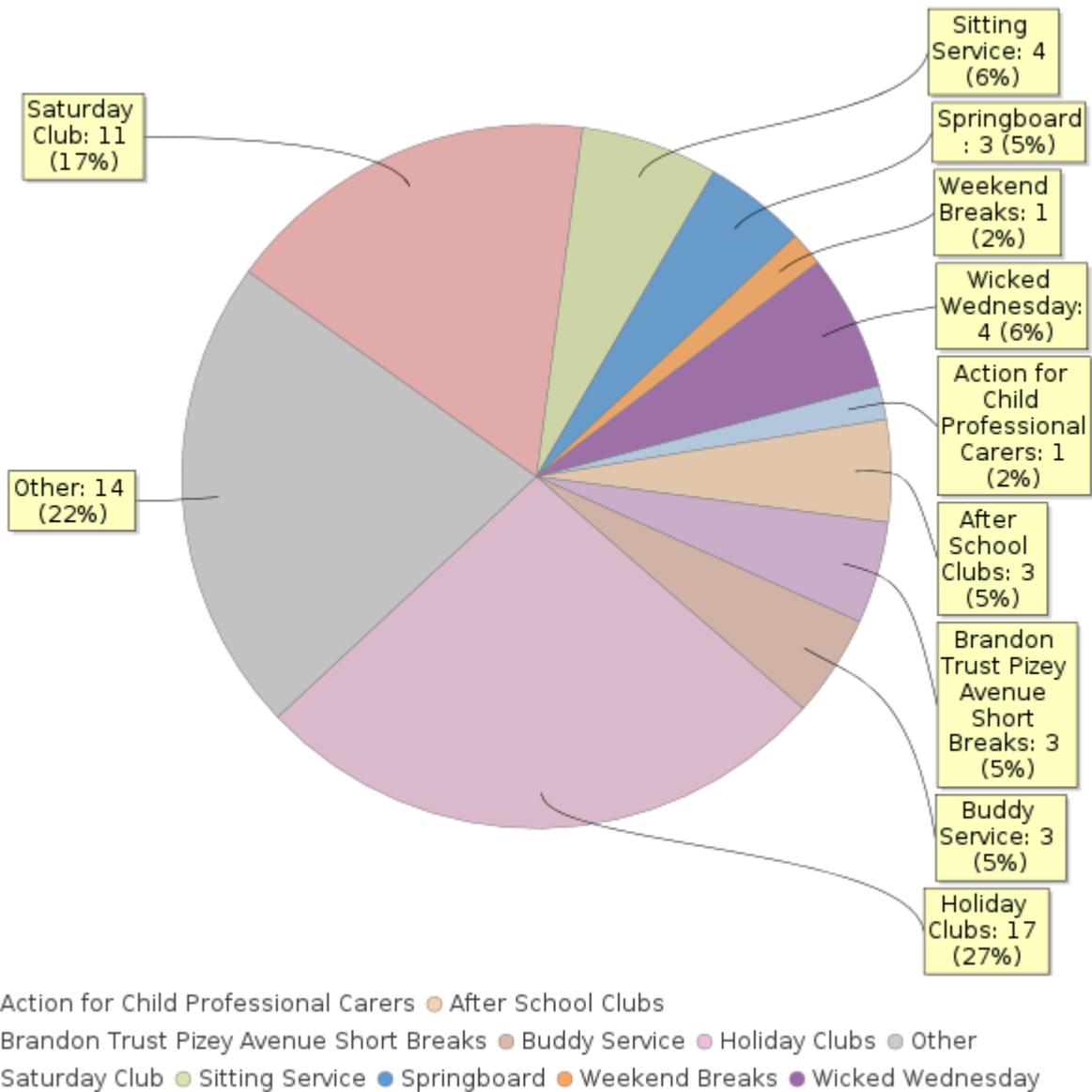
**1. Are you completing this questionnaire as...?**



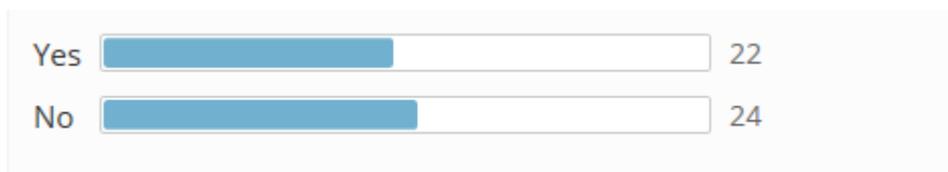
**2. How old is the child or young person that you care for?**



**3. Please choose all the services that the child or young person you care for currently accesses:**



**4. Are there any activities you or the child you care for has tried to use but were unable to?**



**5. Please could you provide more details about these activities?**

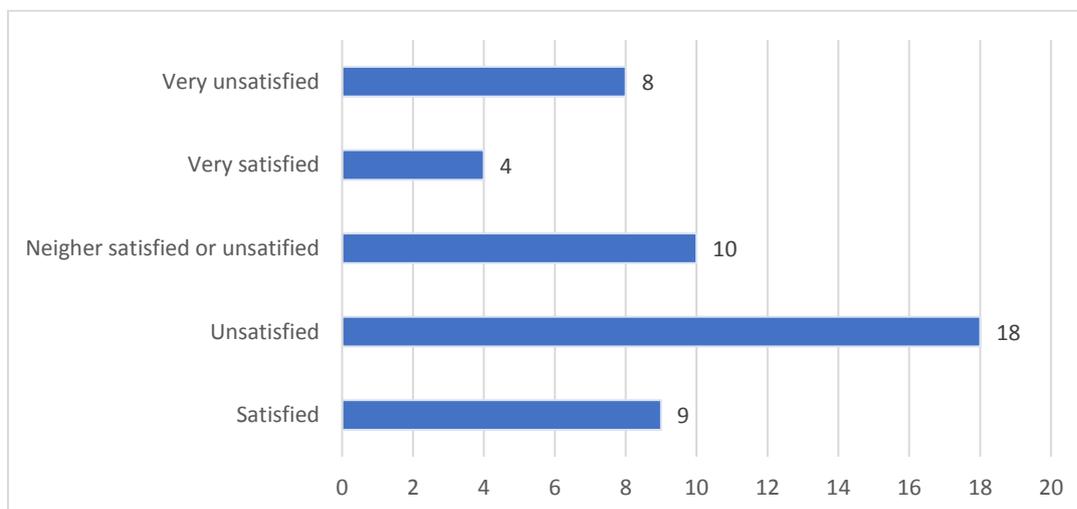
**This question was answered 22 times and responses recorded were:**

- We are unable to access the holiday club because my child is unable to travel on the minibus.
- assessed and buddy service agreed but no further communication from social worker therefore no buddy.
- The day care service Brandon Trust was offering in the summer holidays would not accept our child due to it being run from a community centre so deemed unsafe. All our children go to special needs schools that have gates, reception etc. to keep them safe. Why isn't it the same for day care services. why run the scheme from an open building with members of the public in and out and by a main road. This isn't child centred.
- Overnight short breaks, was not eligible because of typical Tory cuts and attitude
- My son is too young to access anything and couldn't and hasn't as he didn't and doesn't have a diagnosis. We have that diagnosis and nothing
- as an SEN school we support parents with pupils at all ages, we find it is our younger pupils who struggle to access the support- they can get involved with Saturday club, and holiday clubs ok but when they need a slightly higher level of need they can find it very hard to access the services. e.g. if they have direct payments they struggle to find someone suitable to care for their child due to their complex needs. All too often a family has got to breaking point because of no short breaks.
- No diagnosis, no access.
- I only hear from parents, as I am a teacher myself, but I know many parents with young people with special needs struggle to find appropriate and independent of them after school/weekend activities for their teenagers.
- Brandon Trust - Did not meet the criteria. Buddy scheme was fine during the summer holidays, then in September my sons Buddy went back to University, so lots of hours, but no Buddy to work with.
- My child has very high anxiety and for some reason trying to attempt visiting Kingston Seymour had to stop as she was pulling her hair out and eating it on route to this place and screaming, crying, kicking and refusing to get out of the car. The staff could see the distress she was in in and the distress it was causing myself and her sibling but, yet they didn't offer there support including a member of staff from CAMHS witnessed this but no one helped. I left in tears. Where can she go?
- Swimming as no Sen teachers
- After school clubs, A number of activities where there is insufficient support for children with additional needs.
- Mainstream holiday club with support.
- Football club mainstream - unable to understand the instructions, felt out of place. Clubs - needed someone with him for 1:1
- NAS youth club (insufficient staff to ensure my child's safety). North Somerset Athletics club (unable to include my child unless he was accompanied). Cubs (unable to include my child unless he was accompanied).
- We have previously used Saturday club and holiday club, but my child found the Saturday club to young with no resources for children above 8 years old.

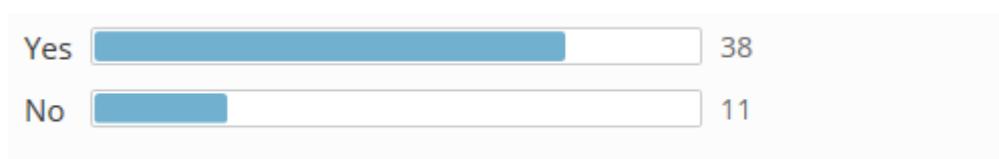
The holiday clubs have not been greatly enjoyed due to the activities available. Also, times and drop off points are not manageable with work. Holiday clubs offered is a change in childcare not a break as a carer.

- I have not been offered or heard about other services. Now (name redacted) is older it would be nice to hear of things. His age is 13. Buddy services - It just didn't work for us the lad was too far away didn't drive and was only just 17 at the time.
- Swimming lessons
- We get Direct Payments so (name redacted) has helpers in the holidays. one of the helpers also provides sitting service. (name redacted) went to Springboard pre-school. He has swimming lessons 1 to 1 at Hutton Moor on Saturday mornings so doesn't do Saturday club. I am trying to get his name down for wicked Wednesday. He also attends in2bikeing on Saturdays which is FAB and has sleepovers once a month via Direct Payments. Tried to get him back into Beaver Club, Scouts but there is a waiting list.
- Due to medical needs requires trained members of staff to access activity. No money to do training and training takes ages.
- We have considered weekend breaks for our eldest child, but these are unsuitable because of the need for adaptations.
- After school clubs, and football clubs.

## 6. How satisfied are you with the provision currently on offer?



## 7. Do you think the Short Breaks Support on offer to your family or the child/young person you care for is missing anything?



## 7a. What could we do differently to improve our offer?

This question was answered 37 times and responses recorded were:

- Parent and children groups for children with ADHD
- To have more on offer than holiday club.
- Actually cover areas not just Weston and include children who are waiting on SCAMP etc. as waits are 2yrs so that is 2yrs (4.5yrs in our case) of no support despite child having problems/ SEN needs.
- Provide the service offered and additional services need to be affordable.
- Have accessible day care from safe buildings. Have a Youth club and Disco in Weston not just in Portishead. Have more events that all children can access such as trips.
- More overnight breaks to prevent families from collapsing
- Offer more things for older children. My child has tried the holiday clubs but have found them too young (even though they are designed for his age group) and the Saturday club does not hold any items for older children.
- Make people aware that it exists and should be until 25 not 16
- Actually, offer something!
- I've never been offered any respite or & "break"
- Provide a central place where parents/carers can go to find out about what is on offer, the requirements to access them and what they need to do to apply. Also a central bank of people with SEN experience who are willing to do direct payments work so that parents can find someone more easily.
- Understand how poorly Drove Road is functioning, how there are families in the area who can't access what you have, but deserve it, because Drove Road are failing them. Which means you are failing us as well.
- I think a lot of young people with special needs are left at home to struggle on, and very limited support is available.
- Provide 'Changing Place' standard changing facilities for any event organised. Are there any services available for very complex health need children in North Somerset?
- Put things in place that can work, i.e. recruitment in the right areas to support young people that desperately need this service. Also have more reviews on this service so it cannot fail again.
- You could stop false advertising. For children with additional needs and for children that are younger as their disabilities don't start at 8 years old. Play schemes, holiday activities, after school clubs, youth clubs, more buddies. Social skills and life skills clubs. Respite care, you advertised Family Link which my child has apparently been on the waiting for 3 years but apparently there are no carers, so I find you are advertising false information and your Local Offer is not fit for purpose.
- Better signposting of what's available and how to access.
- Keep families updated - I know of nothing available
- Ensure families know. We were involved with the community paediatrician, we were not referred to you.

- There is nothing on offer for young children
- More social things sports, youth clubs, buddy scheme not be forthcoming.
- More regular weekend morning club. Even twice a month instead of once would be good.
- Unaware of any short break support being offered.
- More information about what is on offer.
- I cannot really comment as I have not use the short breaks support.
- We currently receive 4 hours per month from the sitting service. This is insufficient to allow access to a social group on a regular basis. We do really appreciate these hours though.
- The provision for children is too young, just because they have additional needs does not mean they need to be made for a younger audience.
- Would love the short breaks thing it would benefit him so much.
- The Sitting Service has had so many changes of provider. I never know who to contact. We have had lots of different sitters. As soon as my son get used to a carer they move on.
- Not aware of short breaks.
- Never been offered it, unable to comment
- We have never been offered this!!
- We would like to know what is on offer and see if our son would benefit.
- We knew nothing about any of the list services apart from Springboard so there is obviously an issue with making parents aware of the services on offer. We only knew about Springboard through a family friend.
- Trained staff.
- The quality of what is on offer is good, but it is not always suitable. Proper residential overnight care in a suitable environment is needed. E.g. not another carers home. Additional PA cover at weekends to allow 1 to 1 support at such times - 3 children only 2 of us
- I have never been offered any short breaks! Would like to

## **8. What additional services would you or the child you care for like?**

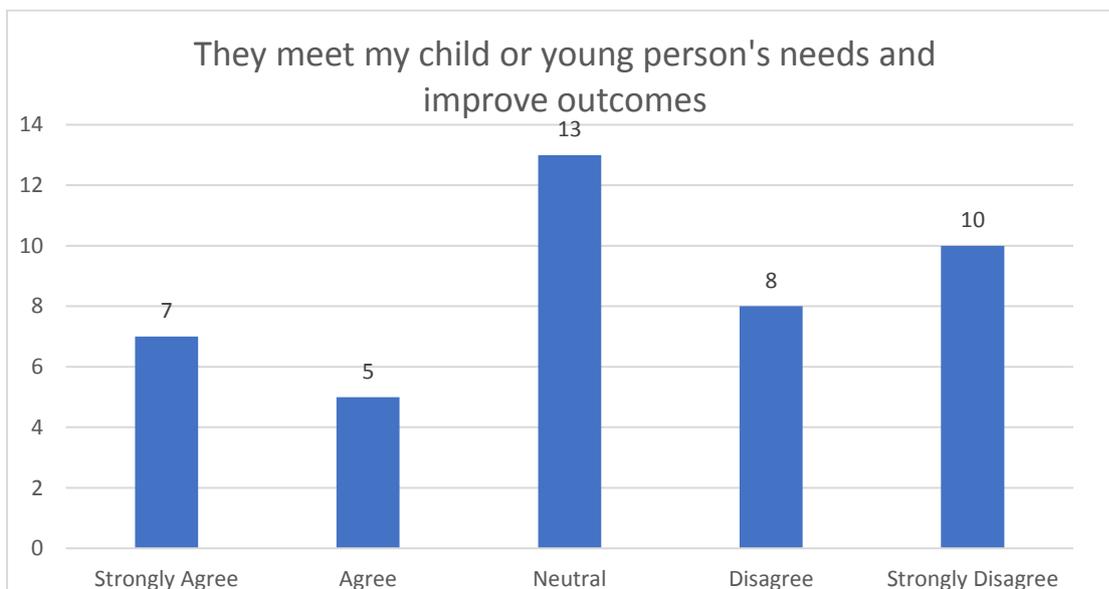
**This question was answered 37 times and responses were:**

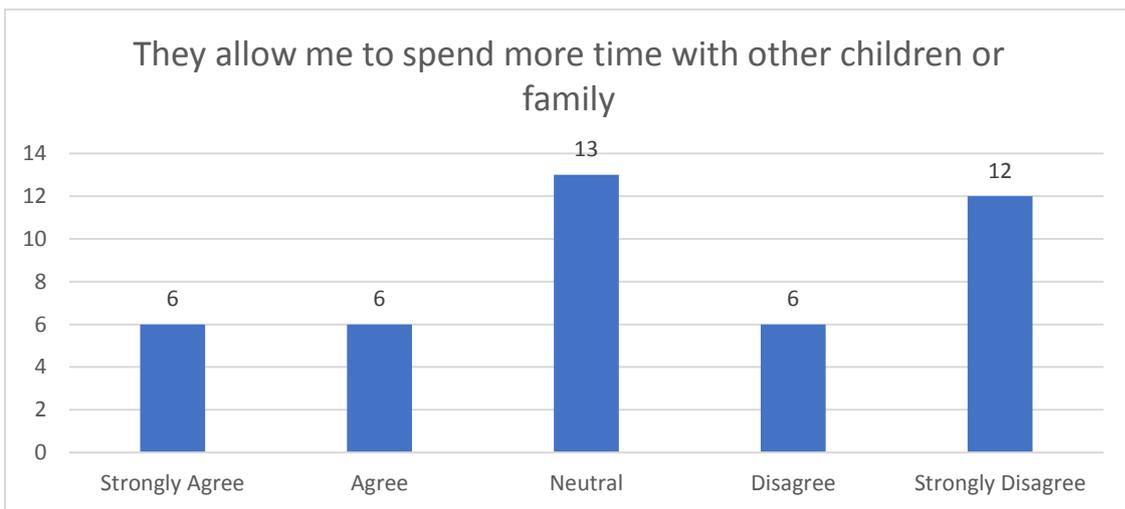
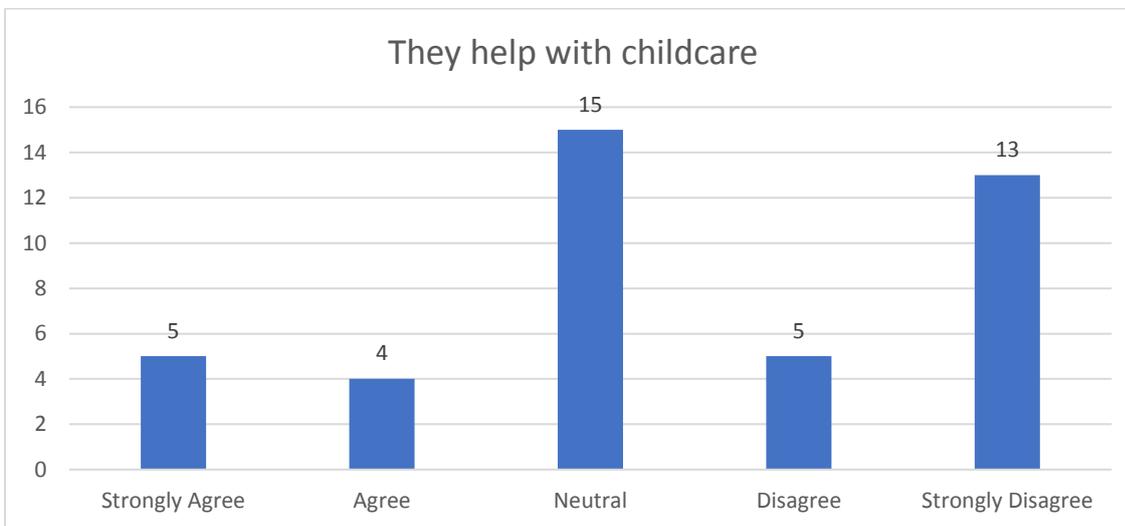
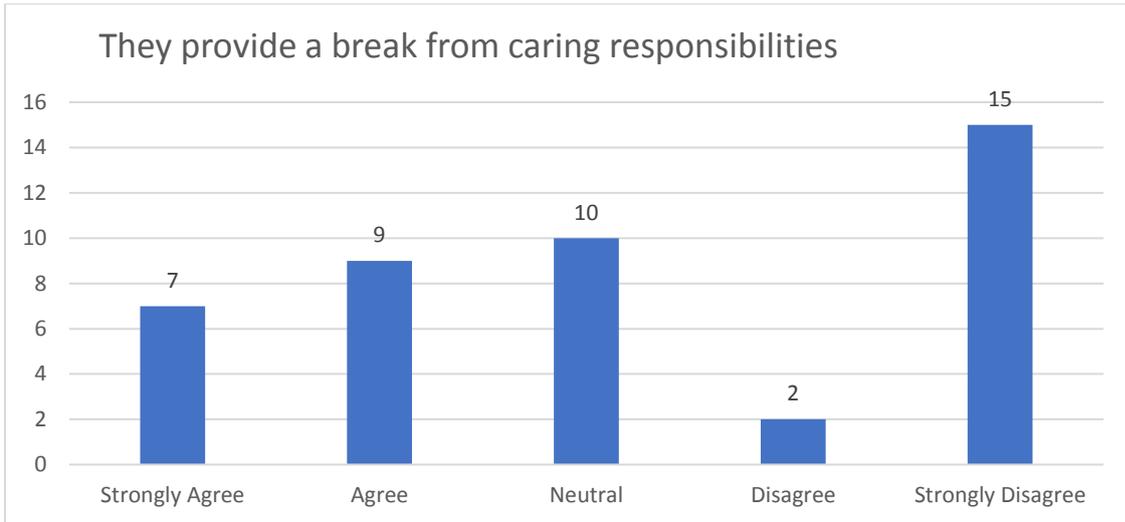
- More information or training courses to understand the condition
- I would like someone to come and take him out or stay at home with him, so I can take my other child out.
- something for my son could attend as if ill with my MS I wouldn't be able to drive him to Weston or Kingston Seymore he attends local groups for this reason but i have to stay most times due to his anxieties so if I'm ill he can't go.
- youth club activities including neuro typical peers
- day care, discos, youth clubs, days out

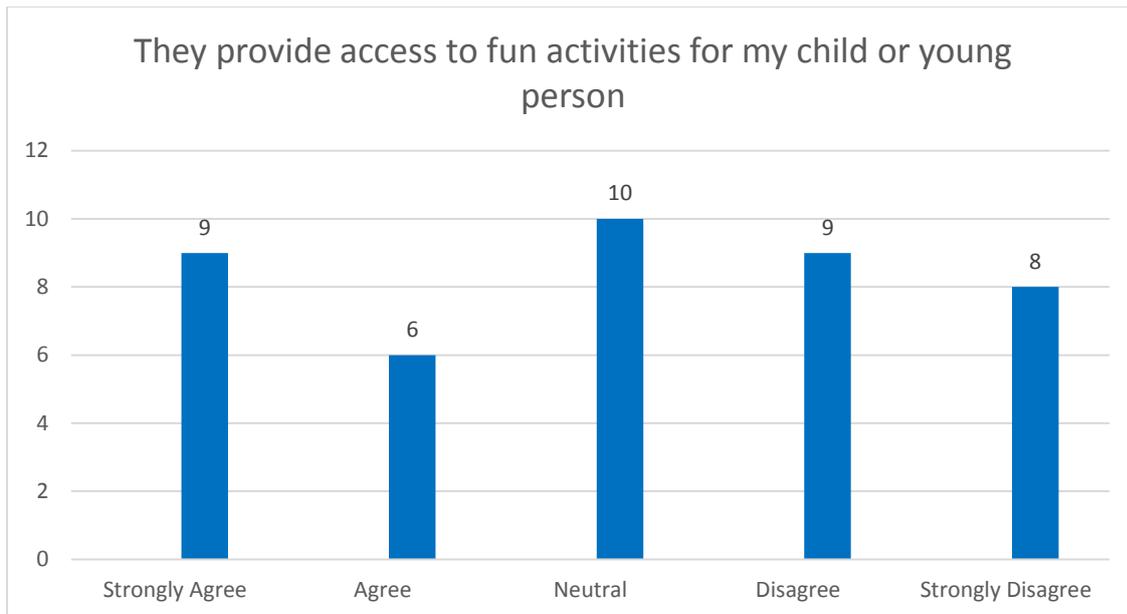
- Overnight breaks and holiday care to allow parents to go away like normal couples can. Why should we be discriminated against because we can't use babysitters or family like others?
- To be offered more options. I have had to search and not found much. There is no information given to parents/ carers on the services and how to access them. Much more is offered in other local authorities which we would be happy to travel to, but they won't accept us. If your over 8 then don't bother as nothing is designed for them.
- Some respite on weekends and in holidays
- Everything I have no family and I completely struggle looking after both my children with needs at times, but my youngest can't even get any extra support as she's only 2 and has no diagnosis.
- Respite
- More opportunities for the younger pupils (under 14) who require overnight short breaks. More fun sessions that children and their parents can attend together (South Glos have incredible kids, safe space) which are useful for parents to support each other and pupils to have a safe place for them to go to at the weekends/ holiday- it also doesn't require many staff to run as parents supervise their own children.
- Parental support, after springboard we have nothing, par phone lines and a meet up once a month.
- More social activities and respite places to give young people and their families different experiences and a break from each other.
- More indoor provision for the more complex health need child. More sensory provisions with multi-sensory impaired trained intervenors
- More training in staff awareness with send young people. Asking young people their views, on the services. Weekly social activities for the send young people.
- Things for my child to access that is suitable to their needs i.e.:- clubs, playschemes, activities, support for my child to access clubs.
- ?
- More after school / evening activities accessible
- just like to know what is available
- Social support for children with ASC
- Additional services for young children under 5
- Buddy. Respite overnight in the future
- See answer to question 8
- More support in funding to enable my child to be able to access clubs, services outside school. For my child as he's 13 to be able to have support as go out and about (as his peers do), unsure to do this without support.
- Have spoken a few times regarding the Saturday Club and Possibly Wicked Wednesdays as he would enjoy those and is thinking about it. Don't know this even existed where is info regarding this opportunity??

- I don't really know I would be happy if she got what she was able to have and use that. It's difficult as on some services she does not meet the criteria, or she is the wrong age.
- A buddy service would be good to enable my son to access a social activity in his local community. (when I last enquired, there were no buddies available in my locality).
- Craft activities/or cinema outside activities. Discos, days out, cinema outing and bowling.
- Someone to take him out, such as the cinema.
- Clubs, respite and short breaks
- The main issue is the lack of availability for people to work for us with our direct payment money.
- If not already available our son enjoys physical activities and music.
- More nursery age childcare provisions put in place. More support for Springboard so that they can offer more services to suit working parents.
- Nothing
- Trained staff so that my child can access breakfast clubs, after school clubs and holiday clubs.
- Not to need to find our own PAs the authority should employ PAs and provide them as required.
- A chance to get to know other people like myself! To see how well he would cope without me! Playing, cooking, DIY, helping others more independent.

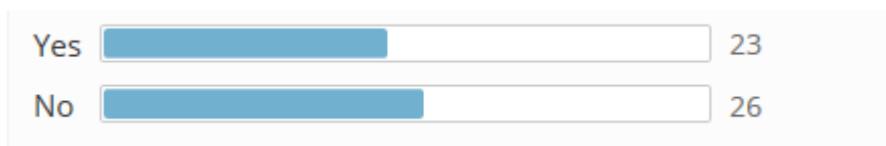
**9. To what extent do you agree or disagree with the following statements about our services?**



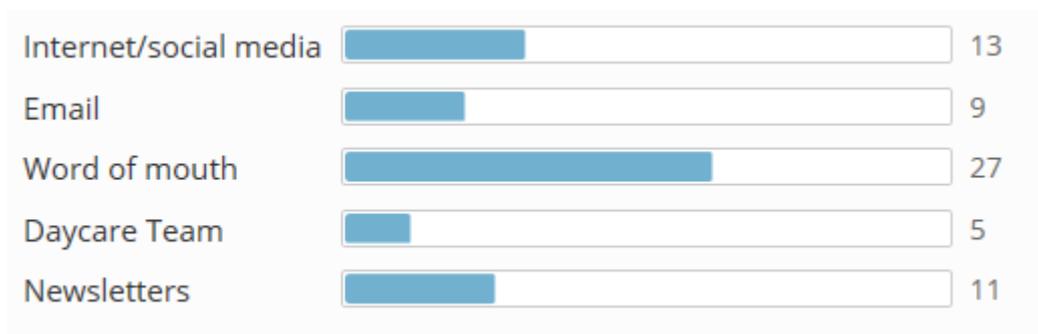




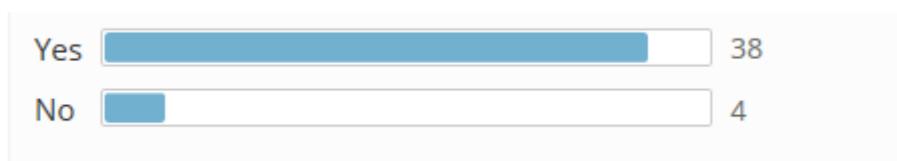
**10. Do you know what the Local Offer is and how to access it?**



**11. How do you find out about our services?**



**12. Would you be willing to complete an online children's register if this meant that North Somerset could plan and improve services for children with SEND?**

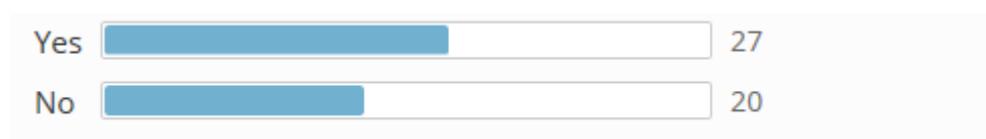


**13. We want to make sure that you are not disadvantaged because of your age, gender, disability, ethnicity, or any other protected characteristic (as defined by the Equality Act 2010). Please let us know if there is anything you think we should do to ensure that you are not disadvantaged because of any protected characteristic. Also consider any aspect of your identity that is relevant, for instance being a carer.**

**This question was answered 13 times and responses were:**

- cause my son is not diagnosed officially due to drove road and SCAMP failings and wait times he is not allowed to access groups or breaks we have nothing offered. even if we were offered I sometimes can't drive etc due to my own illness MS.
- Diagnosis based criteria needs to be removed and should be NEEDS based
- Being a full-time carer to 3 children with additional needs with no support no facilities being failed by the system
- I work within an SEN school in North Somerset. I am also a 'share the care' carer for South Gloucestershire Council.
- I have not been offered any help or advice on how to access any of the groups mentioned other than springboard. My grandson is on the SEND register at school so surely this information should be gathered by the LA to ensure parent/children are fully informed and not missing out.
- I am disabled, and, in my fifties, I have 2 disabled children, and have found the past few years life is becoming a struggle due to the support for my family in North Somerset, and I find that we have been ignored in our views as disabled careers. The disabled children's services have been no support to us and I find they have very little knowledge about disabilities and need to be trained to gain more understanding. I am hoping for change, as I feel totally let down by North Somerset services.
- As a mother and carer not, enough information or support is passed on to me. I have only found out about Local offer because school passed on this survey
- Carer
- My child is Muslim of African/English Heritage.
- I am a carer but have never had a carers assessment.
- Carer
- I have no idea what is expected here.
- N/A but GRR! ' Gender' is not a protected characteristic either sex or gender reassignment (sorry pet hate!).

**14. Would you be willing to take part in a parent participation group?**



**14a Please use the space below to leave your contact details.**

22 people left their contact details.

**15. Is there anything else that you would like to add to help us to improve our Short Break Services for children and young people with additional needs?**

**This question was answered 24 times and responses were:**

- Clarification on the criteria for access to these provisions.
- Something designed for children over the age of 8 that engages them and is not designed being too young for the age group. Better collection points (no longer in Portishead)
- Overhaul the whole system. Offer more sensory support.
- Open the criteria to children who are not yet diagnosed within the area but present with obvious challenges and additional needs.
- Ensuring that the schools/ professionals working with these students know of the best ways for these students to access these services and who to discuss with- we know what to do if offered by (name redacted) Team but not always the best ways for other parents-I'm aware this is part of the Disabled Children's team and social care but often no-one attends annual reviews of families who are struggling and its often down to the school to support and we are not always well equipped to offer advice to help them. Also I know it's hard but to inform school when they are going for short breaks/ having extra support as we often see changes in behaviour around these- anxieties or excitement and parents don't always let us know so when arranged it would be really helpful if rough dates/ expectations are shared so school and support them to understand/ manage their anxieties/ excitements around short breaks. Also, we do not have a list of pupils who have short breaks or direct payments for example, so they are not always invited to annual reviews and social care aspects are crucial for their EHCPs.
- If a child is in the register, then then parent/carer should be contacted without having to get a referral and help offered.
- Perhaps work with Drove Road to identify families who deserve your support to be identified, who are waiting for staff Drove Road to actually do their jobs.
- Thank you for identifying there is room for improvement in North Somerset. Is there any way we could utilise the Children's Centres at weekends and holidays for the provision of short breaks? It seems a underutilised resource.
- Talk to the parents and young people to gain their views in the form of a meeting.
- Why is action for children a nationwide organisation but yet my child isn't able to access activities they have in Bristol. Why isn't the same service provided in Action for children based in North Somerset? What short breaks do you have in North Somerset? In Bristol and South Glos they have activities/clubs for children with additional needs to access everyday but yet not there is nothing in North Somerset. What are your short breaks/respite for carers?

There isn't any! You advertise on your Local Offer services that aren't even available. What is there for 6-year olds? Disabilities don't start at 8 years old. There is only a youth group for older children but that is only every 2 weeks. Your Local Offer is a joke!

- Greater recognition of the child's needs (Scamp; family / circumstances) when assessing suitable provision.
- Again, inform families I did know about a short break service
- I would like access the buddy scheme for my child.
- More information about what the Short Break services offer. We were not aware of this service.
- I think the main problem is that the services available have very little capacity, the range of services on offer is appropriate, they just need to be more readily available. We would particularly appreciate access to a buddy service or a suitable social group.
- Think we have been left out of many things went through the loop hole and got forgotten. As a single mother at times need help with my son. Just to keep us updated if possible. (I know there are many kids), I have struggled with no help over the last 5-6 years not knowing what help was out there and if I qualified for any help.
- Friday Fun is very good
- More spaces, more availability, more notice rather than receive info too late and alternative provision has been made.
- Better communication more available children's teams. Meaningful annual reviews. Information about groups and breaks.
- Maybe let us know they exist.
- More awareness about what's on offer. More pre-school services ie Springboard to be able to offer longer sessions for working parents.
- I don't have much input to give at this time we haven't investigated what might be available to us in any great depth (haven't yet felt the need).
- Direct payment funding needs to be made on time not 12 weeks late. This has caused problems for us and for our PAs who have not been paid on time. Communication is poor. Calls not returned emails not answered.
- I would like to know more about it! How do I get it please? Many thanks

## Conclusion and recommendations

The consultation suggests that children and young people are largely happy with the services they access but it is also acknowledged that parents and carers are largely unhappy.

This consultation has provided an opportunity for North Somerset Council to listen and have regard to the views, wishes and feelings of children and young people, parents, carers and professionals regarding what is **not** working well as well as what **is** working well.

North Somerset Council is committed to making changes to the current short breaks offer and will use the feedback received from this public consultation to work together with parents, carers, young people and professionals to broaden this piece of work and create an action plan. We want to ensure that parents and carers are getting a proper break from caring or time with their other children.

The consultation asked if respondents would be willing to be part of a parent participation group and 27 replied yes. North Somerset council are committed to working in co-production with these respondents to agree how to deliver the following:

- Improve communication which is currently seen as poor, mostly by word of mouth.
- Improve understanding regarding the criteria required to access a short breaks activity.
- Explore what services are needed for children under the age of 8 years and review the current short breaks offer to identify how North Somerset Council can increase activities for these children.
- Explore how to increase the offer of holiday and after school activities.
- Explore the possibility of providing overnight short breaks that is affordable and within available resources
- Implement an online children's register.
- Increase the capacity of Community Buddies and Care Workers.

In addition to the above, North Somerset Council will:

- Review their links with other Local Authorities to learn and implement any good practice that will support children and their families that is affordable and within available resources and
- Explore ways of improving access to the range of out of school provision offered across North Somerset Council.