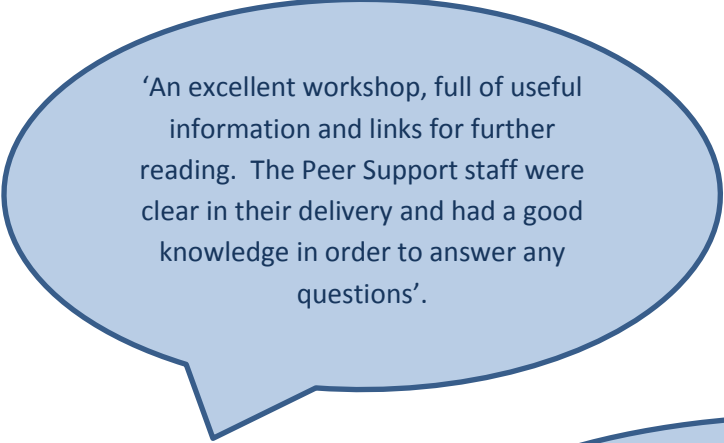


Family Feedback

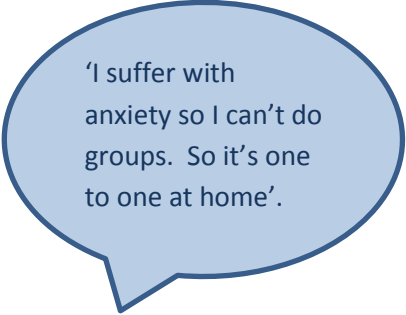
Rotherham Parent Carer Forum Peer Support Service

The Rotherham Parent Carer Forum Peer Support Service shared a Parent Feedback survey, and the results are detailed below –


- When asked 73.53% of parents/carers said they had used the Peer Support Service in the last 6 months, 68.75% of respondents advised they used the service for 'help to support my child with Autism/ADHD'. Most parents/carers also used the service as a way to access CAMHS in particular.
- The one to one Peer Support was utilised the most with 67.65% accessing support and 52.94% using the drop in advice sessions. These methods of support proved to be more popular with the group's sessions being accessed the least.
(comments below)



'An excellent workshop, full of useful information and links for further reading. The Peer Support staff were clear in their delivery and had a good knowledge in order to answer any questions'.

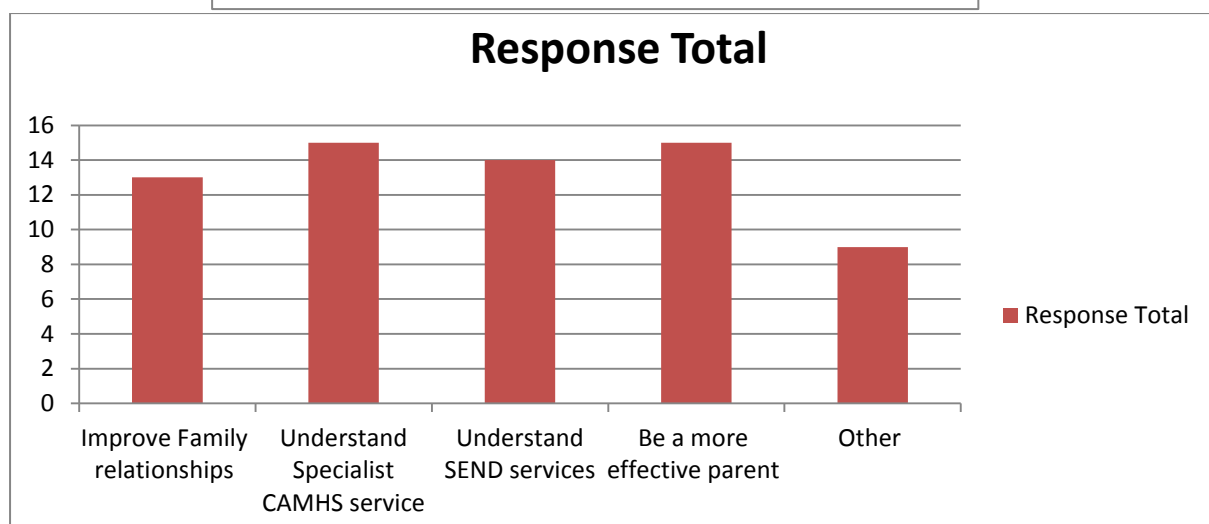
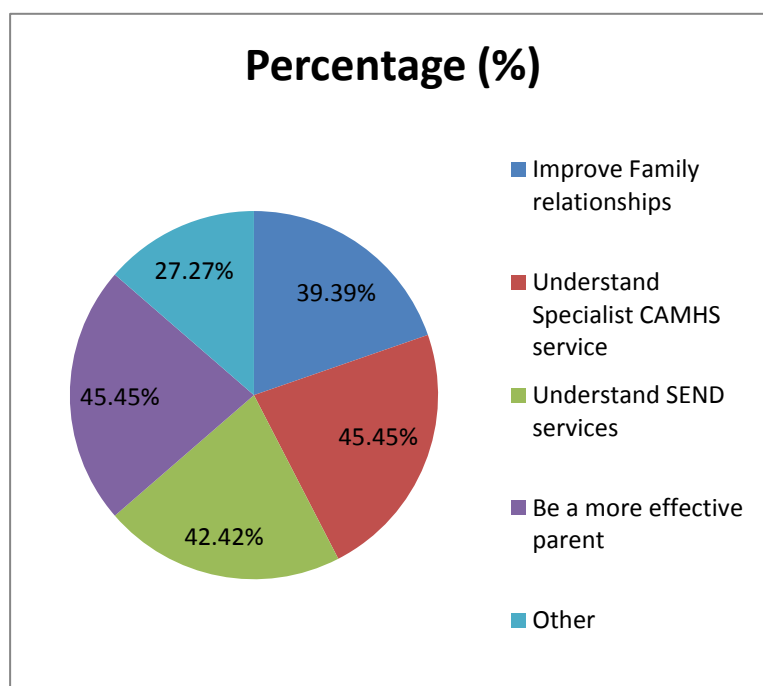


'I suffer with anxiety so I can't do groups. So it's one to one at home'.

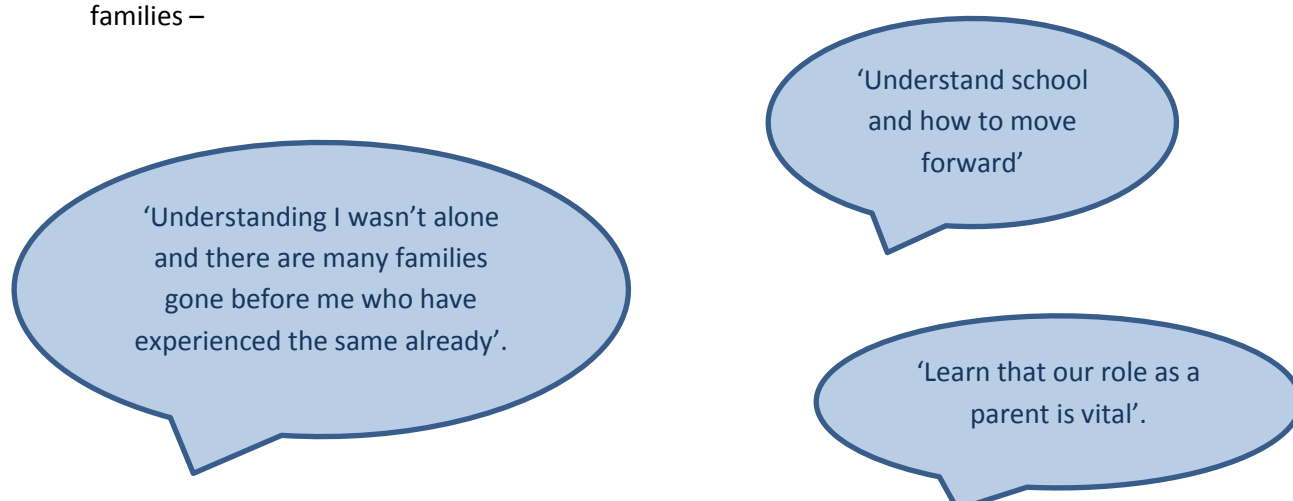


'The support was great and helped me and families as a whole, to understand my options and I was provided with guidance and advice which previously I was unaware of'.

- 93.94% of those who completed the survey felt that the service was easily accessible when they had needed it. The percentage of parents/carers that responded felt that the service had made a positive difference to them and their families with 45.45% saying they could now be a 'more effective parent' and 45.45% having a better understanding of the specialist CAMHS services.



Comments below from parents/cares on the difference the service has made to them or their families –



'I attended a single session which did help but the limited time meant that there was a very restricted sharing of experiences'.

'Be able to speak face to face to gain answers from CAMHS when no phone calls were returned'.

'To help understand my own needs and how to access my own adult assessment'.

'Both children were accepted by CAMHS'.

'CAMHS have accepted our son's private diagnosis, so the difference is indescribable'.

'Made me feel like I was listened to and supported me to get my children's needs met'.

- When asked how parents/carers felt the service could be improved the respondents gave the following suggestions –

'Not sure as I achieved the outcome that I wanted'.

'More resources and more paid staff would help families across Rotherham. They do a brilliant job considering the limited capacity they have'.

'I think the service is fab'.

'I think more workshops would be useful – do's and don'ts of Autism'.

'The service is crucial to our family'.

- Other comments and feedback shared -

'Thank you for offering these invaluable services'.

'It's a fantastic service for parents like me starting out on this scary and lonely road, the staff and everyone involved have been so helpful and friendly'.

'What a fab service'.

'The person from peer support was brilliant and even came to a school meeting with me'.

'I found at my time of need it kept me out of a dark place, services like CCG put families to hell and back and services like these are the ones that pick up the pieces'.

'Thank you for your excellent service'.

'This service has given us hope when we had none. I have cried many times in the drop-ins and felt very supported'.

'Amazing team that are under-rated and under-resourced'.

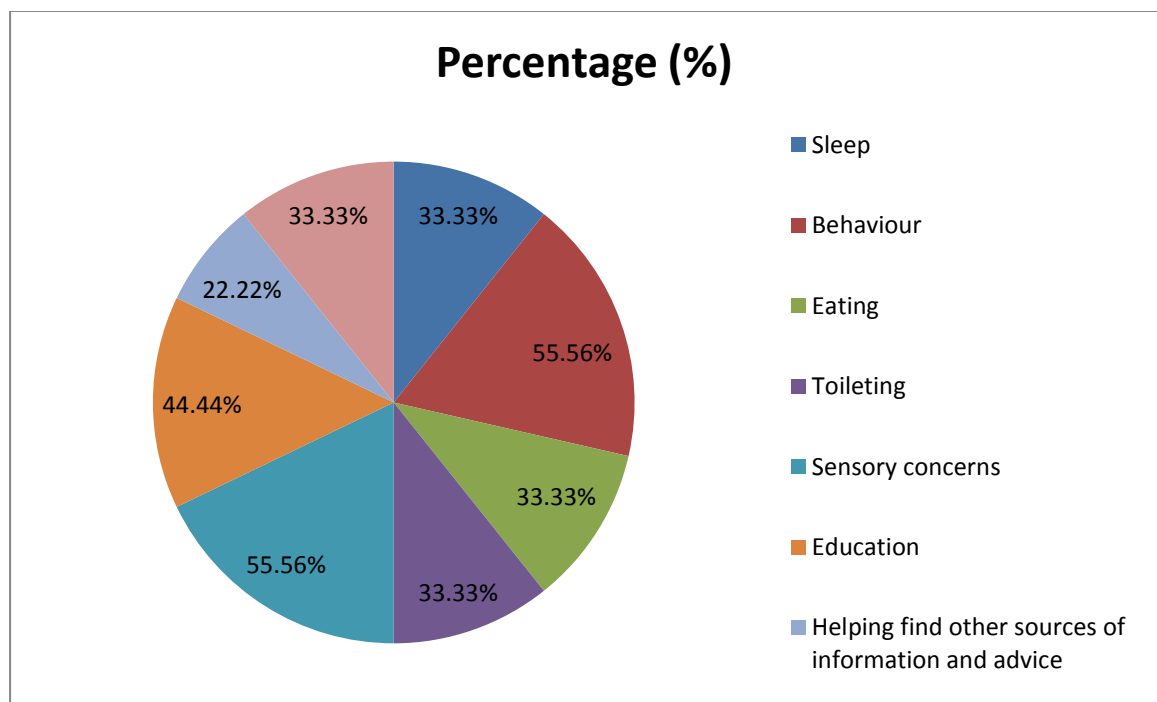
'Not sure how it could be improved. The Peer Support has been very useful – people who know what you are going through'.

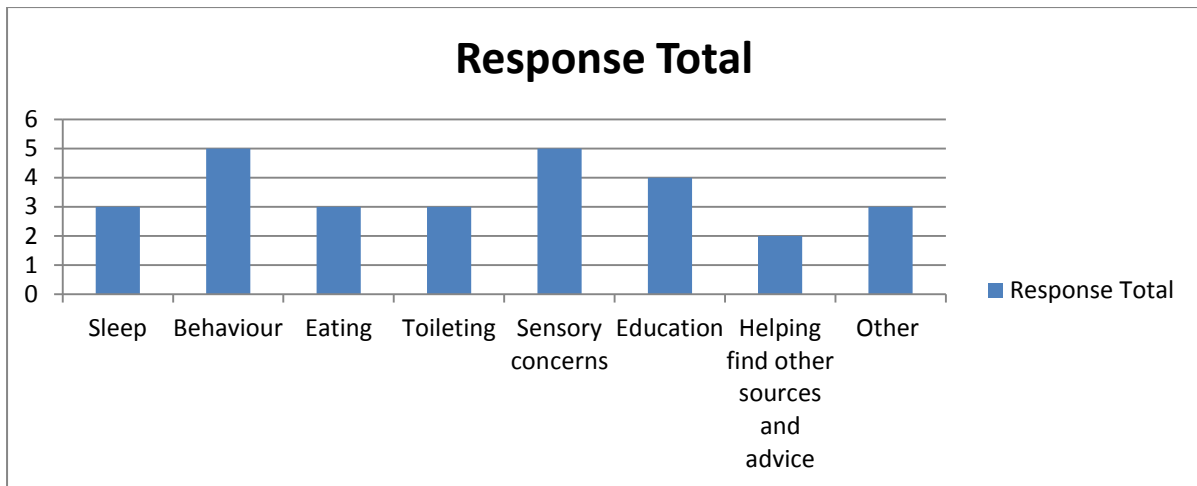
Family Feedback

Autism Family Support Team

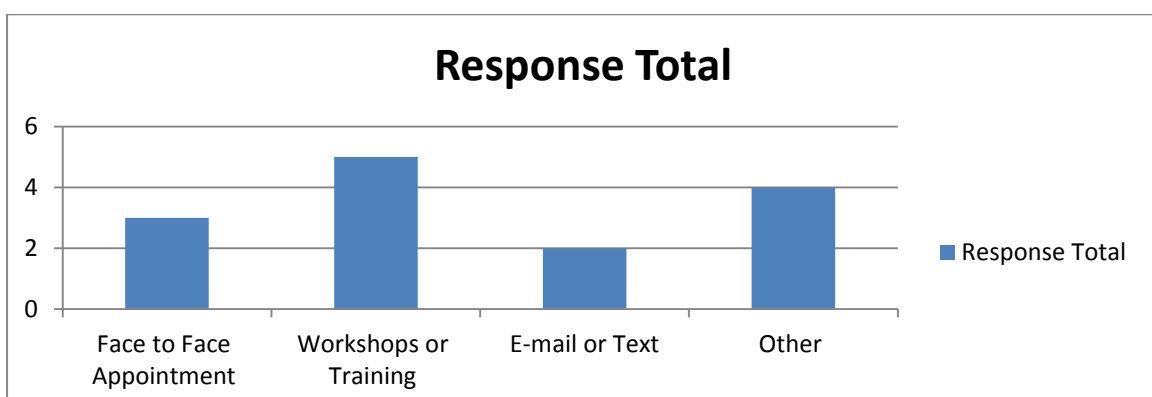
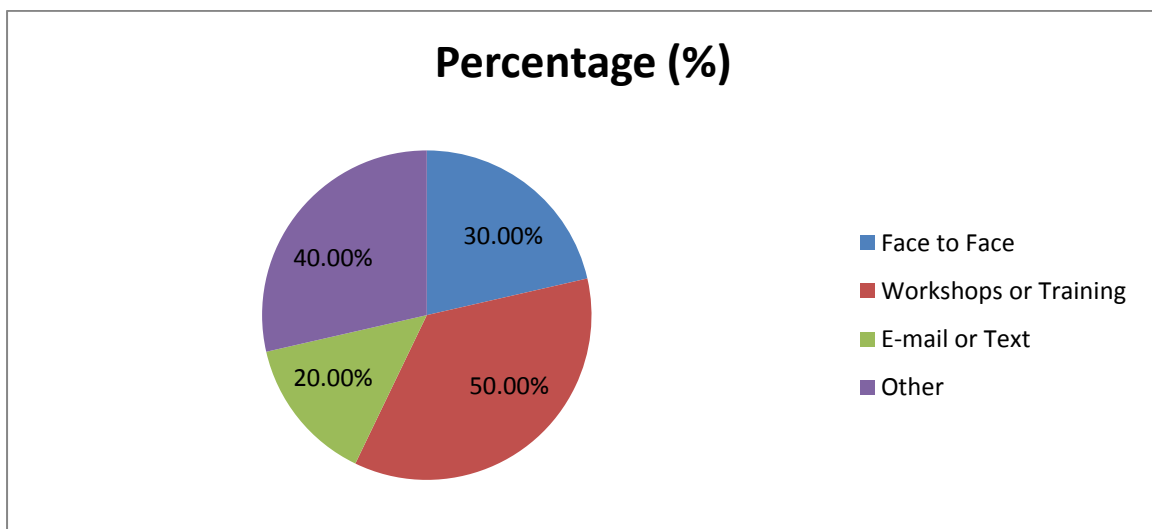
The Autism Family Support Team shared a Parent Feedback survey, and the results are detailed below –

- When asked 63.64% of parents/carers said they had used the Peer Support Service in the last 6 months, 45.45% of respondents advised their child or young person had been diagnosed with Autism in the last 5 years, resulting in the majority having a historical diagnosis and not recent. Following a diagnosis of a parent/carers child or young person, the overall satisfaction rate from those who responded was slightly more negative with 36.36% (4 respondents) stated 'not satisfied' and 27.27% (3 respondents) stating they were 'very satisfied'.
- The information that most parents/carers found useful was around behaviour (55.56%) and sensory concerns (55.56%)



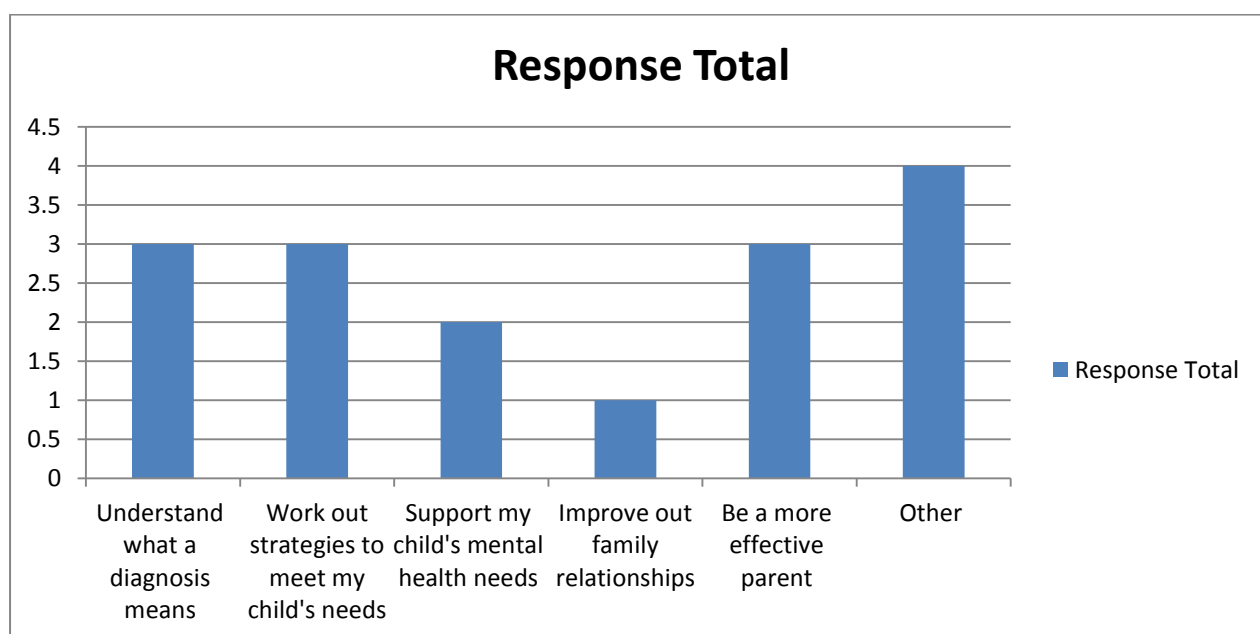
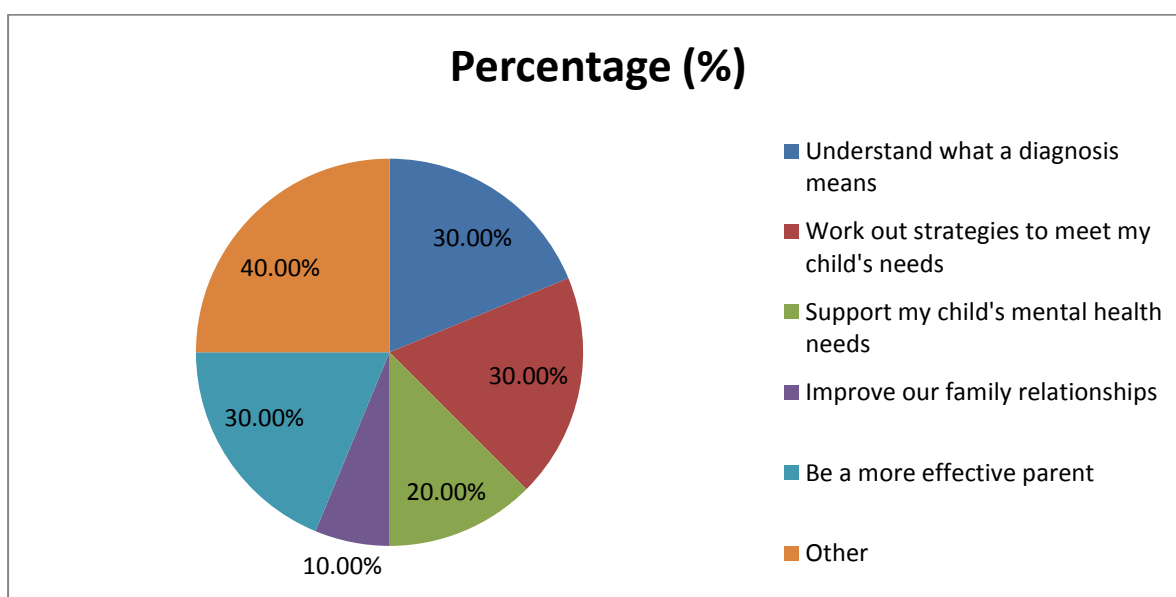


- When asked what the best way to find out about post-diagnosis support respondents favoured workshops or training with 50.00% feeling this was the best method. Other methods identified were via the website, leaflets and through continued support so the team are able to inform parents direct.



- 60.00% of parents/cares completing the survey found that the service was easy to access when they needed it.

The chart below shows the various ways in which parents/carers felt the service had made a difference to them and their families, 40.00% had little views on the difference it had made but this percentage had yet to receive support.



- When asked how parents/carers felt the service could be improved the respondents gave the following suggestions –

‘More funding to make the team bigger as it is a much needed service’.

‘We haven’t had any correspondence in years. This is ok for us as we are coping but other for other families, this is very poor’.

‘More staff’.

‘Quicker diagnosis, give names of groups that WILL help the person diagnosed with ASD’.

‘More professional staff. Occupational therapist with specific sensory awareness/training. More staff and more support options’.

‘To be a continued presence in the support of children with autism, rather than a drop-in and use if needed service’.

‘Every teacher should have a good training session about autism then they can treat children better who have autism’.