

Q1 Please select which local area you live in

Q1: Darlington

Q2 Please select which services you and your child/children access



Advocacy 🛛 🔲 Cl	hild/Adolescent Mental Health Support (CAMHS, CYPS)
Early Support Care	Co-Ordination (Portage) 📃 Educational Psychology
Family Hubs 🛛 📕	Occupational Therapy (Including Sensory Therapy)
Physiotherapy	Speech & Language Therapy
Wheelchair Service	s/Specialist Equipment 🛛 📕 Personal Assistants
Social Worker	Disabilities Social Worker 🛛 📒 Early Help Support Worker
Key Worker 📒	Continence Service 🛛 Short Breaks Providers
Short Breaks Gran	t 📒 Day Time Respite 🛛 📕 Overnight Respite
Charitable Organis	ations 🗧 Parent Carer Support Groups 📒 None
Other (please spec	ify)

	ADVOCACY	CHILD/ADOLESCENT MENTAL HEALTH SUPPORT (CAMHS, CYPS)	EARLY SUPPORT CARE CO- ORDINATION (PORTAGE)	EDUCATIONAL PSYCHOLOGY	Family HUBS	OCCUPATIONAL THERAPY (INCLUDING SENSORY THERAPY)	PHYSIOTHERAPY	SPEECH & LANGUAGE THERAPY	WHEELCHAIR SERVICES/SPE EQUIPMENT
Q1: Darlington	3.92% 2	54.90% 28	0.00% 0	23.53% 12	0.00% 0	27.45% 14	11.76% 6	37.25% 19	
Total Respondents	2	28	0	12	0	14	6	19	7

#	Q1: DARLINGTON	DATE
1	Visual impairment LIN team	8/3/2020 12:21 PM
2	Paediatrics. Orthotics. Ophthalmologist	7/29/2020 12:49 PM
3	Compass Reach	7/28/2020 3:05 PM
4	SCOS and Young Carers	7/26/2020 4:31 PM

Q3 Has any member of your family had to shield as a result of COVID-19



Q4 The government required that all children and young people who were known to services had a risk assessment carried out jointly across education, health and care services. Have you been made aware of this and been part of this process in assessing your child/young person?



I was involved in the risk assessment process

Q5 Does your child have an SEN Support Plan or an Education Health Care Plan (EHCP)



Q6 Since lockdown has your child/young person been offered a place within an educational setting?



Yes, since Lockdown was initiated Yes, since June 1st No school place offered Other (please specify)

#	Q1: DARLINGTON	DATE
1	July	8/11/2020 9:27 PM
2	Was in last year of school	8/11/2020 8:46 PM
3	Child was shielding	8/11/2020 1:47 PM
4	Already In specialist provision	8/11/2020 12:23 PM
5	Both parents key workers attended school 3 days from March to July due to working commitments of parents. We choose for neither child to attend unless essential	8/8/2020 8:06 AM
6	We had to shield	8/3/2020 10:14 AM
7	Already in educational setting	7/30/2020 3:18 PM
8	Was declined	7/30/2020 9:09 AM
9	Daughter attends private nursery, which was shut for part of lockdown	7/29/2020 1:18 PM
10	Yes as key worker	7/29/2020 12:49 PM
11	Pathways	7/28/2020 12:21 PM
12	Returned to school part way through lockdown	7/24/2020 9:53 AM

Q7 If your child/young person was offered place within an educational setting, did you choose to send your child?



Q8 Overall, how well supported by services do you and your child feel, during the COVID-19 pandemic?

		Answered: 44 Skipped: 7		
☆				
	1: DARLINGTON	TOTAL	WEIGHTED AVERAGE	
1	100.00% 12	27.27% 12		1.00
2	100.00% 3	6.82% 3		2.00
3	100.00% 5	11.36% 5		3.00
4	100.00% 1	2.27% 1		4.00
5	100.00% 6	13.64% 6		5.00
6	100.00% 3	6.82% 3		6.00
7	100.00% 5	11.36% 5		7.00
8	100.00% 2	4.55% 2		8.00
9	100.00% 2	4.55% 2		9.00
10	100.00% 5	11.36% 5		10.00
	Q1: DARLINGTON			TOTAL
Please tell us			0	0

Please tell us why you have responded with this rating

#	Q1: DARLINGTON	DATE
1	Requested support when struggling with 3 children recently adopted with adidditilnal needs and was told we didn't meet the 'key worker' requirements! My husband is a government worker and myself for nhs 111. No other support was advised or given. My children have no been re referred to peadristrician for anxiety resulted from being off school and attachment issues with returning to school due to lack of support from Covid	8/13/2020 8:04 PM
2	My child's school teacher rang once a week, this is the only input we have had	8/11/2020 8:54 PM
3	We had more phone calls than usual	8/11/2020 8:48 PM
4	Darlington Carer forum always provides the best support they can off. It's a disgrace that only one person is employed part time to run it! Carla does an amazing job. The council need to be contributing more to this service	8/11/2020 8:47 PM
5	Nothing offered, no contact made	8/11/2020 7:26 PM
6	We've had parental support via monthly calls with CAMHS but nikki direct support of our child whose behaviour and mental health has deteriorated significantly.	8/11/2020 6:04 PM
7	CAHMS was supportive, but feel let down by school	8/11/2020 5:29 PM
8	All services stopped	8/11/2020 1:57 PM
9	We have found it very difficult to get any support	8/11/2020 1:25 PM
10	Managed to get a Camhs appointment within 2 weeks instead of 8 months wait we had before. Put a referral in to OT but they hadn't recorded the appointment - having to wait another month.	8/11/2020 12:36 PM
11	There isn't any services to access	8/11/2020 12:07 PM
12	My child wasnt supported except by parents. No school place was available due to needs only due to our key worker status	8/8/2020 8:18 AM
13	There social worker contacted them weekly throughout.	8/4/2020 9:52 AM
14	My child is at the beginning of assessment for an ECHP and autism screening. so not sure if this is relevant to us yet. We have had communication regarding the progress.	8/3/2020 12:46 PM
15	Only 1 email from senco nothing else	8/3/2020 12:29 PM
16	My daughters previous school unit at Hurworth hardly contacted me . There was a gap of 7 weeks with no contact at all.	8/3/2020 10:31 AM
17	Although we had food delivered every week but we infirmed the council as the child shield is coeliac so it was of not much use which is why one of us had to go out to shop and stop the food delivery	8/3/2020 10:19 AM
18	It has been a difficult time for all and a number of appointments were done over the phone which is not ideal but better then them being cancelled. The NHS has done an amazing job juggling the crisis and maintaining a level of BAU activities where possible.	8/3/2020 9:45 AM
19	I have not accessed any	8/3/2020 8:44 AM
20	I felt my child's school were fantastic in supporting me (as a key worker) and my child. My child actually enjoyed school a lot more as it was so quiet.	8/3/2020 8:27 AM
21	The diabetes team were always advising over the phone and checking in on us	8/3/2020 3:20 AM
22	we have been left with no support other than college SEN officer called once and email only once since the beginning	7/31/2020 11:48 AM
23	Cahms and salt got in touch	7/30/2020 9:15 AM
24	School kept in regular weekly contact by phone. Online education could be accessed. No problem receiving incontinence service	7/29/2020 6:04 PM
25	Phonecalls provided by physio & OT	7/29/2020 1:22 PM
26	Homework and contact from school. Nothing else.	7/29/2020 1:22 PM
27	Appointments cancelled, no phone contact	7/29/2020 12:52 PM
28	No support offered	7/28/2020 3:08 PM
29	My daughter has asd and selective mutism we have had no support what so ever from both school and camhs. As a result of this she has got extremely worse with her anxiety, her talking her sensory she has completely gone down hill.	7/28/2020 12:15 PM
30	Young Carers have been amazing. Video calls with CAMHS were good too	7/26/2020 4:35 PM
31	Had no support other than the odd phone call from school and lifestages before lockdown	7/26/2020 1:00 PM
32	We have had no support.	7/24/2020 11:05 PM
33	All except school we're good	7/24/2020 8:37 PM
34	When school agreed she could return it was helpful, we had nothing prior to that. All support stopped	7/24/2020 9:57 AM

Q9 Thinking about your child/young person's educational setting please select the relevant support that you and your child/young person has received

Answered: 44 Skipped: 7

		Q1: DARLIN	GTON	TOTAL	
Welfare c	hecks via telephone/email		100.00% 22	50.00% 22	
Welfare c	hecks in person (social distancing)		100.00% 3	6.82% 3	
Work/acti	ivity packs		100.00% 21	47.73% 21	
Provided	equipment (for example a laptop)		100.00% 4	9.09% 4	
Online lea	arning resources		100.00% 23	52.27% 23	
Interactiv	e video sessions with staff (zoom, teams etc)		100.00% 8	18.18% 8	
Part time/	/full time provision within school as child/young person has an EHCP		100.00% 2	4.55% 2	
Part time/	/full time provision within school as parent/carers are a key worker		100.00% 3	6.82% 3	
No suppo	ort has been offered		100.00% 6	13.64% 6	
Other (ple	ease specify)		100.00% 6	13.64% 6	
Total Res	pondents	44		44	
#	Q1: DARLINGTON		DATE		
1	The online homework was not tailored to meet her needs as a child with EAL,poor working memory, access to education were not met. SENCO support was not available during lockdown and no direc between school and child except via generic emails and homework tasks		8/11/2020 6:04	PM	
2	Part time provision offered when y10 returned to school. Child was too uncomfortable to access zoo withagroup would have preferred 1:1. Was told by Sen to ask my child to ask TA is required help ar teacher for support.				
3	Strongly discouraged to use keyworker status and had to provide evidence from employees to confirm BOTH 8/8/2020 8:18 AM parents keyworkers. Virtual assemblies avavilable to access. One generic letter from class teacher and daily homework			M	
4	Only two emails from the unit . Masses of work sent from subject teachers overloading my child		8/3/2020 10:31	AM	
5	child attended private nursery once it re opened as parent a keyworker		7/29/2020 1:22 PM		
	Son is now in mental health hospital		7/24/2020 10:0		

Q10 Thinking about health services such as OT, Physiotherapy, Speech & Language (SALT) please select all relevant support that you and your child/young person has received.



#	Q1: DARLINGTON	DATE
1	Arranged an OT appointment but they hadn't dairied this of made a note that I'd called.	8/11/2020 12:36 PM
2	Referral to oT	7/31/2020 12:15 PM
3	Telephone physio which then tried to discharge without face to face contact	7/29/2020 12:52 PM

Q11 If you and your child/young person have a social worker (including disability-specific) please select the amount of contact you have had from them.



#	Q1: DARLINGTON	DATE
1	Normal review only	8/11/2020 12:26 PM

Q12 Thinking about any respite and short breaks that you and your child/young person are accessing please select all relevant statements

Answered: 44 Skipped: 7

Personal Assistants have been able to take my child/young person into the community (2)100.00%2.27%Direct payments have continued and these have been able to be used outside the normal guidelines to enable us to still meet my child/young person has been able to access their overnight respite (4)0.00%												Q1: DARLI	INGTON	TOTAL
Direct payments have continued and these have been able to be used outside the normal guidelines to enable us to still meet my 11 1 2 2 My childyoung person's needs (3) 0.00% 0.00% 0	Personal Assis	tants have bee	en able to come	and supp	oort my child/you	ng perso	on with persona	l care r	needs in the h	ome (1))			0.00% 0
child/yourg person has been able to access their overright respite (A) 0	Personal Assis	tants have bee	en able to take r	my child/y	oung person into	the cor	nmunity (2)							2.27% 1
We have had to continue to use our direct payments to pay for personal assistants and other respite that have not been accessible (5) 100.00% 2 2.5% 2.2% 2.7% 100.00% 2.7% 100.00% 2.7% 100.00% 2.7% 100.00% 2.7% 100.00% 11 100.00% 2.7% 100.00% 11 100.00% 2.7% 100.00% 1 0.00%				ave been	able to be used	outside 1	the normal guid	elines	to enable us to	o still m	neet my			2.27% 1
We have had access to a short breaks offer that has enable us to meet the needs of my child/young person, for example equipment, 2 30.00% 4.55% Short breaks providers have offered a vinual package of support and activities (7) 101.00% 2.7% Short breaks providers have offered a vinual package of support and activities (7) 100.00% 2.7% Short breaks providers have offered a vinual package of support and activities (7) 100.00% 2.7% Short breaks offer as all services have been suspended (9) 0.00% 0.00% We have had no short breaks offer as all services have been suspended (9) 0.00% 0.00% We have had no short breaks offer in our area (11) 0.00% 0.00% I an not aware of ury short breaks offer in our area (11) 100.00% 24 24.5% Other (please specify) (12) 100.00% 24.0% 24.0% 24.0% Q1: Datt left of the max suble to access short breaks offer in our area (12) 100.00% 24.0% 24.0% Q2: Datt left of the max suble to access the offer in my area (12) 100.00% 24.0% 24.0% Q2: Datt left of the max suble to access that max suble to access the offer in my area (12) 100.0% 24.0% 24.0% Q2: Datt left of the max suble to access that max suble to access the offer in m	My child/young person has been able to access their overnight respite (4)													0.00% 0
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	6	Not applicat	ole								7/	29/2020	6:04 PM	

7

8

9

10

11

Na

not relevant

Not applicable

Direct payment stopped during covid

We have never been offered respite/short breaks as the criteria are set too high

7/29/2020 1:49 PM

7/29/2020 1:22 PM

7/29/2020 12:52 PM

7/24/2020 10:07 AM

7/26/2020 4:35 PM

Q13 What support would have been beneficial for you and your family during this time of lockdown?



#	Q1: DARLINGTON	DATE
1	I am very thankful to the parent Carer support group for help via zoom	8/3/2020 10:31 AM
2	The school supported me brilliantly through this period.	8/3/2020 8:27 AM
3	Not applicable	7/29/2020 6:04 PM

Q14 Please provide any further comments regarding how supported you and your family have felt during the COVID-19 pandemic and what would have helped support you and your child more.

Answered: 44 Skipped: 7

	PLEASE PROVIDE ANY FURTHER COMMENTS REGARDING HOW SUPPORTED YOU AND YOUR FAMILY HAVE FELT DURING THE COVID-19 PANDEMIC AND WHAT WOULD HAVE HELPED SUPPORT YOU AND YOUR CHILD MORE.	TOTAL
Q1: Darlington	100.00% 44	100.00% 44
Total Respondents	44	44

#	Q1: DARLINGTON	
2	We have been not supported at all	8/13/2020 8:04 PM
2	I had to ring the doctor to see if my son had to insolate and Ive not been told if he is allowed out yet, he has now been in my house for 142 days	8/11/2020 8:54 PM
3	Fairly supportive	8/11/2020 8:48 PM
4	We used early help. No welfare assessment was completed. Video calls arranged to see my children but never went ahead. Changed key workers through out. No initial assessment paperwork received by myself or other agencies from early help. No TAF notes or guidance given to myself or other outside agencies. Was threatened with legal action if I talk about my experience with them as I am a blogger.	8/11/2020 8:47 PM
5	No help offered even when parents are both key workers	8/11/2020 7:26 PM
6	We feel very let down and alone with CAMHS Crisis and police as our only emergency resource amidst increasing challenges. We would have liked therapeutic intervention with our child in a regular basis. We needed respite and believe this should have bem available via statutory services. In the absence of that, we have relied on the willingness of family/ friends to break the law by taking her before we broke. This put enormous strain on our relationships as a family, a couple, within our usual support networks and may have caused irreparable damage to some of those relationships.	8/11/2020 6:04 PM
7	I have two children with additional needs and although CAHMS have been good with my daughter, this was only after she self-harmed, prior to that we did not get any support. We had lots of work sent from school (too much) and then a text every few weeks checking in. I think they could of phoned and even spoke to child. I asked for help with laptop, told all resources gone (she has a support plan - well should have one, they have supposedly been issuing one since Dec 19) My son is at college, they expected him to be online to do coursework and chased him every week. Eventually after explaining he did not have access to a laptop, they sent things. They did arrange for him to go in for his final exam and found them a lot more supportive than my daughter's school (he has an EHC)	8/11/2020 5:29 PM
В	Zoom sessions with teacher and classmates	8/11/2020 3:12 PM
Э	Totally left to cope on our own. School was the only service still in contact and provided e-learning.	8/11/2020 1:57 PM
10	Unsupported by any one, left to our own devices. Poor contact from school with regards to my childs needs. Other places of work that had to adjust to home working evolved and developed over lockdown, the support offered has not which is very disappointing.	8/11/2020 1:25 PM
11	During covid -19 informed that needs assessment rejected by LA. We had to attend mediation and have appealed. The stress that this has caused us as a family has been awful. It's one thing not to offer support but it's another to put unnecessary stress on a family in an already stressful time. Ps ta's at school had been in regular contact with my child via email, Camhs support has been quick and very good.	8/11/2020 12:36 PM
12	Sensory processing support and resources	8/11/2020 12:26 PM
13	·	8/11/2020 12:25 PM
14	My daughter has SEN and no longer under CAMHS though they sent out packs and ran sessions. We heard nothing from school other than " telling offs" because she wasn't completing work within the designated time allocated though she was trying this increased her anxiety.	8/11/2020 12:07 PM
15	School brought into force only those children with two parents as key workers due to the large numbers that would require the provision. I'm not aware they included those with HECP or SEND. No information around SEND was communicated	8/8/2020 8:18 AM
16	More departed and isolated	8/4/2020 9:52 AM
17	I think my child's school did a good job with sending out work. We did struggle with his special needs. However I feel my child's sence and class teacher offered as much support as they were able.	8/3/2020 12:46 PM
18	Only 1 email from school senco. There couldve been a lot more contact. My mum passed away from Covid and no emotional support was given to my Sen daughter at all from school after i told them. Not even a follow up email how she was coping nothing! That's mowden junior school. We did get orthotics posted after i pleaded over the phone for them to post them to us instead of having to go an hour away to pick them up. I tried talking changes for myself and as it hadn't saved on the system they kicked me off. No phone number and no one to explain it all to. Terrible system.	8/3/2020 12:29 PM
19	Over loading children with school work with no differentiation for her autism. Hardly any support from the unit was not good at all	8/3/2020 10:31 AM
20	There was very little support from the services.	8/3/2020 10:19 AM
21	At times we felt very confused about what was the best action to take with our child however also appreciate that it is near impossible to cater for every individual need. However overall I feel the support offered has been great.	8/3/2020 9:45 AM
22	My child's school have emailed and phoned monthly to check in, we have not accessed any further support. School send homework via email but my child has not engaged with this. Further support from the school would have been beneficial	8/3/2020 8:44 AM
23	Largely forgotten about.	8/3/2020 8:31 AM
24	I felt my childs school did a fantastic job in supporting my child whilst he was attending school as a key worker child. His immediate family who are usually his childcare whilst im at work were all shielding. So, although it was a difficult time, i felt that through the fantastic support of the school, my child has flourished.	8/3/2020 8:27 AM
25	We felt very supported by our team in regards to my child's health needs however gained no extra support from school other than the basic work sent to every child during lockdown	8/3/2020 3:20 AM
26	Emails to child from TA's Offer of part time transition back to school but with no negotiation beforehand or specific instructions. Unsure of plan on returning to school.	7/31/2020 12:15 PM
27	We have had problems with our neighbours since they moved in a year ago. Complaint was made to family services and environmental health last November, telling them how it was affecting my children's mental health and well being. I kept sending reports in every few months with evidence, they eventually took notice after I put a complaint in, only to be told that it would have to be restarted from the time they responded to my complaint, which is July. Even though they were told that the result in anxiety and depression to my daughter from the noise and disruption from next door could result in my daughter self harming again, and my son's A level lessons getting disrupted are making his meltdowns more often than normal.	7/31/2020 11:48 AM
28	We haven't felt supported at all via services	7/30/2020 3:21 PM

29	Working as a very busy key worker whilst caring for a complex household of needs just to have some zoom lessons would have helped. In desperation I asked to have the youngest children to go to school late June as they are already 2 years delayed and awaiting EHCP assessment but I was declined.	7/30/2020 9:15 AM
30	Support from school was good, we do not have a social worker so apart from local parent carer forum no other contact. Found parent carer forum support excellant on several occasions for getting questions answered or getting sign posted .	7/29/2020 6:04 PM
31	N/a	7/29/2020 3:27 PM
32	More support from school needed	7/29/2020 1:49 PM
33	No further comments	7/29/2020 1:22 PM
34	No enough support on mental health issues and how we were coping.	7/29/2020 1:22 PM
35	N/a	7/29/2020 12:52 PM
36	As my child has a Ehcp the LA could have put together a package to support needs (sensory) as some LA down south have done	7/28/2020 3:08 PM
37	I'd feel if my child had more support from school she wouldn't be as anxious for September coming, instead she's had nearly 6 months off with no contact and is expected to just get chucked back in come September. Lots of worries and sleepless nights over this.	7/28/2020 12:15 PM
38	School have been fantastic along with Young Carers. Early Help have been atrocious (feed back already given) using lockdown backlogs as a reason to discharge without doing job properly	7/26/2020 4:35 PM
39	We have not felt supported	7/26/2020 1:00 PM
40	We have not felt supported at all.	7/24/2020 11:05 PM
41	School to differentiate the generic work pack sent home and more specific online learning rather than links to bbc bite size. School to be in touch more	7/24/2020 8:37 PM
42	No other comments	7/24/2020 7:39 PM
43	Cahms worker has been very supportive.	7/24/2020 10:07 AM
44	N/a	7/24/2020 9:57 AM

Q15 Please read the following statements and provide a rating on how important/valuable they are to you and your family









Q16 Are there any other services or support that would be beneficial to you and your child/young person from September?

ARE THERE ANY OTHER SERVICES OR SUPPORT THAT WOULD BE BENEFICIAL TO YOU AND YOUR CHILD/YOUNG TOTAL PERSON FROM SEPTEMBER? Q1: Darlington 100.00% 100 00% 28 28 28 28 Total Respondents Q1: DARLINGTON DATE # 1 Access for support for dealing with changes for children who do not cope well with them 8/13/2020 8:05 PM 2 No help given to us as we live in Darlington and he is at college in Newcastle 8/11/2020 7:28 PM 3 Advocacy and guidance on what's available and how to access it or challenge adverse decisions 8/11/2020 6:08 PM 4 Help with transitions and more information from school to how we can help them at home and cope with all changes 8/11/2020 5:32 PM 5 8/11/2020 3:14 PM Respite Every venue is now based around COVID guidance which stops my child attending as they cannot follow these 6 8/11/2020 2:01 PM directives 7 Social support Transition support Individual help to get on track GCSEs Ongoing Camhs support Ot and speech and 8/11/2020 12:39 PM language support Knowing which school she will be attended and a phased return as having 22 weeks off is going to be hard for her to 8 8/11/2020 12:29 PM settle in to a busy environment again 9 We are continuing to do reading, and use the apps avavilable to us as refreshers to assist the transition can to 8/8/2020 8:20 AM school 10 Them to be allowed home 8/4/2020 9:54 AM 11 Not at present, were waiting for asd assessment first. 8/3/2020 12:32 PM 12 I have recently stopped work so thankful for Darlington carers and the parent Carer forum 8/3/2020 10:33 AM 13 Hard question to answer as not knowing what services are available and specifically to us. We have often found in 8/3/2020 9:48 AM that past that we are entitled to services but only find out about them through chance conversations 14 I feel that my child will require increased support from school to get my child to transition back to school, he would 8/3/2020 8:48 AM also benefit further support from occupational health 15 Maths support and a diagnosis from the E.P. 8/3/2020 8:29 AM 16 No 8/3/2020 3:22 AM 17 My son has been promised help by the LA to help him access public transport in a safe and calming way for the 7/31/2020 11:51 AM past 3 years. We are still waiting and now are having to choose Uni's, but there aren't any close enough or that have private transport available. 18 They need 1-2-1 tuition 7/30/2020 9:16 AM 19 7/29/2020 6:08 PM Access to a MAX card, seems a postcode lottery as to if your council offers it. 20 7/29/2020 1:50 PM No 21 no 7/29/2020 1:23 PM 22 Occupational therapy 7/29/2020 12:53 PM 23 7/28/2020 3:09 PM Camhs 24 Low level mental health intervention to help with anxiety in school 7/26/2020 4:36 PM 7/24/2020 11:07 PM 25 None of the services or my child's school would offer any help anyway, so I believe there is none because they all come with false hope of help, in any respect. 26 To obtain his ehcp as this has been put on hold due to covid and get more help 7/24/2020 8:39 PM 27 No 7/24/2020 7:42 PM 7/24/2020 9:58 AM 28 N/a

Answered: 28 Skipped: 23