



Have Your Say
1st May 2024

Have Your Say feedback:

We gathered in all your post it notes at November's conference and for this slot we will be sharing the most duplicated feedback we received for:

- ▶ Health.
- ▶ Education.
- ▶ Services.



Health

Going Well:

- ▶ CAMHS is a good service but overworked.
- ▶ Working collaboratively with other services.
- ▶ New TEWV support group (Previously ran as Rollercoaster)

Not going well:

- ▶ CAMHS are overstretched.
- ▶ Waiting lists with all services.
- ▶ Generic letters



Education

Going Well:

- ▶ Dedicated and knowledgeable staff in Special Schools
- ▶ SENDCOs
- ▶ Teachers & Support Staff

Not going well:

- ▶ EHCP delays / process
- ▶ Communication - School/home/services
- ▶ Lack of understanding about masking
- ▶ Lack of places at special schools



Services

Going Well:

- ▶ Short Breaks/Short Breaks Providers
- ▶ SENDIASS new drop in sessions.
- ▶ Durham County Carers Support
- ▶ New Family hubs.

Not going Well:

- ▶ SENDIASS capacity
- ▶ Access to some services - waiting lists/criteria/time of service
- ▶ Hard getting help for older young people.



What have we done with this information?

- ▶ All the feedback we received from you has been typed up and passed on to Education, Social Care and Health departments/leads.
- ▶ We actively attend meetings to make sure professionals are looking into the issues raised at the previous Have Your Say sessions.
- ▶ As we all know most changes won't happen overnight but as a forum, we are passionate about "Making Changes Together" quickly and as practical as possible.



We want you to Have Your Say!

- ▶ What is going well in education/health/social care?
- ▶ What is not going well in education/health/social care?
- ▶ Write your praise or grievance on the relevant note pad provided & place in the decorated bins provided at the front.

