



Parent Survey January 2016

# What is working well for you and your child at SPLASH?

- Millie enjoys the days out
- The interaction with the other children. Having the time to do the things I cannot do with Anthony
- Luke loves the trips and seeing friends he has made
- Interaction with other children
- I love the option of 3 days per week in each week of the holiday
- Having a consistent carer for last 18 months has been great
- Mary loves the social aspect and trips out
- Marina enjoys the socialising with other children and carers and the outings to different places.
- What works well is 3 days per week splash days in most of the year round school holidays. Also like the range of activities and the stable steady staff.

# What isn't working well?

- The staffing levels of training and the premises
- Having no club!!
- The closure of some days
- I feel the venue is not suitable for wheelchairs and there are no suitable changing facilities for her. I feel the venue dose not offer enough space for the group especially with so many in wheelchairs
- Not having any guaranteed holiday days with Splash. Not knowing if they are going to run or not.

# What are SPLASH's unique strengths?

- Supporting our special children enjoy their holidays as ordinary children do
- Staff are so good with children
- Very dedicated to the children
- 1:1 support
- There has been no other local provision suitable, that I am aware of, during school holidays for someone with Daisy's level of need
- Combination of in-centre days and days out has been good
- Opportunity for Daisy to be around other young people during holidays, which often isn't easy to achieve otherwise
- The continuity of the groups users. The affordable trips out. The enthusiasm of the staff
- There have been some very good staff members and the outings have been very good.
- It understands our children specific needs.
- Open to more profoundly disabled children.
- Happy to work with wheel chair users.
- It feels like a family and is homely

# What are SPLASH's weaknesses?

- Currently I would have to say lack of staff training and inadequate premises/facilities
- Need regular staff
- Turnover of staff. We have been lucky to have one carer for the past few holidays & I know you've tried your hardest previous to that not to change Daisy's carers unnecessarily
- The staff turnover is high
- Some key staff members have left. To my knowledge not all staff are trained in emergency protocol and first aid and I feel strongly that they should be
- Premises are run down, the disabled access is poor and dirty. My child get mud and dirt all over her nice clean clothes before she has ever even entered the building
- That is is run by parents (they do a great job) but it feels like it is limping along, despite the best efforts of those involved.

# What are your thoughts about the current venue?

- For able bodied children I suppose it's OK but for those in wheelchairs it's pretty restrictive
- It's a good location, have no problem
- Its good for us to come from Ivybridge
- Its good
- It has been handy for access from Totnes
- Small premises to manoeuvre big wheelchair in/out of
- No adequate purpose-built changing facilities for those requiring hoisting/changing table etc. Not dignified being changed on the floor
- A little bit far out but just acceptable
- Venue is not good for wheelchair users, not enough facilities
- Its not a great space, but I love that it is in Buckfastleigh. Have you considered the new school/children's centre building in south Brent? Its purpose build and great disabled access.

# What are your thoughts about merging with another organisation e.g. local special school?

- I've been suggesting it for ages. Torbay already have a club so somewhere in South Devon would be good
- Good
- That maybe a good idea
- Good
- Would give access to appropriate changing facilities & also maybe hydro pool & other facilities if you used Bidwell's premises
- Could be very good idea if it gives you more stability
- I don't mind but don't want to travel too far
- A merger with a local school like Bidwell brook would be very good
- Great idea if we can have the same amount of holiday support.

What would be your ideal provision for your child in the holiday time? What other or extra provisions would you be interested in?

- We currently have 3 days a week during the week during the holidays which works for us. An After School Club would be great
- I like the format and the trips
- I have found the option of 1-2 days per week has suited us very well
- Mary needs to be active so if trips are not available a sports hall would be great
- A larger establishment like school, that offers more space, and facilities like a playground, hydro pool, better changing facilities, access to equipment like bikes etc
- Possibility of a 4<sup>th</sup> day a week. Weekend support, but I do have stuff going on at weekends, so not as important as week days.



# What are your thoughts about having less support in the holidays but maybe one day a month session at the weekends?

- Its during the holidays that we need the support I couldn't manage without it
- No Anthony needs the support in the holidays, as an only child at home - weekends are family time
- I need the support in the holidays and have funding for that
- No comment as Daisy will be 19 shortly & not eligible for SPLASH
- Daisy has been able to access fortnightly Saturday Club until recently, so I would not have chosen an additional session at a weekend
- Not interested
- Would be a last resort
- It could work, but I do really need the help during holidays, especially the August !!

Where do you live now and how far would you be happy to travel to drop your child off at SPLASH.

- We live in Blackawton so currently have to drive 68 miles each day that Millie is at SPLASH. It takes almost 3 hours off my day, therefore somewhere closer would be much better
- Bovey Tracey – would not like to travel more than Buckfastleigh
- Ivybridge – no more than half an hour
- Bovey Tracey
- Newton abbot, 25 minute drive tops
- I live in South Brent. 20-30 minute drive max and I do have to have somebody in the car with me. Marina will only travel up to 30 mins in any car before kicking off and I have to take into consideration the persons time who will have to come with me
- South Brent. I would be happy to drive up to 30 mins away.

# Any other thoughts or comments:

- I would be happy to help with the splash committee
- I noticed a definite drop off in staff morale during the October Half Term. This obviously has an impact on how our children feel therefore more training/support should be given to all staff
- I can go a bit crazy in the holidays with all the caring so I am hoping to get this sorted soon.
- SPLASH is what my child needs in the holidays. He loves going to SPLASH.