

Over the summer the forum asked families for feedback on the HAF programme. This is a summary of the feedback.

## Strengths

1. It provides for families with low income and offers opportunities for SEN children.
2. Good fun and teachers were good and listened to parents. Very calm at the ST Denys HAF for SEN children.
3. Really food activities/ opportunities for families on a low income. This would have been difficult to pay for it if not for the funding.
4. Gives children an opportunity to try something/somewhere new without an expensive price tag.
5. Able to find an alternative placement when original one was cancelled at short notice.
6. Good range of activities
7. 1:1 for my son has been amazing!
8. Lots of activities and good variety of choice
9. More selection than half term
10. Loads of different things to do
11. The meals were great.
12. Really good range of activities eg sport, craft
13. Staff really good at crafty bug, wet wheels and xplorers code
14. Great variety for range of ages
15. Loved the farm sessions

## Things to work on

1. Include younger siblings in more activities with tokens for them. Communication and website is great.
2. I gave up due to poor communication nothing suitable for my child (non verbal and needs personal care)
3. Unable to reset password.
4. Website is difficult to use.
5. Not all providers have SEN understanding.
6. Include siblings in the tokens.
7. Need to allow more families to book on activities eg wet wheels and injoy. Some families booked every session. Maybe limit injoy to one session a week per family etc).
8. The booking system is not user friendly. Unclear what is for send and what is not.
9. Needs more advertisement
10. Could do with a weekly Facebook post about what is available the following week.
11. Unfriendly booking system
12. Takes a long time to get responses on Facebook messenger or emails
13. No suitable sessions for those needing personal care.
14. Limited food choices in some venues
15. Parent led sessions need to be clearer, maybe a different colour on booking system
16. Not all staff understand SEND
17. Booking system need to make the SEN provisions more obvious, maybe a different colour like the map