



# PARENTING SPECIAL CHILDREN

## Evaluation Report

September 2019 – August 2020



This report covers  
activities from 1st  
September 2019 to 31st  
August 2020.

During this time,

**OUR SERVICES  
HAVE BEEN  
ACCESSED A TOTAL  
OF 2707 TIMES OVER  
THE LAST YEAR.**

The charity supported,  
**2156** families at least  
once & **4726** referrals.

Which is an average of  
**2** referrals per family!

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*'As a parent who has found the journey extremely testing, I know I couldn't have managed without PSC. From the bottom of my heart I would like to say the biggest thank you. You are like my guardian angels, I've learnt so much, and continue to do so, because of all of you. Be proud!'*

# INTRODUCTION

Parenting Special Children (PSC) is a Berkshire based charity aiming to improve the wellbeing of children/young people with a range of special needs and disabilities, including those who have experienced early life trauma.

Over the last 14 years, PSC has been at the forefront of responding to gaps in service provision by setting up new and specialist services and projects for families. In addition to parents/carers, we are now supporting children and young people directly as well as professionals who work with them.

## Our services include face to face and online:

1. A helpline, over the phone, email and social media
2. Specialist parenting workshops and courses
3. Sleep courses and clinics
4. Annual topic based conferences and guest speaker events
5. Community and Special Interest support groups
6. Family Fun events
7. Training opportunities for professionals working with special needs children.
8. Monthly social and educational groups for young people
9. Specialist workshops, courses and peer support for families of children who have experienced early life trauma.

PSC services continued to be well respected and regularly used across Berkshire East and West during the year. We continue to enjoy strong partnerships with local authorities, schools, health and education professions, voluntary services and community groups in the area.

*'So much useful information! I wish I'd had PSC as a resource when my daughter was growing up. So much that you say makes so much sense.'*



# COVID-19

## PSC Response

During the ongoing global pandemic we provided **95** workshops/support group sessions over **3** months.

The coronavirus pandemic affected everyone but for the families PSC support this was magnified a hundredfold. Our dedicated helpline and support service witnessed an increase in anxiety, challenging behaviours including child to parent violence, self harm, suicidal thoughts, fear of parents/grandparents becoming ill or dying, medical/health needs due to disruption of hospital appointments, sleep issues with sleep routines not being maintained, isolation, anxiety due to homeschooling and mental health concerns. The helpline moved to a cloud based system allowing call forward for calls to be taken from a mobile phone during lockdown ensuring we could continue to support families in need.

Last year the charity identified the need for online workshops with a plan to implement in 2021. However, when Covid took the country into lockdown the charity knew it was paramount to respond immediately to the needs of their families.

The first series of the new online Zoom workshops started on the 20th April 2020, 'Understanding/supporting children's behaviour during lockdown'. The set of 3 workshops proved popular, and at maximum capacity within days, prompting a second and third series which were also full. Throughout Covid we listened to our parents' needs and responded by delivering extended helpline hours, online support groups including groups such as Dads/Male Carers, Adoptive Mums sharing concerns during lockdown, Kinship Carers, our existing workshops alongside developing new topics such as 'Dealing with family tensions during lockdown' and 'Managing stress levels of traumatised children during lockdown', as well as facilitating online sessions for our Auticulate and 'Awesome Autism' A team children groups.

PSC recognised the struggles some of our families were experiencing due to a lack of technology for example, one single mum was trying to home school her 3 children on a mobile phone. Our response was to source and deliver laptops to our most deprived families. Thank you to Project Linus who donated quilts which we distributed to our families accessing our Trauma and Attachment service (TAS) and Community Support groups.

### Adopters

**1 Session**  
**7 Attendees**

### Kinship Carers

**3 Sessions ran**  
**6 Attendees**  
**11 Total attendance**

### ADHD Parenting Workshop

**3 Workshops**  
**68 Attendees**

### TAS support groups

**4 Sessions ran**  
**18 Attendees**  
**31 Total attendance**

### Community support groups

**54** parents accessed the support groups  
**181 Attendees**  
**36** support group sessions

### Autism Parenting Workshop

**3 x 3 Linked workshops**  
**66 Attendees**

### Dual Diagnosis

**1 Workshop**  
**20 Attendees**

### Professionals

**3 Training Sessions**  
**67 Attendees**

### Sleep

**6 Workshops**  
**74 Attendees**  
**85 Video Downloads**  
**40 One to one clinics**

### Helpline

**160 Calls received**  
**333 Emails received**

### TAS

**17 Workshops & Webinars**  
**165 Attendees**  
**9 Support group sessions**  
**9 Sleep clinics**  
**40 Parent/carers received one to one support**  
**250 Emails to parents**

### Sensory Processing

**3 Workshops**  
**51 Total attendance**

# HELPLINE

During the year, our helpline:

RECEIVED

317  
CALLS

PROCESSED

457  
REGISTRATION  
FORMS

RECEIVED

587  
E-MAILS

SUPPORTED

425  
PARENTS &  
CARERS

## Helpline case study

N first made contact with the helpline via telephone in November 2019 to discuss their child who was on the ASD and ADHD pathway with CAMHS. The helpline discussed our Pre and Post assessment workshops and N booked on to the ADHD workshops and completed all three parts. N contacted the helpline again in June 2020 to discuss child's sleep difficulties. We discussed some of the issues they were facing and discussed strategies to put in to place to help support a good sleep routine. The helpline recommended our sleep workshop and gave details of this. N attended a sleep workshop and accessed the sleep tips on demand presentation. N attended a Dual diagnosis workshop via zoom.

N contacted the helpline via email at the end of June 2020 to give us an update and confirmed that a private assessment for ADHD had been given and was in the process of getting a private Autism assessment. N expressed how grateful they were for all of the amazing information that had been given from workshops and the helpline to help make the process easier. N made contact via email with the helpline to ask for help and advice as things were really difficult at home with behaviour, anxiety, OCD and home schooling.

Helpline responded to this email with a phone call to N to get as much information as possible and to give as much support as possible. Helpline spoke in length touching on every difficulty, signposting to other agencies for more specialised support around school.

N made contact with helpline to give an update and to discuss further concerns. A decision was made by the helpline to refer N to the Family team to access 4 hours of 1:1 support to help support with the complex needs. PSC's Family support team are now in the process of working 1:1 with N.

*'Can't believe somebody answered I was going to leave a message, you are fabulous and to be still helping others at this time is lovely, it's nice to actually speak to someone that gets it. Thankyou!'*



# PARENTING COURSES

This year, the charity delivered the following courses:

Course	Numbers Delivered	Number of Parents/ Carers
Time Out for Special Needs (TOSN) 7 weeks	1	11
Time out for ADHD (TOADHD) 5 weeks	1	12
Who's in Charge? 9 sessions	2	24
Attachment Focused Parenting 7 weeks	3	21
Total	7	68

## Time out courses

Time Out Courses are a program designed for parent/carers focusing on understanding behaviours, home/school issues and learning strategies. Attendees completed evaluation forms before and after attending.

*'I have gained so much, how it affects my child, what ADHD is, managing behaviours, it has already made a difference using given strategies'*

## Who's in charge?

Who's in Charge? is a specialist course providing a therapeutic approach for families of children and young people who are violent or aggressive. Due to Covid our Who's in Charge course was postponed allowing parents to concentrate on homeschooling. The course went online in September 2020.

Feedback from the course ran earlier in the year when comparing the forms filled in before and after the course **100% of parents** reported that they felt more able to cope with their child's aggressive behaviours.

*'Thank you for a great course and helping us take small steps to change'*

*'I barely have the words to thank you so much... I am astounded at the way you have so taken on my situation with E. Your involvement has been such a blessing. To know that someone was able to comment with such knowledge and kindness too was enough to empower me in the meetings that I've had recently. I felt more confident in my own thoughts and you equipped me with information which I probably wouldn't otherwise have had.'*



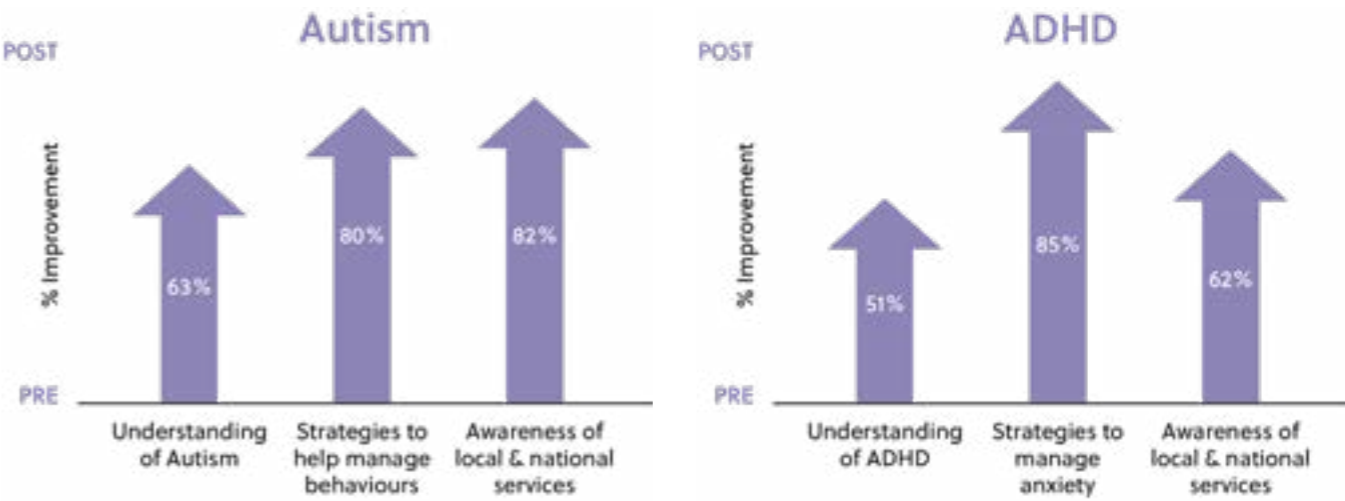
# PARENTING WORKSHOPS

This year, the charity delivered **43** parenting workshops to **716** parents/carers, an average of **17** people per workshop.

Topic	Numbers Delivered	Number of Parents/Carers
Pre and Post Assessment workshops, Autism	11	190
Pre and Post Assessment workshops, ADHD	14	217
Autistic Girls	6	78
Dual Diagnosis – Autism and ADHD	3	50
Sensory Processing Workshops	5	104
Pathological Demand Avoidance	1	14
ADHD & Medication	1	14
Autism & Food difficulties	1	24
Sibling workshops	1	25
Total	43	716

*'Please pass on my thanks to P and I, their insight was really interesting and it seemed that lots of the parents in the chat were really able to relate to them. It's so refreshing to hear some honesty but also highlight the positives that come along with our special families.'*

## Pre and Post Assessment workshops

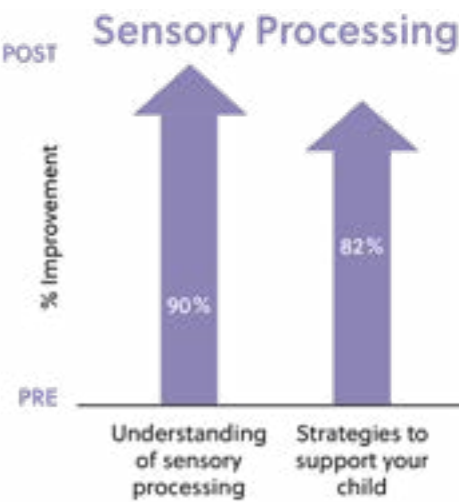


## Workshops delivered in schools

Thank you to Reading Families Forum who commissioned 6 school workshops covering topics such as anxiety, behaviour, sleep and sensory processing.

- **100%** of attendees would recommend the workshop to others
- **100%** agreed or strongly agreed that they had learnt new things to meet the needs of their child

*'I did a Sensory Processing workshop with Parenting Special Children and wow I have a different child. I put little things in place and we have gone from three meltdowns a day now to once a week. It was a light bulb moment for me, you have helped us so much'*



## New sibling webinar

In June as part of PSC's Covid response, we ran a webinar for Berkshire families in conjunction with the University College London Institute of Education. As part of the webinar one of the PSC team and her daughter talked about what life was like growing up with an Autistic brother.

*'Having this opportunity to focus on my sibling child has been so valuable so thank you for that.'*

# PARENTING WORKSHOPS

## Case Study

I just wanted to pass on my total thanks and appreciation to Denise and Charlie and PSC as a whole. Thank you so much for the information on the workshops. I found it incredibly helpful and reassuring.

I have 5 boys; My second oldest is 16 and was diagnosed just after he turned 2 with Autism. Things were so different then regarding a diagnosis. He has had wonderful support all the way through school, remaining in mainstream initially after repeating his year again in reception and he has always had an EHCP. My youngest, who I came on the course for, is 6 and completely different from his older brother; loves people, animals, lots of physical contact.

One of my youngest child's main problems was/is sleep. (This has improved recently as I have done the sensory processing course and the sleep course). Ever since he was a baby he never slept through. I recorded in the year 2017 he had 7 complete nights sleep in the whole year. The effect on him, myself and the family with such massive sleep deprivation and disturbance was indescribable. We were all completely on the edge. I could not function properly. I thought a lot of his disruptive behaviour in the day time tantrums, meltdowns was purely due to his lack of sleep, his tiredness and my complete inability to foresee things coming since I was always so tired. (He was even worse if we went away anywhere. Dad and the other boys now holiday on their own and for years now my youngest and I stay at home).

I just wanted to express how so incredibly, incredibly THANKFUL I am to PSC, who the HUB in Newbury put me in contact with. People like Denise and Charlie are incredible. Also your colleagues that I have met on the SP course and the sleep course. It was so lovely to have listened to you both over the last 2 workshops. It means so much to know we are not alone, but also to gain totally valuable advice, and even more so, reassuring explanations for our children's behaviour....."so that's what's happening" Complete revolutionary moments .

I am slowly piecing together a vast jigsaw. Piece by piece everytime I take part in a workshop another piece is added which helps our family with our youngest son's behaviour. (And is also helpful for my older autistic son, although he has had plenty of strategies in place for years now.)

Anyhow thank you again. I loved your definition that "Autism is an explanation of a brain that is wired differently" How wonderful!



# SLEEP COURSES & CLINICS

## This year, the Sleep Service delivered:

- 13 courses reaching out to 112 parents.
- 115 in-depth sleep clinics with parents and 19 with teens. Average length of clinic of 60 minutes alongside 2 hours writing individual plans.
- 95 downloads of PSC on demand sleep videos (June-August).

## The feedback from parents demonstrates:

- The majority of parents reported a 20% increase in confidence after attending a sleep workshop.
- The majority reported that parents and child receive less sleep than the average hours recommended by the National Sleep Foundation.
- The average score when asked if the workshop was useful was 8 (10 being the highest).

*'The good news is that N is now sleeping back in his own bedroom alone... so it's much more manageable!'*

## Case Studies

On 11th January we delivered our first ever workshop for children with special needs and their parents at The Avenue School in Tilehurst. This was attended by 16 children and 17 parents. The children and their parents sat in mixed groups of 4-5. The workshop consisted of a PowerPoint presentation designed specifically for children with special needs and included lots of audience participation from shouting out answers to questions posed, writing answers down after collaborating with parents and also some group work using visual games.

We incorporated breaks into the workshop and there were also a lot of resources placed on a table for parents to look at for ideas. Three sleep Practitioners ran the workshop, taking it in turns to present and whoever wasn't presenting was going around the child and parent groups to provide support where needed and also to help keep the children engaged. Drinks and snacks were also provided.



# TRAUMA & ATTACHMENT SERVICE

The service supported **250** parents/carers during the year including adopters, foster carers, kinship carers and birth parents of children and young people with early life trauma.

At least **20%** of them attended more than one activity. At least **25%** of parents/carers also received one to one support from a specialist practitioner.

## This Year, the Trauma and Attachment service delivered:

- **21** parent/carer workshops on a variety of topics.
- **3** courses.
- **10** sleep clinics.
- **1** Children/young people event.
- **20** professional training events
- **4** support groups with **26** sessions altogether

**99%** of parents/carers said they would recommend our workshops and courses to other families.

**97%** of parents attending training events reported increased knowledge & understanding.

## Case Studies

A's youngest son M, aged 4, is adopted, has extremely challenging behaviour and a diagnosis of Reactive Attachment Disorder (RAD). A contacted us as she felt her son's school was not meeting his needs. Our education advocate supported her and gave her information on a range of topics, which then gave her the confidence and knowledge to advocate for M. She also worked with the school and attended meetings with A to discuss how M's needs could be better met.

As a result of our intervention, M is now accessing more self-regulatory activities including using the sensory room and the staff are more aware of his need for regulation. The school is going to make social stories to help with transitions. There is now a home-school diary in place and stronger links between home and school. A plan was put into place for appropriate ELSA support and another plan to ease the challenges of getting M to school in the mornings.

A also attended a workshop on RAD, has been regularly attending the local support group and had some one to one sessions with our specialist practitioner on de-escalation techniques at home. Although life is still challenging for her family, A says she has seen definite improvements. "Working with the PSC advocate has helped myself & my son immeasurably. She helped me to understand the rights of my son and myself as a parent. She taught me how I can best advocate for him. Several of the ideas which she came up with have been implemented in my son's classroom, mainly to his benefit. I am so grateful to PSC for helping me help my son."

*'The webinar was excellent. I learnt a great deal in a short time with lots of resources to further my knowledge. The presenter was excellent, clearly very experienced and knowledgeable in her field and well organised and highly professional throughout. Thank you very much for the session'*



# SUPPORT GROUPS

This year, PSC expanded the number of monthly support groups we run for parents/carers. The community groups centre around deprived areas of Berkshire whilst others brought together parents and carers with shared experiences.

## A – Community Support Groups

66 parents accessed 24 sessions of monthly support groups online and face to face in five geographical areas:

- Whitley in Reading.
- Southcote in Reading.
- Greenham in West Berkshire.
- Great Hollands in Bracknell and
- Monksfield Way in Slough.

Feedback on impact was collected at each session through an online survey:

- 100% reported learning new things.
- 100% said they feel less isolated.
- 100% made new friends after becoming a part of the group.

During the summer the community support team delivered packs containing sleep advice, visuals, practical items such as stationery for going back to school and family treats. Our families reported back that we were the only charity to contact them and provide support.

## B – Shared Experiences Groups

We also ran 26 sessions of the following monthly groups which were accessed by 92 parents/carers in total:

- Kinship Carer group
- Dads & Male Carers group
- Adopters & Foster Carers group in Maidenhead
- Adoptive mums group

*'Such a valuable resource, I mentioned your support & organisation many times on the recent Adoption UK survey which is used by the government'*

## Case Studies

R came to our very first support group back in April 2019. Three of Rs children have SEN.

R has been an active and supporting member of the CSGs. R has attended all group sessions and has taken part in our Sensory, Sleep, Self-care, ADHD, Anxiety, Autism, Who am I? Food, IASS, Education and Behaviour workshops that have been provided by us. R has also had fun enjoying our Cupcake decorating, stone decorating, Xmas crafts, Halloween crafts and Mindful colouring sessions. R and family enjoyed a fun day at Camp Mohawk, providing a safe and fun space for all children. We supported R with the assessment process in gaining a diagnosis of ASD and ADHD. We supported with filling in forms, phone calls and what to expect throughout. R took our advice on how to move forward with gaining an Occupational Therapist Appointment, receiving an SPD diagnosis after doing the Sensory workshop. R has had 1:1 support to help apply for a successful EHCP for one child and on the back of getting a successful EHCP said child is now accessing a Special school.

Since having contact with IASS, which we sign-posted and supported with, R has shown an interest in volunteering for them. (Due to current Covid-19 restrictions this is on hold for now). We are now assisting R with regards to appropriate support and signposting for the other 2 children. We supported R with applications for Disability Living Allowance and Family Fund which was successful. Rs children received The Giving Tree gifts from Reading Giving Tree at Christmas. Rs children received our care/sensory packages through CIN over the Covid Lockdown period. R and Rs children are taking part in our Jelly Art session making Halloween masks via zoom with other members of the group and their children.

R is now part of our Moving Forward group and we will continue to support R with the progression into further learning/volunteering/work. We have applied for a laptop grant for R to help her to access further learning. R has gained so much confidence over the time attending the groups, R has expressed how much the group has helped and sent a message to us saying.... "I am so glad you started this group it has been a lifeline for me, I have learned so much and feel confident in what I do now, thank you!"



# CHILDREN & YOUNG PEOPLE GROUPS

## 'The A Team' – Awesome Autism

The Autistic girls' monthly group is a monthly group for girls aged up to 18 years to come together either face to face or virtually with the aim of building confidence, try new experiences, teach skills such as self regulation, discuss challenges faced especially during Covid and most importantly celebrate difference.

Due to Covid the group was unable to meet for a few months but now the sessions are run online. In total 4 sessions were held, 59 total attendance, accessed by 48 girls.

## Auticulate

Auticulate is a support group for young autistic people in mainstream education. Our programme combines social knowledge and understanding with life-skills and leisure activities.

Support is offered through topic based sessions. This year juniors looked at, Who Am I, working with others, interaction skills for successful team work, conflict resolution-expressing ourselves, listening, compromising and apologizing. The seniors covered, assertiveness, resilience-particularly in terms of social media, keeping safe, teens and the law.

The group also learn life-skills by participating in off-site activities encompassing a wide range of everyday social and leisure tasks and activities.

- The junior group met 14 times this year and was accessed by 12 children.
- The senior group also met 16 times and was accessed by 15 children.
- The junior and senior groups have been supported by 5 mentors, 4 of whom are autistic.

*'I love this group, I feel the staff are the only people outside my family who understand me and always try to help me.'*

## Parents' feedback on the Auticulate project

I feel your emphasis has always been on understanding, their understanding of themselves and the understanding of others. This is essential in life whether or not you have Autism, and is something that should perhaps be taught to all children. I actually feel having attended Auticulate puts my children at a distinct advantage over their peers.

Auticulate is unique in my experience as you all reflect exactly the approach we have at home, and that is truly a life-saver for us; you mirror and re-inforce what we have said and done, and you are the only adults that I feel really GET what we as parents are trying to do with our boys and appreciate the efforts we go to. You are an intrinsic part of how we have coped over the years and how we can now feel we are succeeding, with B doing well studying and going off to College, with J off his medications and C...well he's a work in progress! C still struggles with friendships and has his strop moments but he is happy and we know we will get there. Keep doing EXACTLY what you are doing.

*'I rave about Auticulate to anyone that listens and has an Autistic child and say what a lifeline your group is and how amazing it is to have such a great group that helps and teaches the kids life skills as nowhere in or around Reading offers this.'*



# FAMILY FUN EVENTS

During the summer and autumn term of 2019 we ran 2 family events at Camp Mohawk which included decorating pumpkins, face painting, forest activities, music, soft play and cakes.

**100%** of parents felt less isolated after attending the events.

Due to Covid 19 our family events in 2020 were postponed however for the future we have taken our family events online including a new music therapy group.

## Case Study

A came to the Camp Mohawk family event with her parents, A is aged 12. This was significant for A as her parents were no longer together and her father had left the UK to return to Europe. A felt that her father didn't understand her autism diagnosis and she didn't want to see him when he returned to visit the family. A's mother attended a series of autism workshops with Parenting Special Children and when her estranged husband returned for a visit he attended an autism workshop with her. This was a turning point for the family as he responded much better to the daughter and the relationship began to improve.

A, mum, dad and 2 siblings attended our family event at Camp Mohawk, the family said what an amazing day that they had all had, in particular

A who had originally said that she wasn't sure she wanted to attend as was embarrassed about being there as she is acutely aware of her Autism diagnosis. This was the first time A had been in a space for children with special needs and their families. She was visibly having a great time and when talking to her she said she had had a really lovely day and felt happy.

As a result of A feeling so comfortable she has started to attend Parenting Special Children girl's monthly activity group for autistic girls, the A-team. This is a huge step and has come directly from accessing and attending the family day.

*'I enjoyed everything! The cakes, the sensory room with the glowing lights'*



# TRAINING WORKSHOPS FOR PROFESSIONALS

PSC has always delivered training workshops to professionals working with children and young people with special needs. Alongside our standard workshops, we can deliver a bespoke training package tailored to the needs of the setting, either online or face to face. Workshops are commissioned by local schools, councils, businesses, and corporates.

This year, **219** professionals attended such training events with the charity:

Service	Number of workshops	Number of Professionals
Teachers and other Professionals	7	113
Residential Homes	13	89
Sleep Service	2	17
Total	22	219

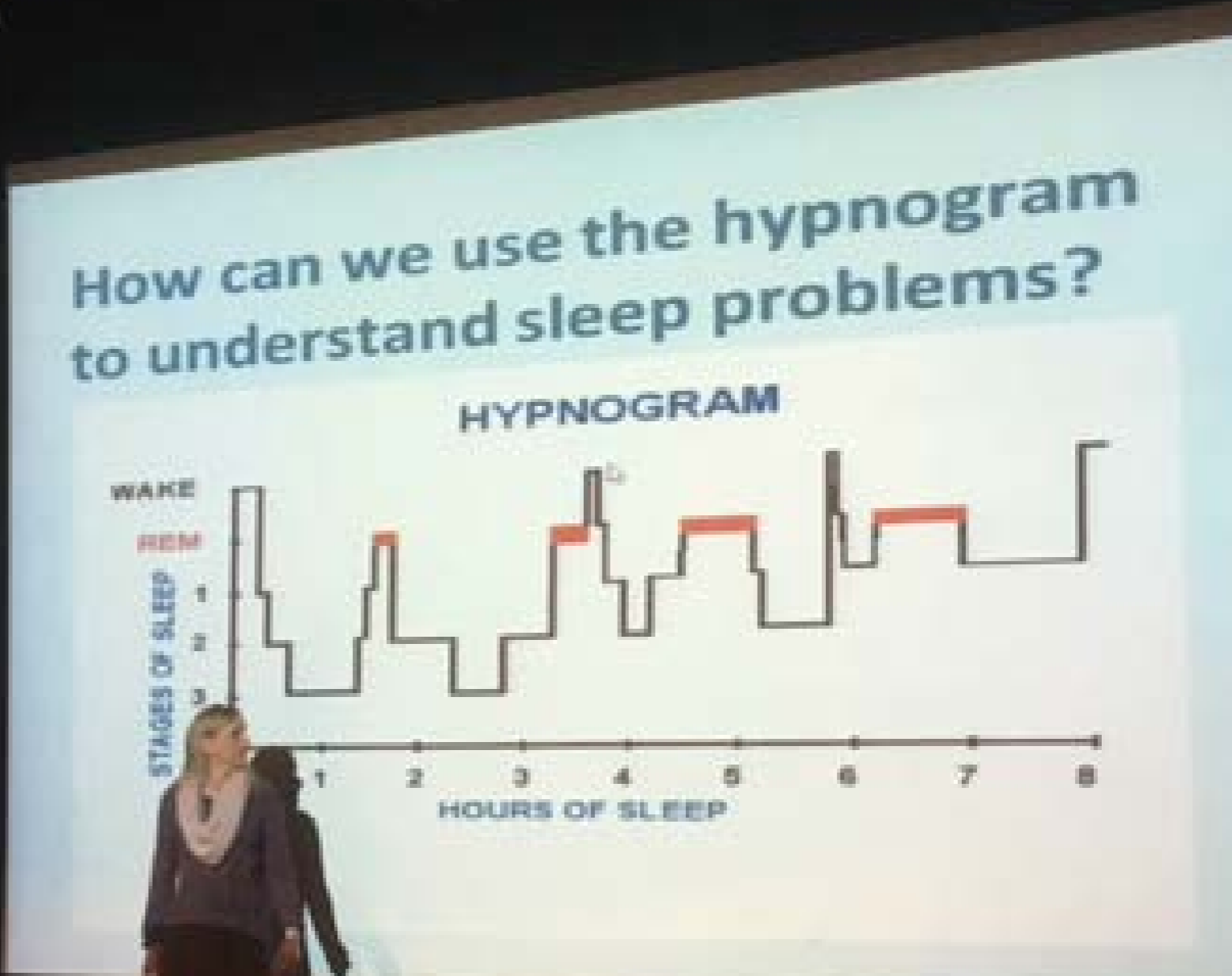
## TAS Service

- **32%** of professionals attended more than one event
- **96%** of professionals said their understanding and knowledge had increased as a result of attending our training
- **95%** of professionals said they would recommend PSC training to colleagues

## Sleep Service

When asked about their understanding of sleep difficulties, strategies and confidence in supporting families, they reported an average **3 point increase** (on a scale of 1-10, so 30%)

*'Wonderful course, came out with a lot more knowledge than before. Would highly recommend it.'*



# FINANCE

PSC has seen a steady growth in services alongside a healthy rise in income and expenditure over the last few years.

In addition to project specific funding, we were able to considerably increase our unrestricted funding this year through a number of measures. For the year ending 30 November 2020, we are expecting higher levels of restricted and unrestricted income plus expenditure to reflect further growth in the size of the charity and our response to the pandemic.



Financial Results 2018-2019	£
Restricted income from grants	£197,155
Restricted income from course fees, subscriptions, commissioning etc	£15,794
Unrestricted income	£52,034
<b>Total Income</b>	<b>£264,983</b>
Direct charitable expenditure	£155,799
Governance and indirect costs	£61,086
<b>Total Expenditure</b>	<b>£216,885</b>
Net surplus	£48,098
Net surplus as a %	18.15%
<b>Reserves carried forward to 2019-20</b>	<b>£95,777</b>

# LOOKING AHEAD

Parenting Special Children's immediate response to Covid 19 meant that we were successful in our Covid funding bids. Looking to the future we are aware of the difficulties all charities will face with predicted funding streams to decrease and demand for our service to increase. We are looking to partner with local business and community groups to build relationships to diversify our income streams.

Our main focus will be to keep engaging with our families, listening to their immediate needs and to continue to respond efficiently and quickly to those needs in an ever changing world.

## Parenting Special Children are looking forward to many new developments going forward:

- Develop new online courses and workshops and online support for those unable to access face to face support.
- Continue to grow and develop PSC's new Family Support Service.
- Continue to work with parent/carers through the Moving Forwards course improving confidence of parent/carers regarding volunteering and employment opportunities.
- Embed new monitoring and evaluation tool, Outcome Star, across the organisation.

## Collaborative working:

- Joint workshops with Jelly (creative Arts) and Whole Step (Music Therapy)
- Tendering with other organisations such as Autism Berkshire
- Commissioning by local authorities and children's services organisations

## New workshops and courses:

- 6 week course for children and young people pre and post assessment of Autism or/and ADHD.
- Series of workshops for education professionals; new series on Trauma and Attachment; sleep and Sensory Processing.
- New series for dads and male carers.
- New on demand videos for Sleep and building on success of sleep training for professionals.

## New projects:

- Family Support - one to one support for our complex families.
- Moving Forwards – empowering our community support group women to be able to access work.
- Neurodiverse workshops for children.
- New workshops to support families through the continuing Covid period.
- Outcome Star monitoring tool.

# FUNDERS

We would like to express our appreciation to our funders for the important financial support that they provide, which enables us to deliver the majority of our services either FREE or at a very low cost to families and at a subsidised cost to professionals.

## A big thank you to:



We would also like to thank our local fundraising platforms for their dedicated support:



As well as a number of trusts who donated via The Good Exchange:



Thank you to the funders who supported PSC families with emergency Covid funding which allowed us to quickly respond to our family's needs. We are grateful to all of the above, as well as our individual donors and sponsors for the fantastic support that they provide, without which we cannot continue.

A special thank you to Ruth Moyes, Ruth Thomson, Rachel Hesby and the Reading RoadRunners.



# TEAM PSC

A big thank you to all staff and volunteers for making all of the above happen. PSC has grown to be a strong team of **46** people, **75%** of whom are parents/carers of children and young people with special needs. Our volunteers gave the charity a massive **700** plus hours, all of our volunteers did not work from March to be able to look after their own children during lockdown.

## Behind the scenes

Behind the scenes we have a great team including PSC volunteers giving **700** hours of time.

**274**

Events set up on  
Eventbrite, Facebook,  
website, database

Processed  
**3419**  
Bookings

**55**

Events cancelled  
due to Lockdown,  
followed by 76  
'public' events via  
Zoom.

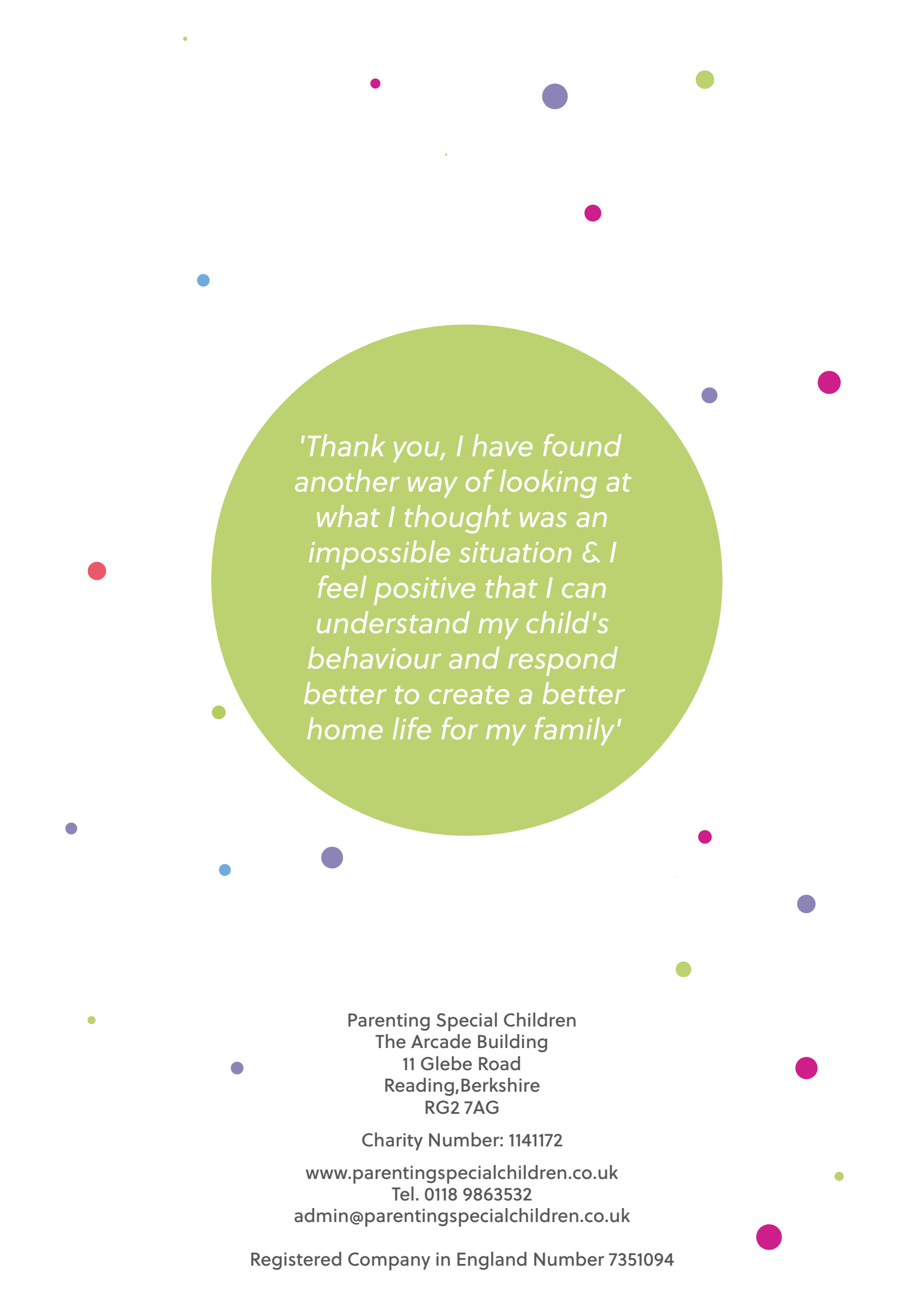
Admin Mailbox

**8497**  
E-mails

Mailshots  
**35**

Includes full newsletters, targeted  
mailings. With an average open rate  
of the main Newsletter being 33% &  
open rate of lockdown event mailings  
is 34% – 46%.





*'Thank you, I have found  
another way of looking at  
what I thought was an  
impossible situation & I  
feel positive that I can  
understand my child's  
behaviour and respond  
better to create a better  
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