

# Consultation Communication to Beneficiaries and Stakeholders

Heartfelt thanks to everyone who contributed; giving time and sharing a wealth of information, knowledge and ideas.

“ It’s an amazing charity – I’m honoured to be part of it. ”

## The Consultation

**33** semi structured individual interviews

**3** surveys

**152** total responses

**6** focus groups (36 participants, 4 young adults with Down syndrome)

**24** children & young people

Discussion with

## Celebrations

The welcome, sense of community & appreciation of Sunshine & Smiles’ ethos

Beneficiaries appreciate times when the whole community gathers together & particularly when this includes wider family members such as siblings

Existing activities are all deemed of value by beneficiaries

21 Co. - The cafe is widely seen as a huge achievement with lots of ideas on how to attract more customers & develop the offer for young people

“ I can’t think of another group that supports parents themselves so consistently. ”

## Statistics

Sunshine & Smiles reaches at least two thirds of children with Down syndrome, in Leeds

**87%** of the beneficiaries who responded reported having at least monthly contact with Sunshine & Smiles

## Areas to Develop & Build

Education	Health and therapeutic support	Sunshine & Smiles community	Activities
Inclusion and Diversity - specifically relating to complex needs, dual diagnosis & cultural awareness	Communication	Transitions to adulthood	Sunshine & Smiles offer and pathway
Signposting and information access	Collaboration, partnerships and advocacy	Finance, structure and resilience	

We heard that there were many areas of support & services that people felt it was important to strengthen or develop further - we have tried to broadly group these into themes to help us plan & develop our work in each of these areas

## Some Things We Have Already Done

Improved information sharing across different platforms - email, website, WhatsApp, Instagram, LinkedIn & Facebook



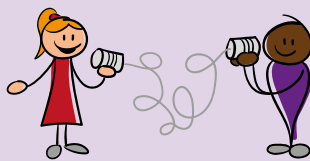
Started to create additional resource & information pages on our website

Changed timings of Saturday Music & Movement sessions



Improved age specific parent & carer WhatsApp groups & communication

Started conversations with other organisations such as Leeds City Council, Scope, Special Educational Needs Inclusion Team (SENIT) & Special Educational Needs & Disability Information, Advice & Support Service (SENDIASS) to talk about collaboration & partnership working



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The team are amazing, if I have ever had a question or concern they come back almost immediately with information and advice.

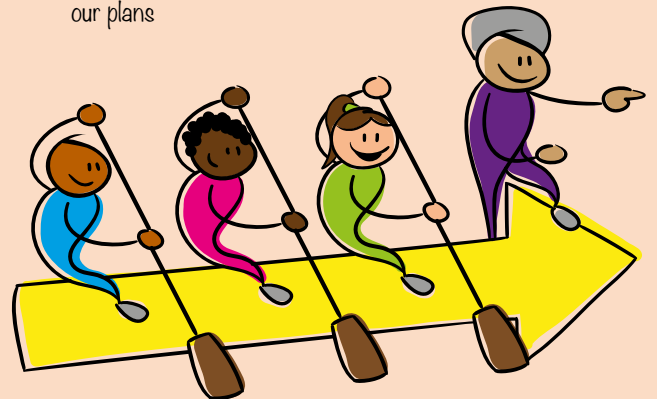
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## Next Steps

To create a shared & visible five to ten year development plan incorporating short, medium and long term actions & aspirations



To create 'theme teams' to plan & prioritise actions for development - there will be short, medium & long term plans in each area - these teams will be made of up of Sunshine & Smiles staff & volunteers but we will also be asking for involvement from parents, carers & young people to help us shape our plans



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The culture. From the very moment of entering 0-3s with a 6-8 week old baby, it felt like coming home. The warm welcome meant everything in that moment and has never changed.

”

“

Only that this is me wishing for the stars when we already have the moon. You are an amazing service... We feel incredibly lucky to have you in our lives and I can't imagine how much harder everything would have been without you. We feel part of a community and have faith that the community will be there to help [our daughter] going forward, through school and beyond.

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