

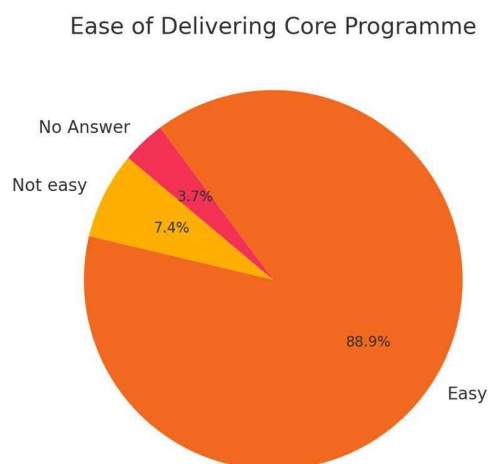


Cygnets Autism Support, Provider Feedback 2024/25

This report presents feedback from providers who deliver the Cygnets 4th Edition Core Programme. Findings are based on responses from 27 providers and are summarised using pie charts for clarity.

A range of comments have been selected and shared to represent the findings.

Ease of Delivering Core Programme

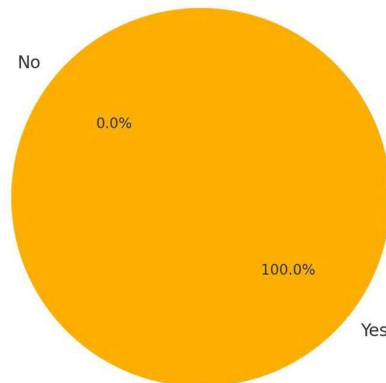


- Content is good. A mix of practical, theoretical and visual content.
- Very easy, we all love it.
- Much easier due to the digitalised version. Accessing resources is much easier.
- At times it can feel like you are just reading out of a book due to the large amount of information required to be shared. The content is however enjoyable and relatively straightforward.



Content Suitability for Parents/Carers

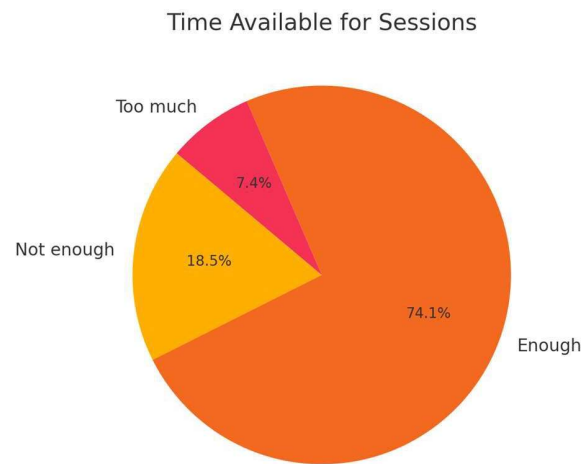
Content Suitability for Parents/Carers



- It is very informative and explains a number of strategies.
- The videos are great, and they enable parents to hear from people with lived experience.
- Some parents have expressed information overload, and they can at times feel overwhelmed by the volume of information that is delivered each week.
- One parent, who had attended a lot of courses before, felt this was the best course she had attended.
- Thank you for the course and all the support. Now I have more knowledge about autism, and I've put some in practice with my son. Thank you so much for everything. (Parent comment)
- I feel really empowered. (Parent comment)
- It is so lovely to be with people who understand, I feel less alone now. (Parent comment)



Time Available for Sessions

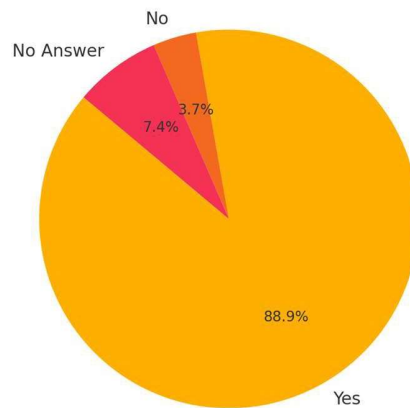


- Sometimes it felt like too little because the parents were chatting, but it was plenty of time for the materials.
- We have found that session 5 break is far too late, so have moved it earlier.



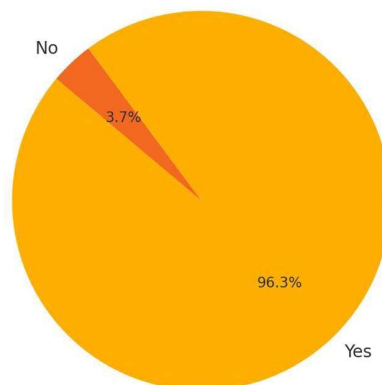
Support from Resources (Classroom)

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Training Support to Deliver Programme

Training Support to Deliver Programme

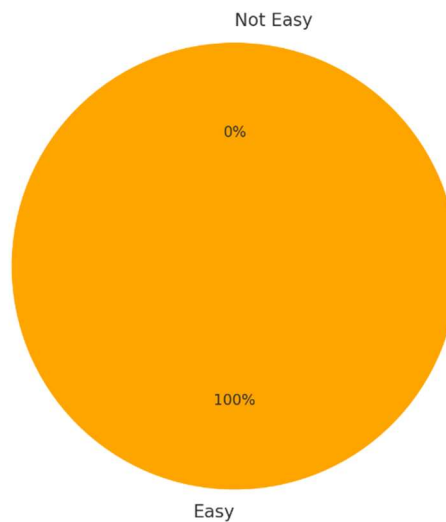


- Felt much more informed about the course content.
- The training was informative and a good platform for all facilitators to learn the content and aim of Cygnus. The workshop is inclusive and useful for me as a lead trainer to make sure I am doing a good job, and for everyone to share best practice and challenges.



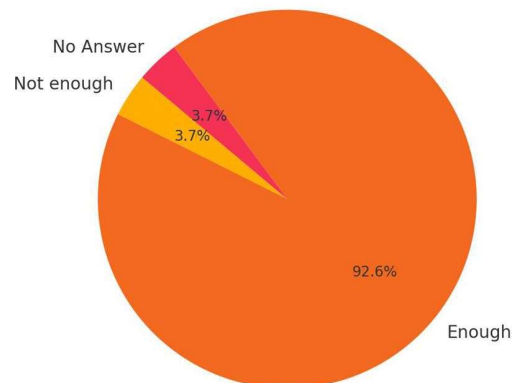
Ease of Using the Account Portal

Ease of using the account portal



Support from Autism Support Team

Support from Autism Support Team

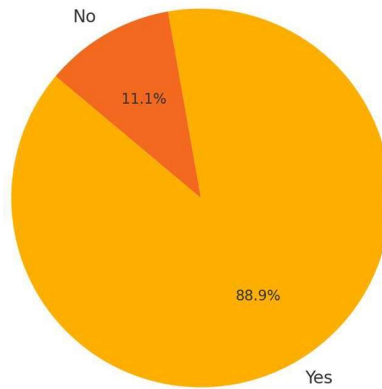


- Frequent emails and prompt responses support a feeling of inclusion.
- I had support from Laura (Cygnets Autism Support team), we had a TEAMS meeting and she supported me with suggestions regarding my delivery.



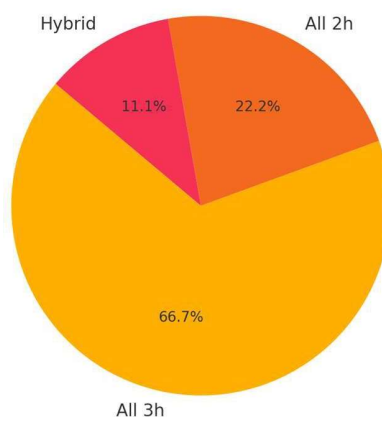
Services Offering Online Delivery

Services Offering Online Delivery



Online Delivery Approach

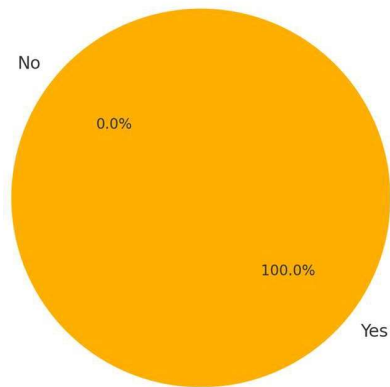
Online Delivery Approach





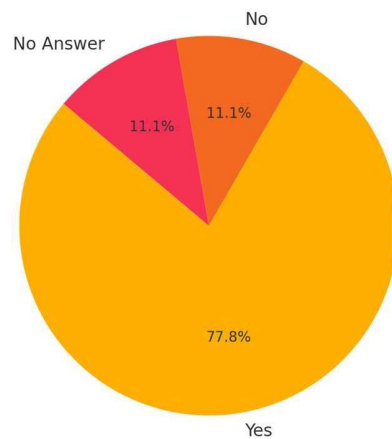
Portal Support for Online Delivery

Portal Support for Online Delivery



Online Delivery Support

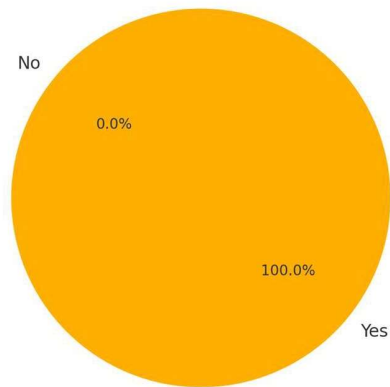
Online Delivery Support





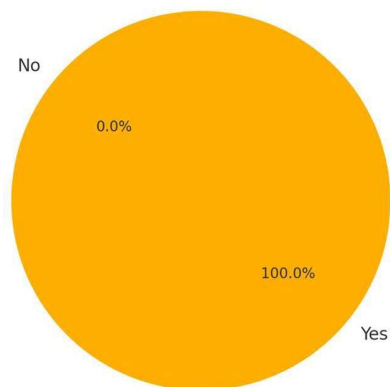
Resource Support for Online Sessions

Resource Support for Online Sessions



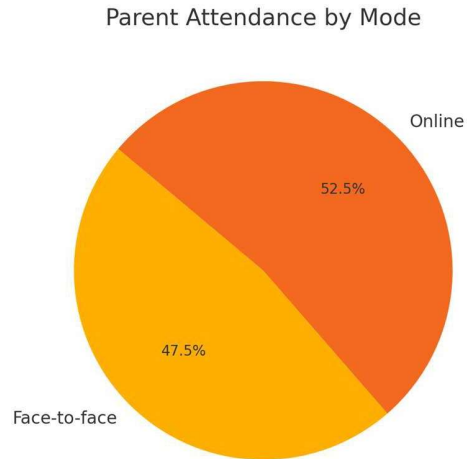
Online Delivery Enhances Offer

Online Delivery Enhances Offer





Parent Attendance by Mode



Thank you to all the providers for submitting this information. The findings suggest that overall, the 4th Edition of the programme is successfully meeting the needs of parents, carers, and providers. We greatly appreciate all feedback received and will be carefully considering each suggestion to determine how best to action them, with the aim of continually improving the experience for both providers and the parents and carers they support.