

Portage Interview

[Video clip: Hayley – Portage Service user, in play room sitting on floor with James. Room filled with toys and other parents and children. Small table with plastic plates and bowls, tunnel, car track, balls, mats, big screen affixed to wall.]

[Logos: Family Hubs, Durham County Council, NHS, on screen throughout video]

“Coming through the doors is really welcoming.”

[Video clip: Staff member at desk waving at child, mother filling in a form.]

“The facilities are lovely.”

[Video clip: Hayley – Portage Service user and James in play room]

[Video clip: Mothers and staff members playing with children, throwing a ball. Others blowing bubbles, playing with stacking toys.]

[Video clip: Hayley and James playing with ball, toy washing machine and cooker, stacking toy.]

“And just coming into the group is really warm and welcoming. And all the toys that James has been able to experience has just been amazing especially finding out what he likes so I can go buy them.”
[laughing]

[Video clip: Staff members blowing lots of bubbles, little children catching the bubbles]

[Video clip: Hayley – Portage Service user and James in play room]

[Video clip: Staff and children on soft rug, lots of toys and balls, playing]

[Video clip: Staff member with small child looking in a mirror]

“I especially like the little corner, the little cosy corner that James likes to go in when he’s feeling stressed and upset.”

[Video clip: Hayley – Portage Serve user and James in play room]

“Coming to this group has been massively invaluable to me and to James, to our whole family really.”

[Video clip: children and parents with staff members, at a small table with crafts and drinks and biscuits]

“Just being a special needs parent you’re thrown into a system that you don’t really know much about.”

[Video clip: Hayley – Portage Service user and James in play room]

[Video clip: Hayley with staff member and baby, at table with toast and drinks]

“You, Susan and the team have been a wealth of knowledge for me and a massive, massive support for me emotionally to deal with all those things that we’re dealing with with James.”

[Video clip: Hayley – Portage Service user and James in play room]

“And I just feel so grateful.”

[Video clip: Sarah – Portage Service user in play room in toy kitchen area]

[Video clip: Sarah sitting at table with toast and drinks, looking at books. Other children playing in the background with parents and staff members]

“Yes but the amount of services that are here and what you can access from under one roof, if you didn’t know it was here, you know, you’re missing out on a lot. And the extra help that we’ve had has been brilliant and like really beneficial to Will.”

[Video clip: Sarah – Portage Service user sitting in play room]

[Video clip: Parents talking together with baby playing with toy kitchen, another child playing with balls]

“But even as a family, you know like, even just you know me totally stressed out when he wasn’t sleeping, just coming in and having somebody to talk to and sit and have a coffee and get it all off me chest like, it just helps loads.”

[Video clip: Sarah – Portage Service user sitting in play room]

“Will’s benefitted a lot from it, and me. You know we’ve had helped with DLA forms. We’ve had advice on different grants.”

[Video clip: Staff and children with lots of boxes filled with colourful percussion instruments, lots of cushions and, cosy area with child playing the window blind.]

[Video clip: Sarah – Portage Service user sitting in play room]

“And just general getting him used to being around children and noises because he couldn’t cope with it and now the difference in him is, it’s really good, he’s settled loads.”

[Video clip: Staff member opening door to sensory room. Dark room filled with lights and soothing colours, lots of toys, soft rugs.]

[Video clip: Lights that change colour with plastic fish floating up and down]

[Video clip: Sarah – Portage Service user sitting in play room]

“That sensory room he absolutely loves. And then just coming in here and having different experiences like he wouldn’t have played with like sand at stuff at home because he doesn’t like it so I wouldn’t buy it.”

[Video clip: Will and Sarah playing with sand, Will shovelling sand to make a wheel turn.]

“But just coming in with different things for him and he likes to go outside as well.”

[Video clip: Sarah – Portage Service user sitting in play room]

[Video clip: Staff member playing with Will using foam, sand table nearby]

“It’s just been really good and like me making friends, like Hayley, I’ve made friends with Hayley and things, and it just helps because I didn’t know anybody whose children had, you know like extra needs what Will had.”

[Video clip: Will running and smiling and exclaiming in play room]

“And now it’s just that support, level of support.”

[Video clip: Ellie – Portage Service user with her child, sitting in sensory area with lights with fish floating up and down.]

[Video clip: Ellie with other parents and children playing with toys in play room.]

[Video clip: Ellie – Portage Service user sitting in sensory room]

“It’s a lovely little area and like I say he loves it. User-friendly and it’s helped us so much, there’s stuff like schools, everything, EHCP, I wouldn’t know about any of this if I wasn’t coming here.”

[Video clip: Ellie and other parents with children on wooden climbing equipment, with balls]

[Video clip: Staff member and child rolling toys down a slide]

“I’ve learnt more about the differences in autism. I’ve learnt about how like some children speak, some don’t, some-“

[Video clip: Ellie – Portage Service user sitting in sensory room]

“They’re all different but they’re all under the same spectrum and category, so yes it’s helped massively.”

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