

Serving people with disabilities and their families of all faiths and none

# 6 MONTH REVIEW INDEPENDENT ADVOCACY SERVICE











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## A message from the CEO

I am pleased to present the 6-month review of our independent advocacy service, generously funded by the National Lottery Community Fund. This review highlights the significant strides we have made in supporting individuals with disabilities and their families, reflecting the dedication and hard work of everyone involved.

Over the past six months, the advocacy service has been pivotal in empowering our community members, providing them with the necessary support and resources to navigate their unique challenges. Our team has worked hard to ensure that every individual receives personalised assistance, fostering independence and enhancing their quality of life where needs are not being met.



The support from the National Lottery Community Fund has been instrumental in enabling us to facilitate this project, expanding our reach and impact to our members. With this funding, we have been able to deliver comprehensive advocacy services that address the evolving needs of our community, ensuring that their voices are heard and their rights are upheld.

We have also seen an steady increase in our membership, meaning that more members of the community have access to the service.

As we continue to build on this foundation, our focus remains on enhancing service delivery and adapting to the changing landscape. We are committed to maintaining transparency and accountability in all our endeavours, ensuring that every decision aligns with the best interests of those we serve and that of the project proposal.

You will see through this review that there has been some fantastic achievements, but there is also still more work to do. Although it's greatly warming that our members feel able to gain the support from the advocacy service, it has highlighted some of the concerning challenges our families and members are facing on a daily basis. This significantly highlights the need for independent advocacy services but what has been so evident throughout this review is the personalise nature of our service in meeting our members needs and enabling them to access support.

Thank you to the National Lottery Community Fund for their invaluable support, and to everyone within our charity who has contributed to the success of this service. Together, we are making a tangible difference in the lives of individuals with disabilities and their families whilst promoting their rights.

I look forward to sharing more updates as we continue this important work.

Warm regards,

Dan Ruscol

## **Executive Summary**

The advocacy service has been instrumental in assisting members to overcome challenges that they previously struggled to address. Our primary objectives included enhancing membership engagement by boosting event attendance, encouraging members who have not participated for some time to re-engage, and increasing overall membership within the Catholic Fellowship. While we have made strides in these areas, the impact remains limited due to the small number of members currently utilising the advocacy service, indicating significant potential for greater influence.

Among our notable achievements, we have successfully supported members in accessing care needs assessments, ensuring they receive the necessary services to feel supported and continue developing essential skills. A particularly impactful case involved assisting a family in appealing Redbridge's decision to deny additional funding for their daughter. This funding was crucial for her to attend a supported work environment and participate in day centres or overnight enrichment activities, which were financially out of reach for the family. Our consistent advocacy led to a reversal of the decision, granting the family the necessary funding to support their daughter's independence and socialisation with peers in similar situations.

We also supported a member living with autism and a learning disability in dealing with a wrongful disciplinary case, where his rights as a disabled individual were not upheld, and evidence of alarming discrimination was present. This required holding the employer to account, attending hearings, preparing evidence, supporting mental health referrals, advocating where he was unable to do so, and supporting the family in their needs.

In another instance, we helped a family secure behavioural support for their child after being turned away by social services and the GP. This support has been vital in maintaining positive relationships within the home and fostering a peaceful living environment. Additionally, we have supported individuals facing mental health crises by connecting them with resources and therapy options while they awaited treatment referrals, helping to alleviate feelings of isolation and vulnerability during these challenging times.

Despite these successes, we faced challenges, particularly in the limitations of the support we could offer. Some individuals required specialised advice beyond our expertise, necessitating referrals to more appropriate services. We made concerted efforts to explain the advocate's role and the specific areas of support available. Communication with external agencies, such as social services, often proved problematic, with delayed or absent responses complicating urgent situations. This underscores the need for stronger relationships between the CFDN and key figures in our members' lives, particularly social workers, whose cooperation is crucial for conducting needs assessments. Educating both members and social workers about legal rights and duties could significantly reduce these issues.

Looking ahead, we recommend focusing on developing relationships with organisations and individuals that future advocates may collaborate with, to streamline the process of ensuring members receive adequate care. Additionally, fostering stronger connections with members themselves could be vital in helping individuals gain the confidence needed to reach out for support and feel more comfortable using the advocacy service.

## Why we started the service?

The Community Disability Advocate (CDA) service was launched in response to the growing needs of individuals with disabilities and their families within our community. Feedback from members, combined with a thorough needs assessment, highlighted significant gaps in support, advocacy, and access to essential services. These gaps were exacerbated by the national reduction in funding and the lingering effects of the COVID-19 pandemic, which increased isolation and barriers for disabled individuals.

### **Identified Needs:**

- 1. *Barriers to Accessing Services:* Many members reported challenges navigating complex systems to access healthcare, education, and financial support. These barriers left families feeling unsupported and overwhelmed.
- 2. *Increased Isolation:* The pandemic intensified feelings of loneliness and exclusion among disabled individuals, particularly those unable to engage with community activities due to mobility or sensory issues, staffing issues in supported living or loss of confidence in attending events and activities.
- 3. *Lack of Advocacy:* Members expressed a need for a dedicated advocate to help them understand their rights, navigate systems, and ensure their voices were heard.
- 4. *Limited Awareness of Resources:* Families often lacked awareness of available local services, programs, and support networks, preventing them from accessing available assistance.

### Justification for the Service:

The CDA service was developed to address these challenges through a proactive and person-centered approach. The goals were to empower individuals with disabilities, support families in navigating complex systems, and create pathways for members to achieve personal goals. The service was designed to fill critical gaps by:

- Providing tailored advocacy support to help members access services and entitlements without replacing the statutory advocacy right.
- · Building awareness of local resources and opportunities.
- Strengthening community engagement and reducing isolation through targeted outreach.
- Promoting inclusivity and safeguarding the rights of individuals with disabilities.

### **Evidence Supporting the Need:**

Data from initial member surveys and feedback highlighted:

- Over 60% of respondents reported difficulty accessing necessary services.
- 70% indicated they were unaware of available local resources.
- Families frequently cited the lack of a centralised advocate as a significant barrier to obtaining timely support.

### Alignment with Organisational Goals:

The CDA service aligns closely with the Catholic Fellowship Disability Network's mission to advocate for the social, emotional, spiritual, and material needs of disabled individuals and their families. By addressing these needs, the service strengthens the charity's role as a vital support system for the community.

Through the CDA project, we aim to not only address immediate challenges but also lay the foundation for long-term improvements in accessibility, advocacy, and member engagement. The service reflects our commitment to fostering an inclusive environment where every individual can thrive.



## **Our Mission**

To provide for the social, material and spiritual needs of individuals with disabilities and their families of all faiths and non, across Essex and East London. To achieve this, we facilitate events, activities and networks; whilst advocating and educating on the needs of our members.

## **Our Values**



## **Compassionate Community**

Creating a safe, supportive environment where empathy and understanding guide interactions and socialisation, fostering a sense of belonging and mutual support amongst members, families, volunteers and staff.

## **Fostering Inclusivity**

Promoting equal participation, diversity and representation for individuals with disabilities, ensuring that all voices are heard and valued.

## **Developing Knowledge**

Advocating for and raising awareness of the needs of people with disabilities and their families whilst providing education, resources, and support networks through developing our knowledge and shared learning.

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## **Nurturing Opportunity**

Working together to provide environments to enable individuals with disabilities to reach their full potential, fostering a culture of empowerment, opportunity and independence.

# **Our Service Objectives**



### **Awareness of Entitlements**

Ensure that members are aware of or receiving the support and entitlements that are available to them.



### **Achieve Personal Goals**

Enabling people with disabilities and their families to achieve personal goals through access to inclusive and supportive environments and programs.



### **Challenge Inequalities**

Advocate members' rights and Safeguard against inequalities to enable members to reach their full potential and goals.

# **Or Service Goals**

### **Awareness of Entitlements**

 Increase awareness and utilisation of available support services by 20% within the first year of implementing the Community Disability Advocate service.

#### **Our Progress:**

Objective 1 is on track, with strong evidence of increased awareness and utilisation of services among members. Continued focus on outreach activities, partnerships, and feedback collection will ensure sustained progress toward achieving this goal.

### **Achieve Personal Goals**

In the next 6 months:

- Establish partnerships with at least 5 local organisations to create pathways for members.
- Increase attendance of non engaged members at events by 50%.
- Help 60% of disabled members set personal goals.

#### **Our Progress:**

Progress on Objective 2 is steady but uneven. While the service has excelled in helping all referred members set personal goals (100% achieved), there is a shortfall in building partnerships measuring community and accessibility. Focused efforts on securing new partnerships, increasing attendance, and event collecting targeted feedback will help meet the defined goals and KPIs over the next 6 months.

### **Challenge Inequalities**

#### In the next 12 months

- offer all members an advocacy visit and conduct around 50 support assessments in advocating for their needs and setting personal goals.
- Organise at least 6 workshops for members and families on areas relevant to their needs.
- Receive at least a 80% satisfaction rate in advocacy visits.

#### **Our Progress:**

Objective 3 has demonstrated success delivering impactful in advocacy, achieving high satisfaction rates and resolving numerous cases. The service has been flexible in meeting members' preferences for remote communication. contributing to positive outcomes. However, progress toward the workshop delivery target remains a priority for the next six months, requiring focused effort to overcome existing barriers. Moving forward, completing planned workshops and increasing the number of advocacy visits will be key to fulfilling this objective fully.

## **Key Progress**

## Objective 1

Increase awareness and utilisation of available support services by 20% within the first year of implementing the Community Disability Advocate service.

Over the past six months, the service has increased member awareness of support options, as evidenced by 17 referrals (12 referred) individuals who were previously unaware of available resources now utilising them.

This objective has been further supported by proactive outreach, including seminars and the creation of educational resources. While the service has demonstrated measurable success, efforts to expand member engagement and address gaps in partnerships and outreach activities are ongoing.

#### Goal: Increase awareness and utilisation of available support services by 20%.

- 8.05% (12 members) previously unaware of the advocacy service, are actively using support services with a 13.58% increase in membership.
- 17 referrals were made, with most resulting in tangible support outcomes.
- Set: 100% of assessed members (17 referrals) have set personal goals, indicating increased engagement.
- 100% of our membership were contacted by our advocate to introduce the project and our services.
- Pre project website traffic and engagement was at 251 new visitors (with only 5 returning), whereas in the last 6 months, website traffic has increased to 540 new visitors of which 47 were returning visitors.

### **KPI Evidence:**

Number of members who were previously unaware of available support services and are now utilising them and the increased number of outreach activities:

- Direct feedback indicates 66% of respondents noted improved knowledge of services.
- All 12 members who were unaware of services prior to their referral now report accessing them.
- Overall, there has been a positive increase in members attending events reported by groups across the charity in the past 6 months.
- While baseline year-over-year data is incomplete, there is a clear indication of increased uptake among referred members.
- Six information seminars have been planned, addressing key topics such as benefits, housing options, transitions to adulthood, and employment, however, only 1 seminar has been completed to date.
- The launch of our online Fellowship Forum sharing information and documents like our 25 page 'Support Service Booklet'. 13 Forum posts have been launched with an average view of around 7 times each.
- Two partnerships were established with key organisations (e.g., Ambitious About Autism and the National Autistic Society), expanding access pathways for members.

## **Key Progress**



Enabling people with disabilities and their families to achieve personal goals through access to inclusive and supportive environments and programs.

Over the past six months, the service has supported members with disabilities and their families in achieving personal goals by fostering inclusivity and creating pathways for development. Significant progress has been made in establishing initial partnerships and supporting members to set and work towards their goals. However, challenges remain in increasing event attendance among non-engaged members and expanding accessible facilities in the community.

### Goal:

- 1. Establish partnerships with at least 5 local organisations to create pathways for members.
  - Two partnerships have been successfully established with key organisations:
    - Ambitious About Autism: Providing workplace support and opportunities.
    - National Autistic Society: Included within our advice of support services
  - While this falls short of the goal of five partnerships, active efforts are ongoing to develop relationships with additional organisations to further broaden support pathways. By the 12 months, this will be achieved.

### 2. Increase attendance of non-engaged members at events by 50%.

- Data shows initial progress in attendance increases for community events (e.g., pub nights, discos, BBQs). Feedback from groups indicates improved participation; however, engagement with the advocacy service remains limited outside specific geographic areas (e.g., Redbridge).
- No definitive percentage increase in non-engaged member attendance has been confirmed due to incomplete baseline data at the start of the project. Future data tracking will address this gap.

### 3. Help 60% of disabled members set personal goals.

- 100% of assessed members (17 referrals) have successfully set personal goals, surpassing the 60% target for the service. This is 8.05% of starting disabled members. Goals range from accessing education and employment to achieving greater independence and social inclusion.
- Post-visit summaries were provided to members, outlining recommended resources, activities, and services tailored to their needs with an average of 4-6 services recommended both internal and external.

### **KPI Evidence:**

- Two partnerships established, with active work ongoing to meet the target of five partnerships however, a 25 page booklet of services across Essex and East London has been produces and available to all members.
- While member feedback on inclusivity and supportive environments has been positive, further structured feedback collection is required to evaluate progress fully.

## **Key Progress**



Advocate members' rights and Safeguard against inequalities to enable members to reach their full potential and goals.

The service has made significant strides in advocating for members' rights and addressing inequalities, enabling individuals to reach their full potential. Over the past six months, advocacy visits and support assessments have successfully addressed specific needs, with high satisfaction reported by members and positive . However, there are challenges in delivering workshops and achieving the target number of visits.

### Goal:

- 1. Offer all members an advocacy visit and conduct around 50 support assessments.
  - All members have been offered the opportunity for an advocacy visit, with 4 home visits completed to date. While fewer visits were conducted than planned, members opting for remote communication (via phone, email or video call)
- 2. Organise at least 6 workshops for members and families on areas relevant to their needs.
  - 1 workshop for carers week providing support, advice and awareness has been completed. A further 5 have been planned on topics such as financial support, EHCPs, housing options, employability, and transitions to adulthood.
  - Barriers such as finding suitable speakers have delayed workshop delivery. Targeted efforts will be needed to address this challenge in the next review period.

### 3. Receive at least an 80% satisfaction rate in advocacy visits.

- Member feedback shows a 87% satisfaction rate, exceeding the target of 80%.
- Satisfaction scores averaged 9/10, with members reporting that advocacy support addressed their concerns and provided actionable solutions.
- Feedback highlights the service's value in delivering personalised advice and connecting members with relevant support services and an overall increase in awareness of available support.
- Due to the nature of some of the referral and the privacy required, this may have hindered the responses to feedback.

### **KPI Evidence:**

- 17 cases successfully resolved, with ongoing support provided for ongoing cases.
- Only 4 home visits were completed in the first period of the program, however a significant majority (over 60%) of refers opted for additional remote assessments ensuring flexibility in service delivery.
- 1 online workshop for carers week has been completed which is available 247 to our membership.
- 87% satisfaction rate achieved, with consistently high feedback scores.

## **Key Achievements**

How likely would you be to recommend the service to others?

> 100% of refers would recommend



On a scale of 1 - 10, how helpful did you find the advocacy service? Average = 8.7%

## **Advocacy Platform Developed**

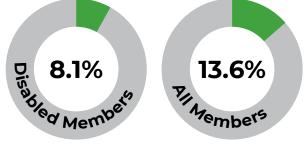
A compliant and secure advocacy service record platform has been developed to ensure our compliance with record retention and GDPR, whilst ensuring a streamlined service.

## 100% of Members

accessing the service have set personal goals that the service is helping achieve.

## **17 Referrals**

A total of 17 referrals were received in the first 6 months of the project. Percentage increase in the first 6 months of members joining the charity?



## 18 individual actions resolved, including complex support needs and safeguarding concerns with 4 ongoing actions receiving continued support.

## 2 Safeguarding Referrals:

A total of 2 cause for concern referrals were received in the first 6 months of the project.

# **£8816.87** of £19,323.00

spent on the project in the first 6 months including startup costs and remaining well within budget.



## **Financial Overview**

The Community Disability Advocate program's has a total budget of £19,323.00 awarded by the National Lottery Community Fund. The spend today remains on track at £8,816.87, leaving £11,777.37 available.

Staffing costs, budgeted at £14,359.80, sit at £7,157.62.

Recruitment costs have exceeded expected budgeted costs, with an actual spend of  $\pounds$ 320.75 against a budget of  $\pounds$ 60.00, due to the resignation of our advocate and the requirement to recruit a new advocate. This re-recruitment also saw an additional spend of  $\pounds$ 199 in training costs, however the  $\pounds$ 500 budgeted for ongoing training costs covered the shortfall.

The budget overall remains positive. In the next 6 months we are likely to see a higher expenditure due to the number of seminars organised and some overhead costs increasing due to the ongoing financial landscape. ie, staffing costs, venue hire etc.

It's now important for us to secure long term funding for the next 2-3 years to ensure the service continuation and longevity of the service.

## **General Challenges**

### 1. Limited Access to Previous Attendance Data

The inability to access historical data on group event attendance has posed challenges in effectively measuring progress against original goals and KPIs. Without baseline data, it has been difficult to track improvements in participation and engagement, meaning that some goals may require adjustment to better reflect the current situation.

### 2. Complex and Private Nature of Cases

Many individuals accessing the advocacy service have highly complex and deeply personal challenges. It has become evident that a significant number of issues were not previously brought to light, even for members who have been part of the charity for years. The confidential and sensitive nature of the service has allowed individuals to share their struggles for the first time, highlighting the importance of a trusted, discreet advocacy offering.

### 3. Navigating Complex Systems

Advocacy often involves working across multiple systems, such as education, healthcare, and social care, which can be bureaucratic and slow to respond. These delays have created barriers in securing timely support and achieving swift resolutions for individuals, particularly those with urgent or high-intensity needs.

### 4. Engagement and Awareness of the Service

The majority of members accessing the advocacy service are from Redbridge, and there is a recognized need for group leaders and local networks to help raise awareness of the service. However, it has been noted that individuals often only utilize advocacy when they face a specific issue or crisis. While the service has proven invaluable in addressing these challenges, this highlights both the reactive nature of advocacy and the need for ongoing outreach.

# **Case Study 1**:

## **Overcoming Sensory Challenges and Building Confidence**

## Why They Contacted Us?

A 17-year-old member with sensory sensitivities, including loud noises, food waste, and disruptive behaviours, was referred to the service due to ongoing anxiety and difficulty engaging in social activities.

Previous colleges and education facilaties could not meet the individuals needs due to the level of support required. The family were going through appeals to find a suitable education facility but were struggling themselves with no restbite.

The challenges were further compounded by distance-related barriers to accessing support services. Their family sought help to identify ways to manage sensory triggers and support the individual in achieving their aspirations.

## What They Needed / Wanted to Achieve?

The individual, who has a passion for art and animation, wanted to improve their communication skills and access programs that would allow them to express their creativity in a supportive environment.

The family also needed strategies to manage sensory triggers at home and support with local events and activities through external services.

## The Result

The service identified quiet, sensory-friendly art workshops that aligned with the individual's interests and strengths. Services within the CFDN as well a external organisations were shared with the family to access.

Communication support tailored to the individual's needs was also introduced, helping them express frustrations more effectively and reducing anxiety. Although progress is ongoing, the family has reported a noticeable improvement with him now attending college and him continuing his art-based activities. The charity was also able to share the success of his published comic.

# **Case Study 2**:

## Advocacy for EHCP Review and Additional Support

## Why They Contacted Us?

A 14-year-old member with mobility and communication impairments was referred after a stressful Education, Health, and Care Plan (EHCP) review that needed support. through an appeal. The family highlighted critical gaps in the individual's physiotherapy and speech therapy hours, as well as a lack of respite care options putting further pressure on the family. These issues caused significant stress for both the individual and their family, who were struggling to find suitable day centres or additional support services.

## What They Needed / Wanted to Achieve?

The primary goals were to ensure the EHCP reflected the individual's needs accurately, increase physiotherapy and speech therapy hours, and secure respite care to reduce pressure on the family.

The family felt they were not being listened too and there were delays in social services responses which needed to be resolved.

## The Result

The service advocated on behalf of the family to ensure that the EHCP was reviewed and updated. This resulted in increased physiotherapy sessions and additional speech and language therapy hours.

Simultaneously, the team identified local respite care providers, helping the family secure access to a day centres offering tailored support. While progress continues, the family has reported progress.

The advocate was able to hold social services to accounts and remind them of their legal duties to ensure annual reviews were maintained and the needs assessments reassessed where circumstances have changed.

The case remains ongoing as the service continues to monitor support and ensure consistent progress.

# **Case Study 3**:

## Addressing Workplace Challenges and Mental Health

### Why They Contacted Us?

A 31-year-old member, living with Autism and Learning Disabilities, sought support via his family after facing challenges in their workplace with an ongoing disciplinary hearing and decline in their mental health.

Despite excelling in IT and in their working role, workplace issues, including discrimination and a lack of accommodations for their disability, significantly impacted their mental health, leaving them unable to continue working and self neglect. They required advocacy to address these concerns and advocate the mental health support to help them regain stability that they were not receiving.

## What They Needed / Wanted to Achieve?

The individual's goals included resolving workplace issues fairly, reducing their anxiety and depression through professional support, involvement of professional to support his care needs and that of the family and creating a structured plan to return to work with necessary accommodations.

The family were managing alone and felt their voices were not being heard. Due to the support needed both parents had stopped working in order to support their son.

### The Result

The service provided advocacy support by drafting a appeal letters, formally raising the issues with their employer, attended hearings and medical appointments to ensure reasonable adjustments were made. This led to the member and their family feeling more supported, aware of the situation, provided key tools and signposted to other services through referrals. Additionally, the service connected them with mental health professionals, to try and facilitate treatment interventions and ongoing monitoring by specialists to address their mental health crisis.

While progress continues, the individual has reported improvements in their mental well-being and is now working toward returning to their role gradually. Advocacy remains ongoing to ensure workplace adjustments are maintained, fairness and compliance with the law is maintained and future needs are addressed.

## **Conclusion & Closing Remarks**

This 6-month review of the Independent Advocacy Service highlights significant progress in achieving the service's objectives while identifying areas for continued focus. The service was established to address key gaps in access to support, empower individuals with disabilities to achieve personal goals, and safeguard against inequalities. Over the review period, the advocacy team has demonstrated the value of a personalised, confidential, and trusted service in supporting members through complex and sensitive challenges.

### **Objective 1: Awareness of Entitlements**

The service has made steady progress in raising awareness of available support and entitlements. A notable increase in referrals and member engagement reflects the positive impact of outreach activities and advocacy efforts. Website traffic grew significantly, and resources such as the Support Service Booklet and online forums have expanded access to information. Moving forward, enhancing outreach activities and improving data collection will help refine goals and better measure success.

### **Objective 2: Achieving Personal Goals**

The service has excelled in supporting members to identify and achieve personal goals. 100% of assessed members successfully set goals, ranging from accessing education and employment to securing respite care and therapy support. While progress in partnerships and event attendance remains ongoing, the service has already enabled tangible, life-changing outcomes for individuals and their families. Future efforts will focus on increasing partnerships and engaging non-participating members more proactively.

### **Objective 3: Challenging Inequalities**

Advocacy has played a vital role in addressing systemic barriers and safeguarding members' rights. Through complex and often ongoing cases, the service has highlighted the challenges families face in navigating healthcare, education, and employment systems. Positive outcomes, such as securing EHCP reviews, workplace accommodations, and behavioural support, demonstrate the service's effectiveness in holding systems to account. However, ongoing advocacy remains crucial to address long-term inequalities and provide consistent support.

As we enter the next 6 months, it is clear that the service is meeting a critical need within the community.

A heartfelt thank you to Rosie, who was instrumental in developing and shaping the advocacy service during its first six months. Her hard work and dedication laid a strong foundation for the success of this project. We also extend our best wishes to Ismat, as she takes on the role and continues to build on this progress over the next six months.

Finally, while celebrating the service's achievements, it is essential to recognize the need for ongoing funding to secure its longevity. The confidential and trusted nature of the advocacy service has enabled members to share complex and often hidden struggles, making it a vital resource for individuals and families across our community.

With continued commitment, collaboration, financial stability/funding and support, we are confident the service will further grow its impact, ensuring that every member can access the advocacy they need to thrive.

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