

## Why did we do a survey?

Families are the **experts** on what helps and supports them.

In 2018, we carried out our first survey to find out how well we are supporting families so we can keep improving how we work in the future.

In 2019, we carried out a repeat of the survey and compared the results.

The information that we get from families shows us how we can continue to make improvements and we will continue in 2020 by encouraging more families to respond to the survey.

Good communication and direct interaction with my child

She engaged well and didn't make it boring, for example we made a poster about our feelings

I feel included



## What did we ask?

We asked families we were working with during 5 weeks in May and June 2018 to answer some questions.

We asked the same 8 questions as last year; people were asked to say how they felt, from 'strongly agree, to 'strongly disagree'. These were questions like how much do you agree or disagree that you are listened to, that your worker does what they say they will do, that your plan is helping you?

We also asked three questions were people had the chance to tell us what they thought about our services in their own words.

## Who answered?

415 people completed the survey. This was an increase of 275 people (which is an increase of 196%) These included:

- **149 children and young people** (118 more than last year)
- **237 parents and carers** (136 more than last year)
- **8 extended family members/ family friends** (6 more than last year)
- **21 people who didn't want to say** (15 more than last year)

Most responses were received from families working with the Cheshire East Family Service (40%), Youth Support Service (15%).

## What did we find out?

Overall, the results were positive which is similar to that from last year.

Most families were pleased with the support and help they were getting; families felt listened to, understood why services were involved, and what they were trying to achieve.

Signs of Safety encourages families to develop a wider network of support and we wish to hear from more extended family members/friends.

We need to continue to work on including and communicating with children and young people as well as we do with parents or carers as children and young people were more likely to be bit less positive and a bit more unsure about some questions.

We want to continue to put the voice of the child at the centre of what we do and we want to ensure that they understand why people are working with them

A write up sent via email of discussed points and actions would be useful

Regular communication with our key worker with a focus on how to achieve relevant/positive outcomes for our child

## What families said is working well:

We had a lot of positive comments. People liked their

- **Communication:** People agreed that their workers did what they said they would do and that they were kept informed and are able to understand what was expected of them, the language being used is easy to understand and there are various forms of communication being used such as emails, texts, phone and face to face conversations, which allow for more flexibility.

- **Good Relationships** with workers continued to be a theme: Lots of positive comments about the work that individuals are doing with the families to support them. People felt that they trust their worker and as well as feeling supported, they felt they were listened to and they can rely on their worker to support with worries

- **Support:** As Signs of Safety continues to be more embedded within Cheshire East (since the last survey), it is evident that the support is having positive effects on the families, they continue to have improved outcomes and feel that they are able to ask for the support and advice when needed. People are finding that they can share their experiences and have plans to work towards individually and as families.

## What families have said we need to change:

Over a quarter of the people that responded to this question said that they don't think that anything different needs to be done and is similar to responses in last year's survey. The themes were:

- **Support:** some of the people that responded wanted some more contact. An increase in financial support was also mentioned from those families who work with the disabilities, fostering and care leavers services
- **More time;** A few people who responded wanted to be able to have services support them for a longer period of time or for more frequent support. Some also expressed that they would like the amount of time that they will be supported to be clearer.
- **Communication;** Some people expressed that they did not want to be told what to do and others wanted more clarity and notice on when meetings were expected to happen. Some also expressed that they felt forced into doing things without enough time being given to them.

## What we will do:

We will **continue to put the voice of the child at the centre**, to make sure that our work is based on what is most important to children and young people.

We will make sure **we visit families when they most need support.**

We will continue to work on our **communication** so we are clear with families about why we are supporting them, for how long this is likely to be, and how they can be fully involved in meetings, assessments, and creating their plans.

We will use **words and pictures** to make sure that why we are involved, and what the plan is, is clear to children, young people and everyone else in the family.

We are **reviewing our support to foster carers** to make sure we have the right support in place.

We will conduct the survey in 2020

# Cheshire East Family Survey

## August 2019