



Cheshire East Family Survey

August 2019



OFFICIAL

Executive Summary

This is the second year of running this survey. We want to know how well we are supporting the families we work with so that we can continue to improve how we work in the future. We know that families are the experts on what help and support they need and what works for them.

Signs of Safety was adopted by Cheshire East as our way of working with families because this will support us to achieve the type of service that children, young people, parents and carers have told us that they want; one that listens to them works together with them and is open and honest with them about what could or is going to happen.

We carried out our first family survey in June 2018 to find out what our families thought about our service and the support that they receive. This was 6 months after the first people in Cheshire East were trained to use Signs of Safety. A total of 140 people completed the survey over that period of time and the findings were very positive.

This year, we have asked the same eight questions where people were asked to say how they felt from 'strongly agree' to 'strongly disagree'. The questions are based on what is important in Signs of Safety practice. We also asked them the same three open questions so that people have the opportunity to tell us in detail what they think about our services in their own words.

We have had a **much greater response rate** than we did last year

Who responded	2018	2019
Children and Young People	31 (22%)	149 (40%)
Parents and Carers	101 (72%)	237 (57%)
Extended family members/family friends	2 (1%)	8 (2%)
People who chose not to say	6 (4%)	21 (5%)
Total	140	415

Most responses were received from families working with Cheshire East Family Service (40%), Youth Support Service (15%) Child in Need Teams (13%) and Cared For and Care Leavers (11%).

Last year the **response rates** for some teams were **very low**. To find out why this was, we gathered feedback from teams. Some people said they weren't confident in using Signs of Safety and they weren't sure how the survey was to be used which was why they didn't ask families to complete it.

Using this feedback we made some changes to the process. The main change was that we asked each team to nominate a co-ordinator for the Family Survey. These **co-ordinators provided an important role** as they promoted the survey in team meetings and encouraged their team members to get the surveys filled in; they collected the responses and returned them for analysis. This co-ordinated approach has made a difference and we have had a **much greater response rate this year**.

We still have a varied response from teams but this has been much improved with **275 more responses** which is an **increase of 196%**.

We are really pleased that we have had this increase in responses as it has enabled us to hear from more families so our findings will be more representative of people's experiences.

Summary of the findings

Overall the results of the survey are positive which is similar to the results from last year. We did feel last year that the high level of positive results could be a reflection that families with the strongest relationships with their workers were the ones completing the survey. It is really positive that so many have responded this year and they continue to be positive, however this is only approximately 25% return (last year just over 6%) on all open cases during the survey period, so we would still like to increase the number of responses to the survey next year to ensure all families have the opportunity to make their views heard. The response rates differed between teams, so we will also explore the reasons for this with teams in more detail.

We would also like to hear from more **extended family members/friends**. Signs of Safety encourages families to develop a wider network of support and their views are as equally important in informing Cheshire East on the service that is being provided.

What families have said is working well

- **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 that 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.

Introduction

We want all our children and young people to be happy, healthy and safe, and to be able to live a life that is full of fun and opportunities to learn and develop.

In Cheshire East we are committed to providing families with the support that they need as soon as they need it. In Cheshire East we have adopted Signs of Safety as our way of supporting families because this will support us to achieve the type of service that children, young people, parents and carers have told us that they want; one that listens to them works together with them and is open and honest with them about what could or is going to happen.

About the Family Survey

We carried out our first Family Survey in June 2018 to find out what our families thought about our service and the support that they receive. This was 6 months after the first people in Cheshire East were trained to use Signs of Safety, and has set a baseline with which we can compare this year's results.

This year we ran the survey again between 13th May and 27th May 2019. We wanted to find out what families thought about our services and the support they are receiving. So we could compare the results with the survey that we carried out in 2018, so we used the same questions.

We asked teams across Early Help Services and Children's Social Care to gather the opinions of the families that they work with. The practitioners were asked to speak to all the children, young people, parents, carers and other family members or friends who they were

involved with during this time to explain what the survey was about and how it is important that they have their say on how we support them.

The survey was available on a paper version or online, so that people had a choice of how they responded. The practitioners were also given guidance information to use; this helped them to explain the importance of the survey to the families. The families were made aware that the survey is an anonymous survey.

We asked the same eight questions that we used last year. Families had to grade their responses from 'strongly agree' to 'strongly disagree'. These questions were based on what is important in Signs of Safety practice, so we can assess how well we are using Signs of Safety in our work with families.

We also asked three open questions so people had the opportunity to tell us what they think about our services in their own words.

'What is good about how we are working with you?'

'What should we do differently?'

'Is there anything else you would like to tell us?'

Who completed the survey?

This year, a total of 415 people completed the survey. This is in comparison to the 140 that responded last year. This is an increase of **275 more responses** which is a percentage **increase of 196%**.

We are **really pleased that we have had this increase** in responses as it has **enabled us to hear from more families** and gather their opinions.

This result shows that like last year, it was mostly parents and carers who responded (57%), however the gap between parents/carers and children and young people (40%) has closed. **A lot more children and young people have responded to the survey this year**, this could be due to the increased responses from the youth support services.

As was the case last year, only a small number of responses were received from extended family members or friends who are part of the network around the child. An important part of Signs of Safety is developing a support network. Last year, it was thought that the figure here was low due to Signs of Safety being in its infancy in Cheshire East and we hoped to see it increase further this year. It is important that children have someone that can help them throughout their lives, who love and care for them rather than from Social Care professionals. We need to look into this area a more to see why we still haven't had a better response.

The following teams took part in the survey:

Team	Number of Responses				
	Children/young people	Parents/carers	Family/friends	Unknown	Total
Cheshire East Family Service	40	117	2	8	167 (40%)
@CT Team	2	9	0	0	11 (3%)
Fostering and Special Guardianship	0	9	0	0	9 (2%)
Youth Support	54	3	0	6	63 (15%)
Child in Need and Child Protection Team (Macc.)	2	9	1	1	13 (3%)
Child in Need and Child Protection Team (Crewe)	9	26	4	1	40 (10%)
FACT 22	10	16	0	2	28 (7%)
Children with Disabilities Team	0	3	0	0	3 (1%)
Short Breaks Team for Children with Disabilities	0	30	0	2	32 (8%)
Cared for Team	9	11	1	1	22 (5%)
Care Leavers Team	23	2	0	0	25 (6%)
Contact Team	0	2	0	0	2 (1%)
Total	149	237	8	21	(100%)

Last year we had a low response rate and the level of responses varied from team to team with some teams having very few; we wanted to know why. We gathered feedback from teams and made some changes to the process (such as having a co-ordinator for the survey in every team). The other big difference is that Signs of Safety has now been in place for eighteen months and therefore there is more confidence surrounding practice.

Understandably there are some differences in response rates as some teams are much bigger than others. For example: Cheshire East Family Service is much larger than the Contact Team or @CT Team and so they work with a greater number of families.

However there are still some teams of a similar size who have a varied response rate. For example, when looking at Child in Need and Child Protection teams, there was a much higher response rate from the Crewe Team than the Macclesfield Team. The difference in these response rates is more likely to be due to practitioners and the number of families that they asked for responses.

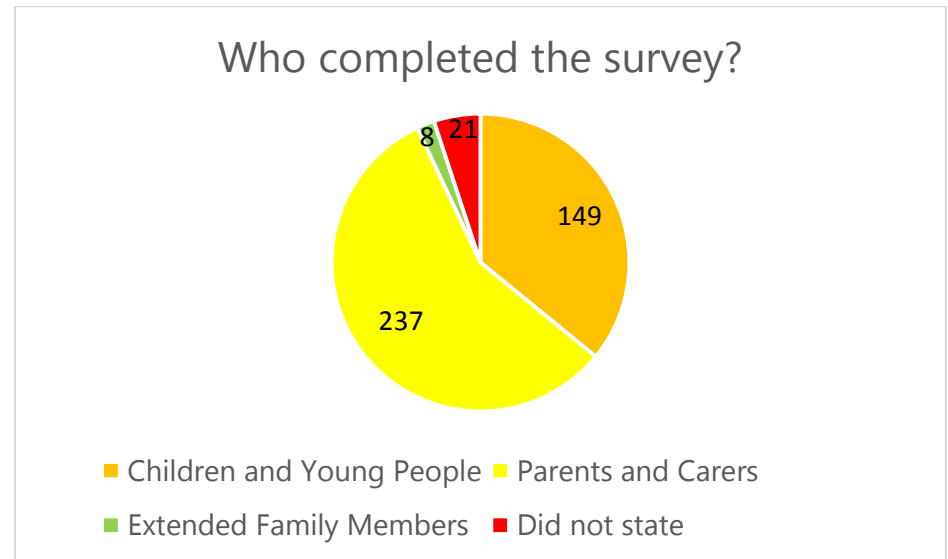
This was a similar picture last year and we need to encourage those teams with a low response rate to be more involved and pro-active in getting responses from the families that they are working with.

Most responses were received from families working with Cheshire East Family Service (40%), Youth Support Service (15%) Child in Need Teams (13% - combined for North and South) and Cared For and Care Leavers (11%).

We want to continue to increase the response rate so that we continue

to hear from as many families as possible.

We also looked at the different people who responded to the survey. This year we had 237 (57%) parents and carers answered the survey and 149 (36%) children and young people answered the survey. This gap between them has decreased since last year as we now have more children and young people responding.



The communication is excellent. From any worries I have to what is available and how they can help. Always kept in touch with updates & what to do

I am happy about how I'm listened to by 'S'. I am well informed of what is happening and why

Someone to talk to when you are upset and they help you

Any queries I have I'm able to speak to the person I need to, although the team will make an effort to offer help by ensuring the named worker is given all the details on her return. The service we are in receipt of currently is an absolute God send.

Really attentive & focussed. Looking for real solutions that can be practically implemented

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

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

Involving my self and the children in talks and making sure we are all happy and safe

Good communication and direct interaction with my child

Allowed to discuss & gain a forward plan

What families said is good about how we work:

We **continued** to have a **lot of positive comments** this year and the themes that came out from these comments are:

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.

There are not words that could express our gratitude & how we feel towards the 'short breaks team'. They are truly angels in human form. They have always been there, not just for 'C', who is the primary concern, but for all of us as a family unit. They do a fantastic job & all we hope for is that our relationship grows from strength to strength & continues.

Availability, open mindedness, professional understanding

Feel included

It is chill

Always informed of any changes, always punctual, always available

Clear communication, confidence in S.W.'s experience & openness & support. Heard by S.W. Prompt response to queries. Patience, understanding & professional focus on child & family wellbeing.

I get to understand my feelings + thoughts

Lots of things I know what is happening

Talking

Recently, lots of meetings have led to lots of communication; everyone is clear on the plan and what the future stages are

Always helpful

I like talking about things that are worrying me because otherwise I won't have anyone to talk to.

What families say we should do differently:

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 and fostering 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.

Put plans in place before things go wrong
Let people know what support you provide
Keep people in the loop

As I'm disorganised, a write up sent via email of discussed points + actions would be useful

Think about more how to help the parent

I just wish my family support was able to have more clout when dealing with time frames for school to do and accomplish actions we have felt necessary for my child's welfare. Otherwise I feel 'K' is as helpful as she could have been

What other things families would like us to do:

Again a lot of people who answered this question in a positive way and took it as an opportunity to give further thanks to their individual workers. Other themes were:

- **Financial Support;** A handful of people said that they would like more financial support. One person involved in Young Carers talked in detail about how the changes to allowances have impacted on them. Other people talked about financial support for disabled children, more housing needed in Cheshire East and support for foster carers.
- **Communication;** Some people felt that if things were going well, then they should not be asked to attend meetings and should just be able to communicate by phone. Others talked about the intricacies of some services and how they felt they didn't fully understand the complexities of the services involved (such as disabilities) and would like this to be clearer. One person expressed their concern that they weren't being listened to.
- **Keeping the same workers;** One person talked about their foster child having different workers and the impact it had on that child

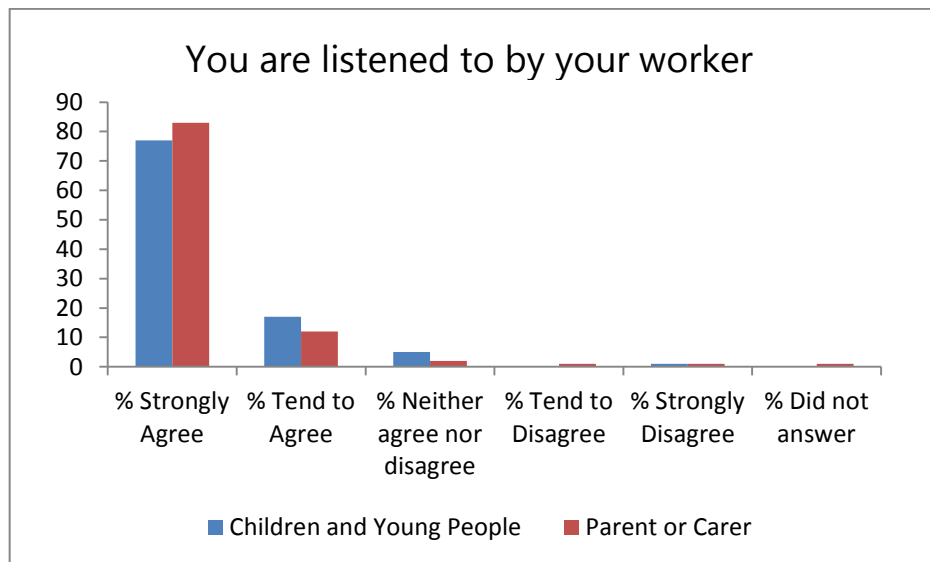
My foster child had a number of CSW's which has been very unsettling for him. The social worker he has had for 15 months and has worked very well, she has supported and listened to him

What Families Said

We asked eight questions and asked people to say how much they agreed or disagreed with the following statements from 'strongly agree' to 'strongly disagree'

You are listened to by your worker

94% of the children and young people that responded agreed, 77% of those 'agreed strongly'. 5% felt that they 'neither agreed nor disagreed' and 1% 'strongly disagreed'



95% of parents and carers who responded agreed with 83% of them 'strongly agreeing'. This is **positive** to see and it is good that both sets of people are having a similar experience. Of the extended family

members/family friends that responded, all agreed with this

This is a great result for our services in Cheshire East. It shows that we are **building relationships, communicating** and **working in partnerships with the families** that we are supporting.

This is a very similar pattern to that of last year and it is good to know that being listened to is a theme that came out strongly as being appreciated by those respondents.

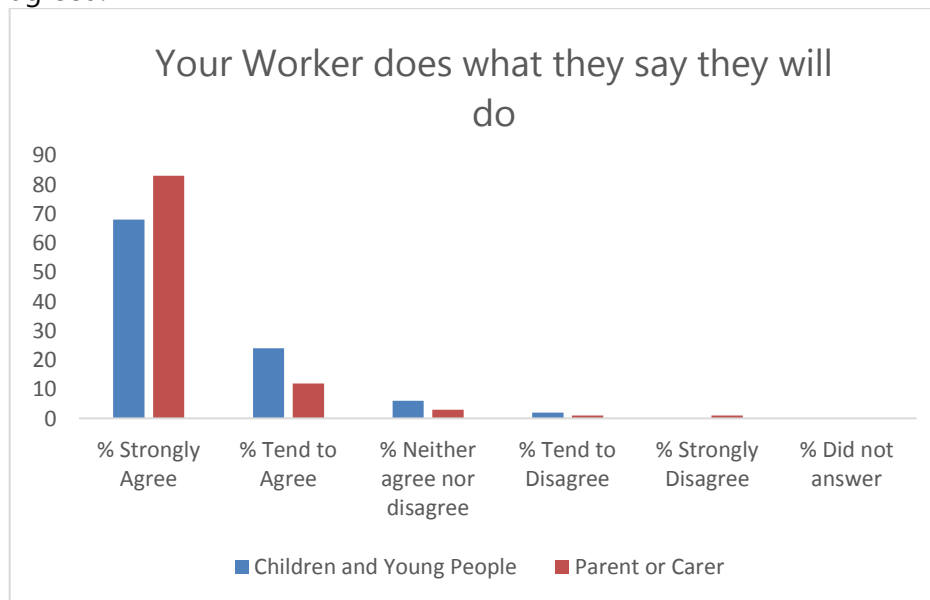
- Red bubble:** It's nice to have somebody around who listens and to talk
- Blue bubble:** She listens & speaks to me as a person & gives respect & is very understanding
- Green bubble:** I am happy about how I'm listened to by 'S'. I am well informed of what is happening and why
- Purple bubble:** I find her very welcoming, friendly and easy to talk to. Not judgemental. Not made her own personal opinion, listened to our views and made judgement based on that.
- Dark Blue bubble:** The fact you listening to me and doing what they promise to do and giving good advice to what I need and can understand due to the fact that I used to never get listened too.
- Orange bubble:** I feel that this time round my family support worker is listening to me and helping me work towards a happy home
- Light Green bubble:** Listen and then actually ACT to help the most vulnerable and those trying support them

OFFICIAL

Your worker does what they say they will do

92% of our children and young people agreed that this was the case, with 6% of them saying that they 'neither agreed nor disagreed' and 2% 'disagreed'. From the parents and carers that responded, 95% agreed with 83% 'strongly agreeing'. Similar to children and young people, 3% could not say whether they did or did not agree and 2% disagreed (1% strongly disagreeing)

This is a **very positive result** again for our services. In comparison to the survey last year, this is also an **improvement**. In 2018 80% of children and young people agreed and 93% of parents and carers also agreed.



Although there is less uncertainty than last year, we should be striving to ensure that the families that we work with are positive about the

work that we are doing with them and these results would certainly indicate that they are confident the majority of the time. **We would like to see all families feeling that their worker does what they say they will do.**

Our worker has worked well and answers questions when I ask. She has done loads of things for us - like clearing rubbish helping, move house. Listening to the children

Maybe be more organised in making arrangements

Lots of things I know what is happening

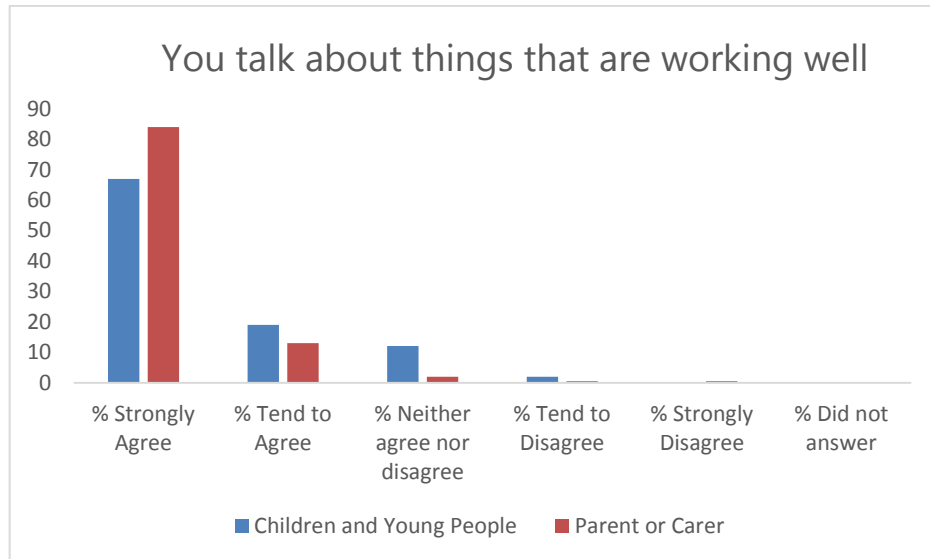
Easy to access and great support for my family and me. Lots of great help with questions and queries for my son. Very, very positive experience

We have an amazing worker who is very supportive of our family. He is readily available to us to resolve any concerns or issues we may have. He is very clear about processes and play for my son

The support that has been offered has been second to none, whatever has been said will be done has been done and the visits have never been rushed.

Relationships with our worker are very good. Her commitment to my daughter is fab she follows through with actions.

You talk about things that are working well



You can see from the results above that this is a very positive result for children and young people (86%), parents and carers (97%). 12% of children and young people felt that they could not agree or disagree.

This is an increase on last year's results, where 77% of children and young people agreed and 92% of parents and carers agreeing. Those children who could not agree or disagree last year were 23%.

This comparison of figures shows that **we are continuing to improve** on exploring what is working well within a family for a child or young person so that we have a whole picture. It is an important aspect of using **Signs of Safety** that we look at what is working well for families,

so that we can **build on this and support** them to make it happen more often.

Good - Discussion - Action - Conclusion process

It would be good if our support worker could stay with us for longer

My support worker can relate and shares her perspective in an ever lasting positive way

My support worker has provided us as a family support and reassurance from day 1 she has not only helped my daughter but me as well. Always listens No matter what. She has supported me with appointments for my daughter and I would be lost now without her.

It's early days so haven't had time to see if things are working yet

It was the best decision for me and my family to have the family support

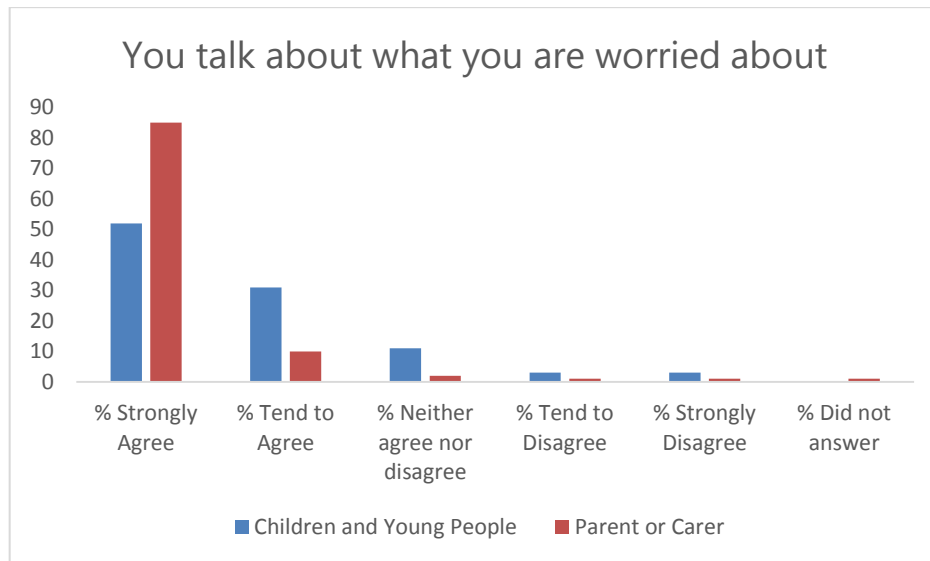
It's good that 'J' is there if I need any advice, or Just to talk. 'J' has lots of useful knowledge which she's passed on to me.

Just again thank you. I've grown so much strength & confidence since 'J' has been supporting us. Thanks for everything

You talk about what you are worried about

It is **important** that as well as being listened to, the **families** that we support **are able to talk about their worries** in an open and honest way. When people talk about their worries, it is easier to **work together to find a solution** to a problem.

83% of our children and young people agreed with this with 52% of them strongly agreeing. This is in comparison to 2018 where 94% of them felt that they were able to talk about their worries. In contrast to this, 95% of parents and carers agreed with only 2% saying that they were unsure. 2018's figures for parents were very similar at 93% agreeing and 5% unsure.



We need to look at why there has been a **decrease in the figures for children and young people** and we also need to understand why the figure is much higher for parents and carers.

We need to **increase the confidence of children and young people** to say what they are worried about as their voice is very important in moving forwards to make things better for themselves with support.

I'd like time on my own to talk to 'L', to discuss my thoughts and feelings

Speak to foster carer about the child separately

More contact available at times when there is more pronounced difficulties to work through than usual.

It took a huge weight of mine and my partner's shoulders.

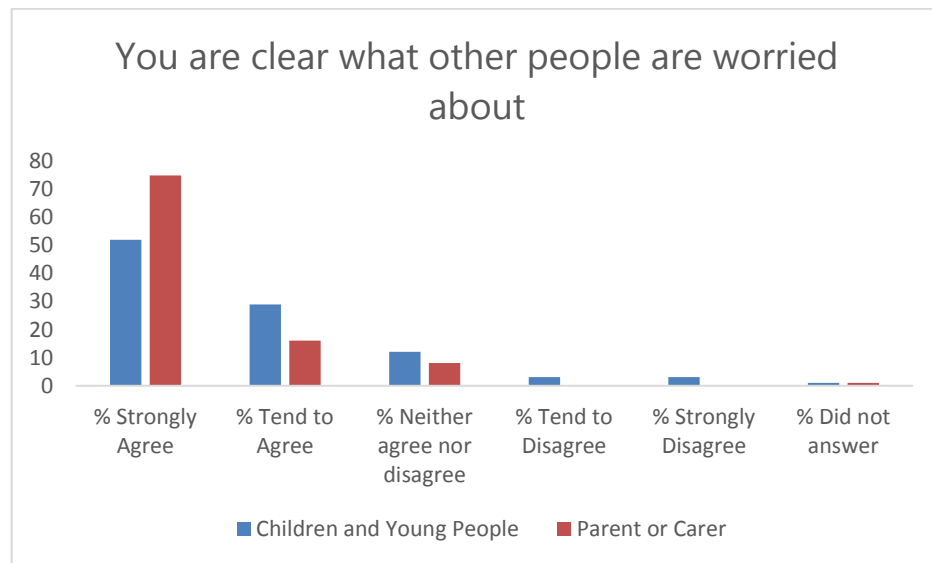
I feel 'K' is approachable, listens and understands. We work in an easy relaxed collaborative way.

'A' is very supportive of our family. She has listened. She has been proactive. She has been patient when my son has been embarrassingly verbally abusive. We were very frightened about asking for help but 'A' has allayed all our fears.

'C' listens to me. 'C' took me to the circus

You are clear about what other people are worried about

Families can make **positive progress** if they **understand what the concerns are** and professionals need to be clear in their **communication** with families why they are supporting them so that they can **work together**.



Of the 149 children and young people that responded to the survey, 81% of them felt that they agreed, 12% of them could not agree or disagree and 6% of them disagreed with 3% of them strongly disagreeing.

1% did not answer this question. 91% of parents and carers agreed,

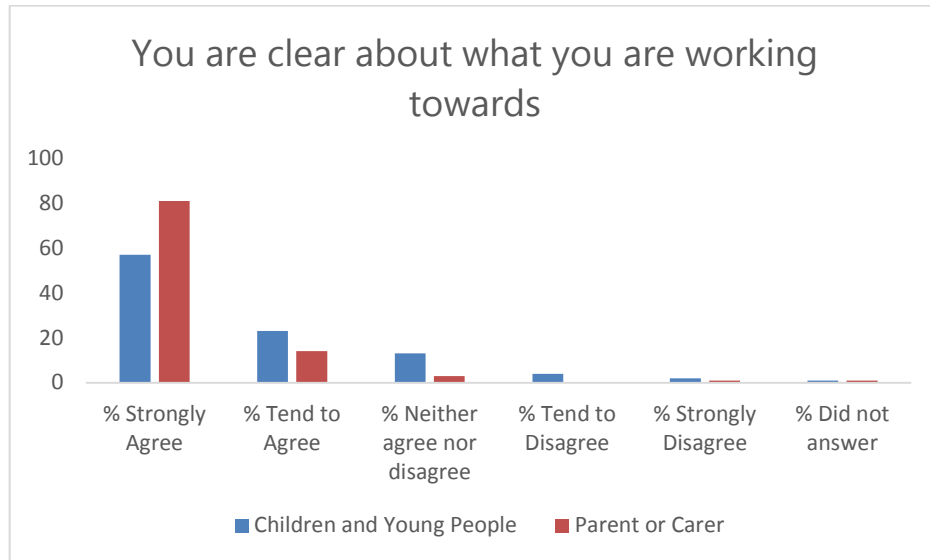
whilst 8% of them could not agree or disagree. There were no parents and carers that disagreed.

In 2018, 87% of children and young people agreed and 91% of parents and carers agreed with 3% of them disagreeing.

In order for things to change, **everyone needs to understand why professionals are worried**. If we look at these figures, it is interesting to compare them with the previous question, where people were asked if they talked about what they are worried about. The figures compare in that they are lower for children and young people. **Communication is key** to ensuring that Signs of Safety **allows children and young people to fully understand** why they have support and gives them an opportunity to open up about their own worries too.



You are clear about what you are working towards



It is important that **everyone knows** what they are **aiming for** in order to **improve their outcomes**.

80% of children and young people agreed with this with 57% of them saying that they 'strongly agreed'. 13 % of them did could not say whether they agreed or disagreed and 6% of them disagreed with 2% 'strongly disagreeing' This figure shows a reduction for our children and young people since 2018 (87% agreed and 3% said that they didn't agree).

In order to support our children and young people, it is **essential**

that they are clear on what is needed and why they are being offered support. We need to **look at ways of effectively communicating** with them so that they are clearer.

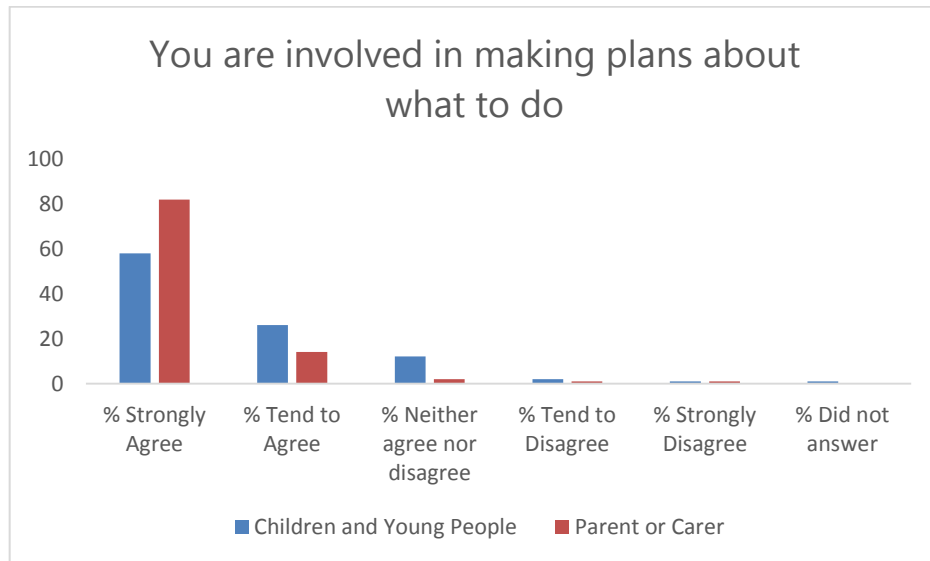
When parents and carers answered this question, 95% of them agreed, with 81% of them 'strongly agreeing', 3% of them could neither agree nor disagree and 1% strongly disagreed. Comparatively in 2018, 89% agreed and 4% said that they didn't agree.

From these results, we can see that we are communicating clearly with parents and carers about what is needed, but **we need to improve this with children and young people**.

- Communication has been excellent
- That we are working towards the children being happy
- Trying to lead me on a good path
- The chats about future plans are light hearted and casual
- The way my worker talks to me persuades me to make changes and calms me down when I'm angry
- Listens to me, trying to help with contact with my dad

You are involved in making plans about what to do

Everyone who is involved in a family that is receiving support **should be contributing** to the plans that are made.



Of the children and young people that responded to the survey, 84% agreed with 54% agreeing strongly, however 12 could neither agree or disagree and 3% disagreed with 1% 'strongly disagreeing'. In contrast to this, 96% of parents and carers felt that they agreed with 82% 'strongly agreeing and only 2% said that they could neither agree nor disagree.

2% said that they disagreed with 1% of them said that they 'strongly

disagreed'

In 2018, these figures were similar for our children and young people. 84% of them agreeing and of those 65% strongly agreed. 10% neither agreed nor disagreed and 3% disagreed. In 2018, the contrast between the parents and carers of responses was similar to that of this year; 92% agreed, with 75% strongly agreeing and 2% disagreeing.

Again, the figures are positive, but **we must ensure that everyone is involved in making plans** and that this is the same for **professionals, children and young people, parents and carers and wider family networks**. Of the 8 people from wider family networks that responded, all of them agreed that they were involved in the planning

It's easy to tell about anything I need to tell about

Everyone agrees with us to what's best for 'O's future plans

Lots of things are good; communicating directly to myself, or using my preferred communication methods, understand and providing supporting with setting up Advocacy. Helping me to understand terminology/letters from official services. Emotional support at times of need. Good bond of trust with 'P'. Supporting myself with Education and work

It is very hands on and always aimed to have immediate positive affects

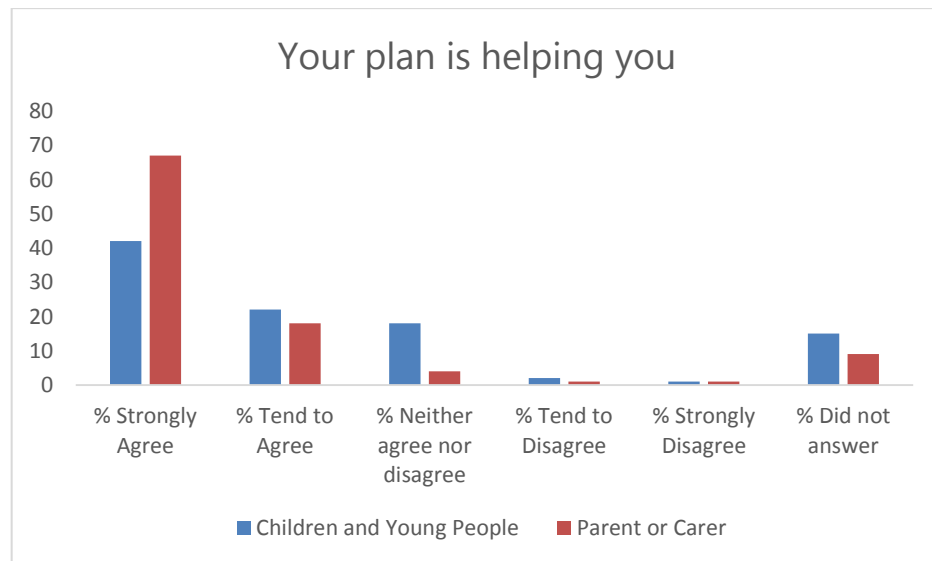
Ideas on how to manage the children's behaviour good at listening and helping to solve issues with the children

Getting the job done

Your plan is helping you

64% of children and young people felt that it was helping them with 42% of them 'strongly agreeing'. 18% of them neither agreed nor disagreed, 3% disagreed with 1% of these 'strongly disagreeing'. 15% of children and young people who filled in the survey did not answer this question.

85% of parents and carers agreed with 67% of those 'strongly agreeing'. 4% of them neither agreed nor disagreed and 2% disagreed with 1% of those 'strongly disagreeing'. 9% of parents and carers declined to answer this question.



When looking at the figures for 2018, 71% of children and young

people agreed with 45% strongly agreeing and 19% unable to say whether they agreed or disagreed and 3% did not answer. This shows that **this year, this figure has decreased for our children and young people.**

Comparatively for parents and carers, the figures in 2018 showed that 78% of **parents and carers** agreed with 61% 'strongly agreeing' and 7% disagreed. This shows **an increase** for this cohort this year and we need to continue to use Signs of Safety to keep this upward trend going.

This was a disappointing result last year and **although more parents and carers are happy** that their plan is helping them, **fewer children and young people** feel that this is the case this year.

We need to continue to work with families using the **Signs of Safety** model with children and young people, parents and carers and **wider family networks** to ensure that they are **making their own plans** and this will increase confidence in them feeling that their plan is helping them.

There are still more people who are positive about their plan helping them, but we need to build on these figures.

I get help; everything seems to be getting easier. They listen.

The girls are calming down and have more of a routine

It has helped me regain clarity of my current situation and work towards a new normal

Summary of the findings

Overall the results of the survey are **positive** which is similar to the results from last year. We did feel last year that the high level of positive results could be a reflection that families with the strongest relationships with their workers were the ones completing the survey.

The **results continue to be positive**, with fewer negative comments, so again we would need to ensure that all families are completing the survey in order to get a balanced overview. This does not mean that we do not feel that families are being supported and having positive experiences, but **more responses would ensure that feedback is even more balanced**. It is really positive that so many have responded this year and they continue to be positive, however this is only approximately 25% return on all open cases during the survey period.

Children and young people tended to 'less strongly agree' with statements than parents and carers, and **this year we saw a reduction** in the percentage of **children and young people agreeing that the support that they are receiving is helping them**, that they are communicating their worries and being fully involved in their plans. This **clearly identifies the areas we need to work on this year**. This may be due to the increase in responses from children and young people. We have had a large increase in the numbers of children and young people responding this year (149 as opposed to only 31 last year). They were 22% of respondents last year and they are 40% of the respondents this year.

We still **need to increase responses from extended family** members/networks as this is a very important part of Signs of Safety

working. **Signs of Safety** acknowledges and understands how important these networks are for families, the awareness is increasing and more people are becoming involved in the support; however we are not reflecting their view in this survey as only 8 responded, which is just fewer than 2% of the respondents to the survey.

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.