We had a lot of positive comments. People liked their workers being supportive and understanding with me and my children, and felt supported by them and their families. They thought that workers were available, flexible, and quick to respond. They liked that workers did 'everything' they said they would do and were kept informed about what was happening. They liked that workers were caring, supportive, friendly, open and honest. They felt listened to, understood and supported. People liked that workers followed through with ways to solve problems and that they were 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. We asked people what they thought was working well and what they thought we should change. We also asked three questions where 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?

Most responses were received from families working with the Cheshire East Family Service (37%) or Child in Need and Child Protection Teams (29%). Some people felt that they were being judged wrongly. Some people thought that there was not enough support given. Some people felt that they were not being listened to, that they were not being heard. Some people did not think that they were being helped. Some people felt that they were being judged. Some people felt that they were not being supported.

Why did we do a survey?
Families are the experts on what helps and supports them. We want to know how well we are supporting families so we can keep improving how we work in the future.

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 8 questions where people were asked to tell us what they thought about our services. We will do this survey again next year to see if we have improved.

What did we find out?
The results were very positive. 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. We think that we may not be 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 would like to improve our plans as this was the area we were least strong on.

Who answered?
140 people completed the survey – this included:
- 31 children and young people
- 101 parents and carers
- 2 family members/ family friends
- 6 people who didn’t want to say

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What families said we should change:
38% people chose not to answer this question. Most people said nothing needs to change. Some people thought things would be better if we changed our:
- Relationships: Some people felt that they were being judged by workers or said how important it is to not feel judged. People wanted workers to have an open mind and see things from different perspectives.
- Communication: Although some people’s experiences of communication had been good, some people had experienced delays in communication. People wanted to be fully informed in a timely way, and for dads to be included as equals. Some people thought it seemed that workers were too busy and possibly services should have more staff.

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What we will do:
- Relationships: We will continue to improve our relationships with families – we will be more curious, keep an open mind, ask more questions, and explore what is working well, as well as what people are worried about, so families don’t feel judged and are recognised as the experts on their own families.
- Communication: we will continue to improve our communication with families, keeping people informed about what’s happening, communicating our worries and goals in clear statements and sharing these with everyone at each meeting.
- Involving children and young people: We will continue to work to involve children and young people fully in their assessments and plans using tools such as the three houses and safety house, and for their meetings to be centred on what’s important to them.
- Plans that work for families: We will work to make sure families create their own plans so we all know those plans will work for them.
- We will do this survey again next year to see if we have improved. Next year we hope to hear from more families.

Cheshire East Family Survey
August 2018