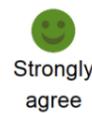


## Why did we do a survey?

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.



Strongly agree



Tend to agree



Neither agree nor disagree



Tend to disagree



Strongly disagree

## 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 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 where people had the chance to tell us what they thought about our services in their own words.

## 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

Most responses were received from families working with the Cheshire East Family Service (37%) or Child in Need and Child Protection Teams (29%).

## 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.



'My Worker is very helpful'

'I am supported to do things for myself. Parenting advice has been good and is not patronising'

'It helps me understand what I'm doing right and wrong'

'Kate is a good listener and always comes up with ways to solve problems'

'My worker follows through with everything she says. She is very supportive and understanding with me and my children'

'I like that I can always express my opinions and also being listened to'

'It is helpful to have someone extra to help and listen'

'You always listen and make sure you understand what I am worried about and why'

'I would just like to say thank you so much for everything that has been done for my family'

'Always on hand if anything crops up that worries me, takes a lot of pressure away from the family – getting education and health professionals together and working from the same page'

# Cheshire East Family Survey

## August 2018

### What families said is working well:

We had a lot of positive comments. People liked their

- **Help and support:** People said that their workers had helped them and their families and had improved their lives. They thought the advice and support they received was good and that they were glad to have someone they could turn to for help and advice.
- **Relationships with workers:** People found their workers caring, supportive, friendly, open and honest. They felt listened to, understood and supported.
- **Communication:** People liked that workers did what they said they would do and were kept informed about what was happening. They liked that workers were available, flexible, and quick to respond.

'Everything'

'I enjoy sharing what goes on with my social worker in my life'

'Being patient with me even though I have the tendency to go off the rails every now and again'

### 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.

'Look into things before escalating further'

'Be more open, take more information on board'

'I don't see how anything could be done any differently as our support was brilliant'

'Get to know people before you all judge. People make mistakes and want to learn from it. Some people, like myself, want to be a good mother, we need help, not people like yourselves judging'

### 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.

'Everything my daughter needs has been seen and met by the help and understanding of the support worker and it's fantastic having someone who puts everything into place and listens to everything you need as a family too'