

Disabled Children's Social Care

**Parents and Carer Feedback
Summary
April – September 2018**



Introduction

- This feedback is from parents and carers of children who are supported by the following teams:
 - Disabled Children's Early Help Team
 - Disabled Children's Social Work Teams - north & south
 - Disabled Children's Social Work Units— north & south

What we asked?

- Do families and carers feel:
 - Listened to?
 - Involved in development of plan?
 - The plan/support provided is meeting needs?
 - That support has enabled them to spend time away from child or young person?
 - That their child or young person is participating in more community activities?
 - That their child or young person has learnt new things and increased in independence (as appropriate to them and their age?)
 - That if their child has an EHCP Social Care were involved in the process
- Any general comments

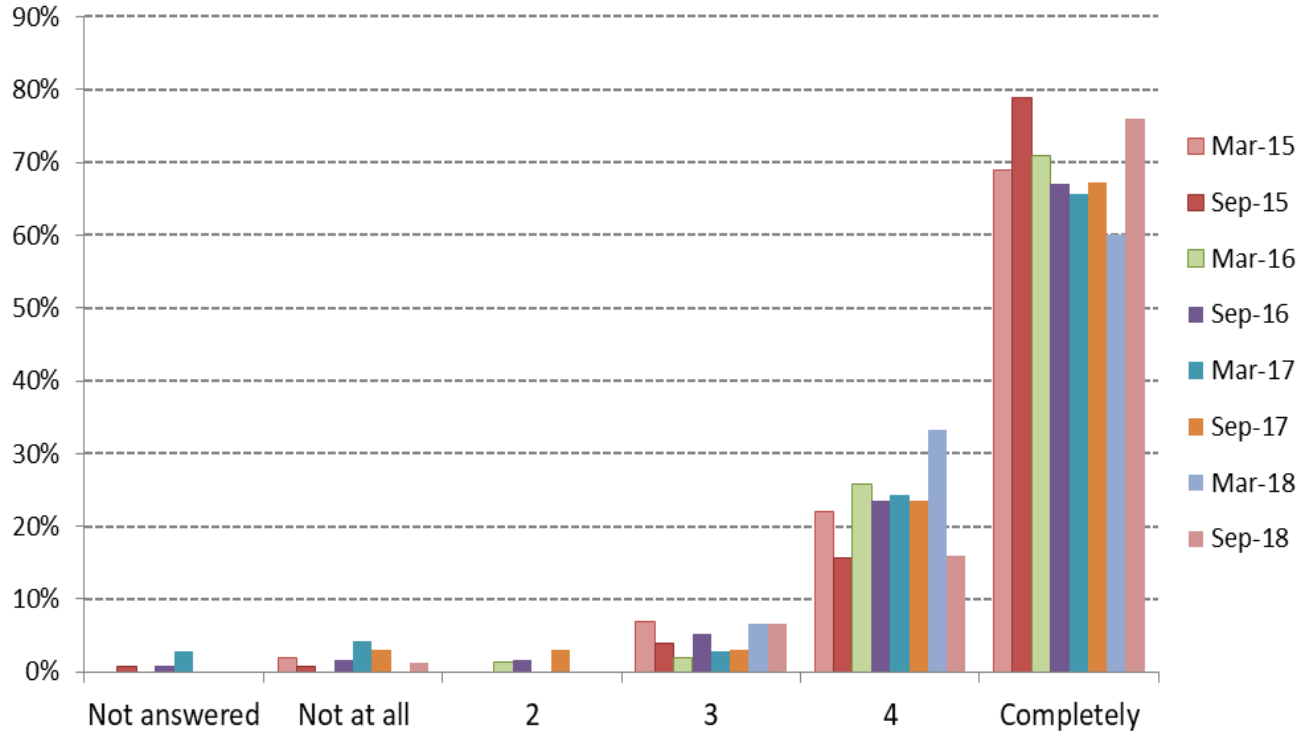
The Process

- Questionnaires sent annually with support plan or taken out on visits
- Anonymous with option to give name if wish
- Collated every 6 months
- We have been gathering this feedback for several years so can compare to previous feedback received

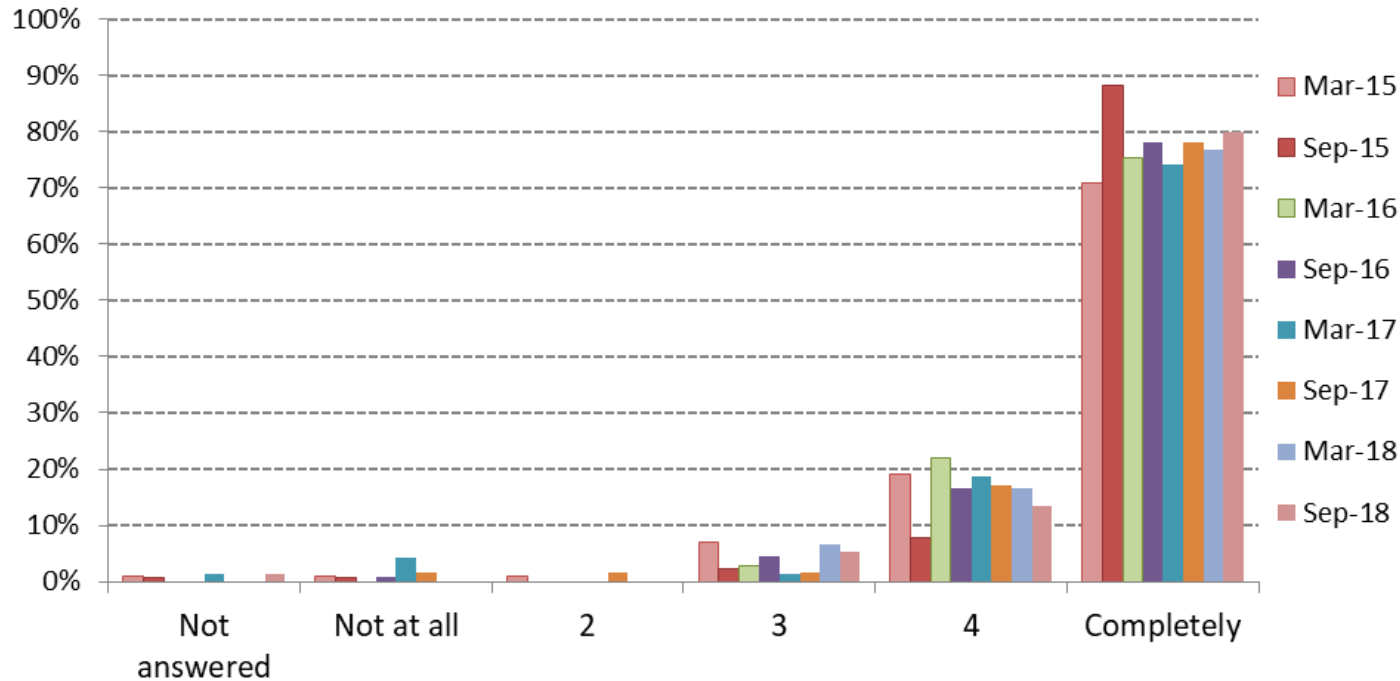
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**parents and carers
completed a questionnaire
April – September 2018**

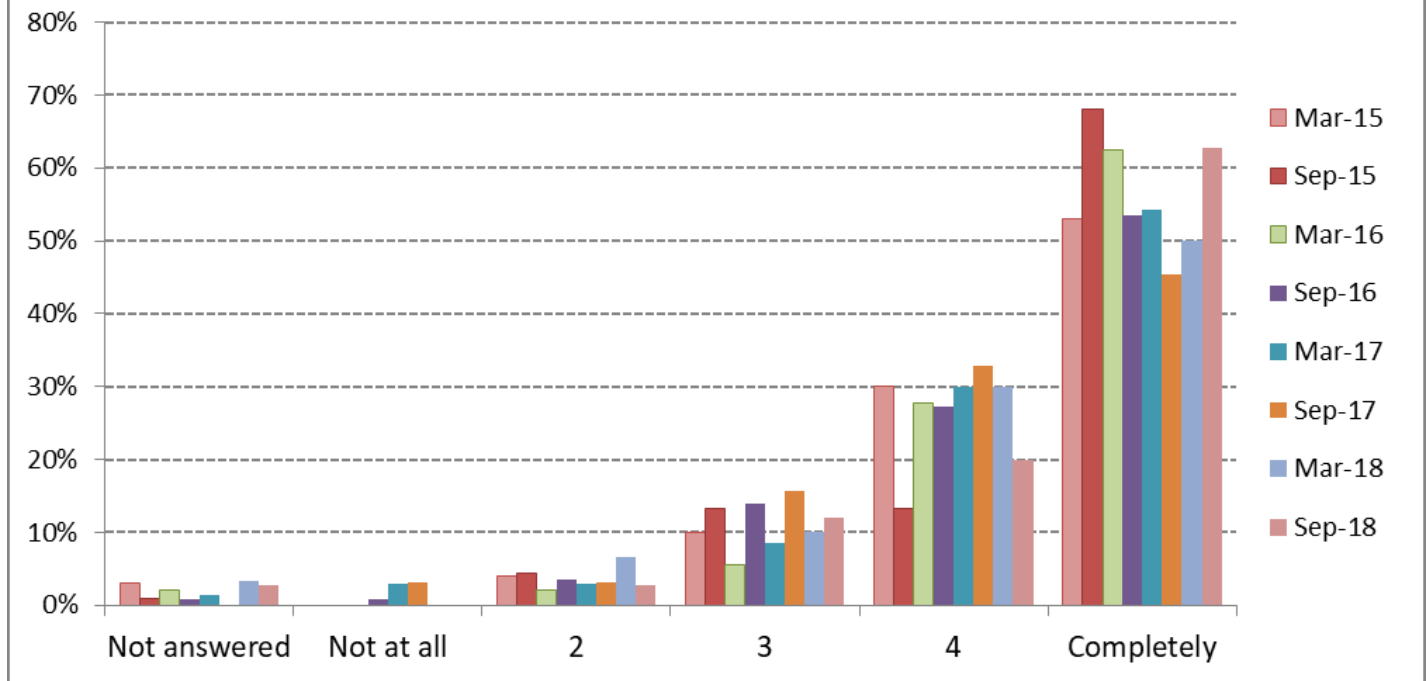
How well do families & carers feel they have been listened to?



How much did parents & carers feel involved in the development of the plan?



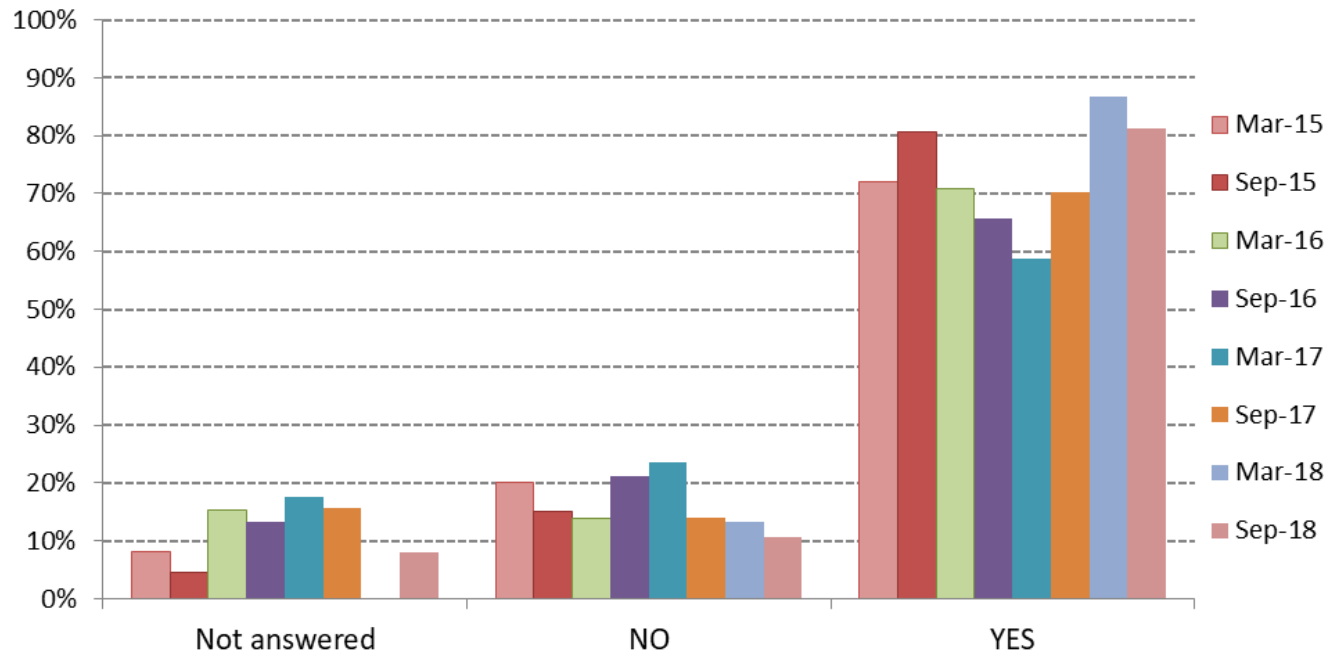
How well do parents & carers feel the plan is meeting child's & family's needs?



Comments on involvement in development of plan

- 4 people said that the plan was good but it was hard to find workers
- 4 people said it was hard to find things and know what activities there are for their children to do

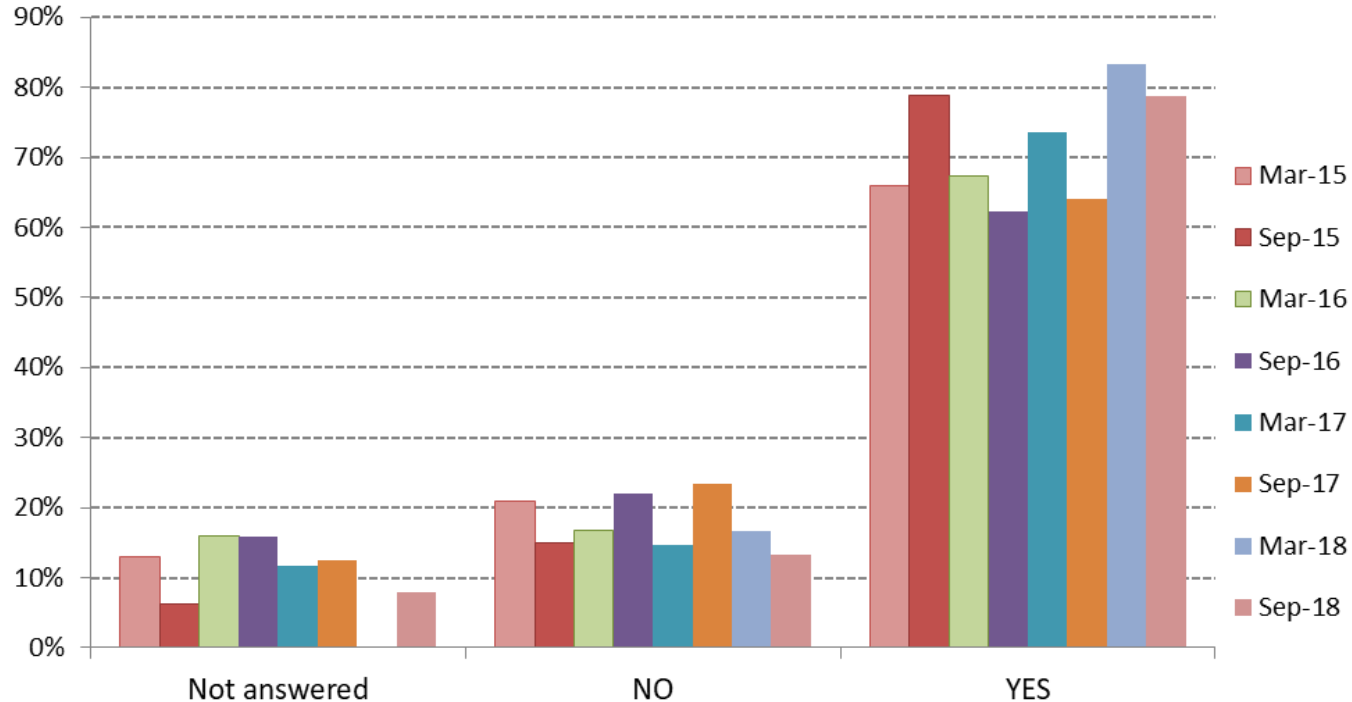
Have parents & carers been able to spend some time away from their child?



Comments on spending some time apart from children

- 31 people commented on the positive benefits of spending some time apart from their child such as:
 - Spending quality time with their other children(7)
 - Spending quality time with their partner (6)
 - Relaxing/resting/having time to self (15)
 - Spending time with other parents at activities (3)
- 7 people commented that the break, although welcome, was too short, nor reliable or not often enough

Do parents & carers feel their child has been able to access more community activities?



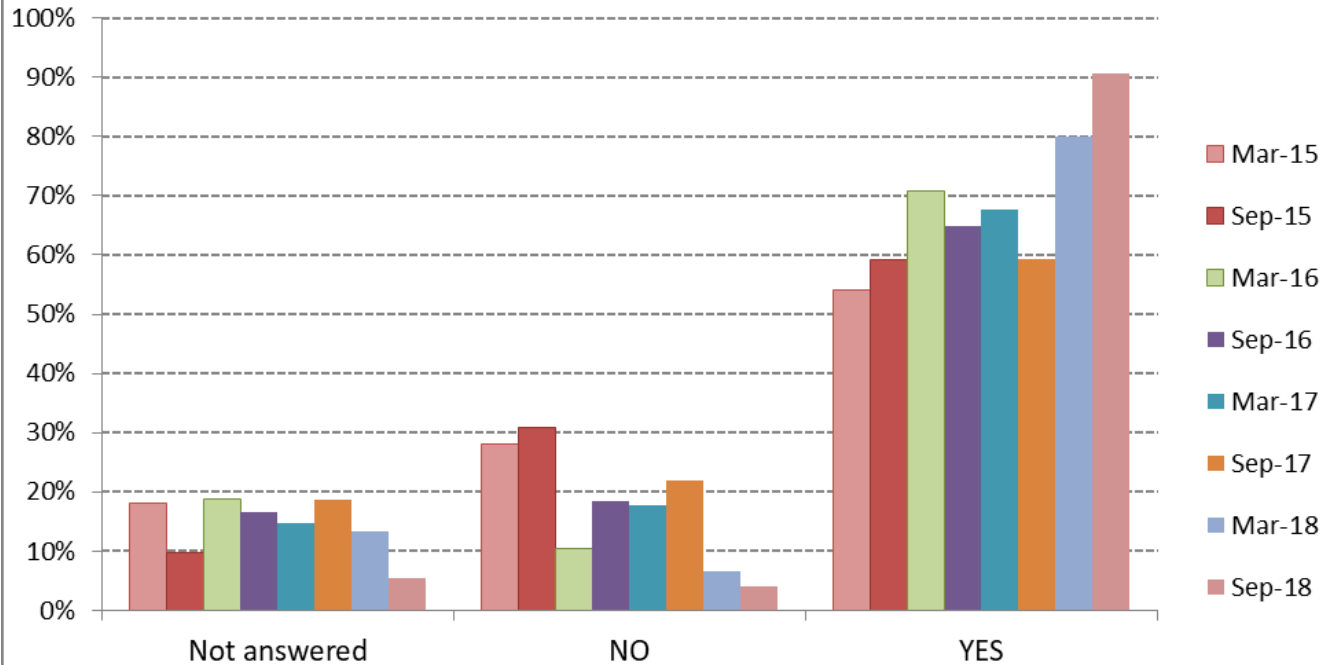
Comments about what children have been doing

- There were 39 comments about the things children and young people have been doing
- Benefits of activities mentioned
 - Growing confidence
 - Trying new things
 - Learning skills
 - Socialising
 - Getting used to being away from parents
 - Having fun!
- There were 4 comments about waiting along time for activity and reliability

Some of the things children and young people have been doing

- Swimming
- Sports
- Horse riding
- Going to the park
- Going out
- Clubs
- Museums
- Trampoline
- Sailing
- Soft play
- Library
- Riding a bike
- Drama
- Shopping

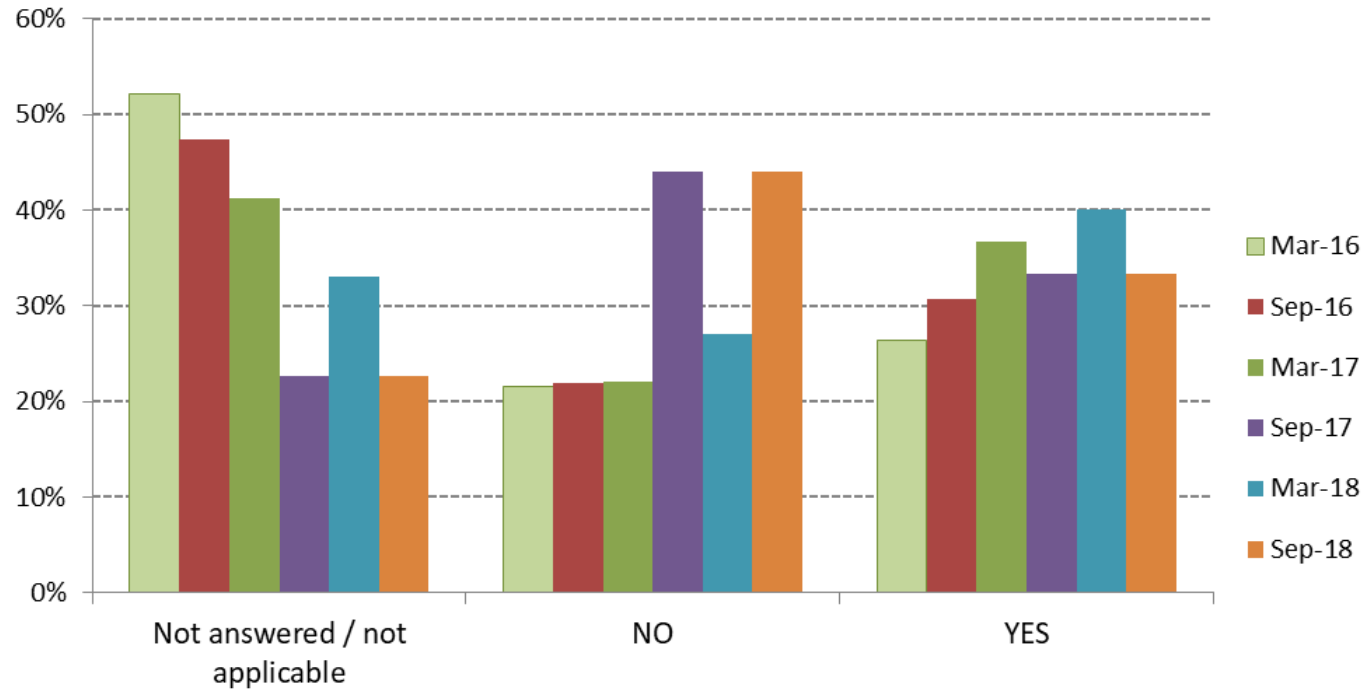
Do parents & carers feel that their child has learnt new things and increased independence (as appropriate to them)?



The sort of things children and young people have been learning

- Paying for things
- Socialising
- Getting fit
- General independence
- Trying new things – and gaining in confidence doing so
- Gaining in confidence
- Learning to be away from parents
- Travelling, using bus, reading timetables
- To swim by self
- To do a summersault
- Getting certificates
- Preparing for a work related course
- Telling the time
- Looking after horses

If the child or young person has an EHCP was Social Care been involved in the process?



General Comments

- 19 people made some general comments on the following themes:
 - Combining a break for family with fun and learning for child is good
 - Thank yous and appreciation for support
 - Lack of suitable activities, flexibility and knowing about them
 - Changes of workers

What next.....

- We will publish this on the local offer
- We will share feedback with workers and others to aid with workforce development
- We will continue to work on expanding the range of activities available and how best to share that information. We will do this with parent and carers
- We will collate feedback again in April 2019