

Satisfaction Survey 2021

Vision

- A society that allows families whose children have additional needs to be heard
- A society in which ALL children thrive and are supported to achieve their dreams
- A society that celebrates difference and diversity
- A society that breaks down the barriers faced by children and young people with special educational needs and disabilities

Mission

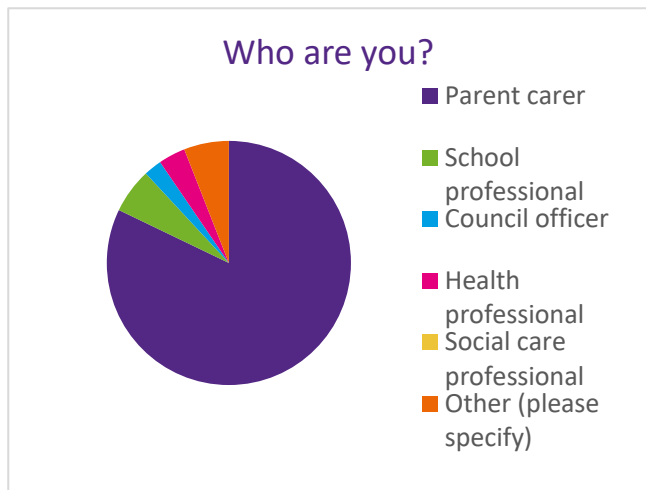
Family Voice Surrey aims to bring about positive change for young people with additional needs by:

- Giving families a strong collective voice
- Being a professional, parent carer led organisation
- Ensuring parent carers are valued as equal partners within the local authority
- Supporting parent carers to understand their rights and choices

Values

We are an organisation that is:

- Respectful – even when we don’t agree
- Supportive – even if we don’t understand
- Positive – even when we challenge each other
- Equitable – being flexible and prepared to adjust if needed
- Committed – even when positive change seems slow
- Engaged – we listen to ALL points of view

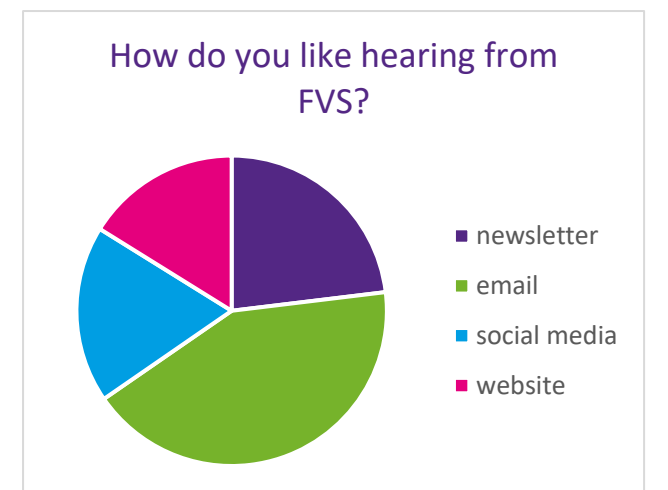


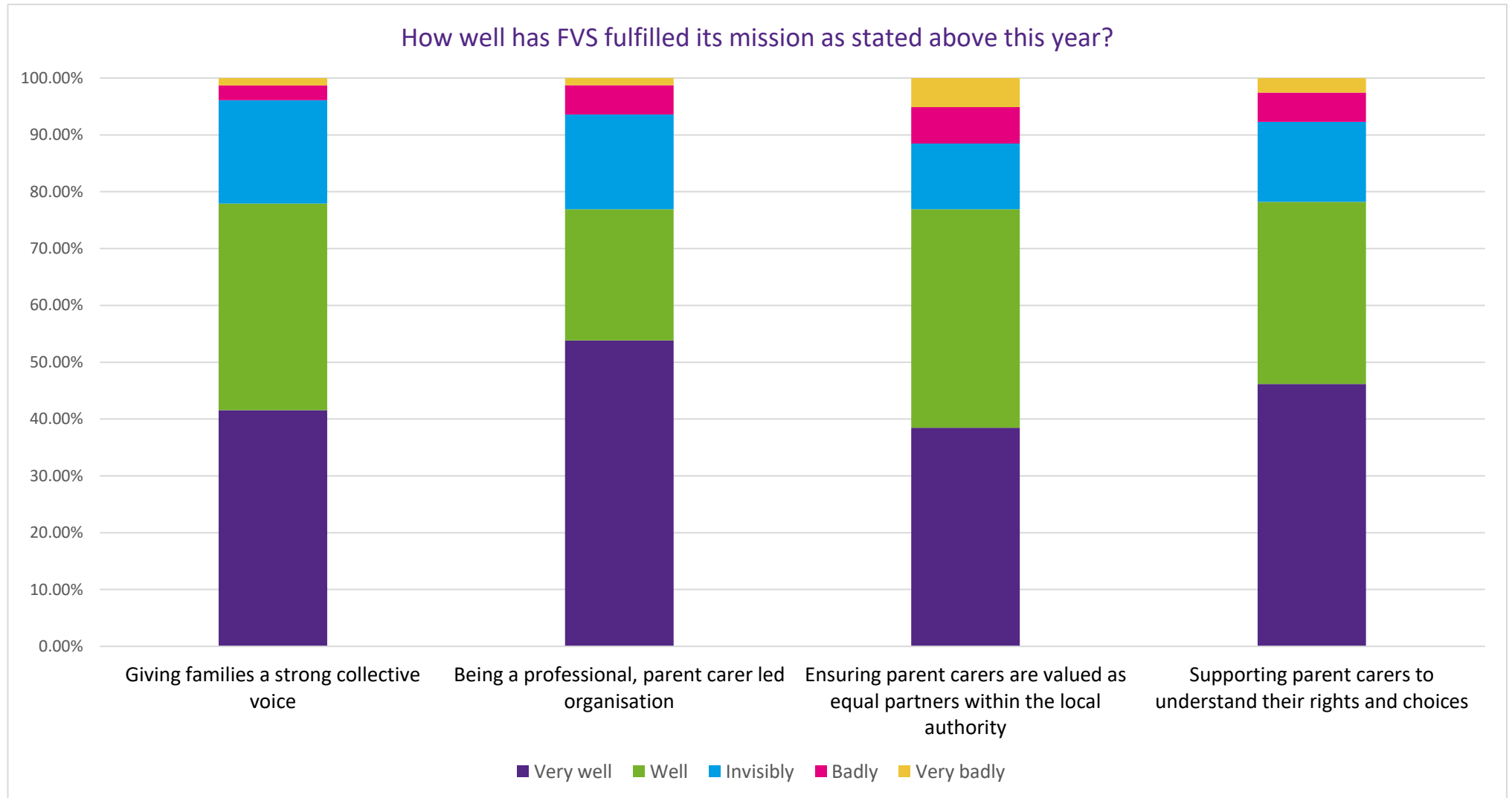
We shared the survey in all our Facebook groups, Twitter and to our members via Mailchimp.

We also asked all those professionals we work with to complete it.

The survey remained open for 2 months.

79 people responded.





What impact has FVS made on your life/work/practice?



59 Parent carers answered:

- **44% Information and Resources**

“I have really valued the informative free talks as they have helped me support my child at home and even in directing professionals towards resources that will support my child. I've also met supportive parent carers which helps me to feel less alone.”

“FVS has obtained and fed back answers to questions I shared with other parents. Also, it just helps to know they are there if I need them, as they have demonstrated they are on the ball and determined to get things sorted.”

- **31% No Impact**

“As a parent struggling to get needs met, it feels difficult to get heard.”

“None - apart from coffee mornings and talks I am not sure what else FVS do”

- **20% Support**

“I like to feel part of a community & FVS makes me feel I'm not alone.”

“Improving my wellbeing, social contact and giving relevant information.”

“Gave me the confidence to challenge schools decision not to apply for an EHCP so I did a parent request and we now have an EHCP in place”

“Support from school avoidance group - people who 'get it' and have direct knowledge of rights / processes / sources of info/help.”

- **5% Input to wider challenge**

“Increased confidence that services are receiving information from users.”



6 School professionals answered:

“Providing invaluable information and resources”



2 council officers answered:

“Increased confidence that services are receiving information from users.”

“Brought in a different perspective”



3 Others answered, including the voluntary sector:

“FVS has engaged with us to help us to ensure the voices of the parents we work with are heard.”

“Helped me to understand the needs and challenges of families better.”

“Underpins all of our transformational work and comms with families”



3 Health professionals answered:

“FVS representatives **helpfully challenge** the narrative around the services that we provide and the plans that we have to ensure that they make sense from a family perspective. They articulate how these matters could or will be seen by families and help to reframe. “

“Providing a source of support for families who have been experiencing feeling overwhelmed by SEN needs and how to get support and advice”

“Having resources to signpost families to”

Keep doing...



56 Parent carers answered:

- **41% Bring parent carers together**

“Events in person once you can”

“Offer evening or weekend events for working parents”

“Holding events via Zoom”

- **27% Inform**

“Sharing user led information, your newsletter is helpful, continue trying to ensure people with disabilities and additional needs are heard”

“Communication across all platforms I have found it easy to navigate.”

“More advice, pushing local auth and more guidance support during pandemic times”

“Helping families know their rights when it comes to fighting the LA for education and support.”

- **21% Listen, share feedback**

“Making us feel that we have a voice and that someone is willing & can help, when in so many areas we feel ignored or passed over.”

“Liaising with the council with current parent gripes/questions, this is invaluable.”

“Campaigning for change and for more acceptance”

“Represent all views including minority views otherwise nothing will ever change.”

- **11% more of the same**



2 School professionals answered:

“Clear, concise information on where to turn for help”

“Sending out newsletters and information that schools can pass on to parents.”



2 council officers answered:

“Bringing in voices and diverse range of perspectives and challenging perceptions”



2 Others answered, including the voluntary sector:

“Newsletters, bringing parents/carers together, campaigning and representing on areas of common interest”

“Sharing the collective voices of the parents whose children have SEND to ensure that their views are not lost.”

“Holistically offering mutual support for parents combined with your voice role. Implementing your strategy”



2 Health professionals answered:

“Offering parents a safe space to feel supported in their journey of raising a child with SEN needs”

“Advocating, challenging, building relationship, building a support network - too many great things to list here!”

Start doing...



36 Parent carers answered:

- **56% Parent support**

“More info and support on available support & resources, training & education sessions for parents/carers to help navigate SEND processes, eg ECHPs, appeals, PIP forms, selecting the right provision...”

“Can’t wait for face to face meets (obvs post Covid)”

“I am interested in hearing directly from the "cared for" people ie directly from people with ASD, ADHD whatever. I feel the more we understand the lived experience of the cared for person the better we can understand and support them.”

- **25% Participation and Updating members of progress**

“More challenge of decision making and assumptions that decision makers have about what SEN children need. Shine a light on reality in day to day life of inclusion policies in particular - what happens on paper and reality can be very different!”

“Maybe your amazing research and briefing work that goes on the in the background could be made more visible?”

“Connecting with local charities and spreading word of how they can help families”

- **11% Raise the profile of FVS**
- **5% Train professionals**

“Provide support to organisations who provide services on Surrey’s behalf - particularly adult services and Transition Services.”

“Training professionals and parents and carers on the system, sharing more information on services and support”

- **3% Increase diversity**



3 School professionals answered:

“Advising families about the Early Help Strategy. “

“Empower them to know their rights, and that their concerns should be taken seriously by schools.”

“Talking to school staff more, to establish what schools have capacity to provide.”



2 council officers answered:

“Training professionals and parents and carers on the system, sharing more information on services and support for people that are available.”

“More innovating and coming up with ideas of what works - we can do with as much of this as possible”



1 Other answered, including the voluntary sector:

“It would be great if there was a dedicated place where parents could go for personal advocacy. Family Voice may not be the right provider but there is not enough support for individual cases in Surrey.”







3 Health professionals answered:

“Attend a team meeting to raise awareness of the wonderful work that you are doing”

“Building confidence in families to engage with help and support that is not just clinical/medical. “

“Actively promote where families have experienced good care and support.”

Stop doing...

 <p>50 Parent carers answered:</p> <ul style="list-style-type: none"> • 72% Nothing <p>“Nothing, you’re doing so well”</p> <ul style="list-style-type: none"> • 8% Pandering to the local authority <p>“Allowing the LA to self-promote improvement when the reality is that outcomes for CYP with SEND are abysmal.”</p> <ul style="list-style-type: none"> • 4% Not sure what you do • 4% Weekday only events <p>“Ignoring provision and need for those in need that can't attend Mon- Fri daytime coffee mornings through having to work full time”</p> <ul style="list-style-type: none"> • 12% Other... <p>“Focus on service users and not celebrating staff achievements in newsletters. It feels like the wrong forum for that and comes across as patronising to service users and their families as if we should be grateful that they are doing their job.”</p> <p>“Assuming”</p> <p>“Too many events”</p>	 <p>1 School professional answered:</p> <p>“Nothing I am aware of”</p>
	 <p>0 council officers answered:</p>
	<p>•••</p> <p>0 Other answered, including the vonuntary sector:</p>
	 <p>3 Health professionals answered:</p> <p>“Don’t lose sight of children and young people with less complex need”</p> <p>“Allowing parents to make negative and unhelpful comments on social media about partner agencies.”</p>

Our next steps...

Awareness of Family Voice Surrey

We will work to reach more families and professionals so that they know about us and what we do by:

- Reaching out to schools throughout the county
- Creating a short video explaining our role
- Working with faith groups and 3rd sector organisations to reach more diverse communities

Engagement

We will continue to work with parents to offer training and information, paying particular attention to:

- The needs of working parents
- Informing members about navigating SEND processes
- Face to face meetings when possible

Our collaborative project with Surrey Youth Focus and East Surrey YMCA, the 3rd Sector SEND Network, will improve our links with charities.

Participation

In all our work with council and health partners, we will:

- Continue to bring the lived experience to the heart of decision making
- Challenge assumptions that do not line up with parent carer experience
- Promote good experience of services
- Make sure we share a wide range of parent carer experience

We will work harder to inform members of our project work through newsletters, monthly updates and regular social media updates.

Train and inform professionals

Alongside our training offer we will offer opportunities for professionals to learn from parent carers to improve their practice and benefit families.