

Members Feedback Questionnaire 2012 – Results



Positive Change for our Children and Young People
with Disabilities and Special Educational Needs

1. Membership

38 people responded, 37 of whom were full members (parent carers), 1 was an associate member (professional or practitioner).

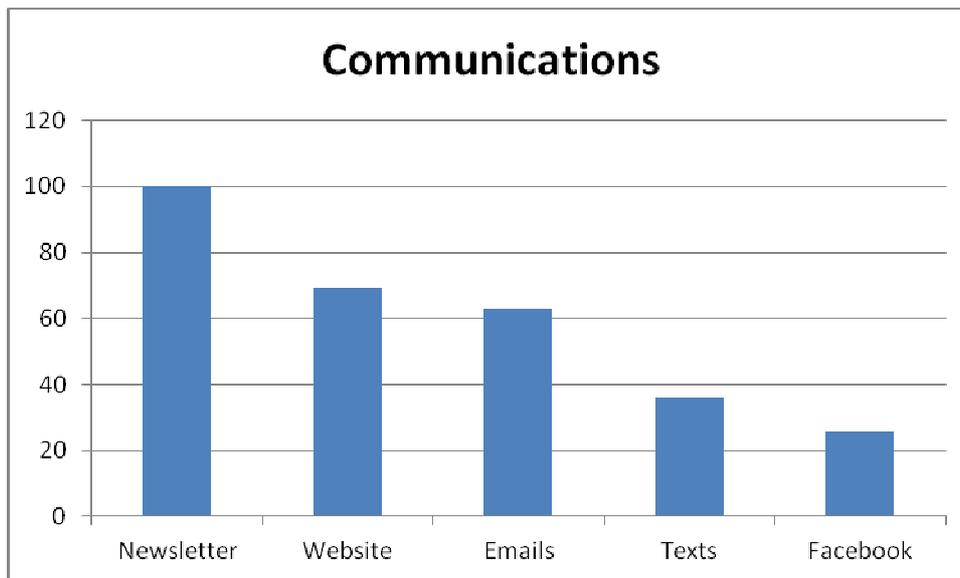
2. Where did you hear about us?

33 responses

- Friends / another parent x6
- Newsletter / leaflets x4
- INDEX / What's Going On magazine x4
- School x4
- Support groups x3
- Carers' Centre x3
- Website x2
- SIGN x2
- Beighton Clinic
- Ready Steady Go group
- Long ago when you started!
- Can't remember

3. Communications

- **100%** of respondents read the **newsletter**
- **69%** access the **website** (up from 32% last year)
- **63%** read **email bulletins** (up from 41% last year)
- **36%** read text messages
- **26%** visit the facebook page



Which bits of our communications did you find most useful/interesting?

36 responses - most respondents named several things.

- Events and activities x8
- News/articles x8
- Newsletter x8
- All of it x6
- Funding/benefits x4
- Email x4
- Support groups x3
- Website x2
- Services x2
- Policy and legislation
- Education
- Training
- Meetings
- Text messages
- Facebook

Which bits of our communications do you find least useful/interesting?

20 responses

- Nothing x9
- Facebook x4
- Things not relevant to me x3
- Not sure x2

- Texts
- Emails
- “Anything too jargony”

What would make you more likely to read our communications?

- Topics that are of interest to me
- Personal success stories celebrating our children’s achievements
- More information about services and activities
- Less content, more frequent

4. Have you been to our fun days, conferences, training/information workshops or other events?

- **65%** had attended events, **35%** had not.

Best things about events

25 responses (*Most respondents named several things*)

- Meeting other parents x11
- Informative x9
- Fun activities for children x8
- Feeling included x5
- Speaking to professionals x3
- Ponds Forge x2
- School transitions day

“Meeting other parents, sharing information and experiences and not feeling in the minority.”

Things to change (20 responses)

- Nothing x6
- Timing x5
- Venue/location x2
- Want more events x2
- More notice of events
- More activities
- Childcare

Next time, respondents would like to see (23 responses)

- Activities for children x6
- Training x5
- More fun days x3
- More events
- Coffee mornings
- Opportunities to meet professionals

Reasons why respondents haven't attended events:

- **83%** said lack of time
- **17%** said they were not relevant/interesting
- Other replies included: work commitments x2; inconvenient times x3; and childcare x2

Preferred session times: *(Some respondents stated more than one preference)*

- **48%** said during school hours
- **28%** said evenings
- **45%** said weekends

5. Why have you been actively involved and what benefit did you get from the experience?

"I was involved from the very beginning and, through helping the forum, I feel much better informed on issues affecting my child. I'm not as involved now due to work commitments & consequently I feel a bit out of the loop!"

"Representing parents at council meetings because I wanted to influence the authority to make it better for all our children; attending roadshows to gain opinion from other parents so that I can feel that I am representing other parents in Sheffield and highlighting areas of concern or success."

"I have been to one of your focus groups on short breaks. I found the short breaks process very satisfactory and wanted to pass on my experience to other parents."

"I gained a great deal out of being part of the education group and would have liked to have been part of the visiting group to schools had I not got F/T employment. Listening to others' perspectives and knowledge helped me to put my own views in order and drove me to want to help others more."

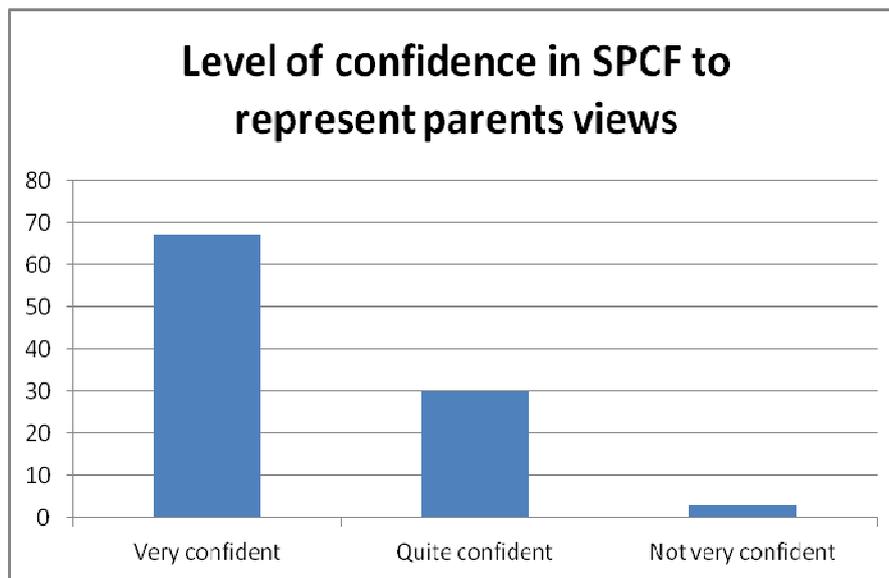
Reasons why respondents have not got involved *(Several respondents gave more than one reason)*

- **81%** said no time
- **31%** said no energy
- **12%** said they did not feel confident

- **Nobody** thought it was pointless
- 7 respondents said it was another reason, of which one person specified:
“Something has to have an outcome and a timescale for it to be worthwhile to me.”

6. How confident are you that the Sheffield Parent Carer Forum can accurately represent parents’ views?

- **67%** very confident
- **30%** quite confident
- **3%** not very confident



7. What has been the best thing that we have done for you?

This was scored from 1-5, with 5 being the highest. The following scores are averages from all responses:

- Getting information about services – **4.67**
- Learning about your family’s rights – **4.33**
- Meeting other parents at events – **4.28**
- Being able to influence policy – **4.27**
- Having fun at family events – **4.23**
- Being able to flag up problems & have someone pursue them with decision makers – **4.12**
- Getting emotional support – **4.12**
- Developing friendships and support networks – **4.11**
- Feeling like your family belongs – **4.07**
- Getting training – **3.95**

8. Have you used any of the information we have given you to change things for your child?

19 responses including:

"Applying for short break grant"

"We have accessed the short break grant which made a big difference to us and our family."

"Bus pass and carer pass"

"The swimming lessons were great news because I was struggling to pay for private lessons"

"Yes I have a cinema card, slice card, bus pass for my child and short breaks. It's fantastic. Thank you very much."

"Get direct payments"

"Used the school visit checklist given out at the school transition event. It mirrored the approach that I had been taking when visiting schools and informed my approach for the remaining visits prior to my school selection."

"The information you provide on the Parent Partnership has been invaluable to me and my family when we were going through the statementing process."

"Yes simple things that help with our day to day lives."

9. Please give an example of a good service – who was it from and what made it good?

16 responses including:

"Used to attend tea and biscuits drop-in for carers (Carers Centre) which was really valuable when I was feeling low."

"I have had good service from Sheffield Carers Centre and SIGN."

"Being helped to get a free bus pass for our son - we didn't know we were eligible."

"Responding to info request/update re. meeting from Eva the development worker. Friendly and timely response."

(Named social worker) "Clear informed exact information. If he says he'll check it he will."

"Family Fun Day at Centre in the Park"

"Excellent service from SIGN. They helped me with everything: benefits, short breaks, bus pass, card for cinema. Thank you."

"A4E for helping us set up direct payments"

"Parent Partnership Service during the time I appealed against the decision of my son's statement"

"The service provided at Ryegate annex of Children's hospital. Also SENCO support at primary school"

"I think that the writing standard in the newsletter is very good and Eva Juusola is always very quick and helpful in any queries I have by email."

"Parent Partnership service has been fantastic. Their knowledge of how the system works and how to influence things meant that together we could appeal and my son got a statement when previously he had been refused assessment."

"Activity Sheffield and their inclusive athletics sessions"

10. Have you passed on information you have picked up through us to anyone else?

25 responses: 23 yes and 2 no

"Yes I have a friend with recently diagnosed children. Passed on website details and told her about involvement and purpose of SPCF"

"Yes I work in a primary school and I am always passing on info"

"Yes about the bus pass and the short breaks grant"

"Yes - and I believe the parent subsequently joined the Forum"

"I pass on information all the time especially to parents of children who have just received a diagnosis for a child"

11. If you had to choose, what ONE issue would you feel the Parent Carer Forum should concentrate on next year?

(Several respondents named more than one topic.)

- Education x7
- Activities for children x5
- Transitions x4
- Info on specific disabilities x3
- Benefits x2
- Childcare x2
- Legislation x2
- Others (funding, mental health, speech & language therapy, siblings, equal opportunities)

"We all need some more FUN in our lives! You are doing a brilliant job in addressing all the big issues - please keep that up! - but I feel that I spend so much time focusing on fighting for support and putting speech and language and physio needs into my daughter's routine that I sometimes forget to just have some fun with her! How about a child/carer craft/games session in half-term or offered as a few dates during the year/school holidays where parents/carers and their child can get stuck in and do something together."

12. Comments, complaints and suggestions

"Please continue to keep me informed. I value what is done by dedicated and focussed people."

"As much information as possible"

"I think you as a support group are doing a really good job"

"Thank you and please, please never give up on our kids. Good work to all"

"Keep up the good work"

"You do a good job!!"