



SUPPORTIVE PARENTS

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Working with Parents

Service Users' Satisfaction Survey - Summary Report 2009

Sent to: Parents, the first time they rang during Spring term 2009
 No. sent out: 100 No. returned: 35

FINDING OUT ABOUT US

1. How did you find out about us?

- Did you get information about Supportive Parents from:

Health professional? 31 %

Children & Young People's Services? 31 %

Your school? 0 %

Multiple sources 14 %

(60% of these included school)

From another source: 23 %

Of these, 17 % heard about us from a friend or other parent

- Did you know about our service when you first needed it? Yes 65% No 35%

Comments:

1. The Educational Psychologist mentioned you in September 2008. I wish I had known about you many years ago.

7. I didn't really know how Supportive Parents could actually help me until I spoke to a few parents about their experiences.

31. I feel that my son's school should have given me information about your service.

TYPE OF SERVICE

2. Supportive Parents aims to offer the following types of help to parents:

Did you want this? Did you get this?

- A chance to talk through your concerns Yes 100% (of these) Yes 100%

- Information Yes 100% " " Yes 100%

• Practical help with letters or forms	Yes	57%	"	"	Yes	100%
• Preparation for/or support at meetings	Yes	71%	"	"	Yes	100%
• Contact with other parents	Yes	26%	"	"	Yes	78%
• Courses for parents on SEN	Yes	23%	"	"	Yes	88%
• Signposting to other services, e.g. help with benefits, childcare, social leisure opportunities?	Yes	20%	"	"	Yes	100%

Comments:

32. First contact for information only. It was nice to know I can get in touch again after I have had time to think about information given.

OUTCOMES FOR PARENTS

3. As a parent/carer, did you feel

• listened to/understood?	Yes	100%	No
• you were given time to express concerns?	Yes	100%	No
• supported?	Yes	100%	No
• more informed about SEN processes?	Yes	97%	No
• more able to make decisions/move forward?	Yes	97%	No
• an increase in confidence when meeting/dealing with professionals?	Yes	97%	No
• you were given the right amount of information?	Yes	100%	No
• you were given relevant information?	Yes	100%	No

Comments:

6. The meeting I had was everything I could have hoped for – and more. It was a relief to talk to someone who so understood and was so sympathetic. Before I felt I was walking through treacle – now I have renewed direction and purpose! I was feeling very depressed about the whole situation – but now I feel more hopeful!

32. Surprised and relieved that I was able to ask so many questions and get information and answers back on my first tel. call. I didn't feel I had to hurry up (nice experience).

INFORMATION SOURCES (% are of those who answered the question)

4. Did you receive information/support through

• Our Information & Support Line?	Yes	97%	No
If yes, was it easy to access?	Yes	93%	No
• Our website?	Yes	28%	No
If yes, did you find it easy to use?	Yes	100%	No
Was it useful?	Yes	100%	No
• Information/leaflets?	Yes	83%	No
• Visit to our office?	Yes	32%	No
• Home visit?	Yes	27%	No
• School/LEA meeting?	Yes	32%	No
• Support group?	Yes	39%	No
• Attending our course?	Yes	18%	No
• Attending meeting/event?	Yes	36%	No

Comments:

1. Really enjoy the support meetings as they make you feel more human and that you're not alone.
6. The initial phone call was quite hard for me to make as the thought of trying to explain everything was very daunting. However, it was useful as when the meeting took place there was already some background and we could 'hit the ground running'. The place was easy to find and so welcoming.
30. This is a very good organisation for worried and concerned parents. It makes you feel that you are listened to and not alone.

QUALITY OF SERVICE

5. How was your enquiry dealt with?

• Was your enquiry dealt with promptly?	Yes	100%	No
• Was your enquiry dealt with efficiently?	Yes	100%	No
• Was your enquiry dealt with in a polite, caring manner?	Yes	100%	No

Comments:

29. The Support worker who helped me provided an excellent service, answered any questions that I had. I left the offices on that day feeling less stressed.
31. The Caseworker who supported me both with information and emotional support enabled me to keep 'going' at what was and still is, at times, a very difficult period with my son. It would have been very difficult for me and my family, without this help.

SATISFACTION

6. Were you satisfied with our service?

- Did we do what we said we would do? Yes 100% No
- Did you feel satisfied that anything you told us would be kept confidential? Yes 100% No
- Did we meet your access needs? Yes 100% No
- Would you feel confident about contacting us again? Yes 100% No

Comments:

1. I feel now that I have a 'direct line' to a fantastic lifeline but only regret that I wasn't aware of the service many years ago so I would have been more able to deal with my daughter's issues and make more informed choices as she has grown.
31. There is nothing that I can think of to improve the service. It was/is excellent. It is a shame that the school my son attended at that time did not recommend or advise me of the service.
33. I have used the support line and found the people I spoke to extremely helpful and understanding. I have had some very useful information sent to me to help me prepare for meetings and write letters knowing what information to include. I am very grateful for the support and guidance. Thank you very much.

Remember, we are always looking to improve our service – if you have any suggestions as to how we might do this, please use the space below to tell us?

1. Stay as you are!! Many, many grateful thanks. 10/10

Thank you to all those people who took the time to fill in this form

The entire contents of this survey will be circulated to all staff and everyone involved in providing the service to parents. Any issues or concerns raised will be addressed and working practices reviewed accordingly.