



SUPPORTIVE PARENTS

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Tel:Admin/Fax: 0117 9897724, Information and Support Line 0117 9897725

www.supportiveparents.org.uk

Working with Parents Service Users' Satisfaction Survey Summary Report 2010

Sent to: Parents, the first time they rang during Spring term 2010
No. sent out: 100
No. returned: 44

FINDING OUT ABOUT US

1. How did you find out about us?

- Did you get information about Supportive Parents from:

% of total forms returned

Health professional?	27%
Children & Young People's Services?	17%
Your school/Nursery/Early Years setting	33%
If from another source/someone else - please specify.	23%
of which	
Other parent	18%
Voluntary organisation	27%
Friend or relative	55%

- Did you know about our service when you first needed it? Yes 49% No 51%

Comments:

12. We had been seeing a Child Psychologist at the BRI when we were informed by the Child Nurse.
15. Telephone number had been given to me but I was not clear what information was available and how organisation worked.
27. Do you ever have drop in sessions at schools as these might be useful to meet other parents.

TYPE OF SERVICE

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

	Did you want this? (% of people answering the question)	Did you get this? (% of people who wanted it)
• A chance to talk through your concerns	100%	93%
• Information	100%	93%
• Practical help with letters or forms	64%	100%
• Preparation for/or support at meetings	66%	97%
• Contact with other parents	25%	73%
• Courses for parents on SEN	30%	35%
• Signposting to other services, e.g. help with benefits, childcare,	36%	63%

Comments:

- 8. I found my experience was really positive and gave me more confidence that I was not making my child's issues up.
- 21. I found this was a great help and felt a lot better.
- 34. Didn't know this was available will ring to find out more (Courses for parents on SEN)

OUTCOMES FOR PARENTS

3. As a parent/carer, did you feel

	% of people answering question			
• 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	90%	No	10%
• more able to make decisions/move forward?	Yes	100%	No	
• an increase in confidence when meeting/dealing with professionals?	Yes	98%	No	2%
• you were given the right amount of information?	Yes	100%	No	
• you were given relevant information?	Yes	100%	No	

Comments:

- 12. It was a much more empowering feeling, especially in the Secondary School setting, to know about some of the endless abbreviations, our rights and the actual responsibility of the school itself.

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

4. Did you receive information/support through

% of people answering the question

• Our Information & Support Line?	Yes	100%	No	
If yes, was it easy to access?	Yes	95%	No	5%
• Our website?	Yes	47%	No	53%
If yes, did you find it easy to use?	Yes	92%	No	8%
Was it useful?	Yes	100%	No	
• Information/leaflets?	Yes	81%	No	19%
• Visit to our office?	Yes	30%	No	70%
• Home visit?	Yes	17%	No	83%
• School/LEA meeting?	Yes	32%	No	68%
• Support group?	Yes	23%	No	76%
• Attending our course?	Yes	7%	No	93%
• Attending meeting/event?	Yes	23%	No	77%

Comments:

12. It had been a daunting prospect to attend two particular school meetings, but with the support of 'Supportive Parents' it was really strengthening and much further informative.
21. I found out you have a Support Group and will take this up.
31. The helpline is always engaged. I phoned the admin. line and left message for someone to call me back.

QUALITY OF SERVICE

5. How was your enquiry dealt with?

% of people answering question

• Was your enquiry dealt with promptly?	Yes	100%	No	
• Was your enquiry dealt with efficiently?	Yes	98%	No	
• Was your enquiry dealt with in a polite, caring manner?	Yes	100%	No	

Comments:

9. Felt very relaxed and was able to talk through and discuss my concerns.
13. My enquiry was dealt with very promptly and efficiently. I was supported, listened to and understood every time I've contacted you.

- 31. The staff called me back very shortly and provided me very useful info. and advice.
- 35. Took my information then phoned me back with further information.

SATISFACTION

6. Were you satisfied with our service?

% of people answering question

<ul style="list-style-type: none"> • Did we do what we said we would do? • Did you feel satisfied that anything you told us would be kept confidential? • Would you feel confident about contacting us again? 	<table border="0"> <tr> <td style="padding-right: 10px;">Yes</td> <td style="padding-right: 20px;">100%</td> <td>No</td> </tr> <tr> <td style="padding-right: 10px;">Yes</td> <td style="padding-right: 20px;">100%</td> <td>No</td> </tr> <tr> <td style="padding-right: 10px;">Yes</td> <td style="padding-right: 20px;">100%</td> <td>No</td> </tr> </table>	Yes	100%	No	Yes	100%	No	Yes	100%	No
Yes	100%	No								
Yes	100%	No								
Yes	100%	No								

Comments:

- 11. I was called the same day I rang. A brilliant, extremely caring service. Thank you.
- 13. I could have never got through or understood the system without your support. I can't thank you enough for your support. I would like to see 'Supportive Parents' advertised more as when I go out and about I don't see your posters/leaflets about and I feel they should be as your services are excellent. I have recommended you to several parents who again have not heard of your services. As you have helped show me "light at the end of the tunnel" I would like other parents to see this light.
- 16. I have been thrilled to have found Supportive Parents. I no longer feel alone and unsure but feel totally supported and able to contact them as often as I need.
- 18. Very confident. Supportive Parents have always been there to listen to me. I am very grateful for the support I have had for many years. Thank you.
- 25. I'd like to thank Supportive Parents and the people who I've spoken to/met for being a huge help through times of bewilderment, frustration and difficulty. Thank you.
- 28. I will be really happy to and confident to contact you again. Thank you.
- 36. I would like to say a big thank you for your help; this gave me a head start. Thank you.

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?

- 24. Advise other services to take a leaf out of your book.

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.