



## SUPPORTIVE PARENTS

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[www.supportiveparents.org.uk](http://www.supportiveparents.org.uk)

### Working with Parents Service Users' Satisfaction Survey Full 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?	Yes	27%
Children & Young People's Services?	Yes	17%
Your school/Nursery/Early Years setting	Yes	33%

If from another source/someone else - please specify.

% of other sources of information

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.
13. Which I'm very frustrated about as if I knew about your service a year ago things for me and my daughter would have been much easier than they have been. Westgate House Southmead Hospital has no information about your services, not in the info. pack they gave me or on notice boards etc.
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	Yes	100%	Yes	93%
• Information	Yes	100%	Yes	93%
• Practical help with letters or forms	Yes	64%	Yes	29%
• Preparation for/or support at meetings	Yes	66%	Yes	97%
• Contact with other parents	Yes	25%	Yes	73%
• Courses for parents on SEN	Yes	30%	Yes	35%
• Signposting to other services, e.g. help with benefits, childcare, social leisure opportunities?	Yes	36%	Yes	63%

Comments:

5. Only just started using this service but if I need too will use all the services.
8. I found my experience was really positive and gave me more confidence that I was not making my child's issues up.
13. I was and currently am getting very much support, especially with form filling, advice (information), talking about my feelings/concerns and support in meetings. It has helped my confidence grow and taught me how to deal with things to do with my daughter's disability.
21. I found this was a great help and felt a lot better.
25. Now that I know there are courses I will probably contact re. this.
27. I will need to probably contact Supportive Parents in the future to get help with a statutory assessment for my son.
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:

9. Was already confident in dealing with professionals.
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.
28. After talking with Kathryn Mason I felt that we are taking the right path.
32. Increase confidence in dealing with school. Still find Town Hall very difficult.
44. Thank goodness for this group. I don't know what I would do without them.

## 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:

4. I've used all these!!
8. I always get very prompt responses even if the person I want to talk to is not available.
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.
25. I would like Supportive Parents to be advertised as a matter of course by the NHS/Council at every stage/level as I have felt let down by the professionals and Supportive Parents are a welcome antidote to feeling helpless and red tape labyrinth.
28. Excellent service.
31. The helpline is always engaged. I phoned the admin. line and left message for someone to call me back.
44. For me the phone contact has been enough so far – but I feel I may need someone to come to the school meetings at some point. But at least I know they are there if I need them.

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:

3. Excellent in every area.
9. Felt very relaxed and was able to talk through and discuss my concerns.
12. All of my numerate enquiries have been dealt with efficiently! I have always been given the opportunity to first voice my total concerns and worries and then be consoled with relevant help and information.
13. My enquiry was dealt with very promptly and efficiently. I was supported, listened to and understood every time I've contacted you.
29. I was, and am pleased the way you dealt with it and you was really polite towards me. Thank you.
30. Very pleased with the concern, empathy and professional but personable way in which my concerns/problems with dealt with.
31. The staff called me back very shortly and provided me very useful info. and advice.
34. Kathryn Mason was lovely, patient and very kind. I have spoken to her twice and was pleasantly surprised she remembered our first conversation. Thank you Kathryn.
35. Took my information then phoned me back with further information.
37. Kathryn was very helpful and knowledgeable.
39. On the two occasions I have contacted you I was impressed with how quickly I was called back.

### SATISFACTION

6. Were you satisfied with our service?

% of people answering question

- 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
- Would you feel confident about contacting us again? Yes 42% No

Comments:

5. Nothing like personal contact – a meeting should be suggested on first contact although I realise because of staffing/monies constraints this may not always be possible. But just speaking to someone who can give you immediate relief and positive thinking and you're not made/alone or a complete idiot and, of course, time to discuss your issues.
8. Thanks for everything.
10. You have been absolutely amazing. When I felt isolated and have struggled so hard to get my son's needs met, you helped me so much.
11. I was called the same day I rang. A brilliant, extremely caring service. Thank you.
12. I've been only too grateful, in times of need, that S.P. exist. During those times I'm sure on many occasions that I would not have known what to do next, or where to turn. S.P.'s is an invaluable organisation, I wish they could be awarded Camelot Funding!!!  
  
"Supportive Parents", should be a household name and broadcast in such a way literally! (even radio broadcast). Due to the amount of Parents/Children it helps, signs on buses etc. I think of the poor people who continue to suffer because they do not know of your existence.
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 parent to see this light.
16. I have been thrilled to have found Supportive Parents. I no longer feel alone and unsure but I 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.
21. I still need support and will come back.
24. I found SPSC one of the only supportive services where you can actually go into the office and generally showed compassion and gave me the feeling that they were really trying to help.
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.
31. I found it quite difficult to get through the line. Any chance of increasing the numbers of helpline?
32. Excellent support and service and information and help.

34. Great service, would definitely recommend. Thanks you're doing a great job!

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.