

VOXY's 2019 'Be Supported' Questionnaire

Engagement Report

Views from children and young people about how supported they feel by the services they access in Oxfordshire

Commissioned by: Children's Trust Board

Author: Rosie Boyes (Engagement Team)

Date: 12th March 2019

VOXY's 2019 'Be Supported' Questionnaire

Engagement Report

Contents:

Page Numbers:

1	Executive Summary	3 - 4
2	Introduction	5 - 6
3	Methodology	6 - 7
4	Timescale	7
5	Key Messages	7
6	Summary Findings of Questionnaire	
	▪ 6.1 Q.1) <i>'How strongly do you agree with the following statements about the services you use?'</i>	7 - 10
	▪ 6.2 Q.2) <i>'Overall, do you feel supported enough by the services you use?'</i>	11 - 12
	▪ 6.3 Q.3) <i>'Is there anything else you want to tell us about the support you receive from the services you use?'</i>	12 - 14
	▪ 6.4 Q.4) <i>'Please tell us if you feel that any of these apply to you'</i>	15
	▪ 6.5 Demographic information	16 - 18
7	Conclusion	18
8	Further Information and Next Steps	18
9	Annexes and Appendices	19 - 46

1. Executive Summary:

Introduction

The Children's Trust Board were keen to seek the views of children and young people in Oxfordshire, about how supported they feel by the services they access and use. The Children's Trust Board asked Voice of Oxfordshire's Youth (VOXY) to propose how best to gather feedback, to help measure and evaluate the impact of the listed actions under the 'Be Supported' Area of Focus in the Oxfordshire Children and Young People's Plan 2018 – 2021. This feedback can then be used as a baseline, which will be part of measures put in place to monitor the outcomes of the Plan.

Methodology and Timescale

VOXY worked with a member of the Engagement Team (also the VOXY Co-ordinator), to develop a questionnaire. This was live on eConsult for four weeks from January 21st 2018, and a paper version was also made available. 509 completed questionnaires were received and analysed.

Key Messages

When asked in Q.1 how strongly they agreed with the following five statements in relation to how supported they feel by the services they use and access, children and young people responded extremely positively:

- ***'I know who to speak to when in need of support'***:
410 (81%) agreed or strongly agreed
- ***'I feel listened to and believed'***:
300 (59%) agreed or strongly agreed
- ***'I am able to access information in a way which suits me best'***:
320 (63%) agreed or strongly agreed
- ***'I have inspiring role models'***:
299 (59%) agreed or strongly agreed
- ***'When I talk to staff, I feel they are experienced and caring'***:
340 (67%) agreed or strongly agreed

The statement that was ranked the highest overall was: 'I know who to speak to when in need of support', and the statement that ranked the lowest overall was: 'I feel listened to and believed', closely followed by 'I have inspiring role models'.

In Q.2, respondents were asked:

Overall, do you feel supported enough by the services you use?

334 (66%) answered Yes, demonstrating again that overall, children and young people in Oxfordshire do feel supported.

A significant proportion (approximately a quarter) said they 'didn't know/weren't sure', (and many also selected the 'neither agree or disagree' option for Q.1's five statements), which suggests that as well as improvement being needed generally to reduce these numbers, some children and young people may not have fully understood the question, or had a strong grasp of the concept of 'services', despite the definition given.

Comments made in the 3 optional free-text comments boxes in Q.1, Q.2 and Q.3, (mainly focusing on the various types of support given, the overall quality of services, staff, and what is offered as part of services), also reflected that most respondents feel supported by the services they access. There were, however, many negative comments, alongside the majority of positive feedback, which should be considered to help improve services. There were also many comments showing mixed opinions, where feedback would be extremely positive about one aspect of a service, but then reflected that not all parts of the

service were as good. It was regularly implied that this often depended on the staff members involved.

The main services discussed were schools (which received a range of balanced feedback), followed by CAMHS (which mainly received less positive commentary) and other health services, although a range of other services were mentioned.

It is worth noting that although respondents were invited to 'tell us more' and to mention which services they were commenting on, these free-text boxes were optional, and less than a third of all respondents made any additional comments. This means, therefore, that a majority of children and young people did not indicate which services they were referring to in relation to how they answered the main questions, about how supported they feel.

In Q.4, children and young people were asked to indicate if they identified with three statements, to check the feedback gathered included views from those who have experiences relating to any of the three priorities of the Oxfordshire Children and Young People's Plan 2018 – 2021. Responses were as follows:

- ***'I am missing out on education':***
51 (10%) said yes
- ***'I have social and emotional wellbeing needs, and/or mental health needs':***
101 (20%) said yes
- ***'I have experienced and/or witnessed domestic abuse':***
31 (6%) said yes

The highest number of respondents who said 'yes', was in relation to having social and emotional wellbeing needs, and/or mental health needs, and the lowest number of respondents who said 'yes' was in relation to having experienced and/or witnessed domestic abuse.

A range of demographic questions were asked to learn more about respondents. Although responses from males and females were evenly split, this was not the case with age, and the majority of respondents were aged 11 – 16. Responses from those aged 8 - 10, 16 - 18 and 19 - 25 (with additional needs) was collectively very low. Similarly, the lowest number of children and young people reached, in terms of location, were those in Central Oxfordshire.

It would be useful to consider the demographic information gained in relation to the general population of children and young people in Oxfordshire, to see how representative the group of respondents are, and to what extent any future engagement work needs to be more targeted, as it is important to ensure that under-represented voices are heard.

Conclusion

In conclusion, it is encouraging that the majority of feedback gathered was positive, around how supported children and young people feel by the services they access and use in Oxfordshire. There were clearly many areas in which they felt services could be improved, however, and recommendations have been made around five key areas for improvement.

The high number of responses to the VOXY 'Be Supported' questionnaire demonstrates that children and young people want their feedback to be heard, and hopefully their feedback will help contribute to an increase in how supported children and young people feel across the County, going forward.

2. Introduction

2.1 Background

Following the refresh of the Oxfordshire Children and Young People's Plan 2018 – 2021 (**Annex A**), the Children's Trust Board were keen to seek the views of children and young people in Oxfordshire, about how supported they feel by the services they access and use.

The Children's Trust Board asked Voice of Oxfordshire's Youth (VOXY) to support a piece of work involving gathering feedback from Oxfordshire children and young people, so that the impact of the listed points under the 'Be Supported' Area of Focus of the Oxfordshire Children and Young People's Plan 2018 – 2021 could be measured and evaluated. This feedback could then be used as a baseline, which will be part of measures put in place to monitor the outcomes of the Plan.

The Board agreed that the 'Be Supported' Area of Focus should fit into all three of the other Areas of Focus ('Be Successful', 'Be Happy and Healthy', and 'Be Safe'), and this piece of work was then commissioned to help clarify what action is needed in relation to this Area of Focus and to inform the Implementation Plan for future years.

The findings of this report will influence the approach of the Children's Trust Board for the remaining years of the current Plan (until 2021), as well as using the key messages identified as a baseline, to compare to any feedback gathered in future years, around how supported children and young people feel in Oxfordshire.

2.2 VOXY and The Children's Trust Board

VOXY is a youth-led countywide forum which provides an opportunity for all young people in Oxfordshire (aged 11 – 18 and up to 25 with additional needs), to have their voice heard, so they can have their say about the issues that matter the most to them.

VOXY hold two seats on the Children's Trust Board from a pool of seven young people filled by members of the VOXY Council (VOXY's steering group), and has a strong working relationship with the Board.

VOXY worked with other Children's Trust Board members throughout 2017-18 to develop and refresh the previous Oxfordshire Children and Young People's Plan, which sets the strategic direction and priorities for services for children, young people and families in Oxfordshire.

The VOXY Co-ordinator (also an Engagement Officer) worked with some members of the VOXY Council to create a proposal document on how feedback from children and young people could be gathered, in relation to how supported they feel by the services they access. This was presented to the Children's Trust Board on 13th December 2018. (**Annex B.**)

The priorities for the Children's Trust's work, which sit beneath the Four Areas of Focus, are decided annually by the board, and contained within an Implementation Plan. (**Annex A.**)

In 2018-2019 the following three priorities were chosen:

- children missing out on education
- social and emotional wellbeing and mental health
- protecting children from domestic abuse

Although the 'Be Supported' questionnaire was open to all children and young people in Oxfordshire, VOXY and the Children's Trust wanted to ensure that feedback would particularly include views from children and young people who had experiences relating to any of these three priorities, so it was promoted both widely and in a targeted way.

The questionnaire asked three main questions to understand how supported children and young people feel by the services they access and use, which linked directly to what children and young people had said would make them feel supported when the Children and Young People's Plan was being agreed.

3. Methodology

VOXY, supported by a member of the Engagement Team (also the VOXY Co-ordinator), developed a questionnaire around points 13-16 of the 'Be Supported' Area of Focus, to find out the following five things:

- Do you know who to speak to when in need of support?
- Do you feel listened to and believed?
- Are you able to access information in a way which suits you best?
- Do you see any staff who work with you as inspiring role models?
- When you talk to staff, do you feel they are experienced and caring?

(The poster version of the Plan shows this. See **Annex C**.)

There was also a question asking if children and young people felt 'supported enough' overall by the services they use, asking them to explain further and to indicate which services were being referred to.

Services were explained as follows: 'Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. - but could be any services that provide help and support, or affect your life in some way'.

There was also a section asking respondents to indicate if they had experiences relating to any of these three priorities, to indicate how many children and young people completing the survey this applied to. (Due to the sensitive nature of these questions, web pages were provided offering support for, and information about, the topics mentioned.)

The remaining questions asked were to learn demographic information relating to respondents.

VOXY Council members tested out the questions in advance on children and young people within the targeted age range of Key Stage 2 and above (i.e. those aged 8-18 and up to 25 with additional needs), to make sure the questionnaire was user-friendly.

The questionnaire was live on eConsult (the online portal used by Oxfordshire County Council) for four weeks, and a paper version was also made available. (**Annex D**.)

The questionnaire was promoted and shared widely, including to: all Oxfordshire Primary and Secondary Schools, Children's Trust Board members, Children's Services leads, youth organisations and groups, in the Activity Oxfordshire newsletter, on social media channels (including VOXY's Facebook and OXME webpage), and on Yammer.

This included contacting OCC's Children's Management Team to find out named lead workers who were approached specifically to ask them to promote the survey to the

children and young people they work with, to encourage as much feedback from those who had experience of the priority areas, as possible.

Quantitative and qualitative findings from the questionnaire have been analysed together to identify the key messages from all feedback gathered.

4. Timescale

The online questionnaire was open for four weeks from 21st January – 17th February 2019, and the paper version was also available during this time.

5. Key Messages

When asked: ***'Overall, do you feel supported enough by the services you use?'***, 66% of children and young people in Oxfordshire said 'Yes', and 81% agreed or strongly agreed with: ***'I know who to speak to when in need of support'***.

The majority of respondents consistently highlighted that they felt supported overall, but alongside the many positive comments, also offered negative comments, which should be listened to. The service most respondents commented on was schools (which received a range of balanced feedback), followed by CAMHS (which received more negative feedback than positive).

6. Summary Findings of Questionnaire

A total of 548 children and young people completed the online version of the 'Be Supported' questionnaire. Only 494 of these could be included for analysis, however, as the remaining 54 were considered incomplete, because respondents did not submit the questionnaire through eConsult, by clicking 'Finish'.

15 people also returned paper versions of the questionnaire, (which were uploaded electronically onto eConsult), which meant the total number of questionnaires analysed was 509.

In each of the following sections, the actual numbers of respondents are recorded (usually of the total amount of 509 respondents analysed), followed by the percentage this number represents.

(See **Appendices E – G** for data tables and charts showing more detailed analysis.)

6.1 Q.1) 'How strongly do you agree with the following statements about the services you use?'

6.1.1 Key findings

All 509 respondents answered Q.1 as follows:

'I know who to speak to when in need of support':

- 167 (33%) strongly agreed
- 243 (48%) agreed
- 59 (12%) neither agreed or disagreed
- 32 (6%) disagreed
- 8 (2%) strongly disagreed

'I feel listened to and believed':

- 80 (16%) strongly agreed
- 220 (43%) agreed
- 122 (24%) neither agreed or disagreed
- 65 (13%) disagreed
- 22 (4%) strongly disagreed

'I am able to access information in a way which suits me best':

- 97 (19%) strongly agreed
- 223 (44%) agreed
- 142 (28%) neither agreed or disagreed
- 38 (7%) disagreed
- 9 (2%) strongly disagreed

'I have inspiring role models':

- 117 (23%) strongly agreed
- 182 (36%) agreed
- 135 (27%) neither agreed or disagreed
- 57 (11%) disagreed
- 18 (4%) strongly disagreed

'When I talk to staff, I feel they are experienced and caring':

- 114 (22%) strongly agreed
- 226 (44%) agreed
- 110 (22%) neither agreed or disagreed
- 37 (7%) disagreed
- 22 (4%) strongly disagreed

'Please tell us more about your responses (as well as which services you are commenting on, if this helps to explain your answer), to help us understand your experiences.' [Optional free-text box.]

Of the 509 respondents, 139 (27%) commented, and of these:

- 40 (29%) were positive
- 31 (22%) were negative
- 28 (20%) were mixed
- 40 (29%) did not indicate a positive or negative viewpoint

In relation to services:

- 2 (1%) said they did not use services
- 32 (23%) did not specify which services they were commenting on

Specific services were mentioned 165 times – with some respondents mentioning more than one service. The percentages below indicate how many times services were mentioned overall (of 165):

- 95 (58%) referenced school (including other services within school: PRU (Pupil Referral Unit), the ALPS (Alternative Learning Programme Support) centre at Bartholomew school, school nurse, student support, school counsellors) or college (1 young person).
- 15 (9%) referenced CAMHS, NHS, GP or other health services.
- 6 (4%) referenced the Council (including Key2) or Social Services.
- 4 (2%) referenced youth clubs
- 11 (7%) referenced a range of other services (sports team, fire cadets, OYAP, Let's Play Project, local services for disabled people, and bus services in Eynsham).

6.1.2 Key themes

Responses to Q.1's five statements, were consistently positive. The most chosen option for all five statements was 'agree'. In two cases, the next highest chosen options were 'strongly agree', followed by 'neither agree or disagree'. In the other three cases, the next highest chosen options were 'neither agree or disagree', followed by 'strongly agree'. For all five, the least chosen options were 'strongly disagree', followed by 'disagree'.

The statement that was ranked the highest overall was: 'I know who to speak to when in need of support', and the statement that ranked the lowest overall was: 'I feel listened to and believed', closely followed by 'I have inspiring role models'.

Approximately one third of the additional comments made, did not indicate a positive or negative viewpoint. Of those that did, the majority (40%) were positive. The remaining responses were evenly split between negative, or mixed, comments.

Mixed comments all tended to be extremely positive about one aspect, but then reflected that not all parts of the service were as good, often suggesting it depended on the staff members involved.

A minority mentioned they did not use services, or that they didn't need support from their school, mentioning they would normally talk to their parents instead.

19% of respondents did not mention which services they were commenting on, but of those that did the large majority of responses referred to schools.

In addition to comments being made to reinforce the ratings given (which reflected the wording used in the five statements), children and young people also made a range of other points, relating to: teachers, social workers, staff, school counsellors, feeling safe and trusting staff (who 'did their best' in spite of issues within services), the quality of service provided, parents, peers, school work and learning, not feeling trusted or respected by staff, not knowing how to communicate or approach staff for help, not knowing what services are available, discrimination, bullying, and funding issues.

Overall, the positive comments made by children and young people, far outweighed the negative comments. Schools, followed by health services, attracted the most comments. Schools had many positive comments made about them (e.g. the ALPS service), which balanced out the fewer negative comments made, whereas health services (and CAMHS in particular) received less positive feedback. There were also several mentions of youth clubs and other extra-curricular activities.

It is worth noting that although respondents were invited to 'tell us more' and to mention which services they were commenting on, less than a third of all respondents made additional comments. This means, therefore, that a majority of children and young people did not indicate which services they were referring to in relation to how they ranked the five statements, about how supported they feel.

6.1.3 Selection of comments made by children and young people

- *'I use the school and student councillors [sic] (the room) if I need to talk to someone. I think this is really valuable for young people. I also really enjoy youth club. It's a great opportunity to talk, meet new people and socialise with friends in a safe environment.'*
- *'I always know that if I need to talk to someone I can go to ALPS.'*

- *'I am writing about the teachers/adults around school. I am sure of who to speak to in situations. I do feel listened to but sometimes not necessarily believed all of the time. I am sometimes not sure how to access the information on what i may need but most of the time I know how to. When speaking to staff i feel like i can trust them.'*
- *'These teachers are great and they are really supportive there isnt really rolemodels though but thats ok. [sic]'*
- *'Some staff are lovely and caring whereas others are significantly less so.'*
- *'When i put disagree its because i dont know a person or teacher to go to when something bad happen i just have my mum.'*
- *'My social worker is starting to help me a lot more now.'*
- *'It always depends on what staff are dealing with the situation. And certain staff I feel I can go to talk to more than others.'*
- *'If I was going through a traumatic experience, I can't think of anyone in school who I could actually talk to. As quite an average student (i'm never too naughty or completely exell [sic] in any of my lessons) I often feel like I am never noticed for doing well or have much attention. In class, I personally don't feel like any of the teachers help me or commend me at all when I need it.'*
- *'The teachers are not very good at dealing with bullying. i have been slapped in the head with a hardback dictionary and the teacher did pretty much nothing.'*
- *'The school system hasn't got enough funding and therefore inevitably students fall through the net.'*
- *'CAMHS seem to dismiss those who aren't a severe risk but still do need help and I think this is to lighten caseloads as I know two therapists have just left/leaving who had a lot of children. The appointments are awful as well as contact between them. Previous social workers have not been beneficial at all however I have a brilliant one now!'*
- *'Speaking to a specialist nurses has really helped me to talk as they are supportive and caring as well as someone who will listen. On the other hand Doctors, Psychologists and other health services do not listen and need to listen to what young people are saying as they believe they are right and not encounter the problems that we are actually feeling there making assumptions on young people's behalf.'*
- *'When I am upset and anxious I kept it bottled up inside of me because I didn't know who could help me.'*

6.2 Q.2) ‘Overall, do you feel supported enough by the services you use?’

6.2.1 Key findings

All 509 respondents answered Q.2 as follows:

- 334 (66%) said Yes
- 55 (11%) said No
- 120 (24%) said Don’t know/Not sure

‘Please tell us why (as well as which services you are commenting on, if this helps to explain your answer)’ [Optional free-text box.]

Of the 509 respondents, 154 (30%) commented, and of these:

- 35 (23%) made a positive comment, but didn’t refer to a specific service
- 5 (3%) made a negative comment, but didn’t refer to a specific service
- 6 (4%) had mixed opinions
- 13 (8%) were unsure
- 4 (3%) said they did not use services

In relation to services:

Specific services were mentioned 101 times – either linked to a positive or negative comment – with some respondents mentioning more than one service. The percentages below indicate how many times services were mentioned overall (of 101):

Positive comments:

- 56 (55%) referenced their school (or school-based services) in a positive way
- 4 (4%) referenced health-based services in a positive way.
- 2 (2%) referenced the Council, or Social Services in a positive way
- 12 (12%) referenced other services in a positive way (including youth clubs, including a church-based youth club, fire cadets, OYAP, Let’s Play Project, rugby club, scouts and bus services)

Negative comments:

- 20 (20%) referenced their school (or school-based services) in a negative way
- 5 (5%) referenced health-based services in a negative way
- 1 (1%) referenced the Council, or Social Services in a negative way
- 1 (1%) referenced other services in a negative way (youth club)

6.2.2 Key themes

Mirroring the outcome of the Q.1, responses to Q.2 were also extremely positive. A large majority (two thirds) of respondents stated they felt supported enough by the services they use, and only a small minority (approximately a tenth), said they did not.

A significant proportion (approximately a quarter) said they ‘didn’t know/weren’t sure’, which suggests that as well as improvement being needed generally to reduce this number, some children and young people may not have fully understood the question, or had a strong grasp of the concept of ‘services’, despite the definition given.

6.2.3 Selection of comments made by children and young people

- *'...at my school, the door is always open for anyone to walk into and talk to and teachers make their presmece [sic] known to students in need of that attention.'*
- *'My school provides support in all areas, whether in the classroom, or with advice on subject choices for further education and careers, and we have an amazing school counsellor who has helped me turn my anxiety around and feel a lot more comfortable with myself.'*
- *'I go to youth club sometimes and the adults are very caring and supportive.'*
- *'The fire cadets support me and I feel as though they look out for me.'*
- *'...it is not always clear which services there are. There is no central information point or person who has all the information. You have to find out a lot by yourself or through chance. You have to be very persistent.'*
- *'School's [sic] only care about attendance and grades, and there are staff who are simply too busy to support students, especially those who are often reluctant to speak to staff. Students who are consistently working hard and doing average/above are often ignored in terms of support, whether that be focused on mental health or resources. Camhs is another service that fails, from mine and others [sic] experiences, to support adolescents struggling with mental health issues particularly those ages 17 and 18 when they are simply being pushed around until they can be referred to adult services and forgotten.'*
- *'Often it just feels like they're trying to disprove what you're saying, rather than listening to you and can be kinda condescending. (School/CAMS).'*

6.3 Q.3) **'Is there anything else you want to tell us about the support you receive from the services you use? (If so, please also tell us which services you are commenting on.)'** [Optional free-text box.]

6.3.1 Key findings

Of the 509 respondents, 52 (10%) commented, and of these:

- 20 (38%) were positive
- 16 (31%) were negative
- 7 (13%) were mixed
- 9 (17%) did not indicate a positive or negative viewpoint

In relation to services:

- 2 (4%) said they did not use services
- 11 (21%) did not specify which services they were commenting on
- 7 (13%) did not mention a topic in their comment

Specific services were mentioned 48 times – with some respondents mentioning more than one service. The percentages below indicate how many times services were mentioned overall (of 48):

- 30 (63%) referenced school (including other services within school: ALPS and SENS services)
- 8 (17%) referenced CAMHS (including LD CAMHS), PCAMHS, GPs or other health services

- 2 (4%) referenced the Council
- 4 (8%) referenced youth clubs
- 4 (8%) referenced a range of other services (OYAP, Let's Play Project, bus services in Eynsham, and libraries)

Additionally, different topics were mentioned 123 times – with some respondents mentioning more than one. The percentages below indicate how many times these topics were mentioned overall (of 123):

Positive comments:

- 25 (20%) referenced various types of support given (being listened to and able to speak, feeling safe and protected and cared for, getting regular support/help)
- 18 (15%) referenced the overall quality of services (in relation to the delivery of a good/successful service, and mention of an 'inclusive, attentive, responsive' service)
- 6 (5%) referenced staff (including good teachers, having an ASD - Autism Spectrum Disorder - specialist, and liking having an LS - Learning Support - teacher)
- 5 (4%) referenced what was offered as part of the service (good learning, help with jobs and work experience, being enabled to do activities, and having personal care needs met)

Negative comments:

- 23 (19%) referenced various types of support that were lacking (not feeling listened to, or able to talk, not feeling safe, feeling judged, not being helped or supported/supported)
- 28 (23%) referenced the overall quality of services (in relation to service and support failures, waiting times, the need for more funding, having to learn own skills to cope in a failing system, and being 'forgotten' by the system)
- 9 (7%) referenced staff (including not having enough staff), and in relation to schools, related to: not having a good SENCO (Special Educational Needs Coordinator), teachers being perceived to be experienced, ineffective, 'mean', or too busy, supply teachers having no control, and needing more staff supervision outside to 'avoid abuse by peers'.
- 6 (5%) referenced what was lacking as part of services (not getting extra help needed, feeling like no learning is taking place, no support for dyslexia, and a need for more support outside of school generally)

Other comments:

- 2 (2%) made requests (one in relation to a new bus service and one in relation to 'A' level chemistry books being available in libraries or the study centre)
- 1 (1%) mentioned clubs and PE

6.3.2 Key themes

With only a tenth of respondents completing this free-text box, this question generated the least comments, but the majority of comments were again positive.

Reflecting the rest of the responses, the main services discussed were again schools (which received a range of balanced feedback), followed by CAMHS (which mainly received less positive commentary).

The most positive comments about services were in relation to the various types of support given, followed by the overall quality of a service. The most negative comments were in relation to the same two areas.

Mixed comments again demonstrated that although some aspects of services were positive, other areas of services were not as good.

The range of different topics mentioned demonstrates the wide range of achievements and challenges faced by services and the service users.

6.3.3 Selection of comments made by children and young people

- *'I get lots of good suport [sic] from school, help with learning, any problems i have, and lots more important support i have and use.'*
- *'At my school all the staff will listen to me properly and let me say what I would like to say; I feel truly safe and protected.'*
- *'The people at youth club are very supportive and always there to talk as are most teachers/staff.'*
- *'Let's Play help support me in activities alongside my peers, also help my school when they are short staffed and cannot lift attend to my personal care needs on trips.'*
- *'The support service at my school is quite bad.'*
- *'School has no support for my special needs (dyslexia). I was scared in the classroom because of them so noisy and taking up so much of the adults [sic] time. I am now privately educated. Small classes, people who listen to my views and want to learn. But my parents should not need to pay for this.'*
- *'I don't get taught much except a bit in science due to bad behaviour. I also get a lot of supply teachers therefore, the class is not controlled.'*
- *'I feel like there should be a LOT more support outside of school.'*
- *'I have been to PCHAMS and CAMHS a few times. PCHAMS were of no help at all. My last visit to CAMHS was through Crisis and the lady I saw was fantastic. The problem is that when you are no longer in Crisis you are kicked out of the system and forgotten.'*
- *'Lovely experience with LD CAMHS but enourmous [sic] waiting time. Council seems understaffed and at times unwilling to help.'*
- *'CAMHS are very slow.'*
- *'When someone CLEARLY needs help, why is it taking longer than 2 weeks to get support? No one [sic] the suicide rate is up when you can't help someone that needs it.'*

[This final comment was made by a parent, who stated: 'I am commenting on my daughter's behalf as she doesn't have the capacity to compete this form correctly.']

6.4 Q.4) 'Please tell us if you feel that any of these apply to you'

6.4.1 Key findings

Children and young people were asked to indicate if they identified with the following three statements, to check the feedback gathered included views from children and young people who have experiences relating to any of the three priorities of the Oxfordshire Children and Young People's Plan 2018 – 2021:

'I am missing out on education':

- 51 (10%) said yes
- 386 (76%) said no
- 62 (12%) said don't know/not sure
- 10 (2%) said prefer not to say

'I have social and emotional wellbeing needs, and/or mental health needs':

- 101 (20%) said yes
- 312 (61%) said no
- 61 (12%) said don't know/not sure
- 35 (7%) said prefer not to say

'I have experienced and/or witnessed domestic abuse':

- 31 (6%) said yes
- 401 (79%) said no
- 39 (8%) said don't know/not sure
- 38 (7%) said prefer not to say

6.4.2 Key themes

Although the highest group of responses for each of these areas, was 'no', there were still significant 'yes' responses showing that respondents did have experiences relating to all three of the priorities, and many also selected the 'prefer not to say option', rather than 'don't know/not sure', which could indicate these respondents also had experiences in these areas, but did not want to disclose them.

The highest number of respondents who said 'yes', was in relation to having social and emotional wellbeing needs, and/or mental health needs (20% - with a further 7% choosing 'prefer not to say').

This was followed by missing out on education (10% - with a further 2% choosing 'prefer not to say').

The lowest number of respondents who said 'yes' was in relation to having experienced and/or witnessed domestic abuse (6% - with a further 7% choosing 'prefer not to say').

Although the questionnaire was open to all children and young people in Oxfordshire, VOXY and the Children's Trust wanted to ensure that feedback would particularly include views from children and young people who had experiences relating to any of these three priorities, so it was promoted widely and in a targeted way. These responses suggest that the questionnaire reached a significant proportion of those affected by these three different life experiences.

6.5 Demographic Information

Q.1 – Q.13 formed an 'About You' section to learn demographic information relating to respondents.

Q.14 asked children and young people to give consent if they would be willing to be contacted in the future to help shape Oxfordshire County Council's services, policies or priorities.

6.5.1 Key findings

The demographic information below reflects key information about the 509 respondents, specifically in relation to where they live, age, gender, sexuality, ethnicity, religion, disability, long-term medical condition, and being in care or a care leaver.

All percentages below show the breakdown of the main responses for each individual question.

384 (75%) of respondents completed the postcode free-text box

- 166 (43%) were from North and West Oxfordshire
- 130 (34%) were from South Oxfordshire (including the Sonning border area)
- 78 (20%) were from Central Oxfordshire (Oxford city area)
- 7 (2%) were from Buckinghamshire, likely to be on the border
- 1 (0%) was from Northamptonshire, likely to be on the border
- 2 (1%) were from Berkshire (1 in central Reading, 1 elsewhere)

505 (99%) of respondents indicated their age

- 258 (51%) aged 11 – 13
- 185 (36%) aged 14 – 16
- Remaining 62 (12%) aged 8-10, 17-18, or 19 – 25 with additional needs

489 (97%) respondents indicated their gender

- 258 (51%) female
- 227 (45%) male
- 4 (1%) other

392 (78%) respondents indicated their sexuality

Highest responses:

- 339 (67%) heterosexual/straight
- 29 (6%) bisexual
- 10 (2%) gay/lesbian

480 (94%) respondents indicated their ethnicity

Highest responses:

- 339 (77%) white
- 33 (6%) mixed
- 30 (6%) Asian or Asian British

454 (88%) respondents indicated their religion

Highest responses:

- 276 (54%) no religion
- 136 (27%) Christian
- 21 (4%) Muslim

447 (88%) respondents indicated if they had a disability (including learning disabilities and special educational needs)

- 367 (72%) no
- 80 (16%) yes

464 (91%) respondents indicated if they had a long-term medical condition

- 416 (82%) no
- 48 (9%) yes

464 (90%) respondents indicated if they were in care or a care leaver

- 444 (87%) no
- 17 (3%) yes

102 (20%) respondents gave information indicating they consented to being contacted again in future for future engagement work

- Of these only 71 (14%), provided e-mail or phone details

6.5.2 Key themes

Of those who gave information indicating where they lived (either with first part of postcode or 'nearest town' information), there were responses from across Oxfordshire, and a few from bordering counties. The most responses came from those in the North and West Oxfordshire. This was followed by South Oxfordshire, including 22% with an RG postcode close to Sonning, and another 4% who stated 'Reading', so were likely to be from the same border area - only 8% were from other areas of South Oxfordshire. The lowest responses (a fifth) came from those in Central Oxfordshire, which indicates a significant gap in response from those living in the city.

Although there were responses from all ages targeted by the questionnaire, there were low responses from those aged 8-10 (5%), 17-18 (6%), and 19 – 25 with additional needs (1%). Most respondents were aged 11 – 16 (87%).

The breakdown of males and females was fairly even, but the majority, (51%), identified as female.

Although respondents identified with a wide range of responses in relation to sexuality, ethnicity, and religion, overall a much smaller number of responses were from minority groups, such as black and minority ethnic (BME), and those with non-Christian religions.

16% indicated they had some kind of disability, 9% said they had a long-term medical condition, and 3% said they were in care or a care leaver.

It would be useful to consider this demographic information in relation to the general population of children and young people in Oxfordshire, to see how representative the

group of respondents are, and to what extent any future engagement work needs to be more targeted to ensure that under-represented voices are heard.

7. Conclusion

In conclusion, it is encouraging that the majority of feedback gathered was positive, around how supported children and young people feel by the services they access and use in Oxfordshire.

There are clearly many areas in which they feel services could be improved, however, and this feedback provides a useful opportunity to consider how services can be helped to improve, with an insight into the strengths and weaknesses of services from the perspective of those aged 8 – 18 (and up to 25 with additional needs).

Based on the feedback gathered, it is recommended that the following areas for improvement are focused on. The first four points are based on the areas children and young people identified they felt less supported around. The fifth point does not come directly from the feedback but is an overall reflection on the findings:

- Not always feeling listened to and/or believed by professionals who are there to support them
- Not always feeling that there are inspiring role models - even when acknowledging the support they receive from professionals
- Not always knowing how or where to access services, what is available, or even if services apply to them
- Not always being supported in terms of: feeling unnoticed or forgotten, having no-one to speak to, feeling worried about approaching staff, not receiving enough help, and generally 'slipping through the net' if not obviously in need of support
- We should encourage more innovative and creative ways of engaging with children and young people in Oxfordshire, to maximise opportunities around, and the impact of, hearing what's important to them.

The high number of responses to the VOXY 'Be Supported' questionnaire demonstrates that children and young people want their feedback to be heard, and hopefully their feedback will help contribute to an increase in how supported children and young people feel across the County, going forward.

8. Further Information and Next Steps

This report, highlighting the views of children and young people in Oxfordshire, will be used by the Children's Trust Board to influence their approach and ways forward for the remaining years of the current Oxfordshire Children and Young People's Plan (from 2019 - 2021), in relation to the 'Be Supported' Area of Focus.

The key messages identified can also be used as a benchmark, to compare to any feedback gathered in future years, around how supported children and young people feel by the services they access and use in Oxfordshire. To some extent, this will also enable the impact of the listed actions under the 'Be Supported' Area of Focus to be measured and evaluated.

For further information about this report, or the engagement that took place, please contact Rosie Boyes (Engagement Officer and VOXY Co-ordinator) from Oxfordshire County Council's Engagement Team.

9. Annexes and Appendices

The Annexes and Appendices referenced in this report are listed below:

- **Annex A:**
Oxfordshire Children and Young People's Plan 2018 – 2021
(including Implementation Plan)
- **Annex B:**
VOXY's Proposal for the Children's Trust Board - Feedback on Impact of the
Oxfordshire Children and Young People's Plan 2018-21 - V.2
- **Annex C:**
Oxfordshire Children and Young People's Plan 2018 – 2021 (poster)
- **Annex D:**
'Be Supported' - 2019 Questionnaire for children and young people (paper version)
- **Appendix E:**
Summary of 509 questionnaire responses:
- **Appendix F:**
Breakdown of all quantitative responses in bar charts and pie charts:
- **Appendix G:**
Detailed analysis of all responses in data tables

Note to go with data tables and charts in Appendices E – G:

N.B. It should be noted that due to the calculating conventions used in eConsult and Excel, percentages linked to the total number of respondents, do not always add up to 100% and are sometimes under or over by 1% - i.e. totalling 99% or 101%. The numbers are, however, correctly calculated by these systems and usually show all totals to be 100% overall.

Where the numbers of responses to certain categories are low (e.g. 1 or 2 people of the 509 total), these are calculated as 0% overall, but exact numbers are always listed, alongside percentages.

Annex A

Oxfordshire Children and Young People's Plan 2018 – 2021
(including Implementation Plan):

<https://www2.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/childreducationandfamilies/ChildrenAndYoungPeoplePlan2018-2021.pdf>

Annex B

VOXY's Proposal for the Children's Trust Board - Feedback on Impact of the Oxfordshire Children and Young People's Plan 2018-21 - V.2

Feedback on the impact of the Oxfordshire Children and Young People's Plan 2018 - 2021

Aim and purpose:

To involve young people from VOXY in gathering feedback from Oxfordshire children and young people, to set a baseline, so that in the future the impact of the actions under the 'Be Supported' focus area of the Oxfordshire Children and Young People's Plan 2018 – 2021 can be evaluated. This document sets out the draft plan that has been agreed between the Strategic Safeguarding Partnerships Manager (Tan Lea), the VOXY Council, the VOXY Co-ordinator and Engagement Officer (Rosie Boyes) and the Engagement Team Manager (Lynn Smith), to achieve this aim by March 2019. As still in the planning stages, specific details of the proposal below may change.

Target audience to gather feedback from:

All children and young people in Oxfordshire who are Key Stage 2 and above – i.e. those aged 8-18, and up to 25 for those with additional needs; especially targeting: the CiCC, SEND and other vulnerable groups such as those missing out on education, experiencing domestic abuse, and/or having social, emotional and mental health needs (linked to the Plan's three 'Priorities').

Timescale:

Draft report due to Tan Lea in March, with aim of submitting the final report as a paper to the Children's Trust Board (CTB) meeting on 21st March 2018. The Board can then use the findings to influence their approach and ways forward for 2019 – 2021.

Voice of Oxfordshire's Youth (VOXY)'s involvement:

- VOXY to develop a survey around 5 main questions, based on points 13-16 of the 'Be Supported' focus area - with point 13 split into two questions. (Questions have already been developed - see below.)
- VOXY Council to test out questions in advance with children and young people of all ages within the targeted age range (8-25), to make sure questions are easy to understand and encourage feedback. VOXY Council members can then also feed back around the experience of answering the survey, and if they feel any changes are needed.
- VOXY to work with VOXY Co-ordinator to create an online survey in the Oxfordshire County Council (OCC) Consultation Portal, as well as a paper version which can be printed and sent out to staff working with specific groups of young people we are hoping to hear from (i.e. those missing out on education, experiencing domestic abuse and experiencing social and emotional wellbeing and mental health issues), as well as all children and young people generally.
- VOXY to also help promote the survey, which can be shared on VOXY's Facebook and OXME pages, as well as on other OCC social media channels.

Other actions needed:

- Approach OCC's Children's Management Team to find out named lead workers who we need to approach specifically to ask to promote the survey to the children and young people they work with, to encourage as much feedback from targeted groups, as possible.
- E-mail online link to survey, and hard copy attachment to all named lead workers/other groups.

- The CTB, VOXY and Engagement Team to pro-actively ask our networks to help, by tagging onto existing meetings (e.g. VOXY, CiCC) to encourage as much feedback as possible from children and young people by distributing paper surveys and signposting to the online survey.
- All paper versions of the survey to be uploaded onto OCC's portal to enable overall analysis of results. Rosie Boyes to analyse results and prepare an overall report of the findings for the CTB.
- Final report could also incorporate relevant work already undertaken by VOXY or others - e.g. feedback from young people from recent VOXY General Meeting focusing on Domestic Abuse.

Questions that will be asked in survey will focus on these questions:

1. Do you know who to speak to when in need of support?
2. Do you feel listened to and believed?
3. Are you able to access information in a way which suits you best?
4. Do you see any staff who work with you as inspiring role models?
5. When you talk to staff, do you feel they are experienced and caring?

Annex C

Oxfordshire Children and Young People's Plan 2018 – 2021 (poster)



Annex D

'Be Supported' - 2019 Questionnaire for children and young people (paper version)



2019 Questionnaire for Children and Young People in Oxfordshire - please tell us how supported you feel by the services you use?

VOXY (Voice of Oxfordshire's Youth) and the Children's Trust Board would like feedback from all children and young people in Oxfordshire, aged 8 - 18 and up to 25 with additional needs, about how supported they feel by the services use they use.

Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. -but could be any services that provide help and support, or affect your life in some way.

'Be Supported' is one of the 4 focus areas of the Oxfordshire Children and Young People's Plan 2018 - 2021, which is sponsored by the Children's Trust and has been developed through discussion with partners including asking children and young people what is important to them.

You can view the Plan or summary Poster version online – ask your worker if you need help with this: www.oxfordshire.gov.uk/ChildrensPlan

You can also find out more about VOXY by visiting: www.oxme.info/VOXY

This questionnaire will take 5 - 10 minutes to complete, and needs to be returned to us by Friday 8th February.

You can also fill out the questionnaire online (until Sunday 17th February) at: www.oxfordshire.gov.uk/BeSupported

Your views and opinions matter - please take the time to respond.
All responses are anonymous and information will not be used for any other purpose.

Please DO NOT complete this questionnaire if you are aged 19 or older, unless you have additional needs (and are aged 19 - 25).

When you're finished, please put in an envelope and give to your worker to return to us, or you can send it to us directly using the following FREEPOST address (you do not need a stamp!):

CYP Plan - Engagement Team
FREEPOST RTRX-GJUL-HXHY
Oxfordshire County Council

For more information about this questionnaire, please e-mail Rosie Boyes (Engagement Officer and VOXY Co-ordinator): rosie.boyes@oxfordshire.gov.uk or call: 07919 298 259.

Please turn over to start the questionnaire
Questionnaire:

VOXY is a forum for all young people in Oxfordshire to have their say about matters that affect them. VOXY is represented on the [Children's Trust Board](#), which brings together public, private, and voluntary sectors to improve outcomes for all children and young people who live in the county. Thank you for answering our questions.

1) How strongly do you agree with the following statements about the services you use?

(Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. - but could be any services that provide help and support, or affect your life in some way.)

Please tick ONE BOX ONLY in each row:

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree or Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
I know who to speak to when in need of support.					
I feel listened to and believed.					
I am able to access information in a way which suits me best.					
I have inspiring role models.					
When I talk to staff, I feel they are experienced and caring.					

Please tell us more about your responses (as well as which services you are commenting on, if this helps to explain your answer), to help us understand your experiences:

2) Overall, do you feel supported enough by the services you use?

(Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. - but could be any services that provide help and support, or affect your life in some way.)

Please tick ONE BOX ONLY:

- Yes
- No
- Don't Know/Not sure

Please tell us why (as well as which services you are commenting on, if this helps to explain your answer):

3) Is there anything else you want to tell us about the support you receive from the services you use?

(If so, please also tell us which services you are commenting on.)

4) Please tell us if you feel that any of these apply to you:

(If you're not sure what these mean and want to find out more, there are weblinks listed below where you can get more information.)

Please tick **ONE BOX ONLY** in each row:

	<i>YES - this applies to me</i>	<i>NO - this doesn't apply to me</i>	<i>Don't know/ Not sure</i>	<i>Prefer not to say</i>
I am missing out on education.				
I have social and emotional wellbeing needs, and/or mental health needs.				
I have experienced and/or witnessed domestic abuse.				

Find Out More...

We are asking Q.4 because although this questionnaire is open to all children and young people aged 8 - 18 (and up to 25 for those with additional needs), we need to make sure that we are hearing from children and young people who have experiences relating to any of the three priorities for the Oxfordshire Children and Young People's Plan 2018 - 2021, which are: [missing out on education](#), [social and emotional wellbeing and/or mental health needs](#), and [domestic abuse](#).

If you need support in relation to any of these experiences, or for more information, including contact details and helpline numbers), or for other ways to get support, you can visit these websites:

www.oxme.info/cms/learn/go-school
www.oxme.info/cms/health/healthy-mind
www.oxme.info/cms/life/domestic-abuse
www.oxme.info/cms/life/asking-help

About You...

Your responses are anonymous, but we would like to know a bit more about you. The reason we ask for this information is to make sure we are hearing from all young people.

Any information provided is governed by the General Data Protection Regulation 2018.

You do not have to answer the following questions, if you would prefer not to.

Please circle an answer, tick the relevant box, or tell us more:

5) Please tell us the first part of your postcode if you know it (or the nearest large town to where you live, if you don't know it):

6) How old are you?

Please circle your answer:

8 - 10	11 - 13	14 - 16	17 - 18	19 - 25 (and I have additional needs)
---------------	----------------	----------------	----------------	---

7) What gender do you identify as?

Please circle your answer:

Male	Female	Other	Don't know/ Not sure	Prefer not to say
-------------	---------------	--------------	---------------------------------	--------------------------

If you chose 'Other', please describe it here:

8) Do you consider yourself to be

Please circle your answer:

Heterosexual/ straight	Gay/ lesbian	Bisexual	Other	Don't know/ Not sure	Prefer not to say
-----------------------------------	-------------------------	-----------------	--------------	---------------------------------	--------------------------

If you chose 'Other', please describe it here:

9) What is your ethnicity?

(To describe another ethnicity, please choose 'Any other ethnic group' and complete the text box)

Please tick ONE BOX ONLY:

- White (British, Irish, or any other white background)
- Mixed (White and Black Caribbean, White and Black African, White and Asian, or any other mixed background)
- Asian or Asian British (Indian, Pakistani, Bangladeshi, or any other Asian background)
- Black or Black British (Caribbean, African, or any other Black background)
- Chinese
- Gypsy or Traveller
- Any other ethnic group
- Don't know/Not sure
- Prefer not to say

If you chose 'Any other ethnic group', please describe your ethnicity here:

10) What is your religion?

Please tick ONE BOX ONLY:

- None
- Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Don't know/Not sure
- Prefer not to say

If you chose 'Any other religion', please describe it here:

11) Do you have a disability, learning disability or special educational needs?

Please tick ONE BOX ONLY:

- Yes
- No
- Don't know/Not sure
- Prefer not to say

If you answered 'Yes', please tell us more here:

12) Do you have a long-term medical condition (for example: diabetes or epilepsy)?

Please tick ONE BOX ONLY:

- Yes
- No
- Don't know/Not sure
- Prefer not to say

If you answered 'Yes', please describe it here:

13) Are you in care, or a Care Leaver?

Please tick ONE BOX ONLY:

- Yes
- No
- Don't know/Not sure
- Prefer not to say

Thank You

Thank you for taking the time to answer these questions.

Finally, would you be willing to be contacted again to help shape Oxfordshire County Council's services, policies or priorities?

(If yes, please complete the 'Consent' box below - otherwise just leave it blank.)

By saying yes, you are giving your consent for the Engagement Team at Oxfordshire County Council to hold your contact details.

We promise:

1. not to link your survey response to your name and contact details (unless you have asked us to).
2. to hold your information securely and not pass it onto anyone else without your permission.
3. to only use your contact details to tell you about engagement opportunities such as surveys, meetings, focus groups etc., or to personally invite you to take part.
4. You have the right to withdraw your consent at any time by writing to the Engagement Team at: EngagementTeam@oxfordshire.gov.uk or at:
Engagement Team, FREEPOST OXFORDSHIRE COUNTY COUNCIL
(No further address details required).

The council has a Privacy Notice that explains more about how personal information is collected and used at www.oxfordshire.gov.uk/privacy

Consent

Yes, I consent for the Engagement Team at Oxfordshire County Council to hold my personal details and to re-contact me for engagement purposes. I confirm that I have read the statement above describing how my data will be used and I understand how to withdraw my consent.

Please enter your name, email address and/or phone number in the box below:

Thank you for your time! Your responses will remain anonymous.

Appendix E

Summary of 509 questionnaire responses:

Q.1

How strongly do you agree with the following statements about the services you use?

(Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. - but could be any services that provide help and support, or affect your life in some way.)

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
I know who to speak to when in need of support.	167	243	59	32	8
I feel listened to and believed.	80	220	122	65	22
I am able to access information in a way which suits me best.	97	223	142	38	9
I have inspiring role models.	117	182	135	57	18
When I talk to staff, I feel they are experienced and caring.	114	226	110	37	22

Q.2

Overall, do you feel supported enough by the services you use?

(Services include: schools/colleges, youth clubs, social workers, job clubs, health services etc. - but could be any services that provide help and support, or affect your life in some way.)

Yes



334

No 55
 Don't Know/Not Sure 120

Q.3

Is there anything else you want to tell us about the support you receive from the services you use?

(If so, please also tell us which services you are commenting on.)

This question has been answered 139 times.

Q.4

Please tell us if you feel that any of these apply to you:

(If you're not sure what these mean and want to find out more, click on the links in the box below.)

	YES - this applies to me	NO - this doesn't apply to me	Don't know/ Not sure	Prefer not to say
I am missing out on education.	51	386	62	10
I have social and emotional wellbeing needs, and/or mental health needs.	101	312	61	35
I have experienced and/or witnessed domestic abuse.	31	401	39	38

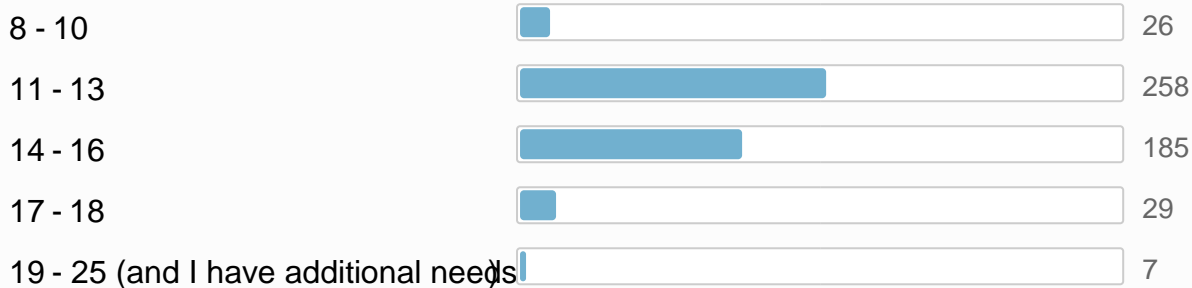
Q.5

Please tell us the first part of your postcode if you know it (or the nearest town to where you live, if you don't know it):

This question has been answered 390 times.

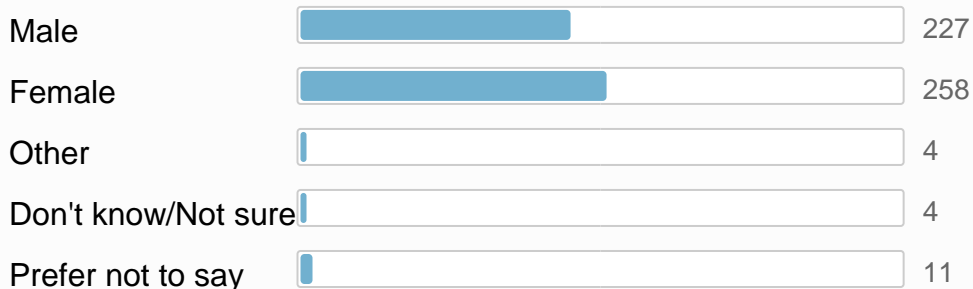
Q.6

How old are you?



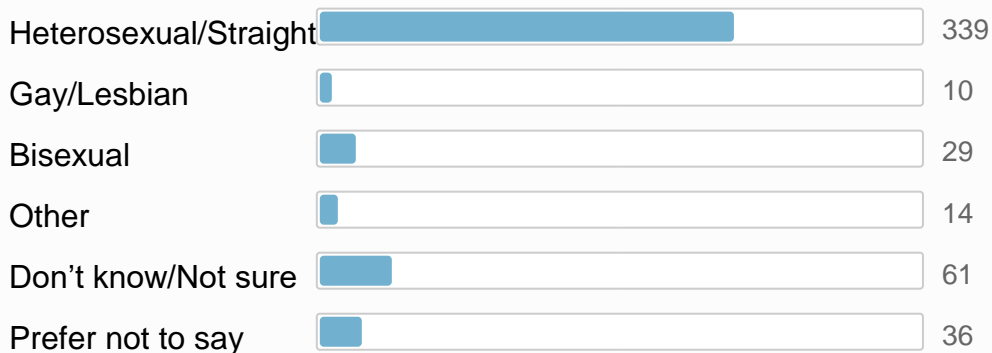
Q.7

What gender do you identify as:



Q.8

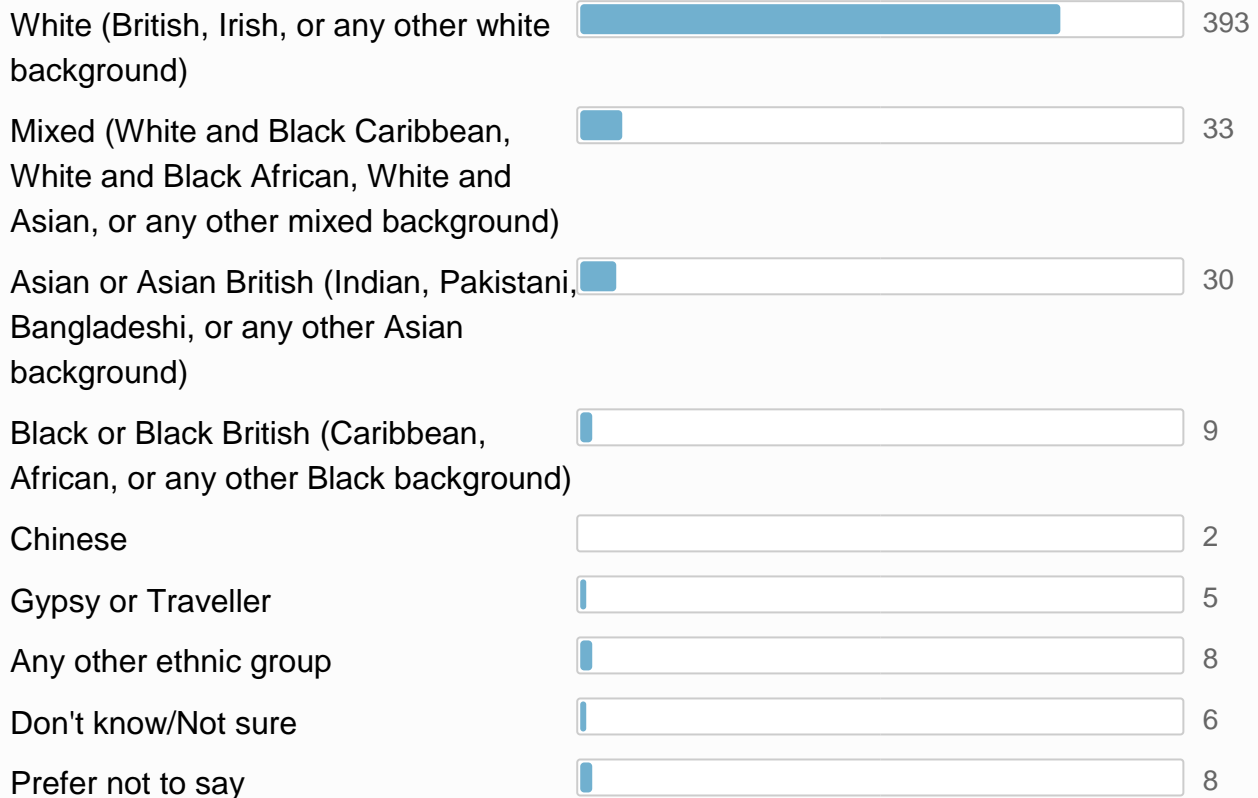
Do you consider yourself to be:



Q.9

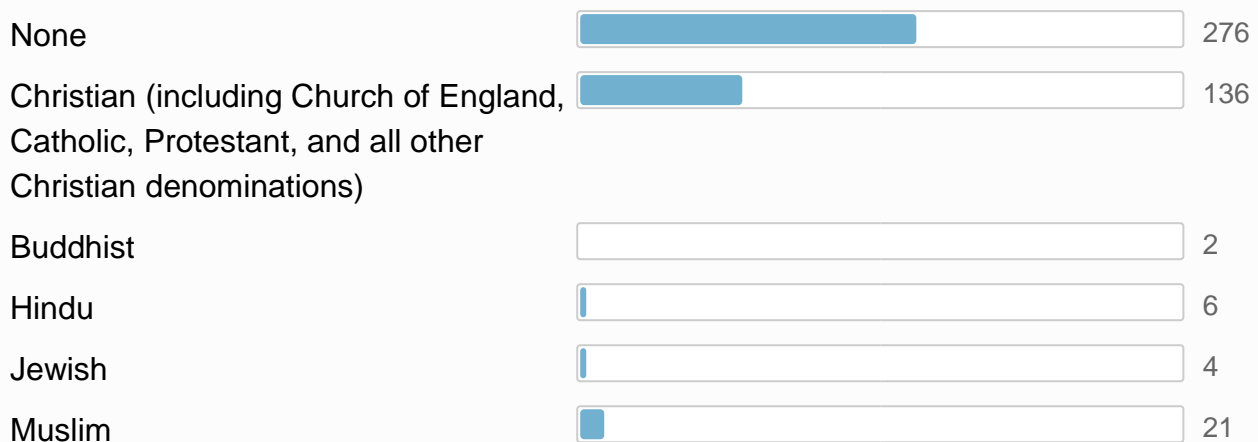
What is your ethnicity?

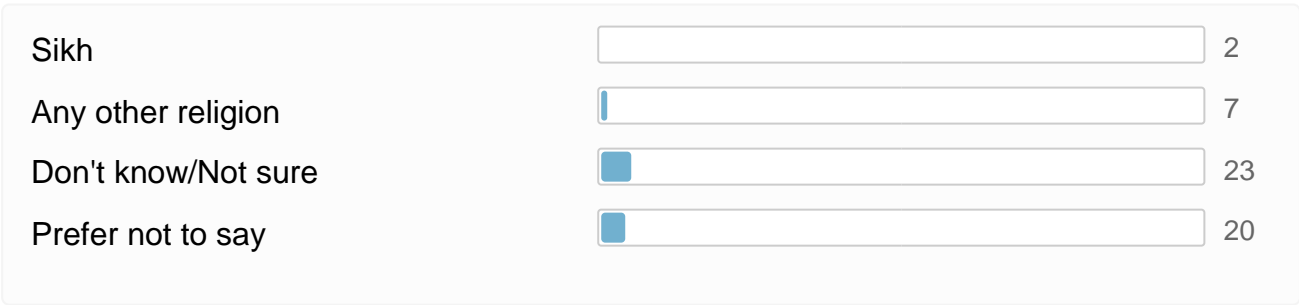
(To describe another ethnicity, please choose 'Any other ethnic group' and complete the text box.)



Q.10

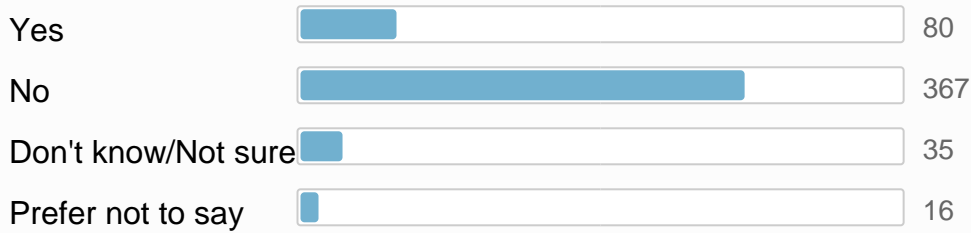
What is your religion?





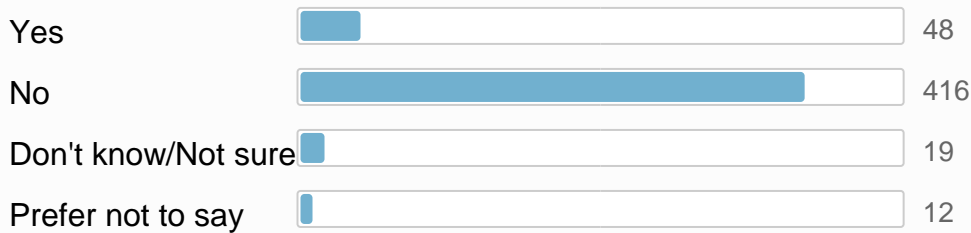
Q.11

Do you have a disability, learning disability or special educational needs?



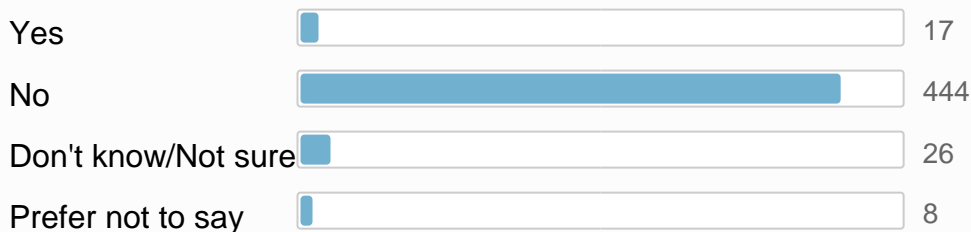
Q.12

Do you have a long-term medical condition (for example: diabetes or epilepsy)?



Q.13

Are you in care, or a Care Leaver?



Consent:

Yes, I consent for the Engagement Team at Oxfordshire County Council to hold my personal details and to re-contact me for engagement purposes. I confirm that I have read the statement above describing how my data will be used and I understand how to withdraw my consent.

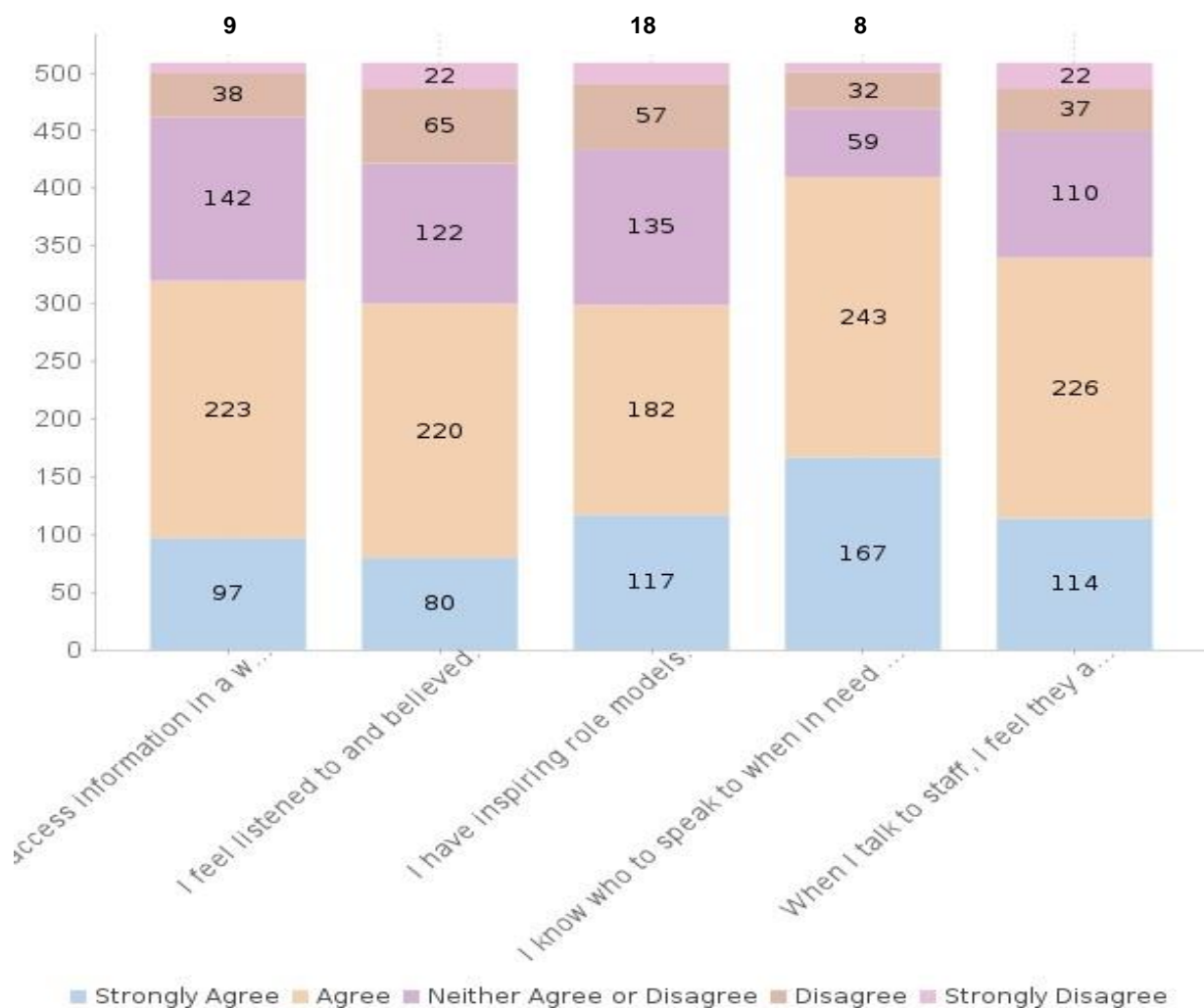
Please enter your name, email address and/or phone number in the box below:

This question has been answered 102 times.

Appendix F

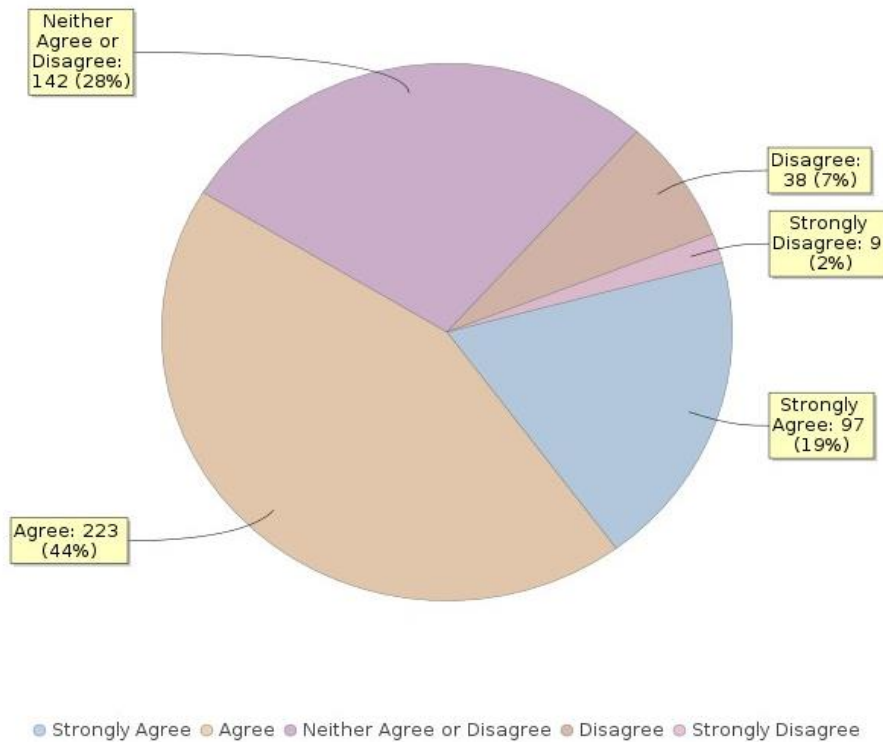
Breakdown of all quantitative responses in bar charts and pie charts:

Q.1) How strongly do you agree with the following statements...

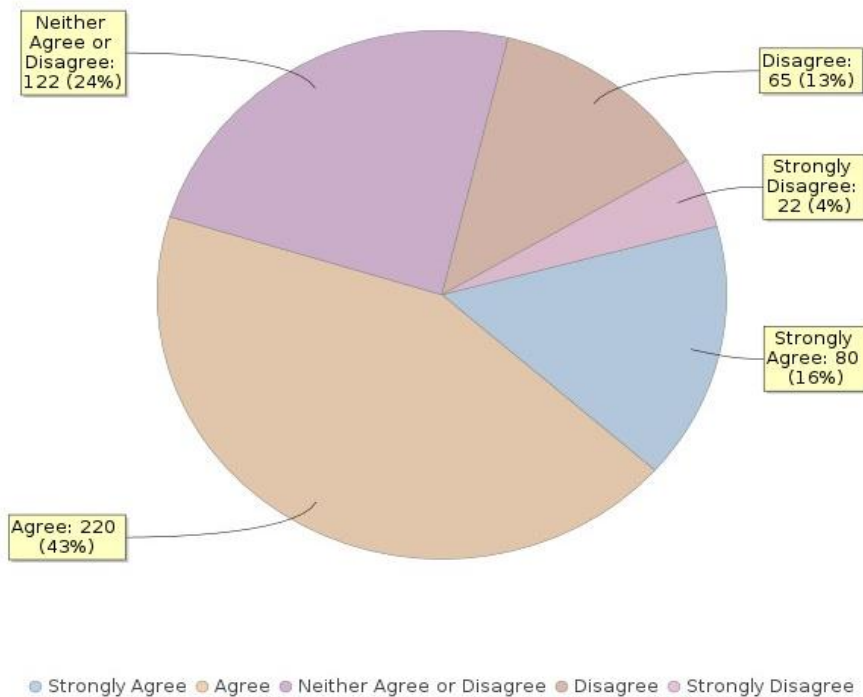


- *'I am able to access information in a way which suits me best'*
- *'I feel listened to and believed'*
- *'I have inspiring role models'*
- *'I know who to speak to when in need of support'*
- *'When I talk to staff, I feel they are experienced and caring'*

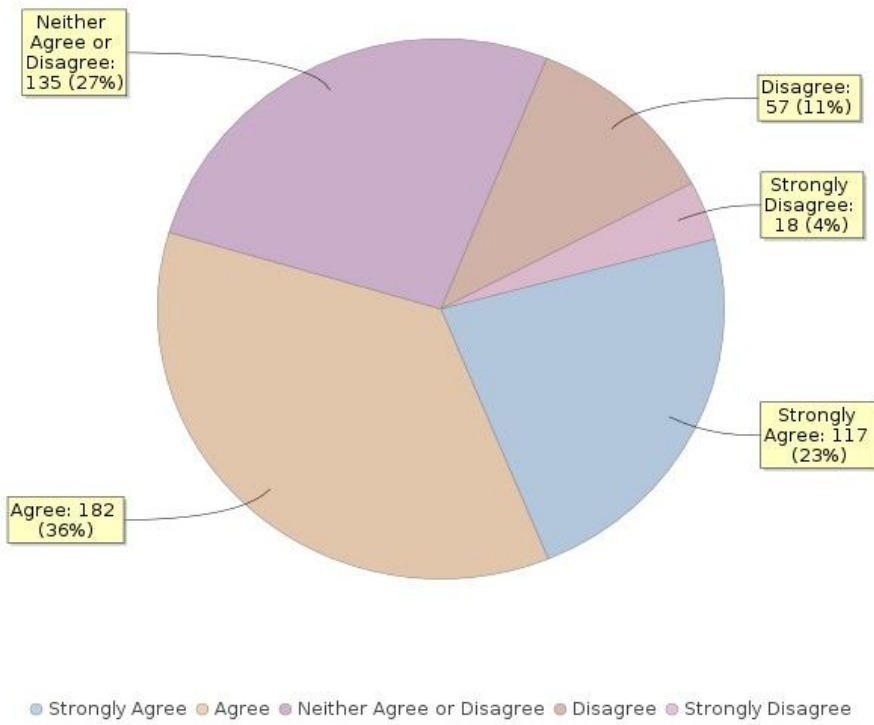
I am able to access information in a way which suits me best:



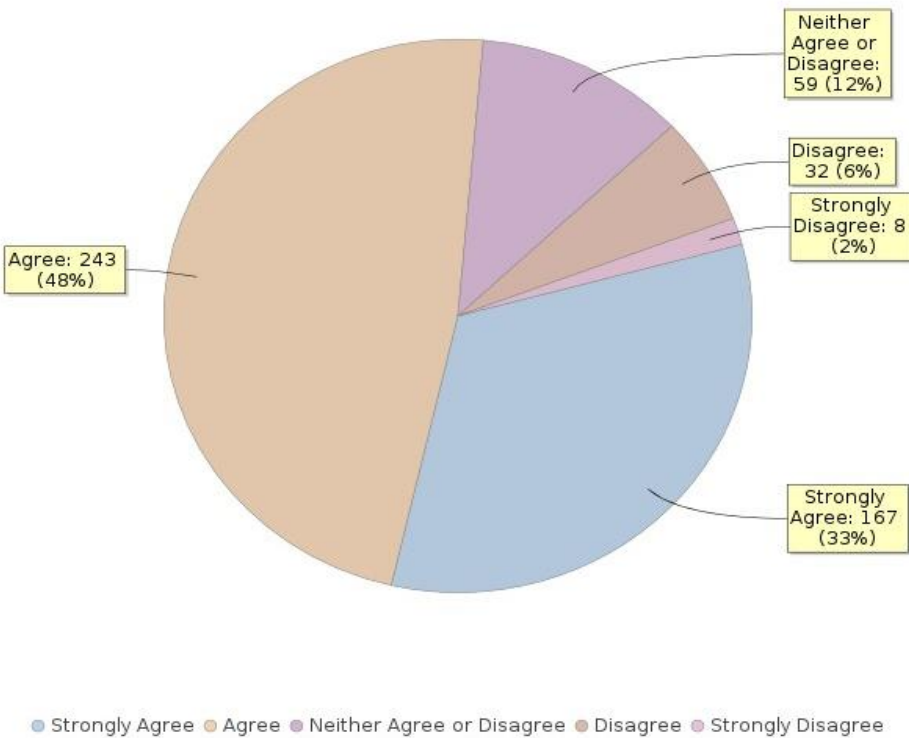
I feel listened to and believed:



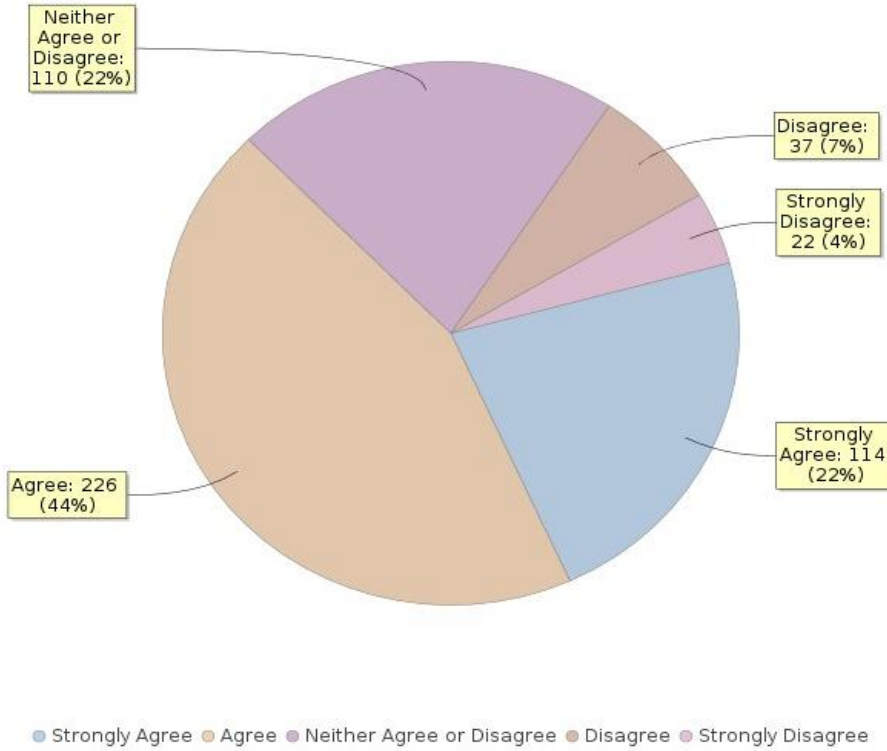
I have inspiring role models:



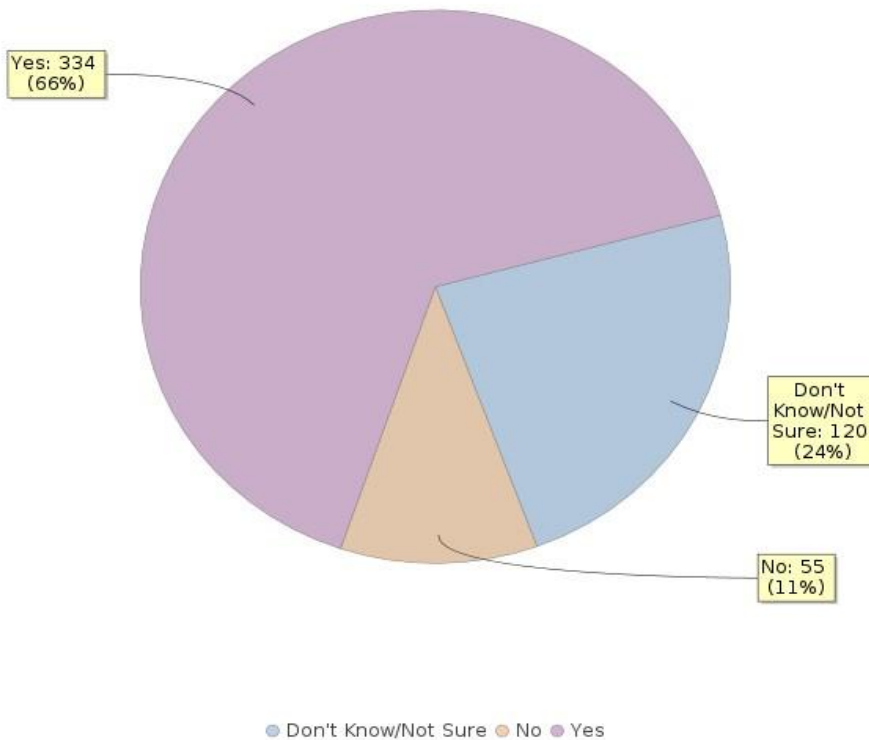
I know who to speak to when in need of support:



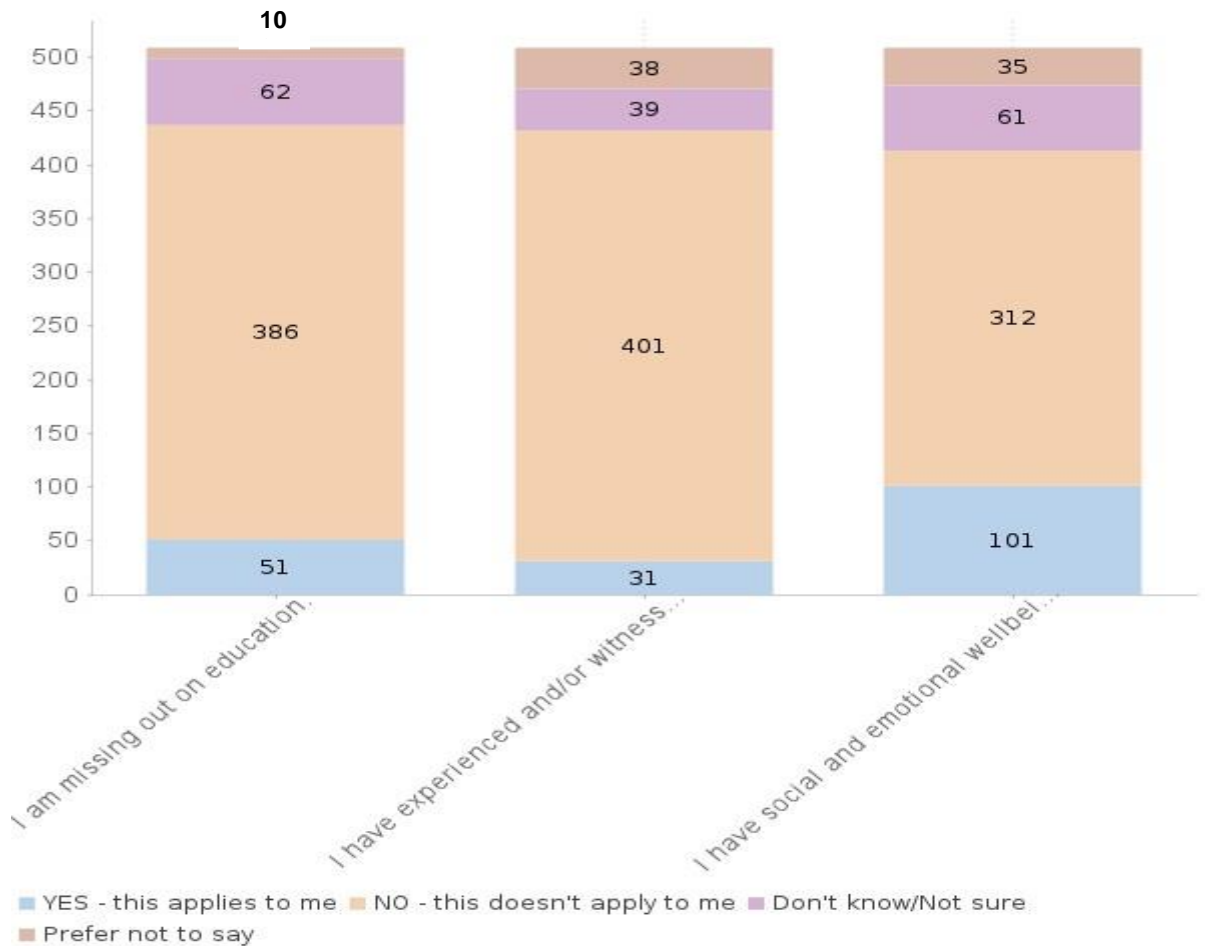
When I talk to staff, I feel they are experienced and caring:



Q.2) Overall, do you feel supported enough by the services you use?

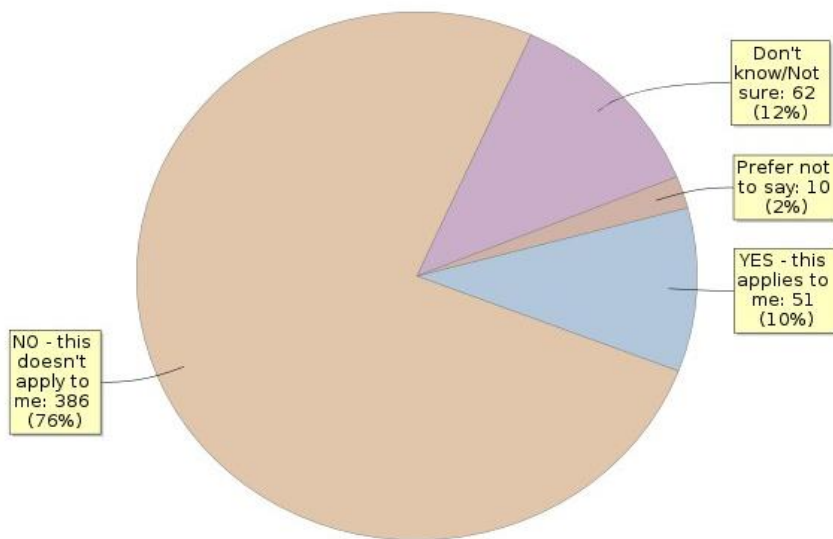


Q.4) Please tell us if you feel that any of these apply to you...



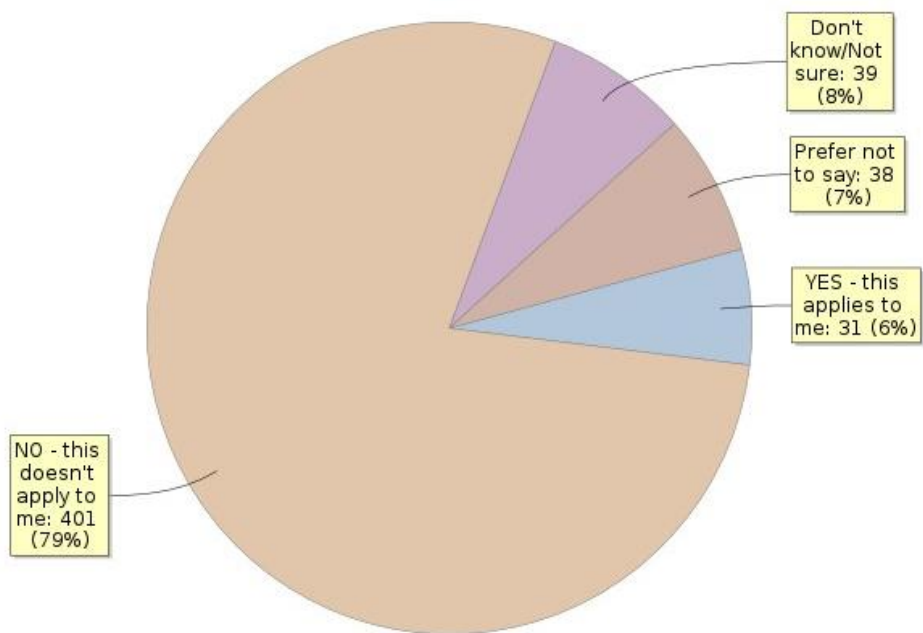
- 'I am missing out on education'
- 'I have experienced and/or witnessed domestic abuse'
- 'I have social and emotional wellbeing needs, and/or mental health needs'

I am missing out on education:



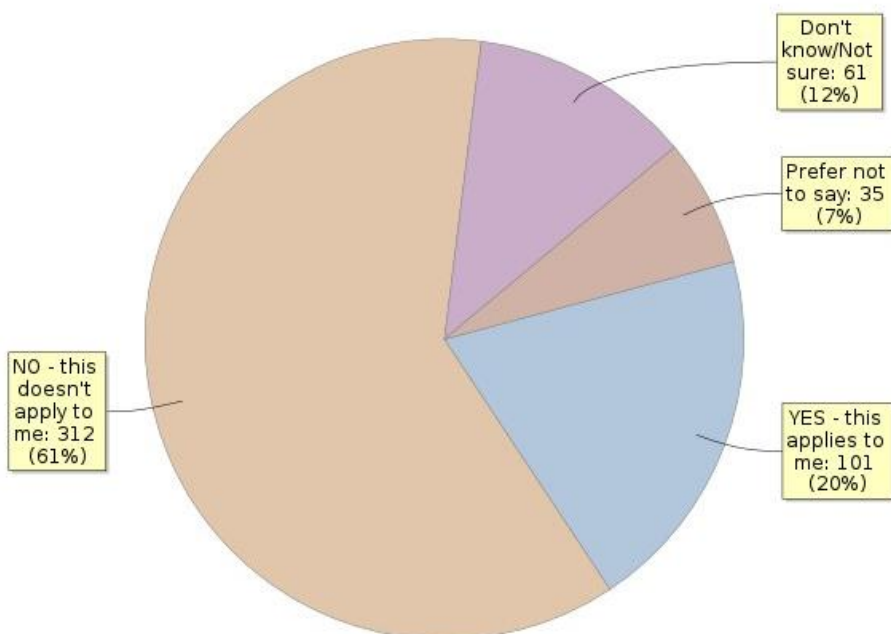
● YES - this applies to me ● NO - this doesn't apply to me ● Don't know/Not sure ● Prefer not to say

I have experienced and/or witnessed domestic abuse:



● YES - this applies to me ● NO - this doesn't apply to me ● Don't know/Not sure
● Prefer not to say

I have social and emotional wellbeing needs, and/or mental health needs:



● YES - this applies to me ● NO - this doesn't apply to me ● Don't know/Not sure
● Prefer not to say

Appendix G

Detailed analysis of all responses in data tables

6.1 Q.1) 'How strongly do you agree with the following statements about the services you use?'

6.1.1 Key findings

I know who to speak to when in need of support	Number:	Percentage:
Strongly Agree	167	33%
Agree	243	48%
Neither Agree or Disagree	59	12%
Disagree	32	6%
Strongly Disagree	8	2%
TOTAL:	509	100%

I feel listened to and believed	Number:	Percentage:
Strongly Agree	80	16%
Agree	220	43%
Neither Agree or Disagree	122	24%
Disagree	65	13%
Strongly Disagree	22	4%
TOTAL:	509	100%

I am able to access information in a way which suits me best	Number:	Percentage:
Strongly Agree	97	19%
Agree	223	44%
Neither Agree or Disagree	142	28%
Disagree	38	7%
Strongly Disagree	9	2%
TOTAL:	509	100%

I have inspiring role models	Number:	Percentage:
Strongly Agree	117	23%
Agree	182	36%
Neither Agree or Disagree	135	27%
Disagree	57	11%
Strongly Disagree	18	4%
TOTAL:	509	100%

When I talk to staff, I feel they are experienced and caring	Number:	Percentage:
Strongly Agree	114	22%
Agree	226	44%
Neither Agree or Disagree	110	22%
Disagree	37	7%
Strongly Disagree	22	4%
TOTAL:	509	100%

Q.1 – Optional free-text box:
Please tell us more about your responses (as well as which services you are commenting on, if this helps to explain your answer), to help us understand your experiences:

	Number:	Percentage:
Commented	139	27%
No response/unknown/unusable comment	370	73%
TOTAL:	509	100%

6.2 Q.2) ‘Overall, do you feel supported enough by the services you use?’

6.2.1 Key findings

Overall, do you feel supported enough by the services you use?

	Number:	Percentage:
Yes	334	66%
No	55	11%
Don't Know/Not Sure	120	24%
TOTAL:	509	100%

Q.2 – Optional free-text box:
Please tell us why (as well as which services you are commenting on, if this helps to explain your answer):

	Number:	Percentage:
Commented	154	30%
No response/unknown/unusable comment	355	70%
TOTAL:	509	100%

6.3 Q.3) ‘Is there anything else you want to tell us about the support you receive from the services you use? (If so, please also tell us which services you are commenting on.)’

6.3.1 Key findings

Q.3 – Optional free-text box:
Is there anything else you want to tell us about the support you receive from the services you use? (If so, please also tell us which services you are commenting on.)

	Number:	Percentage:
Commented	52	10%
No response/unknown/unusable comment	457	90%
TOTAL:	509	100%

6.4 Q.4) ‘Please tell us if you feel that any of these apply to you’

6.4.1 Key findings

I am missing out on education

	Number:	Percentage:
YES - this applies to me	51	10%
NO - this doesn't apply to me	386	76%
Don't know/Not sure	62	12%
Prefer not to say	10	2%
TOTAL:	509	100%

I have social and emotional wellbeing needs, and/or mental health needs

	Number:	Percentage:
YES - this applies to me	101	20%
NO - this doesn't apply to me	312	61%
Don't know/Not sure	61	12%
Prefer not to say	35	7%
TOTAL:	509	100%

I have experienced and/or witnessed domestic abuse

	Number:	Percentage:
YES - this applies to me	31	6%
NO - this doesn't apply to me	401	79%
Don't know/Not sure	39	8%
Prefer not to say	38	7%
TOTAL:	509	100%

6.5 Demographic Information

6.5.1 Key findings

Q.5 – Optional free-text box:**Postcode**

Please tell us the first part of your postcode if you know it (or the nearest large town to where you live, if you don't know it):

	Number:	Percentage:
Commented	384	75%
No response/unknown/unusable comment	125	25%
TOTAL:	509	100%

Q.6 – Age

How old are you?

	Number:	Percentage:
8 - 10	26	5%
11 - 13	258	51%
14 - 16	185	36%
17 - 18	29	6%
19 - 25 (and I have additional needs)	7	1%
Unknown	4	1%
TOTAL:	509	100%

Q.7 – Gender

What gender do you identify as?

	Number:	Percentage:
Male	227	45%
Female	258	51%
Other	4	1%
Don't know/Not sure	4	1%
Prefer not to say	11	2%
Unknown	5	1%
TOTAL:	509	100%

Q.7 – Optional free-text box:**Gender****If you chose 'Other', please describe it here:**

	Number:	Percentage:
Commented	2	0%
No response/unknown/unusable comment	507	100%
TOTAL:	509	100%

Q.8: Sexuality**Do you consider yourself to be:**

	Number:	Percentage:
Heterosexual/Straight	339	67%
Gay/Lesbian	10	2%
Bisexual	29	6%
Other	14	3%
Don't know/Not sure	61	12%
Prefer not to say	36	7%
Unknown	20	4%
TOTAL:	509	100%

Q.8 – Optional free-text box:**Sexuality****If you chose 'Other', please describe it here:**

	Number:	Percentage:
Commented	14	3%
No response/unknown/unusable comment	495	97%
TOTAL:	509	100%

Q.9: Ethnicity**What is your ethnicity? (To describe another ethnicity, please choose 'Any other ethnic group' and complete the text box.)**

	Number:	Percentage:
White (British, Irish, or any other white background)	393	77%
Mixed (White and Black Caribbean, White and Black African, White and Asian, or any other mixed background)	33	6%
Asian or Asian British (Indian, Pakistani, Bangladeshi, or any other Asian background)	30	6%
Black or Black British (Caribbean, African, or any other Black background)	9	2%
Chinese	2	0%
Gypsy or Traveller	5	1%
Any other ethnic group	8	2%
Don't know/Not sure	6	1%
Prefer not to say	8	2%
Unknown	15	3%
TOTAL:	509	100%

Q.9 – Optional free-text box:**Ethnicity**

If you chose 'Any other ethnic group', please describe it here:

	Number:	Percentage:
Commented	4	1%
No response/unknown/unusable comment	505	99%
TOTAL:	509	100%

Q.10: Religion

What is your religion?

	Number:	Percentage:
None	276	54%
Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)	136	27%
Buddhist	2	0%
Hindu	6	1%
Jewish	4	1%
Muslim	21	4%
Sikh	2	0%
Any other religion	7	1%
Don't know/Not sure	23	5%
Prefer not to say	20	4%
Unknown	12	2%
TOTAL:	509	100%

Q.10 – Optional free-text box:**Religion**

If you chose 'Any other religion', please describe it here:

	Number:	Percentage:
Commented	10	2%
No response/unknown/unusable comment	499	98%
TOTAL:	509	100%

Q.11: Disability

Do you have a disability, learning disability or special educational needs?

	Number:	Percentage:
Yes	80	16%
No	367	72%
Don't know/Not sure	35	7%
Prefer not to say	16	3%
Unknown	11	2%
TOTAL:	509	100%

Q.11 – Optional free-text box:**Disability**

If you answered 'Yes', please tell us more here:

	Number:	Percentage:
Commented	53	10%
No response/unknown/unusable comment	456	90%
TOTAL:	509	100%

Q.12: Long-term illness		Number:	Percentage:
Do you have a long-term medical condition (for example: diabetes or epilepsy)?			
Yes		48	9%
No		416	82%
Don't know/Not sure		19	4%
Prefer not to say		12	2%
Unknown		14	3%
	TOTAL:	509	100%

Q.12 – Optional free-text box: Long-term illness		Number:	Percentage:
If you answered 'Yes', please describe it here:			
Commented		38	7%
No response/unknown/unusable comment		471	93%
	TOTAL:	509	100%

Q.13: In Care		Number:	Percentage:
Are you in care, or a Care Leaver?			
Yes		17	3%
No		444	87%
Don't know/Not sure		26	5%
Prefer not to say		8	2%
Unknown		14	3%
	TOTAL:	509	100%

Q.14: Consent		Number:	Percentage:
Commented		102	20%
No response/unknown/unusable comment		407	80%
	TOTAL:	509	100%