

VOXY's 2019 'Be Supported' Questionnaire SUMMARY for young people and staff

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



If you want to find out more about this Summary, or VOXY, please contact:

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The main **'Be Supported' Questionnaire Engagement Report** (including an Executive Summary), this **Summary**, and the **Key Messages Poster** are all available to read here:

www.oxme.info/VOXY

Introduction



The [Children's Trust Board](#) wanted to hear the views of children and young people in Oxfordshire, about how supported they feel by the services they access and use.



What are Services?

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.

The Children's Trust Board asked [Voice of Oxfordshire's Youth \(VOXY\)](#) and Oxfordshire County Council's Engagement Team to ask for feedback from children and young people, so they created and promoted a questionnaire.



The 'Be Supported' Questionnaire:



Over 500 responses!

Over 500 completed questionnaires were received and analysed.

Key Messages from the feedback

When asked 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:

81%
'I know who to speak to when in need of support'

67%
'When I talk to staff, I feel they are experienced and caring'

67%
'I am able to access information in a way which suits me best'

59%
'I feel listened to and believed'

59%
'I have inspiring role models'

66% said they felt supported overall:
66% - Yes
'Overall, do you feel supported enough by the services you use?'

About a quarter of children and young people said they didn't know or weren't sure if they felt supported enough overall, and many also said they neither agreed nor disagreed with the five statements.



This suggests that improvement is needed generally to help children and young people feel more supported. (Also, some might not have completely understood the question, or what 'services' are, even though a definition was given.)

Comments made by young people:

Comments made were mostly about: the different types of support given; the overall quality of services; staff; and what is offered as part of services. The comments showed that most respondents feel supported by the services they access.



... **BUT** as well as lots of positive feedback, there were many negative comments, which should be considered to help improve services.



There were also many comments showing mixed opinions, where feedback was really positive about one part of a service, but then said not all parts of the service were as good. It was often suggested this usually depended on the staff members involved.



Which services were talked about most?



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

Less than a third of children and young people made any additional comments, or indicated which services they were referring to in relation to the feedback they gave about how supported they feel.



The three priorities of the Children and Young People's Plan:

Children and young people were also asked to indicate if they identified with three statements, to check the feedback collected 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:

20% - Yes

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

10% - Yes

'I am missing out on education'

6% - Yes

'I have experienced and/or witnessed domestic abuse'

Finding out more about who gave feedback



A range of questions were asked to learn more about the children and young people completing the questionnaire.

Some key points to note are:

- Respondents indicated their gender as follows: 51% - female, 45% - male, 1% - other, 3% - unknown.
- Responses came from those aged 8 - 18, and from those aged 19 - 25 with additional needs. Most respondents were aged 11 - 16.
- The lowest number of children and young people reached in any location, were those in central Oxfordshire.



It is important to make sure that under-represented voices of children and young people are heard, if any future engagement work is carried out.

Conclusion



It is great that most of the feedback gathered was positive, in relation to how supported children and young people feel by the services they access and use in Oxfordshire.

... **BUT** there were many areas in which they felt services could be improved, and recommendations have been made around five key areas for improvement. You can read about these in the main report, which can be viewed here: www.oxfordshire.gov.uk/besupportedreport



The high number of responses to the VOXY 'Be Supported' questionnaire shows that children and young people want their views to be heard.

The Children's Trust Board will work with staff to try to make sure this feedback will help to increase how supported children and young people feel across the County, going forward.

