

**VOXY's 2020
'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:

Rosie Boyes - Engagement Officer & VOXY Co-ordinator
E-mail: rosie.boyes@oxfordshire.gov.uk

The main **'Be Supported' Questionnaire Engagement Report** and this **Summary** will be available to read here in due course:
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:



150 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:



Although the figure has decreased to 61% from 66% in 2019, when asked 'Overall, do you feel supported enough by the services you use?', it still shows that most of the children and young people in Oxfordshire surveyed do feel supported, overall



Although the majority of respondents consistently highlighted that they felt supported overall, a significant amount of negative and mixed comments were made, alongside the many positive comments.

Comments made by young people:

There were generally mixed responses about the types of services and support; the overall quality of services; staff; and what is offered.



... **BUT** as well as lots of positive feedback, there was more not so positive comments, which need to be considered to help improve services.



Similarly, as in 2019 the comments showed mixed opinions as feedback was positive about a part of a service and then unacceptable in other parts. It seemed some staff members were more helpful than others.



Opinions/Views from Children & Young People:

"All of the professionals around me are amazing but sometimes with social services I feel like my voice is not heard which leaves me feeling that my points are invalid. At first I didn't like CAMHS now I want to come back because I feel like I have no one to talk to."

"Schools and other services (NHS etc.) need to share more information between each other in order to help students more".

"All of these services are very under-funded meaning support can either not continue or is restricted. I have made strong relationship with my LAC nurse which I will lose when I turn 19 and she is probably my biggest support".

"Why do schools not help with how we feel and manage our feelings, it would help us work better and enjoy school".

Which services were talked about most?



Again, as in 2019, the main services mentioned were schools (mostly positive), followed by CAMHS (less positive). Several comments and concerns were also made about the reduction of important services due to lack of funding.

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:



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: 44% - female, 45% - male, 2% - other.
- Responses came from those aged 8 - 18, and from those aged 19 - 25 with additional needs. Most respondents were aged 8 - 16.
- The highest response was from Central Oxfordshire, with an even spread between North & West and South 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 which was similar to 2019. It is important to consider they indicate that they feel less supported overall with regards to the figures in 2020 than in 2019. However, there has been a significant decrease of 359 surveys completed this year from last year, which is likely to make a difference to overall results. You can read about these in the main report, which will be available in due course on the OXME website: <https://oxme.info/cms/>



It is important to keep listening to what children and young people tell us to ensure all services and workers across the county can support them as effectively as possible.

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.

