

# **2021 ‘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: The Children’s Trust Board**

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# 2021 'Be Supported' Questionnaire

## Engagement Report

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## 1. Introduction

The 'Be Supported' questionnaire was first launched in 2019 and for this third year, the Children's Trust Board asked for feedback from children and young people in Oxfordshire, aged 8 - 18 and up to 25 with additional needs, about how supported they feel by the services they use.

The Children's Trust Board wanted to seek the views of children and young people in Oxfordshire, 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 – 2023 (extended from 2021) [Annex A], could again be measured and evaluated.

The questionnaire was developed 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 findings of this report will influence the approach of the Children's Trust Board for the final year of the current Plan (until 2023). Key messages identified will be used as a baseline, as part of measures put in place to monitor the outcomes of the Plan. Feedback will also help clarify what further action is needed in relation to this Area of Focus.

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 2020-2021 the following three (updated) priorities have been the focus:

- Children not engaged in education
- Social, emotional, physical and mental wellbeing
- Protect children from domestic abuse

As in the 2 previous years, the 2021 'Be Supported' questionnaire was open to all children and young people in Oxfordshire, but 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.

## 2. Methodology and Timescale

An online and equivalent paper survey was opened on 30<sup>th</sup> March 2021 (and was open for 6 weeks rather than the usual 4) due to the launch being later in the year and the timing of the Easter school holiday period, to enable it to run during a significant period of school term-time. New for this year were two, more accessible, Easy Read paper surveys – for two different age groups. The three paper versions of the survey available were:

- 1) A version based on the standard online questionnaire
- 2) An Easy Read version designed for 8 to 13 years
- 3) An Easy Read version designed for 14 to 18 years (and up to 25 years with additional needs)

[Annex B]

159 questionnaires were received and analysed in total. (150 of these were completed online, and 9 paper copies were returned.)

### 3. Key Messages

Various services were recorded 282 times by respondents, which have been separated into four categories: schools and settings (including colleges), health-based services (including CAMHS), council services (including Children’s Social Care and SEND services), and ‘other’ services (for everything else mentioned).

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 very positively - with four of the overall percentages increasing since 2020:

| Statement:   | 2021 responses:   | 2020 responses:   | 2019 responses:   |
|--|---|---|---|
| <b><i>‘I know who to speak to when in need of support’</i></b>               | <b>81% agreed or strongly agreed<br/><u>(highest ranking)</u></b> | <b>79% agreed or strongly agreed<br/><u>(highest ranking)</u></b> | <b>81% agreed or strongly agreed<br/><u>(highest ranking)</u></b>     |
| <b><i>‘I feel listened to and believed’</i></b>                              | 66% agreed or strongly agreed                                     | 69% agreed or strongly agreed                                     | <b>59% agreed or strongly agreed<br/><u>(lowest ranking)</u></b>      |
| <b><i>‘I am able to access information in a way which suits me best’</i></b> | <b>64% agreed or strongly agreed<br/><u>(lowest ranking)</u></b>  | 61% agreed or strongly agreed                                     | 63% agreed or strongly agreed   |
| <b><i>‘I have inspiring role models’</i></b>                                 | 66% agreed or strongly agreed                                     | <b>47% agreed or strongly agreed<br/><u>(lowest ranking)</u></b>  | <b>59% agreed or strongly agreed<br/><u>(next lowest ranking)</u></b> |
| <b><i>‘When I talk to staff, I feel they are experienced and caring’</i></b> | 72% agreed or strongly agreed                                     | 70% agreed or strongly agreed                                     | 67% agreed or strongly agreed   |

*‘I know who to speak to when in need of support’* was the statement most children and young people agreed, or strongly agreed with in 2021 (81%), 2020 (79%) and in 2019 (81%). The lowest ranking statement in 2021 is *‘I am able to access information in a way which suits me best’* (64%) which is different from the last two years, because: *‘I have inspiring role models’* was the lowest in 2020 (47%), and *‘I feel listened to and believed’* in 2019 (59%).

In Question 2, when asked *‘Overall, do you feel supported enough by the services you use?’*, 72% answered Yes, compared to 61% in 2020 and 66% in 2019, which demonstrates that most of the children and young people in Oxfordshire surveyed still do feel supported overall and is the highest percentage over the three years of the survey.

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.

As in 2019 and 2020, the services most respondents commented on, was schools, followed by health services - and of these, CAMHS was mentioned the most. A wide range of comments were made about all services but, as in 2019 & 2020, comments made about schools were

mostly positive, and those referring to CAMHS were mostly less positive, with many referring to the waiting times as being unacceptable.

Children and young people were again asked to indicate if they identified with three statements, to check that the feedback gathered included views from those who have experiences relating to any of the three priorities (which have been slightly amended this year) of the Oxfordshire Children and Young People’s Plan 2018 – 2023. Responses were as follows:

| <b>Statement:</b>   | <b>2021 responses:</b>                                      | <b>2020 responses:</b> | <b>2019 responses:</b> |
|---|---|------------------------|------------------------|
| <b><i>‘I am not engaged in education’</i></b>                                       | 15% said Yes  | 15% said Yes           | 10% said Yes           |
| <b><i>‘I have social and/or emotional, physical and mental wellbeing needs’</i></b> | 35% said Yes  | 38% said Yes           | 20% said Yes           |
| <b><i>‘I have experienced and/or witnessed domestic abuse’</i></b>                  | 6% said Yes<br>(7% responded that they ‘prefer not to say’) | 18% said Yes           | 6% said Yes            |

Comparing the 2021 data derived from the five key statements, and from the other main questions, to the 2020 & 2019 data, it is interesting to note the decrease and increase of percentages. Similarly to the last two years, this year’s results do not demonstrate a significant shift however, to conclude that opinions of children and young people, have changed appreciably, in relation to how supported they feel.

## 4. Summary Findings of Questionnaire

[See Appendices C – E for data tables and charts showing more detailed analysis, and Appendix F listing all comments made by children and young people.]

### 4.1: Firstly: ‘Please tell us which services you have used and/or which kind of workers have supported you in the last year?’

#### 4.1.1 Key findings

Of the 100% of children and young people who completed this question, various services were recorded 282 times (with respondents listing between 1 - 8 services each), with an overall breakdown of responses given into the following main four (and three other) categories:

- 41% (117 Responses) - **Schools** and settings (including colleges)
- 21% (60 Responses) - **Health**-based services (including 25% of these mentioning CAMHS)
- 16% (46 Responses) - **Council** services (including Oxfordshire County Music Service and related music services which were mentioned by 54% in this category, Education Officer, Social Worker, SEND Officers)
- 18% (52 Responses) - **Other** services (including Scouts, TRAIN, Youth Groups, KEEN and other charitable organisations)

As well as these responses:

- 0% (1 response) – mentioning only ‘parents and friends’
- 0% (1 response) – mentioning ‘none’ (i.e. don't use services)
- 2% (5 responses) – which were unknown/not usable

### 4.2 Q.1) ‘How strongly do you agree with the following statements about the services you use?’

#### 4.2.1 Key findings

The 159 respondents answered as follows:

| Statement:  | Strongly Agree: | Agree: | Neither Agree or Disagree: | Disagree: | Strongly Disagree: |
|---|-----------------|--------|----------------------------|-----------|--------------------|
| <i>‘I know who to speak to when in need of support’</i>               | 42%             | 38%    | 9%                         | 8%        | 2%                 |
| <i>‘I feel listened to and believed’</i>                              | 40%             | 26%    | 24%                        | 6%        | 4%                 |
| <i>‘I am able to access information in a way which suits me best’</i> | 35%             | 28%    | 25%                        | 9%        | 3%                 |
| <i>‘I have inspiring role models’</i>                                 | 35%             | 31%    | 20%                        | 10%       | 4%                 |
| <i>‘When I talk to staff, I feel they are experienced and caring’</i> | 39%             | 33%    | 19%                        | 6%        | 3%                 |

**‘Please tell us more about your responses in Q.1 to help us understand your experiences, and WHICH services you are commenting on, if this helps to explain your answer.’** [Optional free-text box.]

Of the 159 respondents, 63% commented, and of these 35% were positive, 14% were negative, 14% were mixed, and 36% did not indicate a positive or negative viewpoint

Additionally, of the 100 comments, 2 said they had no-one to speak to (contained within their negative responses), and 1 said they did not use services. Nobody said they went to parents/carers or friends for support.

#### **4.2.2 Key themes**

Responses to the five statements, were positive, overall, and showed a measurable increase in the 'strongly agree' category from the 2020 survey. 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 am able to access information in a way which suits me best'.

Approximately one-third of the additional comments made did not indicate a positive or negative viewpoint. Of those that did make comments, 14% were mixed responses. Of the remaining responses, positives were higher (35%) than negatives (14%) which again showed an increase in satisfaction rating above the 2020 survey responses.

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

#### **4.2.3 Selection of comments made by children and young people**

- "At Centre for Music, Whenever I need help with anything I know whom to speak to and I will receive help straight away."
- "Social services, They don't listen. I wanted to move school when I went into foster care but they kept me in sane school until my ico [Interim Care Order] was over. I could have made new friends in that 6 months in the new place I live."
- "For the most part, everyone at the services I've used have been very kind and helpful to me. Particularly in NCS [National Citizen Service], a lot of the staff inspired me to continue my pursuit of volunteering and I gained lots of skills there. It's been hard getting mental health support from schools as I had to wait a while and there were many people I had to talk to before I got a counsellor, however the counselling I got was really good and my low mood improved throughout the sessions."
- "I feel safe and happy. I have a great school with lovely friends and I know who to go to if I need help. My friends are very nice and never mean. I do have role-models, and I'm happy with all the questions."
- "There are not many role models within school, however many in the NHS that I look up to, and generally I feel more listened to and more positive about the health services than school."
- "Staff and support and follow up have disappeared over COVID."
- "No one knows how to support me/my daughter. They do care but she is so complex that she is without a plan or support package. She says that she noone longer trusts people and is unable to make connections as either they leave or she is kicked out."

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

### 4.3.1 Key findings

The 159 respondents answered as follows: 72% said ‘Yes’, 16% said ‘No’, and 12% said ‘Don’t know/Not sure’. Again, this demonstrates an increase in positive responses over 2020

**‘Please tell us why you answered Q.2 the way you did, and WHICH services you are commenting on, if this helps to explain your answer:’** [Optional free-text box.]

Of the 159 respondents, 62% provided comment(s). Of these: 3% made a positive comment, but didn’t refer to a specific service, 1% made a negative comment, but didn’t refer to a specific service, 12% had mixed opinions, and 1% said they did not use services.

#### In relation to services:

Specific services were mentioned 126 times – either linked to a positive or negative comment – with some respondents mentioning more than one service. The figures below indicate how many times services were mentioned overall (out of 126):

#### Positive comments:

- 43% referenced their school/college, or school/college-based services, in a positive way
- 10% referenced health-based services (including CAMHS), in a positive way
- 15% referenced the council, or council services (including Children’s Social Care and SEND services) in a positive way
- 26% referenced other services in a positive way (including youth clubs, scouts, music – both in school, with Oxfordshire Music Service and related music activities. Friends were also mentioned as being supportive - even though not actually a service (8%)

#### Negative comments:

- 14% referenced their school/college (or school/college-based services) in a negative way
- 7% referenced health-based services (including CAMHS) in a negative way
- 9% referenced the council in a negative way

### 4.3.2 Key themes

Responses were mostly positive. A significant majority of respondents stated they felt supported enough by the services they use and only a small minority said they did not.

A much smaller proportion, 12% this year compared to 27% in 2020, said they ‘didn’t know/weren’t sure’. Note that 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.

Approximately half of the respondents provided additional information about specific services. Of these, a majority (about one-half) made positive comments about their school, or school-based services, and a minority (about one-seventh) made less positive comments about their school. Health, council and other services received much fewer comments than schools overall and each of these three categories received slightly more positive than negative comments. Within the health category, the CAMHS service was referred to the most, and comments were in the main less positive than those referring to other health services.



### 4.3.3 Selection of comments made by children and young people

- “I would like more help with getting a job - don't know where to go for this. I need more help with benefits as i have to get my mum to do this. I would like the holiday activities at AFSSO [Autism Family Support Oxfordshire] to continue for 18-25 year olds as this was where I made some friends but now I don't see any one.”
- “...there are almost no short breaks suitable for me. My parents get almost no support. Also almost all things offered for children for the last year are online and I cannot understand online events because of my autism so I am excluded.”
- “Even through the COVID-19 pandemic I was able to have online lessons with school and zoom meetings with healthcare professionals.”
- “I chose ‘Yes’ because I feel that (in the service that I use, the Oxfordshire County Music Service) members of staff can provide helpful insight into areas that you may be struggling with.”
- “I felt safe with explaining my feelings and listened to and that i wasn't going crazy and that i had a place just to speak my mind and get help, learning new techniques with how to cope with it all, as i believe mental health doesn't go away, you just learn to cope with it, and that's what I have done.”
- “We are exhausted as a family”
- “My school is hell and makes me feel terrible and I'm not going back.”

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

#### 4.4.1 Key findings

Of the 159 respondents, 22% commented, and of these: 46% were positive, 37% were negative, 9%, were mixed, and 9% did not indicate a positive or negative viewpoint. Additionally, 0% (1 person) said they felt no-one wants to help.

#### 4.4.2 Key themes

With just over one-fifth of respondents completing this free-text box, this question generated the least comments. Those who did provide a comment demonstrates a marked increase in positive responses over last year (up from 15% in 2020). Negative and mixed comments were at similar levels to 2020, and there was a decrease in those who did not indicate a positive or negative viewpoint (from 31% in 2020).

#### 4.4.3 Selection of comments made by children and young people

- “Camhs has always been very helpful, but other than that my learning support is all I have and it's been paramount to my education.”
- “CAMHS are awful, Social Services are awful, LEA [Local Education Authority] is awful. They put me straight into a normal school after I was excluded in February I nearly had my ehcp [Education and Health Care Plan]. The school I go to now I hate they want me to do learning and I don't get it. Mum said I had an urgent ehcp review in November, I joined in September, and school said they can't meet my needs, LEA had said tough. I haven't learnt for 4 years. Social worker doesn't care. I am a child in need because my dad and step mum fight all the time. They don't do anything. They don't help.”
- “I believe schools should do their best to make getting counselling easier by reducing the amount of people you have to talk to before getting the help. It can be really confusing and might demotivate people to get the help they need.”
- “I think there should be a travel training programme at college.”
- “Child not receiving any meaningful support from Oxfordshire LA [Local Authority] despite having a very high needs. Primary Special school is one size fits all and it doesn't fit!”
- “I would say that the support I receive is good for my mental health and encourages me to be braver and more outgoing, this is commenting on girl guiding.”
- “My old social worker was incredible too! She knew me inside and out and I appreciate the time and effort she put in to our relationship. She never pushed me to do anything I didn't want to eg talk about stuff I didn't feel comfortable enough too. When I told her about my good news she would scream down the phone and be extremely encouraging. Her support with seeing my family, attending employment and moving into my flat was immense. She is truly amazing.”
- “The Oxfordshire Mind young persons peer support group is really great and supportive. The facilitators, **XXX** and **XXX** [names redacted], are fantastic and do such a wonderful job.”
- “Yes info should be forthcoming and freely available we should not need to ask for it we should be told about it!!”
- “There's not much to comment on because when you turn 18 there's not much support left. One day you are 17 and 364 days and it's okay and the next, no one wants to help. I feel the same but the world turns away.”

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

### **4.5.1 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 – 2023:

Of the 159 respondents, the following commented ‘Yes – this applies to me’ as follows:

- 15% - ‘I am not engaged in education’
- 35% - ‘I have social and/or emotional, physical and mental wellbeing needs’
- 6% - ‘I have experienced and/or witnessed domestic abuse’

### **4.5.2 Key themes**

Although the highest group of responses for each of these areas, was ‘No’, there were still significant ‘Yes’ responses for the first two priorities, showing that respondents had increased experiences relating to these. Both of these were broadly in line with the 2020 survey results. A small number also selected the ‘Don’t know/Not sure’ option, rather than ‘Prefer not to say’. An exception to this was for the domestic abuse priority, where there were more responses in the ‘Prefer not to say’ category, at 7%, with 6% stating ‘Don’t know/Not sure’.

The highest number of respondents who said ‘Yes’, was in relation to having social and emotional wellbeing needs, and/or mental health needs (35% - compared to 38% in 2020). This was followed by ‘Not engaged in education’ (15% - compared to 18% in 2020). The lowest number of respondents who said ‘Yes’ was in relation to having experienced and/or witnessed domestic abuse (6% - compared to 15% in 2020).

This shows that social and emotional needs still affect young people the most, but that figures in relation to experiences of domestic abuse have decreased since last year, and those identifying as missing out on education has decreased slightly.

## **4.6 Please tell us: ‘Did you complete the 2020 and/or the 2019 ‘Be Supported’ questionnaire?’**

### **4.6.1 Key findings**

Of the 159 respondents, 75% said it was the first time they had completed the survey, 4% said they had also completed it in 2020, 1% said they had also completed it in 2019, 2% said they completed the survey in both 2019 and 2020, and 18% said they couldn’t remember or weren’t sure. This demonstrates that responses came from a largely new pool of children and young people, up from 67% of new responders between 2020 and 2019.

## **4.7 Please tell us: ‘How you heard about this survey (e.g. Facebook, Twitter, Youth Worker, School, etc.)’ [New question for 2021]**

### **4.7.1 Key findings**

Out of the 159 respondents, 76% answered this question. Of these, 20% found out about the survey from email sources, 17% via their schools, 13% from Facebook (predominantly) or other social media and the remainder from a variety of other sources or services.

## 4.8 Demographic Information

### 4.8.1 Key findings

A range of demographic questions were asked in order to learn more about respondents. [See Annex C for data showing all responses and percentages.]

Although responses from males and females were fairly evenly split, this was not the case with age, and most respondents (one-third) were aged 14 - 16. Responses from those aged 17 - 18 and 19 - 25 (with additional needs) was a relatively low proportion. (These trends are very similar to the 2020 data.)

The following table shows some of the key results, in percentages, from the 2021 questionnaire - mostly of the options that received the highest responses for each demographic question asked. The final column notes if the percentages show an increase (↑), decrease (↓), or if a similar number (↔), from 2020 data, but these indicated trends are observational rather than statistical.

| Demographic focus area:  | 2021 responses  | % trend (compared to 2020) |
|--|---|----------------------------|
| <b>Postcode</b>  | Responses were (with different order of highest responses as 2020):<br>South Oxfordshire (South & Vale Districts) (28%)<br>North and West Oxfordshire (Cherwell & West Districts) (24%)<br>Central Oxfordshire (City District) (15%)<br>Plus some responses from 4 (mostly bordering) other counties: (5%)<br>(Buckinghamshire, Berkshire, Gloucestershire, Bath & North East Somerset) | ↔<br>↓<br>↓<br>↔           |
| <b>Age</b>   | Responses were (with same order for 3 highest responses as 2020):<br>Aged 14 - 16 (34%)<br>Aged 11 - 13 (18%)<br>Aged 8 - 10 (15%)<br>Aged 17 - 18: (11%)<br>Aged 19 - 25 (and I have additional needs): (9%)   | ↓<br>↓<br>↓<br>↑<br>↑      |
| <b>Gender</b>  | Fairly even split between males/females (although less so than 2020):<br>Females (42%)<br>Males (38%)<br>Other (4%)   | ↔<br>↓<br>↑                |
| <b>Sexuality</b>   | Similar order for highest responses as 2020: Heterosexual/Straight (45%)<br>Bisexual (4%)<br>Gay/Lesbian (4%)<br>Other (5%)   | ↓<br>↔<br>↑<br>↔           |
| <b>Ethnicity</b>   | Same order for 3 highest responses as 2020:<br>White (72%)<br>Mixed (6%)<br>Asian or Asian British (3%)   | ↔<br>↓<br>↓                |
| <b>Religion</b>  | Same order for 3 highest responses as 2020:<br>No religion (45%)<br>Christian (31%)<br>Muslim (2%)  | ↓<br>↑<br>↔                |
| <b>Disability</b><br>(including learning disabilities & special educational needs) | 'No' was also the highest response in 2020:<br>No (42%)<br>Yes (32%)  | ↓<br>↔                     |

|                                    |  |                       |        |
|------------------------------------|--|-----------------------|--------|
| <b>Long-term medical condition</b> | <i>'No' was also the highest response in 2020:</i> | No (66%)<br>Yes (12%) | ↔<br>↓ |
| <b>In care or a care leaver</b>    | <i>'No' was also the highest response in 2020:</i> | No (77%)<br>Yes (4%)  | ↔<br>↓ |

## 5. Conclusion

In conclusion, it is encouraging that most of the feedback gathered in 2021 was positive, about how supported children and young people feel by the services they use in Oxfordshire. There were clearly areas which they felt services could be improved however, and it is important to consider where they are indicating they feel less supported, although overall figures from 2021 indicate children and young people are feeling more supported than in 2020.

It is also 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.

## 6. Further Information, Recommendations 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 current Oxfordshire Children and Young People's Plan (until 2023), 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.

Last year some staff working with children and young people with SEND expressed concern that the questionnaire should be more user-friendly and easier for those with SEND to access independently. This feedback was taken on board and questionnaires for the 2021 survey were developed to include two Easy Read versions for two different age groups.

It is worth noting that approximately one-third (32%) of respondents identified themselves as having a disability - including those with learning disabilities and special educational needs. This was exactly the same proportion as the figure in 2020.

Children and young people clearly value positive and established relationships with their workers and support staff, and often feel unsupported when these relationships break down, stop, or are felt to be non-existent. Based on this, it is recommended that the message around how important good relationships are, between workers and the children and young people they support, is reinforced.

It is also recommended that the Children's Trust Board establishes a working group (to include professionals, children and young people), to: respond to the findings of the 2021 'Be Supported' Questionnaire, take actions, and set appropriate targets for improvements going forward – for example, to consider the role of the OXME mental health wellbeing hub for young people.

For further information about this report, or the engagement that took place, please contact Adrian Chant (Engagement & Consultation Officer) from Oxfordshire County Council's Engagement Team.

## 7. Annexes and Appendices

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

- **Annex A:**  
Oxfordshire Children and Young People's Plan 2018 – 2023  
(including poster version and Implementation Plan)  
<https://www.oxfordshire.gov.uk/sites/default/files/file/childrens-social-care/ChildrenandYoungPeoplesPlan.pdf>
  
- **Annex B:**  
'Be Supported' - 2021 Questionnaire for children and young people (paper version)  
[https://oxme.info/sites/default/files/2021-04/2021\\_Be\\_Supported\\_Questionnaire\\_Online\\_Version\\_updated.pdf](https://oxme.info/sites/default/files/2021-04/2021_Be_Supported_Questionnaire_Online_Version_updated.pdf)  
  
'Be Supported' - 2021 Questionnaire for children and young people (Easy Read paper version for those aged 8 – 13 years)  
[https://oxme.info/sites/default/files/2021-04/2021\\_Be\\_Supported\\_Questionnaire\\_EASY\\_READ\\_8\\_13\\_yrs\\_updated\\_0.pdf](https://oxme.info/sites/default/files/2021-04/2021_Be_Supported_Questionnaire_EASY_READ_8_13_yrs_updated_0.pdf)  
  
'Be Supported' - 2021 Questionnaire for children and young people (Easy Read paper version for those aged 14 – 18 years)  
[https://oxme.info/sites/default/files/2021-04/2021\\_Be\\_Supported\\_Questionnaire\\_EASY\\_READ\\_14\\_18\\_yrs\\_updated.pdf](https://oxme.info/sites/default/files/2021-04/2021_Be_Supported_Questionnaire_EASY_READ_14_18_yrs_updated.pdf)
  
- **Appendix C:**  
Detailed analysis of 159 questionnaire responses in data tables  
*(Pages: 15 – 21)*
  
- **Appendix D:**  
Visual representation of 159 questionnaire responses  
*(Available on request)*
  
- **Appendix E:**  
Breakdown of all quantitative responses in bar charts and pie charts  
*(Available on request)*
  
- **Appendix F:**  
List of all comments made by children and young people  
*(Available on request)*

## Appendix C

### Detailed analysis of 159 questionnaire responses in data tables

#### Note to go with data tables and charts in Appendix C:

N.B. 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.

#### 4.1 Firstly: *Please tell us which services you have used and/or which kind of workers have supported you in the last year?*

##### 4.1.1 Key findings

Please tell us which services you have used and/or which kind of workers have supported you in the last year?

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 154        | 97%         |
| No response/unknown/unusable comment | 5          | 3%          |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

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

##### 4.2.1 Key findings

I know who to speak to when in need of support

|                           | Number:    | Percentage: |
|---------------------------|------------|-------------|
| Strongly Agree            | 67         | 42%         |
| Agree                     | 61         | 38%         |
| Neither Agree or Disagree | 15         | 9%          |
| Disagree                  | 13         | 8%          |
| Strongly Disagree         | 3          | 2%          |
| <b>TOTAL:</b>             | <b>159</b> | <b>99%</b>  |

I feel listened to and believed

|                           | Number:    | Percentage: |
|---------------------------|------------|-------------|
| Strongly Agree            | 41         | 26%         |
| Agree                     | 64         | 40%         |
| Neither Agree or Disagree | 38         | 24%         |
| Disagree                  | 9          | 6%          |
| Strongly Disagree         | 7          | 4%          |
| <b>TOTAL:</b>             | <b>159</b> | <b>100%</b> |

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

|                           | Number:    | Percentage: |
|---------------------------|------------|-------------|
| Strongly Agree            | 45         | 28%         |
| Agree                     | 56         | 35%         |
| Neither Agree or Disagree | 39         | 25%         |
| Disagree                  | 14         | 9%          |
| Strongly Disagree         | 5          | 3%          |
| <b>TOTAL:</b>             | <b>159</b> | <b>100%</b> |

I have inspiring role models

|                           | Number:    | Percentage: |
|---------------------------|------------|-------------|
| Strongly Agree            | 50         | 31%         |
| Agree                     | 55         | 35%         |
| Neither Agree or Disagree | 32         | 20%         |
| Disagree                  | 16         | 10%         |
| Strongly Disagree         | 6          | 4%          |
| <b>TOTAL:</b>             | <b>159</b> | <b>100%</b> |

| <b>When I talk to staff, I feel they are experienced and caring</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| Strongly Agree  | 52             | 33%                |
| Agree   | 62             | 39%                |
| Neither Agree or Disagree   | 31             | 19%                |
| Disagree  | 10             | 6%                 |
| Strongly Disagree   | 4              | 3%                 |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |

| <b>Q.1 – Optional free-text box:<br/>Please tell us more about your responses in Q.1 to help us understand your experiences, and WHICH services you are commenting on, if this helps to explain your answer:</b> | <b>Number:</b> | <b>Percentage:</b> |
|--|----------------|--------------------|
| Commented  | 100            | 63%                |
| No response/unknown/unusable comment   | 59             | 37%                |
| <b>TOTAL:</b>  | <b>159</b>     | <b>100%</b>        |

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

#### **4.3.1 Key findings**

| <b>Overall, do you feel supported enough by the services you use?</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| Yes   | 114            | 72%                |
| No  | 26             | 16%                |
| Don't know/Not sure   | 19             | 12%                |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |

| <b>Q.2 – Optional free-text box:<br/>Please tell us why you answered Q.2 the way you did, and WHICH services you are commenting on, if this helps to explain your answer (as well as which services you are commenting on, if this helps to explain your answer):</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| Commented   | 98             | 62%                |
| No response/unknown/unusable comment  | 61             | 38%                |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |

### **4.4 3) ‘Is there anything else you want to tell us about the support you receive from the services you use? (If so, WHICH services you are commenting on?)’**

#### **4.4.1 Key findings**

| <b>Q.3 – Optional free-text box:<br/>Is there anything else you want to tell us about the support you receive from the services you use? (If so, WHICH services you are commenting on?)</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| Commented   | 35             | 22%                |
| No response/unknown/unusable comment  | 124            | 78%                |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |



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

### 4.5.1 Key findings

| <b>I am not engaged in education</b> | <b>Number:</b> | <b>Percentage:</b> |
|--------------------------------------|----------------|--------------------|
| YES - this applies to me             | 123            | 77%                |
| NO - this doesn't apply to me        | 24             | 15%                |
| Don't know/Not sure                  | 10             | 6%                 |
| Prefer not to say                    | 2              | 1%                 |
| <b>TOTAL:</b>                        | <b>159</b>     | <b>99%</b>         |

| <b>I have social and/or emotional, physical and mental wellbeing needs</b> | <b>Number:</b> | <b>Percentage:</b> |
|--|----------------|--------------------|
| YES - this applies to me   | 55             | 35%                |
| NO - this doesn't apply to me  | 69             | 43%                |
| Don't know/Not sure  | 27             | 17%                |
| Prefer not to say  | 8              | 5%                 |
| <b>TOTAL:</b>  | <b>159</b>     | <b>100%</b>        |

| <b>I have experienced and/or witnessed domestic abuse</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| YES - this applies to me                                  | 9              | 6%                 |
| NO - this doesn't apply to me                             | 129            | 81%                |
| Don't know/Not sure                                       | 10             | 6%                 |
| Prefer not to say   | 11             | 7%                 |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |

## 4.6 Please tell us: *Did you complete the 2020 and/or the 2019 'Be Supported' questionnaire?*

### 4.6.1 Key findings

| <b>Did you complete the 2019 and/or the 2020 'Be Supported' Questionnaire?</b> | <b>Number:</b> | <b>Percentage:</b> |
|--|----------------|--------------------|
| No - this is the first time I have completed the survey                        | 119            | 75%                |
| Yes - I completed the survey in 2019   | 2              | 1%                 |
| Yes - I completed the survey in 2020   | 6              | 4%                 |
| Yes - I completed the survey in both 2019 and 2020                             | 3              | 2%                 |
| Can't remember/Not sure  | 29             | 18%                |
| <b>TOTAL:</b>  | <b>159</b>     | <b>100%</b>        |

## 4.7 Please tell us: How you heard about this survey (e.g. Facebook, Twitter, Youth Worker, School, etc.) *[New question for 2021]*

### 4.7.1 Key findings

| <b>Free-text box:<br/>How you heard about this survey (e.g. Facebook, Twitter, Youth Worker, School, etc.)?</b> | <b>Number:</b> | <b>Percentage:</b> |
|---|----------------|--------------------|
| Commented   | 121            | 76%                |
| No response/unknown/unusable comment  | 38             | 24%                |
| <b>TOTAL:</b>   | <b>159</b>     | <b>100%</b>        |

## 4.8 Demographic Information

### 4.8.1 Key findings

| Q.5 – Optional free-text box:<br>Postcode   |            |             |
|---|------------|-------------|
|   | Number:    | Percentage: |
| <b>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):</b> |            |             |
| Commented   | 113        | 71%         |
| No response/unknown/unusable comment  | 46         | 29%         |
| <b>TOTAL:</b>   | <b>159</b> | <b>100%</b> |

| Q.6 – Age                             |            |             |
|---------------------------------------|------------|-------------|
|                                       | Number:    | Percentage: |
| <b>How old are you?</b>               |            |             |
| 8 - 10                                | 24         | 15%         |
| 11 - 13                               | 29         | 18%         |
| 14 - 16                               | 54         | 34%         |
| 17 - 18                               | 17         | 11%         |
| 19 - 25 (and I have additional needs) | 14         | 9%          |
| Unknown                               | 21         | 13%         |
| <b>TOTAL:</b>                         | <b>159</b> | <b>100%</b> |

| Q.7 – Gender                           |            |             |
|--|------------|-------------|
|  | Number:    | Percentage: |
| <b>What gender do you identify as?</b> |            |             |
| Male                                   | 60         | 38%         |
| Female                                 | 67         | 42%         |
| Other                                  | 7          | 4%          |
| Don't know/Not sure                    | 2          | 1%          |
| Prefer not to say                      | 2          | 1%          |
| Unknown                                | 21         | 13%         |
| <b>TOTAL:</b>                          | <b>159</b> | <b>100%</b> |

| Q.7 – Optional free-text box:<br>Gender               |            |             |
|---|------------|-------------|
|   | Number:    | Percentage: |
| <b>If you chose 'Other', please describe it here:</b> |            |             |
| Commented   | 7          | 4%          |
| No response/unknown/unusable comment                  | 152        | 96%         |
| <b>TOTAL:</b>   | <b>159</b> | <b>100%</b> |

| Q.8: Sexuality                         |            |             |
|--|------------|-------------|
|  | Number:    | Percentage: |
| <b>Do you consider yourself to be:</b> |            |             |
| Heterosexual/Straight                  | 71         | 45%         |
| Gay/Lesbian                            | 6          | 4%          |
| Bisexual                               | 6          | 4%          |
| Other                                  | 8          | 5%          |
| Don't know/Not sure                    | 22         | 14%         |
| Prefer not to say                      | 17         | 11%         |
| Unknown                                | 29         | 18%         |
| <b>TOTAL:</b>                          | <b>159</b> | <b>101%</b> |

**Q.8 – Optional free-text box:****Sexuality**

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

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 7          | 4%          |
| No response/unknown/unusable comment | 152        | 96%         |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

**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)  | 115        | 72%         |
| Mixed (White and Black Caribbean, White and Black African, White and Asian, or any other mixed background) | 9          | 6%          |
| Asian or Asian British (Indian, Pakistani, Bangladeshi, or any other Asian background)                     | 4          | 3%          |
| Black or Black British (Caribbean, African, or any other Black background)                                 | 3          | 2%          |
| Chinese  | 0          | 0%          |
| Gypsy or Traveller   | 0          | 0%          |
| Any other ethnic group   | 1          | 1%          |
| Don't know/Not sure  | 2          | 1%          |
| Prefer not to say  | 1          | 1%          |
| Unknown  | 24         | 15%         |
| <b>TOTAL:</b>  | <b>159</b> | <b>101%</b> |

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

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

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 1          | 1%          |
| No response/unknown/unusable comment | 158        | 99%         |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

**Q.10: Religion****What is your religion?**

|  | Number:    | Percentage: |
|--|------------|-------------|
| None   | 72         | 45%         |
| Christian (including Church of England, Catholic, Protestant, and all other Christian denominations) | 49         | 31%         |
| Buddhist   | 1          | 1%          |
| Hindu  | 1          | 1%          |
| Jewish   | 0          | 0%          |
| Muslim   | 3          | 2%          |
| Sikh   | 0          | 0%          |
| Any other religion   | 0          | 0%          |
| Don't know/Not sure  | 7          | 4%          |
| Prefer not to say  | 4          | 3%          |
| Unknown  | 22         | 14%         |
| <b>TOTAL:</b>  | <b>159</b> | <b>101%</b> |

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

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

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 0          | 0%          |
| No response/unknown/unusable comment | 159        | 100%        |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

**Q.11: Disability**

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

|                     | Number:    | Percentage: |
|---------------------|------------|-------------|
| Yes                 | 51         | 32%         |
| No                  | 67         | 42%         |
| Don't know/Not sure | 14         | 9%          |
| Prefer not to say   | 3          | 2%          |
| Unknown             | 24         | 15%         |
| <b>TOTAL:</b>       | <b>159</b> | <b>100%</b> |

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

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

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 39         | 25%         |
| No response/unknown/unusable comment | 120        | 75%         |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

**Q.12: Long-term illness**

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

|                     | Number:    | Percentage: |
|---------------------|------------|-------------|
| Yes                 | 19         | 12%         |
| No                  | 105        | 66%         |
| Don't know/Not sure | 5          | 3%          |
| Prefer not to say   | 4          | 3%          |
| Unknown             | 26         | 16%         |
| <b>TOTAL:</b>       | <b>159</b> | <b>100%</b> |

**Q.12 – Optional free-text box:  
Long-term illness**

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

|                                      | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 16         | 10%         |
| No response/unknown/unusable comment | 143        | 90%         |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |

**Q.13: In Care**

Are you in care, or a Care Leaver?

|                     | Number:    | Percentage: |
|---------------------|------------|-------------|
| Yes                 | 7          | 4%          |
| No                  | 123        | 77%         |
| Don't know/Not sure | 4          | 3%          |
| Prefer not to say   | 1          | 1%          |
| Unknown             | 24         | 15%         |
| <b>TOTAL:</b>       | <b>159</b> | <b>100%</b> |

| Q.14: Consent                        | Number:    | Percentage: |
|--------------------------------------|------------|-------------|
| Commented                            | 33         | 21%         |
| No response/unknown/unusable comment | 126        | 79%         |
| <b>TOTAL:</b>                        | <b>159</b> | <b>100%</b> |