

# **2022 ‘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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# 2022 'Be Supported' Questionnaire

## Engagement Report

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## 1. Introduction

The 'Be Supported' questionnaire was first launched in 2019 and for the fourth 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 2021-2022 the following five (updated) priorities have been the focus:

- Children not engaged in education
- Social, emotional, physical and mental wellbeing
- Protect children from domestic abuse
- 0 - 5s
- Early help and special educational needs and disability (SEND) early intervention

As in the three previous years, the 2022 '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 five priorities, so it was promoted both widely and in a targeted way.

## 2. Methodology and timescale

The online survey was launched on 14 March 2022, and was live for six weeks, which enabled it to run during a significant period of school term-time, taking the timing of the Easter school holiday period into account. During the same period, a paper survey version of the online survey was available, as well as two, more accessible, Easy Read paper surveys – for two different age groups. The three paper versions of the survey available, for which a return Freepost address was provided, 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]

As with all previous years, the survey was actively promoted to different audiences, using multiple channels, including paid-for digital promotion using social media. Communications were targeted at children, young people and families, schools, youth workers and clubs, council staff and other professionals, councillors and a wide range of organisations across Oxfordshire - including VCS groups.

In total, 64 surveys were received and analysed, including 13 paper surveys. (This was much lower than the 159 surveys received last year, despite undertaking the same level of promotional activity as in previous years.)

### 3. Key messages

Various services were recorded 129 times by respondents, which have been separated into four categories: schools and settings (including colleges and specialist teachers), health-based services (including CAMHS), council services (including Children’s Social Care and SEND services), and ‘other’ services (for everything else mentioned). As in previous years, ‘school’ was mentioned the most times, but other services mentioned included: health services, social workers and youth clubs.

Note: we wouldn’t usually use percentages when analysing results for a survey with fewer than a hundred responses, but as this is a tracking survey which compares data with responses given in previous years, percentages have been included in this report for comparison purposes, as well as actual numbers of respondents.

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 mostly responded positively overall, although all percentages in 2022 were the same or lower, than those recorded in 2021. This is consistent with the overall slight decrease in positive responses in this year’s survey, compared to last year.

Statement:	2022 responses:	2021 responses:	2020 responses:	2019 responses:
<i>‘I know who to speak to when in need of support’</i>	46 (72%) agreed or strongly agreed <b><u>(highest ranking)</u></b>	<b>81% agreed or strongly agreed <u>(highest ranking)</u></b>	<b>79% agreed or strongly agreed <u>(highest ranking)</u></b>	<b>81% agreed or strongly agreed <u>(highest ranking)</u></b>
<i>‘I feel listened to and believed’</i>	40 (63%) agreed or strongly agreed <b><u>(lowest ranking)</u></b>	66% agreed or strongly agreed	69% agreed or strongly agreed	<b>59% agreed or strongly agreed <u>(lowest ranking)</u></b>
<i>‘I am able to access information in a way which suits me best’</i>	41 (64%) agreed or strongly agreed.	<b>64% agreed or strongly agreed <u>(lowest ranking)</u></b>	61% agreed or strongly agreed	63% agreed or strongly agreed
<i>‘I have inspiring role models’</i>	42 (66%) agreed or strongly agreed	66% agreed or strongly agreed	<b>47% agreed or strongly agreed <u>(lowest ranking)</u></b>	<b>59% agreed or strongly agreed <u>(next lowest ranking)</u></b>
<i>‘When I talk to staff, I feel they are experienced and caring’</i>	40 (63%) agreed or strongly agreed <b><u>(next lowest ranking)</u></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 2022 (72%). This has consistently been the highest ranking statement (ie the one with the most positive responses), every year: 2021 (81%), 2020 (79%) and 2019 (81%).

The lowest ranking statement (with the least positive responses) has varied since 2019, but for 2022 it was: 'I feel listened to and believed' (63%). This was just slightly lower than the next lowest ranking statement: 'When I talk to staff, I feel they are experienced and caring' (63%), as although both had the same (lowest) percentage, the latter statement had fewer respondents selecting 'strongly agree'.

When asked 'Overall, do you feel supported enough by the services you use?', 61% answered 'Yes' (a decrease from last year, but the same figure as in 2020). This demonstrates that most of the children and young people in Oxfordshire surveyed still do feel supported overall. However, although the majority of respondents consistently highlighted that they felt supported overall, a significant amount answered 'No' or 'Don't know/Not sure', also providing negative or mixed feedback, alongside the many positive comments.

As in 2019, 2020, and 2021, the services most respondents commented on, was schools, followed by health services. A wide range of comments were made about all services but, as in all previous years, comments made about schools were mostly positive, and those referring to CAMHS (although mentioned much less this year than in previous years), were mostly less positive with references again being made to the waiting times being unacceptable.

Children and young people were again asked to indicate if they identified with several statements (six for 2022), to check that the feedback gathered included views from those who have experiences relating to any of the five priorities (slightly amended this year) of the Oxfordshire Children and Young People's Plan 2018 – 2023. Responses were as follows, and show increases from last year of those identifying with the first three statements:

<b>Statement:</b>	<b>2022 responses:</b>	<b>2021 responses:</b>	<b>2020 responses:</b>	<b>2019 responses:</b>
<b><i>'I am not engaged in education'</i></b>	20% said Yes	15% said Yes	15% said Yes	10% said Yes
<b><i>'I have social and/or emotional, physical and mental wellbeing needs'</i></b>	50% said Yes	35% said Yes	38% said Yes	20% said Yes
<b><i>'I have experienced and/or witnessed domestic abuse'</i></b>	11% said Yes	6% said Yes (7% responded that they 'prefer not to say')	18% said Yes	6% said Yes
<b><i>'Younger members of my family (aged 5 or younger) have received help and support from Early Years services like: doctor, midwife, health visitor, nursery, preschool'</i></b>	19% said Yes	N/A	N/A	N/A
<b><i>'I received early help support as soon as I (or my family) first had a problem, from services like: school, doctor, health visitor, midwife, youth worker'</i></b>	33% said Yes	N/A	N/A	N/A
<b><i>'I receive support for my learning, and/or wellbeing, from adults other than teacher(s) in school'</i></b>	59% said Yes	N/A	N/A	N/A

Comparing the 2022 survey data derived from the five key statements, and the other questions that follow, with the previous three years, it is interesting to note the decrease and increase of percentages. Similarly to previous years, this year's results do not demonstrate an overly significant shift (especially considering data for 2022 has been the smallest sample size to date), to conclude that opinions of children and young people, have changed appreciably, in relation to how supported they feel. It can still be generally noted, however, that responses this year have been slightly less positive overall.

## 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

59 (92%) of the 64 children and young people who responded, completed this question. Various services were recorded 129 times (with respondents listing between 1 – 6 services each), and these have been allocated into the following main four categories:

- 52 responses (40%) - **Schools** and settings (including colleges and specialist teachers)
- 27 responses (21%) - **Health**-based services (including 5 mentions of CAMHS)
- 19 responses (15%) – **Council** services (including 12 mentions of the SENSS - Special Educational Needs Support Service, with 8 specific mentions of the CIRB - Communication Interaction Resource Base at the Warriner School, and 7 mentions of social workers)
- 31 responses (24%) - **Other** services (including youth groups, sports clubs, church groups, Scouts, Crown Prosecution Service, Yellow Submarine, Be Free Young Carers, other charitable organisations, alternative provision and parents)

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

#### 4.2.1 Key findings

The 64 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>	19 (30%)	27 (42%)	9 (14%)	5 (8%)	4 (6%)
<i>‘I feel listened to and believed’</i>	14 (22%)	26 (41%)	5 (8%)	10 (16%)	9 (14%)
<i>‘I am able to access information in a way which suits me best’</i>	13 (20%)	28 (44%)	11 (17%)	7 (11%)	5 (8%)
<i>‘I have inspiring role models’</i>	17 (27%)	25 (39%)	16 (25%)	4 (6%)	2 (3%)
<i>‘When I talk to staff, I feel they are experienced and caring’</i>	16 (25%)	24 (38%)	11 (17%)	11 (17%)	2 (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 64 respondents, 42 (66%) commented, and of these 14 (33%) were positive, 11 (26%) were negative, 5 (12%) were mixed, and 12 (29%) did not indicate a positive or negative viewpoint

Additionally, of the 42 comments, 2 said they went to parents/carers for support, and 3 of those who made a negative comment said they had no-one to speak to. Unlike previous years, nobody mentioned going to friends for support, or said they did not use services.

#### **4.2.2 Key themes**

Responses to the five statements, were positive, overall, but showed a measurable decrease in the ‘strongly agree’ category from the 2021 survey. The statement that was ranked the highest overall was: ‘I know who to speak to when in need of support’, and the statements that ranked the joint-lowest overall were: ‘I feel listened to and believed’ and ‘When I talk to staff, I feel they are experienced and caring’.

Approximately one-third of the additional comments made did not indicate a positive or negative viewpoint. Of those that did make comments, 12% were mixed responses. Of the remaining responses, there were slightly more positive comments (33%) than negative comments (26%) overall. Notably, there were negative comments from three transgender young people who said they felt unsupported and were not understood.

Mixed comments were either positive about one aspect, but then reflected that not all parts of the service were as good, (sometimes linked to specific staff), or reflected that some children and young people accessing several services found that some services provided positive experiences, but others did not.

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

“I am supported in all my lessons at school and that helps me keep control of my behaviour.”

“Youth club is fun and i enjoy going to it.”

“I know who to talk to in school and know I can call ChildLine out of school.”

“Teachers help us when we’re upset or angry or hurt.”

“We’ve had people talk to us about how to manage life etc.”

“I’ve spoken to teachers and professionals about my problems and which I’ve become much more happier now and stable in my placement now.”

“**XXX [redacted]** teachers are very kind and supportive and school is so fun.”

"Most staff aren't prepared to handle my issues which is understandable, i know they will have to report certain things and i also know my family would then be told therefore making it worse, i don't think people in the nhs and school councillors have the resources to do much, i think no matter what i say however staff within school and camhs will always be sceptical of me. they may care but never actually alter anything to make it better. most likely because they don't have the capacity to do so mentally and financially "

"I feel like when I talk to my teachers in school they dont really listen they just try to find out if I did something wrong rather than what's upsetting me."

"...Some have been really good and some have been awful..."

"At school there is no-one to talk to. I feel like I don't have a support network."

"Feel no one understands rare disease and learning disabilities. Sw are yours **[social workers are young]** and inexperienced."

"I am a transgender child. No one at school understands or supports me."

"Staff in college do not always give me work which is accessible."

"There is no one who you can talk to at school as they will contact parents."

"When it comes to healthcare, I am not supported at all really, I am transgender, have autism, mental health issues and type one diabetic. I was not diagnosed with autism until after attempting to take my own life and was not listened to or given any support until this happened also. Trans healthcare services are absolutely dreadful and it has resulted in having to go privately which is so expensive, my mum pays taxes for a reason why are we not getting what we need. And school never picked up on my autism probably due to misogyny."

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

#### **4.3.1 Key findings**

The 64 respondents answered as follows:

- 39 (61%) said 'Yes'
- 14 (22%) said 'No'
- 11 (17%) said 'Don't know/Not sure'

This compares to 72% answering Yes in 2021, so again demonstrates a slight decrease in positive responses from last year's survey, but is a similar number to previous years (61% in 2020 and 66% in 2019). This shows that most of the children and young people in Oxfordshire surveyed still do feel supported overall, but there are a significant proportion who do not feel adequately supported.

***'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.]

When asked to provide supporting comments to why they had responded as they had, 41 of 64 respondents made a comment.

Of the 64 respondents, 41 (64%) provided comments. 2 (5%) of these did not indicate a positive or negative viewpoint, but all others did. Unlike previous years, nobody mentioned going to friends for support, or said they did not use services.

Specific services were mentioned 71 times – either linked to a positive or negative comment – with many respondents mentioning more than one service. The figures below indicate how many times services were mentioned overall (out of 71):



#### Positive comments:

- 21 (51%) referenced their school/college, or school/college-based services, in a positive way
- 7 (17%) referenced health-based services (including CAMHS), in a positive way
- 6 (15%) referenced the council, or council services (including mainly SENSS/CIRB services but also social workers) in a positive way
- 12 (29%) referenced other services in a positive way (including youth clubs/workers, Yellow Submarine, football club, gymnastics club, scouts, church group, and parents).

#### Negative comments:

- 15 (37%) referenced their school/college (or school/college-based services) in a negative way
- 6 (15%) referenced health-based services (including CAMHS) in a negative way
- 4 (10%) referenced the council in a negative way (including SEN/SEND team, Inclusion team and social workers)

### 4.3.2 Key themes

Responses were mostly positive. A significant majority of respondents (just under two thirds) stated they felt supported enough by the services they use, and just under a quarter said they did not.

17% said they 'didn't know/weren't sure', compared to 12% last year, and 27% in 2020. 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 two thirds of respondents provided additional information about specific services. Of these, about half made positive comments about their school, or school-based services, and about a third made less positive comments about their school. Health, council and other services received fewer comments than schools overall, and each of these three categories received slightly more positive than negative comments, with the exception of other services for which no negative comments were made.

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

"Because i get so much support from loads of people."

"I am happy at scool [**sic**]."

"They help motivate me and encourage me in the best way and have showed me that i can fully trust them."

"I feel supported by my school and by the staff at **XXX [redacted]** where I play!"

"I believe that the staff are capable and work hard to help us youths."

"School helps a lot with teaching me things that can help around home as well as school (e.g respect and being helpful) also has helped me with my education. Scouts helps with having a lot of fun and independent activity's, it also helps with social skills and also helps educate me even more.!

"**XXX [redacted]** provides all the services I need and I always feel secured. I am commenting on 'I have inspiring role models'."

"Because they are caring."

“I get 1:1 support in all lessons.”

“They made it very welcoming and easy to open up and get support.”

“Although some of my teachers are good my form teacher still doesn't know the names of half of the class and we've had her since September. She's hardly ever there in form time.”

“The staff at college do what they can within their limitations.”

“I feel supported by my school nurse. I do not feel supported by my school overall. I have been on the CAMHS waiting list for over 2 years, so do not feel supported by them.”

“...have to fight for everything.”

“Because my school don't care.”

“I don't have good communication with them and waiting lists are long.”

“I don't feel I know teachers and members of staff at my school well enough to tell them my problems.”

“My school continue to use wrong pronouns, are not inclusive. They provided me with one counselling session then pulled them.”

“Same with what I previously said. Especially when it comes to transgender healthcare services!”

“School don't understand me.”

“School need more mental health training for young people.”

“The damage they cause majorly outweighs the help, schools set more work than can be done when sleeping enough, let alone spending time with friends and family. Hobbies, what even are they? i wouldn't know because i have time for only school. i couldn't attend a spot in a camhs anxiety counselling thing offered to me because i couldn't fit it in with how much work i had. i don't think it's just me, most the people i know seem to feel and say the same things.”

“There isn't enough support that is easily accessible.”

**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 64 respondents, 7 (11%) commented, and of these: 3 (43%) were positive, 3 (43%) were negative, and 1 (14%) was mixed.

**4.4.2 Key themes**

With just over a tenth of respondents completing this free-text box, this question generated the least comments. Overall, there was a slight decrease in positive comments (from 46%), and a slight increase in negative comments (from 37%) compared to the 2021 survey.

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

"I also have parents that help me with my homework."

"Bullying and Cyberbullying are difficult subjects. **XXX [redacted]** does not have a specific programme but offered a listening ear and welcome my daughter into positive dialogue and group activities."

"School really bad. Alternative provision really good. CAMHS really good AND useless because they leave. Orthodontist FANTASTIC. SENO really brilliant AND AWFUL because they change all the time..."

"We've been extremely disappointed by the lack of support and available resources."

"Yes - going to the ombudsman."

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

##### 4.5.1 Key findings

This year's survey included questions around the Children's Trust Board's previous year's priorities as well as the new ones for 2022 – five in total. Children and young people were asked to indicate if they identified with six statements in total, to check the feedback gathered included views from children and young people who have experiences relating to any of the priorities of the Oxfordshire Children and Young People's Plan 2018 – 2023. (Relevant informative support websites, with contact details and helpline numbers, were provided in this section.)

Respondents were asked: 'Please tell us if you feel that any of these apply to you', and response options were: 'Yes - this applies to me', 'No - this doesn't apply to me', 'Don't know/Not sure' and 'Prefer not to say'.

All 64 respondents selected an option for all six statements, and the following number of children and young people selected 'Yes – this applies to me' to the following:

- 13 (20%) - **'I am not engaged in education'**
- 32 (50%) - **'I have social and/or emotional, physical and mental wellbeing needs'**
- 7 (11%) - **'I have experienced and/or witnessed domestic abuse'**
- 12 (19%) - **'Younger members of my family (aged 5 or younger) have received help and support from Early Years services like: doctor, midwife, health visitor, nursery, preschool'**
- 21 (33%) - **'I received early help support as soon as I (or my family) first had a problem, from services like: school, doctor, health visitor, midwife, youth worker'**
- 38 (59%) - **'I receive support for my learning, and/or wellbeing, from adults other than teacher(s) in school'**

##### 4.5.2 Key themes

The first three statements can be compared to these numbers from the previous three years:

Statement:	2022 responses:	2021 responses:	2020 responses:	2019 responses:
'I am not engaged in education'	20% said Yes	15% said Yes	15% said Yes	10% said Yes
'I have social and/or emotional, physical and mental wellbeing needs'	50% said Yes	35% said Yes	38% said Yes	20% said Yes
'I have experienced and/or witnessed domestic abuse'	11% said Yes	6% said Yes (7% responded that they 'prefer not to say')	18% said Yes	6% said Yes

In previous years, the highest group of responses for each of these areas, was 'No – this doesn't apply to me'. In 2022, however, although 'I am not engaged in education' had 'No' as the highest response (47 responses - 73%), 32 (50%) said 'Yes – this applies to me' (the second overall highest response) in relation to having 'social and/or emotional/physical/mental wellbeing needs'.

Similarly, the top response (with 38 responses - 59%) was 'Yes – this applies to me' for 'I receive support for my learning, and/or wellbeing, from adults other than teacher(s) in school.'

In relation to being asked: 'I received early help support as soon as I (or my family) first had a problem, from services like: school, doctor, health visitor, midwife, youth worker', the top joint answer – both with 21 responses (33%) was 'Yes – this applies to me' and 'No - this doesn't apply to me.'

Although not always the top answer, there were significant 'Yes – this applies to me' responses for all five priorities (across all six statements. A significant number also selected the 'Don't know/Not sure' and 'Prefer not to say options'.

This shows that social and emotional needs still affect children and young people majorly (32 responses - 50%), but for 2022, even more (38 responses - 59%), responded to say: 'I receive support for my learning, and/or wellbeing, from adults other than teacher(s) in school'.

Responses also show increases from last year of those identifying with the first three statements.

## 4.6 Please tell us: *“Did you complete the ‘Be Supported’ questionnaire in 2019, 2020 and/or 2021?”*

### 4.6.1 Key findings

All 64 respondents answered this question, as follows:

- 12 (19%) - **'Can't remember/Not sure'**
- 8 (13%) - **'Yes – I have completed the survey before in at least one of the previous years'**
- 44 (69%) - **'No – this is the first time I have completed the survey'**

Of the 8 who said they'd completed a survey in previous years, 5 said this was in 2021, 2 in 2020 and 1 in 2019. This demonstrates that the majority of responses (over two thirds) came from a new pool of children and young people, as was the case in 2021.

## 4.7 Please tell us: 'How you heard about this survey (e.g. Facebook, Twitter, Youth Worker, School, etc.)'

### 4.7.1 Key findings

Out of the 64 respondents, 48 (75%) answered this question. Of these, 16 (33%) found out about the survey via their schools or specialist teachers, 16 (33%) from social media (Twitter, Facebook and predominantly Instagram), 6 (13%) from a youth club/youth worker, and the remaining 10 (21%) from a variety of other sources or services (including keyworkers, church, gymnastics club, a dyspraxia charity and a friend).

## 4.8 Demographic information

### 4.8.1 Key findings

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

Responses from males and females were fairly evenly split, although more males responded than in 2021, and more respondents chose 'other'. As in 2021, most (over one-third) were aged 14 - 16, and a similar number were aged 11 - 13. Responses from those aged 8 – 10 were a relatively low proportion, as were those aged 19 - 25 (with additional needs).

The following table shows some of the key results, in percentages, from the 2022 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 2021 data, but these indicated trends are observational rather than statistical.

Demographic focus area:	2022 responses	% trend (compared to 2021)
<b>Postcode</b>	Responses were (with different order of highest responses as 2021): Central Oxfordshire (City District) (37%) South Oxfordshire (South & Vale Districts) (31%) North and West Oxfordshire (Cherwell & West Districts) (29%) Plus 1 response from another (bordering) county (Wiltshire) (2%)	↑ ↔ ↑ ↔
<b>Age</b>	Responses were (with same order for 2 highest responses as 2021): Aged 14 - 16 (40%) Aged 11 - 13 (39%) Aged 17 - 18 (15%) Aged 8 - 10 (3%) Aged 19 - 25 (and I have additional needs) (3%)	↑ ↑ ↑ ↓ ↓
<b>Gender</b>	Fairly even split between males/females (although less so than 2021): Females (37%) Males (50%) Other (10%)	↓ ↑ ↑

<b>Sexual orientation</b>	<i>Similar order for highest responses as 2021: Heterosexual/Straight (56%)</i>	Heterosexual/Straight (56%) Bisexual (16%) Gay/Lesbian (6%) Other (4%)	↑ ↑ ↔ ↔
<b>Ethnicity</b>	<i>Different order to 3 highest responses as 2021, as 2<sup>nd</sup> and 3<sup>rd</sup> were 'Mixed' and 'Asian or Asian British':</i>	White (76%) Black or Black British (13%) Mixed (5%)	↔ ↑ ↔
<b>Religion</b>	<i>Responses were (with same order for 2 highest responses as 2021):</i>	No religion (54%) Christian (34%) Prefer not to say (3%)	↑ ↔ ↔
<b>Disability</b> (including learning disabilities & special educational needs)	<i>This was an even split, with 'Yes' responses much higher than in 2021:</i>	No (42%) Yes (42%)	↔ ↑
<b>In care or a care leaver</b>	<i>'No' was also the highest response in 2021:</i>	No (92%) Yes (3%)	↑ ↔

## 5. Conclusion

It is difficult to draw firm conclusions about how supported children and young people in Oxfordshire feel by the services they use, as the response rate in 2022 was low, but based on the responses given (which are mostly very similar to responses in previous years), most of those surveyed do feel supported by the services they use.

As with all previous years, however, a significant proportion do not feel supported, and it can be noted that overall figures from 2022 indicate children and young people feel generally less supported than in 2021. The feedback given shows there are many areas where respondents felt services could be improved, and consideration should be given where they indicate they feel less supported.

It is important to listen to, and act on the feedback given by respondents, and this should include the specific comments shared by children and young people about their experiences and views, alongside the quantitative data provided. A 'you said we did' model is recommended when demonstrating what action will be taken as a result of feedback provided by young people 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, feedback was taken on board that the questionnaires should be made more user-friendly and easier for those with SEND to access independently, and this included two Easy Read versions for two different age groups being developed. So it is worth noting the increase this year in those identifying themselves as having a disability - including those with learning disabilities and special educational needs. In 2020 and 2021, this related to approximately one-third of respondents, but in 2022 relates to 26 respondents (42%) - approximately midway between a half and a third of all children and young people who completed the survey.

Also notably this year, there were several comments from transgender young people who said they felt unsupported and were not understood by their school and trans healthcare services.

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. There should be a particular focus on supporting children and young people to 'feel listened to and believed' and that when they talk to staff, they 'feel they are experienced and caring', as positive responses to these two statements came out lowest this year.

At the last Children's Trust Board meeting on 11 May, a verbal update of the headline points from the 2022 'Be Supported' survey analysis was given to board members. As part of the discussion that followed, it was agreed that this will be the final year of running the Be Supported survey.

Going forward, a different approach will be taken to engage with children and young people to find out how supported they feel, and to help clarify what further action is needed. This new approach is now being considered, along with how the board hears the voice of children and young people generally, and at board meetings (linking to specific themes).

For further information about this report, or the engagement that took place, please contact Rosie Boyes (Engagement and Consultation Officer) from Oxfordshire County Council's Engagement and Consultation 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' - 2022 Questionnaire for children and young people (paper version)  
<https://oxme.info/sites/default/files/2022-03/1.%202022%20Be%20Supported%20questionnaire%20-%20printable%20copy.pdf>  
  
'Be Supported' - 2022 Questionnaire for children and young people (Easy Read paper version for those aged 8 – 13 years)  
<https://oxme.info/sites/default/files/2022-03/2.%202022%20Be%20Supported%20Questionnaire%20-%20EASY%20READ%208-13%20yrs.pdf>  
  
'Be Supported' - 2022 Questionnaire for children and young people (Easy Read paper version for those aged 14 – 18 years)  
<https://oxme.info/sites/default/files/2022-03/3.%202022%20Be%20Supported%20Questionnaire%20-%20EASY%20READ%2014-18%20yrs.pdf>
  
- **Appendix C:**  
Detailed analysis of 64 questionnaire responses in data tables  
*(Available on request)*
  
- **Appendix D:**  
Visual representation of 64 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)*