



## **Bexley Voice - Parent Carer Forum**

Supporting parents and carers of a child or young person under 25 with a disability or special need living in Bexley and giving parent/carers the opportunity to have a 'voice'  
Together we can make a difference...



## **Bexley Voice “Making a difference survey” March 2019**

This report presents the findings of the Bexley Voice “Making a difference” member’s survey. As of March 2019, there are currently 1192 members registered with Bexley Voice of which 481 are members of the Facebook group. The survey took place in March 2019 and was responded to by a total of 56 members. The survey link was sent to all members via e-mail. It was also promoted on Bexley Voice’s website, Facebook page, e-bulletin and at various events.

Participants were not asked to share their personal details and no demographic information was captured. The survey explored participant’s experiences of Bexley Voice’s services. Questions were open ended and participants were encouraged to write freely and share their personal experience.

A summary of the key findings can be found below. To view the full survey report, please visit the Bexley Voice website. Bexley Voice (BV) would like to thank all their members for participating and for their valuable contribution.

### **Key findings:**

This survey demonstrates that the services BV offers to their members are highly valued. It highlights that access to peer support and information has a positive impact on emotional wellbeing. The majority of parents and carers who responded reported feeling emotionally supported by BV. They cited post diagnosis support, peer support and the help BV provide to navigate what can be a complex system as significant positive factors. Respondents indicated that BV are a reliable first point of contact when parents and carers are in pursuit of information, support or signposting. A small minority of respondents stated that Bexley Voice did not always offer information relevant to their child’s needs.

### **How do parents engage with BV and what are the key topics they engaged with?**

Facebook page (75%), Tea and Talk (52%), Workshops/parent briefings (50%) - Members stated they had accessed support ranging from EHCP support, transport and travel assistance, specialist education, dyslexia, school support, preparing for adulthood and signposting to other services and information.

### **What did parents tell us that they valued about the services BV offer?**

- ✓ Having a reliable point of contact who can support and/or signpost to other services
- ✓ Speaking directly and face to face with BV volunteers
- ✓ Meeting and sharing experiences with other parents
- ✓ Hearing from guest speakers at workshops and tea and talk sessions
- ✓ Having access to the facebook group
- ✓ Having e-bulletin information in one place
- ✓ Attending school visits with their child’s SENCO

### **What steps have BV taken to address areas members highlighted as requiring further improvements?**

- Reviewed the Facebook posts to ensure topics remain varied
- Continue to respond to workshop suggestions by parents
- Continue to offer one evening tea and talk session per term
- Provide a session agenda and housekeeping rules for group sessions
- Continue to encourage parents/carers requiring support to contact BV or post on Facebook
- Make use of Facebook posts to promote school visits