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| Questioner: | Ms Reid, Hereford |
| Scrutiny Meeting: | Public question for Children and Young People Scrutiny Committee meeting 23 January 2024 |
| Question: | |
| <p>The first Children's Services Commissioner's report was published in March 2023. The <i>Report of the Commission to Consider Families' Experience of Children's Services in Herefordshire</i> was published in June 2023. The families' Commission carried out its work in March and April 2023. The second report of the Children's Services Commissioner was published in December 2023.</p> <p>The report for Agenda Item 8 states that the Commissioner expects (14a):</p> <p style="padding-left: 40px;">"Increased parent and children satisfaction and involvement in service developments evidenced by increased proportion of complaints resolved at Stage 1, fewer Stage 2 complaints, feedback from parents and children."</p> <p>The <i>Parent Carer Voice Herefordshire Annual Survey of SEND Services - Autumn 2023</i> was an excellent survey:</p> <p>https://forms.office.com/pages/responsepage.aspx?id=v93-we1IAk-O32T1qFZ5h3QDDpwxh9ZAplyFME9HcyhUNkhSQkhNRjFJRDUzN1RVmK9ZRdVBVEVgQS4u&fbclid=IwAR3qXmo_zNX1hGCZNt6DaIVRH_Tx2qvjYS6mHvEvL4TgbM1EvxPIQGJhEj4</p> <p>When will there be an equally well-thought-out survey of the parents and carers who are or have been involved with Herefordshire Children's Services?</p> | |
| Response: | |
| <p>There are numerous ways in which we currently gather feedback from parents and carers including surveys at certain points. Examples of where we have recently used surveys in a successful way are the SEND Annual Survey referred to in the question or a previous survey which informed and assisted us with drafting of our Early Help and Prevention Strategy.</p> | |

Although we are not currently considering sending out a survey to parents and carers who are or have been involved with children's services in the very near future, we are reviewing the processes by which we gather feedback and we agree that the survey mentioned in the question was well-thought and is one that we would use as a model on which to base something similar.

We continuously receive valuable feedback from parents and carers through a variety of channels. For instance, we have recently established a Parent Group and when appropriate we commission advocates for parents so that they are able to share their views with us. We also have our complaints process and are able to accept compliments too, both of which are reported on quarterly.

Parental and carer feedback is primarily gathered by the allocated practitioner but also by others working with the family such as Supervising Social Workers, Family Support Workers, Independent Reviewing Officers or Child Protection Conference Chairs.