



FIND Newsletter

Report from FIND Monitoring Questionnaire 2017

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Summary

The report is based on a recent questionnaire sent to families included on the database. Of the 1912 paper forms distributed with the FIND newsletter, the online submissions and paper forms via local parent carer forums, we received 28 completed forms. The data suggests that the FIND Newsletter is well received and useful with 79% giving a rating of useful to very useful for the information they have received. The articles in the newsletter are also considered useful to very useful with stories from parents, support groups and courses for parents all scoring 82% on being useful to very useful. It was noted that this year we have not received any feedback from young people.

Introduction

The FIND newsletter is continually developing and your feedback is important to help shape the future delivery. The survey was made up of 8 questions and was sent to all families with the Autumn 2017 issue of the FIND newsletter. Further copies were taken to local parent carer forums and information was put on social media.

Findings from Questionnaire

Comments and suggestions made on the returned forms have been collated. They have been put into categories with the most frequent comments included.

How do readers find the newsletter?

A table of the questions that were asked that required a rating from not useful to very useful is below. The table includes the responses as a percentage from the 28 replies. Of the 28 replies, 24 of these were from parent carers and 4 were from professionals.

Question	Useful – Very Useful
Do you consider information in the FIND Newsletter useful?	79%
Which articles do you find useful? (The top three)	
Stories from parents	82%
Support Groups	82%
Courses for parents	82%
Would you be Interested in writing an article for the newsletter?	25% said yes
Would you be interested in joining the Editorial Group?	25% said yes

Above all the majority of the comments were positive and we received some good feedback. The comments will be discussed at the FIND Editorial Group Meeting.

Comments included-

- In general I like to read it but would like to see more information on mental health issues
- I used to find the articles interesting but need more articles for young people
- I love reading through it
- Well-presented and colourful
- It's great, you can find lots of useful information. I recommend it to any parent who asks me where to find help and advice.

How can we let more families know about the free FIND Newsletter?

Many suggestions were made on how to inform families about the FIND Newsletter, this included -

- Schools, special schools and nurseries
- GP surgeries
- Children's Centres
- Children Adolescent Mental Health Service (CAMHS)
- Hospitals (Children's wards)
- Social media/Facebook

Do you have any suggestions for future articles?

The main themes of the comments regarding information to be included in FIND are:-

- More information on support groups activities for older teens
- Transitions
- Stories from children/young people
- Information aimed directly to young people
- Article about children with mental health issues
- Initial advice on the starting process of getting help for your child
- More things in East Lancashire

Conclusions

At present the FIND newsletter is meeting the readers' requirements. It is commented on as being 'a great resource.' There were suggestions to expand the scope of included content and feature new articles. Some of these could become regular features and some one off contributions. It was noted that this year there was no feedback from children/young people; in future we will ensure that this questionnaire goes to the POWAR Group, as it did the previous year. We will carry on looking at more ways to inform people of the FIND Newsletter.

Recommendations

Below are the recommendations for the FIND Newsletter, from the Monitoring Questionnaire replies.

The newsletter is well received by families and is seen as a source of information and useful to many. The content at present is suitable but could be increased to include the recommendations below. These recommendations will also be discussed at the FIND Editorial Group Meetings to plan future editions of the newsletter.

FIND Newsletter

Newsletter content

1. Present features to keep – clubs and groups for children and young people, stories from parents, support groups, awareness days for specific conditions, courses for parents, forum dates, welfare rights.
2. Present features to keep - useful website page, Welfare Rights, A day in the life of, forum dates, what's on, support groups and buy and sell feature.
3. Transitions feature.
4. Events diary
5. More wheelchair accessible walks
6. Advice on changes in legislation around SEND and benefits
7. More information on groups/activities across the whole of Lancashire.