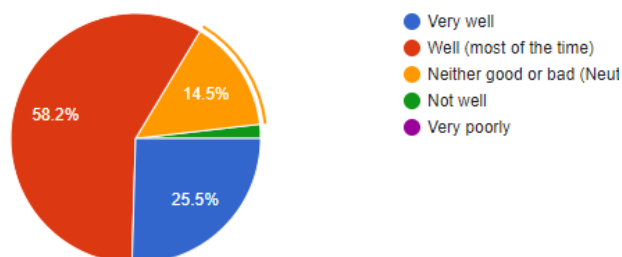


## Survey results- 26/06/2020

### Question 3:

In general, how are you and your family coping during the COVID-19 restriction (lockdown) period?

55 responses



### Question 4: What are the main difficulties you are experiencing?

Boredom

It can be difficult to arrange activities for the young people we support

bored children

boredom, not being able to go out when i wanted to .

occupying the children

staying in for such a long time

kids being off ,home schooling , keeping them occupied . two kids with additional needs.

lack of money

dealing with having a teenager at home all the time whilst I was shielding

seeing family

don't know

staying indoors and everyone being in together was difficult .

my son has adhd , so very difficult time for us .

Son struggles with mental health

making the children understand what they can and cant do during COVID-19.

Not being in work

Alfie is staying up late to speak to friends

Arguing

I couldn't get my hair cut

my children have had great difficulty coping during lockdown . One suffers with anxieties , the other has autism . it has been very hard for us .

fed up

difficult having all contact on the telephone , realise it cant be helped but difficult.

Cabin fever

Being stuck in and no routine has had a negative effect

lack of routine, motivation

being stuck in

having to stay in , boredom

Not being able to leave the house.

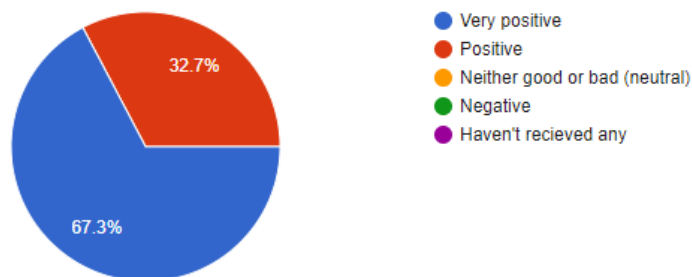
difficult behaviour of teenager

Son not listening to rules  
 problems with neighbours / daughter  
 Nothing  
 none at the moment .  
 keeping my son in  
 not being able to go out  
 missing family, have a 6 month old baby that family cant see .  
 keyworkers so all working which can be difficult .  
 keeping them in and occupied  
 keeping a teenage boy indoors  
 the queues , delivery slot for food .  
 Boring, not being able to go out  
 difficulties with a young autistic child  
 Boredom and anxiety  
 no difficulties at the minute  
 Boredom  
 so many people in the house all the time , its very loud  
 Children are bored ! Lack of routine at night so kids are sleeping during the day and up all night.

**Question 5:**

How do you feel about the support offered from the Youth Offending Service (YOS) at this time? (Telephone/virtual contacts etc.)

55 responses



**Question 6: Do you have any comments about the support you've received?**

**Question 7:**

No  
 Adam Nash has been very consistent and helpful. good communication  
 Karen and Curtis have both been brilliant keeping in touch with us and making sure we are all OK  
 Curtis was very helpful to my son and he seemed better with Curtis' help  
 YOS help ( Sarah ) has been amazing . really helpful and useful information when needed.  
 YOS have done all that is possible at the difficult time and kept us informed and supported with regular contacts  
 Everybody has been very helpful and supportive . Andrew always helps and listens when I ring and gets things sorted for me . It was nice to have calls to check we were ok . Caitlin said she enjoyed

doing reparation like that ( online ) and she learned things she from it , she was surprised that she enjoyed reparation . It was good to have reminder texts for reparation and other things The YOS has helped me more than anyone else.

Absolutely fantastic support from Andrew , really enjoy discussion with him. sms texts are useful  
no

Jay has enjoyed the on line reparation . He has really learned from it and taken an interest in the recycling .

Adam has been brilliantly with my son throughout . Anthony was really helpful in checking out options for what is next .

It's been very positive having a phone call to check we are ok and to talk about what's been going on Everyone on the YOS has been understanding with regards to both children . They have tried everything to support and motivate . Virtual reparation for Neesha has been different but YOS have been understanding and tried to pick information that Neesha could learn from and have an interest in . text reminder service has been good

Yos have been brilliant , very supportive . Jenna is really great and helpful . Alfie is doing well at reparation and would prefer to get some hours done this way than not do anything , he is enjoying it.

It had been very helpful.

Darran was very helpful .

Really nice that YOS checked in with us to see if we were all ok  
very supportive at this time.

very good support received

Felt supported and each step was fully explained.

It has been outstanding. Anton has been a huge help and we are very grateful.

Karen lewis' regular support has been amazing , very helpful . She is a very kind person . Curtis has been supportive too.

Karen that supports myself has been a great help. We seem to get on well and it's nice to have someone to talk over my worries with and have that extra support.

Andrew was very helpful and aware of the situation with neighbours. Very kind towards daughter and congratulated her for how she dealt with the situation .

The support has been great for Ella

I have had regular telephone calls from Sarah Gunn and Jenna which I am happy with .

Darran and Karen Lewis have been very supportive and helpful .

I've had fantastic support

it been been good , helpful

Eric has been calling and very helpful and supportive

Pleased with what was offered by YOS in difficult circumstances . My son interacted more and he sometimes can have difficulty with this .

Good support offered , but wanted Louis to have a harsher sentence initially as I think he would have learned more from it .

Very pleased with the support offered to Simon . Since the lockdown he has had regular contacts and help and advice from Paul and Eric. Paul helped him with his questions for college and checks in weekly with him that he is ok and coping . Simon has been better at home and in general since YOS help .

All good

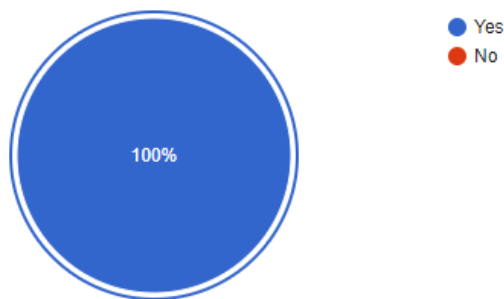
The support I have received from Jane Clutton has always been amazing, although we have only been able to chat over the phone since covid, Jane has always without fail supported me with regular contact over the phone and positive advice. Thanks to teams Jane is able to continue my

support face to face and we are able to start the next program of support. Also Jane has been a massive support with my core meetings before and during covid over Teams. Thanks Jane. Fantastic support from Andrew . I feel that Xavier has learnt from this . Karen Lewis is very helpful , she has helped me with letters and rings every week . I can contact her whenever I need to . IT is nice to have the phone calls to check all ok from Paul. I'm completely blown away with the help and advice I am currently receiving. It really is helping me to manage my daughters feelings and behaviours.

### Question 7

Are you happy with the type and nature of work/sessions offered?

55 responses

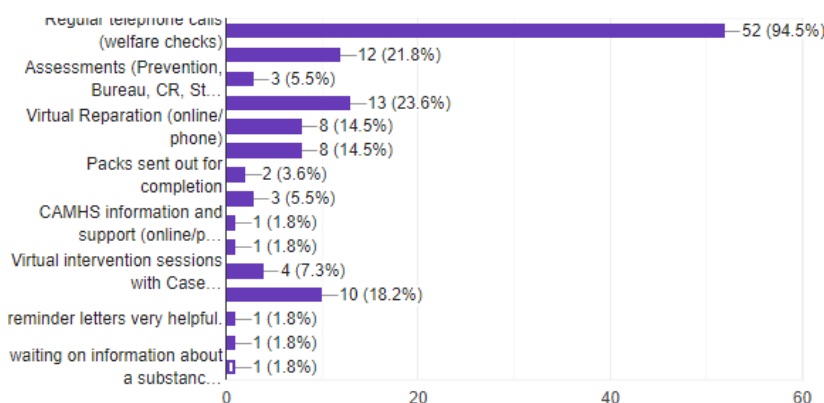


**Question 8: If you answered no, please comment why. (No responses)**

### Question 9:

Please confirm which resource you have been offered (please select all that apply)

55 responses



Regular telephone calls (welfare checks)- 52 people  
 Virtual parenting support-12 people  
 Assessments- 3 people

Face to face contact (socially distant)-13 people  
 Virtual reparation- 8 people  
 Virtual education support- 8 people  
 Packs sent for completion- 2 people  
 Substance misuse information and support- 3 people  
 CAMHS Information and support- 1 person  
 Virtual panels/meetings- 1 person  
 Virtual intervention sessions with case manager- 4 people  
 SMS reminder service- 10 people  
 Reminder letters- 1 person  
 Knife crime sessions (face to face, socially distant) - 1 person

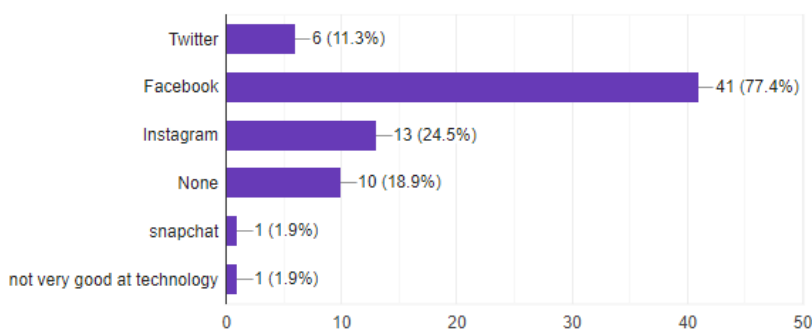
**Question 10: Is there anything else you would like the YOS to consider providing that would assist you?**

No  
 no  
 not at present  
 Following an incident a fortnight ago , the police were referring for an extension for curtis to help further . I haven't heard back from that yet , waiting for YOS to ring me if it is possible .  
 nothing I can think of  
 I'm waiting on information from the college about transferring . This has been discussed so I'm just waiting on an answer from the college.  
 no  
 more info on drugs as dont know what was discussed with son and worried what son is doing . He will turn 18 soon and really concerned about him and how he is coping.  
 No all covered  
 don't think so  
 no ,all good  
 No , really happy with help given.  
 to check what is happening about the substance misuse referral  
 Yos has done everything they can.  
 We are waiting on information about Xavier changing colleges but that has been discussed with Anthony and we are waiting on info from the new college .

**Question 11:**

What social media do you use?

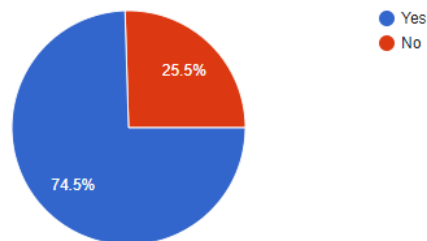
53 responses



## Question 12:

Would you like to see more information from the YOS on social media?

51 responses



## Question 13: Any additional comment that you would like to make?

No

I just so happy with it all and with Adam Nash he was good with my boy and help with the family so I am pleased

had a very positive experience across the board for our young people  
Facebook would be useful .

The YOS did more than they should have for me . Over and above.

Really appreciate the help given to me.

My support worker has been a very positive help through this difficult time just having a chat and too off load my worries have been a great help

The YOS have been really understanding and supportive for both .

Karen has been fantastic, she never fails to make me smile. And she is most helpful

ON line reparation was good . I was happy to get the hours done this way .

Darran very helpful especially prior to COVID . it is a shame re the lockdown as I realise that there are restrictions of what could be done but I think my son would have responded well with more contact and he never answers his phone and difficult for him to talk on the phone. It would be good to have a facebook account or instagram to follow especially if useful info on there for parents or young people.

Thank you so much to Anton for the brilliant work he has done with Dylan and for checking up on us to see if we was all OK during Lockdown. He reassured us and explained everything clearly so we knew exactly what was happening. Thank you from us all.

No

No

I think it would be good for people to see what YOS is about and most people have facebook , so think this would be a good idea.

think Facebook would be a good idea as teenagers use this and can look on YOS site for useful information or may get in touch for advise.

Doing netflix work (online reparation) was good, better than doing reparation outside.

really pleased with the help and support offered by YOS .

I think a lot of parents would be interested in any courses that you could offer. The NVR Course in particular.