

Paving the Way Website Evaluation *Survey Responses*

Suzi Scott

PBS Research Assistant

The Challenging Behaviour Foundation

March 2017



Contents

Summary.....	2
Introduction.....	3
1. Who completed the survey?.....	3
2. How do people find the website?.....	5
3. Why do people visit the website?.....	5
4. Were people able to find what they were looking for?.....	6
5. Is the website helpful?.....	7
6. How easy to use is the website?.....	8
7. How is the appearance of the website?.....	8
8. Do people learn anything new as a result of visiting the website?.....	9
9. What resources do people download and are they useful?.....	11
10. Are the resources easy to find?.....	12
11. What videos have been watched and what were people’s reactions to them?.....	12
12. What did people like most about the website?.....	13
13. What did people like least about the website?.....	14
14. Would people recommend the website?.....	16
15. How do people think the website could be improved?.....	16
16. What do people have to say about the website?.....	18
17. Next steps.....	19

Summary

The Paving the Way survey was completed by 88 individuals, covering a range of stakeholder groups (including family carers and a variety of professionals working at different levels across health, social, education and not-for-profit organisations).

Overall the majority of people:

- Found the website through an email update.
- Visited the website to find information.
- Were able to find what they were looking for or achieve their purpose of the visit when they visited the website.
- Rated the website as useful, followed by very useful.
- Rated the website as easy to use, closely followed by very easy.
- Rated the overall appearance as good.
- Rated the resources as very useful (no resources were rated as not useful or not at all useful)
- Said they learnt something new about support for children with learning disabilities whose behaviours are described as challenging as a result of their visit to the website which was covered a wide range of different specific topics (early intervention, challenging behaviour, restraint, support for family carers and professionals, the experience of family carers, Positive Behavioural Support (PBS), Education, Health and Care Plans (EHCP) and routines), more generalised learning and also indicated learning from the resources.
- Described their reactions to the videos as: good, excellent, useful, insightful, interesting, made them feel upset, sad, ashamed, shocked, horrified, scared and were powerful and moving.
- Said they liked 'learning from families' and resources the most about the website.
- When asked what they liked the least the majority of people said nothing.
- All said they would recommend the website and gave specific positive reasons for recommending the website including helpful, valuable, quality, accessible informative, perspective and factual.

Most people gave positive words to describe the website:



Introduction

As part of the early intervention project the Challenging Behaviour Foundation (CBF) developed the “Paving the Way” website to share the project’s resources and disseminate best practice in supporting children and young people with learning disabilities whose behaviours are described as challenging. To ensure the website is useful and to gather stakeholder’s views and opinions of the website a short survey was developed.

The survey was sent via email to members of the Early Intervention Project reference group, CB-NSG Core and CB-NSG Associate and the link was posted on the Challenging Behaviour Foundation’s (CBF) social media accounts (Facebook and Twitter). Follow up posts and reminder emails were sent between December 2016 and January 2017.

Who completed the survey?

There was a total of 88 people who completed the survey from 1st Dec 2016 to 17th Feb 2017. There was a mix of different stakeholder groups including: professionals working with people with learning disabilities (57); family carers and relatives of a person with a learning disability (37); researcher/students (4); and other (4) (see Figure 1). There were several respondents who selected more than one category indicating that they were members of more than one stakeholder group. Out of the four people who selected other, two worked for a charity/not for profit organisation, one was a trainer and the other was a Commissioning Manager.

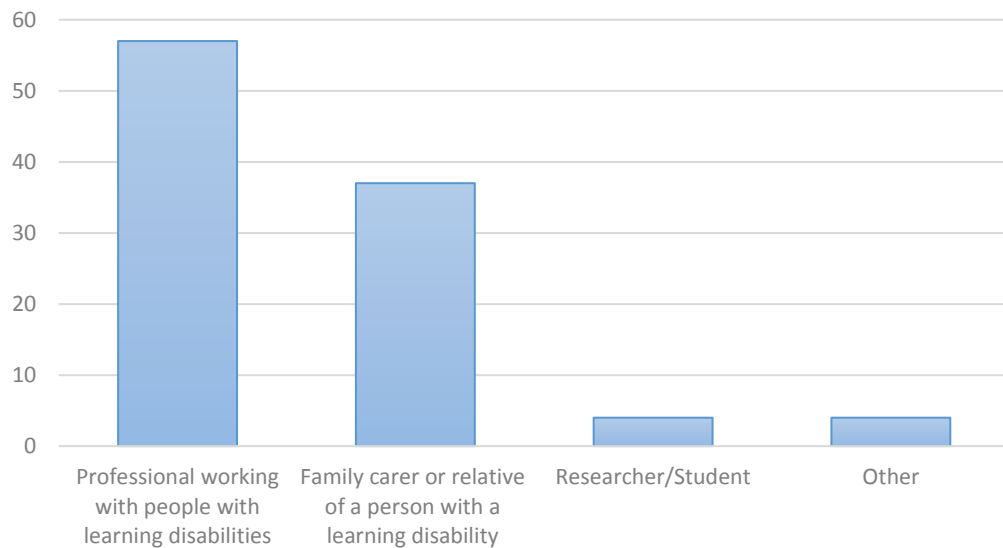


Figure 1: Stakeholder groups that completed the survey

There was a mix of different professionals who completed the survey, including those who work in health, social, educational, therapeutic, managerial and charity/not for profit organisations.

The professions reported include:

- Behaviour Therapist (12)
- Social care professional (12)
- Psychologist (3)
- Education professional (3)
- Paediatrician (3)
- Nurse (2)
- Speech and Language Therapist (2)
- Commissioning Manager (2)
- Psychiatrist (1)
- Early years professional (1)
- Board Certified Behaviour Analyst (1)
- Consultant working with Educational, Health and Care (EHC) Agencies (1)
- Clinical Nurse Specialist (1)
- Recreational Service Coordinator (1)
- Commissioner (1)
- Outreach Worker (1)
- Advance Team Teach Trainer (1)
- Clinical Lead (1)
- National Human Resources Lead (1)
- Project/Development Worker (1)
- Advocate (1)
- Carer Assessment Worker (1)
- Person Centred Planning (PCP) Coordinator (1)
- Primary Child and Adolescent Mental Health (CAMH) Specialist Nurse (1)
- Team Leader Clinical Services (1)
- Support Worker (1)

How do people find the website?

People who completed the survey said they found the Paving the Way website mainly through an email update (40), social media (including Facebook, twitter, BlogSpot etc.) (12), word of mouth (12), information from a conference, workshop or meeting (9), google or other internet search (5) and other (9) (see Figure 2). People who selected other stated they found the website through the CBF's newsletter, working with the CBF or being supported by the CBF.

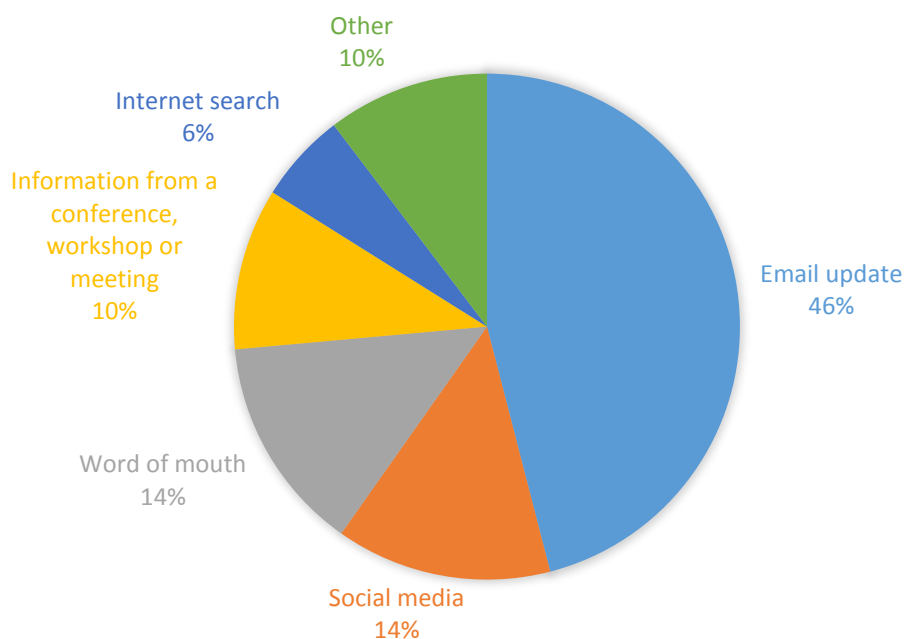


Figure 2: How people found the Paving the Way website

Why do people visit the website?

The majority of people said they visited the website to (see Figure 3):

- Find information (65)
- Download a resource (13)
- Read a blog (9)
- For another reason (8)

The other reasons given were similar to finding information and curiosity, for example *“to see if it will be helpful for the professionals I advise”*, *“to see what it offers”* and *“just to see what was there”*. Someone said they had been asked by the CBF to *“visit website and share my thoughts”*, another

said they visited because they were emailed the link, one person stated “school contact” and two people said they had not yet visited the website.

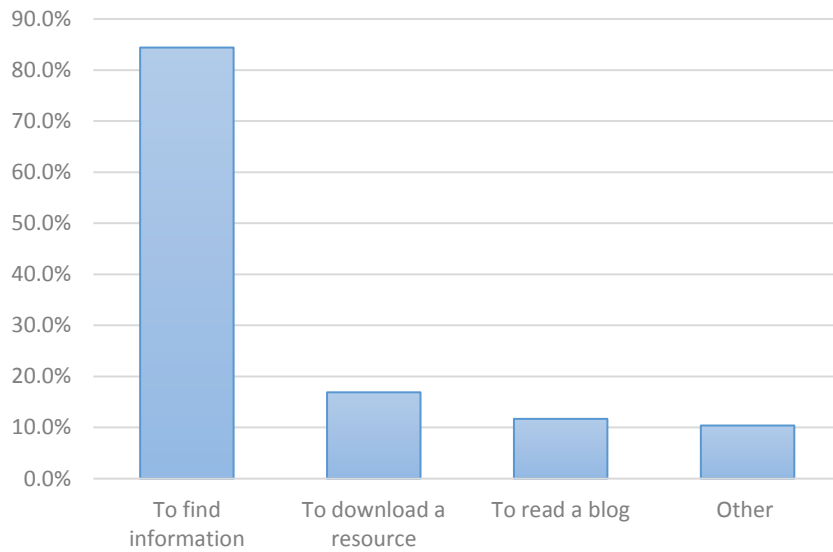


Figure 3: The reasons people visited the Paving the Way website

Were people able to find what they were looking for?

When asked “Were you able to find what you were looking for/achieve the purpose of your visit to the website?” the majority of people said yes (62), some said partly (12) and a few said no (3) (See Figure 4).

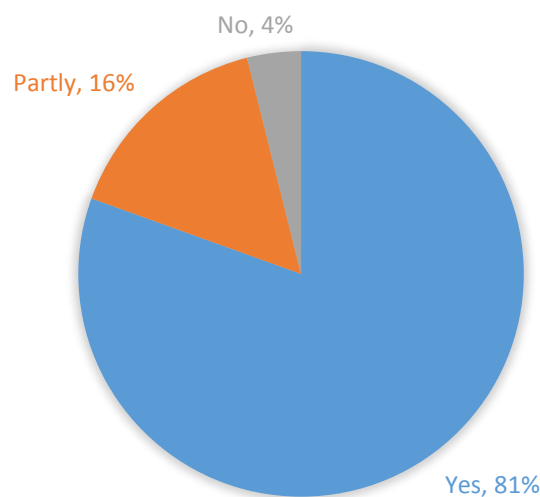


Figure 4: Percentage of people who were able to find what they were looking for or achieve the purpose of their visit

Those who said partly or no to the above question were asked further questions to determine why they were not able to find what they were looking for or complete the purpose of their visit to the website. Six people said they couldn't find what they were looking for, one person said the website did not have what they were looking for, no-one said they website did not load and three people said other. Those that said other stated indicated technical/browser issues *"my computer anti-virus system repeatedly told me not to visit your website"*, that they have not visited the website or that they were not looking for something specific.

They were then asked *"How can we improve our website to ensure you are able to complete your task?"* Responses have been split into four categories, for people who:

- Suggested or indicated improvements to the website (4): *"Pictures of the resources would be helpful instead of just the titles"*, *"maybe specify what age group some of the resources will be useful for"*, indicated making blogs easy to find *"I thought there were blog posts, but I could only find one post"* and indicated adding more content *"I try to keep up with NDIA related topics and issues relating to restrictive practices and challenging behaviour management"*
- Had no suggestions or were unsure (4): *"I do not know"*, *"no suggestions"*, *"sorry I am not sure"* and *"unsure at present"*
- Explained technical difficulties (1) *"even when I tried to visit the website from the CBF website my computer did not want me to visit this site which it said was highly likely to disrupt my computer"*
- Suggested improvements to the project/system as a whole (1) *"More practical help for parents and seminars for professionals"*

Is the website helpful?

People were asked to rate how helpful they think the website is. The majority of people said that they website was 'helpful' (36), followed by 'very helpful' (29) and a few people said the website was 'neither helpful or unhelpful' (4) (see Figure 5). No-one said that the website was unhelpful or very unhelpful.

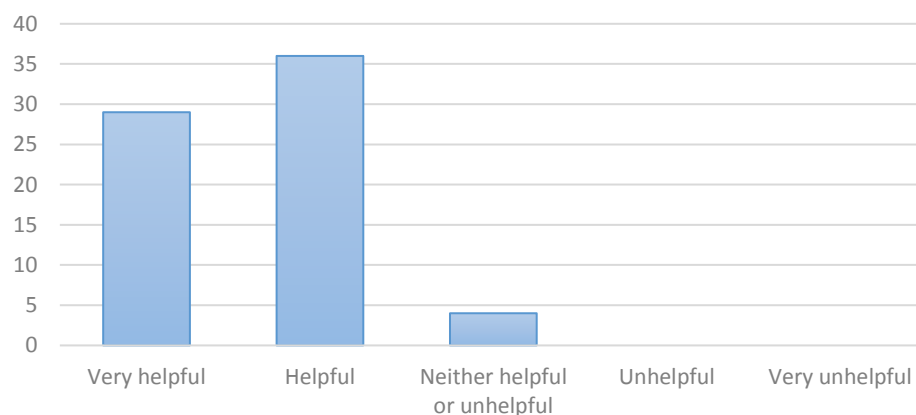


Figure 5: Ratings of how helpful the Paving the Way website is

How easy to use is the website?

People were asked to rate how easy they think the website is to use. The majority of people said the website was 'easy' to use (33), closely followed by 'very easy' (27), a few people said it was 'neither easy or not easy' (8), one person said it was 'not easy' (1) and no-one said it was 'not at all easy' (see Figure 6).

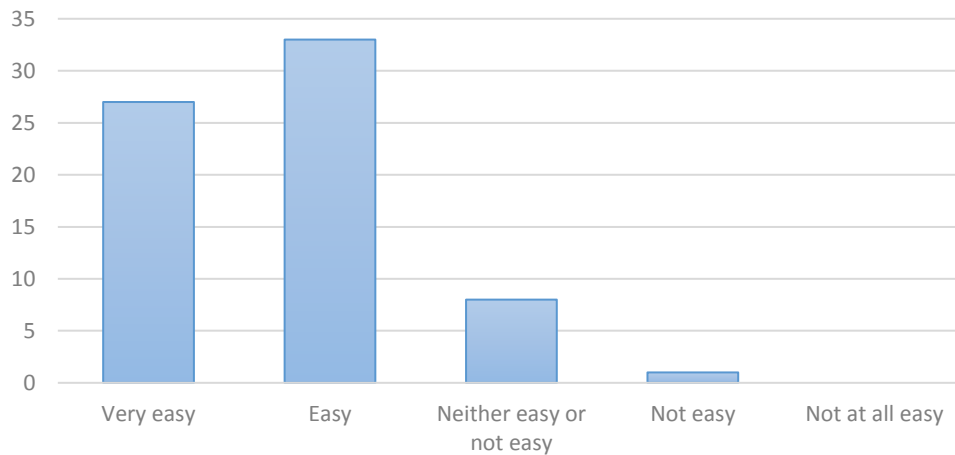


Figure 6: Ratings of how easy to use is the Paving the Way website

How is the appearance of the website?

People were asked to rate the overall appearance of the website. The majority of people said the overall appearance was 'good' (39), followed by 'very good' (25), a few people said 'neither good or not good' (4), one person said 'not good' (1) and no-one said not at all good (see Figure 7).

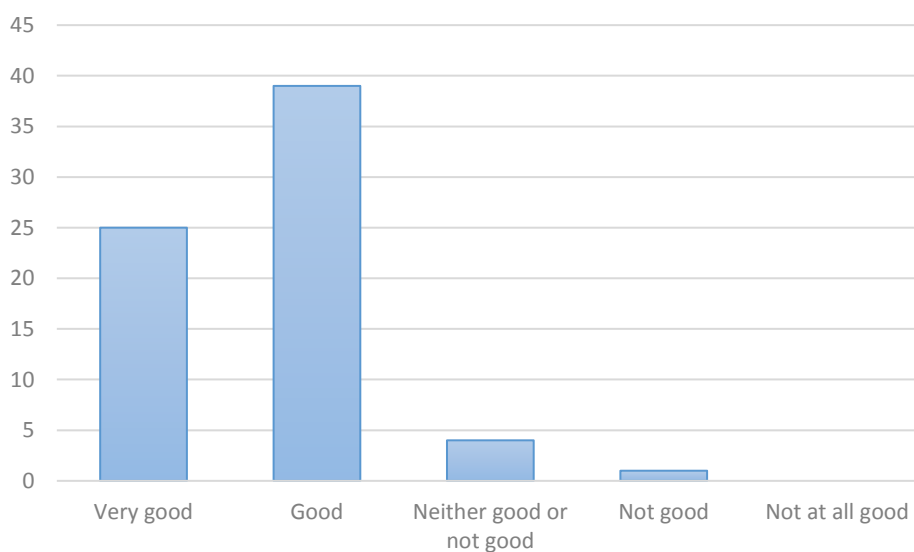


Figure 7: Ratings the overall appearance of the Paving the Way website

Do people learn anything new as a result of visiting the website?

People were asked if they learnt anything new about support for children with learning disabilities whose behaviours are described as challenging as a result of their visit to the website. The majority of people said that they had learnt something new (44), some people said they did not learn anything new (13) and others said that they were not sure (11) (see Figure 8).

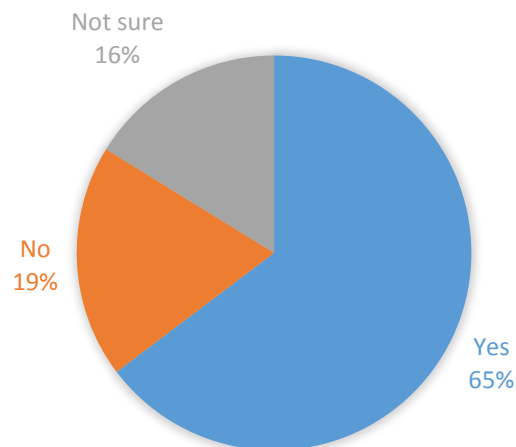


Figure 8: Percentage of responses when asked if people learnt something new as a result of visiting the website

People who stated they had learnt something were then asked what they had learnt. There was a range of comments which have indicated learning something about:

- **Early intervention** - *“It reinforced the importance of early intervention...”, “The importance of early intervention” and “It was interesting to read through the early intervention project briefing paper as I have not had awareness of this document before visiting the website, working in adult services”*
- **Challenging behaviour** - *“Understanding environmental impact on behaviour”, “Understand their behaviours and uses of means of communication to get words across to individual”, “Tips to give parents in managing behaviours”, “The levels of behaviour. Green, amber, red, blue etc. What to look for, (cues). Ways to de-escalate” and “Good resources in understanding challenging behaviour”*
- **Restraint** - *“restraint is used routinely in schools rather than as a last resort”, “How prevalent the misuse of restrictive physical interventions still is. Thankfully this is not something I come across in my work regularly anymore”, “More on the views of children experiencing restraint techniques and how it affects them” and “Working mainly with adults and very concerned about restrictive interventions, I hadn't realised the extent to which children are also restrained”*

- **Support for family carers (and possibly also professionals)** - *“there is more support and information services out there, than I previously thought”, “the need to offer training for families”, “families sharing information and supporting each other is valuable”, “Support mechanisms”, “To ask for help”, “support is available”, “tips to give parents in managing behaviours”, “there is so much information out there for families ... I can refer people to it and use it to find sources of support”, “The most important thing...that I'm not alone” and “I was looking for the resource about supporting families when a child is away in a residential placement, I knew it would be there and was easy to find”*
- **The experience of family carers** - *“How families feel and cope...” and “More about experience of parents”*
- **Positive Behavioural Support (PBS)** - *“PBS support planning great” and “how to improve positive behaviour support”*
- **Education, Health and Care Plans (EHCP)** - *“EHCP”*
- **Routines** - *“daily routine is very important”*

People also indicated that they had learnt things from the resources:

- *“As an elderly parent carer I wish this type of resource had been available for me to expand my knowledge and find more available resources”*
- *“It offers a wide range of easy to read information and links to other sites for family carers”*
- *“About new resources such as 'A pathway for children' and 'Keeping in touch with home’”*
- *“what other resources are available”*
- *“I didnt learn anything actually, but I found resources that I could share with others so they could learn!”*
- *“Staying in touch with home hints”*
- *“It is a resource I don't use often as my work is primarily with adults but there are always overlaps and when supporting children/young people as they come into adults services. I can refer people to it and use it to find sources of support “*

There were comments which were more general about what they had learnt about support for children with learning disabilities whose behaviours are described as challenging:

- *“Improved my own awareness”*
- *“The variety of different successful support projects”*
- *“Information on the new programmes and projects underway.”*
- *“The complexity of life”*
- *“its complexity”*

- *“There is not enough support for our children. Education staff lack the training or empathy to know that behaviour is a means of communicating unmet needs”*
- *“info that supports and informs our work”*
- *“general information”*

There were three responses that were not categorised as they were unclear (for example *“Management options and approaches”*) or contained no information.

What resources do people download and are they useful?

People were asked if they had downloaded any of the resources developed by Paving the Way and 39 people said they had downloaded resources. Overall, resources were reported as downloaded 136 times.

People were asked to rate resources they stated they had downloaded by using the scale: ‘very useful’, ‘useful’, neither useful or not useful’, ‘not useful’, ‘not at all useful’ or ‘N/A’.

Overall the ratings were extremely positive, with the majority of ratings being very useful (90), followed by useful (42), only one person rated a resource neither useful or not useful and no-one rated resources not useful, not at all useful or N/A (see Figure 9).

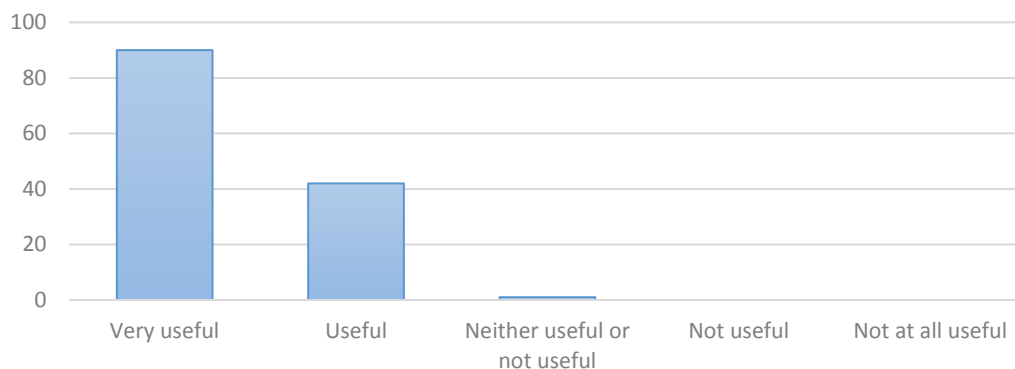


Figure 9: Overall respondents' ratings of how useful Paving the Way resources are

Are the resources easy to find?

The majority of people said the resources were easy to find (39), some people said they were not looking for resources and 2 people said the resources were not easy to find (see Figure 10).

There was a comment box for people to specify what resource they were not able to find, one person said *"I knew what I was looking for so it was easy, my initial reaction though was a bit 'fearful' as it looked very cluttered and ordinarily I would of navigated away if I am being honest"* and another said *"I didn't specifically go to look for resources but seeing this long list on this survey - you don't know what you're looking for until you know it is there!"*

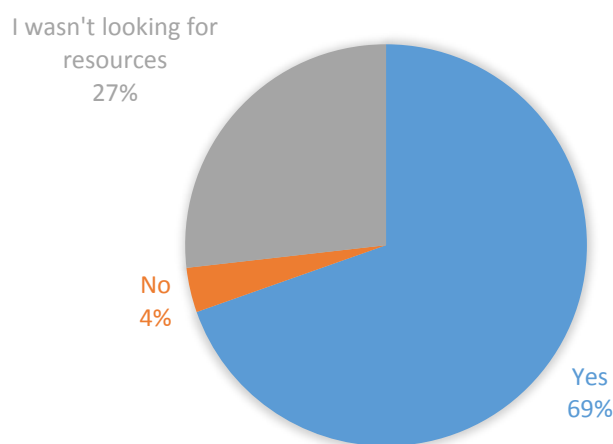


Figure 10: Percentages of responses to “How easy to find are the resources?”

What videos have been watched and what were people’s reactions to them?

People were asked if they had watched any of the videos on the website, 56 people said they had watched a video and overall videos were reported to be watched 71 times. People were asked to describe their reactions to the videos they said they had watched. Five key themes emerged from people’s responses to the videos.

People said the videos:

- **Were good, useful and they liked them:** *“Excellent”, “very good”, “excellent - watched it many times in many contexts”, “very useful”, “good introduction”, “excellent resource”, “I liked it. Very simple and easy to follow” and “Great”*
- **Gave people perspective and were interesting:** *“Excellent presentation of an individual feels going through such a difficult time. It also expresses the sense of loss this process creates”,*

“insightful”, “interesting”, “scary to think of what can happen” and “How those away and those left behind might need support”

- **Made them feel upset, sad and ashamed:** *“I was shocked”, “upset by the realisation there is such a poor understanding of behaviours that challenge”, “ashamed that vulnerable children were being treated this way, and felt I had to show as many people as possible this video so that lessons could be learnt and we could prevent further children having to suffer like the young boy in the video” and “very sad”*
- **Made them feel shocked, horrified and scared:** *“Bit horrified initially. Realised how important to keep training staff and keep positive in our approach” and “This is about my son ... I still find it shocking and he is my child!”*
- **Are powerful and moving:** *“Very moving particularly as this is probably not un usual”, “Powerful”, “The video was very powerful, it sadly showed the poor practice that tasks place in other services” and “very powerful”*

One person said they had used one of the videos in Team Teach training as *“the video was very powerful, it sadly showed the poor practice that tasks place in other services”*. Other key points were made about the videos, including *“emphasises the need to listen to the individual and their family”* and *“A reminder that getting it right for people isn’t that difficult!”*.

What did people like most about the website?

People were asked to select which pages/aspects of the website they liked the most. People said they most liked (see Figure 11 and 13):

- Learning from families (27)
- Resources (25)
- Homepage (21)
- What works (18)
- Links to other websites and resources (18)
- About the project (12)
- Videos (11)
- What’s new (guest blogs) (7)
- The ability to comment (3)
- Other (3)

The comments written for those who selected ‘other’ included: *“No comment”, “n/a” and “sorry - my computer would not allow me to enter this website”*.

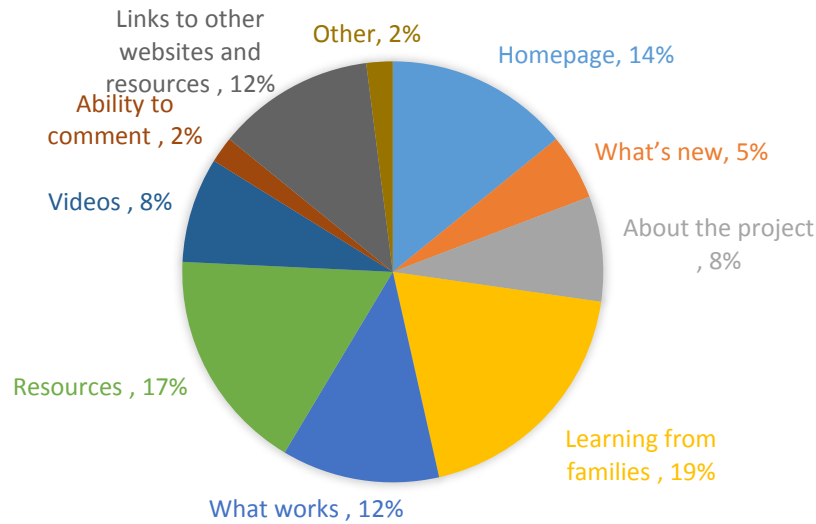


Figure 11: What people like most about the website

What did people like least about the website?

People were asked to select which pages of the website they liked the least. People said what they liked the least about the website was (see Figure 12 and 13):

- Other (34)
- The ability to comment (7)
- Homepage (4)
- What's new (guest blogs) (3)
- Links to other websites and resources (3)
- Videos (2)
- What works (2)
- Resources (1)
- About the project (1)
- Learning from families (1)

The majority of people who selected 'other' wrote a comment which indicated that there was nothing about the website that the respondent did not like, for example *"There is no option to indicate there is nothing I do not like"*, *"all good"*, *"all useful"* and *"There is nothing I don't like about the website"*. Other comments included constructive criticism, for example *"Nothing really - sometimes looks a bit untidy"*, *"Not always easy to navigate"* and *"It just looked a bit intimidating when I opened it with so much info. I was sure I wouldn't find what I wanted but because I knew I did. if I had not known I think I may of navigated away"*. One comment was from a respondent who stated they were not able to access the website.

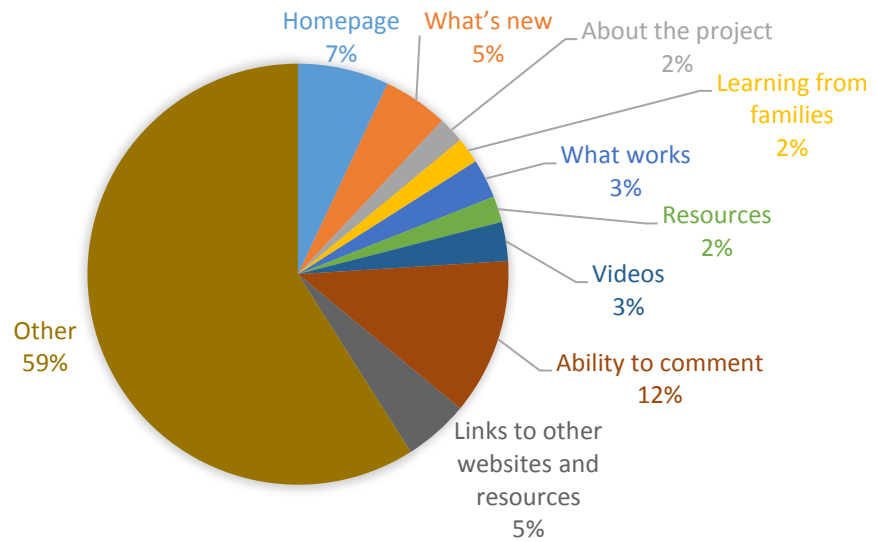


Figure 12: What people like least about the website

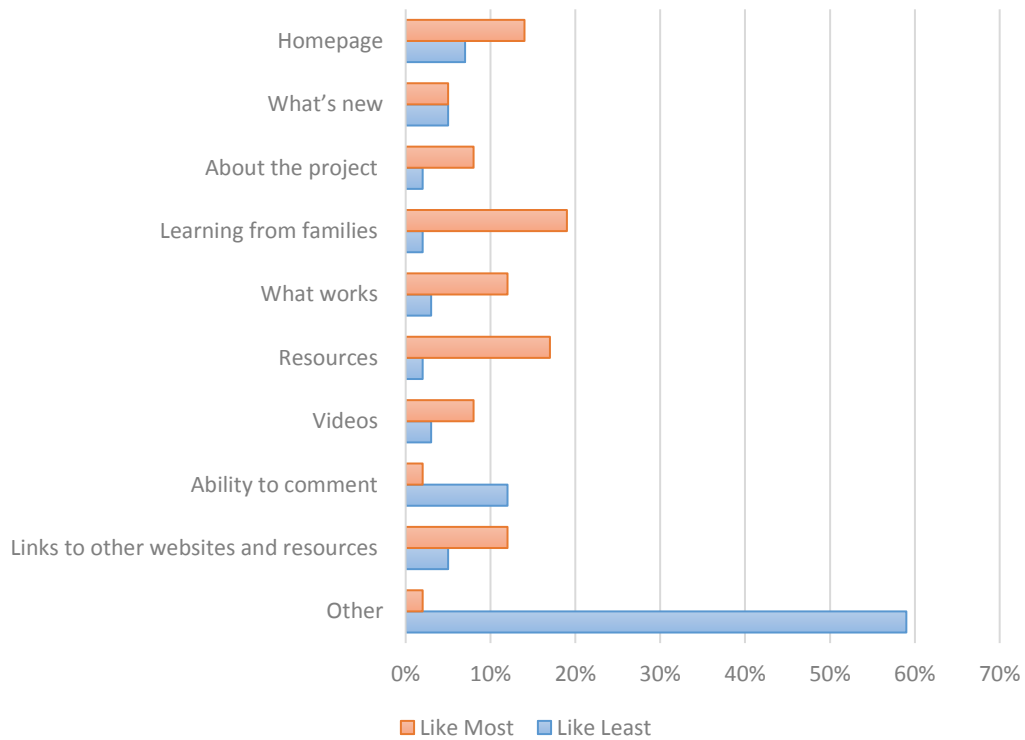


Figure 13: Comparison of what people like most and least about the website

Would people recommend the website?

100% of people who answered this question said they would recommend the website. People were asked to explain why they would recommend the website and the responses were extremely positive.

A major element of the comments were regarding the information, resources, materials and contacts on the website which were described as being a “whole range”, “lots of” and “so much!”. These were highlighted as being accessible for different audiences, including family carers and different professionals and being a “springboard for obtaining some info”, “all in one place” and “one stop shop”. Various descriptive words and comments appeared in people’s comments:

- Helpful
- Useful
- Practical
- Valuable
- Quality
- Good
- Excellent
- Great
- Accessible
- Clear
- Clarity
- Readable format
- Easy to read/access
- Well structured
- Factual
- Trusted source
- Educating
- Informative
- Stimulates learning
- Insight
- Perspective
- Wider view
- Focus on families
- Supportive
- Friendly
- Advice
- Guidance
- Empower parent
- Easy to navigate
- Attractive
- Nice presentation
- Pertinent
- Relevant
- New

How do people think the website could be improved?

People were asked “How can we improve the website? Please share your ideas and/or suggestions”.

People suggested:

- **Adding more content/information to the website:**
 - Adding more stories “Love the stories so more of those please”
 - Adding information about transitioning to adult services “I am not so sure, but maybe more connections and recommendation for parents who are transitioning to adult services about services available to YP”

- Adding information about progress in meeting the needs of those who present challenging behaviour *“More information on progress in meeting the needs of those who present challenging behaviour possibly”*
- Adding information about what is offered around education *“is there any way to broaden information about what is offered around education?”*
- Adding content on the problems parents have faced from their perspective, and what has helped *“More comments from parents as to the problems they have had to cope with to help their child and what helped”*
- **Simplifying the resources to make them more accessible** *“the resources part is a bit text heavy there is a danger that resources on later pages are not accessed as people may not scroll through the pages”*
- **Simplifying the homepage** *“Perhaps simplify the home page?”*
- **Making the website easier to navigate** *“It is a bit busy and hard to navigate”*
- **Resolving technical issues around anti-virus software blocking access:** *“I am not sure if it will only be my computer anti virus that does not like this website - but if other people report the same issue then clearly access to the website needs to fit with most common anti virus systems.”*
- **Continuing to keep information up-to-date:** *“None - just stay up to date”*

Other comments did not include specific suggestions or improvements, for example *“keep going as you are brill!!!!!!”*, *“I have not used the website to its full capacity. But what I have seen has been informative. Completing this survey has meant that I will return to the website and look at the other resources available”*, *“The site is improving all the time”*, *“Right now everything is OK”*, *“Not really sure - sorry!”*. Two comments were unclear which included: *“Open to more people”* and *“I think is prefer, also to involve more group and make more parent to answers more question”*.

What do people have to say about the website?

People were asked to write one or two words about the website which can be seen in the following word cloud. (Figure 14). Some examples of words used to describe the website include:

Vibrant	Informative	Good
Brilliant	Powerful	Extremely helpful
Clear and relevant	Factual	Effective
Good on rights	Family friendly	Concise
Excellent	Simple to use	Clear
Powerful	Invaluable	Brilliant
Useful	Essential reading	Practical



Figure 14: Words used to describe the Paving the Way website

Next steps

Based on the responses to the survey the CBF has agreed to take the following next steps to improve the website:

Promoting the website to ensure as many family carers and professionals as possible benefit from the information available:

- Increase the amount of emails sent to update people when new blogs, videos or resources are added to the website
- Promote the website in other ways (including social media and information given at presentations, conferences, workshops and meetings).
- Devise a plan to promote resources, blogs and videos on the website which have been viewed or downloaded the least amount of times.

Adding more content to the website to improve the amount of information available to families of younger children and professionals supporting those families:

- Devise a plan for when blogs and resources will be added to the website to ensure the website stays up-to-date and covers a range of topics.
- Add more blogs to the website on a regular basis.
- Continue to add high quality information and resources.
- It will be useful to identify gaps in information as a focus for future content, though at present there is not capacity within the CBF to do this. As a starting point, the CBF can add more content relating to topics suggested by respondents in the survey (e.g. transition to adult services, families stories and perspectives, challenging behaviour etc.) which can link to CBF resources which are already available
- Simplify the joint CBF and PBS Academy set of resources for family carers.

Ensuring people can navigate the website, find resources:

- Create a one-page list of resources that are available on the website created by Paving the Way
- Link each blog to a resource or video.
- Include a link to the main set of resources at the end of each blog to ensure more people are aware of the resources that are available on the website.

Other:

- Monitor technical issues and keep a record of any issues that arise in the future
- Further suggestions from respondents in the survey related to improving the format and design of the website, should future funding and time become available this will be discussed.