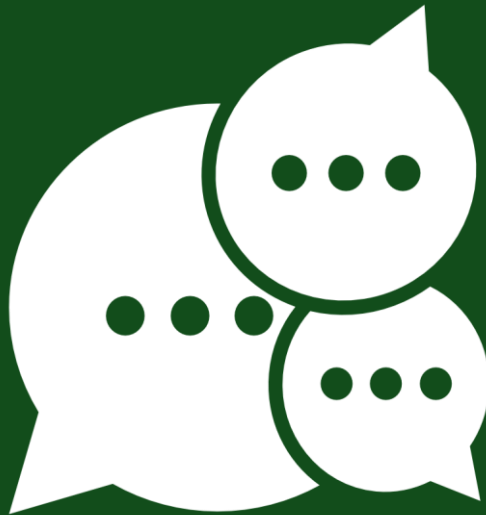




Representing Parent Voice Survey

November 2025

Report finalised January 2026



PCFD

Parent Carer Forum Devon

PCFD Survey – Representing Parent Voice

Summary

In November 2025 we asked parent carers across Devon to share their thoughts about Parent Carer Forum Devon (PCFD). We wanted to understand how well people know us, how they feel about the Forum, and how we can improve the way we listen and stay in touch with families.

We received 35 responses in total, with 27 longer comments. We grouped these comments into themes to help us understand what matters most to families.

Awareness of PCFD

- Families have very different levels of awareness about PCFD
- Some parents hadn't heard of us at all
- Many said it would be helpful to have clearer information about our role and purpose

How parents view PCFD

- Parents used a mix of positive and negative descriptions
- Some families weren't sure what impact we make or how we work
- There was a clear desire for more clarity and consistency

How families want to share their views

- Families want more flexible and accessible ways to share their experiences
- Local, face-to-face local opportunities are important
- Many parents prefer simple, quick ways to give feedback
- Families who feel under-represented want to feel included and heard

How families want PCFD to share information

- Families want information to be clear, regular and easy to find
- Email and topic based updates are preferred
- Families want information shared across several platforms, not just Facebook

Comments from Respondents

- Some parents didn't know PCFD existed before the survey
- Many want PCFD to be more visible, more connected and more trusted
- Families want us to hear from a wider range of parent carers – especially those whose voices are often missing

What We've Learned

- Awareness of PCFD is still low, and our purpose isn't always clear
- Families want more regular, simple opportunities to share their views
- Visibility and trust need ongoing attention, particularly for rural and under-represented families
- Parents prefer targeted, regular communication, especially via social media and direct email

How we're Responding to What Families Told Us

PCFD is already making meaningful changes based on what parent carers shared with us. We're committed to being more open, more visible and more collaborative, so that families across Devon can see — and feel — the impact of their voices on the system.

What We've Already Done

- Created a clearer, easier-to-use website that explains who we are, what we do, what we don't do, and how families can get involved
- Started visiting SEND groups and grown our team of SEND Ambassador Volunteers
- Listened to worries about trust and confusion, and shared myth-busting information to clear things up
- Worked closely with schools, health teams and the council — for example by joining training sessions, giving talks, and helping new staff understand how to work well with families

What We Plan to Do Next

- Make it easier to understand how we work and how we make decisions, using simple explanations and new website pages
- Improve how we communicate by using more platforms and keeping our messages clear and consistent
- Build stronger relationships with SEND communities through more visits, more conversations and more accessible ways to get involved
- Share regular updates — weekly highlights and a monthly newsletter — so families can see what we're doing, not just on Facebook
- Show our impact more clearly by explaining how parent voices help shape local services
- Encourage services to share their own “what we heard and what we're doing” updates, so families can see changes without expecting PCFD to speak for them
- Use plain language and simple visuals to explain our role and what families can expect from us

Thank you

We are truly grateful to every parent carer who took the time to respond. Whether comments reflected frustration, encouragement or questions, each one helps us understand families' experiences and improve the way we connect, communicate and work alongside parent carers across Devon.

