



FANTASTIC JOURNEYS CIC

**ANNUAL
CONSULTATION
SURVEY 2025**





Table of Contents

03	Introduction and Aim and Scope of the survey
04	Infographic Summary of results
05	Survey results
19	Action Plan



Introduction

Fantastic Journeys was constituted in July 2021. It is a Community Interest Company (CIC) that focuses on supporting people with Additional Needs to take part in the creative arts. Fantastic Journeys has a dedicated team of freelance practitioners. This team includes music facilitators, movement and dance facilitators, play professionals and a family support worker. The CIC also has 6 directors who bring a wealth of knowledge and experience to the organisation.

Aim and Scope of Survey

This is an annual consultation survey completed by families who access our services. Our aim was to gather information about the last year and use this information to inform our future planning. Consulting families is important to Fantastic Journeys. The CIC regularly asks families for feedback on our sessions. At some sessions families give feedback after every session. At others, families complete a termly evaluation form. The annual consultation survey invites families to share their overall experience and has a broader scope than weekly and termly evaluations.

The annual consultation survey was available online for the whole of December 2025. The form was shared through WhatsApp groups and on social media (Facebook and Instagram). Families were also offered the opportunity to complete the survey offline, but this offer was not taken up. there were 18 responses.

Fantastic Journeys invited families to give feedback on the following areas:

- What we are doing well.
- What we could be doing better.
- If what we offer is unique in the area.
- If what we offer is making a positive difference for people.

Infographic summary of results



All 18 respondees said that they are extremely likely to recommend FJ to other families.



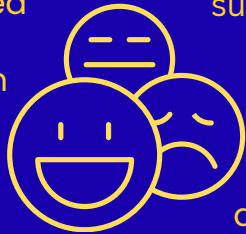
Identified USPs

a creative, empathetic and flexible approach that involves everyone
quiet sessions
short and local activities
accessible music and drama

When asked 'What difference has FJ made to you and your family this year?' people shared:

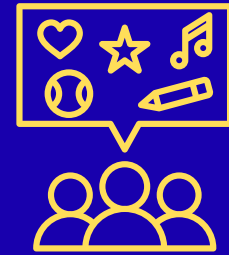
what they felt

sense of community
included supported
warmth safe
joy relaxed
light delighted
happiness less isolated
welcome at all times



what they did

met people made friends
sang danced
socialised played
talked about anything
spent time together



what that led to

giggling focus development 'help with my mental health'
laughter interaction participation creativity engagement respite
'an outlet via music to be himself' enjoyment 'joining at his own pace'



100% voted 5/5 for our communication
94% voted 5/5 for our session content
84% voted 5/5 for our session spaces



Suggestions

more sessions during the holidays
outdoor sessions
1:1 sessions
different locations

seasonal celebrations
a soothing session, yoga or shadow play
different musical instruments to try
children taking on more roles in the storytelling

more physical activities
more singing
more resources
a concert



Question 1

Which Fantastic Journeys sessions have you attended over the last 12 months?

Session	Number of times selected	% of total selections (42 votes)
Half Term Sessions funded by Go-Play Sandwell	10	24
Musical Conversations	7	17
OurTime	6	14
Fantastic Journeys Awards/AGM	5	12
Parent Carer only Sessions	5	12
Fantastic Journeys Family Café Event	4	10
Sessions funded by other partners	5	12



Question 2

What difference has Fantastic Journeys made to you and your family this year?

Below are some of the answers to question 2. The word clouds on the following page also give a flavour for the difference Fantastic Journeys has made to the families we have supported.

“Fantastic Journeys gives our son a safe and welcoming place to sing, play, dance and giggle (a lot). He looks forward to it every week and never wants to leave at the end of a session. Our other sons also enjoy it, so it gives us as carers a bit of respite, as well as a chance to be a bit creative and silly ourselves - which we all need from time to time!”

“ Meeting new people, making new friends.”

“Fantastic Journeys has brought joy to our WHOLE family, the team are delightful, warm and keep Sundays as a social time for us all.”

“It makes a huge difference to be able to come to somewhere so inclusive and be able to enjoy time with my child in a small group and be able to focus and relax in a safe environment.”

“It has brought us joy and laughter and a sense of community.”

“It's made a huge difference, it has given XXXX the opportunity to do something he really he enjoys, development as a young person, interacting with people. If it wasn't for Fantastic Journeys , he wouldn't have these experiences and would have just be sat at home.”

“ We feel less isolated. What really stands out about Fantastic Journeys, and what I haven't found anywhere else, is the level of inclusion and genuine support they offer.”

“It has been amazing for my son. He has autism and has high anxiety as well has other disabilities, Fantastic Journeys has welcomed him in and understood my son's difficulties and allowed my son to join in at he's own pace. My son is enjoying his sessions and even interacting in his sessions.”



Question 3

Is there anything that Fantastic Journeys offers you and your family that you don't get elsewhere?

17 out of 18 families identified aspects of Fantastic Journeys offer that they do not get elsewhere. Examples of these unique aspects can be found below:

"They take the time to communicate, to involve the children, and to make sure everyone feels part of the group."

" There are very few opportunities for children with SEND to attend WITH their siblings we appreciate it very much that we can bring XXXX's sibling. Everything that you offer is unavailable elsewhere, it's the magic you bring to the session but also the way you interact with the children."

"Music and drama in an accessible way which we have not come across anywhere else."

"Fantastic Journeys is unique. It is so rare for children with disabilities to find something that caters for all your needs. My son always walks in nervous and anxious but leaves laughing and smiling. The staff there are absolutely amazing, they have amazing energy."

"Yes peer support with helpful like minded parents."

"The Fantastic Journeys team create a truly inclusive experience where everyone is welcome and supported to take part in a way that's right for them. I've not seen such a creative, empathetic and flexible approach to creative arts or anything else for that matter. You can see children benefiting in so many ways that will make a difference beyond the sessions. I wish this was available to every person with additional needs across the country!"

" A space for everyone to be themselves and to celebrate that difference."

"Most activities are 2/3 hours long and it can get overstimulating for XXXX however Fantastic Journeys offer 1 hour activities and quiet sessions which is so helpful."



Question 4

**How would you rate our session content? (Out of five stars)
17 (94%) voted 5 stars, 1 (6%) voted 4 stars.**

Question 5

**How would you rate our communication? (Out of five stars)
18 (100%) voted 5 stars**

Question 6

**How would you rate our session spaces and set-up? (Out of
five stars)
16 (89%) voted 5 stars, 2 (11%) voted 4 stars.**



Question 7

Do you have any suggestions on how we could improve any of the above areas? (Session content and space, communication).

4 out of 18 families made suggestions for improving our sessions. 14 out of 18 families either were chose not to make any suggestions or siad that they could not think of any improvements.

Below are the suggestions for improvement.

“Have more resources.”

“ Maybe more seasonal celebration and parties? A Halloween party would be fun, summer get togethers?”

“It would maybe be nice to experiment if the children were comfortable taking on more of a role in the storytelling....”

“A bit more singing would be nice.”

•”More sessions during holidays.”



Question 8

Are there any other suggestions that you would like to make that do not fall under the areas of session content, communication or space?

6 out of 18 families made suggestions for improvement that did not fall under session content, communication or space.

12 families either either did not have any suggestions or were unsure.

Below are the suggestions

“We would welcome sessions in Halesowen”

“Other venue options would be helpful”

“ Would like to see some Physical activities made available if possible.”

“Outdoor sessions.”

“These sessions should be happening in schools too.”



Question 9

Which three Fantastic Journeys activities do you and your family look forward to most?

Activity	Vote	% of total (57 votes)
The parachute	10	18
Interacting with the creative arts practitioners	10	18
Seeing friends	9	16
Singing	7	12
Playing and listening to instruments	5	9
Dancing	5	9
Storytelling – the games and challenges	4	7
Exploring multi-sensory items (such as poms/lycra/scarves)	3	5
Storytelling – meeting the characters	2	4
Other	2	4



Question 10

Are there any creative activities that you would like us to introduce?

10 out of 18 families made suggestions for other creative activities. 8 out of 18 families were either unsure or said no to this question.

Below are the suggestions

- **A concert**
- **One to one sessions**
- **Different musical Instruments**
- **Sensory Yoga**
- **Arts and crafts (Sensory)**
- **Light and Shadow Play**
- **Drama**
- **Sensory play**



Question 11

When is the best time for your family to attend a session?

Time	Votes	% of total (18 votes)
During the school holidays	8	44
Weekend sessions	8	44
Week days after school	2	11

Question 12

What are your top priorities in a venue? Choose up to 3.

Priority	Votes	% of total 47 votes
A large space to move around in	15	32
A carpark	14	30
Wheelchair accessibility	6	13
Other	6	13
Good public transport links	4	9
A changing suite with a hoist and changing bed	2	4



Question 12 (continued)

What are your top priorities in a venue? Choose up to 3.

Other priorities suggested by families are listed below

- **Clean changing facilities.**
 - **Big toilets**
 - **Local**
- Local to reduce travel time**
- **Refreshments**
 - **Access to café/vending machines**

Question 13

Have you attended any parent carer sessions?

9 out of 18 people (50%) said that they had attended parent carer sessions.

Question 14

Were the parent carer sessions helpful in any way?

100% of the people who said they had attended the sessions said that they had found them helpful



Question 15

How did the parent carer sessions help?

People could choose as many options as they wanted

Category	Votes	% of total (20 votes)
Meeting people with shared experiences	9	45
Being able to chat with other parents	6	30
Hearing about support and services in the area	5	25
Other	0	0



Question 16

Have you not been to any sessions because...

People could select as many answers as they wanted to.

Reason	Votes	% of total (11 votes)
Other	4	36
You feel you have enough support	3	27
The sessions aren't the right time for you	3	27
The sessions aren't the right place for you	1	9

Other reasons given were:

- **Childcare and having a tight schedule**

Question 17

Do you have any suggestions for our parent carer support offer? Please let us know if there is any way we could better support you.

15 out of 18 people did not have any suggestions for improving parent carer support

Suggestions for improving the parent carer support included:

**More 1:1 support
More sessions**



Question 18

How likely are you to recommend Fantastic Journeys to other families? (1 being 'not at all likely' and 10 being 'extremely likely')

All 18 respondees answered 10.

Question 19

Please can you share the reason for your score?

Below are some of the reasons why families said they would be extremely likely to recommend Fantastic Journeys.

"There are not many groups that cater for children the way Fantastic Journey does. It has children for different needs and disabilities and every session is so full of different interactive games and activities, some how the staff manage to make each child feel listened to, welcomed and always know how to make each feel special. My son especially enjoys the jokes throughout the sessions."

"We regularly recommend Fantastic Journeys as it's such a positive experience for children with additional needs and their families."

"It's a wonderful organisation with skilled staff that genuinely care about the children."

"All of my experiences with you have been great, you are very good with the children, weeks and months after a session XXXX still remembers and talks about you."

"My child really enjoys being there — the activities, the music, the conversations — everything is done with so much care. I feel completely reassured knowing they put so much effort into creating a positive and engaging environment."

"Amazing practitioners who make all children feel welcome."

"You provide a supportive space and the sessions are such fun and make music and drama accessible."



Question 20

People have asked us how they can donate to Fantastic Journeys. We will always provide free sessions but want to offer donation options. Which of the following options appeal most to you. Choose up to 3 and feel free to suggest any other ways.

The table below shows how the families responded to this question

Donation option	Votes	% of total (26 votes)
A way to make ad hoc donations online.	10	38
A card reader at sessions for pay as you feel donations.	6	23
A Fantastic Journeys membership option - with a monthly pay as you feel Direct Debit.	5	19
A cash donation option at the sign in desk.	4	15
No donation options - keep everything as it is	1	4
Other	0	0



Action Plan

After analysing the data and discussing it at the Interim Agm in February 2026 the directors agreed to the following actions, to be implemented over the next 12 months

Venues

Fantastic Journeys will:

- Consult with potential participants about what they need from a venue when planning for any new community based project.
- In particular, the CIC will ask a) what they require from a venue b) their preference for the location of the activity. c) how they get to the venue and any travel related needs.

Fantastic Journeys will:

- Explore what may stop people from attending sessions and whether they need financial support to attend.
- If necessary explore funding to facilitate this.

Session times

Fantastic Journeys will:

- Consult with potential participants about what timings would work for them when planning any new community based project.

Activities

The survey respondents suggested a number of different activities.

Fantastic Journeys will:

- Share these activities with creative arts practitioners and ask them to explore how these activities can be incorporated into the sessions.



Parent Carer Support

Fantastic Journeys will:

- Consider different ways of facilitating parent carer activities and try different ways of advertising activities.
- Continue to consult parent carers and respond to their needs.

Finances

Fantastic Journeys will:

- begin to implement a system for enabling online donations

For more information, or if you have any questions please contact Peter Burgess at fantasticjourneyscic@gmail.com