**Service User Feedback – Parent/Family/Young Person**

Think about the overall experience with the Early Help Assessment. Rate satisfaction:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

**The Assessment:**

An Early Help Assessment was clearly explained to me? I knew what was going to happen?

Our individual needs were considered? Give details.

We were able to give our point of view when the assessment form was completed?

Yes No

We had a say in what help we wanted?

Yes No

The following people were identified to help:

The following was missed and I did not get any help?

**­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­**

**The Team around the Family (TAF):**

I have a named person who I can contact for help, guidance and services

Yes No

If yes, provide Name:­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organisation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I was given information about the services I was working with?

Yes No

The workers at the meeting considered our views?

Yes No

The services were flexible and responded to our specific needs? If not, give details

I was given the right support at the right time?

Yes No

The services, made things better for me and my family? Explain how?

**Other Comments:**

**About You:**

Improved Got worse Stayed

same

Since Working within Early Help my situation has:

Male Female

Gender:

Age: \_\_\_\_\_\_\_\_\_\_

*Thank you for telling us what you think. Return your form by:*

* Giving it to your lead professional to return to us.
* Post: K. Reay, Early Help Co-ordinator, Children’s Access Point, Room 205 / 206, Town Hall, Feethams, Darlington, DL1 5QT
* E-mail: [ChildrensAccessPoint@darlington.gcsx.gov.uk](mailto:ChildrensAccessPoint@darlington.gcsx.gov.uk)