

*Altogether better*



## Children's Services Satisfaction Survey

We would like to know what you think about your worker.

Which Service have you been working with?

One Point

Which Team have you been working with?

One Point Easington & Peterlee

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**For Parent/Carer of a child/young person**

These questions are about the people who worked with you and your family from Children's Services.

How much do you agree or disagree?

Please pick one answer for each question

	Agree a lot	Agree a bit	Don't know	Disagree a bit	Disagree a lot
My worker could answer my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker was easy to talk to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker helped me and my family when we needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker involved me in making my plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker listened to what my family needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker helped me to know what I needed to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker did what they said they would do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**These questions are about the work that was done with you and your family by Children's Services.**

**How much do you agree or disagree?**

*Please pick one answer for each question*

	Agree a lot	Agree a bit	Don't know	Disagree a bit	Disagree a lot
I understood why my family was getting a service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I knew who to get in touch with if we had any questions or worries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found it easy to get in touch with my worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any questions I had were answered quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker always put my child(ren) first	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My worker spent enough time with me and my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what help I can get for me and my family where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel more positive about our future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Overall, how happy were you with the help that your family got?  
(use the slider to show how happy you are)



Please use the box below to tell us about anything you would like us to know about your experience of our service. We would really like to know whether the help you got (or are getting) made things better for you and your family.

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Would you like us to get in touch to talk about any of the things you have said?

- Yes. Please fill in the boxes below. We can get in touch with you.
- No. We will not get in touch with you.

Thank you for your help

Please click 'submit' (tick) to finish the questions

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