

***BCP Childrens Services Feedback Form***

***Have Your Say ……***

Your time with your social worker is coming to an end and we value your views on how it has been. Please could you take a few minutes to complete this feedback form so we can learn from you what has been helpful and what we might want to change to improve:

Name (optional): ……………………………..

Social worker’s name (optional):…………………………………

**1) Did your social worker explain why they were visiting?**

**0**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10**

Scale 10 (the social worker was very clear) – 0 (not at all)

Comment:

**2) Did your social worker listen to you?**

**0**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10**

Scale 10 (very much) – 0 (not at all)

Comment:

**3) Were your views included in your plan?**

**0**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10**

Scale 10 (very much) – 0 (not at all)

Comment:

**4) Do you feel your social worker helped you?**

**0**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10**

 Scale 10 (very much) – 0 (not at all)

Comment:

**5) Did you have more than one social worker? Yes / No**

Did this make a difference? Yes / No

If yes, why

**6) Was it easy to contact and speak with your social worker?**

**0**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10**

Scale 10 (it was very easy) – 0 (not at all)

Any other comments or suggestions?

Thank you for your comments.

We are always keen to improve our work and your feedback will help us identify what we are doing well and what we could do better.

Would you be willing to take part in a young person’s focus group and share more of your suggestions? Yes / No

If you have been unhappy with the work that your social worker has done with you or you want to tell us something that your social worker has done well, please contact our Customer Complaints team on:

Telephone: 01202 118484    Email: cscomments@bcpcouncil.gov.uk

Write to us:  Freepost RTKS-LEBR-YTAR,

BCP Council Children’s Complaints

NBLO, Town Hall, Bournemouth BH2 6DY

For more information, please go to bcpcouncil.gov.uk/complaints.