



caudwell  
children

Changing Children's Lives  
RCN 1079770  
SC 043874

# Caudwell Children

## Service User Feedback - Family Services

We are committed to the continuous improvement of our services and want to make a real and lasting difference to the families we support. We want to know what you thought about the service and the support you received.

**What you tell us will help us to improve our services to you.**

You do not have to give us your name or address if you don't want to, but please be aware that it may be more difficult for us to resolve any concerns you may have if you don't.

### 1. Your details

First Name	<input type="text"/>	Surname	<input type="text"/>
Address	<input type="text"/>		
		Post Code	<input type="text"/>
Telephone	<input type="text"/>		
Email	<input type="text"/>		

 0345 300 1348     support@caudwellchildren.com

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## 2. What support have you received from Caudwell Children?

Tick all that apply

Support to access equipment, treatment, therapy and/or other funding	<input type="checkbox"/>
1:1 practical support from Coordinator/Officer	<input type="checkbox"/>
1:1 volunteer support - home or hospital	<input type="checkbox"/>
Support to access other services (signposting/information)	<input type="checkbox"/>
1:1 support - telephone (practical/emotional)	<input type="checkbox"/>

## 3. How long have you been supported by Caudwell Children?

- Less than 1 week       2 - 4 weeks       6+ weeks  
 1 - 2 weeks       4 - 6 weeks

## 4. How would you rate the service you received overall?

- Excellent       Good       Average       Poor       Very Poor

## 5. How did you hear about Caudwell Children?

- Word of mouth       Social Services       Other Media  
 Online       Other Agency       School  
 Hospital / GP       Social Media       Other (please specify)  
 Other Healthcare Professional

 If 'Other' please specify:

## 6. Which region have you received support in?

Tick all that apply

Scotland	<input type="checkbox"/>
Northern Ireland	<input type="checkbox"/>
North East	<input type="checkbox"/>
Yorkshire and Humber	<input type="checkbox"/>
North West	<input type="checkbox"/>
East	<input type="checkbox"/>
East Midlands	<input type="checkbox"/>
West Midlands	<input type="checkbox"/>
Wales	<input type="checkbox"/>
London	<input type="checkbox"/>
South East	<input type="checkbox"/>
South West	<input type="checkbox"/>

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## 7. The Family Support Team

Please rate the following by circling a number between 1 - 5


	AGREE					DISAGREE				
I had a clear support plan that I agreed	1	2	3	4	5					
I was kept informed about what was happening	1	2	3	4	5					
The Family Support Team were open and honest about what the options were	1	2	3	4	5					
The Family Support Team were reliable and easy to contact	1	2	3	4	5					
The Family Support Team understood what I was saying and how I was feeling	1	2	3	4	5					
The support I received achieved the goals I had set within the support plan	1	2	3	4	5					
I was treated with respect at all times	1	2	3	4	5					
My privacy and confidentiality was respected	1	2	3	4	5					
The service was culturally appropriate to my needs	1	2	3	4	5					

## 8. The Support you received

Please rate the following by circling a number between 1 - 5

	AGREE					DISAGREE				
I have increased knowledge and skills	1	2	3	4	5					
I understand more about local services and support	1	2	3	4	5					
I understand more about my rights and entitlements	1	2	3	4	5					
I have improved in confidence and feelings of wellbeing	1	2	3	4	5					
I feel more confident about the future	1	2	3	4	5					
My child's life has improved	1	2	3	4	5					
Family life has improved	1	2	3	4	5					
I have accessed additional financial support	1	2	3	4	5					

### Is there anything else you would like to say?



**Once completed please return to:**  
**Family Support, Caudwell Children, Minton Hollins Building,**  
**Shelton Old Road, Stoke-on-Trent, ST4 7RY.**

**Alternatively email this form to: [support@caudwellchildren.com](mailto:support@caudwellchildren.com)**

If you have any questions regarding this questionnaire please contact us

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