

Tell us what **you** think

1. How would you rate your overall experience of the help and support you and your family have received from the workers within the Early Help team?

Inadequate

Poor

Satisfactory

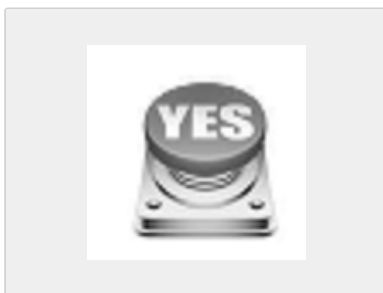
Good

Excellent

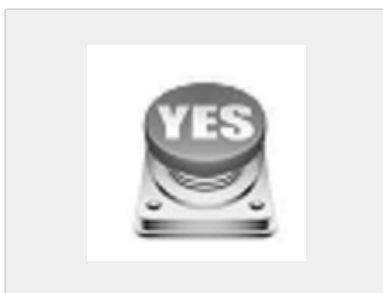


Why? please add reasons for your rating

2. Did you (and your family) get the support when you most needed it?



3. When you asked for support do you think you (and your family) received this quickly?



4. After your initial contact, how many more people did you have to explain your situation to before you got the support you needed?

1 more person after initial contact

4 people

2 people

More than 5 people

3 people

5. How easy was it for you to find out information about the Early Help services available to you and your family?

Very easy  Easy  Somewhat difficult  Very difficult

6. Which Early Help Locality Team worked with you and your family?

7. Do you know what to do if you are unhappy or very happy with the outcomes of the Early Help service you have received? (i.e complain or compliment)



8. How much has the Early Help service you have received changed things, for you and your family?

- 0 means Early Help workers have not helped you and your family members to change your situation, despite receiving our services.
- 10 means Early Help workers have helped you and your family members to transform your situation significantly; your family life has improved, and you would highly recommend our services to your family and friends.

0 10

9. Can you give an example of anything that has changed for you and your family?

Thank you for giving your time, to allow us learn from you and your family's personal experience. The information provided will not be shared with other partners but will be used internally to manage and report on performance.

Kind Regards

Rotherham Council's Early Help Locality Teams (Survey created: June 2019)

