

Home-Start Wirral aims to continuously monitor and evaluate its service to ensure high levels of satisfaction for referrers and families. The information you provide will be treated in strict confidence and will be used for statistical purposes and to ensure continuous improvement of the service we provide. Thank you for your anticipated cooperation.



Support and friendship
for families

Family Ref: _____ Co-ord: _____ Project: _____

Are you a: -

Health Visitor Social Worker Family Support Worker VCF sector worker

Other (please specify) _____

Reason for referral: -

- | | |
|--|---|
| <input type="checkbox"/> Isolation | <input type="checkbox"/> Managing children's behaviour |
| <input type="checkbox"/> Accessing other services | <input type="checkbox"/> Involved in children's development |
| <input type="checkbox"/> Parents emotional health | <input type="checkbox"/> Supporting stress/family conflict |
| <input type="checkbox"/> Parent's self esteem | <input type="checkbox"/> Day to day running of house |
| <input type="checkbox"/> Parent's physical health | <input type="checkbox"/> Managing household budget |
| <input type="checkbox"/> Children's physical health | <input type="checkbox"/> Multiple births / young children |
| <input type="checkbox"/> Children's emotional health | <input type="checkbox"/> Other (please specify) |
- _____

Did Home-Start support address these needs adequately?

Strongly Agree Agree Neutral Disagree Strongly Disagree

In what other ways do you feel Home-Start could have helped?

What is your overall rating / opinion of the Home-Start support received?

SECTION 2 – SERVICE LEVEL

I was kept well informed at significant stages: -

Strongly Agree Agree Neutral Disagree Strongly Disagree

How else would you like to be kept informed?

I felt I was dealt with in a professional manner: -

Strongly Agree Agree Neutral Disagree Strongly Disagree

I was able to make contact with staff easily: -

Strongly Agree Agree Neutral Disagree Strongly Disagree

My calls were returned within a reasonable timescale: -

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

SECTION 3 – WEBSITE

Are you aware of the Home-Start Wirral website? Y/N

Have you ever downloaded forms from the website? Y/N

Do you find the website useful? Y/N

Please give your overall perception of Home-Start Wirral: -
