



IASS Service User Feedback

It is very important that you refer to the [Guidance Notes](#) before completing this form

Survey period starting

01/10/2018

Number of service users surveyed

70

Please ensure you request feedback from the next 50 service users who are ending a period of intervention on or after the start of the survey period shown above.

Please record the number of service users in each group that were asked to provide feedback

No of parents /carers	No of children (0-16)	No of young people (17-25)	Number Not Known
70	0	0	0

Total Returns

70

Q1 How easy was it to get in touch with us?

Number of returns:	0	1	2	3	4
		2	2	8	56
Percentage:	0.00%	2.94%	2.94%	11.76%	82.35%
Total Returns	Return Rate			Mean Rating	
68	97.14%			3.74	

Q2 How helpful was the information, advice and support we gave you?

Number of returns:	0	1	2	3	4
				3	67
Percentage:	0.00%	0.00%	0.00%	4.29%	95.71%
Total Returns	Return Rate			Mean Rating	
70	100.00%			3.96	

Q3 How neutral, fair and unbiased do you think we were?

Number of returns:	0	1	2	3	4
				6	64
Percentage:	0.00%	0.00%	0.00%	8.57%	91.43%
	Total Returns		Return Rate		Mean Rating
	70		100.00%		3.91

Q4 What difference do you think our information, advice or support has made for you?

Number of returns:	0	1	2	3	4
				4	66
Percentage:	0.00%	0.00%	0.00%	5.71%	94.29%
	Total Returns		Return Rate		Mean Rating
	70		100.00%		3.94

Q5 Overall how satisfied are you with the service we gave?

Number of returns:	0	1	2	3	4
				2	68
Percentage:	0.00%	0.00%	0.00%	2.86%	97.14%
	Total Returns		Return Rate		Mean Rating
	70		100.00%		3.97

Q6 How likely is it that you would recommend the service to others?

Number of returns:	0	1	2	3	4
			1	1	68
Percentage:	0.00%	0.00%	1.43%	1.43%	97.14%
	Total Returns		Return Rate		Mean Rating
	70		100.00%		3.96

Return completed by
cheryl wyatt

