**Service User Feedback Form**

**Please fill out the form to help us get feedback on the support and services we provide. You can fill in this form anonymously if you prefer.**

|  |  |
| --- | --- |
| Name: |  |
| Date: |  |

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| --- |
| **1. Do you know who to call if you have a question or concern about your support?**  Yes No |
| **2. How happy are you with the support that you receive from SEAH?** Please use the scale below with 1 being very unhappy and 10 being very happy with the service you receive. Very Unhappy Very Happy1 2 3 4 5 6 7 8 9 10What could we do to improve the support we provide? |
| **3. Do you feel that we listen to you and support you in the way that you want to be supported?** Not listened to Always listened to1 2 3 4 5 6 7 8 9 10How could we improve this? |
| **4. Do you feel that Support Workers understand your situation and the things****going on in your life?** Not understood Very understood1 2 3 4 5 6 7 8 9 10How could we improve this? |
| **5. Do you feel that Support Workers help you to feel and stay safe?**  I feel unsafe I feel safe  1 2 3 4 5 6 7 8 9 10How could we improve this? |
| **6. Do you feel that the support workers help you to go out and do things that you enjoy?**  Never Sometimes Always  1 2 3 4 5 6 7 8 9 10If you have any comments, please write them below. |
| **7. Do you feel you are encouraged to make your own decisions?**   Never Sometimes Always1 2 3 4 5 6 7 8 9 10How could we improve this? |
| **8. Does the support you receive from SEAH make a positive difference to you?**No Sometimes Yes 1 2 3 4 5 6 7 8 9 10What could we do to improve this?**9. Do you have any suggestions for how we could do things differently or improve the service we provide?** |

**Thank you for taking the time to complete this form.**

**Your time and feedback are very much appreciated as it helps SEAH do the best job possible.**

**Please hand your completed form to a SEAH Support Worker to return to the office.**

**Or you may return via email/post.**

**Email:** **mail@seah.org.uk**

**Address: First Floor Offices,**

**Stafford Park 7,**

**Telford,**

**TF3 3BQ**