



Service user feedback

We collect feedback from users of our service via an online feedback form that is sent to everyone who accessed the service. The summary of the feedback we received from 60 users of the service between January and March 2023 is shown in the table below.

Question:	Summary of responses from service users:
How easy was it to get in touch with us?	97% strongly agreed or agreed that it was easy to get in touch with us
How helpful was the information, advice and support we gave you?	95% strongly agreed or agreed that the information, advice and support we gave was helpful
How neutral, fair and unbiased do you think we were?	95% strongly agreed or agreed that we are fair and unbiased
What difference do you think our information, advice or support made for you?	92% strongly agreed or agreed our information, advice or support made a difference to them
Overall how satisfied are you with the service we gave?	93% strongly agreed or agreed that they were satisfied overall with the service we gave
How likely is it you would recommend the service to others?	98% strongly agreed or agreed that they were likely to recommend our service to others

Issues to address and areas for improvement

The majority of the comments we received were positive, although some indicated areas for service improvement. The action we are taking to address these is:

- Ongoing action to improve the awareness of the service: we have a publicity distribution programme, sending our flyers to 120+ organisations across the borough including all schools, children's centres, libraries, parents groups, etc, as well as trying to get out in person to visit as many venues as possible within our staffing resources and putting adverts in the local authority and Parent Carer Forum newsletters
- Maintaining consistent admin procedures to ensure that all calls and emails are responded to in a timely manner
- We will be incorporating a 10 minute break into the schedule for the two-hour online information workshops
- Offer 1:1 appointments to parents / carers or young people at the end of information workshops, if they still have outstanding questions, and also give information about other services at Markfield, such as the autism pathways support and Family Club.