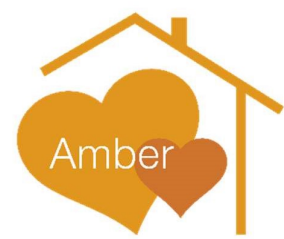


FEEDBACK ON YOUR EXPERIENCE OF AMBER



You've recently used the services of Amber and it's important for us to establish what we did well, what we could have done better and what we can do in the future to improve our service for you and other Local Authorities.

We'd be grateful if you could take a few minutes of your time to complete the questionnaire and return via e-mail or by post to 39 Lethbridge Road, Southport PR8 6JA.

Many thanks,

The Amber Team.

Q1. How did you hear about Amber?

Internet Search		
The Parent(s)		
Commissioning Team		
Another Agency		Please specify:
Other	X	Please specify: The placement was found through LCC placement team. The service is also known to LCC.

Q2. Did you visit the website (www.amberfamily.co.uk)?

Prior to placement	
After placement	
Not visited the website	X
Should we change / add anything to the website?	

Q3. The referral document;

	Agree	Disagree
Was easy to fill out	X	
Comments:		
Questions were relevant	X	
Comments:		
Gave enough opportunity to share information	X	
Comments:		

Q4. Was the referral process;

	Agree	Disagree
Effectively managed?	X	
Comments: Responses were in a timely manner. When staff were contacted, they were very helpful in giving advice on what was required.		

Q5. Daily Logs, Meetings and Assessment (if obtained) were;

	Agree	Disagree
Factual	X	
Evidence based	X	
Included views of the service user	X	
Of a good standard	X	

Q6. Did Amber provide enough information prior to placement?

Yes	No
X	
Comments: Social worker had discussions with staff prior to the family moving in. Staff were very informative.	

Q7. Did Amber meet your needs and expectations?

Yes	No
X	
Comments: The staff are very friendly and experienced.	

Q8. If you visited us at Amber, what did you think about the quality of the accommodation and facilities available to you? Is there anything we are missing?

Comments: The accommodation and facilities provided by the placement were good. It is felt there is nothing further required to improve Amber.
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Q9. Would you use our service again, and / or recommend us to another Local Authority?

Yes	No
X	
Comments: The PAMS assessment was very detailed with a high level of evidence used from observations and conversations with the parents. The staff also had regular meetings with the family to discuss any issues with the aim of them being resolved, or giving targets to parents to help them to further their skills and knowledge.	

I would definitely use this service again if needed.

Thanks for your time!

