The Children with Disabilities Team

We want to hear your views

www.rbkc.gov.uk
To help improve the service we provide to you and other service users, the Children with Disabilities Team want to hear from you. We need to know whether our service is meeting your needs and how well it is being delivered.

This is an opportunity for you to give your comments, complaints and praise about your worker, the children with disabilities panel and the service you receive from the team.

All you need to do is complete the following nine questions on customer care and add any additional comments in the area provided. Once you have done this, simply return it in the enclosed stamp addressed envelope.

If English is not your first language, we can provide an interpreter to help you fill in this form.

- **What is your name?**
  *(Please leave this blank if you wish to stay anonymous)*

- **Was your Children with Disabilities Team worker reliable and punctual?**
  
  Very good □  Good □  Fair □  Poor □  Very Poor □

- **How well did the worker understand your situation?**
  
  Very good □  Good □  Fair □  Poor □  Very Poor □

- **How was your experience of getting a service through the Children with Disabilities Panel?**
  
  Very good □  Good □  Fair □  Poor □  Very Poor □

- **Did your worker provide you with a copy of (please circle):**
  
  Your child’s most recent assessment or review    Yes □  No □
  Your child’s panel form   Yes □  No □
• In getting support services agreed through the Children with Disabilities Panel, were you (please circle):

Treated fairly? Yes No

Offered choices? Yes No

Involved in decision making? Yes No

• Were you satisfied with the panel’s decision? Yes No

If no, were the reasons for the decision fully explained to you?

• How long did it take to get an agreed service in place after the panel (please tick)?

Less than two weeks □
Less than four weeks □
Less than eight weeks □
More than eight weeks □
No service was provided □

• Please use the space below to:

- elaborate on any of the answers you have given in this questionnaire

- or to make suggestions about how we could improve the services provided through the Children with Disabilities Team.
For more information, please visit the Children with Disabilities Team website page on www.rbkc.gov.uk