**We would like your help so that we can plan for other families who have support from the Break Family Centre.**

**Please spend a few minutes answering these questions; it helps us learn what we do well and what we could do better.**

Date:

|  |  |  |
| --- | --- | --- |
| 1. | Were you given enough information about the sessions, what they were for and what would happen?  |  ☹ 😐 ☺  no maybe yes  |
| 2. | Were you able to express your views? |  ☹ 😐 ☺  no sometimes yes  |
| 3. | Did you feel that you were listened to? |  ☹ 😐 ☺  no sometimes yes  |
| 4.  | How do you feel you have been treated by the Break Family Centre? |  ☹ 😐 ☺  not okay very very well well |
| 5. | What words describe **your** experience of work with us? |
|  | helpful uncomfortable fun too long effective difficult  useful calming right length safe anxiety-provoking  thought-provoking enjoyable challenging too short informative  worthwhile ineffective necessary  |
| 6. | What words describe **your child’s** experience of work with us? |
|  | helpful fun uncomfortable difficult useful calming too long  safe scary I learned about myself too short challenging thoughtful right length |
| 7. | What has helped most during your contact with the Break Family Centre? |
|  |  |
| 8. | What has been least helpful during your contact with the Break Family Centre? |
|  |  |
| 9. | As an organisation we value the opinions of our service users. Do you have any ideas about future services that we could offer?  |
|  |  |
| 10. | Is there anything else you would like to say? Is there anything we could change to make our service better? |
|  |  |

Other things

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| What did you think about… (please circle)The room and the equipment?Our location? The waiting area (if you waited)?The time of your sessions? | very bad | bad | okay | good | very good |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| Would you be interested in being part of a group that helps makes decisions about the work that we do? If you say yes, we will get in touch with you about meeting up.Name:Phone number:Email address: |  ☹ 😐 ☺  no maybe yes  |

Thank you very much for your help!