

Parent Partnership Service

Customer Evaluation Report 2008

Stage 1 Referrals

In the period January 2008 to December 2008 there were 415 referrals made to the Parent Partnership Service.

Service users were asked for their feedback on the service they received. The questions asked were:

Do you understand the information given?

Yes No

Has the information been useful?

Yes No

How helpful have you found the service?

Excellent Good Satisfactory Poor

100% of service users commented that they have understood the information given and 100% found the information useful.

95% of service users felt the service provided was excellent or good. No service users felt they had received a poor service.

Stage 2 Referrals

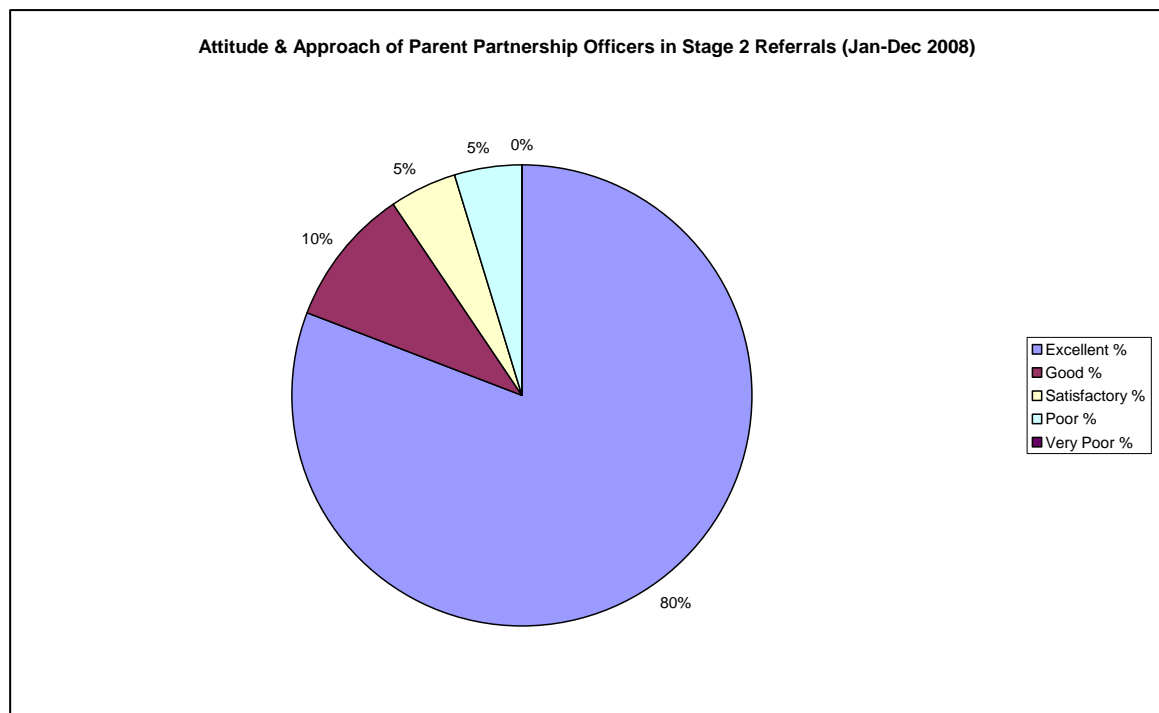
Stage 2 referrals require the Parent Partnership officer involved to attend home visits and meetings and offer longer term support to parents.

In the period January 2008 to December 2008 there were 81 stage 2 referrals.

The evaluation of the service provided is based on 5 areas:

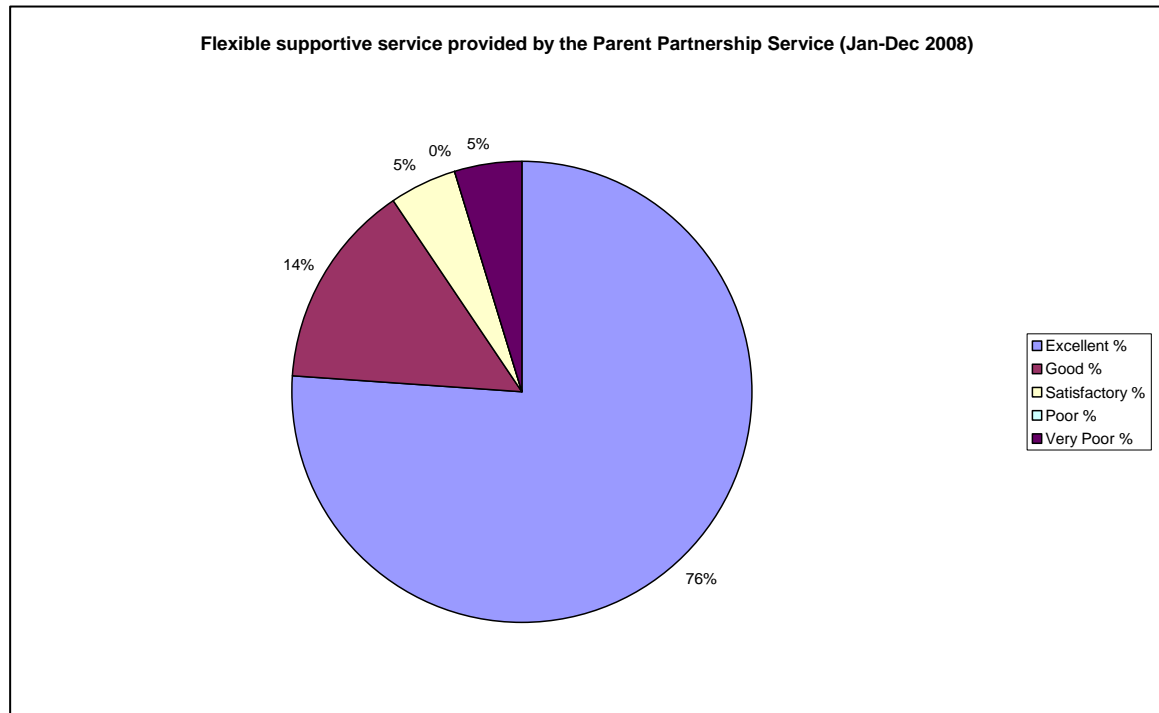
- Attitude and Approach
- Specialist knowledge
- Speed/reliability of service
- Flexible supportive service
- Quality of information provided

90% of service users commented that the officer who worked on their case had an excellent or good attitude and approach.



Of those asked 91% felt their officer had excellent or good specialist knowledge and 80% had excellent or good speed and reliability of service.

Only 5% felt the service was poor or very poor at providing a flexible and supportive service.



100% of service users commented that the quality of information provided was excellent or good.

Selected comments from evaluations

“I had good support in applying for a statement for my son”

“The help and support provided meant that my son could go to a closer school...if it had not have been for the service we would not have achieved this!”

“We felt like we were the only case the officer had”

“With the service been involved more was achieved in one meeting than 3 prior meetings”

“The service enabled me to make decisions about my daughter’s education and get some impartial advice”

“We are really grateful to the service as my daughter got a place at a school she loves”