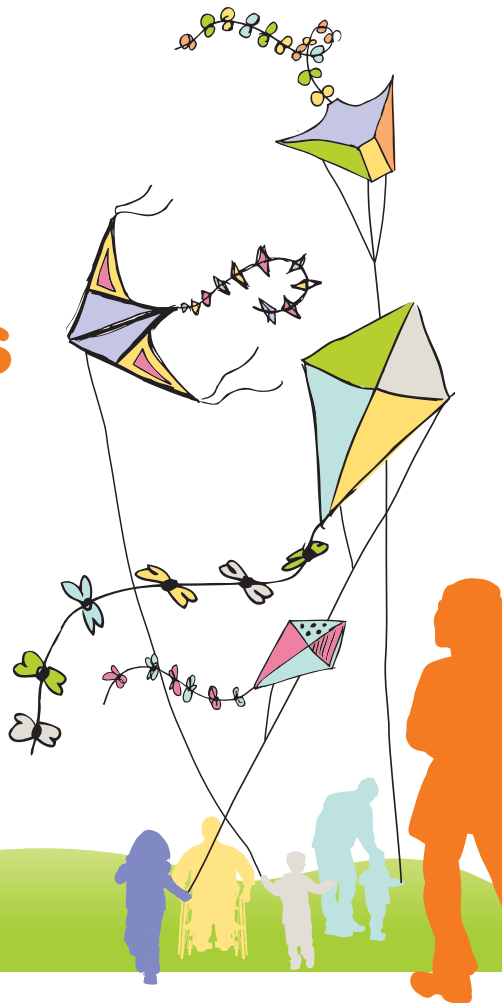


The Children with Disabilities Team

We want to hear your views



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? Yes No

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

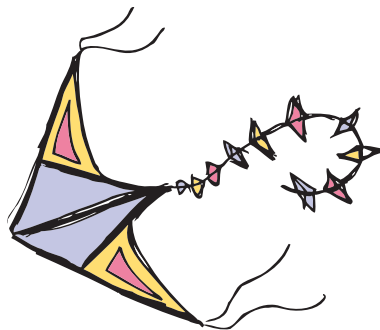
Less than two weeks

Less than four weeks

Less than eight weeks

More than eight weeks

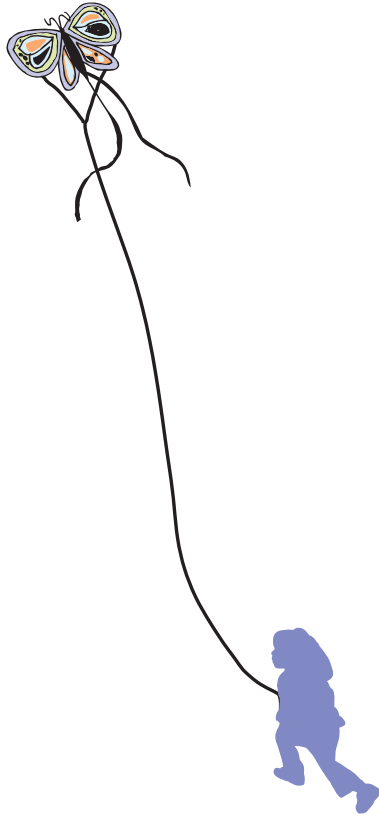
No service was provided



• **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**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA