**Health and Wellbeing Team – People**

**Service User Feedback Report**

**Business Improvement Team – July 2019**

This report is an analysis of the feedback gathered from young people who have received a service from the Health and Wellbeing team in Cumbria.

**Aims and objectives**

The Health and Wellbeing Team want to obtain feedback from young people about the service they have received and to ask for their opinions on how the experience had been for them. The ultimate goal for the Health and Wellbeing Team is to improve services for their young people by sharing good practice and making improvements in the areas identified as being of concern.

**Methodology**

Health and Wellbeing Officers in all areas of Cumbria give out a feedback form to the young person as they finish working with them. Business Improvement Team have now also developed a form with a QR code so young people can use an electronic link straight to the on-line survey from their phone or laptop if they wish.

**Analysis of Feedback from Young People**

There were 33 forms completed and returned from young people between1st January and 18th July 2019. Responses were received from all areas of Cumbria with 30% from Carlisle and Eden, 30% from Allerdale and Copeland and 40% from Barrow and South Lakes.

19% of respondents stated they had had a home visit from a member of the team, 53% had had between 1 and 5 sessions with the team and 28% had over 5 sessions.

**Closed questions**

There were 7 closed questions on the survey and this is how young people responded to the closed questions asked about their work with the Health and Wellbeing Officers. They were asked to scale their response 1-10, where 1 = Not at all and 10 = Fantastic

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Questions** | **Not at all** | |  |  |  |  |  |  | **Fantastic** | |
|  | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| Did you feel that the Health and Well-Being officer listened and understood you? |  |  |  | 3% |  |  | 3% | 6% | 22% | 66% |
| Did you feel that the Health and Well-Being officer supported you in making healthy choices? |  |  |  |  |  |  |  | 9% | 21% | 70% |
| Have you learned anything about drugs and alcohol? |  |  |  |  | 3% |  | 7% | 10% | 16% | 64% |
| Does what you have been taught help you to stay safer? |  |  | 3% |  | 3% | 3% | 6% | 9% | 18% | 58% |
| How well do you think the sessions were delivered? |  |  |  |  |  |  | 3% | 12% | 18% | 67% |
| What did you think of the resources used in your sessions (e.g. worksheets, leaflets & videos)? |  |  |  | 6% |  | 7% | 13% | 10% | 16% | 48% |
| Do you feel the being supported by a Health and Well-Being officer was a good choice for you? |  |  |  |  | 10% | 3% |  | 13% | 13% | 61% |

**Open questions**

The final question was an open question, designed to get some qualitative feedback as well as the quantitative:

**Can you please tell us a bit more about what worked or did not work for you?**

All of the comments from young people who responded were very positive and talked about the benefits of the sessions with the Health and Wellbeing staff.

Respondents described the staff they had worked in a very positive way with 6 saying staff were **nice** and **friendly** and the sessions had gone **well** or were **fine.** 2 said they had **got on well** with the staff and another 2 said they were **easy to talk to**. 2 just said **thank you.**

Some of the very positive comments received from young people:

*“Everything worked perfectly for me and all the sessions were great and amazing. Thank you.”*

*“I felt comfortable speaking about what happened.”*

*“Helping with my mental issues.”*

*“Everything worked out. You’re an amazing person to work with - thank you.”*

*“The videos gave me a lot of knowledge about drugs.”*

*“Talking to someone helped and being listened to.”*

*“Any advice Barry gave us and things to look out for worked well for us.”*

*“A sense of understanding and confidentiality. I felt as if I was able to speak freely about my issues.”*

*“Gaining and rebuilding trust with family members.”*

*“Conversations about future choices and things about school.”*

*“Tim gave excellent explanations to my worries and questions, he guided me perfectly.”*

**Summary**

There were a good number of responses from round the county with very positive feedback in most instances:

**Areas of good practice**

The feedback received from young people up and down the county on the support and help they have had from members of the Health and Wellbeing team during this period shows they have had good relationships with the staff and gained knowledge and emotional support.

The young people report a range of benefits from gaining an understanding around drugs issues to being listened to, being informed on their future choices, receiving information on education and getting support for their mental health. One young person described his worker as **amazing.**

On a scale of 1-10, most of the responses from young people were up at 8, 9 or 10, towards the “fantastic” end of the scale which shows they really valued the sessions and found them useful.

91% of young people scored 9 or 10 in response to the question about whether the officer had supported and helped them to make healthy choices. 88% scored 9 or 10 to the question whether they felt the officer had listened to them and understood them and 85% scored 9 or 10 on the quality of the delivery of the sessions.

**Areas of Concern**

It is concerning that responses to the question about whether the things young people had learned in the sessions had helped them to stay safe, were scored lower than other questions. One young person only scored this question 3, one scored 5 and one scored 6 and only 58% scored a 10. It may be useful to review this aspect of the sessions to find out why this might be.

The scoring for the resources used on the course were also lower than the scores for other questions with only 64% scoring a 9 or 10. It may also be useful to review the resources used in conjunction with young people to make them more effective and relevant.

There were odd low scores to most of the questions, showing that one or two young people were not completely happy but the vast majority of young people seemed very satisfied with the service they had received from the Health and Wellbeing Team and in some cases were fulsome in their praise.

**Going forward**

Case workers will continue to give out feedback questionnaires to young people at the end of an intervention and will encourage them to complete these or use the link to the on line survey.

This report will be made available for the relevant managers and uploaded to the Continuous Improvement Website in the service user feedback section.

Managers are asked to cascade the contents of the report to staff for discussion in team meetings. The team manager will be asked to complete a reflective tool document giving details of key areas for improvement arising from the feedback, key areas of good practice to disseminate and what actions will be undertaken as a result of the service user feedback.

H Leader 18th July 2019