

Appendix 1
Client Questionnaire Result: The Law Centre

12 responses received.

What sort of things does your support worker help you with?

Bills, benefits, talk about problems with brilliant support would be lost without
Sort forms, keep up to date with any developments
Filling in forms, money that I am entitled to, safety items I need in the home
Varied
Debt's, housing problems & benefit problems and general moral support
Forms/any paperwork/phone calls/housing problems etc.
Bills, forms, tax credits, resettlement, involvement with MHATS team
Bills, forms, repairs to property, move house
mainly bills I need help with
Benefits, child maintenance, landlord issues, housing issues, courses
help with benefits, budgeting etc

Do you feel that working with your support worker has made a difference to your Life? How?

It has made a lot of difference to my life. I can cope with my bills more & am a lot more confident
Majority of worries been lifted as I wasn't able to keep on top of everything
I will be getting the safety things in my home to make my life easier and extra money I didn't know I was entitled too.
Very much so - its to rely on for sound advice and help
They have reduced my debts and kept a roof over my head and helped me manage money better.
Self explanatory - couldn't function without the service
it's a valuable service and should be paid more

Yes without the support I don't know what I would have done
Good service
Very satisfied, don't know where I would have been without their help

92% of the clients have said they were treated fairly and their rights were thought about when their support worker spoke to them. (8% did not answer the question)

83% of the clients stated that they were told the reasons for a numbers of questions asked at the beginning of their support. (8% did not answer the question)

58% of the clients stated that they were offered a copy of their assessment (8% did not answer the question)

83% of the clients felt they were given a chance to talk about any decisions that were made (8% did not answer the question)

58% of the clients were given advice on how to keep safe in their home (33% did not answer the question)

42% of the clients stated that a risk assessment was carried out on their home (33% did not answer the question)

50% of the clients felt they were involved in the risk assessment (42% did not answer the question)

58% of the clients stated that they would know who to tell if they thought they or someone they know were treated badly by somebody (33% did not answer the question)

9% of the clients did not know who to report any suspected or actual abuse.

75% of the clients stated that they have received information about how to complain (8% did not answer the question)

58% of the clients stated they would use the The Law Centre's Policy (33% did not answer the question)

Is there anything else that your support service could do better, or something more that needs to be done and they are not doing for you?

There is nothing that the support service could do better
Am in need of someone to talk to about my feelings, frustrations and confusions on regular basis. Am not able to do this with my support worker as he just helps me keep on top of benefits etc.
I am satisfied with all the help & advice provided by my support worker
I have always been very happy with the support & help I've been given - thank-you
I cannot find fault with anything that the Law Centre and the staff have done for me.

Recommendations:

Ensure that clients are aware of the abuse Policy.

Ensure that all clients receive a Risk Assessment.

Ensure that all clients have been offered a copy of the Assessment and support plan.