

Service User Feedback – National Data Collection

Guidance Notes on completing the Summary of Returns

March 2017

In 2015/16 the IASS Network developed a set of 6 core questions that all IASS have been asked to incorporate into their service user feedback questionnaires. A sample questionnaire with 7 additional questions has also been made available.

In September 2016, and following consultation with a number of young people, the IASS Network also circulated versions of these questionnaires adapted for use with children and young people. These versions use the same questions but are presented in a format that may be more appropriate for young people.

Copies of all 4 versions of the recommended feedback questionnaires are available from the IASS Network.

In the first two terms of 2016 20 IASS took part in a pilot project to develop a national database for service user evaluations. The results of this pilot have been summarised in two reports dated June and October 2016¹.

With effect from 1st February 2017 all IASS are invited to participate in a scheme to build a national database of service user evaluations. This will involve submitting the ratings for the first 50 service users from a given date. Each IASS will only be asked to do this once a year.

The IASS Network will maintain a database of returns for each academic year and will publish summary results annually so that individual services can benchmark their return rates and ratings against national data.

All IASS are asked to follow these Guidance Notes when compiling and submitting data.

¹ <https://councilfordisabledchildren.org.uk/information-advice-and-support-services-network/resources/iass-user-feedback-pilot>

Guidance Notes

Seeking feedback from service users

1. Copies of the short and extended versions of the recommended service user evaluation forms are available from the IASS Network.
2. Use the 6 core questions (highlighted in yellow on the IASS Network model questionnaires and also shown on the **Summary of Returns Form**) as part of your service evaluation procedures. The questions can be embedded in your own, more extensive, evaluation form, or you can use the Extended Version or limit your feedback form to these 6 questions. It is also open to you to use them in hard copy form, online or as part of a telephone survey.
3. **Please do not change any wording of the 6 core questions, the rating scale or the order in which the questions are asked.** If you make any changes of this kind it will not be possible to include your results in the national database.
4. Once each academic year the IASS Network will contact your service and request that you collect feedback on the 6 core questions from 50 service users from a given start date. Service users will be parents, children or young people.
5. The 50 service users should be selected on the basis that they are:
 - (a) the first 50 where a period of intervention ends on or after the given start date**and**
 - (b) they have received information, advice and support at Levels 2, 3 or 4 (or their equivalent). Levels are set out in the Intervention Levels for IASS (August 2016) – available from the IASS Network.
6. IASS may also choose to seek feedback from service users receiving support at Level 1, but should not include this data in their return. This is because the national database will focus on service users receiving higher levels of advice and support.
7. IASS may of course seek feedback from a much larger sample of service users – or, indeed, all. This information will inform local practice and monitoring procedures. However at a national level we will only collect the data on the first 50 service users for each IASS from a given start date. This need not prevent you from using the Extended Version, or your own additional questions, in your feedback questionnaire.
8. Once you have distributed 50 service evaluation forms you should allow time for service users to respond. You may be able to increase return rates to 50% or more by using a follow-up process. For example if a feedback form is emailed or given to a service user and no response is received a follow-up phone call or email may prompt a return. Further advice on maximising return rates is available from the IASS Network (*Feedback from Service Users: Maximising Returns. December 2016*)

Completing the Service User Feedback - Summary of Returns form

9. Each IASS is sent a **Summary of Returns Form** before their given start date. When your 50 service users have had the opportunity to complete their feedback form use the **Summary of Returns Form** to record your collated data, i.e. complete and return the Summary of Returns Form once you have all the responses you think you are going to receive from the 50 service users that you included in your sample (NB see para 8 above).
10. **Service ID** – you will find this number on the list at the end of these Guidance Notes. IASS covering more than one local authority have different Service IDs for each local authority they provide for. These services are asked to provide separate returns for each local authority area.
11. **Service Name** – please enter your service name.
12. **Survey period starting** - the date already shown in the yellow box is your given start date. Use this date to determine which service users are included in this return. It should be the next 50 service users meeting the criteria set out in paragraph 5 above.
13. **Number of service users surveyed** – this will normally be 50. Note that this is the number of service users asked to provide feedback on the 6 core questions – not the number of returns received. If the total number differs from 50 it would be helpful to include an explanatory note in the comments box at the end of the form.
14. **No of parents/carers / No of children 0-16 / No of young people 0-25** - if you are able to provide information on how many of the 50 service users were from each service user group that would be helpful, but is not essential.
15. **Number not known** – you can ignore this box; provided you entered a figure for the '*Number of Service Users Surveyed*' it will populate automatically.
16. **Q1 How easy was it to get in touch with us?** - enter in the green boxes the total number of service users providing ratings at level 0, 1, 2, 3 or 4. The *Total Returns*, *Return Rate*, *Percentage* and *Mean Rating* boxes will populate automatically provided that the '*Number of Service Users Surveyed*' box was completed.
17. **Q2, Q3, Q4, Q5, Q6** – please enter in the green boxes the total number of service users providing ratings at level 0, 1, 2, 3 or 4.
18. **Return completed by** - please provide a name and phone number in case we have any queries.
19. **If necessary you can add any comments below** - use this box to record any explanatory notes – though this will probably not be necessary.
20. **Please send your return to** - once you have double checked that all the green boxes are complete please return your form to the email address shown here.

IASS listed by local authority	Service ID number	IASS listed by local authority	Service ID number
Barking & Dagenham	116	Harrow	37
Barnet	111	Hartlepool	28
Barnsley	39	Havering	61
Bath & NE Somerset	24	Herefordshire	77
Bedford Borough	153	Hertfordshire	14
Bexley	117	Hillingdon	100
Birmingham	94	Hounslow	124
Blackburn with Darwen	79	Isle of Wight	50
Blackpool	80	Isles of Scilly	125
Bolton	118	Islington	126
Bournemouth	48	Kensington & Chelsea	70
Bracknell Forest	119	Kent	106
Bradford	146	Kingston Upon Hull	87
Brent	86	Kingston-upon-Thames	21
Brighton & Hove	96	Kirklees	127
Bristol	109	Knowsley	102
Bromley	98	Lambeth	128
Buckinghamshire	120	Lancashire	81
Bury	89	Leeds	58
Calderdale	3	Leicester City	62
Cambridgeshire	60	Leicestershire	10
Camden	121	Lewisham	129
Central Bedfordshire	154	Lincolnshire	32
Cheshire East	151	Liverpool	36
Cheshire West and Chester	152	Luton	35
Cornwall	43	Manchester	31
Coventry	52	Medway Towns	83
Croydon	44	Merton	30
Cumbria	41	Middlesbrough	130
Darlington	19	Milton Keynes	74
Derby	112	Newcastle-upon-Tyne	131
Derbyshire	54	Newham	115
Devon	12	Norfolk	6
Doncaster	45	North East Lincolnshire	92
Dorset	103	North Lincolnshire	132
Dudley	108	North Somerset	105
Durham	15	North Tyneside	68
Ealing	101	North Yorkshire	51
East Riding	11	Northamptonshire	53
East Sussex	85	Northumberland	27
Enfield	29	Nottingham	113
Essex	95	Nottinghamshire	114
Gateshead	20	Oldham	91
Gloucestershire	76	Oxfordshire	13
Greenwich	88	Peterborough	139
Hackney	110	Plymouth	75
Halton	63	Poole	7
Hammersmith & Fulham	73	Portsmouth	17
Hampshire	99	Reading	4
Haringey	123	Redbridge	134

IASS listed by local authority	Service ID number
Redcar and Cleveland	135
Richmond-Upon-Thames	136
Rochdale	137
Rotherham	82
Rutland	56
Salford	38
Sandwell	18
Sefton	107
Sheffield	1
Shropshire	140
Slough	47
Solihull	93
Somerset	66
South Gloucestershire	104
South Tyneside	78
Southampton	133
Southend	97
Southwark	138
St. Helens	142
Staffordshire	16
Stockport	23
Stockton-on-Tees	143
Stoke-on-Trent	90
Suffolk	42
Sunderland	8
Surrey	33
Sutton	25
Swindon	9
Tameside	71
Telford & Wrekin	141
Thurrock	64
Torbay	57
Tower Hamlets	144
Trafford	34
Wakefield	69
Walsall	46
Waltham Forest	145
Wandsworth	2
Warrington	67
Warwickshire	84
West Berkshire	150
West Sussex	5
Westminster	147
Wigan	55
Wiltshire	49
Windsor & Maidenhead	40
Wirral	148
Wokingham	149
Wolverhampton	22
Worcestershire	59
York	65