

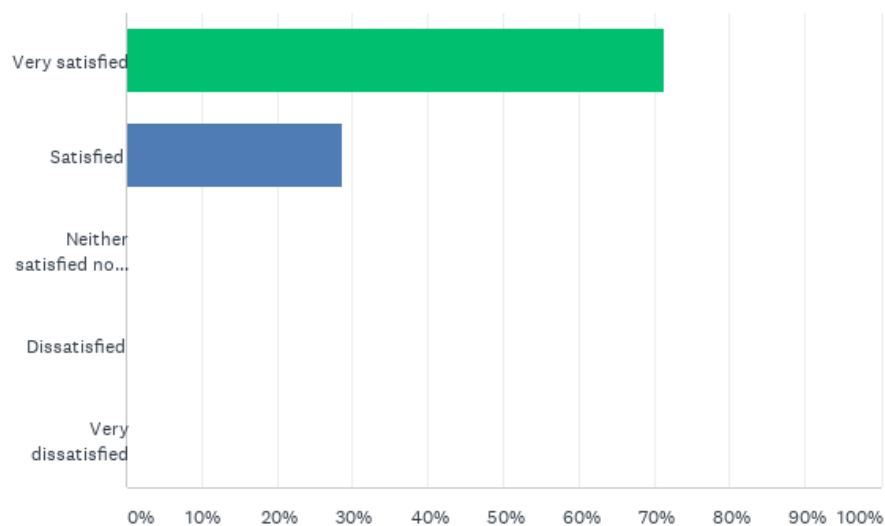
Working with the Muirhead Outreach Project 2020 Evaluation



1. How did you hear about our service?

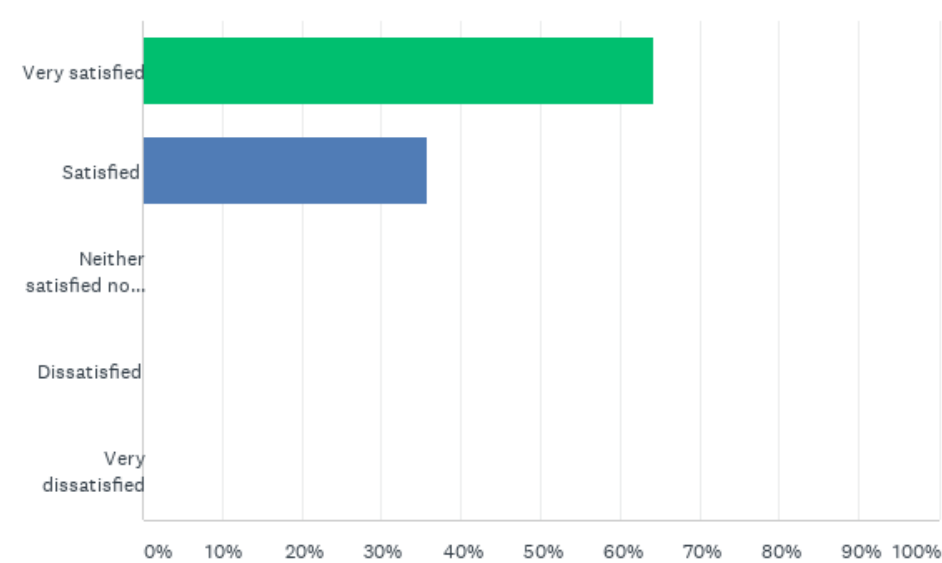
Working with same family
Through another family support worker
From a family member
Leaflet
At a meeting
Internet search
Facebook
Recommendation
Social Work

2. How satisfied were you with the speed of response from the Muirhead Outreach Project?

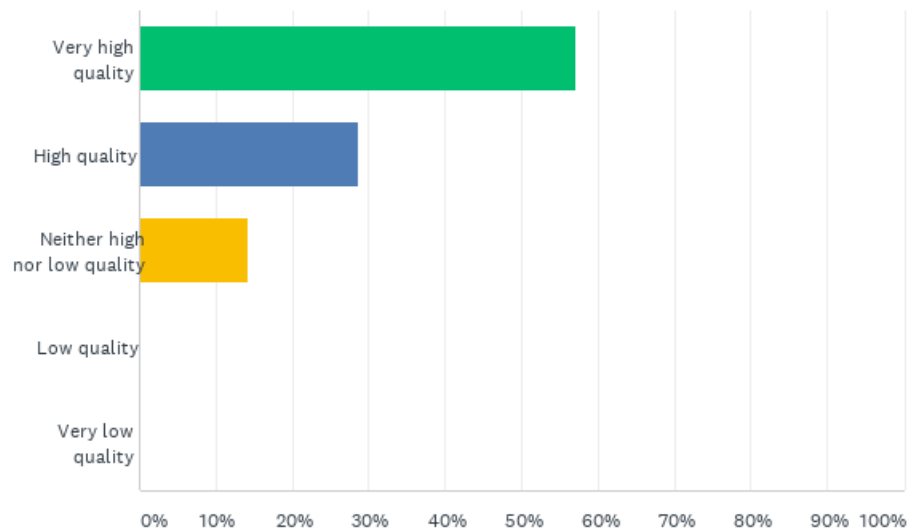


- *I have never had a problem getting feedback for the work I have done for them. The team are always happy to help in any way they can.*
- *Very quick responding to my enquiry and then my referral.*
- *Very prompt response via Facebook.*

3. How satisfied were you with the level of contact from us?



4. How would you describe the quality of our working relationship?



5. What did we do well when working in Partnership?

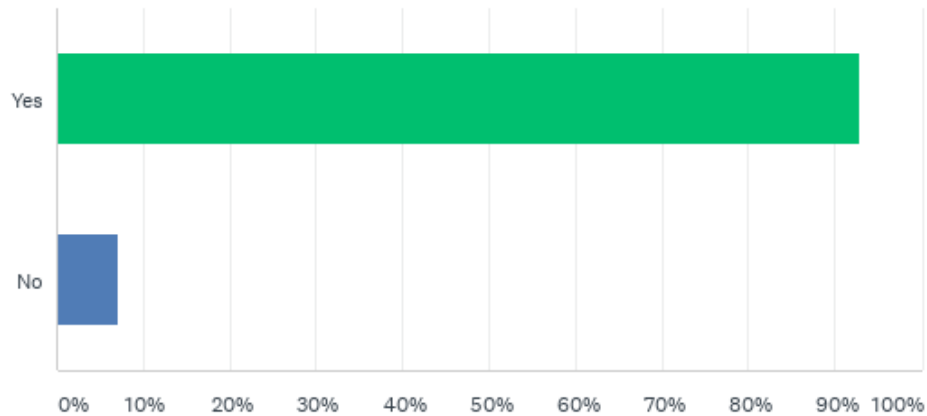
- *Provided regular in-depth updates on work with the young person.*
- *Open, honest communication.*
- *Sharing information.*
- *Being part of the larger decision making at planning meetings.*
- *Communication was excellent. Always felt my opinion was important. Full feedback from any contact I had.*
- *I am kept up to date weekly and we chat regularly to make sure we're working on the same things and in the most effective way for the client/service user.*
- *Excellent communication.*
Kept in regular contact.
- *The communication was good. I was regularly given feedback. The project is also good in asking for advice when required. There has been good partnership throughout the process.*
- *Very engaged and keen to learn new skills to support families. Very friendly and professional.*
- *Regular and detailed information shared. Regular meetings. A supportive working relationship.*
- *Supported the family.*
- *Regular updates and emails with any changes/concerns.*
- *Open and regular communication, empathy and care oozing out of every sentence, tenacity to say what needed to be said, depth of knowledge of the family and the needs of each of the children, willingness to work alongside school and the staff, reliable and always at meetings to ensure the information shared was personal and relevant.*

6. How can we improve on partnership working in the future?

- *Very pleased with the working partnership.*
- *Understanding the education context and resources we have to support our young people.*
- *Be mindful of over sharing some info and respecting the young person's confidentiality. Sometimes important info/discussion is best over the phone rather than email too. *Please note all information that is shared is approved by the family.*
- *Be much clearer about the service you offer and who to.*
- *It works perfectly. Wouldn't change anything.*
- *It would have been good if we could have worked together with the family longer.*
- *The project is offering a workshop to professionals which is a good step forward it is just unfortunate that only one member of the team can attend as all of my team were interested in attending. Further opportunities would be appreciated.*
- *Prior to working with Muirhead, I didn't know you existed or what you offered. I'm aware that there has been training offered to school staff so we can experience what it is you offer. I think this is a great idea.*

- *I don't think you can!!!*

7. Would you be willing to work with us in the future?



- *I enjoy working with the team and have learned a lot from their motivation in caring for families.*
- *I would definitely work alongside Muirhead again and would definitely recommend the service.*
- *Partnership working is always a positive approach as it is more likely to get appropriate outcomes for the families supported.*
- *You have provided much needed help to one of our families and we are all very grateful for this.*
- *Our organisations share the same values so absolutely.*

8. Would you recommend us to a family in need of support?



Thank you to all professionals who took part in our survey. Your time and feedback is very much appreciated.