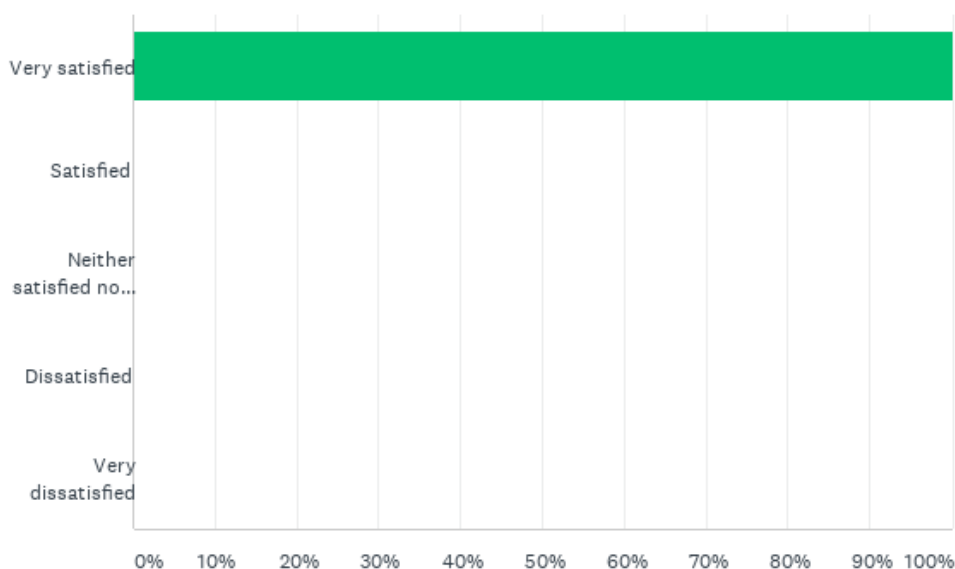


Evaluation 2020



1. How satisfied were you with the service provided by Muirhead in 2020?

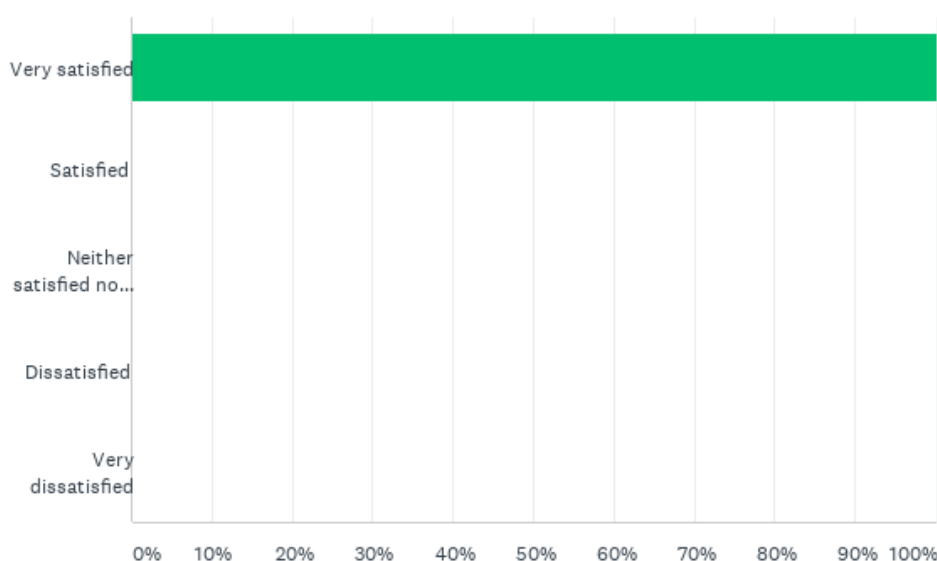


100% of our families were very satisfied with the service that we provided in 2020.

Comments:

- *Last year was hard with the whole Covid stuff going on and lockdowns the support still provided kept us all from going crazy. Having someone on the end of the phone is so helpful, whether its speaking about our day or the stresses we are feeling.*
- *You worked creatively to support us.*
- *We didn't know what to expect from Muirhead and were a little bit nervous allowing strangers into our family life but we have found the whole experience to be worthwhile and has had a lasting positive impact on our family.*
- *If it wasn't for you helping I don't think I would've been able to keep going on the way I am x*
- *The hampers, food vouchers and kids' activities for at home helped me immensely.*

2. How satisfied were you with the staff from Muirhead in 2020?



- *All staff at Muirhead are great! I feel comfortable speaking to anyone there.*
- *The expertise of staff is clear, support is quality, genuinely helpful.*
- *Staff members were all very approachable and I felt that they worked well with us to provide the support we needed.*
- *They do an amazing job with everything they do for us and couldn't be any happier with the help they give.*
- *Their support was invaluable. Made me realise that as a parent I was doing a good job.*
- *Very friendly and supportive.*

Q3 What do you think we did well last year?

- *Everything you do.*
- *Kept contact throughout Lockdown letting us know that they were still there regardless of the situation.*
- *Flexibly and creative working to give meaningful support to us in a really tough situation.*
- *I think you listening well to our family situation and then worked with us to provide custom support that we required. This meant that the support was relevant and useful for us and had a positive impact on our family.*
- *Knowing that they were there when I needed them. Even if it was just for a chat.*
- *Everything.*
- *Supported us through the difficulties this year by always being there when I needed them. Even with covid19 we were able to go to the caravan and have a much-needed holiday.*
- *Gave us help when needed.*
- *Telephone support and food vouchers as everyone has been hit financially.*

Q4 What do you think we could improve on this year?

- *I am not sure you could improve - unless we cloned you so you could give support to even more families.*
- *Just keep being your awesome selves. We spoke about learning new things like classes for things like bike maintenance and new cooking skills. That would be good.*
- *Keep doing what you're doing as you're doing fantastic.*
- *Everyone else said 'Nothing!'*

Q5 Any other feedback?

- *You are amazing.*
- *Just keep being the Muirhead we know and love please!*
- *I honestly hate to think of how life would have been and be now, if not for having your support. Life is still tough due to personal circumstances as well as pandemic, but we've been supported and signposted to other help needed, which, honestly, may have saved a life. You've been better support than any other agency I've tried to get support from, including health, Social Work, education, and signposted to other excellent support at Enable. I'm truly grateful.*
- *I really appreciate everything that all the staff do for me and my family it's like having an extended family which is absolutely amazing.*
- *Keep up the great work we all appreciate everything you do for us.*

Thank you to all of those who participated in our survey. Your feedback is very much appreciated.