

Hetty's Evaluation Analysis

2 month letter and evaluation sheets sent out on 15th January 2007

130 clients on the initial report

110 letters sent out with questionnaires

26 returned = 23.5% return

Service Received

- 23 Telephone Support at least once per client
- 6 1-1 Support at least once per client
- 5 Group support at least once per client
- 1 client had received Reiki at least once per client
- 3 clients had received Indian Head Massage at least once per client
- 1 client had received Reflexology at least once per client
- 1 client had received Colour Therapy at least once per client
- 2 clients had received Other Services – i.e. leaflets

Hetty's Evaluation Analysis (Continued)

1. Did you find it easy to contact the service

1	2	3	4	5	6	7	8	9	10
	1	1		1	2	3	1	4	13

Comments

Colleague at work.

Struggled to find a number then called a few times as I got the answerphone.

Clearly located in 'Yellow Pages'.

Weekend calls difficult because of shared service.

Difficult to access initially – had to ring multiple numbers.

Often got the answerphone but you always returned my calls.

2. Did you find the support worker understood and met your needs (ie knowledge, empathy, support and understanding of your problem).

1	2	3	4	5	6	7	8	9	10
			1		1	1		4	19

Comments

Very empathetic.

Made me feel I was not alone.

Just having someone to share my problems with helped and legal implications.

Couldn't have coped without the support.

Excellent to chat and allowed me to move on.

All workers very helpful.

Wonderful support.

Listening was helpful and putting me in touch with other organisations.

Empathetic but didn't appear to have much knowledge or understanding.

I couldn't have met nicer people who understood what I was going through.

All needs met but I was never 'phoned again.

Hetty's Evaluation Analysis (Continued)

3. What did you find most/ least helpful.

Comments

Most – all the information from the support worker.
Amazing, empathetic and practical.
They knew what they were on about.
Talking & understanding your needs, realising other people's traumas.
The advice.
Very understanding and I got all the information that I required.
Worker had personal experience and understood.
Great to talk to someone with awareness of legal situation.
The services offered were most helpful.
Talking to non-judgmental people and group sessions very good.
Talking to someone whilst at my wits end.
Just having someone outside the situation to give impartial advice.
The support was a great help.
Being able to share troubles and helpful advice.
Meeting for support and having someone to talk to.
I felt they knew what I was going through and were eager to help wherever they could. (x2)
Everything was great and their personal experiences helped.
The lady was very calm & listened which is what I needed at that time.

4. What do you feel we could do to improve our service

Comments

Just keep going
It's very good can't think of any improvements (x2).
More telephone lines - not answerphone.
Outstanding at all times
Maintain your enthusiasm and dedication.
Keep up the good work.
Excellent as you are (x3).
Make group provision in the worksop area.
A great service – God bless you all.
Video showing success stories & a light at the end of the tunnel would be helpful.

Hetty's Evaluation Analysis (Continued)

5. Can you give us a brief understanding as to why you no longer require our service at this moment in time.

Comments

Situation stabilized (x16)

Group sessions stopped at Sutton.

I do still use the service when I need someone to talk to.

Still require your wonderful service.

I still need help, I can't cope (x2).

User passed away, you sent me some lovely flowers.

Thank you for being there at my lowest point.

I keep you number in case I need it.

Still may require your service (x2).