

Adult Social Care My Safeguarding Experience Part 2



Coventry City Council

ONE
COVENTRY

☒ User feedback form

Telling us about your experience is really valuable to us as it helps us to improve our service.

Please complete this form or the online version at www.coventry.gov.uk/MSP

☒ 1. Have the 3 most important things to you been achieved?

☒ Yes ☐ No ☐ 1 or more have been achieved

Comments

2. Did you feel listened to during conversations and meetings with people about helping you to feel safe?

- ☐ I was **always** listened to
- ☐ I was listened to **quite a bit**
- ☐ I was **not** listened to **very much**
- ☐ I was **not** listened to **at all**
- ☐ Not answered

Comments

3. Did you get the information you felt you needed?

(This could be spoken or written)

- ☐ I got **a lot of** information
- ☐ I got **quite a lot** of information
- ☐ I did **not get very much** information
- ☐ I did **not get any** information
- ☐ Not answered

Comments

4. Were you able to understand the information given to you?

- ☐ I was able to understand **all** of the information
- ☐ I was able to understand **most** of the information
- ☐ I was **not able** to understand **much** of the information
- ☐ I was **not able** to understand **any** of the information
- ☐ I did **not get any** information
- ☐ Not answered

Comments

5. How happy are you with the end result?

- ☐ I am **very** happy with the end result
- ☐ I am **quite happy** with the end result
- ☐ I am **not very** happy with the end result
- ☐ I am **not at all** happy with the end result
- ☐ Not answered

Comments

6. How happy are you with how people dealt with your concerns throughout the process?

- ☐ I am **very** happy with how people dealt with my concern
- ☐ I am **quite happy** with how people dealt with my concern
- ☐ I am **not very** happy with how people dealt with my concern
- ☐ I am **not at all** happy with how people dealt with my concern
- ☐ Not answered

Comments

7. Do you feel that you are safer now because of the help you got from the people involved?

- ☐ I feel I am **a lot** safer now
- ☐ I feel I am **quite a bit** safer now
- ☐ I feel I am **not much** safer now
- ☐ I feel I am **not at all** safer now
- ☐ Not answered

Comments

8. Is there anything else you think the council (or other organisations) could have done better?

Comments

If you would like to be contacted about what you have written on this form, please provide your name and contact details on the next page.

Coventry City Council will use your personal information to contact you about your Making Safeguarding Personal (MSP) feedback in order to develop and improve our services in the future. If you choose to provide us your personal information on the questionnaire, we will share your personal information given with an allocated worker from Adult Social Care. More details about how we use information about you can be found in the full privacy notice at

www.coventry.gov.uk/mspfeedbackprivacynotice

I consent to Coventry City Council using the information I provide to contact me regarding my feedback in accordance with the Privacy Policy.

☐ Yes ☐ No remain anonymous

Name

Contact details

Please return this form to **Safeguarding Adults Team, Coventry City Council, PO BOX 15, Council House, Coventry, CV1 5RR**

o Contact Adult Social Care Direct

Call **024 7683 3003**

or email ascdirect@coventry.gov.uk

or visit www.coventry.gov.uk/health-social-care

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres ascdirect@coventry.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ascdirect@coventry.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی ascdirect@coventry.gov.uk پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: ascdirect@coventry.gov.uk

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: ascdirect@coventry.gov.uk

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**Worried that someone you know
is being harmed or neglected?
Report it here**

