

Was there other support you would have liked?

YES NO

Comments: _____

Was there anything about The Haven and it's services you didn't like?

YES NO

Comments: _____

Any other comments: _____

Would you like to talk to someone about your experience at The Haven or your ideas to improve our services?

YES NO

If Yes, please provide your contact details:

Name: _____

Address: _____

Phone No: _____

*Thank you for completing the
YOUR SAY Questionnaire*

The Haven Clothesline Charity Shop

Were you informed about donations available to you?

Did you visit the Charity Shop?

Did you receive donations while resident?

Did you volunteer in the Charity Shop?

Would you like information on volunteering in the Charity Shop?

Any other comments: _____

Please return it to:

The Suggestion Box at each
The Haven Wolverhampton site

OR

The Haven Wolverhampton
PO Box 105
Wolverhampton

You may also write or phone us on 01902 572140 to discuss your experiences and suggestions. Anything you say will not affect your access to our services in the future.

YOUR SAY

Updated on 27/06/2003

Phone: 01902 713001

Fax: 01902 572144

Email: info@havenrefuge.org.uk

Website: www.havenrefuge.org.uk

The Haven Wolverhampton



Established in 1973

FEEDBACK FORM FOR HAVEN SERVICES

Charity No.1065427

Supported by

Wolverhampton City Council

YOUR SAY

YOUR SAY

We want to know what you think about The Haven and its services.

We want you to have YOUR SAY so we can improve the service we offer.

This form is for comments and compliments. Complaint procedure is also available to help you to make a complaint about our services (Ask member of staff for details).

Please take 5 minutes to complete the YOUR SAY Questionnaire.

Your reply will be treated as confidential. You do not need to put your name on the form.

Please feel free to add more pages if you need more space for your comments.

The Haven aims to:

- Provide quality safe & secure temporary accommodation for homeless women & any dependent children.
- Provide quality support services to women & any dependent children who access our services.
- Develop & promote initiatives which work towards preventing, or supporting, people experiencing homelessness & domestic violence.
- To be an efficient & effective organisation in the way we operate & use our resources.

Do you feel that we are achieving these aims?

YES No

Comments: _____

Please tick all services used:

- Referral Line
- Residential
- Hostel (s) Name _____
- Resettlement
- Floating Support
- FS Name _____
- Counselling
- Children's Services
- Housing&Tenancy Advice
- Lifepans project (16-25 year olds)
- +25 year olds project

What type of support did you get?

- | | |
|---|---|
| Accommodation <input type="checkbox"/> | Advocacy <input type="checkbox"/> |
| Attending Appointments <input type="checkbox"/> | Benefits <input type="checkbox"/> |
| Childcare/Respite <input type="checkbox"/> | Children's Issues <input type="checkbox"/> |
| Clothing <input type="checkbox"/> | Furniture <input type="checkbox"/> |
| Group Work/Activities <input type="checkbox"/> | Health Issues <input type="checkbox"/> |
| Household goods <input type="checkbox"/> | Information <input type="checkbox"/> |
| Nursery Places <input type="checkbox"/> | Referral to Agencies <input type="checkbox"/> |
| Rehousing <input type="checkbox"/> | School Placements <input type="checkbox"/> |
| Support Groups <input type="checkbox"/> | Space to Talk <input type="checkbox"/> |
| Support with a course <input type="checkbox"/> | Training <input type="checkbox"/> |
| Other (Please specify) | |
- _____
- _____
- _____
- _____

Was the support received:

Good Satisfactory Unsatisfactory

Comments: _____

Were the staff:

Approachable YES NO

Professional YES NO

Helpful YES NO

Comments: _____

When you visited / stayed at The Haven:

Were you welcomed? YES NO

Was it clean and tidy? YES NO

Did you feel safe? YES NO

Did you feel listened to? YES NO

Comments: _____

Did you get information about all The Haven Services and how to access them? YES NO

Comments: _____

YOUR SAY