Tool 1: Guidance on providing feedback

This tool provides some information for people being supported who are being asked for feedback. It explains the purpose of feedback and includes a consent form. It can be personalised to meet individual needs and circumstances.

It is recommended that the information is copy/pasted into a format that shows it is officially from the agency or body providing the social work service, e.g. official stationery.

Why am I being asked to provide feedback?

Social workers are continually looking at how they can develop their practice. As a recently qualified social worker, __________ is particularly keen to understand how their practice is viewed by the people they work with and to look at how they can develop their practice further. You will have valuable views and comments about the service and support you have received from ___________. By sharing your views, you can help them to improve their practice in the future.

How will the feedback be used?

As a recently qualified worker __________ is being assessed. Their assessor is_________________. The feedback will be seen by both the worker and their assessor. It will be used to support the worker to consider the quality of their work and to look at what they can do to improve in the future.

What do I have to do?

You do not have to do anything. However, we would really appreciate it if you could provide feedback on __________‘s practice. You can chose how you would like to do this. For example, you might want ________ to give you a questionnaire that you can fill in, or you might prefer to just write down your thoughts about the worker, or you might want to meet with __________ or their assessor. You can chose how you want to provide feedback.

Will __________ know what I have said about them?

Yes. This is important so that what you say can help the worker learn and develop
**Will it be my fault if _____________ fails?**

No. Your views will contribute to the overall assessment completed by _____________’s assessor.

**Will the feedback I give affect the service I receive in the future?**

No. the feedback you give is totally separate to the service you receive. It will help _____________ to think about how they can improve their work, but it will not have any impact on the services you receive.

**If I have any more questions who should I ask?**

You can ask _____________ any other questions you might have about providing feedback.
Feedback Agreement Form

I have received verbal and written information about my involvement in assessing ____________’s practice and understand what I am being asked to be involved with. I am aware that I do not have to give any feedback, but my comments will be used by the worker to improve their practice in the future.

1. I would like to provide feedback in following way:

☐ Complete a questionnaire provided by _________
☐ Provide written feedback about the issues that I feel are important
☐ Meet with _________________ to provide feedback verbally
☐ Other. Please say what method___________________________

2. I am aware that I will not be named or identified in the assessment report. If I change my mind at a later stage I will let _____________ know.

Name
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Signed
...........................................................................................................................................

Date
...........................................................................................................................................