



Department
for Education



Tool 3: Core questions for seeking feedback

This lists some of the core questions which are often used in seeking feedback from people who need care and support. It may be used as a prompt for NQSWs and assessors in thinking about how to phrase feedback questions. It might also be used by NQSWs to develop a toolkit of questions presented in different ways.

This list of questions which are often used in gathering feedback from people who need care and support may be useful to NQSWs in gathering feedback. It may be useful to develop a toolkit based around ways of asking these questions using different methods – for example in different languages, using photographs and illustrations, Braille, Makaton, etc. NQSWs should think about the most common ways they communicate with the people they support and develop these questions into those formats.

- Did I clearly explain who I am and what my role is?
- Did I listen to you and give you the time to tell me the things you wanted to?
- Do you feel that I planned adequately for our work?
- How well do you think I understood your needs?
- How helpful was the advice / support I gave to you?
- How respectful was I?
- How reliable do you think I am?
- If you had a friend or family member in the same situation would you
 - recommend me to them? Why?
- Did I explain what your rights were, including your right to complain?
- How satisfied are you with the work I did?
- Did I involve you in decisions?
- Did I explain what information could remain confidential and what needed to be shared?

- Am I good at time keeping – for example am I on time for our meetings?
- Have I explained to you how to contact me? Have you found me easy to contact?

It might be useful for people responding to the questions if they can indicate on a five-point scale the level of their satisfaction. A written form of this could be:

Very dissatisfied / Quite dissatisfied / Neutral or no opinion / Quite satisfied / Very satisfied

However, people should be asked to give their reasons, or give examples, for their score, not just give you the numbers. Clearly, the scale will need to be adapted to facilitate the reasonably likely needs and responses of each person feeding back.