**Useful Links for Seeking Meaningful Service User and Carer Feedback**

The following are links to range of websites with interesting articles around seeking service user and carer feedback:

**Examples of feedback forms used by social workers in practice**

Children’s Social Care Case Closure Feedback Survey - For children – Essex Council - This form was seeking children’s feedback on social work involvement. It has clear language and some useful questions - <https://www.essex.gov.uk/Publications/Documents/Case%20Closure%20children04.02.13.pdf>

Social work support feedback form -Kent Council – This form is a picture based feedback form for social workers aimed at children - <https://www.proceduresonline.com/kent/childcare/user_controlled_lcms_area/uploaded_files/SCS%20Feedback%20Form_Social%20Worker_7-11.pdf>

**Social Work Student Guidance - Assessment Specific**

**Principles for gathering and using feedback from people who use**

**services and those who care for them –** From the college of social work guidance on seeking SUC feedback – Has suggested questions for seeking feedback following a direct observation **- https://coercivecontrol.ripfa.org.uk/wp-content/uploads/TCSW\_Assessing\_social\_work\_practice\_against\_the\_PCF-principles\_for\_gathering\_feedback.pdf**

**Resource 1: Seeking feedback from people who need care and support -**

This is a bit outdated so the links in the document do not work but it does give some helpful hints and tips - <https://www.skillsforcare.org.uk/Document-library/Social-work/gathering-feedback/Gatheringfeedback/Resource-1.pdf>

**Considerations for Gaining Feedback from Carers and People who use services during Social Work Student Placements: A Good Practice Guide** Sussex and Skills for Care - An excellent guide with examples of questions to ask and reasons for seeking feedback. From 2007 so some links are out of date i.e. general social care council - [https://www.skillsforcare.org.uk/Document-library/NMDS-SC,-workforce-intelligence-and-innovation/Research/RKB-archive/966.%20SfC\_SE\_Considerations%20for%20gaining%20feedback.pdf](https://www.skillsforcare.org.uk/Document-library/NMDS-SC%2C-workforce-intelligence-and-innovation/Research/RKB-archive/966.%20SfC_SE_Considerations%20for%20gaining%20feedback.pdf)

**Involving service users and carers in social work education Assessment of students** – SCIE from 2004 - <https://www.scie.org.uk/publications/guides/guide04/mf/11-5.asp>

 **Making the difference together Guidance on gathering and using feedback about the experience of social work from people who use services and their carers** – DOH 2016 – Lots of helpful suggestions around seeking feedback - <https://www.basw.co.uk/system/files/resources/basw_12856-8_0.pdf>

**Example of a SUC feedback form** <http://cw.routledge.com/textbooks/9780415499125/downloads/34-service-user.pdf>

**Other**

**Children’s views and experiences of their contact with social workers: A focused review of the evidence** Christine Oliver 2010 – Children’s workforce development council **-** This is a more general article around what children want from their social worker – this could aid conversation around developing questions for feedback.

https://dera.ioe.ac.uk/518/1/Children\_s\_views\_and\_experiences\_of\_contact\_with\_social\_workers\_report\_July\_2010.pdf

**Service User and Carer Involvement in the assessment of student learning: an annotated bibliography** Compiled by Jill Anderson on behalf of the Mental Health in Higher Education project – Provides links to a wide range of articles around engaging SUC in social work education - [*https://www.heacademy.ac.uk/system/files/service-user-carer-involvement\_0.pdf*](https://www.heacademy.ac.uk/system/files/service-user-carer-involvement_0.pdf)

**A key part of being a social work student is service user feedback – why does this stop after qualifying?** *Community Care article by Ryan Wise 2019- Interesting and up to date article around feedback across the social work career -* https://www.communitycare.co.uk/2019/03/21/key-part-social-work-student-service-user-feedback-stop-qualification/

All websites correct as of 3/6/19 – Compiled by Hayley Palfreyman for workshop – Seeking Meaningful Feedback