

Evaluation Form for Young People aged 13+ and Parents/Carers of Younger Children - Acorns (In-House Services)

We'd like to ask you some questions about what you think of Acorns and what we do here. It's really useful to know if we've helped you, and find out if there's anything we could do better.

Your answers will be anonymous, so you can be completely honest!

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* Indicates required question

How were things going for you/your child before you started coming here? *

1 2 3 4 5

Things were really difficult ☐ ☐ ☐ ☐ ☐ Things were really good

How well was our work explained to you? *

1 2 3 4 5

Not very well, I didn't really understand what you do ☐ ☐ ☐ ☐ ☐ Really well, I completely understood what you do

Did you feel welcome? *

1 2 3 4 5

No, I didn't feel welcome ☐ ☐ ☐ ☐ ☐ Yes, everyone was welcoming and friendly



Did you feel that we cared about you/you and your child? *

1 2 3 4 5

No, not at all ☐ ☐ ☐ ☐ ☐ Yes, definitely!

Did you feel able to talk to your Acorns worker if you had any worries or questions? *

1 2 3 4 5

No, not at all ☐ ☐ ☐ ☐ ☐ Yes, definitely!

Do you think that Acorns has helped you/your child feel better? *

1 2 3 4 5

No, not at all ☐ ☐ ☐ ☐ ☐ Yes, definitely!

Where did your Acorns sessions take place? *

Your answer

What did you think of the building and therapy room(s) (if applicable to you; if not, please skip this question)?

1 2 3 4 5

I didn't like them much ☐ ☐ ☐ ☐ ☐ I thought they were fantastic!



How are things going for you/your child now that your time with us is coming to an end? *

Things are worse 1 2 3 4 5 Things are better

☐ ☐ ☐ ☐ ☐

In general, how would you rate the service you've received from Acorns? *

I think there are things you could do better 1 2 3 4 5 I think you are fantastic!

☐ ☐ ☐ ☐ ☐

What were the best bits about coming to Acorns?

Your answer

Is there anything you/your child didn't like, or found hard?

Your answer

Do you have any other ideas about things we could do differently at Acorns?

Your answer



We are always really interested to hear the feedback of people that have used our services at Acorns, but also any information you'd feel comfortable sharing with us about your experiences in general. This could be about your time with Acorns, your experience of other organisations (such as school, the police, social workers etc.) and anything you would like to say or suggest about the ways that services could be improved for young people.

Your answer

Is there anything else you'd like to tell us?

Your answer

We may like to contact you again to talk about some of the answers you've given. This survey is anonymous so you don't have to, but if you are happy to, please leave your **name, email address and phone number** for us so that we can contact you.

Your answer

Please indicate which service this form relates to *

- ☐ Children and young people's counselling and play therapy
- ☐ Family Support service
- ☐ First Response
- ☐ Breeze Programme/Forest School

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