**Parents’ Views on their Local Care and Support Services**

**Telephone Survey**

**INSTRUCTIONS TO INTERVIEWER:**

* The questionnaire contains 3 questions. Please tick one answer for each question.
* If a question is not relevant to the respondent, then please leave that question blank.
* If you make a mistake or the respondent changes their mind, please cross out the incorrect answer and tick the correct answer.
* Only ask the respondent if they would like to add any comments after the question if they have not already provided supporting commentary.
* Please continue on another sheet if the respondent would like to say more about any of their answers.
* You need to request the respondent’s permission if you are tape recording the conversation.

**READ OUT:**

Good morning/afternoon/evening, my name is **<insert interviewer name>** from **<local authority/agency on behalf of local authority>**. I am calling following the appointment we made to complete the questionnaire that was sent to you in the post regarding the care and support from **<local authority>.** The reference for my call that you were given is **<telephone reference number provided>.**

As mentioned in the letter, your answers will be treated in confidence and you will not be identifiable in any way. The only way we can identify you is if you would like us to contact you to speak to you about anything you have said in your answers.

If you would like confirmation of the survey’s authenticity, please call **<local authority>** who will be able to advise you. The interview will take a couple of minutes – is it still convenient to go through this with you?

⃝Yes, happy to take part now

⃝Yes, but arrange a convenient time and date to call back:

|  |
| --- |
|  |

⃝No, prefer not to take part

**READ OUT:**

**Thinking about the care and support your child or children have had:**

**1. Do you agree with the following statement: I have been actively involved in all decisions about how my child’s/children’s care and support was provided**

 ⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

 …………………………………………………………………………………………………

 …………………………………………………………………………………………………

 …………………………………………………………………………………………………

**A little about you…..**

**2. Interviewer to code:** ⃝Male ⃝Female

**3. How old are you? ⃝**Under 18

**⃝**18-24 years old

**⃝**25-44 years old

**⃝**45-64 years old

**⃝**65-84 years old

**⃝**85+ years old

⃝ Prefer not to say

**Thank you for your help.**