

Feedback from the Children's Sensory Team (CST)

Social care questionnaire 2018

We would like to thank all the social workers who took the time to respond to the CST questionnaire this year. We are delighted with the positive feedback. We welcome the suggestions made and will use your ideas to improve and shape our service.

If on the rare occasion an issue was highlighted, we will contact you, or will be contacting relevant professionals, to discuss this further.

We are very proud of the work that we do and the feedback we have received. Thank you.

5 responses were received but they cover a broad spectrum of CST's work with social care.

Q1. Do you know how to contact CST? 100% yes

Q2. Can you have an effective professional dialogue with the CST member about the child or young person's needs? 100% yes

Q3. Do you feel your views are considered? 100% yes

Q4. When CST attend a meeting or appointment or given information has it been helpful? 100% yes

Q5. Do you feel the overall support CST provides, helps/supports/improves outcomes children and young people and families with vision impairment and/or hearing impairment? 100% yes

Q6 . What can we do better? No suggestions were given.

Examples of some of the feedback:

- We are located in the same building which is very positive.
- The CST has always been extremely approachable and helpful.
- All CST staff are always ready to help and advise.
- The manager is very friendly and approachable and will always take time to discuss cases.

- I feel that there has been very good joint working with the team including joint home visits and meetings.
- There is a good working relationship and we work in partnership.
- I have often been contacted to discuss the case and the next step forward.
- I have always contacted the CST teacher for any information and update that I needed.
- Good participation and feedback. CST staff are very professional and provide regular updates.
- The manager has been very supportive in a CIN case - detailing concerns regarding a family, attending a CIN review meeting and helping with the minutes to form a plan to support the family. She provided detailed feedback and had lots of helpful information to share.
- I have worked with the team, who all work closely with families to improve outcomes. I feel the team provide a very high standard of support.
- CST provides a specialist service and input. One child is currently out of school and the CST team has ensured that this situation doesn't affect her or her family.

Thank you again for your contribution in this survey and for all the work you do with CST to support the families we work with.

Please do not hesitate to contact us if you have anything further to add or if you would like to be more involved in shaping our service.

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