

## Coventry Cyrenians Exit Questionnaire Report – AIMS

Date: June 2018 - April 2019

QUESTIONS	POOR	OK	GOOD	VERY GOOD	EXCELLENT
How helpful/supportive did you find your support worker?		1	8	9	12
How did you find the overall experience?		3	5	11	11

QUESTIONS – If you answer 'No' please add a comment explaining the reason for your answer	YES	NO	Please comment if ticked 'no'
Did you feel confidentiality was respected?	30		
Did you feel listened to?	30		
Has this experience given you confidence for your future?	29		
Did the service meet your needs?	27		"I'm not sure what I wanted"
Would you recommend this service to anyone else?	30		

Have you made improvements in any of the following?

Communication	<input type="text" value="15"/>	Education	<input type="text" value="21"/>	Health	<input type="text" value="11"/>	New Interests	<input type="text" value="8"/>
Alcohol Awareness	<input type="text" value="8"/>	Family Relationships	<input type="text" value="15"/>	Career	<input type="text" value="9"/>		
Other (Please state what 'other' is)	<input type="text"/>	1. Services are available to help 2. Services that are available/ better informed of services 3. Confidence					

	Comments
What part of the support provided by Cyrenians did you feel was most useful?	"The alcohol awareness" "Having someone to talk to" x2 "The effort of getting school provided" "Looking at options for emotional support & careers choices/options" "Just getting everything off my chest and being able to talk" "The fact it was led by myself (eg frequency etc.)" "Helping with my aggression" "Got everything out / opportunity to talk" "Talking things through that go on in my life" "Having someone 'there' for me"

	<p>“Them coming into school and talking to me and finding out my situation”</p> <p>“The help of communication between parties”</p> <p>“I feel the most useful part was knowing you’re not on your own”</p> <p>“EDMR”</p> <p>“The effort of getting school provided”</p> <p>“Being listened to by someone who helped me further with the support I needed”</p> <p>“Got good advice”</p> <p>“Counseling”</p> <p>“I thought it was when I got to just talk about worries of mine”</p> <p>“Everything”</p> <p>“I liked being listened to”</p> <p>“All of it”</p> <p>“About health and social”</p> <p>“Some good advice was given and I felt listened to”</p>
Is there anything Cyrenians can do to improve their service?	<p>“No” x12</p> <p>“I’m not sure”</p> <p>“No everything was dealt with respect”</p> <p>“I think you are brilliant ☺ “</p> <p>“Nothing that I can think of” x2</p> <p>“No, they’re really helpful”</p> <p>“No, they provide a good service”</p>
What is one memory that you will take away with you?	<p>“Support despite non attendance”</p> <p>“I don’t know”</p> <p>“Emotional / Pastoral support”</p> <p>“That I can always find someone to talk to”</p> <p>That I can be what I want to and do what I want”</p> <p>“That it’s good to talk to someone”</p> <p>“Through help it all falls into place”</p> <p>“Being supported”</p> <p>“One memory is being told that the problem I was worrying about was being sorted”</p> <p>“Always having someone to talk to”</p> <p>“Phil ☺ he’s a legend and has helped me so much, PS: Pay rise for Phil ☺ ”</p> <p>“Taking away bad memories”</p> <p>“One memory that I will take with me is that I felt listened to and that I’m not alone no matter how alone I feel”</p> <p>“Getting piano lessons”</p> <p>“Talking about what’s wrong and finding a solution”</p> <p>“Do not let people get to you and stay calm”</p> <p>“To not worry too much”</p>
Any other comments	<p>“Definitely helped me progress as a person, really really good support”</p> <p>“Good to have chance to talk about own take on life”</p> <p>“Would definitely recommend others who need support to go to Phil, he’s very supportive and very willing to listen to people”</p> <p>“AIMS is all good”</p> <p>“It was helpful”</p>

In addition we also have collected one parents/carers’ feedback:

“The service stepped in just when we needed them... Whilst the talking therapy wasn’t too helpful, this was due to [client’s name] not being talkative. However the EDMR he found very helpful. Phil was very supportive and kept in contact regularly.”