

# Sefton Council

## Direct Payments Scheme

### Customer Satisfaction Survey

In order to evaluate Direct Payments Sefton Council in partnership with Sefton Carers Centre would welcome your comments on the issues listed below. Your comments will be used to maintain or improve the quality of the Direct Payments Scheme and will remain anonymous.

*Personal information that you provide to Sefton Carers Centre will be held in accordance with the Data Protection Act 1998.*

Please tick the appropriate box	<i>Very poor</i>			<i>Excellent</i>	
	1	2	3	4	5
1. Was the Scheme and how it works clearly explained?					
2. How well were your questions answered?					
3. Is the range of support services provided sufficient?					
4. How appropriate are the support services provided?					
5. How would you rate the support you have received?					
6. Was the information and advice given useful?					
7. How useful were the Information Sheets provided?					
8. How has the Team responded to your enquiries?					
9. How efficient are the departments payment systems?					
10. Overall how would you rate the Direct Payments scheme?					
11. How well do you feel you were consulted?					
12. Has the Direct Payments Scheme met your expectations?					

**Sefton Council**

How could the Scheme be improved? -----

-----  
-----  
-----  
-----  
-----  
-----

What problems, if any, have you experienced since joining the Scheme? -----

-----  
-----  
-----  
-----  
-----  
-----

What are the benefits, if any, of joining the Scheme? -----

-----  
-----  
-----  
-----  
-----  
-----

Any other comments (Please use a separate sheet, if necessary) -----

-----  
-----  
-----  
-----  
-----

**If you would like a response to any of your comments please complete details of your name and address below**

**NAME.....**

**ADDRESS.....**