

Feedback from Consultation

Hearthstone Domestic Violence Advice Centre

Purpose of consultation:	<p>The purpose of the consultation was to</p> <ol style="list-style-type: none"> 1. Find out how well Hearstone service was received by its service users. 2. Compile and analyse the breakdown by ethnicity, age etc from April 2007 to March 2008
Methodology:	<p>This analysis is a study of answers to the Feedback / Comments sheet given to all Hearstone customers between April 07 and March 08.</p> <p>92 forms were received back from customers, who complete the form anonymously.</p>
Findings:	<p><u>Customer Satisfaction</u></p> <p>80% said they were very satisfied with the service they had received.</p> <p>14% said they were satisfied with the service they had received.</p> <p>2% said they were quite satisfied.</p> <p>No one said they were dissatisfied with the service they had received.</p> <p>3% declined to answer this question.</p> <p><u>Breakdown</u></p> <p>Service users were all women and come from a wide range of ethnic groups.</p>
What does this mean for us?	<p>How was the scheme/ document changed as a result of the consultation?</p> <p>There were no changes made to the scheme following the survey.</p> <p>Penny Rutter will co-ordinate changes if there are any in future.</p>
How were results communicated ?	<p>Upon request and via the web.</p>
For further information, please contact:	<p>Penny.rutter@haringey.gov.uk</p>

Dates of consultation:	All service users visiting Hearthstone Domestic Violence Advice Centre from April 2007 to March 2008
Ward/ neighbourhood affected?	Anyone in the borough wishing to access support and advice on domestic violence