

# Appendix C: Q4 Service Feedback

## Service Feedback Quarter Four 2018/19

**youngaddaction**

KENT



100%  
were happy with  
the service



100%  
would recommend  
us to others



100%  
would use the  
service again

"I like the open way in which I can talk"



100%  
thought sessions  
helped them

"Someone you can talk to helped. Positive experience."



100%  
thought sessions  
prepared them well

"I learned to trust who I was working with and they helped me in many ways."



93%  
met their  
goals



100%  
felt understood  
by their worker

"I liked the way I could talk about what was going on and have no-one else know about the problems"



100%  
felt fully  
involved

"An amazing team who do brilliant work. Nothing but positive experiences with regards to referrals"



100%  
would recommend  
the service



100%  
would come  
back

Data Source: Survey Monkey Jan 2018 - Mar 2019