Visitor Feedback Form



*This form relates to your contact with a specific individual you have supported in or post-detention.*

*Please fill in this form* ***when your visits stop or every 3 months of visiting someone.***

Please select the relevant reason for completing this form below:

**Our visits have stopped [ ]**

**3 months have passed [ ]**

*Please fill in this form as accurately and as fully as you can. Your feedback is very important to us for a couple of reasons. Firstly, many of our large funders require us to provide regular monitoring and evaluation reports, and your detailed feedback is vital in complying with that requirement. Secondly, your feedback helps us understand better the issues you, our volunteer visitors, face in our core role of helping those in detention, so that we can improve the support we give both to those in detention and to you. The information also helps us with our future applications for funding and for other purposes such as policy outreach, awareness raising. Thank you.*

Name of volunteer:

Name of person in detention/post-detention:

Are you supporting this person in or post-detention?

* In detention
* Post-detention

The nationality of the person you are supporting: ………………

The age of the person you are supporting: ……………..

Visiting period from (month/year) …………………….. to ……………………………

**Section A - About your Visits/Contacts**

1a) How many times did you visit in person? (Please give an approximate number if you cannot remember exactly.)

Number of times: ………

1b) If you kept in touch by phone or some other means, please say approximately how many times you made contact of this kind:

Number of times: ……..

2. Did you experience any difficulties accessing the person in detention?

* Yes
* No
* Not relevant.

If Yes, please give details:

…….………………………………………………………………………………………………………………………………………………….

3. Which language did you mainly speak during conversations?  English/ Other

If Other, what language? ......................................................

4. Did language barriers make your contacts/visits difficult?

* *Not at all*
* *A little*
* *Quite a bit*
* *A lot*

5. Have you noticed any improvement in the person’s spoken English over the course of your support*?*

* *None at all*
* *A little*
* *Quite a bit*
* *A lot*
* *Not relevant (because English already very good)*
* *Not relevant (because too few contacts)*

6. What were the visits/contacts like?

……………………………………………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………………………………………….

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7. To what extent do you agree with each of these statements*?*

* “I was able to establish trust.”
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
* “I was able to understand the person’s needs.”
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
* “There were no issues about boundaries.”
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*

**Section B - The Difference your Visits/Contacts Made.**

8. Please describe the ways you think your visits made a difference.

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9. Did you help the person in any of these ways?

* + Did you support them emotionally?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
* Did you tell them about life/culture in the UK?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + Did you help them with other useful information?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + Did you signpost to any other agencies?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + Did you provide any other additional support?
* Yes
* No

If Yes, please specify …………………………………………………………………………………………………………..

10a) To what extent do you think the person you supported experienced the following while in detention.

* Loneliness/isolation (including feeling disconnected from their family/community)
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
* Feelings of sustained stress/anxiety
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
* A sustained low mood
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*

10b) To what extent do you think your visits/contacts made a difference to these aspects of their experience in detention? (Please answer not relevant if answers to 10a were “not at all”).

* Helped the person feel less alone/isolated/disconnected from the outside world?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + *Not relevant*
* Helped the person manage feelings of stress/anxiety?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + *Not relevant*
* Helped the person's low mood improve, whether in the short-term or in a more sustained way?
  + *Not at all*
  + *A little*
  + *Quite a bit*
  + *A lot*
  + *Not relevant*

11. Is there anything else you would like to feed back about the person you supported or your feelings about the visits?

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12. Did you talk to the person about wanting to make a complaint about how they are being treated in detention/post detention? If YES, how did they proceed?

• No [ ]

• I spoke to them about their wish to make a complaint but did not know how to advise them on the complaints procedure [ ]

• I advised them on how to make a complaint and they DID MAKE a complaint [ ]

• I advised them on how to make a complaint but they DID NOT make a complaint [ ]

13. What has the impact of supporting this person been like for you, and what have you learnt through this relationship?

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