

## Signs of Safety Family Feedback

The purpose of this survey is to obtain views on the service you have received from Children, Young People and Families' Service. This is so that we can improve the service that we provide.

We can be contacted by -

- calling 01482 300300
- emailing [EHASH@hullcc.gov.uk](mailto:EHASH@hullcc.gov.uk)
- talking to your social worker or early help worker

We process information about -

- your views on the service you received

All information is supplied on an optional basis but may include -

- demographic information, including sensitive data such as ethnicity
- details of your or your families' involvement with Social Care or Early Help

Surveys are normally kept for 5 years.

We will not ask you for your children's names or for any personally identifiable information, however if you answer some of the questions with details of your or your family's situation, a worker or manager who knows your family well may still be able to identify you.

If you would like to enquire about how your personal information is processed by us or wish to complain contact –

Hull City Council

Data Protection Officer

Room 11

The Guildhall

HULL

HU1 2AA

Telephone – (01482) 300300

Email – [information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

You also have the right to complain to the regulator –

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number