

Comments received on evaluation forms between 2011 and 30 September 2013

Outreach Comments

2011

It was really helpful

Thank You

I found the information and leaflets very useful

2012

Help telling Mum

Less angry

Letter of gratitude from parent received, noting reduction in alcohol and drug use in their daughter
School attendance has improved

You helped me a lot

It helped me realise more about the risks of using drugs and alcohol and ways of dealing with it as well

They are doing good, helping young people to see things in a better picture. They are there for you, to listen, to help and to give advice.

Very good service/ Very helpful.

parent - family situation has improved.

2013

I have gained confidence. The worker is awesome

Parent - personal meeting to thank worker and said that there had been a real, positive change in her son since he stopped using

The MP has helped me to get my life back on track and help me communicate better with people about my problems

Not being kicked out of college

Hard to find someone to talk to about drugs so a very good service. Amazing worker.

Heard about it in PHSE

I think the Matthew project is very beneficial to people who may have some issues that they may need help with.

YOS Comments

2011

It was really helpful

worker was friendly and funny. Easy to get on really well with

2012

Worker is great

Have gained knowledge, a lot of positives/

From parent - the situation has improved a lot, and some of that is due to working with under 18 Suffolk

From parent - the service has been great for me as a mother who was terrified and looked for help for a long time before finding this service

It helped

2013

Very good service

Been amazing. It has really helped me.

Happier

Parent - situation in the family has improved

I have quit drugs and now go to college.

Professionals

2011

A necessary resource

A valued member of the wider team of people to support young people

2012

Young people gave positive feedback

Excellent, engaging, snappy workshops

It is my view that the workers interventions were significant to this young person's return to school and subsequently being able to remain in education

The under 18 service is flexible and has a clear and easily accessed referral system.

The pre-referral consultation is invaluable in terms of being able to seek advice and to gain expertise around drug/alcohol misuse.

Knowing that the work will be done to a high standard makes this an invaluable service to professionals and young people in the Lowestoft area. Thank you.

2013

The young women really enjoyed the group activities.

YP welcomed intervention and found staff helpful and motivated