**Feedback for Sight Kirklees Independent**

**Enabling Services (SKIES) 2025**

As someone who uses services delivered by BID Services or our partners in Kirklees, we would like to hear from you about your experience of our services, what worked well, what you think could be improved and if there are any other services you would like us to provide. Your input is invaluable in helping to ensure we continue to provide high quality services which meet your needs in a way which suits you and your family.

We would therefore be grateful if you would take a few minutes to fill out the short questionnaire below. Please tick/highlight your answers or delete as appropriate.

If you would like the questionnaire in a different format, please contact us at [marketing@bid.org.uk](mailto:marketing@bid.org.uk) or for the online survey, please visit: <https://forms.office.com/e/GLZHgcQ08F>

1. **Are you:**
2. D/deaf
3. Hard of hearing
4. Sight/severely sight impaired
5. Deafblind
6. Prefer not to say
7. Not applicable (N/A)
8. Other (please state)
9. **How old are you?**
10. Under 18
11. 18-24
12. 25-34
13. 35-44
14. 45-54
15. 55-64
16. 65+
17. Prefer not to say
18. **What support or services did you access? Please select all that apply.**
19. Advice or guidance e.g. benefits, PIP, DLA, housing related support, translating letters, budgeting
20. Assistive technology assessment, support or training
21. Advocacy
22. Community, social or peer support activities e.g. art group, Deaf Club, social group for people with visual impairments
23. Employment support e.g. CV writing, interview preparation
24. Equipment assessment, support or training
25. One-to-one support in the community e.g. Support Worker, Communicator Guide services
26. Sight loss support services e.g. Rehabilitation, orientation and mobility training or Eye Clinic Liaison support
27. Other (please explain)
28. **How did you access our services?**
29. Support at a BID Services’ venue
30. Support at home
31. Support in the community at a community venue or drop in
32. Remotely e.g. telephone, email or video call
33. A combination of the above
34. **What do you think of the quality of support you received?**
35. Excellent
36. Good
37. Satisfactory
38. Poor
39. Very poor
40. **Please could you tell us if there was anything in particular that worked well?**
41. **Please could you tell us any areas which did not work well?**
42. **Please could you tell us any improvements or additional support and services which you would like to see implemented?**

**Any other comments**

**If you would be happy for us to contact you and speak in more detail about your responses, please provide your contact details below.**

1. Name
2. Preferred method of communication e.g. email, telephone, video call
3. Communication requirements e.g. BSL, screen reader user
4. Email
5. Telephone/mobile number

Thank you very much for taking the time to complete our survey.

To find out more about BID Services, please visit our website at [www.bid.org.uk](http://www.bid.org.uk).

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Please note, all information will be kept confidential and stored securely. To find out more or to read our Privacy Notice, please visit: [www.bid.org.uk/privacy/](https://www.bid.org.uk/privacy/).

**Please return your response to your local BID Services Team or via email to** [**marketing@bid.org.uk**](mailto:marketing@bid.org.uk)**.**