


Telephone Checklist for Brent Mencap phone calls DATE:

Brent Mencap phone calls		
Taken by:	Name of person calling	
Do You live in Brent?	Yes	No
Do you have a learning disability?		
Do you get support from Adult social care		
Are you between Aged 18-65	Yes	No
What is your enquiry about?		
What did we do?		
<p>I will need to take some personal details to log onto our data management system. Do you agree to this information being stored on Brent Mencap's Charitylog database? Please circle agree or do not agree below.</p>		
DATE:	Yes. Verbal agreement that basic information is stored on Charitylog.	No [Caller logged into Charitylog as anonymous caller]
Name:		
Door number and postcode or Full address:		
Contact telephone number:	Home:	Mobile:
Date of birth:		
Email		
<p>Mini Questionnaire for Brent Mencap Circle type of call : Telephone Face to face Advice Casework 20% of all calls to be asked: This section to be detached from data above</p>		
1. Was I able to help with your problem today?	Yes	No
2. How helpful have I been to you today?	Very helpful Helpful	Quite helpful Not helpful
3. Do you know what to do next?	Yes	No
4. would you call / use this service again for help?	Yes	No
Thank you for your feedback		