




How are we doing?

Here at Leeds City Council, we really like to hear from you to tell us how we are doing.

Listening to you means we can learn and improve on what we do when working with children and families.




To make sure our Children and Families Service are giving you what you and your family need, we want to speak to you about the workers and the teams in the council you have worked with.

The Quality Assurance Framework is something we use to work out if the service we have given has been helpful. It also helps us to find out what has improved since the service became involved in your life or what we could improve on to make things better for you and your family.

We cannot change assessments or decisions that have been made, but we can learn from your experiences. What you tell us will help what we do for families, young people, and children in the future.



The workers who contact you are friendly and easy to talk to and they will ask your views about our Children and Families Service by speaking to you.



Telling us how you feel is not the same as making a complaint. If you wish to make a complaint you can email: complaints@leeds.gov.uk or telephone 0113 222 4405.

If parents/carers wish to be involved in sharing your voice then you can contact Let's Talk and be part of feedback groups - please email ourvoices@leeds.gov.uk

If children/young people wish to be involved in sharing your voice then you can contact the Voice Influence and Change Team and be part of feedback groups.
Please e-mail VIC@leeds.gov.uk