
LISTENING AND LEARNING

Findings from the National Service User Satisfaction Survey

Introduction

Many of you participated in RF's first National Annual Service User Satisfaction Survey at the end of last year, and thank you very much for your involvement which will help us improve the Services we provide to you.

The purpose of the Survey was to assess how well Services meet the needs of Service Users across our wide range of Service types, to collect feedback on your experiences of using RF Services, to identify areas for improvement and to monitor Satisfaction levels over time.

All RF Services were invited to take part, with the exception of those who had participated in the pilot survey we ran in June 2011, and those who had recently completed local Surveys. In total, 32 Services from the North, Thames and South regions participated, with 837 questionnaires completed, giving a response rate of 18.7%. We had feedback from all our different Service types.

If your Service was not one of these, there will be opportunities going forward for you to give your opinions, as we will be running this Survey on an annual basis!

Key Findings and what we've learned – a snap shot

The Survey covered the following areas:

- Experience of using RF Services
- The Environment
- Service User Involvement
- Staff
- Quality of Support and Life, and recommending RF to others

32
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Experience of using RF Services

- We appear to be successful at creating a respectful and welcoming atmosphere in Services overall, with 92% of the total sample saying that Staff treated all people with respect and dignity
- 90% of Service Users said they felt safe and secure using RF Services
- 86% said they were given clear information about the Service before joining. People using accommodation based Services were clearer about what to expect than people using other Services
- Only 68% of Service Users reported that they knew how to make a complaint about the Service

What we've learned

- Services should reflect on how they describe and communicate the Service offer to potential Service Users
- Services need to provide information about how Service Users can make a complaint in different ways, and clearly communicate it and remind people of this right and how to exercise it

"The best way to explain it is that before attending Richmond Fellowship my life was monochrome, but now it's technicolour!"

RF Service User

“The Service has tried hard to keep me focused on the future rather than the past.”

RF Service User

The Environment

- Satisfaction with premises was relatively high, with 86% of people saying that the premises used by the Service were clean and suitable
- In accommodation Services 87% were satisfied with the design and quality of their accommodation
- 83% of people said they were given clear information about rent and service charges before joining the Service
- 78% of people in accommodation Services said that repairs and maintenance issues were quickly and effectively dealt with

Service User Involvement

- 88% of Service Users agreed that they were involved in planning their individual support, with women agreeing (89%) slightly more than men (83%)
- In terms of opportunities to discuss how their Service operates, 76% of Service Users agreed they had opportunities, with those using Services in the North and South regions feeling more involved than those in Thames region
- Although the overall number of people from Black and Minority Ethnic (BME) groups in the Survey was small, results suggest that some minority groups perceive themselves to have fewer opportunities for involvement than white Service Users

What we've learned

- We should offer Service Users more consistent opportunities to provide feedback on how Services operate
- Services should consider ways to address the perceptions expressed by BME groups
- UPDATE! Responding to this finding amongst others in the Survey we are setting up a Forum on the website for Service Users to express views and opinions – we'll keep you posted



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support

“I receive support in every way, with my email, with the knowledge to look at things from a different angle. They praise positive thinking.”

RF Service User

Staff

- Service Users perceive Staff to have a good understanding of their individual needs, with 89% saying their Support Workers understand their individual needs, and 92% saying that Support Workers listen to their views about support

What we've learned

- Individual Services should think about how holistic the support they provide is and review whether Staff and Service Users need to be offered more encouragement to provide and accept support in a wider range of areas

Quality of Support and Life

- 88% of Service Users agreed that the Service supports them to make progress in meeting the needs identified in their individual Support Plan
- 75% agreed that their Service offers opportunities to become involved in social and community activities, education, employment and training and that it supports people to look after their physical health
- 86% agreed that RF had improved the quality of their lives

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And finally

96% of Service Users said they would recommend RF to others!

We hope you feel this way too! If you'd like to see the full Survey report, please ask your Service Manager. Many thanks again to everyone who participated in this really important Survey.

