

## WHAT YOU'VE SAID WE'RE DOING WELL



- We support you to make progress towards your goals
- We treat you with respect and dignity
- We're getting better at responding quickly to repairs and maintenance issues in our buildings.

## WHAT YOU'VE SAID WE NEED TO IMPROVE



- We need to raise the public profile of our organisation and give you more information about what we do [Did you know you can receive our newsletter by signing up through your service, and follow us on social media @RFmentalhealth to get our latest news?]
- We need to give you more opportunities to influence us as an organisation
- We need to provide more options for peer support.

## CHANGES WE'VE MADE SINCE LAST YEAR



- We've given everyone in our housing services a repairs handbook so you have more control over where you live and to enable you to let our property services team know directly about any issues
- We've launched our Working Together Strategy and Charter which outline our plans to work as equal partners with people using our services to design, plan and provide support together.

## FIND OUT MORE

If you'd like more information about the results for your local service, speak to your recovery worker or advisor.

Your comments and suggestions about our services and organisation are always welcome. If you need this booklet in an alternative format or language, contact our communications team on **0207 6973342** or [communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)

**Richmond Fellowship** is one of the biggest voluntary sector providers of mental health support in England. We offer a wide range of housing, care, employment and community support across more than 120 services.

Richmond Fellowship is now part of Recovery Focus, an expert group of charities with the shared aim to inspire individual recovery nationwide. Between us we've more than 200 years' experience of developing and running personalised services that work with people with mental health, substance misuse and other complex needs to achieve their ambitions.

Visit: [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)  
or follow us on twitter: [@rfmentalhealth](https://twitter.com/rfmentalhealth)

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# LISTENING AND LEARNING

## SATISFACTION SURVEY



**RICHMOND  
FELLOWSHIP**  
MAKING RECOVERY REALITY

# MORE THAN 1,700 PEOPLE RESPONDED TO OUR SATISFACTION SURVEY!

## THANKS TO EVERYONE WHO TOOK THE TIME TO TELL US WHAT YOU THINK.

### IMPROVEMENTS WE'RE PLANNING

- We continue to invest in our properties, with some big refurbishment projects planned for the coming year. We know how important physical environment is to creating a positive atmosphere which supports recovery so improving our buildings is a key priority for us
- We're exploring ways for you to be able to access your support plan online, giving you more control over your own recovery and helping you see the progress you're making
- We're launching new accredited volunteers training which will help anyone who wants to support other people using their own personal experience, and you can get a qualification if you want



## YOUR RESPONSES

### QUALITY OF SERVICES AND SUPPORT

**93%** of you said you'd been supported to make progress with the goals in your individual support plan

**79%** of you said you'd been supported to explore education, training and employment opportunities

**82%** of you said you were encouraged to consider how to look after your physical health

**96%** of you said we'd helped to improve the quality of your life

**96%** of you said you would recommend Richmond Fellowship to friends or family

**95%** of you said your recovery worker listens to your views about your support and takes them on board.

### INVOLVEMENT

**90%** of you said you'd been fully involved in planning your individual support

**77%** of you said you'd been offered opportunities to discuss how things are run at your service

**62%** of you said you'd been offered opportunities to influence us as an organisation.

### EXPERIENCE OF OUR SERVICES

**93%** of you said you were given clear information about our services and the support available when you joined

**96%** of you said our staff treat people with respect and dignity

**79%** of you said you would know how to make a complaint about our services

**85%** of you said that if you made a complaint you're confident it would be taken seriously

**94%** of you said you feel safe and secure using our services.

### ENVIRONMENT

**88%** of you said that premises used by our services are clean and suitable

In our accommodation services, **79%** of you said repairs and maintenance issues are dealt with quickly and efficiently

In our accommodation services, **90%** of you said the design and quality of your accommodation is suitable

In our accommodation services, **86%** of you said you're satisfied with the information you were given about rent and charges before you moved in.

## LET'S GET DIGITAL

This year we also asked you questions about your use of digital technology and how we might be able to help you with this. Don't worry, we're not going to make all our support online as we know how important face-to-face contact is to supporting people on their recovery journey. But, we know there are lots of opportunities for us to improve what we do by making the most of technology that's available. As the world is increasingly 'digital by default' we need to make sure we're able to support you with a broader range of online activities and in a way that suits you.

That's why we're creating a digital strategy and we wanted your views to help us shape it. We'll give you more information once our strategy's finalised but here are the key things you told us through our survey:

**80%** of you can access the internet in some way and **61%** of you use it at least a few times a week and **50%** of you use it 'on the go' (on a smartphone or tablet). But, **20%** of you aren't able to access the internet at all, showing we need to do more work to improve access through our services.

**55%** of you rated your ability to use the internet as good or excellent, but **25%** of you don't feel confident, so there's work for us to do to support you to build your skills and confidence around technology.

