

# THANKS TO ALL OF YOU WHO TOOK PART IN OUR NATIONAL SERVICE USER SATISFACTION SURVEY

## BELOW IS A SUMMARY OF YOUR RESPONSES TO OUR SURVEY

### Experience of using our services

**91%** of you said that staff treated you with dignity and respect

**89%** of you said you felt safe and secure using our services

**85%** of you said you were given clear information about the service before joining

**68%** of you said that you knew how to make a complaint about a service

### Quality of life and support given

**91%** of you said you support worker listened to your views

**85%** of you agreed that our services helped you to make progress in your individual support plan

**89%** of you agreed that we'd helped to improve the quality of your lives

### Service user involvement

**84%** of you agreed that you were involved in planning your individual support

**77%** of you agreed you had opportunities to discuss how your service operates

### Find out more

If you'd like to see our detailed report or the results for your service, speak to your case worker. We always want to learn from you about what works and what needs improving in our services so please pass on your comments and suggestions any time.

### The environment

**83%** of you said that our premises were clean and suitable

In accommodation services, **80%** of you said you were satisfied with the design and quality of your accommodation

In accommodation services, **77%** of you said you were given clear information about rent and service charges before joining

In accommodation services, **68%** of you said that repairs and maintenance issues were dealt with quickly and effectively



**“Richmond Fellowship was there when I needed it; you put me back on track and allowed me to work through my issues at my own pace.”**

### Contact us

If you need this booklet in alternative formats such as a different language, large print or easy read then contact our communications team on **0207 6973342** or alternatively email [communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)

Richmond Fellowship is a registered social landlord (Housing Corporation Registration No. H2025), a registered charity (Registration No. 200453) and a company limited by guarantee (No. 662712).

# LISTENING AND LEARNING

National service users' survey 2014

**91%**  
of you said you would recommend us to others

**RICHMOND FELLOWSHIP**  
MAKING RECOVERY REALITY



# WHAT YOU'VE SAID

## WE DO WELL

We listen to you about **your needs**.

We help you to make progress with your **individual support plan**.

We help you to improve the **quality of your life**.

“Richmond Fellowship has given me the confidence in realising my strengths and talents. You’ve provided the opportunities for me to come out of my shell and confront situations, meet new people and try new work related activities and projects.”

### Some of the changes we’re making to get even better:

- We’ve changed the way we **review the quality of our services** so this happens more often and we make sure that improvements are made.
- We’ve set up a **new online system** to help keep your records more up to date and to give us better data so we can check how we’re doing and identify where we can improve.
- We’re **involving you more** in recruiting staff, improving our existing services and developing new ones.
- We’ve introduced a **national service user forum**, which takes place three times a year, to make sure your views and experiences help us plan how we take our organisation forward.



# WHAT YOU'VE SAID

## WE MUST IMPROVE

We need to make it easier for you to **give feedback** or make a complaint.

We need to respond **more quickly** and effectively to repairs and maintenance issues.

Although most of you feel safe and secure in our services, **we need to do more** for those of you living in our care homes and 24hr residential schemes.

“I’ve been shown nothing but kindness, complete support and security when I’ve needed it most and this has made a huge difference to my life. It’s somewhere I can go and feel positive and encouraged about my life.”

### Some improvements we’re making in these areas:

- We continue to **invest in our properties** to bring them up to higher standards. For example we’ve opened a new refurbished supported living scheme in Merseyside and we’ve started construction work on a replacement modern building for our Southend supported housing scheme.
- We’ve **recruited new staff** in our property services team to make repairs easier to report and quicker to fix.
- We’re **talking to people** who use our 24hr residential services to find out what more we can do to make them feel safer.