

LISTENING AND LEARNING

SUMMARY OF OUR SECOND NATIONAL SERVICE USERS' SURVEY

**RICHMOND
FELLOWSHIP**
MAKING RECOVERY REALITY



LISTENING AND LEARNING

“It enables me to socialise and gives me a reason to leave the house.” RF Service User

Thanks to all of you who took part in our national service user satisfaction survey. This is the second time we've organised the survey and the feedback we're getting is helping us to continually improve our services.

The survey was open to anyone using our services and we received around 1,700 responses, nearly a quarter of all our service users. This booklet provides a summary of the results. If you'd like to see the full survey report, please ask your service manager.

Overall, the results have been positive and we're especially proud that **89% of respondents said we'd helped to improve the quality of their life**, an increase on the year before. We'll continue to look for innovative and accessible ways to provide support so that we can make even more of a difference to people's lives.

However, it's disappointing to see that there's been a dip in people's satisfaction with our premises and accommodation compared to the year before. We're investing in our properties to make them more pleasant environments and we're working hard to improve our response to maintenance and repair requests.

We're always interested to learn from you about what works and what can be improved in our services. You can either pass your suggestions or comments on to your support worker or put them in writing.

92% of service users said they would recommend Richmond Fellowship to others



EXPERIENCE OF USING OUR SERVICES

- **92%** of respondents said that staff treated all people with respect and dignity, the same score as last year
- **90%** of respondents said they felt safe and secure using our services, the same score as last year
- **86%** said they were given clear information about the service before joining, the same score as last year
- **69%** reported that they knew how to make a complaint about a service, up from 68% last year but an area we still want to improve on

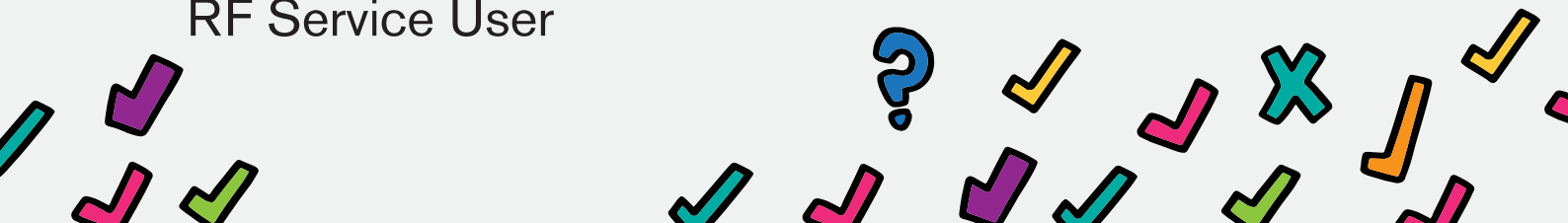
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What we're doing to improve matters:

- We're investing in improving our communications so we provide you with clearer information in a wider range of formats to better suit your needs
- We're developing more straight forward ways to provide support and are always looking for opportunities to tailor what we offer to meet your individual needs better
- We've talked to all our service managers about complaint handling and our service review programme is looking at this more closely to ensure that people are given clear information about how to make comments or complaints

“RF has helped me at a time when I have been at my lowest; speaking to staff has kept me alive”

RF Service User



QUALITY OF LIFE AND SUPPORT GIVEN

“Staff are polite and very helpful and if you have a problem they help you try to sort it out”

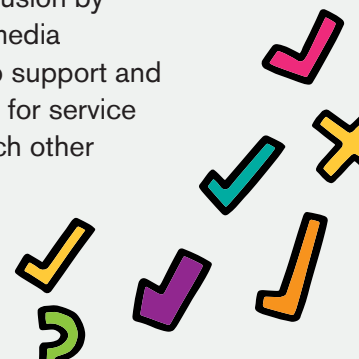
RF Service User

- **90%** of respondents said that their support worker listened to their views about support, compared to 92% last year
- **85%** of respondents agreed that the service supported them to make progress in meeting the needs identified in their individual support plan, compared to 88% last year
- **89%** agreed that Richmond Fellowship had improved the quality of their lives, up from 86% last year

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Richmond
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What we're doing to improve matters:

- We're streamlining our administrative processes so our staff have more time to spend with service users through group activities or one to one support
- We're championing digital inclusion by developing online and social media channels to improve access to support and advice and to create networks for service users to informally support each other

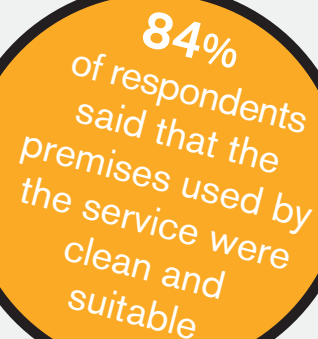


THE ENVIRONMENT

- **84%** of respondents said that the premises used by the service were clean and suitable, compared to **86%** last year
- In accommodation services, **80%** of respondents were satisfied with the design and quality of their accommodation, compared to **87%** last year
- **90%** said they were given clear information about rent and service charges before joining the service, up from **83%** last year
- In accommodation services, **71%** said that repairs and maintenance issues were dealt with quickly and effectively, compared to **78%** last year

What we're doing to improve matters:

- We're investing in some of our most 'challenging' buildings to improve their layout and décor
- We're employing someone centrally to be an expert on housing management to assist local managers
- We're continuing to monitor our repairs service and seek to make improvements.



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“Because of the support services I received from all staff and the care given to me, I now have my own flat” RF Service User

SERVICE USER INVOLVEMENT

- **86%** of respondents agreed that they were involved in planning their individual support, compared to **88%** last year
- **80%** agreed that they had opportunities to discuss how their service operates, up from **76%** last year

What we're doing to improve matters:

- We've been rolling out our service user strategy to ensure service users are more involved in service reviews, business development, recruitment and training.
- We're building on the success of our service user best practice days to involve more service users in helping us to develop our organisation as a whole as well as individual services



80%
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operates

**“I enjoy the groups, have
made friends and
have gained confidence”**

RF Service User

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