



**95%**

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

**LISTENING AND LEARNING**  
Service user satisfaction survey 2015

# WHAT YOU'VE SAID WE'RE DOING WELL

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

We **listen to your views**  
about your support

We treat you with  
**dignity and respect**

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## Changes we've made since last year's survey:

- We've tried to make it clearer how you can give feedback and make complaints through our **new feedback leaflet**, and this year 84% of you said that if you made a complaint you're confident that it would be taken seriously, which is really important to us.
- Even more people have been **involved in our organisation**, by planning or attending one of our national service user forums, helping us to recruit staff, reviewing our services, getting new business and creating our new group strategy
- We ran a **Buildings in Bloom campaign** to spruce up our buildings and continue to invest heavily in our properties and maintenance team to improve the quality of the environments we live and work in.

# WHAT YOU'VE SAID WE NEED TO IMPROVE

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We need to provide you with **more information** about charges and rent if you use one of our care homes or 24 hour supported housing services

We need to **support you more** to consider how you can improve your physical health

We need to **keep improving** how quickly and efficiently we respond to repairs and maintenance issues

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## Some improvements we're planning to make:

- We want to enable you to **work with us as equal partners** at all levels of our organisation through our new strategy based on co-production
- To help **improve our response to repairs and maintenance issues** we're setting up a Freephone number so that you can call us directly to report a problem. We've also created a repairs handbook to help you identify exactly what the issue is so that we can make sure it gets fixed quickly
- Some of you are working with our finance team to help us make sure that letters we send to people using our accommodation services about charges and rent are **clear and easy to understand**.

**“The service was able to support and understand the ups and downs of recovery. I was shown empathy and patience at the same time as positive, consistent encouragement”**

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).

Over **1,600** people  
took part in our survey.  
**thank you** to everyone  
who took the time to let  
us know what you think.

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Here's a **summary** of your responses:

### Experience of our services

**89%** of you said that you were given clear information about our services and the support available when you joined

**94%** of you said that our staff treat you with respect and dignity

**73%** of you said that you would know how to make a complaint, and **84%** of you said that you were confident that if you made a complaint it would be taken seriously

**92%** of you said you feel safe and secure using our services

### Environment

**83%** of you said that the premises used for our services are clean and suitable

In accommodation services, **71%** of you said that repairs and maintenance problems are dealt with quickly and efficiently

In accommodation services, **82%** of you said you are satisfied with the design and quality of your accommodation

In accommodation services, **79%** of you said you were given clear information about charges and rent before you moved in

## Involvement

**87%** of you said you'd been fully involved in the planning of your individual support

**82%** of you said that you had the opportunity to discuss how things are run at your service

## Quality of services and support

**94%** of you said that your support worker listens to your views about your support

**88%** of you agreed that our services had helped you to make progress in your individual support plan

**94%** of you said that Richmond Fellowship has helped to improve the quality of your life

**89%** of you said you're satisfied overall with the support you receive

## Find out **more...**

If you'd like to see our detailed report or the results for your service, speak to your case worker. It's really important that we know what you think about your service and our organisation so that we know what's important to you and how we can do things better.

Please pass on your comments and suggestions any time.



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**