



Your Say 2017

What you told us and what we're doing about it

In January 2017 we surveyed people using all our services to find out what they think about the services we provide. There were two surveys one for service users and one for carers.

168 service users completed the survey and 27 carers – This is 195 responses in total.

This was 43% of people who we surveyed. This document outlines the main things **all** of our service users and carers told us and also our response to this feedback. There is a much more detailed document outlining all of the findings which is also available. Please ask a member of staff if you would like to see the full document.

What you told us about all our services	Our response
Your satisfaction and experience	
<p>You gave us lots of praise and positive feedback about our services and staff:</p> <ul style="list-style-type: none"> • 97% of service users and 96% of carers said they were satisfied with our services • 92% of service users and carers said they would recommend our services to someone who needed help • 98 % of service users & 100% of carers feel staff are always welcoming & friendly • 96% of service users and 100% of carers feel staff are always respectful & polite 	<p>Thank you for this – It means a lot to our staff and to the Board of Trustees to know that we are providing what you need and you value it.</p> <p>Having this positive feedback also helps us to continue to get support and funding to run our services.</p> <p>Our feedback about staff is even better than last year which is amazing!</p>
What you value and is important	
<ul style="list-style-type: none"> • 72 % of service users told us there were 2 things they valued most. These were the one to one support they get from staff and the opportunity to be and make contact with others. 66% said being listened to was something they valued most. • The thing carers value the most (88%) is knowing the person they are caring for is enjoying themselves. Getting a break (76%), social activities (64%) and being with others and making friends (60%) are also highly valued. 80% of carers said our services had helped them to feel they are not alone. • We know many people benefit from support from our peer mentors but not many people high-lighted this in the survey. 	<p>Knowing that this is what you value most is important to us. It means that we need to make sure we maintain a strong focus in services on these areas. It also means that when we publicize our services this aspect should be strongly promoted.</p> <p>Over the next year we will make sure that the work our great peer mentors do is more visible and known</p>



What you want more of or want us to develop or improve	
<ul style="list-style-type: none"> • 25% of service users said no improvements were needed • 22% of service users said they would like more social activities and events and 24% said they would like more and different kinds of well-being activities. • 23% of service users said they would like increased opening hours. • Only 15% of carers completing the survey made suggestions which were around more opening hours in week and more physical activity. 	<p>In 2016 33% of you said you wanted us to improve social activities and 31% well-being activities. Following this we tried to do more social and well-being activities in 2016 so we are pleased to see this has reduced to 22% and 24% in our 2017 survey. We will continue to try and offer more of these over the next year. If you have ideas about this and things you would like to see happening please talk to a member of staff or put your idea on a feedback card in the suggestion box.</p> <p>We have asked managers to discuss whether and how any increased opening hours may be possible with service users when they are developing local action plans.</p>
The survey itself	
<p>This year:</p> <ul style="list-style-type: none"> • We ran a separate carers survey and had a fantastic response rate for this • We posted out surveys to individuals who didn't come into services during the period the survey was running and we had 33 postal responses. • Only 5 people completed the survey online – All others were paper responses • We had a very poor response rate from young people under 25 using our services – Only 6 young people responded. 	<p>We were really pleased about carers survey and postal response so we will definitely do these again next year.</p> <p>We will absolutely continue to offer the opportunity to do paper surveys but we will look at how we can increase online responses.</p> <p>We will look more closely at why not many young people responded to this survey. We will talk to service users who are under 25 to get their thoughts on this and also to involve them in how we do better at getting their feedback generally and also when we do our survey next year.</p>

Each service also has the feedback given by it's own local service users and carers which we have asked staff to share with you. We have asked each service to develop **a local action plan** in response to the survey findings. Staff will be working with service users in forums and meetings to discuss and agree this action plan.