

BOWERSDALE RESOURCE CENTRE

Service User Survey Results 2026

YOU SAID, WE DID



We asked people about their experience at the Bowersdale Centre, including support, activities, staff, and how informed they feel.

Feedback remains very positive overall, with strong satisfaction across most areas and some clear improvements since last year.

	WE ASKED	YOU SAID	WE DID
 MY SUPPORT	How do you feel about the support you receive at the Bowersdale Centre? We asked about the support you receive, your independence, respect, faith, acceptance and how often your needs are reviewed.	✓ VERY POSITIVE FEEDBACK People shared very positive feedback about the support they receive. ♥ Feel respected, supported and encouraged to be independent ♥ Strong improvement in support for practicing faith – now fully positive ♥ A small number of people do not always feel fully accepted for who they are  96.9% feel accepted for being themselves  93.8% have their needs reviewed regularly	✓ We will continue to strengthen person-centred support by: • Promoting inclusion and individuality • Supporting people to express their beliefs and preferences • Improving consistency in reviewing needs assessments
 ATTENDING THE BRC	How do you feel about attending and taking part in activities at the Centre? We asked about activities, events, how important different areas of support are to you, and the role the Centre plays in your life.	✓ POSITIVE FEEDBACK OVERALL People told us they enjoy attending the Centre and see it as an important part of their lives. ♥ Activities and events are well received overall ♥ Some people would like to see more variety in activities and outings ♥ Support with friendships, relationships and independence is increasingly important ♥ Interest in support with job skills was lower  31.3% said support with job skills is important	✓ We will continue to develop activities and opportunities by: • Reviewing activity choices to improve variety and engagement • Expanding support around friendships, relationships and independence • Exploring individual goals around education and employment
 STAFFING	How do you feel about the staff at the Bowersdale Centre? We asked about staff friendliness, listening, involvement, community access and feeling safe.	✓ VERY POSITIVE FEEDBACK Feedback about staff remains very positive. ♥ Staff are friendly, helpful and supportive ♥ People feel listened to and safe within the service ♥ A small number of people felt they would like more opportunities to share ideas  93.8% feel they can share ideas with staff  84.4% feel supported to maintain relationships with family and friends ♥ Support to access the community has improved	✓ We will continue to build on positive staff relationships by: • Encouraging people to share ideas and influence activities • Supporting people to maintain important relationships • Continuing to promote access to the community
 COMPLAINTS AND INFORMATION	Do you feel informed and confident to raise concerns? We asked about how people raise concerns, the information provided and confidentiality.	✓ STRONG FEEDBACK OVERALL ♥ People told us they feel confident raising concerns and know how to make a complaint ♥ Information is now easier to understand ♥ People feel their personal information is handled safely and confidentially	✓ We will continue to: • Provide clear and accessible information • Promote confidence in raising concerns • Maintain strong confidentiality practices



SUMMARY

Feedback shows a service where people feel supported, safe, and valued, with consistently high satisfaction across most areas.



KEY STRENGTHS

- ✓ Positive relationships with staff
- ✓ Strong sense of safety, respect and inclusion
- ✓ Improved support for faith, relationships and independence



AREAS FOR IMPROVEMENT

- Variety of activities and engagement in events
- Opportunities for people to share ideas
- Consistency in reviewing needs assessments



NEXT STEPS

- Review and expand activity options
- Encourage greater involvement in decision-making
- Continue to monitor feedback and respond to changing needs



Thank you!

Thank you to everyone who shared their feedback. Your views help us to improve and shape the service.