

EXPECT

Service User Survey Results 2026

YOU SAID, WE DID



We asked people about their experiences of support, staff, and how confident they feel raising concerns. Thank you to everyone who took part!

Feedback continues to be 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? We asked about the support you receive, your independence, choices, lifestyle and involvement in your personal plan.	✓ VERY POSITIVE FEEDBACK People shared very positive feedback about the support they receive. - Happy with the support they receive - Treated with dignity and respect - Supported to eat a healthy diet - Involved in and have choice in their personal plans - Support to follow and practice their faith improved from 55% to 100%  93.8% feel confident they are accepted for being themselves (Down from 95% in 2025)	✓ We will continue to build on our person-centred approach. - Promoting inclusion and individuality - Encouraging open conversations about identity and preferences - Maintaining strong support for cultural and faith needs
 STAFFING	How do you feel about the support staff? We asked about relationships with staff, listening, safety, community access, appointments and service user meetings.	✓ VERY POSITIVE FEEDBACK Feedback about staff remains highly positive. - Happy with the support staff - Staff listen and take note of views - Help feel safe at the service - Encourage access to the community - Encouragement to attend Service User Meetings improved to 93.8% (up from 90%)  37.5% attend the Bowersdale Centre (Down from 50% in 2025)	✓ We will continue to strengthen staff support. - Encouraging greater involvement in service user meetings - Exploring ways to improve engagement with the Bowersdale Centre - Reinforcing consistent support for appointments
 COMPLAINTS AND INFORMATION	Do you feel informed and confident to raise concerns? We asked about complaints, confidence that concerns are dealt with, information and confidentiality.	✓ MOSTLY POSITIVE FEEDBACK People feel confident concerns will be dealt with effectively. - Concerns will be dealt with effectively improved to 100% (up from 95%) - Information is easy to understand - Personal information is safe and confidential  93.8% know how to make a complaint or suggestion (Down from 100% in 2025)	✓ We will improve awareness and confidence. - Provide clearer and more regular reminders about how to raise concerns - Share information in accessible and easy-to-understand formats - Continue to promote an open and supportive environment

★ SUMMARY

Feedback shows a service where people feel supported, respected and valued, with consistently high satisfaction across most areas and improvements in several key areas.

👤 KEY STRENGTHS

- ✓ Positive relationships between people and staff
- ✓ Strong sense of safety, respect and inclusion
- ✓ Improved confidence in how concerns are managed
- ✓ Significant improvement in support for faith and beliefs

📈 AREAS FOR IMPROVEMENT

- Awareness of how to make a complaint
- Engagement with the Bowersdale Centre
- Consistency in supporting appointments

📋 NEXT STEPS

- Increase visibility of complaints processes
- Encourage participation in meetings and activities
- Continue to monitor feedback and build on improvements

❤️ *Thank you!*

Thank you to everyone who shared their feedback. Your views help us to keep improving and provide the best possible support.