

SATISFACTION SURVEY SUMMARY REPORT - 2023



Greetings,

We are pleased to share with you the summary of our 2023 Satisfaction Survey results. Your feedback is vital in shaping our services and ensuring we continue to meet your needs effectively. We are heartened to see many positive outcomes and also acknowledge areas where we can improve.

KEY HIGHLIGHTS

1.

EMPOWERING RELATIONSHIPS:

A significant 87.5% of the people we support reported that our teams have been instrumental in fostering strong and meaningful relationships in their lives. This is a testament to our commitment to enhancing the social and emotional well-being of those we serve.

88%

2.

LIVING THEIR BEST LIFE:

The majority, 90.9%, feel that our support teams assist them in living their best life, focusing on staying healthy and leveraging their strengths. This is a crucial part of our mission to empower each person we support in their personal journey.

91%

3.

POSITIVE STAFF INTERACTION:

Feedback from families indicates a high level of satisfaction with our staff. Your appreciation for their positive, friendly, helpful, and respectful demeanor motivates us to maintain and enhance the quality of our interactions.

4.

SUPPORTING GOALS AND DREAMS:

An encouraging 93.5% of respondents feel that our support teams help them work towards their personal goals and dreams, contributing to a sense of pride and accomplishment. This aligns with our goal of enabling each person to reach their full potential.

94%



AREAS FOR IMPROVEMENT



We have also identified areas for growth, such as:

- enhancing consistency in support by addressing staff turnover
- improving communication channels between families and staff
- adapting our services to meet changing needs

We are committed to addressing these aspects to further enrich our support services.

MOVING FORWARD

Your insights guide our continuous improvement. We are implementing action plans to address your feedback, including recruitment and retention strategies, improved communication channels, and being more adaptable and responsive to changing needs of people we support and their families.

Due to a lack of participation in this year's satisfaction survey (*18.5% of people and families receiving ISS and 24 hr support*) which was distributed by mail and email, with options to return by post, electronic submission, or phone, we intend to employ some different methods next year to increase the number of respondents.

We extend our heartfelt thanks to everyone who participated in the survey.

Warm regards,

Karen Bolger
Executive Director



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