

TEMPORARY SUPPORTED HOUSING SATISFACTION



84.6%



Satisfied with
the support
received

*Thank you for your support and help. You are saving
my life and future*

78.8%



Feel safe in the
service

*Staff are friendly and helpful, and I feel comfortable
and safe at Whitworth*

80.8%



Satisfied that
staff listen to
their views

*Love the new addition of the sensory room. I
brought up to staff about adding psychological
posters and I was listened to and they have put
them in the room*

55.8%



Feel confident
about moving
on

*I feel I have gained the confidence and life skills to
move on.*

84.6%



Satisfied with
the service

*I never expected to be back in Hinde House for a
third time. Things have drastically changed here in
the time since I was last here 6+ years ago and it's
very clear to see management is hugely if not solely
responsible for said changes*



52 customers responded to the survey



KEY ISSUES



Suggestions for improvement:

1. More resources on green initiative such as recycling and reducing carbon footprint (all Christchurch House)
2. Additional security at Christchurch House.
3. An education programme for dealing with domestic abuse (DA Refuge).



Other:

1. Confidence about moving on is low at all schemes apart from Christchurch House.
2. Overall satisfaction with the service is low at Christchurch House. Parking appears to be the main issue (mentioned by 8 service users)
3. Poor WiFi (now resolved).
4. Survey forms can be unclear.
5. More resources are required.
6. Orwell App does not reflect rent properly.