

Temporary Supported Housing Service Evaluation Form (Domestic Abuse)

1st January to 30th June 2025



5 customers completed the Service Evaluation Form

Customer Sentiment

			
Ease of Access	60%	40%	
Welcome by Staff	100%		
Welcome by Residents	100%		
Furnishing & Equipment	80%	20%	
Cleanliness	100%		
Information Provided (Rules, Safety, Staffing)	100%		
Staff Support	100%		
Expressing Views & Being Heard	80%	20%	
Support Plan	80%		20%
Induction Folder	100%		
House Meetings	75%	25%	
Support Sessions	100%		
Involvement in Project	80%		20%



Positive themes

DA scheme 1: Staff were consistently described as friendly, supportive and welcoming; the environment was clean and well-equipped; service users felt safe and informed; support sessions and induction materials were helpful.

DA scheme 2: Staff were praised for their empathy and support, especially in handling trauma and learning difficulties.



Negative themes

DA scheme 1: No major suggestions for improvement but some desire for more involvement.

DA scheme 2: Some service users felt overwhelmed by rules and inspections, which could be triggering; support plans were sometimes seen as too generic or box-ticking; need for more post-refuge support (e.g., help with housing, furniture, white goods); sometimes residents felt bored or unsure about next steps after leaving.

Here's how your feedback shaped our actions

-  **We've moved:** In June 2025, one of our DA schemes moved house and staff now have access to a wider range of facilities that support even more activities. It's been a great opportunity to explore new ways to stay active and engaged with updates shared on Workvivo for staff across Orwell to see what's possible and be inspired.
-  **Support Plans & Commissioner Engagement:** Support plans are now aligned with the external QAF framework. We're actively working to enhance how we engage with commissioners - this includes more structured feedback loops and clearer communication channels to ensure expectations are met and exceeded.
-  **Compliance Checks & Visit Preparation:** While compliance checks remain a necessary part of our operations, we're improving transparency by introducing earlier pre-warnings of upcoming visits. This will help teams prepare more effectively and reduce disruption.
-  **"Move On" Strategy with Local Councils:** A collaborative "Move On" plan has been developed in partnership with both District and County Councils. We're currently awaiting final sign-off from commissioners. Once approved, the plan will be shared with service users to support their transition and independence.
-  **Staffing & Activities:** Despite ongoing recruitment efforts, staffing levels remain critically low and funding is limited. However, we're committed to enhancing the quality of activities offered. Creative solutions and community partnerships are being explored to make the most of available resources.