

Temporary Supported Housing Move in Satisfaction

1st January to 30th June 2025

- 100%  Satisfied with the overall process of moving in
- 80.0%  Satisfied with how welcome and safe they were made to feel
- 80.0%  Satisfied with the helpfulness and communication of staff dealing with their support planning
- 80.0%  Satisfied with how engaged they feel with the service
- 20.0%  9 out of 46 customers responded to the survey

Customer Sentiment



5 comments



2 comments



1 comment

Women's Services had the highest proportion of positive sentiment (75%), suggesting strong satisfaction.

Christchurch House had only neutral feedback, indicating a lack of strong emotional response or actionable feedback.

Domestic Abuse Scheme showed a balanced mix of positive and neutral sentiment.



Positive themes

Domestic Abuse Scheme residents appreciated emotional support and safety.



Negative themes

Domestic Abuse Scheme and Women's Services mentioned the need for a deeper awareness and understanding of mental health knowledge.

Here's how your feedback shaped our actions

-  **Mental health awareness training – now embedded in WOW and mandatory training**
As part of our ongoing commitment to wellbeing and professional development, mental health awareness training is now a core component of both our WOW (Ways of Working) framework and mandatory training programme. This ensure every team member is equipped with the knowledge and confidence to support mental health in the workplace – both for themselves and for others.
-  **Managing service user expectations – strengthening professional boundaries**
To deliver high-quality, person-centred care, it's essential we maintain clear and respectful boundaries. This training also supports staff in managing service user expectations effectively, helping to balance empathy with professional responsibility. By reinforcing these boundaries, we protect both our wellbeing and the integrity of the support we provide.