






Temporary Supported Housing Move in Satisfaction

1st January to 31st December 2025

Mid-year	End of year		
100%	95.2%		Satisfied with the overall process of moving in
80.0%	85.7%		Satisfied with how welcome and safe they were made to feel
80.0%	85.7%		Satisfied with the helpfulness and communication of staff dealing with their support planning
80.0%	85.7%		Satisfied with how engaged they feel with the service
20.0%	23.0%		21 out of 92 customers responded to the survey

Customer Sentiment



11 comments



3 comments



2 comments



Positive themes

DA Scheme 1:

- Strong family-centred support
- Appreciation of staff help

TSH scheme 1:

- Professional staff

TSH Scheme 2:

None

DA Scheme 2:

- Staff kindness and professionalism
- Feeling safe and supported

TSH scheme 3:

- High satisfaction
- Feeling happy and safe



Negative themes

DA Scheme 1:

None

TSH scheme 1:

None

TSH scheme 2:

- Maintenance failures (boiler, heating, hot water)
- Lack of proper move-in setup (utility cards, information)
- Environmental issues (no parking)

DA Scheme 2:

- Need for stronger understanding of mental health

TSH scheme 3:

None