





Temporary Supported Housing Ongoing Satisfaction


1st January to 31st December 2025

- 33.3%  Satisfied with the support received
- 33.3%  Satisfied with how safe they feel in the service
- 33.3%  Satisfied that staff listen to their views
- 50.0%  Satisfied with how confident they feel about moving on
- 100%  Overall satisfaction with the service
-  3 customers completed the survey

Customer Sentiment		
 1 comment	 1 comment	 1 comment
Mental health disclosure: one comment highlights personal stress and anxiety which may influence their experience or expectations (Domestic Abuse Scheme).		

 **Positive themes**



General Satisfaction: One respondent expressed overall happiness, suggesting that apart from cleanliness, other aspects may be satisfactory.

 **Negative themes**

Cleanliness Concerns: The hygiene of communal areas, especially bathrooms, is a clear issue. This is the only explicitly negative feedback.

Here's how your feedback shaped our actions

Operational improvements

-  In 2024, we reviewed our cleaning service to ensure it meets the needs of everyone who uses it. As part of this, we introduced an updated Service User Handbook, which clearly outlines what's expected from services users to help maintain a clean and comfortable environment.
-  To support ongoing communication and improvement, we hold monthly meetings where service users can share feedback or raise any concerns. We also offer one-to-one sessions, encouraging individuals to take personal responsibility and feel empowered in contributing to a positive living space.