


Temporary Supported Housing Service Evaluation Form (Domestic Abuse)

1st January to 31st December 2025



13 customers completed the Service Evaluation Form

Customer Sentiment

			
Ease of Access	84.6%	15.4%	
Welcome by Staff	92.3%	7.7%	
Welcome by Residents	69.2%	30.8%	
Furnishing & Equipment	76.9%	15.4%	7.7%
Cleanliness	100%		
Information Provided (Rules, Safety, Staffing)	100%		
Staff Support	100%		
Expressing Views & Being Heard	84.6%	15.4%	
Support Plan	92.3%		7.7%
Induction Folder	83.3%		16.7%
House Meetings	75.0%	17.0%	8.0%
Support Sessions	100%		
Involvement in Project	31.0%		69.0%



Positive themes

DA Scheme 1:

- **Mental health & wellbeing support (1):** Strong praise for supportive, understanding staff.
 - **Furnishings & equipment (2):** Flats described as very clean, well-equipped, and welcoming
- **Safety & rules experience (2):** Rules seen as necessary and safety-enhancing; clear safety guidance.
- **Children & family-friendly (1):** Warm, welcoming environment for mothers with children.

DA Scheme 2:

- **Children & family-friendly (4):** Strong praise for staff support of mothers & children, feeling safe
- **Safety & rules experience (1):** Rules clearly explained on arrival.
- **Out-of-hours & contact (1):** Weekly emails/noticeboard helpful.
- **Mental health & wellbeing support (1):** Extremely strong praise for key workers' emotional and practical support.



Negative themes

DA Scheme 1:

- **Out-of-hours & contact (1):** Difficulty reaching staff in emergencies; phones sometimes "offline."

DA Scheme 2:

- **Furnishings & equipment (2):** Missing essential furniture (drawers), limited appliances (kettle/microwave), cleaning inconsistencies, overgrown garden.
- **Out-of-hours & contact (2):** Lack of on-site staff, uncertainty about out-of-hours access.
- **Post-move support length (2):** Six-week limit felt too short; residents felt unsafe or unprepared losing support.
 - **Safety & rules experience (1):** Inspections/terminology felt triggering; rules sometimes rigid for trauma-affected residents.
- **Mental health & wellbeing support (1):** Some residents felt stress or gaps in mental-health related processes.
 - **House meetings & induction (1 negative):** Some residents unaware meetings existed; induction not always clear.