

Temporary Supported Housing Service Evaluation Form (Domestic Abuse)

1st January to 30th June 2026



5 customers completed the Service Evaluation Form

Customer Sentiment

			
Ease of Access	100%		
Welcome by Staff	100%		
Welcome by Residents	75%	25%	
Furnishing & Equipment	75%	25%	
Cleanliness	100%		
Information Provided (Rules, Safety, Staffing)	100%		
Staff Support	100%		
Expressing Views & Being Heard	100%		
Support Plan	100%		
Induction Folder	100%		
House Meetings	75%	25%	
Support Sessions	100%		
Involvement in Project	25%	50%	25%



Positive themes

Supportive and approachable staff

Residents frequently described staff as caring, understanding, and responsive. They felt listened to during support sessions and appreciated having their feelings acknowledged and validated. Positive relationships with support workers appeared to be an important part of their experience.

Clear induction and communication

Respondents felt they received clear information when they arrived, including explanations of house rules, fire safety procedures, emergency contacts, and available support. This helped residents understand expectations and feel informed.

Good quality accommodation and practical support

Comments highlighted that accommodation was clean, ready to use, and equipped with essential items. Practical assistance, such as transport support and food bank provisions, was valued and helped ease the transition into the service.

Access to programmes and specialist support

Residents spoke positively about being able to access the Freedom Programme, therapy, support sessions, and other opportunities. They found these services easy to engage with and beneficial to their recovery and wellbeing.

Feeling safe and protected

Some comments reflected an increased understanding of safety measures and house rules, recognising that these were in place to protect residents. Residents also reported feeling accepted and not judged during their stay.

Opportunities for peer connection

Engaging with other residents through group activities and shared experiences was viewed as beneficial by some respondents and contributed positively to their stay.



Improvement themes

Waiting times before placement

One respondent noted that the process of securing refuge accommodation took some time.

Consistency of engagement in group activities

Feedback indicated that participation in group sessions can vary, with some residents less comfortable joining activities.

Family connections during stay

One resident found it difficult to maintain regular contact with family due to distance from the refuge location. While this was not viewed as a service issue, it highlights a challenge some residents may experience during their stay.

Additional wellbeing and recreational activities

A suggestion was made for more opportunities focused on stress relief and wellbeing activities. This may indicate interest in a broader range of therapeutic or recreational options alongside existing support services.