

Temporary Supported Housing Move in Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
95.2%	86.7%		↓ Satisfied with the overall process of moving in
85.7%	86.7%		↑ Satisfied with how welcome and safe they were made to feel
85.7%	86.7%		↑ Satisfied with the helpfulness and communication of staff dealing with their support planning
85.7%	80.0%		↓ Satisfied with how engaged they feel with the service
23.0%	21.0%		↓ 15 out of 70 customers responded to the survey

Customer Sentiment



2 comments



1 comment



2 comments

The positive feedback centred on a smooth move-in process, supportive staff, and an overall good experience. Areas for improvement related to opportunities for activities, available facilities, and frequency of contact during the first week.



Positive themes

Christchurch House:

No specific positive themes mentioned.

Hinde House:

No specific positive themes mentioned.

Phoenix House:

No specific positive themes mentioned.

Whitworth House:

- Positive overall move-in experience
- Friendly and supportive staff.
- Reduced stress during the moving process.



Improvement themes

Christchurch House:

Facilities/capacity, specifically shower provision.

Hinde House:

Potential benefit of additional check-ins during the first week after move-in.

Phoenix House:

More evening activities or opportunities for engagement.

Whitworth House:

No improvement themes identified from written comments.