

Temporary Supported Housing Ongoing Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
33.3%	100.0%		 Satisfied with the support received
33.3%	80.0%		 Satisfied with how safe they feel in the service
33.3%	100.0%		 Satisfied that staff listen to their views
50.0%	20.0%		 Satisfied with how confident they feel about moving on
100.0%	100.0%		 Overall satisfaction with the service
			 5 customers completed the survey

Customer Sentiment		
 1 comment	 0 comments	 0 comments

 Positive themes	 Improvement themes
Phoenix House: Helpful staff who are committed to supporting residents	Phoenix House: None were mentioned.