



## **Expect Group of Companies Expect Service User Survey Results 2022**

### **AIM:**

To engage with Service Users and give them the opportunity to share their views and feedback on the Services provided by the Expect Group of Companies - Access to Care

To identify any necessary changes for learning and improvement

To monitor and evaluate shared information

### **RESULTS:**

The annual survey was circulated using Google Forms and completed anonymously by Expect Service Users, this including the Service Users who access Bowersdale Recourse Centre. 83 Expect and Bowersdale Centre Service Users were given the opportunity to complete the survey, a total of 31 responses were received.

Results from the Service User Survey are very positive, 93.5% - 96.8% of respondents are happy with the level of support they receive, feel they are treated with dignity and respect and feel encouraged to achieve their goals.

83.9% of responses indicate that service user personal plans are reviewed regularly with 80.6% of responses recording that they are involvement in the review of their personal plans

93.5% – 96.8%% of responses indicate a good understanding of how to raise a complaint or compliment, and are confident and that anything raised will be dealt with effectively.

In the main, respondents report that they receive the appropriate support and encouragement and are happy with their support staff. 74.2% of response indicate that support workers encourage/assist service user to attend meeting held at Bowersdale Centre.

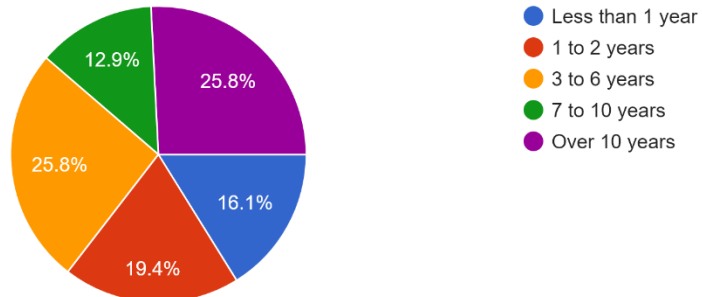
64.5% of respondents report that they attend the Bowersdale Resource Centre. 85.2% of those are happy with the service they receive from the Centre and 77.8% or responses indicate that respondents attending the Bowersdale Centre feel is an important part of their life.

92.3% of respondents feel they can share their ideas with staff for activities they would like to do while attending the Centre and 74.1% of those indicate that there a number of activities to take part in within the Centre.

## General Information

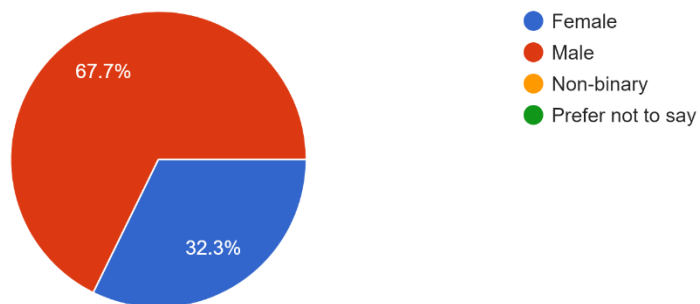
How long have we been supporting you?

31 responses



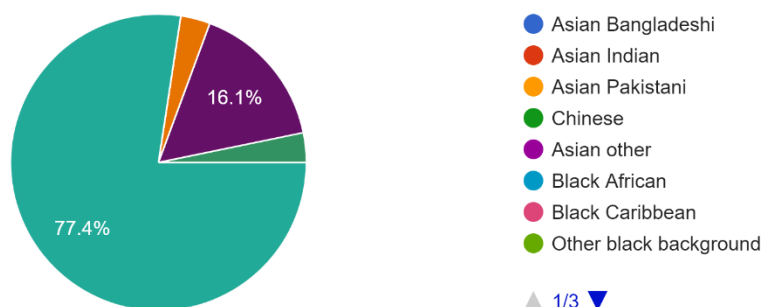
Your Gender

31 responses



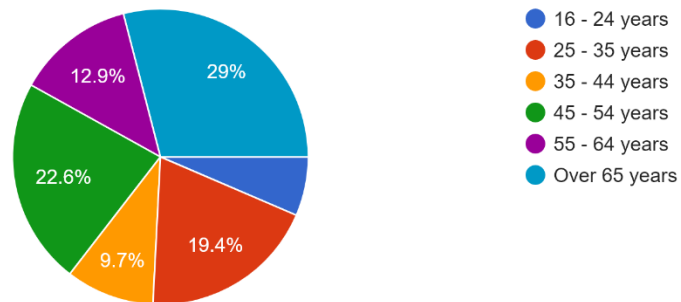
Your Ethnic group

31 responses



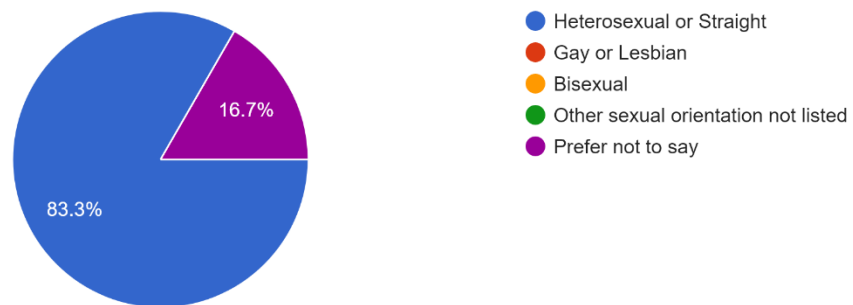
### Which age group do you fit into?

31 responses



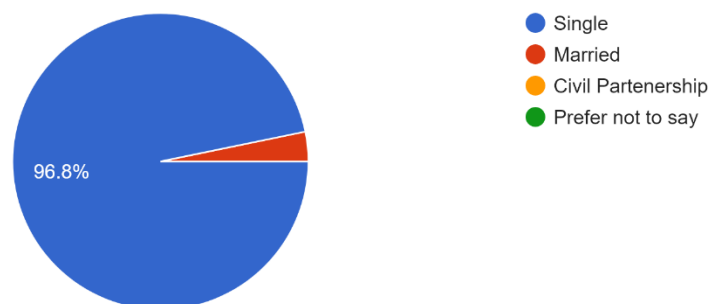
### What is your sexual orientation?

30 responses



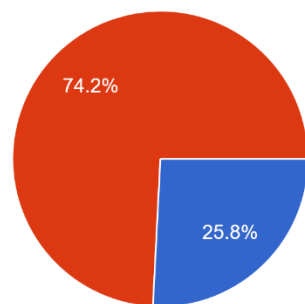
### What is your marital status?

31 responses



Is someone helping you to complete this form?

31 responses

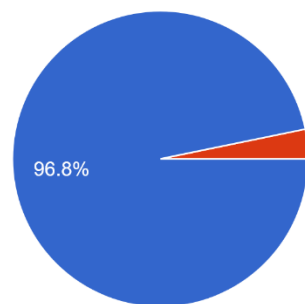


- No
- My career/support worker
- My friend/advocate
- My relative
- Someone else

## My Support

I am treated with dignity & respect

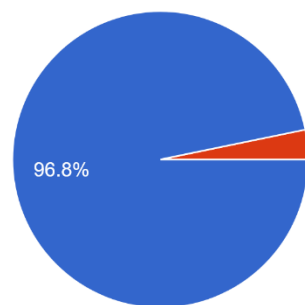
31 responses



- Agree
- Disagree

I am encouraged to be as independent as possible

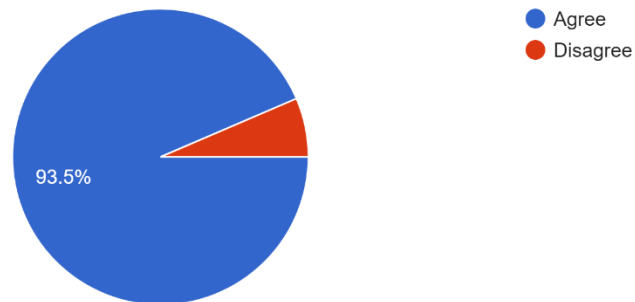
31 responses



- Agree
- Disagree

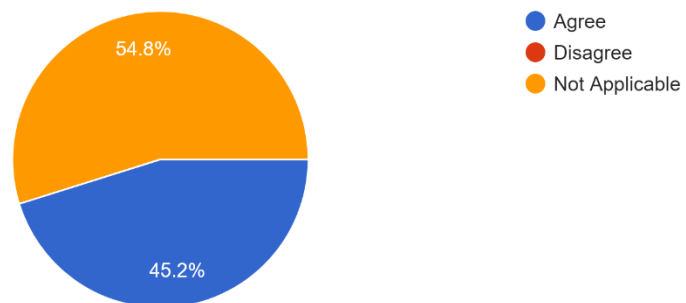
I am happy with the support I receive

31 responses



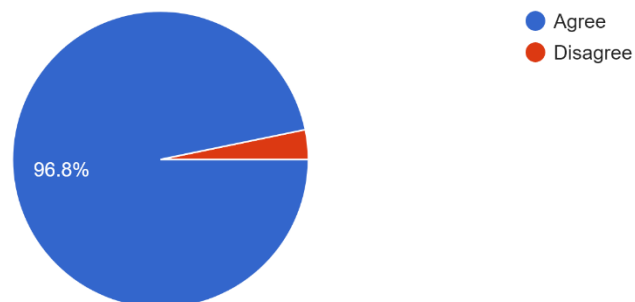
I am encouraged/assisted to follow and practice my faith should I wish to do so

31 responses



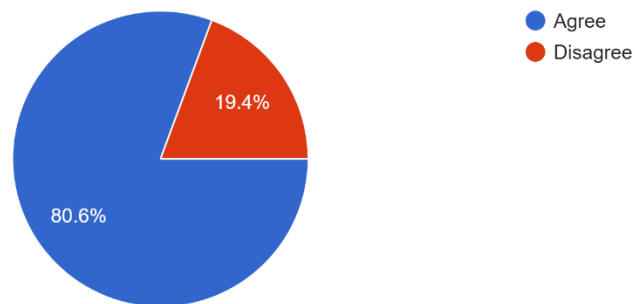
I am confident that I am accepted for being myself

31 responses



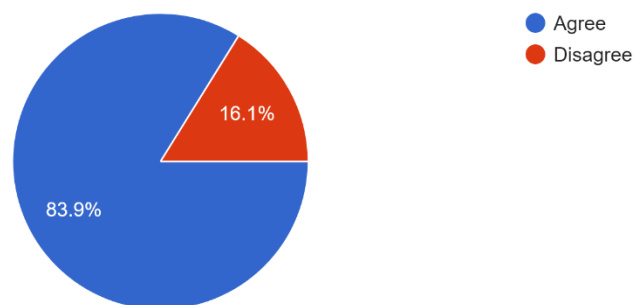
I have the opportunity to be involved in the review of my personal plan

31 responses



My personal plan is reviewed regularly

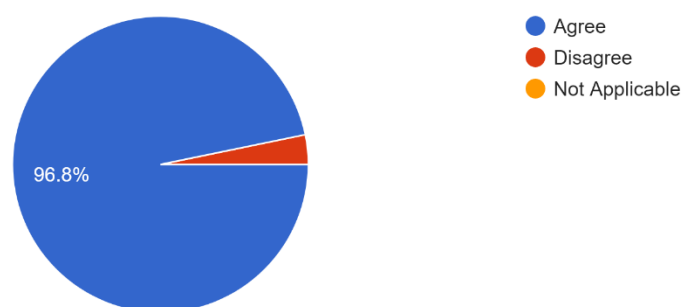
31 responses



## Staffing

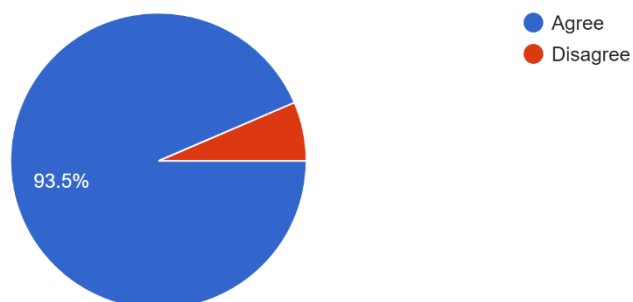
I am happy with the support staff

31 responses



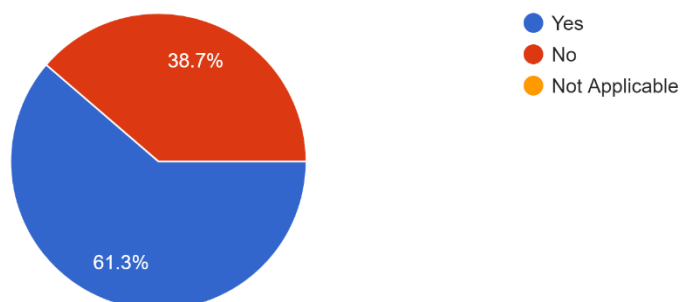
The support workers listen to me and take note of my views

31 responses



Most of the support I receive is from the same support worker

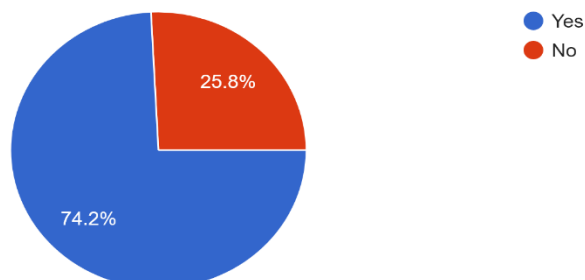
31 responses



## Complaints and Compliments

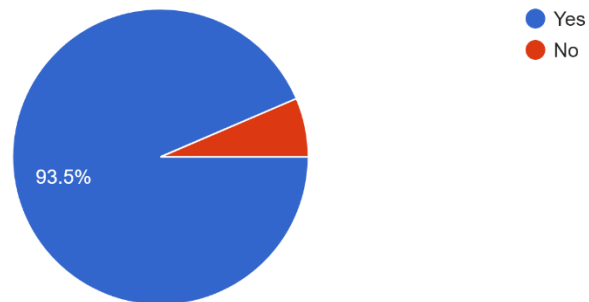
My support worker encourages/assists me to attend Service User Meeting held at Bowersdale Centre

31 responses



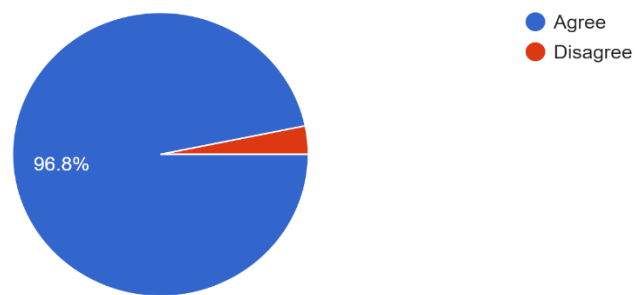
I know how to make a complaint or suggestion

31 responses



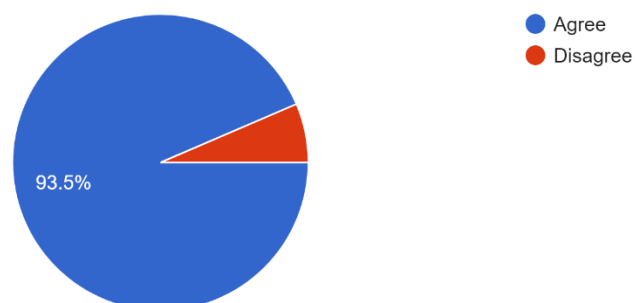
I am confident that any concern I raise will be dealt with effectively

31 responses



Any information I receive from Expect is easy to read and understand

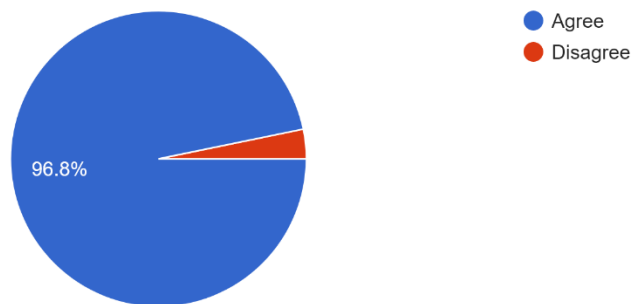
31 responses





I am confident that my personal information is kept safe and confidential

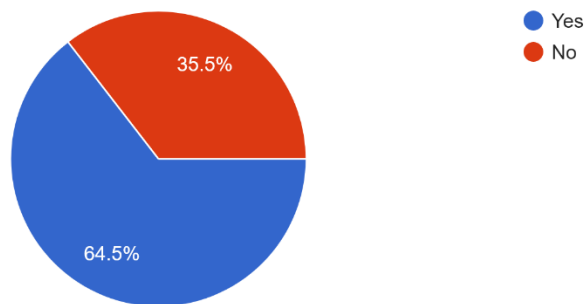
31 responses



### Bowersdale Resource Centre

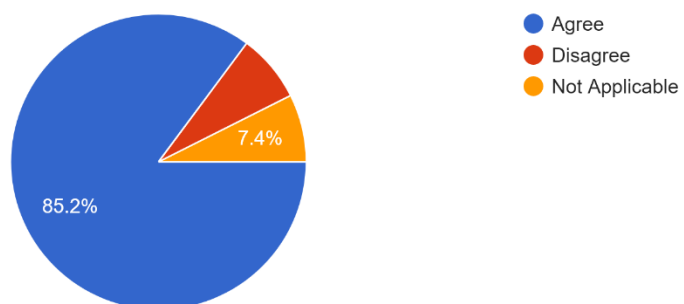
Do you attend Bowersdale Resource Centre?

31 responses



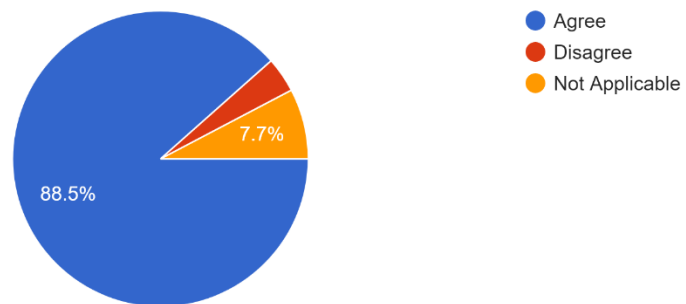
I am happy with the service I receive at the Bowersdale Centre

27 responses



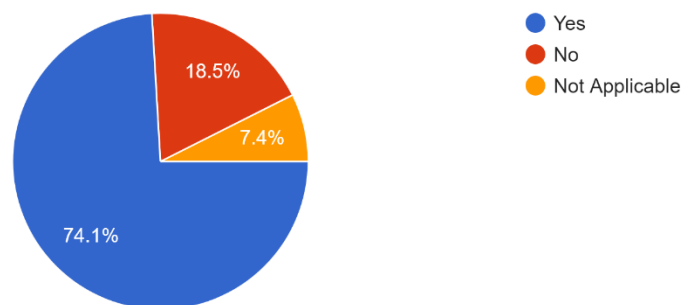
The Bowersdale Centre staff are friendly and helpful

26 responses



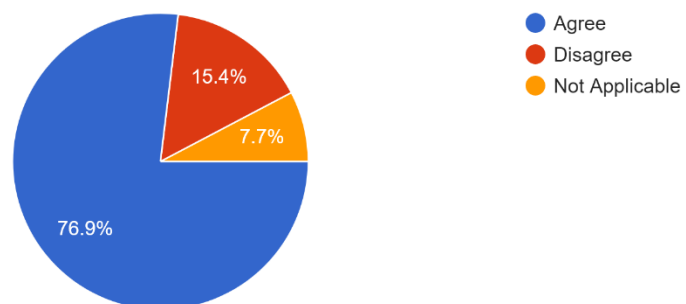
I enjoy the activities in the Bowersdale Centre

27 responses



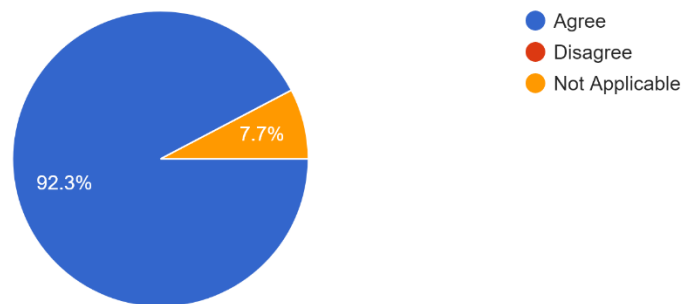
There are plenty of activities for me to take part in within the Centre

26 responses



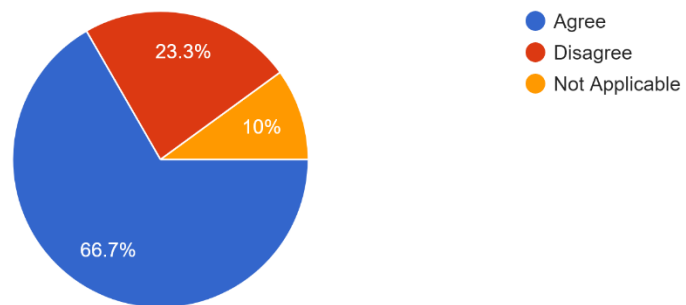
I know I can share my ideas with staff for activities I would like to do

26 responses



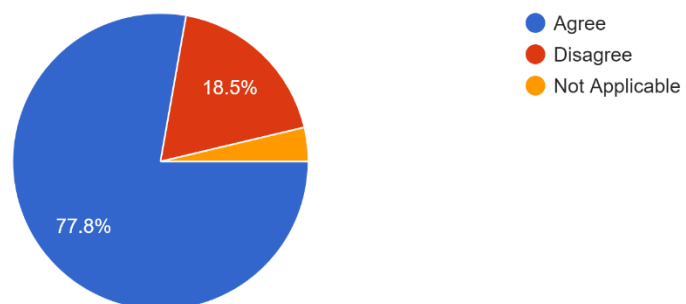
I enjoy attending parties, events and outings arranged by the Bowersdale Centre

30 responses



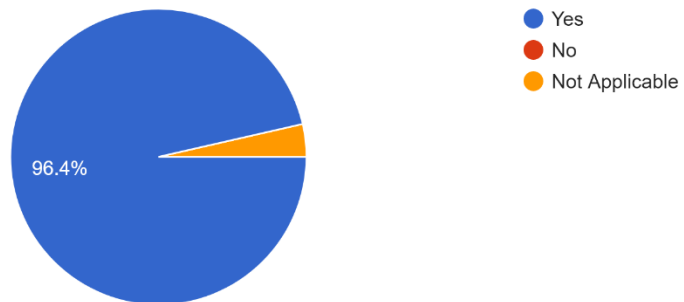
Attending the Bowersdale Centre is an important part of my life

27 responses



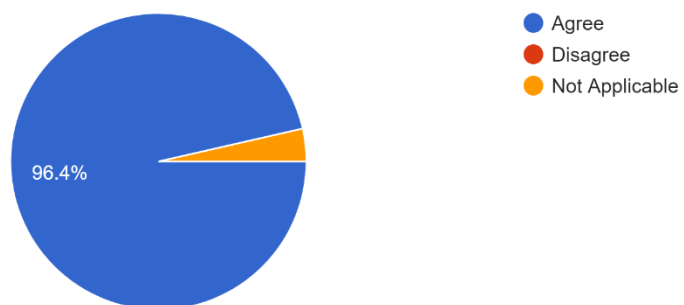
I know who to speak to should I have a problem or concern

28 responses



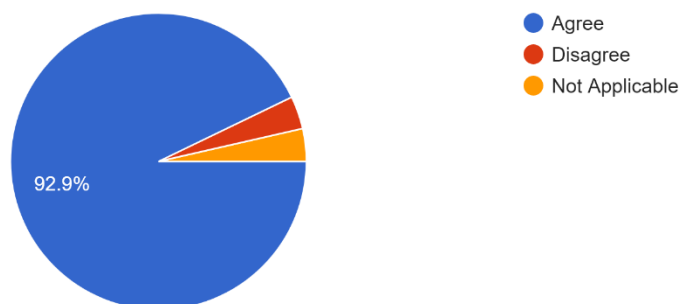
Information is provided in a way I can understand

28 responses



I know my personal Information is kept confidential

28 responses



**END OF REPORT**

