



## **Expect Group of Companies –Bowersdale Resource Centre Service User Survey Results 2023**

### **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 – Bowersdale Resource Centre  
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 who access Bowersdale Resource Centre. 79 Service Users were given the opportunity to complete the survey, a total of 21 responses were received.

Results from the Service User Survey are very positive. 100% of respondents are happy with the level of support they receive, feel they are treated with dignity and respect and feel confident that they are accepted for being themselves. 100% of respondents express they are encouraged to be as independent as possible. 95.2% of respondents agree that their personal plans are reviewed regularly.

85.7% of respondents state they attend the Bowersdale Resource Centre independently and 100% of responses record that respondents feel that attending the Centre is an important part of their lives.

90.5%-100% of responses indicate that respondents enjoy and participate in activities, events and day trips on offer at the Centre.

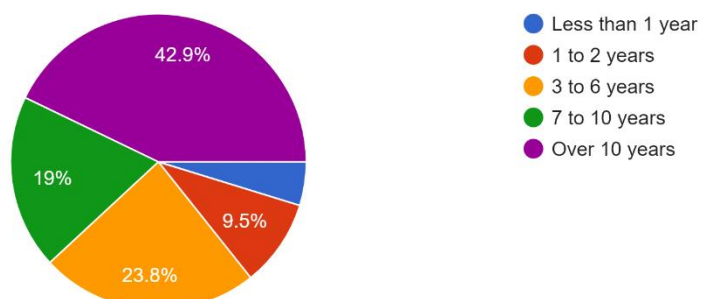
Staffing responses show that 95.5% of respondents are happy with the support they receive from staff at the Bowersdale Resource Centre, they feel listened to and are encouraged to share views and ideas.

100% of respondents express they know who to speak to if they have a problem, receive information in a way they can understand and that their information is kept safe and confidential.

## General Information

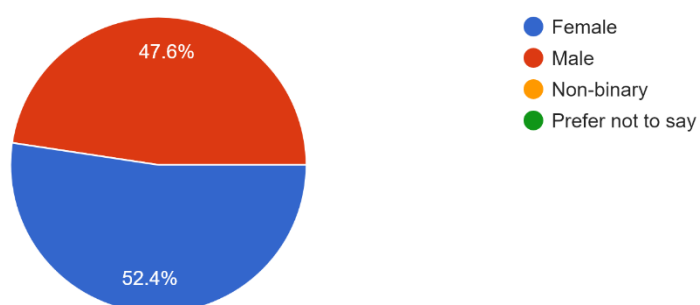
How long have we been supporting you?

21 responses



Your Gender

21 responses



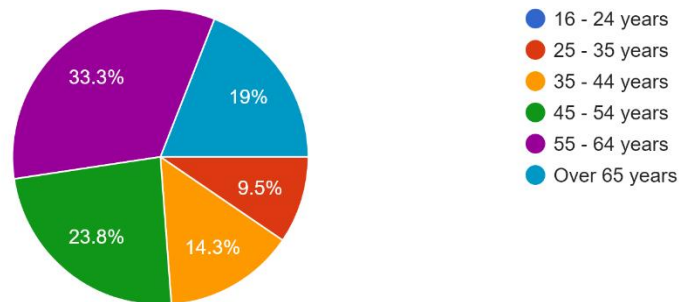
Your Ethnic group

21 responses



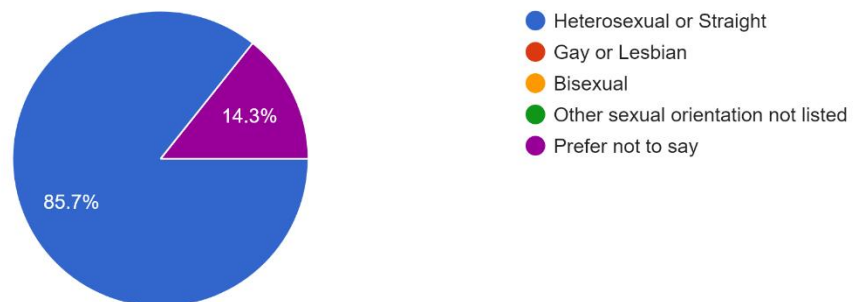
### Which age group do you fit into?

21 responses



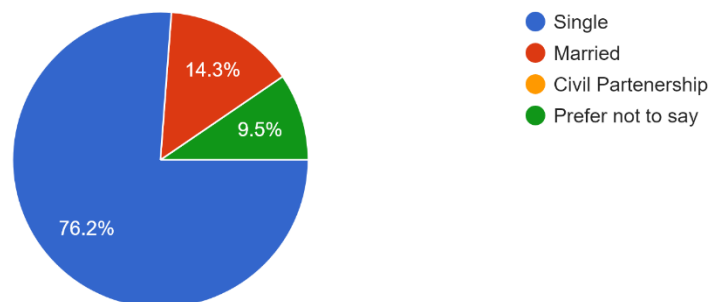
### What is your sexual orientation?

21 responses



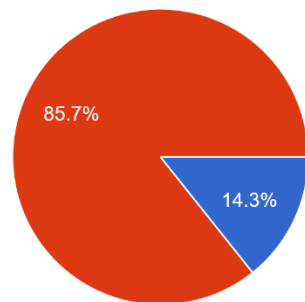
### What is your marital status?

21 responses



Is someone helping you to complete this form?

21 responses

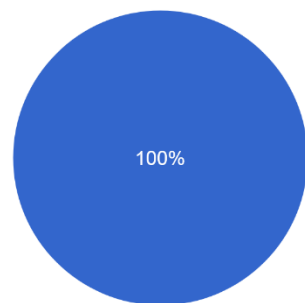


- No
- My career/support worker
- My friend/advocate
- My relative
- Someone else

## My Support

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

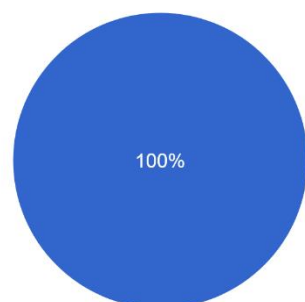
21 responses



- Agree
- Disagree
- Not Applicable

I am treated with dignity & respect

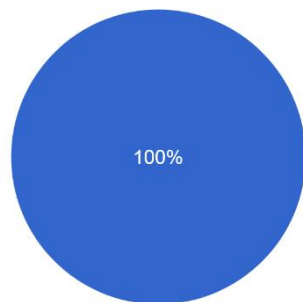
21 responses



- Agree
- Disagree

I am encouraged to be as independent as possible

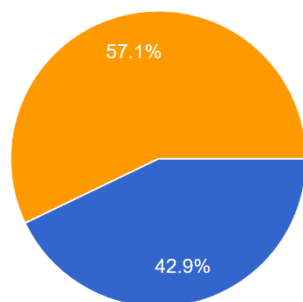
21 responses



● Agree  
● Disagree

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

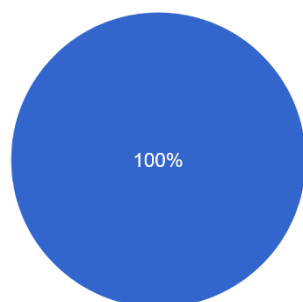
21 responses



● Agree  
● Disagree  
● Not Applicable

I am confident that I am accepted for being myself

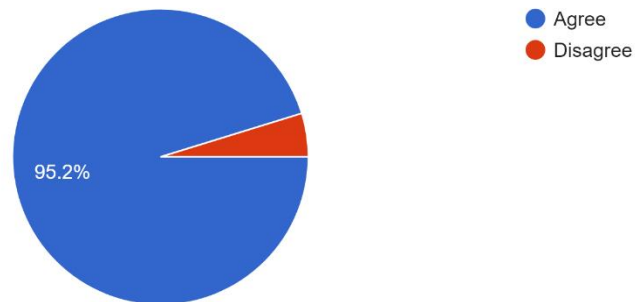
21 responses



● Agree  
● Disagree

### My needs assessment is reviewed regularly

21 responses



### Attending the Bowersdale Resource Centre

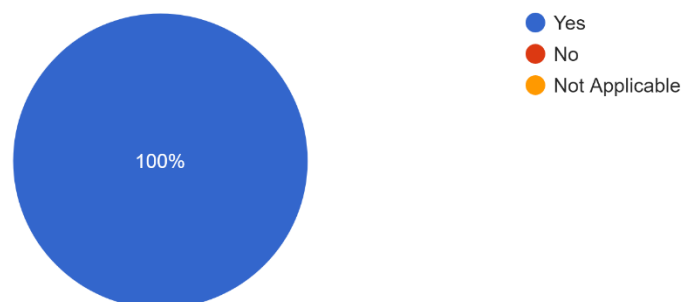
#### Do you attend Bowersdale Resource Centre

21 responses



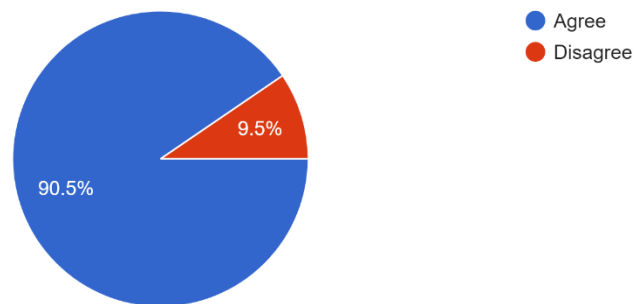
#### I enjoy the activities on offer at the Bowersdale Centre

21 responses



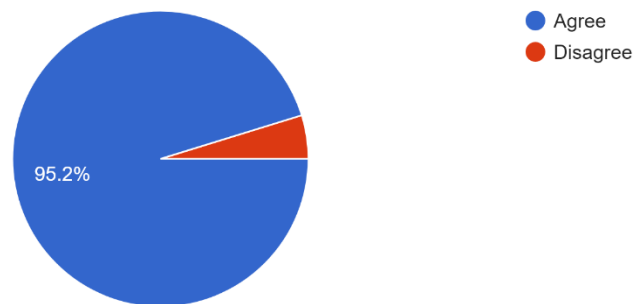
There are plenty of activities for me to take part in within the Centre

21 responses



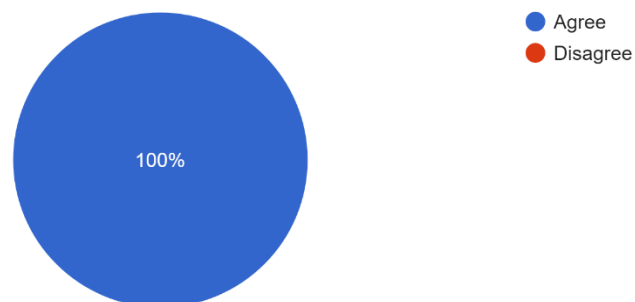
I enjoy attending parties, events and outings arranged by the Bowersdale Centre

21 responses



Attending the Bowersdale Centre is an important part of my life

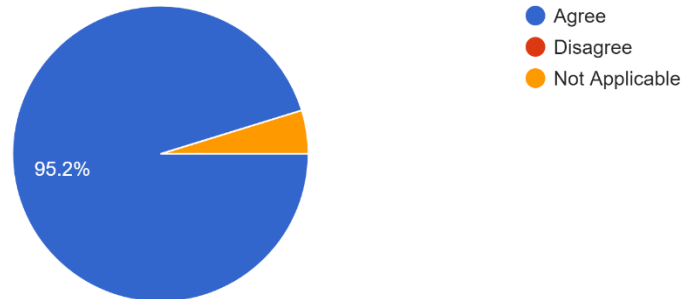
21 responses



## Staffing

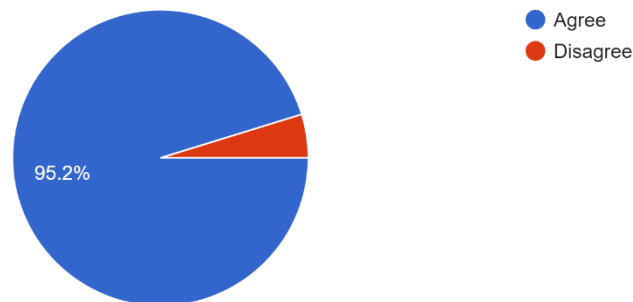
The Bowersdale Centre staff are friendly and helpful

21 responses



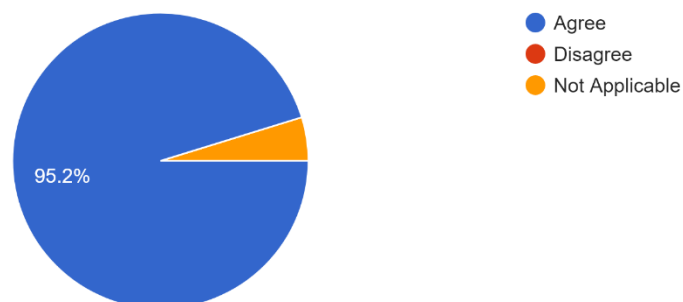
The staff at the Bowersdale Centre listen to me and take note of my views

21 responses



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

21 responses

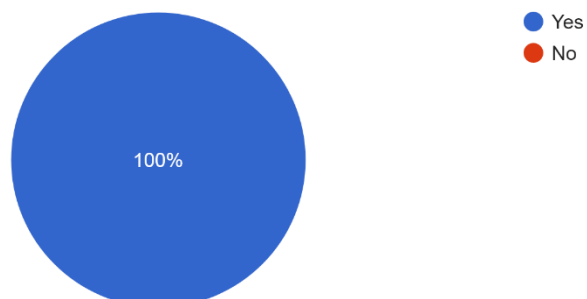




## Complaints and Compliments

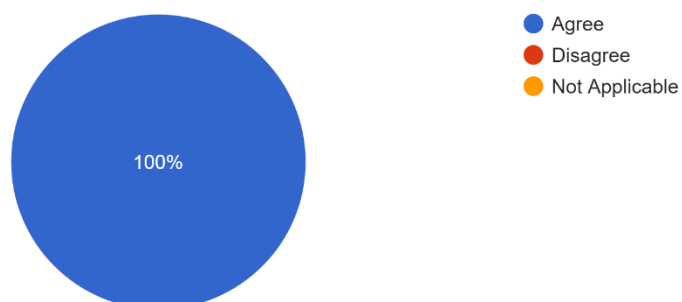
I know who to speak to should I have a problem or concern

21 responses



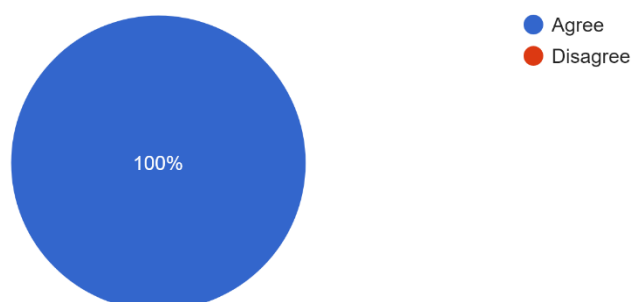
Information is provided in a way I can understand

21 responses



I know my personal Information is kept confidential

21 responses



# END OF REPORT

