



Expect Group of Companies Expect 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 - Expect
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. 83 Expect Centre 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. 95.2% - 100% of respondents report that they are happy with the level of support they receive, feel they are treated with dignity and respect and feel encouraged to be independent. Responses also indicate the respondents have the opportunity to be involved in the review of their care plans.

Staffing responses 90.5% of respondents are happy with their support staff and 95.2% express that their support staff listen and take note of their views.

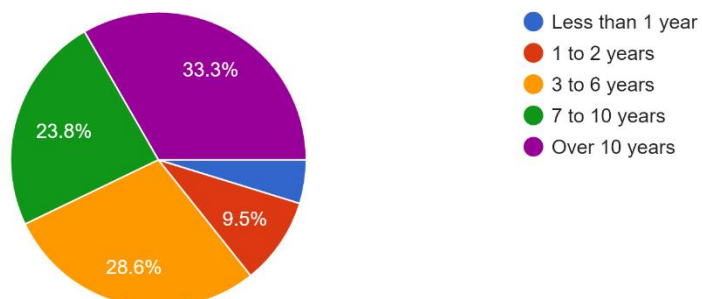
81% of respondents state they do not attend the Bowersdale Resource Centre.

100% of respondents express they know who to speak to if they have a problem and 95.5% feel confident that any concerns raised will be dealt with effectively. 85.7% of responses show that the information received from Expect is easy to read and understand.

General Information

How long have we been supporting you?

21 responses



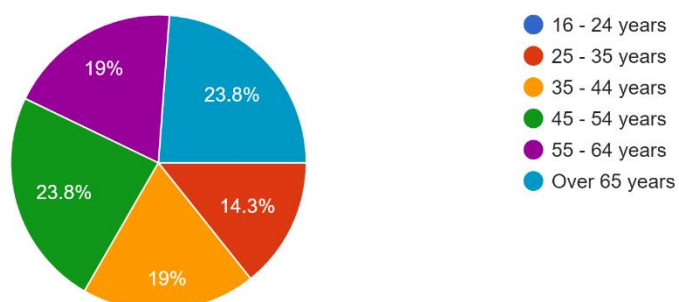
Your Ethnic group

21 responses



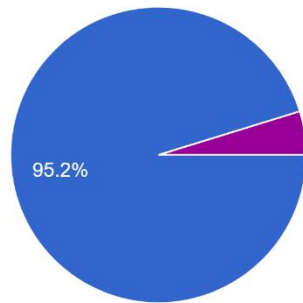
Which age group do you fit into?

21 responses



What is your sexual orientation?

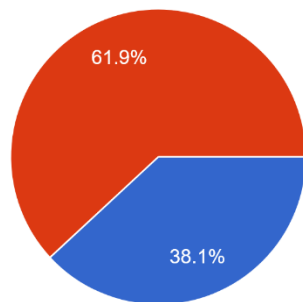
21 responses



- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other sexual orientation not listed
- Prefer not to say

Your Gender

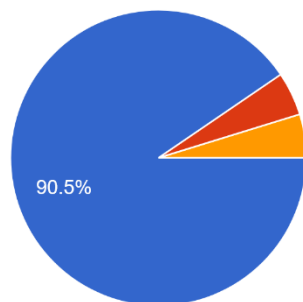
21 responses



- Female
- Male
- Non-binary
- Prefer not to say

What is your marital status?

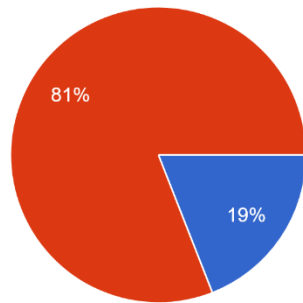
21 responses



- Single
- Married
- Civil Partnership
- Prefer not to say

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 encouraged to be as independent as possible

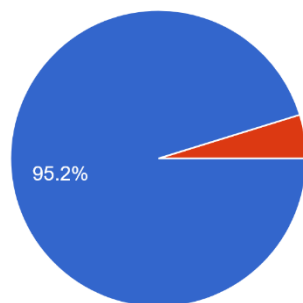
21 responses



- Agree
- Disagree

I am happy with the support I receive

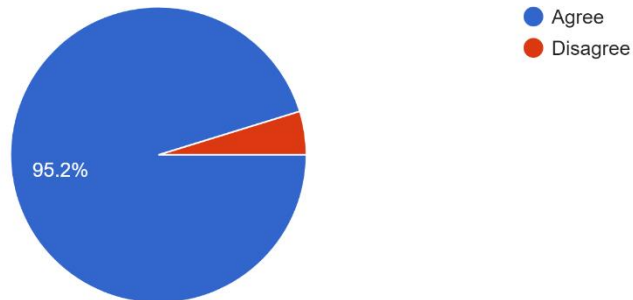
21 responses



- Agree
- Disagree

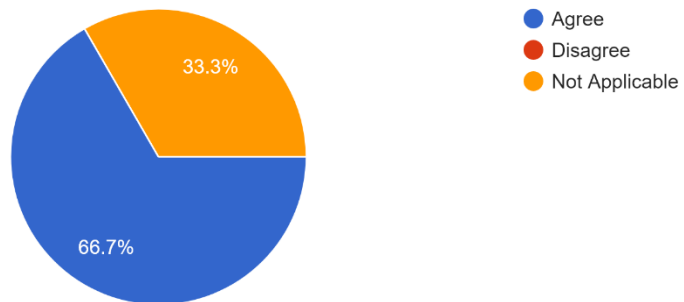
I am treated with dignity & respect

21 responses



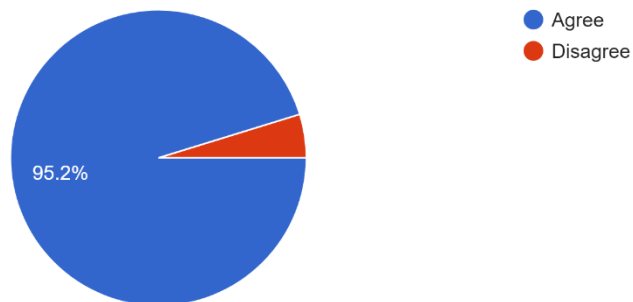
I am encouraged/assisted to follow and practice my faith should I wish to do so

21 responses



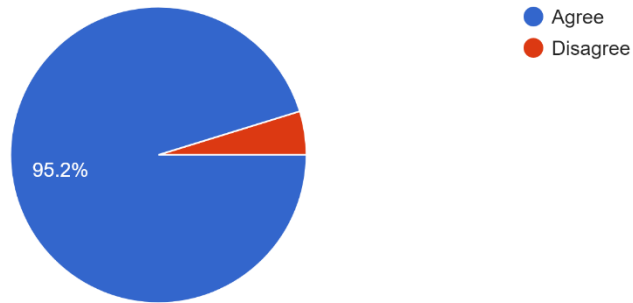
I am confident that I am accepted for being myself

21 responses



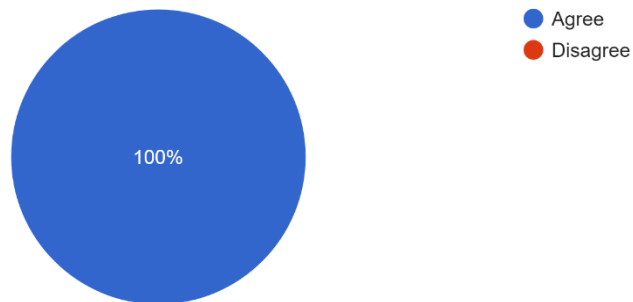
My personal plan is reviewed regularly

21 responses



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

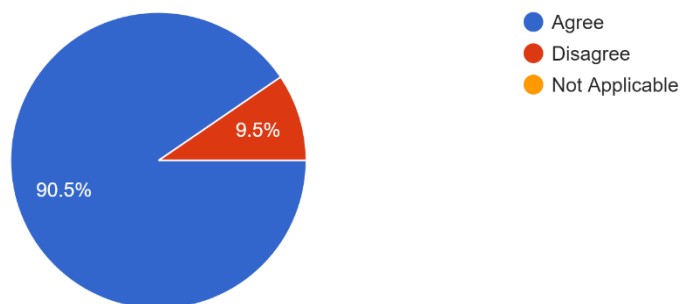
21 responses



Staffing

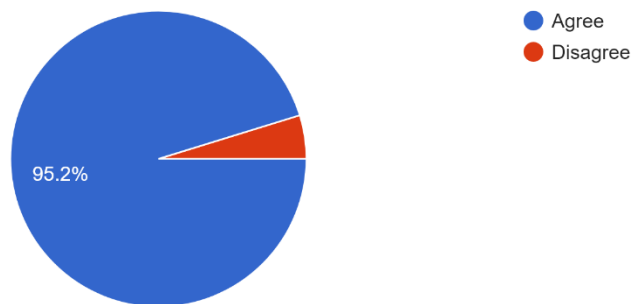
I am happy with the support staff

21 responses



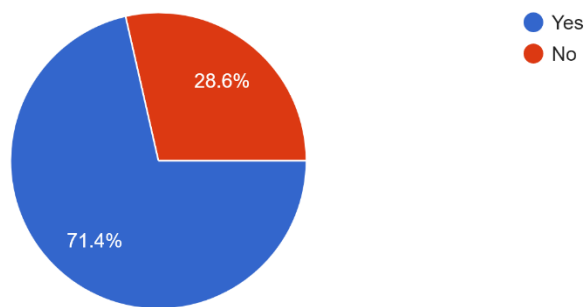
The support workers listen to me and take note of my views

21 responses



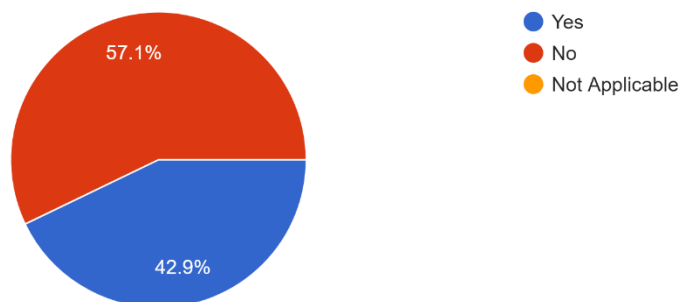
My support worker encourages/assists me to attend Service User Meeting held at Bowersdale Centre

21 responses



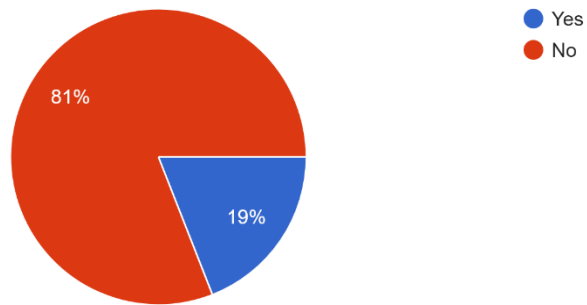
Most of the support I receive is from the same support worker

21 responses



Do you attend Expect's Bowersdale Day Centre?

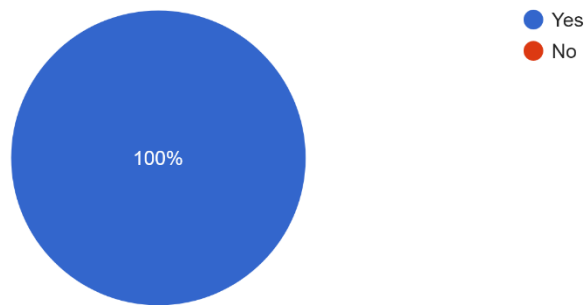
21 responses



Complaints and Compliments

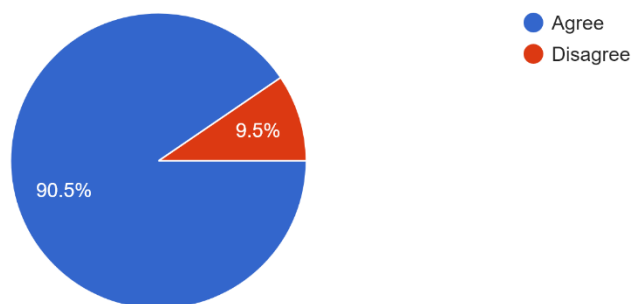
I know how to make a complaint or suggestion

21 responses



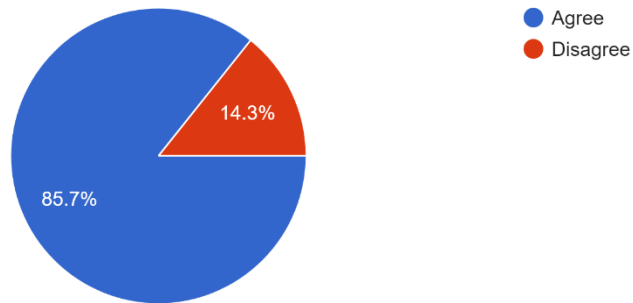
I am confident that any concern I raise will be dealt with effectively

21 responses



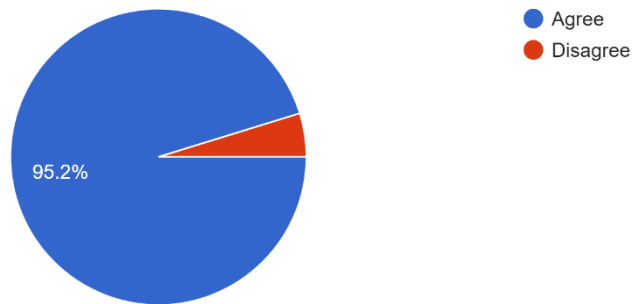
Any information I receive from Expect is easy to read and understand

21 responses



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

21 responses



END OF REPORT

