

# Client satisfaction survey 2018/19 results!

This report provides a summary of the responses to the recent **Client Satisfaction Survey** which housing clients are asked to complete every year.

We ask a series of questions to help Transform assess the following issues:

- What clients think of the service we provide.
- How our services have helped them in their journey.
- If the client has made a complaint, how satisfied they were with how it was dealt with.
- How their personal wellbeing has improved.

In addition, we capture comments from clients.

From this feedback we seek to find ways in which we could improve these areas in the future.

**42%**  
clients responded  
to the survey

## Service satisfaction

Of those clients that answered each question...

**95.8%**

are satisfied with the overall quality of their accommodation and its surroundings

(2018: 97.3%)



**93.2%**

are satisfied with the general repairs and maintenance service

(2018: 94.8%)



**94.7%**

are satisfied with the safety and security of their accommodation

(2018: 94.4%)



**98.7%**

are satisfied with the general advice and support received from Transform staff

(2018: 99.6%)

**96.0%**

are satisfied with the help we give them with health or special support needs (mental health, alcohol or drug use)

(2018: 97.8%)



**96.4%**

are satisfied with the help we give them to sort out financial matters (e.g. benefits, budgeting, debts)

(2018: 99.6%)



**95.2%**

are satisfied with the help we give them to access paid or voluntary work, learning, training or leisure activities

(2018: 97.2%)



**96.8%**

are satisfied that they are involved in decisions that affect them

(2018: 97.9%)

## How our services have helped

Since receiving our support...

95.0%

feel happier



(2018: 97.4%)

82.7%

feel more involved in their local community



(2018: 87.7%)

93.0%

feel more secure



(2018: 94.8%)



95.2%

feel more independent

(2018: 95.8%)



88.6%

feel more confident

(2018: 91.4%)



90.1%

feel more hopeful about their future

(2018: 88.6%)

## Complaints

Of those clients that answered each question...

11.3%

of people have made a complaint to Transform in the last 12 months

(2018: 11.2%)



60.6%

of people were happy with the way their complaint was handled

(2018: 87.9%)

## Feedback and complaints

We asked you if you have made a complaint to Transform in the past year and 35 people (11.3% of people who completed the survey) said they have.

Out of those 35, 20 people said they were happy with the way it was handled.

For those who were not happy with the way their complaint was handled, Transform have looked at each individual complaint to see if there are any lessons we can learn to help improve our complaints handling procedure moving forward.

We have a process for clients to make complaints or give feedback about our services. If you would like more information, please speak to a member of staff.

## Improvements to personal wellbeing

Since receiving our support, our clients have seen an improvement in their ability to...

manage their money

**89.5%**

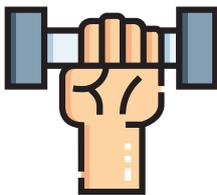
(2018: 90.6%)



manage their physical health

**82.0%**

(2018: 88.1%)



to manage their emotional/mental health

**87.2%**

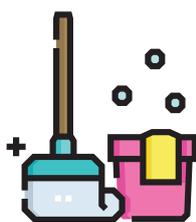
(2018: 87.5%)



manage alcohol or drug use

**90.2%**

(2018: 92.9%)



use daily living skills

**89.0%**

(2018: 88.6%)



structure their time

**84.5%**

(2018: 82.7%)

## Client comments

We asked our clients what their favourite thing about Transform was...

"It has helped me understand myself better."

"The support the staff have for you and the time and effort they put into you to ensure you are set for the future and being independent confidently."

"It has helped me gain self-confidence, a job and helped me emotionally through hard times."

"An overall feeling of safety and staff that are approachable and genuinely helpful and support you in your recovery."

"Calm, efficient and wise support."

"Feeling hopeful about my future."

"That I can eventually get a home of my own that I can cope with and apply the lessons I have learned with Transform on this journey."

"I feel that Transform staff are friendly, helpful and guide people in the right way."

"The Transform team are kind, gentle, patient and understanding. Knowing they are there for me when I am struggling gives me peace of mind."

"Having my life back."

"Transform provides me with a safety net so that I am able to take positive risks in life and pursue my goals."

"The fact that I have a guiding individual to help me become more confident with my independence and all that entails."

"That I was finally in a home without being shipped from pillar to post... I feel settled for the first time in a long time."

"Being independent. Having confidence and fabulous staff."

"Feeling safe both emotionally and physically."