

Client Satisfaction Survey results!

What you said

We asked you to tell us the most important thing about your accommodation and support with Transform. Here are some of the comments you made:

"It has made me more independent and feel secure which makes me feel more hopeful about my future."

"Giving me hope with life again."

"Definitely feel more hopeful about my future and have already built a solid foundation for it!"

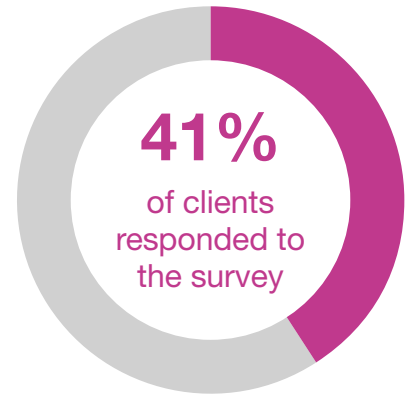
"Having safety and security to work through my issues and rebuild a better life for myself."

"Transform has given me a fresh start and an opportunity to restart my life."

"To regain my independence and self-worth that I lost just before I moved in."

"Helping me look for a job at the moment I feel ready to get my life back on track."

"It's a secure place where I can sort my life out and build a better future."



Since receiving our support...

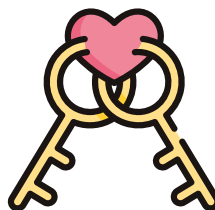
95.8%

of clients feel more independent



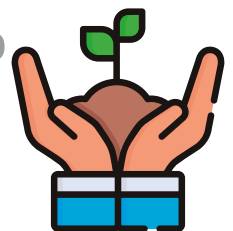
94.8%

of clients feel more secure



88.6%

of clients feel more hopeful



97.4%

of clients feel happier



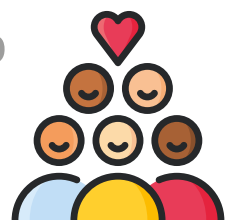
91.4%

of clients feel more confident



87.7%

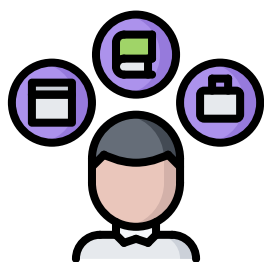
of clients feel more involved in their local community



How satisfied are you with the services we provide?

97.9%

are satisfied you are involved in decisions that affect you



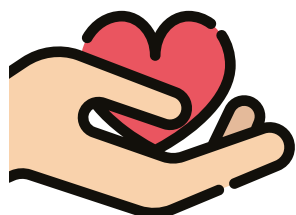
94.8%

are satisfied with the general repairs and maintenance service



97.8%

are satisfied with the the help we give you with health or special support needs



99.6%

are satisfied with the general advice and support you receive from Transform staff



94.4%

are satisfied with the safety and security of your accommodation



99.6%

are satisfied with the help we give you in sorting out financial matters



97.2%

are satisfied with the help we give you with accessing paid or voluntary work, learning, training or leisure activities



97.3%

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



Feedback and complaints

We asked you if you have made a complaint to Transform in the past year and 33 people (11.1% of people who completed the survey) said they have. Out of those 33, 29 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, speak to a member of staff.