

Results of Client Satisfaction Survey 2017

Number of responses					
2017 numbers	2017 percentage	2017 BME	2016 numbers	2016 percentage	2016 BME
334	44%	28 (9%)	265	44%	21 (8%)

Please note:

- All people apart from White British, White Irish and White Other are considered to be BME.
- Not all respondents answered all questions so totals are not always the same.
- Figures in brackets are for BME responses. The first figure gives the number who were satisfied/very satisfied or answered 'Agree' or 'Has improved'. The second figure gives the number who were dissatisfied/very dissatisfied or answered 'Disagree' or 'Has not improved'.
- Figures highlighted in blue are where the results are lower than 90%. Comments on these results are included in the report.
- The figures below do not include responses from sheltered accommodation, which are instead considered separately on pages 7-10 of this report.

SECTION A – “WHAT YOU THINK OF THE SERVICES WE GIVE YOU”							
PERCENTAGE WHO WERE SATISFIED (3 STAR) OR VERY SATISFIED (4 STAR)							
Question		2017 All	2017 Non-BME	2017 BME	2016 All	2016 Non-BME	2016 BME
1	How satisfied are you with the overall quality of your accommodation and its surroundings?	93.1%	94.1%	90.9% (20/2)	96.4%	97.0%	94.1% (16/1)
2	How satisfied are you with the general repairs and maintenance service?	93.0%	94.1%	90.5% (19/2)	94.2%	94.6%	88.2% (15/2)
3	How satisfied are you with the safety and security of your accommodation?	92.0%	92.9%	85.7% (18/3)	96.9%	98.0%	88.2% (15/2)
4	How satisfied are you with the general advice and support you receive from Transform staff?	98.5%	98.3%	100% (28/0)	99.2%	99.2%	100% (21/0)
5	How satisfied are you with the help we give you with health or special support needs (mental health, alcohol or drug use)?	98.4%	98.2%	100% (28/0)	98.0%	98.2%	95.2% (20/1)
6	How satisfied are you with the help we give you in sorting out financial matters (e.g. benefits, budgeting, debts)?	98.8%	98.9%	100% (28/0)	100%	100%	100% (21/0)
7	How satisfied are you with the help we give you with accessing paid or voluntary work, learning, training or leisure activities?	94.5%	94.8%	100% (27/0)	96.9%	97.0%	94.4% (17/1)
8	How satisfied are you that you are involved in decisions that affect you?	96.0%	96.2%	100% (26/0)	96.9%	96.9%	95.2% (20/1)
Average		95.7%	96.0%	96.5%	97.4%	97.7%	94.8%

SECTION B – “HOW OUR SERVICES HELP YOU”
PERCENTAGE WHO AGREED WITH THE STATEMENT

Question		2017 All	2017 Non-BME	2017 BME	2016 All	2016 Non-BME	2016 BME
9	I feel happier since receiving support from Transform	97.4%	98.2%	91.7% (22/2)	98.0%	97.8%	100% (17/0)
10	I feel more involved in my local community since receiving support from Transform	90.8%	91.0%	94.4% (17/1)	90.5%	91.2%	84.6% (11/2)
11	I feel more secure since receiving support from Transform	95.6%	96.4%	92.6% (25/2)	96.8%	97.3%	94.4% (17/1)
12	I feel more independent since receiving support from Transform	94.4%	95.0%	96.4% (27/1)	96.0%	96.5%	94.4% (17/1)
13	I feel more confident since receiving support from Transform	90.9%	91.9%	84.6% (22/4)	92.1%	91.7%	94.1% (16/1)
14	I feel more hopeful about my future since receiving support from Transform	92.2%	93.3%	85.2% (23/4)	91.4%	92.3%	82.4% (14/3)
Average		93.7%	94.5%	90.7%	94.2%	94.6%	92.0%

SECTION C – COMPLAINTS
PERCENTAGE WHO ANSWERED ‘YES’

Question		2017 All	2017 Non-BME	2017 BME	2016 All	2016 Non-BME	2016 BME
16	Have you made a complaint to Transform in the last 12 months?	29 complaints 8.7%	25 complaints 8.5%	3 complaints 10.7%	20 complaints 7.5%	18 complaints 7.5%	1 complaint 4.8%
		1 complaint was made by a client whose ethnicity was not given			1 complaint was made by a client whose ethnicity was unclear		
17	Were you happy with the way this complaint was handled?	Yes=18 72.0% No=7 Blank=4	Yes=16 75.0% No=5 Blank=4	Yes=2 66.7% No=1 Blank=0	Yes=16 84.2% No=3 Blank=1	Yes=14 82.4% No=3 Blank=1	Yes=1 100% No=0 Blank=0

SECTION D – “YOUR PERSONAL WELLBEING”							
PERCENTAGE WHO INDICATED IMPROVEMENT IN EACH AREA							
Question		2017 All	2017 Non-BME	2017 BME	2016 All	2016 Non- BME	2016 BME
19	Ability to manage money has improved	91.1%	91.5%	88.0% (22/3)	94.6%	95.5%	88.9%
20	Ability to manage physical health has improved	85.2%	86.2%	73.9% (17/6)	88.8%	88.2%	93.3%
21	Ability to manage emotional / mental health has improved	86.6%	86.9%	82.6% (19/4)	90.8%	92.2%	77.8%
22	Ability to manage alcohol or drug use has improved	96.3%	96.7%	100% (7/0)	94.2%	94.5%	100%
23	Ability to use daily living skills has improved	93.9%	93.9%	90.5% (19/2)	92.0%	91.8%	92.9%
24	Ability to structure my time has improved	88.8%	89.1%	80.0% (16/4)	88.5%	89%	80%
Average		89.7%	90.1%	84.0%	91.3%	91.7%	87.5%

Comments:

The survey used in 2017 contains the same questions as those used in 2016 with no variation. This means that we are able to directly compare the results this year with last. The survey is divided into 4 main sections:

- SECTION A – What do you think of the service we give you?
- SECTION B – How our services help you
- SECTION C – Complaints
- SECTION D – Your personal wellbeing

The report will consider the results for each of these sections separately and then compare these to the responses from BME clients.

This year the survey was distributed to 796 clients compared to 597 in 2016. This increase reflects the increased size of Transform following the recent merger with Cherchefelle. The survey was distributed to all T1 clients who receive support as well as T2 clients who receive housing and support. Those clients who receive homecare were not included in this survey

but will instead be asked to complete a different survey later this year. For the purposes of this report, the responses from clients living in Transform sheltered accommodation have been analysed separately to reflect the difference in the nature of the support provided in our sheltered accommodation.

The response rate for the 2017 survey was 44%, which is the same response rate as in 2016. Although the response rate has remained the same, the actual number of responses increased from 265 in 2016 to 334 in 2017 (not including responses from clients in sheltered accommodation). This reflects the increased number of Transform clients following the recent merger. It is very positive that the response rate has been maintained despite staff shortages and the many competing demands on staff time.

Thanks go to all staff and clients for ensuring such a high response rate. Many thanks also to David Henderson, an ex-client of the Wokingham Team, for his work in checking and verifying the results of the 2017 Client Satisfaction Survey.

SECTION A – “What do you think of the service we give you?”

The average score for all eight satisfaction questions was 95.7%, this being 1.7% lower than the average score in 2016. Although marginally lower, the result is still impressive and would suggest very high levels of satisfaction with both the accommodation and support provided by transform. Some questions worth looking at in more detail are:

- **How satisfied are you with the general advice and support you receive from Transform staff?**
 This scored 98.5%. Of the 329 clients who answered this question, all but 5 stated they were either satisfied (15.8%) or very satisfied (82.7%) with the general advice and support they received. Similar results were achieved for satisfaction levels with support for health issues (98.4%), financial matters (98.8%) and accessing paid and voluntary work (94.5%). Indeed, looking at the results since 2011, the scores in these 4 support areas have remained consistently high:

	2017	2016	2015	2014	2013	2012	2011
Advice and support	98.5%	99.2%	98.3%	98.0%	98.3%	98.1%	97.0%
Health	98.4%	98.0%	98.3%	97.9%	96.7%	96.6%	97.7%
Finances	98.8%	100%	98.7%	99.7%	97.7%	97.5%	99.7%
Employment	94.5%	96.9%	95.8%	97.8%	94.1%	94.9%	97.2%

- **How satisfied are you with the general repairs and maintenance service?**
 This scored 93.0%, which is slightly lower than the 94.2% achieved in 2016, but is still a very high satisfaction rate and is the second highest score achieved in the past seven years, as seen below. It is greatly to the credit of the maintenance team that they have been able to maintain such a high level of satisfaction despite staff shortages throughout the year.

	2017	2016	2015	2014	2013	2012	2011
Repairs & maintenance	93.0%	94.2%	92.7%	90.6%	91.7%	88.2%	88.9%

SECTION B – “How our services help you”

The purpose of the questions in this section of the survey is to gauge the impact of Transform’s services on the quality of life of our clients. Of the six areas covered in this section (happiness, involvement, security, independence, confidence and feeling more hopeful) two scored higher than in 2016 and four scored lower. The average score for all six questions was 93.7%, this being largely in line with the score of 94.2% in 2016. All scores in this section were over the target of 90%, this being only the second time that this has been achieved since these questions were introduced in 2011.

It is extremely encouraging that, on average, 93.7% of clients observed a genuine benefit to their quality of life as a direct result of the accommodation and support provided by Transform. In particular it is worth noting that the percentage of clients who felt happier since receiving support from Transform was especially high at 97.4%.

SECTION C – Complaints

Question 16: Have you made a complaint to Transform in the last 12 months?

Of the 334 clients who completed a survey (not including clients living in sheltered accommodation) 29 (8.7%) stated they had made a complaint in the past 12 months. This compares with 7.5% who made a complaint in 2016.

Question 17: Were you happy with the way this complaint was handled?

Of the 29 clients who made a complaint, 18 (72.0%) stated that they were happy with the way the complaint was handled, 7 (28.0%) said they were not happy with the way the complaint was handled and 4 did not indicate if they were happy or unhappy.

Of the 7 clients who indicated that they were not happy with the way their complaint was handled:

- i. One client made a complaint when the guest of another client brought a dog into the common area of a block of flats. Staff took proportionate action to address the issue; however the client has expressed some dissatisfaction with the action taken.
- ii. One complaint related to room changes within a shared house. The manager has since discussed this with the client and the issue is fully resolved.
- iii. One client had moved a dog into a shared house having previously been informed by staff that this was not permitted. The client then made a complaint when issued with a warning. The client has since moved on from the property.
- iv. One complaint related to delays in a leaking radiator being fixed. The delays, however, were owing to issues with the client providing access to contractors. The repair has now been completed.
- v. One client living in a flat complained about the noise made by the dog of another client when coming up and down stairs (the dog is permitted to visit the client on a basis agreed with Transform staff). Staff are working to address this and to support both clients.
- vi. One complaint, as noted by the client in the survey, is on-going.
- vii. One complaint was directed toward the landlord of the property. Transform, however, is not the landlord of the property concerned.

None of the issues seem to highlight any serious concerns about Transform’s complaints procedure. The fact that 3 of the complaints relate to pets highlights just what a difficult issue this is to manage whilst trying to respect the rights of all our clients.

SECTION D – “Your personal wellbeing”

In 2016 we introduced six new wellbeing questions to assess whether there had been an improvement in clients’ ability to manage their money, physical health, mental health, alcohol/drug use, daily living skills and time. The purpose of these questions was to help us gauge the impact of the accommodation and support provided by Transform on the wellbeing of our clients.

These same six questions were asked again in 2017. Of the six areas, 3 scored higher than in 2016 and 3 scored lower. The average score for all 6 questions was 89.7% which is marginally lower than the 91.3% achieved in 2016. Three areas scored under the 90% target (managing physical health scored 85.2%, managing emotional health scored 86.6% and structuring time scored 88.8%). All were nevertheless in the 85-90% range and so there does not appear to be any particular cause for concern, although it will be advisable to observe any trends when the survey is carried out again in 2018.

The results for this section of the survey are particularly useful in that they provide us with evidence of the progress achieved by clients in their ability to manage their day-to-day life. This information had previously been available using data from the Outcomes Monitoring Form however, with the removal of funding; this data is no longer available. Being able to evidence the impact of our services on the wellbeing of clients is therefore vital in replacing this data.

BME Questionnaires:

- **Responses:** Of the surveys distributed to Transform clients (excluding sheltered accommodation) 9.1% were sent to BME clients and 90.9% were sent to non-BME clients. Of the responses received, 8.7% were from BME clients and 91.3% were from non-BME clients. The proportion of BME / non-BME clients who responded to the survey (approximately 1:9) is in keeping with the proportion distributed, demonstrating that there was no significant variation in the response rate for BME and non-BME clients.
- **Section A:** Of the 8 satisfaction questions asked in Section A the average score given by BME clients was 96.5% which is slightly higher than the 96.0% given by non-BME clients. This would suggest that the majority of BME clients are either satisfied or very satisfied with the accommodation and support provided by Transform.
- **Section B:** Of the 6 ‘quality of life’ questions asked in Section B, the average score given by BME clients was 90.7% which is lower than the 94.5% given by non-BME clients. Although slightly lower than the score for non-BME clients, the average result of 90.7% is still above the target of 90% and would suggest that the majority of BME clients observe an improvement to their quality of life whilst receiving accommodation and support from Transform.
- **Section D:** Of the 6 wellbeing questions asked in Section D, the average score given by BME clients was 84.0% which is lower than the 90.1% given by non-BME clients. The lowest scoring area in this section was question 20 (ability to manage physical health) which scored 73.9%, significantly lower than the 93.3% achieved in 2016.
- **Complaints:** Three BME clients who completed a survey had made a complaint (10.7% of BME respondents) compared with 25 complaints made by non-BME clients (8.5% of non-BME respondents). Of the three complaints received from BME clients, two (67%) were happy with the way the complaint was handled and one was not (for details of this complaint, please see (i) on page 5 of this report). This proportion is comparable with the proportion for non-BME clients.

Comparing the results more generally, of the 20 survey questions asked, BME clients gave lower scores than non-BME clients on 12 questions and higher scores on 8. Comparing BME results in 2017 with 2016, results were higher in 2017 in 8 areas, lower in 8 areas and the same in 4. This would suggest that there is no specific downward trend for BME clients, however it should be noted that there are three areas where there has been a noticeable decline over the past year:

	BME 2017	BME 2016
Feel happier	91.7%	100%
Feel more confident	84.6%	94.1%
Able to manage physical health	73.9%	93.3%

As the sample size is relatively small we should be cautious before reaching any conclusions on the basis of this data. A small change in responses by one or two clients would affect the overall results by 8-9%. Nevertheless, it will be important to consider the results of the survey in 2018 in light of these findings to see if there are any longer term trends.

Sheltered accommodation:

Surveys were distributed to clients at 2 sheltered housing schemes managed by Transform (John Pound House and Wimbourne House, both in Crawley). Although historically support has been provided to clients at these schemes, funding for this was greatly reduced in 2016, meaning that Transform staff now primarily only provide housing management support. Given this, results from these two schemes are being considered separately. The table below gives a summary of these responses:

		2017 All (excluding sheltered)	2017 Sheltered
Section A: What You Think Of The Services We Give You?		Percentage Who Were Satisfied (3 Star) Or Very Satisfied (4 Star)	
Q1	Quality of accommodation	93%	78%
Q2	General repairs and maintenance service	93%	71%
Q3	Safety and security of accommodation	92%	88%
Q4-7	Support from Transform staff (average score)	98%	66%
Q8	Involved in decisions that affect you	96%	76%
Section B: How Our Services Help You		Percentage Who Agreed With The Statement	
Q9-14	Happier, more involved, secure, independent, confident, hopeful (average score)	93.7%	75%
Section D: Your Personal Wellbeing		Percentage Who Indicated Improvement	
Q19-24	Manage money, physical health, mental health, alcohol/drug use, daily living skills, time (average score)	89.7%	62%

- **Response:**
27 responses were received from the sheltered housing schemes, giving a response rate of 82%. This was the highest response rate of any team and almost twice the average response rate for the survey overall. Although impossible to say for certain, this high response rate might suggest that clients wanted to take this opportunity to express their feelings following the funding reduction in 2016.
- **Section A: accommodation**
Satisfaction levels with the quality of the accommodation (78%) and repairs service (71%) within the two sheltered housing schemes were lower than the average throughout Transform. Several clients made reference to issues with hallway lighting. This is an issue which Transform is aware of which has now been resolved. More generally, with the recent merger, work has already begun on upgrading facilities within these two sheltered housing schemes. The initial focus has been on issues relating to health and safety such as the removal of asbestos and the installation of appropriate emergency lighting. Future plans will focus on flooring and heating systems. It is hoped, therefore, that satisfaction levels with the quality of the accommodation will start to improve as a result of this investment following the recent merger.

It is heartening to note that satisfaction levels with the safety and security of the accommodation was considerably higher at 88%, suggesting that the majority of clients feel satisfied or very satisfied with this aspect of their accommodation. Security is of particular importance in sheltered housing schemes, and so the result here is significant.

- **Section A: support**
Satisfaction levels with the support provided by Transform averaged 66% across the 4 areas which is lower than the average across Transform. This appears to be related to the reduction in funding imposed by Crawley Borough Council in 2016. As a result of this reduction, Transform staff are no longer funded to provide support to clients and instead primarily carry out housing management tasks. This, quite naturally, has been a source of disappointment to the clients of the sheltered housing schemes affected. Comments made by clients reflect this disappointment with observations such as “There is a lack of support due to drastic cuts” and another client observing how she has not yet ‘got over’ losing her support worker. Given this change to funding, seeking feedback for support which is no longer available is potentially unhelpful and misleading and consideration should be given to removing these questions (Q4-7) in any future surveys. At a time of widespread cuts to support services, it is worth observing the very real and negative impact which such reductions are having on vulnerable people such as those living in these two schemes.
- **Section B:**
Of the 6 ‘quality of life’ questions asked in Section B, the average score given by clients in the sheltered housing schemes was 75%. The lowest scoring area was ‘feeling more involved in the local community’ which scored just 54%. This perhaps reflects the specific needs of those clients living in sheltered housing schemes, where mobility issues might make them feel less involved in their community than they had felt prior to requiring sheltered accommodation. Equally, support previously provided by staff to help clients feel more involved has been greatly reduced following the funding cuts.

The highest scoring area in Section B was ‘feeling more secure’ which scored 88%, again emphasising the importance of security within sheltered housing schemes.

- **Section D:**

Of the 6 wellbeing questions asked in Section D, the average score given by clients in the sheltered housing schemes was 62%. These questions ask clients to consider whether Transform support has helped them to improve their ability to manage their money, physical or mental health, daily living skills etc. The vast majority of respondents (on average 19 out of 27) either stated that they had no support needs or left the answer blank. As with the support questions in Section A, therefore, the scores here do not appear to so much provide feedback on the impact of support provided as reflect the lack of relevance of these questions to this client group, particularly following the reduction in funding. Again, consideration should be given to removing these questions or tailoring them to better suit this client group in any future surveys.

- **Complaints:**

Of the 27 respondents, 6 (22%) stated that they had made a complaint in the past year. Of these, 3 were happy with the way their complaint was handled and 3 were not. Of the 3 clients who were not happy with the way their complaint was handled:

- i. One client felt that their complaint could have been dealt with more quickly
- ii. One client stated that they are still waiting for their ceiling to be redecorated after a leak. The repair was delayed to ensure that the cause of the leak was identified and stopped. This repair will now be prioritised.
- iii. One client stated that they had not received a follow up to their complaint. Staff will follow this up with the client and take appropriate action.

Conclusion:

As can be seen from the key outcomes on the following page, the results of the 2017 Client Satisfaction Survey are extremely positive. The overwhelming majority of clients (95.7%) remain very satisfied with both the accommodation and support provided by Transform. This accommodation and support has a genuine impact on the quality of life of our clients with on average 93.7% observing improvements in areas such as their happiness, confidence and independence. Equally, clients feel better able to manage their life, with on average 89.7% seeing improvements in their ability to manage areas such as their physical and mental health and their finances. It is particularly impressive that these very high scores have been achieved during a period of considerable change and also against a backdrop of decreased funding and staff shortages. The results achieved and the comments made by clients evidence the very high regard in which the dedication and commitment of all Transform support staff are held.

Key outcomes:

<p>Satisfaction: 95.7%</p>	<p>The average score for questions 1-8, demonstrating very high levels of satisfaction amongst clients for the accommodation and support provided by Transform.</p>
<p>Quality of life: 93.7%</p>	<p>The average score for questions 9-14. This suggests that clients feel happier, more involved, more secure, more independent, more confident and more hopeful about the future as a result of support provided by Transform.</p>
<p>Wellbeing: 89.7%</p>	<p>The average score for questions 19-24, demonstrating that clients feel better able to manage their mental and physical health, finances, time, daily living skills and substance dependency issues a result of the support provided by Transform.</p>
<p>Advice & support: 98.5%</p>	<p>The percentage of clients who were satisfied or very satisfied with the quality of advice and support provided by Transform staff. Of these, 82.7% indicated that they were 'very satisfied'.</p>
<p>Accommodation: 93.1%</p>	<p>The percentage of clients who were satisfied or very satisfied with the quality of the accommodation provided by Transform. Of these, two thirds indicated that they were 'very satisfied'</p>
<p>Finances: 98.8%</p>	<p>The percentage of clients who were satisfied or very satisfied with advice and support provided by Transform to help in sorting out financial matters.</p>
<p>Maintenance: 93.0%</p>	<p>The percentage of clients who were satisfied or very satisfied with the general repairs and maintenance service.</p>