

SUPPORT SERVICES SURVEY 2011 *results*



Contact with us

Most of our support service users said they know how to contact us (93%), with a small number (6%) who disagreed.

Service users who had phoned us in the last year were very happy with the service they received, including 79% who were very happy and 17% who were fairly happy.

h. Happiness with the service when contacting Taff

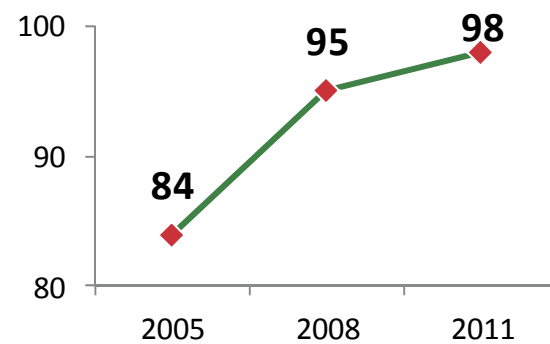


It was also 10% higher than the average for other housing associations we were compared against.

Communication and information

We were pleased to see that almost all of you thought we were good at keeping you informed about the things that affect you (98%), which is 14% higher than the average score other support providers achieve.

i. Keeping you informed about things that affect you



This score was also higher than it had been in 2008 (95%).

Service user involvement

The vast majority of you felt that we listened to your views and acted upon them (95%), and this had gone up significantly since the last survey in 2008.

A very similar proportion also said that we give service users the opportunity to take part in decision making (94%).

j. Happy that we listen to your views and act upon them



We ran our survey of support service users between September and October 2011 using an independent company named ARP Research. This survey is very important to us, and has helped us to understand what our service users think of the support services we provide. It has also helped us understand how you think we should improve our services in the future.

The survey was sent to all of our support service users and 292 of you filled it in. This was 62% of those we sent out, which was a higher response rate than our last survey (57%).

This survey followed on from one we carried out in 2008, and also used many questions from a standard national questionnaire. This meant that we were able to compare many of the results with the 2008 survey, as well as against other support providers across the country.

This leaflet tells you some of the main results from the survey.

Thank you!

We would like to thank all of you who took the time to take part in the survey - the information that you provided will play an important role in improving our services in the future.



Partner, Provider & Employer of Choice

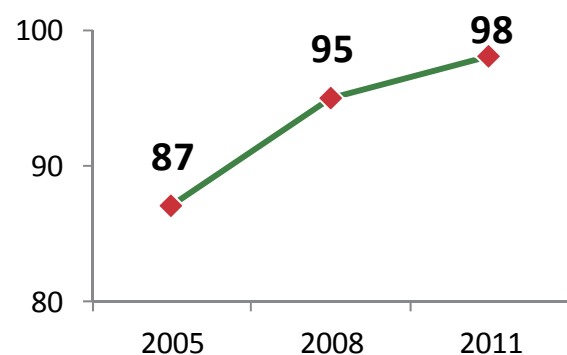
www.taffhousing.co.uk

Overall satisfaction

The 2011 survey results for Taff Support Services were very strong, with a high overall rating of 98%. This score had gone up by 11% in the last six years.

Our satisfaction rate is also 10% higher than the average for other support providers against whom we compare ourselves.

a. Overall happiness with the service provided by Taff

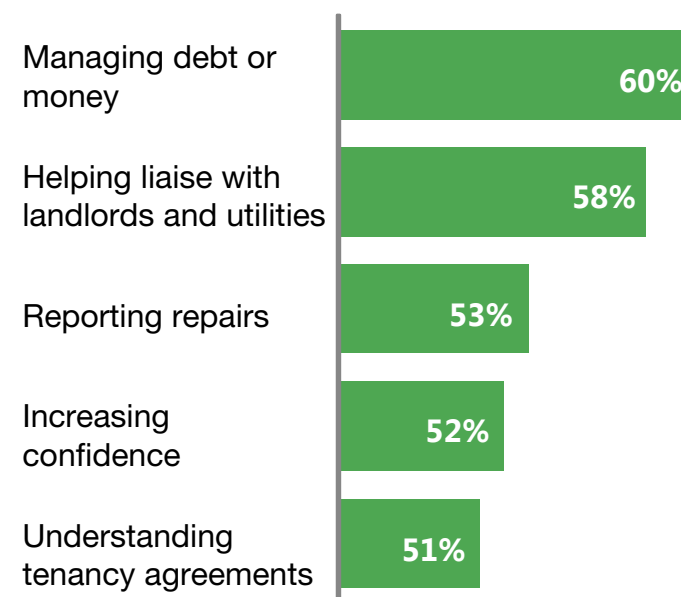


b. Happiness with the support you receive



The main issues that service users seemed to be thinking about when they answered this question were the service they received from their support worker, and the positive difference the support had made to their lives (95% agreed).

c. Improvements support has made to your life?

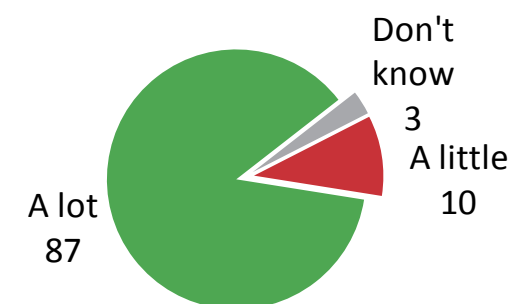


If people felt they needed a little more help, it was most often with finding move-on accommodation (8%) or training/work (7%).

Support plans

Most of our service users with support plans said that they had a lot of involvement in agreeing it, although a small number (7%) had not got a copy of their plan.

d. Input in agreeing your support plan



This meant that almost everyone agreed that they were involved in their own support, that their ideas were treated seriously and that their plans are reviewed when their needs change.

Support workers

Everyone who took part in the survey said that they were happy overall with their support worker, including 88% who were very happy. This included the respect with which they treat people, their helpfulness, how often they visit, and whether they come on time.

e. Happiness with support worker overall



Your home

Some of our support service users live in specific supported housing provided by Taff. When we asked how happy they were with their home, there had actually been a small decrease in happiness since the last survey (77% v 85%).

However, most of the individual features of **f. Happiness with the home you live in**



the home were scored well, so it might be because only 63% were happy with their heating system, compared to 25% who were unhappy.

Repairs and maintenance

g. Satisfaction with the way we deal with repairs and maintenance



This score was also a little lower than it had been in 2008, and it was also lower than Taff tenants in general needs housing (90%).

Support services

Almost everybody we asked was happy with the support services they get from us (99%), which included 84% who said that they were very happy.

