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|   | Service User Satisfaction Survey |

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|  | **To ensure confidentiality, this page will be separated from the rest of the questionnaire as soon as it is returned.** |

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|  | Contact telephone number...................................................................................... |

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|  | **ABOUT YOU** |

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| **Q2** | **Are you** |
|  |  | Male  |  |  | Female  |  |

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| **Q3** | **How old are you?** |
|  |  | 0 - 15 Years  |  |  | 50 - 59 Years  |  |
|  |  | 16 - 17 Years  |  |  | 60 - 64 Years  |  |
|  |  | 18 - 25 Years  |  |  | 65 - 69 Years  |  |
|  |  | 26 - 29 Years  |  |  | 70 - 79 Years  |  |
|  |  | 30 - 39 Years  |  |  | 80 - 89 Years  |  |
|  |  | 40 - 49 Years  |  |  | 90+ Years  |  |

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| **Q4** | **How would you describe your ethnic origin?** |
|  |  | White British  |  |  | Asian / Asian British: Bangladeshi  |  |
|  |  | White Irish (living in Ireland or northern Ireland)  |  |  | Other Asian / Asian British  |  |
|  |  | White Irish (living in mainland UK)  |  |  | Black / Black British: Carribean  |  |
|  |  | Other White  |  |  | Black / Black British: African  |  |
|  |  | Mixed White & Black Caribbean  |  |  | Other Black / Black British  |  |
|  |  | Mixed white & black African  |  |  | Black Irish  |  |
|  |  | Other mixed  |  |  | Chinese  |  |
|  |  | Mixed White & Asian  |  |  | Traveller  |  |
|  |  | Asian / Asian British: Indian  |  |  | Other Ethnic Group  |  |
|  |  | Asian / Asian British: Pakistani  |  |  | Refused  |  |

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| **Q5** | **Do you consider yourself to have a disability?** |
|  |  | Yes  |  |  | No  |  |

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| **Q6** | **How long have you been receiving a service from Anchor House?** |
|  |  | Less than 1 month  |  |  | Over 2 years - less than 5 years  |  |
|  |  | Less than 4 months  |  |  | Over 5 years - less than 10 years  |  |
|  |  | Less than 7 months  |  |  | Over 10 years - less than 20 years  |  |
|  |  | Over 7 months - less than 1 year  |  |  | More than 20 years  |  |
|  |  | Over 1 year - less than 2 years  |  |  |  |  |

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|  | **WHERE YOU LIVE**  |

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|  | **If you are a user of a non-residential service please go straight to question 16.** |

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| **Q7** | **How satisfied are you with the general condition of your own personal living space (i.e. your own room or flat)?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q8** | **How satisfied are you with the general condition of the shared areas in the building you live in (i.e. hallways, stairs, kitchens, bathrooms)?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q9** | **How satisfied are you with the standard of cleaning in your scheme?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q10** | **Generally, how satisfied are you with the repairs and maintenance service at your scheme?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q11** | **How safe do you feel in your accommodation?** |
|  |  | Very safe  |  |  | Fairly unsafe  |  |
|  |  | Safe  |  |  | Unsafe  |  |
|  |  | Fairly safe  |  |  | Very unsafe  |  |

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| **Q12** | **If you feel unsafe what do you think could be done to improve things?** |
| **Q13** | **Do you have any additional comments about your accommodation** **that you want to make?** |
|  | **Catering** |

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| **Q14** | **How satisfied are you with the arrangements for meal provision?**  |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q15** | **Please tell us how you think we can improve this.** |

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|  | **THE SERVICES YOU RECEIVE**  |

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| **Q16** | **What is your overall level of satisfaction with the service you receive from Anchor House?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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|  | **From our Staff** |

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| **Q17** | **How would you rate the initial contact you had with Anchor House staff?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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| **Q18** | **How satisfied are you with the level of contact you currently have with staff?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q19** | **How satisfied are you with the overall support service you receive from staff?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q20** | **How well do you feel staff communicate with you and keep you informed?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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|  | **Activities** |

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| **Q21** | **How do you rate the activities that are organised by staff?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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| **Q22** | **Tell us what type of activities you would like staff to organise for you.** |

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|  | **Service Consultation** |

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| **Q23** | **Have you been given the opportunity to give your views on how services are provided? (i.e. attended meetings, managers surgery or completed a previous questionnaire)** |
|  |  | Yes  |  |  | No  |  |

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| **Q24** | **If you answered Yes, how satisfied were you with these opportunities?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q25** | **How do you think you could be better involved?** |

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|  | **Complaints** |

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| **Q26** | **Do you know how to make a complaint if you need to?** |
|  |  | Yes  |  |  | No  |  |

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| **Q27** | **Have you made a complaint about the service within the last 12 months?** |
|  |  | Yes  |  |  | No  |  |

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| **Q28** | **If yes, how satisfied were you with the way staff dealt with your complaint?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q29** | **How well do you feel staff address nuisance, harassment and anti social behaviour incidents?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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| **Q30** | **How do you think these could be dealt with better?** |

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|  | **INDIVIDUAL NEEDS** |

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|  | **Equality and Diversity** |

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| **Q31** | **How satisfied are you that the service meets your social, religious and cultural needs?** |
|  |  | Very satisfied  |  |  | Fairly dissatisfied  |  |
|  |  | Satisfied  |  |  | Dissatisfied  |  |
|  |  | Fairly satisfied  |  |  | Very dissatisfied  |  |

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| **Q32** | **If you have a disability how well do you feel the service meets your needs?** |
|  |  | Very good  |  |  | Fairly poor  |  |
|  |  | Good  |  |  | Poor  |  |
|  |  | Fairly good  |  |  | Very poor  |  |

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| **Q33** | **If we are not meeting your social, religious or cultural needs,** **or your needs as a person with a disability, please tell us what we** **need to do to improve.** |

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|  | **Personal Development** |

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| **Q34** | **How well do you think you are supported to develop any talents or skills you have?** |
|  |  | Very well  |  |  | Fairly poorly  |  |
|  |  | Well  |  |  | Poorly  |  |
|  |  | Fairly well  |  |  | Not at all  |  |

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| **Q35** | **How well do you think you are encouraged or supported with employment or education opportunities?** |
|  |  | Very well  |  |  | Fairly poorly  |  |
|  |  | Well  |  |  | Poorly  |  |
|  |  | Fairly well  |  |  | Not at all  |  |
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|  | **YOUR FINAL SAY!** |

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| **Q36** | **If you would like to tell us anything else about what we do well or how you think our services could be improved, please do so in the space below.****Thank You for taking the time to complete this. Your input is valuable to us and we use this information to assist us to improve the service you receive.** |