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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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|  | **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.** |