



## The Richmond Fellowship Scotland

### STAKEHOLDER SURVEY 2015/2016 THE RESULTS!

April 2016



INVESTOR IN PEOPLE



A big thank you to all of our stakeholders who took the time and trouble to complete our most recent Stakeholder Survey. We really appreciate how busy everyone is, and that time is precious to everyone involved in the field of social care. We want to share the results and learning from our interactions with you, and this short summary will give you the headline information on how you think we are doing this year, along with our plans for what we have learned through this process.

The good news is we are delighted to report that for our fourth Stakeholders' Survey, results are again extremely positive. Almost half the questions asked in the survey scored over 90% satisfaction, and only two questions scored less than 70% satisfaction. Given the current climate that social care providers are operating in at the moment, we are extremely proud of this. More detailed breakdown of the responses to the individual questions are provided in this short summary overleaf.

We hope you find the results interesting and useful. Thanks again to all who responded, we could not make the improvements without your valuable input and feedback!

Austen Smyth  
Chief Executive



The right choice for support



9 question areas hit our organisational KPI target of 90% satisfaction!



While 88% of stakeholders know that we provide Supported Living Services, only 5% are aware that we can also offer Family Placement Services.

87% know that we provide a service for people with learning difficulties, but only 25% know that we provide services for older people.

More than half of the surveys returned were returned using the online version of our survey!



"commitment to service users & respect"

**100%** of survey participants said we were **respectful** in our delivery of services.



**Positive Satisfaction levels of 90% or above were received in response to the following:**

- We **respond well to changes** in the support and care agenda
- We have a **collaborative approach** to partnership working
- We have a **good reputation** within the community
- We are **person centred**
- We are **well known** within the community
- We **compare favourably** with other providers in the area
- The information we provide to our stakeholders is **relevant**
- The information we provide to our stakeholders is **informative**

**Positive Satisfaction levels of 75% or above were received in response to the following:**

- We demonstrate we provide **high quality & personalised services** in the information we provide
- We **are easy to get in contact with**
- We are **flexible**
- We are **outcome focused**
- The information we provide to our stakeholders is **timeous**
- We are **able to problem solve**
- Our **commitment to staff training** is evident

**We will continue to work hard on being:**

- **cost effective**
- **imaginative & innovative**
- **first choice** for support

"adaptable, flexible, person centred services"

"Providing outcome focused care and support, being flexible and helping people towards independence"



## Living our Values

These results show that we are delivering services in line with our values, and it is great news that all the survey participants see us as being respectful. The vast majority of respondents, indicated that TRFS delivers services in a person centred, flexible and outcomes based way.

"Strong value base"

"Good investment in staff training and development."



## Position within Communities

When we look at our position within communities the results in the main, are very positive. In three of the four question areas; our reputation, how well known we are, and how we compare with other providers, satisfaction levels received were over 90%.

"Impressive degree of consistency which is particularly helpful when managing people with complex needs."

## Partnership Working & Information Sharing

95.5% of stakeholders said we have a collaborative approach to partnership working. Our organisational approach to information sharing is robust and appears to continue to meet the needs of our stakeholders. 87.9% of survey participants agreed that our commitment to providing high quality, personalised services is evident through the information we share.



"Excellent partnership working with both statutory and non statutory agencies"

## Developments in the Field and Future Initiatives



96.6% of stakeholders highlighted that TRFS responds well to changes in the care field. This is consistent with our 2013/14 results which is encouraging in the current climate. We are committed to responding to changes and developments in the sector and it is great news that our agility is recognised.

"You are person centred in your focus and I always find you very approachable"

## Staff Training

Over three quarters of stakeholders agreed that the investment TRFS makes in training support for its staff is evident. As an organisation we invest heavily in training and supporting our staff. This investment is crucial for developing staff and to ensure they are equipped with the skills to do their jobs effectively and provide the best support possible.



"A willingness to listen and take on board ideas. Willingness to negotiate with others to find 'best fit'"

One of our strategic plan goals focuses on this.

"Staff are welcoming, knowledgeable and professional"

*we're supporting*

**AGE POSITIVE**



The Quality Team  
0845 013 6300

## WHAT WE HAVE LEARNED

- That stakeholders' awareness of the services provided by TRFS and the different client groups we work with, is comprehensive and realistic and in the main reflects the actual spread and range of services offered by TRFS.
- We learned through this survey that our stakeholders are happy with the service we provide. In particular, our approaches to partnership working and information sharing are seen as robust and meeting the needs of our stakeholders.
- We learned that we are viewed as being a person centred, respectful and responsive organisation.
- We know that being cost effective and delivering value for money is an area that should continue to be a priority for the organisation in the current climate.

## ACTION PLANNING



- ☒ The new organisational Strategic Plan sets out our goals on how we best demonstrate our worth to local authority partners and regulators.
- ☒ Area Managers and Executive Directors will consider how we provide information on services that stakeholders are less aware of, as greater awareness could lead to providing services to the people who need them in these areas.
- ☒ We will continue to work extremely hard to ensure that we remain competitive while ensuring quality of service.
- ☒ We will continue to support services to enable them to be innovative and imaginative in their approach to delivering support and to evidence this to our stakeholders.
- ☒ The Learning and Development team will continue to review availability and take up of training courses to look at ways of ensuring training is meeting the services needs and that staff are accessing these as appropriate.
- ☒ Any suggestions you gave us on new initiatives that TRFS should be considering for the future, will be followed up.
- ☒ The Quality Team will obtain as many e-mail addresses as possible. As part of our continuous improvement approach the survey questions will also be reviewed to ensure they remain appropriate and ask about the things which matter the most, to you, our stakeholders.



WE WOULD LIKE TO EXPRESS OUR THANKS  
TO EVERYONE WHO TOOK THE TIME TO  
RESPOND TO THIS SURVEY.