STAKEHOLDER SURVEY 2015/2016
THE RESULTS!

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

Positive Satisfactions 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 Satisfactions 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

“Providing outcome focused care and support, being flexible and helping people towards independence”
Stakeholder Survey Results 2015/2016

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.

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%.

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.

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.

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.

One of our strategic plan goals focuses on this.
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.