



The Richmond Fellowship
Scotland



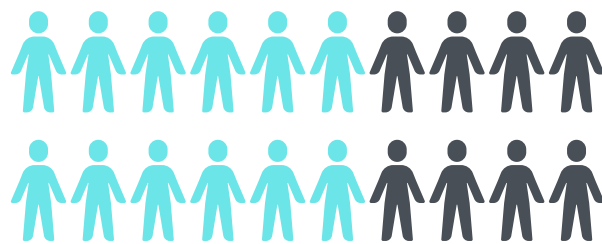
How well are we doing?

SURVEY RESULTS

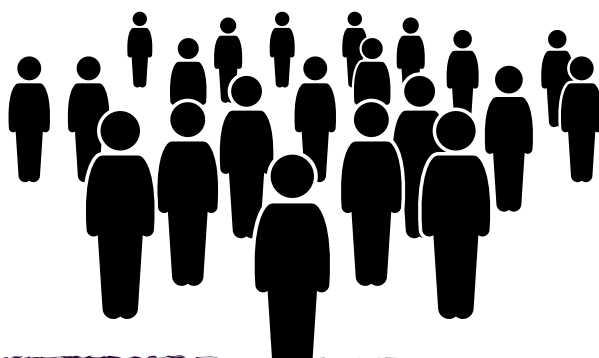
2022-2023

Our organisational satisfaction surveys with the people we support, Family & Carers and external professionals were issued in spring 2023.

To help more people participate we encouraged and arranged online completion to make it easier for people to have their say and share their thoughts with us.



685 people responded to our surveys



476 supported individuals



40 professionals



169 family and carers



Headline Results

we received **90%** satisfaction or above in lots of key areas!

- ✓ helping people to feel safe
- ✓ giving the right support
- ✓ helping people achieve the things that matter to them
- ✓ managing services well
- ✓ giving people choices
- ✓ delivering cost effective services
- ✓ providing opportunities for family & carers to discuss things
- ✓ helping support wellbeing
- ✓ listening to and respecting people



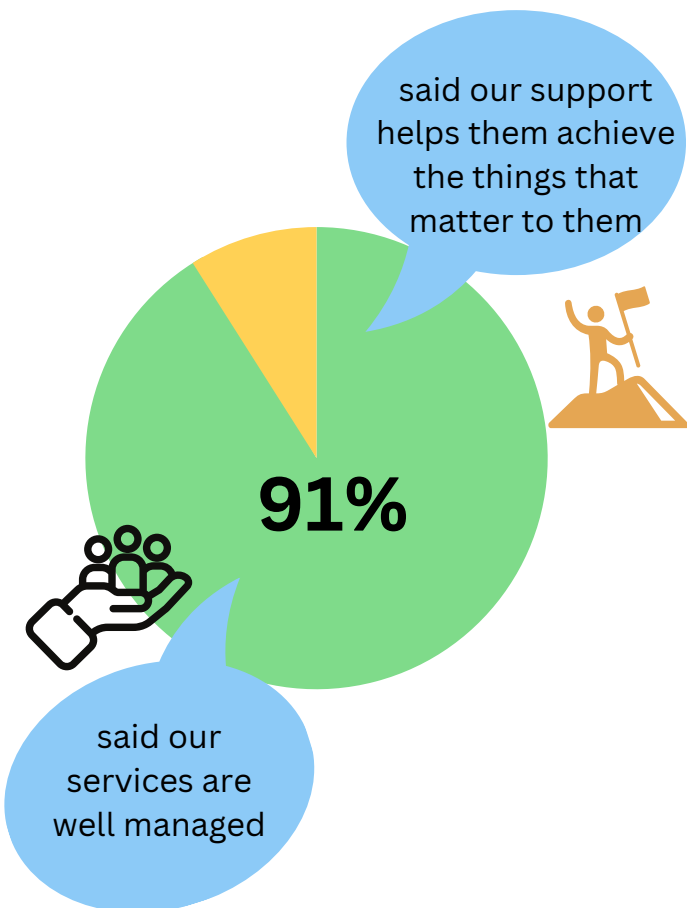
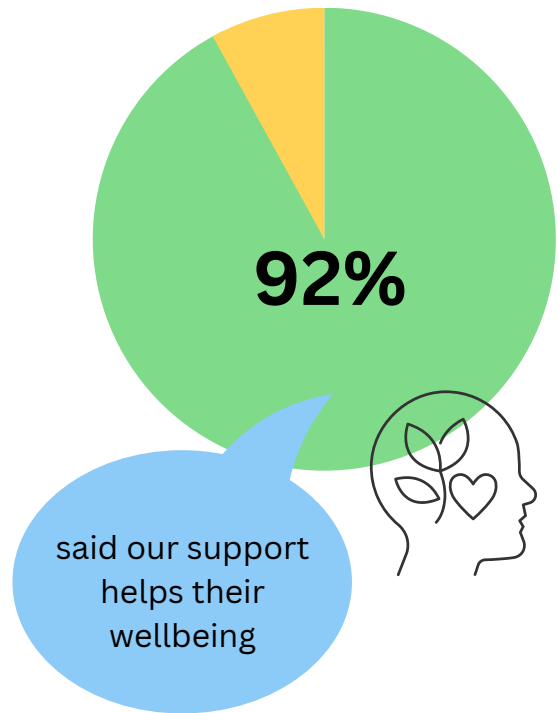
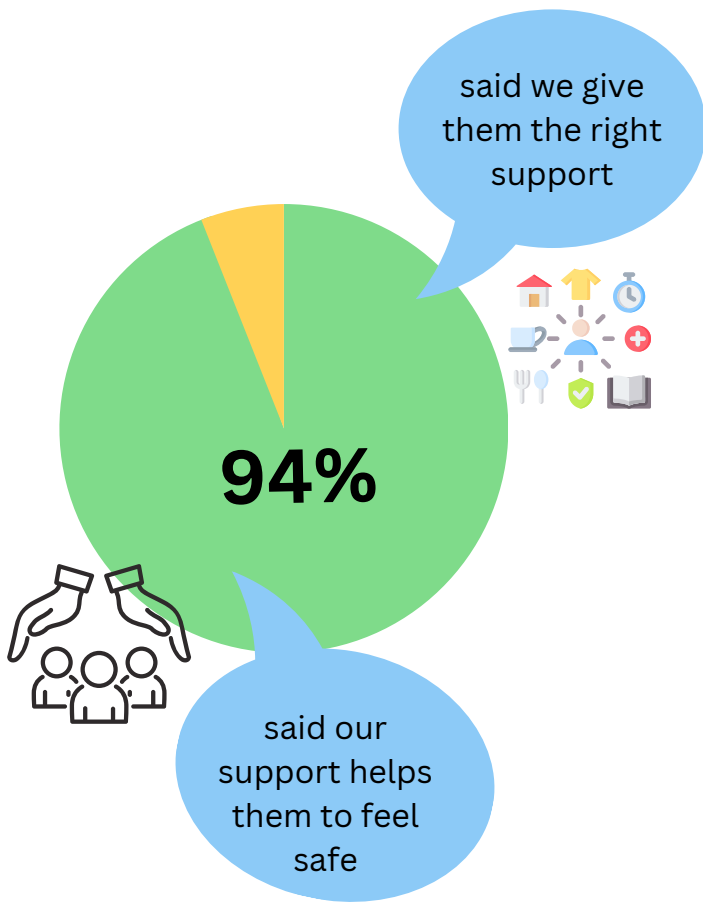
75% of all the questions asked received a response that hit our KPI target of 90% satisfaction or were within 5% of this!

Improvements in satisfaction levels have been seen in 50% of our question areas across our family & carers survey and our HAWWD survey!

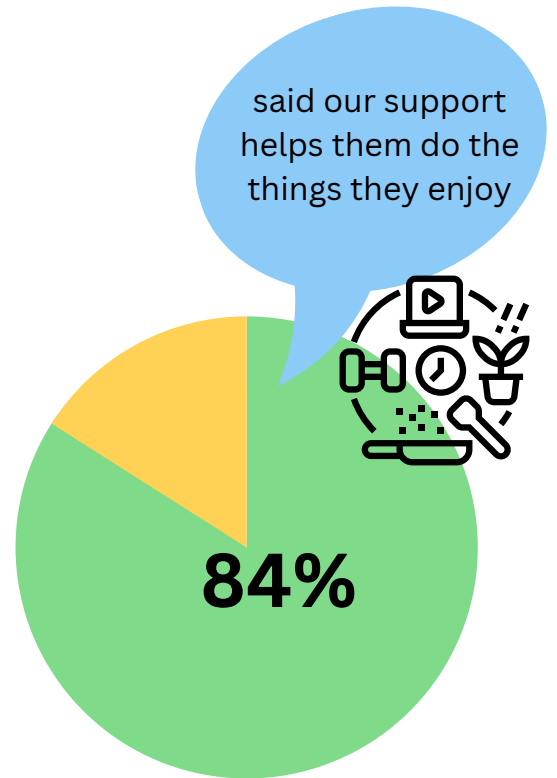
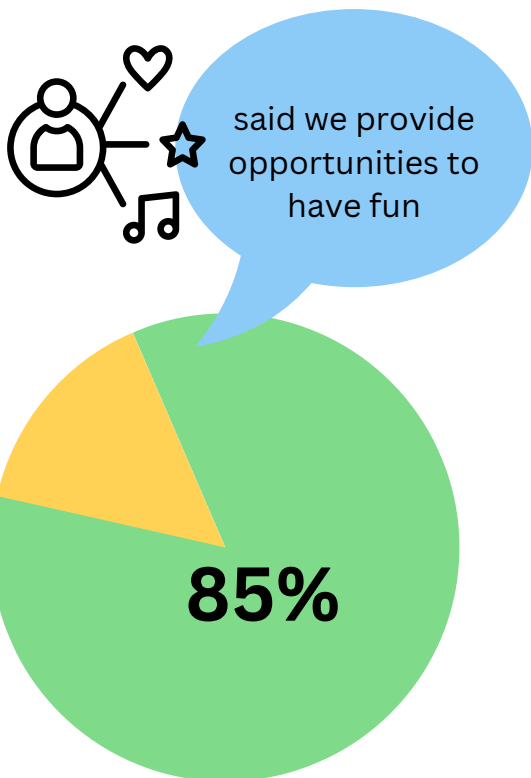
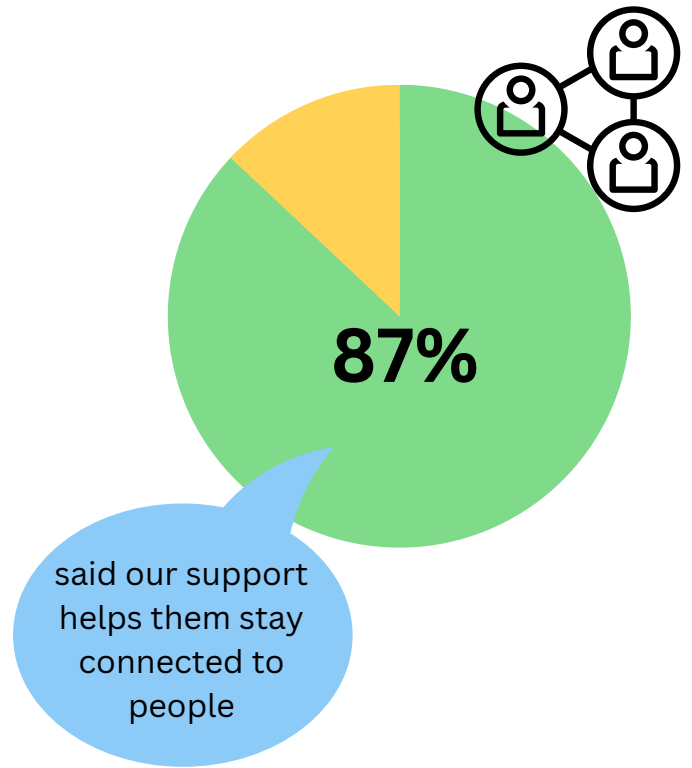
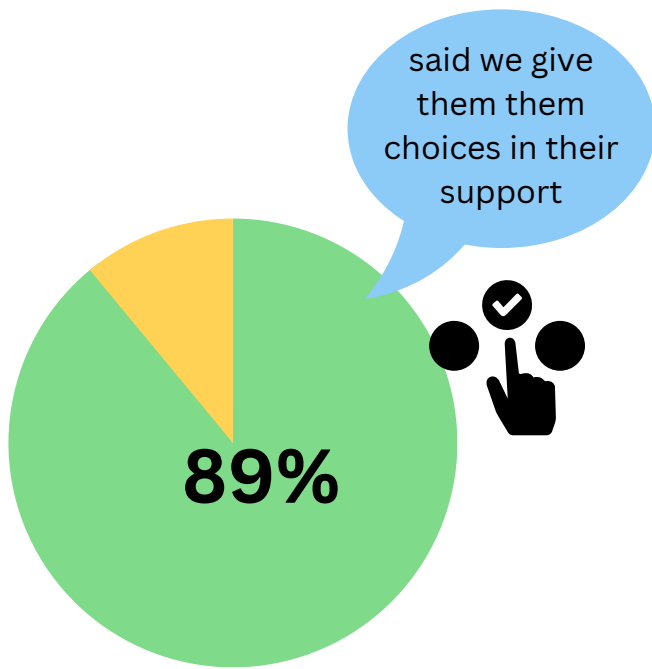


Post-pandemic it's great to see satisfaction levels improving for people in relation to their support helping them do things they enjoy and 'having fun'!

what people we support told us



what people we support told us



what family & carers told us



our support helps keep their family member safe



98%

96%

our staff listen to and respect their family member



they know who to contact if they have anything to discuss



the support provided helped maintain their family member's wellbeing



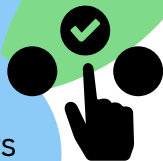
92%

we support their family member to achieve the things that matter to them



89%

we give their family members choices in shaping their support



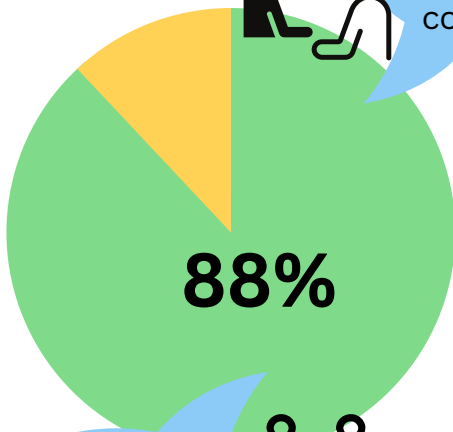
staff listen and respond to comments & suggestions they make



what family & carers told us

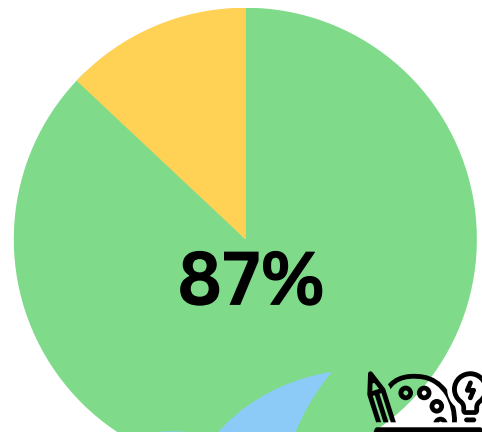


they have opportunities to discuss questions or concerns



88%

our staff are well matched to their family member

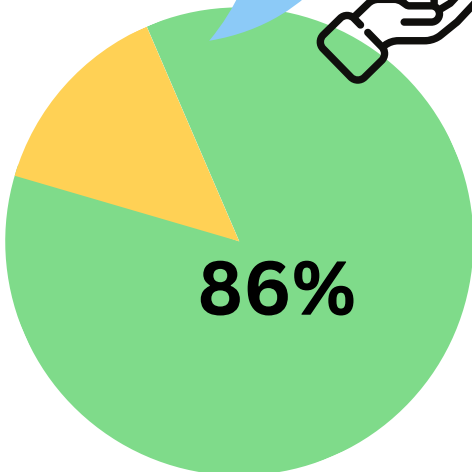


87%

staff had the right knowledge and skills to work with their family member

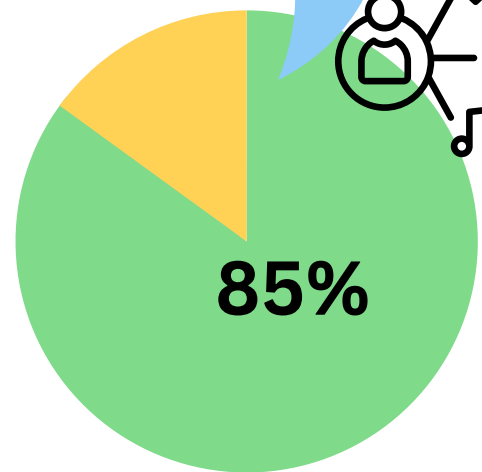


they felt the service was well managed



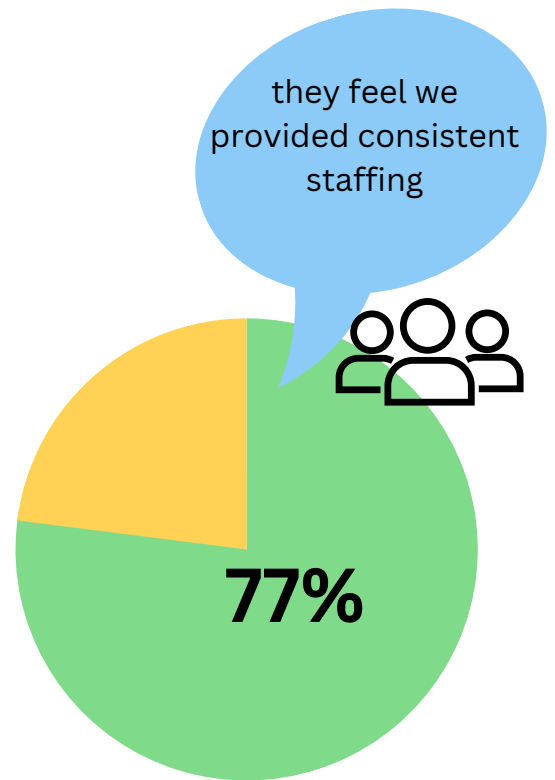
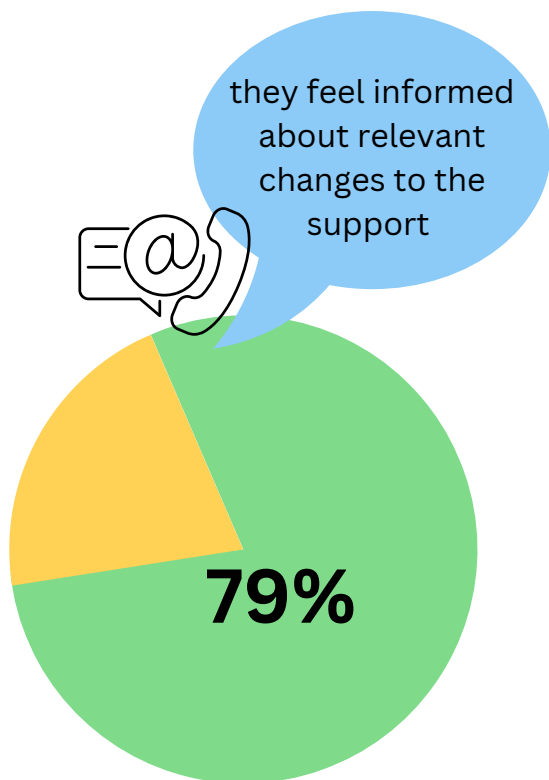
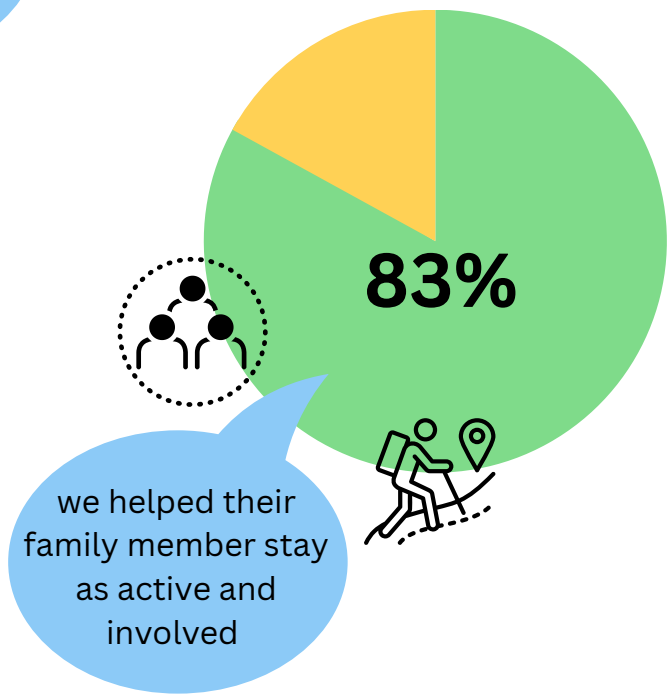
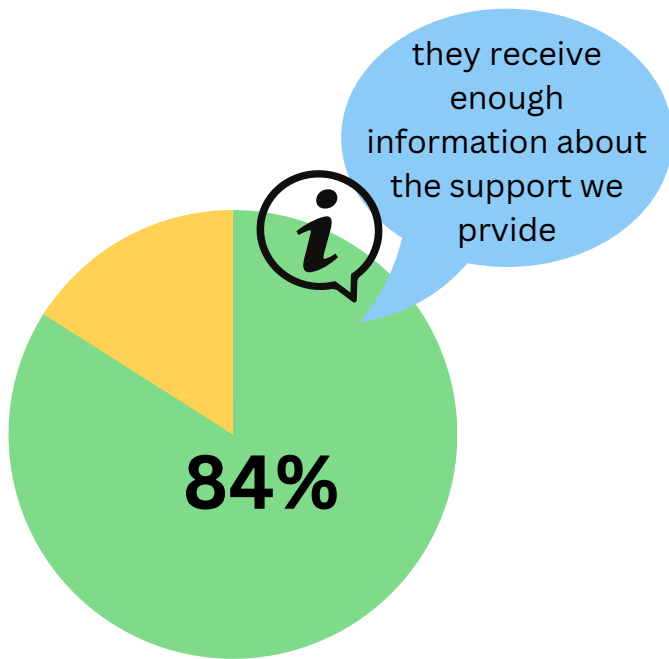
86%

we provide opportunities for their family member to have fun

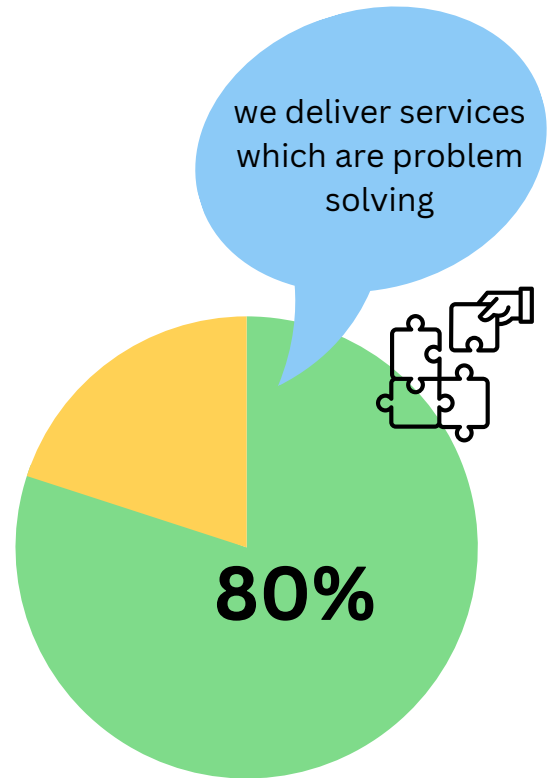
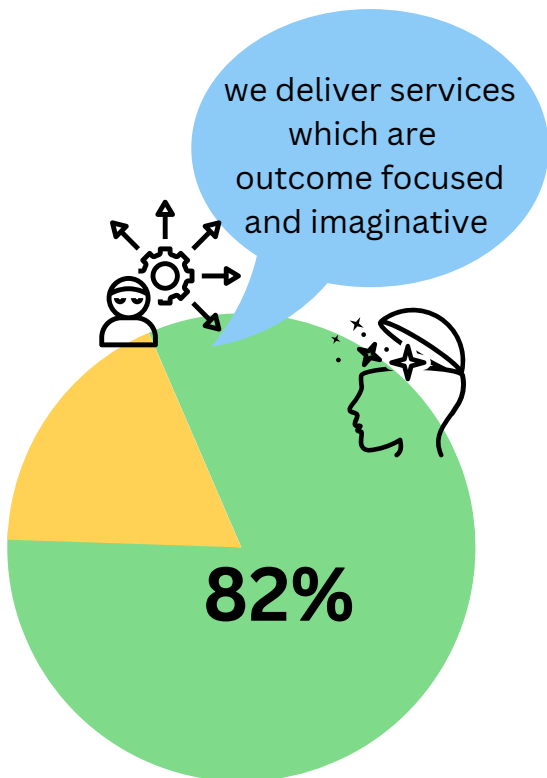
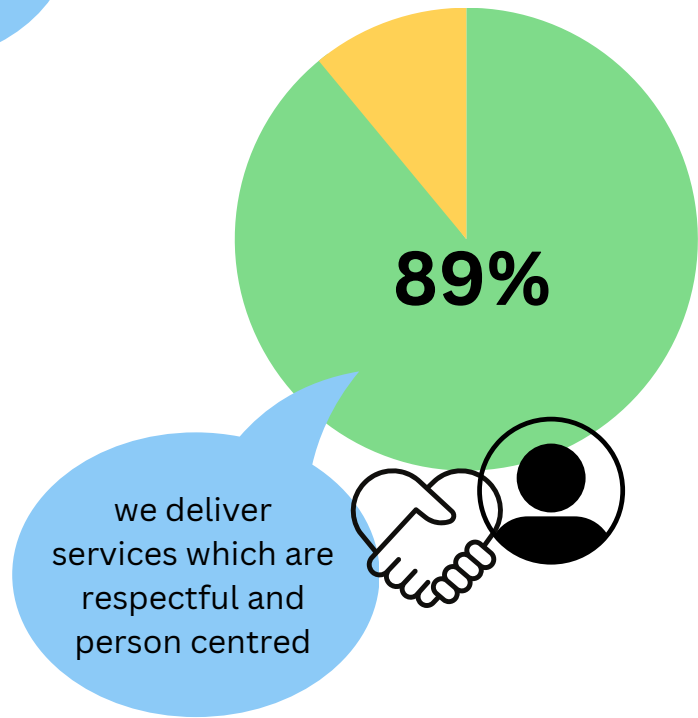


85%

what family & carers told us



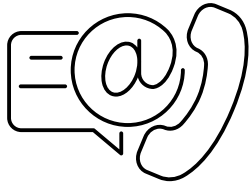
what professional stakeholders told us



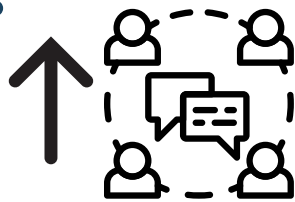
Continue to make improvements



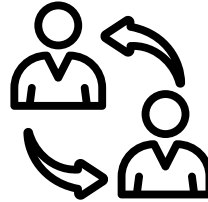
Survey feedback is invaluable as we use this to develop services and make improvements to ensure we continue to deliver the best personal supports to people. Based on the results this year we will...



Look at different ways of keeping family & carers informed about changes to support packages.



Look to increase survey engagement across all stakeholder groups.



Look at further ways to minimise the impact of staff changes for people we support.



Revisit community mapping across services to enhance opportunities for people to do more of the things they enjoy.



Reflecting on this year's survey results, our Chief Executive Austen Smyth shared his message:

TRFS is committed to hearing how well we are doing and using your views to make improvements. We have invested in a pioneering Participatory Funding initiative to help create activities that people want and that are directed by them. We have also invested in the development of Fun Achiever posts to help source, support and deliver fun activities. Both with the aim of ensuring the people we support achieve fun outcomes. We have enhanced our quality team to support services in making improvements, to achieve great quality and to make it right when things go wrong.

During the forthcoming year we will focus on how we can improve communication. We want to make improvements here and this will be an area of focus for our Practice Improvement Group.

I look forward to seeing what additionality we can bring to delivering better supports/services in the forthcoming year.

With best wishes

Austen

