



The Richmond Fellowship  
Scotland



*How well are we doing?*

**SURVEY RESULTS**

**2024-25**

As part of our organisational commitment to making improvements, we encourage and welcome feedback from those who use our services. We are therefore pleased to share the results of our 19th annual 'How Well are We Doing?' survey of the People We Support; and the 16th annual survey of Families and Carers.

This year, over 35% of the people we support participated in the survey and we thank you for your feedback!



982 people  
responded to  
our surveys



**746 supported individuals**

**236 family and carers**



# Headline Results

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

- ✓ helping people to feel safe
  - ✓ giving the right support
  - ✓ listening to and respecting people
  - ✓ helping support wellbeing
  - ✓ helping people achieve the things that matter to them
  - ✓ providing opportunities for family & carers to discuss things
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65% of the satisfaction scores across our surveys of people we support and families & carers increased from the previous year.

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7 of our How Well Are We Doing survey questions are comparable with questions asked in the Scottish Governments Health and Care Experience Survey.

Our satisfaction rates were between 16.8% and 35.6% higher across each of these questions that relate to:

- Supporting wellbeing / quality of life
- Feeling listened to and respected
- Having choice to shape support
- Having the right support
- Achieving what matters
- Service management
- Feeling Safe



# What people we support told us



support helps them to feel safe

95%



give them the right support

91%



support helps their wellbeing

91%



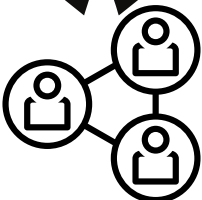
staff listen & respect them

91%



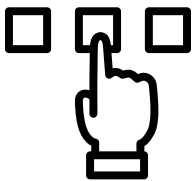
support helps them achieve  
the things that matter to them

90%



support helps them stay  
connected to people

89%



we give choices in their support

89%



services are well managed

88%



we provide opportunities to  
have fun

85%



support helps them do the  
things they enjoy

84%

## What families & carers told us



support helps keep their family member safe

98%



staff listen to and respect their family member

96%



know who to contact if they have anything to discuss

96%



have opportunities to discuss questions or concerns

94%



support helped maintain their family member's wellbeing

94%



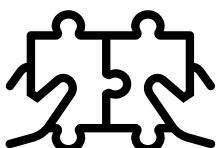
staff listen and respond to comments & suggestions made

92%



support family member to achieve what matters to them

87%



staff are well matched to their family member

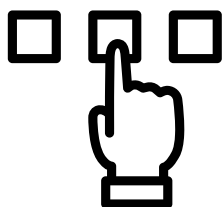
87%

## What families & carers told us



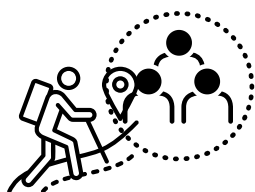
the service was well managed

86%



give their family members  
choices in shaping their support

86%



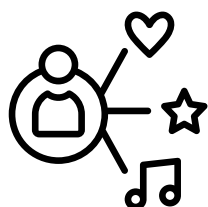
support their family member  
to stay active and involved

85%



staff have the right  
knowledge and skills

85%



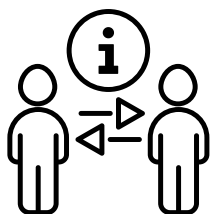
we provide opportunities  
for fun

84%



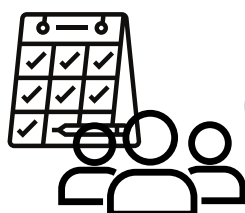
receive enough information  
about the support

83%



feel informed about relevant  
changes to support

82%



we provide consistent  
staffing

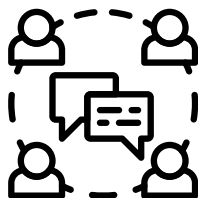
80%



## We continue to make improvements



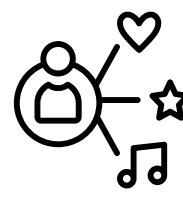
Survey feedback is invaluable as we use this to develop services and make improvements to ensure we continue to deliver the best personal supports to people. Based on the results this year we will...



**Maintain a strategic focus on improving stakeholder communication and customer service.**



**Use the results to inform updates to our Complaints & Suggestions Policy and our new Complaints Handling e-learning modules.**



**Use the feedback to inform a new Fun Strategy (2026-2029) which will ensure activities continue to be aligned to individuals' interests and preferences .**

A message from our Chief Executive Austen Smyth:

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Our survey results show a great consistency of high satisfaction levels for a considerable number of years. We continue to be keen to make improvements and our surveys continue to inform us of how we are doing and what the focus should be for more improvements.

It is positive to see how well we benchmark against the Scottish Government's Health and Care Experience Survey. Comparatively, the evidence is that our performance continues to be sector leading.

Compassion, positivity and maintaining a strong person-centred focus are the building blocks to effective support and care. Staff colleagues are key to our success, and we continue to again provide sector leading learning and development support to support their knowledge and to build important skills.

We will build on our innovative free luxury chalet holiday experiences for the people we support, our fun team activities and our Participatory Funding schemes in the coming year.

With best wishes

*Austen*

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