



The Richmond Fellowship
Scotland

How well are we doing?



SURVEY RESULTS
2025-26



We are delighted to share the results of our 20th 'How Well are We Doing?' survey of the People We Support; and the 17th annual survey of Families and Carers.

This year, 42% of the people we support participated in the survey - the highest response rate since 2019!



overall 1048
people responded
the surveys



851 supported individuals



197 family and carers



Headline Results

90%

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

almost 60% of satisfaction scores across both surveys increased from the previous year.

positive satisfaction scores did not fall below 78% across all 26 questions.

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 14.3% and 34.4% higher in ALL 7 areas and in 3 important areas we scored 30% higher! these are:

- Having choice to shape support
- Achieving what matters
- Services that are well managed



What people we support told us



support helps them to feel safe

95%



give them the right support

93%



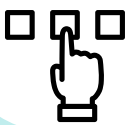
support helps their wellbeing

92%



support helps them achieve
the things that matter to them

91%



we give choices in their
support

89%



staff listen & respect them

89%



services are well managed

89%



support helps them stay
connected to people

89%



we provide opportunities
to have fun

85%



support helps them do the
things they enjoy

83%

What families & carers told us



support helps keep their family member safe

98%



know who to contact if they have anything to discuss

97%



have opportunities to discuss questions or concerns

94%



staff listen to and respect their family member

94%



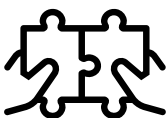
support helped maintain their family member's wellbeing

93%



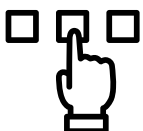
staff listen and respond to comments & suggestions made

91%



staff are well matched to their family member

89%



give their family members choices in shaping their support

89%

What families & carers told us



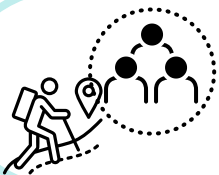
support family member to
achieve what matters to them

88%



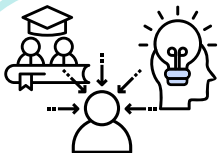
we provide opportunities
for fun

87%



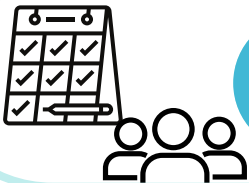
support their family member
to stay active and involved

87%



staff have the right
knowledge and skills

86%



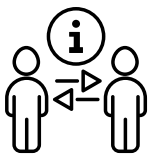
we provide consistent
staffing

85%



the service was well managed

85%



feel informed about relevant
changes to support

78%



receive enough information
about the support

78%



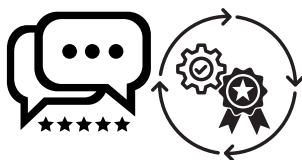
We continue to make improvements



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.



Ensure areas have copies of their survey results and that these are used to inform service development.



Ensure feedback on engagement in fun activities is shared with Fun Team and opportunities continue to meet individuals' interests and preferences.

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2026 marks the 20th consecutive year of our annual “How Well are We Doing?” survey of the people we support; and the 17th year of annual “Family and Carers” survey. These are noteworthy milestones that exemplify our sustained commitment to listening, and to helping people to achieve the things that matter.



**A message
from our
Chief
Executive
Austen
Smyth:**

I'm pleased satisfaction rates have remain consistently high, and that we continue to perform better than the comparable rates generated through the Scottish Government Health and Care Experience Survey.

We always strive to make improvements, and we will use the feedback gathered through these surveys to inform service evaluations, annual service improvement plans, and the development of our next Strategic Plan.

I'd like to thank all the survey respondents for taking the time to share their thoughts, ideas, and experiences.

With best wishes

Austen Smyth

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