

Supported Service Users Survey 2008

Introduction

In spring 2008, St Martins of Tours conducted a survey of their Supported Service Users. The format of the survey was similar to those of previous years, which meant the results could be compared with the previous satisfaction survey from 2007.

A total of 110 questionnaires were received, slightly down on the 114 which made up the survey in 2007.

Overall satisfaction

Taking everything into account, the overall satisfaction level amongst respondents with the service that they received remained very good, with 87% saying that they were satisfied - exactly the same figures as last year.

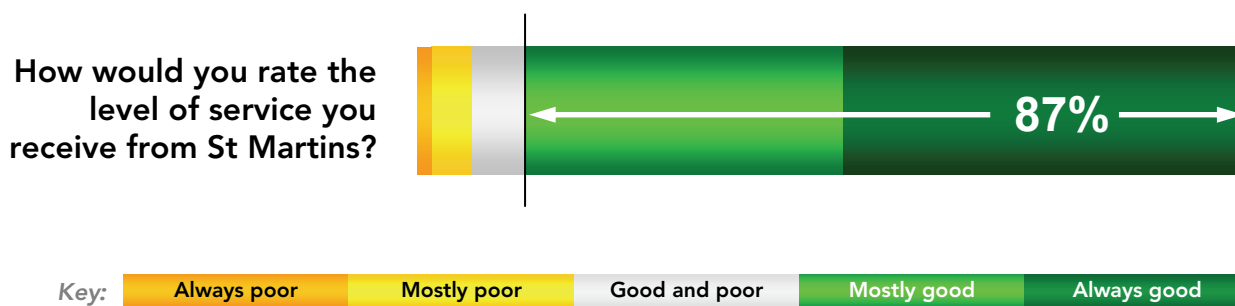


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond

Base: 107

Contacting St Martins

The numbers of respondents knowing how to contact their support worker and how to contact St Martins out of hours continued to improve:

Do you know how to contact us out of hours?

Do you know how to contact your support worker?

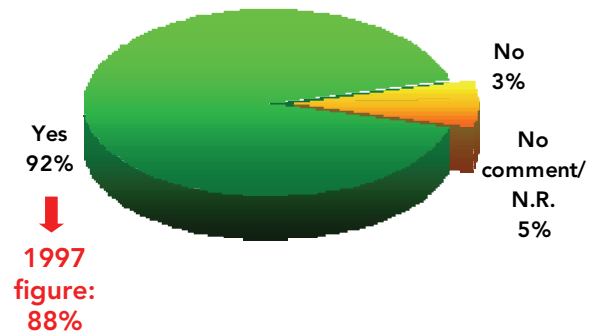
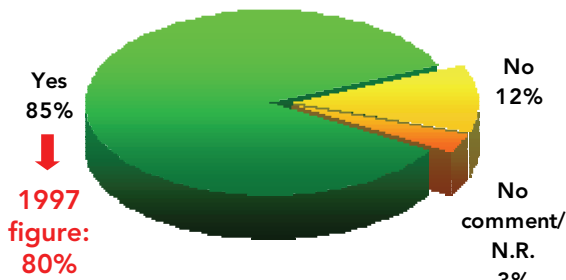
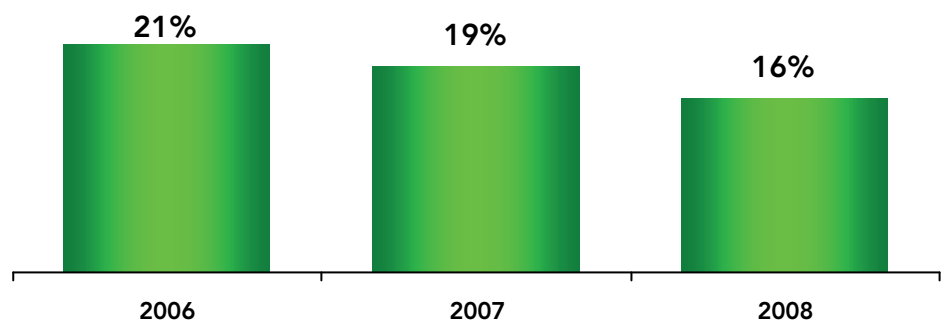


Fig 2 Knowledge of how to make contact Base: 110

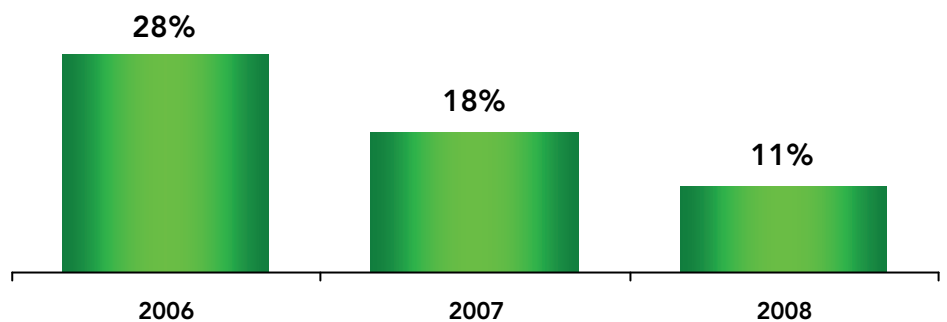
Complaints

The numbers of complaints have been declining for the past three years. Also, fewer were pending at the time of the survey, indicating that they are being dealt with more quickly:

Percentage of respondents who had made a complaint



Percentage of complaints outstanding at time of survey



Getting involved

81% were aware that St Martins holds regular Service User meetings, similar to the figure of 83% in 2007:

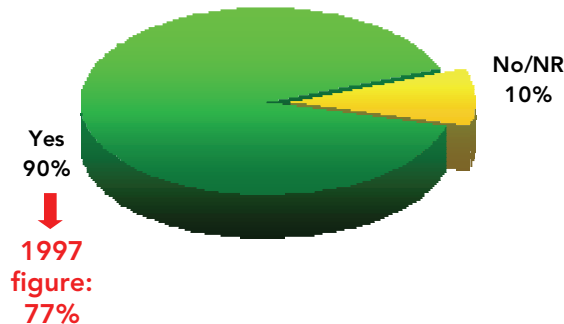


Fig 4 Are you aware that St Martins holds regular Service User Involvement meetings? Base: 110

Nearly half of respondents said that they would like to be more involved with St Martins:

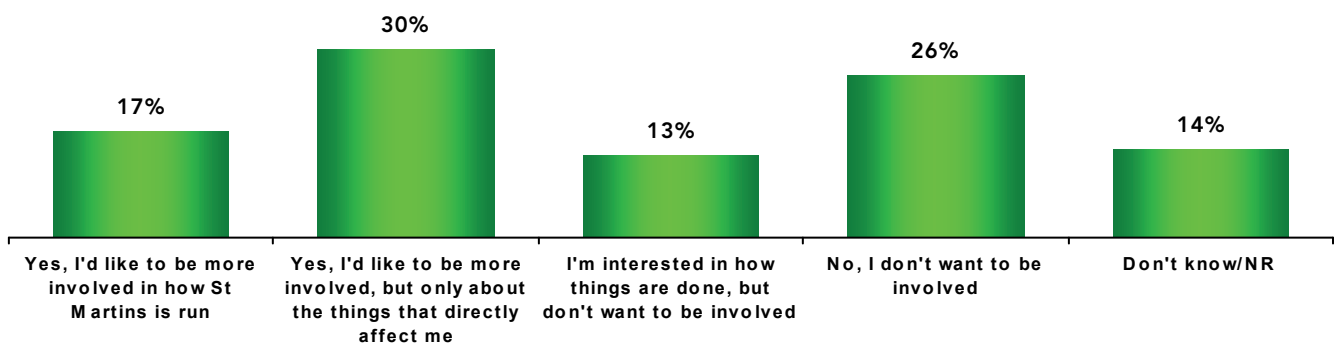
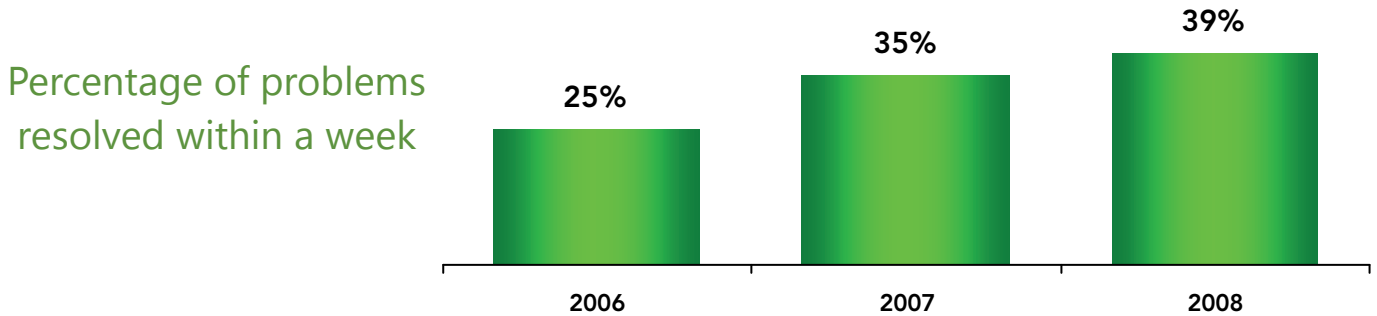


Fig 5 Would you like to be more involved in St Martins? Base: 110

The most popular types of information that people would like to receive from St Martins were *Where the organisation is going in the future* (47%) and *Information about other St Martins services* (45%).

Maintenance service

There has been a year-on year increase in the speed of response to requests for repairs and maintenance:



Despite this, the satisfaction expressed with the maintenance service overall declined from last year's figure of 87% to 74%; the reason for this was not clear.

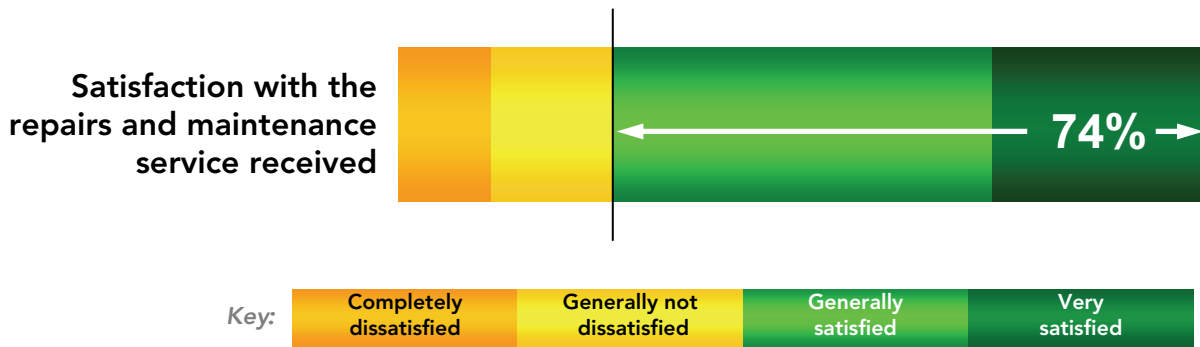


Fig 6 Figures represent the percentage of those who gave an opinion about the repairs service

Base: 53

Thank you!

We would like to thank all of those who took the time to take part in the survey - the information that you provided will play an important role in improving our services in the future!