

SURVEY

- Excellent
- Average
- Good
- Poor

SUBMIT

**SERVICE USER
SURVEY ANALYSIS
2020**

Service User Survey Analysis

Our service user survey was conducted during October 2020. This covered areas such as service design, learning and development, service user involvement and service user feedback.



Q

When asked if there were any areas of the service they would like to change, service users revealed ...

Yes

No

93%

said they were happy with the service

7%

said they would like Wi-Fi available in the supported accommodation

Q

When asked if Valley House had discussed their Learning and Development needs with them, service users revealed ...

Yes



No



87%

said yes, they had received support.

41%

said they had learnt new skills whilst at Valley House

Q

When asked what skills they would be interested in learning in the future, service users revealed . . .

**Learning
a new
language**

**Work around
routine and
boundaries**

**Computer
skills**

**Cooking
skills**

**Beauty
Course**

**Confidence
and
self-esteem**

Gardening

Q

When asked if they were given enough opportunity to provide feedback to Valley House, service users revealed . . .

Yes



No

93%

said had been given the opportunity to get involved with groups, events, and forums

97%

said they felt that their ideas and views are listened too and acted upon by Valley House.

Q

When asked if they think the way Valley House collects feedback is useful and that the feedback they provide does make a difference, service users revealed . . .

100%
agree

