

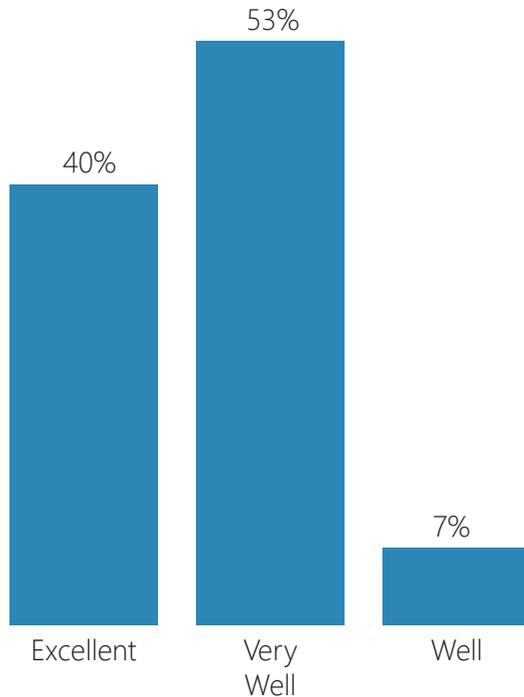


Stakeholders Survey

October 2020

Services

How well do you think our services meets service users' needs?



"I have been impressed by everyone I have worked with at Valley House over the past three years, and in particular by the commitment and resilience of the workers"

"Very thorough offer and when there is an issue, such as the referral pathway for housing, you work to not only resolve it but improve it"

"Valley House offer a great support for those who need it and do this to a great standard. Those I work with, who work with Valley House, are happy with the support they receive."

"Only ever hear positive feedback from service users"

"Effective in offering support to vulnerable people. Good communication and plans in place to support on an individual basis."

Services

How well do you think our services help service users to move towards independent living?



"We are always struggling to meet demand, and the staffing issues and pandemic this year have made that more challenging, but services are in play and workers remain committed to delivering digitally."

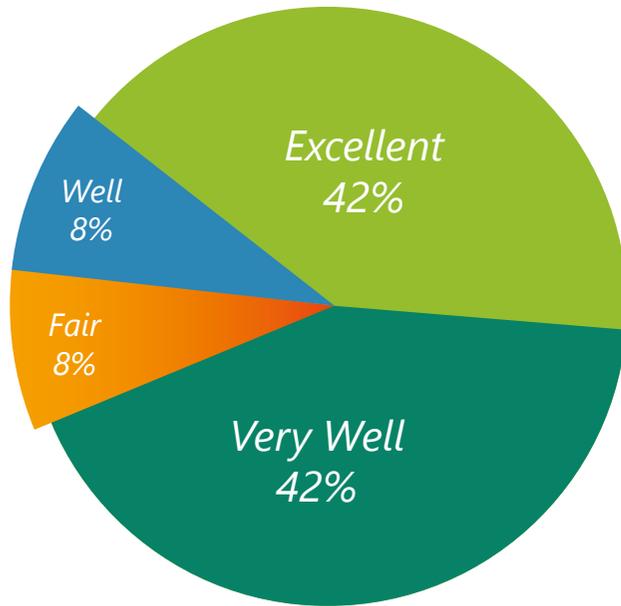
"I am not involved enough in the services to judge this first hand but based on the professionalism of the staff I work with I can only deduce that the service had good outcomes for the customers."

"Since 2013 the majority of young parents have moved with their children to independence and sustained accommodation."

Service users, who I have met, appreciate the support when they are in supported accommodationUsers

Services

How well do you think our Staff support our service users?



"I have never, for one moment, doubted the commitment, dedication and knowledge of the workers on the Rooted project. They have always gone above and beyond to support service users."

"Knowledgeable staff with a passion to make a difference."

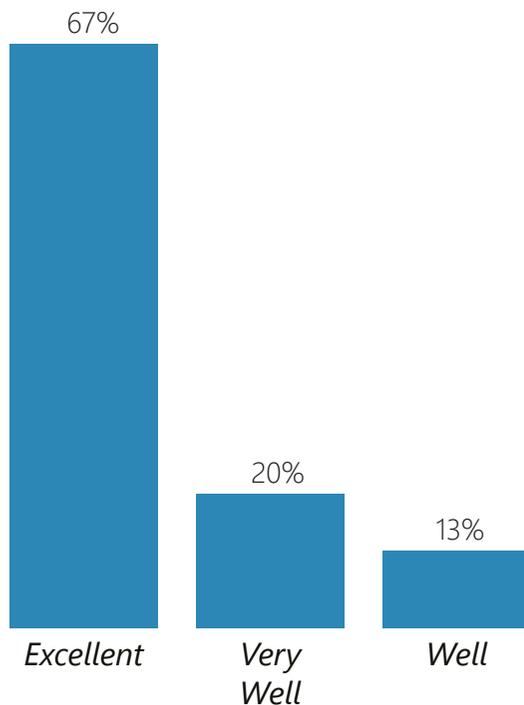
"Those I work with feel very supported by the staff at Valley House."

"Staff always appear very committed to their roles and the ethos of Valley House."

"I like the culture of your organisation and team."

Staff

How well do you think our staff represent Valley House?



"Meetings are attended regularly and there is excellent partnership working. The workers have developed patient, resilient and empathetic relationships through very difficult periods, and I feel they are great ambassadors for Valley House"

"At events, activities and community meetings Valley House representatives are both knowledgeable, work in partnership and are enthusiastic in the work that they are engaged in."

"Staff are always professional and helpful."

"They know their stuff"

Feedback

Do you think we could do anything differently at Valley House to support service users?



"Continue to develop staff skills and knowledge and continue to ensure that they have good partnership working with professionals"