
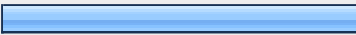













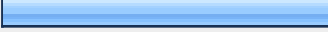












Supported Housing - Service User Questionnaire June 2010

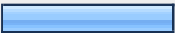





1. The service which Trust provides meets my needs			Response Percent	Response Count
Strongly Agree			35.9%	247
Agree			57.8%	398
Disagree			2.0%	14
Strongly Disagree			0.9%	6
Don't Know			0.9%	6
Not Applicable			2.5%	17
			answered question	688
			skipped question	25




2. I am aware of my personal support plan			Response Percent	Response Count
Yes			80.7%	560
No			4.8%	33
Don't Know			5.2%	36
Not Applicable			9.4%	65
			answered question	694
			skipped question	19







3. I was involved in the creation of my personal support plan			Response Percent	Response Count
Yes			70.9%	487
No			8.6%	59
Don't Know			9.8%	67
Not Applicable			10.8%	74
			answered question	687
			skipped question	26


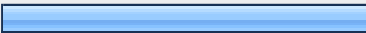




4. I understand my personal support plan			Response Percent	Response Count
Strongly Agree			21.4%	147
Agree			53.3%	366
Disagree			3.3%	23
Strongly Disagree			0.7%	5
Don't Know			10.6%	73
Not Applicable			10.6%	73
			answered question	687
			skipped question	26

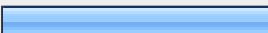
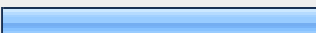




5. My personal support plan meets my needs			Response Percent	Response Count
Strongly Agree			24.0%	166
Agree			53.8%	372
Disagree			1.6%	11
Strongly Disagree			0.6%	4
Don't Know			9.1%	63
Not Applicable			10.9%	75
			answered question	691
			skipped question	22


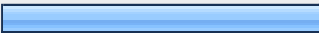




6. I was provided with enough information about the service provided by Trust to make informed choices			Response Percent	Response Count
Strongly Agree			27.3%	191
Agree			60.9%	426
Disagree			2.7%	19
Strongly Disagree			0.9%	6
Don't Know			5.9%	41
Not Applicable			2.3%	16
			answered question	699
			skipped question	14

7. I have enough opportunity to make suggestions/comments about the service delivered by Trust		
		Response Percent Response Count
Strongly Agree		28.3% 199
Agree		62.2% 437
Disagree		3.7% 26
Strongly Disagree		0.4% 3
Don't Know		4.1% 29
Not Applicable		1.3% 9
		answered question 703
		skipped question 10


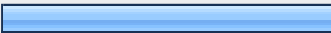




8. I feel safe and secure within the development in which I live		
		Response Percent Response Count
Strongly Agree		51.6% 363
Agree		43.1% 303
Disagree		2.4% 17
Strongly Disagree		1.7% 12
Don't Know		1.0% 7
Not Applicable		0.1% 1
		answered question 703
		skipped question 10

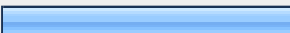
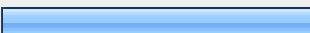




9. When there are changes to the service I receive I get enough information about these changes			Response Percent	Response Count
Strongly Agree			29.5%	208
Agree			59.5%	419
Disagree			4.5%	32
Strongly Disagree			0.9%	6
Don't Know			3.3%	23
Not Applicable			2.3%	16
answered question				704
skipped question				9





10. Trust staff communicate with me effectively			Response Percent	Response Count
Strongly Agree			43.3%	305
Agree			51.1%	360
Disagree			3.1%	22
Strongly Disagree			0.9%	6
Don't Know			1.4%	10
Not Applicable			0.3%	2
answered question				705
skipped question				8







11. Trust staff provide me with choices about how my personal support is delivered		
		Response Percent Response Count
Strongly Agree		26.9% 186
Agree		51.7% 358
Disagree		3.6% 25
Strongly Disagree		0.6% 4
Don't Know		5.6% 39
Not Applicable		11.6% 80
		answered question 692
		skipped question 21

12. Trust staff effectively communicate to me any changes about my personal support		
		Response Percent Response Count
Strongly Agree		28.4% 198
Agree		51.0% 355
Disagree		3.2% 22
Strongly Disagree		0.4% 3
Don't Know		5.0% 35
Not Applicable		11.9% 83
		answered question 696
		skipped question 17







13. Trust staff listen and respond to my questions/concerns promptly			Response Percent	Response Count
Strongly Agree			38.6%	269
Agree			53.9%	375
Disagree			3.9%	27
Strongly Disagree			0.6%	4
Don't Know			1.6%	11
Not Applicable			1.4%	10
answered question				696
skipped question				17






14. Trust staff respect my privacy			Response Percent	Response Count
Strongly Agree			47.1%	329
Agree			50.2%	351
Disagree			0.4%	3
Strongly Disagree			0.4%	3
Don't Know			1.4%	10
Not Applicable			0.4%	3
answered question				699
skipped question				14

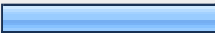





15. I feel that Trust staff have the skills to meet my personal support needs			Response Percent	Response Count
Strongly Agree			39.2%	272
Agree			47.5%	329
Disagree			1.9%	13
Strongly Disagree			0.6%	4
Don't Know			4.6%	32
Not Applicable			6.2%	43
			answered question	693
			skipped question	20


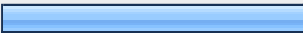




16. Trust staff understand my needs			Response Percent	Response Count
Strongly Agree			35.0%	243
Agree			54.6%	379
Disagree			2.2%	15
Strongly Disagree			0.6%	4
Don't Know			3.6%	25
Not Applicable			4.0%	28
			answered question	694
			skipped question	19

17. I am familiar with and recognise the Trust staff members providing personal support to me			Response Percent	Response Count
Strongly Agree			41.4%	288
Agree			46.7%	325
Disagree			0.6%	4
Strongly Disagree			0.4%	3
Don't Know			3.3%	23
Not Applicable			7.6%	53
			answered question	696
			skipped question	17

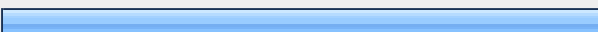
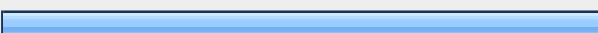

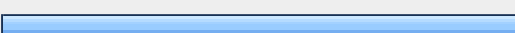



18. Trust provide me with relevant information about my service			Response Percent	Response Count
Strongly Agree			31.7%	207
Agree			57.6%	376
Disagree			3.5%	23
Strongly Disagree			1.1%	7
Don't Know			2.6%	17
Not Applicable			3.5%	23
			answered question	653
			skipped question	60

19. Trust respond promptly to my complaints and concerns			Response Percent	Response Count
Strongly Agree			34.7%	227
Agree			53.4%	350
Disagree			4.9%	32
Strongly Disagree			2.0%	13
Don't Know			2.3%	15
Not Applicable			2.7%	18
			answered question	655
			skipped question	58




20. Trust's Management staff respond to all concerns with sensitivity			Response Percent	Response Count
Strongly Agree			34.5%	227
Agree			54.9%	361
Disagree			3.5%	23
Strongly Disagree			1.5%	10
Don't Know			3.8%	25
Not Applicable			1.8%	12
			answered question	658
			skipped question	55













21. Overall I have confidence in how the service is run			Response Percent	Response Count
Strongly Agree			42.1%	278
Agree			48.9%	323
Disagree			4.2%	28
Strongly Disagree			0.9%	6
Don't Know			3.5%	23
Not Applicable			0.5%	3
			answered question	661
			skipped question	52

22. Comments		Response Count
		215
		answered question
		215
		skipped question
		498

23. Personal Details			Response Percent	Response Count
Name:			97.2%	558
Address 1:			97.4%	559
Address 2:			70.0%	402
City/Town:			83.8%	481
ZIP/Postal Code:			57.0%	327
Email Address:			8.4%	48
Phone Number:			77.9%	447
			answered question	574
			skipped question	139

24. Select Development Code

	Response Percent	Response Count
A1000O Dalgety Bay	0.0%	0
A2450R Druim Na Pairc	0.0%	0
A2610R O'Hanlon Way	0.0%	0
A2630R Kinlochbervie	0.0%	0
A2650R Dervaig	0.0%	0
A2660R Duncan Buchanan Court	0.0%	0
A2700R Bruichladdich	0.0%	0
A2710R Coll	0.0%	0
A2740R Murray Cottages	0.0%	0
A2750R Kilncraigs Court	0.0%	0
A2760R Blackridge	0.0%	0
A2830R Galston	0.0%	0
A2840R Dallas Place	0.0%	0
A2910R Dunbeath	0.0%	0
A2940R Muirtown Street	0.0%	0
A2970R Lairg	0.0%	0
A3010R Bellshill	0.0%	0
A3100R Winchburgh	0.0%	0
A3120R Fortrose	0.0%	0
A3150R Dingwall	0.0%	0
A7120R Sheean Drive	0.0%	0
A7720R Fen Place	0.0%	0
A7810R Newton Road	0.0%	0
A7910R Kinloch Court	0.0%	0
B2210R Port Ellen 	0.6%	4
B2320R Strachur 	1.7%	12
B2390R Bowmore 	1.0%	7

B2480R Tobermory		1.0%	7
D4950C Kilncraigs House		0.0%	0
F4930C Buchanan Place		0.0%	0
G262035 Newmarket		0.0%	0
G2730R Albert Place		0.0%	0
G2980R Central Avenue		0.0%	0
G2980R West Crescent		0.0%	0
G2980R West Grove		0.0%	0
G7090R Shiskine		0.0%	0
G7210R Corrie		0.0%	0
G7420R Benlister Road/Terrace		0.0%	0
G7430R Shore View		0.0%	0
G7510R Pirmill		0.0%	0
G7610R Shiskine TS		0.0%	0
G7770R Kilmory		0.0%	0
G9990R Dunblane		0.0%	0
N2300R Matheson Road		2.0%	14
N2490R Dunfermline		3.2%	23
N2500R Livingston		2.1%	15
N2790R Pollok		1.1%	8
N3140R Beech Hill Court		0.0%	0
N3180R East Kilbride		0.7%	5
N3200R Mission Place		0.6%	4
R1010M Currie		0.0%	0
S2010R Ayr		1.8%	13
S2020R Burntisland		0.7%	5
S2030R North Church Street		1.7%	12
S2040R Carmunock		0.7%	5
S2050R Kirk Loan		2.0%	14

S2060R East Calder		1.3%	9
S2070R Kirkriggs Court		1.7%	12
S2090R Govan		1.8%	13
S2100R Galashiels		2.9%	21
S2110R Girvan		1.5%	11
S2120R Greenock SMC		1.8%	13
S2130R Lower Kessock Street		1.4%	10
S2140R West Lodge Gardens		2.4%	17
S2150R Killin		0.0%	0
S2160R Bingham		2.7%	19
S2170R Kinghorn		1.7%	12
S2190R Lauder		1.4%	10
S2220R Pollokshaws		3.2%	23
S2230R Joppa		2.2%	16
S2240R Markinch		1.1%	8
S2270R Bearsden		1.8%	13
S2280R Shulishader Beag		0.7%	5
S2290R Stockbridge		2.4%	17
S2310R Stranraer		1.7%	12
S2330R Tillicoultry		1.0%	7
S2340R Thornliebank		1.3%	9
S2350R Nairn		0.0%	0
S2360R Netherlee		1.8%	13
S2370R Hamilton		3.5%	25
S2400R Chirnside		1.7%	12
S2410R Bedford Court		0.8%	6
S2420R Darvel		0.0%	0
S2430R Thornhill		0.4%	3
S2440R Greenock EKC		1.4%	10
S2460R Caldercruix		1.1%	8

S2470R Lochinver		0.0%	0
S2510R Newton Stewart	<input type="checkbox"/>	1.3%	9
S2520R Abbeyhill	<input type="checkbox"/>	1.7%	12
S2530R Wishaw	<input type="checkbox"/>	1.3%	9
S2540R Greenbank Court	<input type="checkbox"/>	1.1%	8
S2550R Airdrie	<input type="checkbox"/>	3.2%	23
S2570R Croftfoot	<input type="checkbox"/>	2.0%	14
S2580R Helmsdale	<input type="checkbox"/>	0.7%	5
S2590R Glenluce	<input type="checkbox"/>	1.0%	7
S2640R Newmilns	<input type="checkbox"/>	2.5%	18
S2680R Lewis Street	<input type="checkbox"/>	2.2%	16
S2690R Clydebank	<input type="checkbox"/>	1.4%	10
S2720R Calton	<input type="checkbox"/>	0.6%	4
S2810R High Blantyre	<input type="checkbox"/>	2.0%	14
S2820R Old Kilpatrick	<input type="checkbox"/>	1.5%	11
S3050R Crown Terrace	<input type="checkbox"/>	1.4%	10
S3170R Dumfries	<input type="checkbox"/>	2.1%	15
S7140R Glen Estate	<input type="checkbox"/>	1.3%	9
S7140R Glen Road/Place		0.0%	0
S7440R MacKelvie Road	<input type="checkbox"/>	1.4%	10
V2170R Loanhead	<input type="checkbox"/>	1.4%	10
V2200R Ravens Court	<input type="checkbox"/>	1.7%	12
NA (Ruchazie)	<input type="checkbox"/>	0.4%	3
Not Present/Scored Out	<input type="checkbox"/>	0.3%	2
answered question			713
skipped question			0

25. Survey Number	
	Response Count
	713
<i>answered question</i>	713
<i>skipped question</i>	0