

## 2018 Service User Survey Results- Global

Please find detailed below the analysed global results for 2018. The coloured number highlights the highest response

Please note - these are the question themes and are not the specific questions asked. Questions were tailored for individual service user groups and for some Service Users pictorial forms were used.

QUESTION THEMES	No. of SU who answered question	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Not Applicable	Total Positive Responses
<b>Outcomes Themes</b>							
To remain/become more active	995	36.38%	48.14%	4.62%	0.70%	10.16%	84.52%
To remain/become more fulfilled	998	42.48%	48.50%	4.31%	0.60%	4.11%	90.98%
To feel safe	1001	54.25%	41.06%	0.90%	0.50%	3.30%	95.30%
To remain/become more physically and mentally healthy	994	48.09%	45.98%	2.01%	0.10%	3.82%	94.07%
To keep/have more enabling and supportive relationships	988	45.75%	47.87%	2.73%	0.40%	3.25%	93.62%
To feel valued and included	991	44.40%	48.44%	1.82%	0.61%	4.73%	92.84%
To contribute to my community	929	34.23%	45.96%	4.84%	0.97%	14%	80.19%
<b>Values Themes</b>							
The Service respect me	1001	72.13%	27.27%	0.60%	0%		99.40%
The Service involve me in issues that affect me	985	62.03%	36.04%	1.73%	0.20%		98.07%
The Service treats me with dignity	998	69.14%	29.76%	1.00%	0.10%		98.90%
The Service treats me fairly	1002	72.06%	27.54%	0.20%	0.20%		99.60%
The Service treats me well	999	73.27%	26.63%	0.10%	0%		99.90%
<b>Service Themes</b>							
Staff skills	985	63.86%	34.21%	1.22%	0%	0.71%	98.07%
Management skills	969	57.48%	34.98%	1.55%	0.21%	5.78%	92.46%
Meals/Snacks	684	50.29%	35.38%	3.95%	0.73%	9.65%	85.67%
Cleanliness of Service	957	66.04%	28.74%	0.73%	0.10%	4.39%	94.78%
Care/Support Provided	971	62.31%	34.60%	1.65%	0.31%	1.13%	96.91%
Opportunity to complain	969	48.40%	42.11%	3.51%	0.83%	5.15%	90.51%
Availability of Information	969	56.14%	40.14%	1.24%	0.10%	2.38%	96.28%

Forms issued by QCI	Forms issued by Service	Forms returned	% QCI issued	% Service issued
2133	1635	1042 (1033 paper & 9 online)	49%	64%

<b>Highest Total Positive Results</b>	%	<b>Lowest Total Positive Results</b>	%
1. The Service treats me well	99.90%	1. To contribute to my community	80.19%
2. The Service treats me fairly	99.60%	2. To remain/become more active	84.52%
3. The Service respect me	99.40%	3. Meals/Snacks	85.67%

<b>Survey Completion info – Global Results</b>	
Completed form myself	56.86%
A CrossReach staff member helped me complete my form	24.02%
I completed the form on behalf of someone who uses the service	10.11%
Someone other than a CrossReach staff member helped me complete my form	9.01%



The Church of Scotland

Social Care Council

## Service User Survey 2018



**99%**

Agreed or strongly agreed the Service treats them well

**98%**

Agreed or strongly agreed the Service involves them in issues that affect them

**98%**

Agreed or strongly agreed the Service treats them with dignity



**99%**

Agreed or strongly agreed the Service respects them

**99%**

Agreed or strongly agreed the Service treats them fairly