

Care you can put your faith in

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 | Strongly | Agree | Disagree | Strongly | Not | Total |
|---|-----------|---------------------|---------------------------------|----------|----------|------------|-----------|
| | who | Agree | | | Disagree | Applicable | Positive |
| | answered | % | % | % | % | | Responses |
| | question | | | | | | |
| Outcomes Themes | 4 | 24 | 1972 I.S. Same I.I.S.C. in 1973 | 30 | 86 | | <i></i> |
| To remain/become more active | 995 | 36.38% | <mark>48.14%</mark> | 4.62% | 0.70% | 10.16% | 84.52% |
| To remain/become more fulfilled | 998 | 42.48% | <mark>48.50%</mark> | 4.31% | 0.60% | 4.11% | 90.98% |
| To feel safe | 1001 | <mark>54.25%</mark> | 41.06% | 0.90% | 0.50% | 3.30% | 95.30% |
| To remain/become more physically and mentally healthy | 994 | <mark>48.09%</mark> | 45.98% | 2.01% | 0.10% | 3.82% | 94.07% |
| To keep/have more enabling and supportive relationships | 988 | 45.75% | <mark>47.87%</mark> | 2.73% | 0.40% | 3.25% | 93.62% |
| To feel valued and included | 991 | 44.40% | <mark>48.44%</mark> | 1.82% | 0.61% | 4.73% | 92.84% |
| To contribute to my community | 929 | 34.23% | <mark>45.96%</mark> | 4.84% | 0.97% | 14% | 80.19% |
| Values Themes | • | | | | | | |
| The Service respect me | 1001 | 72.13% | 27.27% | 0.60% | 0% | | 99.40% |
| The Service involve me in issues that affect me | 985 | <mark>62.03%</mark> | 36.04% | 1.73% | 0.20% | | 98.07% |
| The Service treats me with dignity | 998 | <mark>69.14%</mark> | 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 | <mark>73.27%</mark> | 26.63% | 0.10% | 0% | | 99.90% |
| Service Themes | • | | • | | | | |
| Staff skills | 985 | <mark>63.86%</mark> | 34.21% | 1.22% | 0% | 0.71% | 98.07% |
| Management skills | 969 | <mark>57.48%</mark> | 34.98% | 1.55% | 0.21% | 5.78% | 92.46% |
| Meals/Snacks | 684 | <mark>50.29%</mark> | 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 | <mark>48.40%</mark> | 42.11% | 3.51% | 0.83% | 5.15% | 90.51% |
| Availability of Information | 969 | <mark>56.14%</mark> | 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% |

| Highest Total Positive Results | % | Lowest Total Positive Results | % |
|---------------------------------|--------|----------------------------------|--------|
| 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% |

| Survey Completion info – Global Results | |
|---|--------|
| 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% |



Operating as CrossReach, Scottish Charity No: SC011353

CROSSREACH

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Service User Survey 2018



99%

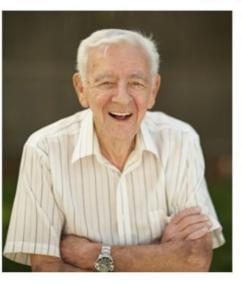
Agreed or strongly agreed the Service treats them well

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