

Support Customer Survey Results

2022

Response Rate

We sent a satisfaction survey to all support customers, and heard back from 305 people. That is a response rate of 41% (the same as last year), which is really good. It means that we can be confident that the results show us what you think about our services.

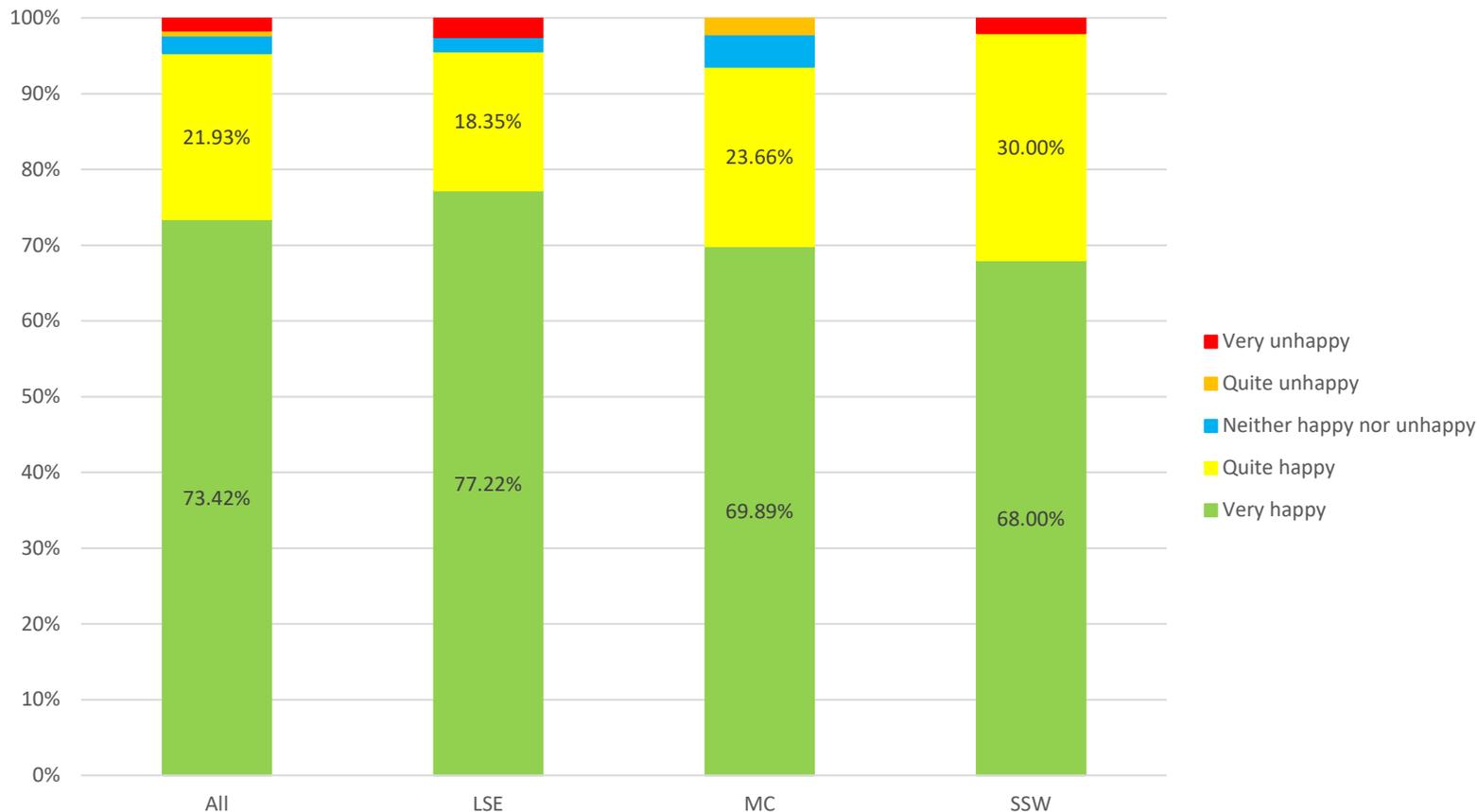
The results show overall satisfaction, and satisfaction by our 3 areas:

- London and the South East (LSE)
- The South and South West (SSW)
- The Midlands and Central England (MC)

Overall satisfaction

Overall how happy are you with the quality of your support?

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Happy	Unhappy
95.35%	2.32%

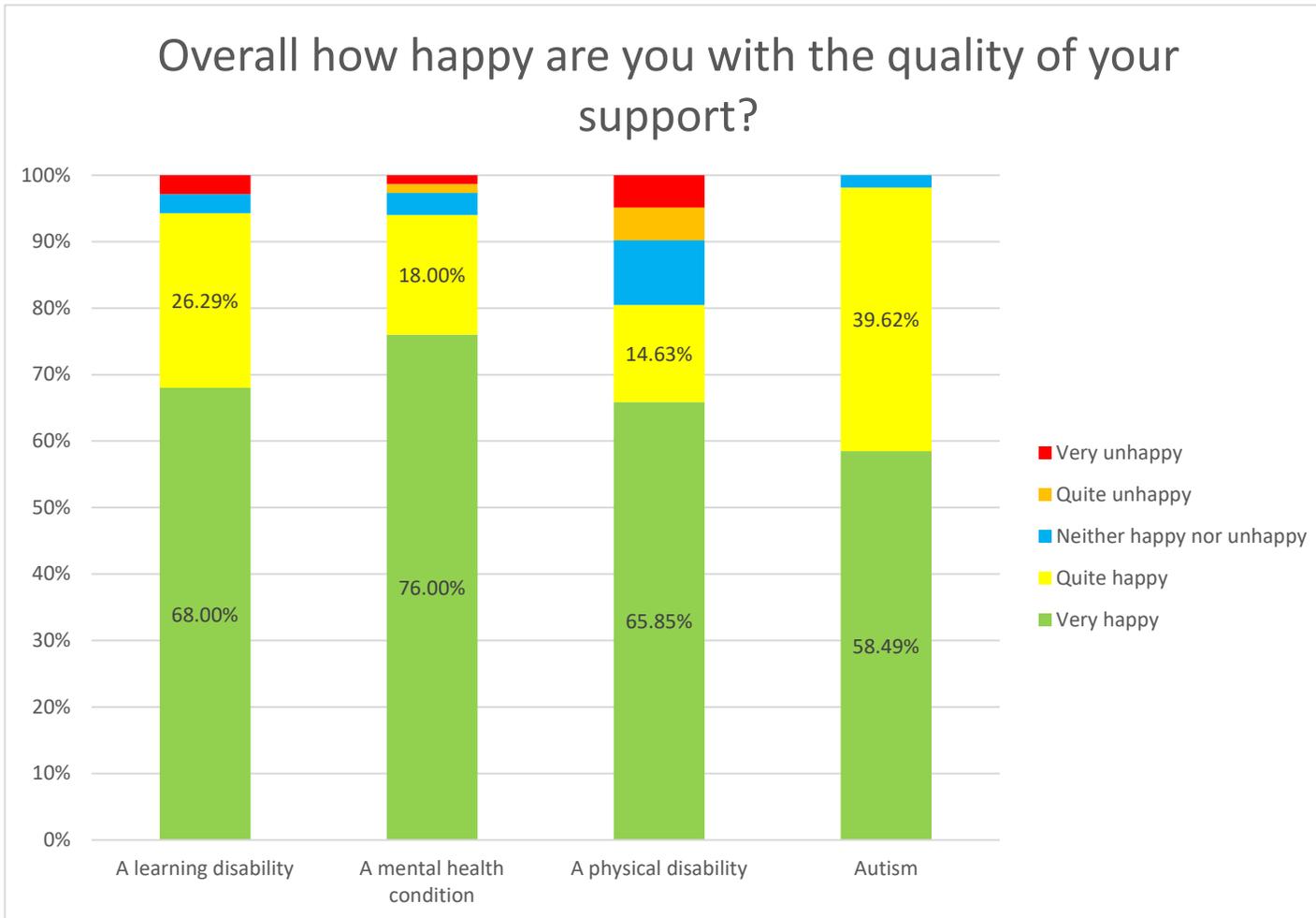
Overall happiness has decreased 1.92% since 2020/21.

This is still an increase of 3.8% since 2019/20.

Unhappiness has increased by 1.11%

'The best place I've ever lived and get the most care and support ever and its a happy place to live'

Overall how happy are you with the quality of your support? – by type of disability



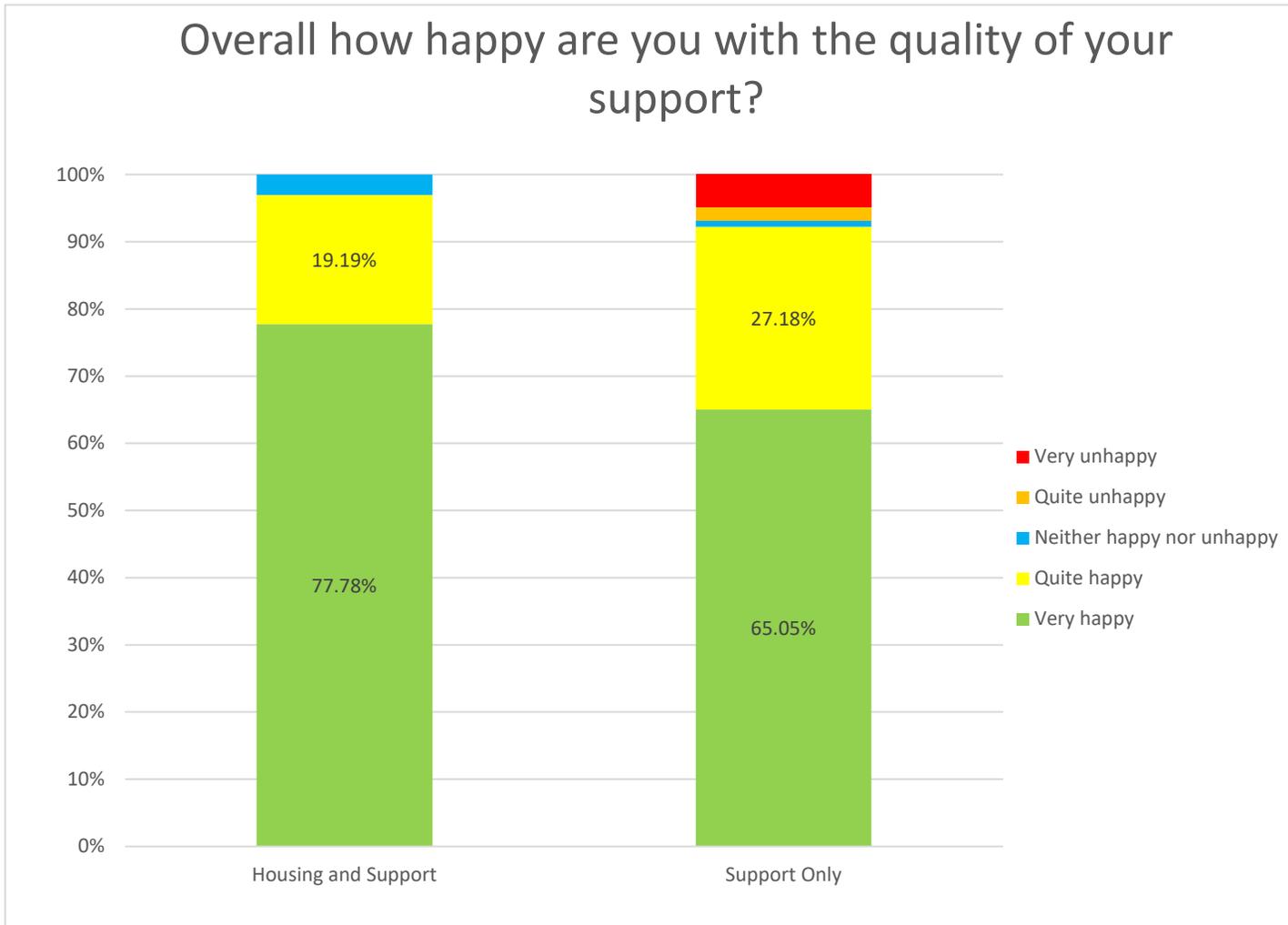
	Happy	Unhappy
Learning Disability	94.29%	2.86%
Mental Health Condition	94%	2.66%
Physical Disability	80.48%	9.76%
Autism	98.11%	0%

Customers with a physical disability are least happy – in contrast to most happy in 2020/21.

Drop in overall satisfaction for customers with a physical disability is 19.52%

Customers with Autism were the only group to see an increase in satisfaction (0.33%).

Overall how happy are you with the quality of your support? – by housing or support only



	Happy	Unhappy
Housing and Support	96.97%	0%
Support only	92.23%	6.79%

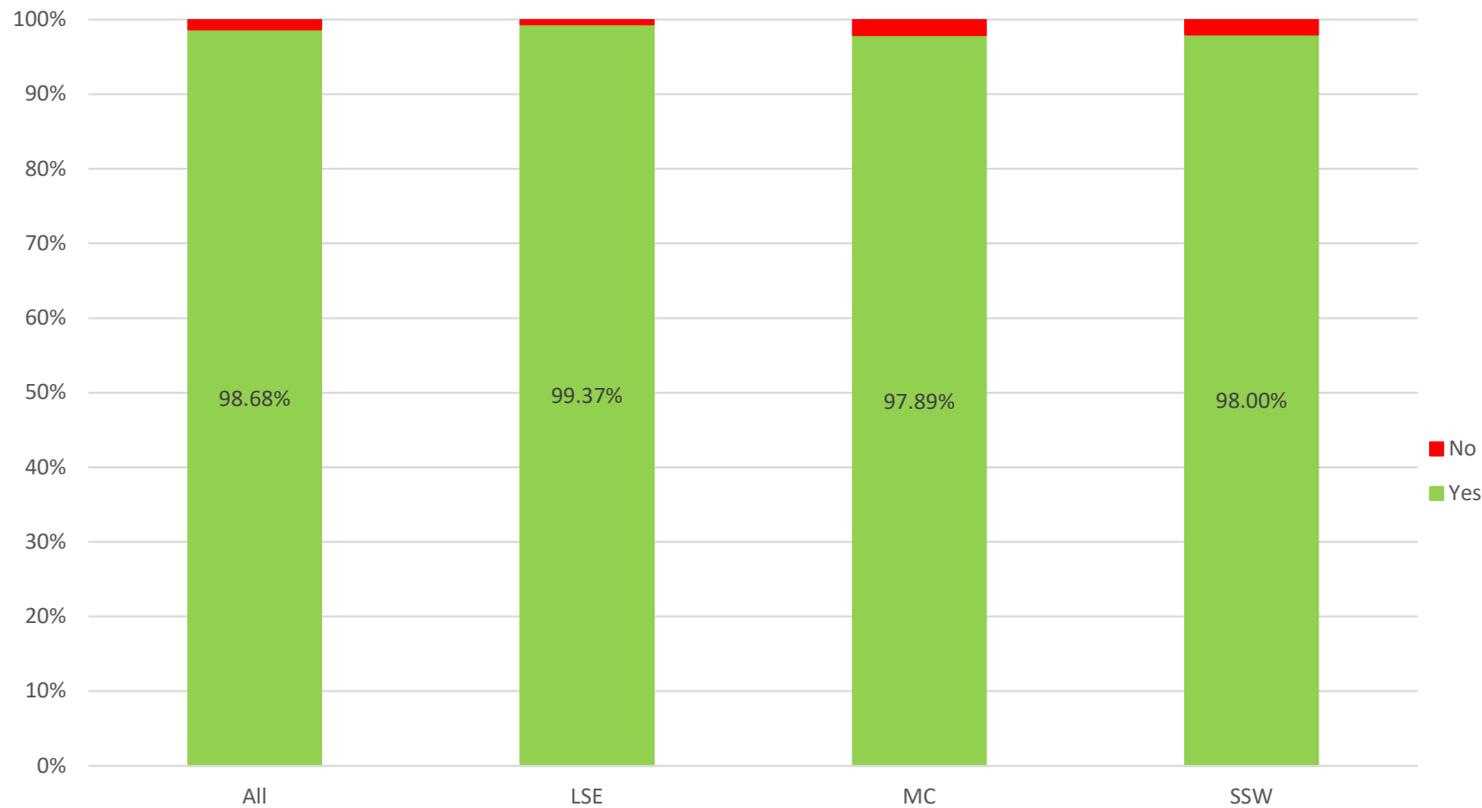
Customers who receive both Housing and Support services from Advance continue to be the most satisfied with the quality of their service.

Notably, no customers who receive both Housing and Support said that they were 'quite' or 'very' unhappy with the quality of their service.

Satisfaction with staff

Do you feel Advance staff do a good job?

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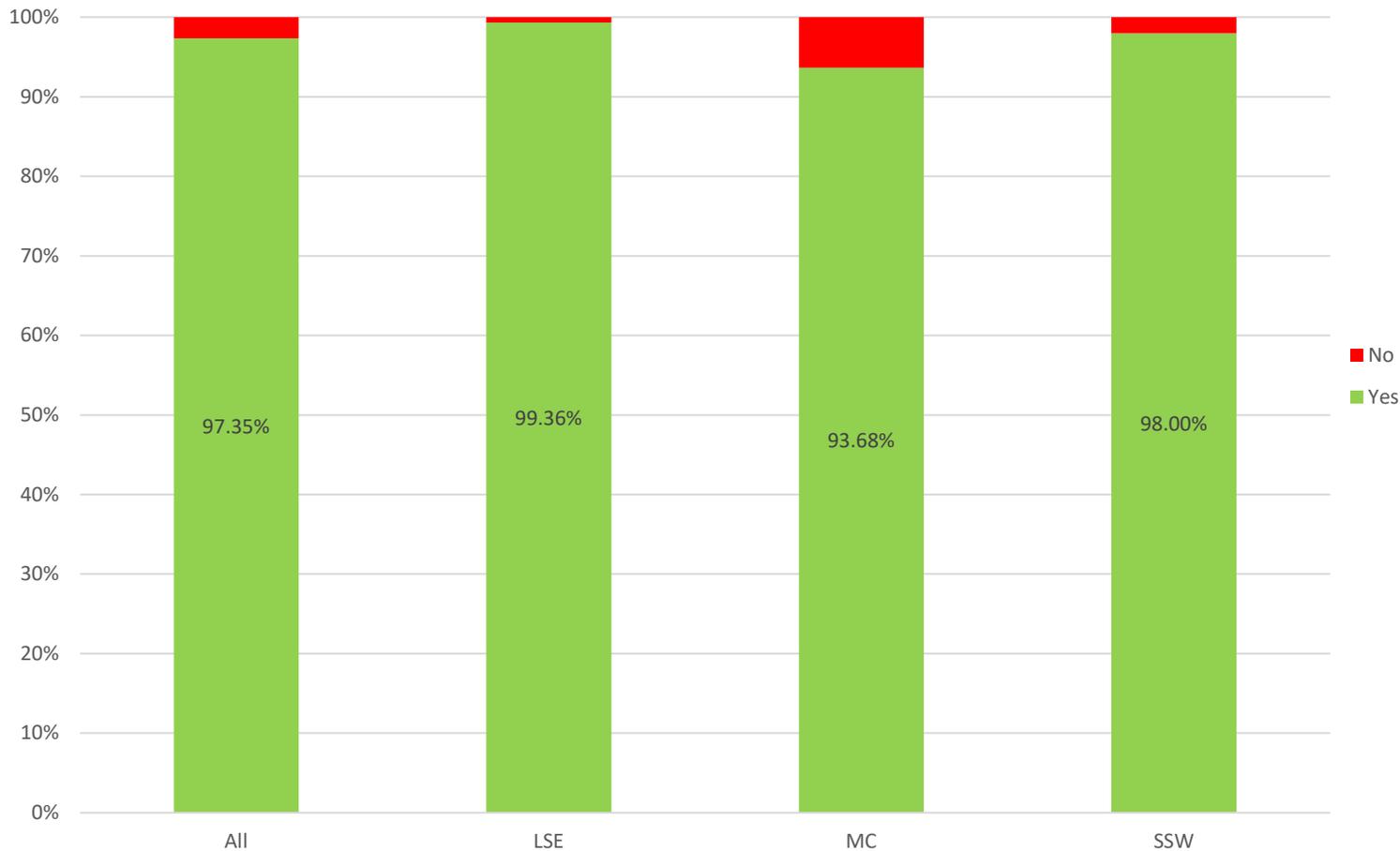
Yes	No
98.68%	1.32%

Overall yes responses have decreased by 1.32% since 2020/21.

'All the staff are fantastic and do a really good job and do well'.

Do you feel staff care about you and respect you?

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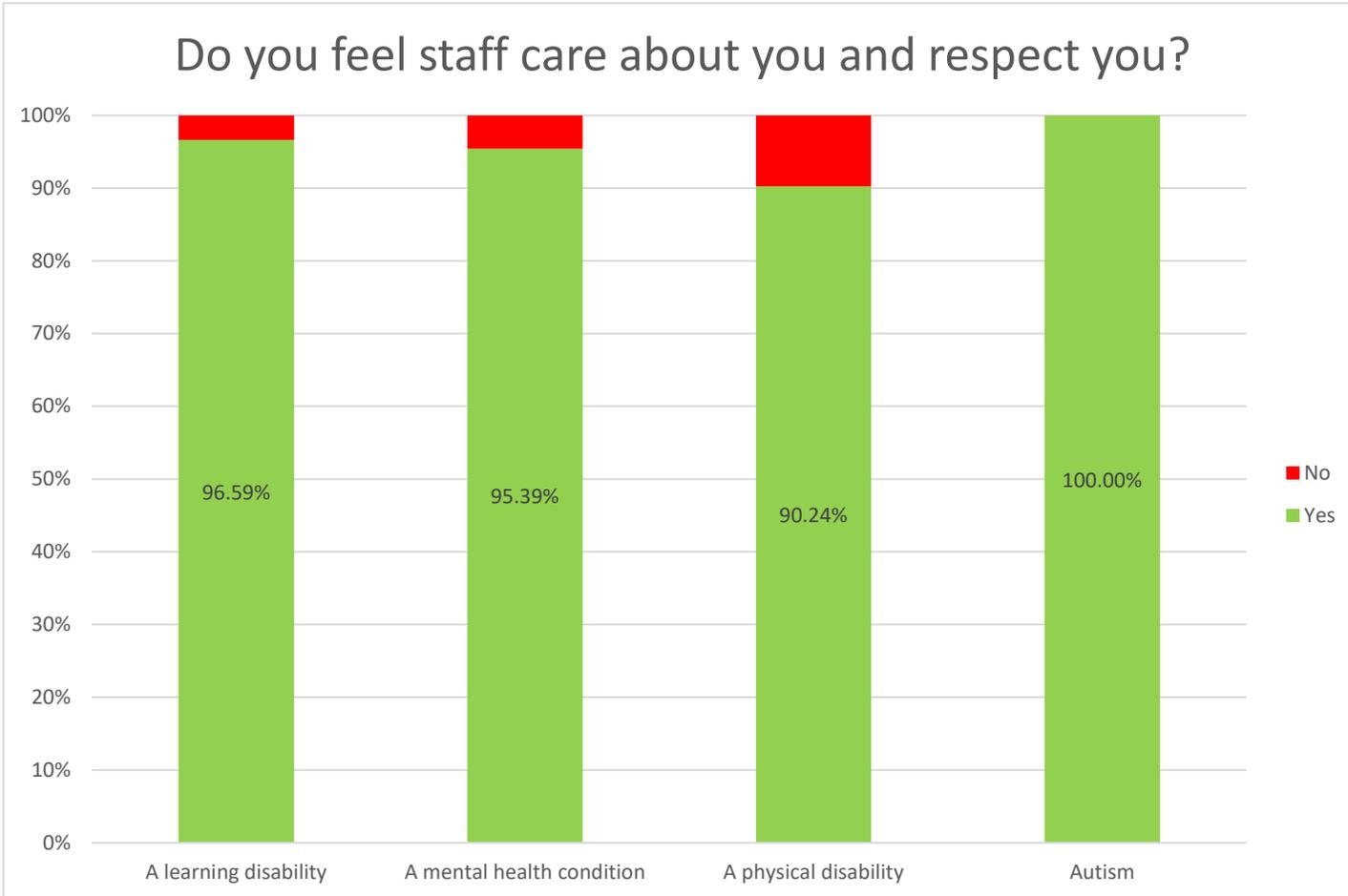


Yes	No
97.35%	2.65%

Overall yes responses have decreased by 0.35% since 2020/21.

'They listen to me when ever I need something or want to talk'.

Do you feel staff care about you and respect you?



	Yes	No
Learning Disability	96.59%	3.41%
Mental Health Condition	95.39%	4.61%
Physical Disability	90.24%	9.76%
Autism	100%	0%

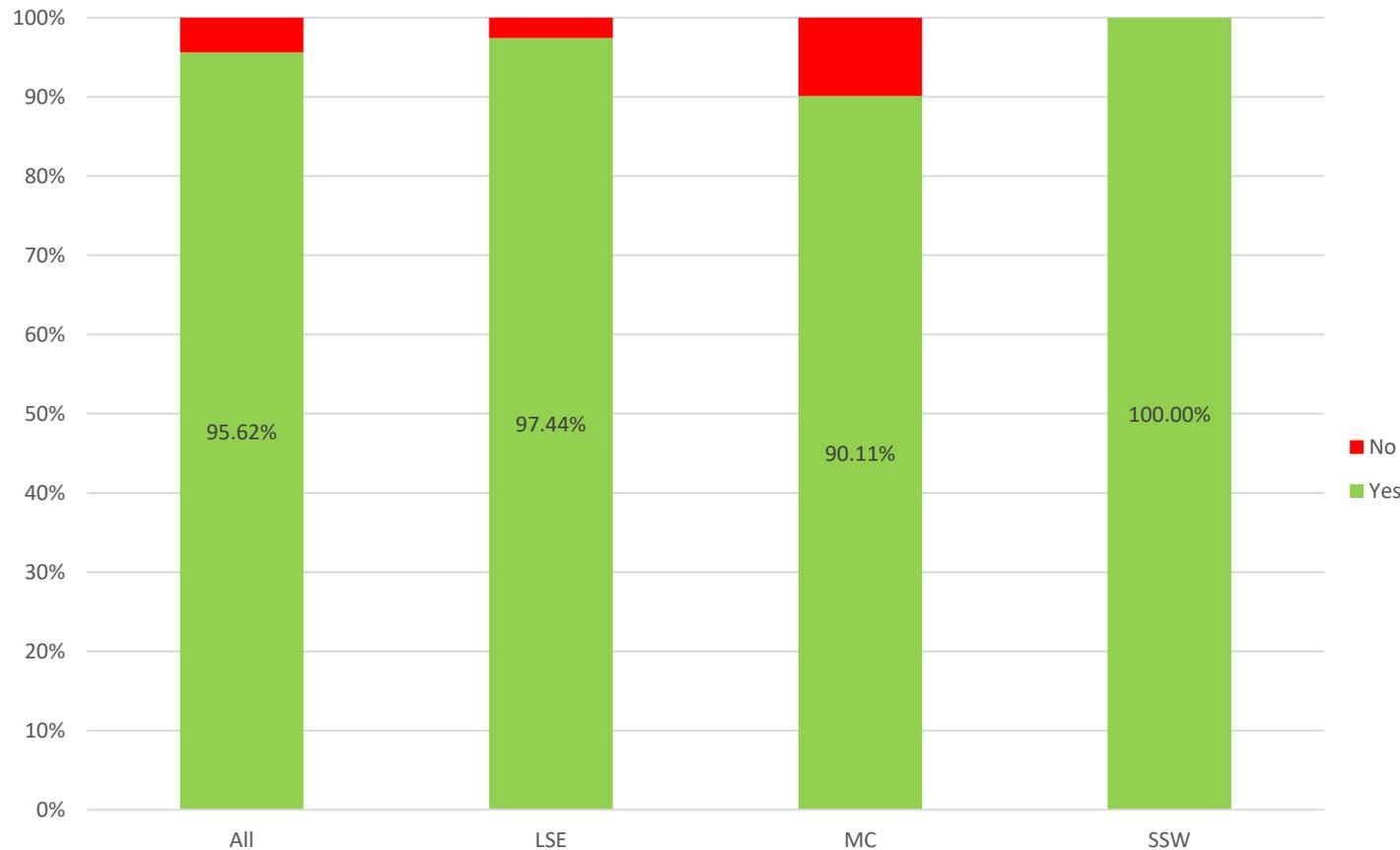
Customers with a physical disability are least likely to feel that staff care about them and respect them.

Drop in yes responses for customers with a physical disability is 9.76% compared to 3.41% and 3.98% (Learning Disability and Mental Health Condition. Autism showed now change).

Satisfaction with your life

Does Advance respond to changes in your life?

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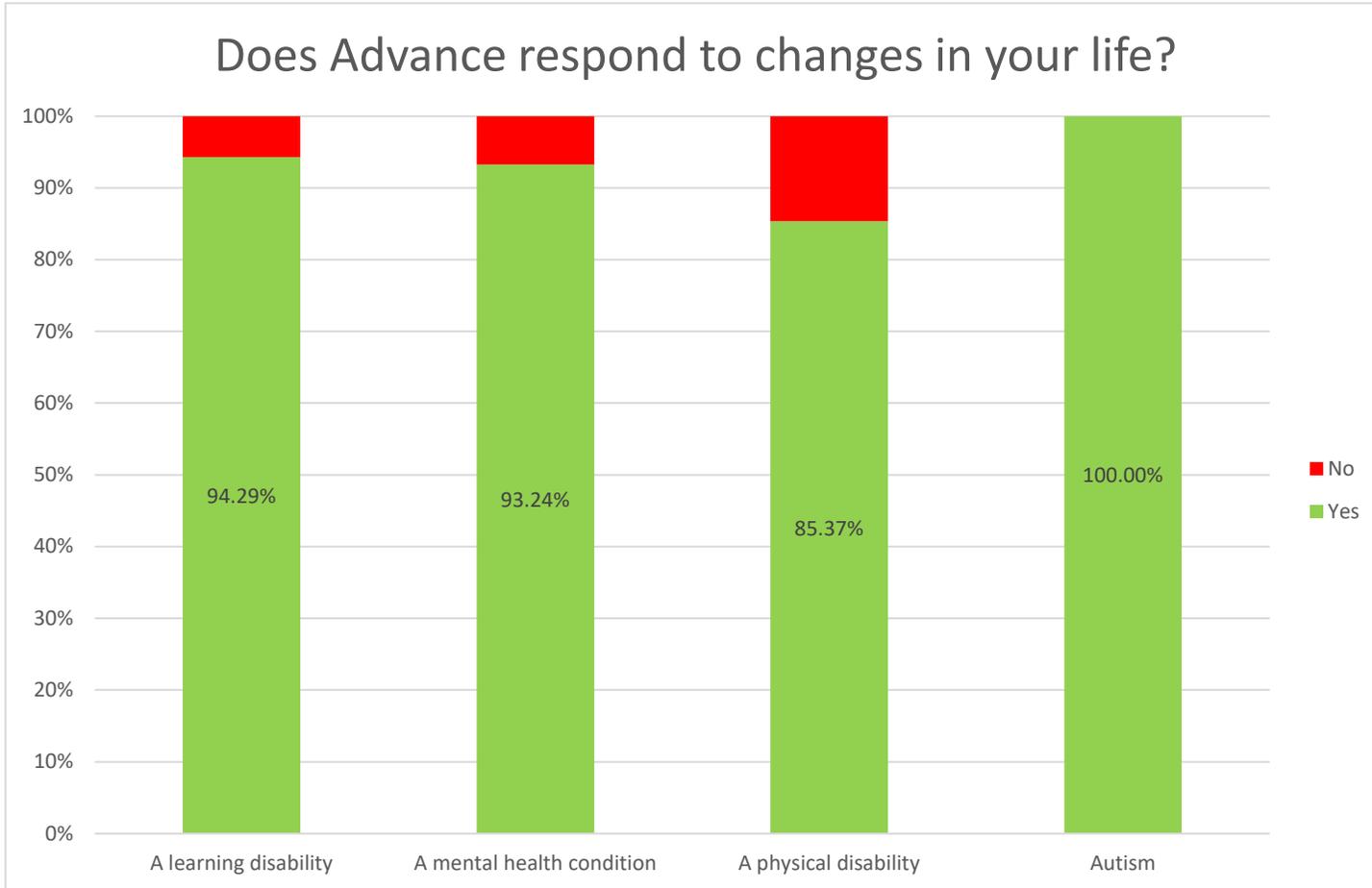


Yes	No
95.62%	4.38%

Overall yes responses have decreased by 3.47% since 2020/21.

'Advance respond the most out of anyone to changes in my life'.

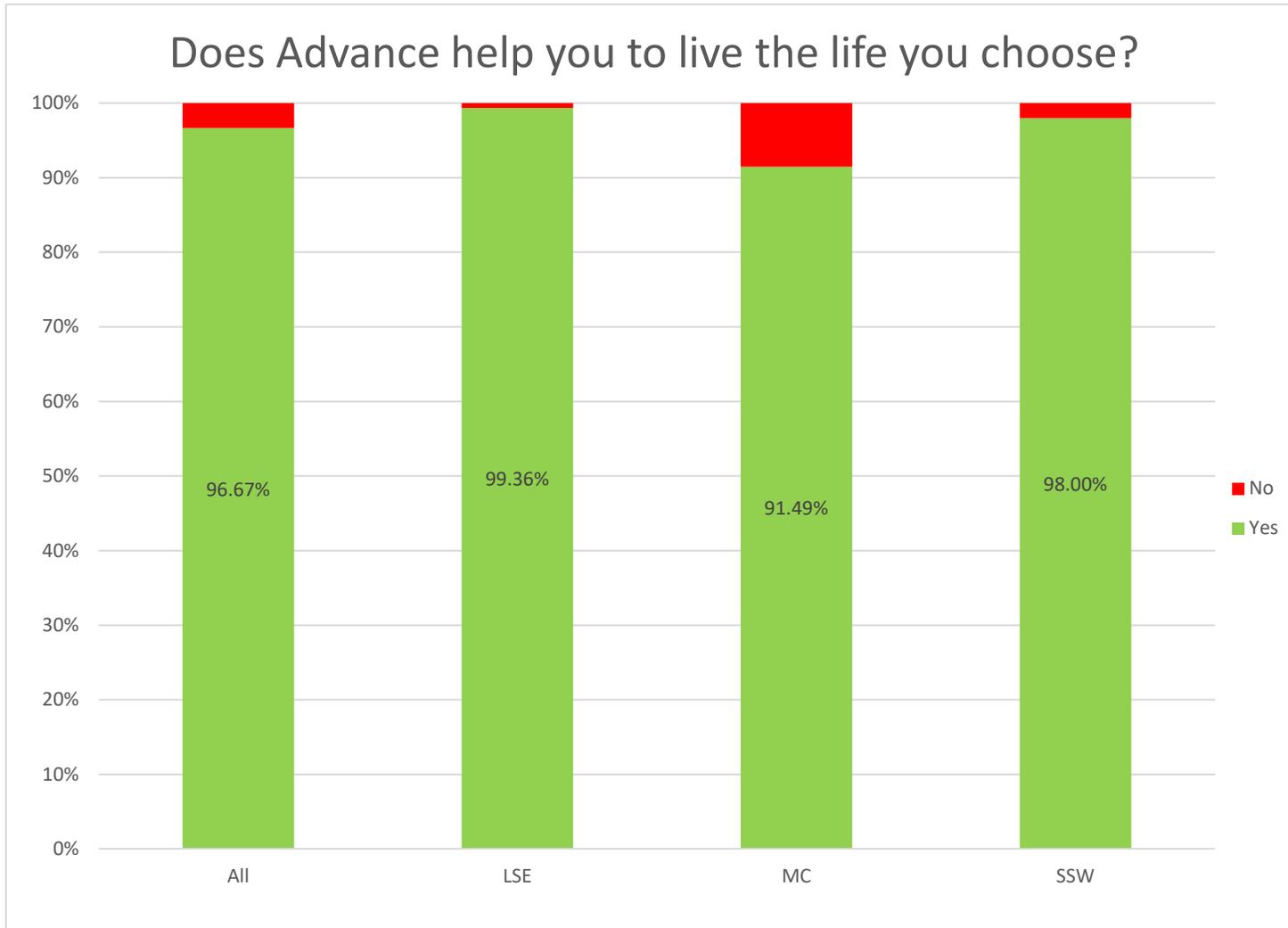
Does Advance respond to changes in your life?



	Yes	No
Learning Disability	94.29%	5.71%
Mental Health Condition	93.24%	6.76%
Physical Disability	85.37%	14.63%
Autism	100%	0%

Customers with a physical disability were least likely to answer yes, and saw the biggest decrease of 14.63% from 100% last year.

Does Advance help you to live the life you choose?

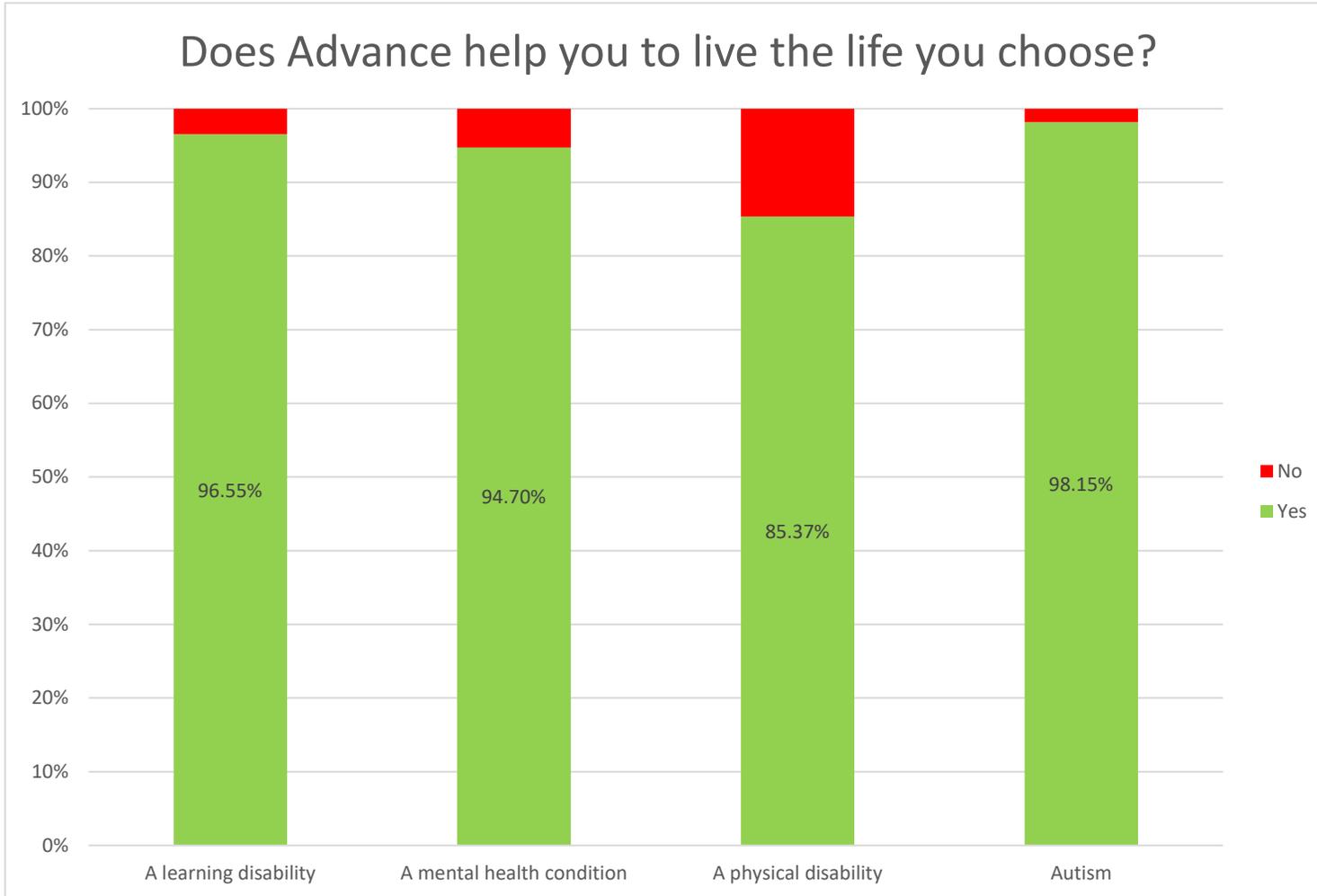


Yes	No
96.67%	3.33%

Overall yes responses have decreased by 1.81% since 2020/21.

'There is a fantastic team & they go they extra mile to help you achieve your dreams.'

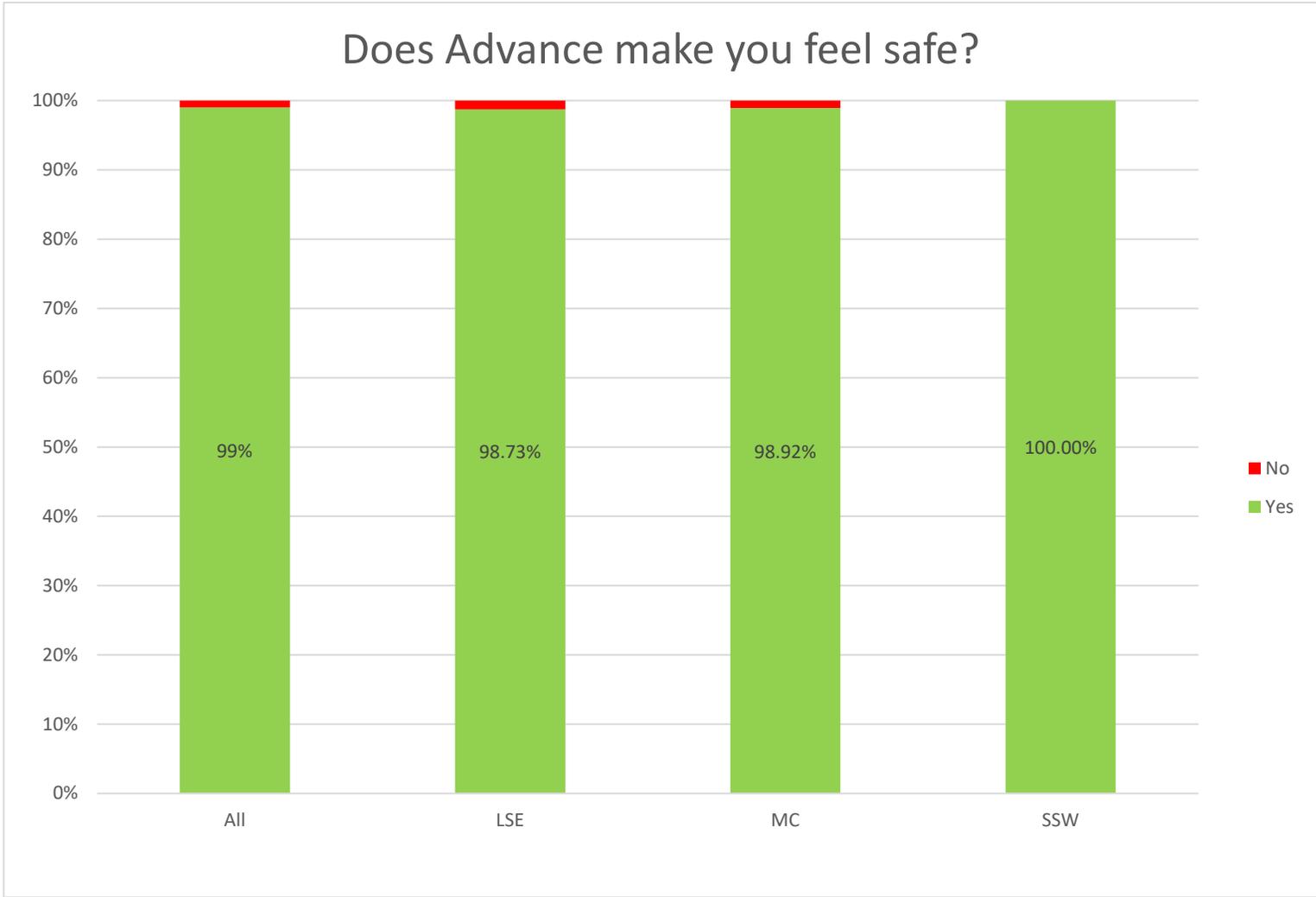
Does Advance help you to live the life you choose?



	Yes	No
Learning Disability	96.55%	3.45%
Mental Health Condition	94.70%	5.30%
Physical Disability	85.37%	14.63%
Autism	98.15%	1.85%

Customers with a physical disability were least likely to answer yes, and saw the biggest decrease of 14.63% from 100% last year.

Does Advance make you feel safe?



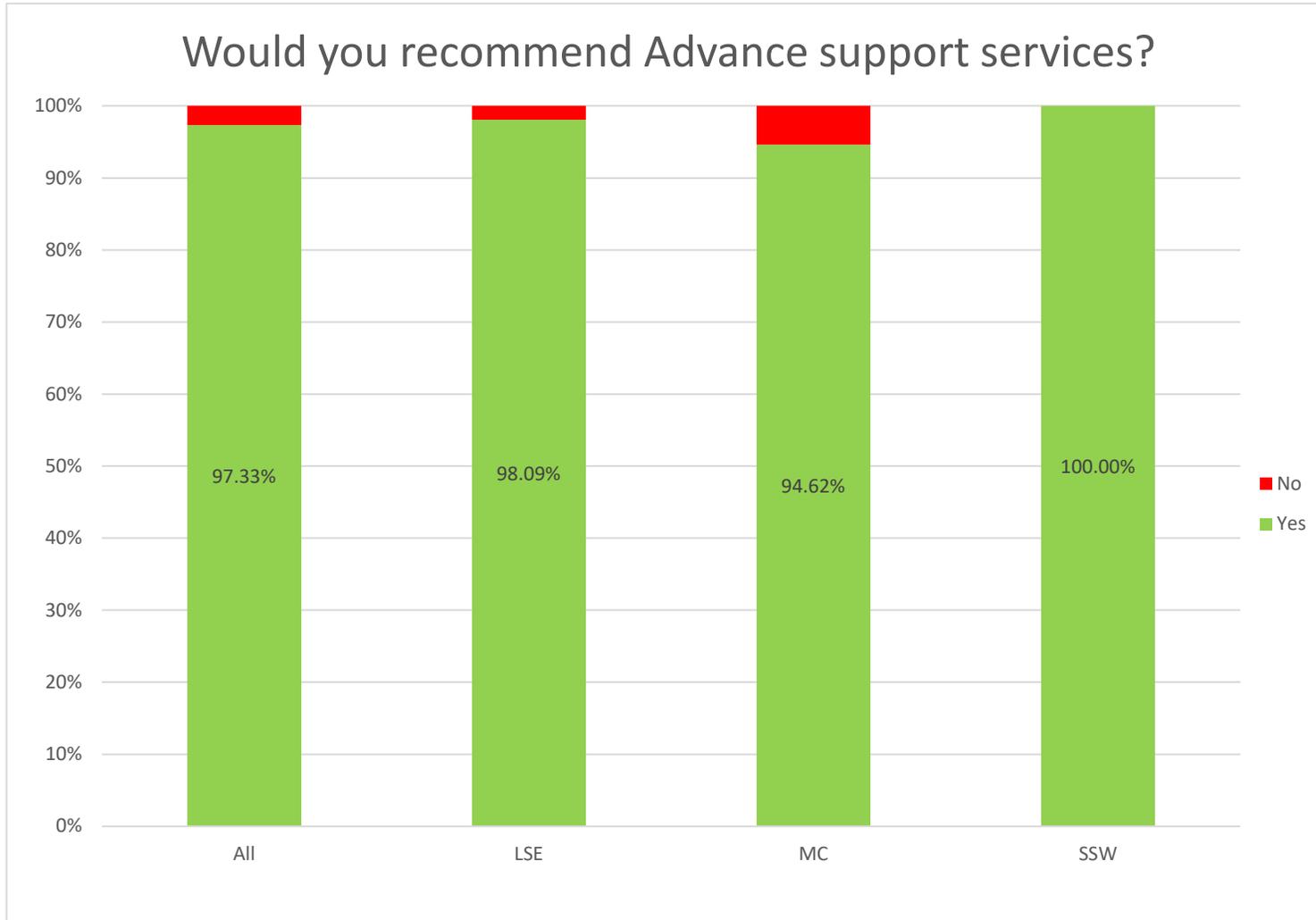
Yes	No
99%	1%

Overall yes responses have decreased by 0.39% since 2020/21.

'I think the support staff make me laugh. I enjoy their company and I feel safe with them when I'm walking'

Recommending Advance

Would you recommend Advance support services?

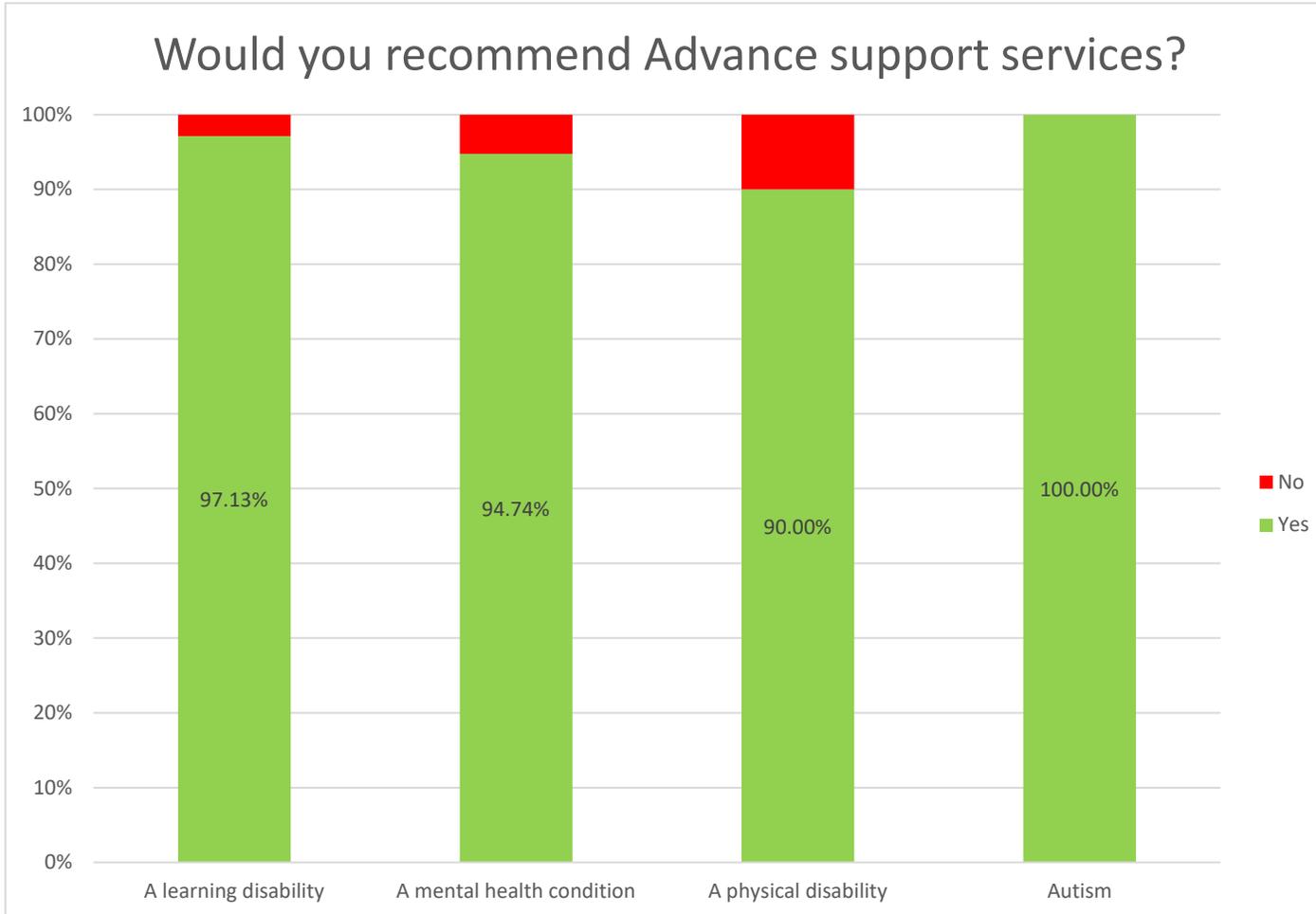


Yes	No
97.33%	2.67%

Overall yes responses have decreased by 1.46% since 2020/21.

'My life feels so much better now I am with Advance'.

Would you recommend Advance support services?



	Yes	No
Learning Disability	97.13%	2.87%
Mental Health Condition	94.74%	5.26%
Physical Disability	90%	10%
Autism	100%	0%

Customers with a physical disability were least likely to answer yes, and saw the biggest decrease of 10% from 100% last year.

Customers with a Learning Disability ∇ 0.81%

Customers with a Mental Health Condition ∇ 5.26%

Responses from customers with Autism were the same as 2020/21

Our response

You said ...

We will ...

Overall, 95% of you are happy with the quality of your support

Check our results against those of other, similar organisations, so that we can see how our services compare to the rest of the sector

Customers with a physical disability are 19.5% less happy with the quality of their support than they were last year

Work with you to understand why people with a physical disability are less happy with our services

97% said we help you to live the life you choose, but this was only 85% for people who have a physical disability

Explore how we can support customers who have physical disabilities to feel that they have more choice and control over how they live their lives

99% of you said Advance makes you feel safe

Celebrate what we are doing well, and share best practice so that we can all keep improving

You said ...	We will ...
97% of you would recommend Advance's support services	Use your feedback to help us to grow our services, so that we can provide good quality support to more people who need it
96% of you feel that we respond to changes in your life	Have more ways for you to share your feedback, and hear how we respond to it, locally. This will help us to be responsive to local changes and challenges
97% of you said that you feel that Advance staff care about you and respect you	Write to all of our support staff to share the results with them and to thank them for their outstanding work