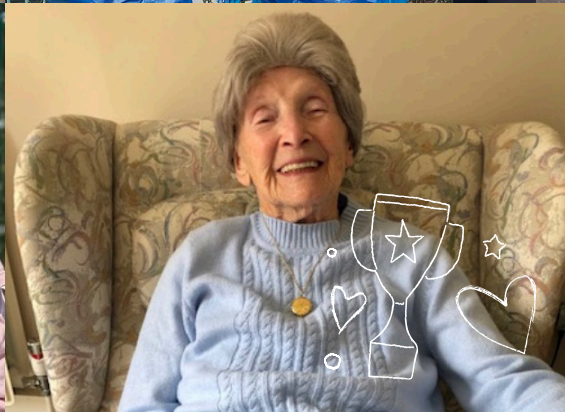


# Experience Survey 2020–21

## Summary of responses







# Thank you to everyone who has contributed to this year's Making Space experience survey.

We know that to provide care and support that is far beyond keeping people safe and supporting basic physical needs, we need widespread insight into what people currently think of our services.

Our experience survey give us an understanding into the positive and negative experiences the people we support may have had with the services we provide. It's of huge value to our organisation and we are always keen to hear your views on how we're performing or could improve. We aim to adapt and evolve based on what people need and want.

I am pleased to say we received 729 responses, 200 more than last year, with an incredible 28 responses received from one service.

We encourage open, two-way communication across our entire organisation.

As well as our experience survey, we have continuous feedback channels through our 'Have Your Say' leaflets available at all our services, involvement forums and groups.

From April 2020 to March 2021 we received:

15 complaints.

28 compliments

On behalf of Making Space, I would like to say a huge thank you to everyone who responded to our experience survey. Whether this has been completing a response, helping to write the survey questions, supporting someone to complete it, or coordinating and promoting the project, we could not achieve this without your time and expertise.

Rachel Peacock  
Chief Executive



# The survey was open from September 2020 to January 2021.

We welcomed opinions from people that use our services, friends and families, partners from other organisations and our volunteers.

A key feature of the survey was the incorporation of Making It Real, an outcomes framework devised by a partnership of organisations led by Think Local Act Personal and Coalition for Personalised Care.

The survey was available online and via a Word document, or PowerPoint with audio description. A number of questions are based on "I statements" from Making It Real and all questions were optional to answer.

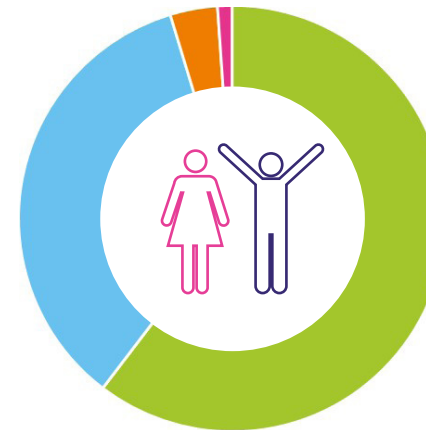
The Co-production team worked collaboratively with many people who use our services and volunteers to help create the survey, led by the Making Change Group – our charity's forum for co-producing improvement projects. High quality feedback and insight helped to improve questions and accessibility.



*\* Supported Housing, Extra Care, Residential Care, and Carer Support were the most represented service types. There were 83 responses where a service could not be identified.*

## I think my service is:

The statistics:



**Excellent: 437 (60.36 %)**

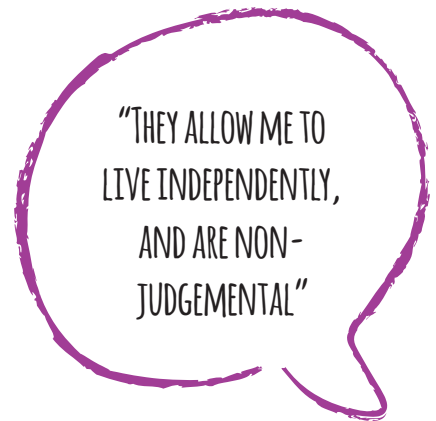
**Good: 253 (34.94 %)**

**Fair: 26 (3.59 %)**

**Poor: 8 (1.1 %)**

724 of 729 answered

What people said:



"Staff take time to listen to me and value what I have to say, and it helps to make a difference"

"Sometimes I feel I am not always listened to, and sometimes I do"

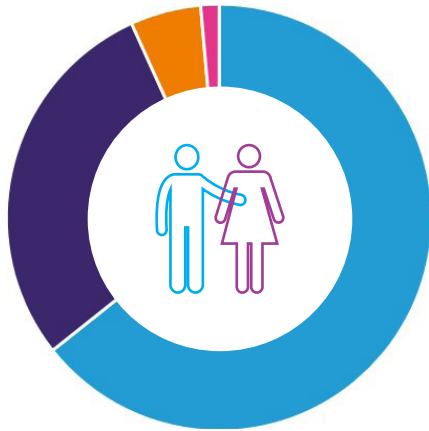
"New staff don't visit when they say they are going to"





## Throughout the coronavirus outbreak, my service has been:

The statistics:



**Excellent: 456 (64.32 %)**

**Good: 205 (28.91 %)**

**Fair: 38 (5.36 %)**

**Poor: 10 (1.41 %)**

709 of 729 answered

What people said:

"EXCELLENT, STAFF HAVE  
BEEN FANTASTIC AND  
ALWAYS KEPT ME INFORMED  
OF WHAT IS GOING ON"

"I have been visited every day and had regular food parcels delivered to my front door"

"Lockdowns have meant missed sessions, however the phone contact has been great"

"No effort was made for my sister to have contact with me during lockdown"

## What do I like about my service? Or how could it be better?

What people said:

"Although some activities are online, these are difficult to access if you are working full-time"

"Always supported through thick and thin, and been supported when close to the edge"

"I enjoy being in my own flat and being able to make a cup of tea, whenever I feel like it"

"I fear those less able to speak for themselves can be overlooked"

"I get help for the things I can't do, and they encourage me to do the things I'm able to"

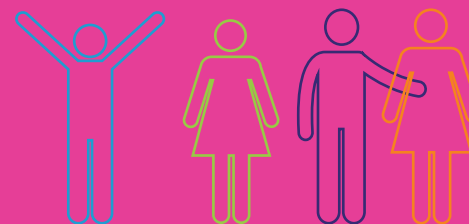
"I like that the team have links to other organisations, and they can support you to access them"

"I like the empathy and non-judgemental support given, Making Space go above and beyond"

"Making Space has not forgotten me, even though I don't have much communication with them"

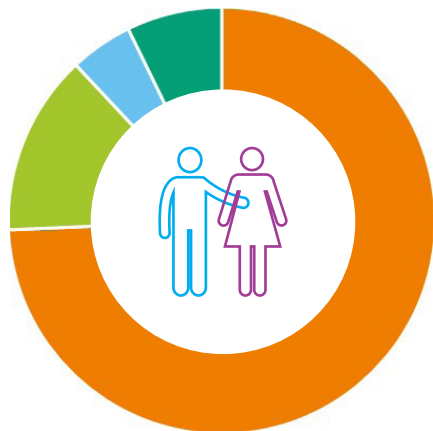
"She seems happy, to the point that she wants to bring a carer home with her at the end of the day"

"They have shown many people how to use technology, and have been extremely supportive"



## Does my service help me to choose what I do by myself?

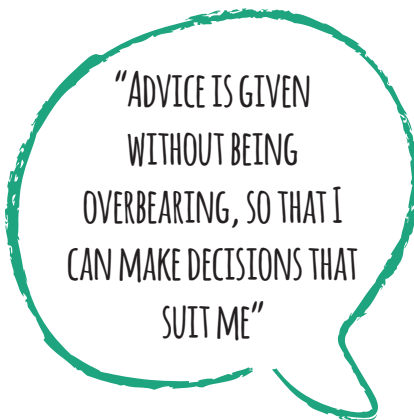
The statistics:



**Yes: 515 (74.31 %)**  
**Sometimes: 95 (13.71 %)**  
**No: 33 (4.76 %)**  
**I don't know: 50 (7.22 %)**

693 of 729 answered

What people said:



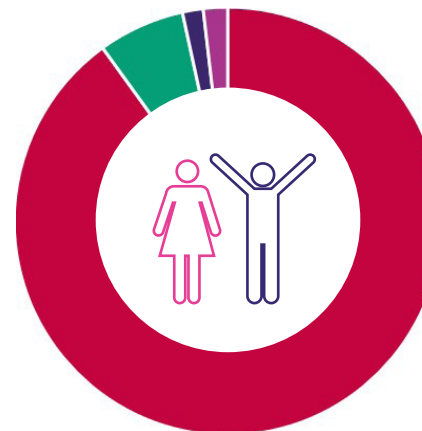
"I don't get any support with my illness, they can only get outside help"

"Sometimes I just need someone to listen, to tell me I am doing well, it takes some of the load off me"

"While communication strategies are available (such as picture books), not all staff use them"

## Does my service make me feel safe?

The statistics:



**Yes: 632 (90.03 %)**  
**Sometimes: 46 (6.55 %)**  
**No: 11 (1.57 %)**  
**I don't know: 13 (1.85 %)**

702 of 729 answered

What people said:



"I can voice safety concerns and they get listened to, and the service has tried to resolve these"

"Staff and tenants communicate well, I feel safe in my flat"

"If CCTV cameras are viewed, nothing is done to follow anything up"

## Does my service help me to choose what I do in my local area?

The statistics:



**Yes : 416 (61.9%)**  
**Sometimes: 116 (17.26%)**  
**No: 70 (10.42%)**  
**I don't know: 70 (10.42%)**  
 672 of 729 answered

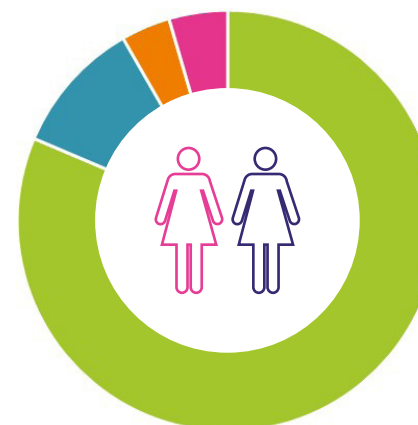
What people said:



"I am trying to become independent, so don't always have staff with me"  
 "No information is given regarding community involvement opportunities"  
 "The carers don't take me out to my appointments, and I don't use services in the local area"

## Does my service and people I know help me to plan my care or support?

The statistics:



**Yes: 560 (81.4%)**  
**Sometimes: 71 (10.32%)**  
**No: 26 (3.78%)**  
**I don't know: 31 (4.51%)**  
 688 of 729 answered

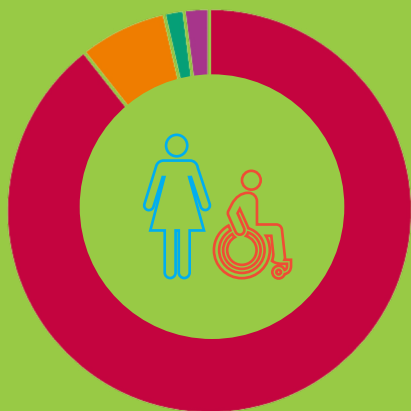
What people said:



"Even though there is a yearly support plan review, no follow up is given to implement my support plan"  
 "I am always involved in my daughter's care plan"  
 "I haven't done a plan for years"

## Does my service keep me up to date, and give me information that I can understand?

The statistics:



**Yes: 623 (89.38 %)**  
**Sometimes: 49 (7.03 %)**  
**No: 11 (1.58 %)**  
**I don't know: 14 (2.01 %)**

697 of 729 answered

What people said:

"NOT ALL THE TIME, ONLY WHEN THERE ARE TENANT MEETINGS"

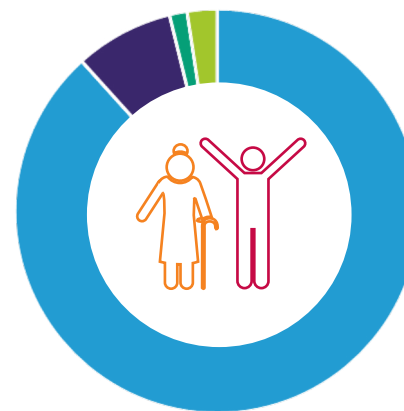
"My support worker always explains letters to me, and prints things in large print"

"This is one of the things I like about my service, everything is explained clearly and in good time"

"Most of the time, but sometimes information is late coming via letter"

## Does my service listen to me, and know what matters to me?

The statistics:



**Yes: 627 (88.31 %)**  
**Sometimes: 56 (7.89 %)**  
**No: 10 (1.41 %)**  
**I don't know: 17 (2.39 %)**

710 of 729 answered

What people said:

"DUE TO TIME CONSTRAINTS AND STAFFING, THEY DO THE BEST THEY CAN FOR THE RESIDENTS"

"My support worker has shown constant support, patience, and encouragement. I am indebted to her"

"New staff don't listen when I talk - they are on mobile phones - they ignore me"

"We are treated as individuals, and we are allowed to express how we feel about everything"



# What next?

The results of this survey will be shared with the Board of Trustees, Executive Management Team, Regional Heads of Operations, all colleagues, people who use our services and respondents to the survey, and any other key stakeholders.

## We will use the results of this survey to:

- Form recommendations with the Making Change Group on actions to take and outcomes to achieve
- Address any areas in our organisation that would benefit from improvements
- Support key elements of our organisation and services, such as recruitment and support mechanisms

The co-production team will relaunch assessments of services to enable the feedback from the survey to be supplemented by timely views from people who experience our services every day.

The use of volunteers will be expanded to look at how any learning from Have Your Say complaints and compliments is being incorporated into service change.

The team will work with services

where we did not receive any responses from the people who use them.

The % of complaints as an overall representation of people supported is also something that will be looked at as part of an ongoing review of the Have Your Say system.

## The survey results are overseen by the Making Change Group. When put to the group, this year the group has agreed that Making Space will:

- Work with services to highlight successes and identify areas of improvement
- Improve the survey's accessibility and increase the number of responses
- Improve the level of insight directly from people we support

Thank you for supporting this survey. As a key stakeholder, you are invited to offer your views to influence the next steps. If you have any feedback or questions, please contact:

### Making Space Co-production team

Email:  
co-production@makingspace.co.uk  
Telephone:  
01925 581777





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