

2022

# People's Survey

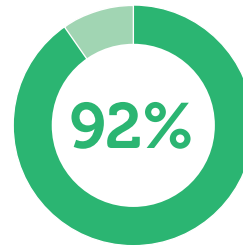


Last year, we asked the people we support to take part in our People's Survey.

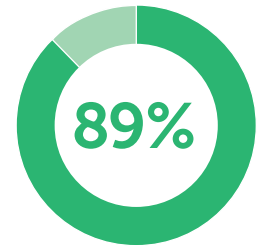
The survey, designed with Unity, has a direct focus on all aspects of the Wheel of Engagement, views on quality of support and quality of life. Unity reviewed the questions prior to release, simplifying further some of the ways questions were asked but all the questions remained the same to ensure like for like comparisons with the previous survey.

The survey was issued in a variety of formats to suit a range of communication preferences.

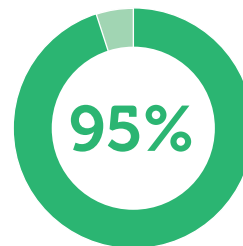
## Highlights



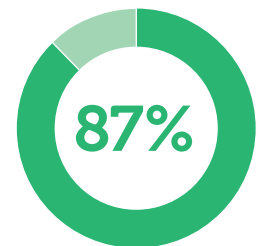
92% of respondents agreed that they were supported well with their **physical health**



89% of people felt that they were supported to **lead their life in a way that is important to them**



95% of people agreed that they were supported to use their **preferred communication**



87% of respondents agreed that they were supported to **understand and cope with their emotions**



Work is currently underway, again with Unity, to look at how we triangulate this feedback with feedback from families/advocates and involved professionals. This is so that where people lack the capacity, or simply don't wish to complete the survey, we already have other feedback to complete to gain a rounded understanding of people's views.



**Key areas** we will be focusing on in response to the survey are:

Spirituality

**60%**

60% of people said they were supported with their spirituality. 71% of respondents said they were supported well with their sexuality. We are increasing the range of accessible resources on the AchieveApp on both spirituality and sexuality. There will also be more emphasis on these subjects on Wheel of Engagement training. These are aimed at enhancing team awareness, to encourage greater understanding of how to support people's needs and increase positive and confident conversations about these topics.

Sexuality

**71%**

Employment

**32%**

32% of people said they were supported to find and keep a job. A significant percentage of people, 54%, said they simply were not interested in working. They felt they were in poor health, or their disability would be a barrier, or they felt they were too old (retirement age).

After discussions with Unity Representatives, we will focus on this during the Driving Up Quality Roadshows throughout 2023 and develop some 'myth busting' resources to encourage more positive thoughts about paid and unpaid employment.



Check out our Maximising Employment guide to see how we are showcasing and supporting with gaining paid and voluntary employment [here](#).

We asked people we support **'What does your team and Achieve together do well?'**

### Listening

“They are good at listening and make sure that every day is a good day. They go the extra mile.”

### Part of a family

“Because everyone feels like a family here and everyone just treats everyone well, Support Workers and people feel like a family to me.”

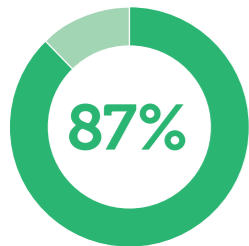
### Understanding

“They are very good at understanding when I need support, such as emotional support, getting me into a routine, staying on task with everyday life skills - cooking, house chores - and support whether I'm making the right decisions.”

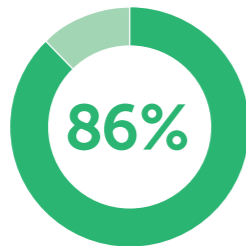
### Supporting independence

“I am happy with my support. They have adapted to my needs they help me to live as independently [as I can] by showing and encouraging me to complete things, and to be brave to try new things.”

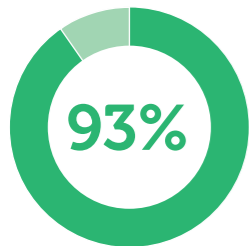
### More survey results



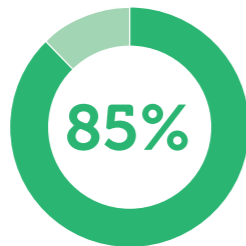
87% agreed that they were supported to have **relationships with family members** that they wanted



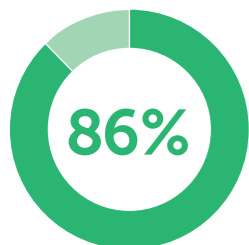
86% of people felt that they were supported well with their **mental health**



93% of people agreed that they were supported to **keep safe** at home, online and in the community



85% felt they were supported to **improve their skills** with daily living tasks



86% of people agreed that they were supported with **hobbies and interests**.

# Good **Support** **Worker** traits

When answering the question 'What do we do well?', people used the following traits to describe the team members they liked:

**Reliable**

**Feels like family**

**Nice**

**Makes me laugh**

**Chosen by me**

**Friendly**

**Helpful**

**Fun**

**Kind**

**Caring**

**Happy**

**Supportive**

**Well-trained**

**Similar interests**

**Approachable**

**Great rapport**

**Patient**

