



JUST HOW IMPORTANT IS THE SUPPORTING PEOPLE PROGRAMME?

The significance of the programme as analysed from the Flintshire Supporting
People Feedback Questionnaire responses



THIS IS A SNAPSHOT OF ALL RESPONSES RECEIVED
FROM DECEMBER 2018 TO MARCH 2019

The Questionnaire:

The North Wales Supporting People Regional Collaborative Committee (RCC) placed an online questionnaire out to all those using the Supporting People programme, this Questionnaire went live from December 2nd 2018 and this analysis covers data from December 2nd 2018 till March 31st 2019.

This data covers Flintshire's data only. The below table shows the amount of people who have completed the survey from each authority, however the data in this analysis solely focuses on Flintshire's.

Amount of submissions from each local authority area:	
Anglesey	23
Conwy	73
Denbighshire	7
Flintshire	75
Gwynedd	38
Wrexham	26
Grand Total	242

Throughout this analysis there are quotes directly from those completing the questionnaire in their own words that may be difficult for some to digest, there are also uplifting testimonies about the services they have received throughout this read.

The Questionnaire is still live, however from April 1st 2019 a new version went live, with a few minor amendments to ensure the RCC was responding to feedback. The Questionnaire is online for people using Supporting People services to give their feedback on the support they are receiving, this analysis covers the responses submitted during December 2nd 2018 up to the 31st March 2019.

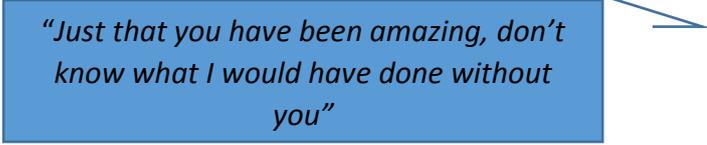
Only one question was mandatory and that was which local authority do they live in, all other questions including the equalities data were non-mandatory, therefore although 75 responded in Flintshire during this data period not all questions will be broken down by 75 responses.

The questionnaire then asked one a question about the Provider, and that is whether the support they are receiving is floating support or in supported accommodation, an example of floating support was given to guide their answers. The breakdown from this is as followed:

	Count of Do you receive support in supported accommodation or do you receive floating support?
Floating support	21
Supported accommodation	26
Grand Total	47

From April 2019, the questionnaire will include a question asking to state which Provider they are receiving support from, this will be of use for the local Supporting People teams for their reviews and for local authorities to flag any issues with the Provider or showcase the positive feedback more widely.

Furthermore, where we asked “any other comments” the majority were using this space to give their thanks to the providers; which they named.



“Just that you have been amazing, don’t know what I would have done without you”

For Flintshire, when asked “Do you have any other comments” the responses given were:

- *Really happy with the help and support, all the staff go beyond their job role to help you achieve the goals ahead of you, couldn't have asked for better support,*
- *The person they have in the male refuge is perfect for getting us to do things*
- *The support I have been given has been absolutely amazing, without it I don't know where I would be??*
- *Greenbank Vilas is second to none. Recommend that anyone offered a place here grab it with both hands and make the most of the opportunity.*
- *Very happy with the support and help I am receiving.*
- *I would like to say a big thank you as mine and my family's life has changed for the better and couldn't be happier.*
- *very grateful for service a lot more people need to know about how they can help*
- *The support I have received since being here has made me a more confident person*
- *This service has been provided for my brother who has learning and social skill limitations so I have completed this survey on his behalf. Through the dedicated help that has been provided a new lease of life and is now in a position whereby he can sustain a relatively normal form of independent living. This would simply not of been possible without the assistance of this service*
- *The project has given me a chance to re-start my life with my family*
- *much needed service especially with this universal credit which is hell and does not help people in work on low pay and hours*
- *very helpful*
- *Just that you have been amazing, don't know what I would have done without you*

Outcomes Achieved

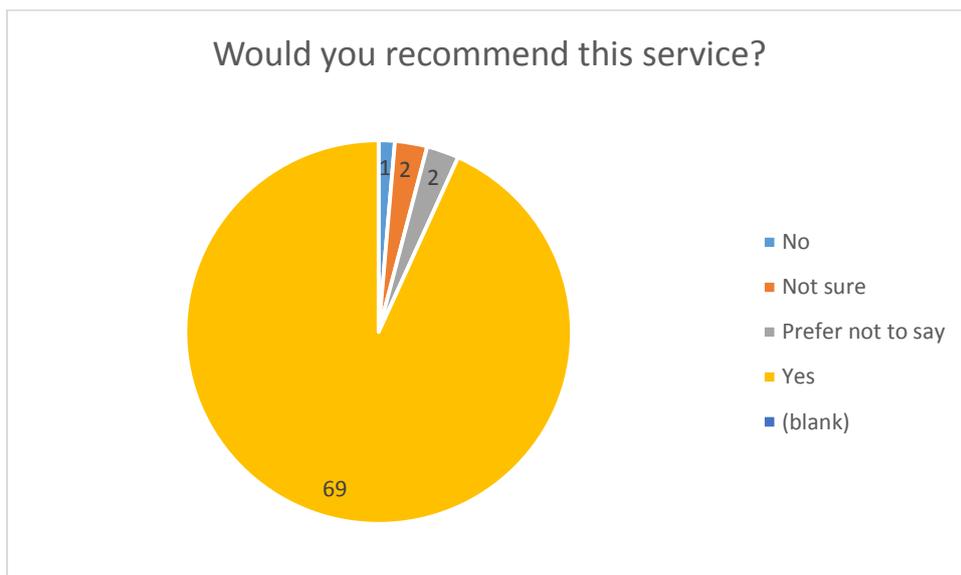
The following table is based on the Outcomes Framework of the Supporting People programme which fundamentally is the values and principles of what the Supporting People sets out to do. For each Outcome area we asked to state whether this outcome has been achieved, not achieved or if they are still on the way to achieving this goal.

As previously stated they are given the choice to state if they would prefer not to say and some have chosen not to disclose this information.

	No	On the way to achieving	Yes	Prefer not to say
Has the support helped you to manage and maintain your accommodation?	4	10	61	
Has the support helped you to manage your relationships e.g. with family members	12	12	49	2
Has the support helped you feel part of the community?	10	11	50	1
Has the support helped you to manage your finances?	1	17	51	1
Has the support given you the opportunity to engage in education and learning?	24	12	35	4
Has the support given you the opportunity to engage in paid employment / voluntary work?	25	20	23	6
Has the support helped you feel physically healthy?	18	8	46	3
Has the support helped you feel mentally healthy?	8	14	2	50
Has the support helped you to lead a healthy and active lifestyle?	14	9	47	4

*From April 2019, the Questionnaire will include a question to ask did they want support for engaging in paid employment / voluntary work, as this has come back high the amount who answered 'no', also the Outcome area 'feeling safe' will also be added to this section of the Questionnaire.

What did they think of the service?



93% would recommend the service they have received in Flintshire

Quality of Service

We asked to rate the quality of the service received, a lesson learnt here is 'Excellent' should have been added as again the question "Any other comments" those completing the form were using this space to state the Provider is excellent and handwritten responses some had wrote on it excellent. Positive feedback for North Wales as not one answered poor or very poor. The questionnaire will be updated in April 2019 to add "Excellent" in as an option.

	Count of How would you rate the quality of the service you are receiving?
Average	2
Good	18
Very Good	55
Grand Total	75

We asked 'where would you be if it wasn't for this service'. A lot of the responses you will read on the next page were duplicated, 59 people completed this question. sadly 3 people out of the 59 that gave an answer to this question said they would be **dead**, 6 said they would be **mentally ill**, 14 said they would still be on the **streets or homeless**, 10 would still be **sofa surfing**, and 3 would still be in a **B&B**.

14 out of 59 said they'd still be street homeless without the service

Where would you be without this service?

i would be homeless or still accepting the abuse in my previous relationship	I'd be homeless or dead	I would be homeless, destitute and probably dead
I would still be sofa surfing, with poor mental health	I was sofa surfing at my mums and the home was over crowded	deep depression
Sofa surfing with my baby	under supervision in a mental health facility	On the streets somewhere

Full list of responses:

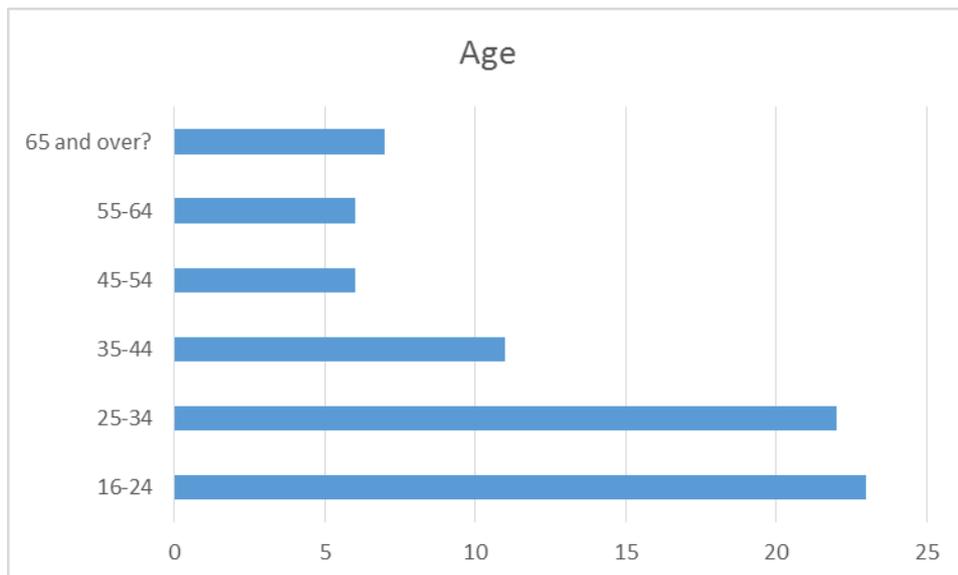
- seriously mentally ill and homeless
- i would be sleeping on people sofas, and not feel safe and supported

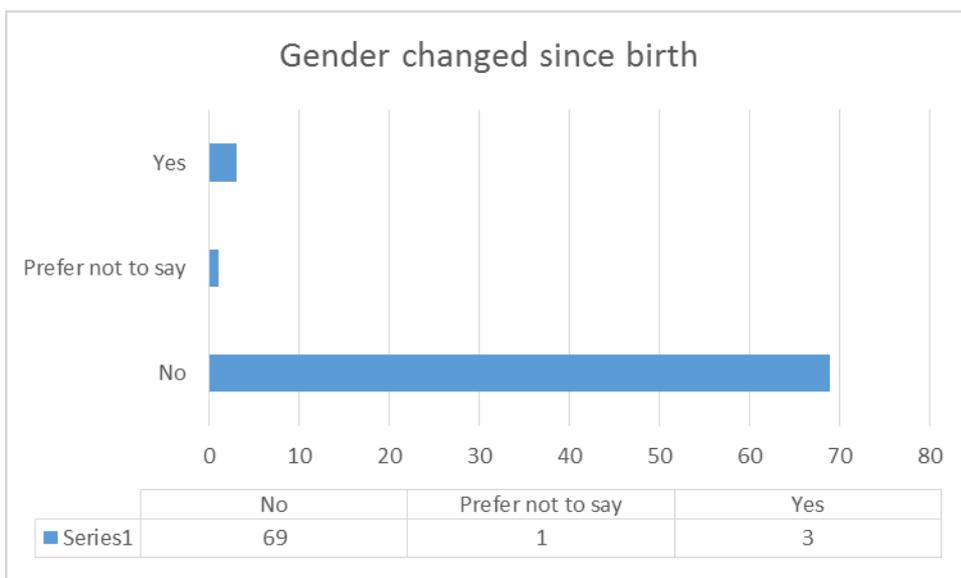
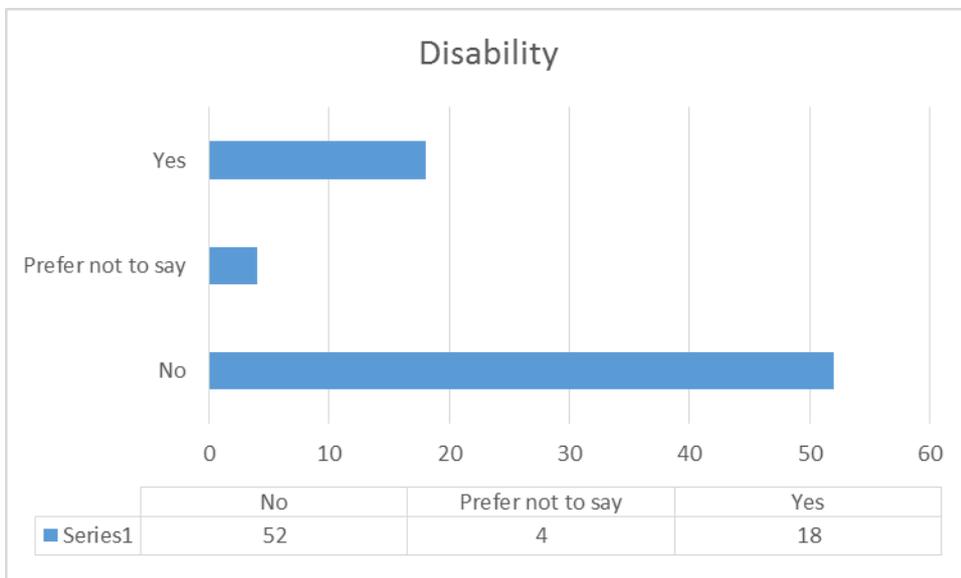
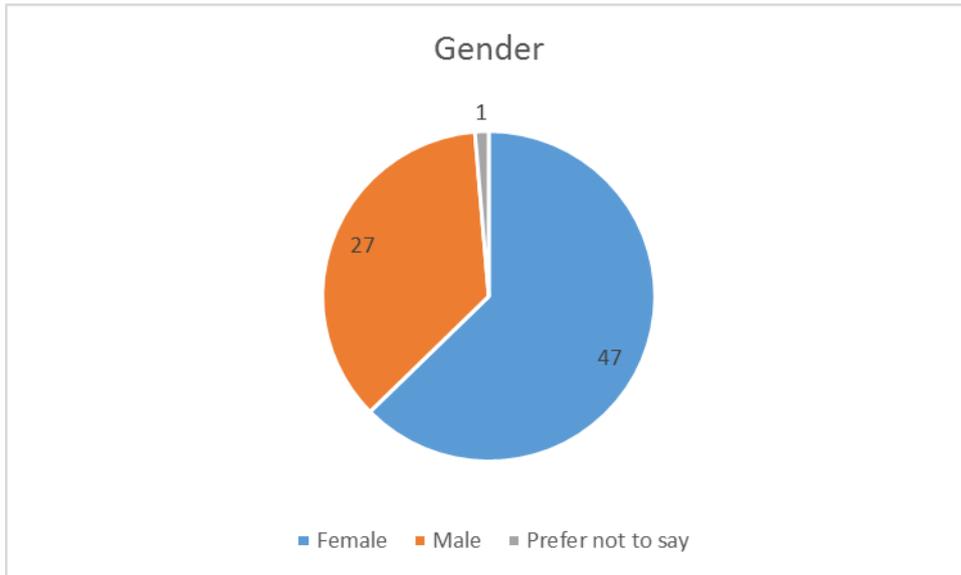
- I'd be homeless or dead
- i would be homeless or still accepting the abuse in my previous relationship
- Really don't know, couldn't have coped without ODEL. Probably in more debt and at risk of eviction
- I would still be in a B&B provided by FCC with low level support which would not be good for my mental health and other health conditions.
- I would be homeless, destitute and probably dead
- I would still be sofa surfing, with poor mental health
- I would still be in a bad way with my mental health because of the state of the accommodation myself and my family had to live in and didn't know which way to turn.
- On the streets
- Street
- sofa surfing
- Don't Know
- The support has given me opportunity to start over again and out my life back together
- If I had not been accepted onto this project I would have been on the street as I had rent arrears to the local authority.
- Homeless living in B&B.
- This has given us an opportunity to have a family home together rather than living with parents .
- They have given me an opportunity to start over
- I was sofa surfing at my mums and the home was over crowded
- The house that I was living in the landlord wanted his home back and I would have been in bed and breakfast
- Support is very helpful
- deep depression
- hate to think
- struggling
- I don't know in a mess
- I am in this hostel but I don't like it I would rather be in my own flat ,the staff are fine but I just hate being placed here
- When I arrived at the hostel I was in a bad place I suffer bad mental health and I plummet very quickly The staff have always helped me and get me the help that I need
- I would probably sofa surfing or living on the street
- I am not sure
- Having this support allows me to do my volunteer job rather than just sitting at home. I am very passionate about my 'changing places' campaign and the support enables me continue with this.
- Staying on mums sofa
- Homeless
- In a refuge in Llanddudno
- Cotton Hall, Chester
- On the streets
- still struggling with things at home with mum.
- I don't really want to think about where I would have been without the support that this service has provided. I can't thank the staff and department as a whole enough. Their

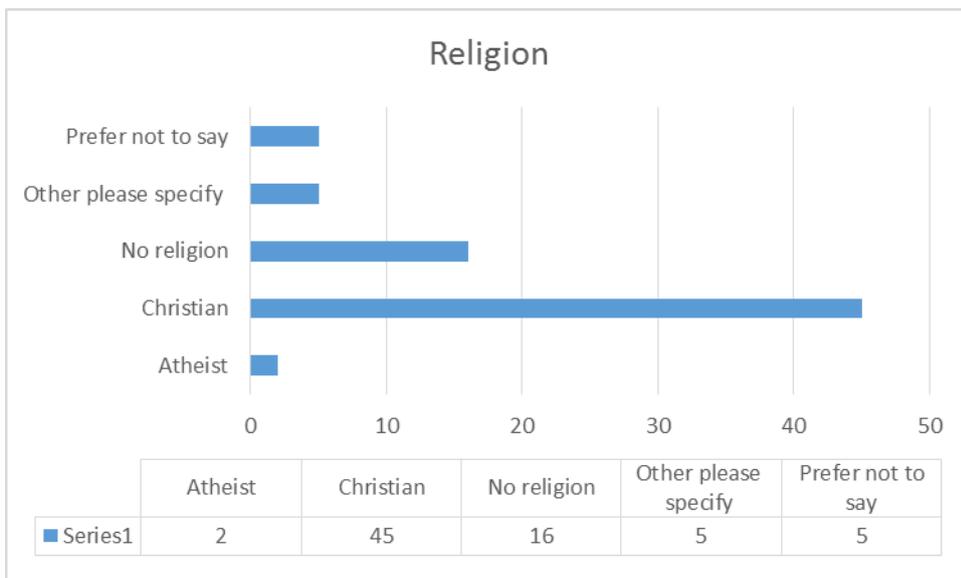
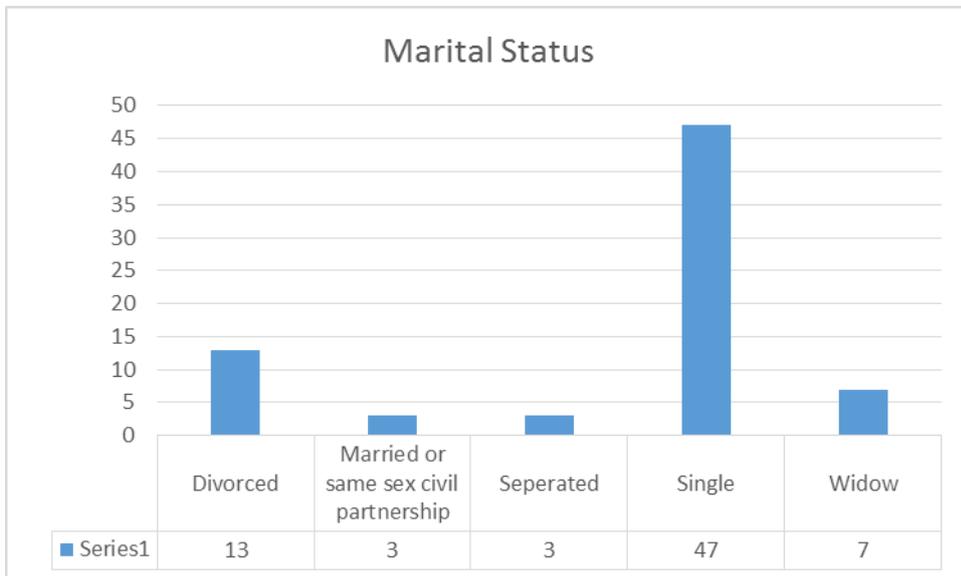
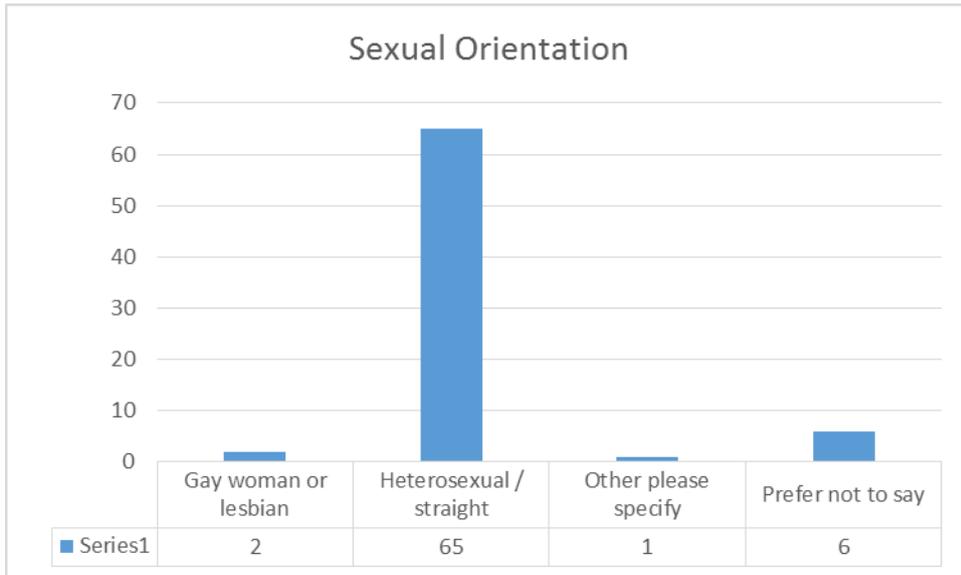
dedication and genuine commitment to help make a difference should be applauded and commended.

- Either at my mums or still with my abusive ex
- I would be sofa surfing at my mums
- I was evicted from my last property due to my landlord wanting to have his property back
- Staff have been great with me and my children
- Sofa surfing with my baby
- on the streets
- homeless
- I would be sofa surfing
- under supervision in a mental health facility
- Homeless, Sonia has helped me out from day 1, I honestly couldn't be more grateful
- Probably be homeless with life ruined SP - Accommodation Support Officers
- I would have insufficient advise. excellent support from Sonia SP - Accommodation Support Officers
- Client said they wouldn't know where else to go for support, as previous client.
- I probably wouldn't be able to afford to go to day care two days a week.
- I wouldn't be feeling as confident and as aware of services.
- In a lot of arrears
- Staff have helped me get back on track with my life
- I would be suicidal because I would have been evicted
- lots of debt
- Possibly street homeless?
- Sofa surfing!
- On the streets somewhere

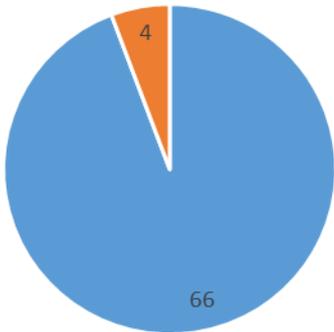
Equalities Data





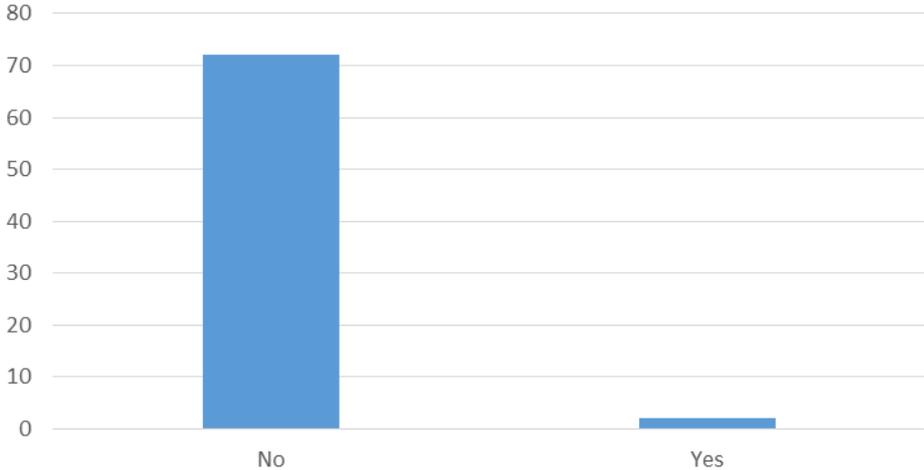


Are you pregnant?



■ No ■ Yes

Do you provide unpaid daily care?



Preferred Language

