

## Family Survey Feedback

In 2016, a survey was disseminated by post and online link to all families, examining satisfaction with different areas of service provision. There were 190 completed surveys returned, 7 of which were completed online.

Area/ Issue	Positive Feedback	Suggestions for Improvement	Priority Key Service Responses (Person Responsible: Senior Management Team. <b>Dates for Completion/ Status:</b> Noted in bold below)
<b>Overall Satisfaction</b> with service provided	<b>83.5%</b> were Satisfied Some comments: SU enjoys the service Would be lost without it Staff do great work Very well looked after Happy and content family member	Staffing Levels / Cover More Respite More Activities Therapies (Children's Service in particular) Support for Transitions Forums for discussion	Applications made to the HSE for additional funding for staffing, clinical support and respite, <b>(Done, July 2017)</b> Further applications being made on a continuous basis, <b>(Ongoing)</b>  Continue to develop opportunities for discussion with service users, families and staff, <b>(Ongoing)</b>
Satisfaction with type of <b>work / activity</b> your family member does	Of those who answered (162) <b>84%</b> were Satisfied	Offer more daily activities and work options	Reorganise supported employment services and programme activities to ensure increased effectiveness, <b>(Done, July 2017)</b> Offer additional centre based and community based activities in 2018, <b>(Ongoing)</b>
Satisfaction with <b>Training &amp; Education</b> your family member does	Of those who answered (136) <b>84%</b> were Satisfied	More training and education needed More reading / writing classes needed Too much travelling between venues for some SU's	Develop more centre based training and education opportunities. Develop more community based training and education opportunities for those who want them, <b>(Ongoing)</b>
Satisfaction with the use your family member makes of his/her <b>Leisure Time</b>	Of those who answered (151) <b>77.5%</b> were Satisfied	More staff needed to facilitate extra activities Service could be more proactive organising activities More School holiday camps (Children's Service)	Explore a Bray Laker type social service where service users can access activities and decrease 'down-time', <b>(By March 2018)</b> Develop more children's camps/ out of hours activities, <b>(Ongoing)</b>

Satisfaction with the <b>Residential Service</b> your family member receives	Of those who answered (85) <b>90%</b> were Satisfied	Resources required Double cover staff needed Need for service/ HSE to plan ahead more	Applications made to the HSE for increased funding for additional residential supports, <b>(Done, July 2017)</b> Further applications being made on a continuous basis, <b>(Ongoing)</b>
Satisfaction with the <b>Respite Service</b> your family member receives	Of those who answered (68) <b>70.5%</b> were Satisfied	Ensure all families who need respite can access same Increase resources	Applications made for enhanced funding from the HSE, <b>(Done, June 2017)</b> . Further applications being made on a continuous basis, <b>(Ongoing)</b> Offer alternative respite options to people who don't want to use existing respite services, <b>(By October 2017)</b>
Satisfaction with the <b>Communication</b> you have with the service	Of those who answered (176) <b>82%</b> were Satisfied	Include email / text / newsletter options Organise more parent meetings Give more notice for meetings Update website information Improve information consistency Clear staff voicemail boxes more regularly	Increase opportunities for families to meet staff, <b>(Ongoing)</b> . Develop and maintain an accessible service website, <b>(Done, July 2017)</b>