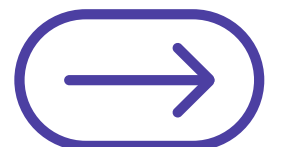


# Stakeholder Feedback Survey

July 2025

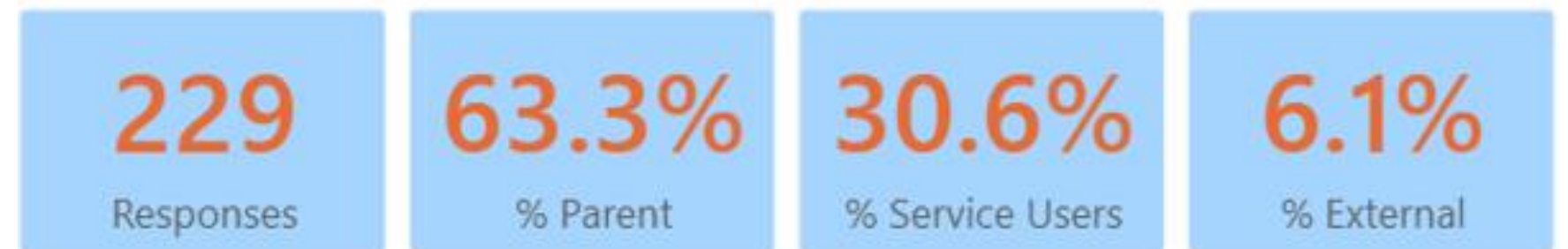
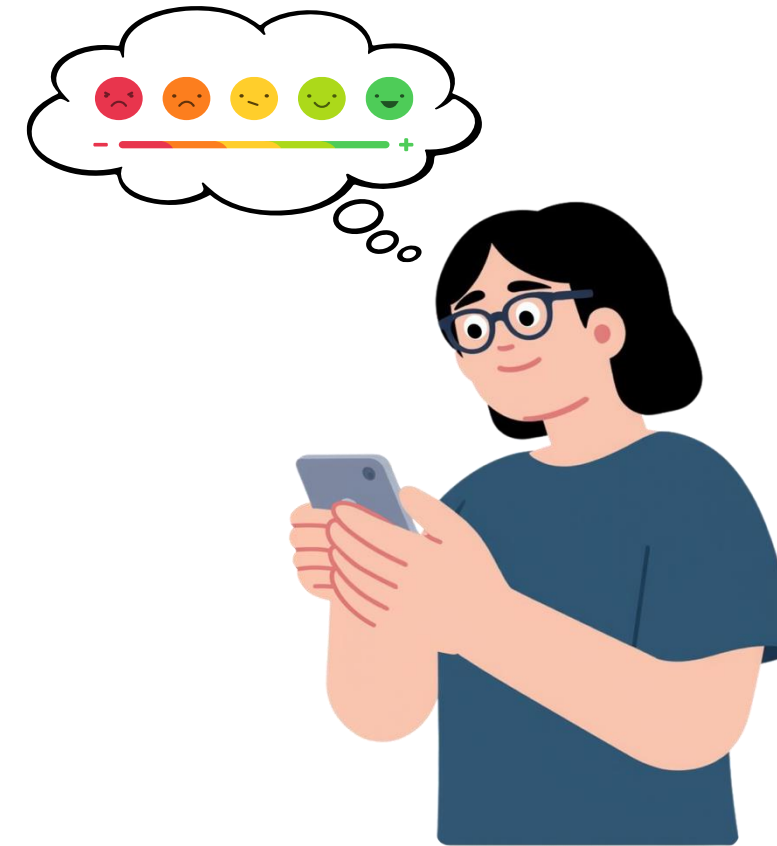


# Thank you

229 people participated in last year's Together Trust anonymised survey. This included:

- 145 parents
- 70 service users/people we support
- 14 people from external agencies

Your feedback is much appreciated and helps us improve our services. We will be repeating this exercise later this year



# Responses



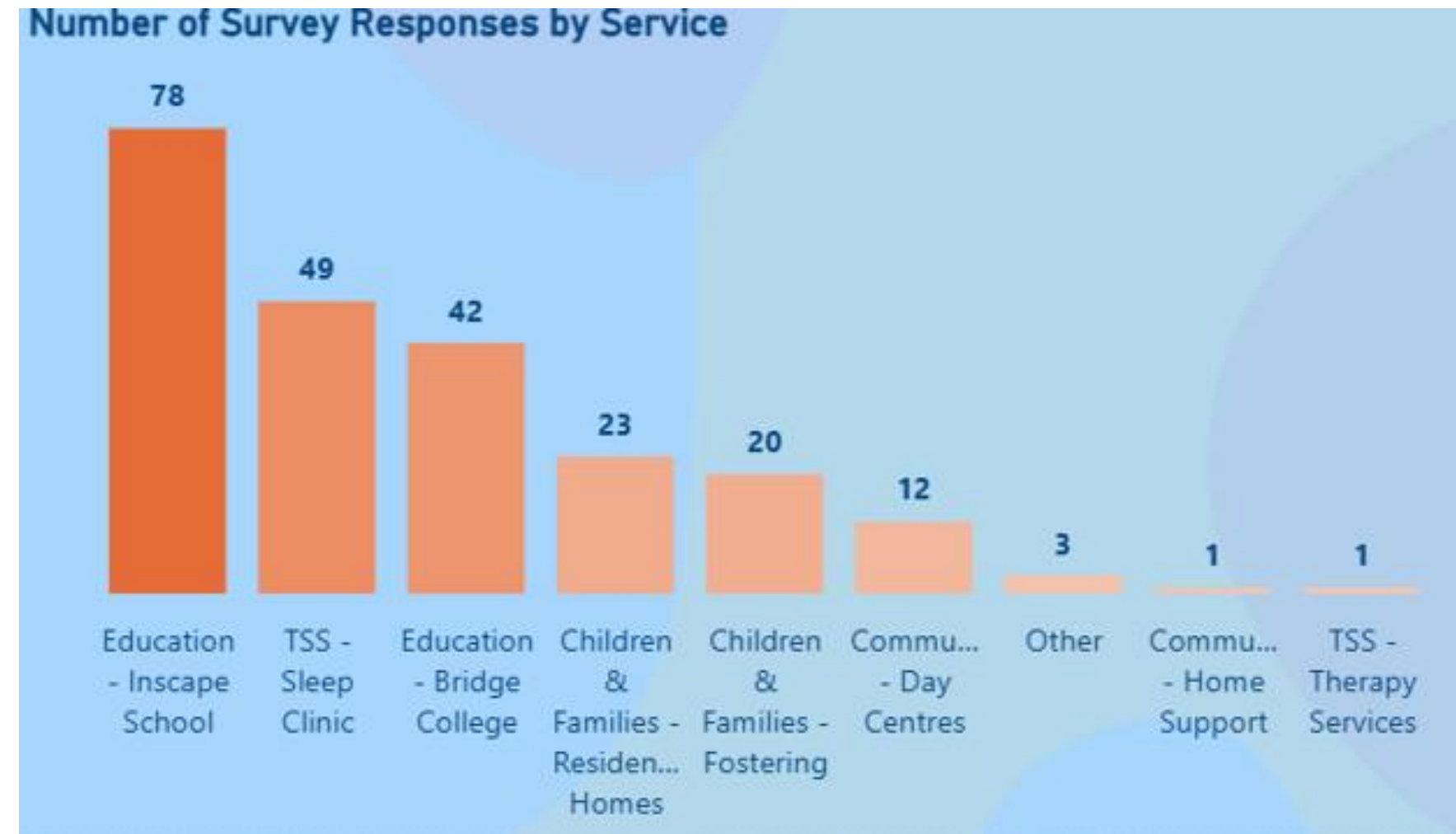
Trust-wide results

The 229 people who responded were from across the various services we provide.

The highest response was from Inscape School, from where we received 78 responses in total.

This was followed by our Sleep Clinic, 49 responses, and Bridge College, where 42 responses were submitted.

Our services vary considerably in size, and as expected, the larger ones received the highest level of response



# Scores

Participants could score questions from 1 to 5.

- 1 = 20%
- 5 = 100%

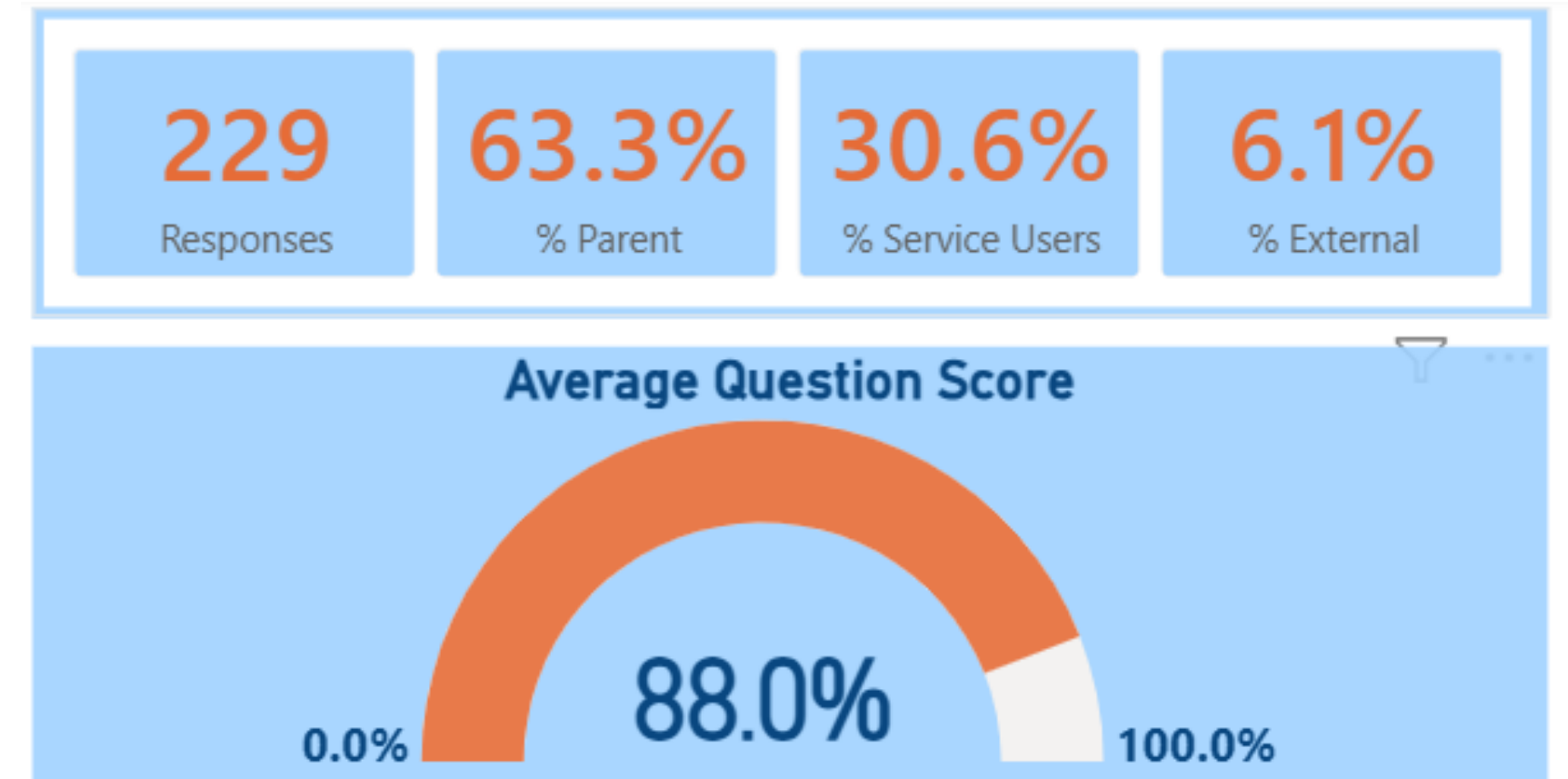
The average score across all services combined was 88%

This score is made up of an average response score from each group of :

- Service users/People we support 87%
- Parents/Carers 89%
- External agencies 91%



Trust-wide results



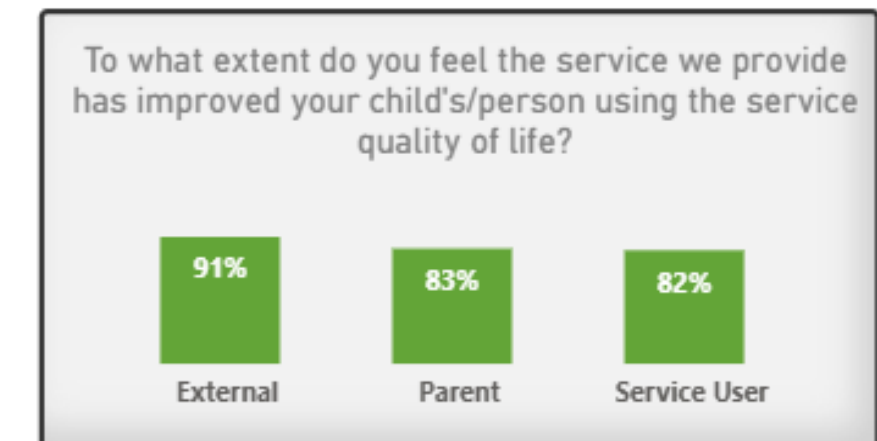
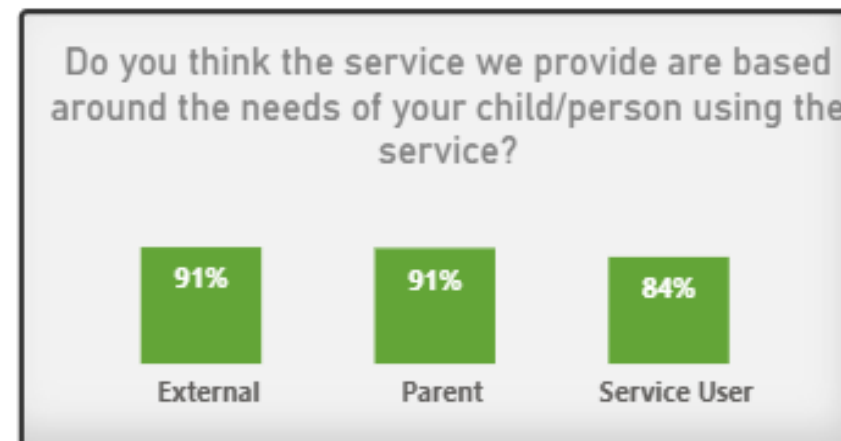
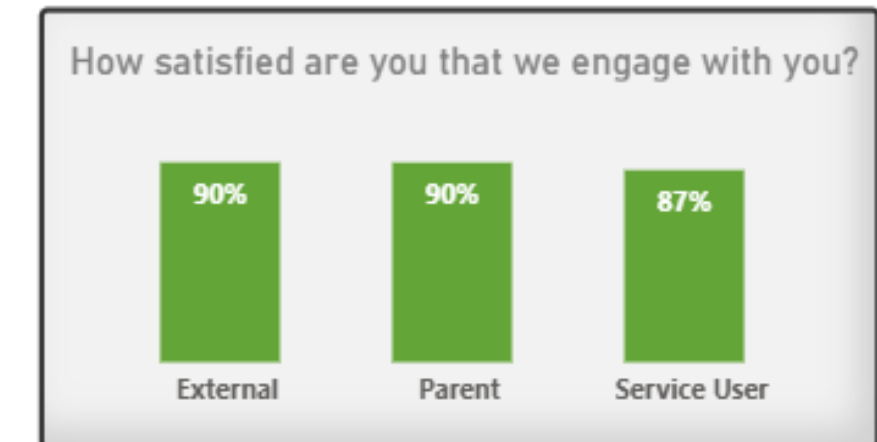
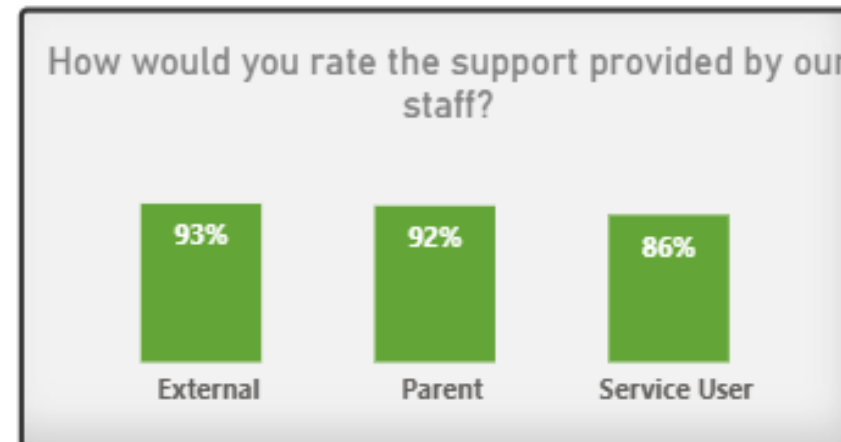
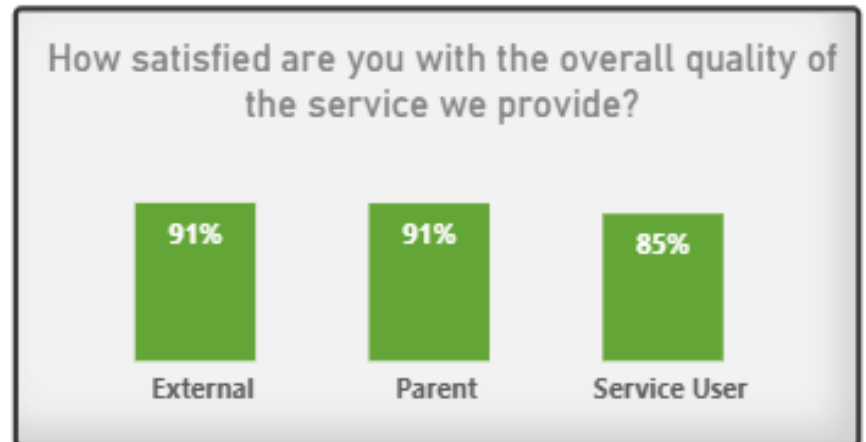
# Scores

The average score across all services was 88%, however, the response score varied for each question and for each group

The highest scored question was 'how would you rate the support provided by our staff' which had an average scored of 90%



## Trust-wide results



# Scores



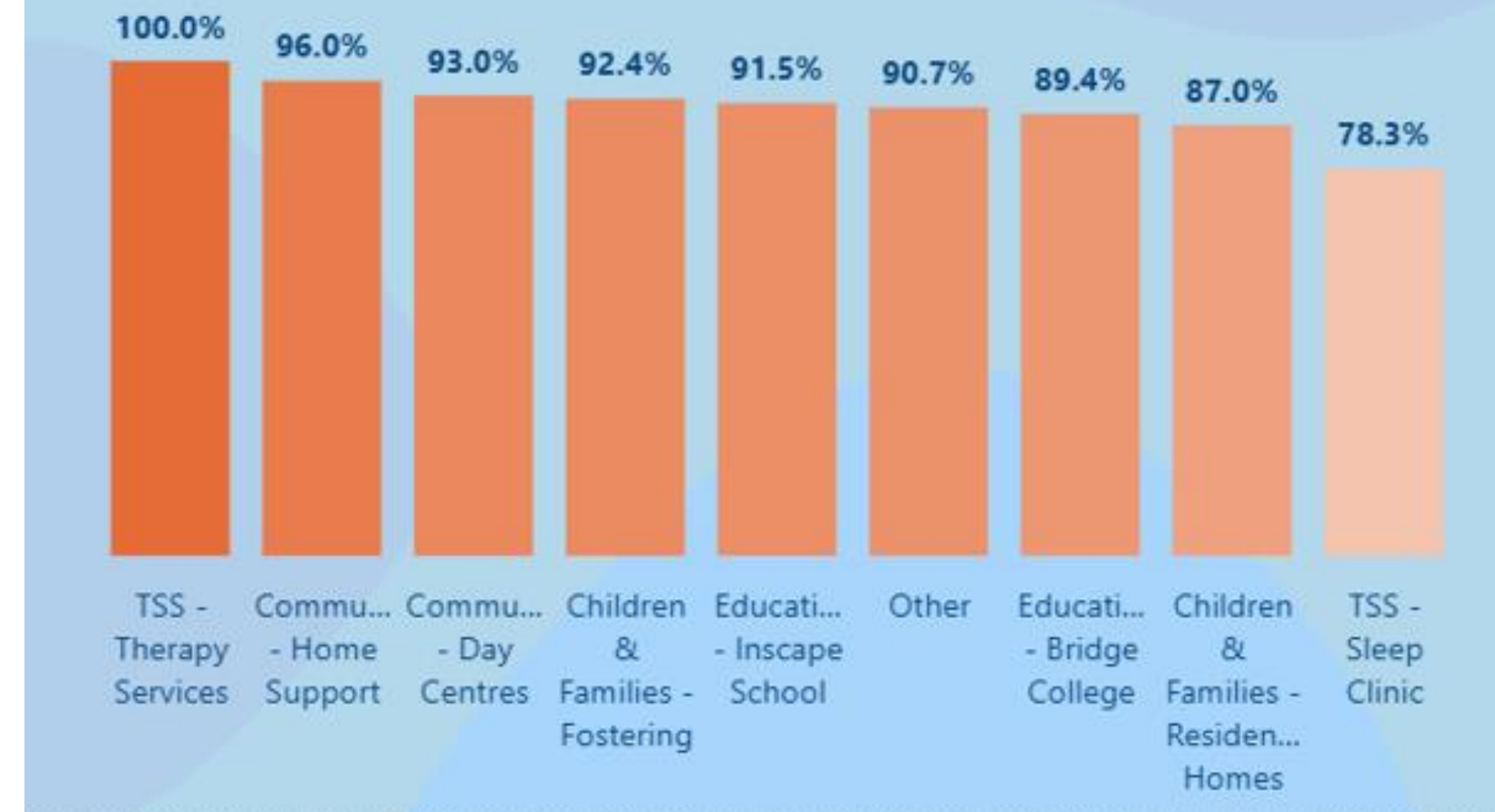
## Trust-wide results

The average score across all services combined was 88%

Whilst all services scored well, Personalisation & Community Services scored very highly as did our Fostering Service and Inscape School.

Whilst Therapy & Specialist Support (TSS) scored an impressive 100%, it only received one response, so this must be taken into account.

Survey Responses by Service



# Scores

In addition to the 5 questions scored 1 to 5, we asked one Yes or No question regarding your child's safety/safeguarding.

Across the Trust only 2 responses were recorded as 'No', less than 1%, with 4 responses being 'didn't know/didn't understand the question'. Both 'No' responses were from the people we support.

Whilst this is a concern, we can assure you that safeguarding is an important part of our work. This includes personalised workshops to address current safeguarding issues such as online safety and knife crime.



## Trust-wide results



# Feedback

Trust-wide results

In addition to the 6 questions, we provided a single non mandatory feedback option. Thank you for the many positive and heart warming comments you provided. A small sample is provided, below

My son goes to school every morning with joy. He is learning many things that help him in his daily life. The contact with the teachers is very good. It is a wonderful school with dedicated teachers and high standards of positive values.

Our son is supported and gains from lots of opportunities he would not otherwise have had

Inscape School has simply changed my child's life! He is happy, thriving, participating and wanting to explore and learn. He feels safe and extremely settled. We are bursting with pride with how much he has transformed since starting at Inscape. The staff are incredible and really focus on his interests. We are so happy. Thank you Inscape.

We have finally found the College that understand and help my daughter no end. The staff are fabulous the way they are with the young adults, I could not be happier.

The staff at Newbridge are ALL really supportive and caring. Newbridge plays a huge part in our lives & we are extremely grateful our daughter can attend.

I am always impressed with the staff at Pocket Nook. The service and care they provide is exemplary. In addition, the warmth of the support provided to the children in their care is heartwarming, consistent and delivered to the children and their personal individual needs. Staff are extremely professional.

# Feedback

Trust-wide results

Whilst the majority of comments received were very positive, we have identified two themes where concerns were raised. We have listened and acted

## You said...

You said how great staff were with the children and the high level of care the children received, however, you were concerned about potentially high staff turnover.

## We did...

We regularly monitor staff turnover and on the whole levels are quite low (4% p.a turnover, compared with a DoE ave. of 9%). We also regularly survey staff to measure satisfaction levels to ensure proactive actions can be taken, if required.

In addition to offering a competitive salary and benefits we have recently reviewed and improved other staff benefits. These include long service rewards, a staff reward scheme and health & wellbeing benefits.

## You said...

You said that whilst the support your child receives was generally very good, you were concerned about what happens when your child leaves the Trust.

## We did...

We are focused on promoting independence and teaching life skills to equip our young people to face life's challenges.

To further support your child after they leave us, we have recently launched Together Futures which offers partnership, supported internship and work experience opportunities.

We also have Community Day Centres available to our young adults.