

Survey Feedback

July 2025

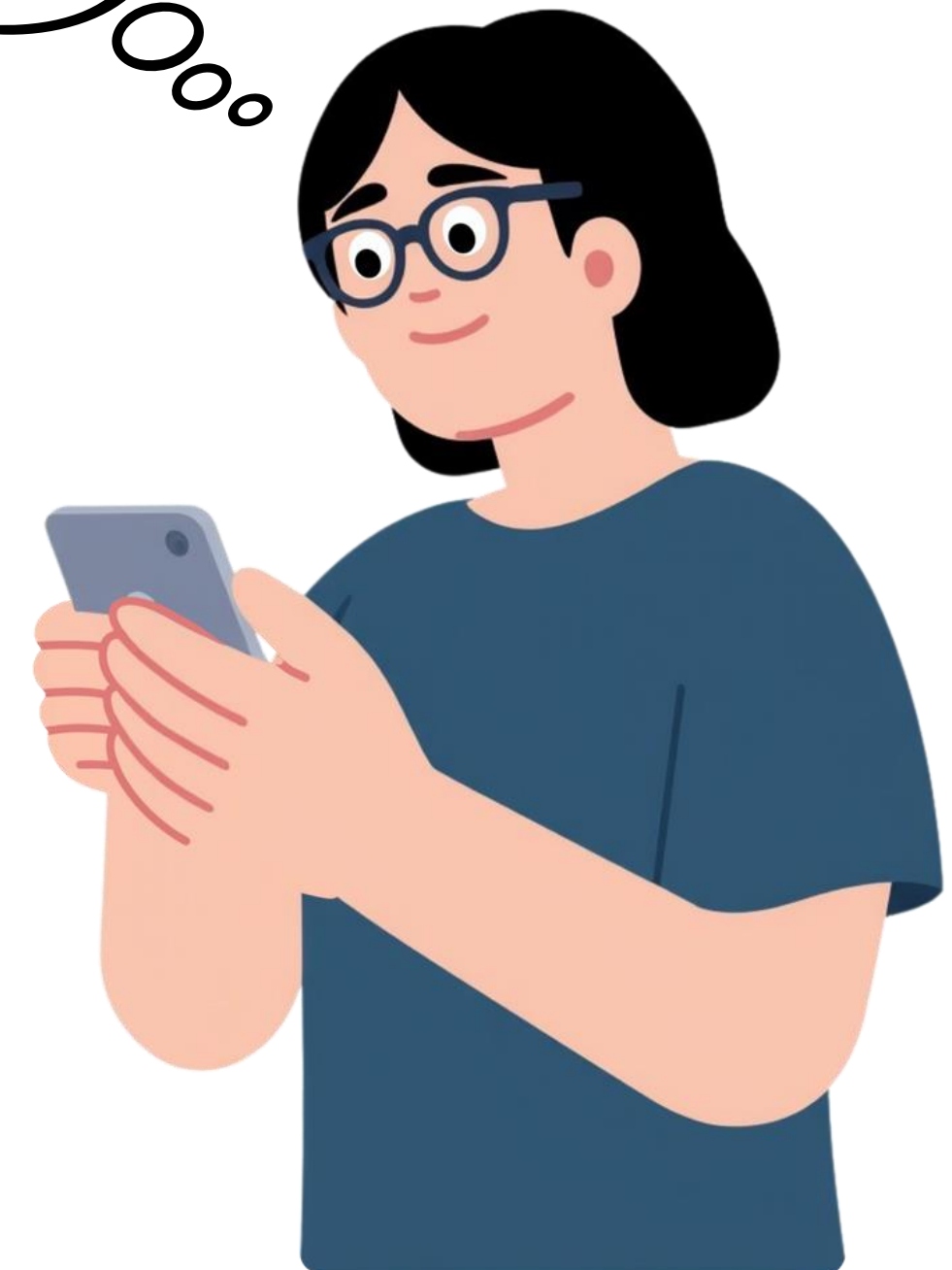


Thank you

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

- 145 parents
- 70 service users/pupils
- 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



Scores

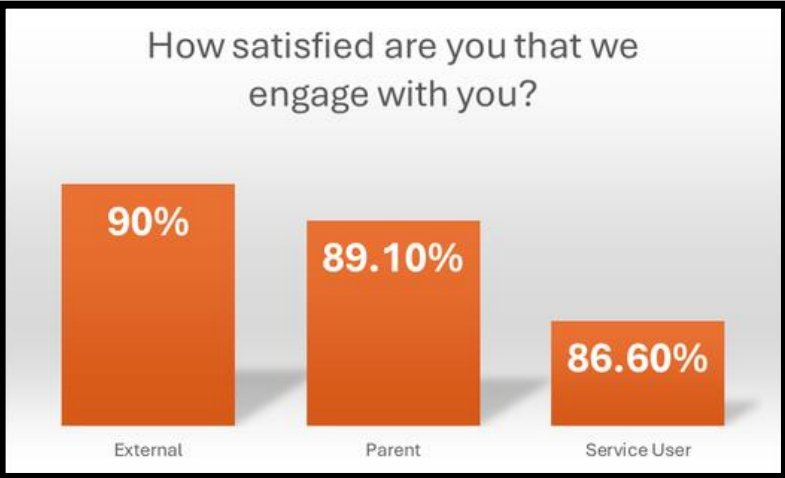
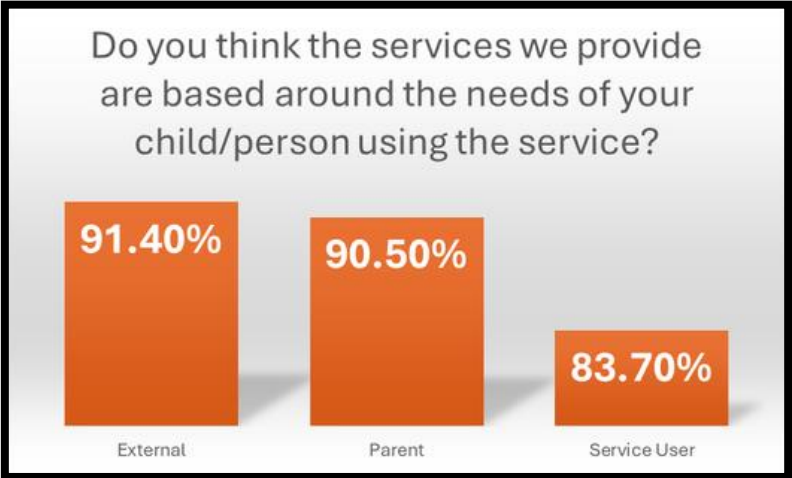
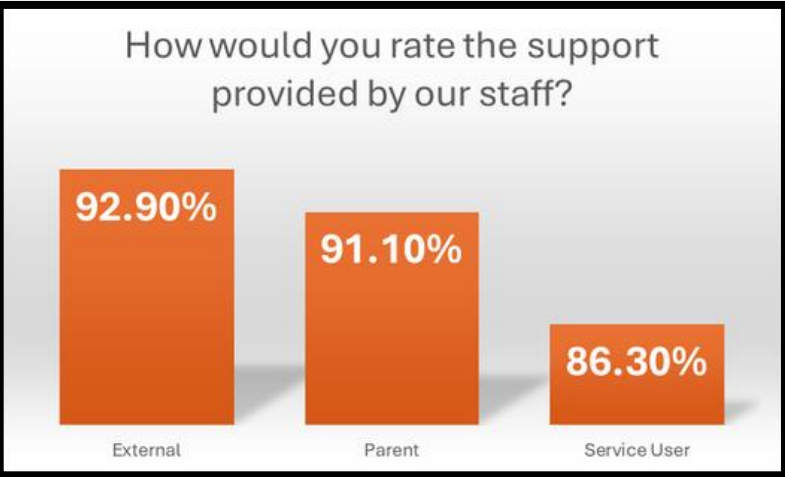
Participants could score questions from 1 to 5.

- 1 = 20%
- 5= 100%

The average score for multiple services was 87.8%

Average responses by group:

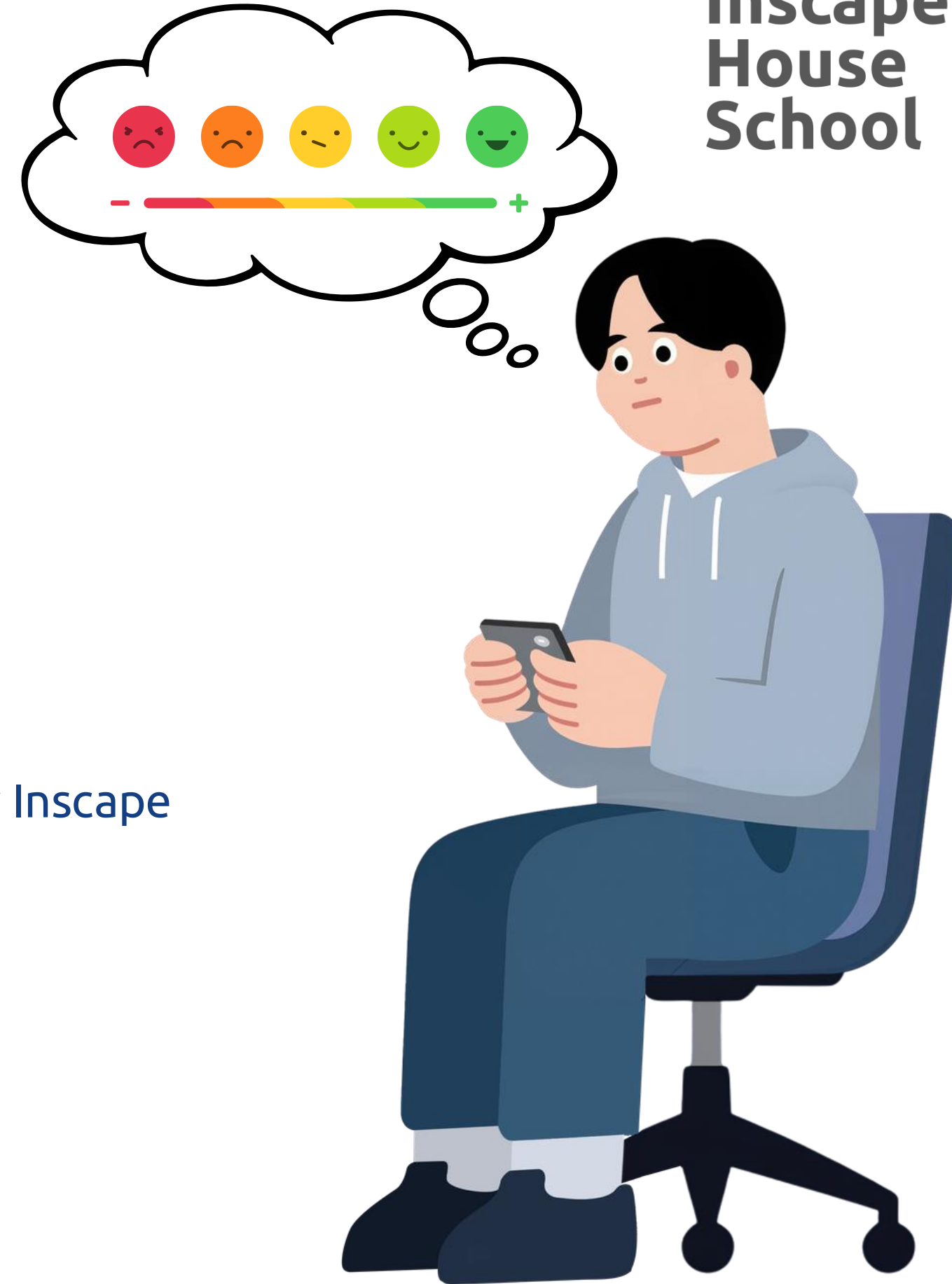
- Service Users/Students was 87.8%
- Parents was 88.9%
- External agencies was 91.4%



Inscape House Responses

78 people responded to the anonymised survey for Inscape House. This included:

- 52 parents
- 26 pupils



Scores

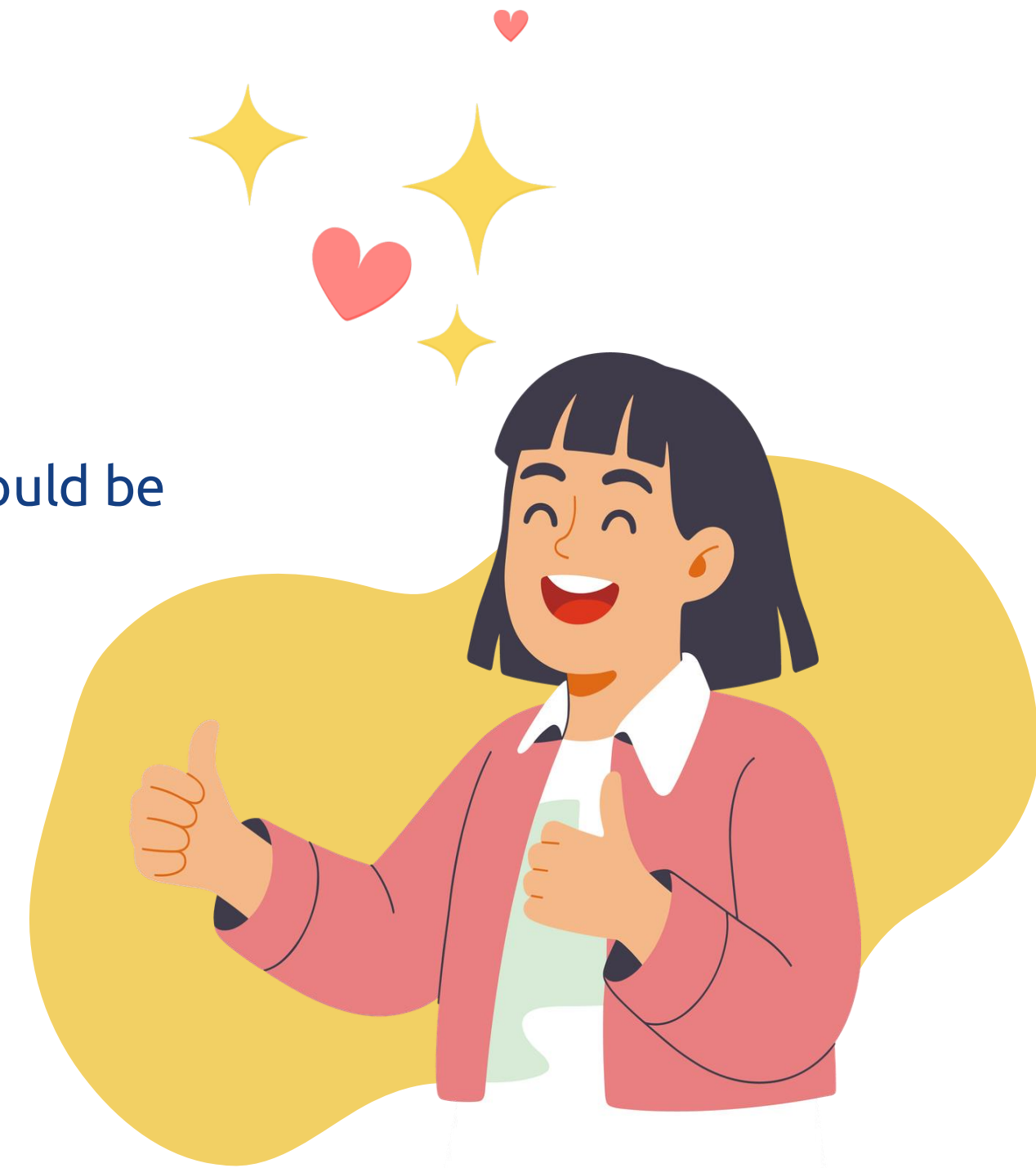
Participants could score questions from 1 to 5.

- 1 = 20%
- 5 = 100%

The average score for multiple services was 91%

This is higher than the Trust-wide average of 88%

Pupils scored slightly lower than parents, which could be expected.



You said...

That parking and drop off/collection time was an issue due to the restricted road width and lack of parking spaces.

You said...

You said how great staff were with the children but were concerned about potentially high staff turnover.

You said...

You had concerns about when your child reaches adulthood and leaves the school.

We did...

We successfully trialled a new system to improve things. This includes a one way system and specific parking/drop off points to ease congestion. We will continue to review this and make further adjustments, if needed.

We did...

Whilst staff turnover in the Trust is quite low. We want to maintain and reward our staff at all levels. In addition to their salary and pension contributions we offer long service rewards, and we recently introduced a reward scheme for staff to save money on everyday spending.

We did...

We are focused on promoting independence and teaching life changing skills to equip our young people to face life's challenges. Additionally, our vocational college provides training opportunities for those aged 16 to 19. Whilst Inscape can usually only support your child until they are 19, the Trust does offer community day centres for young adults. We also now have Together Futures which offers partnership, internship and work experience opportunities