

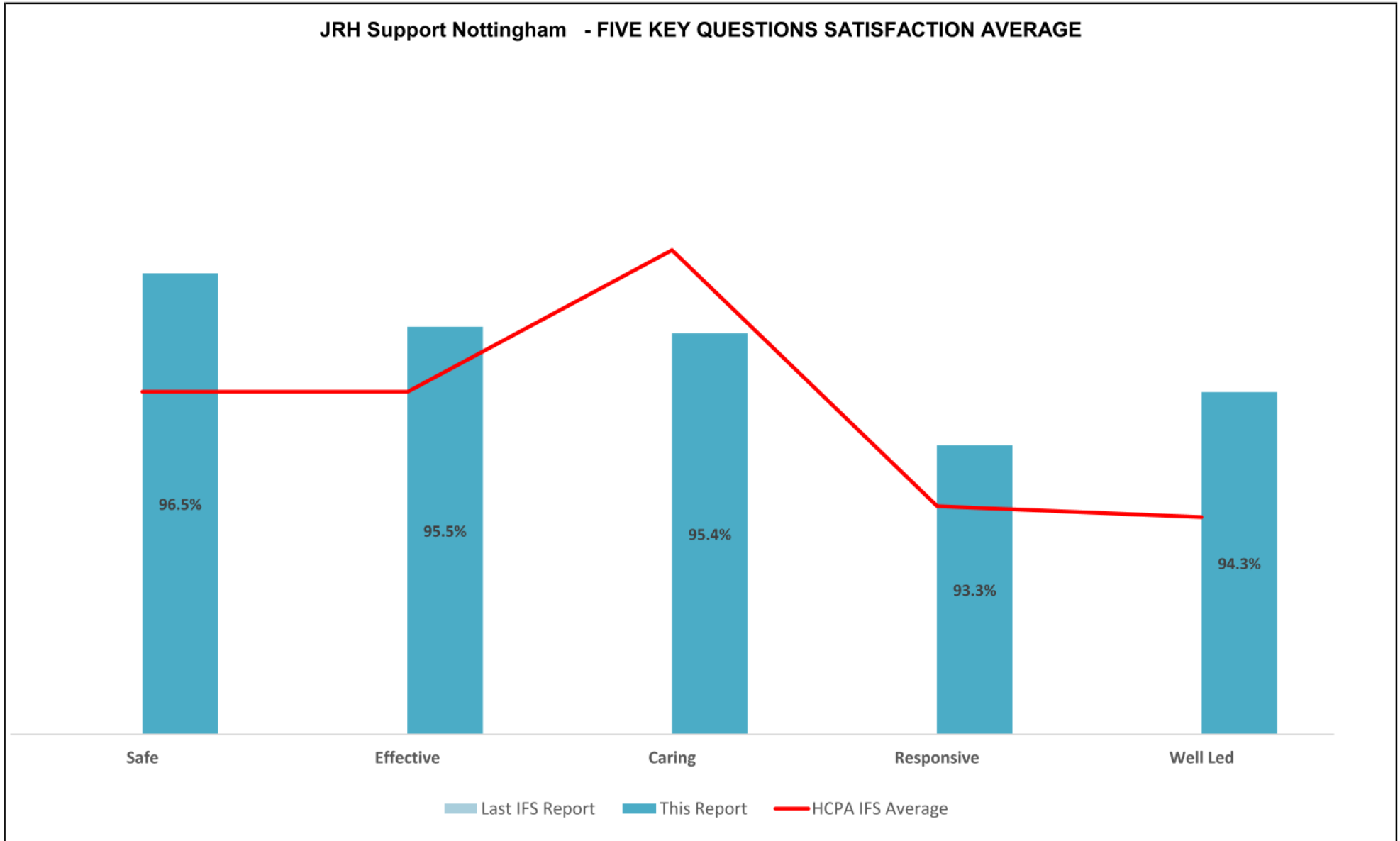


Evaluation Analysis Report

JRH Support Nottingham

January 2026

JRH Support Nottingham - FIVE KEY QUESTIONS SATISFACTION AVERAGE



SURVEY RETURNS DETAIL

CLIENT GROUP	PEOPLE WHO USE THE SERVICE AND CARE STAFF NUMBERS AT TIME OF SURVEY	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED
People Using Service	170	170	29	17%
Family Member		170	5	3%
Professional		10	0	0%
Team Member	125	125	45	36%
TOTAL		475	79	17%

Report Summary

The 17% response to the survey is not sufficient to run the report with reasonable success, but it has been run at the request of the provider.

There are no previous survey results to compare with, but all areas, except Caring are above the HCPA average.

The most satisfied group overall were those who use the service, with the family and friends being the least satisfied.

There are quite a lot of comments, some of which you may wish to use in your marketing, but there are a few that may need some further investigation.

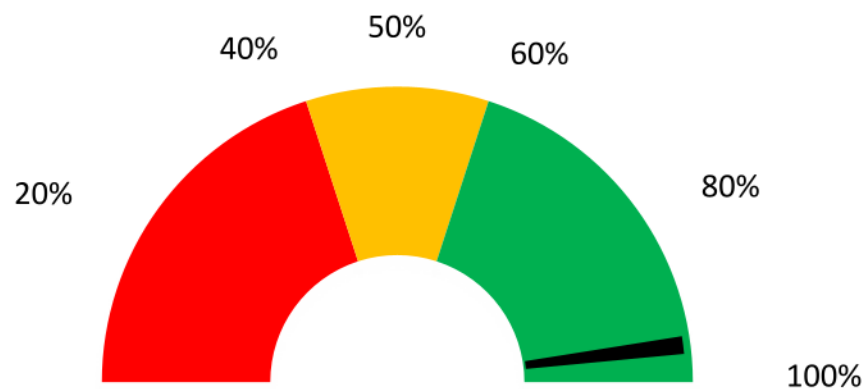
Overview of survey response rates and key factors effecting survey results

Within the Team Member Group 100% surveys were completed by care staff, the remainder were completed by non care staff working within the organisation

Across all respondents 84% said they would recommend the service to others

No signifcant trends within the make up of the survey groups appear to have effected the overall satisfaction scores of the total survey

All Responses - Overall Satisfaction

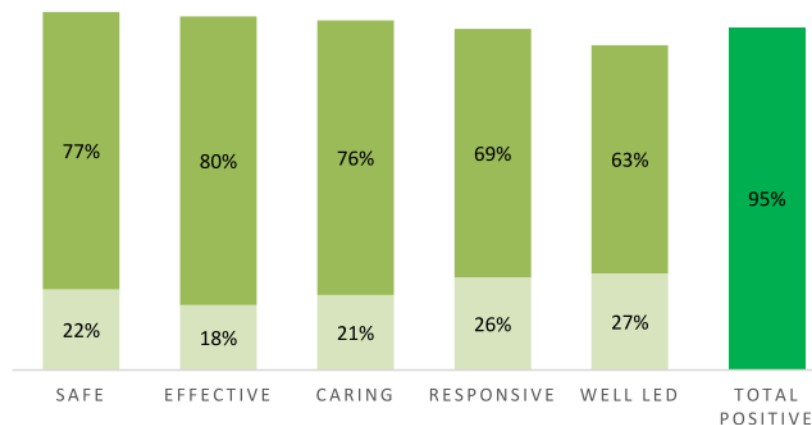


95%

	Strongly	Agree	Neutral	Disagree	Strongly	TOTAL
Safe	64%	33%	0%	3%	0%	100%
Effective	65%	30%	2%	3%	0%	100%
Caring	65%	30%	1%	4%	1%	100%
Responsive	63%	31%	5%	1%	0%	100%
Well Led	58%	36%	4%	1%	0%	100%
TOTAL POSITIVE	95%		5%			100%

The Speedometer illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

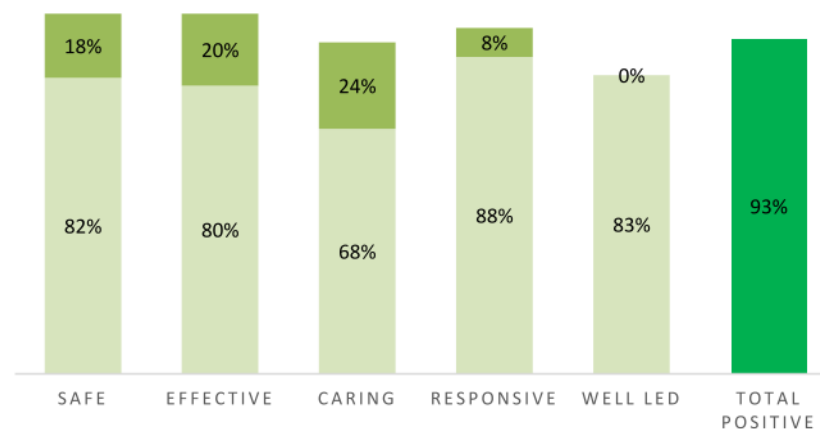
People Using Service - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	77%	22%	0%	0%	1%	100%
Effective	80%	18%	1%	1%	1%	100%
Caring	76%	21%	0%	2%	1%	100%
Responsive	69%	26%	5%	0%	1%	100%
Well Led	63%	27%	9%	0%	1%	100%
TOTAL POSITIVE	95%					

This graph illustrates the overall level of satisfaction recorded by People Using Service and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

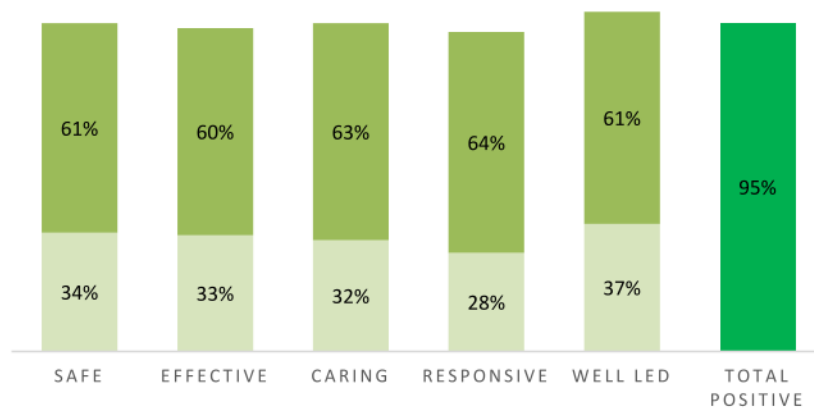
Friends & Family - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	18%	82%	0%	0%	0%	100%
Effective	20%	80%	0%	0%	0%	100%
Caring	24%	68%	8%	0%	0%	100%
Responsive	8%	88%	0%	4%	0%	100%
Well Led	0%	83%	15%	2%	0%	100%
TOTAL POSITIVE	93%					

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Team Members - Overall Satisfaction



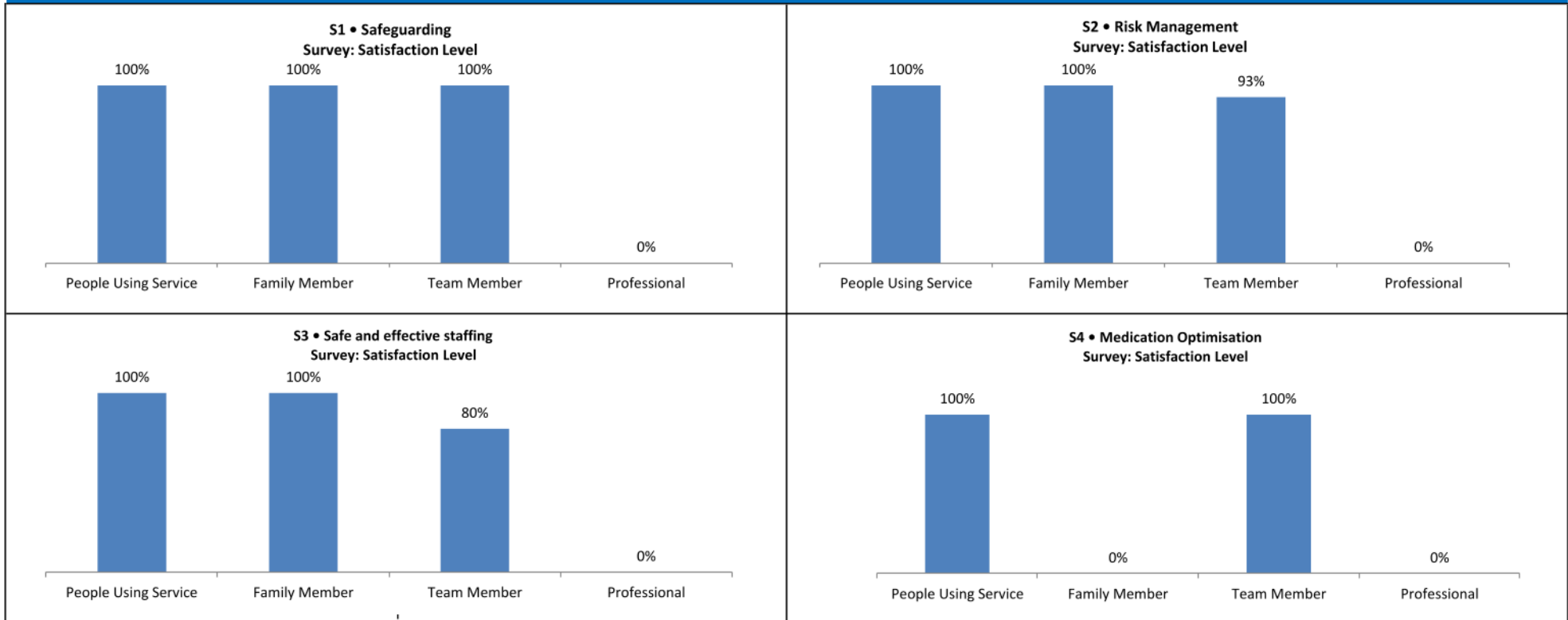
Professionals - Overall Satisfaction

There were no respondents from this group

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	61%	34%	0%	5%	0%	100%
Effective	60%	33%	3%	4%	0%	100%
Caring	63%	32%	0%	5%	0%	100%
Responsive	64%	28%	6%	2%	0%	100%
Well Led	61%	37%	0%	2%	0%	100%
TOTAL POSITIVE	95%					

This graph illustrates the overall level of satisfaction recorded by Team Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

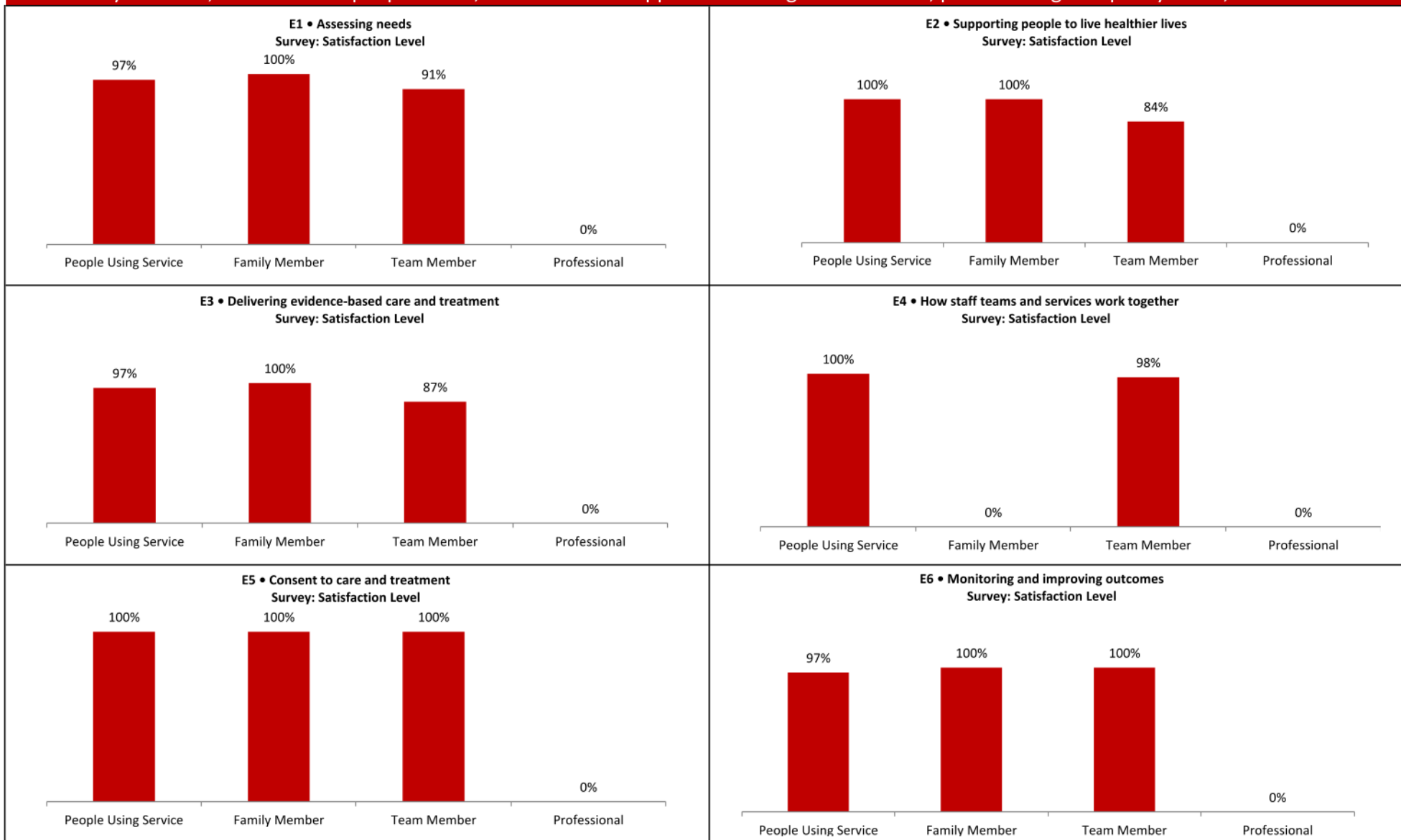
Safe: by safe we mean people are protected from abuse and avoidable harm

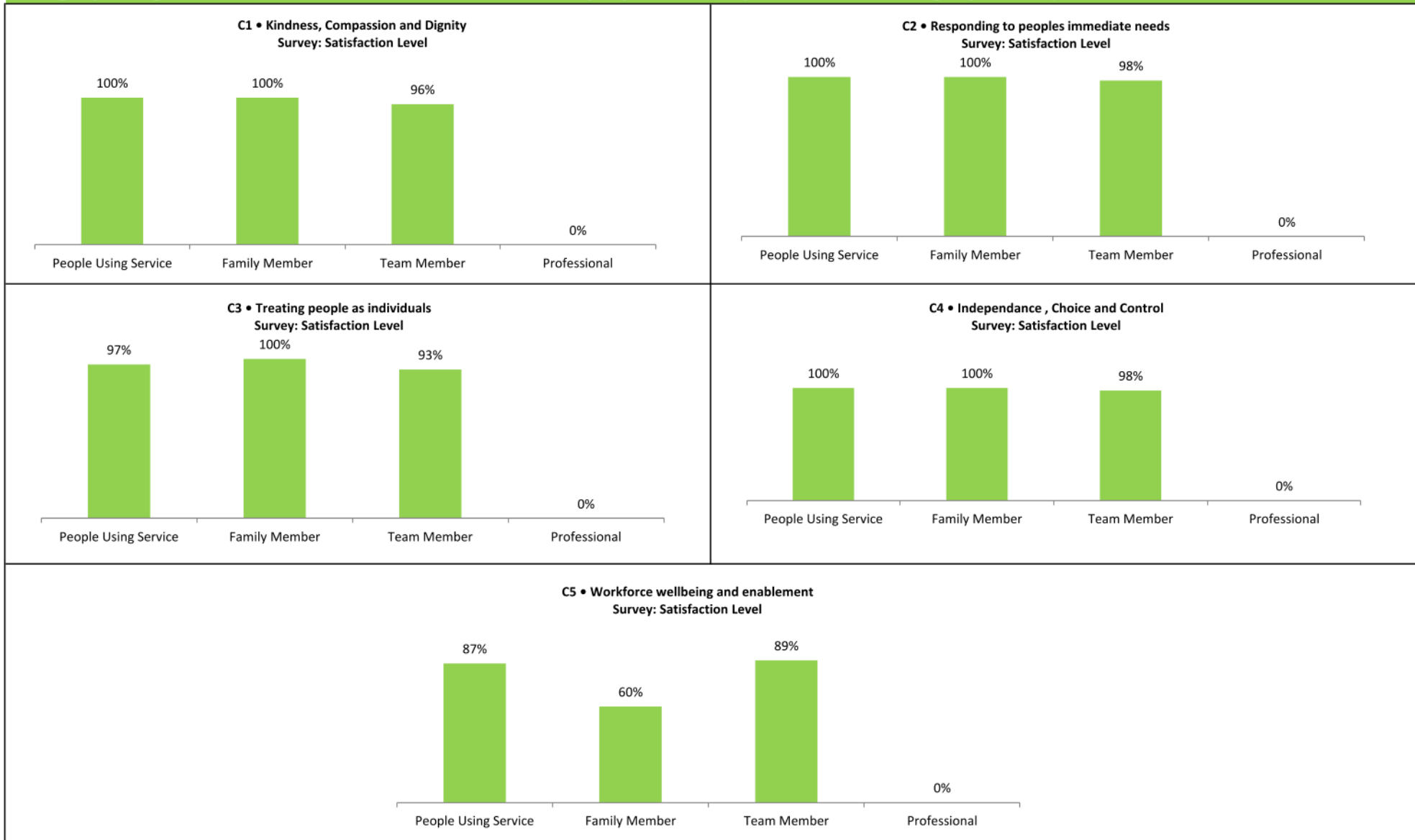


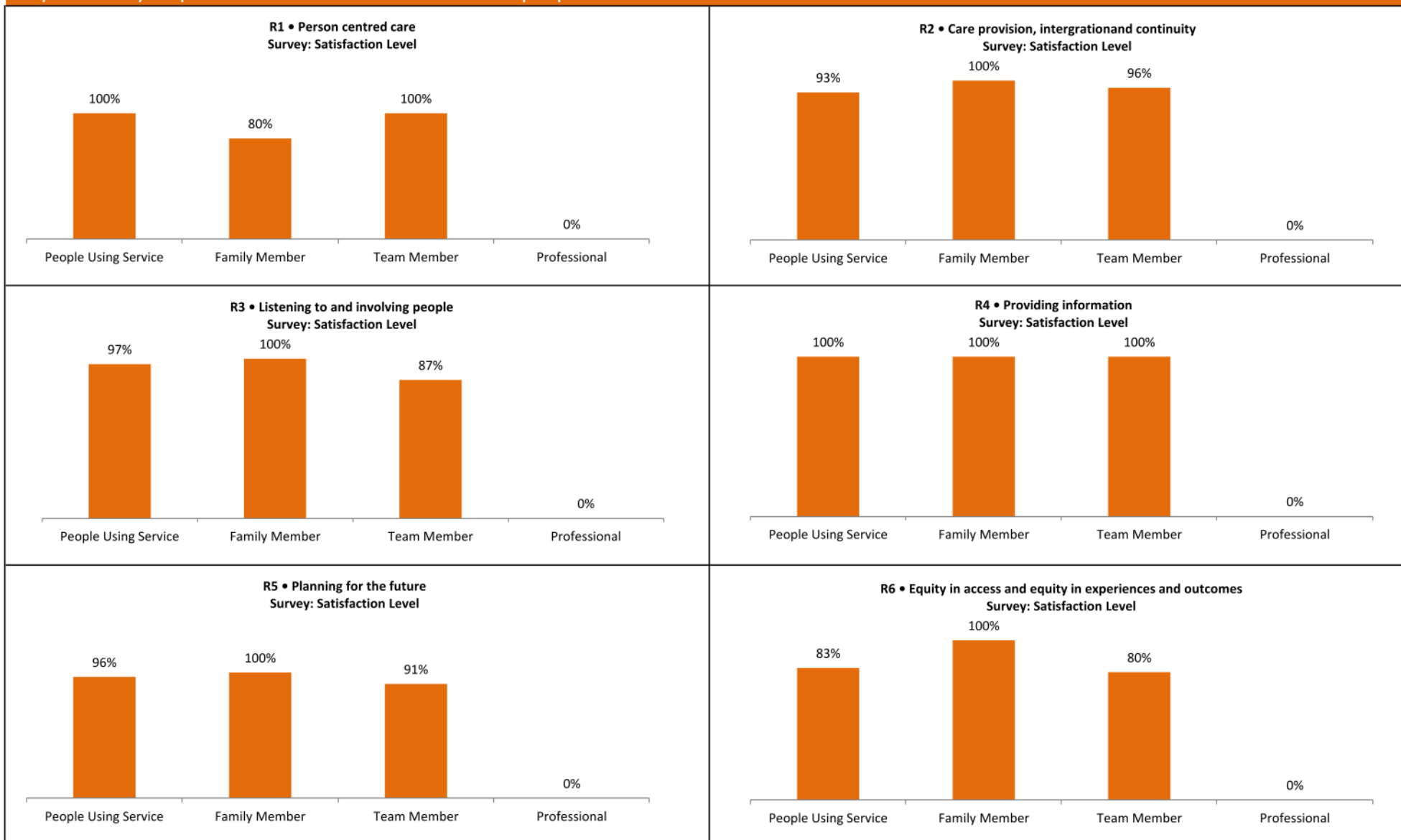
Safe Continued:



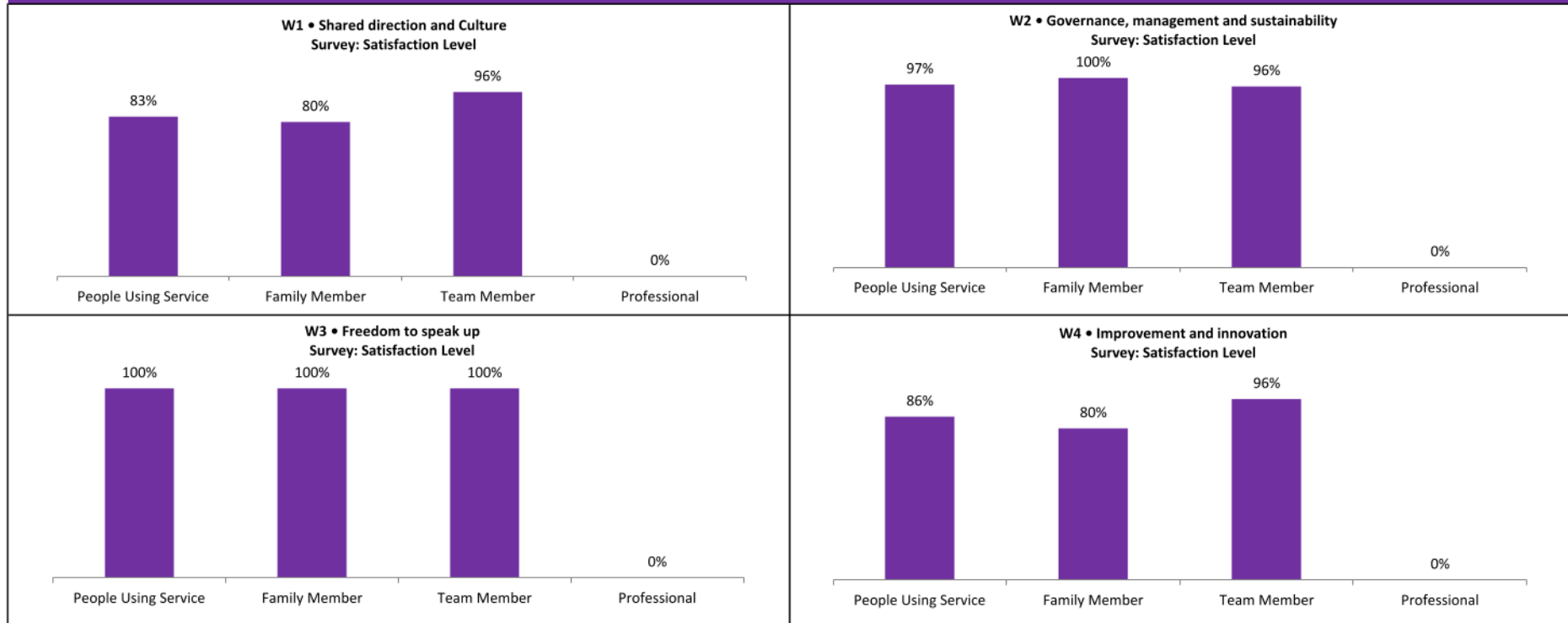
Effective: By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life, and is based on



Caring: by caring we mean that the service involves and treats people with compassion, kindness, dignity and respect


Responsive: by responsive we mean that services meet people's needs


Well Led: By well led, we mean that the leadership, management and governance of the organisation assures the delivery of high quality care, supports learning and innovation, and promotes an open and fair culture.



Well Led Continued:

