

# Customer & Stakeholder Evaluation Feedback 2017



Bigger, better response - thank you.  
We continue to aim high.

- **Better customer response:** Combination of research tools both online and face to face resulted in improved response on Customer survey year on year (2017 57% compared with 41% 2016)
- **Bigger reach:** A third of stakeholders responded – and much greater reach in 2017 (171 stakeholders approached)
- **Positive overall experience of working with Oaklea** - nearly 98% from stakeholders and partners

**“Oaklea are a wonderful organisation with passionate staff and management which only wish to make a difference in the lives of those who require extra support!”**  
Oaklea customer, Cumbria, on Twitter



**The Oaklea Trust is a charitable organisation with a vision based on the principle that everyone has a positive contribution to make to society and the right to control their own lives.**

During 2017, Oaklea has supported many people with a variety of needs. We also worked extensively with a range of other agencies to make this happen.

The type of challenges that some of our customers face include:

- Lack of access to training & education for people with disabilities
- Age related difficulties
- Poverty caused by unemployment
- The threat of homelessness
- Returning home after a stay in hospital
- Managing mental health conditions
- Balancing of home work life balance for families with children who have disabilities



**What you said – what we will do:**

**At Oaklea and R2W we really value feedback from those we support –as a result of this survey:**

- Continue doing what we do well
- We are seen as responsive and flexible
- Focus on staff and ensure we continue to have the best trained people and ensure some of the issues around Management turnover are addressed
- Look at addressing level of support and whether it is appropriate
- Consider more opportunities to partner with other organisations who want to work with Oaklea
- Customers often need support in helping fill out the survey and this may skew the result –are we really capturing what they really think?
- Riversiders – we will do more to ask people about their needs when they join
- Right2Work (R2W) – ensuring the pathway to employment culminates in jobs
- R2W – need to keep people up to date with what’s going on (this could be done via a newsletter for example)
- We are committed to review the way we capture customer goals to monitor how effective we are as a provider.



## Customer Questionnaires

This year we sent hard copy surveys out to 341 customers with 196 responses and a return rate of 57% (the surveys were completed with support where appropriate)

The results that appear in this report are taken from the completed questionnaires.

The questionnaire was made up of 10 statements with tick box answers of 'YES', 'NO' or 'NOT SURE' (and NO RESPONSE)

The results were split into the following areas (% return rate)

- Residential Adult Social Care (RASC) (92%)
- Community Social care (CSC) including Children (66%)
- Homecare & Community (48%)
- Riversiders/Westmorland MENCAP (71%)
- Right2Work (R2W)Hub Cafe and Furniture Warehouse (44%)
- R2W Employment (13%)

Oaklea customer quotes taken from a variety of settings and locations across The NE and NW from responses to 2017 survey.

Staff make my life enjoyable by booking trips and days out. We have lots of fun and parties. This feels like at home and not just a house I live in. We have a house cat that makes us all happy.

I would miss Tuesday Club if it wasn't there.

I like the family feeling in the house with all my mates. Staff driving my car gives me more independence and improves my lifestyle.

Because my brother has dementia so does not fully understand the questions. However, the family are more than happy with his overall care.

I have a good staff team, they help me to go nice places and do nice things.

I enjoy it but sometimes the staff don't listen that well, sometimes I get stressed at stuff.

Everything is fantastic.

## Questions

An example of the 10 customer question response rates:

The care and support I get is really good.

Residential Adult Social Care (RASC)	95% (respondents who said YES)
Community Social Care (CSC)	100%
Homecare & Community	100%

Of all the 10 questions asked most responses were in the 90-100% range. (For CSC no responses fell below 93%) We have highlighted some exceptions:

I know that the Oaklea Trust has trained my carers, to support me well.	77% (RASC)
	84% (Homecare & Community)
My carers stay as long as they should and are not in a hurry to leave.	68% (RASC)



Adult Care Home, Ulverston, Cumbria

## Riversiders/Westmorland MENCAP



Riversiders/Westmorland MENCAP had a different set of questions:

I am asked what activities I like.	88%
Oaklea Trust asked me about my needs when I joined the Club	81%
Attending Club and activities helps me do the things that I want to do.	90%
I am kept up to date with Club events and activities and I am told if anything changes.	97%
I know that Oaklea Trust has trained the staff who are at Club.	97%
Oaklea staff stay as long as they should and are not in a hurry to leave.	91%
Oaklea staff understand me as a whole person, not just my care needs.	97%
Oaklea staff listen to what I have to say.	91%
Attending club and activities helps my family and others live their own lives.	84%



Golden Moments, group trip South Lakes

## Right2Work



We sent a separate survey to our Right2Work customers at three different operations.

Furniture Warehouse: (44% return rate)

The support I get is really good.	100%
I am asked about what training and support I need.	77%
The people that support me listen to what I have to say.	100%
My training helps me learn new things and develop my skills in different areas.	86%
I am kept up to date with any changes that are happening at Right2Work.	77%
I know that the staff at Right2Work are trained to support me well.	100%
I am given a range of different tasks that I enjoy doing.	93%
I am supported to interact socially with my colleagues.	92%
I know that, if I want to, I can speak to the staff at Right2Work about looking for paid work.	58%
I feel safe when I am at Right2Work.	93%



R2W, Kendal

Employment: (13% return rate)



The Right2Work survey included different statements to better reflect our customers:

The support and advice I get is really good.	80%
I am asked about what training and support I need.	80%
The people that support me listen to what I have to say.	100%
My training and support helps me develop my skills.	80%
I have a named Employment Adviser/Tutor who I can contact easily.	100%
My health condition/disability is understood by my Right2Work Employment Adviser/Tutor.	80%
I have had useful support with job searching.	100%
I am supported to overcome any barriers to work, e.g. transport, training, creating a CV.	80%
I know that, if I want to, I can speak to the staff at Right2Work about looking for paid work.	80%
I have an action plan and job goals.	100%



The Right2Work service has boosted my confidence and has helped me find relevant work experience. This has given me hope to find work.

I am very happy at R2W. I couldn't have asked for a better work placement. Thank you R2W

## Hub Cafe Appleby R2W

50% return rate



APPLEBY HUB

The support and advice I get is really good.	100%
I am asked about what training and support I need.	50%
The people that support me listen to what I have to say.	100%
My training helps me learn new things and develop my skills in different areas.	100%
I am kept up to date with any changes that are happening at Right2Work.	50%
I know that the staff at Right2Work are trained to support me well.	100%
I am given a range of different tasks that I enjoy doing.	100%
I am supported to interact socially with my colleagues.	100%
I know that, if I want to, I can speak to the staff at Right2Work about looking for paid work.	50%
I feel safe when I am at Right2Work.	100%



# Stakeholder Questionnaires

The annual stakeholder survey was conducted online only and sent to 171 partners and stakeholders (they include Healthcare, Education & Training, activity providers, Local Authorities, Housing Associations etc).



The survey was sent by email using 'Survey Monkey' – a web research tool which processes online surveys and records the results. (In the past surveys were sent by post and this often had a poor return rate – to address this the survey was simplified into 6 questions each with a tick box and comments section). This year the number of surveys returned increased considerably from the previous year.

YEAR	TOTAL SURVEYS SENT	RESPONSE	RESPONSE %
2016	40	12	30%
2017	171	55 completed – 49 fully, 9 partial	32%

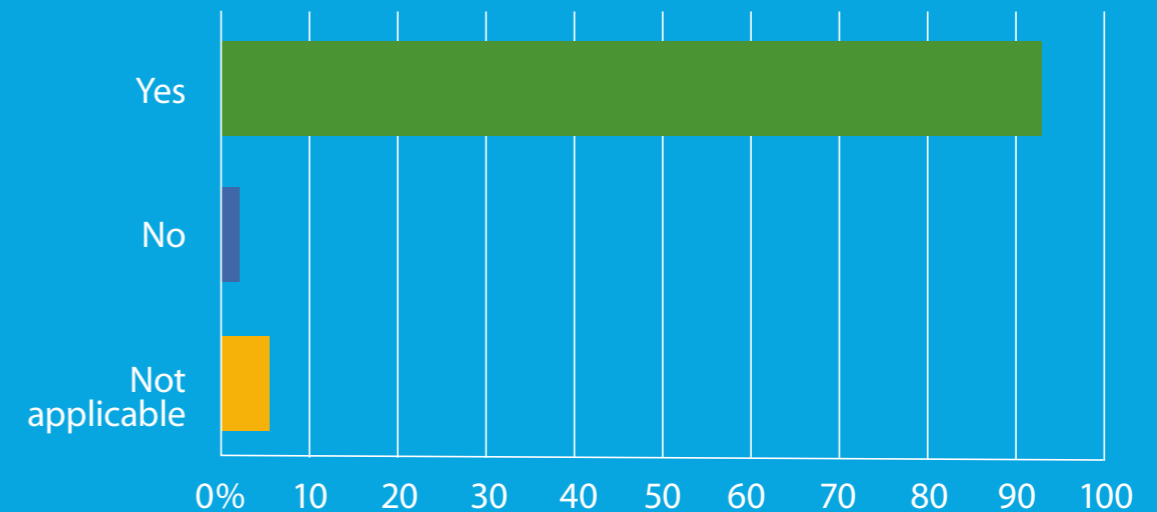
Note: 2017 stakeholder survey ran 4-15 January 2018



## Summary of results

The responses received represent partners and organisations in the North West and North East. The survey posed six questions with an option to leave further comments.

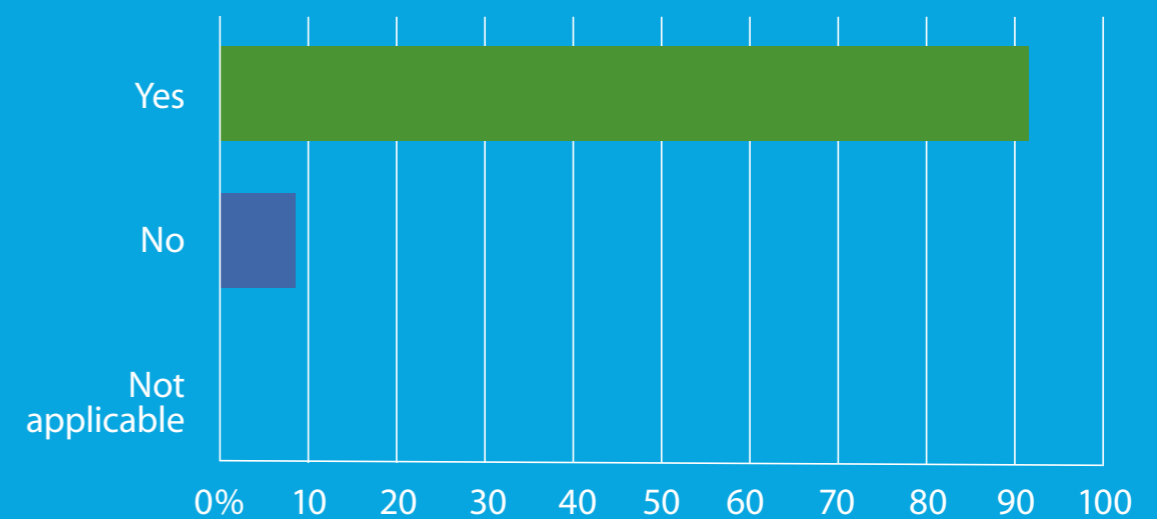
**Q1. Would you describe Oaklea as a provider of quality support which meets individual customers needs & desires?** Answered: 57 Skipped: 0



■ **Yes** 92.98% / 53 responses  
 ■ **No** 1.75% / 1 response  
 ■ **Not applicable** 5.26% / 3 responses

**Total 57**

**Q2. Is it easy to communicate with us?** Answered: 48 Skipped: 9

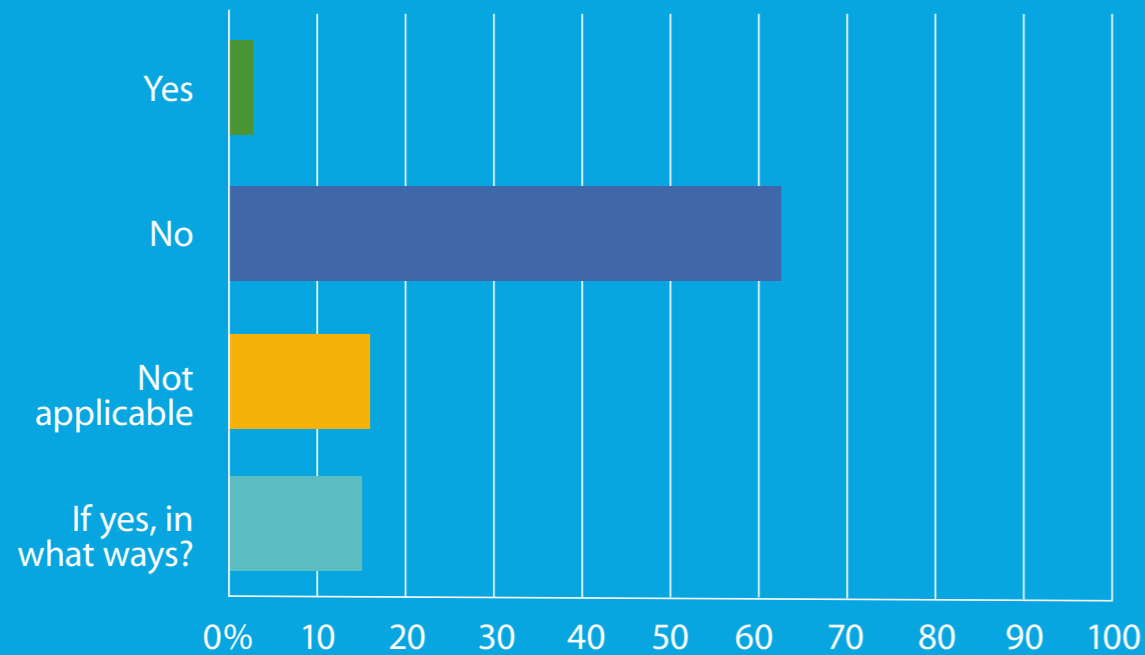


■ **Yes** 91.67% / 44 responses  
 ■ **No** 8.33% / 4 responses  
 ■ **Not applicable** 0% / 0 responses

**Total 48**

**Q3. Could our employees/volunteers make any changes to the way they work?**

Answered: 46 Skipped: 11

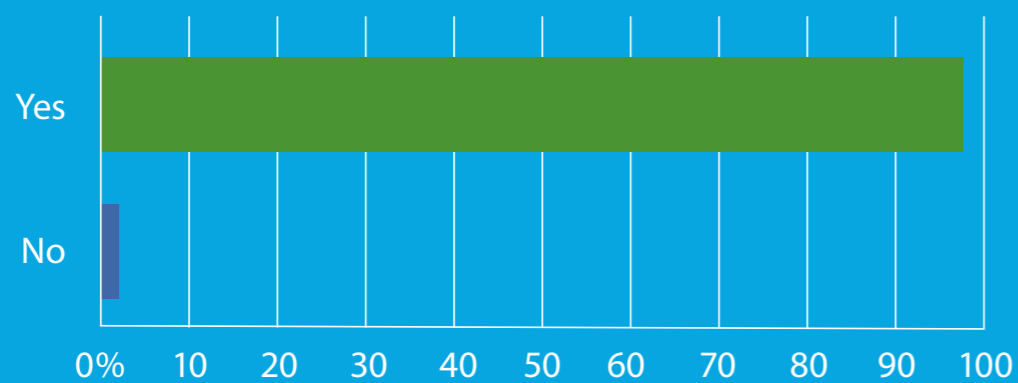


■ **Yes** 4.35% / 2 responses  
■ **No** 63.04% / 29 response  
■ **Not applicable** 17.39% / 8 responses  
■ **If yes, in what ways?** 15.22% / 7 responses

**Total 46**

**Q4. Is your overall experience of working with us a positive one?**

Answered: 49 Skipped: 8



■ **Yes** 97.96% / 48 responses  
■ **No** 2.04% / 1 response

**Total 49**

**Q5. Please describe what you think is the best thing about Oaklea/Right2Work**

Received 29 full responses –here’s some of them

“Independence, holding a valued place in the community, developing work ethos, creating a feeling of value and responsibility, social interaction, providing a valuable service.”  
 “The way they support clients in a person centred way.”  
 “In attending sessions it is noticeable that the staff/customers/volunteers have a genuine respect for the work they do and the people they support.”  
 “Staff are always very accommodating and always welcome the oral health promotion team to deliver oral health training.”  
 “This is a very positive project for those who take part in it.”  
 “Most of the staff we have met are cheerful and positive particularly at R2W which sets an outstanding example.”  
 “Having worked with all the major providers in Cumbria, Oaklea is the second best of all of them, with really great stuff going on.”  
 “I find that when I contact Oaklea Trust they get back to me as soon as possible to answer my queries.”

**Q6. Further comments**

A snapshot of some of the 12 comments left:

“The Oaklea Trust is good at responding to the opportunities within communities for them to help themselves.”  
 “The staff are lovely and very skilled and part of the family in some ways.”  
 “I think they could use a few more staff to ensure all families are able to access the appropriate level of support.”



## Care Quality Commission

The main sector regulator for Oaklea is the Care Quality Commission (CQC).

The CQC are the independent regulator of health and adult social care in England.

They make sure these services are;

- Safe
- Effective
- Caring
- Responsive
- Well-Led

[www.cqc.org.uk](http://www.cqc.org.uk)



Our thanks to customers and staff at our Adult Care Home in Rothbury, Northumberland for featuring their 'growing' allotment throughout this report.



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