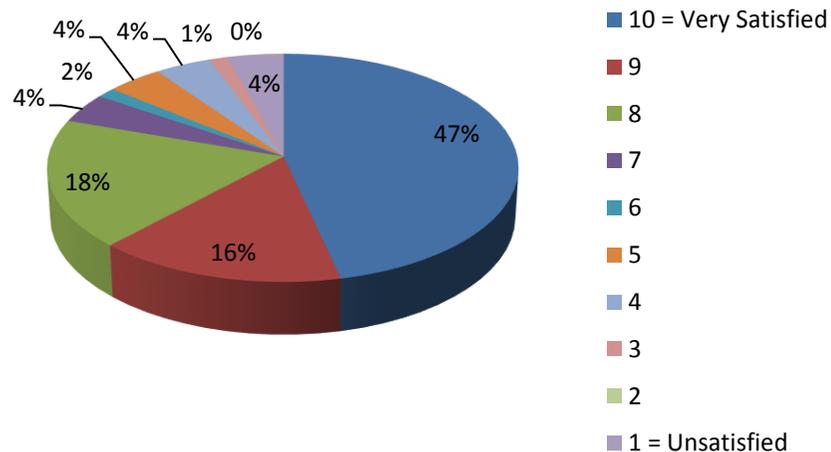


## Support Satisfaction Survey 2015 report

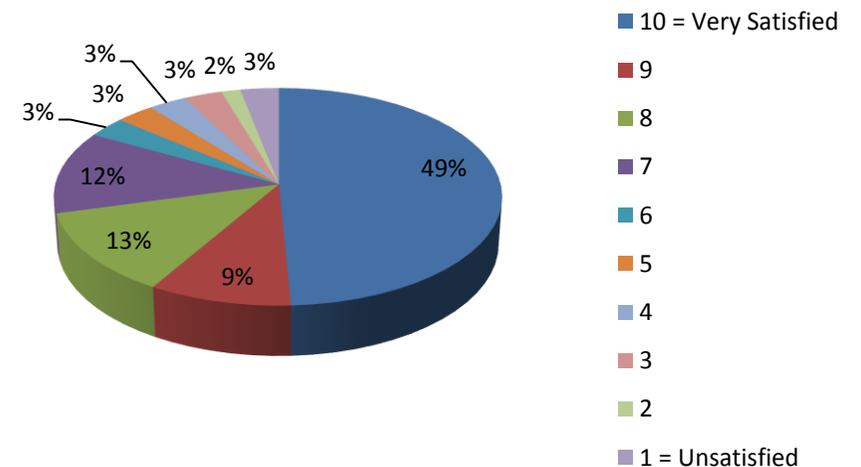
2013-14

**On a scale of 1- 10 how happy are you with the overall support you have received from your support worker service?**



2014-15

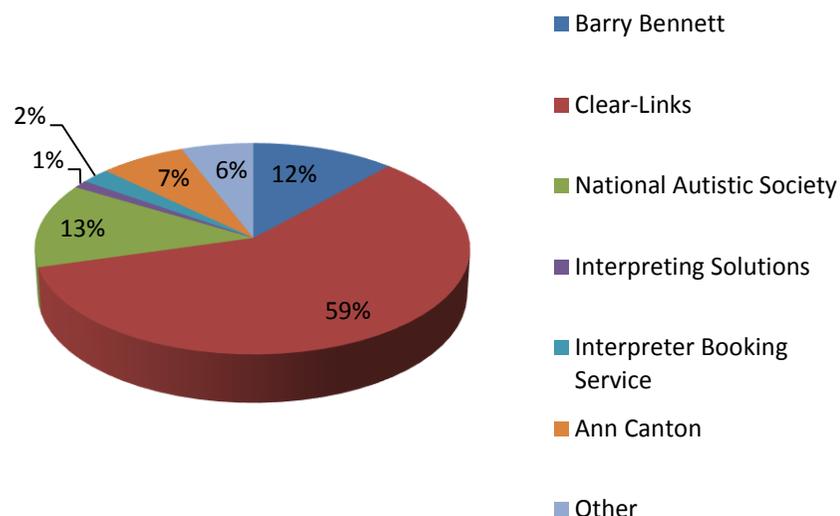
**On a scale of 1- 10 how happy are you with the overall support you have received from your support workers (1= Very Unhappy 10=Very Happy)?**



Statistic show a 2% increase in students whom rated their support as a 10 (Very Happy with support) and a 1% reduction in students whom rated their support as a 1 (Very Unhappy with support). However overall the figures show a 2% decrease in satisfaction, with 91% of students having rated their support satisfaction of 5 or higher in 2013/14, whereas in 2014/15 89% of students rated the support with 5 or higher.

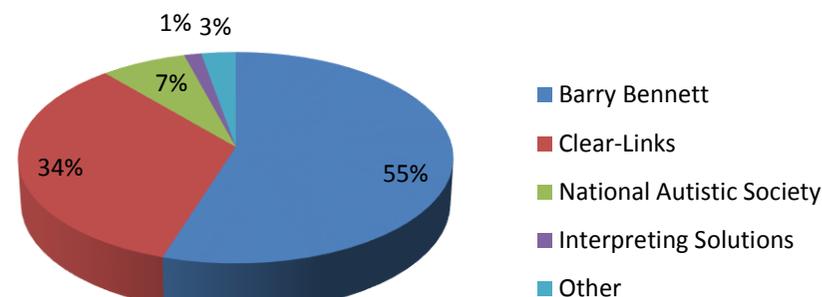
2013-14

### Which of the following organisations is providing your study support?



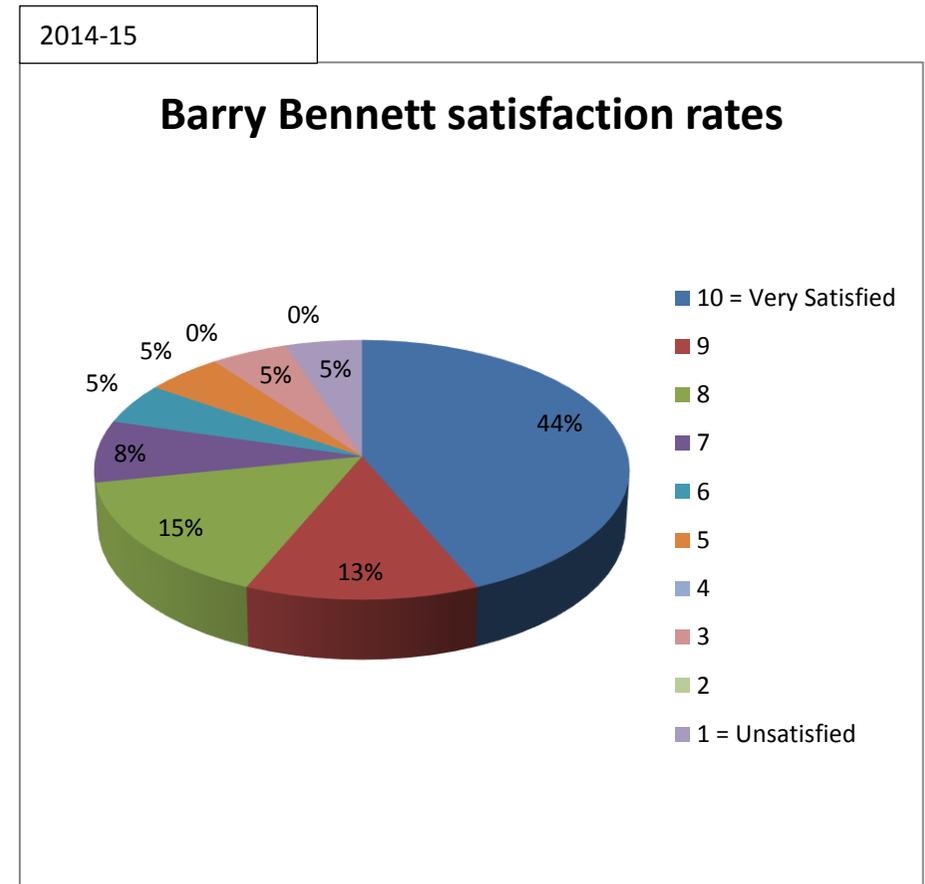
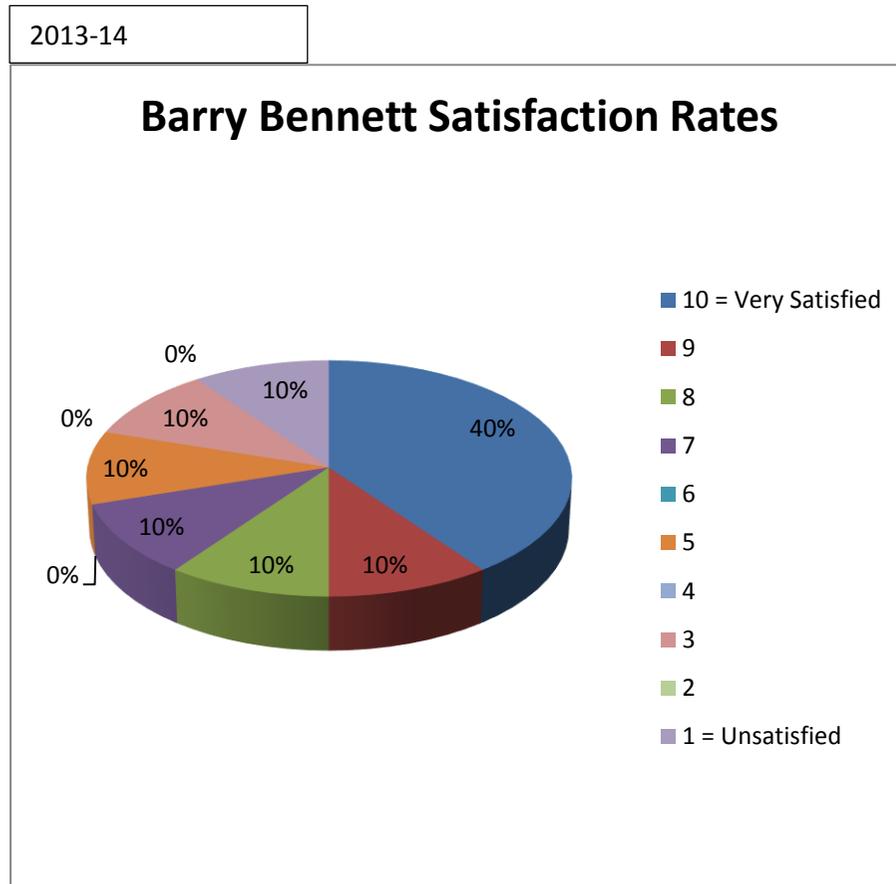
2014-15

### Which of the following organisations is providing your study support?



The above statistics show the change in support providers following the introduction of an approved supplier list to Disability Services. Clear-Links saw their proportion fall from 59% to 34%, whilst Barry Bennett saw their proportion rise from 12% to 55%. The National Autistic Society also saw a fall (from 13% to 7%).

## Barry Bennett statistics

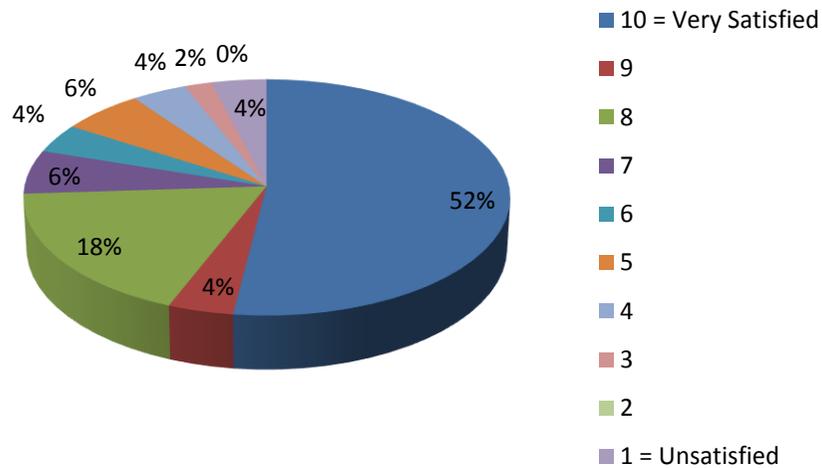


Statistics show satisfaction rates for Barry Bennetts have increased. In 2013-14 80% of participants rated their support 5 or higher. In 2014-15 90% of participants rated their support 5 or higher, a 10% increase between the academic years.

## Clear Links statistics

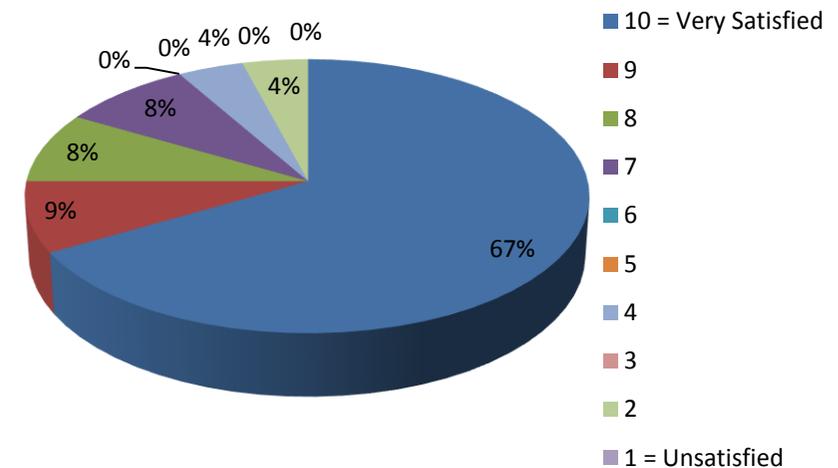
2013-14

### Clear Links satisfaction rates



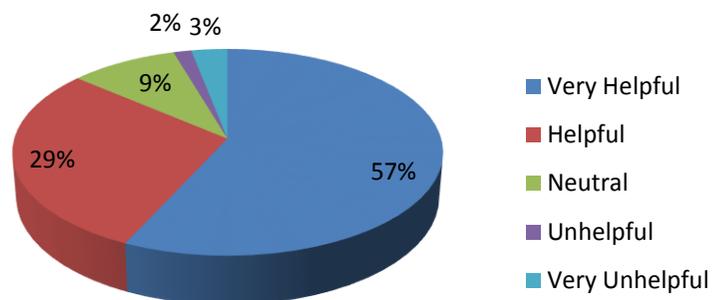
2014-15

### Clear Links satisfaction rates



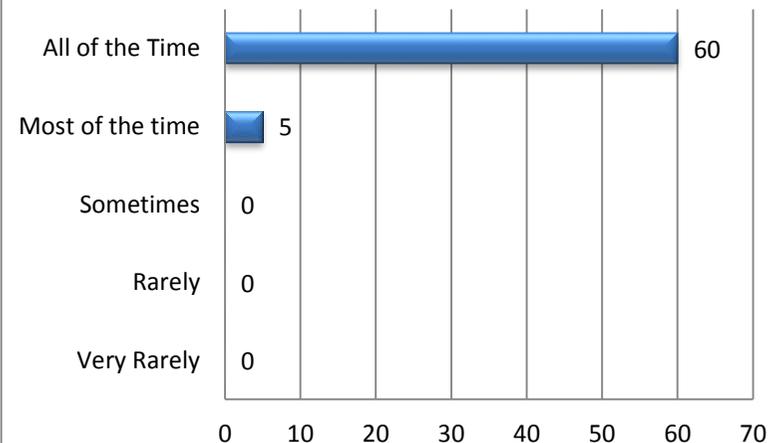
Statistics show satisfaction rates for Clear-Links have increased. In 2013-14 90% of participants rated their support 5 or higher. In 2014-15 92% of participants rated their support 5 or higher, a 2% increase between the academic years.

### How helpful has the support been in assisting your studies?



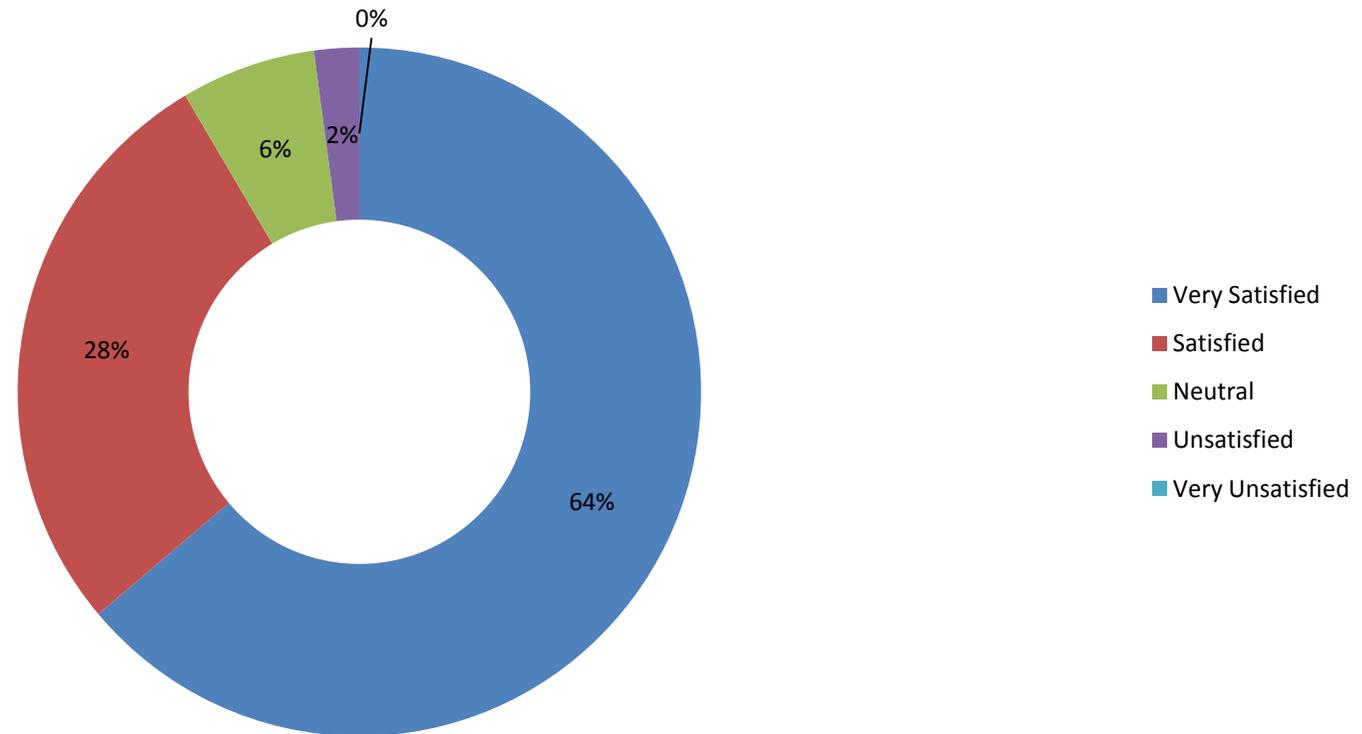
According to the Pie Chart, 86% of students asked rated their support Helpful (29%) or Very Helpful (57%) in assisting their studies. We will measure this against next year’s results to observe if continued improvements are achieved.

### Does your support worker turn up at the booked time?



According to the bar Chart, 87% of students advised their support worker turned up at the booked time all of the time. 13% of students advised their support worker turned up at the booked time most of the time. None of the respondents reported their support worker turned up sometimes, rarely or very rarely.

## How satisfied were you with the level of communication over the phone?



According to the Donut Chart, 92% of student participants were either satisfied or very satisfied with the level of communication provided by their support provider over the phone. We will measure this against next year's results to observe if continued improvements are achieved.