



SCB Service User Survey 2025 Report





Supported Community Business **Service User Survey 2025 Report**

Foreword from the Chair of Trustees

On behalf of the **Board of Trustees**, I would like to thank everyone at **SCB** for a **wonderful year** for the charity, which is reflected in the results of this survey.

Feedback is crucial to the way that we work. Whether it is **positive**—to drive us to continue the fantastic work that SCB does in the community—or **constructive feedback** that we can act upon to improve, every voice matters.

It is **excellent** to see that so many of the individuals we serve **enjoy their experiences** at SCB and feel **supported by the incredible staff team**.

Adam Mellor - Chair of Trustees

Executive Summary

The **Service User Survey 2025** marks a significant milestone in our commitment to fostering an inclusive, supportive, and engaging environment for all participants at SCB. As Chief Executive Officer, I am immensely gratified to report that our service users overwhelmingly affirm their satisfaction with SCB. The findings underscore the **positive and meaningful impact** of our provision, reinforcing our ethos of **inclusion, engagement, and individual empowerment**.

A particularly encouraging outcome is the **strong sense of safety** expressed by respondents, along with their understanding of the **protocols for raising concerns**. Establishing a secure and transparent environment is a cornerstone of SCB's operational philosophy, and these results validate our continued efforts in this domain.

Moreover, this survey has provided an invaluable platform for service users to express **constructive feedback and recommendations**. SCB is dedicated to **translating feedback into action**, ensuring accountability through structured discussions within the **Voice and Choice Group**—a service user-led forum—as well as integration of findings into **trustee and staff meetings**. This guarantees that the impact of this survey is realised **from strategic governance to day-to-day practice**.

Alex Muirhead – Chief Executive Officer



Introduction

The **Service User Survey 2025** was conducted from **December 2024 to January 2025**, with findings published in **March 2025**. While larger organisations may conduct surveys annually, SCB operates within a framework that prioritises **meaningful engagement over frequency**. As a result, we do not undertake service user, parent and carer, and staff surveys on an annual basis due to resource considerations. Instead, SCB commits to a **three-year maximum interval** between surveys or earlier reviews in response to substantial service developments or significant user feedback.

Beyond formal surveys, SCB maintains **open and ongoing feedback mechanisms**. The **Voice and Choice Group** serves as a structured forum where service users can provide continuous input on their experiences, express any concerns, and propose improvements directly to management. This ensures that SCB remains **agile and responsive** in its approach to service enhancement.

This methodology allows SCB to ensure that all feedback is **effectively processed and actioned**, preventing a cycle of redundant data collection and instead fostering **continuous, outcome-oriented engagement**.

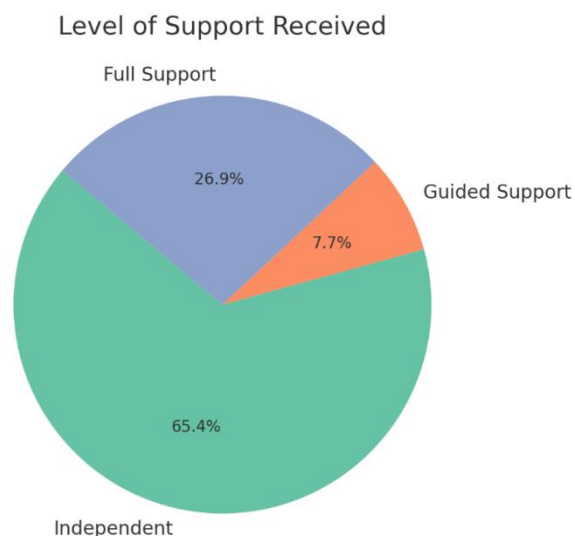
Key Findings

Survey Methodology and Timeline

The survey was conducted between **December 2024 and January 2025**, with results formally published in **March 2025**.

1. Respondent Demographics and Support Needs

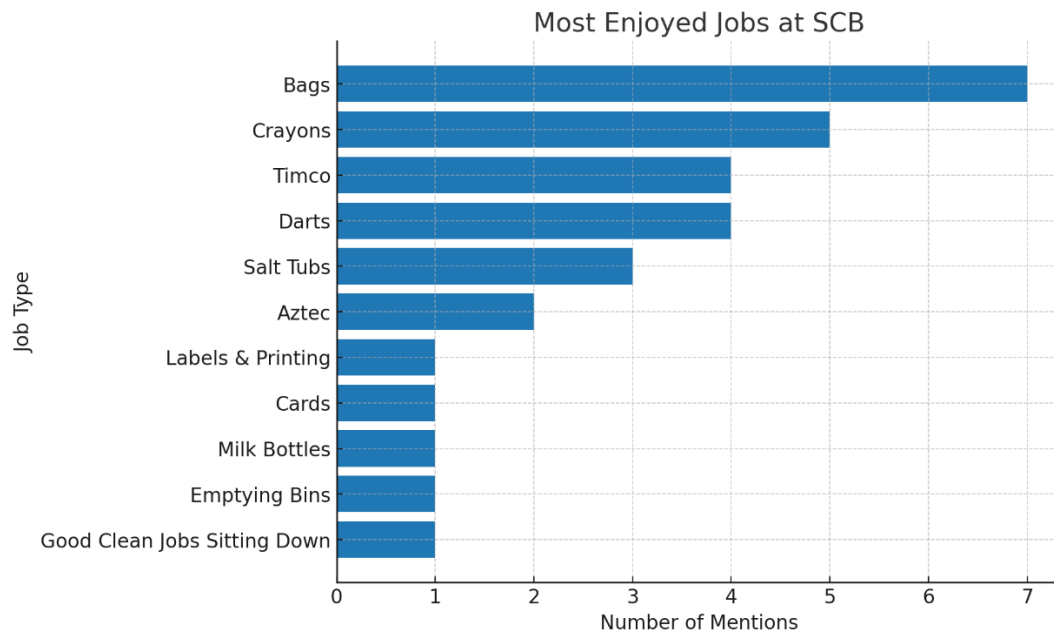
- **All respondents were offered support** to complete the survey.
- **Breakdown of support levels required:**
 - **Independent:** 17
 - **Guided Support:** 2
 - **Full Support:** 7





2. Activities and Engagement

- **100% of respondents** reported enjoyment in their SCB activities.
- **Key activities highlighted as enjoyable:**



Quotes:

- "All of them. I've got a good job."
- "I don't mind any jobs."
- "Talking with others."
- "Seeing people, staff, and trainees."

3. Areas of Concern

- **Most respondents reported no dislikes.**
- **Minor concerns raised:**
 - Interpersonal conflicts (2)
 - Discomfort with swearing (1)
 - Challenges associated with prolonged standing (2)
- **Tasks identified as less preferable:**
 - Aztec (3)
 - Crayons (3)
 - Chalk (1)
 - Darts (1)
 - Salt tubs (1)
 - Timco (1)
 - Labels (1)

Quotes:

- "I like everything. It gets me out of bed in the morning."
- "Just like doing my job."



4. Requests for Additional Activities

- **15% of respondents** suggested additional task variations:
 - More small crayon tasks
 - Cleaning workshop spaces
 - Ball bearings-related tasks
 - Revival of beer bottle-related tasks

Quotes:

- "Happy with what we have."
- "Try anything new."
- "Just carry-on different jobs."

5. Staff Support and Guidance

- **88% of respondents** felt **always supported** in achieving their goals.
- **8% indicated support was available 'sometimes'.**

Quotes:

- "A lot of support available. Everyone is caring and kind."

6. Perception of Safety

- **96% of respondents** reported feeling **safe** at SCB.

Quotes:

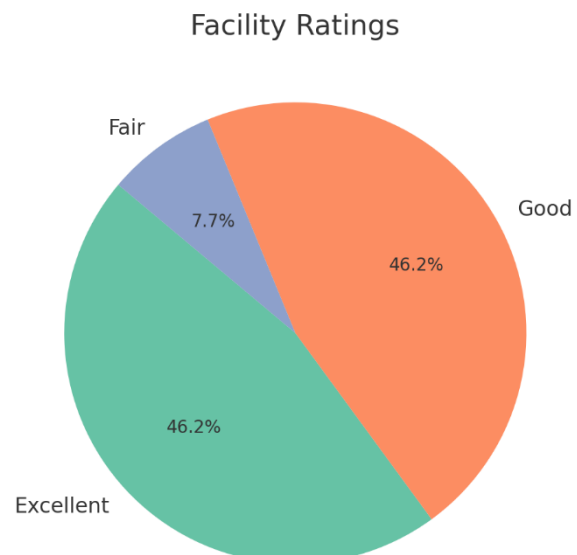
- "Safe place, cosy."

7. Facilities and Environment

- **Facility satisfaction ratings:**
 - **Excellent:** 46%
 - **Good:** 46%
 - **Fair:** 8%

Quotes:

- "Toilets are always clean and fully maintained."
- "No, love it all the time."
- "Everything is fine."

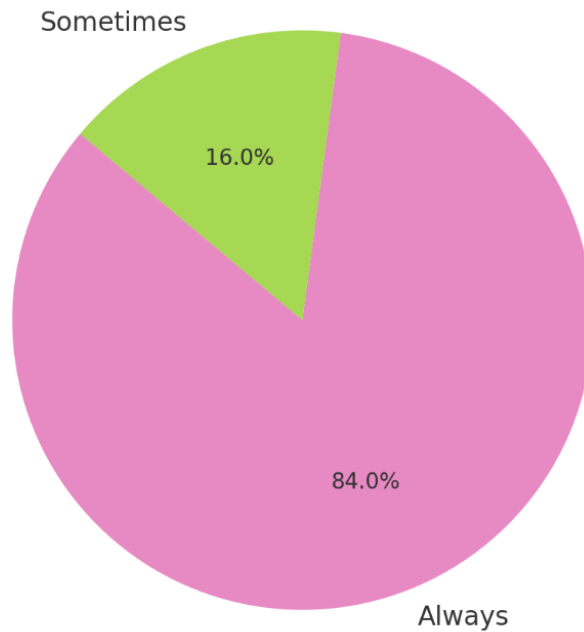




8. Communication and Organisational Responsiveness

- 81% indicated staff 'always' communicate clearly and respectfully.
- 15% indicated staff 'sometimes' communicate effectively.
- 88% felt their suggestions were actively considered.
- 100% reported knowing whom to contact with concerns.

Communication Clarity



Quotes:

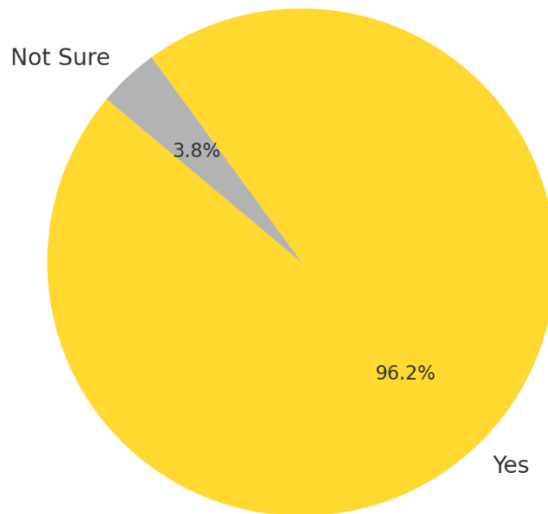
- "Always nice and friendly."
- "Support you when we need it."
- "Don't have many, but when people do, they are listened to."

9. Recommendation of SCB to Others

- 96% of respondents stated they would recommend SCB to others.



Would You Recommend SCB?



Quotes:

- "My mum always tells other people about SCB and how good it is."
- "It's a good community. We can have a joke. We can talk if something is troubling us."

Conclusion

The **Service User Survey 2025** offers clear evidence that SCB continues to meet the expectations and needs of its service users. Respondents overwhelmingly reported high levels of **engagement, satisfaction, and safety**, reinforcing SCB's mission to provide a **structured, inclusive, and empowering environment**.

Service user feedback will directly inform **future service enhancements**, ensuring **sustained quality and responsiveness**. The findings will be embedded within **Voice and Choice Group discussions, trustee deliberations, and staff development sessions**, guaranteeing that the **impact of this survey permeates every level of SCB's operation**.

SCB remains steadfast in its commitment to **continual improvement and active engagement with its service users**, ensuring that SCB remains a **place of purpose, opportunity, and community**.

We extend our gratitude to all service users who participated in this survey for their invaluable insights and contributions.

Appendix A: Levels of Support for Completing the Service User Survey

To ensure clarity and consistency in recording the level of assistance service users needed to complete the survey (referenced in Question 2), the following categories are outlined. These levels describe **how much help the service user required** to understand and complete the survey, rather than who physically wrote down their answers.

1. Independent

- **Definition:** The service user completed the survey entirely on their own, without requiring any help to understand or answer the questions.
 - **Example:** The service user read all the questions independently, made their own decisions about their responses, and returned the completed survey without assistance.
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2. Guided Support

- **Definition:** The service user needed **some help** but was mostly able to complete the survey themselves. This support may have included guidance, clarification, or reassurance but did not involve continuous assistance.
 - **Examples:**
 - The service user asked for an explanation of certain questions.
 - They needed occasional prompting or encouragement.
 - They were supported in staying focused while completing the survey.
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3. Full Support

- **Definition:** The service user **needed continuous and significant help** to complete the survey, as they were unable to understand or answer most questions independently.
 - **Examples:**
 - The questions were read aloud and explained in simpler terms.
 - The service user required step-by-step guidance to form their responses.
 - They needed reassurance throughout the process.
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Recording Levels of Support

For each survey completed with assistance, please record:

- The **name** of the person who provided support.
- The **level of support** given, as defined above.

This information ensures that we accurately reflect the independence and needs of each service user while gathering meaningful feedback.

Appendix B: Letter to SCB Service Users – Survey Outcomes and Action Commitments

Your Feedback Matters – Our Commitment to You

Dear **SCB Service Users**,

Thank you for taking the time to share your thoughts in the **Service User Survey 2025**. Your feedback is **very important**, and we are committed to making SCB the best place it can be for you.

We are **so pleased** to hear that:

- ✓ **100% of you enjoy** your time at SCB.
- ✓ **96% of you feel safe** while attending.
- ✓ **100% of you know who to speak to** if you have any concerns.
- ✓ **You feel supported** by staff in achieving your goals.
- ✓ **You would recommend SCB to others.**

Our Commitment to You – What We Will Do

Based on what you told us, here is how we will **continue improving SCB**:

📌 **More Variety in Jobs**

We will look to **find new work tasks**, including more **weighing and labelling jobs**, if there is an available market for this work.

📌 **Focusing on SCB Values**

We will **continue to remind everyone** of the SCB values that make our service a kind, respectful, and positive place to be. We will work with you to encourage good behaviour and support anyone who may need extra help.

📌 **Facility Improvements**

A **2025 Service User Improvement Plan** will be introduced, where you, staff, and trustees can **suggest ways to improve** the workshop and facilities. We will make changes in a planned way to ensure SCB remains a great place to work.

📌 **Better Communication**

We are looking at ways to keep you **better informed** about important updates, such as messages for emergencies, while also making sure we **follow privacy and data protection rules**.

How We Will Keep You Updated

Your feedback will continue to be shared and discussed in:

- ✓ **The Voice and Choice Group** – A place where you can share ideas and suggestions.
- ✓ **Staff Meetings** – Ensuring staff hear and act on your feedback.
- ✓ **Trustee Meetings** – Making sure improvements are planned and happen.

We are committed to **listening to you and taking action**. SCB is your space, and we will always work hard to **support you, keep you safe, and make sure you enjoy your time here**.

If you have any other ideas or concerns, please speak to a member of staff or bring them to the **Voice and Choice Group**.

Thank you for being part of **SCB** and for making it such a **great place to be!**

Alex Muirhead

Chief Executive Officer (CEO)