

# Listening and learning

## A summary of our stakeholder feedback in 2017/2018

Dimensions is a person-centred organisation. Listening to the views of the people who matter – the people we support and their families, our tenants, our colleagues and our commissioners – is important to us. We strive to be an organisation that reflects and responds to the diverse range of communities in which we work.

We take action as a result to plan for the future, improve how we work and make continuous improvements in everything we do.

It is also important to us to be transparent about the feedback we receive. This document briefly summarises findings from our most recent surveys and indicates some of the actions we’re taking as a result.



## The people we support

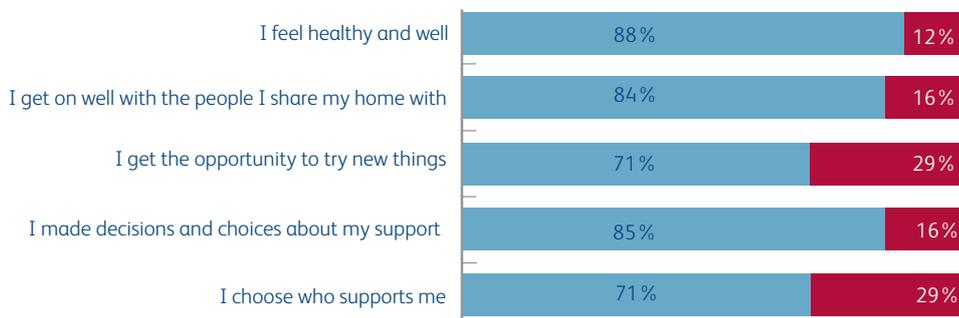
Dimensions supports around 3,500 people. We collect information on the experiences of the people we support in many different ways. All the information we gather is drawn together via our Working Together for Change programme.

One of the ways in which we listen is through an annual survey. We ask the people we support questions after their annual support plan review, so results are coming in continuously. This approach allows us to spot and act on trends and any issues more quickly.

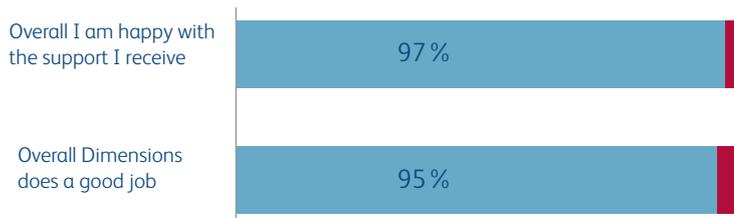
### Areas where we are performing well are:



### Areas where we need to improve are:



We also ask two questions that paint an overall picture of the support we provide:



As we roll out our new model of support, 'Activate,' to everyone we support through 2017-18, we expect a number of the less strong measures will improve further.

**“I feel very lucky to be supported by Dimensions. Thank you.”**

## Our tenants

Dimensions has about 1000 tenants across the country. About 70% are in Supported Living accommodation, with the remainder living in group living or homes that are regulated by CQC.

The tenant survey is just one of many ways in which we listen to our tenants. 40% of our tenants responded to the survey. Of those that expressed an opinion:

**89%**  
Happy with the housing service

**74%**  
felt their views were listened to and acted on.

**73%**  
happy with how we deal with repairs and maintenance.

**74%**  
say they get good value for money from the money they pay

All of our tenants receive an easy read annual review of our housing services containing the survey results. This also includes explanations of how we are listening and responding.

Several hundred people made very specific comments relating to their housing and we will be following up each of these individually - be it to fix a leak or praise a contractor.

As this is the first year the housing survey has been done in this manner, we will be tracking change over time to highlight any situation where our standards are seen to be slipping.



**“I am happy with Housing and how fast they respond. I believe I am listened to and have a voice.”**

# Families

Our senior managers and our family consultant meet with many relatives of the people we support across the country to hear how things are going. We listen attentively: making sure they have the best possible experience of our services is vitally important to us.

Quality Reviewers - experts by experience - also randomly call families and friends each month to gather feedback and identify common themes.

Most family members simply pick up the phone to fix any issues; however, our biannual survey is a vital source of insight too. We want families to feel (and to be) increasingly involved and positive about the support we provide.

Key results from our engagement with families last year are:



**82%**

think we are providing a good or excellent service to their relative

**85%**

are as involved as they wish to be in decision making

**95%**

have a good level of contact with relative or friends' support staff

**90%**

said their calls and concerns were acted on promptly and respectfully

These results are pleasing though there is clear room for improvement in each of them. Last year only 19% of family members said they knew how to nominate a staff member for internal recognition through the Inspiring People Award scheme. This figure has increased to 36% and we hope to push it up further; being nominated for an award for great support is an important way of motivating your relative's support team.



“I am happy with Dimensions, my brother is so much happier now than he has ever been.”

# Our employees

Several thousand people work for Dimensions. We listen to their views through our 'Tell us how it is' survey, as well as through national and area colleague forums and regional meetings, and those responses help us shape how we work. Last year's survey, returned by 39% of colleagues, asked questions around leadership and management, if Dimensions provides good prospects for promotion or advancement, if they feel Dimensions listens to employees and if the service they work in delivers a high quality service to the people we support, amongst other questions.



Following the survey, a series of focus groups were held across the organisation with frontline support colleagues to explore the results. Numerous issues were raised and are being tackled. For example, 58% of respondents felt the delay between someone leaving and a replacement starting is far too long. We explored this specifically with managers at the survey focus groups and are working on a number of initiatives to assist managers with recruitment.

Following feedback, we are also working with support workers to pilot a new performance management process. We are increasing our listening mechanisms such as involving our colleague forum representatives in more projects, introducing quick polls and hosting more webinars.

**92%**  
feel they make a difference through the work they do

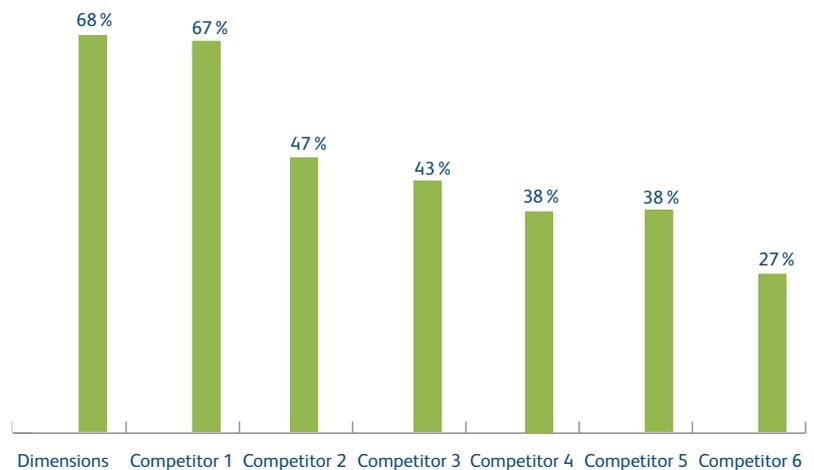
**88%**  
say the work they do gives a feeling of personal achievement

**85%**  
say people here are treated equally irrespective of their diverse characteristics

# Professionals

We seek the views of other stakeholders in a variety of ways. We regularly engage with our commissioners in order to improve the way we manage and deliver our contracted services, including through a biannual survey. In 2017 we also commissioned independent research of stakeholders in our sector, to understand commercial stakeholder awareness, favourability and attitudes towards Dimensions. It also examined the strengths and weaknesses of Dimensions as a service provider in detail.

How favourable stakeholders are towards support providers



Together, we believe these results show Dimensions is delivering strongly for our stakeholders. Thanks to all our survey respondents; your opinions help us identify those areas where there is particular room for improvement.

# Proving life can get better