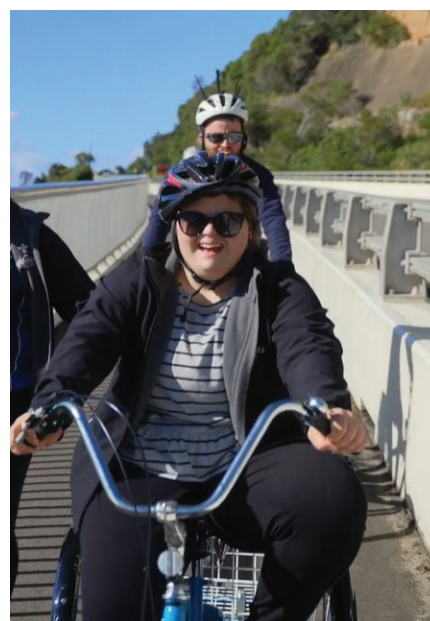


SURVEY RESULTS 2021



OVERVIEW

**“Friendly staff
who always
listen.”**

The Disability Trust surveyed service users, their families, carers and all of our staff members to find out what we are doing well and where we can improve. As with previous surveys, this has provided us with vital insight into what our service users and our staff value most about what we do.

The results of the survey have helped us to understand why you continue to choose The Disability Trust as your service provider and what is important to you as employees.

**“They help me
achieve my goals
for my career.”**

We pride ourselves on providing our services through a dedicated team of satisfied and engaged staff who feel valued and recognised, and who in turn provide an excellent quality of service to our clients.

**“They are always
there for me.”**

There is always more we can be doing to improve the quality of the services that we deliver, as well as striving for continuous improvement in our workplace culture and employee experience. This survey helps us to ensure that we are providing the best experience for our participants and our staff. Your feedback enables us to identify further opportunities to improve upon what we do.

The Disability Trust will continue to strive to meet your individual needs and ensure everyone has the opportunity to fulfil their potential as active members of the wider community.

OVERALL SATISFACTION

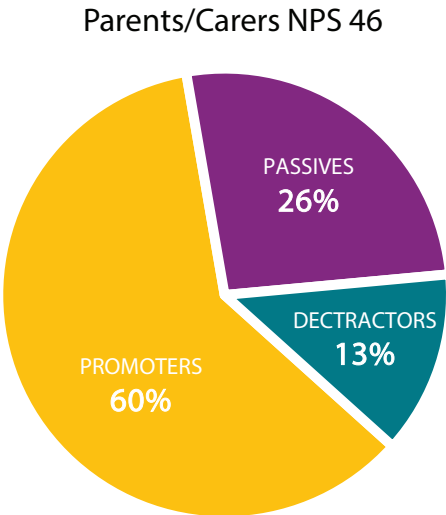
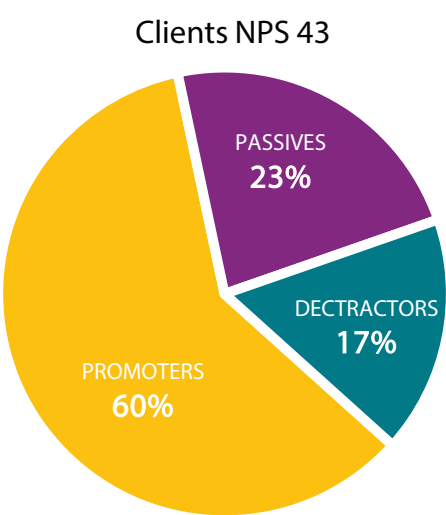
Overall satisfaction is high with 90% of our clients indicating that they are satisfied. This is 3% higher than the benchmark for other similar organisations

**“I have always been listened to with empathy,
understanding and great care.”**

NET PROMOTER SCORE

The Net Promoter Score (NPS) is an internationally recognised customer satisfaction metric used to calculate the loyalty of respondents.

The net promoter score for clients is 43 which is considered favourable. The net promoter score for parents/carers is 46 which is also considered favourable.

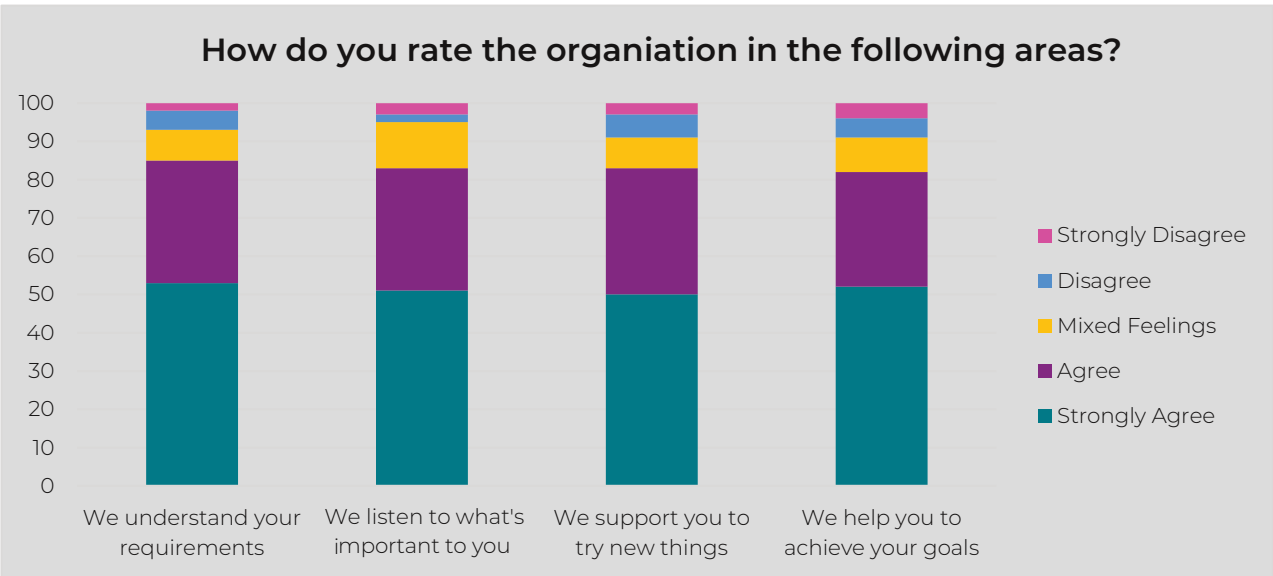


CLIENT FEEDBACK

I would like to keep getting support from The Disability Trust	92%
I am happy with The Disability Trust	89%
The Disability Trust staff care and support me	88%

PARENT/CARER FEEDBACK

The Disability Trust provides a safe and secure environment	94%
The Disability Trust treats me and my family with dignity and respect	94%
The Disability Trust is ethical and staff have high ethical standards	93%



STAFF FEEDBACK

“Friendly, positive,
great team.”

“Happy, flexible
and safe working
environment.”

“Great work
environment, I love
going to work.”

Staff engagement is high at **87%**, reflecting a high level of job satisfaction and commitment. This is **6%** higher than similar organisations

I believe in the overall purpose of The Disability Trust

95%

I am proud to tell people I work for The Disability Trust

91%

My work gives me a feeling of personal accomplishment

85%

Keeping high levels of health and safety is a priority of The Disability Trust

88%

The Disability Trust has enough flexible work arrangements to meet my needs

84%

The training and development I've received has improved my performance

80%

“Recognise and
nurture people's
strengths and
abilities.”

“Employ staff
from diverse
backgrounds.”

“Committed to
improving the lives
of our clients with
compassion.”

“There is a genuine commitment to
assist participants to achieve their goals
and have appropriate supports that
meet their needs.”

“Culture of
encouraging ideas
and innovation.”