



my  
Voice



Do people feel safe?

This is what you told us  
September 2023



EasyRead version

Real Life Options

a real choice | a real voice | a real difference

# Listening to everyone



Every 3 months we ask people about different things that are important to them.



This time we wanted to know do you feel safe?



These are the answers. They show what things we are doing well and what things we can do better.

## Who we heard from



More people answered than ever before.

We had 202 people tell us what they thought.



We also asked people where they were from

- A5 Day Service
- Balmore
- Bathgate
- Birmingham
- Broomfield
- Derbyshire
- Dunfermline SL
- Elgin
- Fraserburgh
- Hawick



- Inverurie
- Leeds
- South Lilywynd
- London
- Longstone
- Macduff
- Newcastle & Durham
- North East Fife
- Nottinghamshire & South Derbyshire
- Portlethan
- Sheffield & North Derbyshire
- South Tyneside
- Springfield Road
- Stockton South
- Teeside



And 17 people who did not say.



## What we do well

9 out of 10 people said they knew how to complain if they needed to.



Nearly everyone said they sometimes or always had support to know if something might be unsafe.



And they knew how to keep others safe.



Nearly 9 out of 10 people said they were supported to feel safe.



Nearly everyone said they were sometimes or always supported to know their rights.



Nearly everyone said they sometimes or always had support from family or advocates.



Nearly everyone said they sometimes or always felt listened to.

## Who would people tell if they were unhappy about their support?

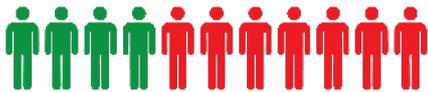


Sometimes people had more than 1 person they would go to, so:

Nearly 7 out of 10 people would go to the manager.



Nearly 4 out of 10 people would go to the deputy manager.



Nearly 3 out of 10 people would go to the shift leader or senior.





6 out of 10 people would go to a support worker.



7 people did not know.



And nearly 3 out of 10 people said someone else.



## What we could do better



These answers show us almost everyone knows who to go to with any worries.



And they have more than one person to go to.



People say they feel safe.



Still a few people do not know who to go to and we must make this right.



Managers and team leaders will support people to let them know who they can talk to.



We can speak more about this in people's reviews.



We will make sure people can ask as many questions as they want so they carry on feeling safe.

## Credits



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