

# MyVoice Impact Report

## MyVoice – People We Support

### People We Support, Families and Guardians Survey: Service Communications



**155**  
people participated

#### Participation:

**People we support – 129**  
**Family / Guardians – 17**  
**Other – 3**

The survey engaged **155** respondents, with **51.4%** of services participating, primarily from Real Life Options (opposed to the Care at Home subsidiaries)

A notable portion of responses came from individuals directly supported by the services, reflecting their experiences.

#### Impact

At the MyVoice Conference in 2024 people we support told us that the keyworker / tenants meeting could be improved, so the above participation statistics are very encouraging.

- **Keyworker Meetings:**  
72% of respondents participated in keyworker meetings, with 38% of non-participants expressing a desire for more meetings.
- **Regular Reviews:**  
89% attended regular reviews, and 63% of those not attending do not wish to participate. Feedback indicates satisfaction with current arrangements.
- **Information Access:**  
An overwhelming 96% feel they receive necessary information from support staff.

#### Recruitment

We have created a role dedicated to the MyVoice initiative to support with engagement and to help monitor and evaluate impact.

People told us that they wanted to be involved in the recruitment process, so we invited two people we support to take an active part in conducting the interviews for the new MyVoice role.

myVoice



#### Following the 2025 MyVoice Conference

Scott Kennedy (Person we support) has a desire to volunteer and is actively looking for a role.

## MyVoice – Employees



**337**  
employees participated

### Employee Survey: Internal Communications

The results from the survey are currently under review and are being analysed. The results and response will be published in due course with actions and key recommendations to guide continuous improvement.

#### Enhancing Communication and Transparency for Employees

- We published 2 Messages from our CEO which are part of an ongoing series of messages from our Leadership Team.
- We created Meet the Team documents, illustrating organisational and team structures and clarifying job titles, roles and responsibilities.

#### What's coming up next ...

Publication of the results from the Service Communication Survey and the Employee Internal Communications Survey.