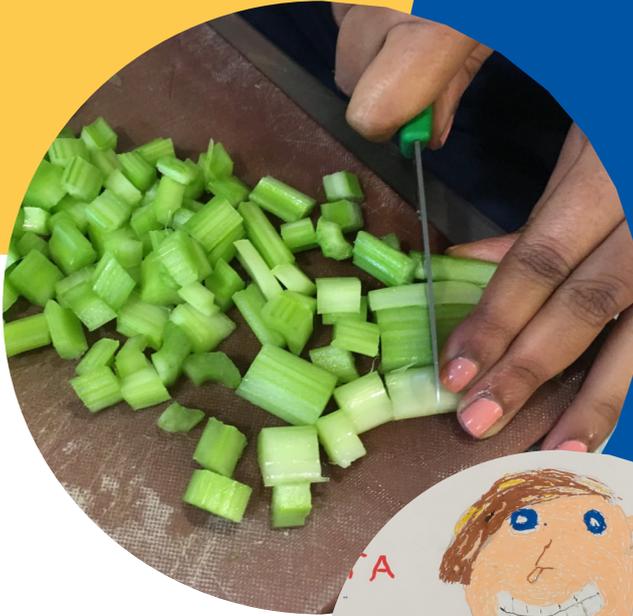


**DAY SERVICE  
SATISFACTION  
SURVEY 2016**

**"I can be myself, without explaining my difficulties"**

We randomly selected 40 members attending our day centre and asked them to review our service. Members were asked whether they agreed or disagreed with six statements and to share their overall thoughts about Headway East London's service.



**"Coming here is like an angel - I never want it to change."**

80% of members surveyed agreed or strongly agreed that "Headway helps me feel happier"

**OVERALL 98% OF MEMBERS SURVEYED SAID THAT HEADWAY EAST LONDON WAS EITHER GOOD OR EXCELLENT**

**100% of members surveyed said they agreed or strongly agreed that "Headway helps me feel accepted as I am"**

88% of members surveyed said they agreed or strongly agreed that "Headway helps me do something I'm good at"



**"It is all good except for soup!"**



**Headway  
East  
London**

**DAY SERVICE  
SATISFACTION  
SURVEY 2016**

*We asked members....*

**WHAT DOES HEADWAY  
HELP YOU BE GOOD AT?**

**"Taking a  
photograph/  
video"**

"My art - I can do anything, just give me a paint brush/ pencil"

"Singing, cooking, knitting, socialising - because lots of nice people come here"

"Art... and singing even though I don't like my voice, I like to try"

**"Socialising  
- I'm a big  
mouth"**

**"Support around trying to fit in and enjoy my days"**

"Helping to cut things in the kitchen"

**"Being aware that people need help - Headway is willing and able to help - you don't find that easily"**

**"Headway has shown me I can do art"**

*We asked members....*

**WHAT ARE THE GOOD THINGS ABOUT HEADWAY?**



**"It is like recharging your brain"**

**"All my friends are here"**

"It helps you know other people with the same problems and know that things can get better from the help they [Headway] provides"

**"Art room, music, communication: all essential and important to me"**

**"Loads and loads!"**

"Sense of community and being accepted"

**93% OF MEMBERS SURVEYED SAID THEY AGREED OR STRONGLY AGREED THAT "HEADWAY HELPS ME FEEL MORE CONFIDENT"**

**"The people—staff and members and volunteers. You can always find someone to talk to - to communicate with"**

"Everything! A nice environment to come to after being at home for a long time"

**90% of members surveyed said they agreed or strongly agreed that "Headway is helping me make friends"**