



Headway
East
London

COMMUNITY SUPPORT SERVICE
Satisfaction Survey
2019

"I AM
HEADING IN
THE RIGHT
DIRECTION"



27 members of our Community Support Service (42%) were asked to review our service. Members were asked whether they agreed or disagreed with six statements & to share their overall thoughts.

89% said Headway East London was either **good or excellent**

93% said they agreed or strongly agreed with the statement **"Headway helps me do something I'm good at"**

93% said they agreed or strongly agreed with the statement **"Headway helps me feel accepted as I am"**

89% said they agreed or strongly agreed with the statement **"Headway helps me feel happier"**

"INSTEAD OF BEING DOWN IT LIGHTENS MY MOOD"



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What about the Community Support Work Service makes you feel happier?

I'D WORRY MORE ABOUT THINGS WITHOUT THE SUPPORT WORKER

THEY'RE LIKE A ROCK TO ME

HELPS ME FEEL MORE INDEPENDENT

WHEN I GET ALL OF THE THINGS I NEED TO GET DONE, I'M HAPPY

"I FEEL I AM ONE OF THE GROUP"

85% of members surveyed said they agreed or strongly agreed with the statement **"Headway is helping me to have more control in my life"**

81% said they agreed or strongly agreed with the statement **"Headway helps me feel more confident"**

"IT'S NICE TO HAVE THE SUPPORT"



"IT HELPS ME TO MOVE FORWARD WITH MY LIFE"

HELPING AND BEING MY OWN PERSON

I LOOK FORWARD TO IT, I REALLY LOOK FORWARD TO IT

IT SUPPORTS ME WITH THE THINGS I ENJOY DOING

THEY'RE HELPING ME FEEL I'M IN A FAIRLY GOOD POSITION TO NOW PURSUE MY OWN INTERESTS