



Headway
East
London

Day Service
Satisfaction Survey
2019

"THEY HAVE IDENTIFIED A STRENGTH IN ME"

We randomly selected 61 (41%) members attending our day centre and asked them to review our service. Members were asked whether they agreed or disagreed with six statements & to share their overall thoughts about Headway East London's service.

95% said Headway East London was either **good or excellent**

92% said they agreed or strongly agreed with the statement "**Headway helps me do something I'm good at**"

92% of members surveyed said they agreed or strongly agreed with the statement "**Headway helps me feel accepted as I am**"

92% said they agreed or strongly agreed with the statement "**Headway helps me feel happier**"



"LIFE IS IN HEADWAY"



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What makes you feel happier at Headway?

**THE ATMOSPHERE
AND CHAT IS LOVELY**

**THE FREEDOM
IT OFFERS**

**MAKES YOU
MORE ACTIVE**

**I'VE LEARNED
HOW TO
LAUGH AGAIN**

**CAN'T WAIT TO GET HERE, I
DON'T WANT TO GO HOME**

YOGA

**YOU FEEL LIKE
A LITTLE
FAMILY**

**THE STAFF ARE
SENSITIVE TO
WHO I AM**

EVERYTHING

**HELPS GUIDE
ME DOWN
THIS
HARROWING
PATH**

**GETTING ON
WITH PEOPLE,
ART, SITTING
WITH MY
FRIEND**

"I AM ABLE
TO SPEAK
MY MIND,
HAVE FUN,
EXCHANGE
IDEAS"

"I DON'T FEEL LIKE I
AM ON MY OWN
WHEN AT HEADWAY"

89% of members surveyed said they agreed or strongly agreed with the statement **"Headway is helping me make friends"**

87% said they agreed or strongly agreed with the statement **"Headway helps me feel more confident"**

"IT'S A LIFECHANGER.
THE BEES KNEES"

