

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



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Achieving dreams. Transforming lives.



Annual Consultation Exercise (ACE) 2021/22

Summary Report



This report provides a summary of findings from NI and ROI.

We asked the people we support and, in NI, families supported by our Family Support Services (we don't currently have Family Support Services in ROI) to complete a survey to tell us what they think about our support.



Due to Covid-19, we had to make changes to our ACE survey. One of the changes was asking people about our support during the Covid-19 pandemic – there is a separate document with this feedback.



There were 208 replies.

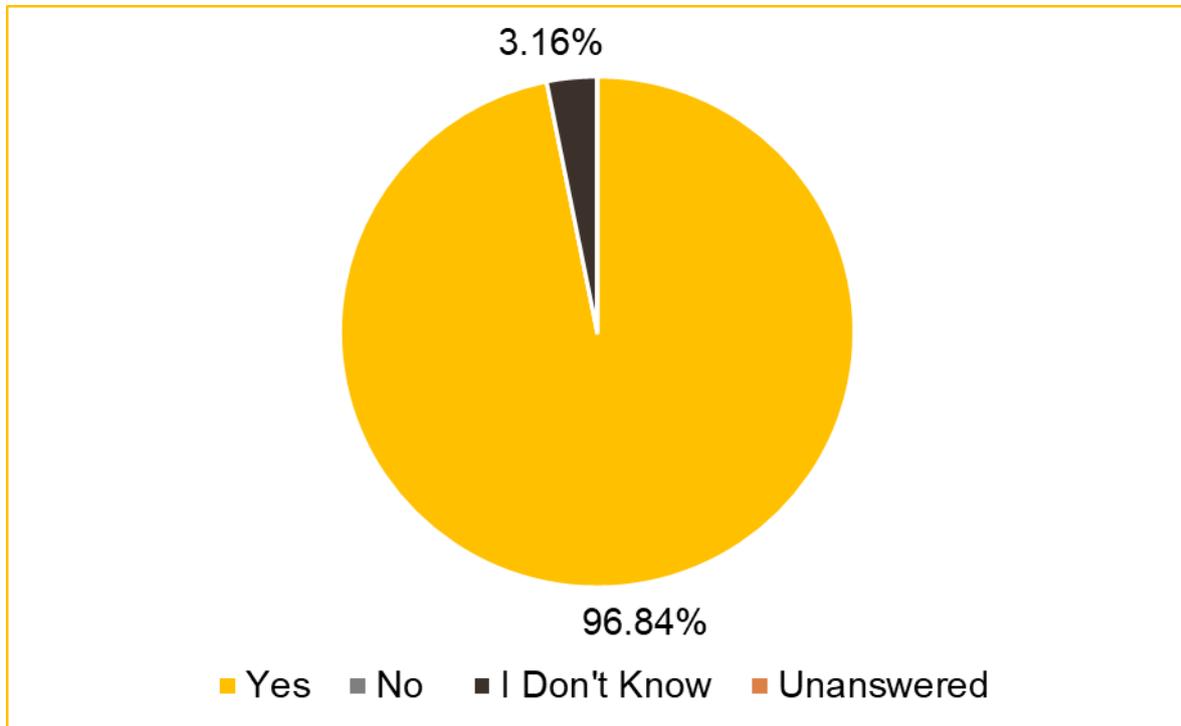


95 people we support completed the survey (59 in NI and 36 in ROI).

113 family members (supported by NI Family Support Services) completed the survey.

1. Most people were happy with our support

Table 1: People we support – Are you happy with your support?



Example of comments from people we support

"I get to make my own choices, do what I want to do."

"Yes, they are very good to me".

"I enjoy meeting up with my staff every week. They have supported me during Covid when I had nothing else."

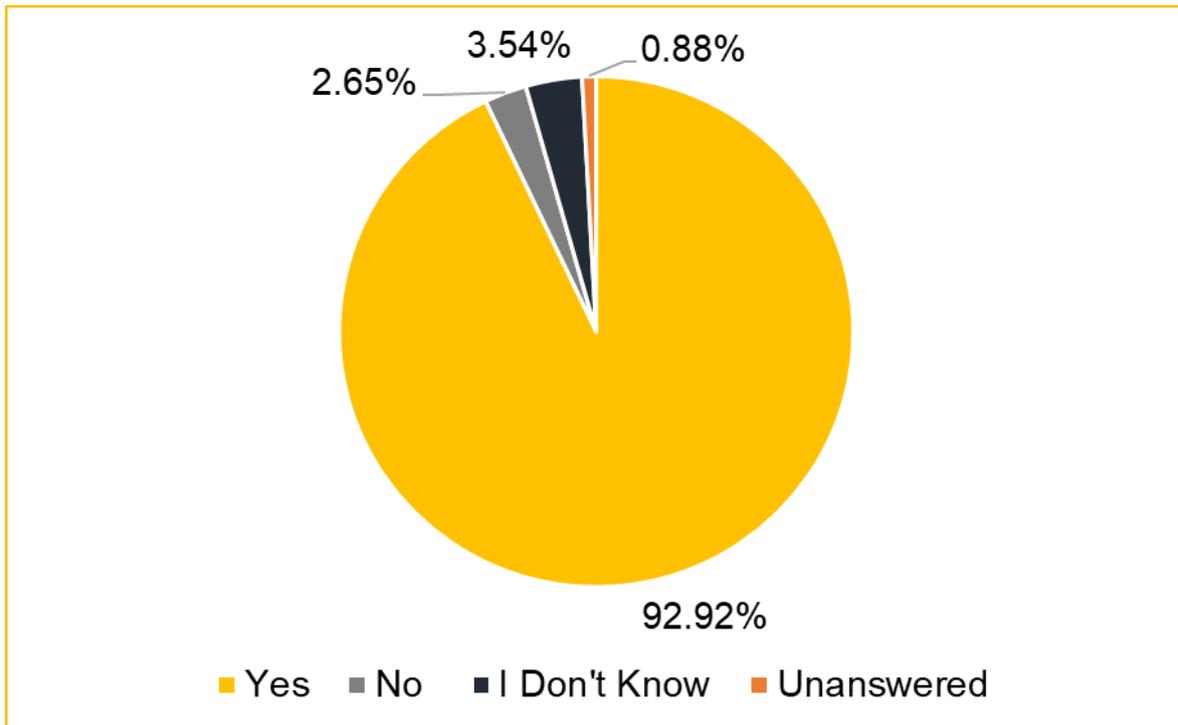
"If I have had a problem support workers and managers have helped me sort it out."

"It helps me to be more independent."

"Very happy. I was unsure about the project at first, but now very happy with it".

"Very helpful and positive so lucky to have the support"

Table 2: Family members / carers – Are you happy with the support of your relative?



Example of comments from families

“Fantastic service.”

“I am very happy with the support given by Positive Futures staff. There is always someone to talk to if needed. Thank you. A great organisation.”

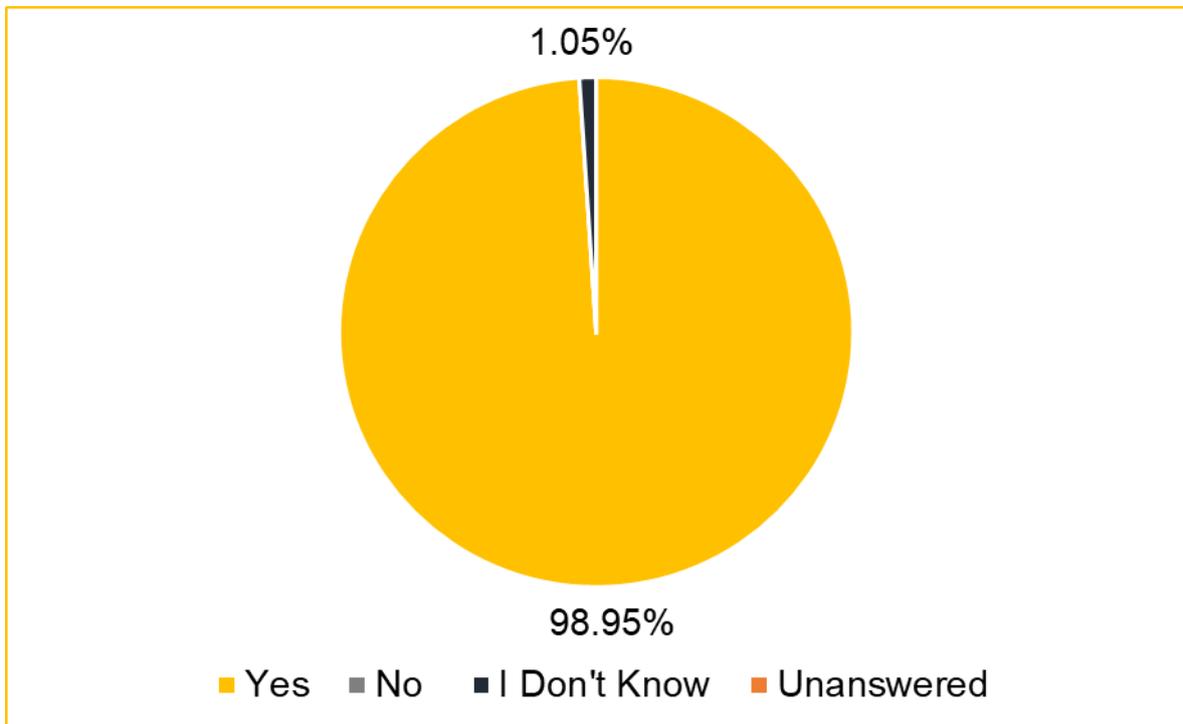
“[My family member] loves Positive Futures and has missed it during lockdown. He asks every day when he can go back.”

“Turnover of staff is too high, can be confusing.”

“Staff have been very approachable and understanding. They listen to what we need as a family and act upon this.”

2. Most people thought the support from staff was helpful

Table 3: People we support – Is the support from staff helpful?



Example of comments from people we support

"They will help me achieve my goals."

"All staff have supported me with doing tasks around the house."

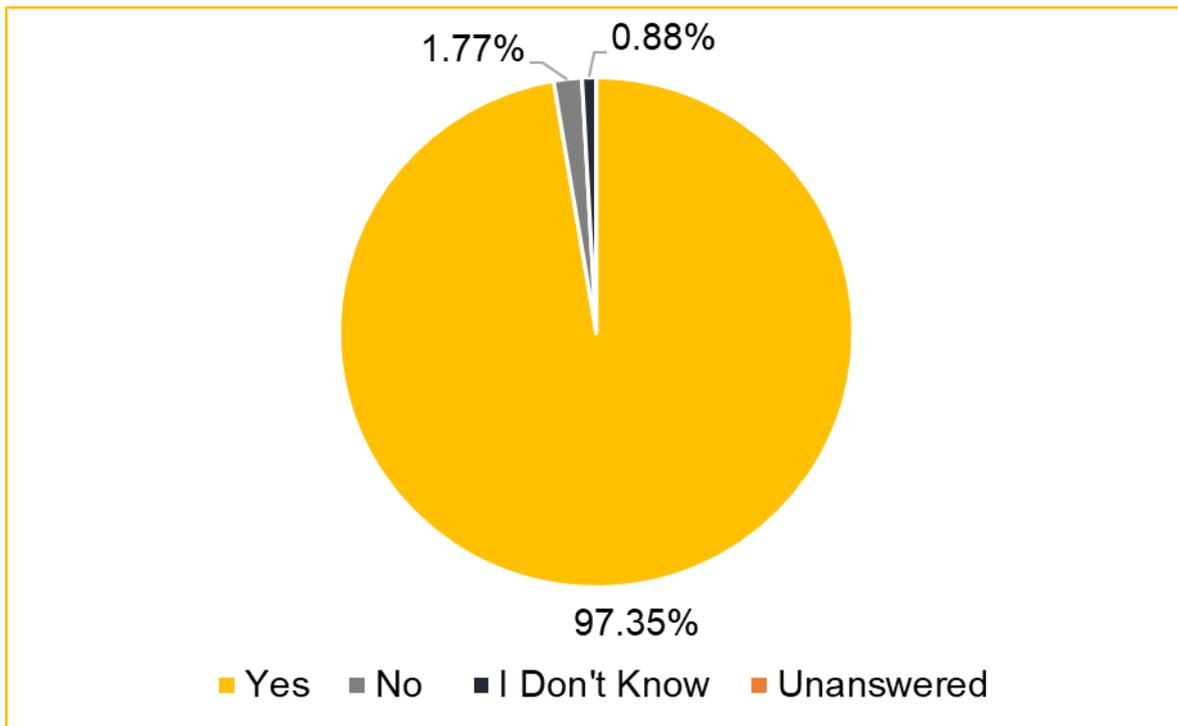
"I get on really well with my staff. My staff member makes me laugh."

*"My staff have encouraged me to think about what I want to do,
and make my own choices.*

*They have shown me how to be positive,
and I feel much better now."*

*"When I have a problem on my mind I talk to the staff and they will listen to
me when I need someone to talk to."*

Table 4: Family members / carers – Is the support from staff helpful?



Example of comments from families

“It’s good to have someone to pick up the phone to and things that I mention in passing staff send information and resources back to me. All things I do not have the time to research myself, it takes the pressure off. I have never felt I need to justify myself.”

“Provides a chance for my [family member] to have her own space outside of family.”

“Since [My family member] first started Positive Futures, he has been able to access a range of diverse activities. This is a brilliant service and we are very grateful for this support.”

“We couldn't have gotten better than [staff member] They are a credit to you, always so good with our family member”

3. People told us the best thing about the support they get People we support – What is the best thing about your support?

“Moving into supported living has been a big step for me. I was excited and anxious about leaving home, however the support from Positive Futures has helped me settle into my new home. I am really happy that staff encourage and help me to make my own choices and decisions. This has helped me feel better about myself. I like that staff listen to me and if I am concerned about something staff will pass this onto my Social Worker / Trust for me so it can be looked into.”

“Do an excellent job and service. I have been with them for 13 years. It has been excellent.”

“I get to go out, my staff help me to get up in the morning and support me to look after myself and my house.”



“Helping me look for my own place.”

“Staff help me to go out to different places and try different activities. My mum isn't able to do these things, so it is a big help to us.”

“Someone to talk to, who understands me and who helps me to do the things I want.”

“Being able to go to new places and to have someone with me. I like talking to my staff about books and films.”

Family members / carers – What is the best thing about our support?

“Positive Futures has been a lifeline throughout the pandemic, I honestly don't know how we could have got through without the support especially when the school was closed.”



“As I have my child 24/7, it's great to feel confident enough to let him go. It has been good for my mental health. getting some time for myself.”

“The progress that has been made so quickly. I doubted from day one that this service would work for [my family member] but it has exceeded my expectations.”

“My [family member] has become a very happy and content person. He has become very open to conversation this is due to the staff praising him and giving him full confidence.”

“Best thing would be the consistency of support and the follow through. It is more than a service. You all go out for the way to help.”

“Yes, the team are very accessible and constantly sending information in relation to courses and support available.”

“Activity packs last year were invaluable, and I still use them.”

“Gives my child independence away from mum and dad and he benefits socially/mentally. Also gives parents and siblings support, as parents can use this time to spend with other siblings.”

Best thing about our support – key points from people we support and families

People we support	
Getting support with living independently	15
Getting out of the house for activities	11
My relationship with my staff	8
Having someone who listens and to talk to	6
That the staff are caring	6
That the staff help me with any problems I have	4

Family members / carers	
Support helps with social / independence skills development for family member	18
The break from caring for me and the rest of the family	15
The activities my family member gets to do	11
The quality of support provided	9
The relationships my family member has with their staff	6
Feeling supported by the staff	3
The resources support provides and makes available	3

4. People told us about anything we could do differently or better to improve our support

People we support¹ – How to improve support

Offer more support, either through: more support hours (7), return to group activities (6), more 1-to-1 support (3), more staff to enable more support (2), more support before/after activities (1) and more engagement from staff (1)

Provide a greater range and variety of activities and make suggestions of things that are possible that might not be known about (7)

More support to gain independence, either to do new things or to enable persons to spend more time on their own without support (6)



Help with learning new skills (3)

Help with a specific activity. This can be a long-term project which needs assistance or a single activity that cannot be done without support (3)

¹ This is a summary of the key areas of improvement identified, any raised issue which is unique to a person is not mentioned but has been passed along to the relevant service and manager. The number in brackets refers to the number of mentions the issue received.

Family members / carers² – How to improve support

More support,
either by increasing the
number of direct support
hours, extending projects
etc or by the expansion of
services for siblings /
families (7)



Staffing and communication issues.

Handovers can cause
confusion for families and
make consistent
communication difficult as
families are dealing with
new or different staff
members (6)

**Provide a greater range and
variety of activities**
Including increasing the
geographical spread across
NI (3)

² This is a summary of the key areas of improvement identified, any raised issue which is unique to a person is not mentioned but has been passed along to the relevant service and its' manager. The number in brackets refers to the number of mentions the issue received.

Our Action Plan

This was developed with people we support (involved in the Advisory Board) and staff (from our Joint Consultative Committee)

What will we do?



We will say “thank you” to our great staff for their outstanding work by:

- Sending a card to all staff from Agnes on behalf of Trustees and Directors
- Sharing a video message of thanks from Agnes and the Advisory Board with staff.



We will prioritise staff retention alongside our recruitment initiatives, particularly finding new ways to keep our great staff and boost morale, for example, we will:

- Track salaries in other similar organisations to make sure our staff pay is in line with them and, where possible, is the best
- Provide managers with money to facilitate team building events and





give small tokens of appreciation to staff / teams

- Run a number of 'fun' events involving Trustees, Directors, staff (from services and support departments) and people we support.



We will reinforce Positive Futures' values and the importance of listening to the people we support by:

- Ensuring staff inductions in services are specific to the individual needs of people we support
- Ensuring this ACE report is shared with all new staff during their induction / probationary period.



We will ask managers to reinforce with people we support, their representatives and staff that:

- Support plans should enable people to ‘test out’ new activities and challenges.



In line with our Corporate Plan, we will continue to grow our current services and develop new ones.

We will seek to secure additional resources from HSCTs and other sources in order to provide additional activities within our community based support services.

**Thank you for your feedback.
It helps us get better at what we do!**

This document was developed by Positive Futures using
Photosymbols.

