

Scheme Quality System

Stakeholder Survey

Name:

Organisation:

Date:

1. Do you believe that tenants/clients receive good information from Focus Futures to enable them to make choices?

2. Do you know how you could make a complaint about Focus Futures services?

3. Are you aware of the Scheme's aims and objectives?

4. Are the support needs of tenants/clients regularly reviewed and amended?

5. Do you think you receive effective communication from the scheme in relation to the care and support of tenants/clients?

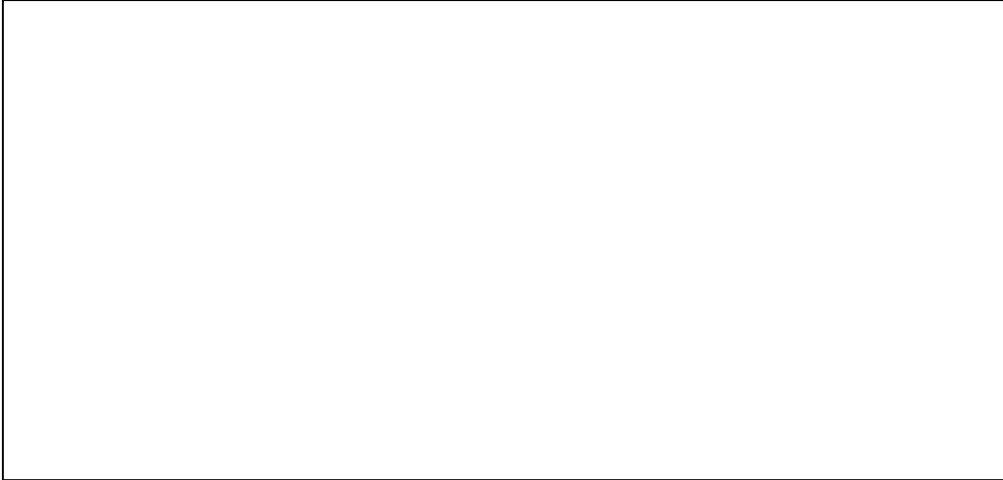
6. Are the views of tenants/clients incorporated into their Support Plan at the Scheme?

7. Do you believe that the numbers of staff employed at the Scheme are sufficient to meet user needs?

8. What is your opinion of the performance of Scheme staff in providing a safe and effective service?

9. What issues or areas would you like Focus Futures to concentrate on in providing and developing our services at the Scheme?

10. Are there any other comments you would like to make?

A large, empty rectangular box with a thin black border, intended for the user to provide additional comments or feedback.

**THANK YOU FOR YOUR VIEWS WHICH ARE IMPORTANT TO US AND WILL HELP US TO
IMPROVE OUR SERVICES**