



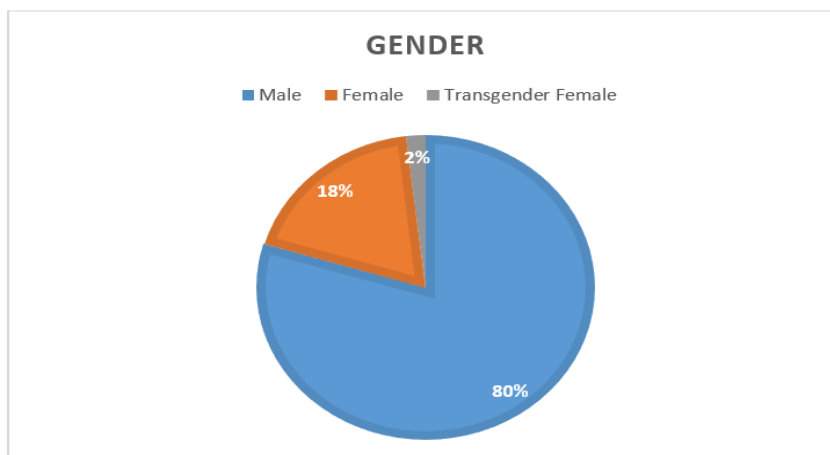
## Service User Questionnaire

### Fact Sheet 2024

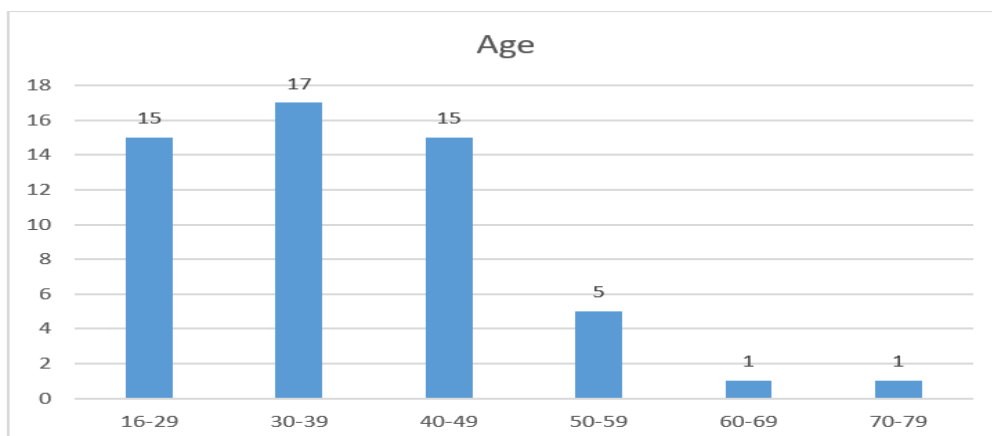
NB. Most questions included multiple choice answers!

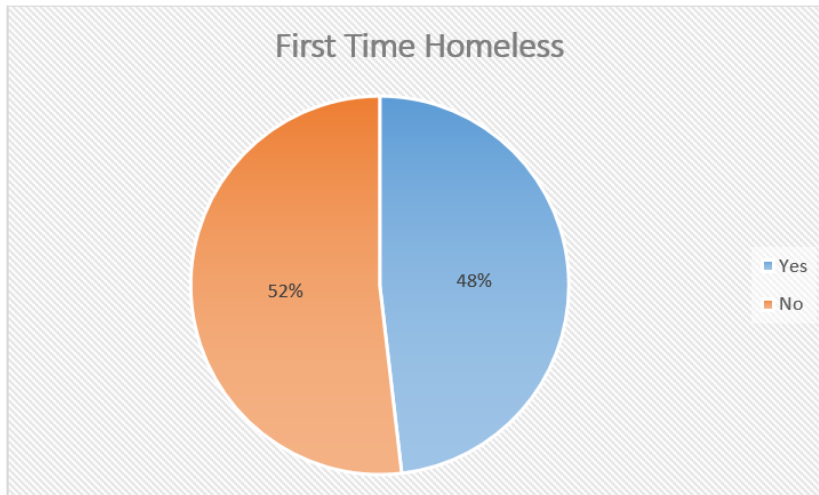
54 service users across CTM completed the questionnaire.

As at the 31<sup>st</sup> October 2023, there were 137 service users who had 'high' or 'intensive' supports needs across CTM living in either temporary or supported accommodation. In January 2024, the HSG Team received 54 completed questionnaires, please note some service users were no longer receiving support and others preferred not to participate.

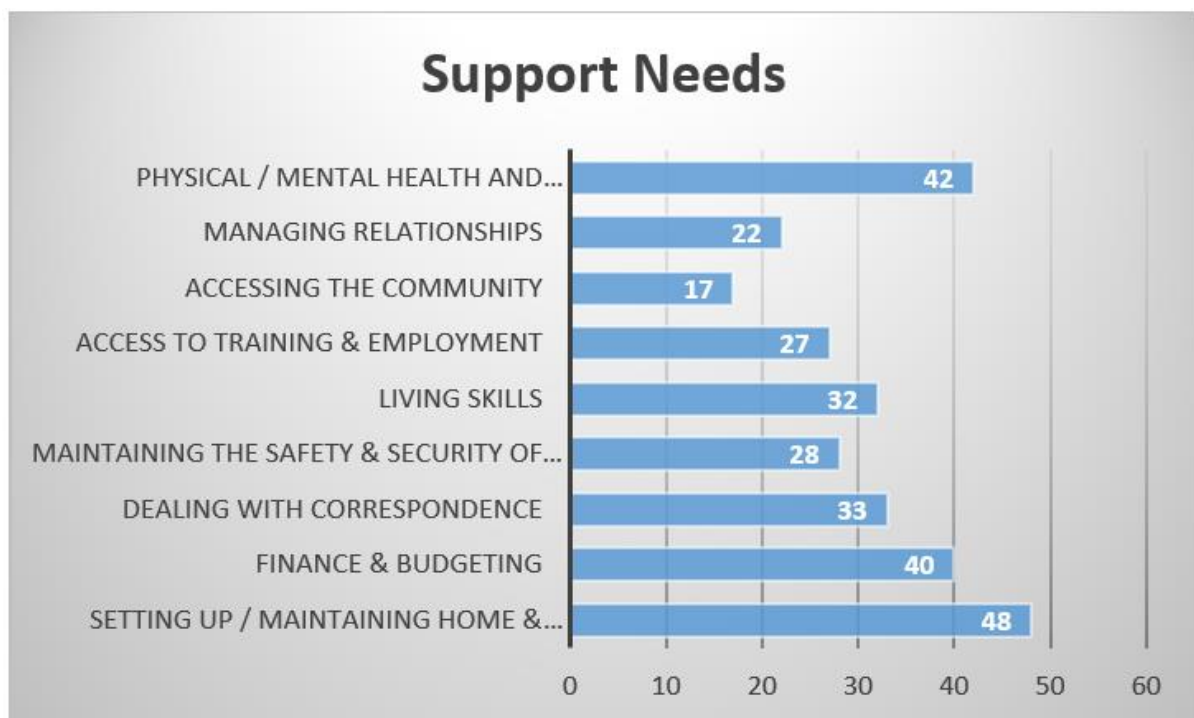


43 – males  
10 – females  
1 - transgender



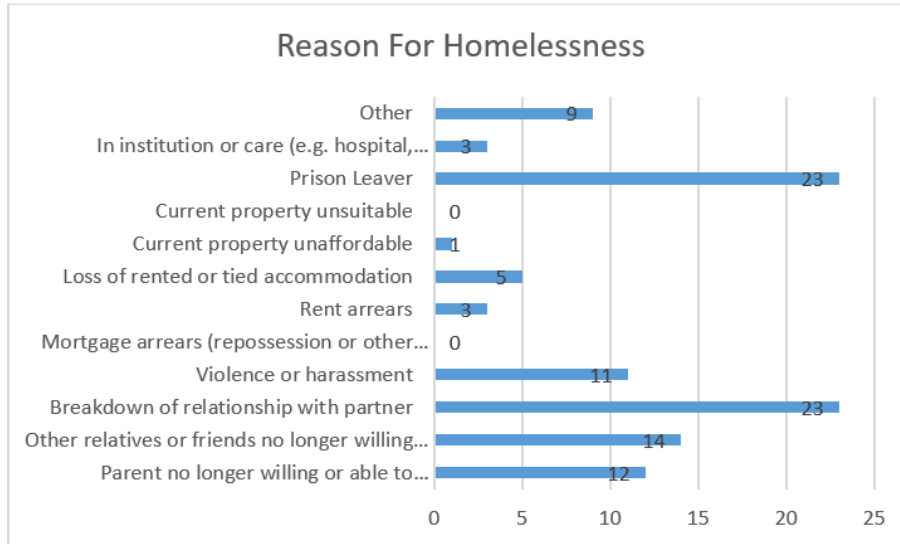


Within the last 2yrs:  
28 homeless – between 2 and 10 times  
26 homeless – for the 1<sup>st</sup> time

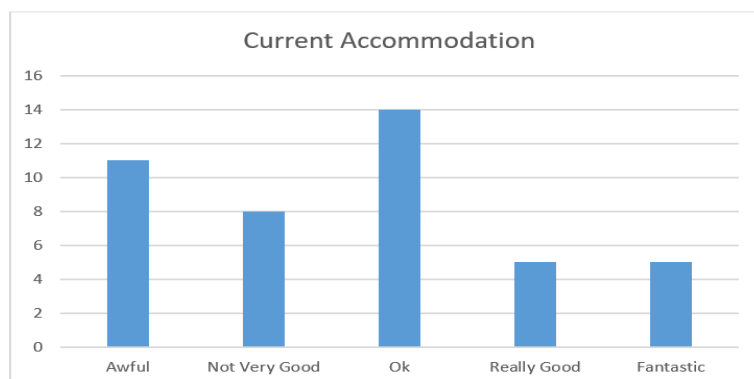
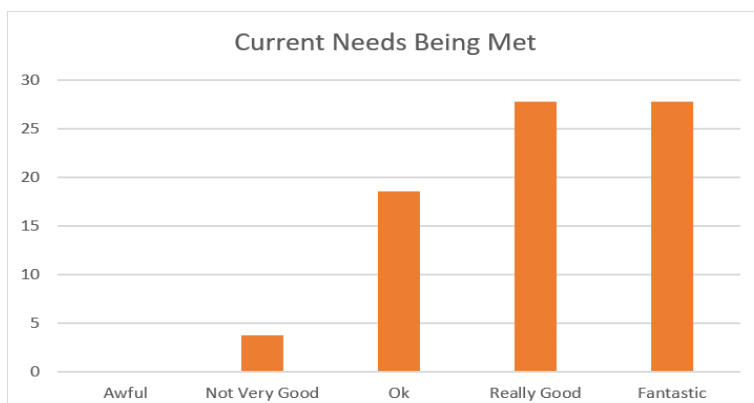


Physical / mental health and wellbeing = 77%  
Setting up / maintaining a home and tenancy = 88%

50% would like support to access training and/or employment.



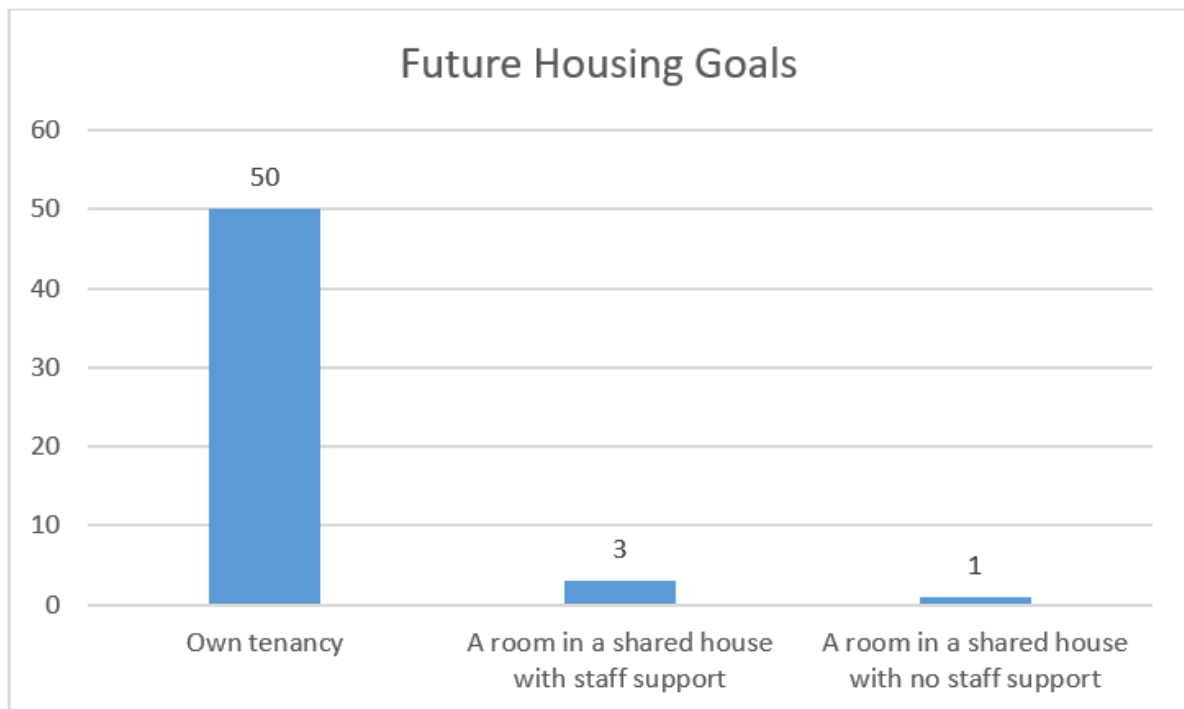
**Joint highest:**  
 'Prison Leaver' and  
 'Breakdown of  
 relationship with  
 partner' - both  
 selected 23 times



**Majority happy  
 with current  
 support but not  
 Accommodation!**



20 service users receiving support from the Health Outreach Service (HOS)





## Current Needs Being Meet - Suggested Improvements:

I have not had a lot of support on coming out of prison.

Professional understanding that being transgender is extremely hard.

Better idea of timeline cause been in TA for a year.

Would be good if all support and probation could come to where we live.

To get better communication from external agencies.

More staff on site would have an impact for the better.



## Current Accommodation – Suggested Improvements:

Somewhere to have a coffee to sit and talk, this would stop the need to go to each other's rooms.

Accommodation is sub-standard, amenities in the room do not work. Room is cold and damp, carpet is dirty, water is dirty from tap, no pressure in the shower.

Food storage and cooking facilities.

People given tasks and jobs to help around the B&B to keep it clean and tidy.

The other residents create a bad environment for someone who is trying to get clean.

Extra security, cameras, heating.



## General Comments:

I have been in Garth Villas for over 2 years and would like to move on.

I am really struggling with the first few weeks out of HMP... I am either going to get arrested for shoplifting or breach for not attending probation.

Transgender awareness training for services.

I'd rather live here in a bad building with the great support than a nice building without any support.

Stay in the Three Saints hotel.

My mental health is poor cause of hotel I am living in.