

Our 2021 Annual Survey

In Autumn 2021 we sent out a survey to our service users to find out about their experiences of using Jami, the difference we make to people’s lives and how we could do better.

Who filled in the survey?

- We had 109 responses
- 35% of respondents were new to Jami in the last 12 months
- Almost half of respondents were between the ages of 46 and 65, and 64% were male. This broadly reflects the make-up of all our service users

Positive experiences at Jami

- Jami’s approach is highly valued by our service users. When asked what Jami does well, they told us that Jami and our staff are caring, supportive, understanding and encouraging
- Over 90% of respondents were very satisfied or satisfied with their experience of Jami
- We asked service users to rate on a scale of 0 – 10 how likely they would be to recommend Jami to a friend, family member or colleague. 65% of respondents gave a score of 9 or 10. This gives us a “net promoter score” of 51, which is considered excellent

We asked people what difference, if any, Jami has made to their lives. 10% told us that Jami has literally saved their lives

Success across our three strategic pillars

Pillar 1: We advise and advocate	Pillar 2: We provide treatment and support	Pillar 3: We educate and campaign
<p>Over three quarters of respondents who were new to Jami’s service in the last year said it was easy or very easy to get in touch with Jami</p> <p>Over 90% of respondents who were new to us in the last year agreed or strongly agreed that the first people they spoke to:</p> <ul style="list-style-type: none"> • Were professional • Listened to them with kindness • Gave them the information they needed to decide what to do next 	<p>77% of respondents said that the service that was offered to them met their needs</p> <p>73% agreed or strongly agreed that they feel part of a community of peers who understand and help them.</p> <p>When we asked an open question about what difference, if any, Jami has made to their lives, respondents most frequently mentioned increased connection with others and feeling part of a community.</p> <p>80% agreed or strongly agreed that they feel well supported by Jami staff</p>	<p>We did not ask specific questions related to this pillar in the survey but are looking to better understand our impact through other methods.</p>

Service User Involvement

A key aim of the survey was to better understand whether service users feel involved in Jami

- 64% of respondents felt involved in decisions regarding services, however only 41% of respondents felt involved in the design and delivery of Jami services
- Almost three quarters of respondents said they would be interested or consider getting more involved in the work we do. Providing feedback was the most popular option for involvement. Other ideas that respondents suggested included developing groups and activities
- Jami's User Involvement Coordinator is working on a service user involvement programme. This includes following up with those that left contact details, and setting up a pilot steering group and regular forum for service users to share their thoughts.

What could Jami do better?

Service users told us that they would like more access to Jami's physical spaces. We also heard that follow-up and consistency is important for service users, so that they are kept in the loop about what is on offer and any organisational changes.

We are actively addressing these suggestions by working with the relevant teams and developing an action plan to ensure that these responses heard and that there are greater opportunities for service user involvement.

Quotes

- "They have [been] there for me through crises and desperation. They have been a listening ear, helped send in meals when I needed and give helpful positive advice. Thank you to [staff] who would phone me each week at the onset of covid when I felt extremely anxious!"
- What difference has Jami made to your life? "Saved it. Before, I was on the edge many, many times. I was in hell. Just having somewhere to go daily, to be with kind supportive people helped so much. Beyond life."
- "I cannot fault Jami for the support I have received. I like the marketing/campaigning which is both positive and encouraging. Everyone I have spoken to has been amazing. I am grateful. I like that this is a Jewish service as it feels 'at home' somehow. Thank you so much."
- "The past 18 months have been the most challenging of my life and it has been a constant and strongly supportive part of my life, helping me, being there, and giving me guidance and reassurance."
- "It has helped me to see the wood from the trees and to get a calmer and wiser perspective during the storms."