

# Jami Service User Survey 2023 Summary

## Who filled in the survey?

- 167 people responded (representing 11% of our service users) which is higher than previous years
- 64% of respondents were women, 34% were men. 43% of respondents were between the ages of 46 and 65. Both reflect the make-up of all our service users.
- A third of respondents were new to Jami in the last 12 months.

## What are we doing well?

- Over 90% respondents were satisfied with the overall experience of using Jami. And 72% gave us a score of 9 or 10 when asked if they would recommend Jami to someone facing difficulties with their mental health.
- Service users told us that they highly valued our services and in particular the approach of staff they directly work with. They feel supported at Jami. Some found just the presence of Jami and knowing it's there to be helpful.
- 69% of service users told us that the service offered to them was relevant to their needs, although this has decreased slightly from 2021 (77%).
- Those who were new to Jami felt that it was easy to get in touch with the organisation.

## Our impact

- Service users found that Jami has helped them to connect with other people, improve their quality of life, enabled them to feel supported, heard and understood, and for some, has literally saved their lives.
- Almost 70% of respondents said that Jami had contributed a lot or a moderate amount to improvements in their mental health and wellbeing.
- 17% of respondents receive no support outside of Jami – this gives us some indication of the critical importance of Jami for those that use our services.

## 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>70% of the 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>Of those respondents who were new to us in the last year, the majority agreed or strongly agreed that the first people they spoke to:</p> <ul style="list-style-type: none"> <li>Listened to them with kindness (96%)</li> <li>Gave them the information they needed to decide what to do next (90%)</li> <li>Met their needs (84%)</li> </ul>	<p>69% of respondents said that the service that was offered to them met their needs.</p> <p>82% agreed or strongly agreed that they feel supported by Jami staff.</p> <p>72% agreed or strongly agreed that they feel part of a community of peers who understand and help them.</p> <p>78% agreed or strongly agreed that at Jami they feel they are in safe space and accepted for who they are.</p>	<p>We did not ask specific questions related to this pillar in the survey</p>

## Service User Involvement

- We asked how much our strategic vision aligns with what service users hope to gain from Jami. Only 11% felt it aligns a lot, while 5% said it does not align at all. The majority of respondents (72%) said that they do not know enough about our strategy which highlights that more could be done to raise awareness of the strategy.
- Our work on service user involvement continues to be necessary. Only 44% of respondents were satisfied with their level of involvement in decisions making, and 37% said they felt satisfied with their involvement in the planning and delivery of services.

## How service users think we should improve?

- A theme emerging from the survey was around better communication, and this was highlighted as a priority area by the Steering Group. This includes better and increased communication and transparency with senior staff, as well as continued communication at times of staff changeover.
- Other areas which respondents mentioned they would like were shortening the waiting period to get into service, increasing outings at Hubs and expanding geographic outreach of Jami.

# Service User Focus Groups 2023 Summary

## Context

- 7 focus groups were conducted in March 2023 with service users from different services.
- An average of 7 participants joined each focus group. They were held in various locations – online, in Hubs and in the Café, and were facilitated by Mya Goschalk.

## Impact of Jami services

- Overwhelmingly the feedback that we heard was positive.
- Participants felt less alone in their experiences – either by connecting with staff or other service users – and that Jami acted as a safety net
- Similar to the survey results, being heard and understood was valued.
- In our longer-term services (Hubs, Hubs Online, Compeer) the main themes were around:
  - » Mutual support and gaining a sense community
  - » Social connection
  - » Those in physical hubs felt a sense of safety
  - » Increased sense of purpose
- In our shorter-term services (Vocational, Recovery and Outreach), outcomes were around achieving goals, increasing confidence, positive risk taking and learning practical coping strategies.
- For a small number, Jami services allowed them to connect with the Jewish community

## What we do well

- Like the survey, participants valued the approach of staff – empowering, non-judgemental, caring, person-centred.
- Quality and expertise of staff, including bringing in their own personal experience.
- The continuity and consistency of support, including being proactively connected to other services, which allows for build-up of trust with staff member.
- For those services that have group-based activities, participants commented on the non-judgemental atmosphere and sense of inclusivity.
- Some mentioned the combination of support (within a service) or with different services as particularly helpful.

## **How we could improve**

Findings from the focus group echoed suggestions we heard in the survey. This included better communication and transparency, particularly at times of change, and increased involvement in decision making. Finally, participants wanted increased clarity on what Jami can and cannot offer