

Jami Service User Survey 2024

– Summary

Jami

For when mental illness and distress makes everyday life a struggle

Who filled in the survey?

- 177 respondents (17% of our service users, and 25% of those who received the email)
- 65% of respondents were women, 33% were men. 55% of respondents were between the ages of 46 and 65. Both reflect the make-up of our service users.
- Most commonly, respondents described their ethnicity as Jewish, British and White
- 29% 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, with those who are very satisfied increasing from 51% last year to 56% this year
- Our Net Promoter Score was 59 (compared to 58 last year), which is considered “excellent”. 71% of respondents said they are very likely to recommend Jami to someone facing difficulties with their mental health.
- Service users highly valued our services and fed back that Jami is incredibly supportive.
- When asked what we do well, respondents mentioned the quality and approach of staff. This included professionalism and experience, as well as being compassionate, empathetic, and encouraging. Respondents also commented on their experience of Jami putting clients first.
- 83% of those new to Jami said it was easy to get in touch, compared to 70% last year and 86% were satisfied with the time they had to wait to get in touch with someone at Jami.

What difference have our services made?

- Survey respondents reported that Jami has enabled them to feel supported and improved their quality of life. For many, our services have supported them to connect with others, provided someone to talk to, and enabled them to feel less alone. For some, Jami has literally saved lives.
- 72% of respondents said that Jami had contributed a lot or a moderate amount to improvements in their mental health and wellbeing.

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>Of the 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"> • Listened to them with kindness (96%) • Gave them the information they needed to decide what to do next (94%) • Met their needs (86%) 	<p>59% of respondents said that Jami was able to support them with all their needs.</p> <p>85% agreed or strongly agreed that they felt supported by Jami staff.</p> <p>73% 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, but we measure outcomes in this area through other methods.</p>

Service User Involvement

- 47% of respondents were satisfied with their level of involvement in decision-making at Jami while 45% were neutral.
- Similarly, 45% said they felt involved in the planning and delivery of Jami services while 48% were neutral.

Outside of Jami

- We asked people if they have been treated unfairly in any areas of their life because of their mental health needs. 29% reported being treated unfairly in the “Family and friendship” area, 23% in “Getting help for mental/physical health” and 20% in “Employment or education”.
- 67% reported that the conflict in the Middle East has impacted their mental health a lot or somewhat.
- 25% of respondents said they are finding it difficult to manage financially, and 31% are “just about getting by”.

How service users think we should improve?

General themes emerging were around:

- Increasing staff and volunteer numbers
- Expanding reach, i.e., reaching out to more people, and geographical expansion (Essex, NE & S London, outside London)
- Improving communication, e.g., more frequent follow-ups, timely responses and acting on feedback

Specific ideas/suggestions included:

autism support / neurodivergent space, in-patient facility/crisis home, respite for those experiencing suicidality