**Jami’s Service-User Survey, 2025**

**Who filled in the survey?**

* 107 respondents
* 36% men, 62% women. This represents the make-up of our service users (39% male, 61% female, and 3 others)
* 22% described their financial situation as “quite difficult” or “very difficult”, 24% said they were “just about getting by” while 22% are “living comfortably”
* Most commonly, respondents described their ethnicity as Jewish, British and White
* 22% of respondents were new to Jami in the last 12 months (representing 6% of new users in the last 12 months)

**What are we doing well?**

* The top themes mentioned by respondents were specific services on offer, including social activities and one-to-one support, as well as the variety of support available and the online offer. Respondents appreciated the quality and approach of staff, which included being friendly, kind, accepting and non-judgemental, and creating a safe environment. Respondents mentioned that Jami is good at listening, responsive, and committed to meeting people’s needs (eg, for those who have nowhere else to go).
* More than half of respondents (51%) said Jami contributed “a lot” to improvements in their mental health and wellbeing.

**Were people satisfied with Jami services?**

* Despite introducing “neutral” as a new option this year, 87% respondents were still “satisfied” or “very satisfied” with the overall experience of using Jami, compared to 91% last year.
* We asked service users to rate, on a scale from 0–10, how likely they would be to recommend Jami to a friend, family member or colleague. 69% of respondents gave a score of 9 or 10. This gives us a “net promoter score” of 56, which is considered excellent and similar to last year
* 62% of respondents said Jami was able to support them with all their needs (slightly higher than last year’s 59%). Where Jami was not able to do this, comments were around areas that are outside of Jami’s remit, such as wanting more support for autism and ADHD, as well as not getting enough contact from staff.
* When asked why they chose Jami over other services, the main reasons were “Jewishness” (53%), “recommendation” (40%) and quality of service (31%). 14% reported choosing Jami because “I did not have anywhere else to go.”

**Our impact**

* Since receiving support from Jami, 62% of respondents said they are able to cope better than before, while 49% said that Jami has helped them to learn new things to manage difficult times.
* Respondents spoke about:
	+ Experiencing improvements in their quality of life, including emotional and psychological change, such as feeling more confident, being happier, and gaining hope, purpose and motivation
	+ Having help to get through hard times and cope better
	+ Having support to make social connections, feel less alone, and gain a sense of belonging to a community
	+ Feeling effectively supported, either through peer support or Jami staff
	+ Being able to better support the people they care for (from respondents who are carers)
	+ Jami literally saving their lives (from 10% of respondents)

**Success in two strategic pillars (education work not measured in survey)**

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| *Pillar 1: We advise and advocate* | *Pillar 2: We provide treatment and support* |
| 73% 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.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:* Listened to them with kindness (96%)
* Gave them the information they needed to decide what to do next (96%)
* Met their needs (83%)
 | 87% agreed or strongly agreed that they feel supported by Jami staff.79% agreed or strongly agreed that they feel part of a community of peers who understand and help them. 90% agreed or strongly agreed that at Jami they feel they are in safe space and accepted for who they are.  |

**The context of our work**

* We asked people if they have been treated unfairly in any areas of their life because of their mental health needs. Responses shown left.
* 77% said conflict in the Middle East had impacted their mental health a lot or somewhat.
* In terms of support received elsewhere, the main sources of support were personal (eg, partner, family, friends), GP and other NHS or local authority services. 15% of respondents reported receiving no support outside of Jami.

**How service users think we should improve**

* Many comments from service users were specific to a service. However, an overarching theme was increasing the level of support. This included staff and volunteer numbers, as well as the frequency of contact.
* Other less prominent recurring themes were around increasing geographical reach of Jami, improving visibility of Jami services and improving mental health awareness in the wider community and NHS.

**Outcome measures**

* This year, we asked whether people had completed any questionnaires related to outcome measures with Jami and what their thoughts were. 53% did not remember completing any questionnaires.
* Of the 33 people who left comments, a third found the experience positive. They mentioned that the outcome tools helped to make them aware of the support they needed, to reflect over life experience and their journey, and to see their personal growth. They found the tools non-intrusive, dignifying and empathetic.
* Just under a third did not find them helpful. They reported it being long-winded, patronising, mentally hard work, or unhelpful because there had been no follow-up for a year.

**Survey limitations**

* **Response rate**: This was limited.
* **Representation of service users**: We did not get responses from the under-18s, and we had over-representation from respondents in the age group 56–75 (54% of responses, compared to 32% of service users). We also saw over-representation of those using Jami’s hub services (50% of responses, compared to 15% of service users).