



Annual
Satisfaction
Survey
2025

Contents

Welcome to the 2025 Annual Satisfaction Survey	01
Benchmarking	02
Understanding the demographics at SJOG	04
Using Feedback to Shape our Future	07
Introducing SJOG's Consultancy Satisfaction Performance	07

RESULTS - People

Learning Disability Services	08
Autism and Complex Care	10
Homeless Services	12
Modern-Day Slavery Services	14
Older Communities	16

RESULTS - Families

Learning Disability Services	18
Autism and Complex Care	20
Older Communities	22

RESULTS - Professionals

Learning Disability Services	24
Autism and Complex Care	26
Homeless Services	28
Modern-Day Slavery Services	30
Older Communities	32

RESULTS - Consultancy

In A Nutshell	36
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Welcome to the 2025 Annual Satisfaction Survey

Rooted in Values
Driven by Evidence
Inspired by People

At the heart of everything we do is a commitment to listening, learning and improving. This year, as always, we invite the voices of the people we support, their families and the professionals we work alongside to help shape our future.



We continue to be guided by the People's Charter, which remains central to our approach. In 2024, we refined our strategic focus into six key themes that reflect our values and aspirations:

- **Acting with hospitality** – creating welcoming, inclusive environments where everyone feels they belong.
- **Respecting the individual** – recognising and valuing each person's unique story, needs and choices.
- **Embracing creativity and innovation** – finding new and better ways to support people to live full lives.
- **Using Technology to support people** – harnessing digital tools to enhance independence, connection and care.
- **Evidencing what we do** – showing clearly how our work makes a difference and being transparent about our impact.
- **Influencing others to do more good** – sharing what works and encouraging wider change across our communities.

Most importantly, we believe that listening to people's voices is essential. People's feedback helps us understand what we're doing well and where we need to grow. It ensures that our services are shaped by real experiences and real needs.

Together, we can continue to build a future where everyone is supported to thrive.

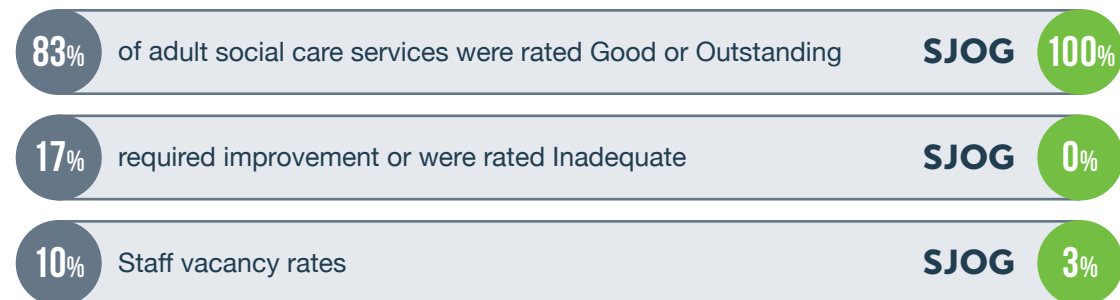
Benchmarking Care, Building Trust

To ensure we are delivering high-quality, person-centred support, SJOG benchmarks its work against national standards and sector-wide best practice. This includes compliance with regulatory frameworks such as those set by the Care Quality Commission (CQC), and guidance from organisations like Skills for Care and NICE. We also draw on sector intelligence from resources such as Social Care 360, which provides key data trends across adult social care, and The King's Fund, whose 2025 analysis highlights both increased investment and persistent challenges in the sector.

The State of Health and Adult Social Care in England, 2025 report reinforces this picture, noting continued workforce pressures, rising demand, and variation in care quality, while also recognising the growing role of innovation and digital transformation in improving outcomes. By combining internal audits, external inspections and feedback from the people we support, SJOG can evaluate its performance, identify areas for improvement and ensure our services remain transparent, accountable and aligned with the best available evidence.

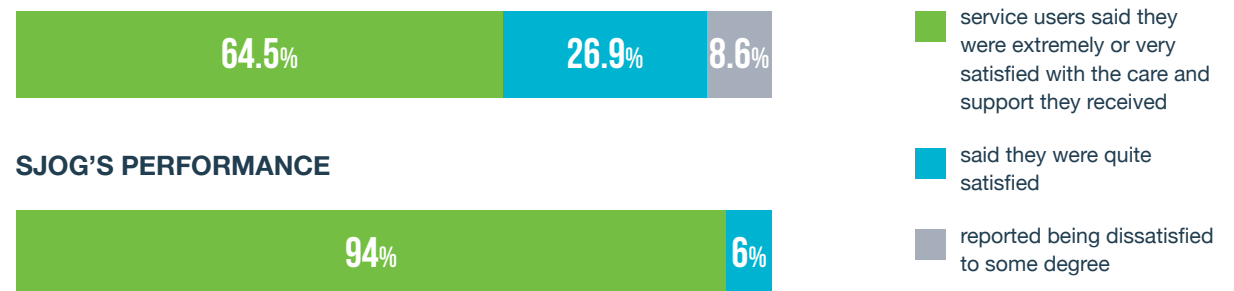
Current benchmarks included in this survey are:

CQC STATE OF SOCIAL CARE REPORT (2025):



USER SATISFACTION WITH ADULT SOCIAL CARE (ENGLAND)

According to the Adult Social Care Survey (2023/24):



SJOG'S PERFORMANCE



(0% people reported being dissatisfied)

**We are committed to promoting
equality, dignity and respect in every
aspect of our work.**



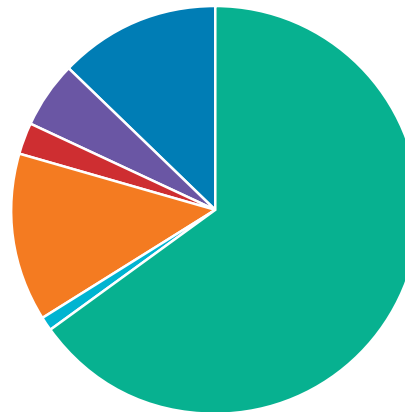
Understanding our community

> the demographics at SJOG

At SJOG, we are proud to support a **diverse and vibrant community** of individuals across our services.

Understanding the demographics of the people we support we work with helps us to tailor our approach, ensure inclusivity, and respond meaningfully to different needs and experiences.

Our community includes adults of all ages, with a particular focus on adults with learning disabilities, autistic people, individuals experiencing homelessness, older communities and people affected by modern slavery. We support people from a wide range of ethnic, cultural and religious backgrounds, and we are committed to promoting equality, dignity and respect in every aspect of our work.



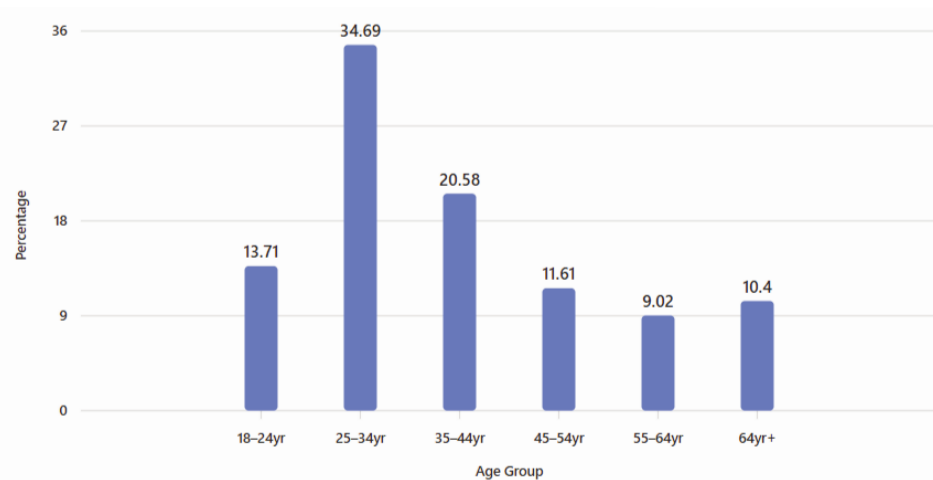
CATEGORY	PERCENTAGE
MDS	65.02%
Complex Needs	1.33%
Disability	13.07%
Homeless	2.69%
Older Communities	5.25%
IHM	12.60%

< The demographic for this survey

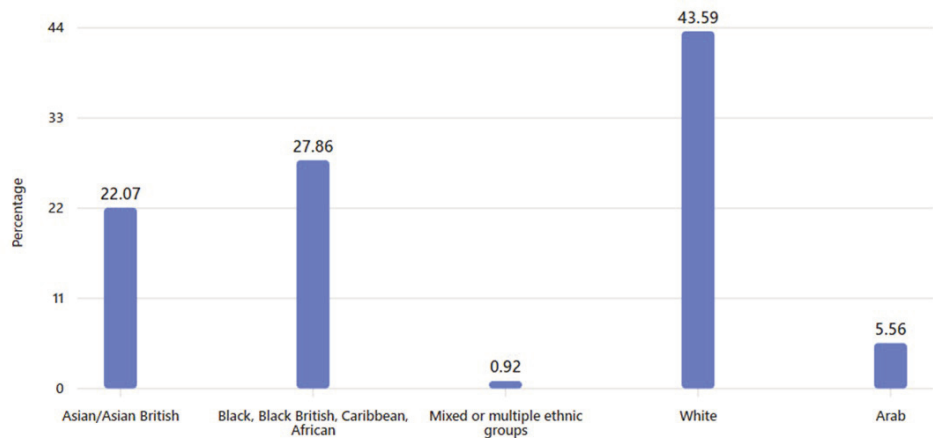


The table presents a breakdown of service categories for 2025, highlighting the proportional distribution across six key areas of charity work:

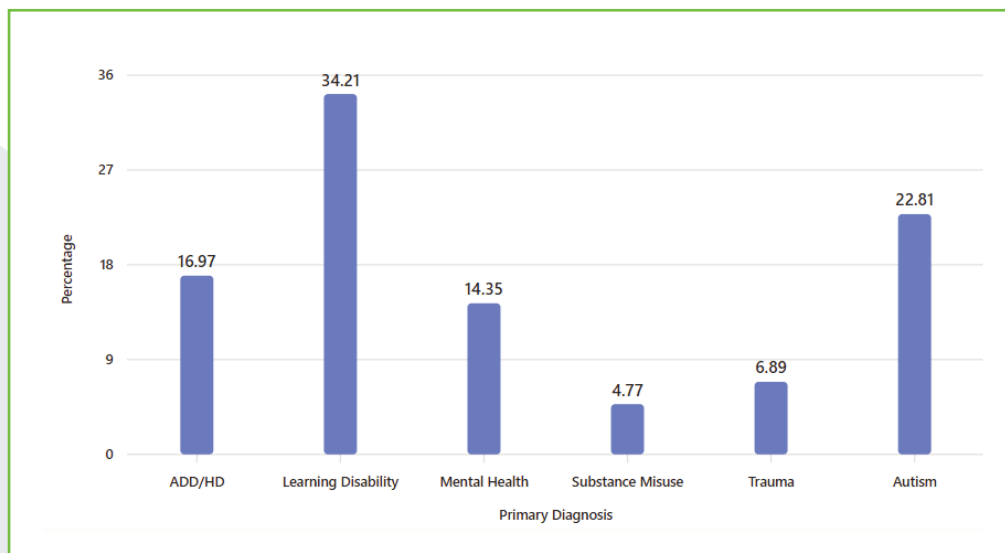
- MDS accounts for the majority at 65.02%, indicating a significant focus of our work.
- Learning Disability (13.07%) and IHM (12.60%), together forming over a quarter of the total.
- Smaller populations are allocated to Older Comms (5.25%), Homeless (2.69%), and Complex Needs (1.33%). These may be smaller groups however they are highly complex, requiring specialised interventions in these areas.



The bar chart illustrates the age group distribution across six age categories. The largest segment is 25–34 years, comprising 34.69% of the population, followed by 35–44 years at 20.58%. The 18–24 years group accounts for 13.71%, while older age groups show a gradual decline: 45–54 years at 11.61%, 55–64 years at 9.02%, and 64+ years at 10.4%. This distribution highlights a predominantly younger demographic, with a notable concentration in the 25–44 age range. This is useful to know as this age in the charity population creates more longevity in service provision.



At SJOG we support a diverse group of people. By serving individuals from various ethnic and cultural backgrounds, such as Asian/Asian British (22.07%), Black, Black British, Caribbean, African (27.86%), White (43.59%), Arab (5.56%), and Mixed or multiple ethnic groups (0.92%) we ensure our services are inclusive and representative of the communities we support. This survey will help us continue to develop multicultural environments so that people can thrive and continue to be part of their own cultural communities.



Understanding the demographics of primary diagnosis within SJOG is essential for tailoring services to meet the specific needs of our population. By analysing the prevalence of conditions such as ADD/HD, learning disabilities, mental health issues, substance misuse, trauma, and autism, SJOG can allocate resources more effectively, develop targeted interventions, and ensure staff are equipped with the appropriate training and expertise. This insight also supports strategic planning, improves service delivery, and strengthens advocacy efforts by highlighting the areas of greatest need within the community.

Note: Modern Day Slavery Services did not participate in this part of the survey as the information is not captured under the contract. We suspect that of the 701 people we currently support there is a high prevalence of mental health needs, therefore the 14.35% is not a true reflection of this condition.



SURVEY PARTICIPANTS:

84% of people we support

55% of families

32% of professionals

IN 2024 WE SUPPORTED

1394 PEOPLE

IN 2025 WE SUPPORTED

1243* PEOPLE + **70,000** DIGITALLY

(*Due to a decrease in the number of people coming through to our MDS services.)

(Note this group did not participate in this survey)

RESPONSE:

51% responded in 2024

57% responded in 2025

Using Feedback to Shape our Future

The insights we have gathered from this year's satisfaction survey will play a vital role in shaping the future of our services. By analysing responses from the people, we support, their families and professionals, we can identify what's working well and where improvements are needed. This data will directly inform service development plans, help us prioritise resources, and guide training and innovation across SJOG. We will also use the findings to benchmark our progress against national standards and share learning across the charity. Most importantly, people's feedback ensures that the voices of those at the heart of our work continue to drive meaningful change and improvement.

Introducing SJOG's Consultancy Satisfaction Performance

At SJOG, we are committed to delivering meaningful impact through every consultancy engagement we undertake. Whether supporting service development, offering strategic guidance, or helping organisations navigate complex challenges, our consultancy work reflects the same values and dedication that underpin all areas of SJOG's mission.

This year, we've introduced our consultancy satisfaction performance to ensure that SJOG's consultancy services continue to meet and exceed the expectations of those we support. By listening to feedback and tracking performance, we aim to strengthen our consultancy offering and reinforce our commitment to excellence, collaboration and positive change.



RESULTS



People

Disability Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the Individual		Embracing creativity & innovation		Using technology to support people		Evidencing what we do		Influencing others to do more good		Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
Lindisfarne Court	13	39%	92%	100%	100%	100%	80%	100%	100%	100%	100%	80%	100%	100%	100%	97%
Dalby View	8	100%	89%	100%	75%	100%	100%	100%	75%	25%	38%	88%	75%	100%	100%	81%
Northern Supported Living	41	87%	97%	100%	100%	96%	96%	100%	100%	79%	79%	93%	93%	100%	100%	95%
Balmaclean	5	40%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodall Day Opportunities	39	67%	93%	100%	100%	100%	100%	100%	100%	78%	78%	92%	92%	100%	100%	95%
Terry Yorath House	15	60%	93%	100%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
North View	6	100%	93%	100%	100%	100%	100%	83%	100%	50%	50%	100%	83%	100%	83%	87%
The Minims	13	69%	95%	100%	100%	100%	100%	100%	100%	67%	67%	100%	100%	100%	100%	95%
Total performance	140	70%	94%	100%	96%	99%	97%	98%	97%	75%	77%	94%	93%	100%	98%	94%

Highlights

- Achieving 94% overall satisfaction is a remarkable milestone. Of the eight services evaluated, three are now delivering outstanding performance - an encouraging improvement compared to the 2024 survey results.
- We continue to hear that people feel genuinely valued by the support provided by SJOG. We're proud to have maintained a 100% satisfaction score for the second consecutive year - a testament to the dedication and impact of our team.
- People expressed pride in being supported by SJOG, reflecting a deep sense of trust and appreciation. Achieving a 100% satisfaction rating is a significant accomplishment, and with 0% choosing to leave, it clearly affirms their commitment to staying with SJOG over other providers.

Lowlights

- Disability services received some of the lowest satisfaction scores across all service areas. To address this, we must enhance the support we provide in helping individuals use technology to foster greater independence
- A 93% satisfaction score is encouraging, yet it's clear that some individuals remain unsure about how to provide feedback or raise concerns. Strengthening these channels is essential to ensure everyone feels heard and empowered, enabling us to continually enhance the quality of our service delivery.
- Dalby View's overall scores indicate a need for deeper support and understanding. We are committed to working closely with the service to strengthen these areas, ensuring that people continue to thrive and receive the quality care they deserve. We know the team are committed to this.

FEEDBACK

*PC said he loves living at Lindisfarne Court, has **lots of choice** around activities, and feels able to tell staff if he is not happy or worried.*

I like the celebrations and doing the meets and allowing everyone to get together.

*SJOG provides **excellent care** and makes me happy.*

They recognise people as individuals.

I am happy living here.

*I feel **valued**.*

*They **respect** people.*

*They **support** me with all my wishes and in the community.*

My 1-1 with staff and making my family always welcome.

Staff member LD is pretty good; she uses her initiative.

I am happy living here.

Friendly staff.

*Doing a good job, staff **understanding** me.*

It's really good here, the staff are nice, and good food.

*Help me cook my own food and **listen to me** when I talk.*



They listen to my ideas at residents' meetings, which is a good place to talk.

They look after me really well, take me on holiday, and I have lots of choices.

The staff are **very kind** and help me around my home; I love living at Brentwood.

RESULTS



People

Autism and Complex Needs

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the individual		Embracing creativity & Innovation		Using technology to support people		Evidencing what we do		Influencing others to do more good		Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
The Old Vicarage	3	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfields	5	100%	91%	100%	100%	100%	100%	100%	100%	80%	80%	100%	80%	100%	100%	95%
1 Bede's Close	3	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complex Supported Living	2	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total performance	13	100%	90%	100%	100%	100%	100%	100%	100%	95%	95%	100%	95%	100%	100%	99%

Highlights

- The Old Vicarage continues to sustain impressive satisfaction scores from 2024 into 2025. They are the highest overall performing service in autism and complex needs. Well done to the team!
- All satisfaction areas have overall maintained the key performance target of 95%. This is a great achievement.
- Fairfield's have improved on their overall satisfaction score from last year by a whopping 10%. This is largely due to the change in accommodation and improvements in environmental standards.
- 100% of people feel valued, respected and treated with dignity, demonstrating SJOG's core values are not only practised well, but impacting people so they can thrive.
- Technology is widely used to support people to communicate, help in capturing their outcomes and help maintain an independent life. This is the highest satisfaction score across the charity.

Lowlights

- Fairfield's use of technology requires development and understanding with the team. We plan on increasing knowledge, understanding and the impact technology can have in people's lives.
- Technology will also support Fairfield's in helping to promote people's voices when offering feedback or raising their concerns. We will improve in this area.
- Quality has dipped in 1 Bede's and Complex Supported Living, so we plan on supporting our teams in raising their assurance scores.

FEEDBACK

The majority of people we support in our autism and complex needs services are non-verbal. One person was able to tell us:

I enjoy the food and going out in my car.

RESULTS



People

Homeless Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the individual		Embracing creativity & innovation		Using technology to support people		Evidencing what we do		Influencing others to do more good		Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
Olallo	28	54%	88%	100%	100%	100%	80%	93%	80%	67%	80%	87%	87%	100%	100%	90%
Total performance	28	54%	88%	100%	100%	100%	80%	93%	80%	67%	80%	87%	87%	100%	100%	90%

Highlights

- People have shared that they feel genuinely valued by SJOG and comfortable within the service - an encouraging reflection of our commitment to person-centred care. This marks a strong improvement from the 92% satisfaction reported in the 2024 survey.
- Despite operational challenges linked to the age of the environment, people have consistently described it as friendly and comfortable. This is a clear reflection of the team's dedication and hard work in creating a welcoming space under demanding conditions.
- All of the people we support (100%) said they would recommend SJOG to others. This strong endorsement not only reflects their trust and satisfaction, but also helps sustain the long-term future of this vital service as individuals move forward.

Lowlights

- Overall satisfaction has seen a slight decrease to 90% (-3%) compared to 2024. While the change is not significant, it highlights the importance of continued support to help the service maintain high standards and deliver consistent quality.

FEEDBACK

Staff make me feel **safe**.

Most of the staff are very polite and very **welcoming**.

Most of the staff are very **respectful**.

Helpful, nice and **supportive** staff.



RESULTS



People

Modern Day Slavery Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the individual		Embracing creativity & innovation		Using technology to support people		Evidencing what we do		Influencing others to do more good		Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
Regents House	24	63%	92%	100%	87%	93%	93%	87%	80%	80%	93%	93%	80%	87%	87%	88%
Carmona	55	31%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ambrose	13	69%	93%	100%	100%	100%	100%	100%	89%	100%	100%	89%	89%	100%	89%	96%
Ceuta	15	30%	95%	100%	100%	100%	100%	67%	100%	100%	100%	67%	67%	100%	100%	92%
London Outreach	380	97%	92%	97%	95%	97%	97%	94%	88%	75%	84%	94%	84%	97%	97%	92%
Northwest Outreach	204	41%	95%	96%	86%	100%	98%	98%	88%	81%	90%	90%	90%	98%	98%	93%
Total performance	691	55%	92%	99%	95%	98%	98%	91%	91%	89%	95%	89%	85%	97%	95%	94%

Highlights

- Improvements are noted to satisfaction this year with an increase of 2%. A score of 94% is the highest satisfaction in MDS services since we started annual surveys. Well done to the team.
- Creating an environment where people feel genuinely welcomed and valued is essential to supporting the recovery of those who have experienced trauma. The team has achieved this with scores of 99% and 95%.
- People feel listened to with 98% satisfaction. This is a 3% improve on last year's survey, and the service's highest score to date.

Lowlights

- More needs to be achieved in communicating with people that what they said, we have done something about it. Loop closing the communication is essential so that people know their voices have made a difference.
- We need to improve how we communicate the concerns procedure to people so they are fully aware of the route of communicating their feedback and needs.
- Providing people with technology is not offered within the MDS contract, however we can do more in navigating people to where they can use technology. We aim to improve here.

FEEDBACK

Get the people involved and welfare checks organised.

Overall, very good.

The staff listen to my concerns, issues and problems.

There is care for one another in the house and a lot of encouragement.

Help and provide for me in my situation if I have a problem I can talk to someone who will be glad to listen to me and help and encourage me also.

Caseworkers Pinar and Yarin very nice.

SJOG really help me a lot for providing safe housing; I am so much happier, and I pray. God bless them.

SJOG is giving a good services support to clients.

Making people feel very welcome, supporting them to live a better life. Also looking out for their wellbeing while they are here and assisting with all their general needs.



Their support towards health issues is **excellent** as they always try to manage appointments fast if someone has health concerns.

I love the service by SJOG. The staff are very nice, **friendly** and **cooperative**.

RESULTS



People

Older Communities

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the individual		Embracing creativity & innovation		Using technology to support people		Evidencing what we do		Influencing others to do more good		Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
Oaklea Convent	16	50%	91%	88%	100%	100%	No response	100%	No response	100%	100%	88%	100%	88%	No response	96%
St Paul's	16	40%	94%	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	96%
Elmthorpe	9	44%	97%	100%	100%	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	97%
Villa Maria	16	88%	98%	100%	100%	93%	86%	100%	71%	71%	78%	100%	100%	78%	93%	89%
Total performance	57	56%	95%	97%	100%	98%	95%	100%	85%	93%	95%	92%	95%	92%	98%	95%

Highlights

- Services have sustained overall satisfaction from last year and gained an additional 1%. This demonstrates the services are consistently achieving satisfaction to the people they support to a high standard.
- People say their environments are welcoming, friendly and respectful. People feel high satisfaction for the support they receive.
- 100% of people said the support they receive is flexible and adapted to their needs. This demonstrates services are practicing personalised care and support to the highest of standards.

Lowlights

- We need to improve the opportunities of activity engagement across the services. In some areas this is achieved well, however we need to consider opportunities that meet the health and wellbeing of people.
- We need to do better with listening and acting on what people have fed back to us, and ensure this is communicated in a way that people feel their opinions have made a difference.
- For many older people, technologies are not essential for them, however we could utilise technology to improve the activity opportunities available to those who may require more support. We will explore and improve this area.

FEEDBACK

I feel safe and secure; I am so grateful for the presence of SJOG in our community. As we diminish in strength and capacity, it is a joy to see our sisters happy, well cared for, and at peace.

*I feel that the staff treat me with **respect** and that we are enabled to do more. I am happy with my new shower, and we are all delighted with the new kitchen. I feel listened to and things are getting done for me and the sisters. I'm delighted.*

*I feel that the care provided for our sisters in Cowley is **outstanding**. The team, led so professionally and efficiently by Lonnie, helps provide a caring and respectful family atmosphere in Elmthorpe where each sister is an individual and her needs are met.*

*Thank you for your constant **dedication and joyful care** of each sister - finding the best ways to meet their needs and spending quality time with them each day.*

The care the sisters receive is second to none - the food is highly nutritious, the place spotlessly clean, and there is a wonderful family spirit between the carers and the sisters and the carers themselves.

The presence of the carers in times of crisis and in the death of our dear Sisters is always genuine and compassionate.

***Supportive** and everything is organised for us - very happy in community and activities. Thanks to Sr Monica. Very happy with everything on offer.*

Great praise for the staff and care team; my stay was a healing process. Thank you for looking after me so well.

I could never express my gratitude enough for the love and care shown to me. You go beyond your pay grade. You are all great women.

St Paul's is a wonderful home; everyone is so kind.



You can feel the **love and respect** shown by the staff for everyone. The standard of care is excellent, and I would recommend this home to anyone.

The staff are **very kind and supportive**. Always greet you with a smile and ready to help in whatever way you want.

SJOG do a **marvellous** job and I feel respected.

RESULTS



Families

Disability Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG creates a welcoming and inclusive environment for your family member and for you as a relative/carer?	Do you believe your family member is treated as an individual, with their choices and dignity respected?	Have you observed SJOG using creative or flexible approaches to meet your family member's needs or aspirations?	Are you confident that SJOG uses technology in a way that enhances your family member's independence, safety, or wellbeing?	Do you feel that SJOG communicates clearly with you about your family member's support and progress?	Do you believe SJOG is a positive influence in the wider community or sector, and would you recommend their services to others?	(KPI:95%)
Lindisfarne Court	13	5%	92%	100%	100%	100%	100%	100%	100%	100%
Dalby View	8	2%	89%	100%	100%	100%	100%	100%	100%	100%
Northern Supported Living	41	16%	97%	100%	100%	100%	100%	100%	100%	100% *
Balmaclennan	5	5%	98%	100%	100%	100%	100%	100%	100%	100% *
Woodall Day Opportunities	39	9%	93%	100%	100%	100%	100%	100%	100%	100%
Terry Yorath House	15	4%	93%	100%	100%	100%	100%	100%	100%	100%
North View	6	6%	93%	100%	100%	100%	100%	100%	100%	100%
The Minims	13	8%	95%	100%	100%	100%	100%	100%	100%	100% *
Total performance	140	39%	94%	100%	100%	100%	100%	100%	100%	100%

* Meets satisfaction and quality in all areas.

Highlights

- Every family who participated in the satisfaction survey reported 100% satisfaction across all disability services. This is an outstanding milestone and the first time we've achieved a perfect score in every area.
- Three of the eight disability services are consistently rated 'outstanding' in both quality assurance and overall satisfaction, reflecting exceptional feedback from the individuals they support, their families and professionals.
- Families have noticed the consistent standards in quality across the services. This provides families with trust and assurance in the services that SJOG delivers.

Lowlights

- Some services require improving their quality assurance scores, while others are coasting with the same scores for a few years now. We aim to positively challenge these services to reach exceptional standards by the next survey.
- We had less families taking part in this year's survey. We will encourage more participation throughout the year rather than one annual survey.

FEEDBACK

*T's care is excellent. She is very well looked after and **all her needs are met**. It would be lovely if she could have a chair to join others in the lounge, as she enjoys being sociable. We are very pleased with the care provided by SJOG.*

Balmac is a great place - we wish we had known about it years ago so we wouldn't have had to worry about what happens to our son when he became an adult.

*N has been lucky to have Dalby View as his home for over 30 years. Staff are kind and **welcoming** to N's friends and family whenever anyone visits.*

My sister is happy, therefore I am happy. I do think SJOG should improve the Wi-Fi for FaceTime.

We're grateful for the help from Scorton staff in sorting out my son's universal credit. D is very happy, the garden is lovely, and he enjoys going to concerts with staff.

*Best place J has been. We recently made plans to go bowling together - something we've never done since he left home. SJOG is **adaptable, responsive, and proactive** in meeting his needs.*

*All the family feels that D receives **exemplary** care. We appreciate everything you do for her.*



My daughter's care is **excellent** - she is very well looked after and all her needs are met.

Over the moon with everything and everyone. **Amazing support** for her weight loss and to see the sparkle in her eye. Photos are great and shared.

RESULTS



Families

Autism and Complex Needs

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG creates a welcoming and inclusive environment for your family member and for you as a relative/carer?	Do you believe your family member is treated as an individual, with their choices and dignity respected?	Have you observed SJOG using creative or flexible approaches to meet your family member's needs or aspirations?	Are you confident that SJOG uses technology in a way that enhances your family member's independence, safety, or wellbeing?	Do you feel that SJOG communicates clearly with you about your family member's support and progress?	Do you believe SJOG is a positive influence in the wider community or sector, and would you recommend their services to others?	(KPI:95%)
The Old Vicarage	3	3%	95%	100%	100%	100%	100%	100%	100%	100% *
Fairfield's	5	4%	91%	100%	100%	100%	100%	100%	100%	100%
1 Bede's Close	3	3%	86%	100%	100%	100%	100%	100%	100%	100%
Complex Supported Living	2	1%	86%	100%	100%	100%	100%	100%	100%	100%
Total performance	13	85%	90%	100%	100%	100%	100%	100%	100%	100%

* Meets satisfaction and quality in all areas.

Highlights

- The services have achieved a 100% satisfaction from the families who participated. This demonstrates families are reassured by the standards in service delivery.
- 85% of families took part in this year's survey, showing how much families are an essential part of our service delivery.

Lowlights

- Only one service is consistently achieving outstanding assurance in all areas. We need to support those services that require a little more attention in quality and compliance.
- Some services are coasting with their quality assurance scores, in that they have not improved or declined. We need to understand how to unblock this.

FEEDBACK

I'm really happy with the service so far, and I truly appreciate the support being given to NM.

I know it's not always easy, and I want to acknowledge the effort that goes into caring for him. If I could suggest one small improvement, it would be around communication - just having more timely updates would mean a lot. Even a quick call now and then to let me know how NM doing would be really appreciated.

RESULTS



Families

Older Communities

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG creates a welcoming and inclusive environment for your family member and for you as a relative/carer?	Do you believe your family member is treated as an individual, with their choices and dignity respected?	Have you observed SJOG using creative or flexible approaches to meet your family member's needs or aspirations?	Are you confident that SJOG uses technology in a way that enhances your family member's independence, safety, or wellbeing?	Do you feel that SJOG communicates clearly with you about your family member's support and progress?	Do you believe SJOG is a positive influence in the wider community or sector, and would you recommend their services to others?	(KPI:95%)
St Paul's	16	7%	94%	100%	100%	71%	No response	100%	100%	94%
Elmthorpe	9	5%	97%	100%	100%	100%	100%	100%	100%	100%
Villa Maria	16	9%	98%	100%	100%	100%	100%	100%	100%	100%
	41	51%	95%	100%	100%	90%	100%	100%	100%	98%

Note: Oaklea Convent did not participate in the family survey

Highlights

- 98% overall satisfaction shows that families appreciate the valued care and support SJOG delivers. This is testimony that teams are working well and families are noticing this.
- Families are noticing the high levels of quality. Two of the four services are achieving exceptional standards.
- 51% of families took part in the survey. This is the first time we have introduced family surveys in the religious communities and demonstrates we are working well to coproduce services.

Lowlights

- We will explore St Paul's feedback regarding flexible approaches when supporting a family member's loved one, so that we ensure service delivery is maximised and personalised.
- We need to improve understanding within our older community services on the value of family feedback and how this can enhance service delivery and outcomes.
- We also need to improve our teams' understanding of what constitutes 'family' in religious communities.

FEEDBACK

*Have good, **helpful and approachable** management, treat people well.*

*We can't think of anyway St Paul's could improve, we moved our mother here and she has **flourished** and become happier we are delighted with the care.*

*Thank you for all the **kindness** you showed to Sr J whilst she was with you, you went beyond what we could ask for and we can't thank you enough.*

*So pleased with how mum is getting along and how **fantastic** the staff are.*

Thank you for supporting Sr to communicate with us, so important as we are so far away.

Thank you for all the work you do on behalf of all the sisters at St Paul's – God Bless.

*First and foremost, I would like to say how much I enjoyed my recent visit. Everyone was so **welcoming** and the surroundings are lovely.*



So appreciative of the care mum is receiving and so happy that she can live out her last days with **dignity** in a place where she can rest.

Thank you for the pictures and for being so **attentive** not only to sister but to us as well.

RESULTS



Professionals

Disability Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing other to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG fosters a culture of welcome, inclusion, and kindness in its services and professional relationships?	In your experience, does SJOG consistently uphold the dignity, rights, and individuality of the people it supports?	Do you see SJOG encouraging innovation and creative problem-solving in its approach to care and support?	How effectively do you think SJOG uses technology to enhance service delivery and outcomes for the people it supports?	Do you feel that SJOG is transparent and evidence-based in how it measures and communicates its impact?	Do you believe SJOG is a positive influence in the wider sector and contributes to broader social good?	(KPI:95%)
Lindisfarne Court	13	7%	92%	100%	100%	100%	100%	100%	100%	100%
Dalby View	8	3%	89%	100%	100%	100%	100%	100%	100%	95%
Northern Supported Living	41	6%	97%	100%	100%	100%	100%	100%	100%	95% *
Balmaclean	5	3%	98%	100%	100%	100%	100%	100%	100%	100% *
Woodall Day Opportunities	39	8%	93%	100%	100%	100%	100%	100%	100%	100%
Terry Yorath House	15	4%	93%	100%	100%	100%	100%	100%	100%	100%
North View	6	3%	93%	100%	100%	100%	100%	100%	100%	100%
The Minims	13	10%	95%	100%	100%	100%	100%	100%	100%	100% *
Total performance	140	31%	94%	100%	100%	100%	100%	100%	100%	100%

* Meets satisfaction and quality in all areas.

Highlights

- We continue to sustain high satisfaction with a slight increase from 2024, to now 100% in all areas surveyed. Professionals are assured at the high standards SJOG is achieving.
- Three services are surpassing our expectations in professional satisfaction.
- Professionals are noticing SJOG as a preferred provider in disability services.

Lowlights

- Participant response is lower this year which may be due to all providers requesting more feedback. We need to look at other ways of seeking professional feedback that can overall feed into an annual survey over the course of the year, rather than one annual survey.

FEEDBACK

*The team are very knowledgeable and when I visit, they are **always prepared** with the information I need.*

Nothing is too much trouble and the staff always strive to support both the person in their care and also support us as professionals.

*I always love visiting an SJOG service. I visit a number of people and they are all very unique, yet their **values** are the same. I cannot tell you how reassuring this is.*

Everyone looks so well cared for.

***Very friendly** and a positive environment. All staff are caring and seek to improve the quality of life for the residents.*

*Staff are very welcoming when I visit, and the standard of care plans and care records is very high with detail and personalised information. Risk assessments are robust. Sharing of information is timely and thorough. I feel my client living there is **very well supported** by staff that care for him.*

*I have worked alongside the staff at Lindisfarne Court to support several residents, every staff member has been open and honest about the care and support provided. It is very clear that the residents are **happy and content** being in this environment and under the care of the team. It is clear that the care staff care about the residents and their needs.*

*I have consistently found the staff at TYH to be professional, responsive, **engaging**, and willing to work in partnership with Leeds City Council to meet individual needs. TYH is the flagship of PSI residential providers, which is why WAA Commissioning invests time and resources in consolidating SJOG service offer.*



Staff are **dedicated** and passionate, one of the best LD homes we have come across in Hertfordshire.

Good teamwork and effective communication is one thing I uphold for SJOG staff. Very insightful about their service users and go the extra mile to improve the experiences and wellbeing of their service users.

RESULTS



Professionals

Autism and Complex Needs

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG fosters a culture of welcome, inclusion, and kindness in its services and professional relationships?	In your experience, does SJOG consistently uphold the dignity, rights, and individuality of the people it supports?	Do you see SJOG encouraging innovation and creative problem-solving in its approach to care and support?	How effectively do you think SJOG uses technology to enhance service delivery and outcomes for the people it supports?	Do you feel that SJOG is transparent and evidence-based in how it measures and communicates its impact?	Do you believe SJOG is a positive influence in the wider sector and contributes to broader social good?	(KPI:95%)
The Old Vicarage	3	2%	95%	100%	100%	100%	100%	100%	100%	100% *
Fairfield's	5	2%	91%	100%	100%	100%	100%	100%	100%	100%
1 Bede's Close	3	0%	86%	100%	100%	100%	100%	100%	100%	100%
Complex Supported Living	2	1%	86%	100%	100%	100%	100%	100%	100%	100%
Total performance	13	38%	90%	100%	100%	100%	100%	100%	100%	100%

* Meets satisfaction and quality in all areas.

Highlights

- 100% professional satisfaction across all four services is a great achievement for the teams.
- One service is achieving outstanding satisfaction in all areas, and this has continued for a second year running.

Lowlights

- Three services continue to not meet the quality assurance standards set within our policy expectations. We need to understand how to unblock this and improve.
- We continue to see lower participation surveys from professionals. Like disability services we will aim to develop a range of professional feedback methods to feed into the annual survey.

FEEDBACK

*I have only been involved with SJOG for a short period of time. However, within this time I have always had positive experiences. All staff members are **welcoming** and approachable and I've been able to have positive conversations with managers regarding care and support.*

*All staff members and management of the service have always been **open and clear** in communications with me.*

*I have been invited into the home and all meetings with the team regarding service users have been **thorough and positive**.*

*The staff demonstrate a good understanding of the people they support and how best to promote their strengths and needs ensuring a **good quality of life** is the ultimate goal.*



Staff are transparent and **person-centred** in their approach and feedback received from family members has also been positive.

RESULTS



Professionals

Homeless Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG fosters a culture of welcome, inclusion, and kindness in its services and professional relationships?	In your experience, does SJOG consistently uphold the dignity, rights, and individuality of the people it supports?	Do you see SJOG encouraging innovation and creative problem-solving in its approach to care and support?	How effectively do you think SJOG uses technology to enhance service delivery and outcomes for the people it supports?	Do you feel that SJOG is transparent and evidence-based in how it measures and communicates its impact?	Do you believe SJOG is a positive influence in the wider sector and contributes to broader social good?	(KPI:95%)
Olallo	28	18%	88%	100%	100%	100%	100%	100%	100%	100%
Total performance	28	18%	88%	100%	100%	100%	100%	100%	100%	100%

Highlights

- This is the first time we have introduced professional surveys to our homeless service. 100% of professionals are satisfied with the service we are providing. This demonstrates the service is highly respected by professionals.

Lowlights

- Quality assurance has improved by 8% in the past year, but further improvements are needed to meet SJOG's quality expectations. We will support the team in developing and sustaining higher standards.
- The service works in partnership with many professionals and agencies, however the number of participants in this year's survey is low. We need to develop mechanisms of generating satisfaction feedback so that higher participation is achieved.

FEEDBACK

*I have been the link worker from the community mental health team for Olallo House for over 6 years now. During that time, I have forged a close professional working relationship with the staff at the hostel. As a result of **collaborative** working and evidence based best practice, we have been able to deliver support and interventions to residents experiencing mental health problems, often as a result of PTSD.*

*The physical environment of the hostel is clean and **welcoming**. The recent development of discharge mental health beds being provided at Olallo has significantly enhanced their role in supporting people with mental illness.*



From what I have witnessed, the staff have a caring approach towards the residents, always treating them with dignity and respect. Compared with other establishments I deal with, it is clear that staff go **above and beyond** what's often required for their role.

RESULTS



Professionals

Modern Day Slavery Services

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing others to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG fosters a culture of welcome, inclusion, and kindness in its services and professional relationships?	In your experience, does SJOG consistently uphold the dignity, rights, and individuality of the people it supports?	Do you see SJOG encouraging innovation and creative problem-solving in its approach to care and support?	How effectively do you think SJOG uses technology to enhance service delivery and outcomes for the people it supports?	Do you feel that SJOG is transparent and evidence-based in how it measures and communicates its impact?	Do you believe SJOG is a positive influence in the wider sector and contributes to broader social good?	(KPI:95%)
Regents House	24	2%	92%	100%	100%	100%	100%	100%	100%	100%
Carmona	55	1%	86%	100%	100%	100%	100%	100%	100%	100%
Ambrose	13	1%	93%	100%	100%	100%	100%	100%	100%	100%
Ceuta	15	1%	95%	100%	100%	100%	100%	100%	100%	100%
London Outreach	380	1%	92%	100%	100%	100%	100%	100%	100%	100%
Northwest Outreach	204	2%	95%	100%	100%	100%	100%	100%	100%	100%
Total performance	691	1%	92%	100%	100%	100%	100%	100%	100%	100%

Highlights

- We have introduced professional feedback for the MDS services this year, and these results tell us we are performing well in terms of satisfaction with a score of 100%.
- Northwest Outreach has consistently achieved high satisfaction in quality and professional feedback for the second year in a row.

Lowlights

- We work in partnership with over 150 agencies however the participation levels in this survey are low. We will aim to do better and capture professional feedback more regularly.
- Quality assurance has remained stable, but more work needs to be done in order to achieve the KPI target of 95% across all service areas. It is the third year running with a score of 92%.
- We will continue our focus on Carmona to generate improve quality assurance scores.

FEEDBACK

*It has been a pleasure to work alongside SJOG in supporting our mutual clients in receiving the support which they require. We look forward to the growth and development in our partnership together with SJOG to achieve our common goal, which is making a **positive impact** to our mutual clients' lives and empowering them through that process.*

We have worked with SJOG for a while now and always been happy with how they work. Communication with them is also fantastic.

*SJOG continues to be a cornerstone in the support of survivors of modern slavery, widely recognised for its trauma-informed, person-centred approach. As one of the largest providers of safehouse accommodation under the MSVCC, SJOG's commitment to **recovery, dignity and empowerment** is evident in both its residential and outreach services.*

*The organisation's holistic model, encompassing health, legal and emotional wellbeing, has rightly earned praise across the sector. SJOG's active role in developing evidence-based care pathways and its **dedication to advocacy** and knowledge-sharing further reflect its leadership and **compassion**.*



As with any evolving service, there are opportunities to deepen impact even further. Survivors transitioning out of safehouse support often face housing insecurity, suggesting a need to strengthen transitional housing pathways. Expanding outreach capacity could also help reach individuals experiencing hidden homelessness or those currently outside safehouse eligibility. While SJOG has made meaningful strides in co-production, continuing to embed lived experience into service design and governance would further enhance survivor empowerment. Additionally, more detailed impact reporting, particularly around long-term housing outcomes, could support transparency and inform future policy development.

These reflections are offered with deep respect and appreciation for SJOG's ongoing partnership and tireless work in supporting survivors.

RESULTS



Professionals

Older Communities

Service Area	No of participants	Response Rate	Quality	Acting with Hospitality	Respecting the individual	Embracing creativity & innovation	Using technology to support people	Evidencing what we do	Influencing other to do more good	Overall satisfaction
	No of people in service	Participant response percentage	Overall quality and compliance performance	Do you feel that SJOG fosters a culture of welcome, inclusion, and kindness in its services and professional relationships?	In your experience, does SJOG consistently uphold the dignity, rights, and individuality of the people it supports?	Do you see SJOG encouraging innovation and creative problem-solving in its approach to care and support?	How effectively do you think SJOG uses technology to enhance service delivery and outcomes for the people it supports?	Do you feel that SJOG is transparent and evidence-based in how it measures and communicates its impact?	Do you believe SJOG is a positive influence in the wider sector and contributes to broader social good?	(KPI:95%)
St Paul's	15	3%	94%	100%	100%	100%	75%	100%	100%	96%
Elmthorpe	4	3%	97%	100%	100%	100%	75%	100%	100%	96%
Villa Maria	16	10%	98%	100%	100%	90%	90%	100%	100%	97%
	35	46%	95%	100%	100%	97%	80%	100%	100%	96%

Note: Oaklea Convent did not participate in professional survey

Highlights

- Satisfaction score of 96% is positive and is above SJOG's expected performance target.
- Professionals agree the culture and professional relationships is very high, with a score of 100%.
- Professionals have said SJOG is contributing positively to the wider community.
- Services are some of the highest performing quality assurance services across SJOG.

Lowlights

- Technology has received the lowest satisfaction score of 80% across all service areas. This may well be linked with older people not seeing the value in technology. We will research this and speak with both professionals and the people we support to understand this and help us to improve.
- We will review Villa Maria's 90% score regarding innovation and creative problem solving, to see what we can learn from this response.

FEEDBACK

This is a lovely home, one of the best I visit. Everyone is very well cared for, the standard of record keeping is high, all down to good management and building a positive team culture.

We have a very positive relationship with the management team at St Paul's. It is a lovely home with great standards.

I can see for myself how happy the residents and staff are. The home is **welcoming and vibrant.**

RESULTS



Consultancy

Service Area	Service Experience			Communication & Responsiveness		
Consultancy	How satisfied were you with the quality of support received?	How well did we understand your needs?	Was the advice provided practical and actionable?	How would you rate our communication throughout the process?	Did you feel listened to and respected?	How promptly did we respond to your queries or concerns?
Participant 01	100%	100%	100%	100%	100%	100%
Participant 02	100%	100%	100%	100%	100%	100%
Participant 03	100%	100%	100%	100%	100%	100%
Participant 04	100%	100%	100%	100%	100%	100%
Participant 05	100%	100%	100%	100%	100%	100%
	100%	100%	100%	100%	100%	100%

Reflections

SJOG's consultancy performance in 2025 demonstrates a remarkable level of excellence, with 100% satisfaction reported across every satisfaction question by all participants. This includes quality of support, understanding of needs, communication, responsiveness, and overall impact. Such unanimous endorsement is rare and speaks to the depth, consistency and value of SJOG's approach. Communities we have supported not only felt supported, but they also felt empowered, respected and transformed by the experience.

Feedback illustrates the profound emotional and professional impact SJOG has on individuals, reigniting passion and confidence in their roles. Other comments praised our ability to distil complex challenges into actionable strategies, foster stronger leadership and teamwork, and provide clear, practical guidance with consistent communication.

We are proud of the impact we are continuing to make in consultancy. We are here to help and will continue to help people walk their own journey.

FEEDBACK

*SJOG can spot areas of risk and concern that we would never have considered or even identified. We have grown in our own knowledge as a result. This was **invaluable** and has strengthened our governance.*

*I seriously considered leaving social care before SJOG came to help us. I was nervous when SJOG started working with us, but I was made to feel at ease. Rather than doing things for us SJOG supported us to learn how to do this ourselves. I had so many 'light bulb' moments! I now feel so **empowered** and love my work again.*

Provided comprehensive expertise that added significant value to our decision-making processes.

*Their ability to distil complex challenges into actionable strategies was **truly impressive**.*

*The services provided by SJOG have created a more **robust leadership** and management team and also contributed to enabling staff to take ownership in different areas and also see the importance of team work which brings about much better relationships.*

*A most **clear and practical approach** with very clear guidelines for goal setting and targets. These were communicated to management and staff and regular communication with us at all times*

***Valued support and advice** at all times.*



Having someone to speak to, who was able to see the issue quickly and have the answers to resolve. This was immensely **reassuring** and provide us with relief.

I'd give a 110% satisfaction score for communication. There were times we literally were provided with a response and resolution within minutes.

In a Nutshell

	No of participants	Response Rate	Quality	Acting with Hospitality		Respecting the Individual		Embracing creativity & Innovation		Using technology to support People		Evidencing what we do		Influencing other to do more good		Overall satisfaction
People Satisfaction	No of people in service	Participant response percentage	Overall quality and compliance performance (KPI:95%)	Do you feel welcomed and valued by the people who support you?	Is your environment friendly and comfortable for you?	Do staff treat you with dignity and respect?	Are your choices and preferences listened to and acted on?	Do you feel that your support is flexible and adapts to your needs?	Are you encouraged to try new things or explore new opportunities?	Do you have access to technology that helps you live more independently or stay connected?	Do staff support you in using technology if you want or need help?	Do you feel your feedback is listened to and used to make things better?	Do you know how to give feedback or raise concerns if you need to?	Do you feel proud to be supported by SJOG?	Would you recommend SJOG to others who need support?	(KPI:95%)
Lindisfarne Court	13	39%	92%	100%	100%	100%	80%	100%	100%	100%	100%	80%	100%	100%	100%	97%
Dalby View	8	100%	89%	100%	75%	100%	100%	100%	75%	25%	38%	88%	75%	100%	100%	81%
Northern Supported Living	41	87%	97%	100%	100%	96%	96%	100%	100%	79%	79%	93%	93%	100%	100%	95%
Balmacleanan	5	40%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodall Day Opportunities	39	67%	93%	100%	100%	100%	100%	100%	100%	78%	78%	92%	92%	100%	100%	95%
Terry Yorath House	15	60%	93%	100%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
North View	6	100%	93%	100%	100%	100%	100%	83%	100%	50%	50%	100%	83%	100%	83%	87%
The Minims	13	69%	95%	100%	100%	100%	100%	100%	100%	67%	67%	100%	100%	100%	100%	95%
The Old Vicarage	3	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfield's	5	100%	91%	100%	100%	100%	100%	100%	100%	80%	80%	100%	80%	100%	100%	95%
1 Bede's Close	3	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complex Supported Living	2	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Olallo	28	54%	88%	100%	100%	100%	80%	93%	80%	67%	80%	87%	87%	100%	100%	90%
Oaklea Convent	16	50%	91%	88%	100%	100%	No response	100%	No response	100%	100%	88%	100%	88%	No response	96%
St Paul's	16	40%	94%	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	96%
Elmthorpe	9	44%	97%	100%	100%	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	97%
Villa Maria	16	88%	98%	100%	100%	93%	86%	100%	71%	71%	78%	100%	100%	78%	93%	89%
Regents House	24	63%	92%	100%	87%	93%	93%	87%	80%	80%	93%	93%	80%	87%	87%	88%
Carmona	55	31%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ambrose	13	69%	93%	100%	100%	100%	100%	100%	89%	100%	100%	89%	89%	100%	89%	96%
Ceuta	15	30%	95%	100%	100%	100%	100%	67%	100%	100%	100%	67%	67%	100%	100%	92%
London Outreach	380	97%	92%	97%	95%	97%	97%	94%	88%	75%	84%	94%	84%	97%	97%	92%
Northwest Outreach	204	41%	95%	96%	86%	100%	98%	98%	88%	81%	90%	90%	90%	98%	98%	93%
Total performance	929	68%	92.50%	99%	97%	99%	97%	97%	93%	85%	88%	93%	91%	98%	98%	94%

Overall Performance Analysis				
Name of service	People satisfaction	Families satisfaction	Professionals satisfaction	Overall quality performance
Key performance indicator 95%				
Lindisfarne Court	97%	100%	100%	92%
Dalby View	81%	100%	95%	89%
Northern Supported Living	95%	100%	95%	95%
Balmaclean	100%	100%	100%	98%
Woodall Day Opportunities	95%	100%	100%	93%
Terry Yorath House	99%	100%	100%	93%
North View	87%	100%	100%	93%
The Minims	95%	100%	100%	95%
The Old Vicarage	100%	100%	100%	95%
Fairfield's	95%	100%	100%	91%
1 Bede's Close	100%	100%	100%	86%
Complex Supported Living	100%	100%	100%	86%
Olallo	90%		100%	90%
Oaklea Convent	96%			91%
St Paul's	96%	94%	96%	94%
Elmthorpe	97%	100%	96%	97%
Villa Maria	89%	98%	97%	98%
Regents House	89%		100%	92%
Carmona	99%		100%	86%
Ambrose	96%		100%	93%
Ceuta	92%		100%	95%
London Outreach	92%		100%	92%
Northwest Outreach	93%		100%	95%
Average performance 2025	95%	99%	99%	93%
Average performance 2024	95%	97%	98%	91%
Average performance 2023	94%	98%	92%	93%
Average performance 2022	88%	96%	88%	95%

* Top performing services

The overall performance data for 2025 reflects a strong commitment to quality across services, with notable strengths in satisfaction levels among people, families and professionals. Average satisfaction scores for families and professionals both reached an impressive 99%, indicating that services are consistently meeting the expectations of key stakeholders.

People satisfaction also held steady at 95%, matching the previous year and showed sustained engagement and trust. These figures suggest that the organisation has cultivated a supportive and responsive environment, particularly for families and professionals, which is a significant achievement.

Several individual services stand out as exemplars of excellence. Balmaclean, The Old Vicarage, Northern Supported Living, The Minims and Elmthorpe all achieved 100% satisfaction and high-quality performance across all groups, demonstrating a model of exceptional service delivery and reinforcing their reputation for outstanding care and support.

However, there are areas where improvement is needed. Despite high satisfaction scores, some services fell short of the 95% KPI for overall quality, suggesting potential gaps in quality assurance consistency or operational delivery. It is positive to note, however these services are already responding to this feedback.

Year-on-year trends show a positive trajectory in satisfaction metrics, especially compared to 2022, where people and professional satisfaction were significantly lower. However, overall quality performance has fluctuated, dipping in 2024 before rebounding in 2025. This inconsistency highlights the need for continued robust quality assurance so that sustained improvements are assured.

In summary, we are demonstrating strong satisfaction and several high-performing services, but we must continue to safeguard the hard work and achievements that have been made in 2025.

Well done to all of the services, and a special thank you to all our wonderful colleagues for making 2025 another successful year in satisfaction outcomes.

Thank you for everyone's continued support and especially to those who contributed to this survey.



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