



Annual

Consultation

Exercise

2024





Contents	Page
Executive Summary	3 – 5
The Survey	6 – 13
Focus Groups	14 – 17
Appendix 1: Methodology	18 – 19
Appendix 2: People supported to complete survey	20
Appendix 3: Survey returns by stakeholder group	21
Appendix 4: Responses per question per service	22 – 25
Appendix 5: Overall Rating per service	26



EXECUTIVE SUMMARY

Our Annual Consultation Exercise (ACE) was carried out between December 2023 and January 2024, in conjunction with our Corporate Plan Survey¹ 2024. We engaged with our three primary stakeholder groups²:

- People we support
- Their family members/ carers
- HSC Trust (NI), HSE & Tusla (ROI) representatives.

The purpose of the ACE is to evaluate stakeholder satisfaction with the support we provide and we had **127** separate responses via two feedback tools:

- a survey (**N=104**)
- focus groups (**N=23**).

The survey³ was live from 1 December 2023 until 15 January 2024. **104** surveys were returned during this period.

44.2% (N=46) of the survey returns were from people we support, with **84.8% (N=39)** of those receiving support to complete the survey⁴. **52% (N=54)** were from their family members/ carers and **3.8% (N=4)** were submitted by HSC Trust, HSE & Tusla representatives⁵. While the majority of services across NI and ROI received survey responses⁶ there were responses included which referred to Positive Futures as an organisation⁷.

23 people we support attended the three focus groups in Dublin, Lisburn and Enniskillen (during December 2023 and January 2024). The focus groups were structured to provide additional qualitative information (linked to the survey questions) and an opportunity for any other feedback to be shared.

In terms of survey key findings:

- **98.1% (N=102)** of respondents indicated that they were happy with the support provided by Positive Futures, this positive feedback is exemplified by a comment from a person we support who said, ***“I am happy and content with the support I receive and don't want to change anything!”***

¹ This ACE was a 'pulse' survey as an extensive ACE had been completed in 2023 & a 'full' ACE will be completed in 2025.

² Details regarding the methodology employed for this ACE can be found at Appendix 1.

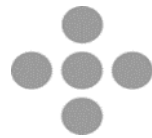
³ Different versions of the survey were customised for each stakeholder group.

⁴ Support to complete the survey, by service, can be found at Appendix 2.

⁵ Survey returns by stakeholder group can be found at Appendix 3.

⁶ Survey responses per question, per service can be found in Appendix 4.

⁷ Due to the structure of the Corporate Plan & ACE Survey 2024.



- **97.1% (N=101)** of respondents indicated that the support from Positive Futures helps people we support to do the things they want to do in life. This comment from a family member/carer of a person we support is an example of the positive impact of our support, “***Your support has improved her quality of life and increased her self-confidence. She knows her rights, and this is supported by staff.***”
- **15.4% (N=16)** of respondents gave feedback related to people wanting to do more activities and increase the frequency of current activities, such as more support to take part in more activities, outings and meetings. “***Getting out and mixing with the community, which I do, but would like to do more outdoor activities.***”
- **12.5% (N=13)** of respondents gave feedback reflecting a recognition of the pressures within social care, however a few respondents did comment on not being able to do the things they wanted due to staff shortages or recurring changes in staff. There was also feedback regarding the need to improve retention of staff and improve staff terms and conditions. “***The only potential issue I have is that Positive Futures are under resourced. One or two extra staff would make a big difference.***”
- **99% (N=103)⁸** of the survey returns rated Positive Futures as “*Excellent*” or “*Good*”⁹.

Learning from ACE 2024

The feedback from ACE 2024 reinforces the messages from ACE 2023 i.e.

- People highly value our support
- People want more of our support
- We need to ensure people are supported to have full choice and control as to how they spend their time
- We need to continue to prioritise getting, keeping and developing the best staff.

This feedback and these priorities are reflected in our new corporate plan, our Positive Plan.

⁸ 1 survey returned a rating as “Poor” and has been addressed at service level.

⁹ “Excellent” 73% (N=76) or “Good” 26% (N=27). See Appendix 5.



Figure 1: Overview of ACE 2024¹⁰



¹⁰ Stakeholder comments will be represented in the chart colours above throughout this report i.e. orange – people we support, grey – family members/ carers and blue – health professional/ external stakeholders.



The Survey

The survey¹¹ asked 4 questions¹² each focusing on a key area:

- | | |
|-----------------------|----------------|
| 1. Quality of Support | 2. Being Safe |
| 3. Impact of Support | 4. Improvement |

Each question offered a “Yes or No” response and following these questions there was a comment box to encourage people to “*tell us more about your answers to the questions*”.

Finally, we asked people to give Positive Futures an overall rating. With the options of rating us; Excellent, Good, Poor or Very poor.

Table 2: Questions 1 – 4 Overview¹³

Area	Feedback
Quality of Support	The vast majority of respondents 98.1% (N=102) answered that they were happy with the quality of support provided by Positive Futures.
Being Safe	The vast majority of respondents 99% (N=103) answered that they felt safe or that our services were provided in a safe environment.
Impact of support	The vast majority of respondents 97.1% (N=101) answered that Positive Futures enables the people we support to do the things they want in life.
Improvement	The majority of respondents 74% (N=77) answered that our support could not be improved on, 26% (N=27) answered that we could make some improvements.

¹¹ Different versions of the survey were customised for each stakeholder group.

¹² ACE Survey questions were reduced due to additional Corporate Plan Questions.

¹³ Overall response from the 3 stakeholder groups.



Figure 2: Overview of ACE 2024 Survey Responses and Key Findings

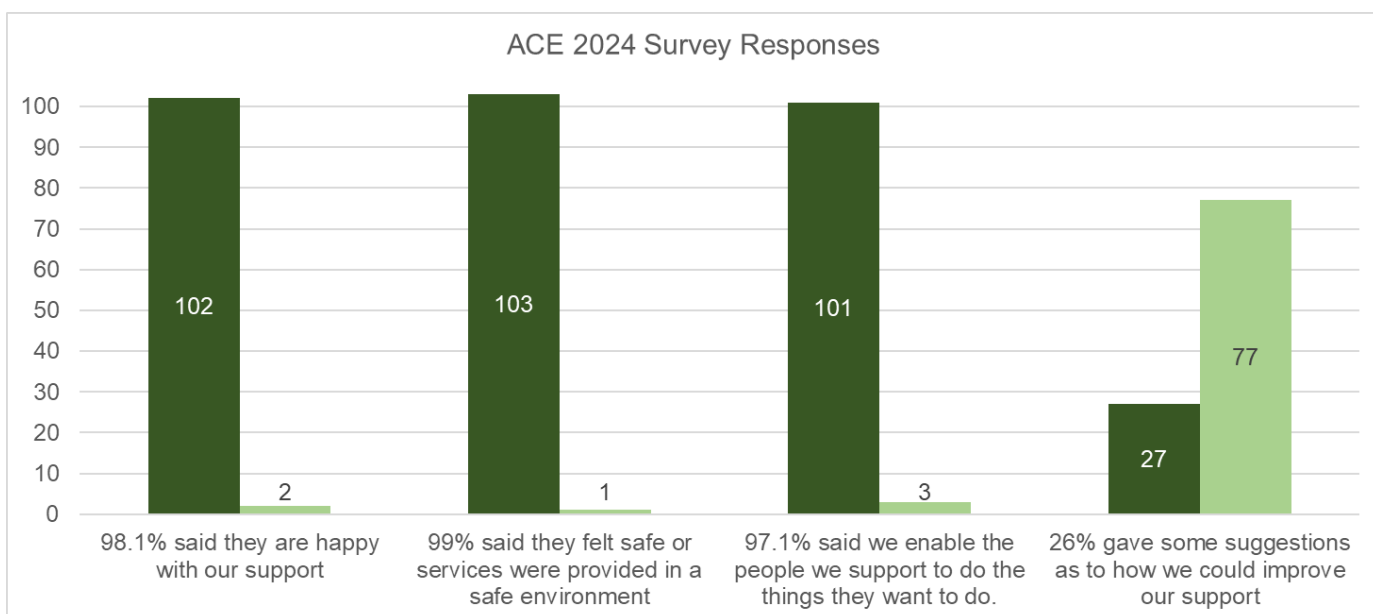
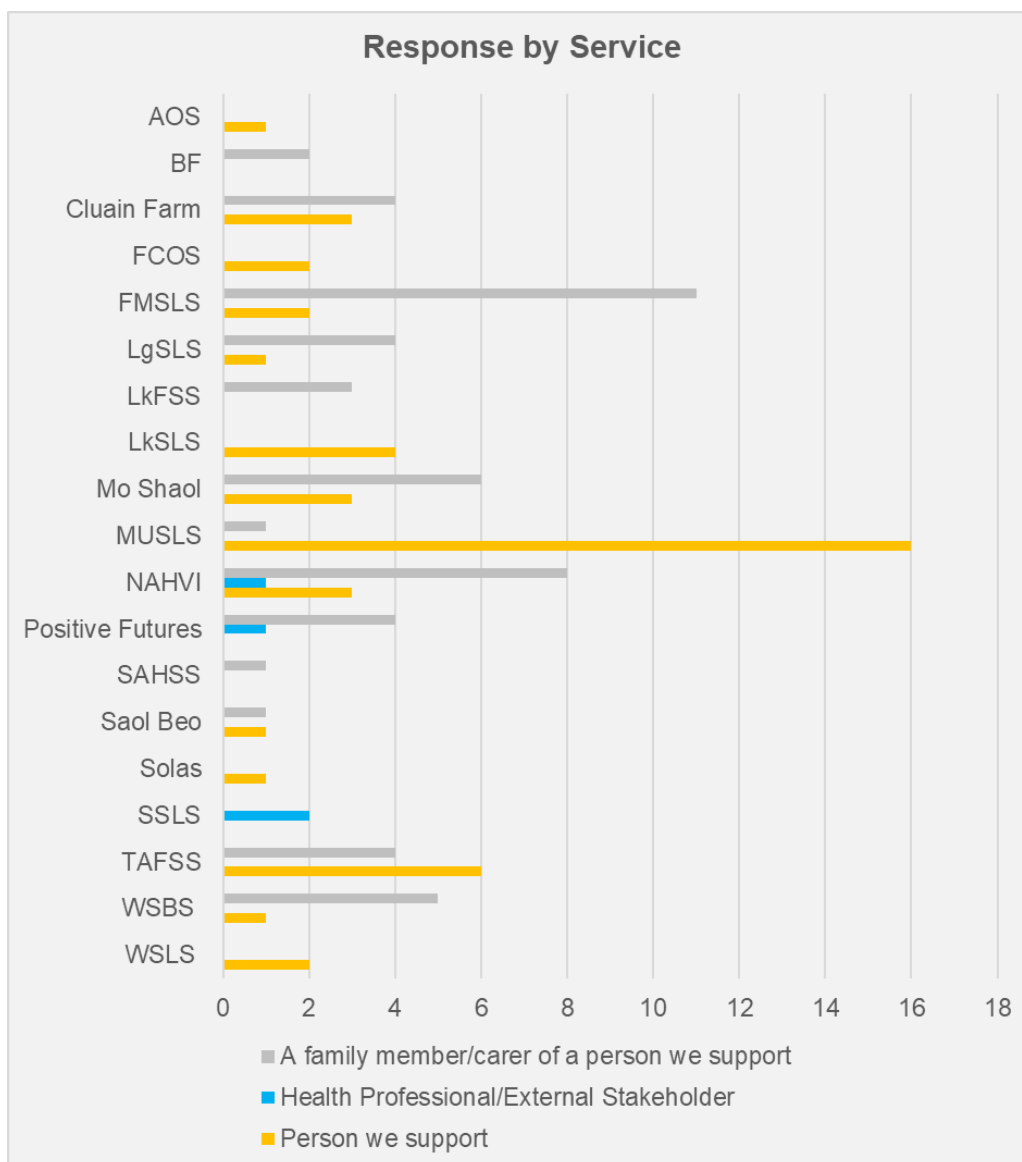


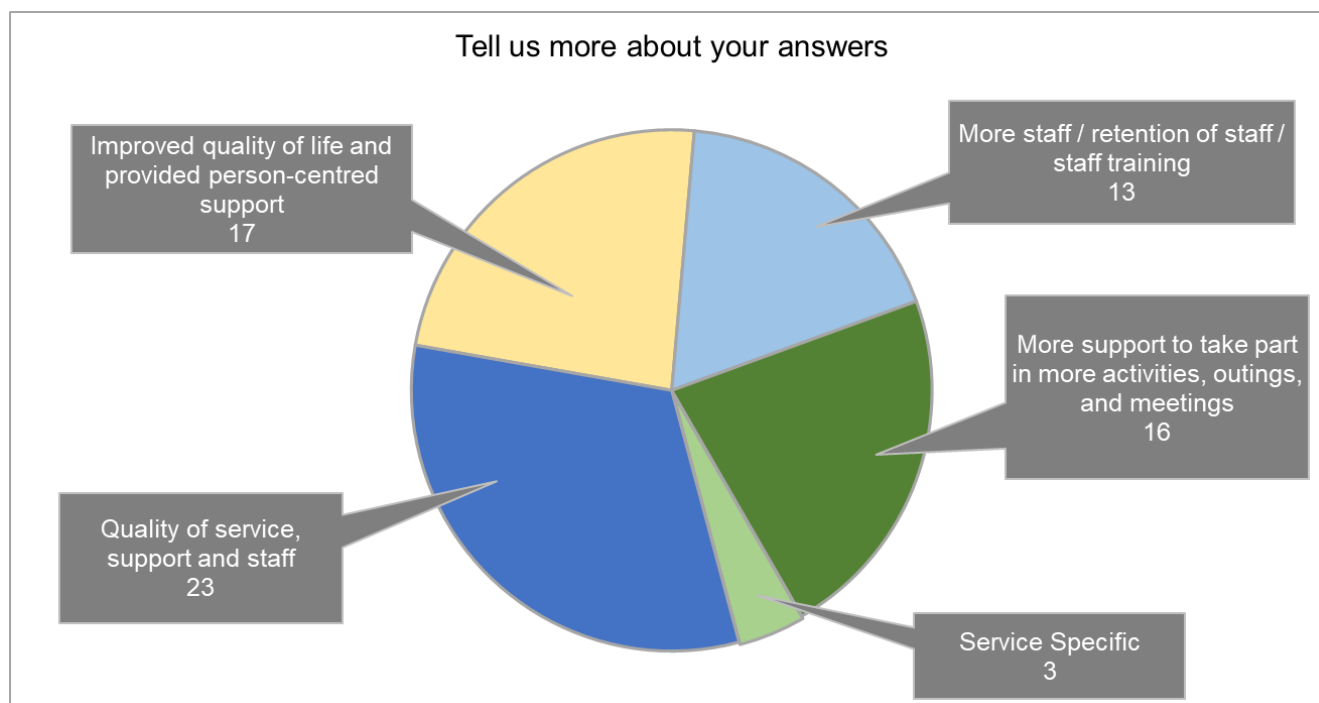


Table 3: Tell Us More About Your Answers¹⁴

69.2% (N=72) of respondents used the space given to tell us more about their responses to the questions.

30.8% (N=32) of respondents added no further comments.

Area	Feedback
What we do well	55.5% (N=40) of respondents provided written positive feedback for this question. 32% (N=23) related to quality of service, support & staff and 23.6% (N=17) to improved quality of life and providing person-centred support for people we support.
What we could do better	40.3% (N=29) of respondent comments related to; 22.2% (N=16) more support to take part in more activities, outings and meetings and 18.1% (N=13) more staff / retention of staff / staff benefits.
Additional comments	4.2% (N=3) comments were service specific and will be addressed at service level ¹⁵ .

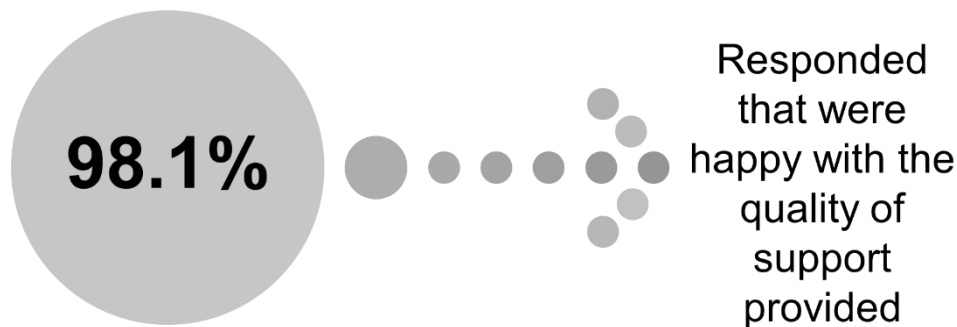


¹⁴ Overall response from the 3 stakeholder groups.

¹⁵ Specific query about service to be addressed at service level.



Q1 Are you happy with your support from Positive Futures?



Question 1 received a total of **102** “Yes” responses, and analysis of the additional written comments related to the quality of service, support and staff. The **2** “No” responses related to more support to take part in more activities, outings, and meetings. This feedback was shared with relevant services for consideration and action as required.

Q1. (Quality of support) sample of written responses¹⁶

“Happy with my support from Positive Futures.”

“We are very happy with every aspect of our daughter’s life. She is very happy and enjoys her activities. The staff are very supportive to her and us as a family.”

“XX stated she is very happy with the support from Positive Futures.”

“Going out with Positive Futures has helped me to feel more confident and I like being able to help plan the activities. Everyone gets to do something that they like, and the ideas have been really good this year.”

“I receive the support I need and when I need it.”

“Overall, an excellent innovative service who thinks outside the box. If I have any questions or concerns they are dealt with in a timely manner and feedback to both my sister and I.”

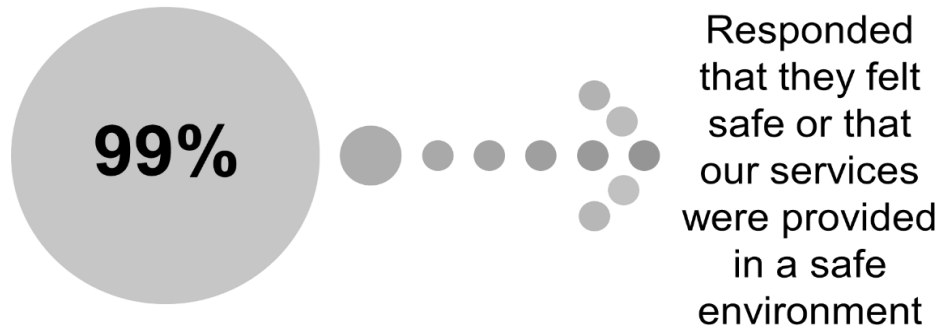
“I am more than happy with the way things are in Positive Futures.”

“Staff help me to go for prayers which I really enjoy. Staff help me to go to appointments, staff help me with my personal hygiene ensuring I look well.”

¹⁶ XX person we support name removed.



Q2. Does the support you receive from Positive Futures make you feel safe?



Question 2 received a total of **103** “Yes” responses, and analysis of the additional written comments related to positive feedback on the safety of services provided.

1 family member of a person we support replied “No” to this question but gave no further feedback, this information has been shared with the relevant service.

Q2. (Being safe) sample of written responses

“My son is very happy with staff and feels very safe.”

“PF staff always offer reassurance when my sister is feeling anxious & worried and this helps her feel safe.”

“I feel happy and safe with support workers of Positive Futures.”

“They make my son feel very safe! He loves going out with them every Monday and has so much fun! They treat him like family!”



Q3. Does the support from Positive Futures help people we support to do the things they want to do?



Question 3 received a total of **101** “Yes” responses, and analysis of the additional written comments related to examples of how our support enables people we support to be as independent as possible, achieve their goals, encourages increased social and physical activity and involvement with their communities.

Q3. (Impact of support) sample of written responses¹⁷

“XX stated that she was happy she gets to visit her mam and dad and likes the classes she does and going out every day.”

“Positive Futures has given me the confidence to do the things I like, and I like meeting new people.”

“I like the After Schools Group and enjoy seeing my friends and the staff each week. Activities are fun and staff help us a lot.”

“I like meeting new people and Positive Futures takes me to places I haven’t been before.”

“Supported to go on holiday last year which was a big goal.”

“2023 was the best year for people supported ever so please continue in helping further integration of our young people into work experience, clubs and events.”

3 “No” response comments related to a suggestion for more support or encouragement to take part in more activities and outings. This feedback was shared with relevant services for consideration and action as required.

¹⁷ XX person we support name removed.



Q4. Is there anything we can do to support you in a better way?



Question 4 received **27** “Yes” responses suggesting our support could be improved, analysis of the responses identified:

- **13.5% (N=14)** comments related to people wanting more support to take part in more activities, outings and meetings.
- **9.6% (N=10)** comments related to more staff / retention of staff / staff training.
- **2.9% (N=3)** comments were service specific and will be addressed at service level¹⁸.

Q4. (Improvement suggestions) sample of written responses

“Go out for more coffee trips. Go to the cinema more. More 1:1 time. More baking with staff.”

“More staff during day shift and weekends to facilitate activities.”

“Maybe more support. I know funding is low.”

“Issues re the timeliness of development of packages of care that have been agreed.”

“Greater emphasis on health matters, i.e. regular exercise and healthy eating.”

“Getting out and mixing with the community which I do but would like to do more outdoor activities.”

¹⁸ Specific query about service to be addressed at service level.



Question 4 also received a total of **77** “No” responses and people used this opportunity to tell us how well support was working, positives of current support and gratitude for the support and staff.

“I get great support from staff.”

“All going well, no issues.”

“Carry on.”

“Positive Futures over the past 10 years have always been a great support to me and XX, and I couldn't thank them enough.”

“Provides great care and support for my son.”

“My daughter is always very content when she comes home. She enjoys her time and is looked after excellently so no changes are needed concerning my daughter.”



Focus Groups

This section covers the feedback provided by the **23** people we support who attended our focus groups which were held in Dublin, Lisburn and Enniskillen, during December 2023 & January 2024. These sessions were a great opportunity to come together and share feedback, have some refreshments and we also discussed healthy eating and exercise and played Eat Well Bingo¹⁹.

People we support attending ACE focus groups



Respondents' own words have been used as much as possible so that the report represents the voices of the people we support. The focus groups were co-facilitated by people we support and Positive Futures staff.

The themes from the survey were provided as discussion points for the focus groups so everyone was given the opportunity to express collective and individual comments.

The results have been grouped together and key areas identified have been compiled under the heading of **“What we learnt...”**

¹⁹ [The Eatwell Guide and Resources | Food Standards Agency](#)



What we learnt about your support

Collectively everyone we support who attended the focus groups responded that they were happy with their support:

- *“Great! Happy with everything now, I am doing 3 instruments, fiddle, piano and drums. I’m happy I’m getting the time to do all these things. I’ve got a music teacher for half an hour for each instrument. I’m happy with the staff supporting me to bring me to my lessons.”*
- *“I do most things, on a Thursday I made the dinner and had support to serve the food, staff were there to give me a hand, someone is there to help me do my room. Sometimes I need a hand to make my bed and I ask the staff and they help me. I help the staff with the shopping, food etc. So, when I need help, the staff will support me, like with tidying my room.”*
- *“The support from Positive Futures helps me to go horse-riding, get my nails done, shopping, baking, and I do housework.”*
- *“I love the staff.”*
- *“Yes, yes, yes.”*
- *“It’s good.”*
- *“What she likes is a lot of the staff are long term – she benefits from consistency of the staff. Takes a long time for her to connect with the staff.”²⁰*

What we learnt about how safe you feel

Collectively everyone responded that they felt safe with their support:

- *“I do indeed feel safe.”*
- *“Yes, I feel safe.”*
- *“Being in the car with my seatbelt on makes me feel safe.”*
- *“I feel safe.”*
- *“Yes, everyone needs to be safe in their houses all the time. Staff have to take us out and remind us to look and listen for cars coming, don’t want to be hit by a car. Staff make us wear a yellow coat at night.”*

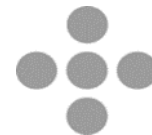
What we learnt about how your support makes a difference to you.

When asked if support from Positive Futures helped them do the things they wanted in their lives all groups gave a resounding “Yes” or thumbs up!

- *“We go swimming, keep fit, go the gym at the leisure centre.”*
- *“She gets to do the things she wants to do. Bowling, getting her hair cut, swimming. Staff bring her to see the horse, walking with the horse. She has started art therapy, a lady comes to the house. She loves going for cappuccinos and going out for lunch or dinner.”²¹*

²⁰ Feedback given by support staff on behalf of person we support attending.

²¹ Feedback given by support staff on behalf of person we support attending.



- *“Going Swimming, to concerts, seeing the Barbie movie.”*
- *“3 staff in our house now, morning and evening. We can go out swimming, pictures, walking, take a boat out. Went on a trip to Belfast on the bus, and on a train to Derry at Christmas time.”*
- *“Help me go horse-riding, have meals out, and do baking at home.”*
- *“Glad to be part of Positive Futures, meeting new people and getting to know new people.”*
- *“The staff support me to go out with mum and dad, it’s really important for me.”*
- *“If we want to go the cinema, bowling, go for a walk, staff will listen to us. We went to cinema yesterday and we planned it from last week with the staff.”*

What we learnt about how your support could be better.

Collectively everyone initially responded that their support could not be any better, after some discussion about what was so good some views were expressed, mostly on staffing levels:

- *“We didn’t get out over Christmas due to staffing, a lot of things got cancelled, we had tickets for things and then couldn’t go. Not enough staff to put on the rota.”*
- *“More day shift staff, if there’s not enough day shift staff, they can’t bring 4 residents out on their own. So, we can go out and do more activities if there is more day shift staff.”*
- *“Don’t get enough peace and quiet, don’t get my paperwork done. Finding a bit of quiet time and space of my own.”*
- *“Walking with staff, I like to do that.”*
- *“Our house is good, but the other houses need more staff.”*

General agreement was that people we support would like more opportunities to meet and get together and have social interactions, for both people we support and staff. Some suggestions were made to meet other services socially, go to discos, and visits each other’s houses in the summer for a BBQ or at Halloween to see houses decorated.



APPENDICES

APPENDIX 1: METHODOLOGY

Overview

The ACE Survey was included in our 2024 Corporate Plan Survey. Three questions at the end of the survey related directly to the Corporate Plan, and are not included in this report.

Survey Design

During the design of the survey consideration was given to each stakeholder group's needs and two customised surveys were created which included the same questions worded appropriately for each group:

- Easy Read – people we support
- Family/Carers of people we support, health professionals and advocates of people we support.

Questions were modified for each group. The surveys were available online and in paper format. Services and projects were asked to distribute the surveys to their stakeholders using e-mail or written communication which were all produced in the same format. The survey was in three sections.

Section 1

This was an introduction to the Corporate Plan & ACE 2024 process and explanation of the survey and use of the feedback given. Details of the survey lead were also included to give people the opportunity to make personal contact if they wished to do so.

Section 2

Four questions with “Yes” or “No” response options. Icons, thumbs up or thumbs down, accompanied the response options on the survey tailored for people we support to facilitate responding. A free text box was provided after the questions for respondents to provide further feedback.

Section 3

Overall rating of Positive Futures with choices of Excellent, Good, Poor, Very Poor.



Focus Groups

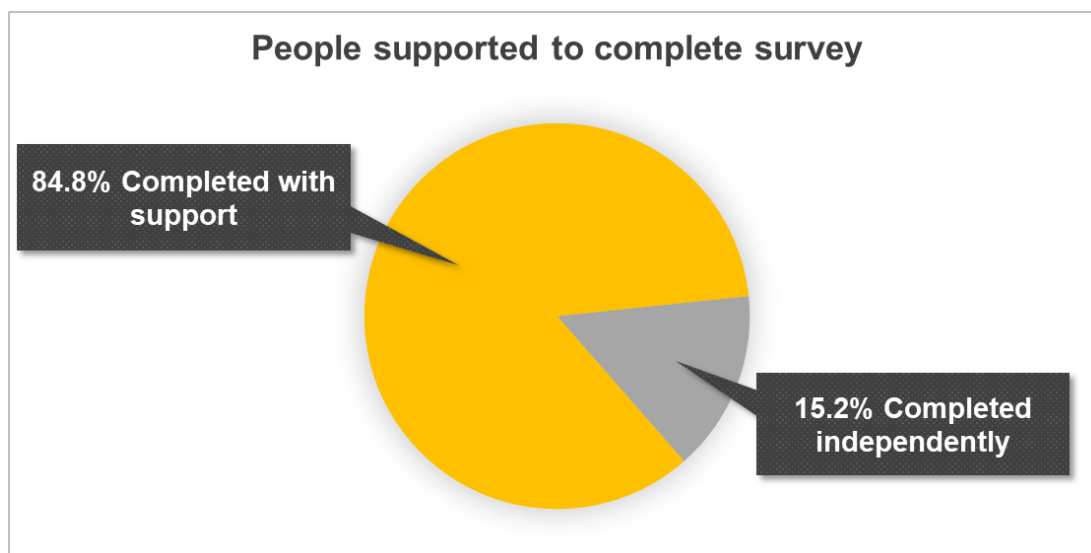
Focus group locations were identified to ensure accessibility for all services across NI and ROI. Focus group dates were circulated in November 2023 to give people we support and staff time to plan their attendance.

On the day, handouts with the survey questions were distributed to attendees on their arrival. At the outset of each focus group session the survey lead staff facilitator talked through the agenda and explained the importance of everyone having an opportunity to express their opinion and to give “each other time” to do this and how their feedback and photographs would be used in the overall ACE report. Attendees were also assured that this was a “confidential space” and if there was any matter or issue that they wanted to talk to facilitators about they could do this during the lunch break or after the session. People we support were also reminded to complete the ACE Survey to ensure their responses were also included in overall survey outcomes.



APPENDIX 2: PEOPLE SUPPORTED TO COMPLETE SURVEY

Service	People supported to complete survey
AOS	1
Cluain Farm	3
FCOS	2
FMSLS	1
LgSLS	1
LkSLS	4
Mo Shaol	2
MUSLS	11
NAHVI	3
Saol Beo	1
Solas	1
TAFSS	6
WSBS	1
WSLS	2





APPENDIX 3: SURVEY RETURNS BY STAKEHOLDER GROUP

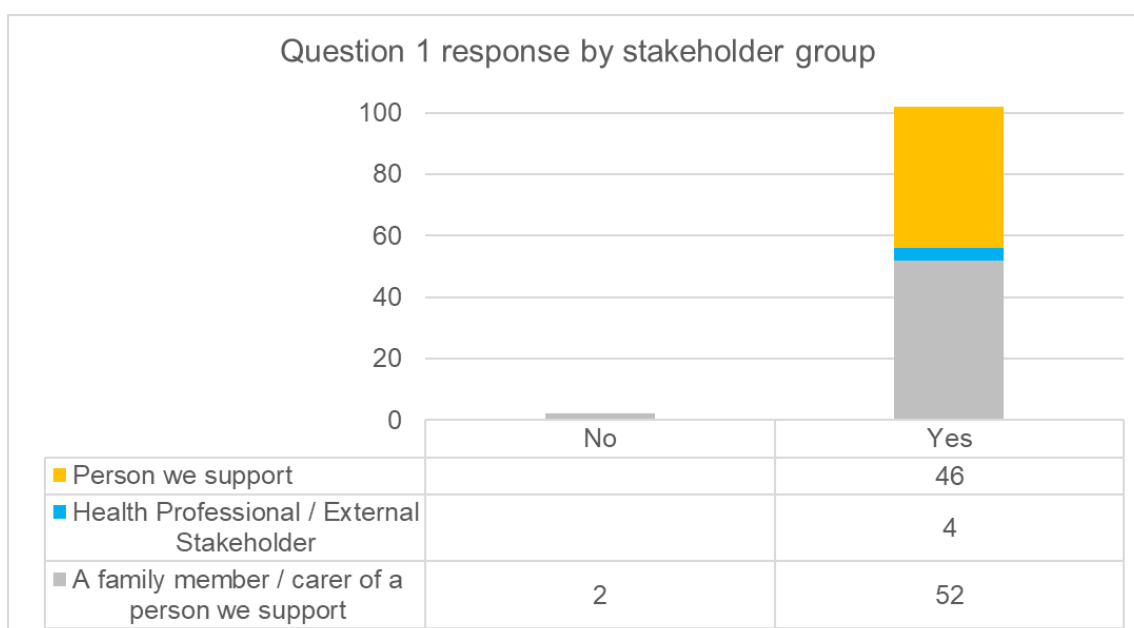
Service	Person we support	Health professional / external stakeholder	A family member / carer of a person we support
AOS	1		
BF			2
Cluain Farm	3		4
FCOS	2		
FMSLS	2		11
LgSLS	1		4
LkFSS			3
LkSLS	4		
Mo Shaol	3		6
MUSLS	16		1
NAHVI	3	1	8
Positive Futures		1	4
SAHSS			1
Saol Beo	1		1
Solas	1		
SSLS		2	
TAFSS	6		4
WSBS	1		5
WSLS	2		
Total	46	4	54



APPENDIX 4: RESPONSES PER QUESTION PER SERVICE

4A. Question 1: Are you happy with the support Positive Futures provides to you / your relative, or people we support?

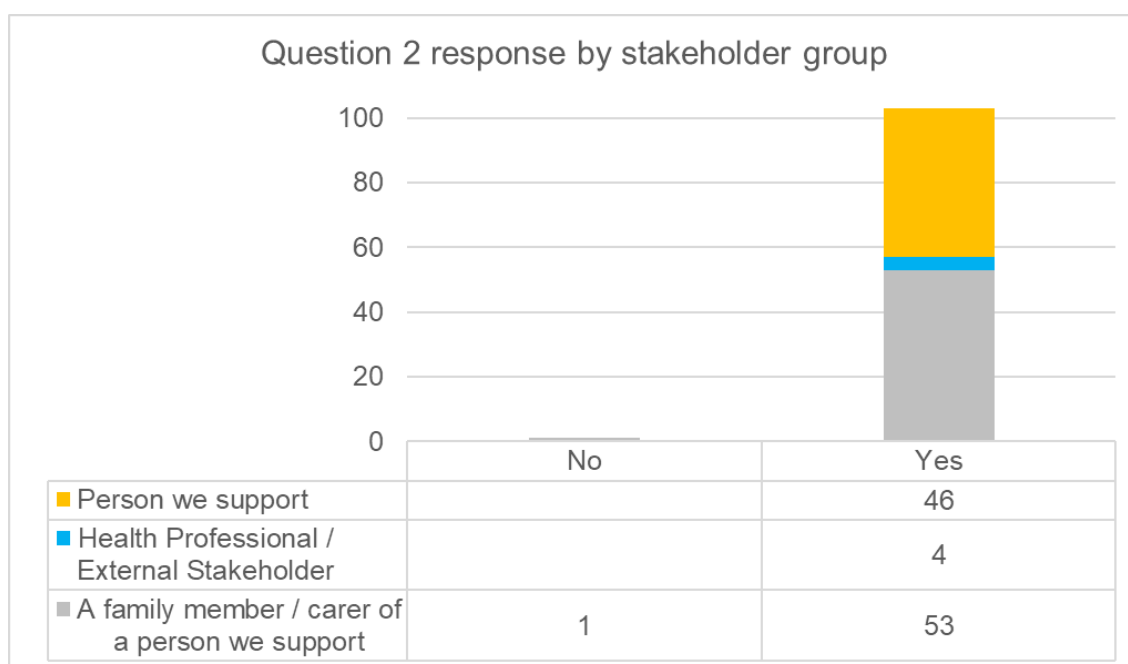
Service Responses	No	Yes
AOS		1
BF		2
Cluain Farm		7
FCOS		2
FMSLS		13
LgSLS		5
LkFSS		3
LkSLS		4
Mo Shaol	1	8
MUSLS		17
NAHVI	1	11
Positive Futures		5
SAHSS		1
Saol Beo		2
Solas		1
SSLS		2
TAFSS		10
WSBS		6
WSLS		2
Grand Total	2	102





4B. Question 2: Does the support provided by Positive Futures make you / your relative, or people we support, feel safe?

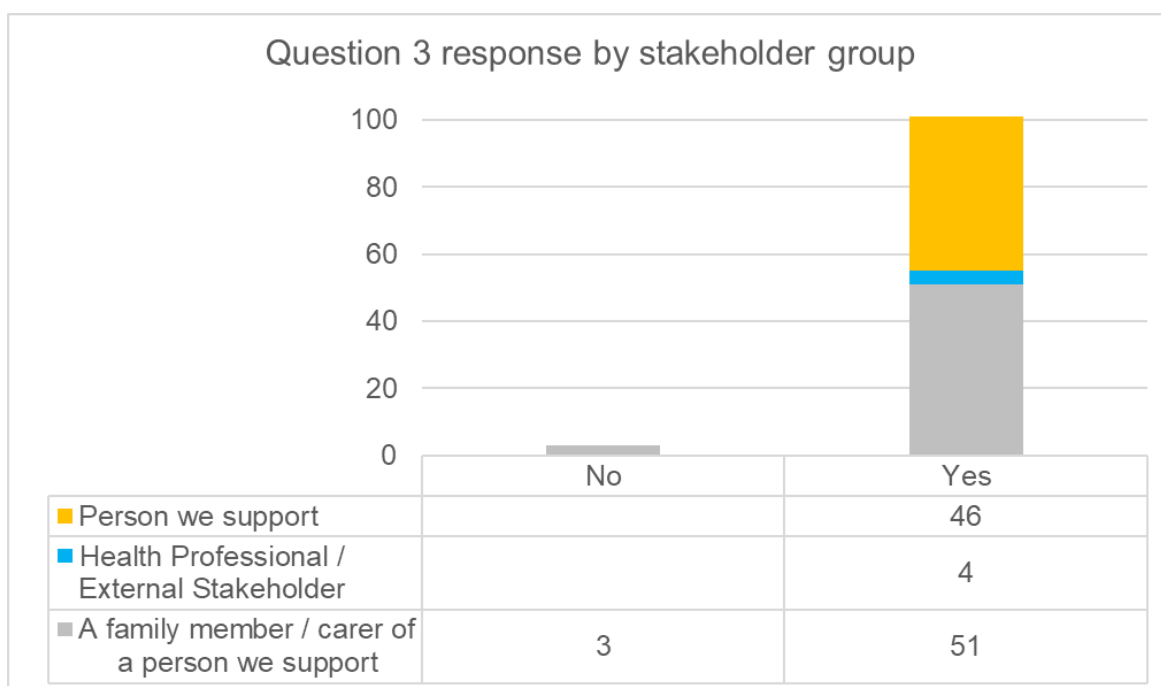
Service Responses	No	Yes
AOS		1
BF		2
Cluain Farm		7
FCOS		2
FMSLS		13
LgSLS		5
LkFSS		3
LkSLS		4
Mo Shaol	1	8
MUSLS		17
NAHVI		12
Positive Futures		5
SAHSS		1
Saol Beo		2
Solas		1
SSLS		2
TAFSS		10
WSBS		6
WSLS		2
Grand Total	1	103





4C. Question 3: Does support from Positive Futures help you / your relative, or people we support to do the things they want to do in life?

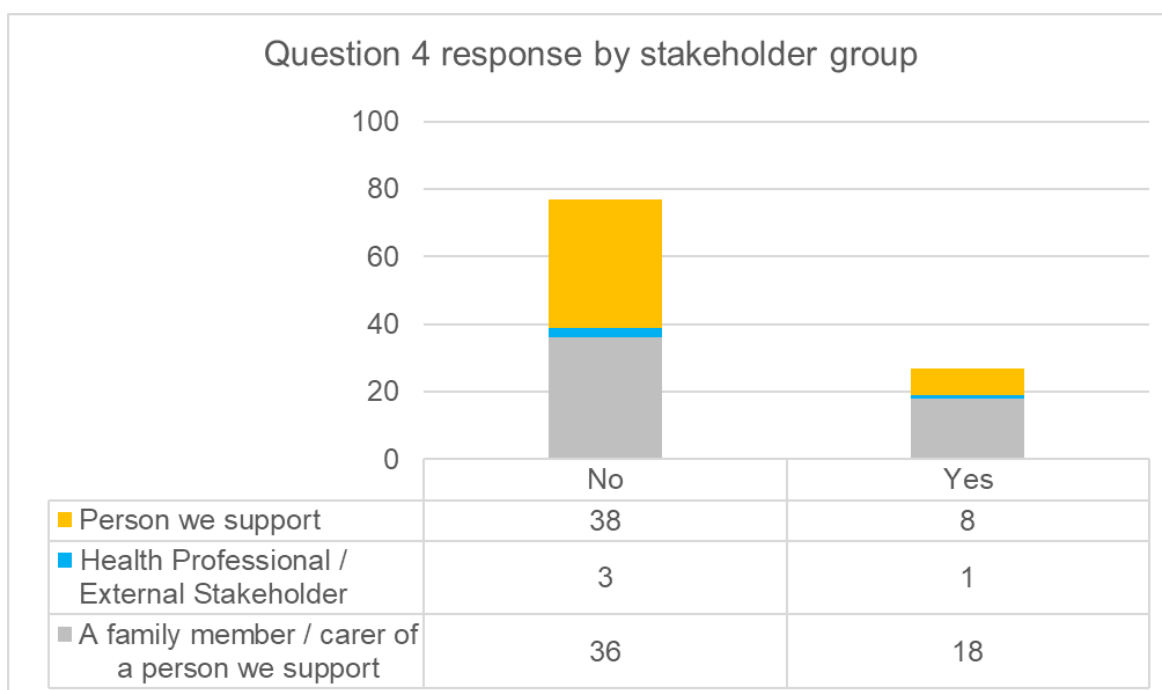
Service Responses	No	Yes
AOS		1
BF		2
Cluain Farm		7
FCOS		2
FMSLS		13
LgSLS		5
LkFSS		3
LkSLS		4
Mo Shaol	1	8
MUSLS		17
NAHVI	2	10
Positive Futures		5
SAHSS		1
Saol Beo		2
Solas		1
SSLS		2
TAFSS		10
WSBS	1	5
WSLS		2
Total	4	100





4D. Question 4: Are there any changes we can make to support you / your relative, or people we support in a better way?

Service Responses	No	Yes
AOS	1	
BF	1	1
Cluain Farm	5	2
FCOS	2	
FMSLS	12	1
LgSLS	2	3
LkFSS	2	1
LkSLS	3	1
Mo Shaol	7	2
MUSLS	13	4
NAHVI	3	9
Positive Futures	4	1
SAHSS	1	
Saol Beo	2	
Solas	1	
SSLS	2	
TAFSS	9	1
WSBS	5	1
WSLS	2	
Total	77	27





APPENDIX 5: Overall, how would you rate Positive Futures?

Service	Excellent	Good
AOS	1	
BF	2	
Cluain Farm	6	1
FCOS	2	
FMSLS	10	3
LgSLS	3	2
LkFSS	2	1
LkSLS	2	2
Mo Shaol	6	2
MUSLS	11	6
NAHVI	6	6
Positive Futures	4	1
SAHSS	1	
Saol Beo	2	
Solas		1
SSLS	1	1
TAFSS	10	
WSBS	6	
WSLS	1	1
Total	76	27

