



# PSS Annual Survey 2019

We want to get feedback from you so that we can check in on how we are doing and what we can do better. Thank you to those who have helped design this year's survey.

**Please tell us which team supports you:**



## Question 1

Tick the face to answer the question.

**Do you feel happy or unhappy with...?**



**The people who support you at PSS**



Very happy



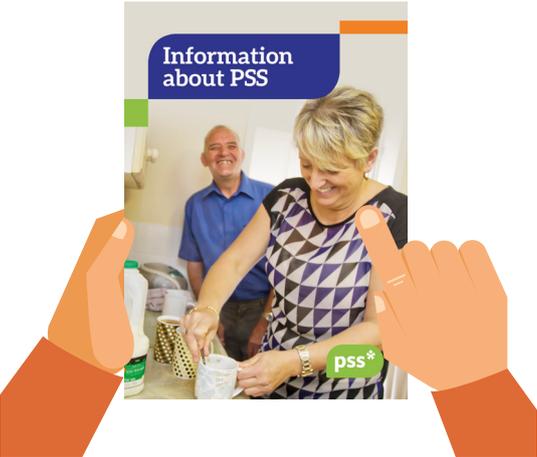
Happy



Unhappy



Very unhappy



**The information you are given from PSS**



Very happy



Happy



Unhappy



Very unhappy

# Question 1

Tick the face to answer the question.

## Do you feel happy or unhappy with...?



How safe PSS makes you feel



Very happy



Happy



Unhappy



Very unhappy



The choices you have with PSS



Very happy



Happy



Unhappy



Very unhappy



How fairly you are treated by PSS



Very happy



Happy



Unhappy



Very unhappy



How PSS keep your personal information safe



Very happy



Happy



Unhappy



Very unhappy

## Question 2

Tick the colour to answer the question.

### What difference has PSS made to...?



#### Your life at home



Positive  
difference

No  
difference

Negative  
difference



#### Your health and wellbeing



Positive  
difference

No  
difference

Negative  
difference



#### Your social life and the amount of time you enjoy with other people



Positive  
difference

No  
difference

Negative  
difference



#### The activities you take part in



Positive  
difference

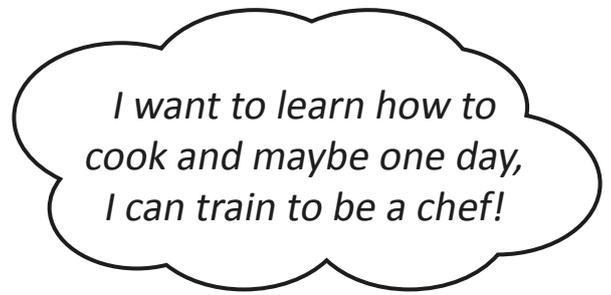
No  
difference

Negative  
difference

### Question 3

**Has support from PSS helped you get into...?**

- Learning / education / training
- Certificates / qualifications
- Volunteering
- Employment
- Other (please state)



### Question 4

**Is there anything else (good or bad) you want to tell us about PSS or the people who support you?**

Comments...



## Question 5

Tick the face to answer the question.

**How happy are you to recommend / tell other people about PSS?**



Very happy



Happy



Unhappy



Very unhappy

## Question 6

**How did you get to know about PSS?**

- Word of mouth – friends / family / other people
- GP / social worker / other professional
- TV / radio
- Internet
- Other (please state)



## Question 7

What best describes your gender?

- Female
- Male
- I prefer not to say
- I prefer to self-describe



Write here if you want to tell us...



Do you identify as transgender?

- Yes
- No
- I prefer not to say

Age

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 15 | <input type="checkbox"/> 35-44       |
| <input type="checkbox"/> 16-24    | <input type="checkbox"/> 45-54       |
| <input type="checkbox"/> 25-34    | <input type="checkbox"/> 55 and over |

## Ethnicity

- Arabian or Arabian British
- Asian or Asian British
- Black or Black British
- Mixed Ethnicity
- White or White British
- I prefer not to say
- I describe myself as...



**Do you consider yourself to have a disability?**

- Yes
- No



# Thank you so much for taking the time to complete this survey

To get your survey back to us, you can hand it in to a member of staff, put it into one of our PSS survey post boxes (find one at a PSS office nearest to you) or send it to us at:

**The Quality Team**  
**Eleanor Rathbone House**  
**Connect Business Village**  
**24 Derby Road**  
**Liverpool**  
**L5 9PR**

## Win a prize!

You could win a gift of your choice up to the value of £25 if you enter our prize draw. To enter, all you need to do is:

- Ask a member of staff for a prize draw card
- Write your name on the card
- Bring it to any PSS office or send it to the quality team at the above address
- If you don't have the opportunity to pick up a prize draw card, send us an email to [tellus@pss.org.uk](mailto:tellus@pss.org.uk) with your name and the name of the team you get support from. Good luck!

