

# PSS Survey



We want you to have great support at PSS



We want to know what you think about the support we give to you



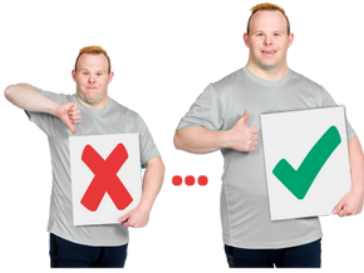
We have got some questions to ask you in this survey



We will not know that it was you who filled in this survey unless you tell us



Please answer the questions and send it back to us by Wednesday 30 April



What you say will help us get better at what we do



If you need any help answering the questions please call us on 0151 702 5555

# Questions



PSS supports people with lots of different things



Some people come to our day centres called Making Days



Some people live with a Shared Lives carer



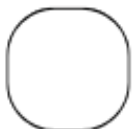
Some people use Community Support and get help to do what they like in their community



We need to know which PSS services you use



Yes





No




Please tick the box to tell us which PSS service you use


Community Support

Yes 


No 


Making Days

Yes 


No 


Shared Lives East (Norfolk)

Yes 


No 


Shared Lives East (Suffolk)

Yes 


No 


Shared Lives Lincolnshire

Yes 


No 


Shared Lives Manchester

Yes 

No 

Shared Lives Merseyside

Yes 

No 

Shared Lives Wales

<input type="radio"/>	Yes	✓
<input type="radio"/>	No	✗

Shared Lives North Yorkshire

<input type="radio"/>	Yes	✓
<input type="radio"/>	No	✗

TRIO (Shared Lives Wales)

<input type="radio"/>	Yes	✓
<input type="radio"/>	No	✗

Shared Lives Midlands

<input type="radio"/>	Yes	✓
<input type="radio"/>	No	✗



How happy are you with the people who support you at PSS? Tick the face that shows how you feel

Very unhappy	Unhappy	OK	Happy	Very happy



How happy are you with how people treat you at PSS? Tick the face that shows how you feel

Very unhappy	Unhappy	OK	Happy	Very happy



How happy are you with how safe you feel at PSS? Tick the face that shows how you feel

Very unhappy	Unhappy	OK	Happy	Very happy



How happy are you with the difference PSS has made to your life? Tick the face that shows how you feel

Very unhappy	Unhappy	OK	Happy	Very happy



How often do you feel listened to when you have something to say? Tick the face that shows how you feel

Never	Not often	Sometimes	Most of the time	Always



Has support from PSS staff helped you to learn new things or get any new qualifications or certificates? Tick the box to say yes or no

<input type="checkbox"/>	Yes	
<input type="checkbox"/>	No	





Has support from PSS staff helped you start volunteering? Tick the box to say yes or no

Yes

No



Has support from PSS helped you get a job? Tick the box to say yes or no

Yes

No



Has support from PSS helped you get benefits? Tick the box to say yes or no

Yes

No



Has support from PSS staff helped you get food for you or your family? Tick the box to say yes or no

Yes

No



Has support from PSS helped you get somewhere to live? Tick the box to say yes or no

Yes

No



Has support from PSS helped you get someone to look after your child?

Yes

No



Has support from PSS staff helped you do the things you enjoy? Tick the box to say yes or no

Yes

No



Has support from PSS helped you get involved in your community? Tick the box to say yes or no

Yes

No



Would you like support from PSS with any of these things? Tick the box to say yes or no

Yes

No



PSS staff support people to do what they want to do in their lives



Some people want to be in a relationship



Some people want to get a job



Some people want to travel



What have PSS staff helped you to do?  
Write it in the box below



Do you want to tell us anything else about  
the support you get from PSS? Write it in  
the box below



When you give something five stars it means you think it is very good



When you give something four stars it means you think it is good



When you give something three stars it means you think it is ok



When you give something two stars it means you think it is bad



When you give something one star it means you think it is very bad



PSS can help you plan for your future

We can help you think about what to do with your health and your money in the future



We can help you make a plan for what will happen if you need more support



We can help you think about what you want to happen when you die

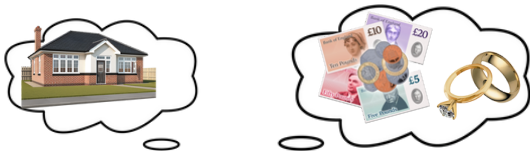


PSS can help you think about where you will live in the future

If you live with a Shared Lives carer we can help you decide what to do if they stop working as a carer



We can support you to think about making a **will**





A **will** is a document that says what you want to happen to your things and your money when you die






Have you made a plan for your future? Tick the box to say yes or no


Yes 

No 




Have you thought about what you might want to happen in your future? Tick the box to say yes or no


Yes 

No 



Would you like to get support to talk about plans for your future? Tick the box to say yes or no

Yes 

No 



Would you like us to contact you to talk about something you have told us in this survey?

Yes

No



If you ticked yes, tell us what your phone number is








If you ticked yes, tell us what your name is



Think about all the support you get from PSS

How many stars would you give it? Tick the box

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

# Send your survey back to PSS



Thank you for doing our survey



When you have answered the questions you can give your survey in to a member of PSS staff by Wednesday 30 April



Or you can send it back to us in the post by Wednesday 30 April

Send it to Eleanor Rathbone House, 24 Derby Road, Liverpool, L59PR

# Win a prize



If you answer the questions in this survey you could win a £50 Love2Shop Voucher in a prize draw



You can spend it in some shops and some online shops on things you like



PSS can enter the prize draw for you or you can enter it yourself by sending a text message



If PSS enters the draw for you we will need you to write your name on your survey which will mean that we will know which survey answers were yours



If you want PSS to enter your name into the prize draw for you tell us what your name is



If you want PSS to enter your name into the prize draw for you tell us your phone number



If you want to enter your name into the prize draw yourself we will not know which survey answers were yours



To enter the prize draw for yourself send us a text saying your name and 'Survey Done' to 07599 656850

# Tell us



You can tell us what you think of PSS any time



If PSS is doing something that you like please tell us about it so we can do more of it



If PSS is doing something you do not like please tell us about it so we can get better



You can tell the person that supports you or you can tell our customer service team.



You can tell our customer service team what you think by sending an email to [tellus@pss.org.uk](mailto:tellus@pss.org.uk)



You can also speak to our customer service team on the phone by calling 0151 702 5555.



Or you can write to our customer service team.

Send your letter to The Tell Us Team, Eleanor Rathbone House, Connect Business Village, 24 Derby Road, Liverpool, L5 9PR.