

**Appendix 5
Floating Support Service – SATISFACTION SURVEY**






Your views on the Floating Support Service are really important to us to ensure we can continually improve services.

Please tick which number represents how you feel about the floating support service using a scale of 1 to 5, with the following meaning

- 1 completely agree
- 2 mostly agree
- 3 neither agree nor disagree
- 4 mostly disagree
- 5 completely disagree

NAME (optional).....

ADDRESS (optional).....

					
	1	2	3	4	5
I knew about the Floating Support Service before they visited me.					
It was easy to access the service.					
Someone rang me/sent letter before they came to my property.					
I always see the same Floating Support Officer.					
I always know when the Floating Support Officer is coming.					
The Floating Support Officer comes at a time that suits me.					
The Floating Support Officer is helpful.					
The Floating Support Officer is professional.					
The Floating Support Officer is respectful					

The Floating Support Officer is professional in her appearance.					
The Floating Support Officer is rushed.					
The Floating Support Officer spends sufficient time with me.					
I am always told of changes to my service from the Floating Support Services (such as another person will be visited).					
I know who to contact if I need to get a message to the Floating Support Officer.					
The support has made a difference to my life.					
I am happy with the service provided by the Floating Support Officer.					

If you would like to make any comments about the current service or changes you might like to see in the future please use the following space.

THANK YOU FOR COMPLETING THE SURVEY.