



POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

**ANNUAL CONSULTATION  
EXERCISE 2021/22**



## EXECUTIVE SUMMARY

### Purpose of Annual Consultation Exercise (ACE)

The purpose of the Annual Consultation Exercise is to evaluate stakeholder satisfaction of the support provided by Positive Futures across the island of Ireland.

This ACE was carried out during March and April 2021 and included surveys with two of our primary stakeholder groups, 1) the people we support within adult services and 2) the family members / carers of the children and young people supported by projects or Family Support Services (FSSs).

Surveys were distributed to stakeholders in both Northern Ireland (NI) and the Republic of Ireland (ROI). Details regarding the methodology used, including changes made to our approach this year due to the Covid-19 pandemic, can be found in [Appendix 1](#).

A total of 208 completed surveys were returned.

Location	Respondent category	
	People we support	Family members / carers
Northern Ireland	59	113
Republic of Ireland	36	NA ( <i>only families supported by FSSs were involved i.e. NI only</i> )
Total	95	113

The survey included 4 questions covering two key areas:

- **Satisfaction with current support and staff**  
Q1: Are you happy with the support you get from Positive Futures?  
Q2: Do you find the support you get from staff helpful?  
*Plus an open-ended follow-up question to Q2 “What was the best thing about the support that is provided?”.*
- **What could be done differently / how could we improve support:**  
Q3: Is there anything staff can do differently to help / support you to have a good day?

Q4: Is there anything we can do to better support you?

In addition to the ACE survey, focus groups were conducted in June 2021 to examine the people we support's experiences of receiving support from Positive Futures during the COVID-19 pandemic. The full report of the focus group feedback can be found in [Appendix 2](#).

## Survey Outcomes

Overall, the feedback from this ACE survey was very positive. In relation to the total number of surveys received, the level of feedback regarding any issues or areas for improvement was relatively low (between 10% - 35% for Questions 3A – 4B). In addition to the overall themes and areas for improvement identified below and in the main body of the report, any specific individual or service feedback from stakeholders has been shared with services to address issues.

### Q1: Satisfaction with support:

- 97% of people we support and 93% of family members / carers were happy with the support provided.
- None of the people we support were unhappy and 2.7% of family members were unhappy with the support.

### Q2: Helpfulness of staff:

- 99% of the people we support, and 97% of family members / carers, were happy with the helpfulness of support staff.
- None of the people we support were unhappy about staff and only 1.7% of family members / carers were unhappy about staff helpfulness.

### What is the best thing about the support you get?

The most frequently mentioned 'best thing' from people we support and families was support to promote independence. The next most frequently mentioned was '*getting out of the house for activities*' (from people we support) and '*respite support*' for carers and families (from families).

**Q3: Is there anything staff can do differently to help / support you to have a good day?**

- 34.8% of the people we support identified things that could be done differently for them to have a good day and 10.6% family members / carers identified possible changes.
- The two most frequently mentioned suggestions from the people we support related to providing more support (e.g. *“Maybe to go out more one-to-one rather in a group”*) and to providing a greater range and variety of activities (e.g. *“I would like more support in learning how to use the internet”*).
- For families, the most frequently mentioned suggestion related to providing more support (e.g. *“Just great and when restrictions lift it will be great to do more activities”*).
- and go more places.” Families also highlighted some challenges with communication, primarily linked to turnover and changes with staff.

**Q4: Is there anything we can do to better support you?**

- 27.4% of the people we support identified ways we could better support them and 9.7% of families provided suggested improvements.
- The response to this question was quite similar to Q3 suggesting that the two questions were probably too similar. The next ACE survey will aim to include questions that are more distinct.

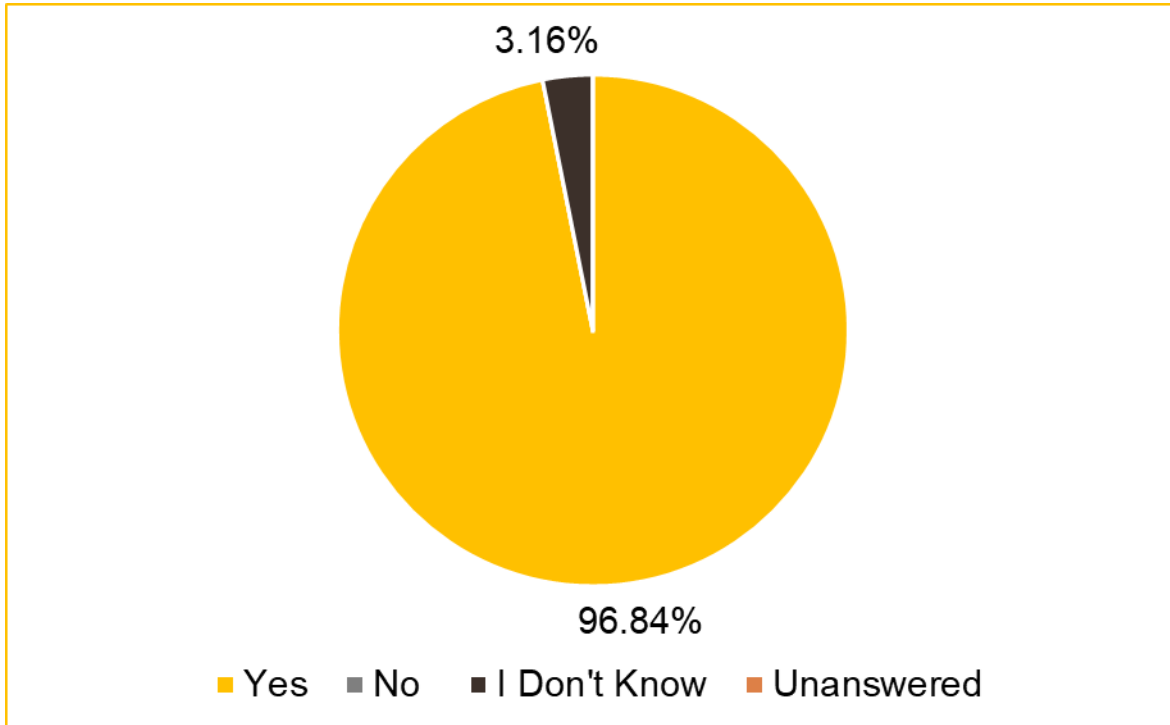
An ACE 2021-22 Action Plan has been developed in consultation with the Advisory Board (that involves people we support from both NI and ROI) and JCC representatives.

# SURVEY FINDINGS



## 1A. Are you happy with the support you get from Positive Futures?

### People we support



### 33 Comments

*"I get to make my own choices, do what I want to do."*

*"Yes, they are very good to me".*

*"I enjoy meeting up with my staff every week. They have supported me during Covid when I had nothing else."*

*"If I have had a problem support workers and managers have helped me sort it out."*

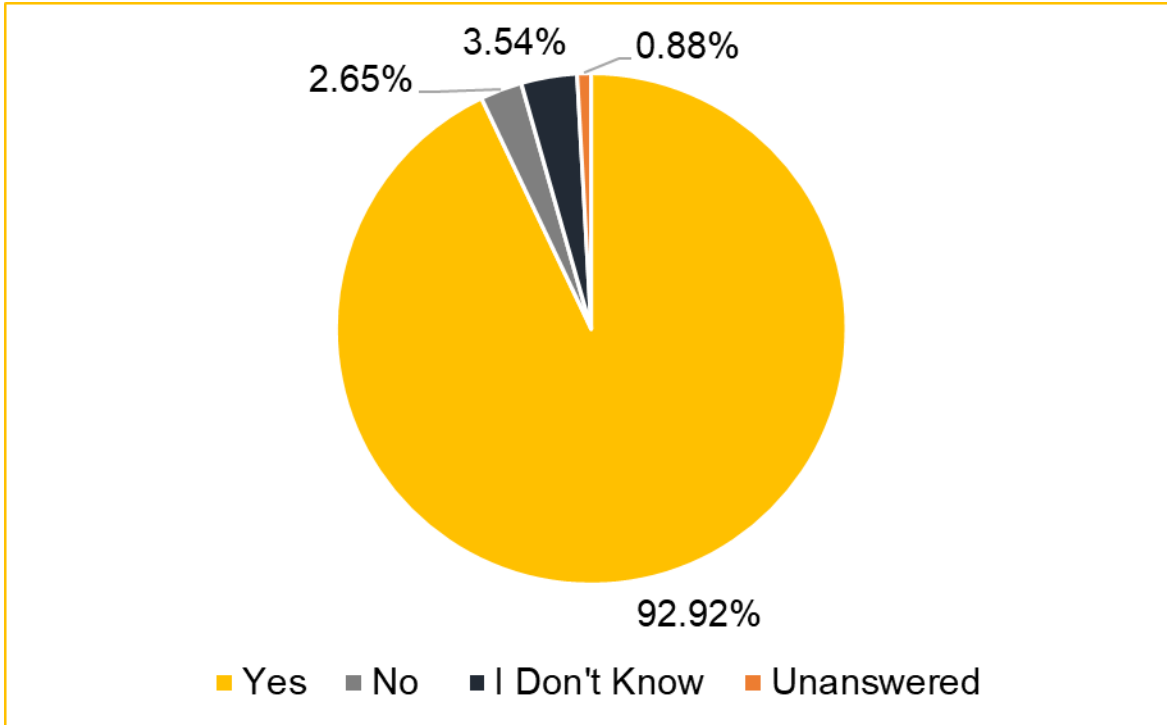
*"It helps me to be more independent."*

*"Very happy. I was unsure about the project at first, but now very happy with it".*

*"Very helpful and positive so lucky to have the support"*

## 1B. Are you happy with the support your family member / person you care for receives?

### Family members / carers



### 47 Comments

*"Fantastic service."*

*"I am very happy with the support given by Positive Futures staff. There is always someone to talk to if needed. Thank you. A great organisation."*

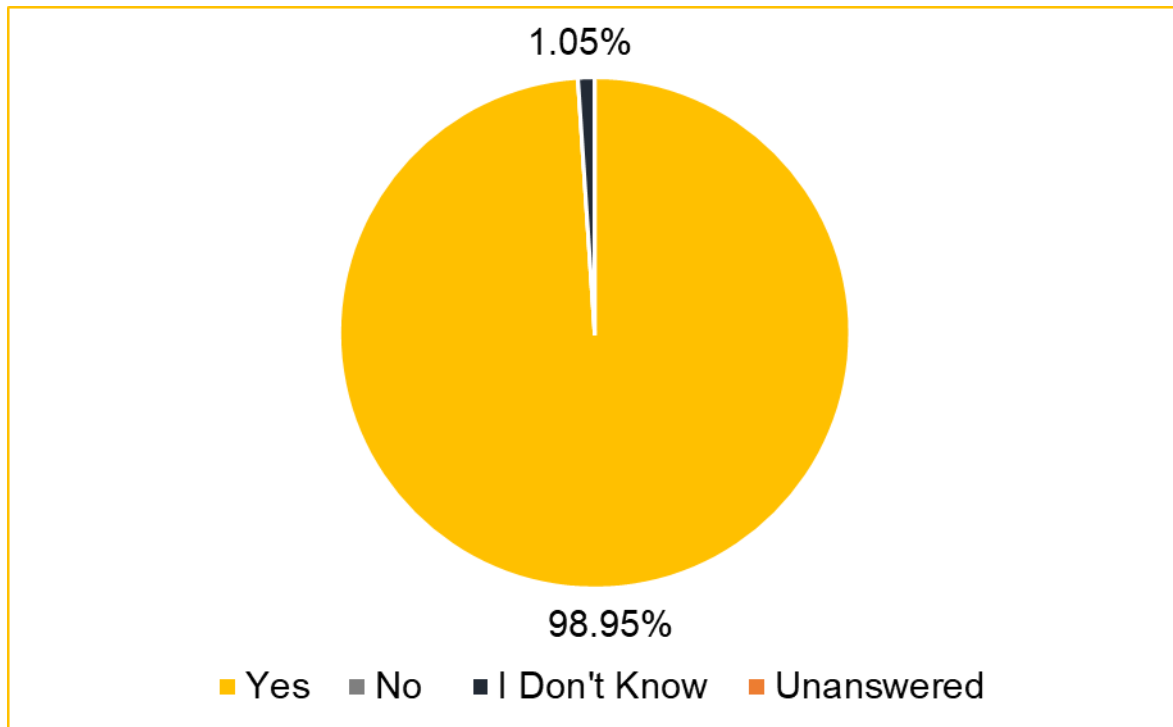
*"[My family member] loves Positive Futures and has missed it during lockdown. He asks every day when he can go back."*

*"Turnover of staff is too high, can be confusing."*

*"Staff have been very approachable and understanding. They listen to what we need as a family and act upon this."*

## 2A. Do you find the support you get from staff helpful?

### People we support



### 14 Comments

*"They will help me achieve my goals."*

*"All staff have supported me with doing tasks around the house."*

*"I get on really well with my staff. My staff member makes me laugh."*

*"My staff have encouraged me to think about what I want to do,  
and make my own choices.*

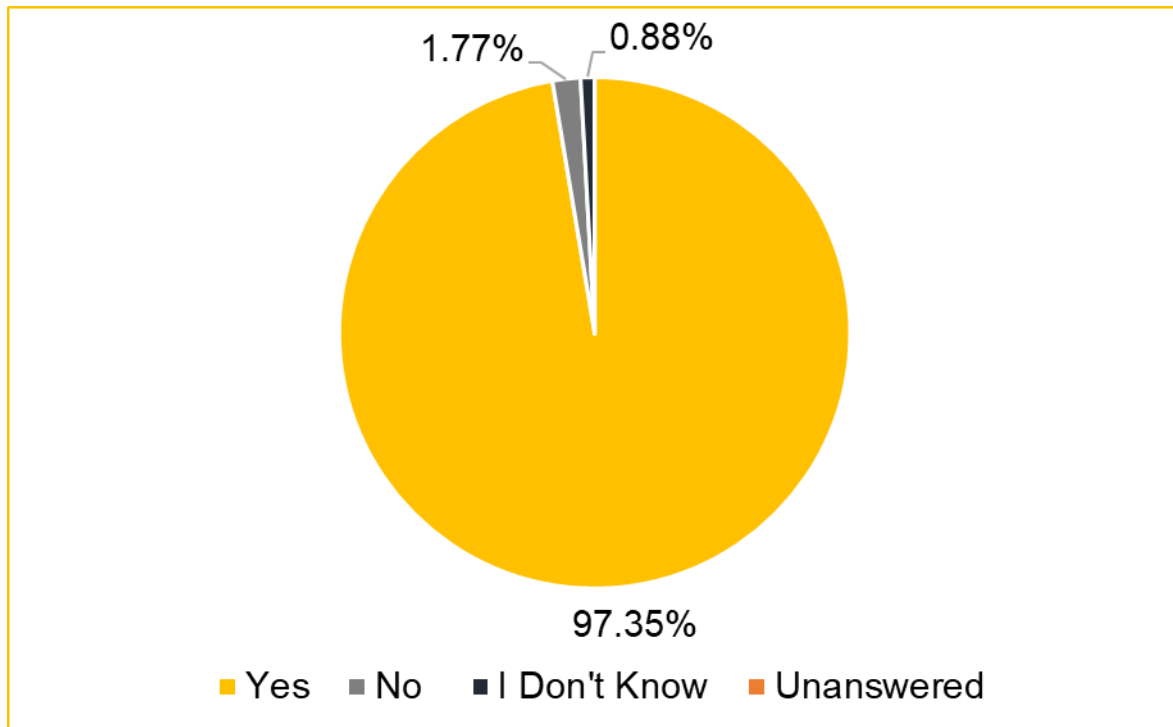
*They have shown me how to be positive,  
and I feel much better now."*

*"When I have a problem on my mind I talk to the staff and they will listen to  
me when I need someone to talk to."*



## 2B. Is the support provided by staff helpful?

### Family members / carers



### 7 Comments

*"It's good to have someone to pick up the phone to and things that I mention in passing staff send information and resources back to me. All things I do not have the time to research myself, it takes the pressure off. I have never felt I need to justify myself."*

*"Provides a chance for my [family member] to have her own space outside of family."*

*"Since [My family member] first started Positive Futures, he has been able to access a range of diverse activities. This is a brilliant service and we are very grateful for this support."*

*"We couldn't have gotten better than [staff member] They are a credit to you always so good with our [family member]."*

## 2C What is the best thing about the support you get?

### People we support

*“Moving into supported living has been a big step for me. I was excited and anxious about leaving home, however the support from Positive Futures has helped me settle into my new home. I am really happy that staff encourage and help me to make my own choices and decisions. This has helped me feel better about myself. I like that staff listen to me and if I am concerned about something staff will pass this onto my Social Worker / Trust for me so it can be looked into.”*

*“Do an excellent job and service. I have been with them for 13 years. It has been excellent.”*

*“I get to go out, my staff help me to get up in the morning and support me to look after myself and my house.”*



*“Helping me look for my own place.”*

*“Staff help me to go out to different places and try different activities. My mum isn't able to do these things, so it is a big help to us.”*

*“Someone to talk to, who understands me and who helps me to do the things I want.”*

*“Being able to go to new places and to have someone with me. I like talking to my staff about books and films.”*

## 2C What is the best thing about the support provided?

### Family members / carers

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*“Positive Futures has been a lifeline throughout the pandemic, I honestly don't know how we could have got through without the support especially when the school was closed.”*

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*“As I have my child 24/7, it's great to feel confident enough to let him go. It has been good for my mental health. getting some time for myself.”*

*“The progress that has been made so quickly. I doubted from day one that this service would work for [my family member] but it has exceeded my expectations.”*

*“My [family member] has become a very happy and content person. He has become very open to conversation this is due to the staff praising him and giving him full confidence.”*

*“Best thing would be the consistency of support and the follow through. It is more than a service. You all go out for the way to help.”*

*“Yes, the team are very accessible and constantly sending information in relation to courses and support available.”*

*“Activity packs last year were invaluable, and I still use them.”*

*“Gives my child independence away from mum and dad and he benefits socially/mentally. Also gives parents and siblings support, as parents can use this time to spend with other siblings.”*

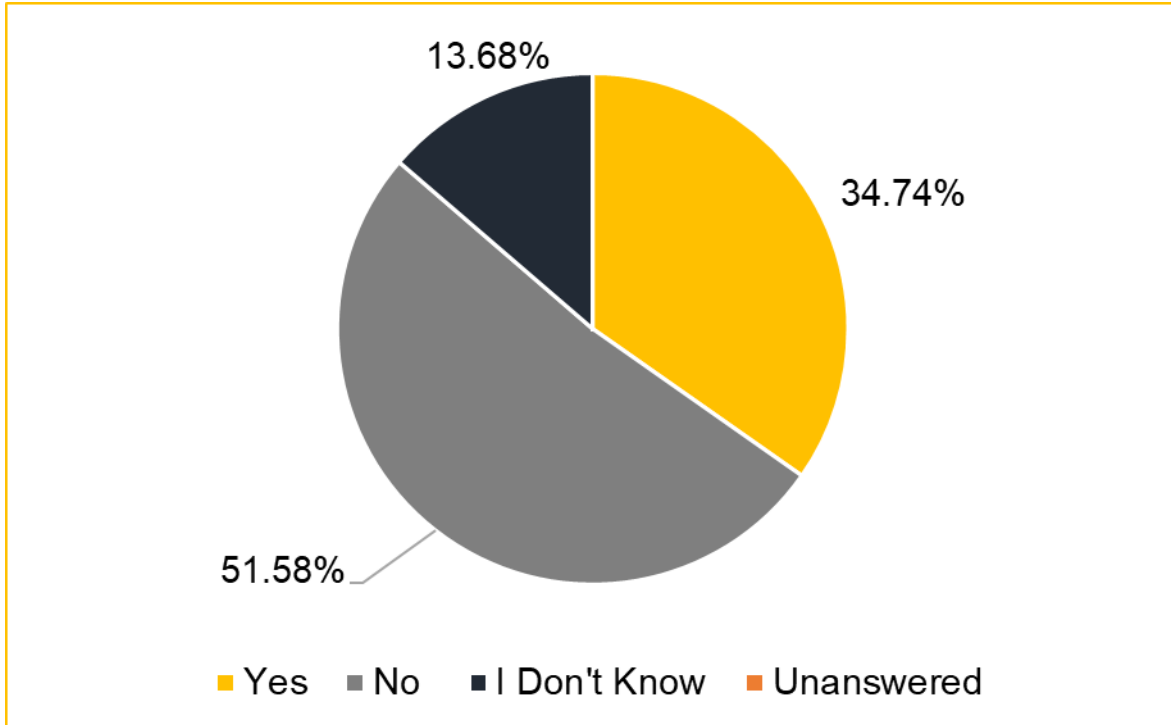
## 2C. What is the best thing about support – Themes

<b>People we support</b>	
Getting support with living independently	15
Getting out of the house for activities	11
My relationship with my staff	8
Having someone who listens and to talk to	6
That the staff are caring	6
That the staff help me with any problems I have	4
Support helps me towards achieving my goals	2

<b>Family members / carers</b>	
Support helps with social / independence skills development for family member	18
The break from caring for me and the rest of the family	15
The activities my family member gets to do	11
The quality of support provided	9
The relationships my family member has with their staff	6
Feeling supported by the staff	3
The resources support provides and makes available	3
The helpfulness of the staff	2
The communication between service and us	2
Receiving support during Covid-19	1

### 3A. Is there anything staff can do differently to help / support you to have a good day?

#### People we support



#### 44 comments

*"Maybe to go out more one-to-one rather in a group".*

*"I enjoy everything that is going on in the house. "*

*"I want to see the groups back again as well as my 1:1 support".*

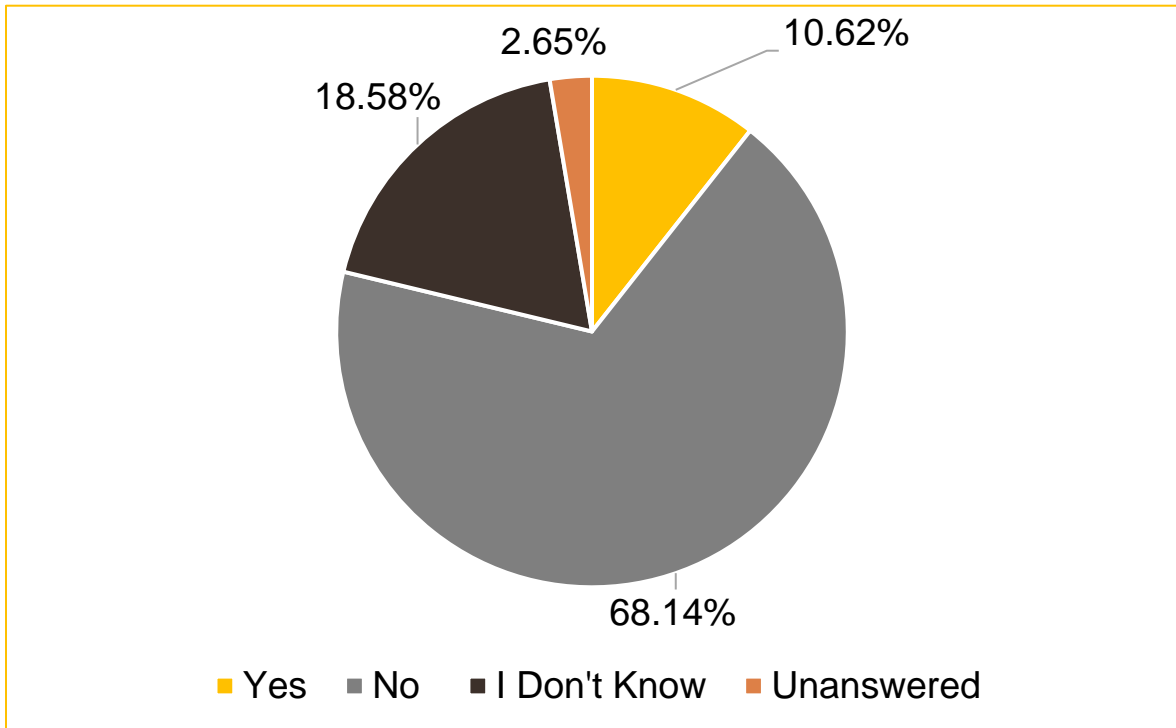
*"I would like to see group support return as I miss seeing everyone."*

*"Staff are already doing it"*

*"I would like more support in learning how to use the internet."*

**3B. Is there anything staff can do differently to help/support your family member / person to have a good day?**

**Family members / carers**



**36 Comments**

*“Everybody does their best, but the communication could be better.”*

*“I feel at present everything is working ok. Staff are so obliging and so easy to communicate with which means so much.”*

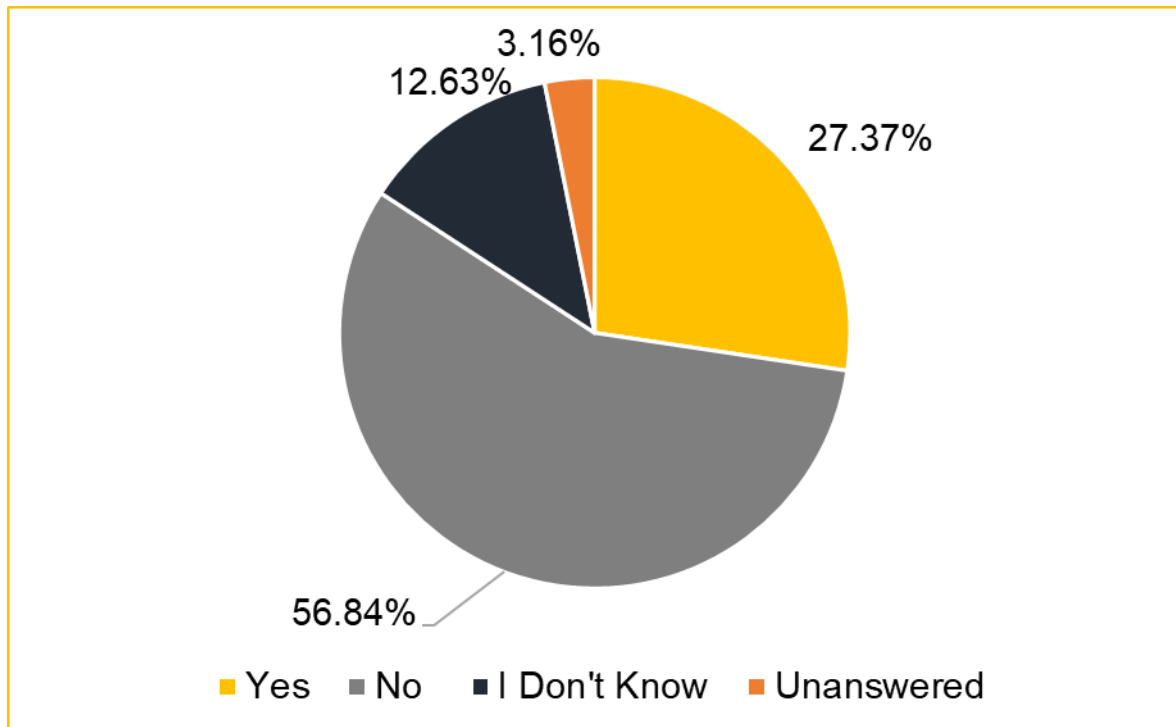
*“Increase the amount of contact we have with support services and make us aware of the help and support that is available.”*

*“To notify myself of any changes or cancellations earlier as this upsets my child.”*

*“Very helpful even though we were restricted in what we could do, my child got an activities booklet regularly, with all her favourite topics and interests.”*

## 4A. Is there anything we can do to better support you?

### People we support



### 38 Comments

*"All staff support me excellent keep up the excellent work."*

*"At present happy enough  
but there is always room for improvement."*

*"Find new activities for me to try".*

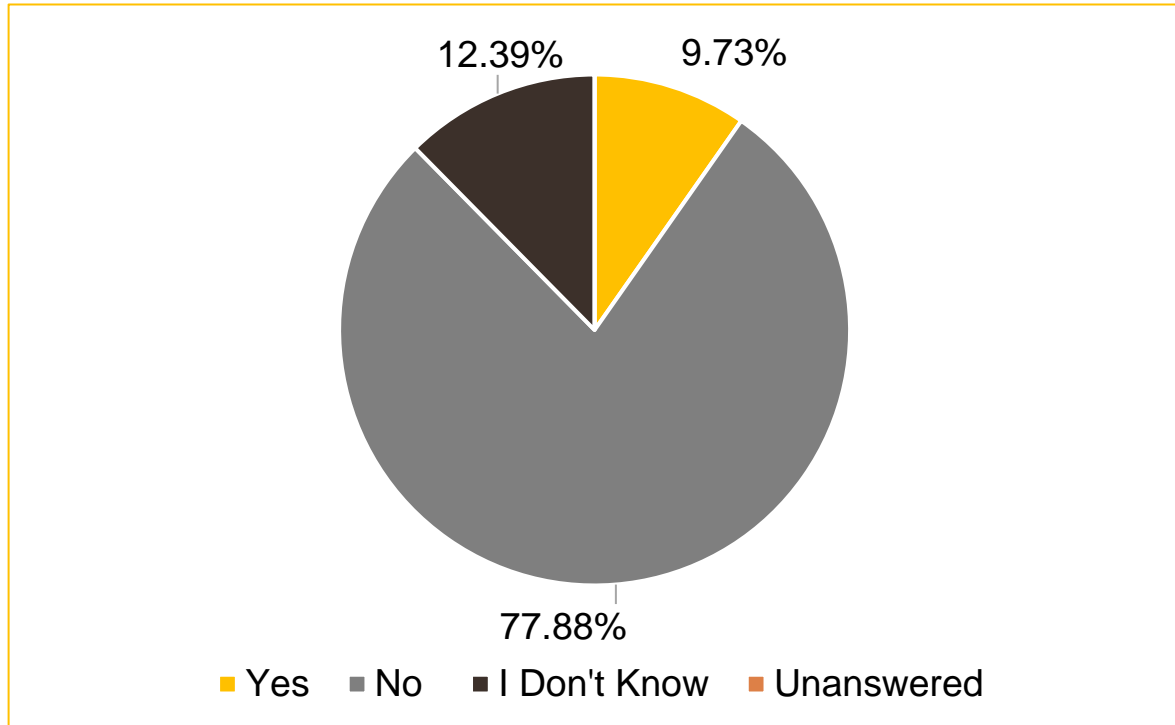
*"Have new ideas/make suggestions."*

*"Give me more notice about changes".*

*"Have more staff so I can go out more."*

## 4B. Is there anything we can do to better support you or your family member / person?

### Family members / carers



28 Comments

*"We as a family are happy enough and so appreciative of the support long may it continue, thank you!"*

*"Better and more effective communication. Alternative activities for in and outdoors."*

*"I know if something was to come up the help and support will be there to help".*

*"Just great and when restrictions lift it will be great to do more activities and go more places."*

*"We are more than happy with the service, any additional group activities/outings would always be welcomed!"*



## 4C. How to improve support People we support<sup>1</sup>

**Offer more support, either through: more support hours (7), return to group activities (6), more 1-to-1 support (3), more staff to enable more support (2), more support before/after activities (1) and more engagement from staff (1).**

**Provide a greater range and variety of activities and make suggestions of things that are possible that might not be known about (7)**

**More support to gain independence, either to do new things or to enable persons to spend more time on their own without support (6)**



**Helping with learning new skills (3)**

**Help with a specific activity, this can be a long-term project which needs assistance or a single activity that cannot be done without support (3)**

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<sup>1</sup> This is a summary of the key areas of improvement identified, any raised issue which is unique to a person is not mentioned but has been passed along to the relevant service and manager. The number in brackets refers to the number of mentions the issue received.

## 4C. How to improve support Family members / carers<sup>2</sup>

**More support, either by increasing the number of direct support hours, extending projects etc or by the expansion of services for siblings / families (7)**



**Staffing and communication issues. Handovers can cause confusion for families and make consistent communication difficult as families are dealing with new or different staff members (6)**

**Provide a greater range and variety of activities. Including increasing the geographical spread across NI (3)**

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<sup>2</sup> This is a summary of the key areas of improvement identified, any raised issue which is unique to a person is not mentioned but has been passed along to the relevant service and its' manager. The number in brackets refers to the number of mentions the issue received.



## APPENDIX

### Appendix 1: Methodology

#### Survey design

During the design of the survey, an easy read version and a plain English version were developed to best suit each group being surveyed. The surveys were available online and in paper format. Services and projects were asked to distribute the surveys to their stakeholders.

The surveys included four questions with “yes”, “no”, and “I don’t know” response options along with text boxes to provide any additional comments. A fifth question which provided a free text box for any other comments was also included however responses to this question were not included in this report (due to the open nature of the comments made, the majority of responses were people stating that they were happy with the service they received, and any specific responses to this question were passed onto the relevant services).

Careful consideration was given to the issue of confidentiality. It was important that respondents could provide feedback confidentially, but it was also necessary to appropriately act upon any issues within the services in which people were receiving support. Therefore, respondents could provide their name at any point during the survey if they wished and were given the contact details for the Information Analyst if they wanted to discuss any answers in further detail or to raise any concerns or issues they may have had.

Throughout this report, any feedback in relation to areas for development or concerns; and where feedback is identified to a specific respondent; has already been reviewed by the relevant Service Manager / Operations Manager. Where concerns have been raised and the respondent could not be identified but a service / project name has been given, the relevant manager / coordinator has been alerted to the feedback in order to inform appropriate management action. The analysis of all responses and feedback included in this report is broken down by question and stakeholder group, and not by service.

## Responses

A total of 208 completed surveys were returned. Completed surveys were returned by:

- 95 people we support (some of these surveys were completed by family members / carers or staff on behalf of the person we support)
- 113 family members / carers/

	People we support	Family members / carers
Northern Ireland	59	113
Republic of Ireland	36	0
<b>Total</b>	<b>95</b>	<b>113</b>

## Data analysis

For each question, the percentage of each stakeholder group who answered “yes”, “no” or “I don’t know”, as well as those who did not answer the question, are given. The total number of comments provided as further feedback for each group is accompanied by selected quotes. Please note that some respondents did not answer the initial question but included feedback. Additionally, some respondents included feedback on more than one topic per question and this has resulted in a discrepancy between the number of comments made and the number of areas identified in the summary table.

## Changes to the Survey

As a result of the Covid-19 pandemic, a significantly different approach was taken to the survey this year. To streamline and reduce workload for services, only the people we support from adult services and family member / carers from Family Support Services were consulted (i.e. a smaller sample group than in previous years when all stakeholders would have been invited to provide feedback). The number of questions was reduced from 6 to 4 to again streamline the process. Finally, in previous years, separate reports for Positive Futures NI and Positive Futures ROI were produced but this year, a single report has been produced.

## Appendix 2: Focus group – “Living Through Covid-19”

A joint initiative between the NI and ROI organisations to explore with the people we support their experience of the pandemic was facilitated by Lauren Shaw, Project Coordinator and Niamh Tormey, Project Manager.

### Summary

On 16 and 17 June 2021, 6 people we support took part in focus groups between ROI and NI to discuss the support they received from Positive Futures during the COVID-19 pandemic. 2 additional people from ROI took part in a 1-1 interview to share their views.

The questions asked were on 4 key themes: information, safety, quality of life and the vaccination.

The participants represented a range of services across Positive Futures and receive varying levels of support from the organisation.

There were several experiences common to participants both north and south. These included a change in lifestyle, living within restrictions, compliance with new rules, assimilation of new information and concern for others. In addition, many participants cited the impact the experience has had on our relationships and our connections with the people we love.

There is a mix of good and not so good experiences described here, and it will be important to ensure that all feedback informs the next steps in our recovery.

Areas for consideration include:

- The use of technology and the new skills and opportunities it brings to the people we support.
- What a person centred and meaningful day can look like in a pandemic or otherwise.
- The absolute importance of maintaining and building opportunities to stay connected and enhance that connection with family, friends and others.
- Information sharing – we have room for improvement.

Laced through this feedback, there is an evident appreciation of the support that people received from their staff teams in relation to the pandemic and, once

again, this exercise demonstrates that listening to the people we support will go a long way to keep us right.

## Report Findings

The questions asked were based on 4 key themes: information, safety, quality of life and the vaccination. The participants represented a range of services across Positive Futures and receive varying levels of support from the organisation.

### Northern Ireland Services



WORD CLOUD OF MOST COMMON WORDS USED DURING NI FOCUS GROUP

## Theme 1: Information

Participants shared the following about information they received during the pandemic:

*“I do not think much information was shared but whenever we were out for coffee we did discuss how it was affecting each other.”*

*“At the start I did not understand much about Covid. I do not think Positive Futures shared much about Covid with me.”*

*“Not much information except for about masks and social distancing to keep the disease away.”*

*“Support Workers did not give me any verbal or written information really. It was hard for them because the government advice kept changing – they helped me understand when changes happened.”*

*“The simplest way I was told about Covid was that staff were acting in line with public health advice – I found that reassuring – things cannot change until the public health agency say so.”*

*“Positive Futures could not have done anymore to help me understand Covid – we were all in a difficult situation where rules kept changing – staff kept me updated but sometimes staff were confused themselves about rules and restrictions – but they did remarkably well in very difficult circumstances, they couldn’t have done anymore.”*

## **Theme 2: Safety**

Participants discussed how safe they felt during the pandemic and what concerns they had:

*“I was concerned about going out while waiting for the vaccine. Staff reassured me by reminding me washing my hands and keeping distance was the best I could do.”*

*“I felt very safe because I had Positive Futures and my dad helping me through.”*

*“When we could not go out in the car, I was still able to go out. Staff parked the car at my house and we went for a walk which made me feel safe because we were outdoors.”*

*“Positive Futures staff always make me feel safe. I did not have concerns or worries about Covid but found it very boring, especially when the weather was really good – we missed all the good weather last year.”*

*“I did not have any concerns, I just had my second job and things are easing again.”*

Participants shared some of the challenges with the safety measures:



*“They were happy for me to go out in the car with them, sitting in the back with my mask on. I thought wearing masks in the back of cars was a bit much.”*

*“We did two hourly cleans with staff and I kept thinking do they really need to do that. Staff helped me to understand why we need masks but once we are all vaccinated surely we will not need all the restrictions if we have distance and good ventilation.”*

*“With masks you are breathing in what you are breathing out but I am ok with that.”*

*“I would like it to go back to normal when staff do not have to wear masks and cleaning can reduce.”*

### **Theme 3: Quality of Life**

Participants talked about the changes to their routine due to COVID-19:

*“I had no work during Covid. I was at home for three days a week instead of being at work and was very bored.”*

*“I couldn’t go to badminton or dog training and there was nothing else I could take up instead during Covid. It was a positive and negative experience.”*

*“Being away from the church was very different for me.”*

*“I was limited in what I could do because of restrictions. I used to be in lots of groups before Covid so that changed.”*

*“I did not get to do some things I used to do like swimming”*

Participants discussed the impact of their living arrangements during COVID-19, whether they lived alone or with housemates:

*“It was ok living on my own during Covid.”*

*“It was ok living on my own during lockdowns because one of the things I learned March of last year was the mindfulness colouring and I am still working through that.”*

*“I’ve lived with my housemate for 13 years – we got on well during Covid, no disagreements, we just carried on as normal – the only difference was we had to do more cleaning.”*

Participants reflected on how they had used technology to reduce isolation during the pandemic:

*“When it started, I didn’t have an iPad, I got an iPad late 2020 and then I learned about Zoom and I’ve used it for church gatherings and prayer meetings. I would never have used Zoom before Covid. I enjoy using Zoom but also think hurry up and get us back together.”*

Participants shared what new activities they had taken up during the pandemic:

*“I was out walking a lot more during Covid, I had picnics with my dad which was nice.”*

*“I started teaching sign language at a university online during Covid – I’m hoping to meet my students in person soon.”*

*“I started to grow potatoes and carrots, baking, zoom calls – I kept myself busy at home – staff supported me with these things.”*

*“I am going to keep the new routine because it is a lot better, I’m less stressed. Things were generally less stressful during Covid but the only hinderance was not getting out as much.”*

*“I did a 6-week yoga course online. I did my raised bed and planted vegetables. We did Teams’ meetings, quizzes, and advisory meetings with Positive Futures. I used Zoom a lot more to keep in touch with family.”*

*“My cooking skills have improved, my independent living skills have improved.”*

*“Staff helped me to adapt my whole routine and the changes have made me feel less stressed – so much so, I am not going back to my old routine.”*

#### **Theme 4: Vaccination**

Participants answered questions on how they were supported to understand the vaccination:

*“Positive Futures gave me an easy read document about the Covid vaccine and they found out when I was getting it.”*

*“I got the vaccine before Positive Futures had information about it. I got it in January 2021 because [of my work], so I was prioritised.”*

*“Positive Futures did not really give me any information about the vaccine, it was more my dad. Support Workers asked me if I got the jab and how I felt after it but that was really all we discussed.”*

Participants were asked about their understanding of their right to consent to the vaccine:

*“I decided I was getting the vaccine and they told me when I could have it.”*

*“Consent means you giving your consent for people to give you the vaccine.”*

*“I realised if I did not get it, I would have been more at risk due to some of my underlying conditions.”*

*“I knew I had a choice to not get the vaccine but I went and got it.”*

*“I chose to get the vaccine. My dad organised both vaccines for me. He brought me down and stayed with me when I got it and brought me home. He was very good at explaining how important it is to get the vaccine.”*

## **Final Comments**

*“Staff did a remarkable job adapting – learning how to adjust to PPE and cleaning – they did very well considering the circumstances.”*



*think Positive Futures helped me to understand restrictions but my school and mam did”*

*“We were told to wear masks, sanitise hands, wrap up food going out, not to talk to strangers or I’d get into trouble with the Guards. Pictures helped me to understand Covid. Staff told me I could not go home because of Covid 19. I think it would have been better if they could have had a big meeting with everyone in the house to explain Covid”*

## **Theme 2: Safety**

Participants discussed how safe they felt during the pandemic, what concerns they had and how Positive Futures supported them to express and process their worries:

*“I felt safe wearing a mask”*

*“Masks made me feel like staff were dirty and that’s why they had to wear them. I don’t like masks, they are dirty. I wasn’t worried about anything.... masks, thought they were dirty. Staff didn’t do anything to make me feel safe”*

*“I felt safe at home”*

*“I felt very safe. Staff protected me. Told us to stay indoors. Staff wore PPE and got us take away food. Made sure kept all doors closed. I was concerned I couldn’t go to my aunties, staff helped me to talk about it and told me they would sort it out as soon as it was possible”*

*“I was fine but worried for people I know with conditions and for my mam. My Positive Futures’ Social Worker has changed a lot, seems like there is somebody leaving and starting all the time. I would have liked some direct support from a Social Worker during Covid 19. I know they supported my mam but I would like someone who maybe phones me to check in “hi, how are you doing”, or someone I could call directly if I am worried about something – so I don’t have to ask my mam and she asks him/her to call me because then she is worried.”*

### Theme 3: Quality of Life

Participants discussed how COVID-19 affected their quality of life and how Positive Futures supported them to adapt to new daily routines:

*“What was life like during Covid, it was grand. I love cleaning the door handles, sweeping and dusting. I enjoyed the extra cleaning. Living with other people was ok, we went for long walks and picnics. I did arts and crafts, bingo, painting, gardening. Pamper nights – relaxing in a bath, reading books, having a chat, video calls with family – I learned this during Covid”*

*“Couldn’t get up to much, life was very different. I used to go to the pub with a staff member. I couldn’t go to Bettystown beach, it’s a nice beach. I don’t like sharing a house. We did the bog walk but there were too many flies – I don’t want to do it anymore. I also washed cars. Life was better before Covid”*

*“We went for walks, picnics, did basketball hoops, I couldn’t meet X, but learnt how to use Zoom and Teams to see her on the computer”*

*“My life completely changed, I used to go out at the weekends with friends and my boyfriend. Covid came and I couldn’t go anywhere but it kind of gave me time to focus on myself, things like walking/exercising more which improved my health and fitness. I continued to work through Covid but I was always worried I was going to lose my job - it kept me going. I had to adapt to doing college work at home, it was a bit chaotic at the start but I got used to it and now I wouldn’t want to go back to the college building full time. I was at home with my mam more often – she was working from home, she still is. I have gone back to college 3 days a week. I’d feel sorry for my dogs if we both had to go back to college and work full time because they are so used to being with us every day now”*

*“I missed going to coffee shops, swimming pool, shops. It was a bit of a mad house here at the start. I could not see my niece. I live with 3 other people which is grand but I could not get my paperwork done – it’s hard to get alone time when everyone is here. It is nice when everyone watches soaps together but I really wish I could get my paperwork done. During Covid we all went for walks, did arts and crafts. Wish could get back to my paperwork”*

## Theme 4: Vaccination

Participants discussed how much information Positive Futures shared with them about the vaccine and how they were supported to understand the vaccine and their right to consent:

*“I got it in my left arm, it’s getting better. I absolutely wanted to get it, it will keep me safe. I got a badge. I got my second one this morning it was much better than the first. The staff went with me. Everyone went together. I want a vaccine because of the virus. I completed a consent form. They sat down with me and made sure I could read the words and I signed my name”*

*“Can’t remember what information I got... the vaccine will kill off the virus. I wanted the vaccine. I filled out a consent form. Staff read it to me, that helped. I got the vaccine and I feel fine – no sore arm. I was happy to get the second vaccine – R (Service Manager) organised for me to get it in Mullingar”*

*“Staff told me ‘Right, we’re going to hospital in Mullingar for Vaccine 1, then to the hotel for the second one’. They said you’re going for it and I said “OK, I’ll go for it”. They got us on to the bus to go together which was really handy”*

*“I didn’t get any information from Positive Futures about the vaccine. The only people who gave me information was my school but I didn’t really know anything about the potential side effects that I did experience after the first dose. The school registered everyone in my class for the first vaccine and I still don’t know when or how I’m getting my second dose. Positive Futures might have contacted my mam and I think they did contact to ask if I had the vaccine. I didn’t know we have a right to consent, you are the first person whose told me about my right to consent. I thought you get your appointment by text and we all just have to go and have the vaccine. I didn’t know we could choose to say no but even if I did know that, I would still have chosen to get the vaccine.*