



Annual

Consultation

Exercise

2024



POSITIVE FUTURES
Achieving dreams. Transforming lives.



Summary



This report provides a summary of findings from NI and Ireland. The consultation was completed as part of our Corporate Plan Survey 2024.



There were **127** responses.



We had feedback from:

- A survey: **104** people completed a survey
- Focus groups: **23** people we support attended focus groups.



We asked the people to complete a survey to tell us what they think about our support.



Questions



1. What do you think about it?

- Good
- Bad
- Not sure



There were **104** replies.

46 of the people we support completed the survey.

54 family members and carers completed the survey.

4 Health and Social Care Trust, Health Service Executive and Tusla staff completed the survey.



99% of people said that our support was excellent or good!



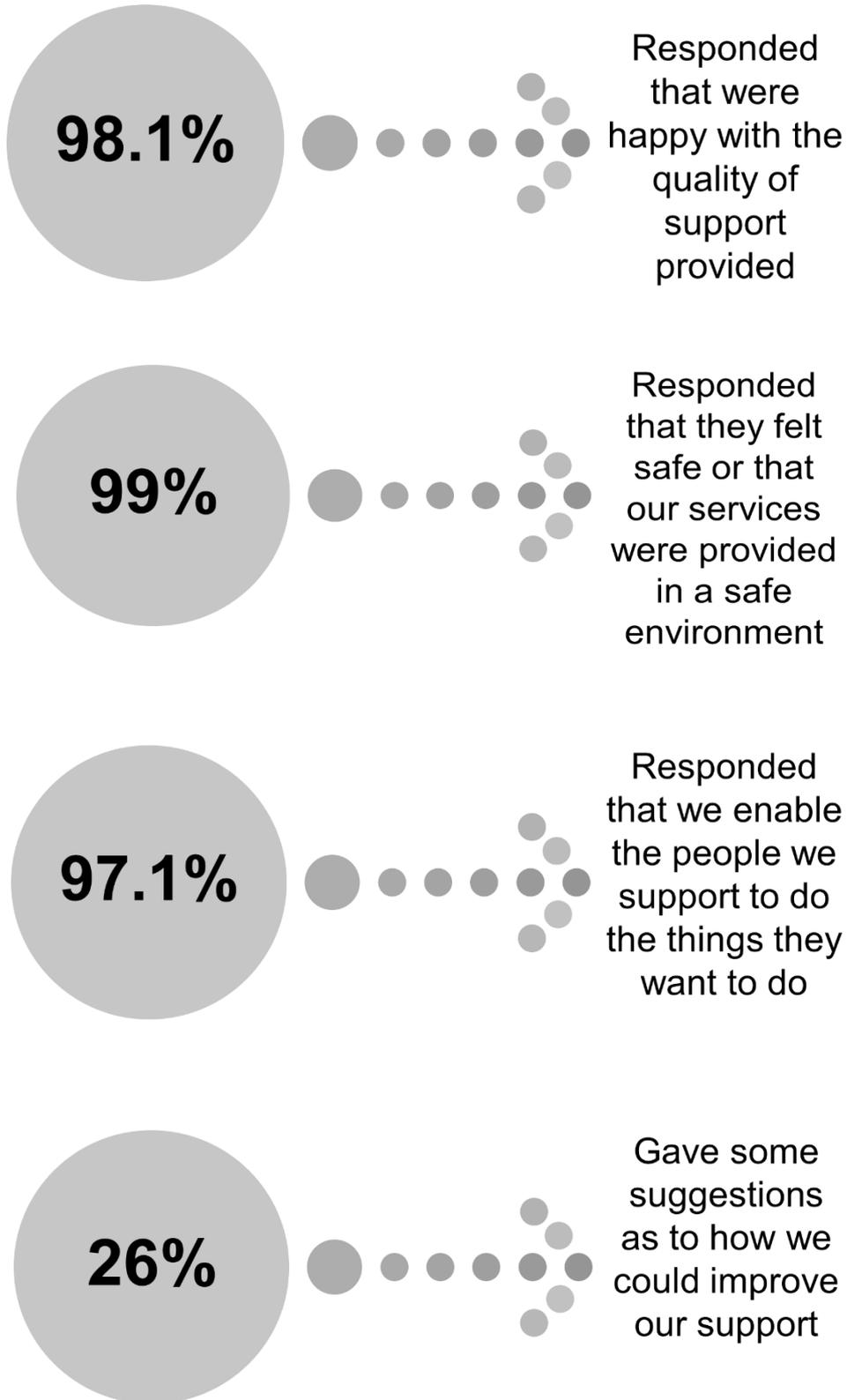
73%
Excellent



26%
Good



Most people were happy with our support





What you said we do well



The quality of support we provide.



The activities we support people to take part in.



Our great staff.



What the people we support said we do well

“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.”

“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.”

“Happy with my support from Positive Futures.”

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

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

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

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



What family or carers of people we support said we do well

“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.”

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

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

“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.”

“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!”

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

“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.”



What people told us about any changes they would like to see



Some people wanted more support to take part in more activities.



We could find more ways to get and keep good staff.



Focus Groups

We had three focus groups in Dublin, Lisburn, and Enniskillen.

23 people we support came along to these groups and told us what they think about our support.



People at the focus groups told us:

“Help me go horse-riding, have meals out, and do baking at home.”

“I love the staff.”

“Glad to be part of Positive Futures, meeting new people and getting to know new people.”



“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.”

“The staff support me to go out with mum and dad, it’s really important for me.”

“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.”

“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.”

“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.”



Learning from ACE 2024



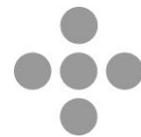
People are happy with our support.



People want more of our support, and choice on how they spend their time.



We must continue to get, keep and develop the best staff.



Thank you for all your help with ACE 2024!

Here is a “word cloud” we made from some of the comments made during ACE 2024.

We hope you like it as much as we do!

