



POSITIVE FUTURES
ACHIEVING DREAMS. TRANSFORMING LIVES.

Annual Consultation Exercise (ACE) 2025

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Executive Summary

What we did

Each year we complete our Annual Consultation Exercise (ACE) to find out what people think about our support in Northern Ireland (NI) and in Ireland (IRL, including our NAHVI service¹).

This report is a summary of what people told us and what we plan to do in response to the feedback we received.

We have reviewed feedback from people we support, families / carers, Health and Social Care Trust (HSC Trust) / Health Service Executive (HSE) staff and other external stakeholders via:

- Online surveys²
- An online “What People Think” process³
- Focus groups⁴
- Annual Review data⁵.

What people told us

Surveys – Summary information

We received 287 surveys in total (133 family members, 127 people we support and 21 health professionals and 6 external stakeholders).

- 100% of responses were happy with our support.
- 99.7% of responses indicated that the support makes people we support feel safe and 100% of people we support told us they felt safe when supported by us.
- 100% of responses rated our support as ‘excellent’ (83.3%) or ‘good’ (16.7%).

¹ NAHVI Service Specific Report has two sections: one linked to the support provided by the NAHVI designated centre and, for the first time, a section relating to NAHVI Approved Housing Body (AHB) and tenancy feedback on NAHVI AHB.

² See Appendix 1 for details.

³ See Appendix 2 for details.

⁴ See Appendix 3 for details.

⁵ See Appendix 4 for details.

What People Think – Summary information

We received 354 separate responses from stakeholders (170 family members / carers, 107 people we support, 69 health professionals and 8 external stakeholders) via our What People Think tool.

Key findings:

- 96% of responses provided positive feedback regarding our support.
- 4% of responses noted some concerns with our support and/or were improvement suggestions.

Focus Groups Feedback – Summary Information

We held 5 focus groups (3 in NI and 2 in IRL) involving 29 people we support.

We have summarised what people told us in about their support, their hopes and dreams and the support they get when things are not going so well.

Annual Review Feedback – Summary information

We reviewed the most recent Annual Reviews for 140 people we support (in regulated services in NI and designated centres in IRL).

- 100% of people we support were either fully (91%) or partially (9%) satisfied with their support.
- 0% were dissatisfied with their support.

What we are going to do

Within the report, there is a section outlining the key feedback for each of the four data sources (Surveys, What People Think, Focus Groups and Annual Reviews). Each section explains how the feedback will help us improve our support.

Please see Appendix 5 for our organisational action plan. In addition, all services have a service specific report (see Appendix 6 for an example service report).

Our thanks and gratitude

Our thanks to everyone who was involved in ACE 2025 and for helping us provide even better support!



Surveys

‘Choose how I live my life’

Surveys – Summary information

We received 287 surveys in total (133 family members, 127 people we support and 21 health professionals and 6 external stakeholders).

- 100% of responses were happy with our support.
- 99.7% of responses indicated that the support makes people we support feel safe and 100% of people we support told us they felt safe when supported by us.
- 100% of responses rated our support as ‘excellent’ (83.3%) or ‘good’ (16.7%).

Stakeholders

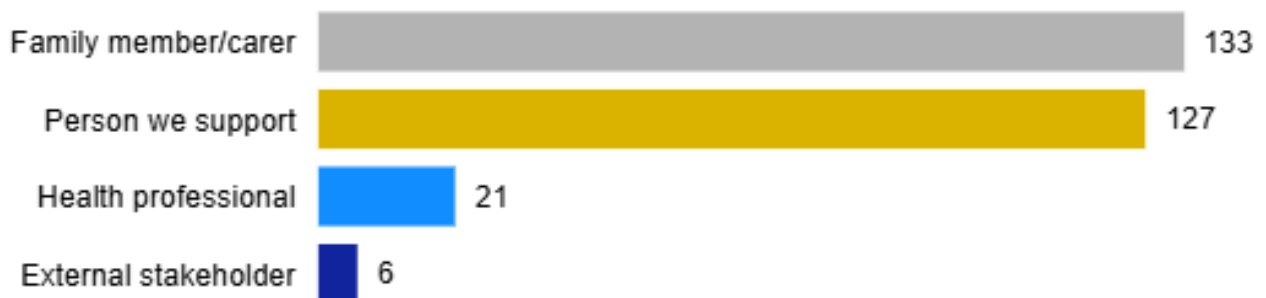


Figure 1: Based on all survey responses – Q: Are you happy with the support Positive Futures provides?

**Are you happy with the support
Positive Futures provides?**

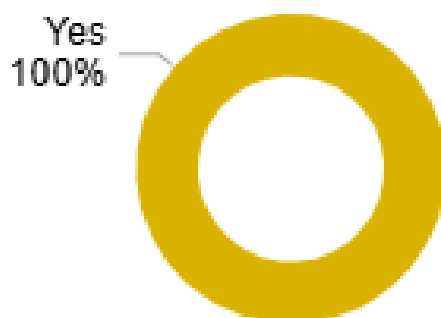


Figure 2: Based on all survey responses – Q: Does the support provided by Positive Futures keep your relative / make you feel safe?

**Does the support provided by
Positive Futures keep your
relative/make you feel safe?**



Figure 3: Based on survey responses from people we support only – Q: Does the support provided by Positive Futures make you feel safe?

Does the support provided by Positive Futures make you feel safe?

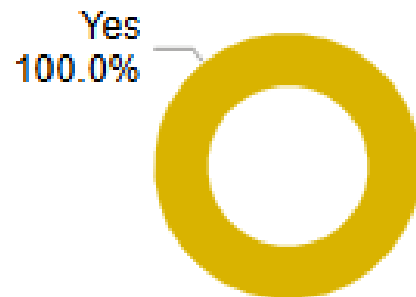
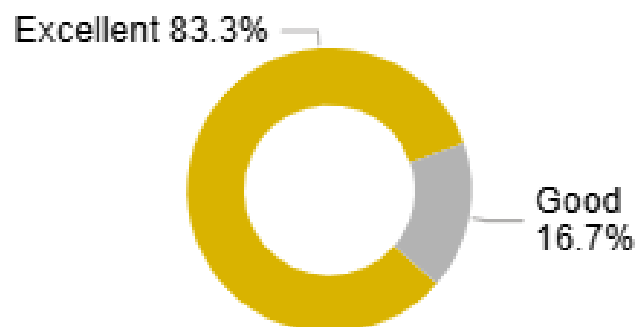


Figure 4: Based on all survey responses – Q: Overall how would you rate Positive Futures?

Overall how would you rate Positive Futures?



What's the best thing about our support?

Table 1 shows the top 5 themes from the feedback to this question and a sample of the comments are noted below.

Table 1: Top 5 themes from feedback to the question: "What's the best thing about our support?"

What is the best thing about the support Positive Futures provides?	
Themes	Percentage
Quality of support	28.92%
Socialising/Community Inclusion /Activities/Outings	23.00%
Independence & confidence	13.94%
Staff dedication & engagement	11.85%
Support makes me feel safe	6.62%
Others	15.68%

Enjoy social hours where I can do things I am interested in. Like living in my own home independently with a little support.

Able to choose how I live my life, getting out and about, being happy independent

It's hard to know but I have been here for 8 years and before that I was in a home and didn't like it, there were about 15 other people in one living room and it was noises. I have my own living room and can go out to the day centre and for days out. I don't want to ever leave here. I get a lot of help and it is good.

It's a weight off my mind knowing there is someone else in his life to make him feel safe

The support is supporting people to lead better lives...I feel that Positive Futures provide an invaluable service and have always had good reports on the delivery of their services

The gentleness of your ethos

Kindness, care & attention

Trusted and skilled workforce

Receiving a person-centred approach at all times.

I think the support is exceptional. My daughter thoroughly enjoys the range of activities and coming from a busy home – it is wonderful that she gets that 1-1 time. I appreciate that she gets collected and dropped home as well as this is a great support to me. My daughter has got to know staff well and gets a lot of continuity in who supports her. A really wonderful and much needed service.

New deaf staff have started to support me

Home from home...attentive and compassionate to both the needs of (the person we support) and family

We visit our son each week and have regular contact with the manager, for updates not just if there has been an incident. it is brilliant to work together that's all we ever wanted and for my son to be safe and cared for'.

Table 2 shows the top 5 themes from the feedback to this question and a sample of the comments are noted below.

Table 2: Top 5 themes from feedback to the question “How could we improve our support?”

How could we improve the support Positive Futures provides?	
Themes	Percentage
Happy with support/No improvement suggestions	55.05%
Additional activities/outings/holidays	9.41%
Additional support	9.06%
More staff/staff training	6.62%
Person specific	5.23%
Others	14.63%

Just keep doing what you're all doing you all do a terrific job.

The only thing that would improve the service would be to avail of it more often.

Overall, it is very good although he has a strong core staff team sometimes there are a lot of new faces so although I appreciate it is very hard at this time a stable staff team works best for my son

By sticking to my daily routine and informing me of changes in a timely manner

we just need more of you, more staff to fill the voids, there is a huge demand within the learning disability community and it would be lovely to see more availability to people.

Feedback from surveys will help us:

- Reinforce good practice by sharing the positive feedback with all our staff and managers and thank them for their individual and collective efforts to provide great support.
- Review arrangements for support and review planning to discuss any opportunities for additional support / activities (and associated costs) with the people we support.
- Address any person or service specific improvement suggestions (this information is included in service specific reports).



What People Think *'Ten out of Ten'*

What People Think – Summary information

We received 354 separate responses from stakeholders (170 family members / carers, 107 people we support, 69 health professionals and 8 external stakeholders) via our What People Think tool.

Key findings:

- 96% of responses provided positive feedback regarding our support.
- 4% of responses noted some concerns with our support and/or were improvement suggestions.

Stakeholders

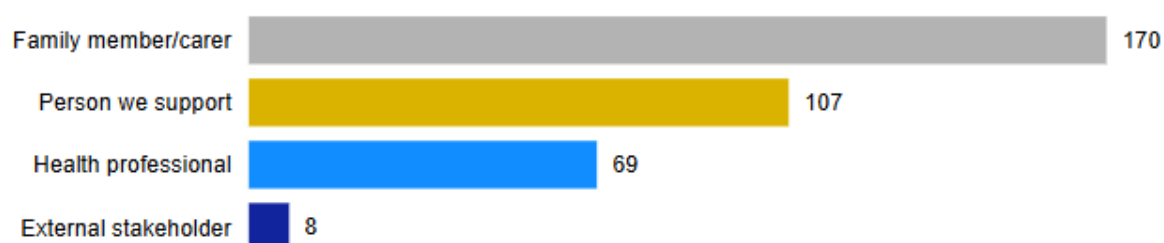
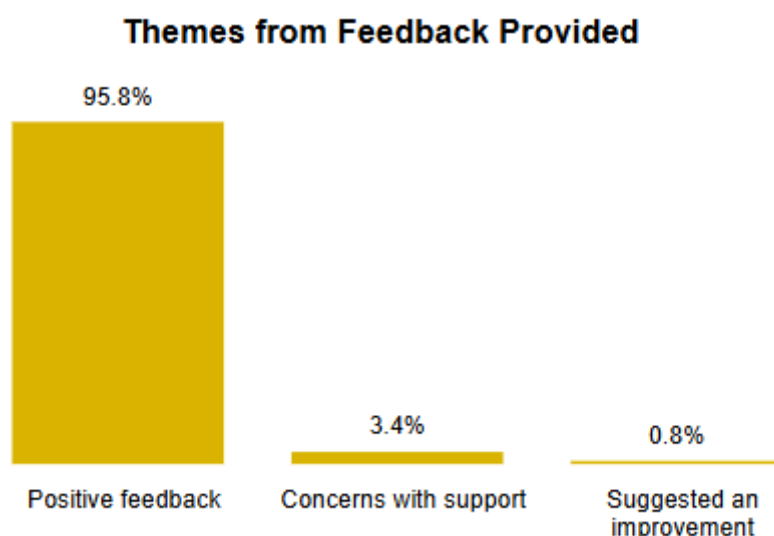


Table 3 shows the overall themes from the What People Think feedback and Table 4 includes a summary of concerns raised and improvement suggestions made via this process.

A sample of the comments received is included and a word cloud based on the feedback from the What People Think process.

Table 3: Overall themes from the What People Think feedback**Table 4: Summary of concerns / improvement suggestions**

Concerns with support	Improvement suggestion
Compatibility issues between people we support	Ideas to help address compatibility issues between people we support
Concerns about the lifestyle choices made by a person we support	Early invitations to review meetings to encourage attendance
Concerns about a person we support's diet / 'unhealthy' food purchases	Increase in staffing levels to be able to support more people
Concerns raised by a person we support re their support arrangements ⁶	
Concerns about staff conduct	

The attention to detail (for a son's house move) is outstanding with nothing being left to chance. As for the new house itself, the renovation, the refurbishment, we couldn't ask for better. Ten out of ten. Thank you so much to all involved

⁶ This issue was subsequently addressed as a complaint and was fully resolved.

Person A told me how supportive the staff were to her and stayed with her whilst she was in A&E

Supported by staff using Makaton via her tablet, Person B told us she would like to plan another holiday. Person B was also proud about how she had coped and recovered from shingles.

This is a good service, I'm being treated well.

Staff member A has made a real difference, she has such a good relationship with Person C and knows her well. She has patience and commitment.

I would like to pass on my thanks to staff member B for all her help on the recent trip to Wexford while supporting Person D on his holiday away. Staff member B was brilliant and was a great help. She also assisted me when planning this trip for Person D. Was great also when we brought Person D clothes shopping in Kildare Village on the way home.

Thank you for everything you do for us, we always know you are at the end of the phone if we need you.

Very happy with the supports. Significant improvements in the service. We have more flexibility that we can do individual things and not in groups. I travel a lot these days. I get on well with everyone.

Person E spoke positively about her support from some staff; however, she raised her dissatisfaction about a female staff member.

Compatibility issues continue for both people we support. Both expressed gratitude for the staff support. We discussed various approaches to communication and dealing with any issues as they arise.

Thank you, I had a great day, it was so funny, it's my favourite place

Many thanks to you all for organising such a wonderful day. Laughter is medicine for the soul and we all had plenty of it today

Snapshot of Feedback



Feedback from What People Think will help us:

- Adapt and extend our What People Think process to further strengthen our processes to capture and respond to 'live' stakeholder feedback.
- Address any concerns raised and respond to any improvement suggestions (this information is included in service specific reports).

Focus Groups

'The Sky's the Limit'

Focus Groups Feedback – Summary Information

We held 5 focus groups (3 in NI and 2 in IRL) involving 29 people we support.

We have summarised what people told us in about their support, their hopes and dreams and the support they get when things are not going so well.

Q1: Are you involved in agreeing your support plan?



The majority of people we support involved in the focus groups confirmed they are involved in agreeing their support plan, however, there was some feedback that:

- Some people were not sure if they had been involved in agreeing their support plan.
- Some people needed the help of family to agree their support plans.
- One person told us that they had not been involved in the agreement of their plan and did not feel fully informed or involved in the process. This person feedback that he '*...had trust that staff make decisions with his best interests in mind*'.

Some examples shared of involvement in support planning, for example:

- Use of creative arts to personalise plans
- Staff listening to and respecting people's choices.

Person AA explained that she knew where her support plan was kept, and she was happy to '*lift it*' at any time. She also explained that she could not '*lift*' her co-tenants or they see her plan as that was her private support plan!

Person BB told us that they were always involved in planning their support and also said that '*they all know what to do if they aren't happy*' (N.B. everyone at the focus group agreed with this point)

Q2: Are you supported to do everyday tasks (e.g. cleaning, cooking, washing clothes etc) and look after yourself?



Everyone involved in the focus groups told us that they were supported with everyday tasks.

Person CC and Person DD told us that this help happens all day, morning and night.

Person EE said she had '*a great keyworker*' and she was '*always*' supported to do everyday tasks

Q3: Do we help you to learn new skills?



The majority of people we support told us that our support helped them learn new skills. One person was not sure if they had learnt new skills through our support.

Examples of new skills that people have learnt were:

- Staying safe
- Healthy cooking
- Managing medication
- Managing their money
- Travelling independently
- Practical everyday skills (for example, cooking, laundry, shopping independently) and skills learnt at local community groups (for example, at a Men's Shed project, Superstars Café / Club)
- Keep fit, horse riding, swimming
- Social skills
- Self-advocacy.

Person FF explained that staff have supported him and developed his skills around making a complaint. He had concerns about the care from a hospital, so he wrote a letter to state how unsatisfied he was with the service provided. In response to his letter, the hospital contacted Person FF to apologise and to agree changes with him for future appointments to improve the service. Person FF was fully satisfied with this outcome.

Person GG told us that '*the sky's the limit*' in terms of the support they get to learn new skills and have new experiences.

Q4: Do we help you to have friends and enjoy the local community?



Everyone involved in the focus groups told us that our support helps them have friends and enjoy the community (or that they have friends and good community connections and do not need our support with this aspect of their life).

All (the people involved in the focus group) said they feel part of the community, they meet up with each other with their support staff, Person HH attends a church group and goes to an allotment. They all love getting out in their community and Gateway is great for this too. They attend college and Person II volunteers, all have their weeks filled and their days fulfilled.

The people we support stated they all were supported to attend events within the community, ranging from concerts in the local arts centre, going to the pub weekly where Person JJ would meet friends, attend day centres and local luncheon clubs. Person KK told us staff support him to attend local football matches within his local community which he thoroughly enjoys as he sees a lot of people he knows from his previous home place. All the people we support felt they were very involved in the community through Gateway Clubs, Superstars Café/Club and other activities which they attend.

Q5: Do we support you to be healthy?

Everyone involved in the focus groups told us that our support helps them to stay healthy and well. A wide range of examples were shared in terms of maintaining and improving physical and mental health.

Examples of how we support people to be healthy included:

- Encouraging healthy options / choices
- Support to:
 - ✓ follow GP guidance
 - ✓ attend medical appointments / regular check-ups
 - ✓ help with diet and healthy food options
 - ✓ exercise and physical activity
 - ✓ get specialist advice
- Listening to people.



Person LL told us that the support to stay healthy works as staff '*listen when my choice is my own*'.

Person MM told us he feels that his health is supported, particularly in relation to the physical and mental health care he receives.

Q6: Do you have any other feedback about our support?



There was positive feedback from all focus groups regarding the kindness of our staff and the difference they make to people's lives. Many of the people we support talked about their hopes and dreams for the future. Most groups mentioned that they knew what to do if they did have any concerns regarding their support.

Focus Group 1: Feedback was that all support staff are good to them and that they are happy. Person NN wants to go to Lourdes, Person OO wants to go to on holiday, Person CC and Person DD want to go to Spain. Person GG says he is happy at home and Person EE loves her staff and wants to go to a country singing weekend.

Focus Group 2: Thanks were shared by the group (including a thank you speech by one person we support) and all enjoyed meeting up.

Focus Group 3: People we support shared how much they enjoyed meeting up and suggested meeting up regularly like today would be nice to allow everyone to catch up and enjoy a cup of tea! Person FF shared that *'staff help you live independently and help you with your problems'*.

Focus Group 4: The group shared some examples when issues of concern had been shared with managers and feedback that people we support were happy how these issues had been sorted out quickly. Person PP told us that if she had a problem, *'... staff would support me. I can speak up for myself.'*

Focus Group 5: Person MM shared that the best thing about the support is the opportunity to watch Leeds United matches, which he looks forward to. He didn't have any suggestions for improvement, but he did mention that he would love for more leisure activities to be incorporated into his routine.

Feedback from Focus Groups will help us:

- Review arrangements for involving people in their support plans to make sure everyone, including people with complex needs and/or people who are non-verbal, is involved in the planning of their support.
- Share best practice examples with our staff of listening to and supporting people – especially when things may not be going so well.
- Discuss with managers how there can be increased opportunities in services for people we support to meet up and/or to share their feedback regularly with management teams.
- Plan additional focus groups for next year's ACE in order to hear directly from more people we support about their support.



Annual Review Feedback

‘Thumbs Up’

Feedback was reviewed from the most recent Annual Reviews of 140 people we support (within our regulated services in NI and designated centres in IRL).

Of 140 people, 127 people (91%) were ‘fully satisfied’ with the support they receive from Positive Futures, 13 people (9%) were ‘partially satisfied’ and 0 people were ‘not satisfied’.

See Table 1 for summary information and Table 2 for information regarding the ‘partially satisfied’ responses.

Table 1: Summary of Annual Review Feedback (NI regulated services and IRL designated centres)

	Annual Review Feedback data
Totals	N=140
Numbers & % fully satisfied	N=127 (91%)
Numbers & % partially satisfied	N=13 (9%)
Numbers & % not satisfied	N=0 (0%)

The need to ‘hear’ directly from people we support was clear in the majority of feedback reviewed from Annual Reviews, however, some managers noted the need to strengthen service arrangements to ensure the ‘voice’ of everyone we support is heard in all annual reviews.

Table 2: Summary of issues raised in relation to ‘partially satisfied’ responses

NI	Person we support is keen to move closer to the family home. He is happy with all other aspects of their support.
NI	Person we support can be unsettled by having different staff (linked to staff turnover).
NI	Person we support is very happy with support but has had a number of recent falls and alternative residential care arrangements are under consideration.
NI	Person we support and family are happy with support, however, family would like staff to support their relative to send messages / cards on important family dates such as birthdays, Mother’s Day and Father’s Day.
NI	Person we support is happy with the support, however, she would like more support hours and she does not like shadow shifts (when new staff have to shadow staff as part of their induction).
NI	Person we support is happy with support but is unhappy about the behaviour of their housemate.
NI	Person we support feels she has a good relationship with staff but struggles with the unpredictable moods of their housemate.
NI	Person we support would like more support hours.
NI	Person we support has started to be supported by Positive Futures in recent months and work is still in progress to fully establish their team.
IRL	Person we support feedback that she <i>‘sometimes feels under pressure to clean my room and do my laundry’</i> . They also noted that they feel <i>‘...like others will invade my space when I am in the kitchen. For safety, I would like others to inform me when they are making tea/coffee’</i> .
IRL	Person feedback that he would like to have the opportunity to stay alone at night. He also noted that he was not happy when staff call in sick and there are changes to the support planner.

Here is some of the feedback from and about people we support from their Annual Reviews. None of these people were involved in Focus Groups and the majority have complex needs and/or are non-verbal. For some people, managers / staff have worked with people's family / representative / advocate and/or their 'circle of support' to consider how support arrangements are working / not working from the perspective of the person we support.

I enjoy having "me time" when I want it.

Person AAA '...often shares her happiness with staff team – she tells us both verbally and through her body language'

Person BBB: '...has struggled with the transition from school to no day care but has started to improve with input from PBS and the support from the staff team'.

'I feel very happy living here'

Person CCC: '...enjoys the horse riding but would love to spend more time with animals...and would like to have some office duties like she did previously'.

Person DDD: *'...gave a thumbs up'*

Person EEE: *'...has struggled with the transition from school to no day care but has started to improve with input from PBS and the support from the staff team'.*

It's good, I like going to the beach.

They look well after me...all the time

Feedback from Annual Reviews will help us:

- Review arrangements for involving people in annual reviews to help us enhance the feedback we get from people we support, including people with complex needs and/or those who are non-verbal, to inform review meetings.
- Agree any actions needed to address any 'partially satisfied' responses (this feedback will be included in service specific reports and any required actions will be agreed by managers with people we support).

Appendices

Appendix 1 – Outline of surveys

Appendix 2 – Outline of What People Think Tool

Appendix 3 – Outline of Focus Groups

Appendix 4 – Outline of Annual Review feedback

Appendix 5 – ACE 2025 Action Plan

Appendix 6 – Example Service Specific Report

Appendix 7 – Engagement data from all feedback processes (Northern Ireland Services)

Appendix 8 – Engagement data from all feedback processes (Ireland Services)



Appendix 1: Surveys

Two online surveys were issued (one plain English and one easy read version) and were open 1 – 31 March 2025.

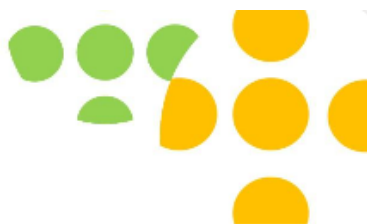
These are the questions we asked (wording adapted to be relevant for families / carers / HSC Trust and HSE staff and external stakeholders).

a. ACE 2025: Survey questions for all services

- Q1: Are you happy with your support from Positive Futures?
- Q2: Does the support from Positive Futures make you feel safe?
- Q3: What is the best thing about the support you get from Positive Futures?
- Q4: How could we improve our support to you?
- Q5: Overall, how would you rate Positive Futures?
- Q1-Q2: Yes / No (plus space for any other comments)
- Q3-Q4: Open-ended
- Q5: Excellent, good, poor, very poor (plus space for any other comments)

b. ACE 2025 / additional questions for NAHVI tenants

- Q1: How would you rate our communication with you about your tenancy?
- Q2: How would you rate your satisfaction with how repairs and any issues with your home are sorted out?
- Q3: Overall, how would you rate your satisfaction with your home and tenancy arrangements?
- Q1-Q3: Excellent, good, poor, very poor (plus space for any other comments)



Appendix 2: What People Think

We gathered all the feedback from the people we support, families / carers and HSC Trust / HSE professionals from 1 April 2024 – 31 March 2025 using our online 'What People Think' tool.

Use our new **'What People Think'** online form to let us know what the people we support, their families or carers, health professionals, or Trustees think about what we do, or what they would like us to do.



Scan the QR
code to tell us
**'What People
Think'**



Appendix 3: Focus Groups

We held 5 focus groups (3 in NI and 2 in IRL) involving 29 people we support (in March 2025). The focus groups were in:

NI

- Lakeland Supported Living Service
- Mid Ulster Supported Living Service
- Sperrin Supported Living Service

IRL

- NAHVI
- Portlaoise Supported Living Service⁷

Each group was facilitated by one of the service management team, and a structured interview tool was used for all groups.



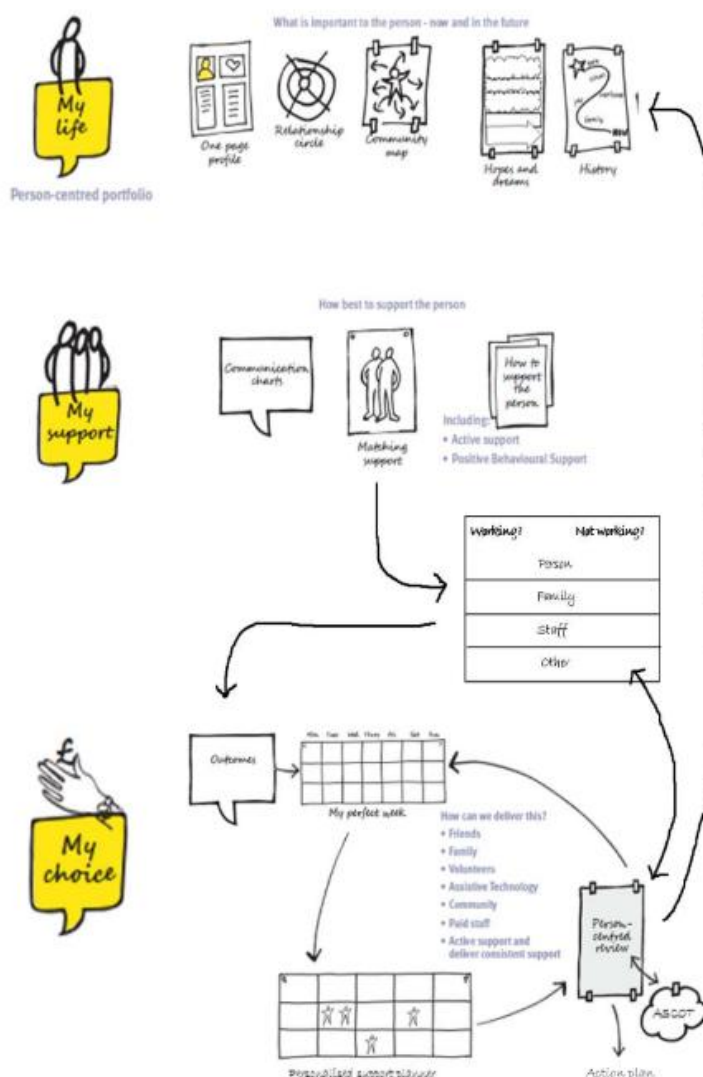
⁷ Staff used the focus group structured interview tool with one person we support.

Appendix 4: Annual Reviews

For all regulated services (NI) and designated centres (IRL), managers provided summary information relating to the most recent annual review feedback from people we support.

Analysis of Annual Review data enabled us to review feedback from people we support who were not able to be involved in focus groups (including people who have complex needs and/or who are non-verbal).

As noted, where required, managers / staff worked with people's family / representative / advocate and/or their 'circle of support' to consider how support arrangements from the perspective of the person we support.



Appendix 5: ACE 2025 Action Plan

Feedback from:	What we will do
Surveys	Reinforce good practice by sharing the positive feedback with all our staff and managers to thank them for their individual and collective efforts to provide great support.
	Review arrangements for support and review planning to discuss any opportunities for additional support / activities (and associated costs) with the people we support.
	Address any person or service specific improvement suggestions (this information is included in service specific reports).
What People Think	Adapt and extend our What People Think process, so we further strengthen our processes to capture and respond to 'live' stakeholder feedback.
	Address any concerns raised and respond to any improvement suggestions (this information is included in service specific reports).
Focus Groups	Review arrangements for involving people in their support plans to make sure everyone, including people with complex needs and/or non-verbal, is involved in the planning of their support.

Feedback from:	What we will do
	Share best practice examples with our staff of listening to and supporting people – especially when things may not be going so well.
	Discuss with managers how there can be increased opportunities in services for people we support to meet up and/or to share their feedback regularly with management teams.
	Plan additional focus groups for next year's ACE in order to hear directly from more people we support about their support.
Annual Reviews	Increase opportunities for people to be involved in the planning and preparation of reviews to enhance the feedback we get from people we support, including people with complex needs and/or non-verbal, at all review meetings.
	Agree any actions needed to address any 'partially satisfied' responses (this feedback will be included in service specific reports and any required actions will be agreed by managers with people we support).

Appendix 6:

Example ACE 2025 Service Report (MUSLS)

Mid Ulster Supported Living Service (MUSLS) Annual Consultation Exercise (ACE) 2024-25

What we did:

Each year we complete our Annual Consultation Exercise (ACE) to find out what people think about our support.

This report is a summary of what people told us and what we plan to do in response to the feedback we received in relation to Mid Ulster Supported Living Service (MUSLS).

For MUSLS, we have received feedback⁸ from people we support, families / carers, HSC Trust staff and other external stakeholders via:

- Online surveys (N=23)
- An online What People Think process (N=72)
- Annual Review data (N=20).

This report summarises the stakeholder feedback from each of these sources.

The MUSLS Service Manager is responsible for agreeing, in liaison with the Operations Manager, and completing any improvement actions in response to the feedback.

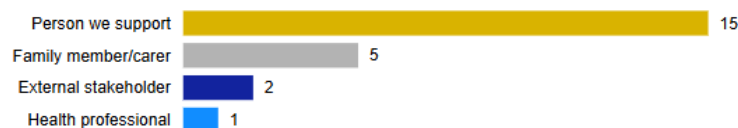
⁸ For information about the different ACE 2025 data sources, please see the full ACE 2025 Report.

1. ACE 2024-25 MUSLS: Survey Responses

- There were N=23 responses (15 from the people we support, 5 from families / carers, 2 from external stakeholders and 1 from HSC Trust professionals).
- 100% were happy with their support and that our support makes them feel safe.
- 100% rated Positive Futures as excellent (N=19) or good (N=4).

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Responses

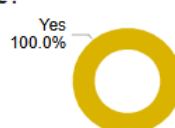
Stakeholders



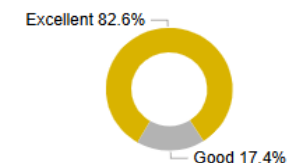
Are you happy with the support Positive Futures provides?



Does the support provided by Positive Futures make you feel safe?



Overall how would you rate Positive Futures?



What is the best thing about the support Positive Futures provides?

Themes	Percentage
Staff dedication & engagement	34.8%
Independence & confidence	30.4%
Quality of support	21.7%
Person-centred approach	4.3%
Socialising/Community Inclusion /Activities/Outings	4.3%
Support makes me feel safe	4.3%

How could we improve the support Positive Futures provides?

Themes	Percentage
Nothing	87.0%
Better communication	4.3%
More funding	4.3%
More staff/staff training	4.3%

Please tell us more about your answers

Themes	Percentage
No additional comment	52.2%
Happy with support	43.5%
Service specific	4.3%

Sample Comments from MUSLS ACE Survey 2024-25

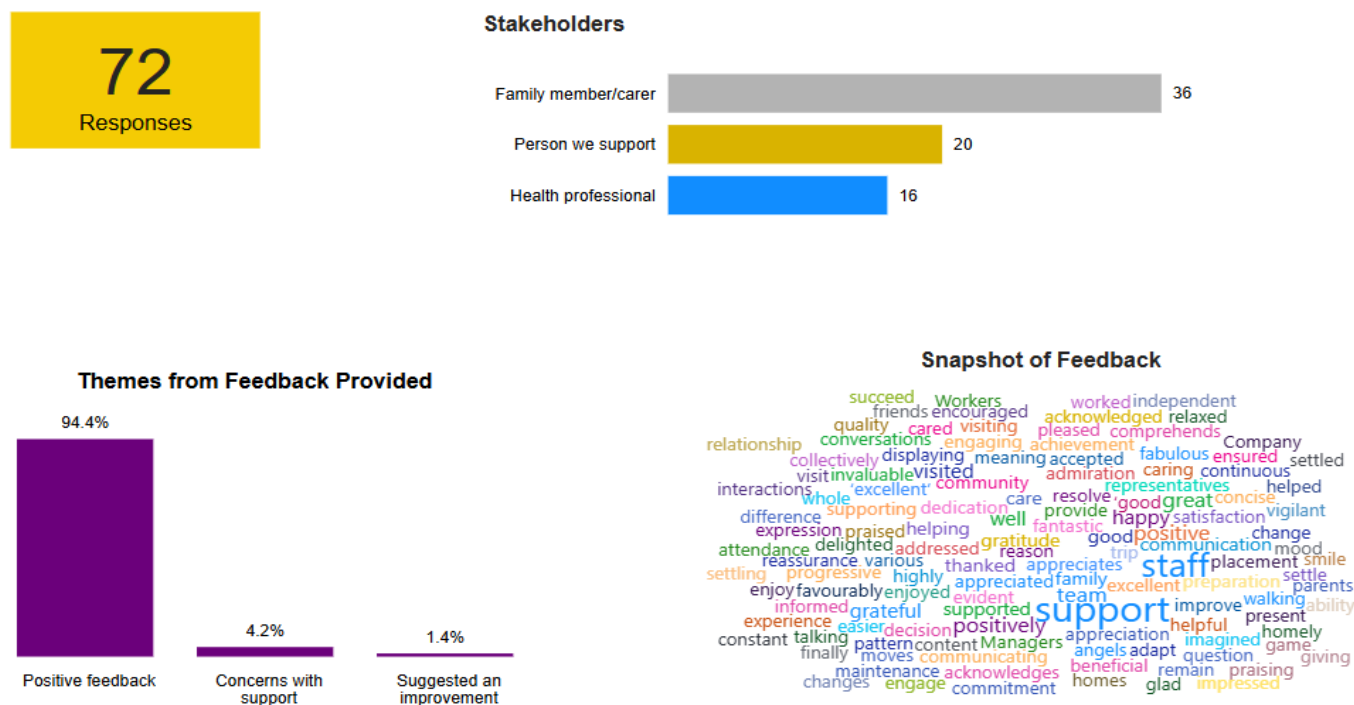
Stakeholder	What is the best thing about the support Positive Futures provides?
People we support	I have a good relationship with my staff, I feel I can speak to them about anything. I enjoy that they share in my passions.
People we support	Positive futures supports me with areas I struggle with and this enables me to live an independent fulfilled life.
People we support	Everything, I enjoy shopping with staff and going on holiday. I enjoy doing things for myself with help.
Family member or carer	X has become more independent in all aspects of daily living and will now speak up for himself. He has made a complaint recently to the health service as he was unhappy with care he received, before coming to supported living this is not something he would of had the confidence to do.
Family member or carer	I feel my family member gets the care and support needed at all times.
External Stakeholder (ES)	Person centred care.
Health Professional (HP)	Staff are prompt at requesting assistance. Keeping clear documentation to assist medical investigations.
Stakeholder	How could we improve the support Positive Futures provides?
People we support	All staff should have driving licence.
People we support	By sticking to my daily routine and informing me of changes in a timely manner.
People we support	Happy the way it is.
Family member or carer	I don't think you could.
Family member or carer	X enjoys the Advisory Board which he feels allows him to be very involved in all things going on within the organisation. He has also completed interview training which has allowed him to sit on interview panels, ensuring he has a say in who supports him!
Health Professional (HP)	Growth within the area to provide more support to the community.

2. 'What People Think' Feedback 2024-25

- There were N=72 responses (N=20 from people we support, N=36 from families / carers and N=16 from HSC Trust professionals).
- 94.4% of the responses were positive feedback regarding the quality of support, 4.2% of the responses had concerns with support and 1.4% suggested an improvement.

MUSLS

What People Think Feedback 2024/25



Sample of MUSLS 'What People Think' Qualitative Feedback 2024-25

Stakeholder	Sample comments that provided positive feedback ⁹
People we support	X says that she really enjoys the Positive Future staff and looks forward to them coming in each evening.
People we support	X visited the Cookstown office alongside his support staff. X when asked stated his support was 'good'.
Family member or carer	XX expressed her satisfaction with X's staff support and thanked everyone on the team for helping her settle into her new home.
Family member or carer	XX says that with staff support X has a great social life.
Family member or carer	XX expressed her gratitude for the great care provided to her sister throughout the year.
Health Professional (HP)	HP spoke positively about the support provided to X.
Health Professional (HP)	HP reported that she had spoken with X's mother who conveyed her appreciation for the support provided to X by the staff and said that X was receiving good support.
Health Professional (HP)	HP praised the support the management staff provide in managing X's behaviours. HP said she believes the development in X has been accomplished due to the service leadership.
Stakeholder	Sample comments on concerns with support
People we support	X had pushed someone which caused her to be cross and not happy with her support because staff was asking X to do her household tasks. This has been addressed by the service and they are working with X around managing her moods and behaviour.
Family member or carer	XX made a statement to a staff member alluding that, because staff were on minimum wage, they could be tempted to steal. SM addressed the comment with XX and he stated that staff had misunderstood what he was saying and he had nothing but admiration for the staff working with his sister.
Stakeholder	Sample comments that suggested an improvement
People we support	X and X are having compatibility issues. Both expressed gratitude for the staff support and X said they are 'keeping her going'. Various approaches to communication were discussed and how to deal with any issues as they arise. The new ideas to try to improve the situation were accepted by both.

⁹ X person we support name removed, XX family member/carer name removed.

3. Annual Review Feedback 2024.25

Feedback was reviewed from the most recent Annual Reviews of 20 people we support. Of the 20 people, 16 people (80%) were “fully satisfied” with the support received from the service while 3 people (15%) were “partially satisfied” with the support and 1 person (5%) didn’t give a response.

Summary of Annual Review Feedback

Response	Number
Fully satisfied	N=16 (80%)
Partially satisfied	N=3 (15%)
No response	N=1 (5%)
Total	20

The 3 partially satisfied responses related to:

- Struggling with housemate’s unpredictable moods but happy with support and hopes housemate relationship will improve.
- Unhappy with behaviour of housemate but happy with the support they receive and how staff help them manage the difficult times.
- Would like extended hours of support.

These issues have been fully discussed with people we support / their representatives at their most recent Annual Review.

4. MUSLS ACE 2024-25 Action Plan

MUSLS Service Manager and Operations Manager to review ACE 2024-25 feedback and agree any additional actions in response to this feedback.

Appendix 7:

Engagement Data from all Feedback Processes (Northern Ireland Services)^{10,11}

ACE Survey Engagement from People we Support

Service	Expected Responses	Responses received	% Engagement
AOS	17	1	5.9 %
APSLs	9	1	11.1 %
CSLS	10	0	0.0 %
ECSLs	15	4	26.7 %
FCOS	10	2	20.0 %
FMSLS	23	3	13.0 %
LgSLS	6	3	50.0 %
LkFSS	17	0	0.0 %
LkSLS	16	8	50.0 %
MUSLS	23	15	65.2 %
OSLS	1	0	0.0 %
SAHSS	21	16	76.2 %
SDS	35	4	11.4 %
SSLS	16	14	87.5 %
TAFSS Bangor	9	11	122.2 %
TAFSS Lisburn	9	4	44.4 %
WiSLS	2	2	100.0 %
WSBS	18	1	5.6 %
WSLS	11	8	72.7 %
Total	268	97	36.2 %

ACE Survey Engagement from other Stakeholders

Service	Responses received
AOS	4
APSLs	1
CSLS	4
ECSLs	0
FCOS	1
FMSLS	13
LgSLS	1
LkFSS	11
LkSLS	3
MUSLS	8
OSLS	2
SAHSS	1
SDS	1
SSLS	0
TAFSS Bangor	4
TAFSS Lisburn	1
WiSLS	1
WSBS	14
WSLS	4
Total	74

What People Think Engagement from People we Support

Service	Expected Responses	Responses received
AOS	17	0
APSLs	9	0
CSLS	10	0
ECSLs	15	10
FCOS	10	0
FMSLS	23	1
LgSLS	6	0
LkFSS	17	0
LkSLS	16	21
MUSLS	23	20
OSLS	1	0
SAHSS	21	1
SDS	35	0
SSLS	16	26
TAFSS Bangor	9	0
TAFSS Lisburn	9	0
WiSLS	2	5
WSBS	18	0
WSLS	11	0
Total	268	84

What People Think Engagement from other Stakeholders

Service	Responses received
AOS	2
APSLs	2
CSLS	3
ECSLs	10
FCOS	0
FMSLS	29
LgSLS	1
LkFSS	0
LkSLS	25
MUSLS	52
OSLS	8
SAHSS	1
SDS	0
SSLS	30
TAFSS Bangor	0
TAFSS Lisburn	1
WiSLS	19
WSBS	2
WSLS	8
Total	193

Annual Review Engagement			
Service	Expected responses	No of Responses	% Engagement
APSLs		9	100.0%
CSLS		10	100.0%
ECSLs		15	86.7%
FMSLS		23	69.6%
LgSLS		6	66.7%
LkSLS		16	68.8%
MUSLS		23	82.6%
OSLS		1	100.0%
SSLS		21	76.2%
WiSLS		2	100.0%
WSBS		18	5.6%
WSLS		11	90.9%
Total		155	72.3%

Focus Groups	
Service	No of Participants
MUSLS	10
LKSLs	5
SSLS	6

¹⁰ The Arches Family Support Service (Bangor) has more than a 100% engagement in the ACE survey likely due to people selecting The Arches Family Support Service (Bangor) option instead of The Arches Family Support Service (Lisburn) option.

¹¹ Wheatfield Short Break Service had additional information for people we support in the Annual Reviews, however, the service had recorded the information differently.

Appendix 8:

Engagement Data from all Feedback Processes (Ireland Services)

ACE Survey Engagement from People we Support

Service	Expected Responses	Received Responses	% Engagement
▲ Cluain Farm	7	7	100.0 %
Misneach	1	0	0.0 %
Mo Shaol	106	5	4.7 %
NAHVI	16	13	81.3 %
Portlaoise	1	0	0.0 %
Saol Beo	3	3	100.0 %
Solas	4	1	25.0 %
Sona	1	1	100.0 %
Tuath Glas	0	0	0.0 %
Total	139	30	21.6 %

ACE Survey Engagement from other Stakeholders

Service	Expected Responses	Received Responses
▲ Cluain Farm	7	12
Misneach	1	2
Mo Shaol	106	33
NAHVI	16	27
Portlaoise	1	1
Saol Beo	3	7
Solas	4	2
Sona	1	2
Tuath Glas	0	0
Total	139	86

What People Think Engagement from People we Support

Service	Expected Responses	Responses received
▲ Cluain Farm	7	3
Misneach	1	6
Mo Shaol	106	1
NAHVI	16	12
Portlaoise	1	0
Saol Beo	3	0
Solas	4	1
Sona	1	0
Tuath Glas	0	0
Total	139	23

What People Think Engagement from other Stakeholders

Service	Responses received
▲ Cluain Farm	18
Misneach	3
Mo Shaol	16
NAHVI	3
Portlaoise	0
Saol Beo	12
Solas	0
Sona	2
Tuath Glas	0
Total	54

Annual Review Engagement			
Service	Expected responses	No of Responses	% Engagement
Cluain Farm	7	7	100.0%
NAHVI	16	16	100.0%
Portlaoise	1	0	0.0%
Saol Beo	3	3	100.0%
Solas	4	1	25.0%
Sona	1	1	100.0%
Total	32	28	87.5%

Focus Groups	
Service	No of Participants
NAHVI	7
Portlaoise	1

**THANK YOU TO EVERYONE WHO HELPED
US WITH OUR ACE 2025!**

