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# BEING YOU LEEDS ANNUAL SERVICE USER SATISFACTION SURVEY RESULTS 2025

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*"If you don't talk about how you feel, then it bottles up and makes me feel worse. If I didn't have groups to come to then I wouldn't have the chance to talk, and I don't know where I'd be."*

( Chess and Board Games Member)



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*“I wasn’t going to come out today, I’d been struggling but knew I had to make myself come and I’m glad I did, I feel a lot better now”*

*( Snooker Group member)*

*“Thank you for everything you do, without this group I don’t think I’d be here!”.*

*( A member of The Men’s Songwriting Group)*

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# INTRODUCTION, BACKGROUND AND PURPOSE

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## **Purpose of report**

- To present headline results from the 2025 annual service user survey, conducted by Touchstone on behalf of the Being You Leeds partnership.
- To highlight key issues and themes arising out of the annual service user survey results.
- To outline proposed actions and recommendations in response to the survey results.

## **Background**

On an annual basis across Touchstone questionnaires are sent out to service users in order to ascertain their views/opinions about the organisation and the service they are connected to. The feedback and views of service users play a key role in identifying best practice, areas for improvement and informing our approach to delivering quality outcomes and continuous improvement. The information from survey results also provides useful evidence for monitoring (reports to our commissioners) and tendering purposes.

The service user survey is just one way in which we collate feedback within Being You Leeds. We regularly gather compliments and complaints and report against these to our funders on a quarterly basis. Some quotes found within this report have been gathered from our quarterly narrative returns.

Specific questions were asked around the following areas:

- Overall opinion of Being You Leeds
- Support/service delivery
- Being treated as an individual and tailoring services
- Easily getting hold of a named/responsible member of staff.
- Communication
- Involvement
- Responding to Carers/Friends/Family members
- Getting things right first time
- Promoting diversity and making services accessible
- Effectiveness of reception workers
- Knowledge how to make compliments and complaints.
- Experience of Mental and Physical Health.
- Recommending us to others

Volunteering and Service User Involvement are very important aspects to the work we deliver so we ask a range of specific questions about volunteering and service user involvement.

The questionnaire provided the opportunity for service users to score their opinions from 1 (Excellent) to 5 (Poor).

There is also an opportunity is also given for service users to provide specific comments they may wish to share in relation to the service they have received.

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## KEY FINDINGS

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In total we received 44 survey responses. And during the course of our second year of delivery recorded an additional 250 compliments in our quarterly monitoring reporting.

At the end of July 2025 when we closed this survey, we had a total of 203 active service users. In terms of return rate, 22% of service users returned questionnaires.

For the purposes of this report information will be provided in relation to feedback covering 'Excellent' to 'Good' responses – previous year rating in *italics*. Areas for improvement where relevant will be highlighted if there appears to be a relatively lower score in the 'Excellent to Good' categories.



*“I can’t believe how much I have learnt on this course and how much my confidence has grown with the machines”*

*(A member of our Sewing Workshop)*

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OVERALL, **94%** OF SERVICE USER RESPONDENTS WHO RESPONDED TO THIS QUESTION INDICATED THAT **BEING YOU LEEDS IS AN EXCELLENT TO GOOD SERVICE.**

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**93%** OF RESPONDENTS INDICATED THEY RECEIVED EXCELLENT TO GOOD **SUPPORT AND SERVICE DELIVERY.**

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**90%** OF RESPONDENTS INDICATED THAT WE ARE EXCELLENT TO GOOD IN RELATION TO **TREATING THEM AS AN INDIVIDUAL HUMAN BEING AND TAILORING SUPPORT TO MEET THEIR NEEDS**

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**93%** OF RESPONDENTS INDICATED THAT WE ARE EXCELLENT TO GOOD IN TERMS OF **EASILY GETTING HOLD OF A NAMED MEMBER OF STAFF.**

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**93%** OF RESPONDENTS INDICATED WE ARE EXCELLENT TO GOOD IN RELATION TO **GETTING SERVICE USERS INVOLVED**

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**93%** OF RESPONDENTS INDICATED THAT WE ARE EXCELLENT TO GOOD WHEN IT COMES TO **GETTING THINGS RIGHT FIRST TIME.**

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**91%** OF RESPONDENTS INDICATED THE **QUALITY OF OUR COMMUNICATION ABOUT THE SERVICE THEY RECEIVE AND ABOUT THINGS HAPPENING IS EXCELLENT TO GOOD.**

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*"I'd never seen snowdrops before, we don't have them in my country (Uganda). Since we saw them on the walk I notice them all around when I am going out." (Women's Walking Group Member)*

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**16% OF RESPONDENTS INDICATED THAT THEY ARE CURRENT VOLUNTEERS AND 14% INDICATED THEY WOULD LIKE TO BECOME A VOLUNTEER**

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**95% OF RESPONDENTS INDICATED THAT THEY WOULD RECOMMEND BEING YOU LEEDS TO THEIR FRIENDS AND FAMILY.**

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**73% RESPONDENTS INDICATED THAT THEY KNOW HOW TO MAKE A COMPLAINT OR COMPLIMENT.**

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**93% OF RESPONDENTS INDICATED THAT WE ARE EXCELLENT TO GOOD WHEN IT COMES TO PROMOTING DIVERSITY AND 92% FOR MAKING THE SERVICE ACCESSIBLE**

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*'The group is a family. We all love to get together once a week and communicate anything we want to talk about with our friends whilst our children are learning, exploring and making friends. It's a happy, warm and welcoming place to be'*

*(Tea, Toast and Tots Group Member)*

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## KEY HEADLINES & FEEDBACK FROM SURVEY

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Overall, for each question asked about our service delivery specifically, over 90% of our service users who fed back believe that across the board we are an 'Excellent to Good' Service provider.

95% said they would recommend us to family and friends.

22% of all respondents did not know how to complain or compliment our service. We will do more work in groups and regular newsletters to remind service users of the processes.

In relation to service user involvement, only 9% attended Touchstones Service User Authentic Voice of Experience (SUAVE) meetings. 20% however indicated they would like to in future. More work needs to be carried out to ensure that SUAVE is well publicised and that service users have an understanding of the purpose of SUAVE. This is more complex in a partnership delivery service such as Being you Leeds as we have a variety of different mechanisms for feeding in and getting involved across the breadth of our partnership, so needs to be considered with some caution. Service users were not asked about partner-based involvement activities and may feel more aligned to one organisation or another naturally.

**From open comment sections, we had some positive comments about what we do well including:**

“welcoming members, friendly volunteers”

“Friendly, supportive, kind”

“Honestly, Being You Leeds is very supportive and always have activities that engage the whole family”

“Friendly, stress free place to chill out”

“Brings people together in a safe environment”

**We also had a few suggested improvements from individual respondents including:**

“can't think of anything better”

“ Show more of what they do e.g publicise posters so I can see what is available” and “advertise service more widely”

“more sessions” and “ more groups” and “keep going, more classes” and “more sessions during school holidays”.

“I would like to see more groups for 25-30+ people to discuss more age-appropriate issues so that young people have a safe space to speak their mind without judgement and have someone who will listen to them”

A few people commented about issues with travelling including:

“so far its good besides running out of funds which has affected bus fares for attendants” and “its hard to use public transport because of my anxiety” and fore me to join in more then need to be closer walks or amenities and bus or taxi available etc”



*“This group is a lifeline for me, I get to see my friends, and it takes my mind off the difficult things”.*

*—(A member of Women Make & Do Group)*

*“I love coming here. I never really had any friends before. Now everyone knows me and talks to me. I have made so many friends. We have a laugh which really helps my mental health.”*

*(Friday Wellbeing Café Member)*



*“This is the first time I’ve been out independently since moving to Leeds. It was quite daunting but I’m so glad I came... everyone is so welcoming and friendly”*

*( Women’s Walking Group Member)*

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## FURTHER ACTIONS AND NEXT STEPS

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Considering the information in this report, the following actions have taken place or are planned:

- Explore starting another group for under 25-year-olds. Though one group closed this year due to lack of attendees.
- Continue to raise the issue of transport barriers and funding and seek opportunities for grants and additional income to help with paying for peoples bus fares to remove barriers to attendance.
- Continually maintain and aim to increase the return rate of annual surveys by giving them out regularly and reminding service users throughout the year.
- Share survey results in relation to their service feedback with staff and consider any potential actions that may inform their 'Team Action Plans' and contract priorities.
- Increase promotion of the service and our individual groups broadly, in particular in local settings via printed materials.
- Increase promotion of Service User Involvement opportunities across the breadth of Being You Leeds service and within each of our partner organisations.
- To increase promotion around volunteering opportunities available to Being You Leeds service users.
- Share survey results with commissioners/funders and key partners.and publicise them widely using various channels.



*"I can't always do much due to my health, but I feel so comfortable coming here, it's great I can join in when I can. You make me feel so welcome and a safe space to talk about my problems"*

*( A member of The Allotment Group)*

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## CONCLUSION

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As an assets-driven service, the input, and opinions of service users are essential to our delivery and feedback is consistently requested and truly valued. Service users play a very important role in enabling us to; celebrate positive feedback, suggest new groups and activities provision, address areas of improvement and make continuous improvement.

Feedback from service users continues to be very positive. This reflects the hard work and commitment of our team, volunteers, partners and service users working in partnership to deliver high quality services to our diverse service users.

There are some useful learning points from the survey result and appropriate action will be taken to ensure we continually improve.



*“Being listened to and heard made all the difference to me. I have struggled to access groups for a very long time, but the thought put into this from workers has really touched me”*

*( Tai Chi Group Member)*

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KAREN FENTON, HEAD OF COMMUNITY HEALTH  
DEVELOPMENT SERVICES, TOUCHSTONE, JANUARY 2026

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