

We value your opinion and would be grateful if you could fill in this questionnaire to let us know how we are doing and what changes we can make to improve our services. If you need any help completing the questionnaire you can ask your support worker to help you or contact the customer involvement officer for support (details on the last page).

Key:  Agree  No difference  Disagree

My health

1. Brighter Futures has helped me to access and use other services (Please circle)



Comments:

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2. Since becoming a customer of Brighter Futures I feel healthier



Comments:

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3. Brighter Futures has helped me to make better decisions about my health



Comments:

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4. Since becoming a customer of Brighter Futures my emotional wellbeing has improved



Comments:

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My social connections

5. Since becoming a customer of Brighter Futures I have made new friends



Comments:

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6. Since becoming a customer of Brighter Futures my relationships with my friends and/or family have got better



Comments:

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7. Since becoming a customer of Brighter Futures I feel respected and listened to



Comments:

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My surroundings

8. Since becoming a customer of Brighter Futures I feel safer and more secure



Comments:

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9. I am happy with the quality of the accommodation and/or venues provided by Brighter Futures



Comments (or please put a cross here if the question doesn't apply to you):

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10. Since becoming a customer of Brighter Futures I have been helped to manage my money better



Comments (or please put a cross here if question doesn't apply to you):

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My independence

11. Since becoming a customer of Brighter Futures I have found new things to do



Comments (or please put a cross here if question doesn't apply to you):

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12. I understand Brighter Futures' complaints process and know how to make a complaint



Comments:

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13. If I'm feeling unsafe I know who in Brighter Futures to talk to about it



Comments:

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14. I know the different ways I can be involved in Brighter Futures and am supported to do so



Comments:

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