

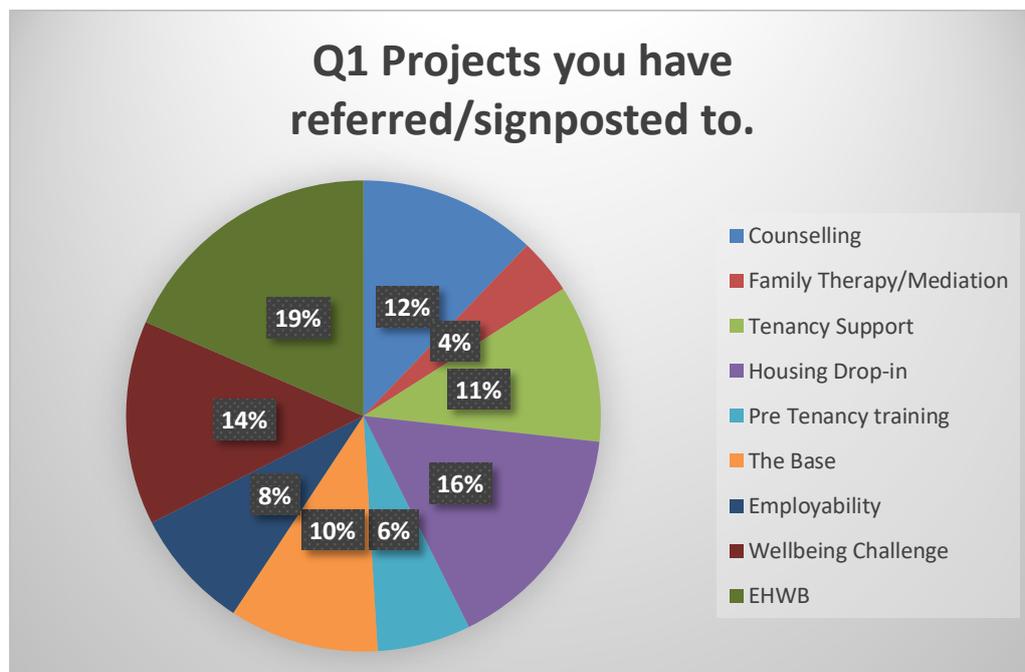
# Stakeholder Survey Report 2020

## Introduction

This report provides information from Key's stakeholder consultation 2020 in relation to the services Key provides. This year Key have gone back to conducting the survey through survey monkey, this proved successful, gathering more feedback than the last survey in 2018, 31 responses compared to 24 in 2018. Stakeholders had the option to provide anonymous feedback to Key so as to reassure stakeholders that they could be honest in their appraisal, although all who completed the survey were happy to put their name and organisation on the survey.

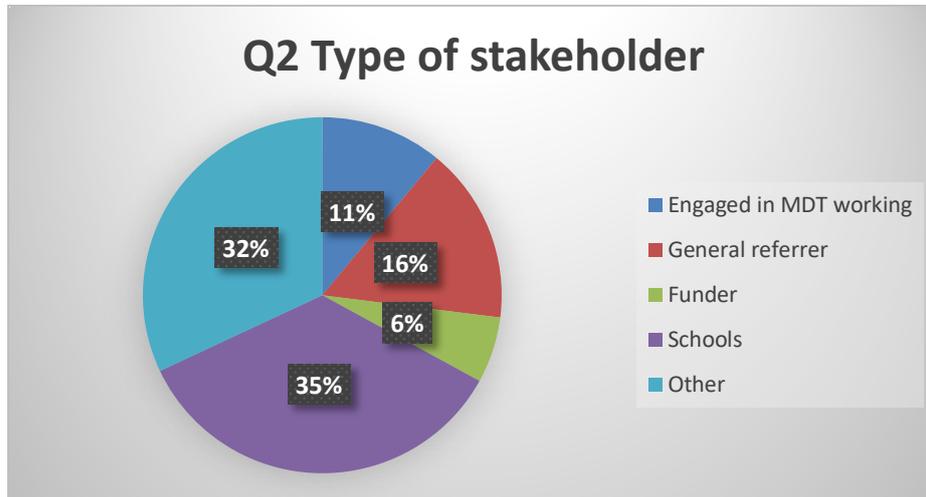
Stakeholder engagement is essential to ensure Key is delivering quality services which are accessible to those who need them.

## Q1. Which projects have you referred or signposted too? 31 responses



## Q2. Type of stakeholder: 31 responses

Engaged in multi-disciplinary team work	3
General referrer	5
Funder	2
School	11
Other	10

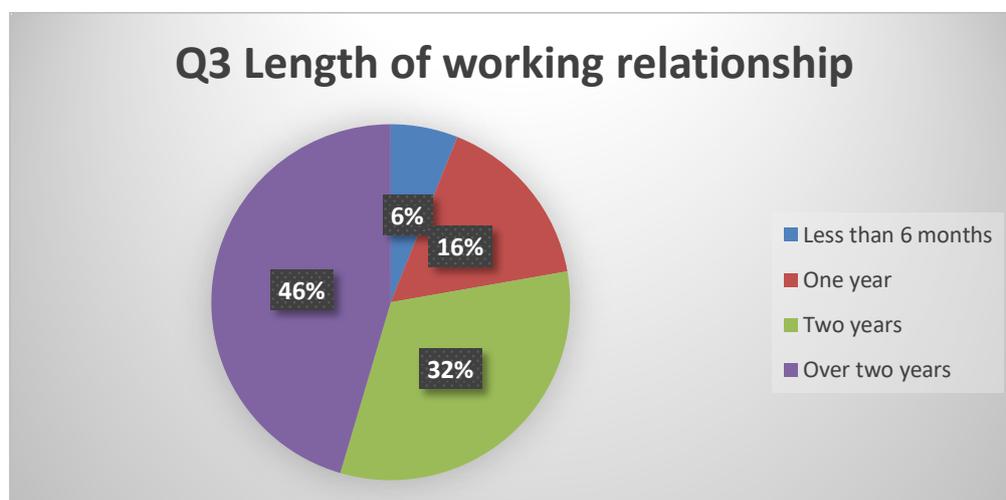


A sample of those who identified themselves as “other” category are Leyland Radio who work closely with The Base, Runshaw College, Lancashire Mind and Active Lancashire (More Positive Together).

## Q3. Length of working relationship: 31 responses

Less than 6 months	2
1 year	5
2 years	10
Over two years	14

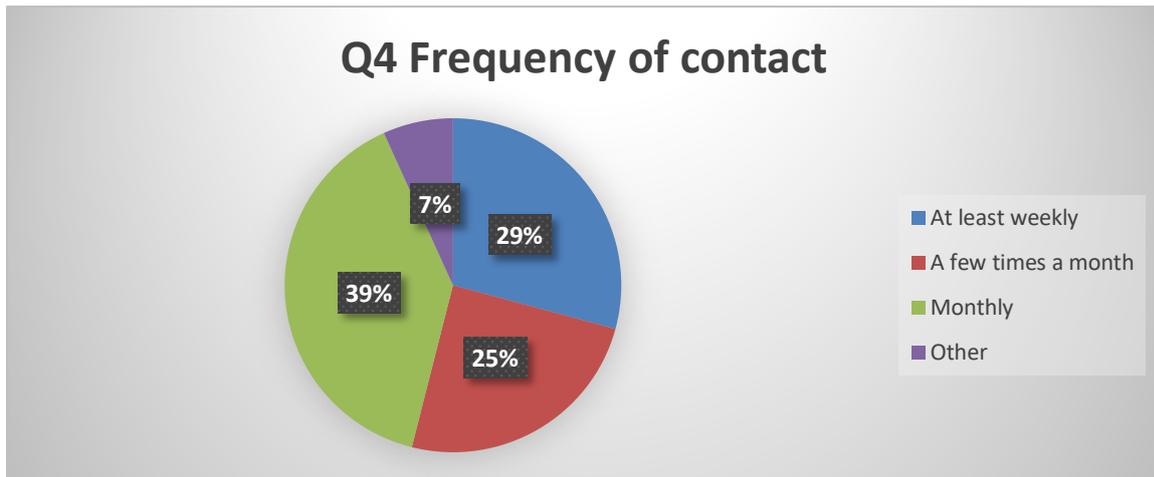
The survey identified that 78% of stakeholders have been working with Key for at least two years or more, indicating a significant level of belief and trust in Key.



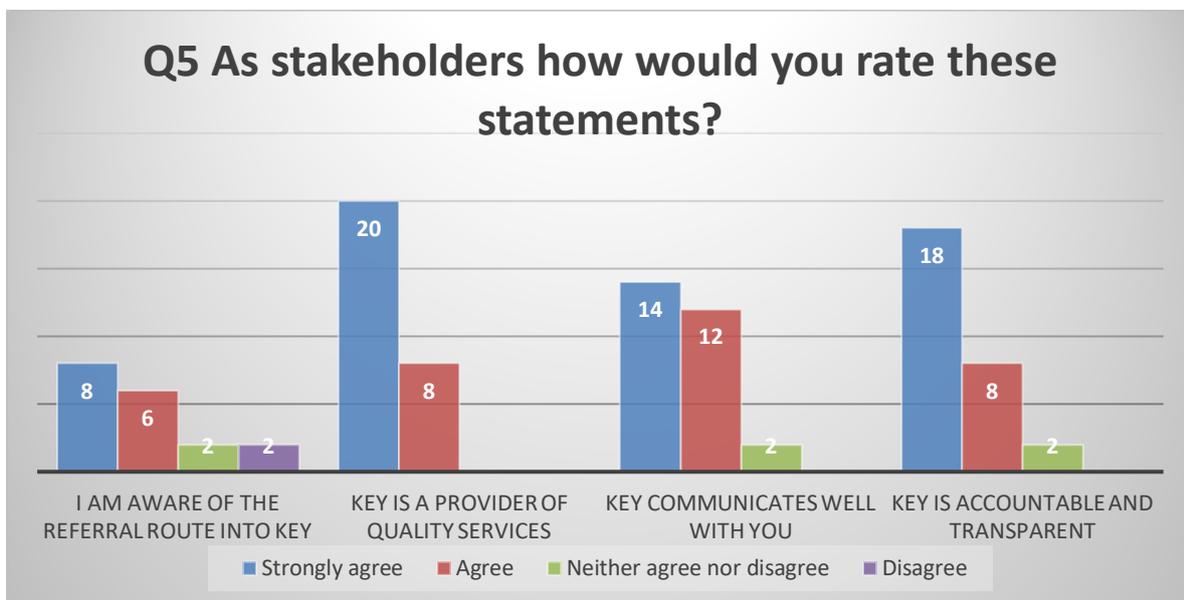
#### Q4. Frequency of contact: 31 responses

At least weekly	8
A few times a month	7
Monthly	11
Other	5

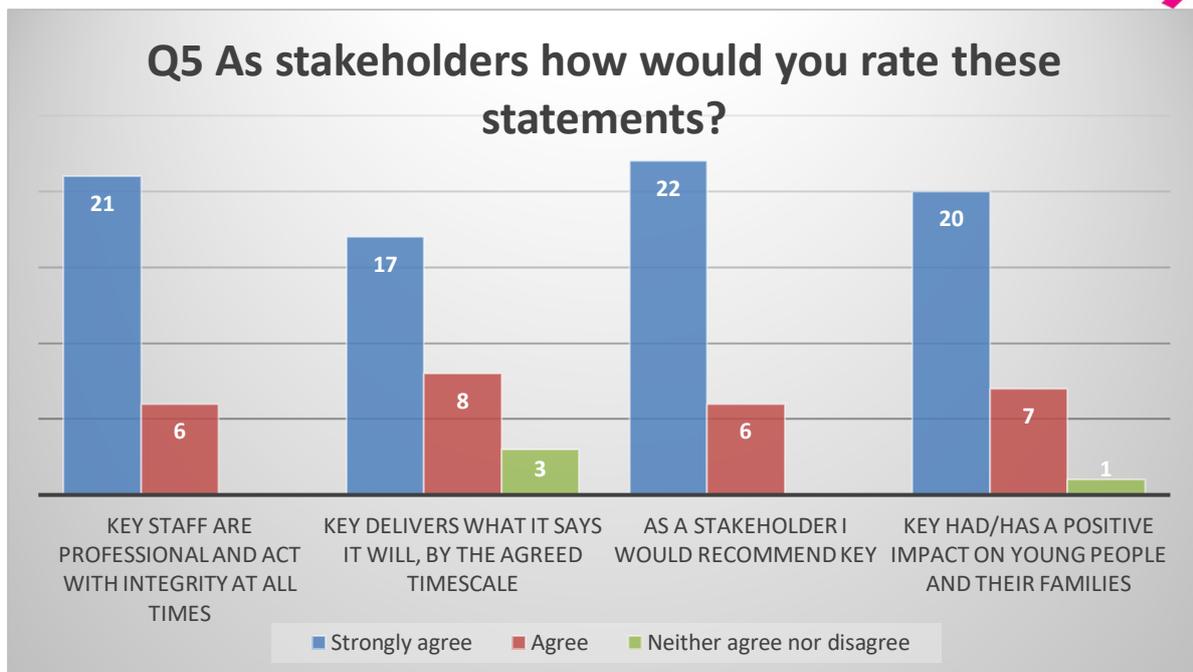
93% of stakeholders who responded have contact with Key on a monthly basis, over 50% of those either weekly or a few times a month.



#### Q5. As stakeholders how would you rate these statements? (2 graphs)



Active Lancashire and a commissioner from South Ribble Council, both funders, have scored *Disagree* for the first statement and scored *neither agree nor disagree* for two of the other statements above. The two *neither agree nor disagree* for the first statement are Runshaw College and Lancashire Mind (funder). Apart from Runshaw College none of these stakeholders refer into Key, Key will follow up with Runshaw to ensure they are aware of the referral routes into Key.



Two of the above statements (graph 1) relate to Key's values:

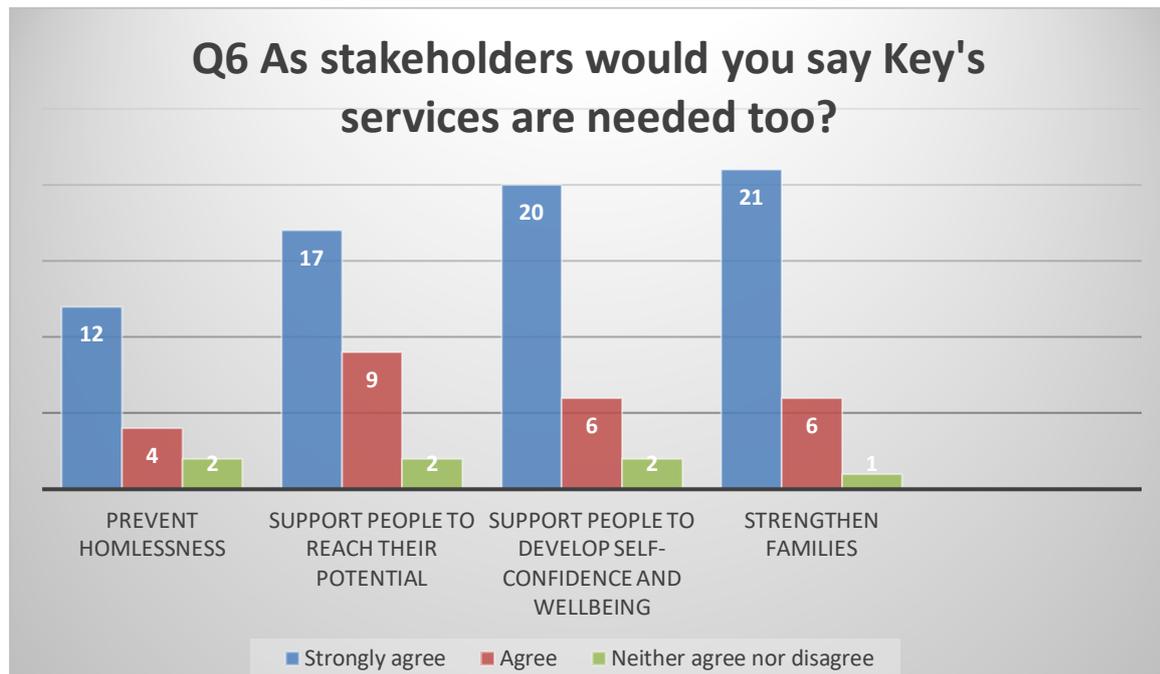
**Working in Partnership** (Key communicates well with you) 92% either strongly agree or agree.

**Delivering Quality Services** (provider of quality services) 100% either strongly agree or agree.

The neither agree nor disagree for Key delivers what it says it will by the agreed timescale, (graph 2) are Active Lancs, a school from St Michaels and Cotswold housing. Cotswold are supported accommodation in Chorley, Key only ever refer into Cotswold, Key do at times continue to support the client while they are in Cotswold but it is direct support with the individual, not the Cotswold staff team.

The neither agree nor disagree for Key had/has a positive impact on young people and their families is from a member Fylde Borough Council who do not engage with any project that deals with young people or their families.

**Q6. As stakeholders would you say that Key Unlocking Futures services are needed to?**



The four statements above relate to our strategic objectives in the 2015-20 business plan.

- Preventing homelessness**  
From our projects that support people with homelessness or to return/remain at home, 89% of respondents agreed that Key were instrumental in preventing homelessness.
- Support people to reach their potential**  
Key continue to support and empower those that use our services to reach their potential, 93% of respondents felt that Key are instrumental in supporting people in reaching their potential.
- Supporting people to develop self-confidence and wellbeing**  
Key helps people to build their confidence, self-esteem and wellbeing, using a range of assets based approaches, 92% of respondents felt that Key supported people in this way
- Strengthen families**  
96% of respondents felt that Key's work strengthened families.

The "neither agree nor disagree" responses are from stakeholders that don't refer into Key's services, such as, organisations Key utilise to access grants, white goods and furniture for clients, these organisations do not refer into Key (therefore are not aware of the diverse work Key do).

## Q7 How would you describe your experience of working with Key Unlocking Futures?

- Fylde Council have received tenancy support services from Key for a number of years. The service works closely with us and ensure there is a smooth transition for homeless households
- Positive experience - Very positive, reliable and approachable - Very professional and approachable
- I can only comment on the Base with Andrea, but she has completely U-turned an area for the better. Before she took the Base over, there was little if not no support for Broadfield and now, there is somewhere friendly, supportive and safe for people to go
- At Fylde Council we only access the homeless floating support service. I have found Jude to be excellent at her role.
- We have for 16 years always worked closely with Key and I believe we have a very positive and open relationship and work very well together
- Always helpful and friendly - Great experience - Reliable and professional. Showing integrity with cases.
- We work very closely with Key on the prevention of homelessness agenda - Key are committed to ensuring their customers obtain the best outcomes possible and are reliable and professional in their dealings with us and other professionals / agencies
- Very positive. My only experience is through working with Andrea Andrews and Ursula Pattern. Andrea has worked wonders with the Base Community and Ursula has been fantastic at engaging in the work carried out by the South Ribble Partnership.
- Key staff are personable, cooperative and hard working - sub contracting them to deliver on a number of our projects has been a positive experience and I would work with them again in the future.
- Very positive - very supportive and helpful staff. The family mediation service is brilliant and has provided support to numerous families that I have referred in - they have all given excellent feedback on support received from Rosie.
- Key have always been accessible, supportive and professional in addressing issues they are presented with
- Very professional staff, good at problem solving and always in my experience provide the best possible service leading to excellent outcomes for young people.
- It has been a great support for our students.
- We have really been impressed with the expertise the service offers and in particular the support we receive when working with complex family issues, generally around poor relationships.
- Always very positive and it is a pleasure to work with such dedicated, committed and knowledgeable professionals.

## **Q8 Have you had (or do you have) any compliments or complaints about Key Unlocking Futures**

- Carrying out great work in the community, which is beneficial to local people and creating a positive impact.
- I think the Community work being done at The Base is great is having a positive impact
- Professional staff, good leadership - Please keep doing what you're doing!
- Yes. Jude Rogerson is a fantastic ambassador for Key. She is professional at all times and is client focussed while remaining results driven.
- Andrea at The Base is amazing with her local community. Such a positive impact in such a short space of time
- Claire, John and Steve are our main point of contact and are always supportive and helpful
- Keep up the good work. Perform a difficult job under challenging circumstances
- Works well within partnership - I have no complaints regarding Key Unlocking Futures
- Hardworking, effective, great networking
- I have worked most closely with Dave, Shar, Gill and Kate and all of them have been a pleasure to work with.
- Rosie is brilliant and has provided invaluable support to families that I have referred in
- Keep up the good work, you are a much valued service in local area
- Compliment: You are my "go to" agency whenever I want to talk things and potential problems through. Thanks you for the many times over the years when you've helped me to come up with alternative and creative solutions to improve young people's outcomes.
- I have only worked with Diane Smith and she has been amazing.
- This service has been imperative to some of our families. I cannot thank them enough for the service they provide. They have provided families with hope, a safe haven in times of crisis and guidance. Thank you
- Professional staff. Young people can relate easily to them and families feel confident with their support
- Always at the end of a phone or email for advice and great with our YP and families.
- Pupils who work with Key have always been very positive about the support and help they have received from Key.
- I have nothing but admiration for the services from Key. Without the service help and support, many young lives would be tarnished and many family relationships would diminish. Key service workers understand their roles and responsibilities and their professionalism is always

of a very high standard. Key provides successful and positive outcomes for our young people and their families.

- Our students have really enjoyed the Wellbeing Challenge and Kate is a brilliant mentor to them. It is a shame the course has been cut short in person as the pupils were engaging well.
- Invaluable work with the young people and families referred thus far.

### **Q9 Please provide suggestions on how Key Unlocking Futures can improve our provision:**

- None and if we did have issues they are dealt with quickly
- The Base would benefit from a larger space!
- More of the same - More resources, staff
- NO - the only improvement would be to increase provision of some services such as floating support - however this is dependent on external funding
- Possibly have more of a presence with supporting young people once they have been placed in temporary accommodation
- Strengthen visibility, raise awareness
- More funding and/or more space for the Base Community Centre.
- It's great as it is! - More of you!
- It is very time consuming to have to fill in a CAF
- As with most service providers, resources are at the forefront of progression. Key is no exception to this and more resources are need to continue the great work as young people and their families face ever insurmountable challenges
- No comment. Key does their best!

### **Conclusion**

As with previous stakeholder surveys, this current survey is of a very positive nature and shows that Key are well respected and a valued organisation in both the local community and across Lancashire as a whole. The responses to this survey came from our local area (South Ribble & Chorley) and across Lancashire such as Preston, Lancaster and West Lancs. Respondents to the survey expressed how valuable Key's services are and how Key are very dynamic, responding quickly when needed to new challenges; a good example of this is The Base Community Centre, this has quickly become an integral part of the Broadfield Community. The survey is again very complimentary towards Key's staff team using terms like - hardworking, effective, great networking, and great ambassador, amazing, accessible, supportive and professional.

The results show Key are working hard to achieve our aims:

Of those that responded to the survey:-

- 100% said Key's staff are *professional and act with integrity at all times*.
- 100%. Rated Key as a *provider of quality services*.
- 100% would *recommend Key's services to others*.

This survey indicated that Keys stakeholders agreed we were performing strongly against our strategic aims\*:

Of those that responded to the survey:-

- 93% felt that we helped people to reach their potential
- 93% felt that we helped people to develop self-confidence and wellbeing
- 96% felt that our work strengthened families
- 96% agreed that we had a positive impact
- 89% agreed that we prevented homelessness

\*This survey was completed prior to the adoption of Key's new business plan and includes previous strategic aims.