

# Listening and learning

## A summary of our stakeholder feedback in 2020/2021

Dimensions is a person-centred organisation. Listening to the views of the people who matter – the people we support and their families, our tenants, our colleagues and our commissioners – is important to us. We strive to be an organisation that reflects and responds to the diverse range of communities in which we work.

We take action as a result to plan for the future, improve how we work and make continuous improvements in everything we do.

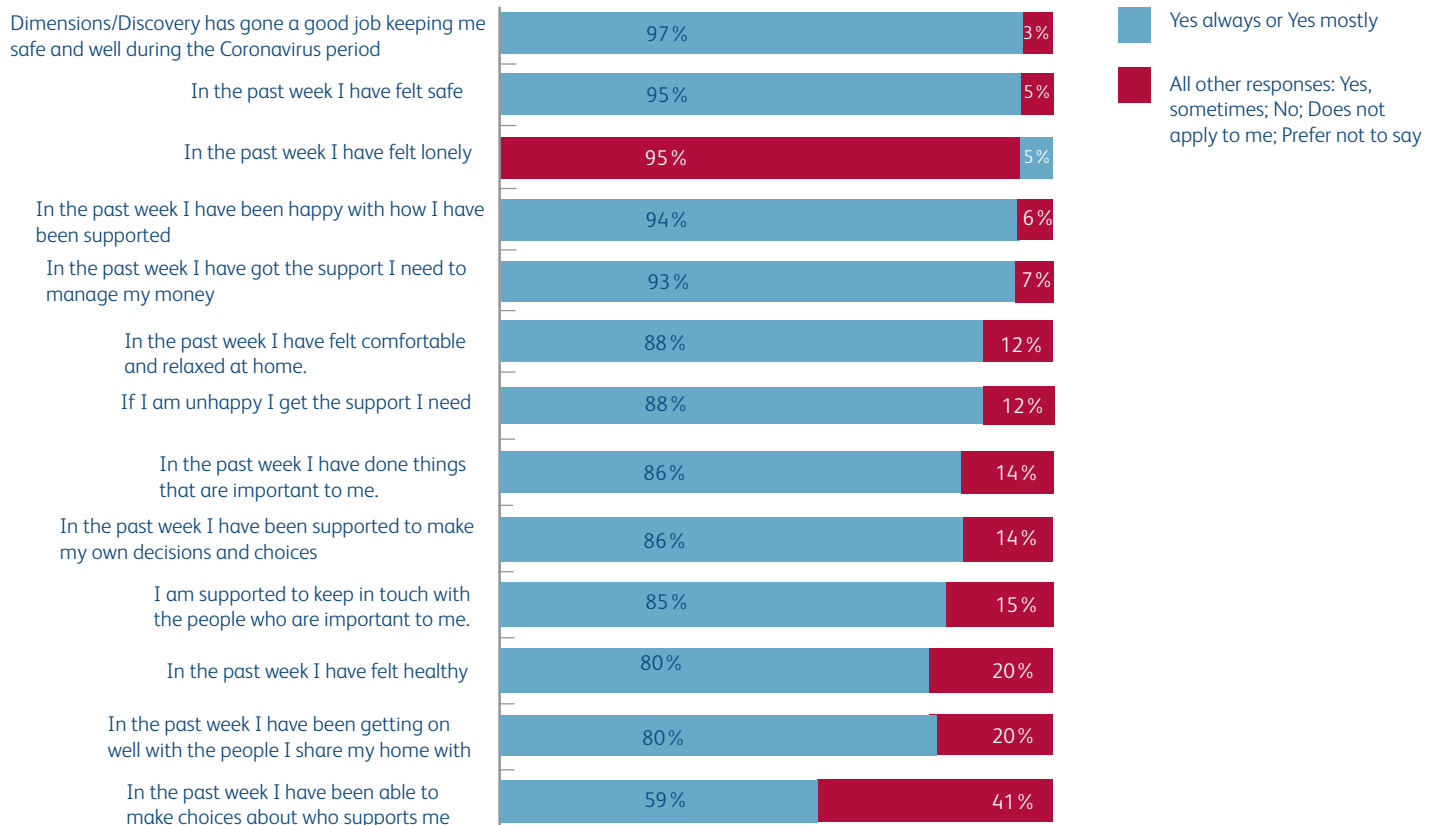
It is also important to us to be transparent about the feedback we receive. This document briefly summarises findings from our most recent surveys and indicates some of the actions we're taking as a result.



## The people we support

Dimensions supports around 3,500 people. We collect information on the experiences of the people we support in many different ways. All the information we gather is drawn together via our Working Together for Change programme.

One of the ways we listen is through an annual survey. In 2021, 570 people we support responded to this survey. They told us:



We also ask two questions that paint an overall picture of the support we provide:

Overall Dimensions/  
Discovery does a  
good job

90%

10%

Overall I am happy  
with my support

94%

6%

“We have some good support staff who really care and support me to achieve my goals and to get things done. My health has been improved over last year and a bit.”

## Our tenants

Dimensions has about 1000 tenants across the country. About 70% are in Supported Living accommodation, with the remainder living in group living or homes that are regulated by CQC.

The tenant survey is just one of many ways in which we listen to our tenants. 16% of our tenants responded to the survey. Of those that expressed an opinion:

**83%**

Happy with the housing service

**79%**

felt their views were listened to and acted on.

**72%**

happy with how we deal with repairs and maintenance.

**70%**

say they get good value for money from the money they pay

All of our tenants receive an easy read annual review of our housing services containing the survey results. This also includes explanations of how we are listening and responding.

Several hundred people made very specific comments relating to their housing and we will be following up each of these individually - be it to fix a leak or praise a contractor.

In 2021 Dimensions followed up all those who had made negative comments in 2020 via a depth interview in order to give a different angle to our listening processes and to check in that things were improved.



“Dimension listens and acts on what I say and that makes me feel good. I have a voice.”

## Families

Our senior managers and our team of family consultants and associates meet with many relatives of the people we support across the country to hear how things are going. We listen attentively: making sure they have the best possible experience of our services is vitally important to us.

Quality Reviewers - experts by experience - also call families and friends each month to gather feedback and identify common themes.

Most family members simply pick up the phone to fix any issues. As part of our Covid-19 response we set up a families helpline to give families the quick answers they need. Our biannual survey is also a vital source of insight too. We want families to feel (and to be) increasingly involved and positive about the support we provide.

Key results from our engagement with families last year are:



**86%**

think we are providing a good or excellent service to their relative

**80%**

are as involved as they wish to be in decision making

**88%**

have a good level of contact with relative or friends' support staff

**80%**

said their calls and concerns were acted on promptly and respectfully

These results are pleasing though there is clear room for improvement in each of them. Last year only 19% of family members said they knew how to nominate a staff member for internal recognition through the Inspiring People Award scheme. This figure has increased to 36% and we hope to push it up further; being nominated for an award for great support is an important way of motivating your relative's support team.

"I am happy with Dimensions, my brother is so much happier now than he has ever been."



## A Great Place to Work

At this time of nationwide appreciation for people who work adult care work, Dimensions is proud to be one of very few social care organisations that have been awarded by the independent “Great Places To Work” institute.

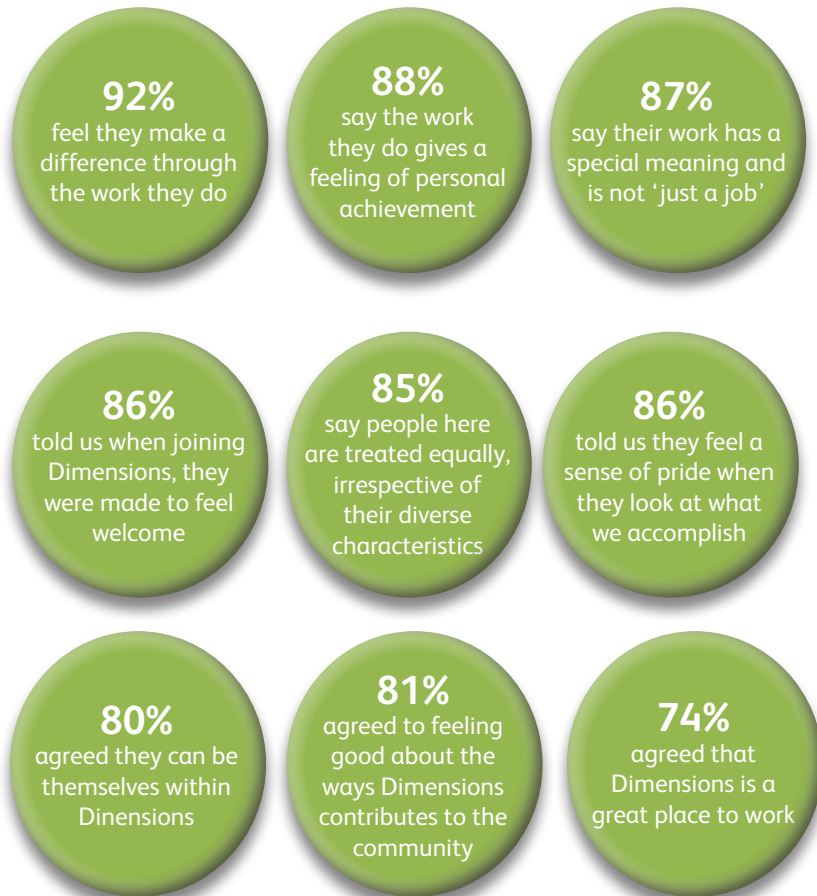
“Great Places to Work” is the world’s largest study of workplace cultures. It’s an audit of the practices that create an outstanding workplace culture, as well as a survey of employees’ views of their employer.

As a result of feedback from our colleagues, Dimensions has been recognised as one of the UK’s best workplaces in the ‘super large’ category by the Great Place to Work Institute three years in a row. We placed 23rd in the 2021 UK Best Workplaces, 13th in 2020 and 17th in 2019.



## Statistics

Here are a few statistics that came from the survey where our colleagues were asked about working for Dimensions:



## Our colleagues told us

Our colleagues were asked the question:

‘Is there anything unique or unusual about this company that makes it a great place to work?’

Here’s a flavour of what they said, anonymously:

“Since working for Dimensions, I can say that it is very person-centred in the way which staff are trained to deliver support.”

“My manager actually cares about me as a person, and that is with everyone.”

“I feel that this company supports personal and professional development opportunities really well.”

“The company truly care & have the people we

support at the heart of everything we do”

“I love how this company and staff really make a difference in people’s lives for the better and always strive to do better. They always give staff support with what they need when needed.”

“I feel appreciated and valued as a person from a BAME background. I have been given equal opportunity to progress.”

Together, we believe these results show Dimensions is delivering strongly for our stakeholders. Thanks to all our survey respondents; your opinions help us identify those areas where there is particular room for improvement.

## Proving life can get better