

Welcome to your annual Tenants' Report for 2015. We have listened to your feedback over the last year and this poster was contributed to by you. It shows key information about Chapter 1's Care & Support services from April 2014 – March 2015.

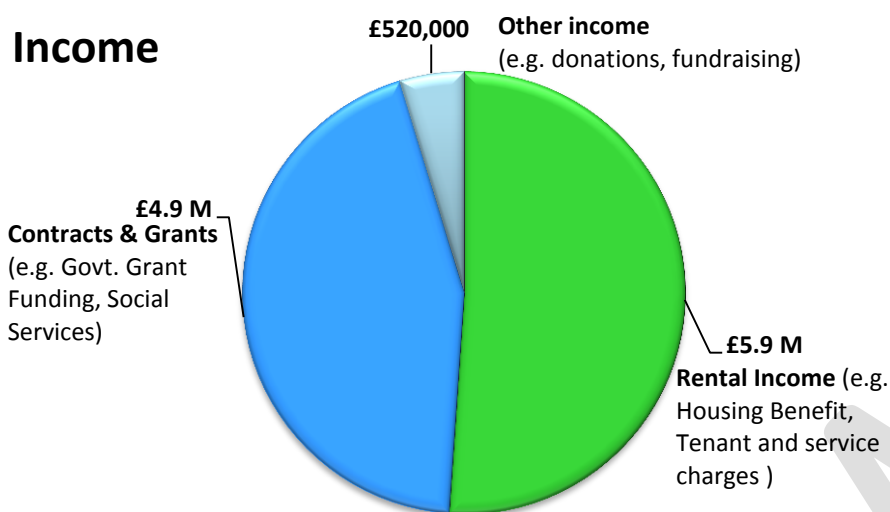
Chapter 1 Clients' National Forum

## How do we spend our money?

The pie charts show how the income and expenditure is split, so you can see where the money comes from and how we spend it.

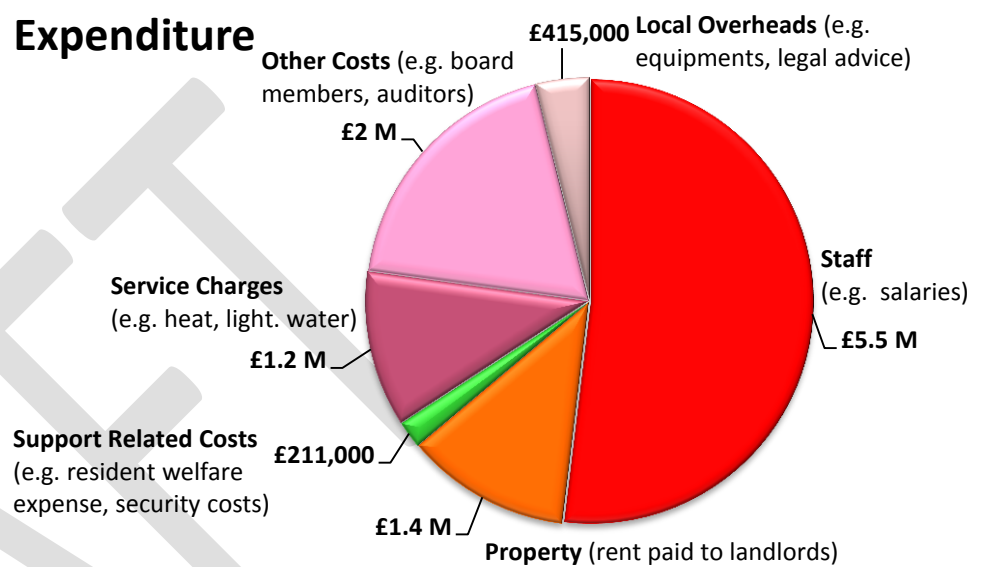
### MONEY COMING IN (INCOME)

#### Income



### MONEY GOING OUT (EXPENDITURE)

#### Expenditure



## Have we improved your accommodation?

The total number of planned improvements completed across all services was: **35**  
We completed **100%** of all reported repairs

**94% completed on time.**  
**We are working hard towards 100% for next year!**

## Moving on?

The overall percentage of clients who have moved on positively\* was: **78%**  
Approximately **15%** were unplanned moves  
Approximately **7%** left without notice

\*Moving on positively is defined as: When the departure leads to greater independence and the client worked toward this end goal over a period of time.

### Please give us your feedback

Chapter 1 is constantly working on delivering the best possible service to our clients, so we'd like to hear your views on this report, to help us improve it for the future. Please contact Mary Firth with any feedback, or contact a member of your service staff team.

## Were your complaints resolved?

**Yes** – all **73** complaints were resolved of which **63** were resolved within **28** days = **86%**

### Stop press!

If you wish to see a more detailed report please ask your Manager for the booklet or view it on the website:

[www.chapter1.org.uk](http://www.chapter1.org.uk)

## What you said...

### Satisfaction Survey

**86%** were satisfied (or very satisfied) overall  
**73%** were satisfied with the Standard of accommodation  
**77%** were satisfied with the Client Involvement  
**88%** were satisfied with the Support

### Mary Firth

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