

# **Belong Atherton**

## **Households and Relatives**

### Customer Satisfaction

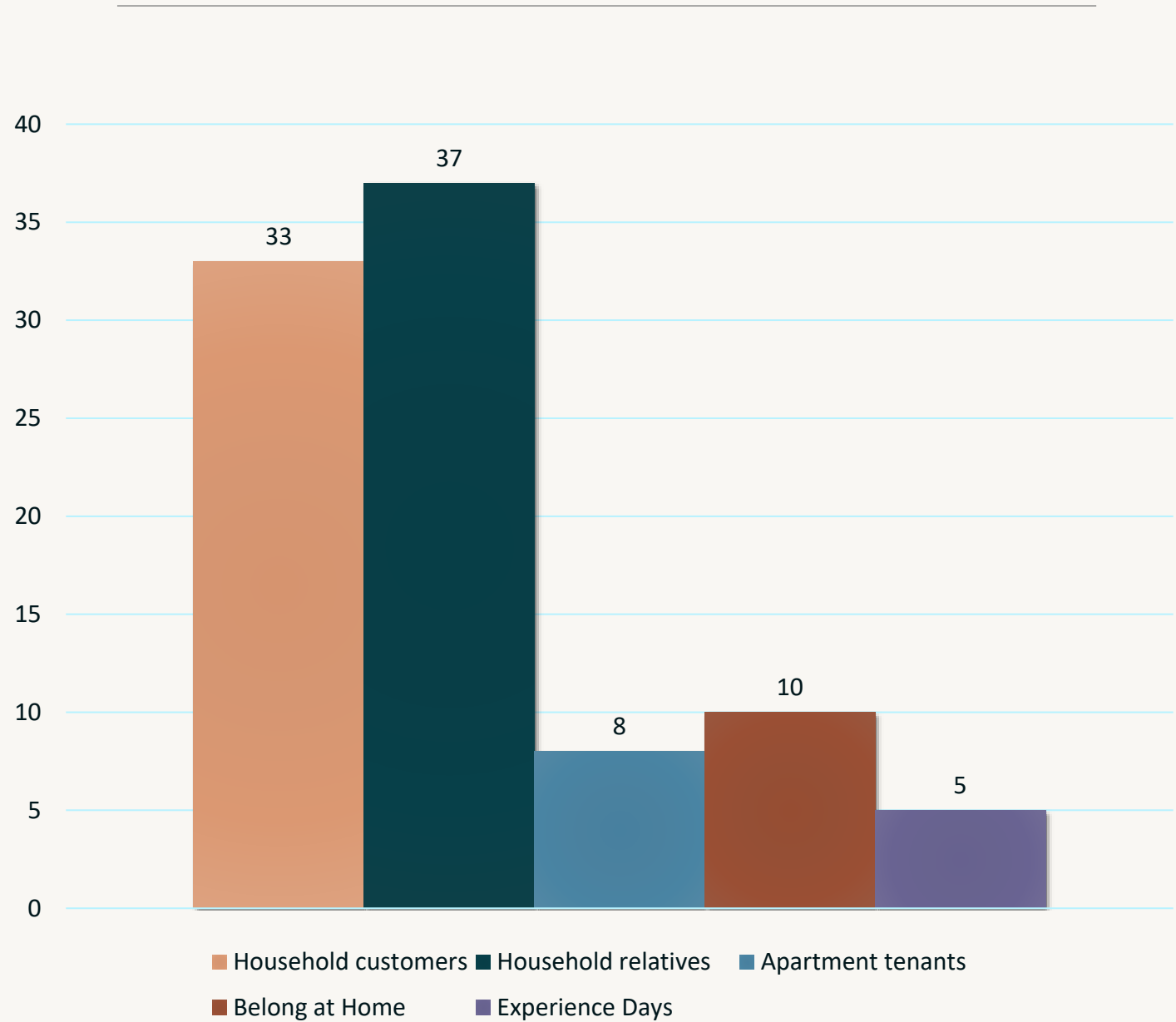
### Results

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**2023**

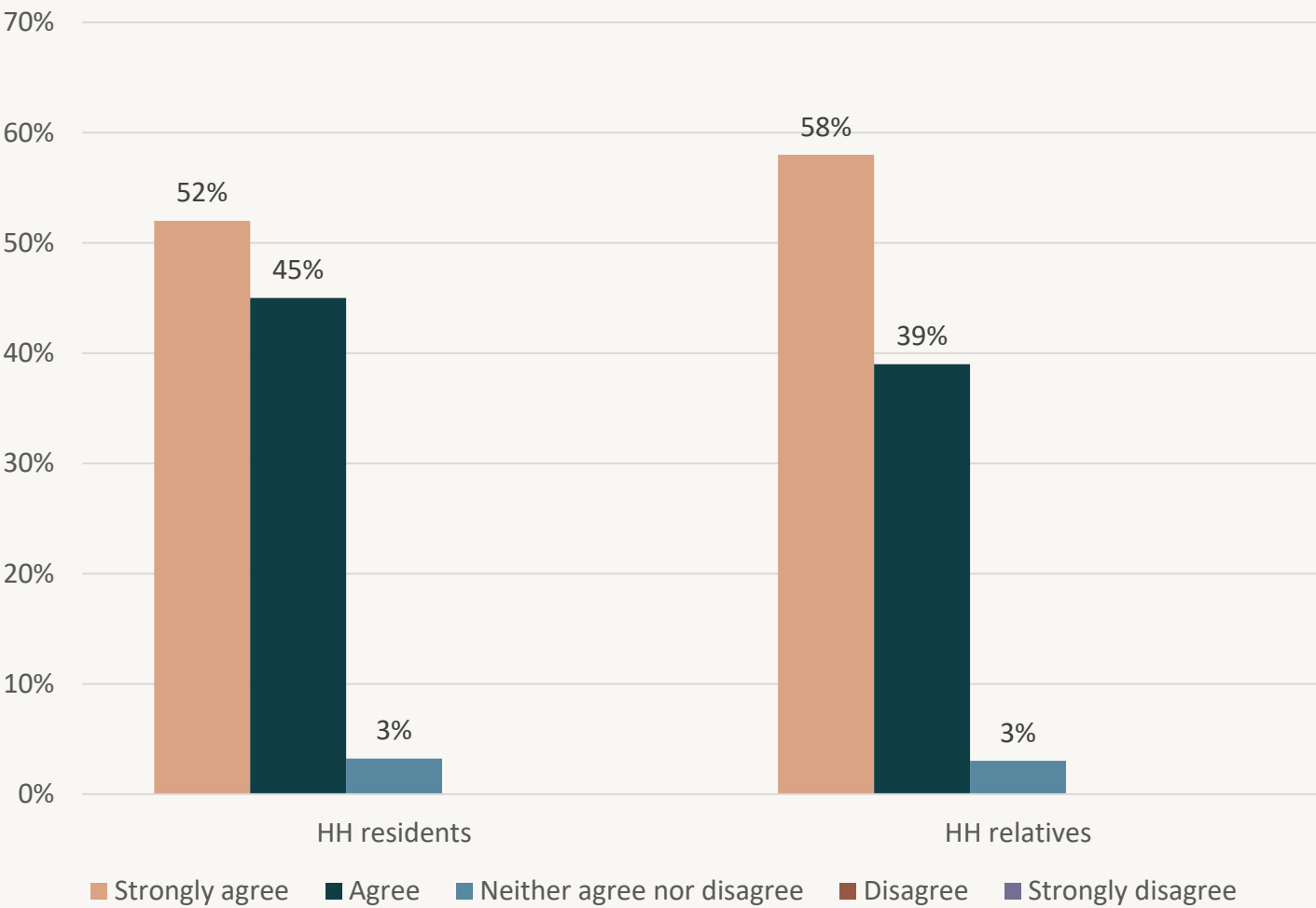


The number of surveys completed and returned by customer type were:



**I am happy with the quality of care that I / my relative receives.**

**55% of residents and their relatives strongly agree rising to 97% if 'agree' responses are included.**



## I am happy with the quality of care that I / my relative receives.

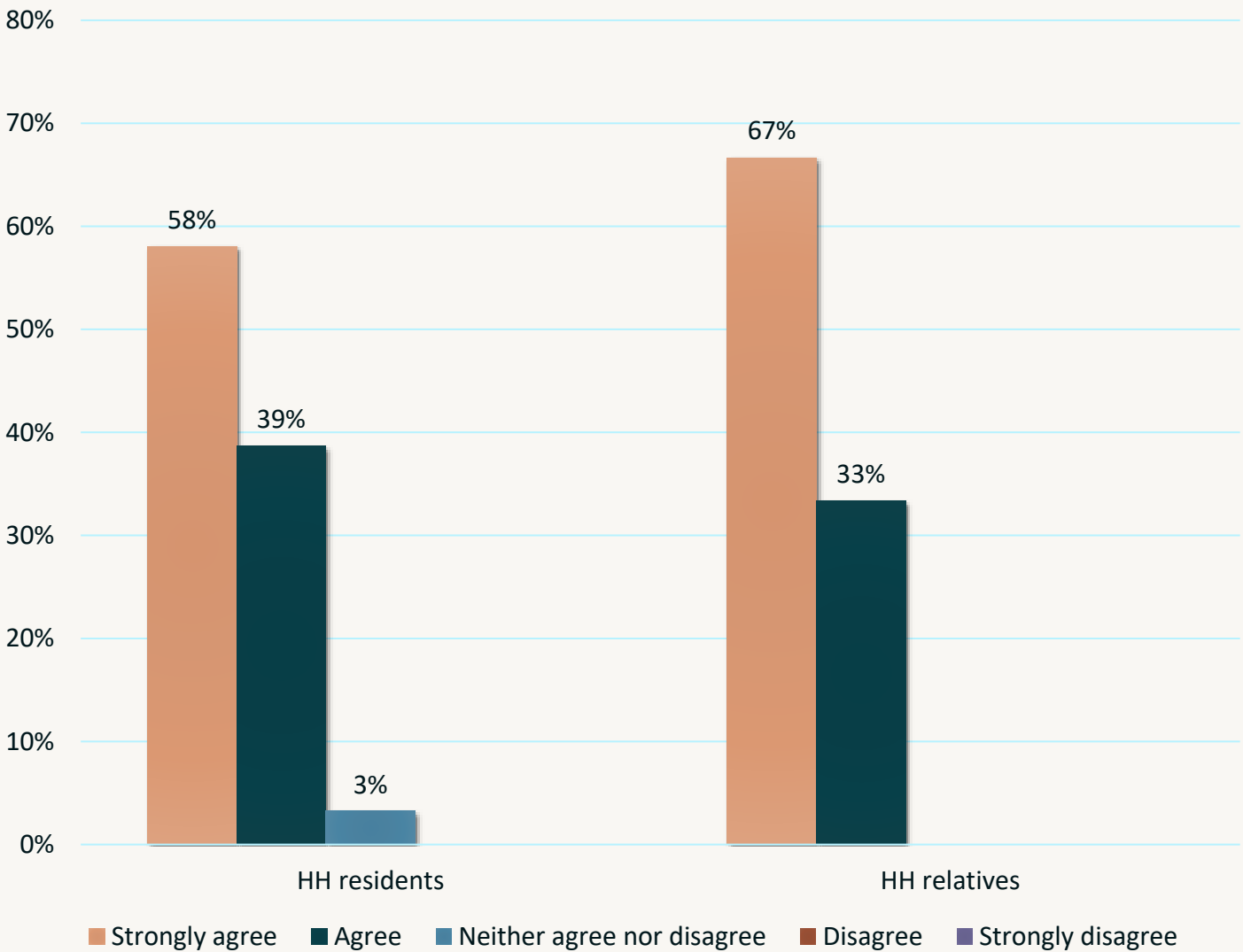
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Respondent	Comments
Household residents	I love my weekly baths, daily shaves and looking presentable.
	On the whole, the quality of care I have received has been good. Physio, hairdresser are very good. Students are exceptional and residents' families are very friendly.
Relatives	All of the staff and carers are outstanding.
	Excellent team on Chanters Household.

**My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.**

**62% of residents and their relatives strongly agree rising to 98% if 'agree' responses are included.**



**My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.**

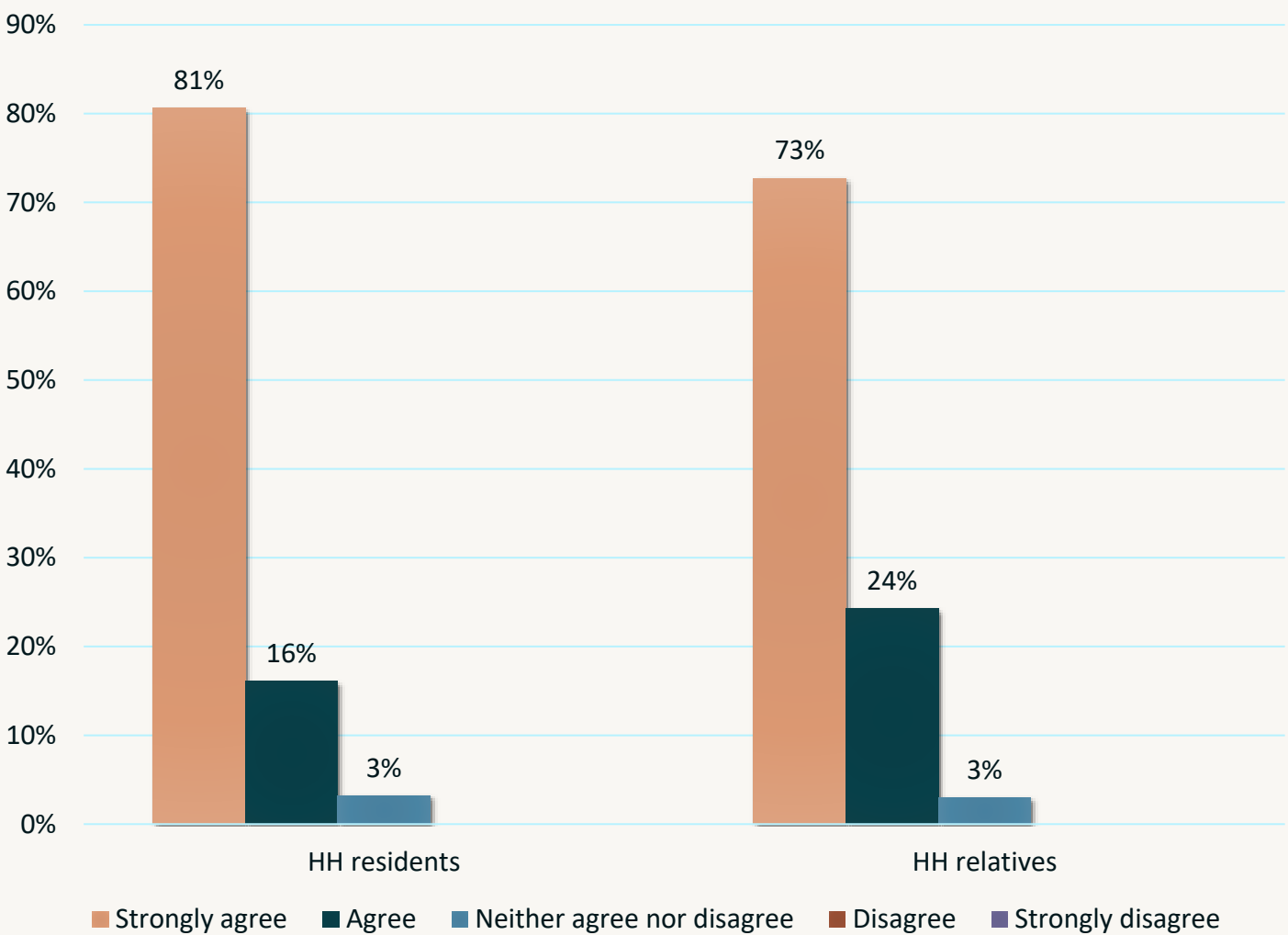
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Respondent	Comments
Relatives	On a personal level my dad is usually treated with care and compassion. This can be different when there is agency staff on. I sometimes feel that my dad's personal belongings, clothes, shoes, shavers, toiletries etc. are not always respected.
	Watching staff helping residents with extra special needs is humbling, feeding them eating with them. Respecting their particular likes and dislikes. Laughing with them and helping them develop relationships with residents, staff and residents' families. A team.
	Outstanding at all levels.

**I feel I / my relative is safe living in a Belong village.**

**77% of residents and their relatives strongly agree rising to 97% if 'agree' responses are included.**



## I feel I / my relative is safe living in a Belong village.

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

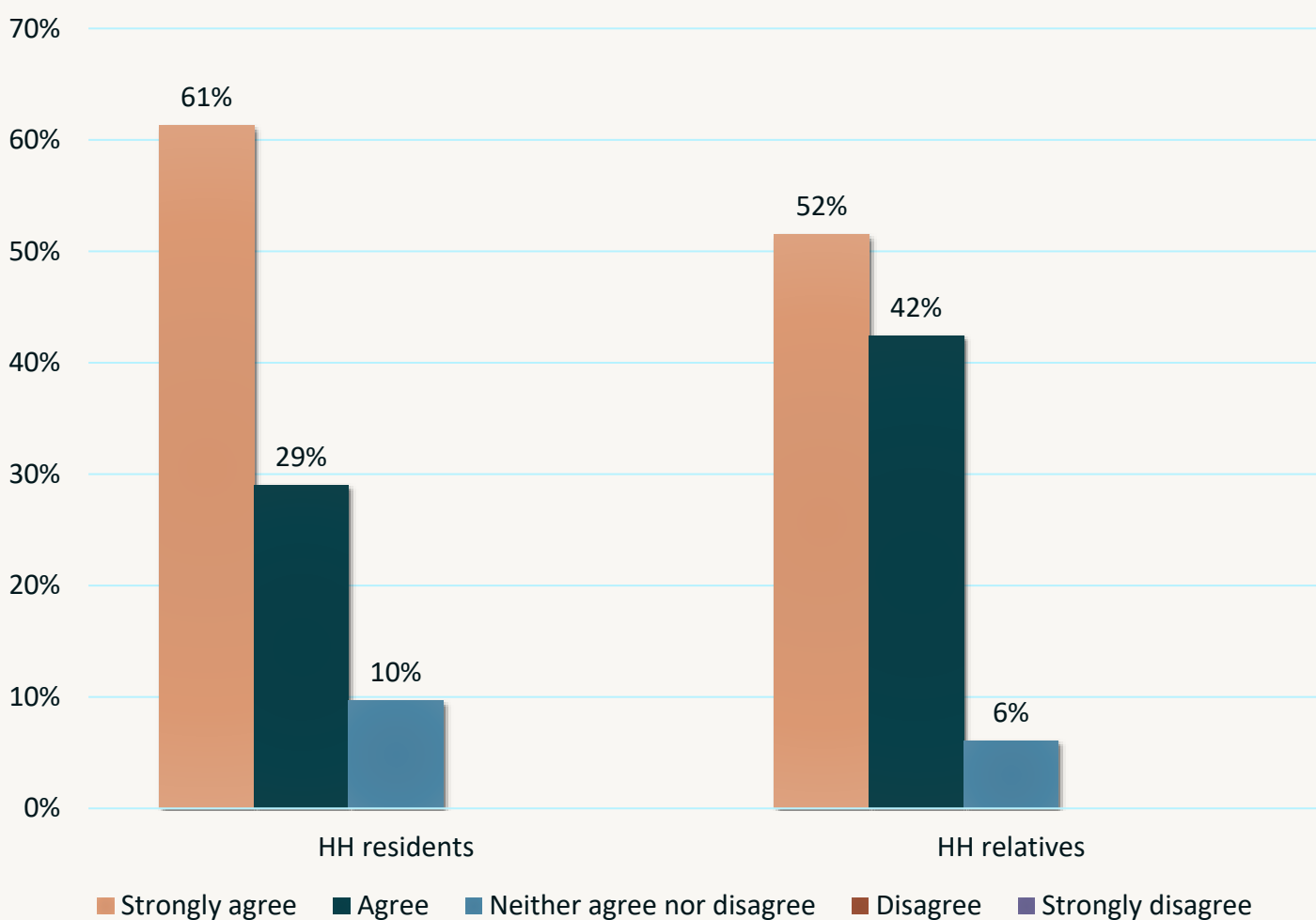
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Respondent	Comments
Relatives	You quickly accept the reasons for a closed-door policy. Never have to wait either coming or going.
	It took time, but mum has now settled well and refers to "going home" to her room. That says everything.
	I have concerns about residents' behaviour towards others on the household.



**The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.**

**56% of residents and their relatives strongly agree rising to 92% if 'agree' responses are included.**



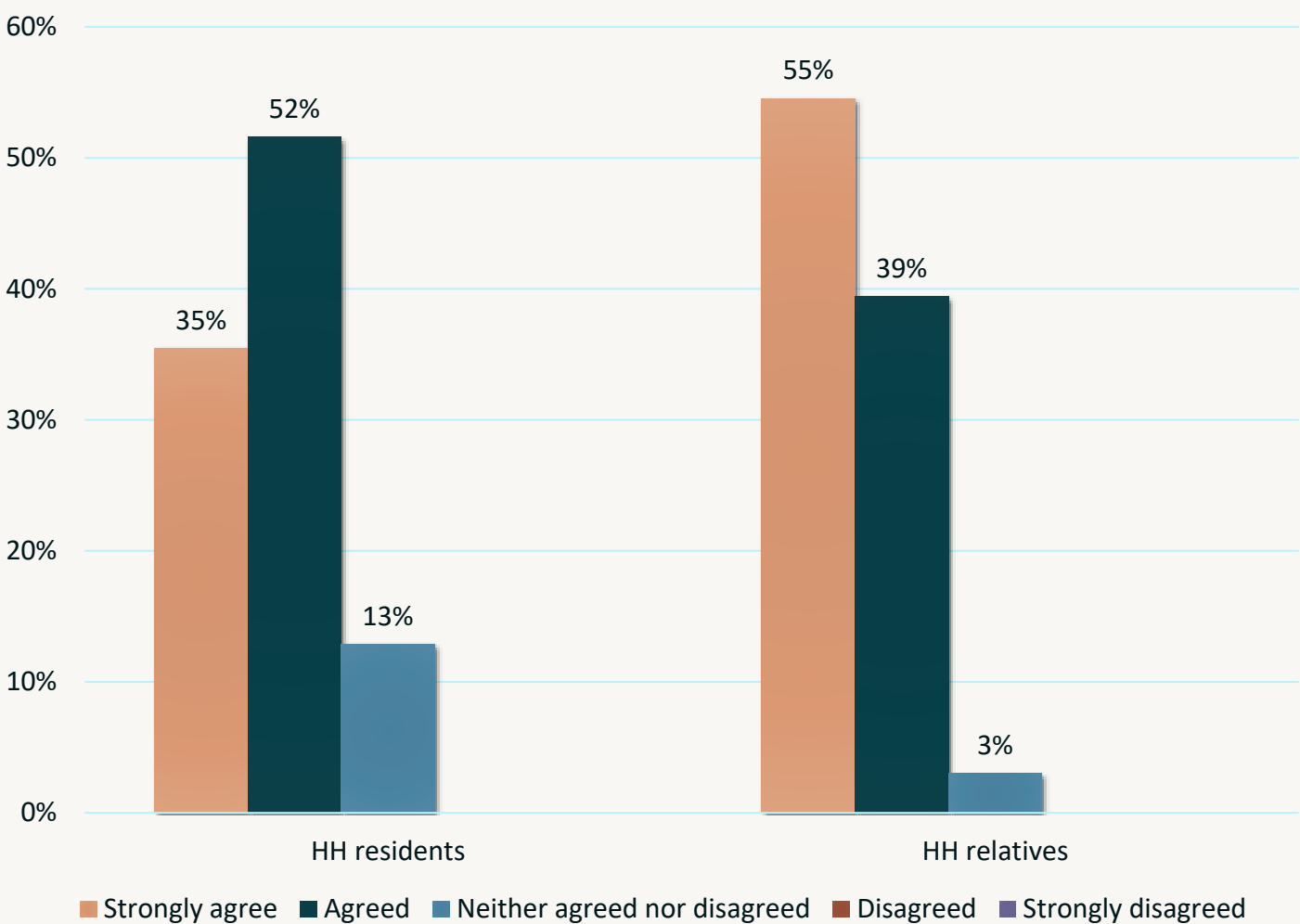
**The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.**

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are a few examples of the comments received:

Customer	Comments
Household resident	K & K make sure I attend rock and roll evenings with all my friends in Urmston. I love going to the gym with Jonathan.
	We are kept informed by telephone and face to face meetings.
Relatives	The Gateway system is extremely useful, but some parts are jumbled as a source of information.
	Staff help her to phone me regularly and are welcoming when I/we visit. The staff have not assisted Mum to use the internet (Skype, Zoom) on her laptop or tablet, only making the connection for her, then leaving her. She needs help to hold the device, so after several failed calls during lock-downs the family abandoned the attempts.

**I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.**

**45% of residents and their relatives strongly agree rising to 91% if 'agree' responses are included.**



**I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.**

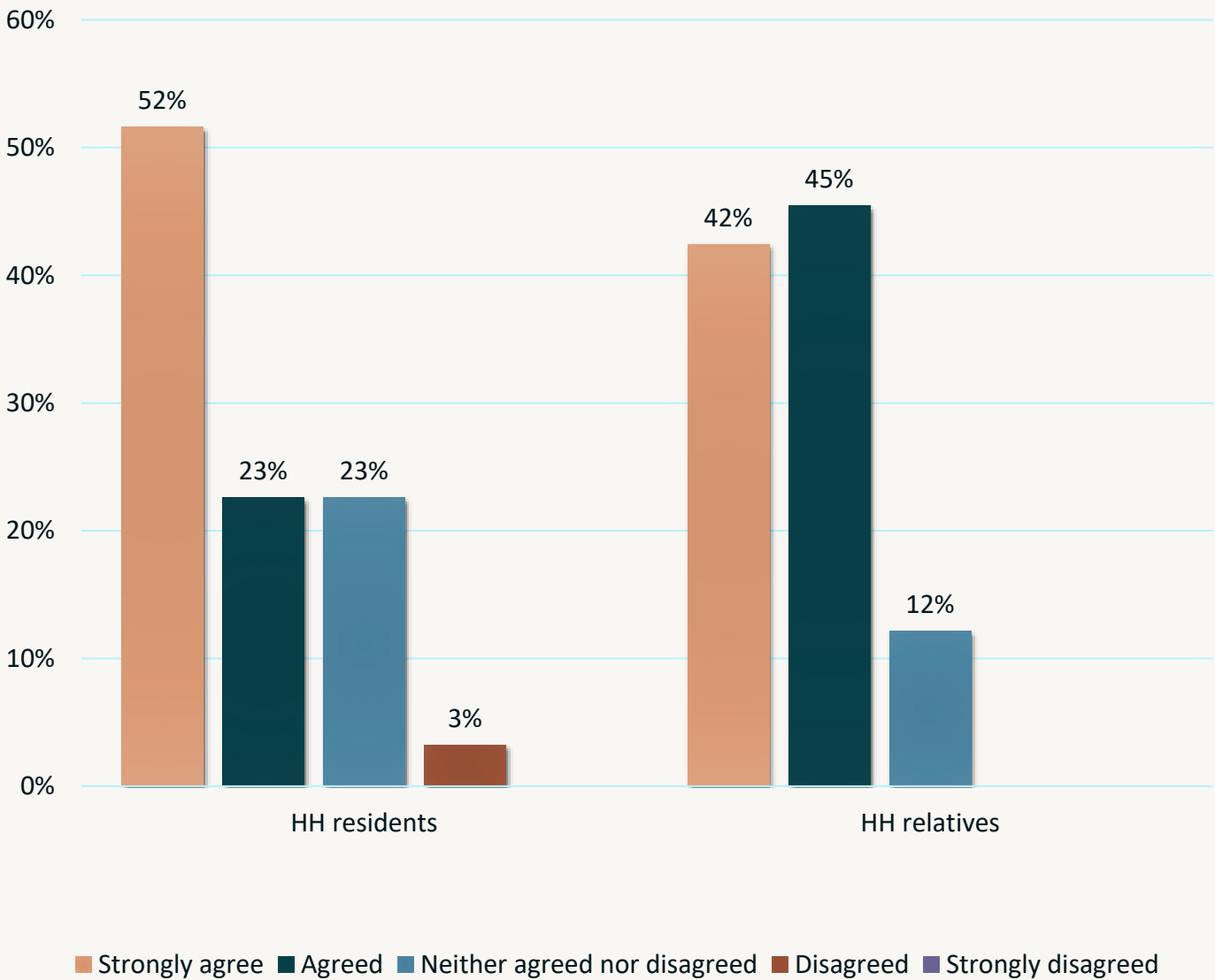
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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<b>Customers</b>	<b>Comments</b>
Household residents	They have helped me to have a healthier diet.
	I have my own menu and staff always ask what I would like.
	I would like to see more traditional food available on a frequent basis.
Relatives	My mum now has her food pureed but they make an effort to make it as appetising as possible.
	The food is cooked fresh and is of good quality. Dad is encouraged to try other things as he is quite selective in his food choices. I do question that sometimes he is given the same things as this is the easier option.
	Excellent menu good quality food.

## I enjoy using The Bistro.

47% of residents and their relatives strongly agree rising to 81% if 'agree' responses are included.



## I enjoy using The Bistro.

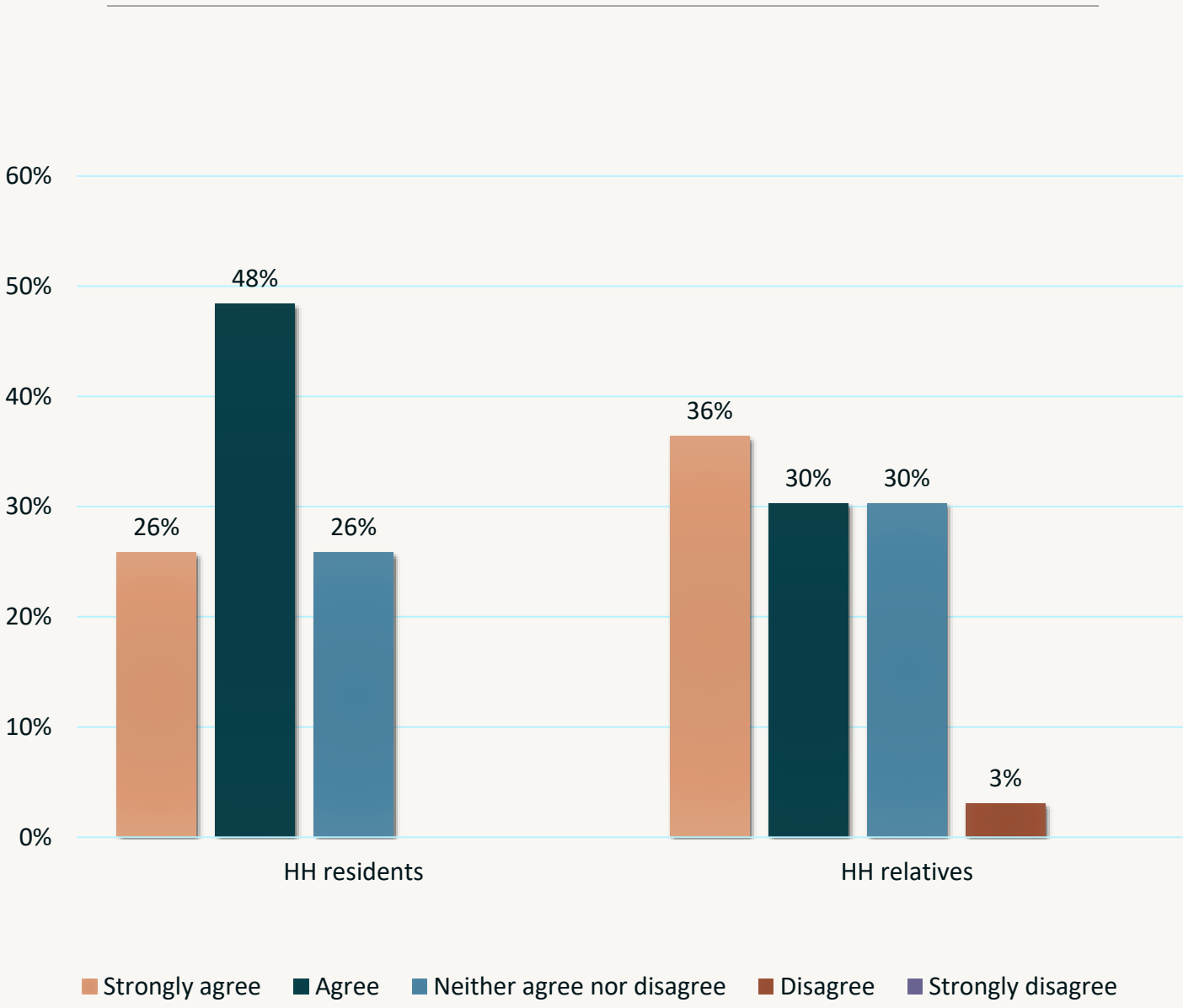
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Household resident	Like going with family. Very nice.
	Always a nice friendly feeling, staff are obliging, food good, nice to meet people from outside Belong. Problem for me is being able to find someone to take me down. Visitors enjoy the food and events held here.
	I love the garden area and the plants.
Relatives	It is the highlight of my husband visit to see my mum! The food is wonderful.
	Preferred it before the changes. We don't use it as much now.

**I am happy with the range and number of activities available in the village.**

**31% of residents and their relatives strongly agree rising to 70% if 'agree' responses are included.**



## I am happy with the range and number of activities available in the village.

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

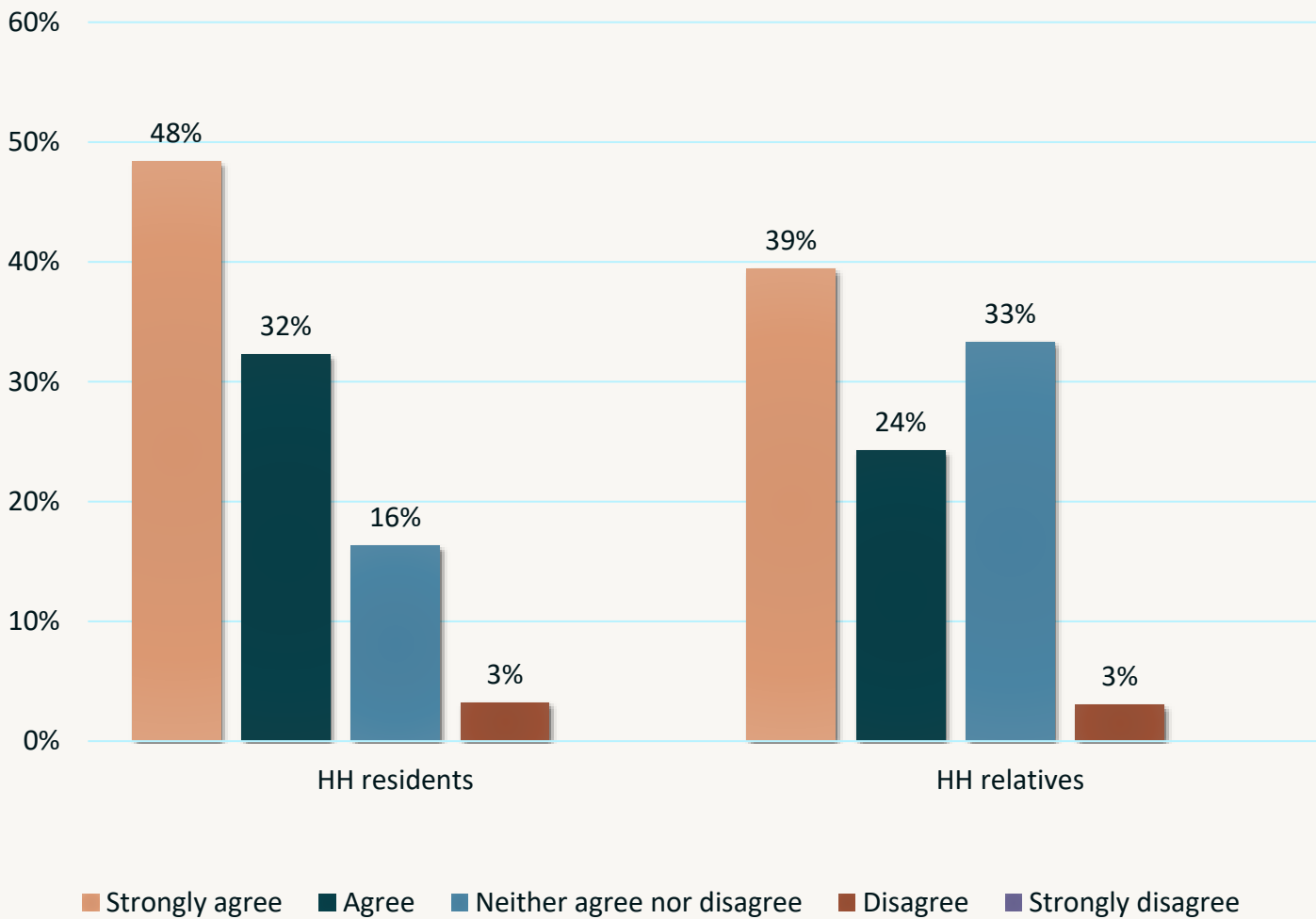
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Customer	Comments
Household resident	More weekend activities please. Days out of the village are restricted due to my wheelchair.
	I love attending activities.
	I enjoy exercise classes. Super teacher who relates the choice of exercise to meet the needs of individuals. Enjoy visits from various musical entertainers. Kim and the staff always willing to join in the fun.
Relatives	I feel that more encouragement could be given to enable participation in activities, also that some activities could be held in the individual household.
	Dad loves the activities they encourage him to socialise and keep his mobility levels up.



**I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.**

**44% of residents and their relatives strongly agree rising to 72% if 'agree' responses are included.**



**I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.**

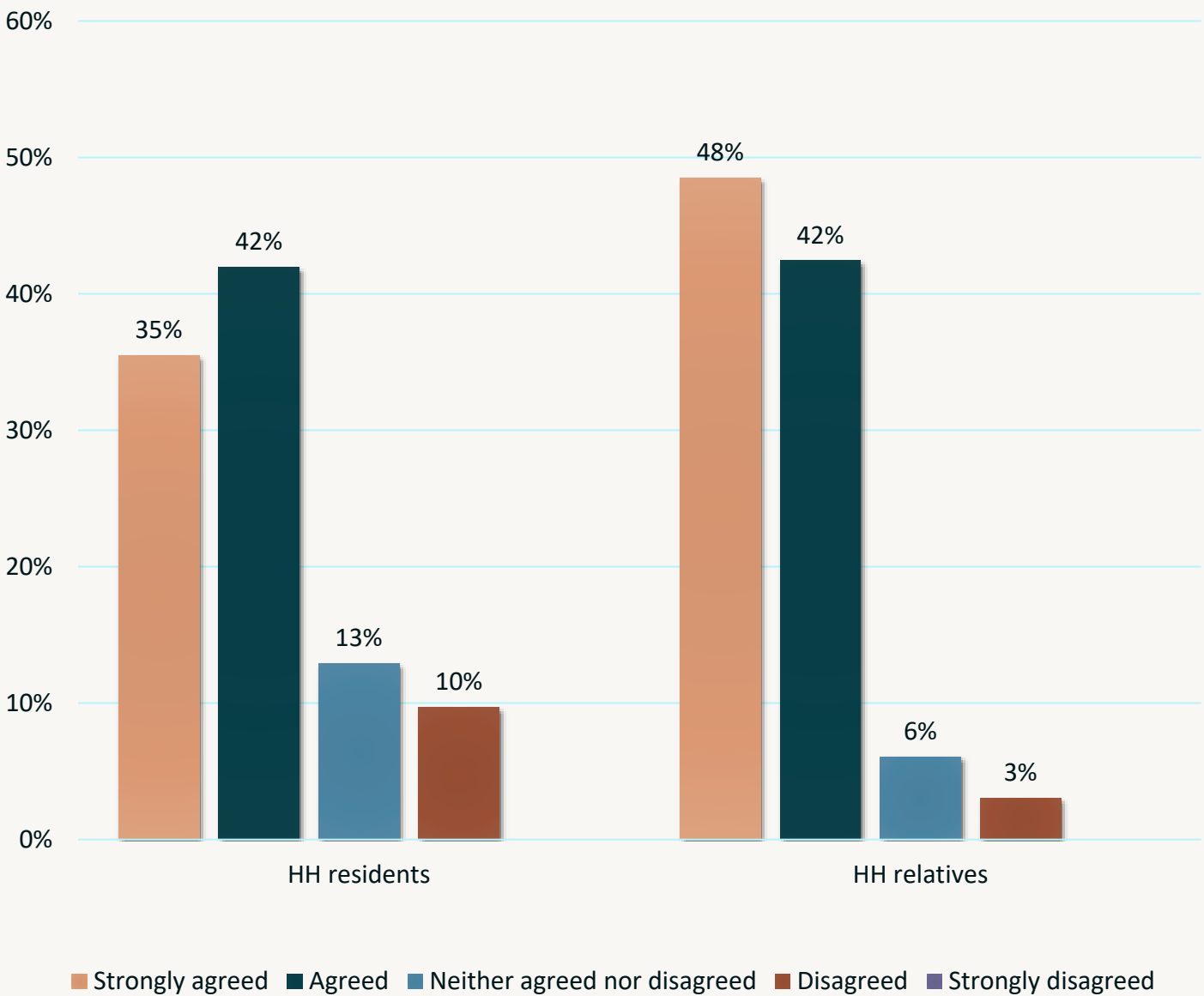
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Household resident	I love the gym.
	Jonathan's sessions are great and very beneficial to me.
Relatives	Jonathan is excellent. Additional activities on the household would be really useful.
	Need more encouragement and engagement to keep mobile.

**I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.**

**42% of residents and their relatives strongly agree rising to 84% if 'agree' responses are included.**



**I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.**

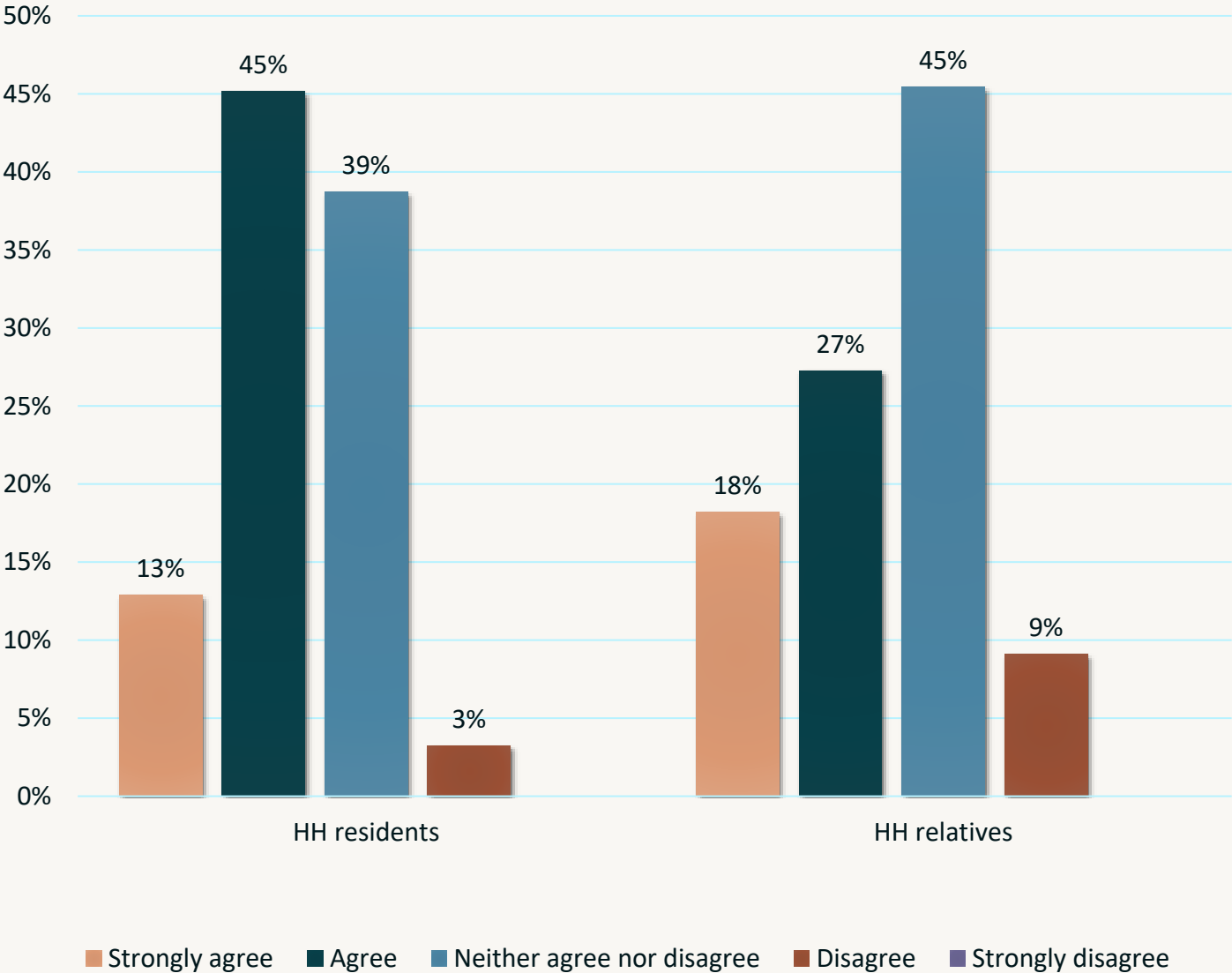
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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<b>Customer</b>	<b>Comments</b>
Household residents	I would like to go out as and when I like. Although I enjoy the wonderful balcony.
	I feel my staff have made the balcony lovely for me mostly as I sit out there all summer.
	Only able to access outdoor space with help from staff.
Relatives	The outdoors space is great and new initiatives involving the residents to make them more homely are fantastic.
	The garden at Astley House is beautiful.

### My spiritual needs are supported in Belong.

16% of residents and their relatives strongly agree rising to 52% if 'agree' responses are included.



## My spiritual needs are supported in Belong.

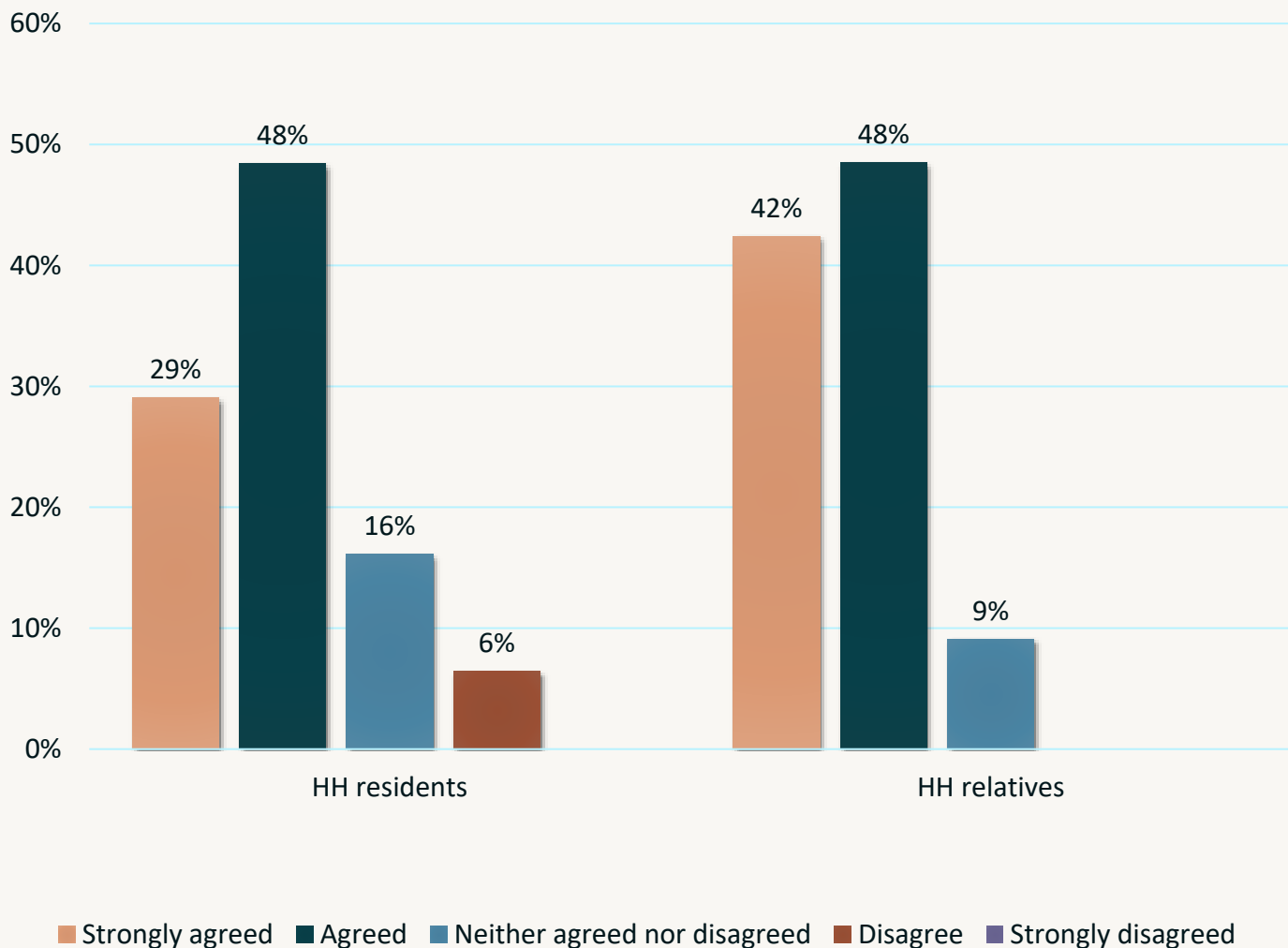
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Household residents	Don't have any spiritual needs.
	We are unaware of any spiritual needs being offered.
Relatives	The team on the Tyldesley household make sure that when I call my sister on her phone via WhatsApp for worship; they ensure she is ready and make sure I can see her. If there is any problems, they are extremely patient to sort it out. I always feel supported by them.
	Disappointing that no Roman Catholic involvement.
	I think mum would like a church service more often.

**I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.**

**36% of residents and their relatives strongly agree rising to 84% if 'agree' responses are included.**



**I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.**

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

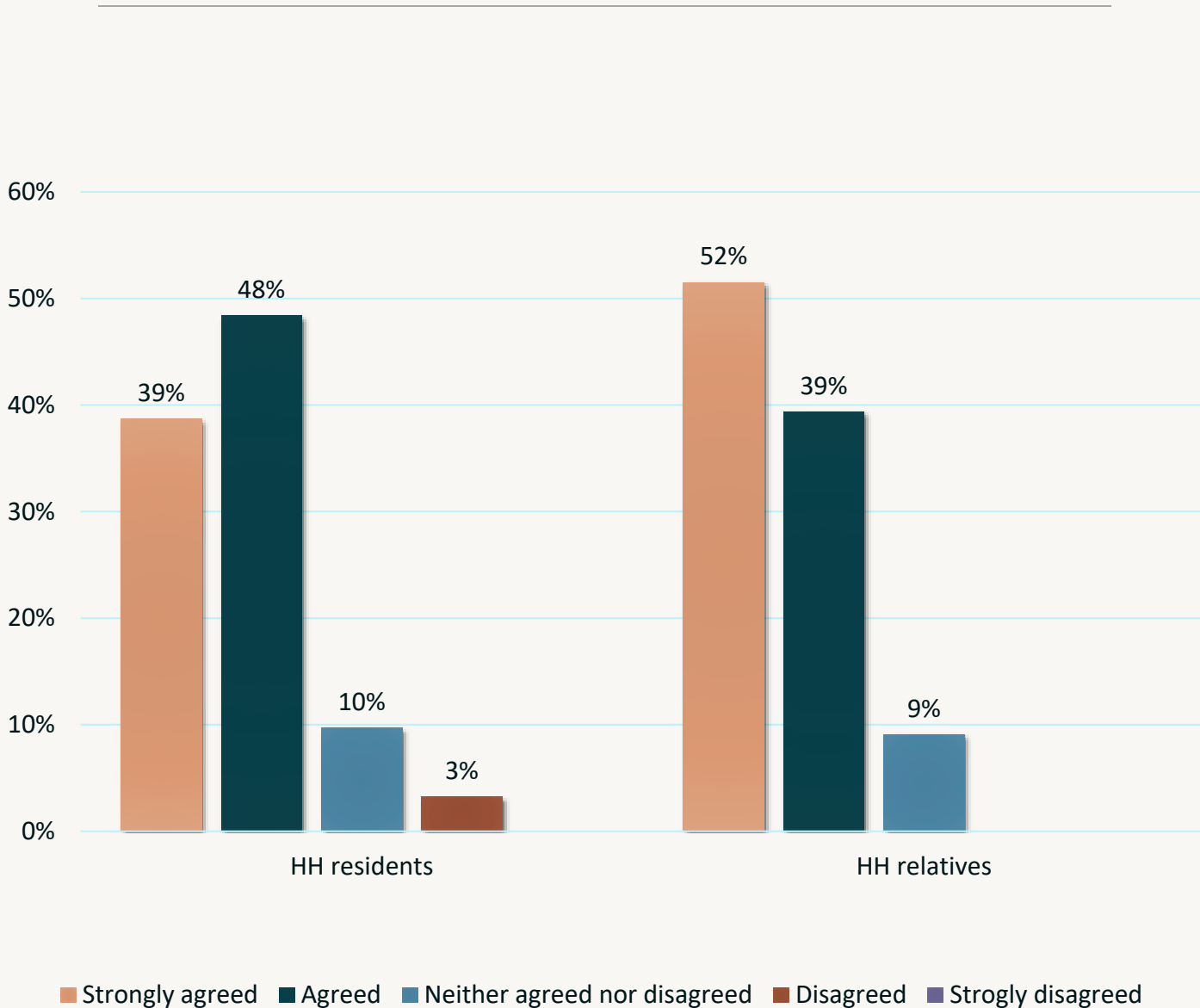
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<b>Customer</b>	<b>Comments</b>
Household residents	I would like to be able to speak to the doctor and nurses myself. Not happy when carer takes over and answers for me.
Relatives	Agree to care, mum isn't really able to join in all activities in the village.
	Sometimes communication is slow or inconsistent.



**The Belong team are responsive and effective in dealing with any problems or complaints that I raise.**

**45% of residents and their relatives strongly agree rising to 89% if 'agree' responses are included.**



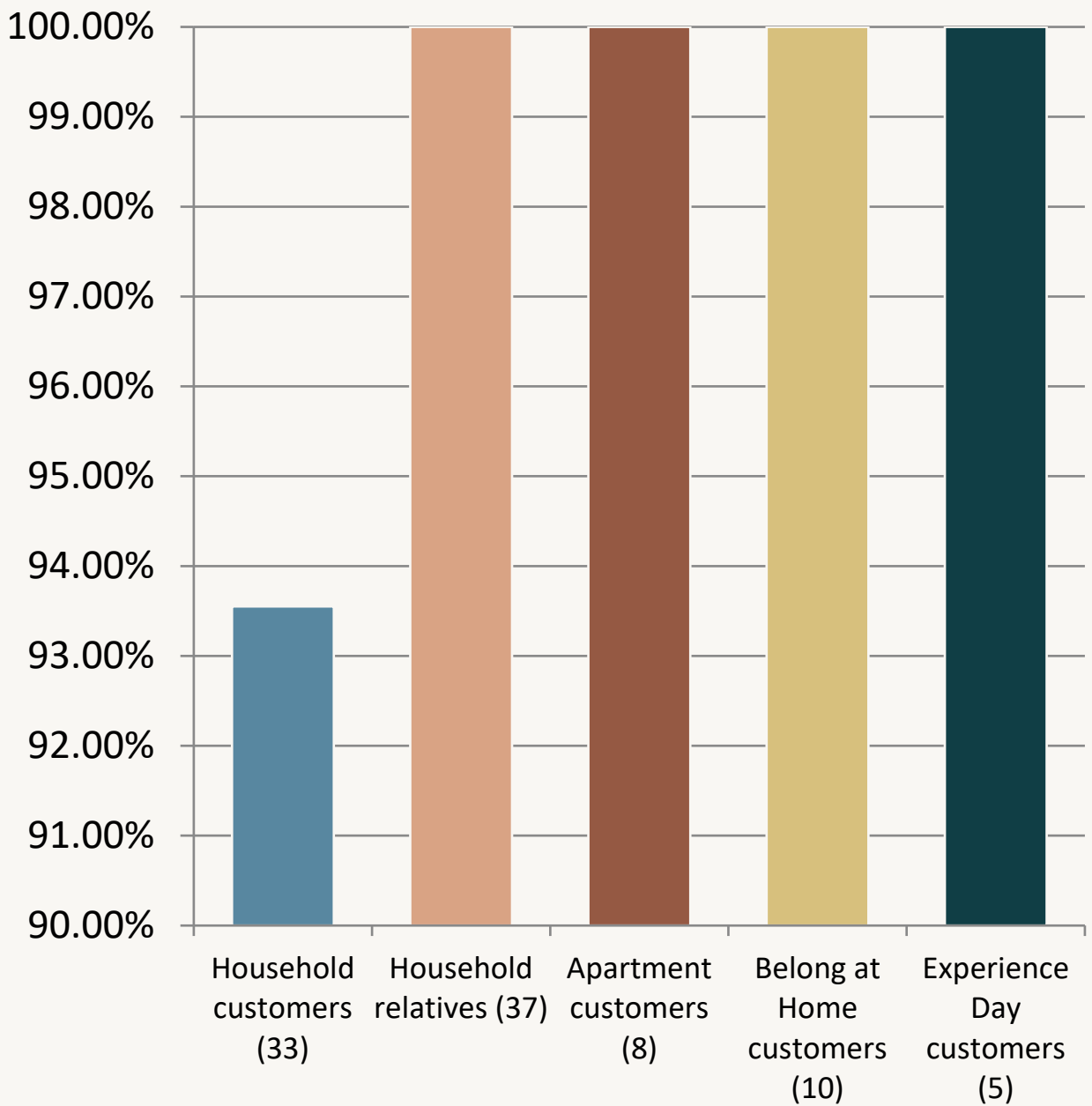
**The Belong team are responsive and effective in dealing with any problems or complaints that I raise.**

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Household residents	The frequent loss of personal possessions never seems to be resolved e.g. glasses, clothes, shoes, shavers, photo books, underwear, PJs and socks to name a few.
	We have had meetings with senior management to discuss any concerns and make constructive criticism e.g. laundry and pass on well-deserved praise.
Relatives	Although sometimes it takes a long time to deal with problems.

## 97.5% percent of customers would recommend Belong Atherton to family and friends.



## We asked customers and their relatives what they feel we do well.

The below comments are representative examples of the comments received (full data is available on request):

Customer type	Feedback category	Feedback received
Residents	Activities	Keep me engaged in all household and village activities. The village gym/hairdressers are person centred. Staff take time out of their own time to take me to Rock & Roll till midnight.
	Care	Look after us well. Feels like home. Clean.
	Care	The food is lovely. I feel welcome.
Relatives	Care	All the staff at Atherton are caring lovely people. We can't fault them at all. If we do have any concerns, then they are dealt with quickly and professionally. We don't feel that our mum could have any better care anywhere.
	Care	Creating a home environment  Very well-trained people always with a ready warm smile, who display a genuine compassion and interest in every individual, creating an atmosphere where everyone feels safe, cared for and at home.
	Staff & Activities	Welcoming visitors to Belong. Activities on offer. Staff attitudes towards residents.
	Food, Care & Staff	The quality of care is exceptional. Quality of food, bistro, gym, are all great assets that enhance the care experience. Care by the nursing staff is excellent. Building is well kept and very clean. Staff very friendly and take time to listen.

## We asked customers and their relatives what they felt we could do better.

The below comments are representative examples of the comments received (full data is available on request):

<b>Customer type</b>	<b>Feedback category</b>	<b>Feedback received</b>
Residents	Staffing	Staffing upsets me when my carers are busy and short-staffed.
	Laundry	Laundry (care of personal clothing) and personal possessions in general.
	Activities	Staff being able to do more e.g. taking us for walks.
Relatives	Staff levels	More staff. To provide more social interaction as well as health and daily welfare needs.
	Mealtimes and activities	Provide more individual support for mealtimes and household activities - with adequate staffing to support this. (bearing in mind the number of residents with complex needs).
	Name badges	All staff to wear name badges, it's difficult to remember who is who.
	Activities	A greater range of activities that encourage thinking skills especially for those who do not have dementia. More singing sessions/ choir?
	Communication	The gateway daily care needs to start with the current day rather than scrolling down, it could also be clearer if each entry was on a different line instead of running continuously, it would also help if things were timed.

**We asked customers and their relatives if there was anything else they would like to tell us.**

The below comments are representative examples of the comments received (full data is available on request):

<b>Customer type</b>	<b>Feedback category</b>	<b>Feedback received</b>
Residents	Care / environment	Belong is very well maintained and the grounds are beautiful. Links with the home are very important; lovely to see photographs of familiar times, places and provide a great talking point. Nice when traditions are continued; afternoon tea, older cups and saucers. Hairdressing facilities very good and help to lift one's spirits.
	Care	Keep up the good work.
	Care	A lovely home. Feels safe. Get on well with the staff.
Relatives	Care	My father was in here and when the time came my mother came here too - that says it all.
	Care	Could not be happier with my mum's care. She's a very independent lady who I never thought would settle in this environment. She could not be happier or indeed healthier.
	Care & staff	I think the staff are amazing so kind, supportive, and patient, and it's not just the staff looking after mum, it's the receptionists, bistro staff and in fact everyone in the building.

## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Quality of care	<p>97% of responses were positive with 3% with a neutral response.</p> <p>One response is in respect of understaffing on occasion and quality of agency staff.</p>	<p>Ongoing, rolling recruitment programme has helped us improve our staffing numbers and we are working on boosting our bank of casual staff.</p> <p>To create a greater awareness of staffing model and staffing levels within the teams and where to access support around the village.</p>	<p>Aim for nil or negligible need for agency in the next quarter with a healthy bank of staff to support this.</p> <p><i>End of Jan 2024</i></p>
Compassionate, caring, and respectful care provided	<p>97% of responses were positive with 3% with a neutral response.</p> <p>Agency do not have the same respect for belongings as staff.</p> <p>There are a few responses regarding the feeling of staff shortages.</p>	<p>Ongoing, rolling recruitment programme has helped us improve our staffing numbers and we are boosting our casual bank of staff.</p> <p>To create a greater awareness of staffing model and staffing levels within the teams and where to access support around the village.</p>	<p>Aim for nil or negligible need for agency in the next quarter with a healthy bank of staff to support this.</p> <p>To include some feedback in household meetings around the model and appropriate staffing numbers.</p>

## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Feeling safe and secure in Belong	<p>97% of responses were positive with 3% with a neutral response.</p> <p>Visitors understand and respect the secure household door policy.</p>	No action needed with this feedback.	No action needed with this feedback.
Contact with family.	<p>90% gave a positive response with 10% giving a neutral response.</p> <p>Feedback is sometimes residents/ relatives miss information shared.</p>	To plan relatives and resident meetings as per schedule and to look at ways to introduce technology such as Team meetings and Zoom to aid better communication with families. To look at evening meetings with families.	To remind households about the schedules and make sure they are being carried out promptly.
Quality of food on households	<p>87% gave a positive response with 13% giving a neutral response.</p> <p>Quality of food appears to have changed with menu choices not always to residents' liking.</p> <p>Traditional dishes are favoured and support. Residents would like a greater range of hotter food.</p>	<p>Relaunch of marvellous mealtimes has been embraced by the households.</p> <p>To discuss with the BCM the menu choices and recent issues with supply.</p> <p>To make sure all communication needs are met with menus in all formats.</p>	To discuss in resident and relative's meetings and have this as a standard agenda item.



## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Bistro usage	<p>74% gave a positive response with 23% giving a neutral response and 3% giving a negative response.</p> <p>Adverse responses are around access to the bistro and not visiting by choice.</p>	<p>To discuss how we can ensure the residents are aware of the facility and opening times, to look at marketing of the bistro and asking residents if they would like more support to visit the bistro more often.</p>	<p>To discuss in resident meetings and feedback to Bistro and Catering Manager.</p>
Activities provision	<p>74% gave a positive response with 26% giving a neutral response.</p> <p>Residents would like more weekend activities and feel limited with days out when supported with a wheelchair.</p>	<p>To look at household activity planner and facilitate more weekend activity.</p> <p>To look at small group activity to see if those choosing not to go to the main activities can be supported with meaningful activity tailored to their needs.</p>	<p>Experience Coordinator will meet with household leads to make sure they have enough provisions to facilitate household activity.</p> <p>To look at maximising the day to make sure there is activity going on throughout the village.</p>

## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Exercise provision	<p>80% gave a positive response with 16% giving a neutral and 3% giving an adverse response.</p> <p>Feedback was mostly positive for this service.</p>	<p>Classes are well attended, and one to one sessions are plotted throughout the day, to look at maximising household activity and capturing those that do not attend classes or the gym.</p>	<p>To ask exercise specialist to attend all residents' meetings and look at relaunching household exercise plans and those limited to coming off the household.</p>
Outdoor space	<p>77% gave a positive response.</p> <p>13% gave a neutral response and 10 % gave an adverse response.</p> <p>The introduction of the Belong Atherton in Bloom project has commenced to bring some activity in creating outdoor space that is vibrant and inclusive.</p> <p>There is a point raised about ramps to the outdoor spaces, this will be explored.</p>	<p>Although there has been good feedback from making balconies a green and colourful outdoor space more action is needed to upkeep these areas and support those residents who wish to access the outside to do so.</p> <p>To create more sensory spaces for residents by seasonal planting and continue to support an outdoor activity regularly in larger and smaller groups of residents.</p>	<p>To discuss this as an agenda item in the resident meetings.</p> <p><i>Ongoing</i></p>

## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Spiritual needs	<p>28% gave a positive response with 39 % giving a neutral response and 3% giving an adverse response.</p> <p>This is an area for development, and we can improve access to church services and faith leaders within the local community.</p>	To look at linking with churches and faith leaders of all domains and introduce them back into the village in addition to attending local churches.	To discuss on the agenda at next Residents meeting and ask for feedback in this area.
Communication residents and relatives	<p>77% gave a positive response with 16% giving a neutral response. 6% gave an adverse response.</p> <p>Communication overall is good. However, some responses are that residents feel they have not been informed or have forgotten.</p>	Action plan to discuss with households how we can improve communication with residents that may require support. To look at the literature and marketing that is created within the village and evaluate if this is timely and informative.	To ensure this is an agenda item on the residents and relatives' quarterly meetings.

## Summary and action plan in response to this survey.

### Residents

Category	Feedback	Agreed action	Planned action
Complaints	<p>87% gave a positive response, 10% gave a neutral response and 3% gave an adverse response.</p> <p>There is a positive response for having an open-door policy. However, there is feedback concerning missing items such as laundry.</p> <p>Laundry does appear to be mentioned throughout the survey as being our least favoured service.</p>		<p>To look at the current system and discuss with household leads the efficacy of the moving in process, inventory and tagging system.</p> <p>To discuss with teams the expectations of ironing, folding, hanging of clothes.</p>
Recommendations	<p>94% gave a positive response, 6% gave an adverse response.</p> <p>There is no further feedback regarding this question, to look at ways of capturing this feedback.</p>		<p>To ensure we are holding quarterly meetings with relatives and residents, to push for feedback via various methods and to respond to any adverse feedback via the reception tablet and the meetings.</p> <p>To look at utilising the feedback icon on PCS.</p>

## Summary and action plan in response to this survey.

### Relatives

Category	Feedback	Agreed action	Planned action
Quality of care	<p>97% are positive responses with 3 % giving a neutral response.</p> <p>There are sometimes when 'back up ' staff are not proactive.</p>	<p>This maybe a reference to agency staff , we have an ongoing recruitment programme to look at reducing the need for agency staff.</p>	<p>Aim for nil agency.</p>
Care, compassion and respect	<p>100% gave a positive response.</p>		
Safe living	<p>97% gave a positive response with 3% giving a neutral response.</p> <p>Points raised about the blended living environment and those with differing dementia journeys, One suggestion about female only households.</p>	<p>To offer support to those families that may benefit from the admiral nurse service, for staff to be aware of the challenges a blended living environment and offer support.</p> <p>Model does not support female only environments currently.</p>	<p>To look at the literature to see if this does explicitly explain the blended living environment and the mixed gender households.</p>

## Summary and action plan in response to this survey.

### Relatives

Category	Feedback	Agreed action
Family/ Relative contact	<p>94% gave a positive response with 6% giving a neutral response.</p> <p>Feedback regarding the PCS gateway parts being a jumbled source of information.</p>	<p>Discussed the PCS with families and explained that we have no control over the algorithm that sources and publishes the information on the gateway. We have shared the guide with families to understand the domains of the gateway.</p>
Choice of food	<p>94% gave a positive response with 3% giving a neutral response and 3% giving an adverse response.</p> <p>Feedback regarding mealtimes and the dining experience.</p>	<p>We have relaunched marvellous mealtimes and this is starting to have a positive effect on residents and staff supporting.</p>
Bistro	<p>88% gave a positive response with 12% giving a neutral response.</p> <p>Responses are that they preferred the bistro prior to the refurb and that the afternoons are not as welcoming as before Covid.</p>	<p>We are developing a new strategy with the bistro and this will be communicated to relatives and residents.</p>

## Summary and action plan in response to this survey.

### Relatives

Category	Feedback	Agreed action
Activities	<p>67% gave a positive response with 30% giving a neutral response and 3% giving an adverse response.</p> <p>Feedback:</p> <ul style="list-style-type: none"> <li>• Smaller group activities on household</li> <li>• Individual activities with residents</li> <li>• Resident need encouragement to participate</li> <li>• More activities for those not living with dementia.</li> </ul>	<p>We are reviewing all household activity programmes and making sure activities are tailored to all aspects of wellbeing.</p>
Exercise	<p>54% gave a positive response 33% gave a neutral response and 3% gave an adverse response.</p> <p>More encouragement needed for residents to participate.</p>	<p>To discuss with exercise specialist about maximising his service to encourage more participation.</p>
Outdoor space, garden, balconies	<p>91% gave a positive response, 6% gave a neutral response and 3% gave an adverse response.</p> <p>Feedback is surrounding ramps for easier transfer of wheelchairs into the gardens and balconies.</p>	<p>To be discussed with property department.</p>

## Summary and action plan in response to this survey.

### Relatives

Category	Feedback	Agreed action
Spiritual needs	<p>45% gave a positive response, 45% gave a neutral response with 9% giving an adverse response.</p> <p>Feedback is mostly about lack of church services and input from Catholic church.</p>	The Experience team is sourcing support from churches of differing faiths.
Communication from Belong	<p>91% gave a positive response with 9% giving a neutral response.</p> <p>Feedback is sometimes communication is slow and variable.</p>	To look at the schedule of relatives' meetings; monthly newsletter to be relaunched.
Complaints and responses	<p>91% gave a positive response with 9% giving a neutral response.</p> <p>Feedback on length of time to deal with problems, issues with a blended living environment of residents living with dementia and those not living with dementia.</p>	<p>To look at the feedback times on problems and if they are taking any length of time to communicate this.</p> <p>To look at the information surrounding the blended living environment.</p>



## Summary and action plan in response to this survey.

### Relatives

Category	Feedback	Agreed action
What we could do better?	<ol style="list-style-type: none"><li>1. Feedback around more staff for social interaction and more time for a one-to-one support.</li><li>2. Name badges.</li><li>3. Activities for those who do not live with dementia.</li><li>4. Introduction of singing activities.</li><li>5. Activities on the household as well as village.</li><li>6. Bedroom cleanliness.</li><li>7. Increase of costs and looking at ways to make the village more eco sustainable.</li></ol>	<ol style="list-style-type: none"><li>1. To meet with activity team and look at rolling out the programme of household activities.</li><li>2. These have been ordered.</li><li>3. Actioned.</li><li>4. Actioned.</li><li>5. Actioned.</li><li>6. To liaise with housekeeper on regular checks.</li><li>7. Any increase in costs is communicated with relatives and residents.</li></ol>

## Manager's comments:

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Thank you to all who took the time to provide us with this feedback, which is invaluable in helping us to improve our services.

I am pleased to report that we have already made progress with recruitment, reducing our use of agency as we work to eliminate this completely, building a team who can provide support on a cover basis. Other areas of focus for 2024 include supporting greater access to activities and facilities in the village centre, as well as to our outdoor spaces and increasing our activities provision on households and at weekends. We are also addressing the issues raised in relation to the laundry. We continue to drive food quality and mealtime experiences and we are working to enhance our provision to meet customers' spiritual needs.

Notwithstanding this, we were delighted that the results were overwhelmingly positive, particularly in relation to the attentiveness of Belong colleagues when it comes to care, dignity, respect, safety and communication with customers and families.

We were also pleased that the improvements made to our gardens and balconies through Atherton in Bloom have been well received and we hope to see our community enjoying these spaces in the coming months. I assure you that we will make every effort to keep driving improvements for the enjoyment of our community.

Nicola Johnstone  
General Manager

## What do we do with your feedback?

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- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their service development plans
- Share the reports and audits with the teams
- Dementia skills assessments and observations used to inform individuals PDRs
- Update policies, procedures and standards where required
- Increase audits as needed
- Share with regulators, commissioners and banks
- Use it to better understand and improve our services

### **Getting better all of the time**

Making a conscious effort to find out what life is like for people who live in our villages helps us to see what needs to be improved.

Thank you for taking the time to take part in this year's survey.

