



# True Colours Consumer Report

Independent Living Units Residents | 2023 - 2024

**Whiddon**  
Award-winning care

Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our ILU Consumer Report compiles feedback from Residents through our annual Satisfaction Surveys.



## ILU Residents



# 95%

of participants live in 2 - bedroom units



of ILU residents have lived in their villages for more than 5 years



of Residents participated in the 2023 - 2024 Satisfaction Survey



## Resident Experience

### Customer Satisfaction index

# 90%

Customer satisfaction is high at 90% overall, although there was a fall from last year's 93%.

### Village Management & People

# 89%

I am happy living in my Village

# 90%

agree they can give feedback & raise concerns

# 100%

of Whiddon team members treat people with respect

### Standard of Accommodation

# 93%

satisfied with standard of accommodation

# 97%

agree outdoor spaces meet their needs

# 98%

feel safe

### Community & Social Connection



# 96%

can make friends as they wish



# 95%

feel there is someone to support them if they are feeling sad or lonely



# 93%

agree there is a strong sense of community



## What can we do better?



# 53%

said normal social activities in their village have resumed after COVID (this has increased from 42%)



# 50%

of residents would like to participate in bus outings



# 85%

are satisfied with maintenance & repairs



## What are we doing to improve?



Continued focus on Wellbeing & Lifestyle Offering for all villages



Sourcing more buses to support outings



Reviewing maintenance contracts to improve quality