



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.

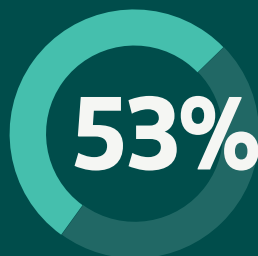


ILU Residents

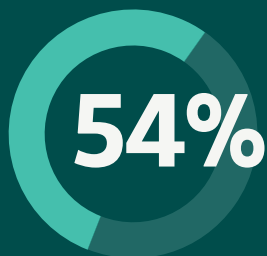


95%

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