

## P3 Customer Feedback Survey

The survey ran from the 11<sup>th</sup> November 2021 to the 15<sup>th</sup> of December 2021.

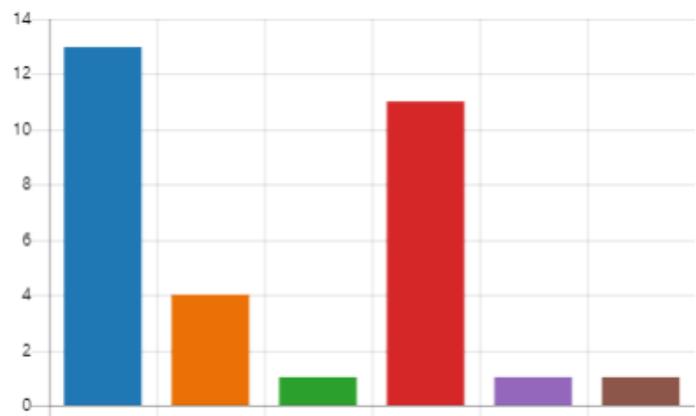
A total of 32 responses were received.

The results are presented below.

### 1. Which part of Cambridgeshire do you live in?

Insights

Cambridge	13
East Cambridgeshire	4
Fenland	1
Huntingdonshire	11
Peterborough	1
South Cambridgeshire	1



### 2. Did you refer yourself to this service?

Insights

Yes	10
No	21



### 3. How easy did you find it to refer yourself to the service?

Very easy	8
Quite easy	2
Not easy	0



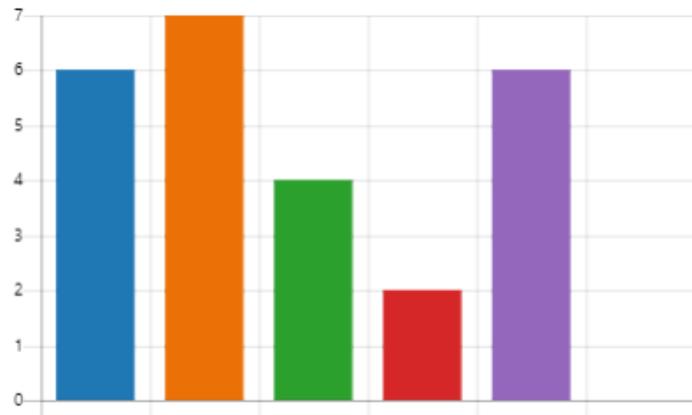
4. Are you currently working with P3?

- Yes 6
- No 4



5. How long did P3 work with you for?

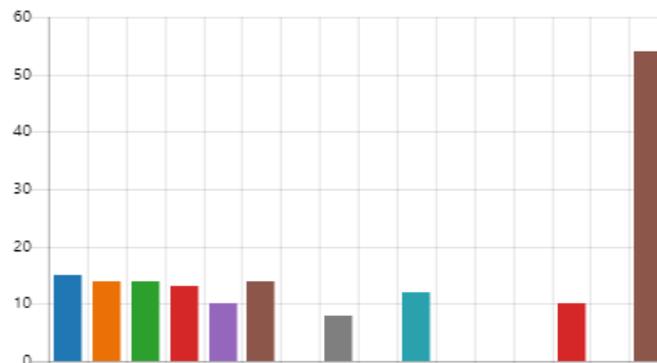
- less than 3 months 6
- 3 to 6 months 7
- 6 to 9 months 4
- 9 to 12 months 2
- more than 12 months 6
- 0



6. What sort of things do / did P3 help or support you with? (Please select all that apply)

[More Details](#)

- sorting out rent arrears 15
- sorting out a debt or debts 14
- managing bills 14
- budgeting 13
- dealing with an eviction notice 10
- applying for benefits 14
- Homelink application/bidding... 0
- setting up a new home 8
- contact/work with other servic... 0
- managing mental health 12
- managing physical health 0
- access clubs/groups/leisure se... 0
- improving home/home repairs 0
- Finding a new home 10
- Apply for grant/charitable funds 0
- Other 54



7. How happy were you with the help or support you received from P3?

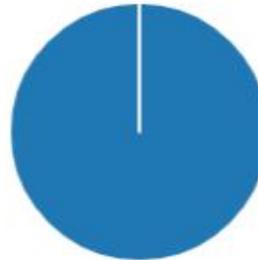
Very happy	30
Quite happy	1
Not happy	0



8. Would you use this service again



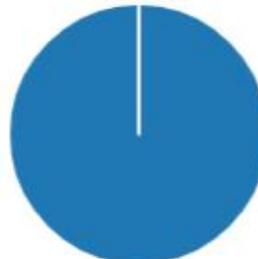
Yes	31
No	0



9. Would you recommend this service to someone else?



Yes	31
No	0



Comments from Customers:

Customers were given the opportunity to give any additional feedback they wished to. The following comments were received;

*I'm very happy I just would like p3 to help people need to fill form for PIP or for universal credit Thank you for all your support and support*

*P3 helped me confidently make improvements to my life. Encouraging me to take steps I was afraid to do so myself and reminding me I was a good person Thank you*

*I would like to say thank you very much for all your help and your support and I like to thank you the manager of the P3 charity in Cambridge and I like to thank you my support worker XX She help me a lot and she give me all the support and effort*

*Thank you very much again for the support of XX for helping me all the way through my journey with Home-Link plus others.I really do appreciated all the hard work she has put in my case.*

*I spoke with XX and she was amazing from start to finish she helped me in so many ways and I will be forever great full to her*

*You have fantastic staff! Very helpful, knowledgeable & informative. Had we have known about your service we would without doubt have sought help sooner!*

*I am grateful for XX's kind words although we only spoken a few times I have felt much better after being able to speak with her and knowing that she has then been bale to convey certain things back to the council where I may have failed has been a great load off my mind. I am truly grateful. Thankyou!*

*The service is still going on at the moment, and I feel that it is helping with what needs to be done at the present time*

*This service has been amazing my support worker has been efficient and consistent without this service I honestly don't think I'd be here*

*I have been so lucky and very grateful for having the best case working XX and before her XX Thankyou*

*XX had been brilliant. She has helped me with things where I didn't know what to do or where to turn to - the knock on effect to many family is noticeable. I am a lot less stressed and feel more able to cope going forward. I couldn't speak more highly of her. Thank you from the bottom of my heart and on behalf of my family too to XX and P3.*

*Absolutely brilliant help from XX even when was difficult to manage with my circumstances, lovely lady. Many thanks.*

*I don't know where i would be without the support of this service. It's so nice to know that i've been heard and i know my views are taken into account.*

*I was at a point of losing everything but with the support of P3 i've managed to turn my life around. I can now start making plans for my future which i never thought i would be able to do.*

*I've worked with XX on and off for over a year now after initially being referred by Cambridge City Council. XX has helped me no end with all the overwhelming issues I did my best to avoid. Mental health, housing, benefits, court proceedings, drs appointments and just generally being there to support me through what was an unbelievably difficult time. XX was incredibly kind to me and generous with her time. Nothing was too much trouble for her and all of her help came without judgment. XX said that she was only a phone call away and it would be possible for me to self refer if I ever needed support in the future which was very reassuring when I was discharged from the service. I kept in touch with updates as to how I was progressing with my court proceedings and always received an encouraging response. I didn't hesitate to contact XX again recently when I needed her help again with a homelink application after being awarded joint custody of my 2 sons and again she was only to happy to help. I am genuinely so very grateful for all the support XX has given me. Her patience, her kindness, compassion and mixed with humour when things got a bit heavy a long time ago he way. I would recommend P3 to anyone who is struggling, the service really was a life line for me. Thank you so much XX*

*Totally invaluable, they helped so much and I would have been lost without them.*

*There should be more services like this to support people who are struggling.*

*Professional and very approachable.*

*I cannot imagine where I would be without this service and the support they offer.*

*I would be homeless if it wasn't for this service.*

*I first contacted P3 after being given details by my nurse and after my initial contact XX was in contact extremely quickly and it was in relation to find a property to rent, however due to my mental health I stopped using the service. It was 1 year later that I contacted P3 again XX was in contact in record time and especially given the situation of Covid at the time. I would like to say XX is a great advocate for P3 and has helped me immensely and without doubt made it possible for me to move out of my previous address and into my own place and I am so grateful for all the help and support I have received. With numerous issues I had/have XX 100% made it possible for me to move into my own place which in itself has helped my mental health. Heidi has been able to make relevant referrals (those of which I would not have been aware of if I had not been in contact with P3/ XX), give information of support/useful contact's etc and her continued support has been invaluable and an absolute God send and I can't thank her enough. P3 is a service I would never have been aware of if it was not for my nurse passing on the detail's and I don't know what the exact job description is for P3 staff but I believe XX has gone above and beyond and most importantly I actually felt like she cared and has been so efficient and she has restored some of my faith in such services after being let down over the last few years by many others. This service should receive the recognition it deserves and especially for the service and support provided by XX and I hope you are able to invest in such amazing people as XX and support your staff the way XX has supported me. Thank you for everything.*

*This service remained open for support whilst all other services seemed to close/vanish during Covid I'm currently finding this service to be really supportive. I'm treated with respect and I know I am not just a number. It would be great to see this service continue long into the future as there is definitely a need for it.*

*The best case worker in Cambridge XX without a doubt. Helpful ,kind ,and go extra mile to help ,As much as she can Very grateful 😊 thanks*