



# **PAC Questionnaire 2024/2025**

## **Learners' Feedback**

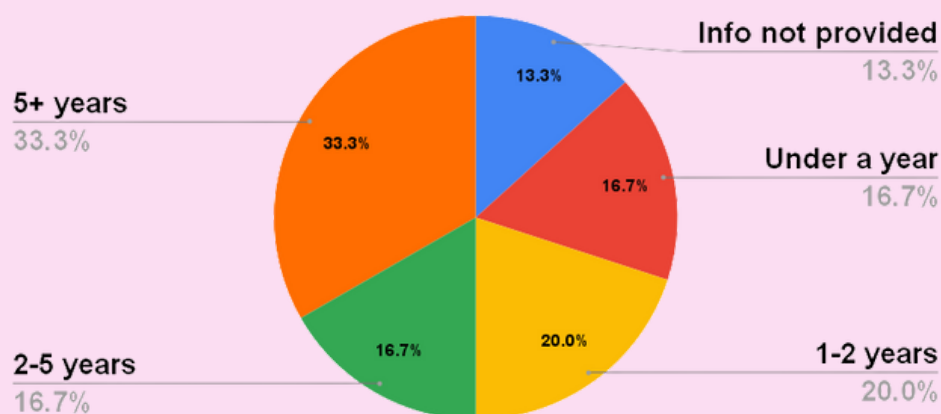


# THANK YOU TO EVERYONE WHO COMPLETED THE QUESTIONNAIRE!

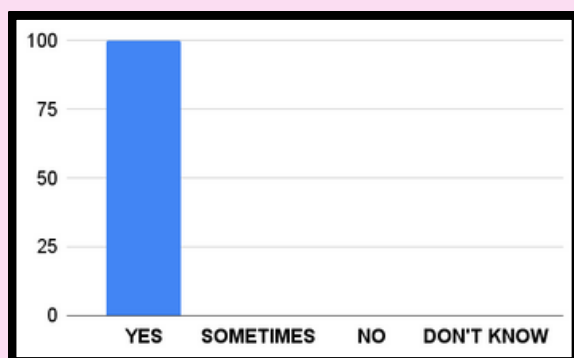
60 learners were invited to complete this questionnaire, and we received 33 responses.

Here are the results!

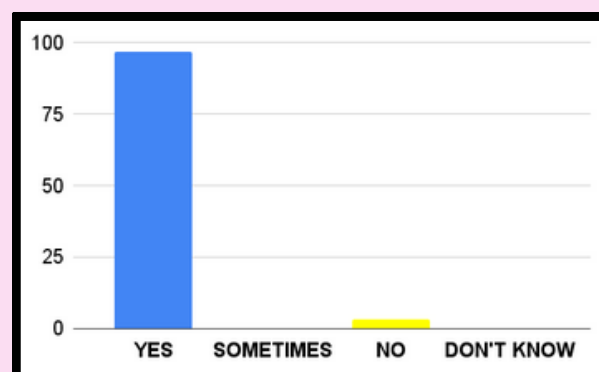
## How long have you been using PAC services?



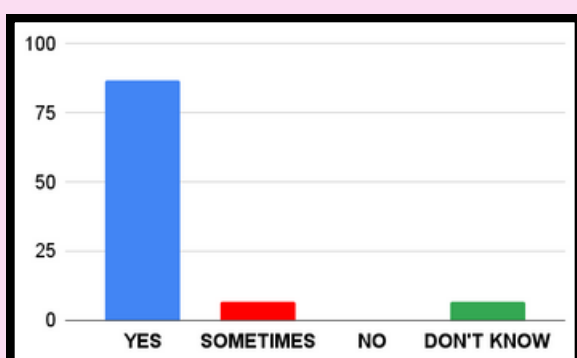
## Do you enjoy the activities at PAC?



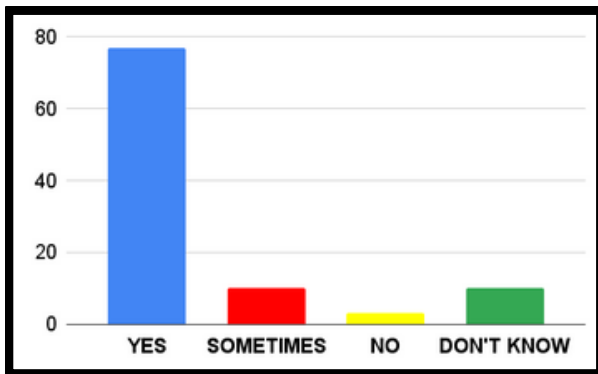
## Are you treated with respect and dignity?



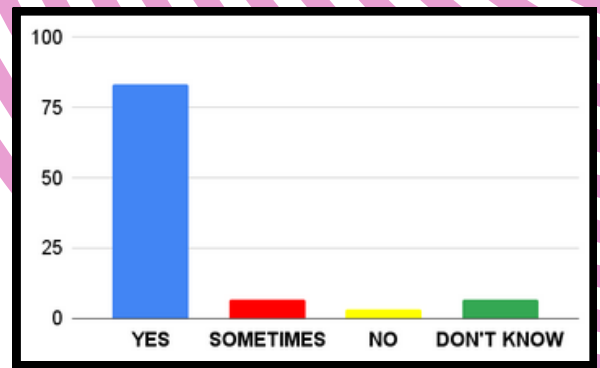
## Has Living It Up PAC helped your skills development?



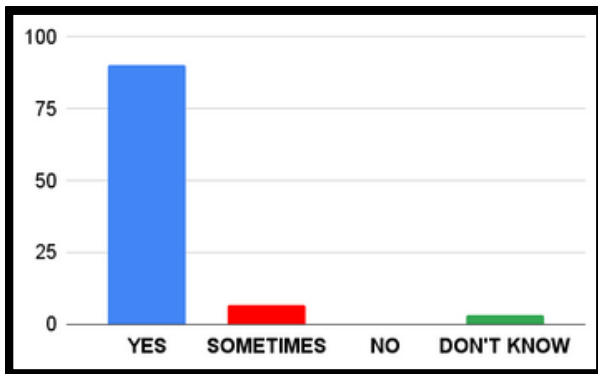
**Do you feel involved in decision making?**



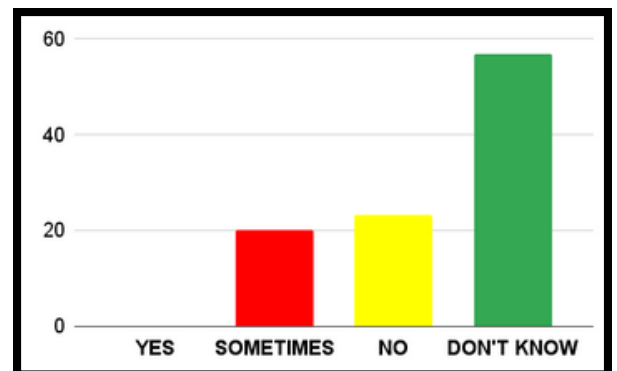
**Are staff and volunteers approachable?**



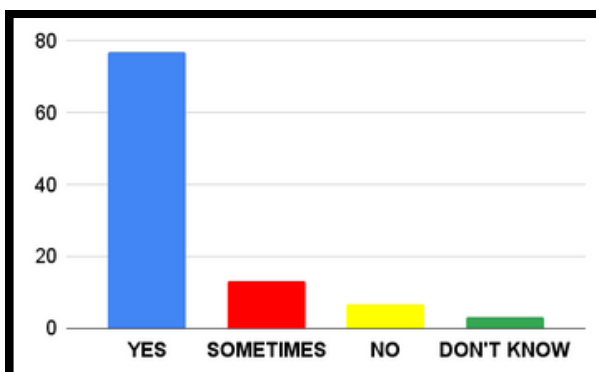
**Do staff and volunteers know how to support your needs (e.g. communication, medical and behavioural needs)?**



**Have you seen our Data Protection /GDPR Policy?**

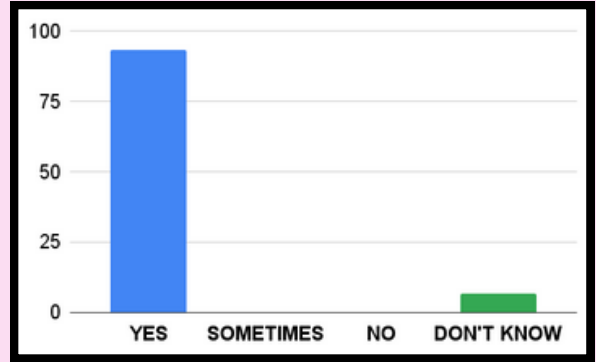


**Do staff and volunteers encourage your independence?**

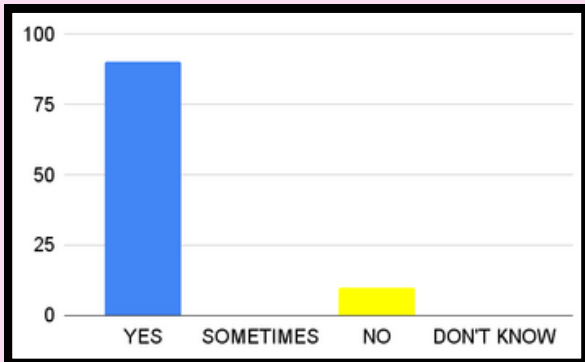




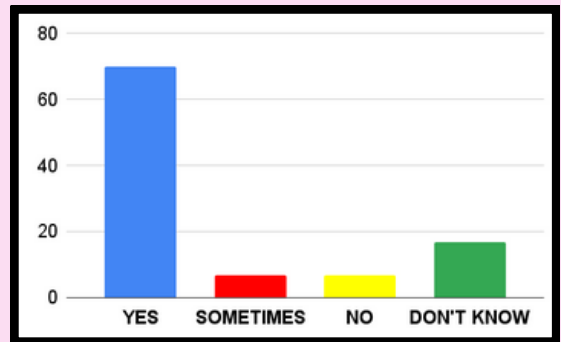
**Would you recommend our Performing Art Centre to your friends and family?**



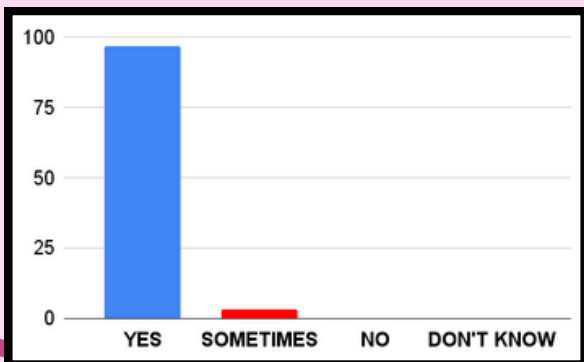
**Have you given consent for pictures and videos to be taken?**



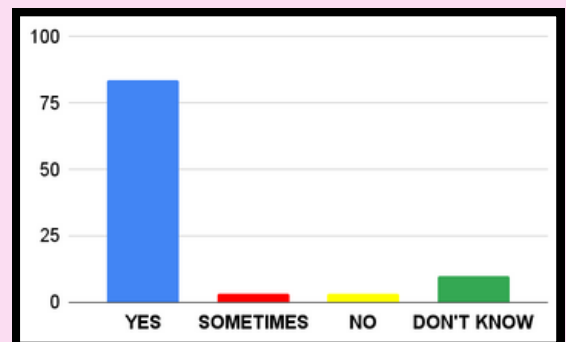
**Are you aware of how to make a complaint?**



**Do you feel you are safe when at PAC?**

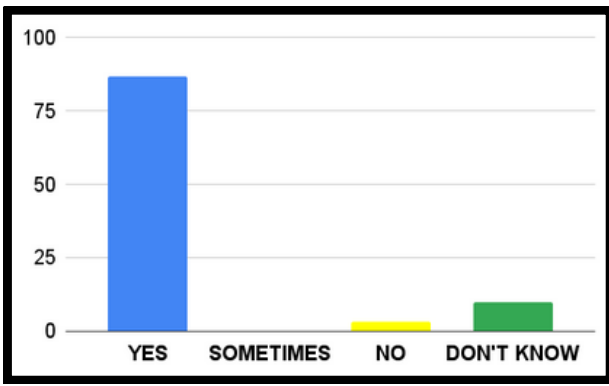


**Do you know who your keyworker is?**

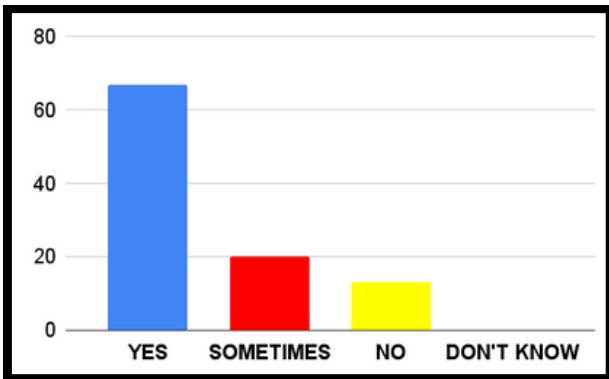




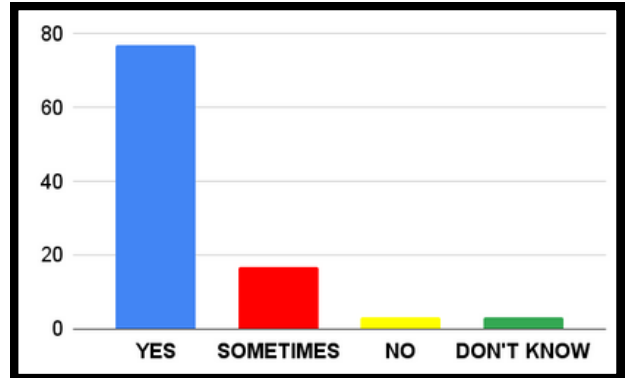
**Do you feel your keyworker supports you?**



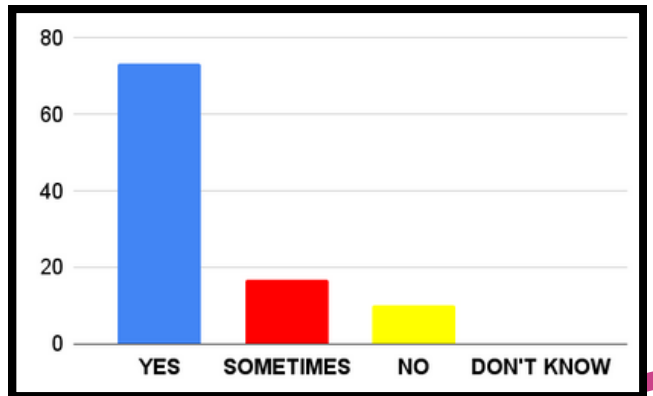
**Are you always aware of the next events at the PAC?**



**Do staff and volunteers communicate information to you in an easy way?**



**Is it easy to get in contact with staff members or volunteers at PAC?**



**YOU'VE SPOKEN...  
WE'VE LISTENED!**



**THANKS TO  
YOUR  
FEEDBACK, WE  
HAVE MADE  
THESE  
CHANGES!**

We have emailed you all a copy of our Complaints Policy, which tells you how to make a complaint if you need to.

We have added our GDPR/Data Protection Statement to the form we give to new starters. We have also sent the statement to all of our current learners and asked them to sign it to say that they understand.

We have collaborated with you to plan some exciting new sessions and trips!!!

We have started posting a monthly PAC memo on our notice board at the hall, so that you know about important upcoming events.

We will endeavour to:

- communicate in an easier way
- be easier to contact

**Please keep letting us know about any changes you would like to see at the PAC!**



## *What does the PAC mean to you?*

**“I’ve always felt that I’m very safe and I know for the fact that I am very protected at the PAC. That means a lot to me as it does make me feel like I am being well supported with by the staff members.”**

**“Going out for leisure, art on Thursday, band on Monday and spending time with my best friends.”**



**“My weekly routine, I enjoy it very much.”**



**“I enjoy Living It Up and look forward to going everyday. I wouldn't want to not go as I love it”**

**“All the staff and volunteers are very kind and friendly. I enjoy all the sessions at the PAC.”**

**“Nice staff, activities are fun. Everything is good at LIU.”**

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**Huge thanks to everyone who took part in this year’s questionnaire.**

If you’d like to get in touch, you can:

- email us: [info@lovelivingitup.org](mailto:info@lovelivingitup.org)
- call us: 07964 067 443
- speak to us in person: St Cuthberts Hall,  
Newnham Street, Bedford, MK40 3JR

