

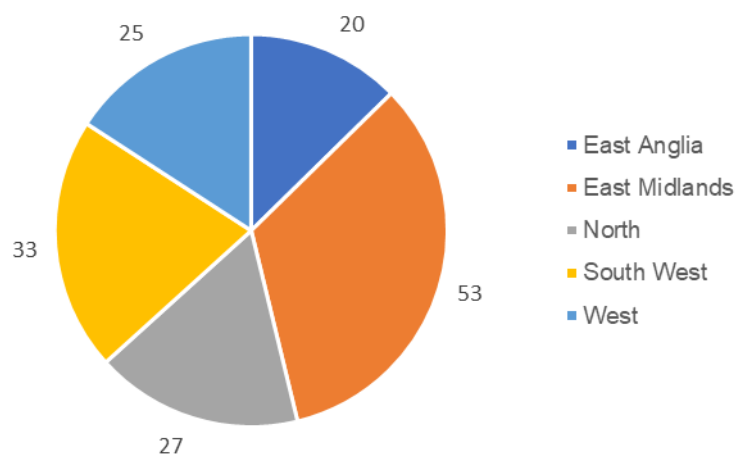
## Dosh Annual Review 2020: The Results

September - October 2020

158 responses for the whole survey (199 total inc. partial responses)

- ✓ Overall satisfaction
- ✓ Meeting the Dosh Promise
- ✓ Your Money Plan
- ✓ Lockdown and money
- ✓ Future Dosh support

Annual Review Survey Responses by Area

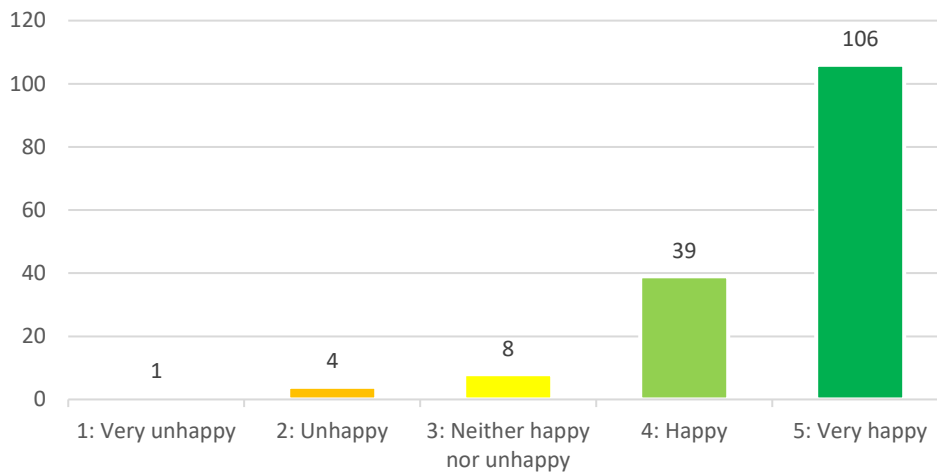




happy

## Overall satisfaction

How happy are you with Dosh's support?



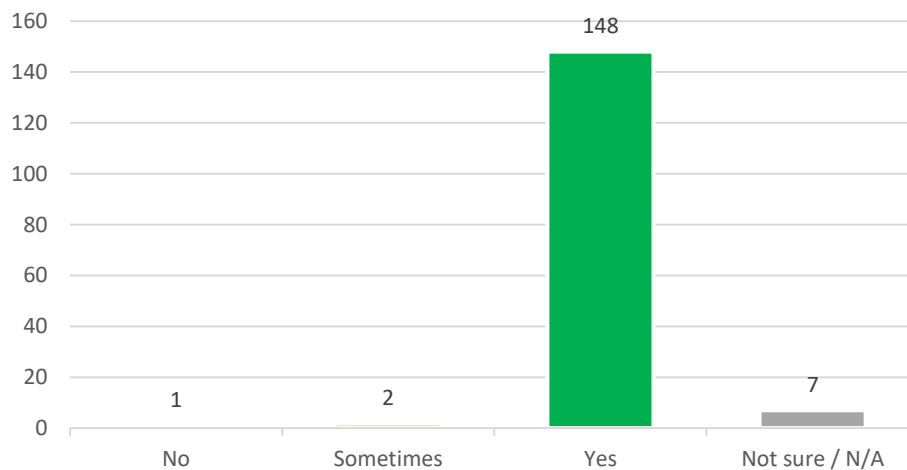
promise

## Meeting the Dosh Promise



✓ Dosh will help me to keep my money safe.

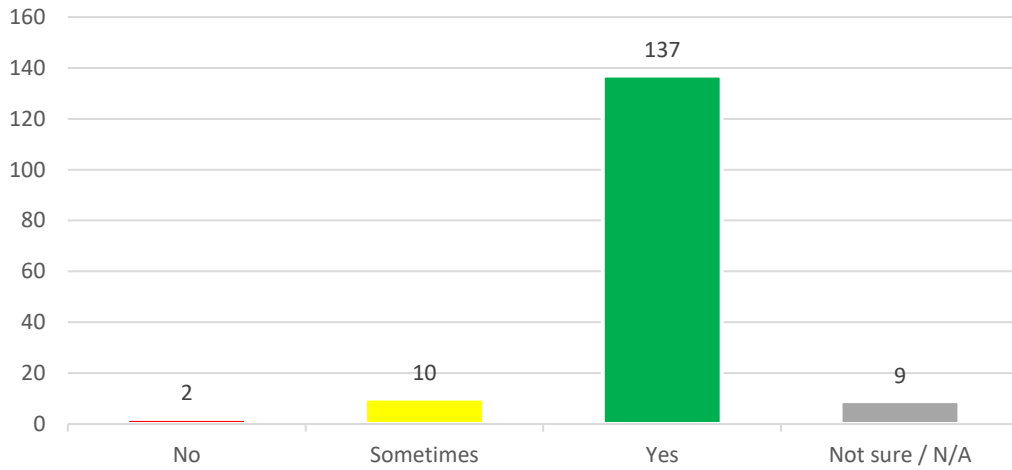
Does Dosh keep your money safe?





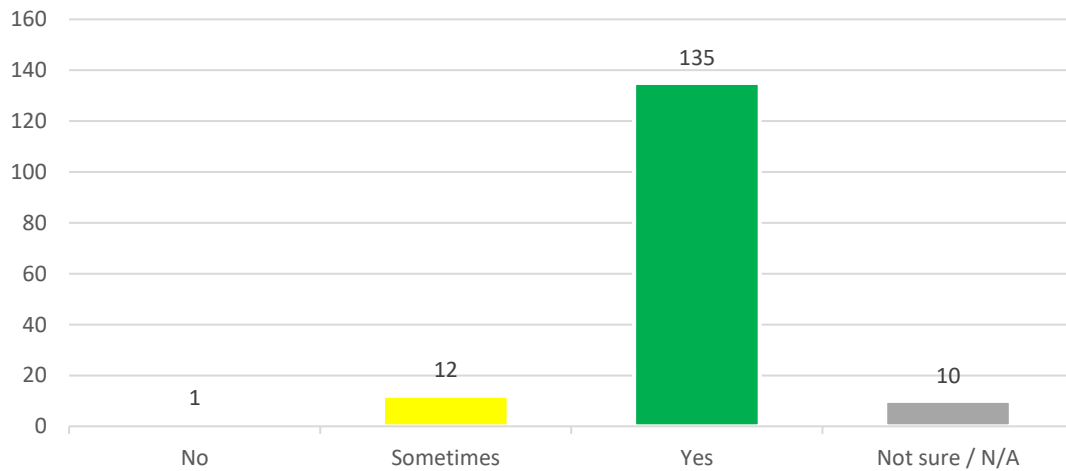
✓ I will be able to use my money to do the things I want.

Can you use your money to do the things you want?



fun

Does your money plan include all the things you enjoy doing?





✓ I can be as involved as I want in my money.

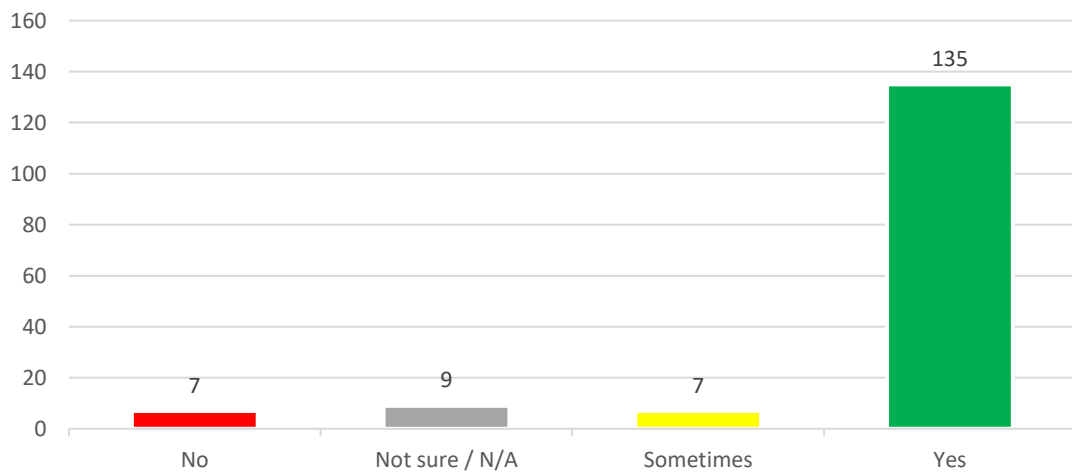


✓ I will spend my money in the way that I want.



time

Does Dosh send you your money and pay your bills on time?

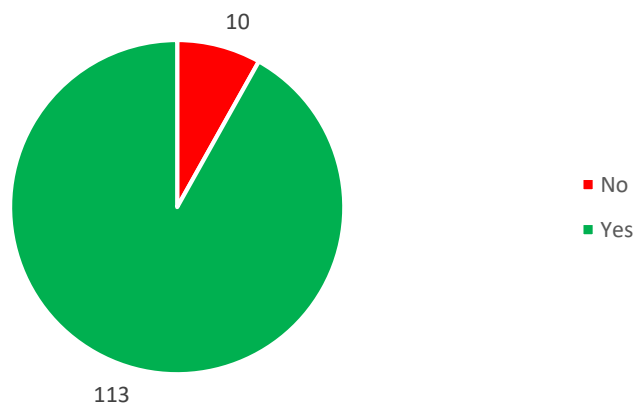


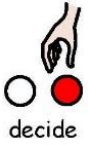
On best interest decision and supported decision-making processes:



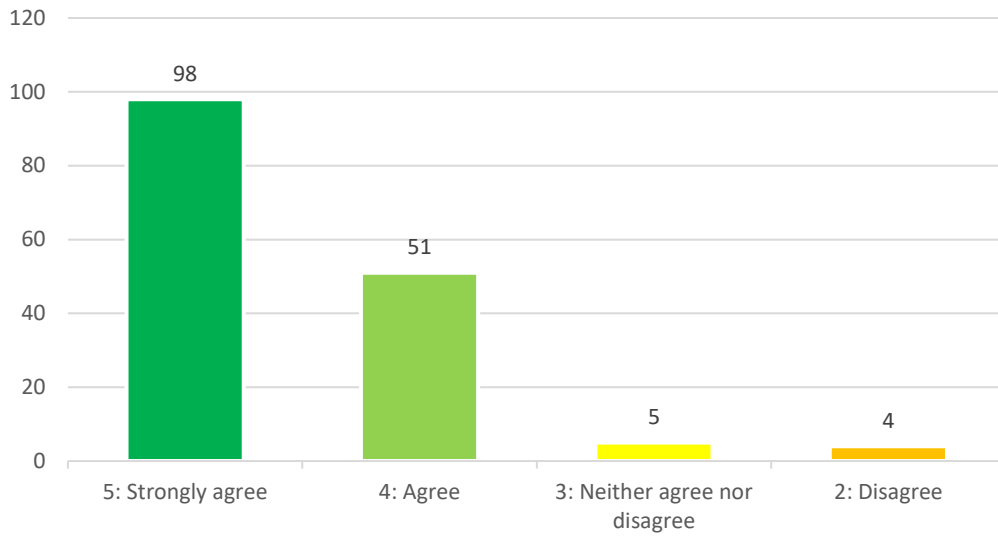
form

Did you find the BID/SDM form easy to use (if used for large purchases)?



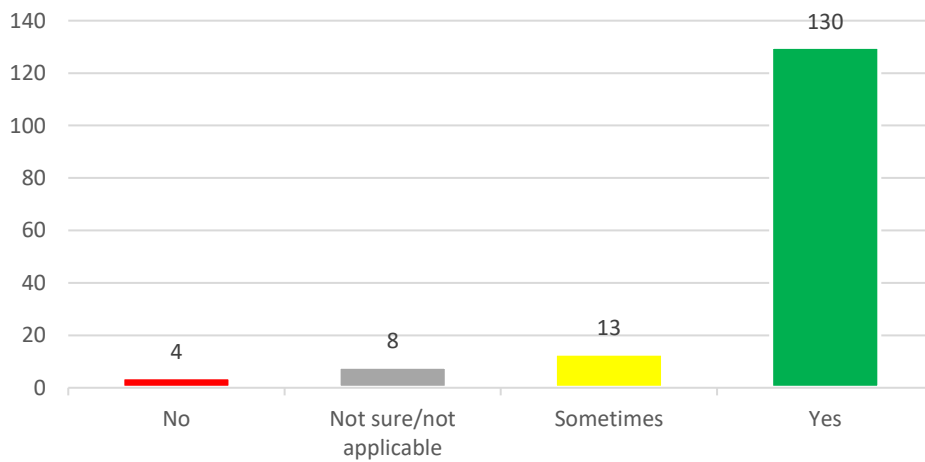


I am supported well to make decisions about my money



✓ I will get the information I want about my money in a way I can understand.

Does your advocate explain things in a way you can understand?



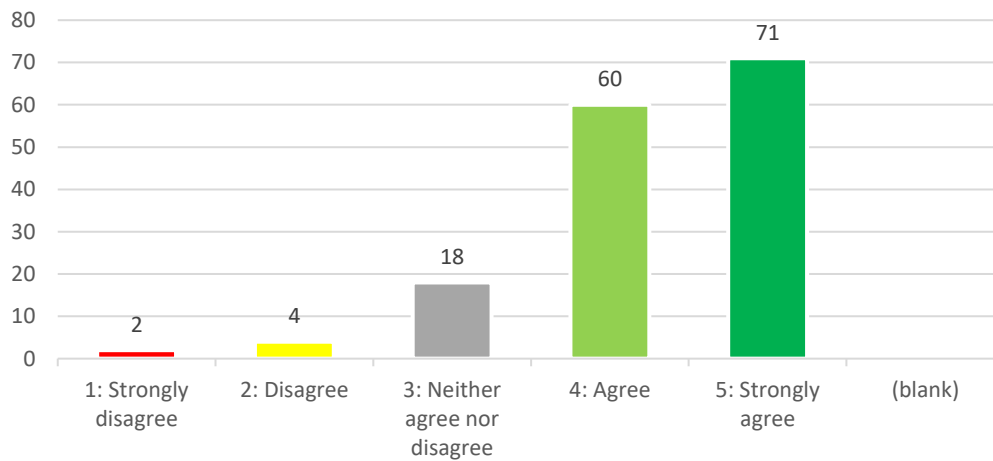


✓ I will have my own financial advocate who visits me, knows what I like and listens to what I want.



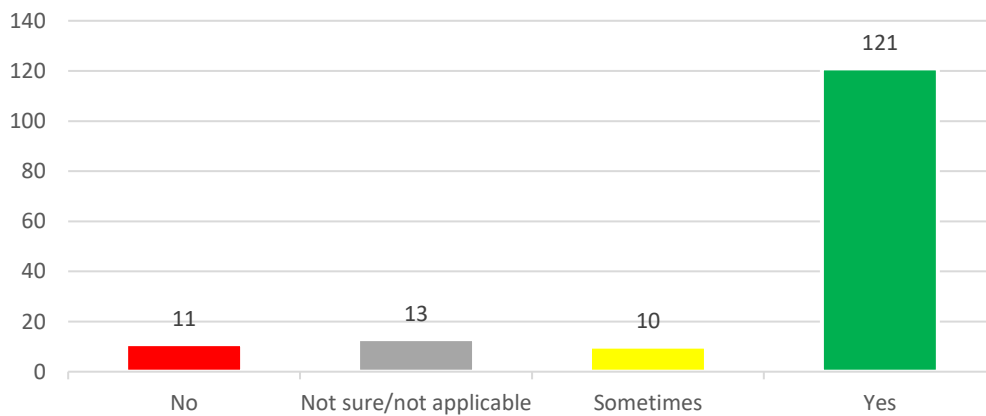
✓ My financial advocate will give me support and information to help me manage my money.

Do you agree that your advocate knows you, your likes and dislikes?



relationship

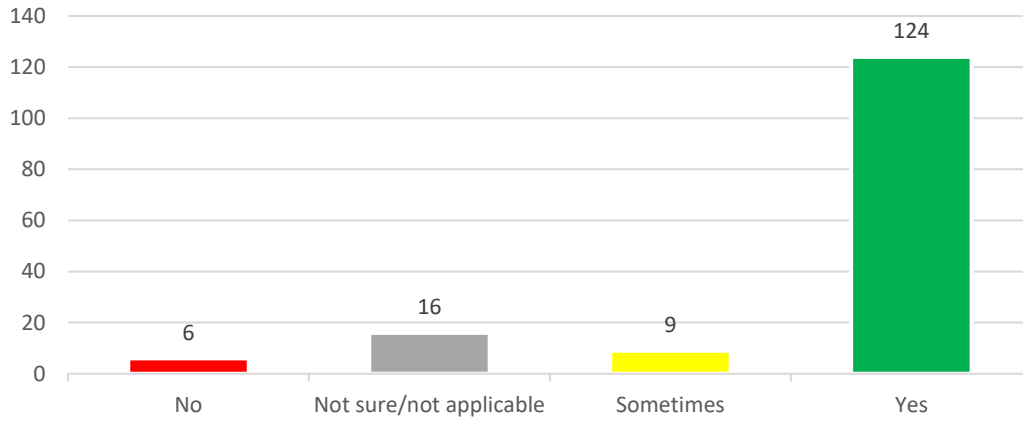
Does your advocate visit you every 3 months? (During lockdown this may be a phone or video call meeting)



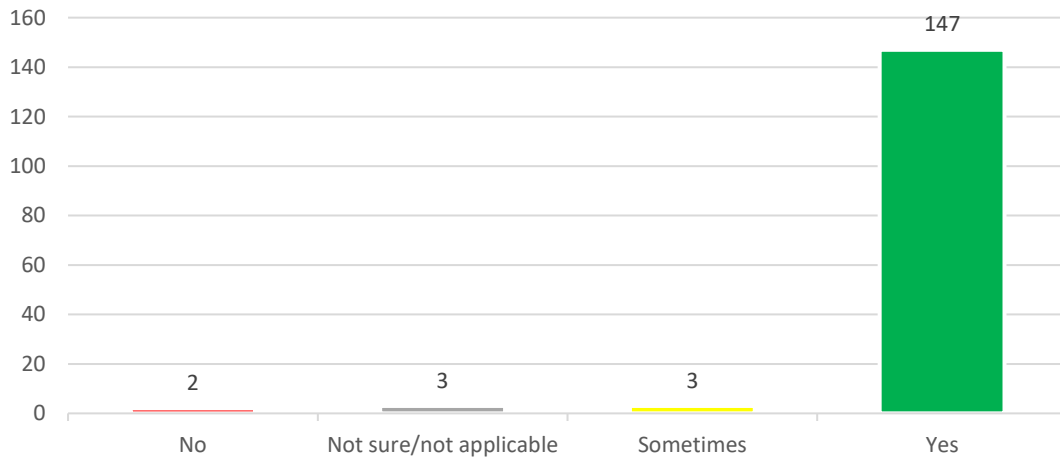


✓ Dosh will tell me about my money, what they are doing and answer any questions I have.

Does your advocate talk to you about what you want to do with your money during Money Plan review meetings?



Can you (or someone on your behalf) talk to your advocate or someone else from Dosh when you need to?

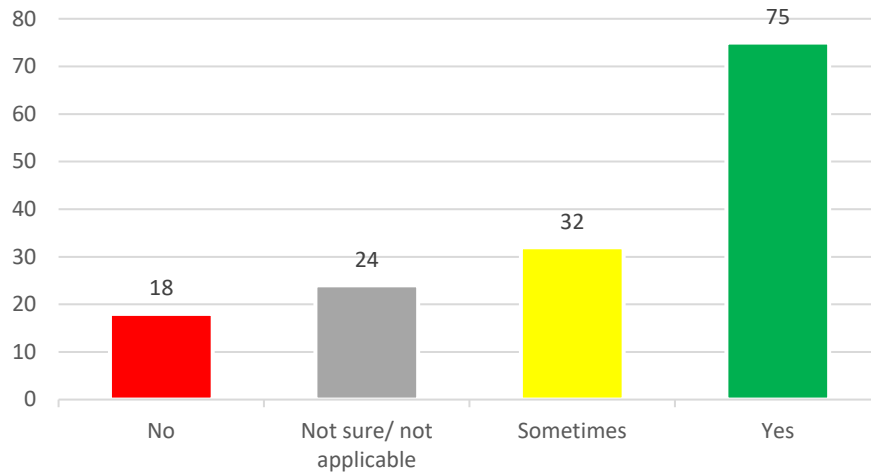




budget

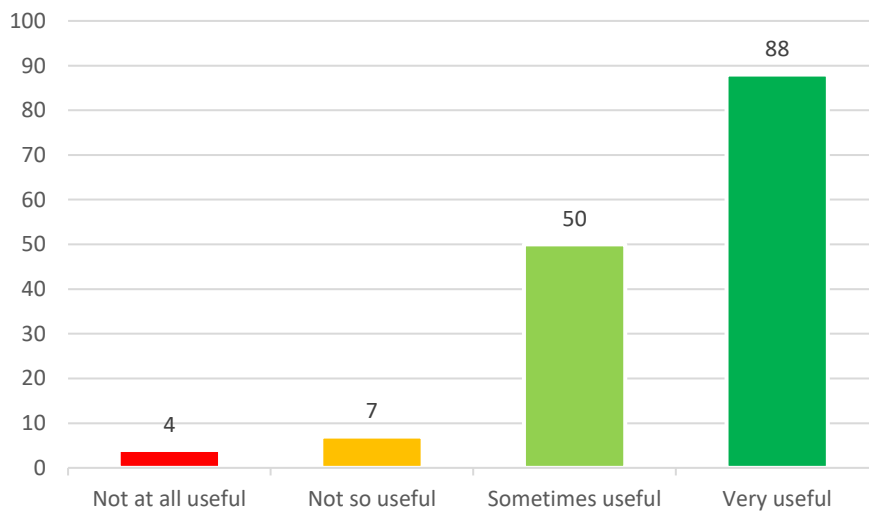
## Your Money Plan

Do you (or someone on your behalf) use your Money Plan outside of Dosh visits?

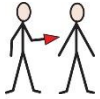


useful

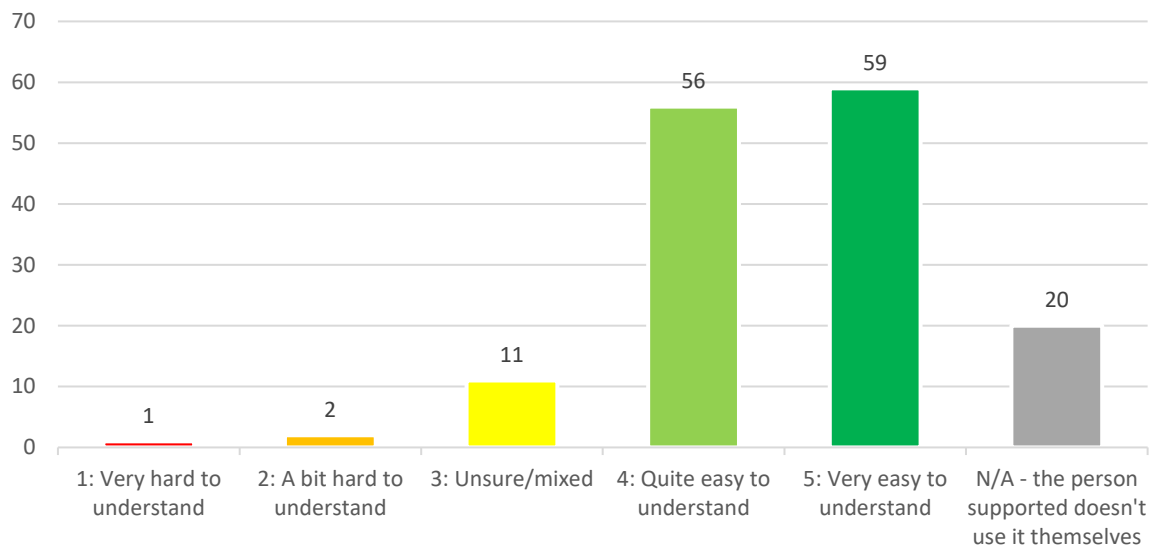
How useful do you find your Money Plan?





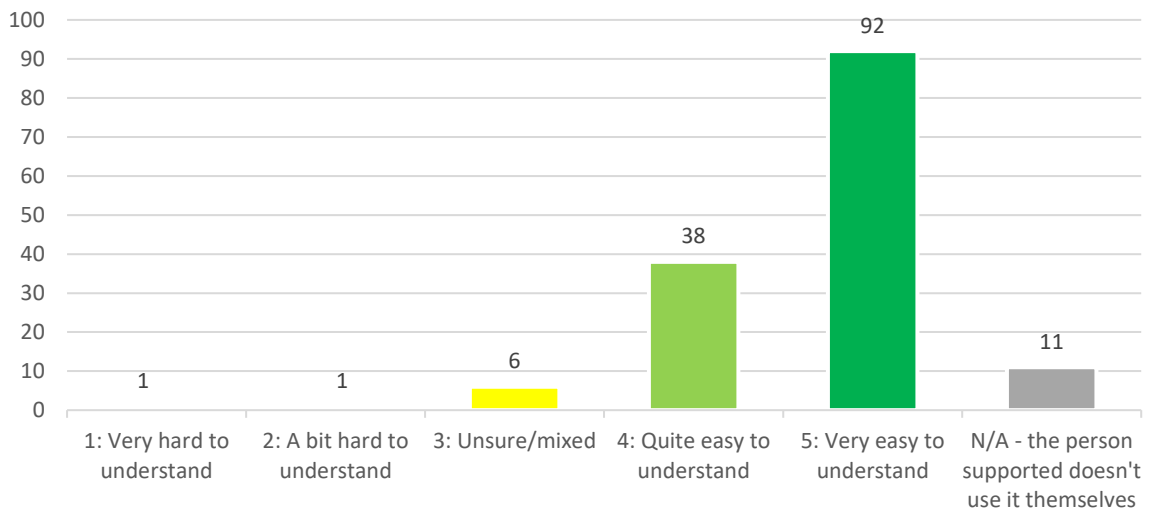


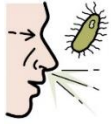
### Is your Money Plan easy to understand?



support

### If you need support with money, is your Money Plan easy for your supporters to understand?

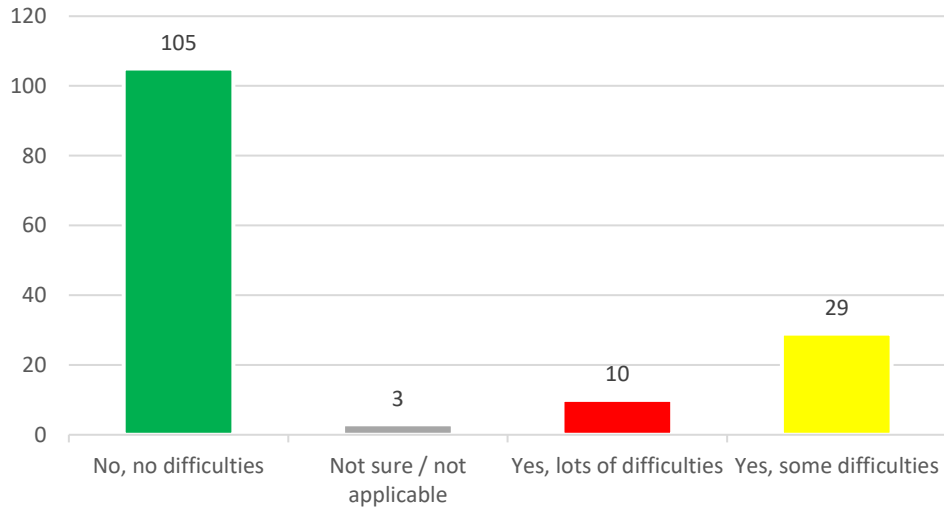




virus

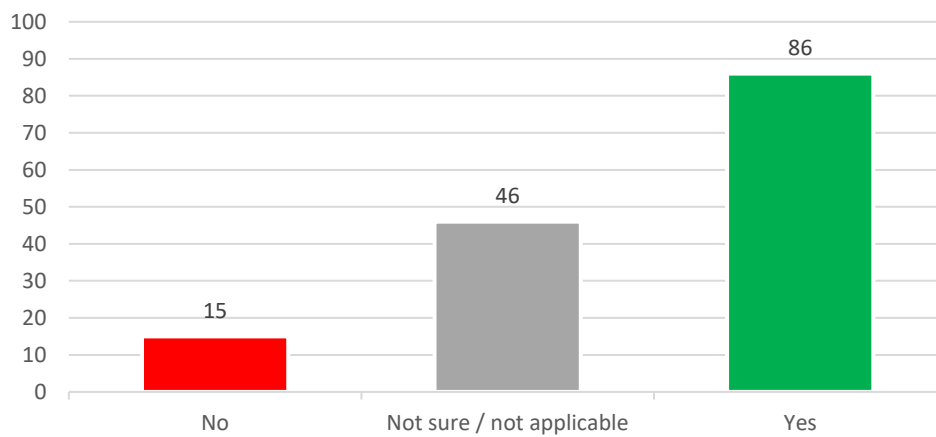
## Lockdown and money

Have you had difficulties accessing your money since lockdown?



support

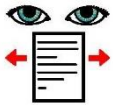
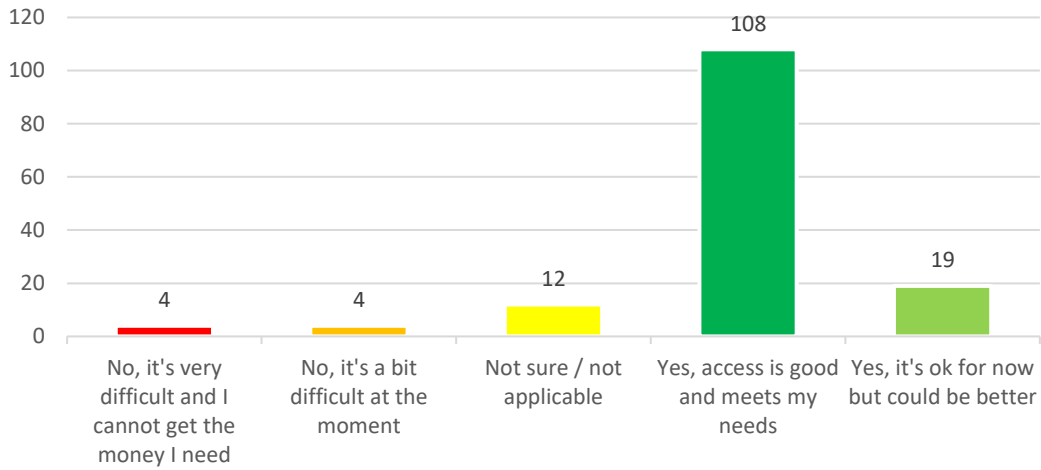
Did Dosh help you with information, support, online shopping or other new ways to access your money?





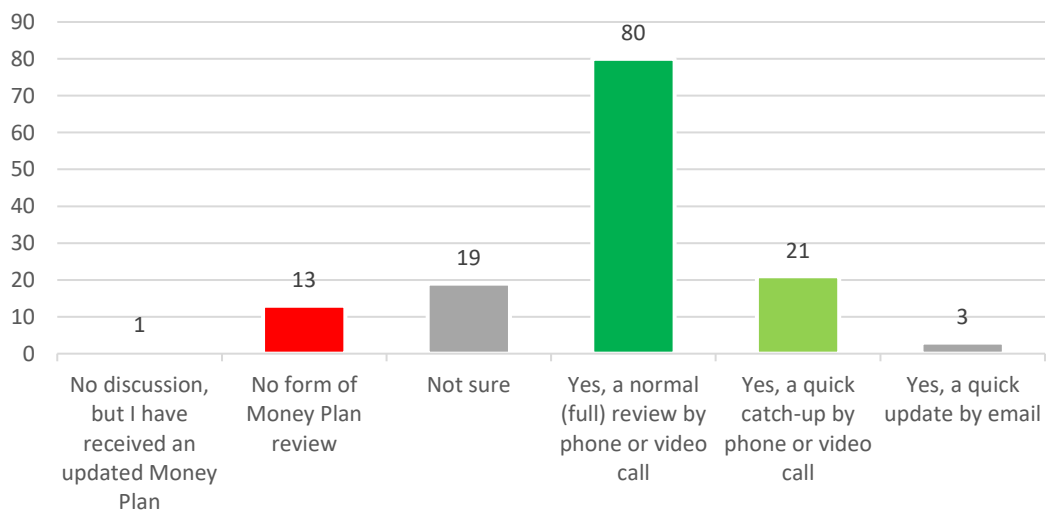
access

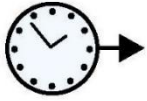
### Can you now access the money you need?



review

### Have you had a Money Plan review during lockdown (since March)?

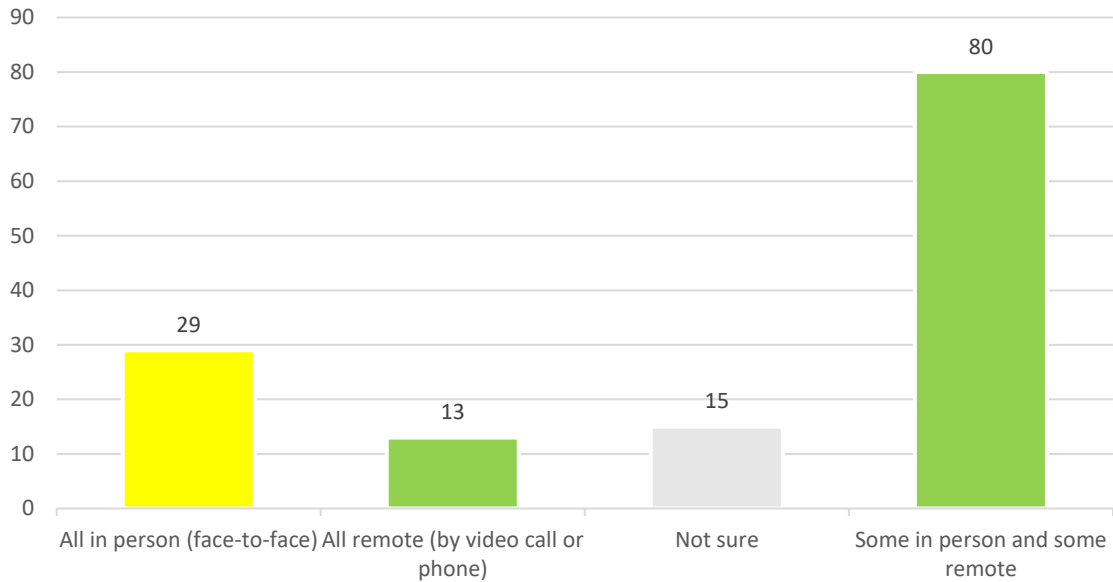




future

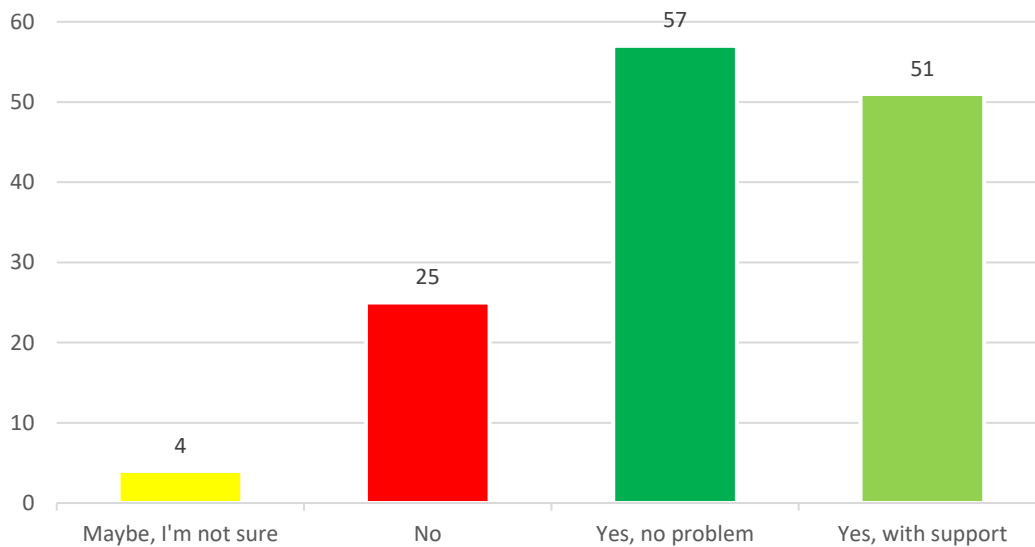
## Future Dosh support

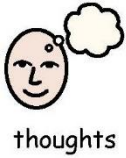
Would you prefer future Money Plan review meetings (usually every 3 months) to be in person, remote, or a mixture?



video call

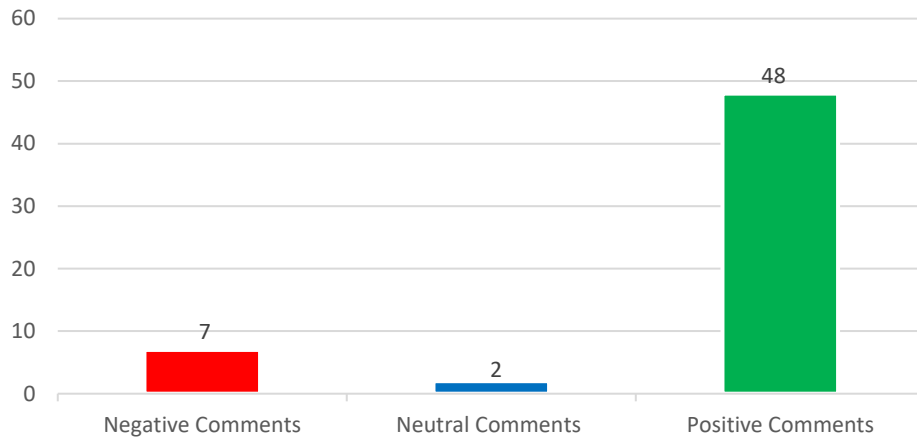
Are you able to access and join video calls from home?





## Any other thoughts? (57 responses)

Do you have any other comment about your Dosh support?



### Highlights:

<p style="text-align: center;"><b>Compliments for Individual Advocates</b></p> <p>“Sue is amazing, very helpful, very thorough and an amazing advocate.”</p> <p>“Jill is amazing, she is very involved and makes people’s dreams come true. She involves the person and the support team in meetings, she is very approachable and is always on hand if you need to speak to her. She is very knowledgeable and committed. I would highly recommend Jill!”</p>	<b>34</b>
<p style="text-align: center;"><b>Compliments for the Service</b></p> <p>“<b>B</b>est possible way for vulnerable people to have and look after money”</p> <p>“DOSH support and Sarah's work is outstanding. Bills paid and managed, budgets adaptive and person centred and maximising income means have money to enjoy life. Manager *** offers and recommends DOSH to all new clients and believes it offers best possible way for vulnerable people to have and look after money. As care providers it gives us security and help to safeguard. Big fan thank you for ongoing support which is fantastic!”</p>	<b>14</b>
<p style="text-align: center;"><b>Requests for a Quicker Service</b></p> <p>“Sometimes too slow”</p>	<b>2</b>
<p style="text-align: center;"><b>Requests for Better Access</b></p> <p>“It is not easy for staff to support me accessing my money and relies on a manager”</p>	<b>2</b>