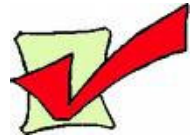


## MAY 2008 - Annual surveys show high levels of satisfaction from clients, volunteers and staff



Every year, Rainbow Services undertakes an annual survey of all our stakeholders. Clients, families, members of the general public, volunteers and staff are surveyed to understand the opinions and views held about the organisation.

We have held a very high level of satisfaction in previous years and this years results are no different! Some samples of our results are below...

Only **3%** of members of the public surveyed had never heard of Rainbow Services  
*- this is fantastic as it shows we are visible within the local community*

**67%** of members of the public surveyed considered Rainbow Services to have a 'good' and 'professional' reputation  
*- we strive to provide professional and customer focussed services across the entire organisation*

**100%** of volunteers felt they had benefited from their involvement as a volunteer  
*- why volunteer if you don't feel you benefit, this is a great result and demonstrates a clear value placed upon volunteers*