

Standard 1: Tulip staff listen and communicate effectively

- a) When you are talking to staff, do they seem interested and listen to what you're saying?
- b) When you are talking to staff, is what they say to you clear and understandable?

	Average Score (out of 10)	No			Sometimes		Mostly			Always			Total
		0	1	2	3	4	5	6	7	8	9	10	
a)	7.62	1	2	0	11	10	8	8	14	16	18	60	148
b)	7.54	1	2	1	6	12	6	8	18	16	23	53	146

Standard 2: Tulip staff are non-judgemental

- a) Do you feel confident that you would be able to share sensitive issues with staff?
- b) Do you ever feel that your life choices or the life you lead is being judged by staff?

	Average Score (out of 10)	No			Sometimes		Mostly			Always			Total
		0	1	2	3	4	5	6	7	8	9	10	
a)	7.19	2	5	3	12	12	4	11	20	10	16	54	149
b)	7.15	5	4	1	4	9	11	9	14	18	25	45	145

Standard 3: Tulip staff are competent and professional

- a) Do you feel confident that staff can help and support you with what you'd like to achieve?
- b) When you meet staff are they on time and if not, do they offer an explanation and apology?
- c) When staff say they are going to do something, do they do it and do it in the time agreed?
- d) Do you experience staff as consistent in the service they provide?

	Average Score (out of 10)	No			Sometimes		Mostly			Always			Total
		0	1	2	3	4	5	6	7	8	9	10	
a)	7.17	2	5	3	7	10	3	20	27	10	13	49	149
b)	7.48	1	2	5	4	8	1	11	16	15	20	59	142
c)	6.97	2	6	4	8	8	9	11	8	21	12	54	143
d)	7.24	2	3	0	8	7	7	12	11	22	22	48	142

Standard 4: Tulip staff are caring and understanding

- a) Do you feel that staff genuinely care about your welfare?
- b) Do you feel that staff have your best interests in mind?
- c) Do you feel that staff make genuine attempts to understand your experiences?

	Average Score (out of 10)	No			Sometimes		Mostly			Always			Total
		0	1	2	3	4	5	6	7	8	9	10	
a)	7.36	3	6	2	4	9	7	12	16	15	16	57	147
b)	7.44	3	4	1	5	11	8	11	14	18	19	54	148
c)	7.47	2	6	2	5	9	3	11	18	18	24	50	148

Standard 5: Tulip staff respect confidentiality

Would you be able to confidently share sensitive or personal information with staff?

Average Score (out of 10)	No			Sometimes		Mostly			Always			Total
	0	1	2	3	4	5	6	7	8	9	10	
7.25	5	3	5	3	9	5	10	12	13	27	52	144