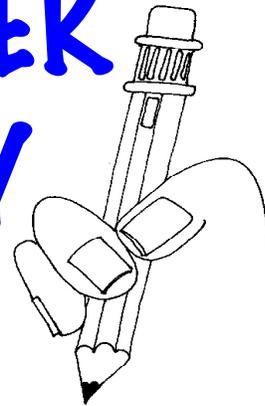


CONFIDENTIAL



CUSTOMER SURVEY 2001



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January 2000
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Art Of The Possible is a Neighbours Inc. networked company

Information provided by you in this survey will be regarded as confidential
and not shared with anyone
without your consent.

What is this form for?

As a valued customer of

we are always interested to know how well we are doing in providing you with services that give you a chance to design and live your own full and exciting

life.

If you need help to fill it in,

Please be sure to ask someone who is NOT a member of your staff, or anyone employed by.....

Choose a good friend who you can really trust or maybe someone in your family.

It's a good idea to do it privately in a quiet place.

Where to send it.

We have provided a stamped addressed envelope with this form so that it will be easy for you to get it back to us. It would be great if you could return it within a week so that we can know your views as soon as possible and try to do something about them. If you prefer, you can fax it back to us at:

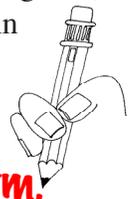
CONFIDENTIAL

.....

.....

Any Suggestions?

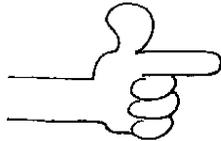
If you have any suggestions about how we might improve this form by adding a section or taking something out, please make sure that you write about it in the blank page provided at the end.



Thanks so much for taking the time to fill in this form.

ARE YOU BEING HEARD?

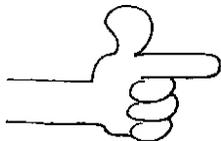
1 Do you feel listened to by your :



- | | | | | |
|--------------------------------|--------|-------|-----------|-------|
| (a) personal assistants? | always | often | not often | never |
| (b) senior personal assistant? | always | often | not often | never |
| (c) care manager? | always | often | not often | never |

Comments:

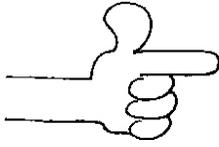
2 Do you feel respected by your:



- | | | | | |
|--------------------------------|--------|-------|-----------|-------|
| (a) personal assistants? | always | often | not often | never |
| (b) senior personal assistant? | always | often | not often | never |
| (c) care manager? | always | often | not often | never |

Comments:

3 Do you feel encouraged and supported in the way that you choose to live your life?



by your personal assistants?

always often not often never

by your senior personal assistant

always often not often never

by your care manager?

always often not often never

Comments:

WHO DECIDES?

1 What support are you getting from your staff that enables you to make your own decisions?

Comments:

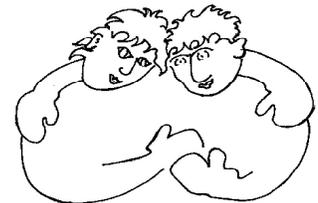
2 Are there any decisions that you would prefer to make for yourself, that you're not making right now?

Comments: _____

RELATIONSHIPS

1 If you want to meet new people, how are your staff supporting you to do that?

Comments: _____



2 What else could your staff be doing to help you meet new people?

Comments:

PERSONAL GROWTH

1 Are there any interests or hobbies that you would like to try or find out more about?

Comments:

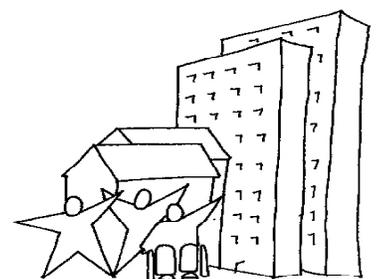
2 Do you have any interests or hobbies that you'd like to do more often?

Comments: _____

AROUND TOWN

1 What do you do regularly that helps you to get to know people and places in your own neighbourhood?

Comments: _____



MONEY, MONEY, MONEY

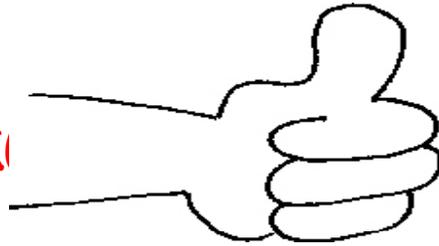
I tell us about the help you get to manage your budget?

- | | |
|--|--------|
| I have my own bank account in my own name | yes/no |
| I get all the help I need | yes/no |
| People take my money without asking me. | yes/no |
| I sign my own cheques | yes/no |
| There is too much interference from others | yes/no |
| I always know how much money I have | yes/no |
| I'm never allowed to carry my own money | yes/no |
| I never know how much money I have | yes/no |
| I am pleased with how my staff help me with my money | yes/no |
| I have one or more credit cards | yes/no |

Comments

OVERALL THE SERVICE FROM MY STAFF SO FAR HAS BEEN

EXCELLENT



REALLY GOOD

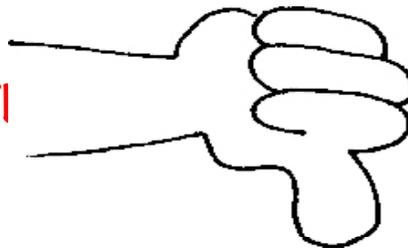
GOOD

OK

BAD

REALLY BAD

TI



Signed:.....

Name printed:.....

date:.....

ANY SUGGESTIONS?

If you have any suggestions about what other questions we should be asking or about what we shouldn't be asking we will be delighted if you would let us know by writing them down on this page.....many thanks!



kettsemail@cs.com

Phone: 01829-760446