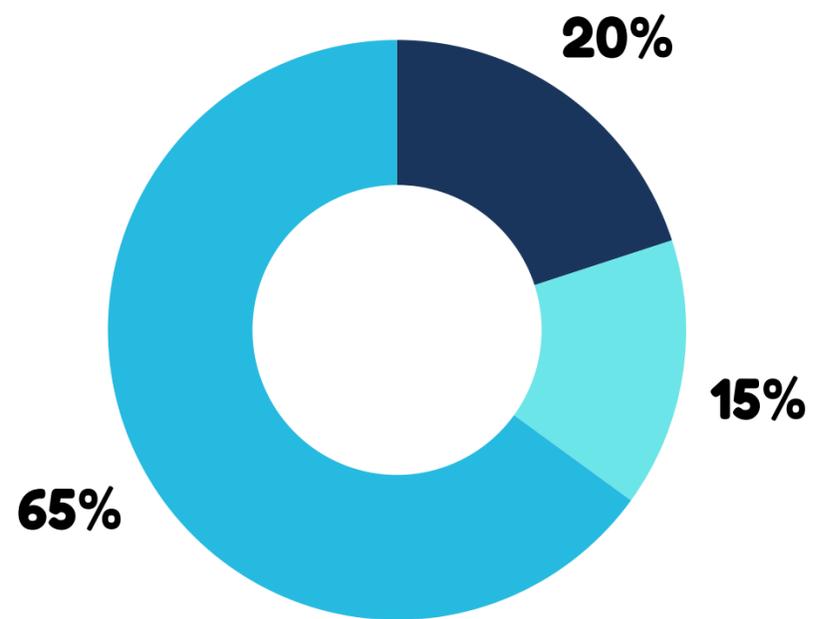




Client survey 2025



How long have you been coming to the Clock Tower Sanctuary?

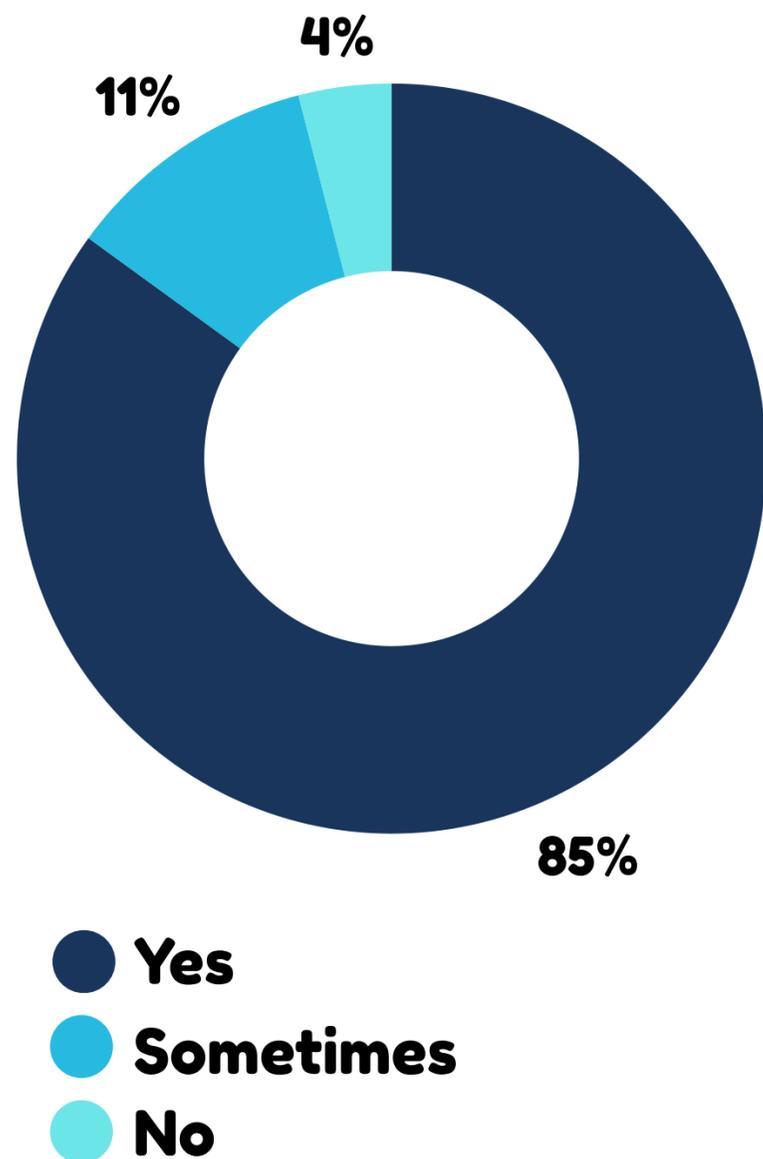


● Less than 6 months ● 6-12 months ● 1 year +

How would you rate The Clock Tower Sanctuary?

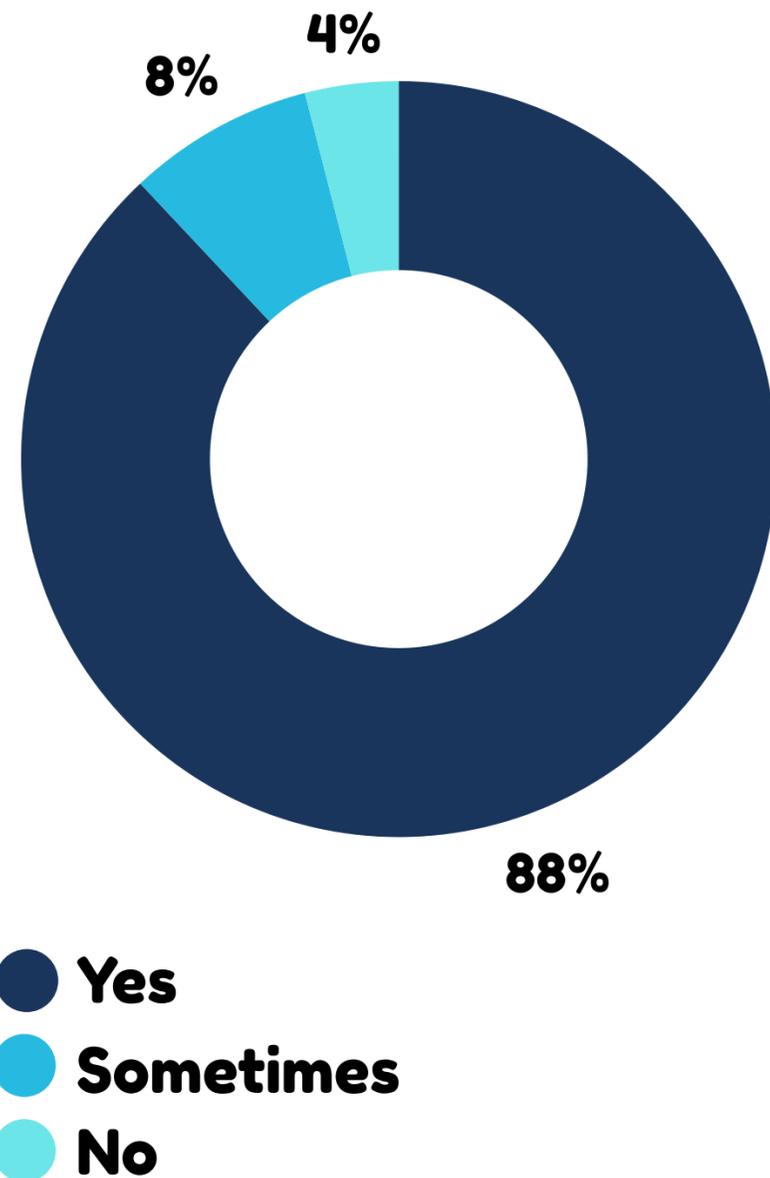


Do you feel welcome at the Clock Tower Sanctuary?



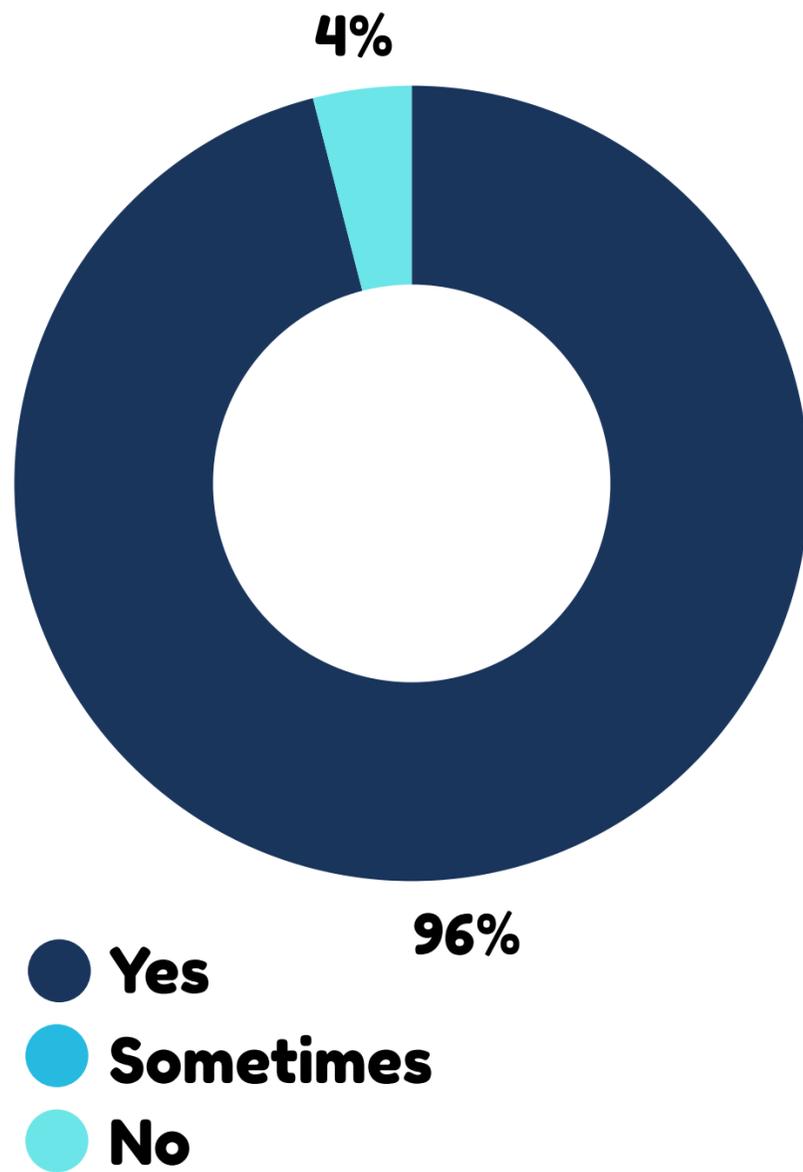
- **CTS feels like a safe haven for me.**
- **I feel secure, supported, and never pressured.**
- **The staff have been amazing - super friendly, empathetic, and always willing to help.**
- **They've supported me through tough times, whether it's with housing, health stuff, mental health, or even just giving me food, clothes, and a space to shower.**
- **It's not always easy for me to come because of my living situation, but whenever I'm here, I feel welcome.**
- **The vibe is great - good food, fun games, and volunteers who really care.**
- **It's such an important space for young people in Brighton.**
- **Even when issues pop up, the staff handle things quickly so it stays safe.**
- **Honestly, I love it here. It's accessible, positive, and makes me feel accepted. I'm proud to be part of this community.**

Do you feel safe at the Clock Tower Sanctuary?



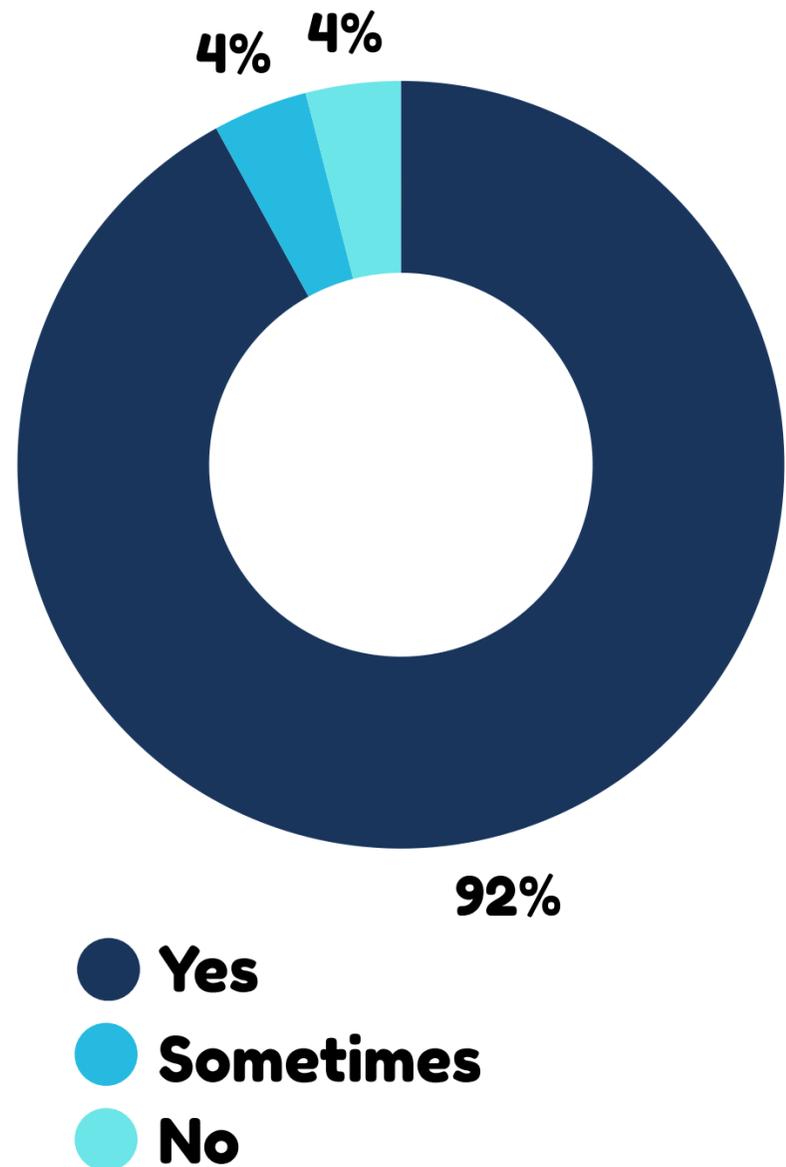
- **Sometimes I don't feel great, but that's usually because of my own trauma.**
- **Occasionally, staff interactions can trigger me, but I wouldn't blame them for how I feel.**
- **People here really try to help when I'm struggling.**
- **The alleyway can feel a little sketchy, but other than that, it's fine.**
- **Some clients can be overwhelming, but if anyone acts out, staff step in.**
- **When I had an incident with another client, the staff were super supportive. A couple of them didn't follow what I asked for, which made me uncomfortable, but overall, I appreciated the help.**

Do you trust the staff at the Clock Tower Sanctuary?



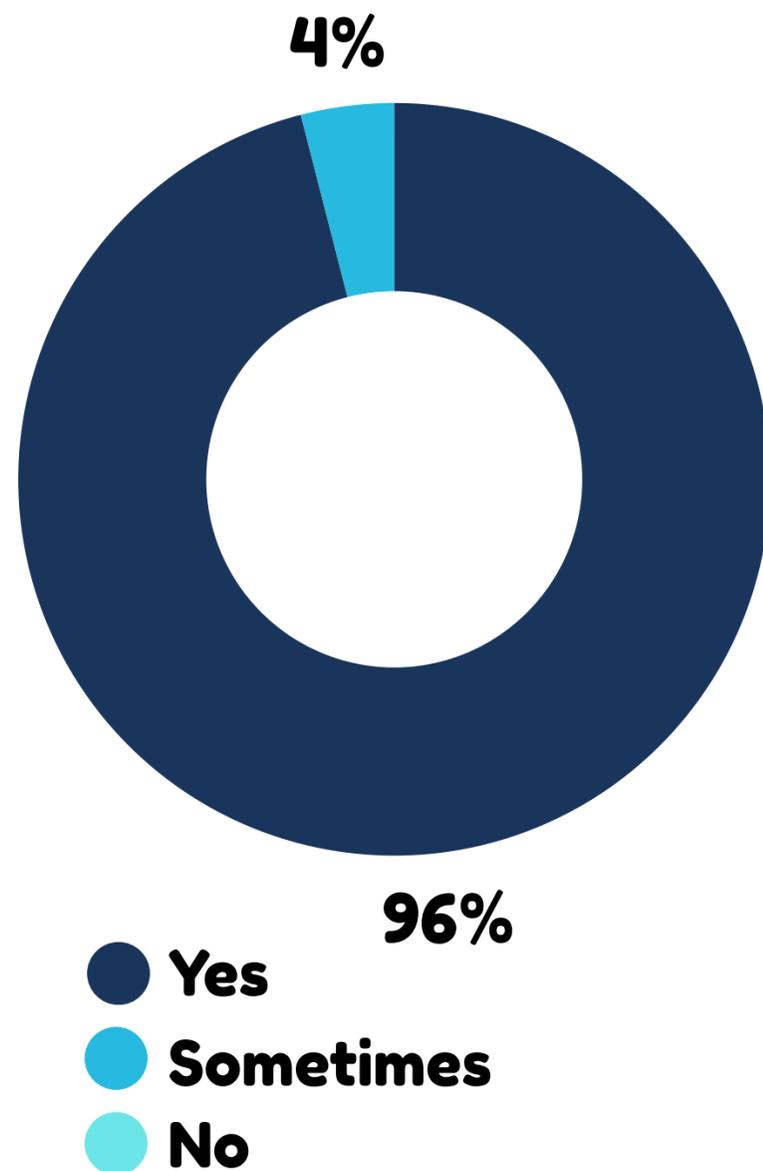
- **The team at the Clocktower are amazing**
- **I feel like they genuinely care about me and have my best interests at heart.**
- **I can talk to staff about literally anything, and they're all super friendly and easy to approach.**
- **The whole staff team is so aware and informed when it comes to neurodiversity and mental health.**
- **It's honestly the best support I've ever had.**
- **They're always kind, helpful, and understanding, and I completely trust them.**
- **Honestly, they look out for me more than anyone else I know.**

Do you trust the volunteers at the Clock Tower Sanctuary?



- **I totally trust the volunteers here - they're amazing and really know what they're doing.**
- **Most of them I'd trust without question, though there are a few I don't know super well yet.**
- **New people can feel a bit intimidating at first, but overall the vibe is amazing.**
- **Everyone's clearly passionate about helping and makes the space feel really welcoming. So yeah, I'd say I trust them.**

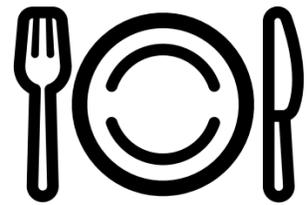
Do you feel your needs are being met at The Clock Tower Sanctuary?



- This place has been amazing. I can shower comfortably, get good food, and even grab vouchers when I need them.
- They really listen to young people, which I love.
- There are activities too, and overall it's pretty good—just sometimes the vibe can feel a bit hostile.
- I've had more support here than anywhere else. Seriously, they meet every need.
- The team is super welcoming, helps with food and social stuff, and they're genuinely kind.
- The only times I struggle are because of my own PTSD, which makes it hard for me to access everything they offer.
- They do their best to include everyone and have honestly helped me so much - I don't know what I would've done without them.
- They're a vital part of Brighton.
- When I was struggling, they were there for me, even with uni stuff.

What have you accessed since you've been coming to the Clock Tower Sanctuary?

Food



100%

Showers



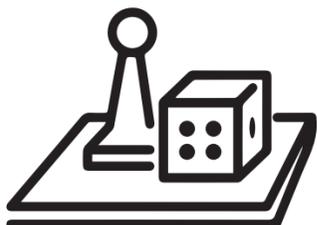
50%

Laundry



73%

Activities



96%

Clothes



92%

121 Support



73%



Food



How would you rate the food at The Clock Tower Sanctuary?



What could we do to make the food better?

- Clients able to help cook**
- Different sides not just wedges**
- More variety**
- More Vegan meals**
- Gluten free meals**
- Lactose friendly meals**
- Plan of meals each week**

Suggestions

- **Fish & chips**
- **Pie & chips**
- **Mexican**
- **Burgers**
- **Chicken nuggets**
- **Roast dinner**
- **Macaroni cheese**
- **Stir fry**
- **Bolognaise**
- **Chicken stew**
- **Katsu curry**



Likes

Homemade

Fresh

Healthy

Takeaway option available

Lovely

Amazing

Beautiful

Good

Multiple options

Preferences are asked

Quantity

Good portions

Cooked by the Volunteers

I love it

Dislikes



Specific foods such as mushrooms, aubergine and spaghetti.

Occasional issues with blandness, lack of seasoning, or unappealing textures.

Variety can feel limited or repetitive at times.

Dietary restrictions sometimes make it harder to enjoy meals.

If you have attended an activity or group have you...?

**Improved your
mental health**

85%

**Improved your
physical health**

35%

**Improved your
social skills**

54%

Made new friends

62%

Gained confidence

62%

Learnt new skills

35%

What activities or groups have you enjoyed?

**Yoga
Friday
activity
Bouldering
Coffee
Mini Golf
Lazer Zone
Playing
games
Music**



**LGBTQ Group
Youth Voice
Mens Group**



**Jewellery
Pottery
Art
Drawing
Crafts**



What other activities or groups would you like to do?

Mental health group

Play Golf

Bouldering

Cinema

Paintball

London

Camping

Bowling

Rage room

Making Clothes

Sewing

Comic book

workshop

More music

Music producing

Study Sessions

Chessington

Thorpe Park

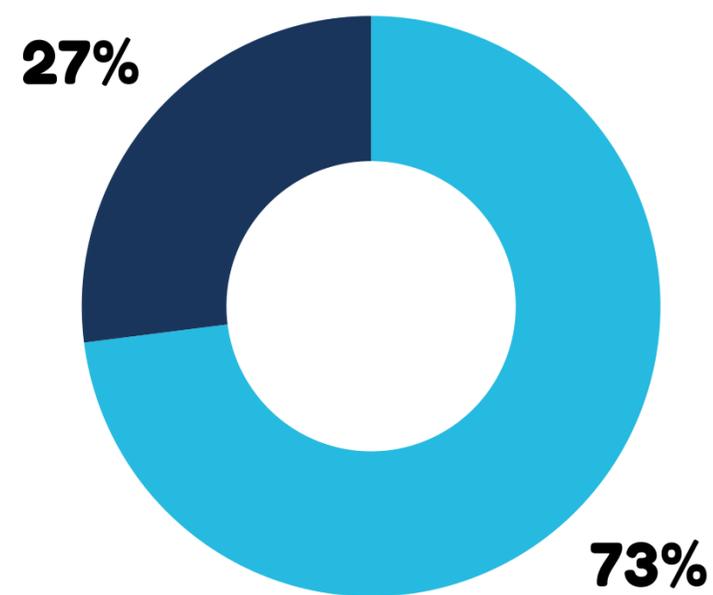
Sealife Centre



Casework



Have you attended casework?



● Yes ● No

**They just
get it**

**I wouldn't of
survived this year
without them**

How would you rate casework at
The Clock Tower Sanctuary?



If you have attended casework have you?

**Achieved
your goals**

63%

**Identified
your goals**

84%

**Made progress
towards your goals**

84%

**Felt better
about yourself**

68%

**Felt able to do
things by yourself**

47%

**Know where to get
help if you need it**

79%

Learnt new skills

58%

Casework



Likes

Comfortable and supportive
Helps me feel in control of my goals
Helped me achieve many goals
All of it
Accessible and leaves breathing room
Productive
Having 121 space
Staff are willing to listen and help at any opportunity
They will help with anything you need

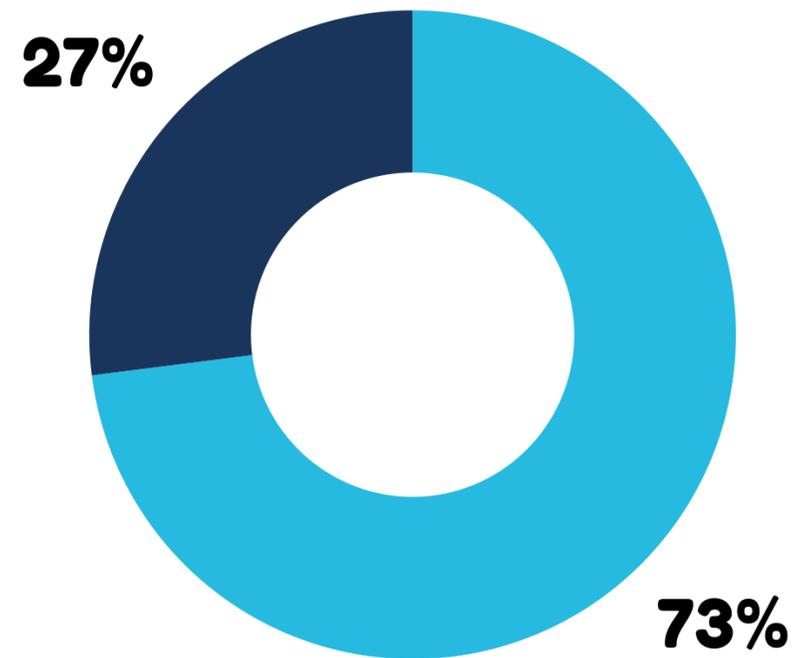
Dislikes



Repetitive conversations
Wish I could have more but know capacity is limited in the team.
Not enough communication.
Sometimes staff forget about things.

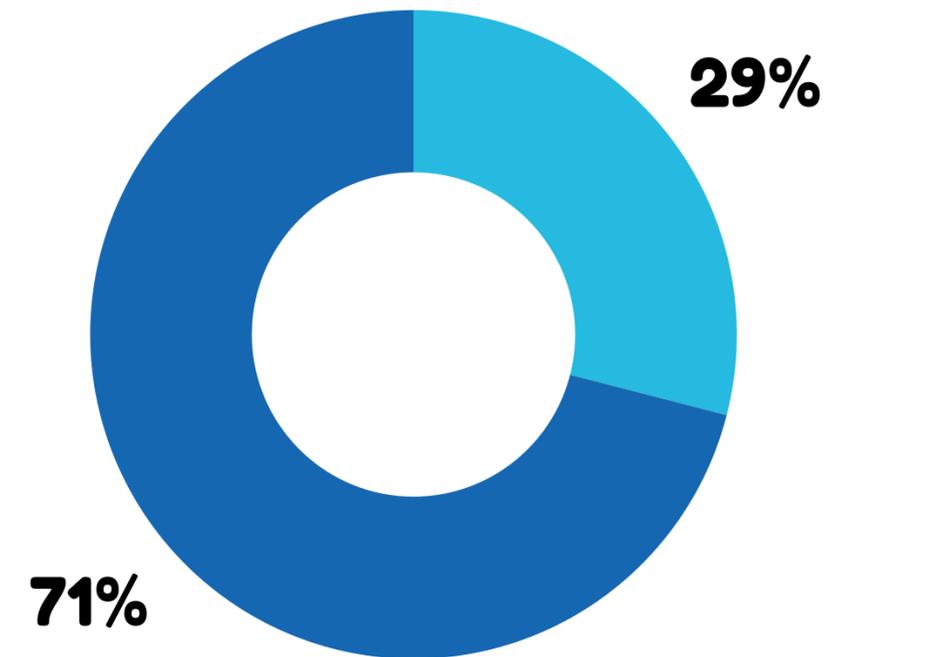
Youth Voice

Have you attended youth voice?



● Yes ● No

If you haven't attended Youth Voice do you feel your voice is still being heard?



● Yes ● Did not answer

Future support - Housing

Learning how to
do my laundry

15%

Learning to
cook

23%

Managing
relationships with
housemates

27%

None of the
above

27%

Maintaining my
accommodation

35%

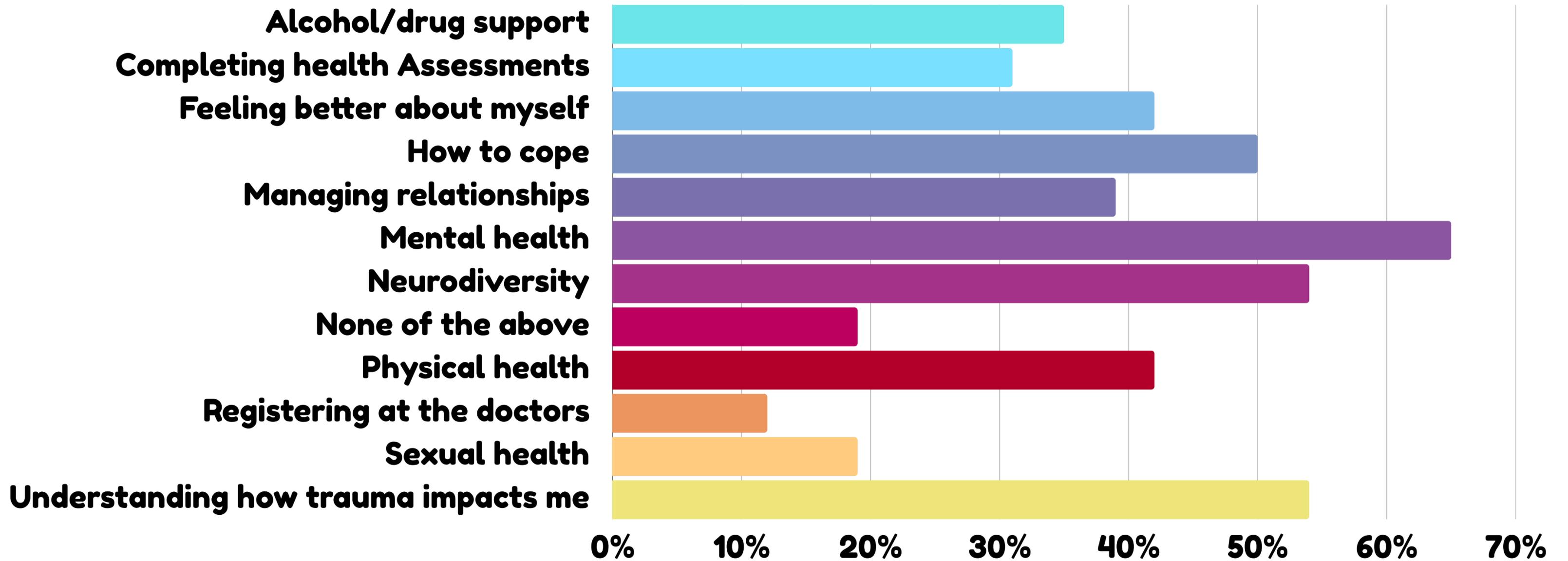
Managing my Rent
and Service charge

39%

Help to find suitable
accommodation

58%

Future support - Health and keeping safe



Future support - Money

**Opening a bank
account**

8%

Getting ID

15%

Paying bills

23%

**None of
the above**

31%

Debt

35%

Benefits

46%

Managing my money

58%

Future support - Work and learning

