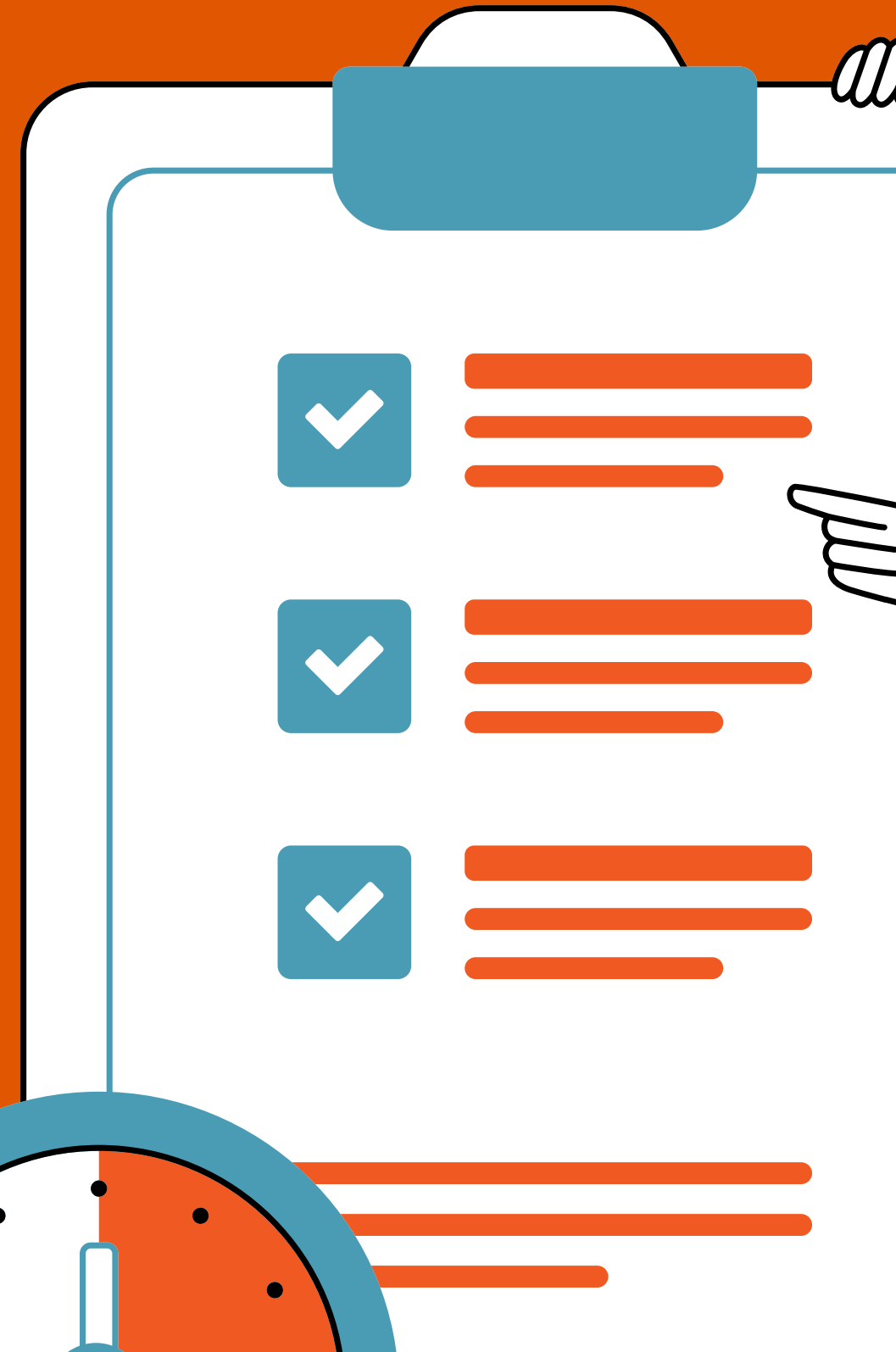




SPACE4AUTISM

20
25

MEMBERS SURVEY 2025 SUMMARY REPORT





Thank you to all the members who participated in our 2025 Member Survey. Your feedback is invaluable in helping us assess our services and continue to grow in ways that support your needs.

This report is a brief summary of the results, we have not been able to include every comment but all will be considered as we plan for the future.

Question:

How would you describe S4A to a friend or colleague?

Friendly and helpful place

Safe fun place

*Super friendly and welcoming
for people with autism to
socialise*

***Lovely people willing and
ready to offer support and
information***

Space4Autism

I've done a lot of courses at space, which have been beneficial to our family with an autistic child. The staff in the cafe are really friendly. Everyone at Space understands everyone's situation

Space4Autism

An absolute God Send

Life saving

Space4Autism

Safe, comfortable, calming, friendly

Informative and supportive

*A friendly and safe place to go for
socialising or for having a quiet space*

Space4Autism

Helpful and
able to
signpost me
to the
correct
service
when I was
in crisis

Space4Autism

A place to play
and socialise in a
safe place for
young and old on
the autism
spectrum

Space4Autism

Question:

How would you describe S4A to a friend or colleague?

A local resource centre for individuals living with autism and their family/carers

Space4Autism

A place of understanding with professionals who support and signpost

Space4Autism

A **safe** and **welcoming** place for people on the spectrum to meet, get help or advice. The **café** is really good too

Space4Autism

A wonderful charity providing information and support to autistic people and their families

Space4Autism

Very knowledgeable staff!

A Life saver

Welcoming and accessible to all

Space4Autism

A friendly and safe place to go for socialising or for having a quiet space

Space4Autism

Question:

How would you describe S4A to a friend or colleague?

A Safe Space
for the Autistic
Community

Space4Autism

**My children feel
so happy here**

Space4Autism

The staff are
so lovely and
knowledgable

Space4Autism

**A Sense of
belonging**

Space4Autism

Helpful, welcoming, friendly,
vital, supportive, positive....a
lifeline

Space4Autism

Amazing support network

Space4Autism

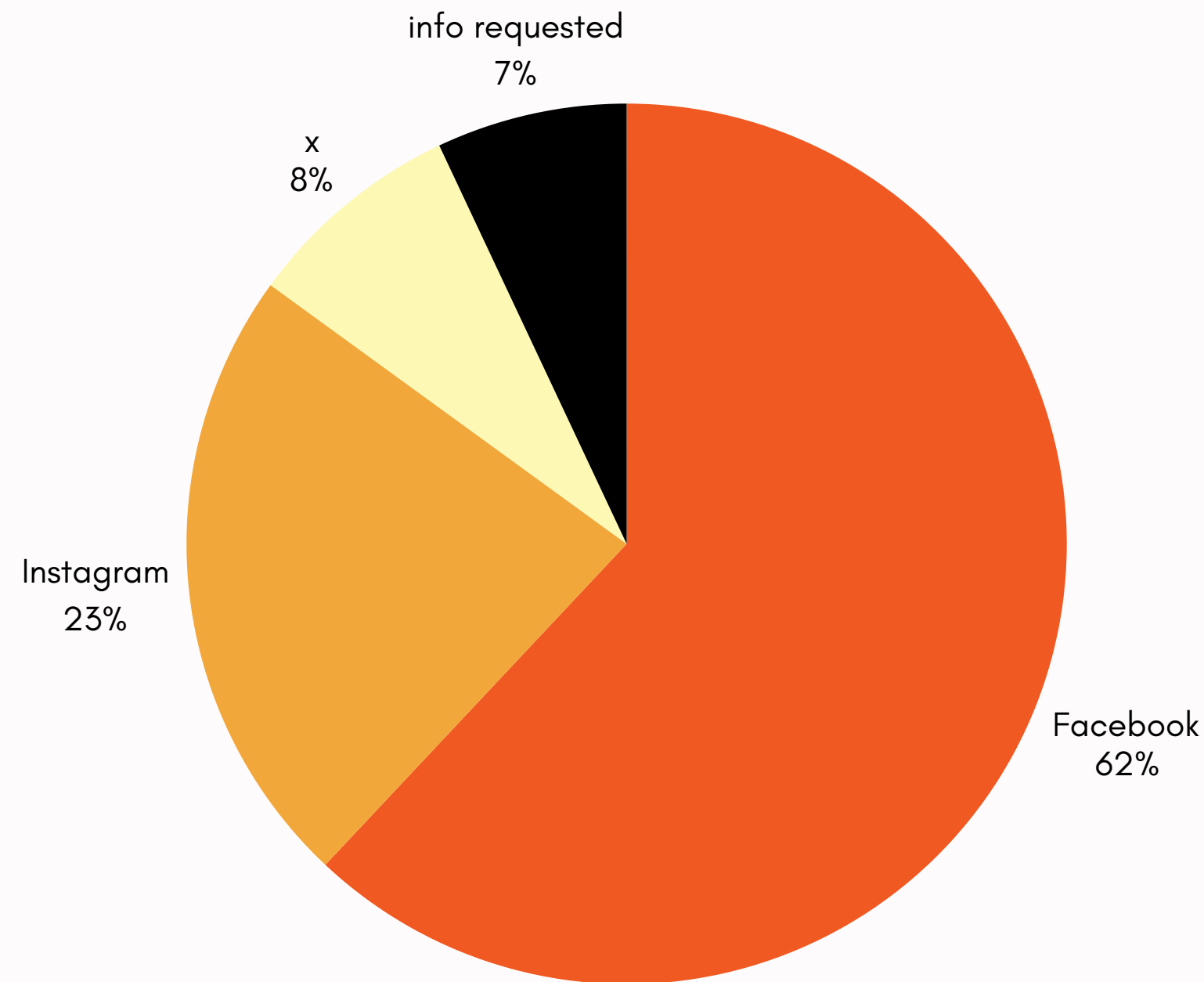
Question:

How would you describe S4A to a friend or colleague?

“Honestly, it’s more than just a support centre; it’s a real community hub for autistic people of all ages and their families. The atmosphere is so welcoming and positive, it’s just a genuinely happy and safe space to be. And the staff are just amazing! You can tell they’re not just doing a job; they are truly passionate about what they do. They’re so knowledgeable, caring, and they go above and beyond to help everyone who walks through their doors.”

Question:

We hope to increase our presence on Social Media, if you use social media do you follow us on any of the following platforms?



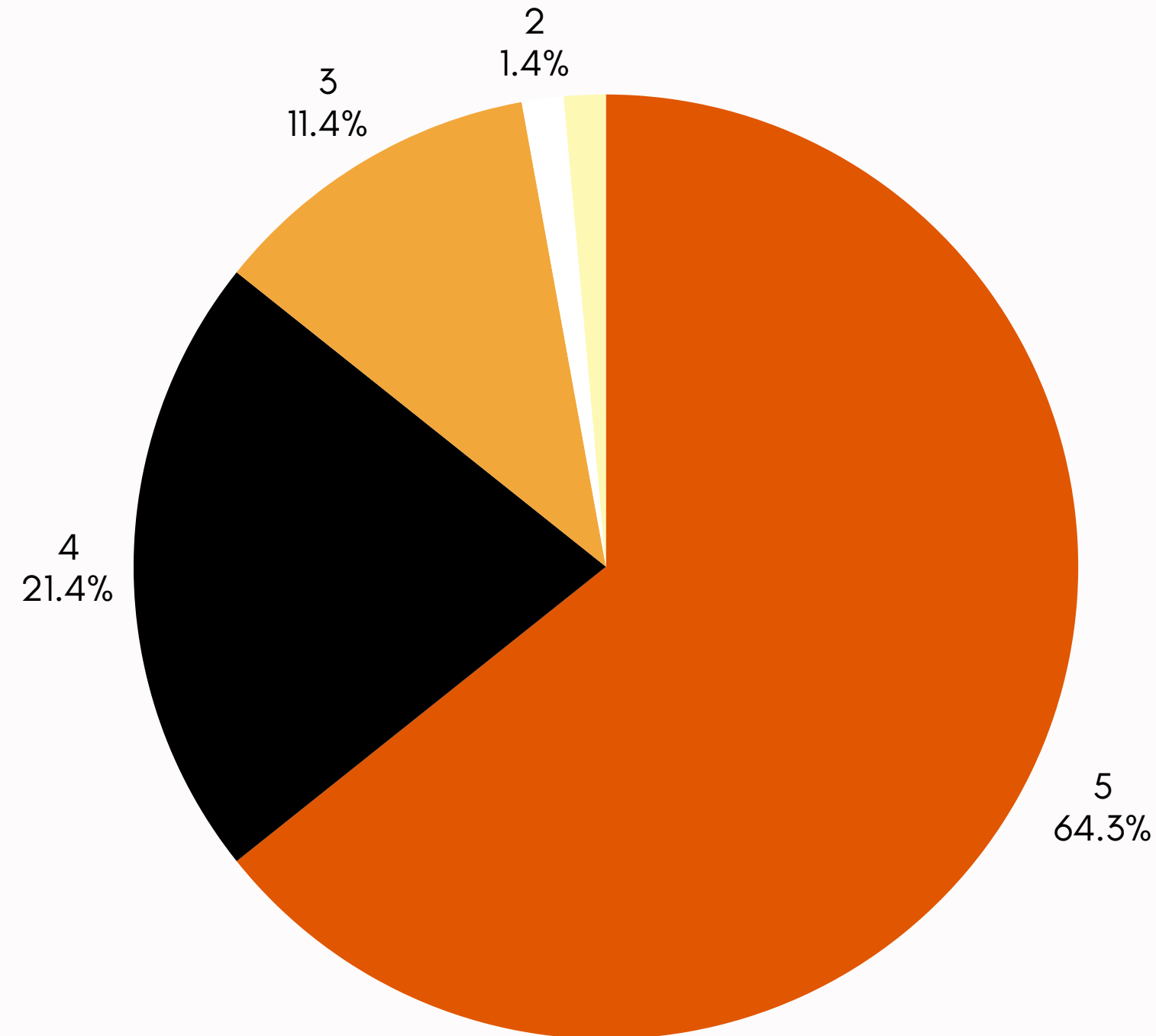
We asked if you use social media but do not follow us why?

No negative responses just request for more posts on X and some people were not aware of our social media. All members are advised of our socials when they join. We will now include information in our monthly What's On Guides

Question:

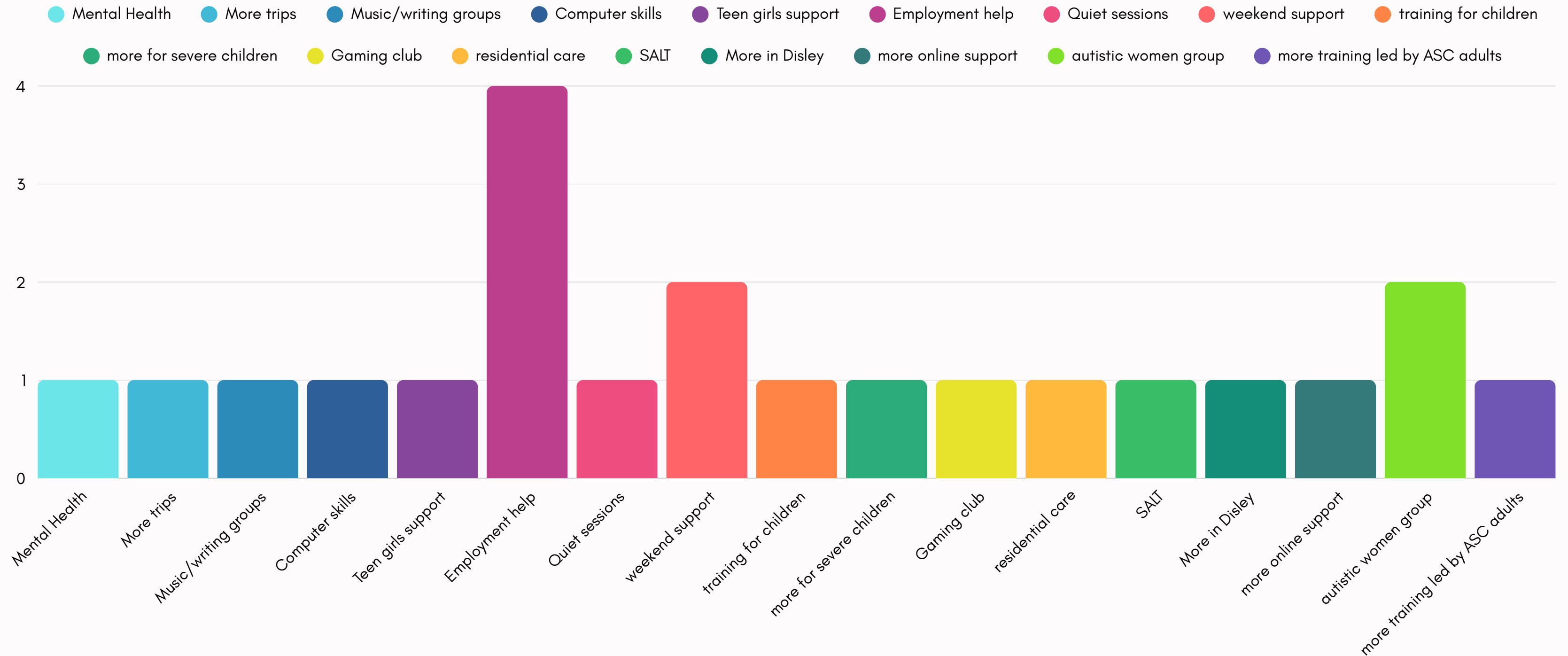
On a scale of 1-5 how would you rate our services to meet your needs?

1 is poor 5 is excellent



Question:

Are there any services you would like to see us offer that we do not currently offer?



Responses

All our services are developed with careful consideration of member feedback and needs, while also taking into account available funding and resources.

Employment support came out as the most requested service need, we do currently work in partnership with DWP to offer monthly employment support advice at Space4Autism. We are also about to launch an exciting new project to support with employability. Watch this space!

“Space4autism is central to friends I have made and being socially connected”

“Going to Galaxy is important for my wellbeing and I love meeting my friends there as we try’s new things and it makes me feel like I belong”

Question:

Are there any services you would like to see us offer that we do not currently offer?



“No, just keep up the good work you all do as we do appreciate it. I love it there as I can be myself without having to mask and there is no judgement from anybody.”

Question:

What are the three services you value the most?

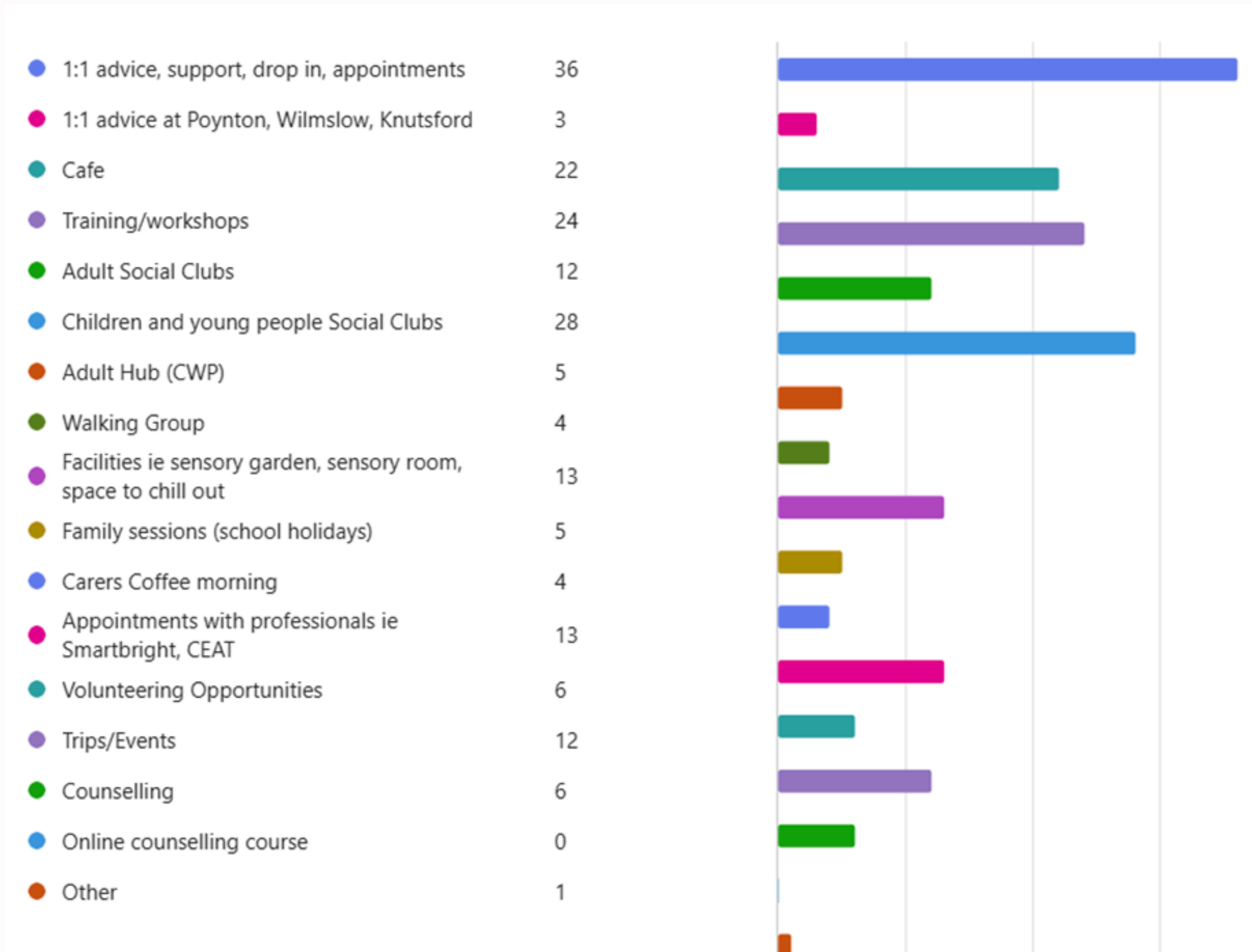
Joint first : Courses/training and social clubs

Second: Information/advice (drop in)

Third: S4A Cafe



Services you value:






Question:

**Do you have any issues with our services
or accessing our services?**

34% replied NO.

**There were some responses saying working parents
cannot access our support.**

Our Response: **We offer evening appointments to support
working parents in person or online or by telephone.
Many of our courses are delivered in the evening both in
person and online. Please always enquire.**

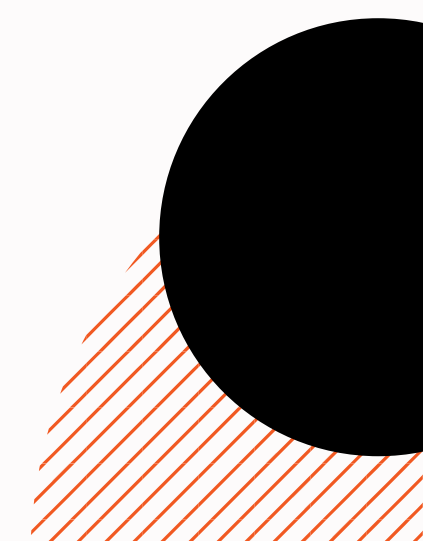




Question:

**Do you have any issues with our services
or accessing our services?**

Cost – While we're unable to offer all of our services for free due to limited funding, many of our services are completely free of charge. For those that do have a fee, we aim to keep costs as low as possible. If cost is a barrier to accessing our services please speak to us, we will do our best to help.





Question:

**Do you have any issues with our services
or accessing our services?**

**“If there was a Sunday session we would probably be there
more often”**

**Our Response: We are not currently able to open on Sundays
due to staffing/costs however we recognise the need for
more support during weekends.**






Question:

Do you have any issues with our services or accessing our services?

“My son finds that the galaxy group lacks the structure and routine that he needs so hasn't been for a while”

Our Response: Please get in touch! All our sessions follow a clear structure and routine. While we're happy to offer support to help individuals access our clubs, we understand they may not suit everyone. That's why we work closely with other community organisations to signpost alternative services that may better meet individual needs.





Question:

Do you have any issues with our services or accessing our services?

“Not enough availability for children’s sessions”

Our Response: Our social clubs are in high demand. While we would love to offer more sessions to meet the growing need, this depends on available funding, space, and staffing. We do our best to allocate places fairly, so we encourage you to get in touch if you're interested.





Question:

Do you have any issues with our services or accessing our services?

“Yes I can't easily travel to Macclesfield”

Our Response: We understand that getting to Macclesfield can be difficult for some members. We do offer outreach sessions in Knutsford, Poynton, and Wilmslow, as well as Zoom sessions where possible. If it's easier for you, we're happy to offer support by phone or online—just get in touch.






Question:

Do you have any issues with our services or accessing our services?

One-to-One Support Needs – We understand that if your child requires 1:1 support, bringing them to our social clubs may not feel like a break for you. Children and young people who need this level of support are asked to attend with a PA or carer. However, if you're finding it difficult to arrange this, we're here to help and can offer advice on finding appropriate support.





Question:

Do you have any issues with our services or accessing our services?

“Do not seem to be greeted and welcomed”

Our Response: We're sorry to hear that you didn't feel greeted or welcomed—this is not the experience we want anyone to have. We always have a receptionist and members of our Outreach team, along with volunteers, on hand to welcome visitors. Thank you for your feedback; it's important to us. If you are ever unhappy with any part of our service, please don't hesitate to let us know—we have a complaints policy in place and are always looking to improve.





Question:


Do you have any issues with our services or accessing our services?

“Not able to participate as not yet diagnosed”

Our Response: Please enquire many of our services are available to undiagnosed members.

“No parking”

Our Response: We do have limited parking to the rear of the building, and on street parking a short walk away. There is a pay and display nearby too.





Question:

If we could do one thing better what would it be?

“Kids sessions would like the sessions to be more frequent as he really looks forward to them. He understands why they can’t be though”

Our Response: We would love to offer more sessions however this is subject to funding and logistics.

“I find when I’ve been to Space the reception are friendly and helpful, all staff are lovely!” (Not sure how we can better this, we strive to make everyone feel welcome).



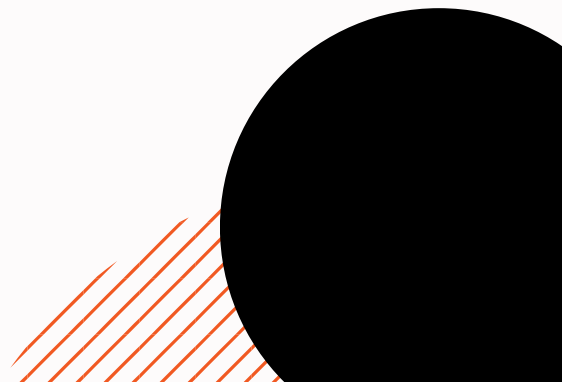
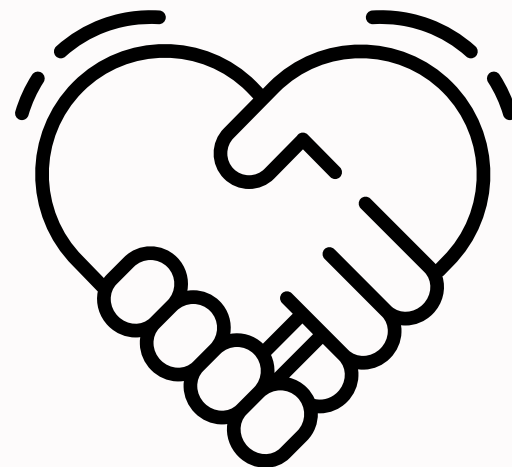


Question:

If we could do one thing better what would it be?

“More information and follow up after initial diagnosis closer to home and opportunities to meet other families at that time”

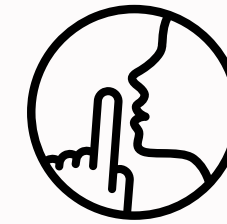
Our Response: We do work closely with CWP to ensure that people who are diagnosed with ASC are offered information on all of our services, including the Adult Hub offering pre and post diagnostic support. We also offer Cygnet courses for families to meet together post diagnosis for children. Please contact us for more information.



Question:

If we could do one thing better what would it be?

"Provide quieter times"



Our Response: As our Centre is open to members we can't guarantee when it will be busy, however, we do strive to ensure there is plenty of space for quiet times, for example our sensory garden and sensory café. Please note Monday's are busier so please avoid a Monday if you require a quieter experience.

"More Frequent Children's Sessions/Weekly Sessions"

Our Response: We understand the demand and would love to offer more sessions. However, the number we can provide depends on available funding and logistical factors. We strive to support as many children as possible and ensure all sessions are allocated fairly.



Question:

If we could do one thing better what would it be?

“S4A definitely needs more funding so it can help even more people” (we agree)

“Secure more funding! But I know you’re doing all you can there” (please enquire if you wish to help by fundraising for us)

“You do a fantastic job!!”

“Nothing, you’re all amazing”






Question:

If we could do one thing better what would it be?

“Not better but somehow getting out there more, especially in those early days of diagnosis for parents and kids.”

Our Response: **We understand the importance of reaching families, especially in the early days following a diagnosis. We actively promote our services as widely as possible, and collaborate closely with CWP, to ensure families are signposted to the support they need.**





Question:

If we could do one thing better what would it be?

“Raise awareness of what you do & who you support”

Our Response: Thanks to our Outreach team, staff and volunteers we are keen to engage with as many organisations as possible to raise awareness.

“Given you are a charity I think you are great. I wish the government would help to fund more (no strings) support for autism.”

“I think you already deliver a first class service under severe budgetary restraints”

“More training and parent workshops during school holidays or evenings”

Our Response: Thank you we have avoided school holidays in the past but if this is a need it is something we can consider for next year.





Question:

If we could do one thing better what would it be?

“Stay running forever! Because it’s an absolute lifeline for my daughter and I really don’t know what she would do without it!”

“For the involvement I’ve had with S4A with my grandson I’ve not experienced anything that has made me feel things could be improved on”

“I think you do an awesome job to share out support as you do”





Question:

If we could do one thing better what would it be?

“Help people on NHS waiting lists that have been on there for a long period and help shorten them for the future to ensure people get the help they deserve.”

Our Response: Please ask about CWP’s Waiting Well Sessions.

“Offer a support group for adults not yet diagnosed”

Our Response: Our adult social clubs welcome members awaiting a diagnosis.





Question:

If we could do one thing better what would it be?

“Better support older women in their own right as autistic women as opposed to women as carers for autistic children”

Our Response: Our adult social clubs welcome all autistic people. We also offer 1:1 support.



Question:

Can you give an example of a time you were “wowed” by our service or by a staff member or volunteer?

“The carers morning just been so supportive when I had no one to turn to”

“People were open and accepting of who I am”

“The fun days are always wonderful- both boys always have a lovely time. We have so many teddies from the teddy tombola! ”

“I feel valued as a volunteer and feel so proud to be one, I received a prize last year as part of the volunteer celebration. I also feel appreciated and like I have friends there.”

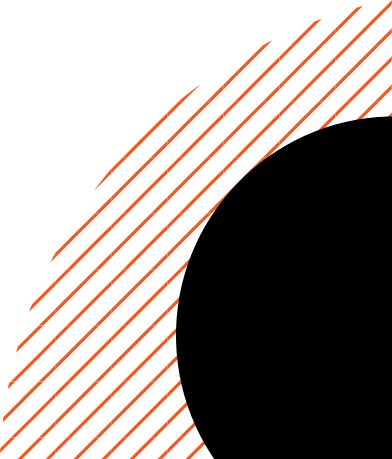
“Some online opportunities for learning about autism were excellent”



Question:

Can you give an example of a time you were “wowed” by our service or by a staff member?

“I was in crisis and didn't know where to turn. I rang as a last chance for guidance. You not only supported me but you didn't fob me off. You gave me time and heard my voice. You went above and beyond. Thankyou so much for being there for me. Being a parent of a young person with anxiety who has unrealistic expectations is challenging all the time. Thankyou for being there.”



Question:

Can you give an example of a time you were "wowed" by our service or by a staff member?

"I cannot remember the volunteer that I had an appointment with, but I was at breaking point her advice to me over my child with his selected mute was so helpful with her advice"

"When I completed the registration appointment for clubs, Sue was really welcoming and approachable"



Question:

Can you give an example of a time you were "wowed" by our service or by a staff member?

"Cheryl, and Lisa stop to chat and ask how we are. Bozzie and Amanda are welcoming. Halle and Kim are very thoughtful and helpful. Every visit feels like we're visiting family but who actually understand and don't judge"

**"All your staff and volunteers are amazing
Their kindness and professionalism wows me often"**

"Attended a recent training and the wealth of knowledge from the member of staff was invaluable."



Question:

Can you give an example of a time you were "wowed" by our service or by a staff member?

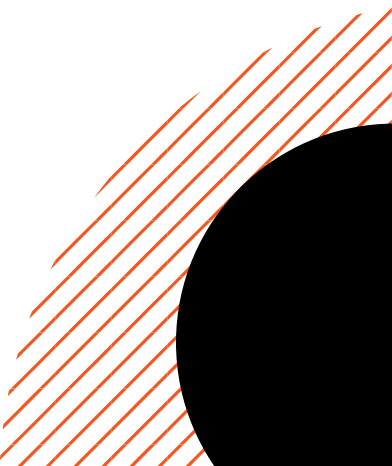
"How our child stayed at the social club and wanted to go back."

"He has been going back now for several years"

Lady on reception- can't remember her name- really friendly, helpful, smiley."

"Also Michael delivering training"

" Every week by how Andy supports Josh."



Question:

Can you give an example of a time you were "wowed" by our service or by a staff member?

"Every training we've been on and 1-1 support we've received has been wow Every time I'm supported and feel understood Every time I'm supported and feel understood"

"I would say every visit, as I always come out feeling refreshed and listened to and most of all being able to be myself. It makes me feel understood and good about myself. Support around the social clubs have been amazing - everyone is so supportive and we feel the love for our sons and the challenges they can bring."

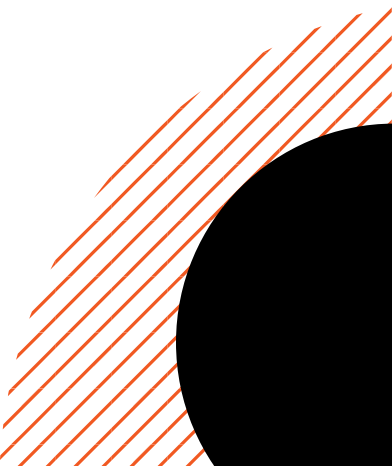


Question:

Can you give an example of a time you were “wowed” by our service or by a staff member?

“Chris spent the entire family session being bossed around by my five year old while I was busy doing a club registration for my older child.”

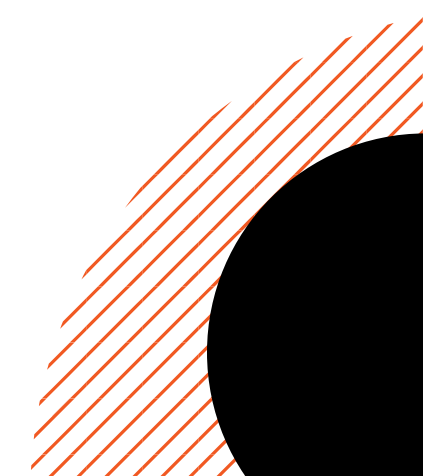
“The lady in the cafe providing some chips for my son who was getting cross about not liking his pizza. ”



Question:

Can you give an example of a time you were "wowed" by our service or by a staff member?

"Simon rang me to update contact details for my son, he took the time to ask how I was. I can't always get down to drop in sessions so for him to just take an extra few moments to address me and talk with me was really kind and I remember it's stuck with me because normally when someone asks how are you, you put a brave face on and smile and say yes I'm good, but with Simon I felt I could open up and say exactly how I'm feeling."

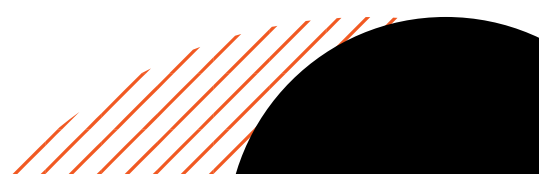


Question:

Can you give an example of a time you were “wowed” by our service or by a staff member?

“The wow factor for me is the complete acceptance of the person with an ASC diagnosis without judgement and prejudice”

“I really do not have anything bad to say about Space4Autism. I am just happy that places like this exist as it will help so many people with all the struggles people face in life. It supports, it listens, it gives people confidence to help face challenges that life throws at you. It has lots of events going on and a great place for meet ups, whether its just to drop in for a coffee in the cafe or just a friendly chat with friends and staff. It gets a big thumbs up from me and I would highly recommend Space4Autism to people. It is the best place ever.”





Thank you to all our members who took the time to complete the 2025 Members Survey. While we couldn't include every comment in this report, all feedback has been carefully considered and will play an important role in helping us plan and deliver high-quality services that reflect the needs of our members.