



# Enliven Day Services

## FY2025 Output Evaluation Summary

November 2025

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## Conflict of Interest Declaration

The Day Services is a Presbyterian Support Northern service and this evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

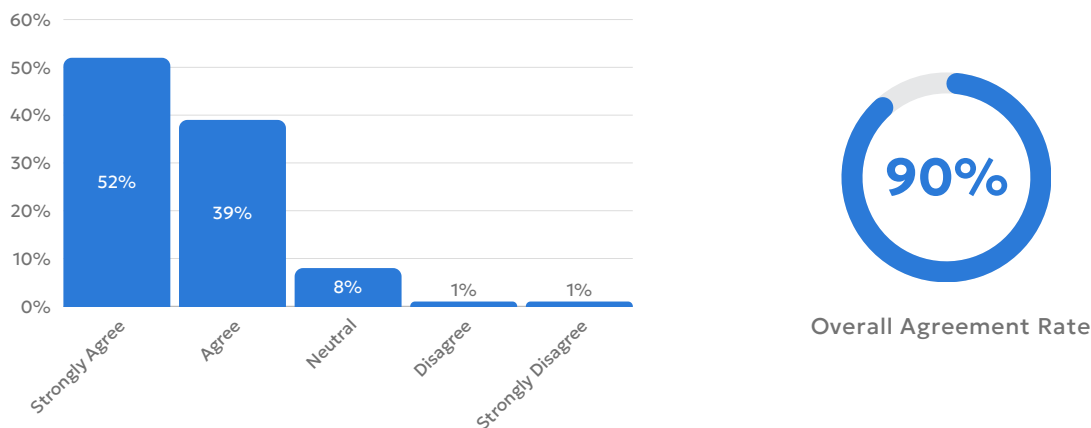
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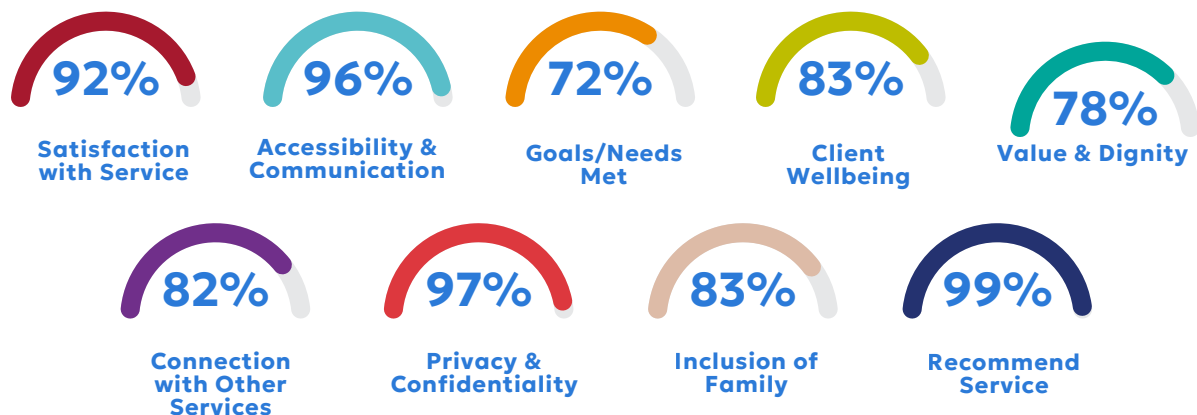
A total of 243 supported clients were invited to participate in the FY2025 evaluation. Printed survey forms were distributed to clients upon arrival at the Enliven Day Services centre in June. The evaluation received 142 completed responses, resulting in a response rate of 58%. Respondents shared feedback on service quality and delivery, highlighted helpful aspects of the service, and offered suggestions for improvement.

#### HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



An overwhelming majority of respondents shared positive feedback regarding the quality and delivery of Enliven Day Services. The overall satisfaction rate was notably high at 90%, derived from combining the 'Strongly Agree' (52%) and 'Agree' (39%) responses.

#### AGREEMENT RATE BY QUESTION THEMES



- Nearly all respondents (99%) indicated they would recommend the Day Services to others, reflecting a strong endorsement of the programme.
- Almost all respondents (97%) felt that their privacy and confidentiality were respected.
- Most respondents (96%) of respondents rated the service's accessibility and communication highly.
- Agreement rate for the 'goals and needs met' domain, compared to other domains was the lowest, but remained relatively strong at almost three-quarters (72%).

### WHAT CLIENTS FOUND HELPFUL

#### CLIENTS' FEEDBACK ON KEY ASPECTS OF THE SERVICE THAT THEY FOUND HELPFUL

##### Helpful and supportive staff

"Staff are friendly and attentive to the variety of needs of all clients."

"My mother says that she finds the staff very helpful and kind. She says the programme provide her with the opportunity to catch up with friends, include one life-long friend."

##### Opportunities to connect and build friendships

"I like talking with the people at my table and say hello to everyone but some are shy to talk. I like socialising with people. They are really nice."

"The friendship I have made over the years has given me reason to keep going... "

##### Temporary relief for carers and whānau is well appreciated.

"Enliven gives my wife different activities and gets her out and about. It gives me a rest and a chance to catch up on jobs/shopping and visiting friends."

"Very helpful for me (his wife) as a full time carer, gives me a break."

##### Chance to engage in variety of fun activities

"Gives my husband activities to enjoy, keep his brain active and use energy so he is more relaxed for the rest of the day and evening."

"The days are full of fun and endless activities. Laughter/fun is always available."

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Day Services (92%), and most respondents would recommend this service to others (99%). This was also reflected in comments provided about the positive aspects of the services such as improved wellbeing, stimulating activities, respite for carer and whānau and helpful staff.

Respondents identified key areas for improvement, including more outdoor physical and engaging activities such as singing, gardening, and games. Additional suggestions included increased respite support for carers and whānau, broader service coverage and extended hours, more meal variety and larger portions, and enhancements to transport services.

Enliven thanks all respondents for their participation. The Day Services teams value the feedback and will use it to guide service improvements, helping us better support clients and their whānau.