



• In their own words

Experience of Service Questionnaires from The Nest
(Jan-Feb 2026)



You understand me.

- They didn't just let me vent myself into an unhelpful loop, they gave me strategies and helped me get to the root of the true issues happening now in the present so I can move forward.



- Just the service here is good.
- Staff here are really lovely and calm, and I feel comfortable opening up to them about whatever I'm feeling like could be at home, school, here.
- Anything really.



- Anita helped to make me feel seen and really helped me to breakdown my problems so they felt manageable. Alongside, process my emotions in a safe place.



It helped to understand my problems and the person that I was seeing was respectful and patient.

- I felt comfortable talking about issues I previously couldn't talk to anyone about.



• I was treated with respect and
was not judged





Yomi is a listening ear to anything that
I address.

She gives very constructive advice and
is open to hearing anything I need to
say.



Very empathetic and open minded.
This space has been a non-judgmental
space.

I was seen by a really attentive,
understanding therapist,
I was pushed out of my comfort
zone to grow and prosper,
• I was listened to thoroughly





It changed my perspective on life.

Taught me how to set
boundaries.

I loved how Sadira guided and
helped me. Made my life worth
living.

Gave me the push I need

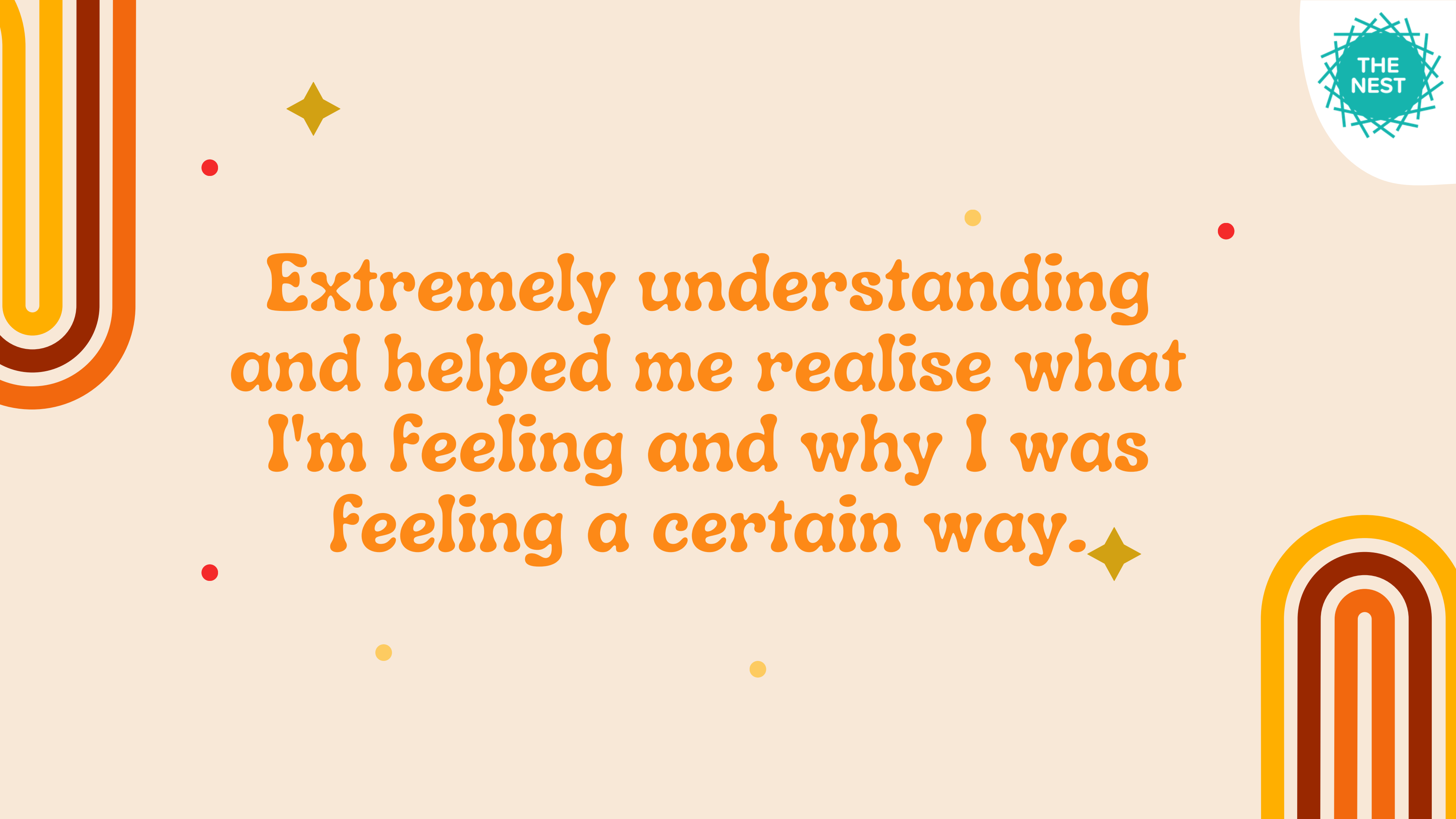


My therapist made me feel listened to and genuinely cared about me. I've never not looked forward to coming even when very low because I knew just talking to Sadira made everything feel better.



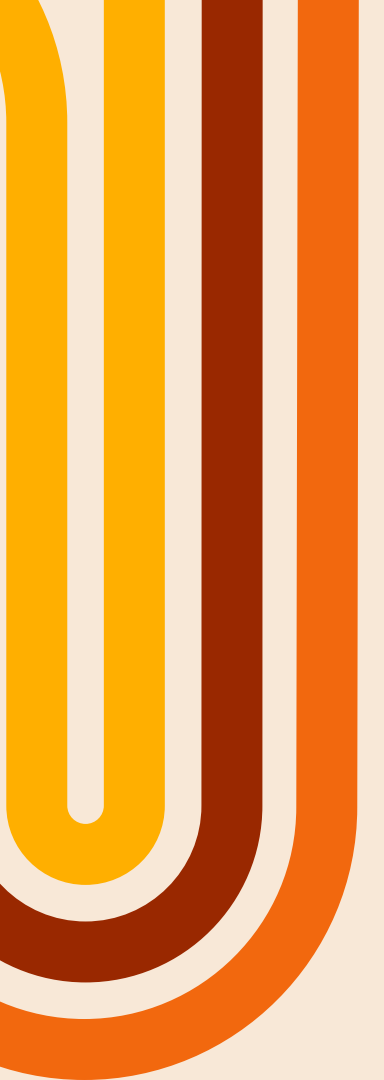


I felt calm and relaxed here.

The background is a light beige color. On the left side, there is a large, stylized graphic of a vertical bar with a yellow-to-orange gradient and a white outline. On the right side, there is a similar graphic, but it is partially cut off. In the top right corner, there is a teal circle with a white grid pattern and the text "THE NEST" in white. The text "Extremely understanding and helped me realise what I'm feeling and why I was feeling a certain way." is written in a bold, orange, sans-serif font. There are several small, solid-colored circles (red, yellow, and orange) scattered around the text. A yellow star is located in the top left corner, and another yellow star is located at the end of the text.

Extremely understanding
and helped me realise what
I'm feeling and why I was
feeling a certain way. ✨

She listened to what I
said and was very
empathetic. I
appreciated that it felt
like talking to a friend
rather than a
concerned teacher



- I feel like it was genuine care.



I was able to improve myself



- I felt understood in experiences that were unique.

The background is a light beige color. On the left and right sides, there are large, stylized, multi-colored arches in shades of yellow, orange, and brown. Scattered throughout the background are several small yellow and red dots, and two four-pointed stars in a mustard yellow color.

I felt welcomed, people
looked at me like im normal
kid again, they treated me
well, and always listened.



- I was given space and time to reflect. I was not judged, my views were taken for what they were and I was encouraged by this to do my own reflection.





I was listened to, I felt comfortable, which helped me open up and address issues, some which I was aware of and others which was uncovered during my sessions.



- I liked the processing work that we did because it helped me come to terms with my trauma. I also liked the 'reclaiming life activities'.

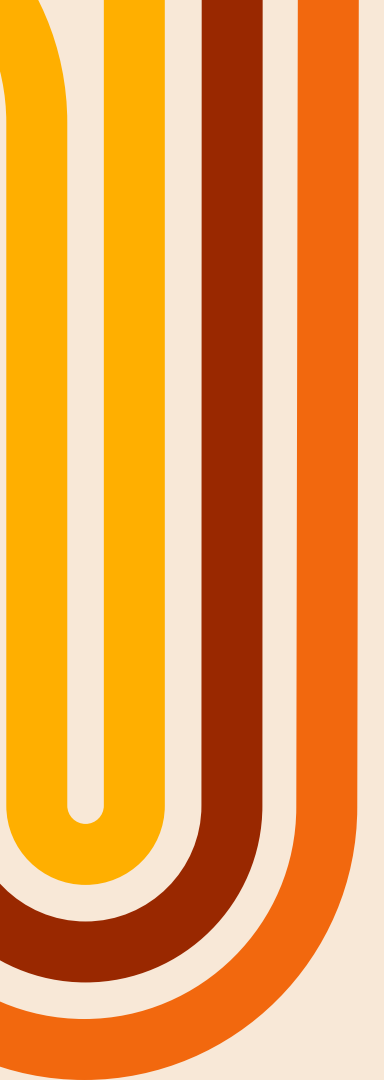


-  The wait time was very short which was brilliant! I thought that my therapist Rosa was caring, made me feel listened to, and always validated how I was feeling.

- ✨What was really good about my care is that Yomi always listened and I didn't feel judged by her at all and I always felt comfortable in The Nest whether that's in Yomi's room or in the waiting area.



It really helped me gain a lot
more understanding about
myself and get to know new
things about me.



They helped me talk about how school was and how my health problems made me feel and are going to contact my school to help me get listened.

They helped me become more confident and listened to me about my problems.





The attention I received from everyone, especially since they listened to me at all times, letting me be myself and express myself.



- I felt Sophie really listened and supported/encouraged me to try techniques I never explored before. I was able to express my self physically and emotionally.



The best thing was that my therapist •
was this understanding and no
judgmental, she helped me gain
more • understanding about the way I
think not only about myself but also
others, she made the • environment
✦ safe and comfortable.

Anita was very
understanding around
my situation and she
was always on time
and ready to greet me
and make me feel
comfortable.





Sadira was extremely gentle,
kind and thoughtful. Her
questions, responses and
style really helped me to open
up, reflect and feel
comfortable and safe.





Having a place to voice out your concerns and anxieties in a safe space where you feel heard is so important, and I felt so comfortable to do this, helped by the non judgemental, caring atmosphere that I felt during my time at The Nest



I feel like my feelings and
• my reactions to those
★ feelings were understood, I
didn't feel judged and felt
like I could trust my deepest
thoughts and feelings with
★ Sophie

• I have the chance to
★ talk/express my thoughts
to someone who is indeed
• professional, reliable and
patient. It feels safe to be
★ here.

★ I felt listened too and felt comfortable and Tamatha is really nice and helped me with my confidence and I felt less alone because I was able to talk about my thoughts and feelings without judgement.



- Very very good! Love it! The person that took care of me is really nice and I've been able to focus
 - more on schoolbecause of the nest.

- It gave me something to look forward to and a good mix of talking about emotions and practical solutions.



I really appreciated being
listened to properly. it made
a big difference. The space
felt safe and supportive.

• People I spoke to seem
to care about me as an
individual unique
person and helped in a
way that worked for
me.



I felt very safe and unjudged,
very understood. It felt very
healing coming here and I have
lots of good takeaways.

• Talking to Sophie has been
something I looked forward to
each week, she was great and
helped me think deeper.



- Very very good! Love it! The person that took care of me is really nice and I've been able to focus
 - more on schoolbecause of the nest.

✦ Incredible. That I have
improved not only
mentally but
emotionally. I'm able
to cope better than I
did before. Amazing
connections and
service.

- It was nice to finally have someone who actually listened and didn't just dismiss my feelings and experiences all the time