**Table S2: Linear regression analysis to identify variables associated with service user satisfaction measured by Client Satisfaction Questionnaire (CSQ-8)**

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| --- | --- | --- |
| **Characteristic** | **Coefficient (95% CI)** | **P-value** |
| **Service type** | ward versus crisis house | -5.26 (-7.59, -2.94) | <0.0001 |
| **Gender** | female versus male | -0.81 (-2.12, 0.51) | 0.22 |
| **Age** | per 5 years older | 0.13 (-0.10, 0.35) | 0.26 |
| **Ethnic group** | White British | Reference category | 0.50 |
|  | White Other | -0.91 (-2.85, 1.03) |
|  | Black | -0.82 (-2.85, 1.21) |
|  | Asian | -1.41 (-3.55, 0.73) |
|  | Mixed heritage | -0.39 (-1.93, 1.16) |
|  | Other | -3.02 (-6.28, 0.24) |
| **Time in service centre prior to the interview** | per week in ward or crisis house | 0.00 (-0.08, 0.08) | 0.99 |
| **Admitted to psychiatric hospital in the past** | yes versus no | -0.67 (-2.26, 0.93) | 0.39 |
| **Mental Health Act status at admission** | detained versus not detained | -1.45 (-3.25, 0.35) | 0.11 |
| **Current/most recent clinical diagnosis** | Schizophrenia/schizo-affective  | Reference category | 0.06 |
|  | Bipolar disorder | -1.91 (-3.63, -0.19) |
|  | Other psychosis | 3.65 (-1.02, 8.32) |
|  | Depression | -0.66 (-2.68, 1.36) |
|  | Personality disorder | -1.75 (-4.00, 0.49) |
|  | Other | -1.06 (-3.15, 1.03) |