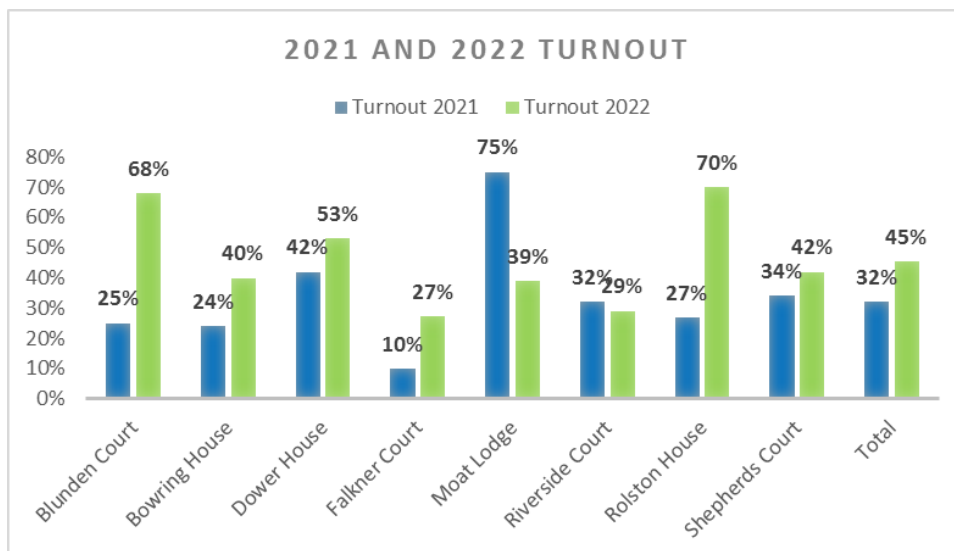


Senior Living Consultation Responses 2022

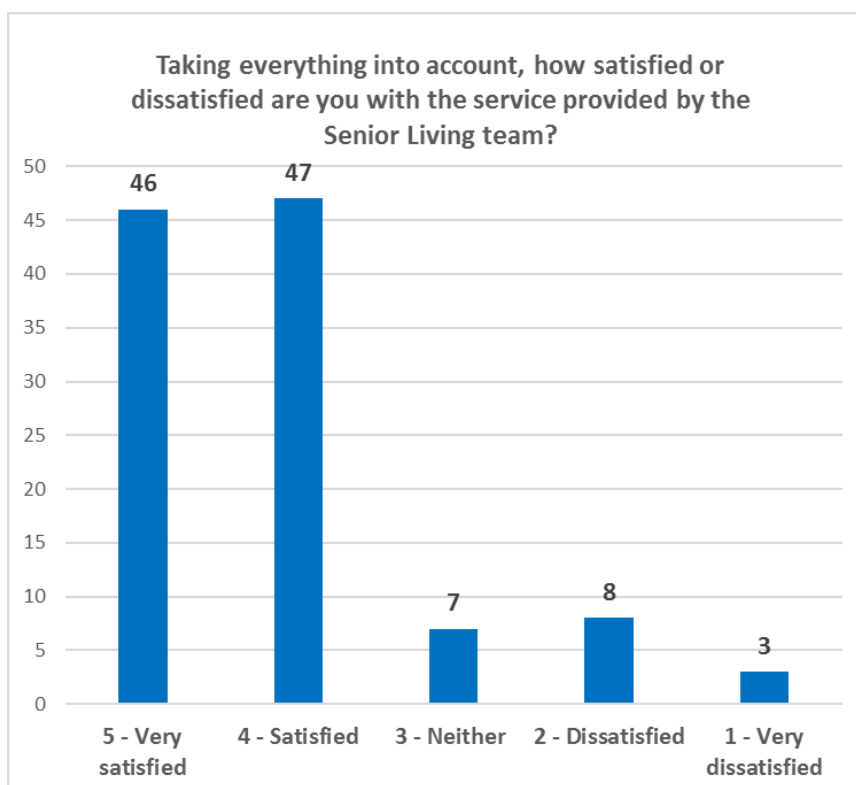
Response Rate

Out of 256 tenants, 116 provided feedback meaning that the overall response rate was 45%. This is 13% higher turnout compared to 2021.



Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Senior Living team?

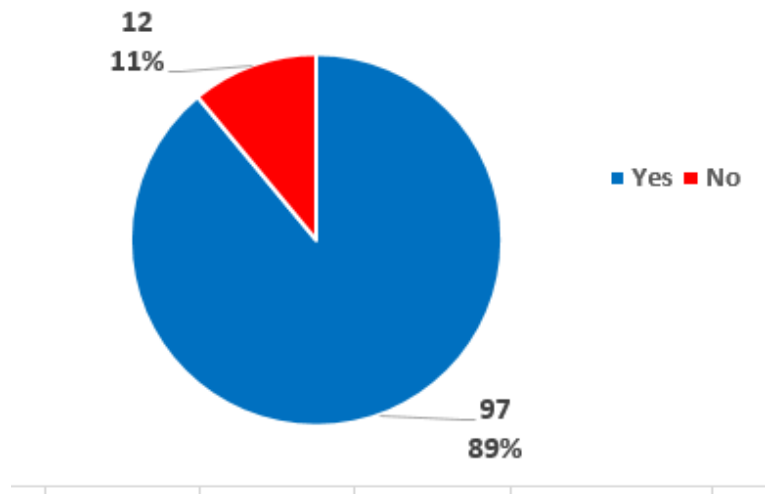
Across all schemes 84% of respondents stated that they are satisfied or very satisfied with the service provided.



Q2 Do you think you are kept well informed and up to date with information relevant to your Senior Living scheme?

Across all schemes 89% of respondents indicated that they feel that they are kept up to date with relevant information.

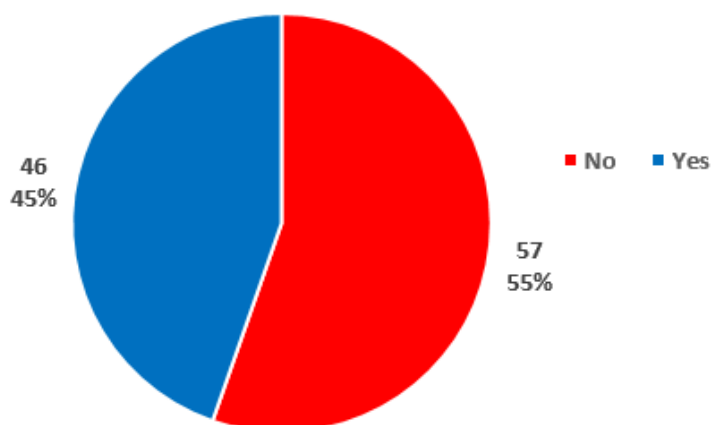
Do you think you are kept well informed and up to date with information relevant to your Senior Living scheme?



Q3 Do you attend the drop-in tenants meetings at your scheme?

Overall, 45% of respondents stated that they attend the drop-in tenants meeting at their scheme.

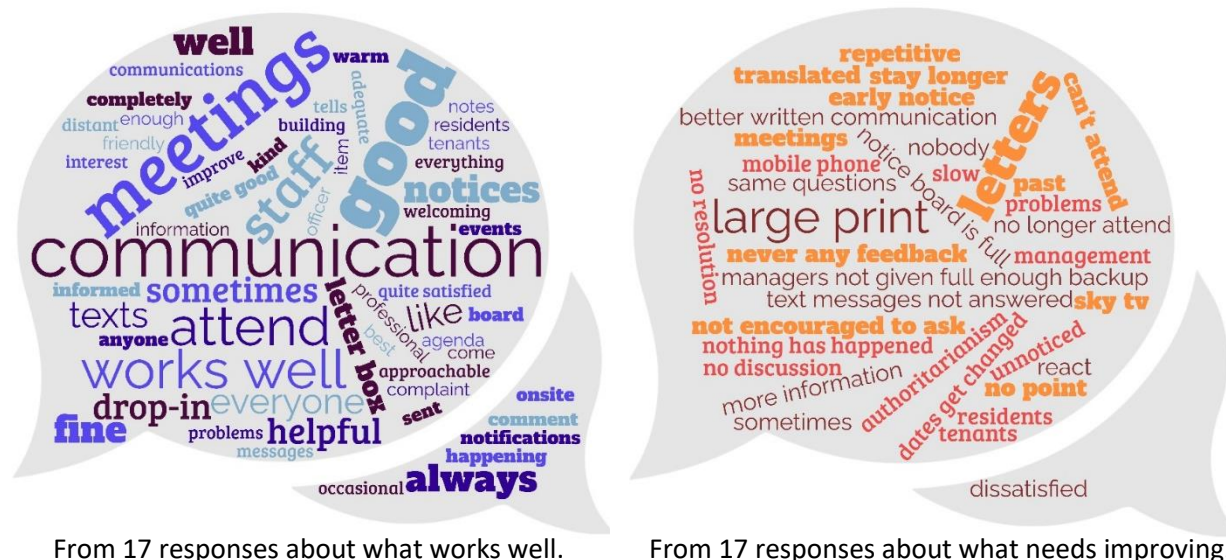
Do you attend the drop-in tenants meetings at your scheme?



Q4 Please provide any comments about what you think works well and what you think needs improving about communication.

There were 46 responses to this question. Within this there were 17 comments about what works well, 17 comments about what needs improving, and nine comments that were neutral or about issues unrelated to communication. The word clouds show the most common words and phrases used in the responses.

In the 2021 consultation the overarching theme to the communication responses were that tenants wanted more communication about information that was relevant to them. This year the overarching theme was about the methods by which Officers communicate with the tenants. This shift demonstrates that tenants are now satisfied with the amount of information that they are being given and improvements can now be made to the method by which they receive it.



The most common themes in responses about what works well referred to the drop-in tenants meetings, letter box drops, and the notice board and several described their SLO as friendly, approachable, and professional.

- Eleven of the comments about what works well were brief sentences that stated 'everything works well' or something similar.
- The other six made specific comments about valuing the information provided via letterbox drops or about how easy they find it to communicate with their officer.

The most common theme in responses about what needs improving were that the meetings feel repetitive or pointless as the same issues come up regularly and the method by which the Officers communicate with the tenants.

- Eight responses stated that the drop-in meetings felt pointless or repetitive.
- Seven responses requested an alteration to the communication methods. Two of these suggested that the noticeboard should have larger print. The rest referred to individual communication preferences or needs such as more written letters or more text messages.
- Two responses requested that the manager spend more time in the scheme.

The most common themes in responses about what works well in the communal spaces referred to the cleanliness, social events, and the friendly atmosphere.

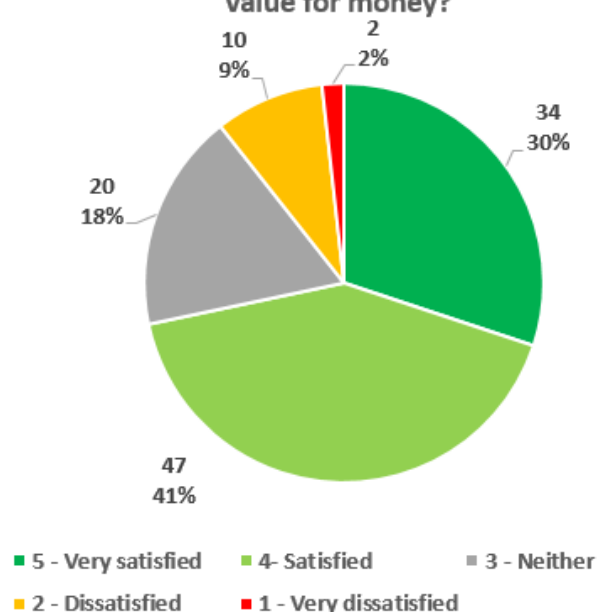
- There were thirteen responses that said something short such as ‘everything is good’.
- Two responses stated that they enjoy the social activities.
- Three stated that they were always clean and tidy
- One stated that the staff are friendly and helpful.

In the responses about what needs improving the most common themes were accessibility or repairs, decoration, and social events.

- Seven responses referred to individual issues with accessibility or repairs which have been passed on to the relevant officer.
- Six responses were about the decoration of the communal spaces, especially the lounge or garden and requested changes to make it more homely.
- Five responses requested more social events to be organised and one response stated that cleanliness was an issue.

Q7 How satisfied are you that your service charge provides value for money?

How satisfied are you that your service charge provides value for money?

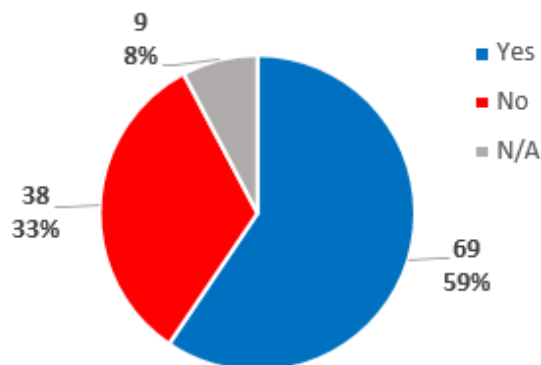


Q8 Have you opted in to the Check In Calls service?

The Check In Calls service refers to the procedure by which the Officers contact tenants to confirm that they are ok and not in need of immediate help. Tenants can opt in and request their preferred method and frequency of contact – typically this is a weekly call via the intercom.

There were 69 respondents who answered yes which was 59% of those who answered this question.

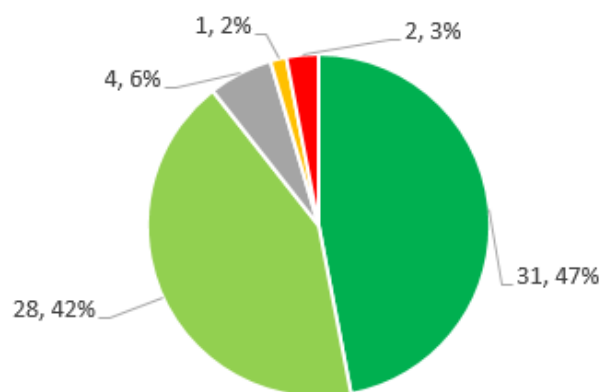
Have you opted in to the Check In Calls service?



Q9 How satisfied are you with the Check In Calls service?

Overall, 89% of respondents stated that they are satisfied or very satisfied with the Check In Calls service.

How satisfied are you with the Check In Calls service?



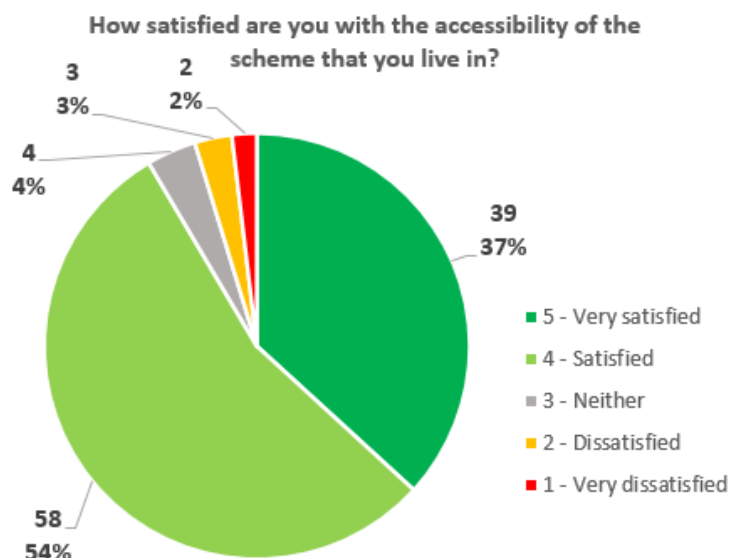
- 5 - Very satisfied ■ 4 - Satisfied ■ 3 - Neither
- 2 - Dissatisfied ■ 1 - Very dissatisfied

Q10 Please provide any comments about what you think works well and what you think needs improving about the Check In Calls service?

There were 17 responses to this question. Five stated something simple like 'it works well' and then three stated that the calls were comforting or made them feel safer. Three requested a change to the frequency of their calls and the remainder stated that they had not received a call yet. It is likely that this is because Officers will not call a tenant if they have seen them in person that week.

Q11 How satisfied are you with the accessibility of the scheme that you live in?

92% of respondents stated that they were satisfied or very satisfied with the accessibility of their scheme.

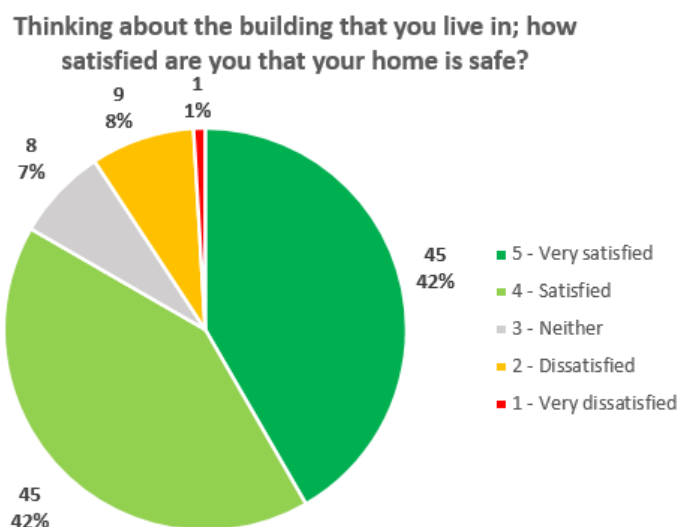


Q12 Please provide any comments about what you think works well and what you think needs improving about the accessibility of your scheme?

There were 34 responses to this question. Eleven were brief responses stating that they were satisfied with accessibility. Five were neutral or related to other issues. The other eighteen responses made specific requests to improve the accessibility of the schemes. Most related to doors that are hard to open when using mobility aids or issues with finding an accessible parking space.

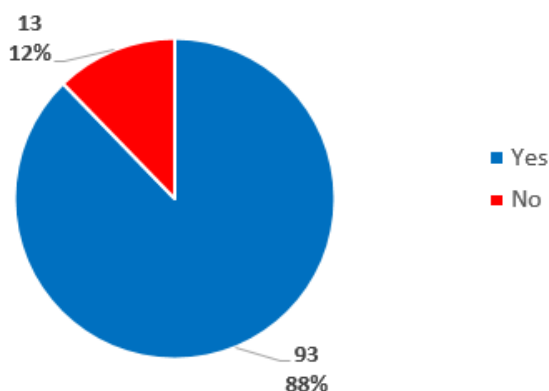
Q13 Thinking about the building that you live in; how satisfied are you that your home is safe?

Overall, 83% of respondents stated that they are satisfied or very satisfied with the safety of the building that they live in.



Q14 Are you in favour of the installation of CCTV cameras in the main foyer area of your scheme?

Are you in favour of the installation of CCTV cameras in the main foyer area of your scheme?



Q15 Please provide any comments about what you think works well about building safety and what you think needs improving?

There were 41 responses to this question. The focus of the responses varied greatly making it hard to group them around common themes.

- Seven responses referred to CCTV. Most stated where within the scheme they think cameras should be placed or expressed approval that they were going to be installed.
- Six responses were generic 'everything is ok' statements.
- Five responses referred to concerns that carers and contractors were leaving doors and windows unlocked or leaving tools around the scheme.
- Three responses requested that the gutters and roof be regularly cleared.
- The remaining responses were either unrelated to safety or were about individual requests for repairs.

Q16 Are there any other comments or suggestions that you have that will help to improve the Senior Living service?

There were 42 responses to this question. Four responses were a generic 'all is good' comment, one stated that the scheme is tidy and there were five comments requesting that the Officers be present in the scheme more regularly. The rest of the comments were specific to their scheme so will be dealt with individually and often were a repeat of an issue raised earlier in the questionnaire.

During the time that the questionnaire was with the tenants at Falkner Court in December 2022 there were several anti-social behaviour incidents which were mentioned frequently in the responses. Most of these responses focused on how it has made tenants feel unsafe and requesting that the Senior Living team take action to prevent it happening again. The Senior Living Officer has escalated the matter to the relevant parties and continues to communicate transparently with tenants about their actions while maintaining the confidentiality of all individuals involved.