



# Sheltered Housing Annual Survey Results 2015

## **Overview**

The annual Sheltered Housing Survey was carried out at Annual General Meetings held at each of ACHA's 10 sheltered complexes at the end of 2015. The AGM's were chaired by Local Managers and the surveys were distributed to tenants ahead of the events. At these meetings, tenants were able to discuss issues of concern to them and raise matters that they feel need attention. Some meetings also featured a guest speaker. A survey asking for the comments of those providing support and care for tenants was run in conjunction with the main survey (see part 2 of this report).

## **Results and Comments**

Tenants were asked to respond to various questions regarding service delivery at their sheltered housing complex, the results of which are detailed below in graph form. Of 201 issued, 83 surveys were returned, 2 less than last year. The percentage figures shown in the results are therefore percentages of the 83 surveys returned.

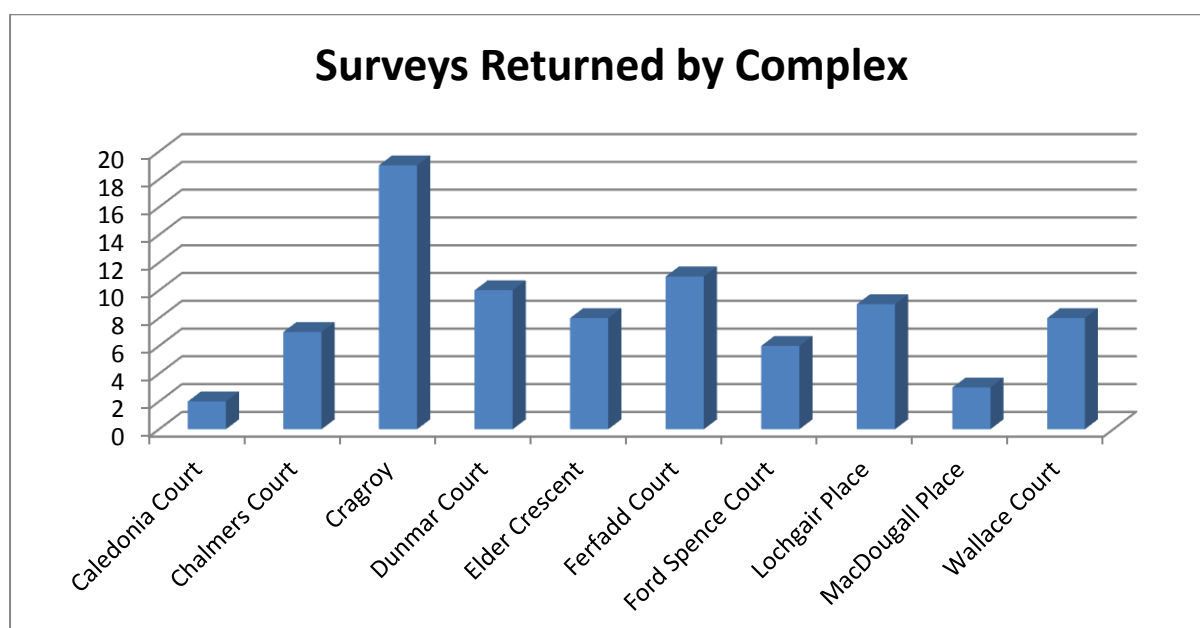
## **Methodology**

Surveys are distributed by Managers at the annual meeting and collected by wCSA's (wardens). These are returned to one of ACHA's Administration Officers for compilation, after which this report is produced.

Any response rating a service less than Excellent or Very Good are followed up individually by local managers who will use the information to make needed changes and improvements.

NB Tenants who have made a complaint have not necessarily complained about sheltered housing; this could be about any part of the service ACHA provide.

## Number of Responses Received Analysed By Complex



	Responses Received
Caledonia Court	2
Chalmers Court	7
Cragroy	19
Dunmar Court	10
Elder Crescent	8
Ferfadd Court	11
Ford Spence Court	6
Lochgair Place	9
MacDougall Place	3
Wallace Court	8
<b>Grand Total</b>	<b>83</b>

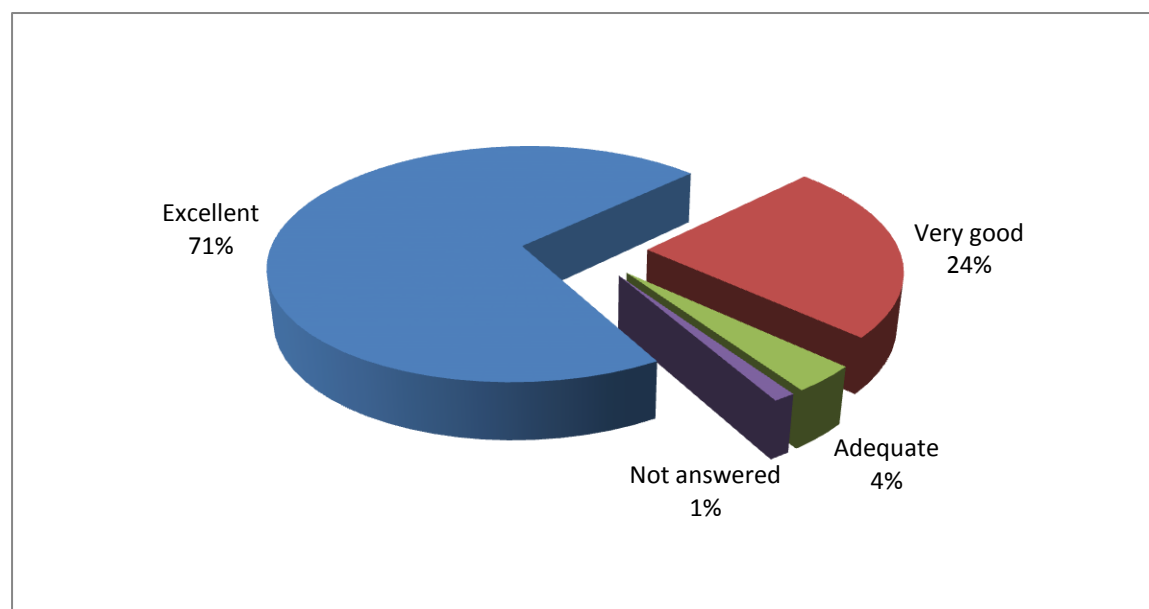
83 Surveys were returned during the 2015 survey. The total returned last year was 85.

## Part 1

### Sheltered Housing Service User Questionnaire

#### Question 1.1

How do you rate the respect given to you by staff?

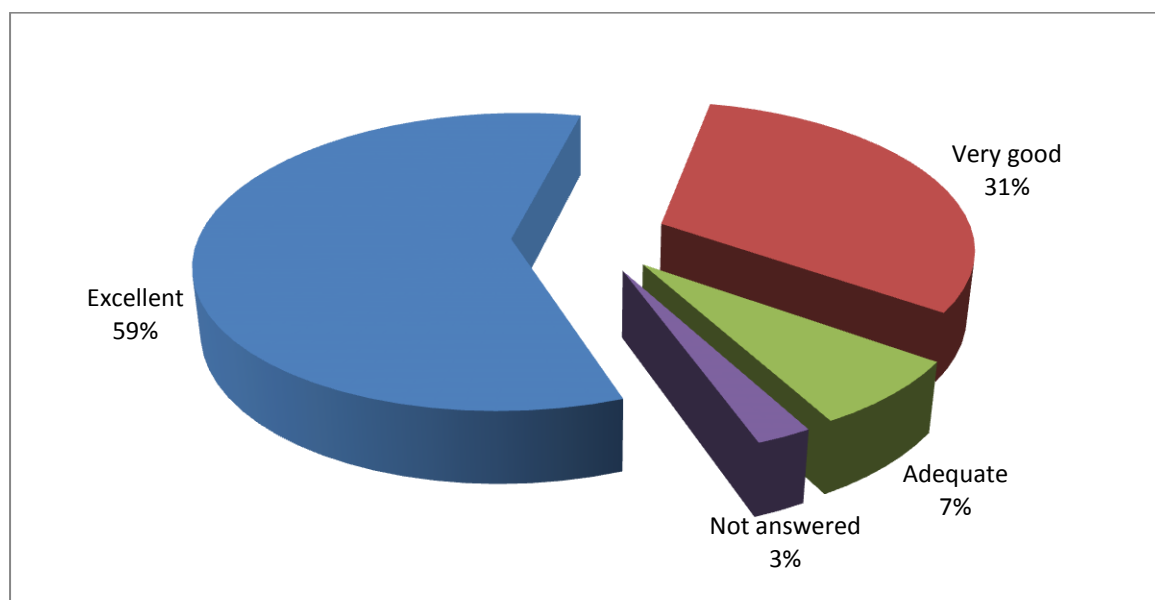


	Number of Responses
Excellent	59
Very good	20
Adequate	3
Weak	0
Poor	0
Not answered	1
<b>Grand Total</b>	<b>83</b>

Satisfaction levels are up from 2014. Last year 93% rated the respect given as Excellent or Very Good, compared to 95% in 2015.

### Question 1.2

In terms of meeting your needs, how would you rate the skills and experience of staff?



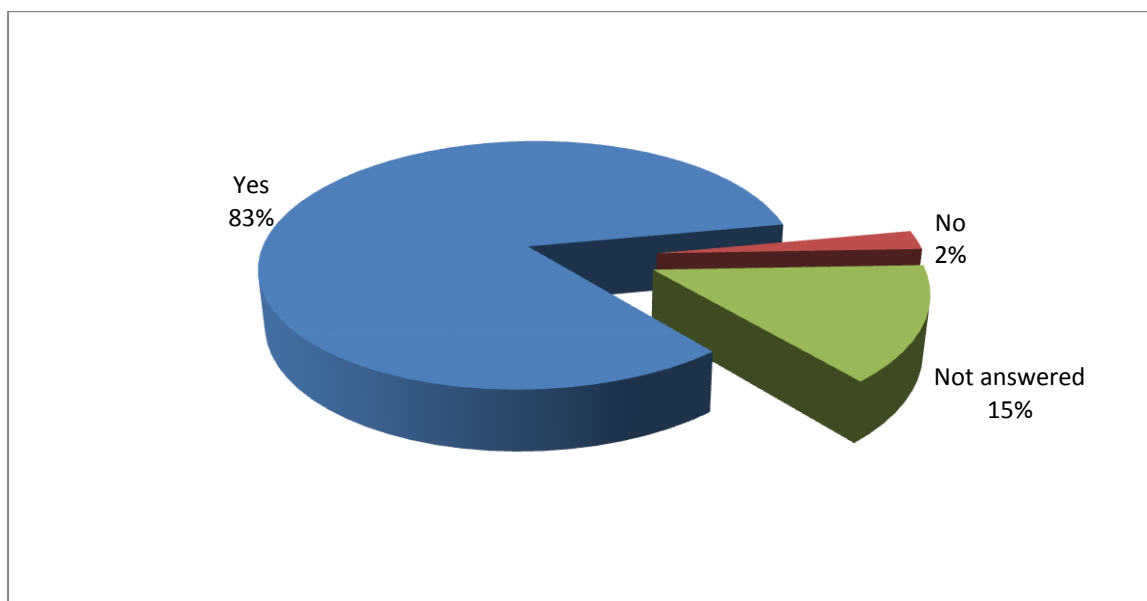
	Number of Responses
Excellent	49
Very good	26
Adequate	6
Weak	0
Poor	0
Not answered	2
<b>Grand Total</b>	<b>83</b>

Again, satisfaction levels are up from 2014. This year 90% rated the skills and experience of staff as Excellent or Very Good, compared to 88% last year.

Responses to **Question 1.3** where respondents can give comments on the first two questions can be found in Appendix 1 at the end of this report.

### Question 1.4

Have you been given a copy of your Personal Support Plan?

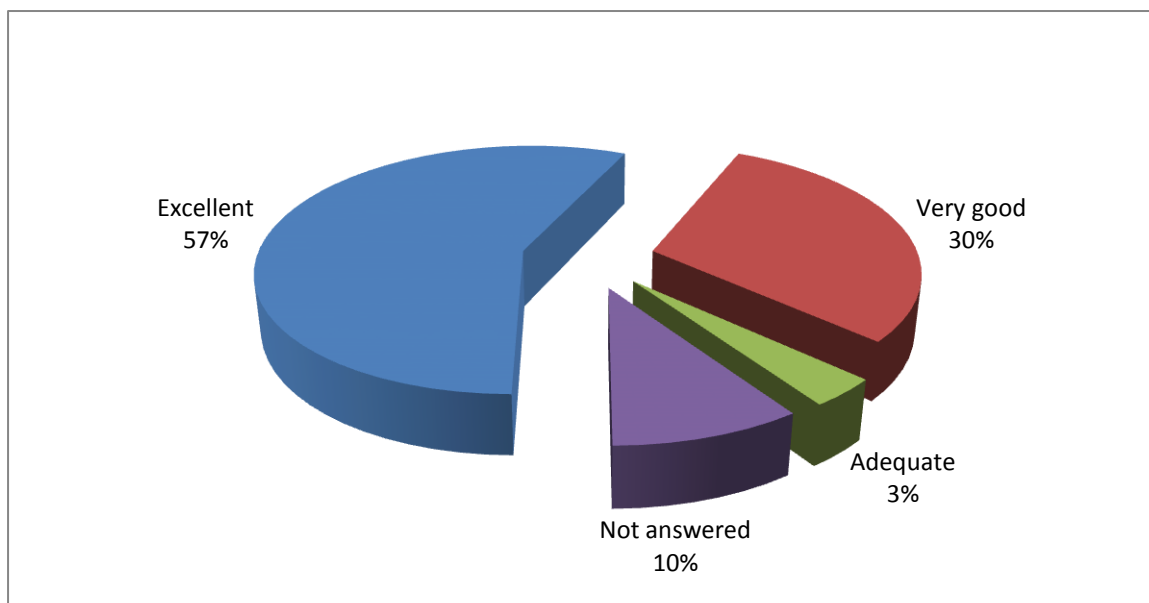


	Number of Responses
Yes	69
No	2
Not answered	12
<b>Grand Total</b>	<b>83</b>

Personal Support Plans are tailored to the individual needs of the tenants. These plans are kept by the sheltered housing Community Support Assistants and are reviewed and audited annually by Local Managers.

### Question 1.5

How do you rate the support you receive?



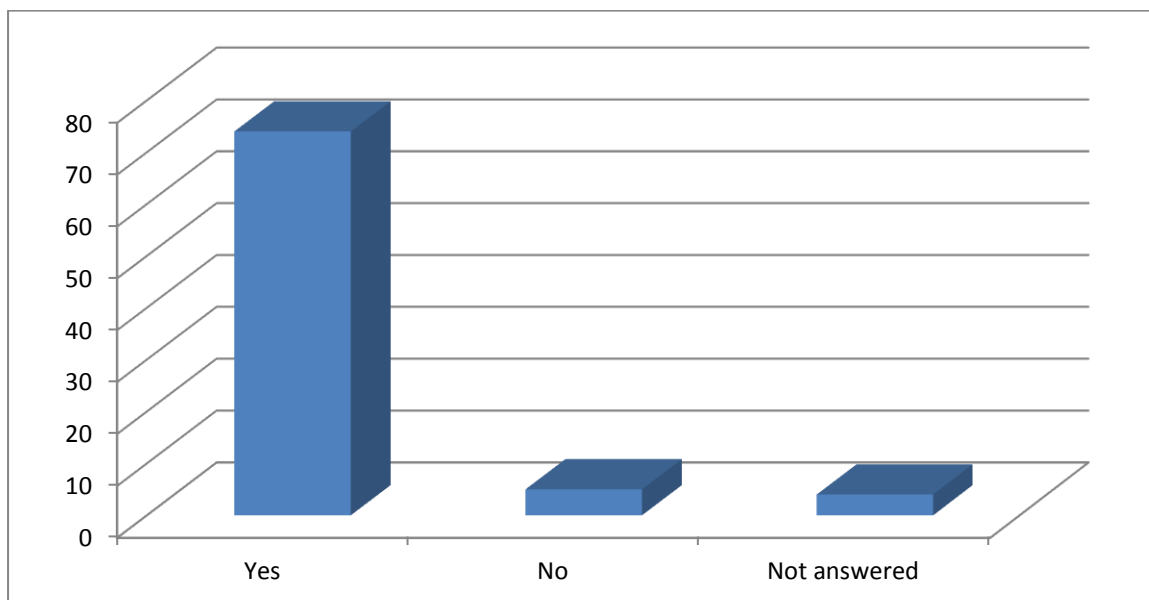
	Number of Responses
Excellent	47
Very good	25
Adequate	3
Weak	0
Poor	0
Not answered	8
<b>Grand Total</b>	<b>83</b>

Satisfaction levels have taken a pleasing upward turn for 2015, with Excellent and Very Good ratings up from 79% last year to 87% this year.

Question 1.6 enables tenants to comment on anything else they would like in their personal support plan. The responses to this can be found in Appendix 2.

### Question 1.7

**Are you aware of ACHA's complaints policy?**



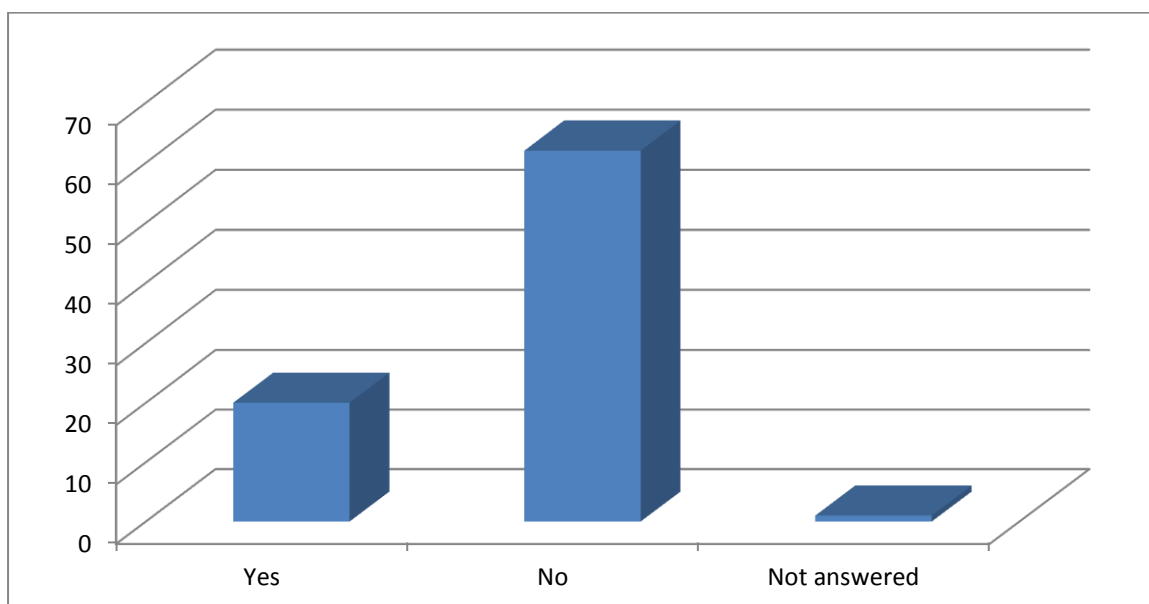
	Number of Responses
Yes	74
No	5
Not answered	4
<b>Grand Total</b>	<b>83</b>

Questions 1.7 through 1.10 relate to ACHA's customer complaints policy. It should be noted that these are not necessarily complaints about sheltered housing; it could be any aspect of ACHA's service delivery.



### Question 1.8

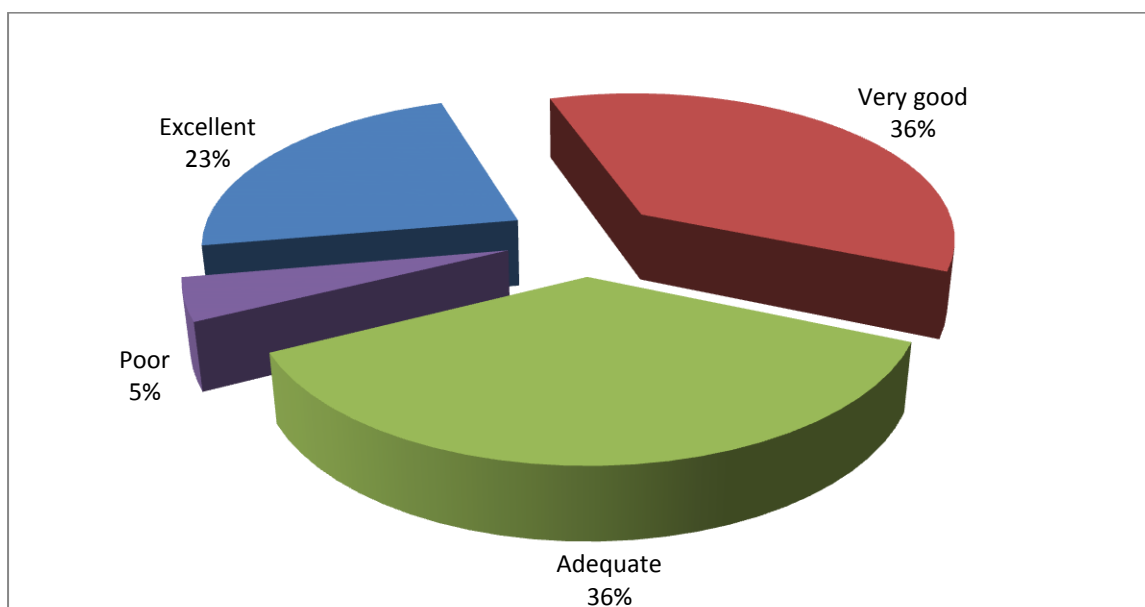
Have you ever made a complaint?



	Number of Responses
Yes	20
No	62
Not answered	1
<b>Grand Total</b>	<b>83</b>

### Question 1.9

If Yes, how was the complaint handled?



	Number of Responses
Excellent	5
Very good	8
Adequate	8
Poor	1
Weak	0
<b>Grand Total</b>	<b>22</b>

Good complaints handling and resolution is vital to ACHA. Therefore it is satisfying to see a big improvement in satisfaction figures. In 2014, 38% of those making a complaint rated the way it was handled Excellent or Good. This has increased to 59% in 2015. Importantly, the number of those rating the service poor has decreased from 13% to 5% and no tenants rated the service 'Weak'. The tenants rating the service as 'Adequate' are broadly similar to last year (2014 – 37%). Numbers of service users making a complaint is also similar to 2014 (2014 – 24, 2015 – 22).

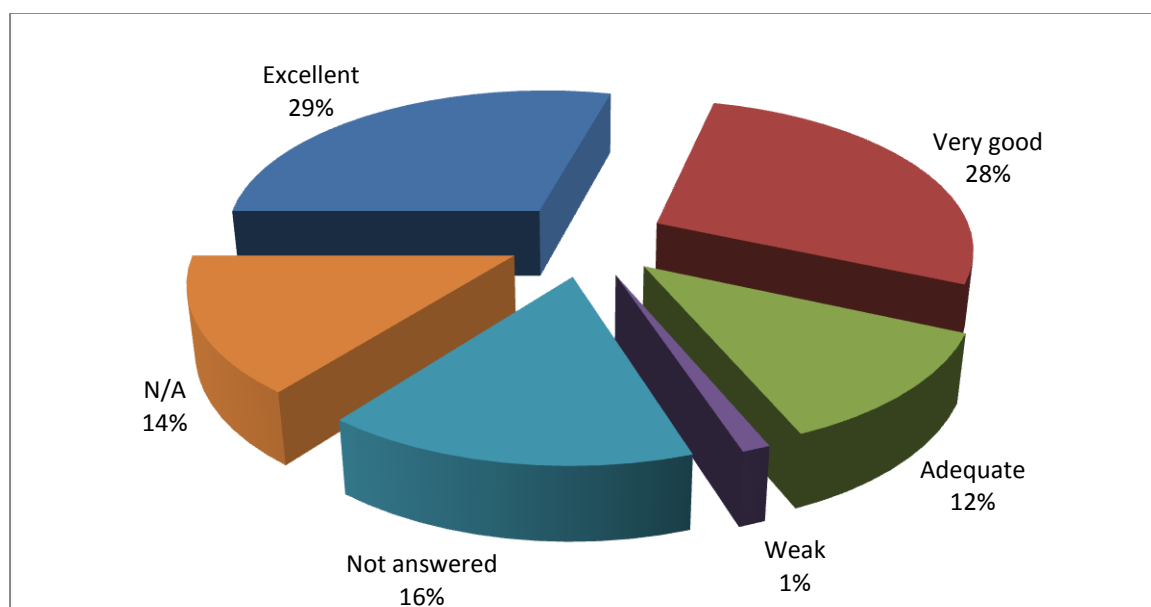
Comments on the way ACHA handles complaints can be found in Appendix 3.

## Communal Facilities at Sheltered Complexes.

Tenants are asked to comment on facilities at sheltered housing. Not all complexes have facilities and these are represented by tenants responding Not Applicable (N/A).

### Question 1.11

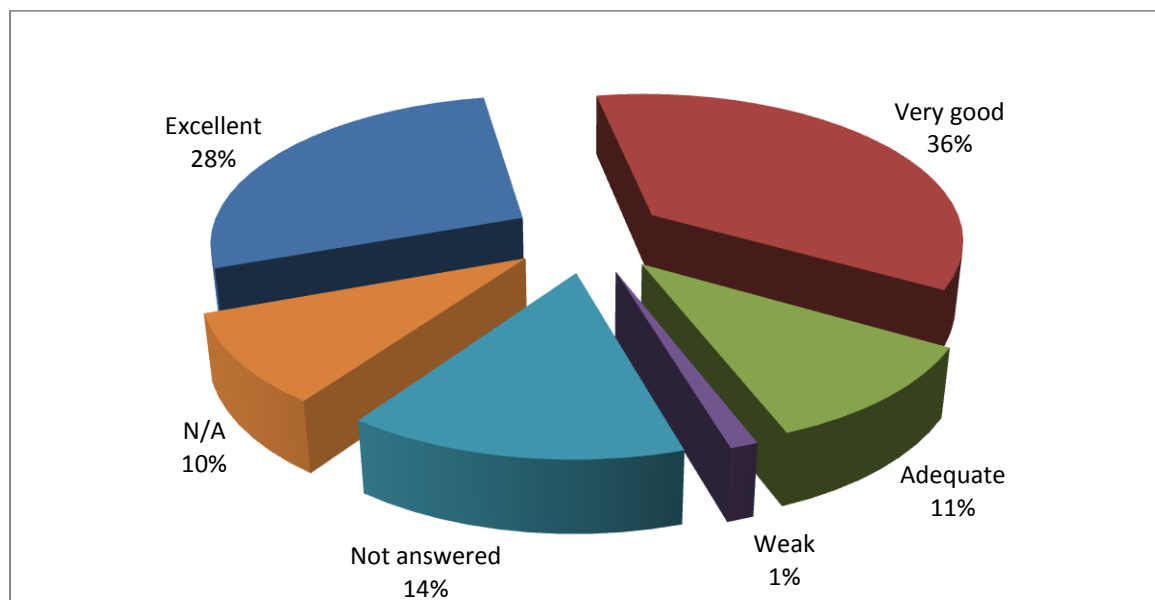
#### Laundry Facilities



	Number of Responses
Excellent	24
Very good	23
Adequate	10
Weak	1
Poor	0
Not answered	13
N/A	12
<b>Grand Total</b>	<b>83</b>

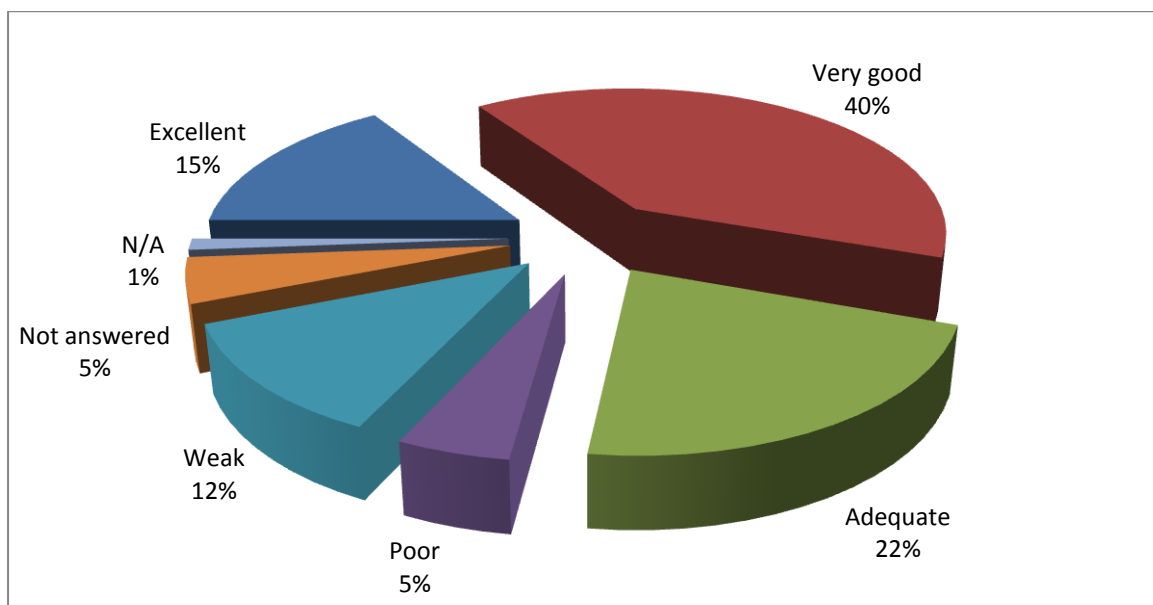
### Question 1.12

**Common Areas, including residents' lounges, day centres, etc.**



	Number of Responses
Excellent	23
Very good	30
Adequate	9
Weak	1
Poor	0
Not answered	12
N/A	8
<b>Grand Total</b>	<b>83</b>

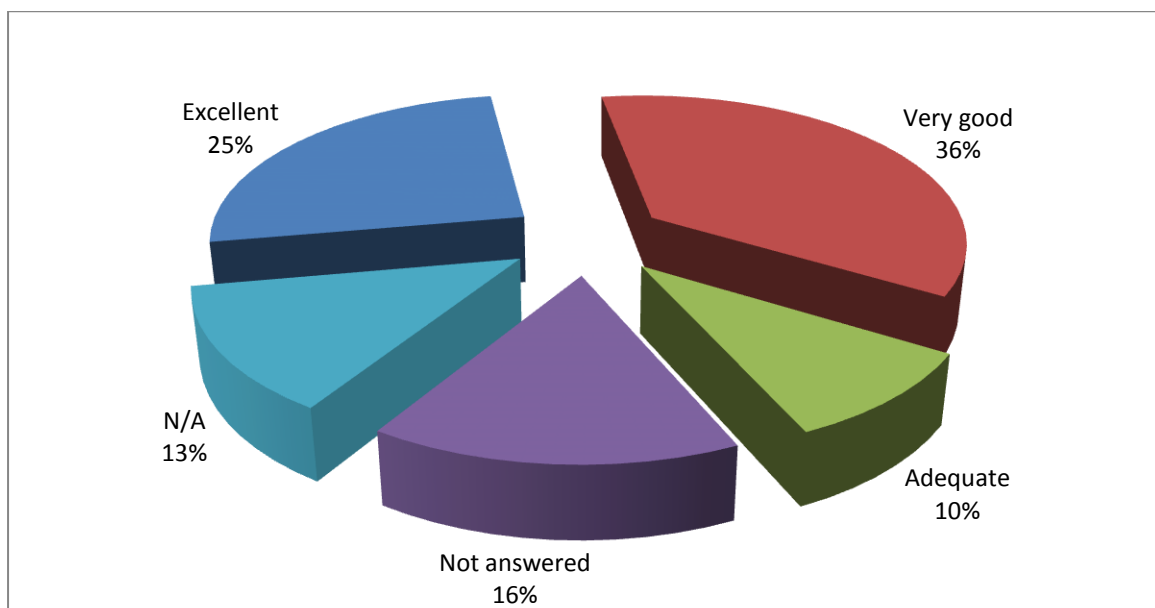
**Question 1.13**  
**Grass, Paths and Landscaped Areas.**



	Number of Responses
Excellent	13
Very good	33
Adequate	18
Poor	4
Weak	10
Not answered	4
N/A	1
<b>Grand Total</b>	<b>83</b>

### Question 1.14

#### Cleaning Services

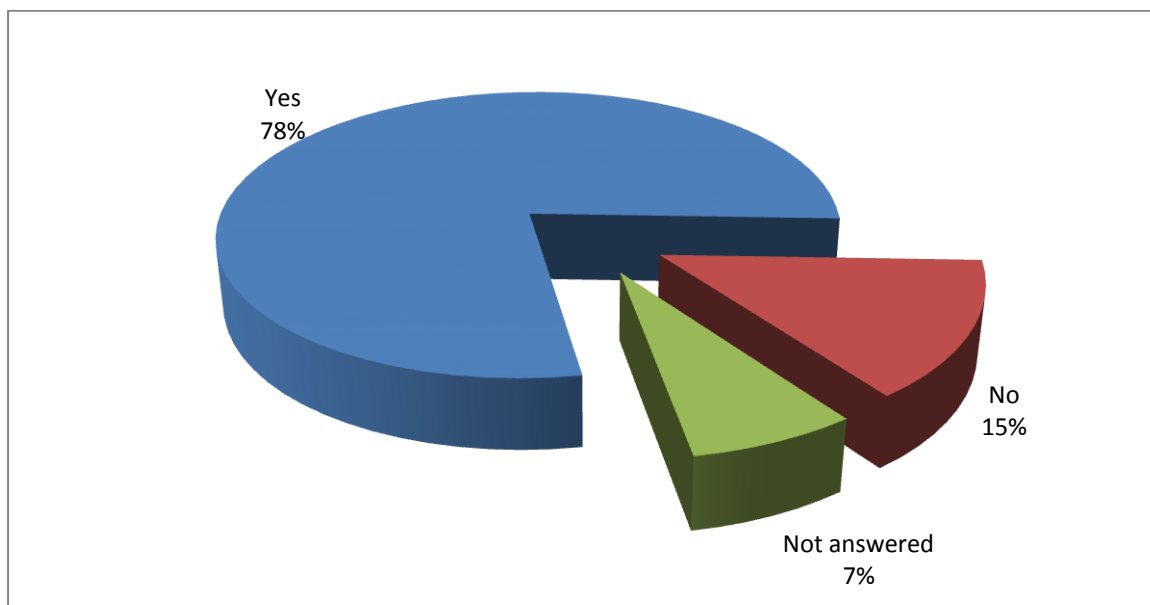


	Number of Responses
Excellent	21
Very good	30
Adequate	8
Weak	0
Poor	0
Not answered	13
N/A	11
<b>Grand Total</b>	<b>83</b>

### Question 1.16

**Are you aware of the role of the Care Inspectorate (previously the Care Commission)?**

The next set of questions focuses on the quality of information provided by ACHA to sheltered housing residents.

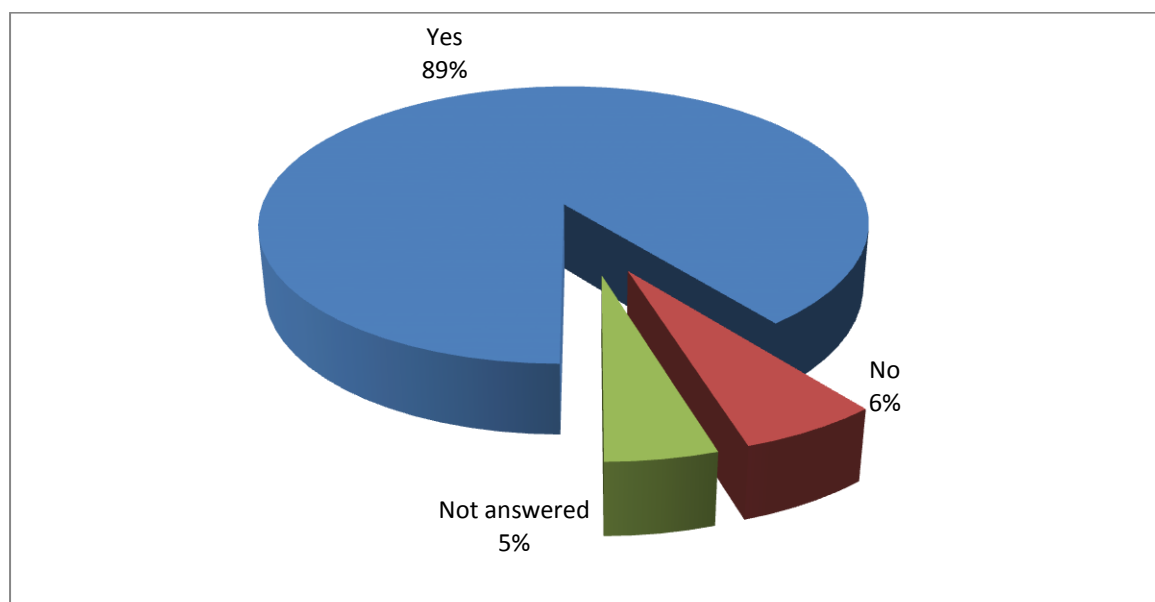


	Number of Responses
Yes	65
No	12
Not answered	6
<b>Grand Total</b>	<b>83</b>

The level of tenants aware of the Care Inspectorate's role has decreased from 88% in 2014.

**Question 1.17**

Do you feel you are provided with enough information about Argyll Community Housing Association and the services we provide?



	Number of Responses
Yes	74
No	5
Not answered	4
<b>Grand Total</b>	<b>83</b>

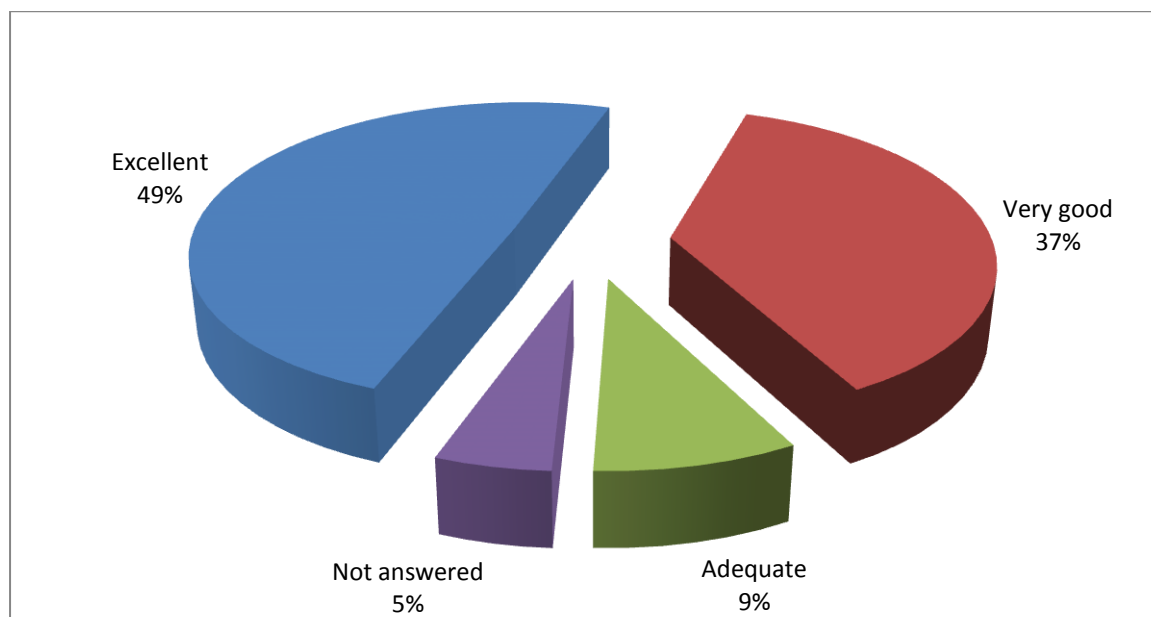
The number of tenants who feel they are provided with enough information has decreased slightly (2%) from 2014, although the number who felt they do not receive enough information has also decreased by the same amount. The number of those not answering is up from 1% in 2014.

**Question 1.18** gives customers the chance to state what other information they would like to receive. The responses for this can be found at Appendix 4



### Question 1.19

Overall, how would you rate living in sheltered housing?



	Number of Responses
Excellent	41
Very good	31
Adequate	7
Weak	0
Poor	0
Not answered	4
<b>Grand Total</b>	<b>83</b>

Overall satisfaction levels at 86% are down 1% from 2014 where 87% rated the service Very Good or Excellent. Crucially however, no tenants rated the service poor or weak, an improvement over last year's figure.

Responses to **Questions 1.20-1.23**, where tenants can provide feedback on the annual meetings, further information on positives and negatives of the service and greater involvement in staff recruitment, can be found in Appendices 5 through 8.

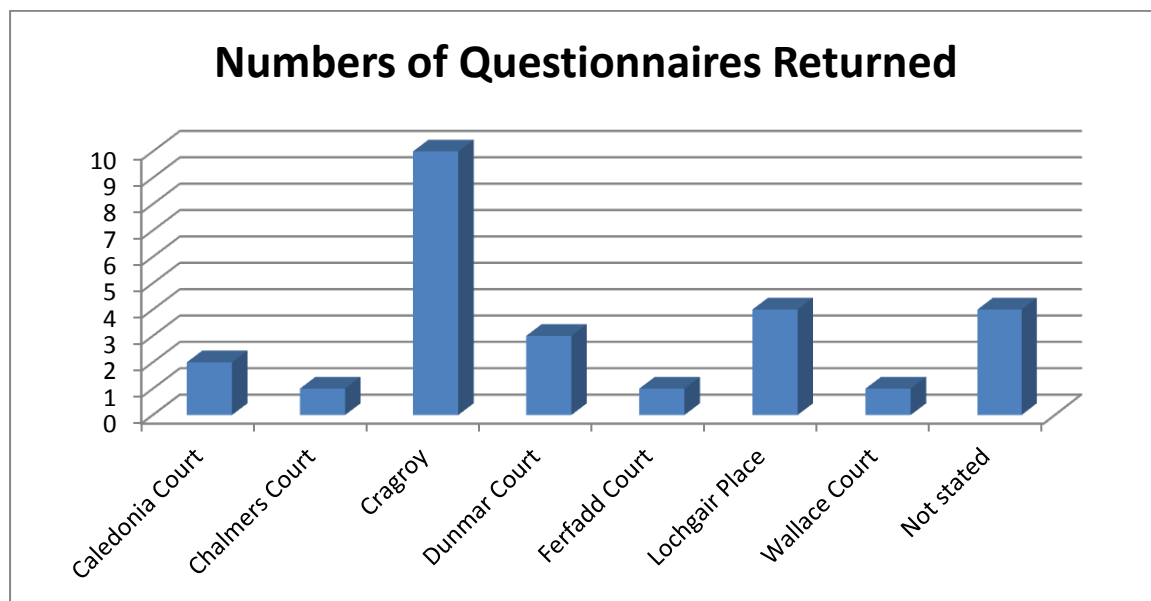
**Part 2****Views of Family Members, Friends, Key Holders, Support Providers.**

Run in conjunction with the Sheltered Housing Service User Questionnaire, this survey seeks the views of those related to or providing care for our sheltered tenants.

Containing 14 questions, a total of 26 surveys were returned, down from 28 in 2014. However, overall satisfaction levels remained high, with a high proportion of respondents rating satisfaction levels as either very good or excellent.

Individual comments made by stake holders can be found at appendix 8

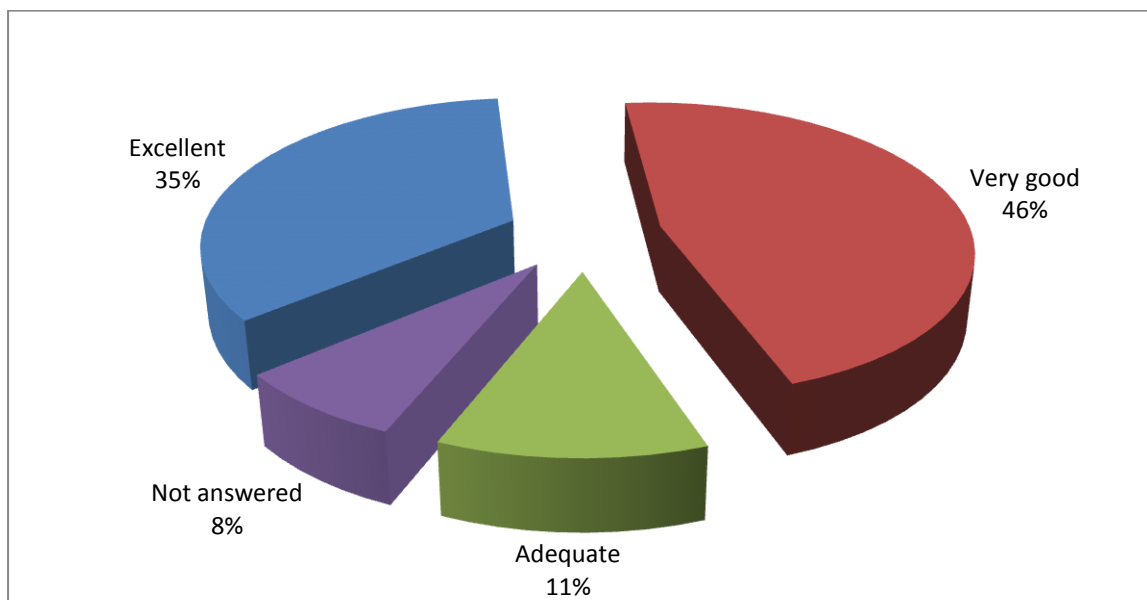
## Responses received by complex



Row Labels	Count by Complex
Caledonia Court	2
Chalmers Court	1
Cragroy	10
Dunmar Court	3
Ferfadd Court	1
Lochgair Place	4
Wallace Court	1
Not stated	4
<b>Grand Total</b>	<b>26</b>

### Question 1

How easy was it to get in touch with ACHA in respect of the letting of sheltered housing in Argyll?

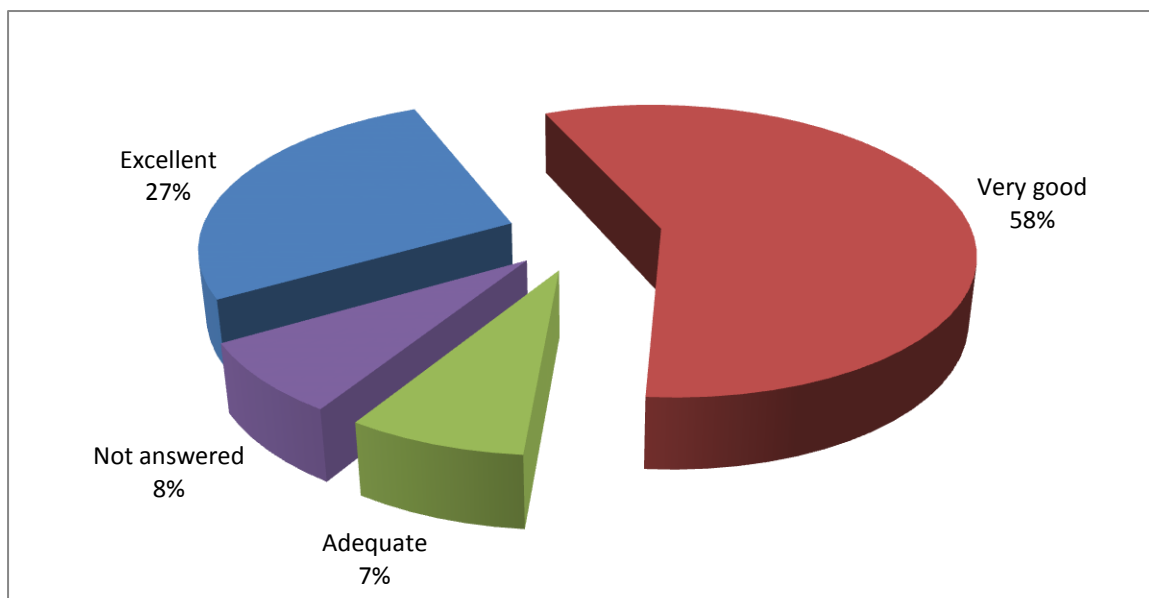


	Number of Responses
Excellent	9
Very good	12
Adequate	3
Weak	0
Poor	0
Not answered	2
<b>Grand Total</b>	<b>26</b>

Satisfaction levels have soared from 50% rating Very Good or Excellent in 2014, to 81% in 2015.

## Question 2

How do you rate the information that was provided to your family member at the start of their tenancy that relate to their tenancy agreement, services and charges?

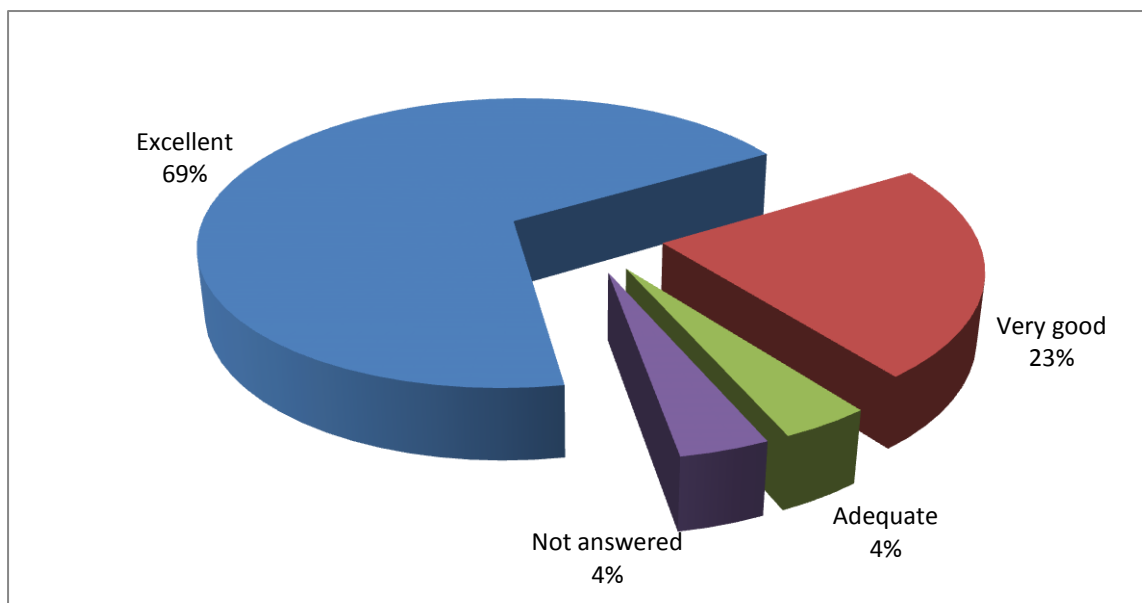


	Number of Responses
Excellent	7
Very good	15
Adequate	2
Weak	0
Poor	0
Not answered	2
<b>Grand Total</b>	<b>26</b>

Satisfaction levels are up from 46% rating this aspect of the service as Very Good or Excellent in 2014 to 85% in 2015.

### Question 3

How do you rate the staff at the sheltered complexes in terms of competency, approach and commitment to the wellbeing of your family member?

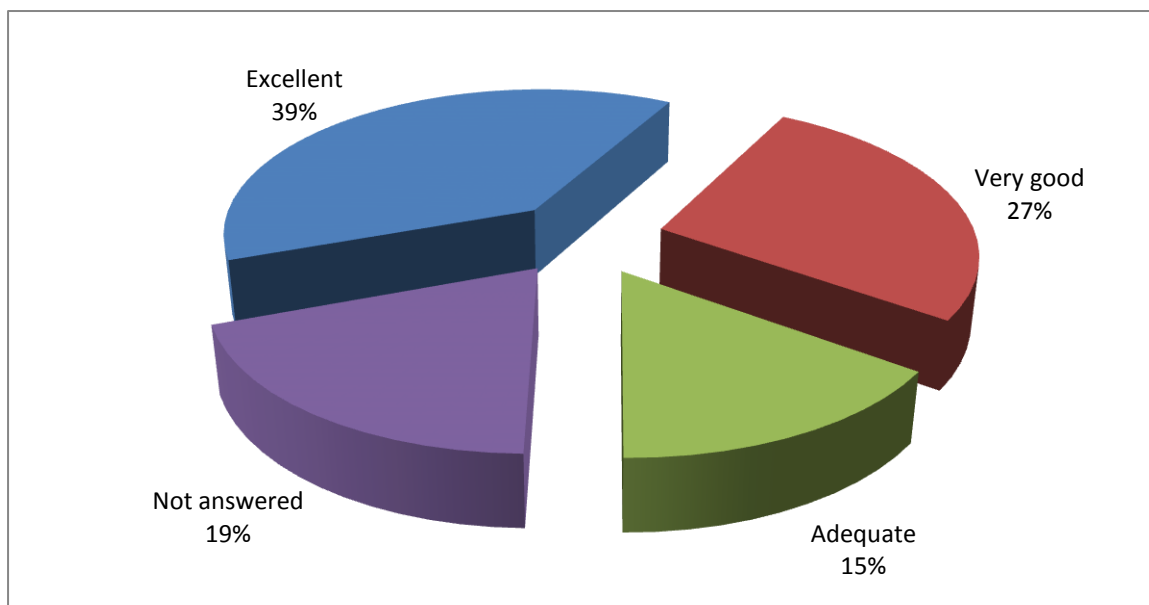


	Number of Responses
Excellent	18
Very good	6
Adequate	1
Weak	0
Poor	0
Not answered	1
<b>Grand Total</b>	<b>26</b>

Satisfaction levels overall are up from 2014. 75% rated the service Very Good or Excellent, compared to 92% this year. Importantly, no tenants rated this aspect weak, another improvement from 2014.

#### Question 4

Your family member may have named you as one of the principal contacts on their personal support plan. How well was this role explained to you/

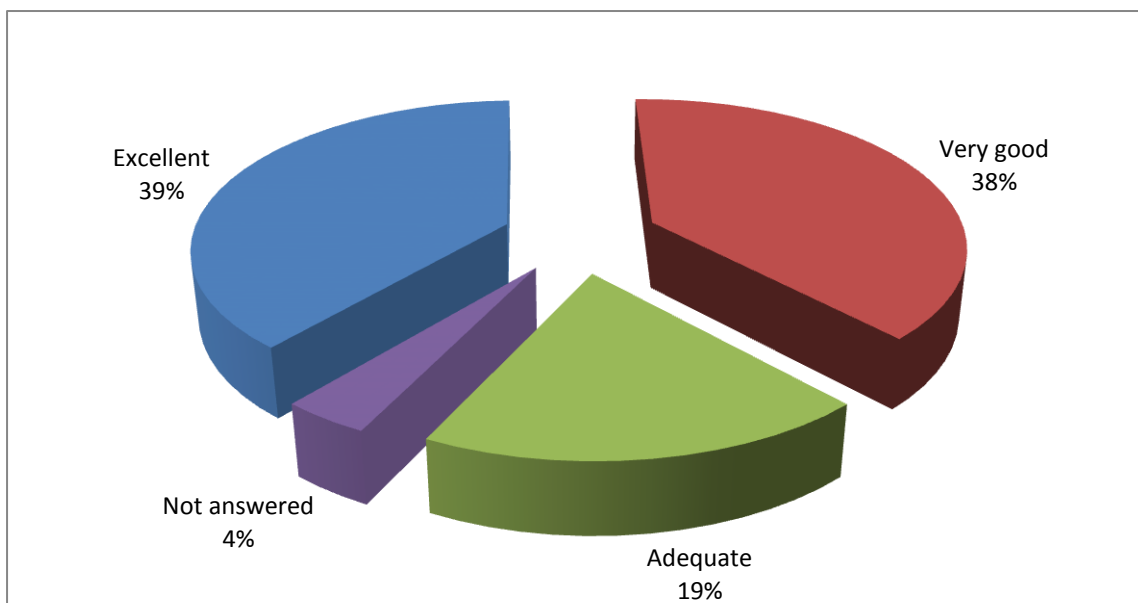


	Number of Responses
Excellent	10
Very good	7
Adequate	4
Weak	0
Poor	0
Not answered	5
<b>Grand Total</b>	<b>26</b>

In 2014, 57% of respondents rated the service as Very Good or Excellent. This has increased to 66% in 2015.

### Question 5

Please rate the sheltered housing complex in terms of how seriously you feel your views and concerns are taken with regard to your family member's welfare.



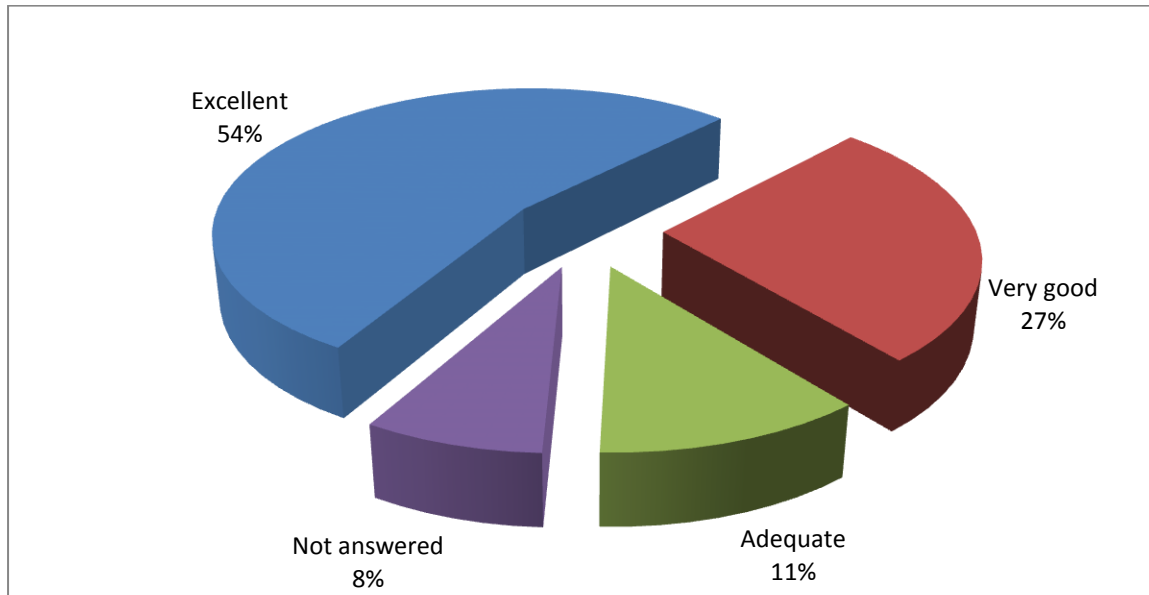
	Number of Responses
Excellent	10
Very good	10
Adequate	5
Weak	0
Poor	0
Not answered	1
<b>Grand Total</b>	<b>26</b>

77% rated the service either Very Good or Excellent compared to 72% last year.



### Question 6

How do you rate the overall level of help your family member gets at the sheltered housing complex?

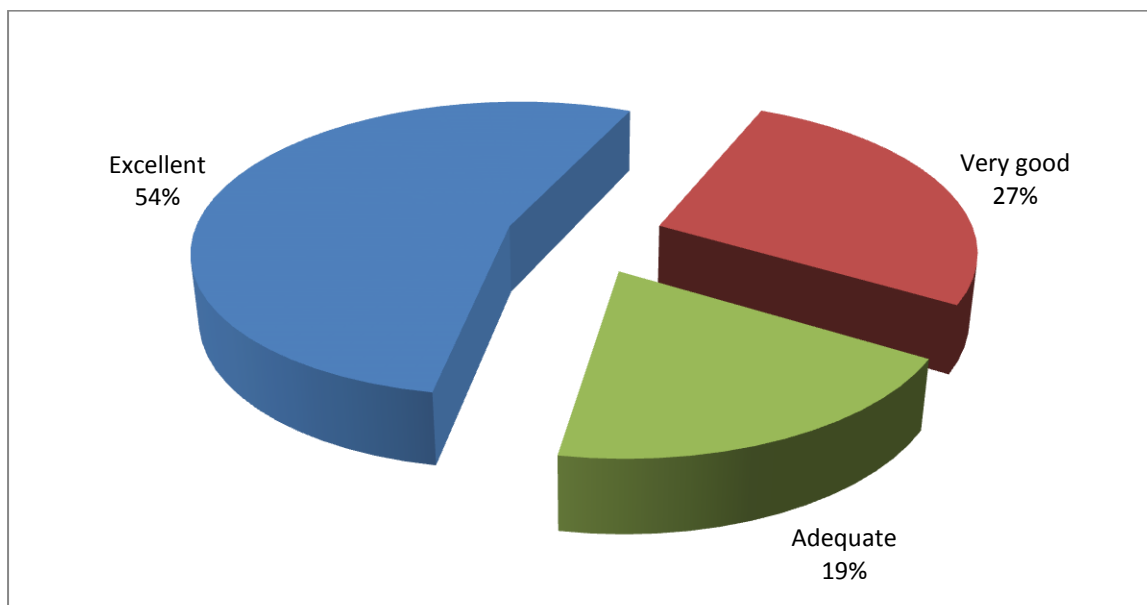


	Number of Responses
Excellent	14
Very good	7
Adequate	3
Weak	0
Poor	0
Not answered	2
<b>Grand Total</b>	<b>26</b>

Overall satisfaction levels have increased from 77% in 2014 to 81% in 2015.

### Question 7

How do you rate the sheltered complex in terms of how your family member is treated as an individual?

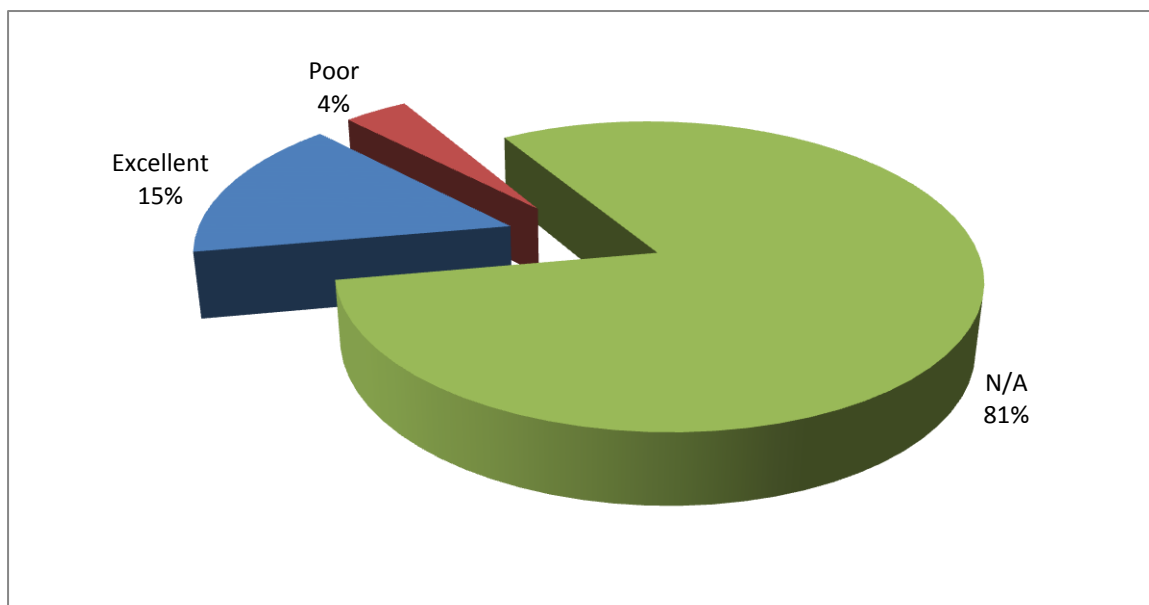


	Number of Responses
Excellent	14
Very good	7
Adequate	5
Weak	0
Poor	0
<b>Grand Total</b>	<b>26</b>

Again, there is an increase from 2014 in overall satisfaction levels from 79% to 81% of respondents rating the service Very Good or Excellent.

### Question 8

If you or your family member have had to make a complaint about the sheltered housing service, how well do you feel this has been handled?

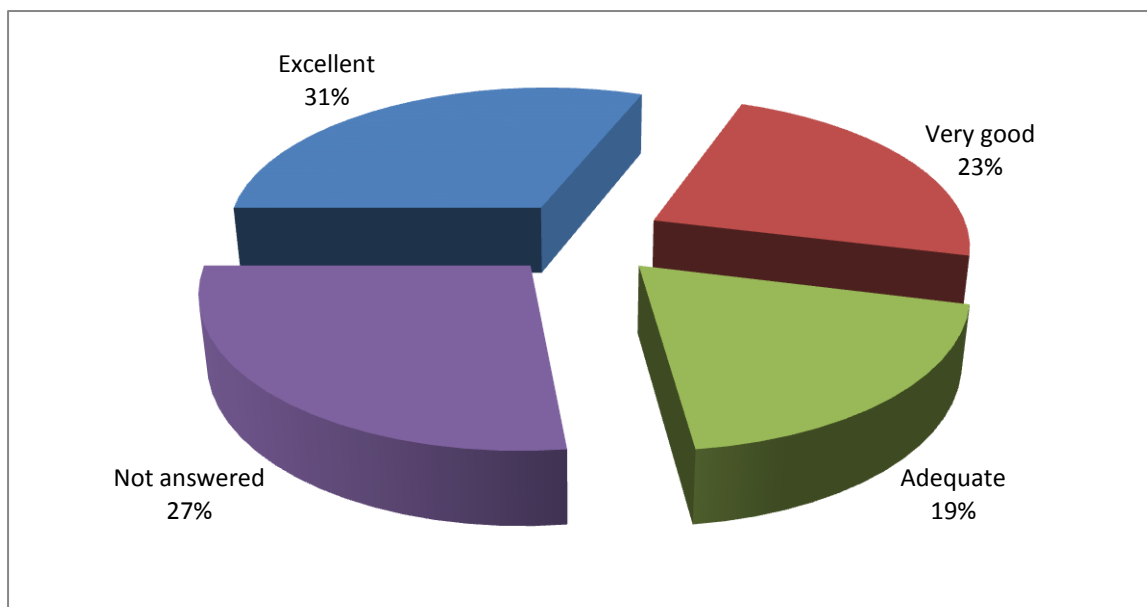


	Number of Responses
Excellent	4
Very Good	0
Adequate	0
Poor	1
Weak	0
N/A	21
<b>Grand Total</b>	<b>26</b>

It is satisfying that many did not need to make a complaint and of those that did 80% found the handling of the complaint to be excellent.

### Question 9

How well has the termination of tenancy process been explained to your family member?

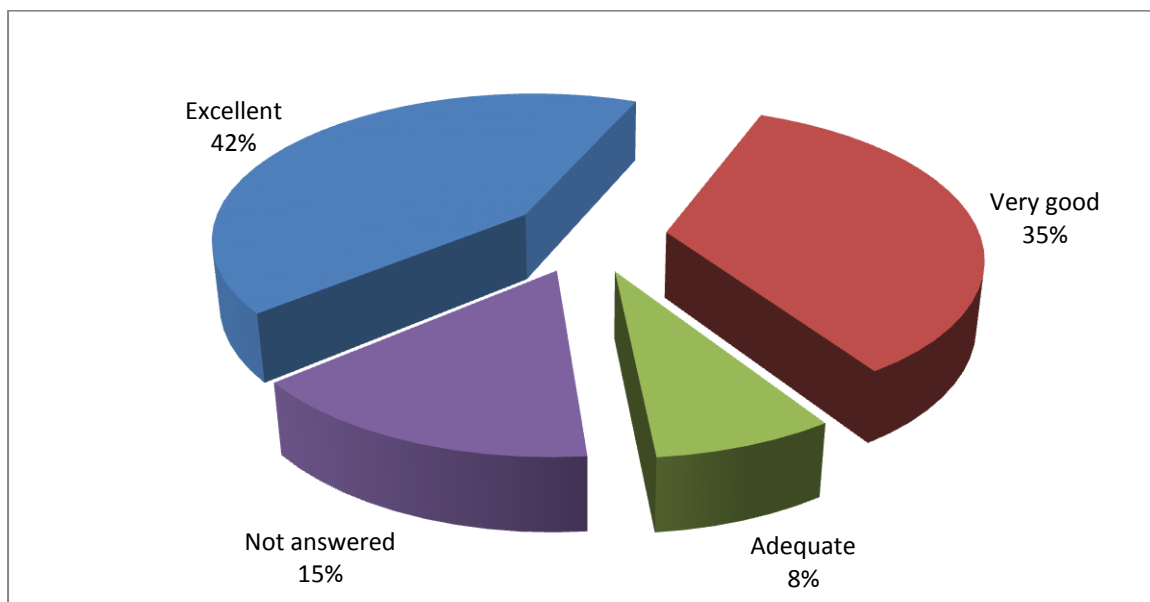


	Number of Responses
Excellent	8
Very good	6
Adequate	5
Weak	0
Poor	0
Not answered	7
<b>Grand Total</b>	<b>26</b>

Last year, 50% rated this aspect of the service as Very Good or Excellent compared to 54% this year.

### Question 10

How do you rate the sheltered housing complex compared to your family member's previous housing?

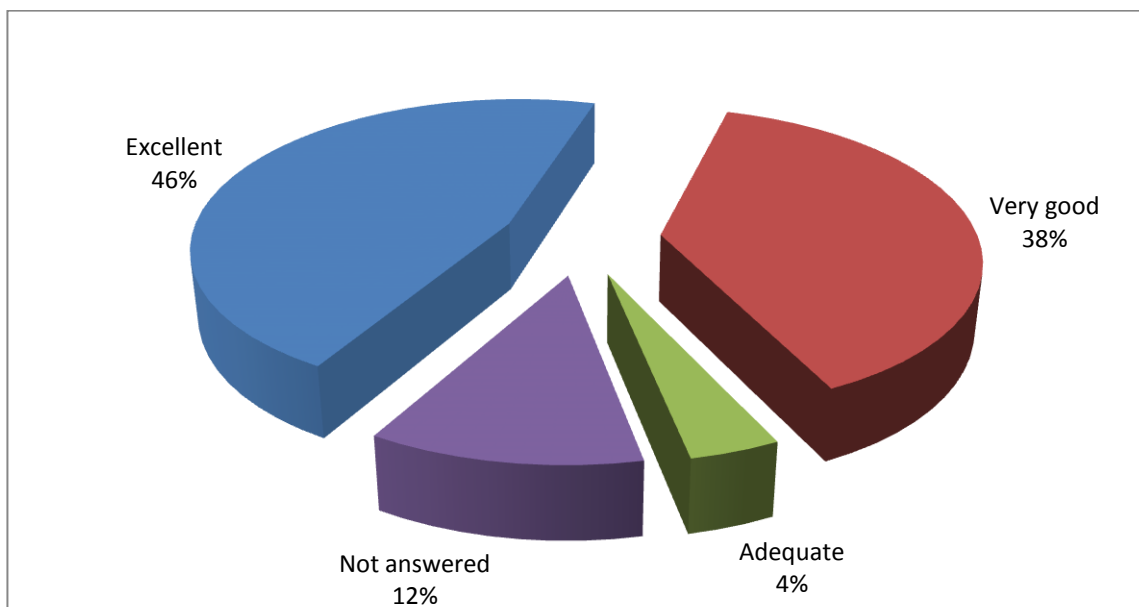


	Number of Responses
Excellent	11
Very good	9
Adequate	2
Weak	0
Poor	0
Not answered	4
<b>Grand Total</b>	<b>26</b>

86% of service users who responded in 2014 marked this question as Very Good or Excellent. Whilst only 77% have said the same this year, there has been an increase in those not responding from 7% to 15%.

### Question 11

Please rate the sheltered housing complex according to how you feel your family member's quality of life is while residing there?

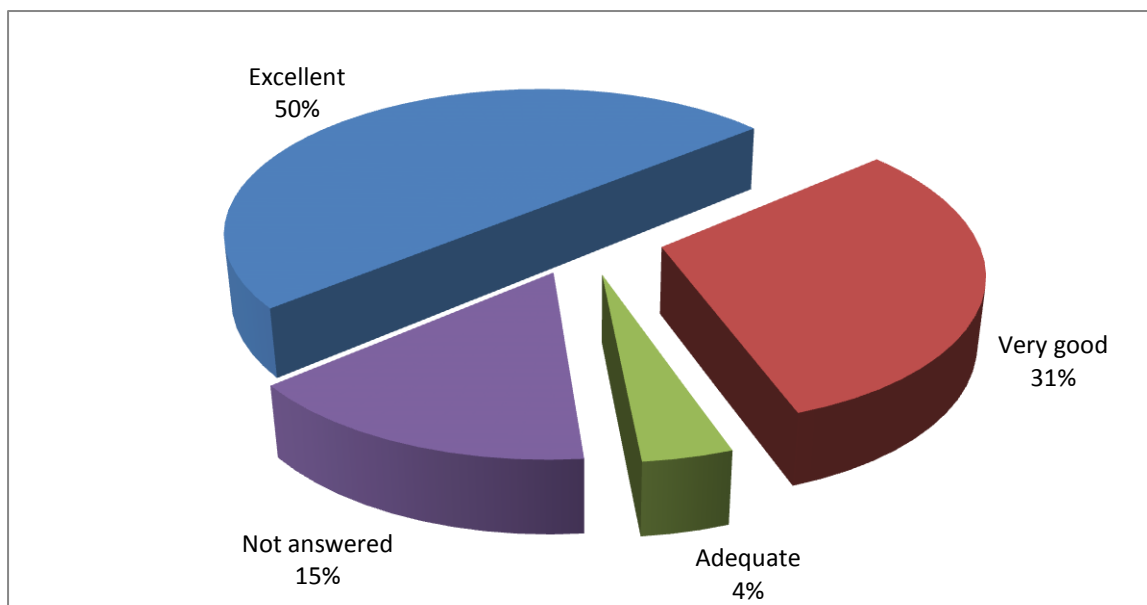


	Number of Responses
Excellent	12
Very good	10
Adequate	1
Weak	0
Poor	0
Not answered	3
<b>Grand Total</b>	<b>26</b>

92% of family members rated this question Very Good or Excellent in 2014. This has decreased to 84% this year but as with the previous question there has been an increase in those not responding.

### Question 12

Please rate the sheltered housing complex in terms of quality of your family member's accommodation?

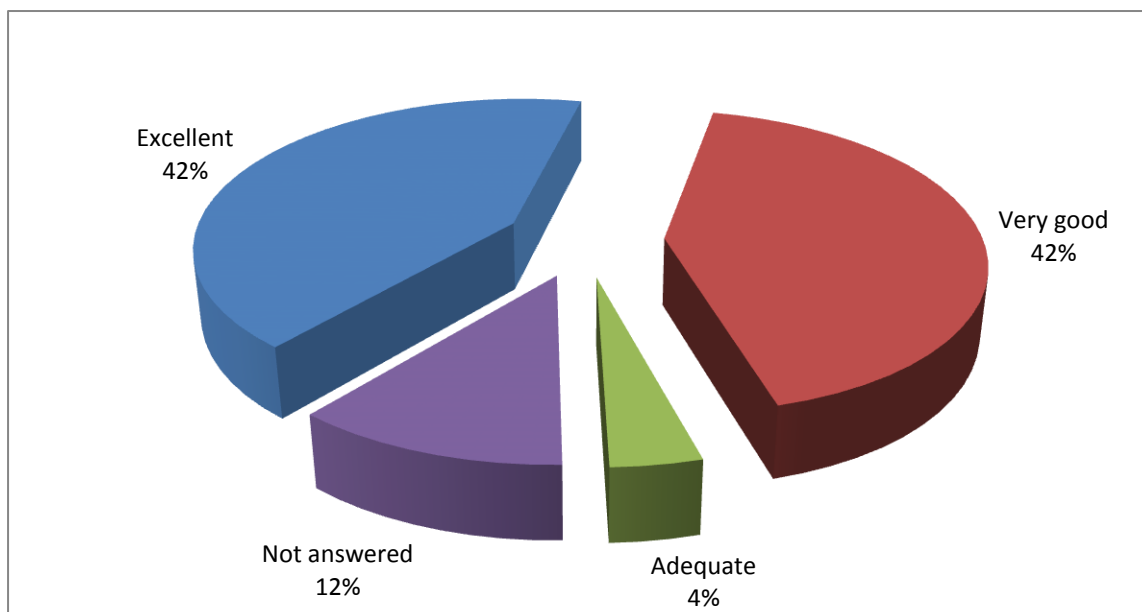


	Number of Responses
Excellent	13
Very good	8
Adequate	1
Weak	0
Poor	0
Not answered	4
<b>Grand Total</b>	<b>26</b>

Those rating the service Very Good or Excellent for this question has improved from 78% last year to 81% this year.

### Question 13

How would you rate the option of staying in the sheltered housing complex in the future?



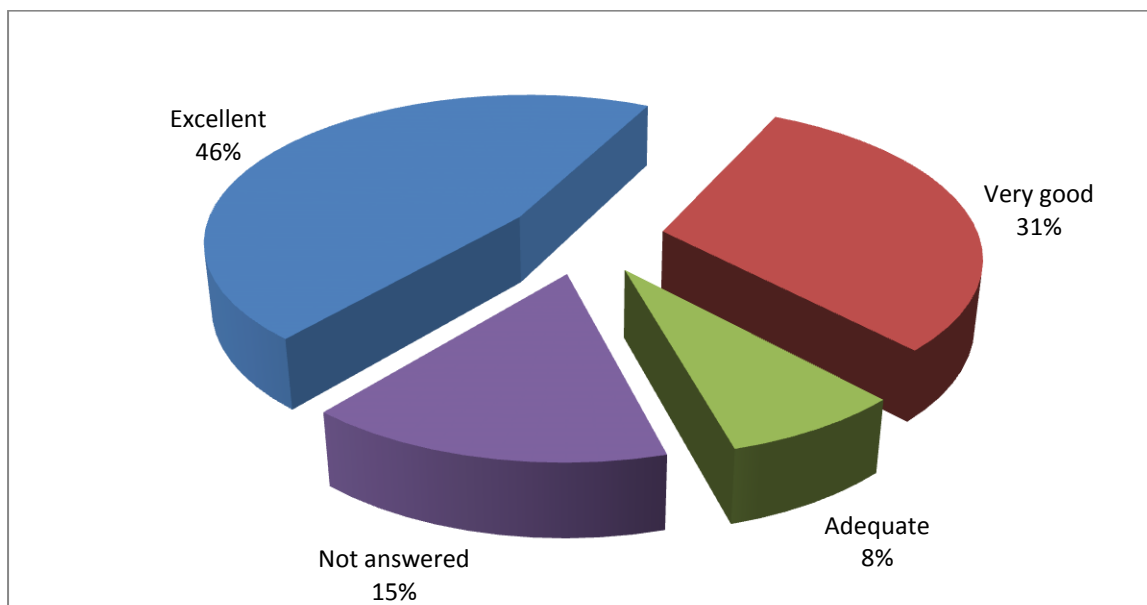
	Number of Responses
Excellent	11
Very good	11
Adequate	1
Weak	0
Poor	0
Not answered	3
<b>Grand Total</b>	<b>26</b>

82% rated this question Very Good or Excellent in 2014. This year's figure is up 2%.



### Question 14

How would you rate ACHA's sheltered housing service overall?



	Number of Responses
Excellent	12
Very good	8
Adequate	2
Weak	0
Poor	0
Not answered	4
<b>Grand Total</b>	<b>26</b>

Overall satisfaction levels are up by 1% over 2014, but no one has rated the service as weak, which again shows improvement from last year.

## **Appendices**

The sheltered housing questionnaire allows tenants and stakeholders to make specific comments about areas of life at the complexes. These are more than just a post script; the association actively follows up on any that request further information or where action is required to improve a resident's quality of life within the sheltered housing. In addition, where residents have specific questions, the Local Managers and wCSA's respond directly to these. This approach underlines how important customer care and satisfaction is to ACHA and this care can be seen in the improvements in satisfaction levels across the board in this years' survey.

## Appendix 1

<b>Is there anything you would like to tell us about the staff in the complex?</b>
They are all excellent
Very delightful, helpful ladies who know their jobs
First class
Weekend staff weak
Would like warden full daytime
Keep up the good work
Kind thoughtful considerate
Always pleasant and friendly
They are all very helpful
Our <name of warden> is a very helpful lady and looks after all our needs
The staff go beyond the call of duty to help
Can't do enough for you or residents
I have always found the staff at <name of complex> friendly, helpful and I know that if required help and support in an emergency, they would do their best to take the required action
<Name of warden> always there to help
The marks above are only given to <name of warden>. This last year there has been a dearth of wardens at <name of complex> compared to <name of complex> who seem to take priority

## Appendix 2

<b>Is there anything else you would like included in your Personal Support Plan?</b>
Happy the way things are
Not at the moment, I'm happy and contented
A full time warden would be nice? We used to have one before you cut her hours
Meets my needs
I would like there to be a box to tick in order to opt out of daily telephone calls as I do not need this. There are two of us living in the property and we have pull cords and pendants. The daily call should be optional and not something imposed on us.
I do not at present require much support at present as it is not required. This could change in future if my peripheral neuropathy medical condition deteriorated or if I did not have the physical and mental support I have from my wife.

## Appendix 3

<b>Is there anything you would like to mention about the way ACHA handles complaints?</b>
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Not formally but my wife has written several times to management about proposed changes to tenancy. My wife's correspondence was answered.
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## Appendix 4

<b>Can you think of other topics or subjects you would like to discuss at the Annual Meeting?</b>
Provide other interests to the residents
I am very happy at <name of complex>. It's very well run.
Five alarms and pull cord alarms
I feel that the annual meeting should be for tenants to raise any issues they may have and for ACHA representatives to share any new policies or inform tenants of any impending changes. I do not consider it the best time to have guest speakers. Surely this could be arranged as a 'stand alone' meeting. At our recent AGM the guest speaker took up 2 hours and no business was discussed
The annual meeting with ACHA staff should be for tenants questions, complaints, change to any policies that might affect them. I do not think it is the time for guest speakers at this could be arranged for another time on its own. The meeting should be a time for tenants to meet socially and interact with each other.
I don't remember having an annual meeting as I have stated. <Name of staff member> was off for a long time and no other member of staff came here.
Feel community charge is excessive

## Appendix 5

<b>Please add in further information or anything that would help improve the service</b>
Some fresh paint on the outside woodworks throughout the scheme would probably save money (wood rot, etc) in the long run
I was an asphalter at one time and I have never seen spray and chipping at the entrance to a complex before. We are carrying the chips into our apartments. It was a very bad job.
<Name of complex> badly needs money spent on new entrance doors and a more modern entry system as well as a roof inspection
Having the warden service for 8 hours daily
The one concern I have is the security. The gate in <location> is always open and I feel that it would be quite easy for someone to enter the building through the laundry as that door is often left unlocked
I think yellow lines in car park as people are parking in the no parking bays which would not let the ambulance or fire services with access
Grass never cut short enough. Hedge needs to be lowered outside nos 5-6-7
The service is adequate for me
It would be good if housing manager or ACHA representative could meet with tenants when any important changes are due to take place - just to make sure that everyone fully understands the implications
I feel that the service charges have escalated & that the services have been reduced. I also feel it would be helpful if we had more visits or meetings with housing management so that any complaints, concerns or policy changes can be clarified. I feel that a lot of the time we are not given enough warning of checks, etc. taking place and quite often we have missed the service checks etc. because we were out and not notified when this check would be implemented.
Last year we were to get new chairs for our common room, because of staff illness <location> was given money instead. We only have enough chairs now because people in neighbouring houses have passed on items of furniture from the homes of deceased family.

## Appendix 6

<b>Can ACHA contact your family members and visitors to seek their views?</b>
No, they know we're happy here
Have no family, living on my own for 16 years. Nobody else understands nobody
In case of illness (family only)
I have no family left here, but my friends all love ACHA's situation here, the roomy flats and the very nice guest rooms
My family are very pleased with the service I receive



## Appendix 7

<b>Can you think of any other aspects of ACHA's activities that you feel sheltered housing tenants should become involved in?</b>
I would like to bring ACHA's attention to the outside of the houses in <name of complex>. I think it brings the place down. If these were painted it would brighten everything up
Do not wish to be involved
Wouldn't want to be involved
The outside of the building is mostly a mess. We could do with someone who took a pride in his work. <Name of warden> keeps the inside spotless. We are all elderly and someone could have a bad fall with the moss and leaves that's lying about
No, I would like to enjoy my old age in peace
I have no desire to be included in staff recruitment. I trust ACHA staff to do that job they are trained for.
We recently appointed a spokesperson/tenant representative who was willing to attend the local area committee meetings but it is our understanding (or so she has informed us) that these meetings have ceased due to poor attendance. Is there nothing ACHA can do about this situation?
We did appoint a tenant who agreed to be the spokesperson and representative for everyone here and to let ACHA know of any concerns we had. I am not sure, but I believe that this avenue to meet with ACHA management has been disbanded due to lack of support. Can anything be done to restore this communication between tenants and ACHA so that our views, opinions, comments and complaints can be voiced? I also think sheltered housing should be treated differently from general needs housing as you are dealing with frail & vulnerable older people who are trying to live independent lives at home with minimal support. This has been made more expensive & created financial hardship for many because of increasing service charges that other types of housing by ACHA do not have to experience. This is not fair for tenants who do not get any financial help because they have saved and sacrificed during their working lives.

## Appendix 8

<b>Is there any other information or are there any other services that you would like ACHA to provide?</b>
A shower in the guestroom
Pull cord alarms are always going faulty this should be rectified
Limited house cleaning (paid for by tenant)
I feel I am well looked after
Clean the guttering, weed control in grounds
I think the landscaping and garden areas could be better maintained. Tenants tend to put their own plants around areas at their own expense to make the complex presentable. ACHA could cut back on the water checks that are done too often and give more frequent checks to the pull cords and pendants as after all these are the most important checks for tenants safety and wellbeing and have been drastically reduced.
We never have meetings now with staff from <area office>.
Is sheltered housing (a flat) under harmonisation - no one seems to know not even Kilmory

## Appendix 9

Comments from Family Members, Friends, Key Holders, Support Providers.

<b>Additional Comments</b>
I think the grounds should be better maintained. There are loads of weeds all about which never get tended to.
The application process was convoluted and delayed due to it coinciding with the process going online. The overall experience since that time has been excellent though.
More social activities would be good
I feel there could be more done for them to do as they do get very lonely
Upgrading the entry systems - automatic doors fail too regularly
Excellent services with wardens all so helpful, thoughtful. My mother loves her flat and the security of the whole place. Thank you