



Sheltered Housing Annual Survey Results 2021 - 2022



The Scottish Housing Regulator's Landlord report on ACHA can be found on the **Find and Compare Landlords** webpage at www.scottishhousingregulator.gov.uk

Argyll Community Housing Association Limited.
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Overview

The annual Sheltered Housing Survey was carried out at each of ACHA's 11 sheltered complexes during the latter part of 2021 and the first few months of 2022. Surveys were distributed to all tenants by Local Managers mainly on a staggered complex by complex basis. An additional 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 chart form. There are 199 sheltered housing properties in total of which 10 were void or empty at the time of the survey. Therefore 189 Surveys were issued and 100 tenant surveys were returned, some 11 less than in 2019/20. The percentage figures shown in the results are therefore percentages of the 100 surveys which were returned.

Methodology

Surveys are normally distributed at the annual meeting (AGM) held at each complex. Due to Covid no Annual General Meetings were held in the Complexes in either 2020 or 2021. Therefore, the Surveys were distributed by post. This may, in part, explain the slightly lower number of responses this year.

We look at each response individually and any response rating a service less than 'excellent' or 'very good' is followed up by our Local Managers.

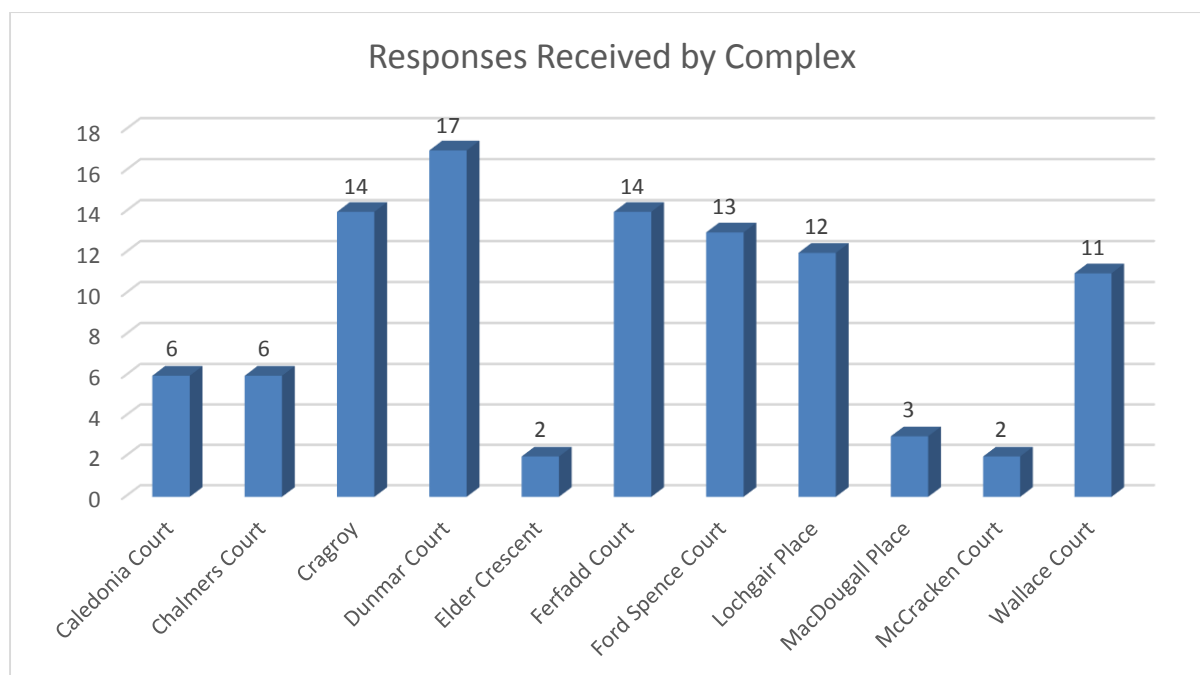
NB Tenants who have made a complaint have not necessarily complained about sheltered housing; this could be about any part of the service ACHA provide.

We have made some slight changes to when we include the "no response" numbers in charts and percentage calculations. This is to make those calculations more accurate.

The table below indicates the number of dwellings per complex and any empty properties at the time the survey was carried out.

Complex		
Caledonia Court	17 flats	0 void
Chalmers Court	19 flats	0 void
Cragroy	26 flats	1 void
Dunmar Court	31 flats	3 void
Elder Crescent	10 flats	0 void
Ferfadd Court	33 flats	6 void
Ford Spence Court	20 flats	0 void
Lochgair Place	13 flats	0 void
MacDougall Place	6 flats	0 void
McCracken Court	7 flats	0 void
Wallace Court	17 flats	0 void
Total	199 flats	10 void

Number of Responses Received Analysed by Complex



100 surveys were returned this year. 111 surveys were returned during the 2019 survey.

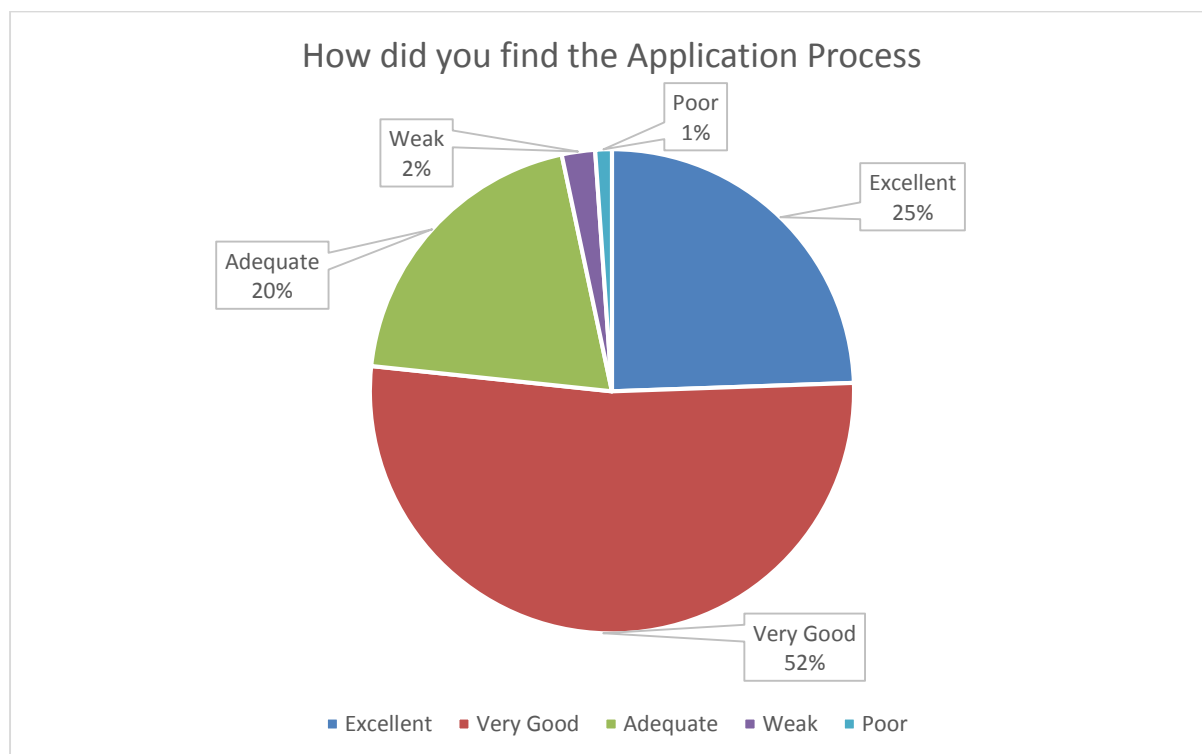
Complex	Responses Received	Percentage
Caledonia Court	6 from 17	35 %
Chalmers Court	6 from 19	32 %
Cragroy	14 from 25	56 %
Dunmar Court	17 from 28	61 %
Elder Crescent	2 from 10	20 %
Ferfadd Court	14 from 27	52 %
Ford Spence Court	13 from 20	65 %
Lochgair Place	12 from 13	92 %
MacDougall Place	3 from 6	50 %
McCracken Court	2 from 7	29 %
Wallace Court	11 from 17	65 %
Grand Total	100 from 189	53 %

Part 1

Sheltered Housing Service User Questionnaire

Question 1.1

How did you find the application process when applying for Sheltered Housing?



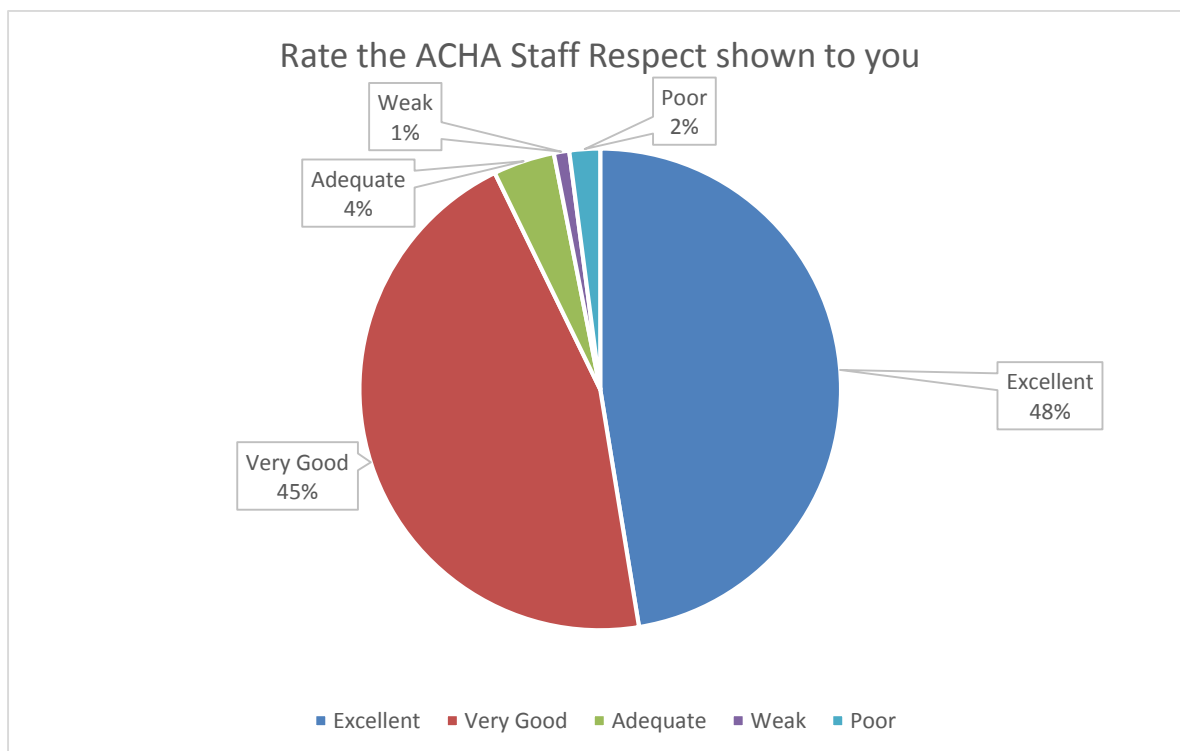
	Number of Responses	Percentage
Excellent	22	25%
Very good	47	52%
Adequate	18	20%
Weak	2	2%
Poor	1	1%
No response	10	
Grand Total	100	

79% of those who responded rated the respect given as Excellent or Very Good. A decrease of 4% from 2019.

Comments on Question 1.1 the Application process can be found in Appendix 1

Question 1.2

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

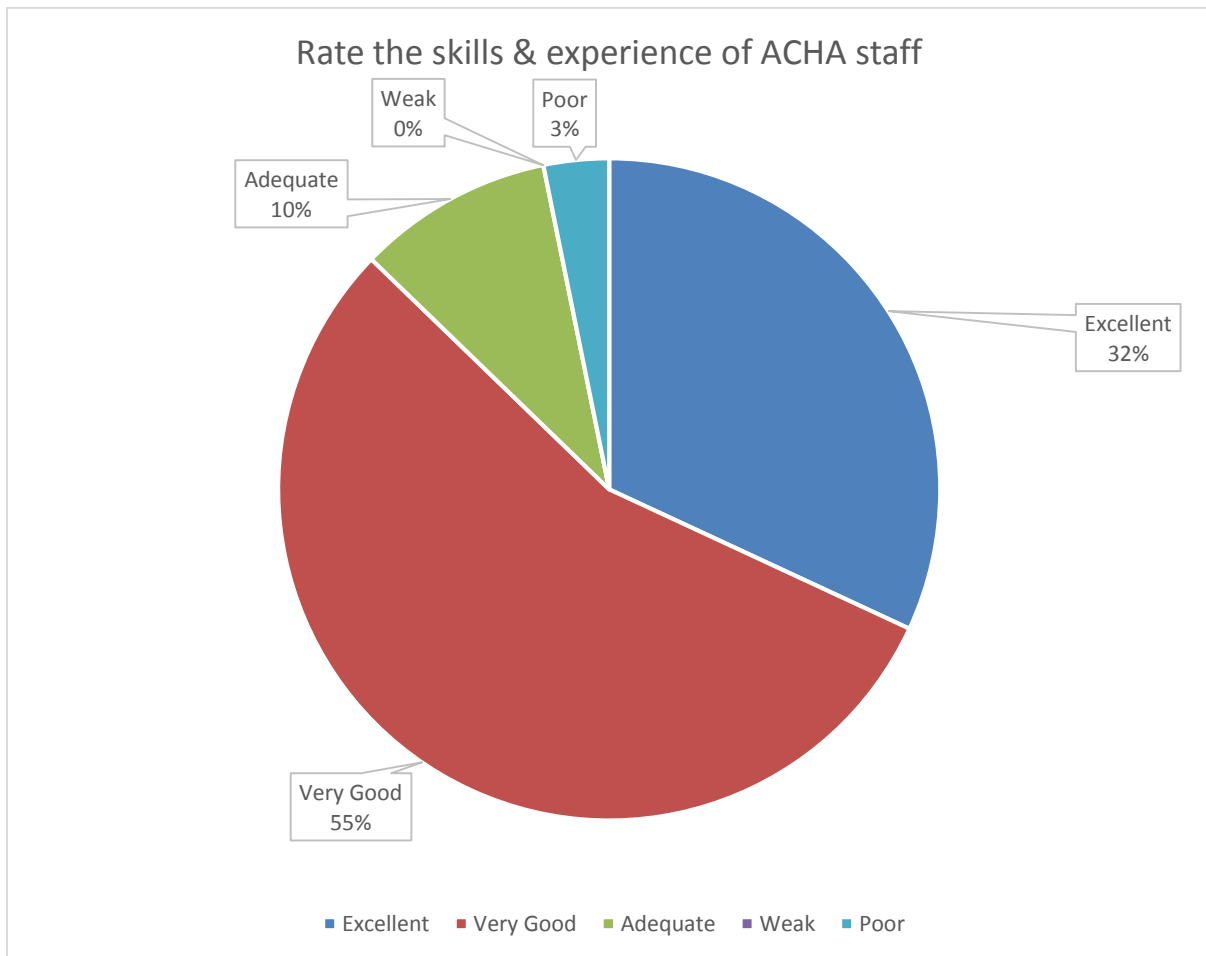


	Number of Responses	Percentage
Excellent	46	48%
Very good	44	45%
Adequate	4	4%
Weak	1	1%
Poor	2	2%
Not answered	3	
Grand Total	100	

93% have rated the respect from staff as Excellent or Very Good, compared to the 2019 figure of 97%.

Question 1.3

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

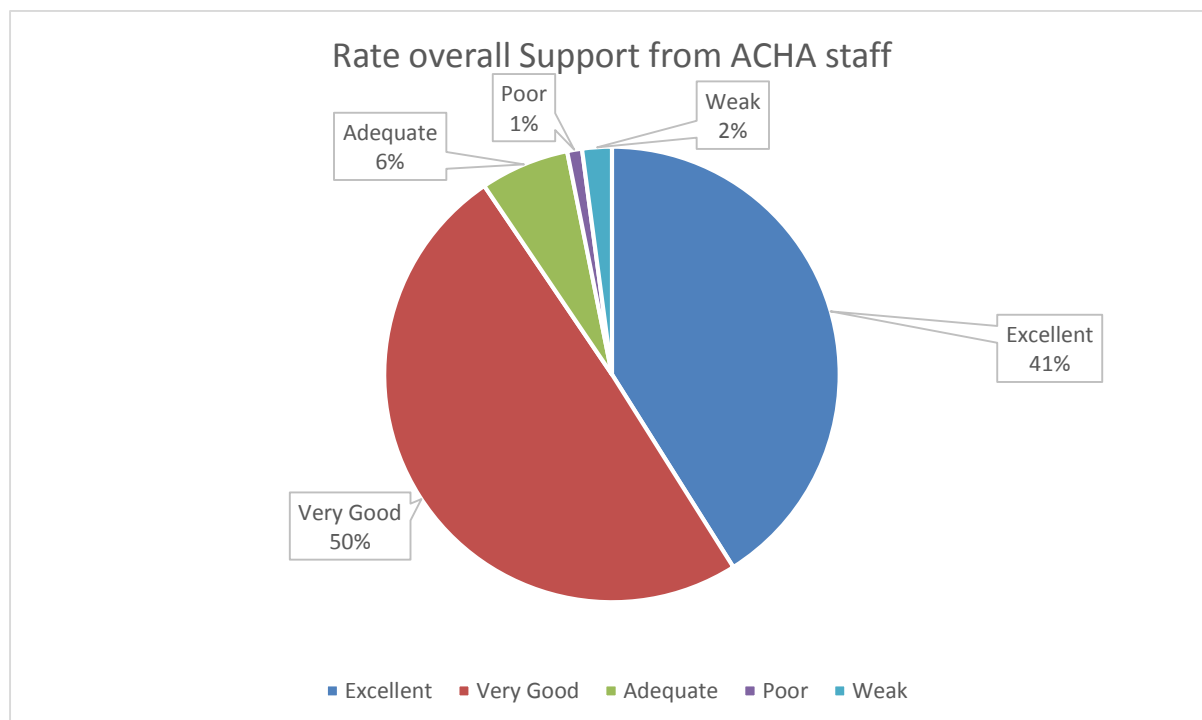


	Number of Responses	Percentage
Excellent	30	32%
Very good	52	55%
Adequate	9	10%
Weak	0	0%
Poor	3	3%
Not answered	6	
Grand Total	100	

87% have rated the skills and experience of staff as Excellent or Very Good. The 2019 figure was 82%

Question 1.4

Overall, how do you rate the support you receive from ACHA staff?



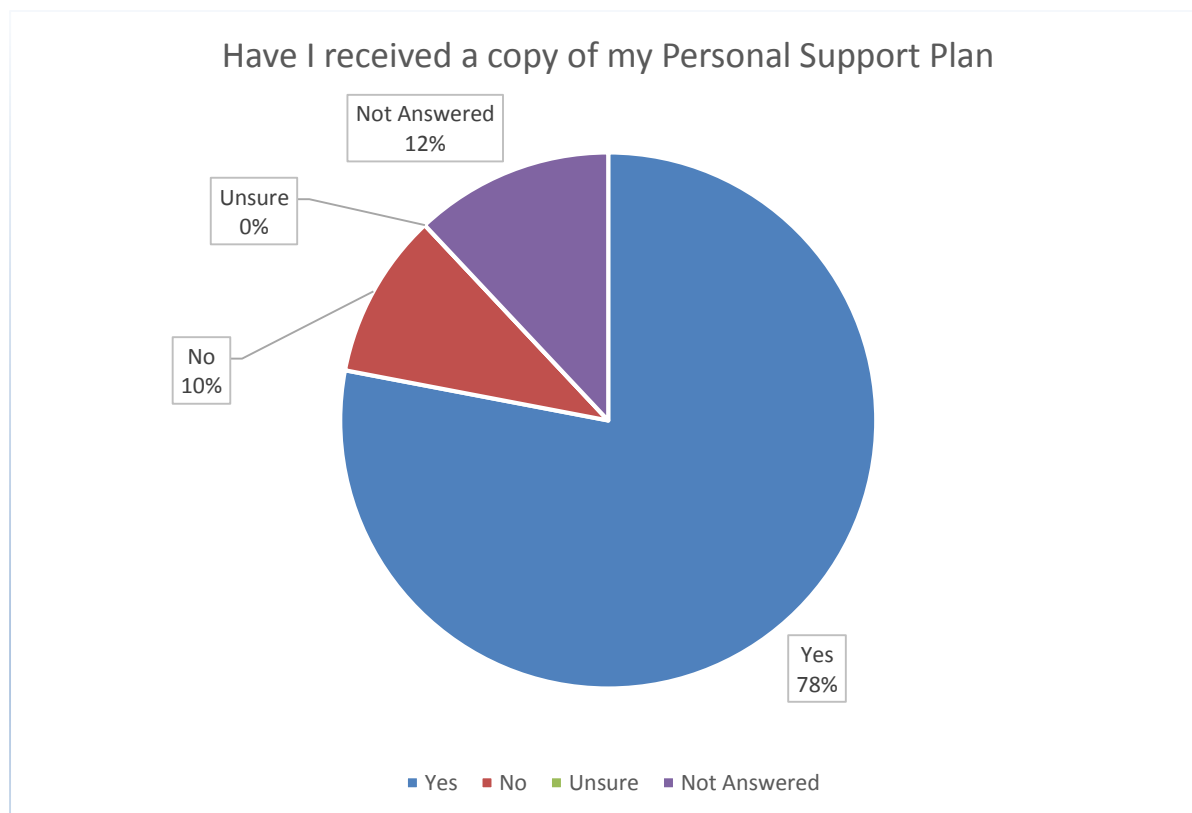
	Number of Responses	Percentage
Excellent	39	41%
Very good	47	50%
Adequate	6	6%
Weak	1	1%
Poor	2	2%
Not answered	5	
Grand Total	100	

91% rated the support they receive as Excellent or Very Good. The equivalent figure in 2019 was 84%

1.5 Comments on questions 1.2, 1.3 & 1.4 were invited in the form of the following question “Is there anything else you would like to tell us about the ACHA staff in your complex?” The comments can be found in Appendix 2.

Question 1.6

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



	Number of Responses	Percentage
Yes	78	78%
No	10	10%
Unsure	0	0%
Not answered	12	12%
Grand Total	100	

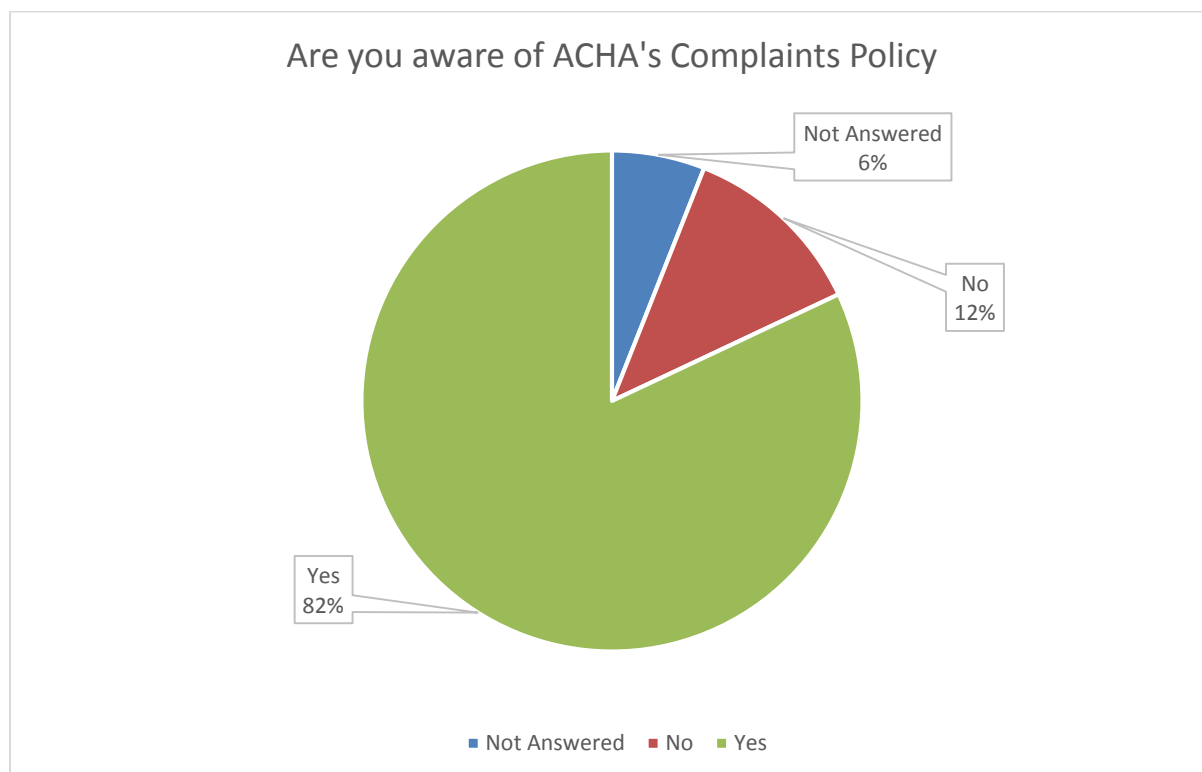
Personal Support Plans are tailored to the individual needs of the tenants. These plans are prepared by the sheltered housing Community Support Assistants in discussion with the tenant. They are reviewed six monthly and also audited annually by Local Managers. Managers are therefore comfortable that all tenants have a Personal Support Plan, but not all tenants recognise the terminology. During the Pandemic face to face meetings were often not possible and hard copies of Plans were not issued. This has contributed to a reduction in those receiving a copy from 86% in 2019 to 78%. Issuing hard copies of Plans to Tenants has now been resumed

1.7 Comments were invited to the question: "Is there anything else that you would like to have included in your Personal Support Plan? (please advise)". These comments can be found in Appendix 3.

NB Questions 1.8 through 1.11 relate to ACHA's customer complaints policy. These questions refer to complaints about any aspect ACHA's service. During 2021, only 1 complaint received related to sheltered housing.

Question 1.8

Are you aware of ACHA's complaints policy?

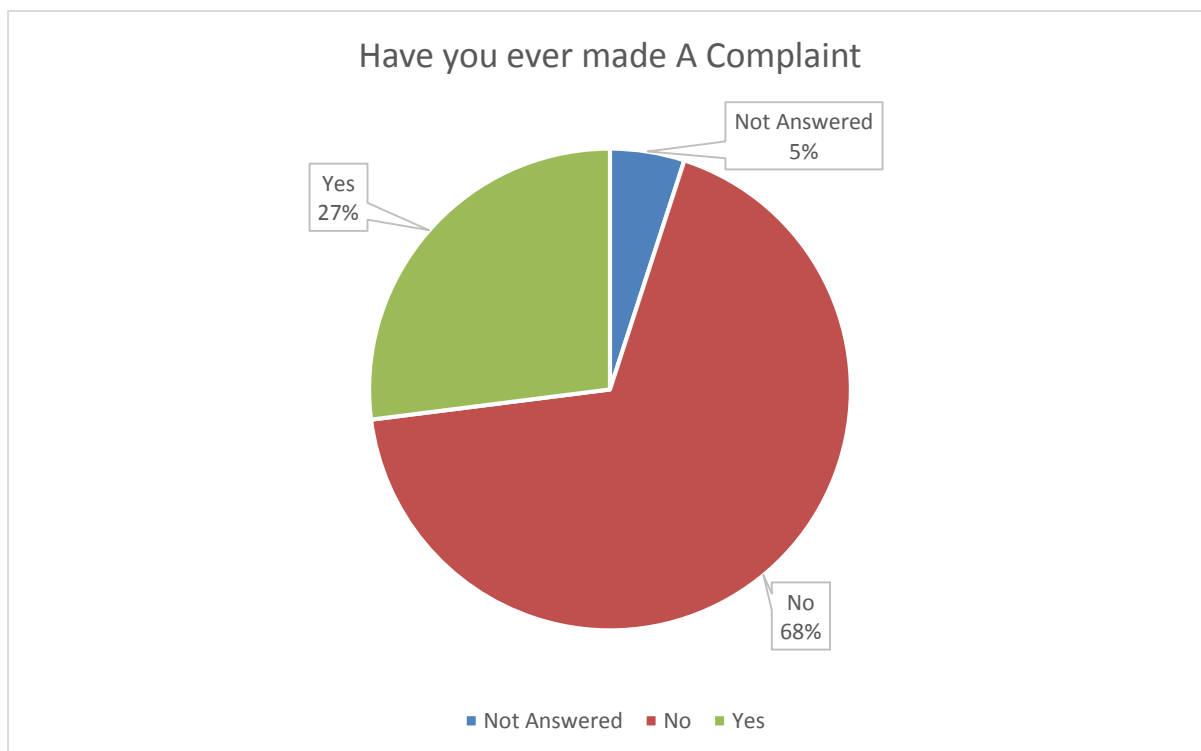


	Number of Responses	Percentage
Yes	82	82%
No	12	12%
Not answered	6	6%
Grand Total	100	

82% answered yes this year compared to 84% in 2019. There was also a small increase in those not answering this question.

Question 1.9

Have you ever made a complaint?

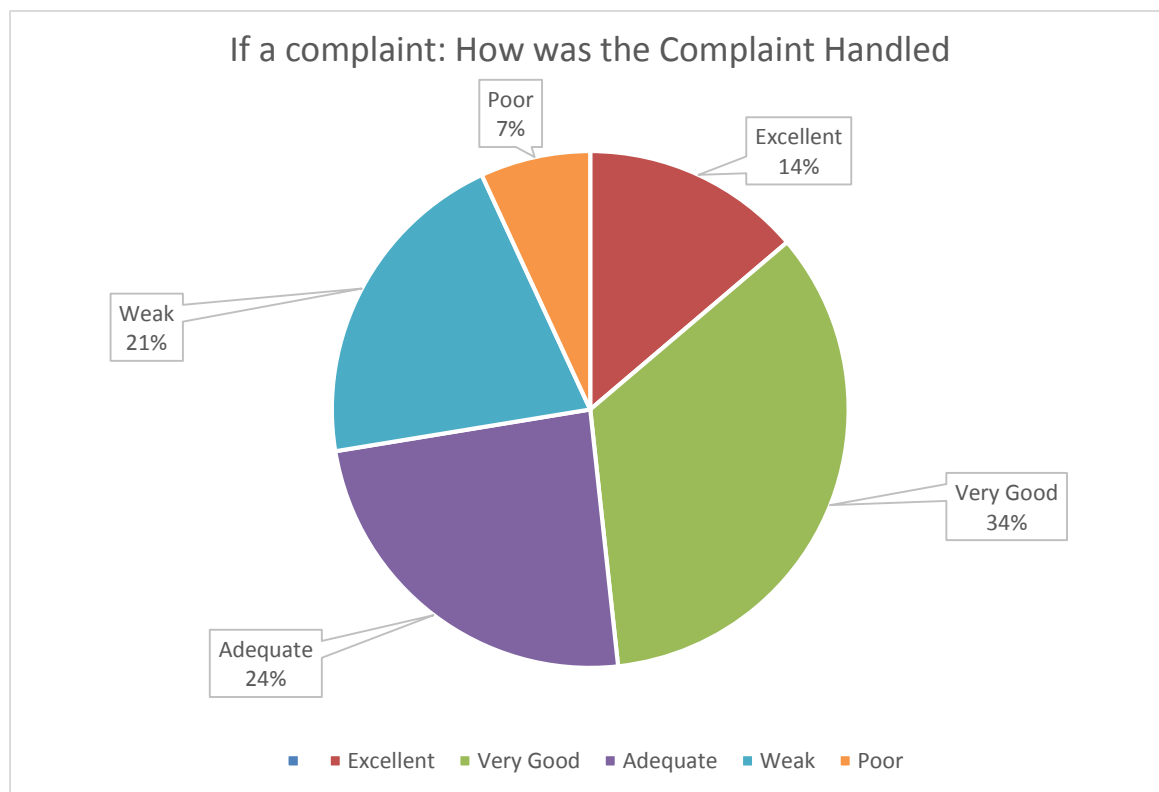


	Number of Responses	Percentage
Yes	27	27%
No	68	68%
Not answered	5	5%
Grand Total	100	

27% advised they had made a complaint compared to 25% in 2019

Question 1.10

If Yes, how would you rate the way this was handled?



	Number of Responses	Percentage
Excellent	4	14%
Very good	10	34%
Adequate	7	24%
Weak	6	21%
Poor	2	7%
Grand Total	29	

Interestingly the total of those who indicated making a complaint in Question 1.9 is 27 whereas the number answering Question 10 on how their complaint was handled is slightly higher at 29

Good complaints handling and resolution is vital to ACHA. Satisfaction levels with how complaints have been resolved had been growing steadily over recent years but this year, those who considered the way their complaint was handled was excellent or very good fell from 75% to 48%. Those who considered their complaint was handled poorly reduced to 7% compared to 8% in 2019 but a significant 21% considered their complaint handling was weak.

A total of 71 tenants had no complaint or chose not to comment.

Some of those complaints may have related to the pandemic and the unique difficulties it imposed on everyone but nevertheless ACHA recognises the complaints process needs to be further analysed and improvements to the process identified and implemented

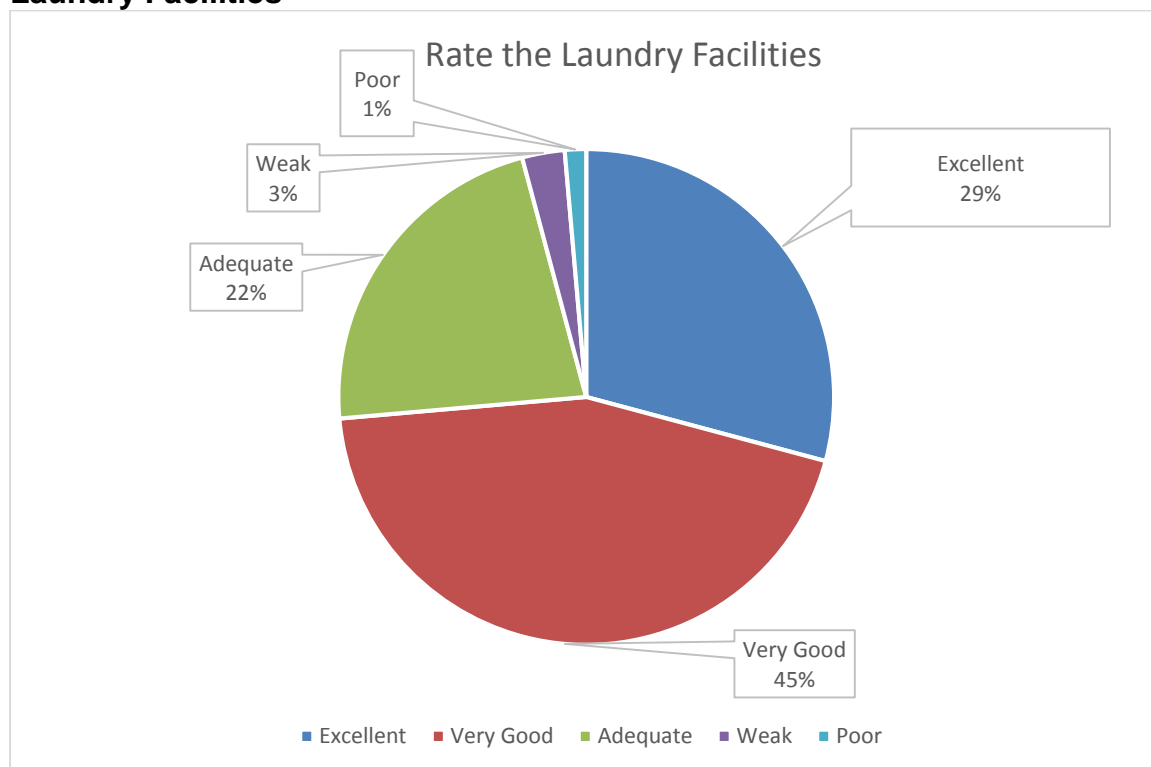
1.11 Comments on the way ACHA handles complaints can be found in Appendix 4.

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 either Not Responding or responding 'Not Applicable' (N/A).

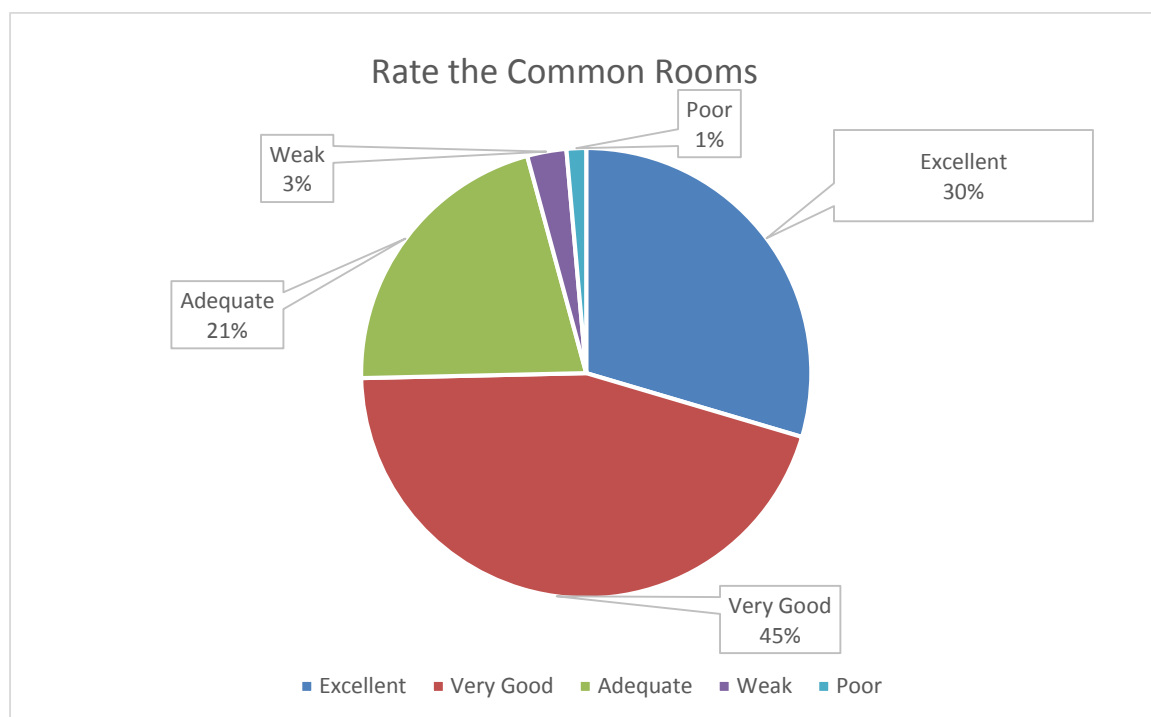
Question 1.12

Laundry Facilities



	Number of Responses	Percentage
Excellent	21	29%
Very good	33	45%
Adequate	17	22%
Weak	2	3%
Poor	1	1%
Not applicable or No Response	26	
Grand Total	100	

Those who were happy overall with the laundry facilities improved from 64% in 2019 to 74% this year. Those who were unhappy with the facilities stayed at the same fairly low level as 2019.

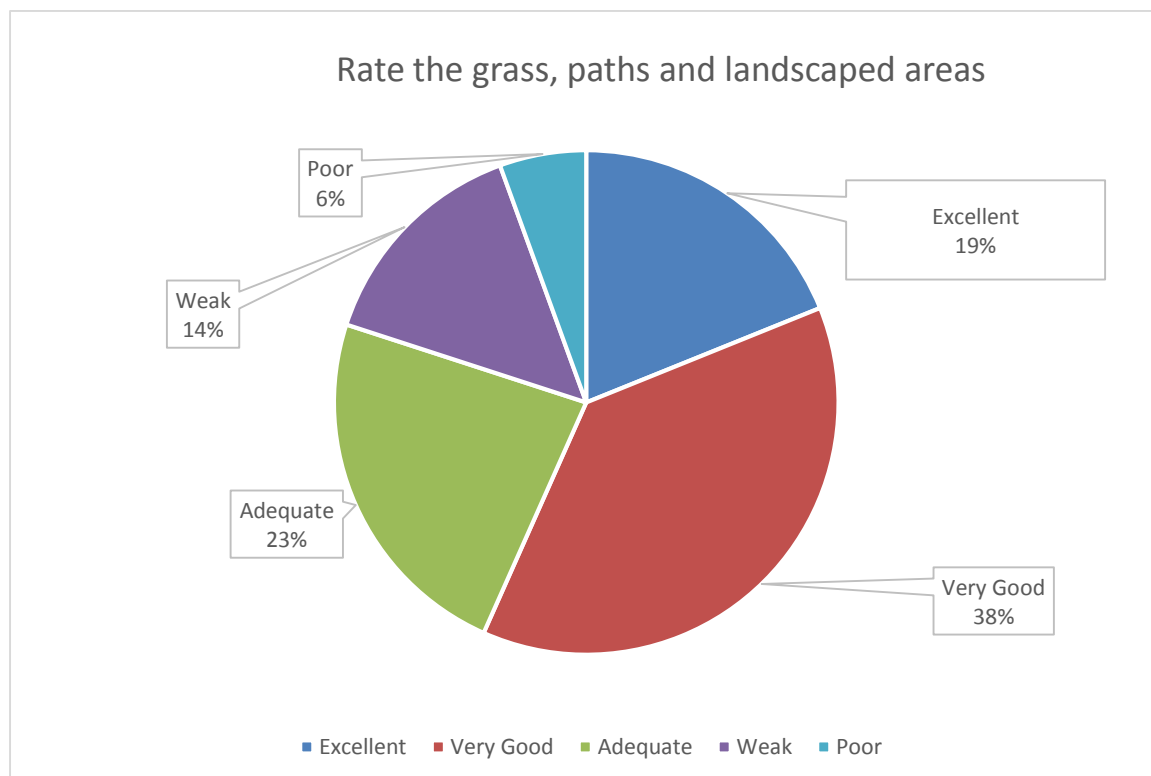
Question 1.13**Common Areas, including residents' lounges.**

	Number of Responses	Percentage
Excellent	21	30%
Very good	32	45%
Adequate	15	21%
Weak	2	3%
Poor	1	1%
Not Applicable or No Response	29	
Grand Total	100	

Those happy with the common area facilities increased from 66% in 2019 to 75%. During the pandemic the common rooms were closed for extensive periods.

Question 1.14

Grass, Paths and Landscaped Areas.

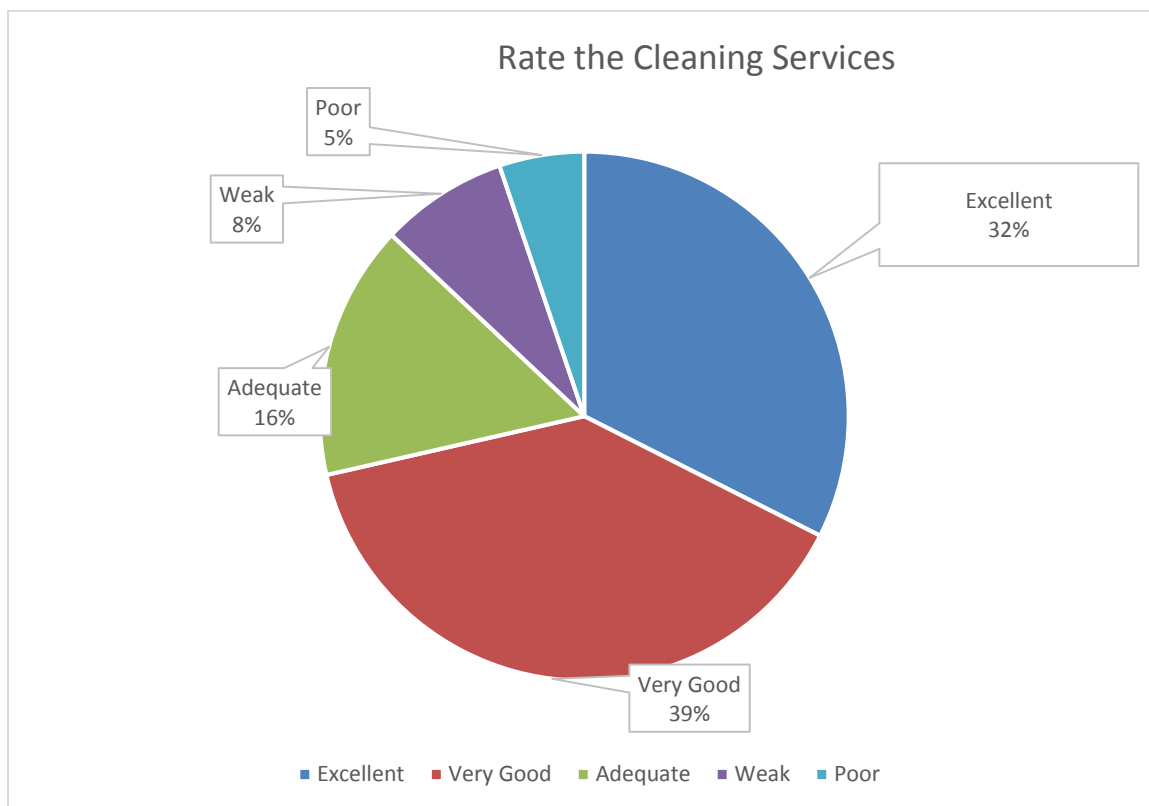


	Number of Responses	Percentage
Excellent	17	19%
Very good	34	38%
Adequate	21	23%
Weak	13	15%
Poor	5	5%
Not applicable or No response	10	
Grand Total	100	

Those happy overall with these facilities rose slightly from 53% in 2019 to 57%. Those specifically unhappy with the facilities also increased slightly from 19% in 2019 to 20%. Covid restrictions and increased workloads on staff during the pandemic may have contributed to those results.

Those who made no response amounted to 10.

Question 1.15 Cleaning Services



	Number of Responses	Percentage
Excellent	25	32%
Very good	30	39%
Adequate	12	16%
Weak	6	8%
Poor	4	5%
Not answered or N/A	23	
Grand Total	100	

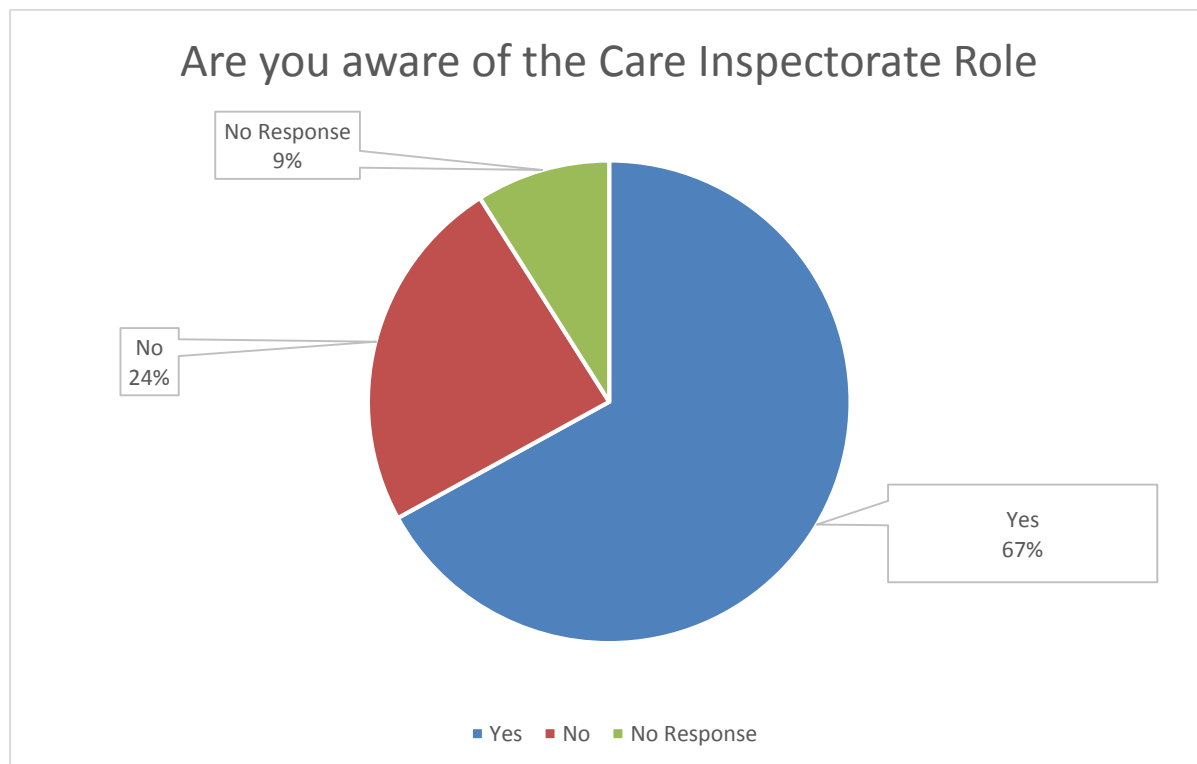
Overall satisfaction or those happy with cleaning services increased from 62% in 2019 to 71%.

1.16 Comments on Communal Facilities and the overall environment of complexes can be found in Appendix 5.

Question 1.17

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

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

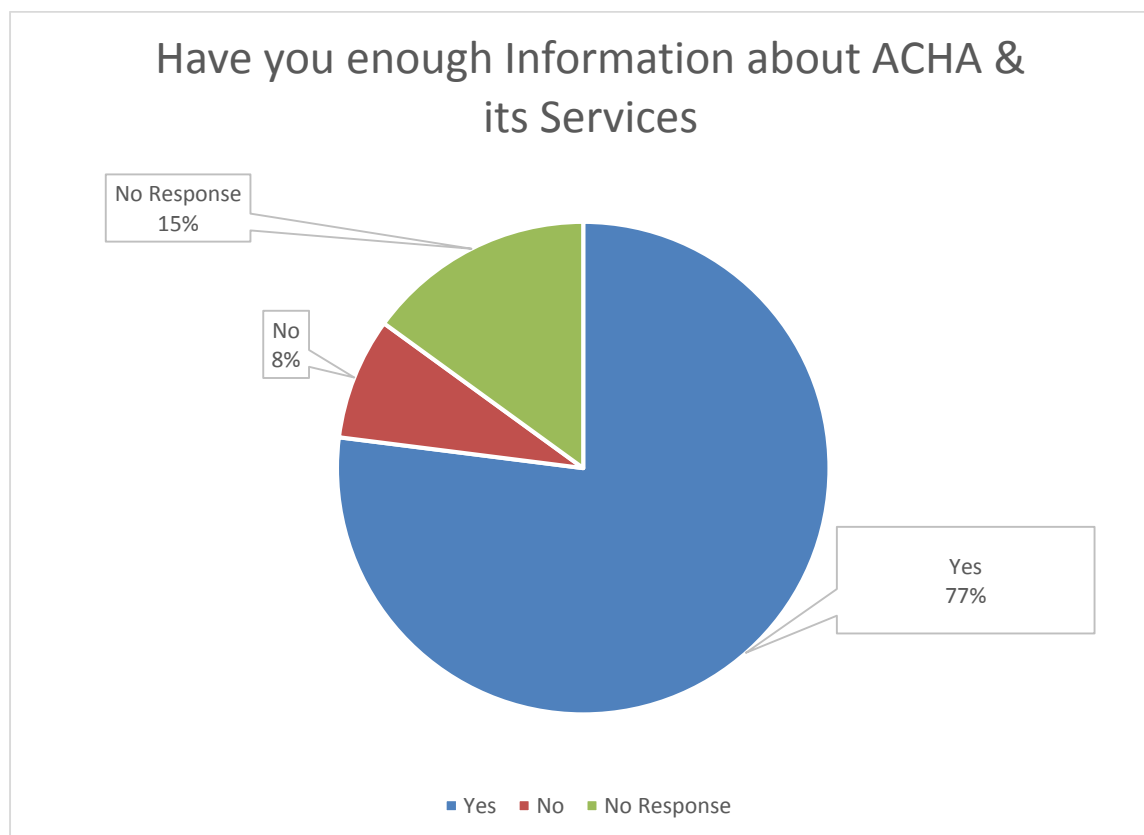


	Number of Responses	Percentage
Yes	67	67%
No	27	24%
No response	9	9%
Grand Total	100	

Awareness of the role of the Care Inspectorate dropped significantly from 79% in 2019 to 67%, though once again the pandemic may be a contributing factor. The number indicating, they are unaware of the Care Inspectorate rose from 13% in 2019 to 24%.

Question 1.18

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



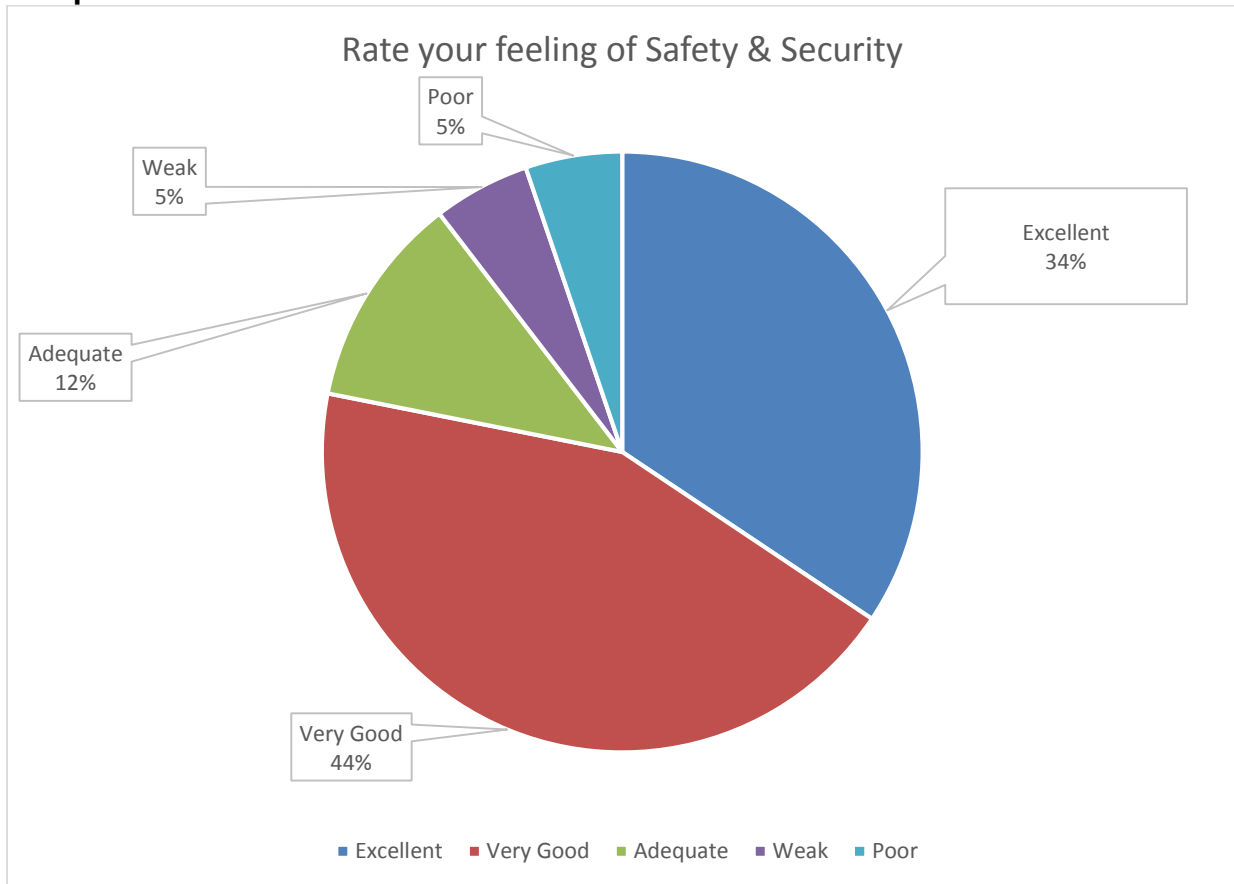
	Number of Responses	Percentage
Yes	77	77%
No	8	8%
Not answered	15	15%
Grand Total	100	

Those responding “yes” fell from 87% in 2019 to 77% although those who responded with “no” increased only marginally from 7% in 2019 to 8%.

1.19 gives tenants the chance to state what other information or other services they would like to receive. The responses for this can be found at Appendix 6.

Question 1.20

How do you rate your feeling of safety and security in your sheltered housing complex?



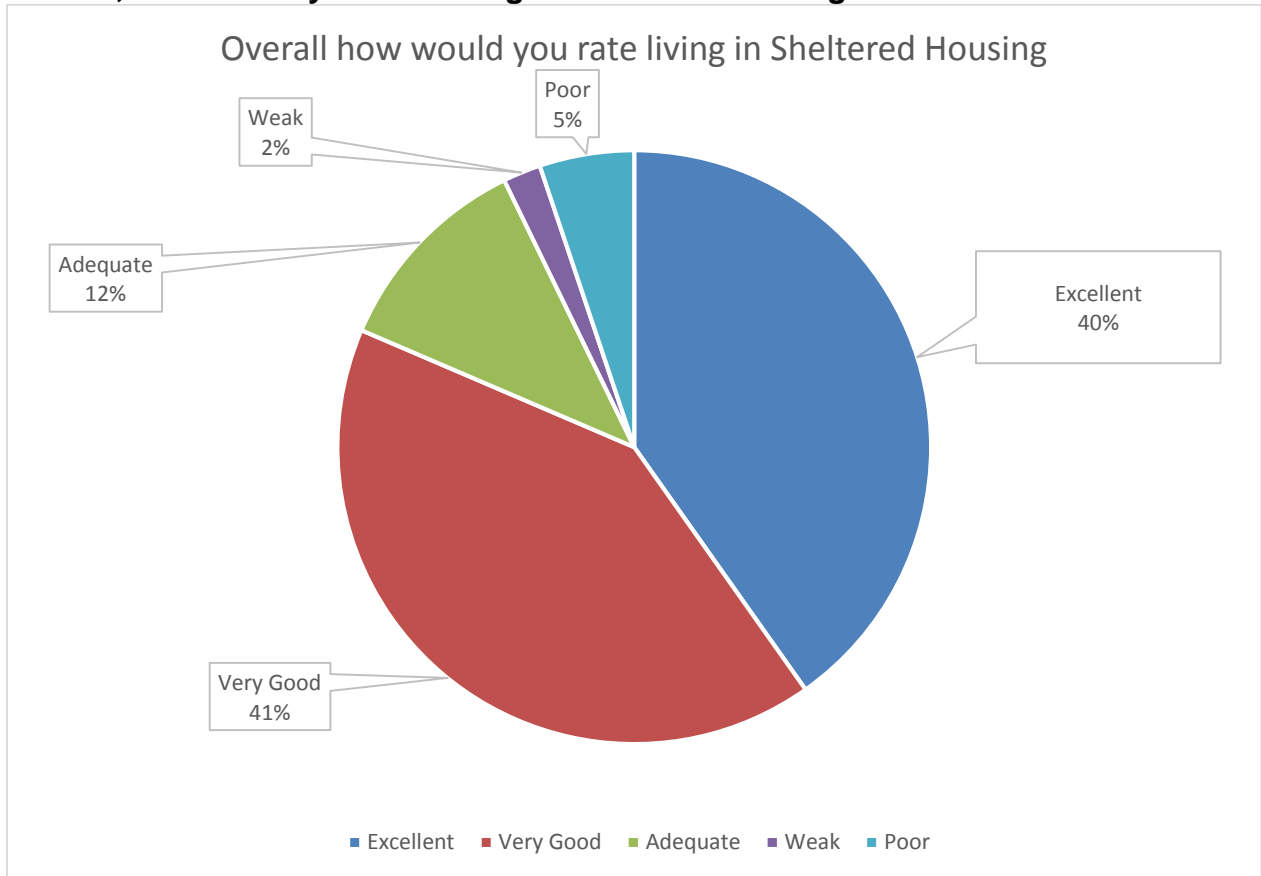
	Number of Responses	Percentage
Excellent	33	34%
Very good	42	44%
Adequate	11	12%
Weak	5	5%
Poor	5	5%
No Response	4	
Grand Total	100	

Overall satisfaction with security levels decreased from 82% in 2019 to 78%. Whilst there have been specific security issues at a few complexes, ACHA are making significant progress in resolving these and will continue working to improve security precautions and processes at all of our complexes

1.21 gives Tenants the opportunity to provide comments on their feeling of safety and security in their sheltered housing complex. This can be found at Appendix 7

Question 1.22

Overall, how would you rate living in sheltered housing?



	Number of Responses	Percentage
Excellent	39	40%
Very good	40	41%
Adequate	11	12%
Weak	2	2%
Poor	5	5%
No Response	3	
Grand Total	100	

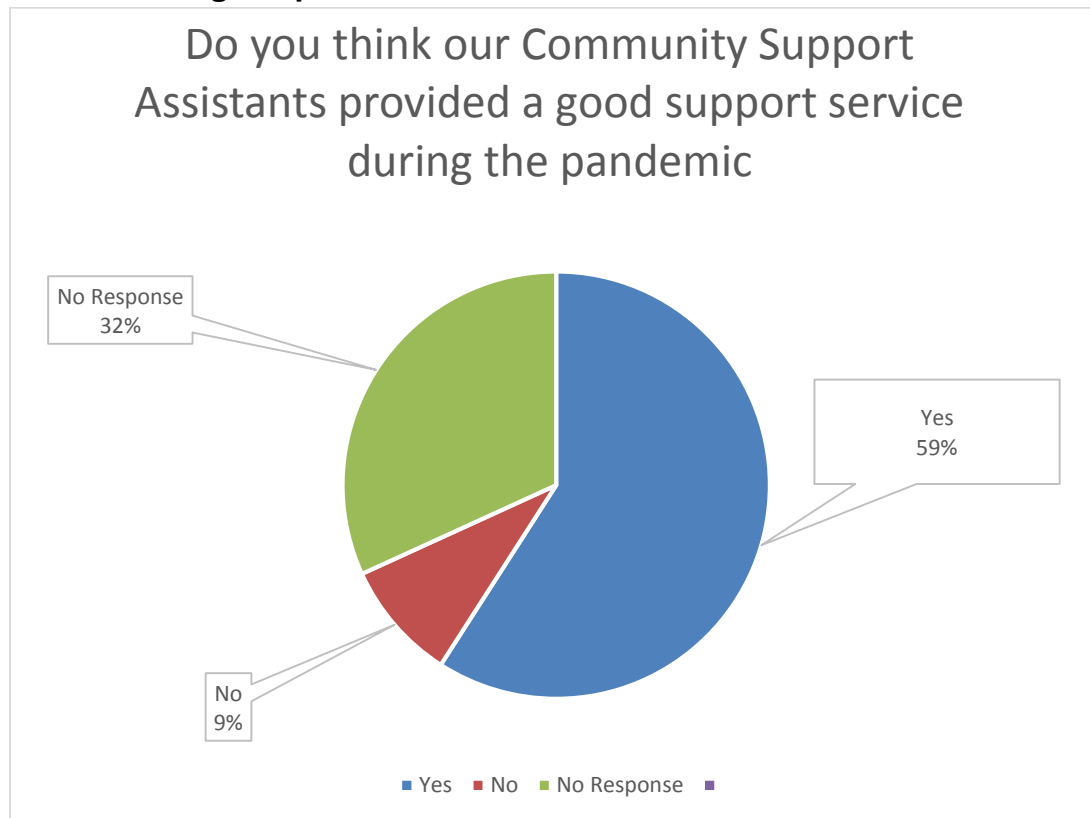
Overall satisfaction levels from living in Sheltered Housing rose significantly from 69% in 2018 to 93% in 2019. They have dropped this year to 81% but do remain high. Once again the pandemic and in particular the lockdowns are likely to have had some impact on those results.

Question 1.23

Question 1.23A – Asked for suggested topics or issues Tenants would like discussed at Annual Meetings within our complexes. These can be found at Appendix 8

Question 1.23B

Do you think our Community Support Assistants provided a good support service during the pandemic?



	Number of Responses	Percentage
Yes	63	63%
No	8	8%
Not answered	29	29%
Grand Total	100	

There is no comparison available with previous years and comments made in Question 23B suggest perhaps the high level of “no responses” related to periods where there were no Community Support Assistants within the complexes. Those who did not consider the support service to be good was a fairly low 8% of responses and a number of those then went on in their answer to Q23C to qualify their response.

1.23C, where tenants could provide feedback on the pandemic support provided by Community Support Assistants. Their comments have been listed (Appendix 9).

Question 1.24

This final question of Part 1 of the survey sought further information from tenants, whether positive or negative, which they considered pertinent including suggestions to improve the Sheltered Housing service. The responses can be found at Appendix 10.

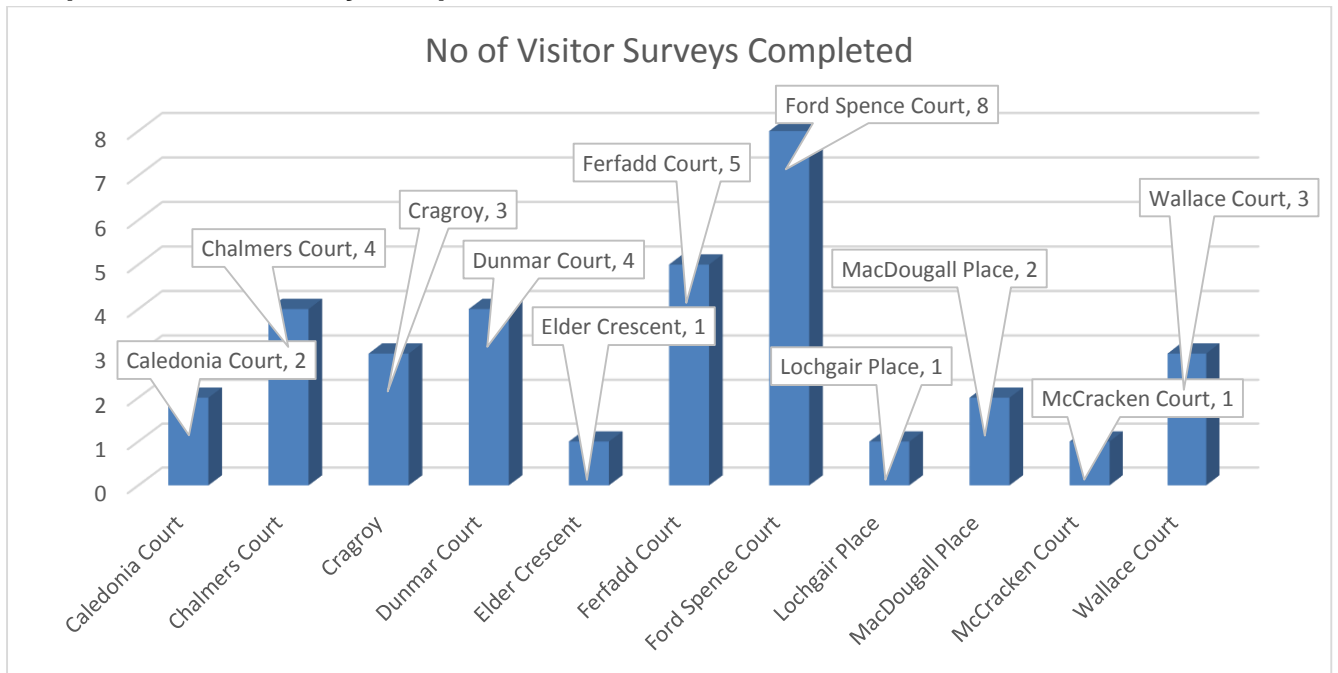
Part 2**Views of Family Members, Friends, Key Holders, Support Providers.**

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. This additional survey is issued to each sheltered housing resident, making 189 in total this year.

Containing 13 questions and one request for additional comments, a total of 34 surveys were returned which is a substantial increase from 12 in 2019. Again this may at least in part reflect issues arising from the pandemic.

Individual comments made by those stake holders can be found at Appendix 11.

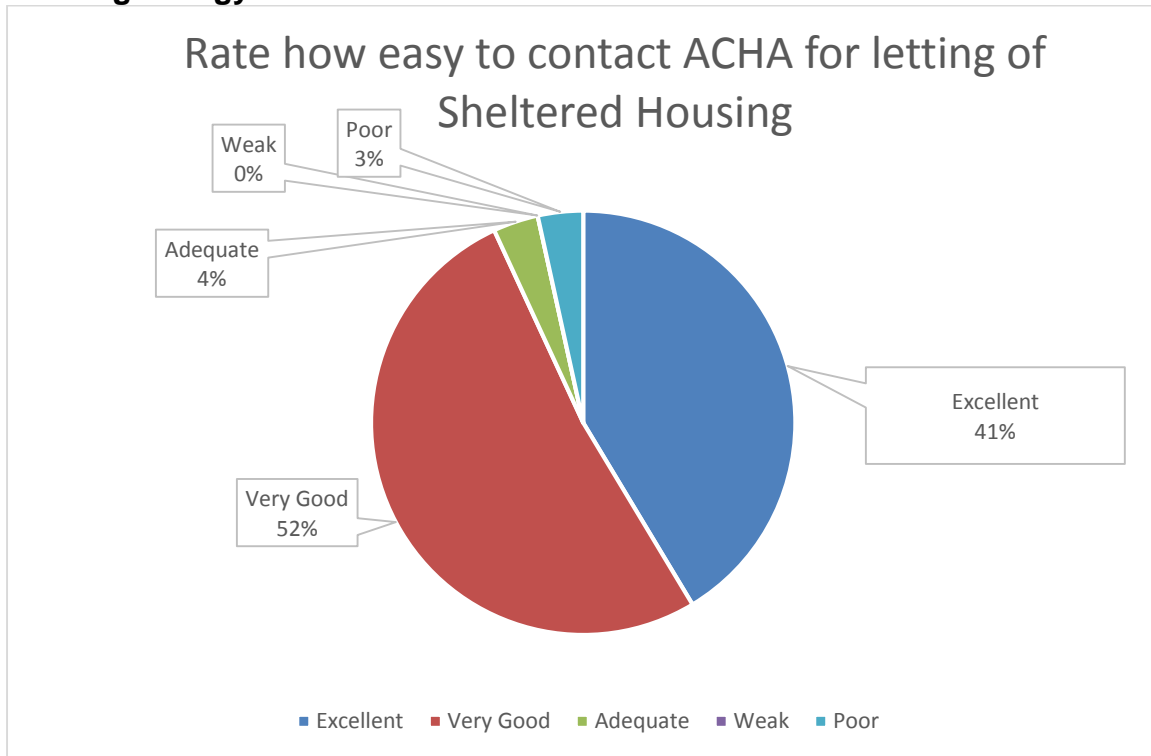
Responses received by complex



Complex	Responses
Caledonia Court	2
Chalmers Court	4
Cragroy	3
Dunmar Court	4
Elder Crescent	1
Ferfadd Court	5
Ford Spence Court	8
Lochgair Place	1
MacDougall Place	2
McCracken Court	1
Wallace Court	3
Grand Total	34

Question 1

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

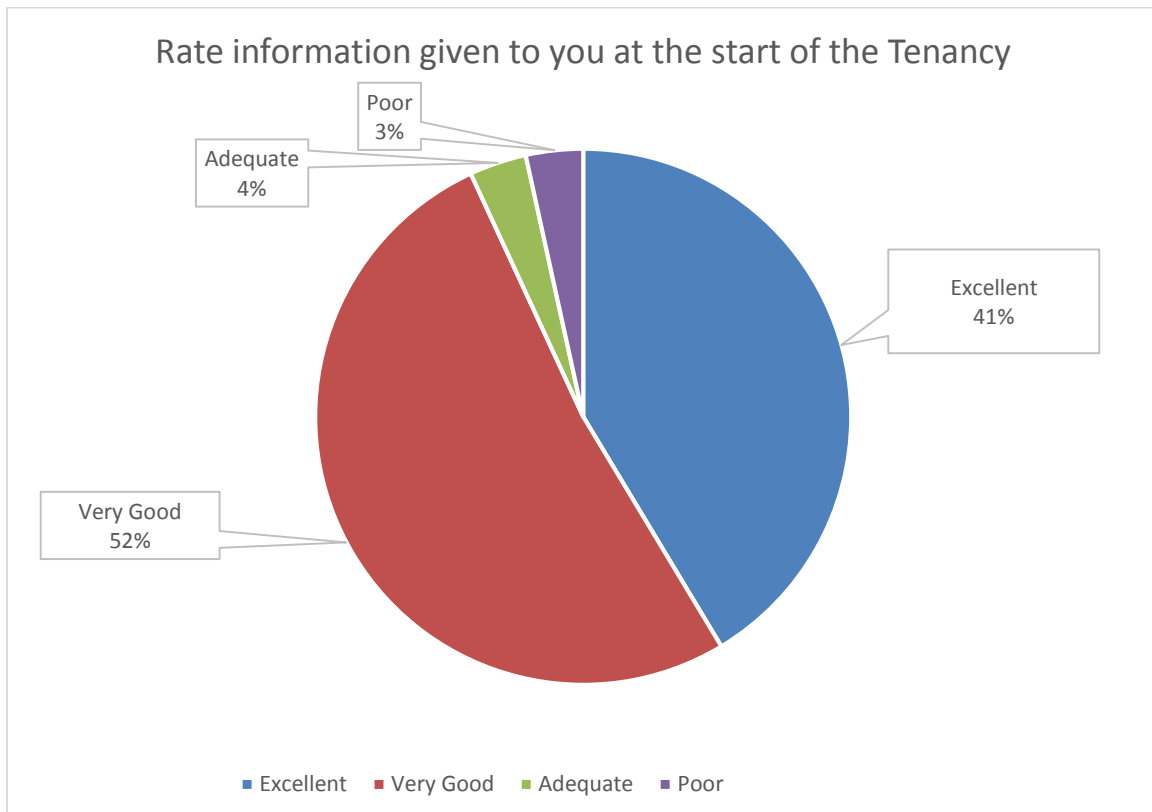


	Number of Responses	Percentage
Excellent	12	41%
Very good	15	52%
Adequate	1	4%
Weak	0	0%
Poor	1	3%
No Response	5	
Grand Total	34	

Excellent and Very Good satisfaction levels have increased to 97% from 67% in 2019.

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?

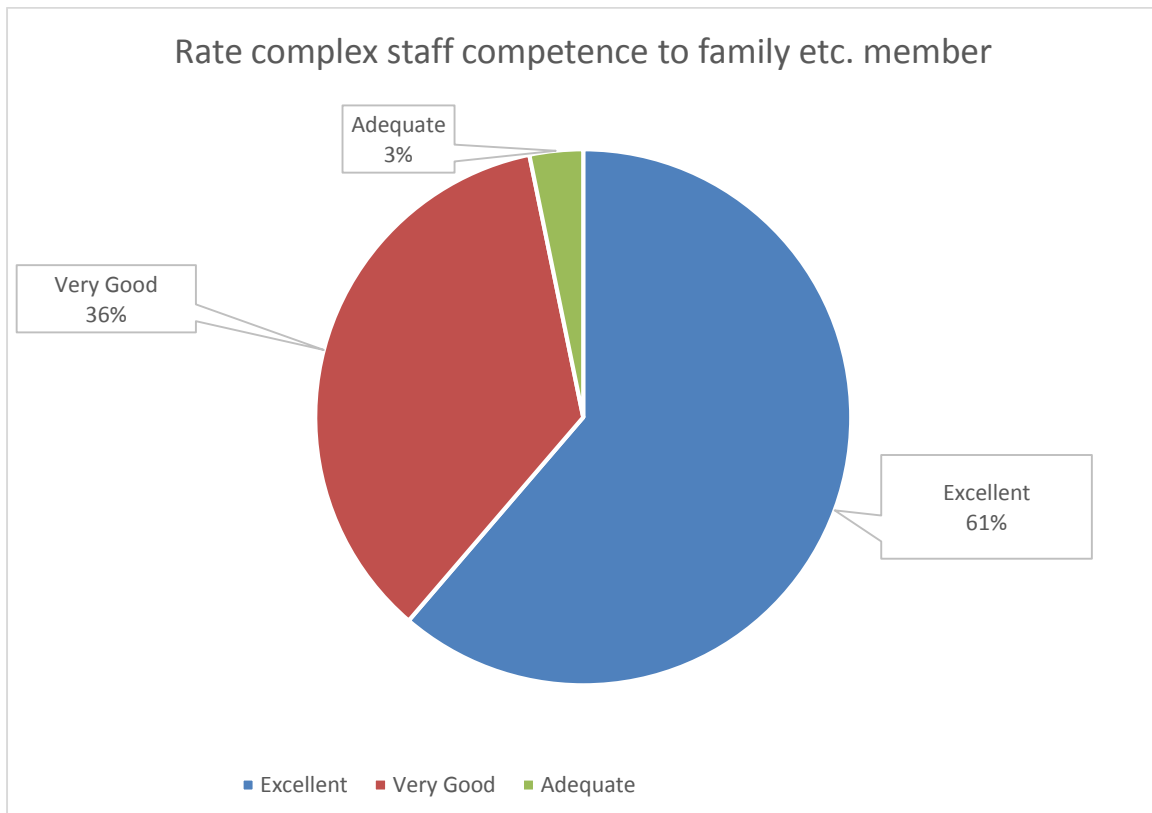


	Number of Responses	Percentage
Excellent	12	41%
Very good	15	52%
Adequate	1	4%
Weak	0	0%
Poor	1	3%
No Response	5	
Grand Total	34	

Satisfaction levels have increased a to 93% from 75% in 2019

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?

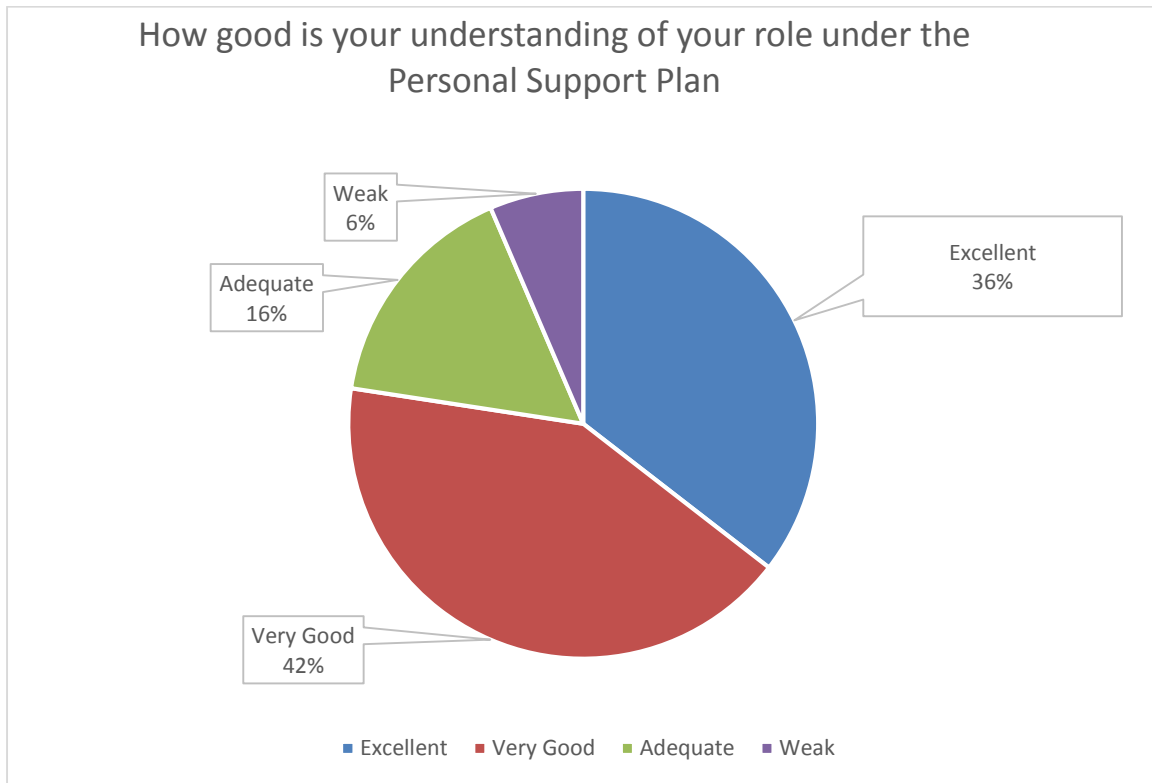


	Number of Responses	Percentage
Excellent	19	61%
Very good	11	36%
Adequate	1	3%
Weak	0	0%
Poor	0	0%
No Response	3	
Grand Total	34	

An increase in satisfaction levels from 83% in 2019 to 97%.

Question 4

Your family member may have named you as one of the principal contacts on their personal support plan. How good is your understanding of this role?

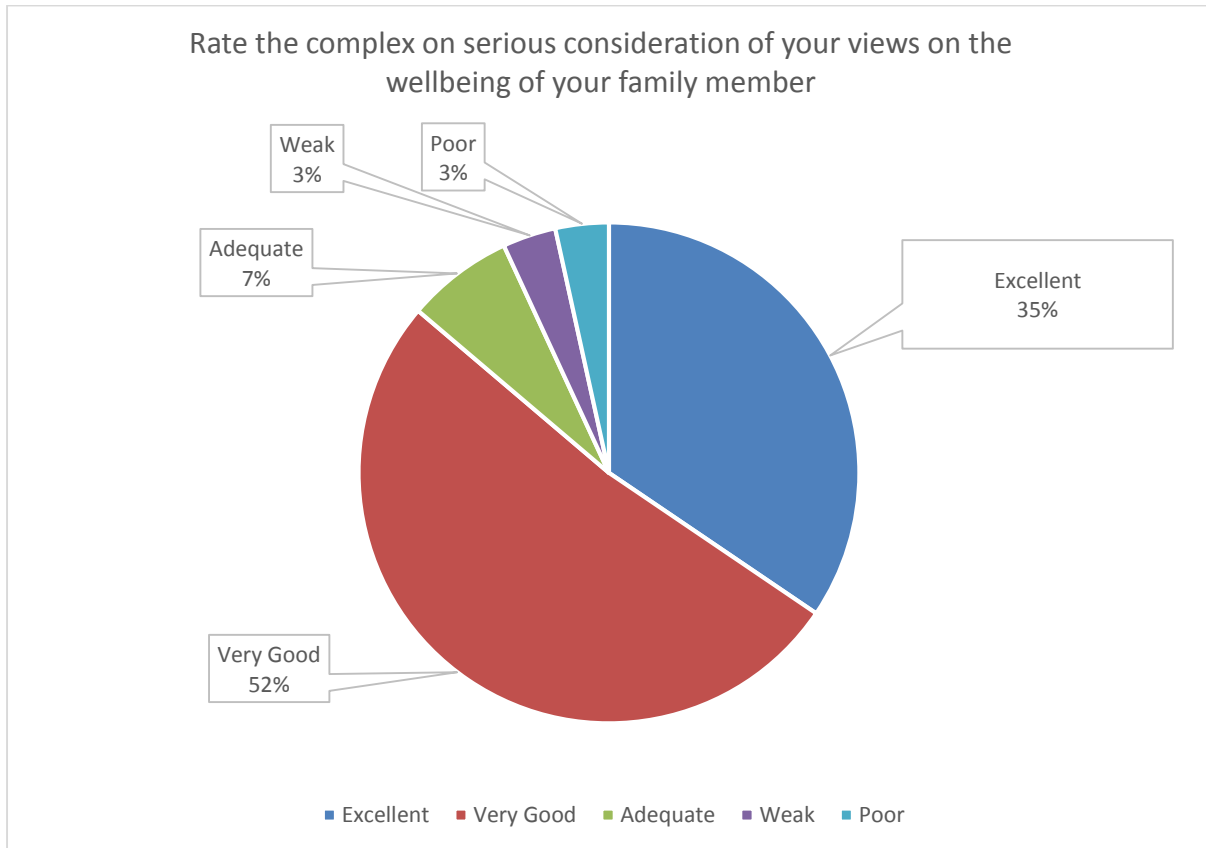


	Number of Responses	Percentage
Excellent	11	36%
Very good	13	42%
Adequate	5	16%
Weak	2	6%
Poor	0	0%
No Response	3	
Grand Total	34	

Those rating this aspect Excellent or Very Good increased substantially from 34% in 2019 to 78% although it should be noted the question was reframed from how well “your role” under the Personal Support Plan was explained to “how good is your understanding of this role”.

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.

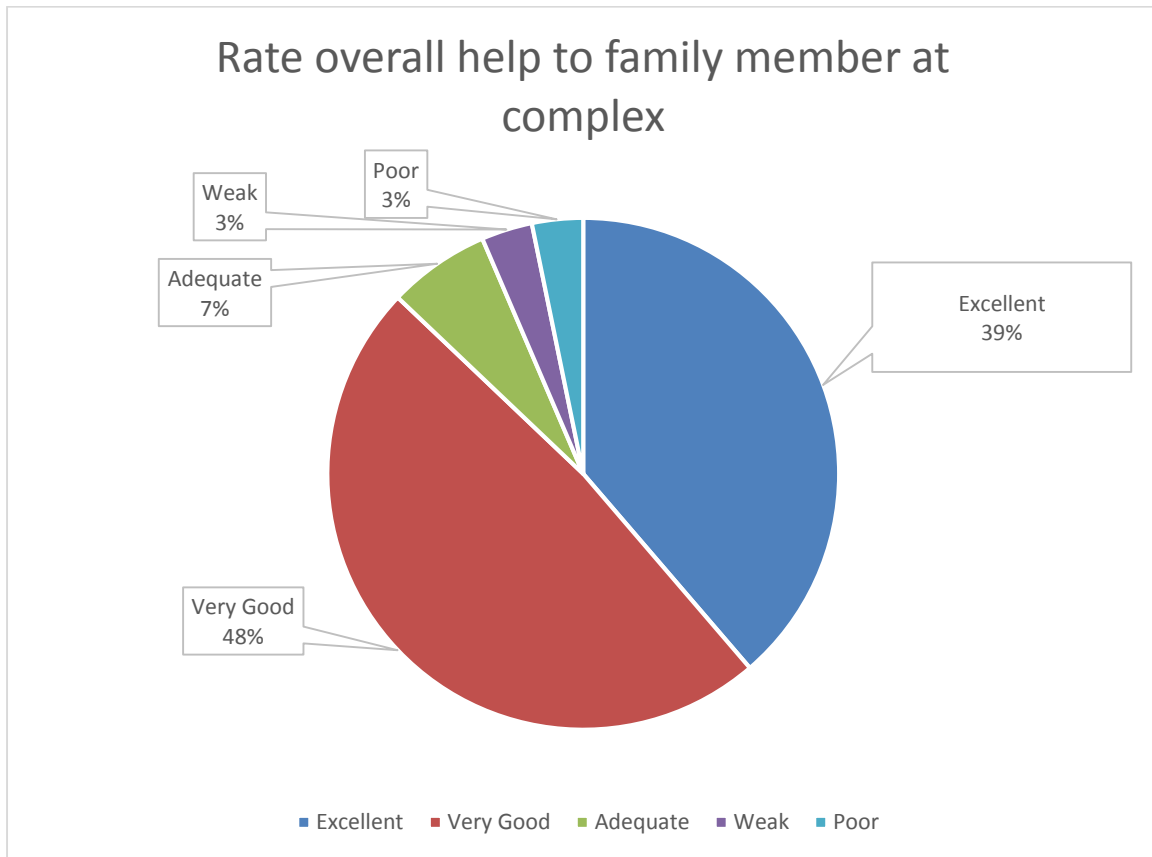


	Number of Responses	Percentage
Excellent	10	35%
Very good	15	52%
Adequate	2	7%
Weak	1	3%
Poor	1	3%
No Response	5	
Grand Total	34	

A slight increase in those selecting Excellent or Very Good at 87% compared to 84% in 2019.

Question 6

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

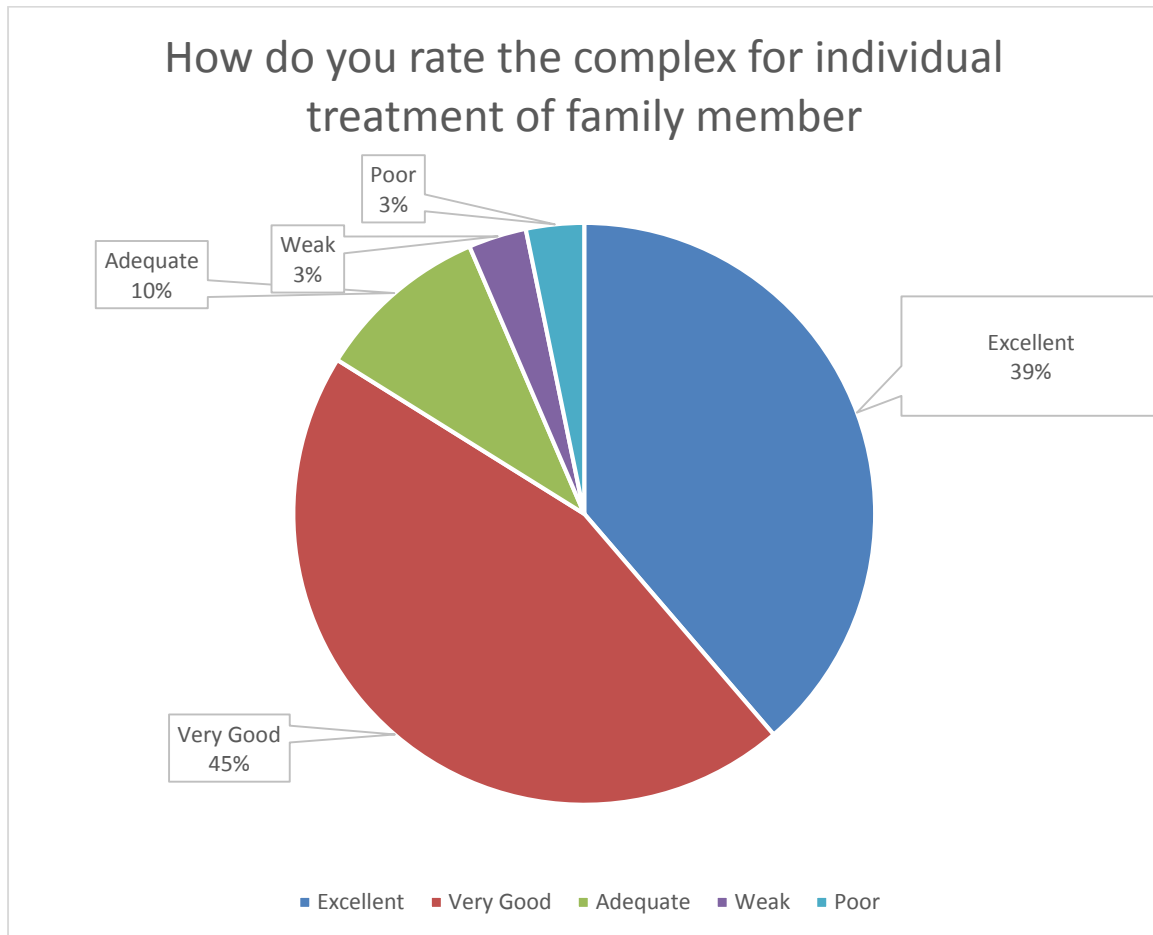


	Number of Responses	Percentage
Excellent	12	39%
Very good	15	48%
Adequate	2	7%
Weak	1	3%
Poor	1	3%
Not answered	3	
Grand Total	34	

Satisfaction levels have slightly increased to 87% from 84% in 2019.

Question 7

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

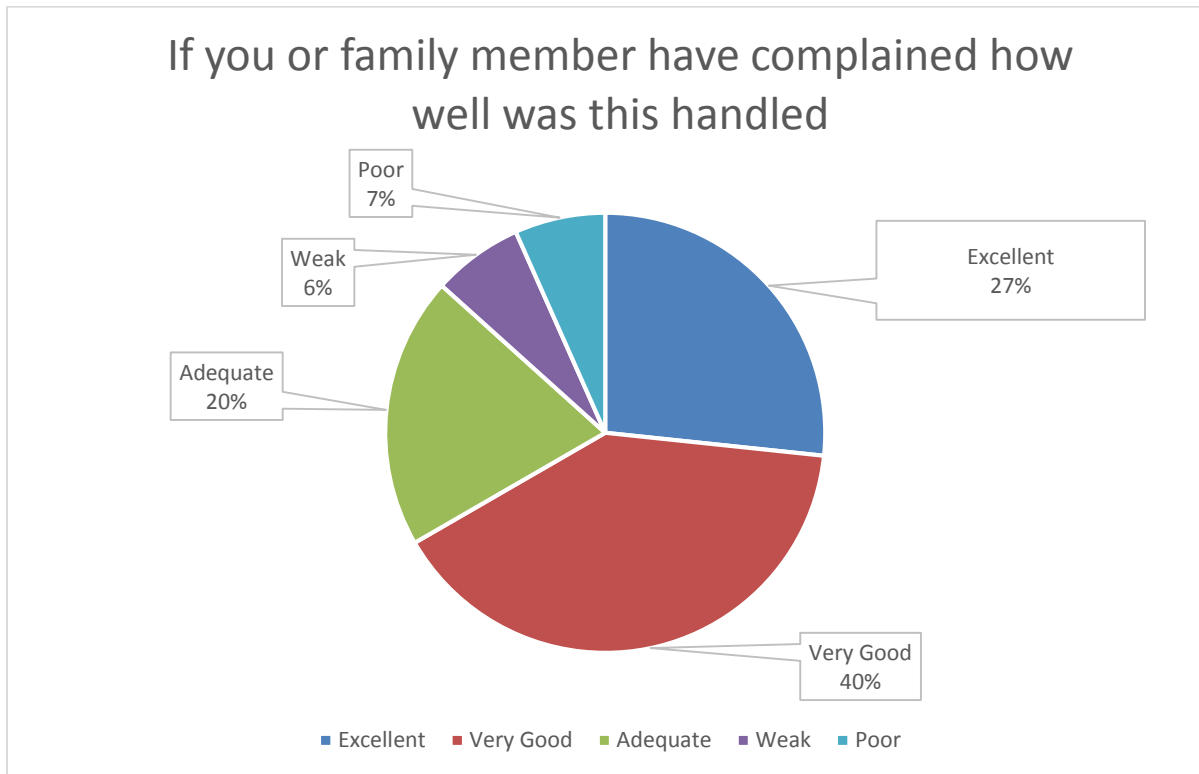


	Number of Responses	Percentage
Excellent	12	39%
Very good	14	45%
Adequate	3	10%
Weak	1	3%
Poor	1	3%
No Response	3	
Grand Total	34	

Satisfaction levels fell from 92% in 2019 to 84%.

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?



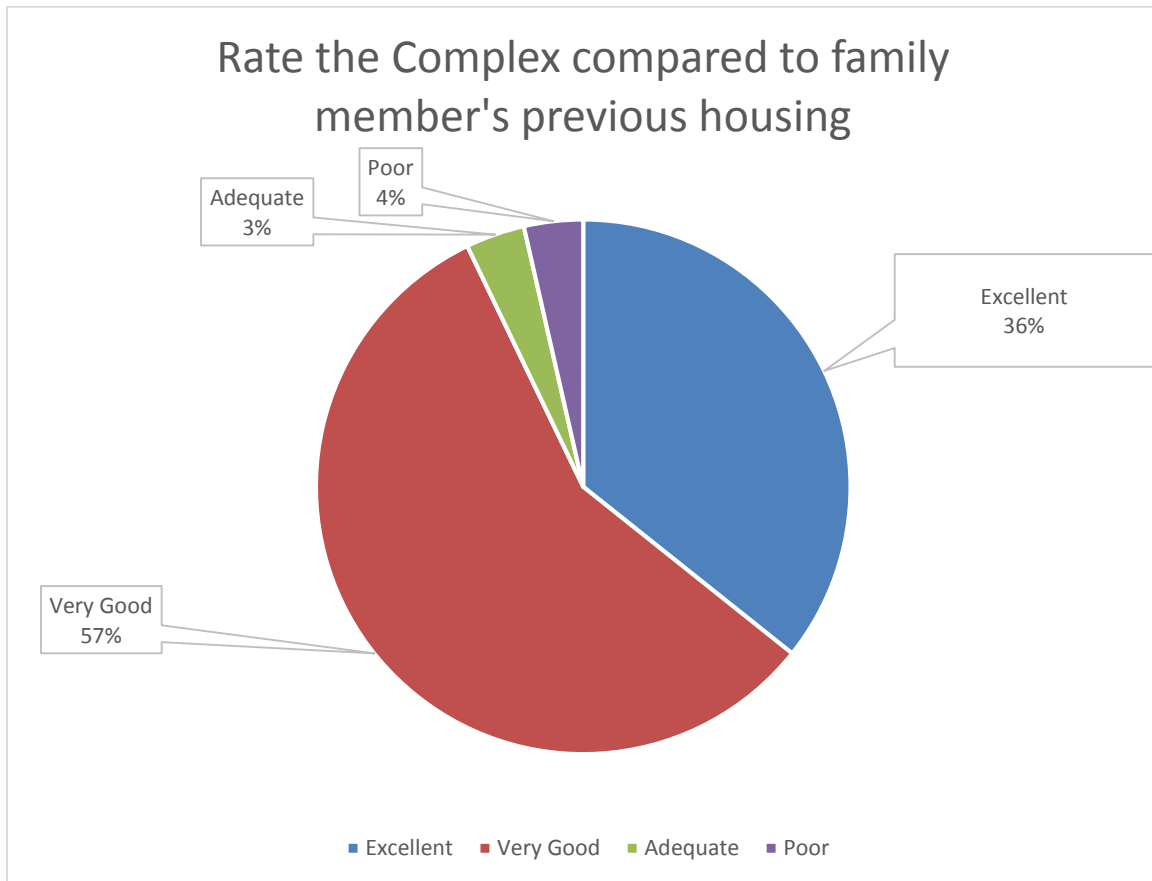
	Number of Responses	Percentage
Excellent	4	27%
Very Good	6	40%
Adequate	4	20%
Weak	1	6%
Poor	1	7%
No Response	18	
Grand Total	34	

Note that 18 out of 32 of the survey responses either did not respond to this question or had made no complaint

Overall satisfaction levels have increased significantly from 25% in 2019 to 67% but there are a significant number of “Adequate” responses and 13% who feel the complaint handling was poor or weak. ACHA will look further at the complaints procedure to see if this can be improved.

Question 9

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

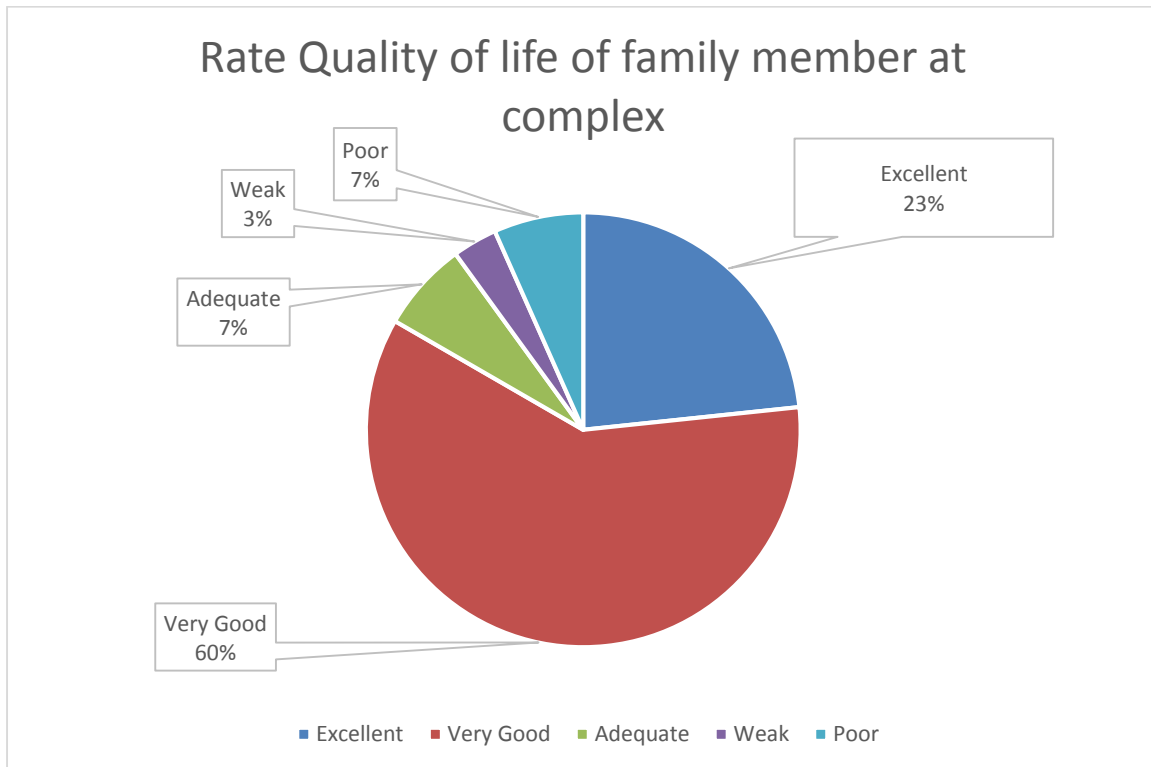


	Number of Responses	Percentage
Excellent	10	36%
Very good	16	57%
Adequate	1	3%
Weak	0	0%
Poor	1	4%
No Response	6	
Grand Total	34	

The satisfaction figure has increased very slightly from 92% in 2019 to 93%

Question 10

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

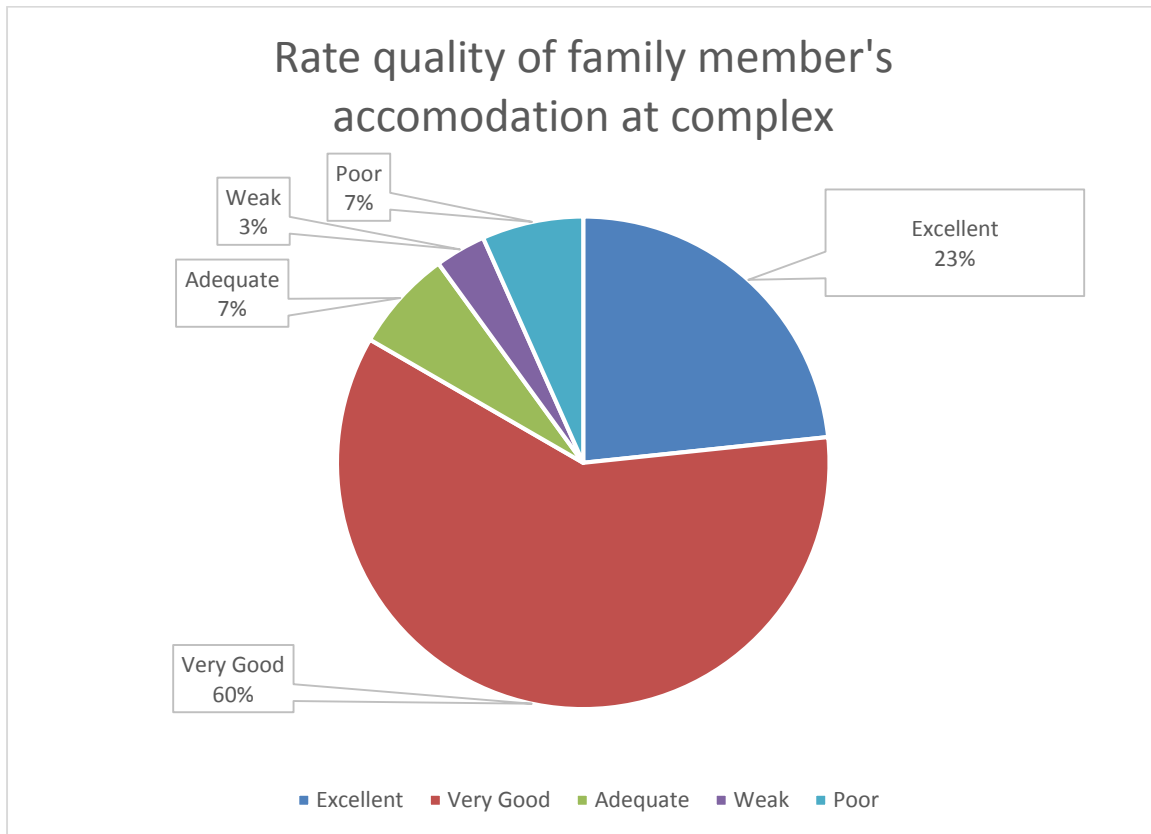


	Number of Responses	Percentage
Excellent	7	23%
Very good	18	60%
Adequate	2	7%
Weak	1	3%
Poor	2	7%
Not answered	4	
Grand Total	34	

This headline satisfaction figure has reduced to 83% from 85% in 2019.

Question 11

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

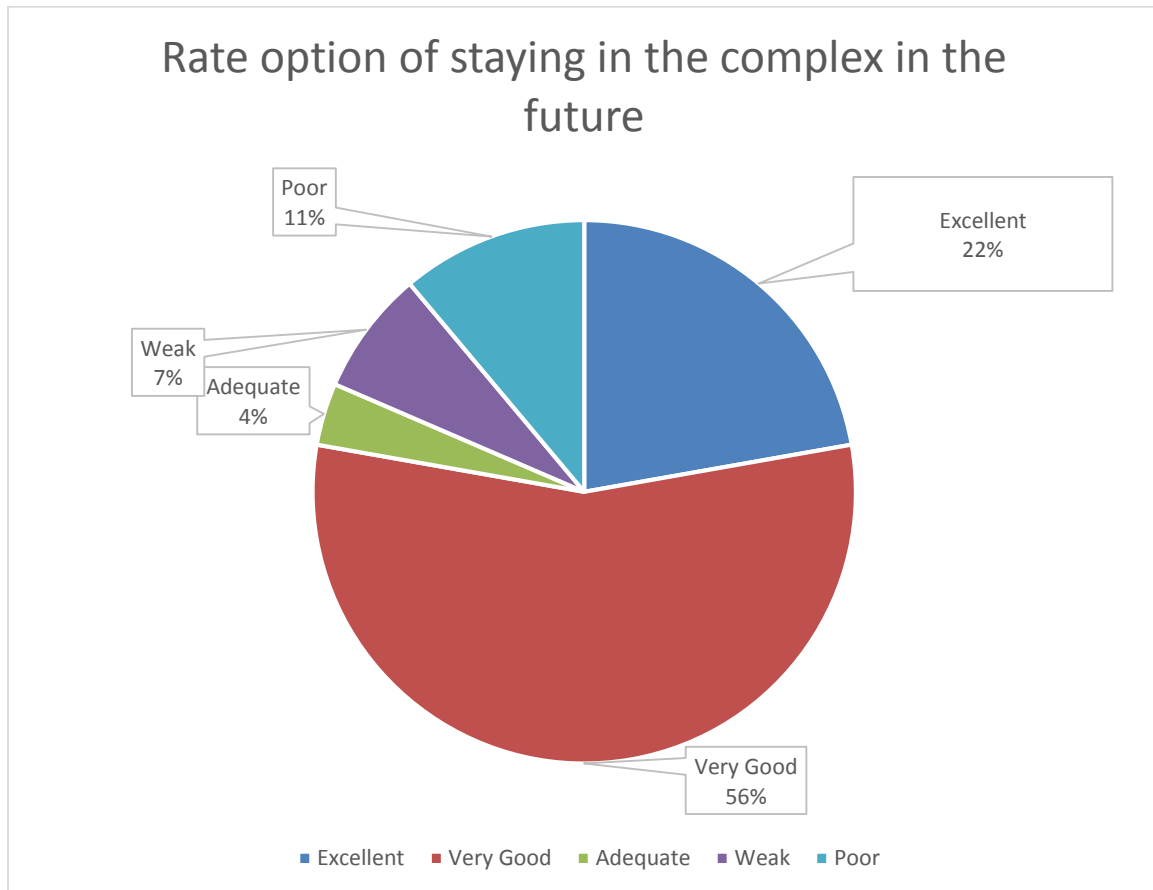


	Number of Responses	Percentage
Excellent	7	23%
Very good	18	60%
Adequate	2	7%
Weak	1	3%
Poor	2	7%
No Response	4	
Grand Total	34	

The results this year show a small decrease in satisfaction levels from 84% in 2019 to 83%.

Question 12

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

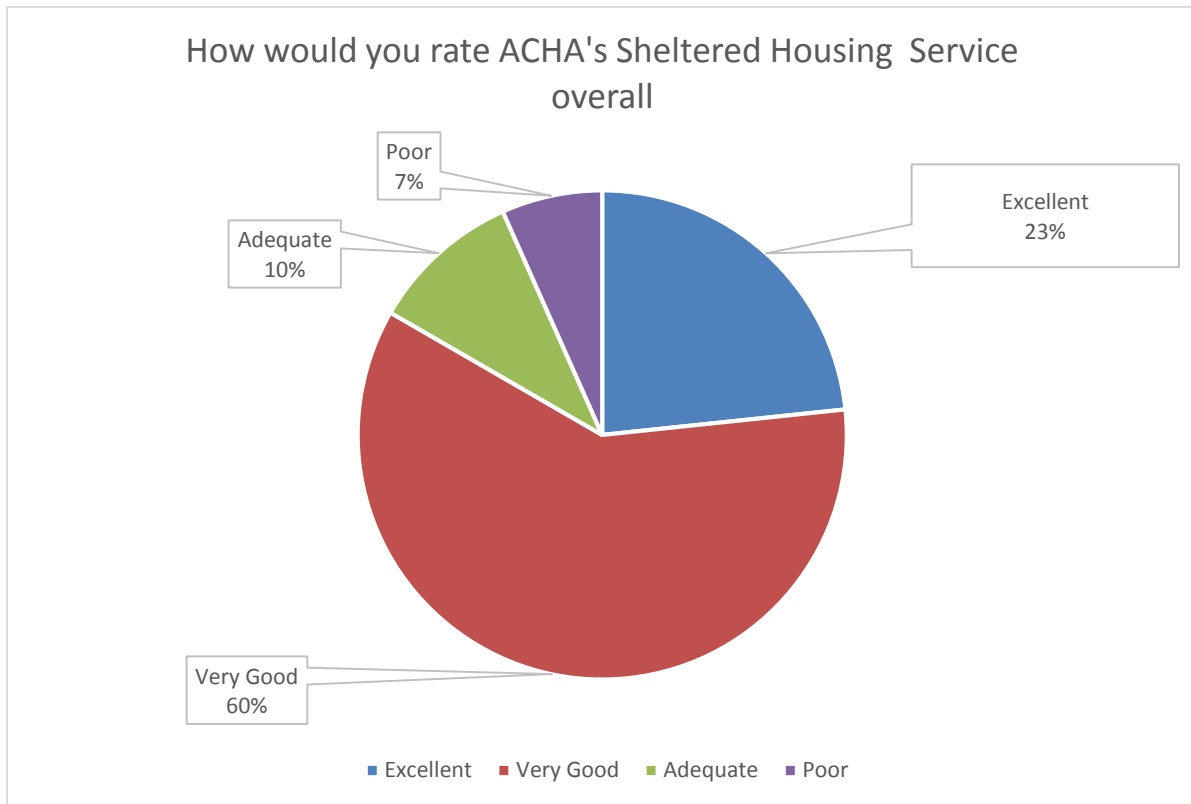


	Number of Responses	Percentage
Excellent	6	22%
Very good	15	56%
Adequate	1	4%
Weak	2	7%
Poor	3	11%
Not answered	7	
Grand Total	34	

There is difference between this year's ratings as Excellent or Very Good at 78% to the equivalent rating in 2019 at 67%. The rating of "poor" is at 11%.

Question 13

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



	Number of Responses	Percentage
Excellent	7	23%
Very good	18	60%
Adequate	3	10%
Weak	0	0%
Poor	2	7%
Not answered	4	
Grand Total	34	

Satisfaction levels in this category were at 100% in 2019, a substantial increase from 80% in 2018. Whilst this year's level of 83% is a significant reduction from 2019 once again the pandemic may be one of the factors in this reduction.

Comments about the ACHA Sheltered Housing Service; elaboration on any responses marked as weak or poor or comments on anything to improve the service were invited from participants and are listed at Appendix 11.

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.

Appendix 1

Q1 Please provide any comments you may have relating to the application process

N/A sons completed application
Can't remember that was 12+ years ago
My experience shows considerable improvement today. I waited 2 and a half years for a flat. Some 16 years ago (Council then).
We dealt with the staff Islay who were excellent as was ***** at Longhill
I had to get someone else to do the computer bit - I wonder how people without computers and no help will manage
Simple and easy to follow
This my second time living here
It was easy and ACHA remained in communication all the way
Applied during COVID Lockdown 1 and was very efficient despite challenges
In 20210 when my wife and I applied for Sheltered the staff at that time were very polite and informative and were able to answer most questions about the service ACHA could provide. Tenants who had lived in the Sheltered Housing complex for many years were also very helpful with advice.
When my application was approved I was invited to view the flat. It was very dirty and smelled of smoke. I was told I had to say right then whether I wanted it or not. I never had a chance to show my family.
All staff were so helpful and easy to approach
Very good support and advice. Excellent communication.
Negativity from office. Out of town / poor bus service
As was recuperating in hospital after amputation and social work sorted everything
Not applicable to me
Due to Covid situation, most of the process was dealt with by Social Work & Council/ACHA staff

I was not involved in applying for Sheltered Housing as I was appointed as Warden when the ***** Complex was first opened in *****

We both found it good to fill in the forms and could understand it

I was mentally ill at the time and so my sister arranged accommodation for me.

I applied from 400 miles away in the first place and Covid lockdown was in place so this is not a good assessment of a normal situation. I didn't feel any consideration was given to my circumstances

Appendix 2

1.5 Is there anything else you would like to tell us about the ACHA staff in your complex?

I have always found them to be very helpful if you have a query or a problem. No complaints
Staff should be here all day
Should have staff all day
If you refer to our community assistants they are excellent, office staff on telephone the same. However my experience with some office staff in the past at Manse Road Dunoon has been less than helpful
What respect when we hardly see them, only 2 members of staff have experience and skills but the new intercom system and "I'm OK" button means we no longer see staff
Everyone is lovely, helpful, funny, always ready to listen.
The actual workforce and repair section are great management leaves a lot to be desired
No
***** that works in Ferfadd office is very pleasant and lovely to talk to
Always so respectful and kind and anxious to help you. I very content
I feel very reassured that staff are there especially when my daughter is away
As they don't have overnight stays are not here to hear banging of doors and mentally ill tenant going round ringing doorbells in the middle of the night then it is hard to get to sleep again wakened for rest of night.
All members of staff are wonderful when they are here - but recently we have missed them due to injury, illness and no local cover for holidays
No
I have no complaints I get on with them all
They do all they can to assist

<p>These last 2 years during Lockdown etc. have not been easy, we had on many occasions no staff on duty in the complex due to restrictions but they were only following orders sent by the ACHA management on what was expected of them. During this time the CSA's job changed because they could not offer any physical presence or visit the more frail, vulnerable and housebound tenants who many thought that they had been abandoned as all social events, dayrooms, common room, guest room etc. were locked up and no access was available.</p>
<p>When CSAs are on duty and physically in the complex we feel we have a friend available who will support us to the best of their ability. Unfortunately, due to staff absences, there have been too many days since the start of this year when we have been left with no physical presence in the building. A phonecall and someone doing a walkthrough is not really adequate.</p>
<p>Here there are 2 wardens one gives us a lot of help the other doesn't</p>
<p>Always ready to be of assistance</p>
<p>Very helpful and caring</p>
<p>I do not think that the cleaning service currently provided is adequate. All surfaces should be properly sanitised with anti-viral products. Laundry machines should not be left to residents to clean. CSA does not have enough time in the complex.</p>
<p>So many staff but all were helpful</p>
<p>Some staff have very good skills and support - some are adequate. Communication and solving problem areas needs to be a lot better between warden and tenants</p>
<p>I wish they were here for longer on a daily basis</p>
<p>I feel that the staff are v good for some of the residents but I also feel that some of the residents in here now need more from the staff</p>
<p>The warden ***** is the best</p>
<p>Warden service is excellent and keeps me informed with plenty of notice of developments</p>
<p>Warden is excellent and very helpful</p>
<p>The warden can't do enough to help you if you require</p>
<p>Staff is very helpful and take time to listen to you</p>

Superb, nothing negative to say

They are friendly and helpful

Appendix 3

1.7 Is there anything else that you would like included in your personal support plan?

Requested - I don't get a copy but I know I have one and can ask to see it at any time.
Funeral plans perhaps!
N/A
No thank you
More security (check undesirables) I feel there is a shortage of staff the last few months due to injuries received when trap was set at office door.
All good
Have been satisfied
No. Do not need Support Plan
No response to 1.6
I have not had to change anything at present, but during the Lockdown I suffered many health issues and had to rely on phonecalls to my GP for help. I may have to change the level of support I need at some time, but I am very aware of the changes to the workings of staff etc. I may not be able to receive the help and support I need.
I was asked if I would like one - declined as I have a previous one and nothing has changed
But tenant not sure he received a copy
I do not want an unsolicited phonecall from acha staff every day
I would like a copy of the Support Plan (***** P.O.A.)
Adequate for my needs at present
Not sure
Not sure what this is
No thanks

I'd like to see it please. I came from retirement housing where a support plan consisted of provision of emergency call equipment. I am in the wrong setting

Appendix 4

1.11 Is there anything you would like to mention about the way ACHA handles complaints?

They take too long
Repairs by some workmen are poor others do a good job, having had a persistent problem and not getting satisfaction I wrote to the CO and then got satisfactory results
There is no transparency
Early in October I was left without a shower for 11 days. I reported to shower inspector about shower waste pipe was not draining. Plumber came 3 months later to repair. He said he had done job but following day the water was coming into bathroom instead of drain. It took 3 calls after ***** reported it immediately, for plumber to arrive.
No thankfully I don't have anything to complain about
Too slow
Never made a complaint to ACHA made it to ***** Number ***** playing music during the night.
Due to legal processes taking time ACHA's are tied
What happens in here with ***** has been bothering us for years?
I believe you do the best within your legal framework
The most serious complaint was this year when the new Warden Call system was installed in the complex. All tenants were sent a letter informing them of the procedure before the installation to allay any fears or worries tenants had and that ACHA staff and a representative from the firm would visit each person to answer any questions they had. This did not happen. Because this did not happen the firm did not know our house (number *****) was part of the complex and blamed ACHA for the mistake and ACHA blamed them. And so, although we received an apology from ACHA, it was not a good service.
Excellent considerate and very helpful
Have complained about big gap in my bedroom windows and so far no-one has been to look.

Some aspects of my complaint were handled adequately others poorly.
Could be better between tenant-warden-management. Not all complaints to warden are passed on to management resulting in problems being overlooked leading to bigger problems in the long run.

I find it sufficient to mention any problems or suggestions to the warden and they are all dealt with

No

No

Appendix 5

1.16 Have you any comments about the communal facilities and overall environment of your complex?

Communal facilities are fine. However please note the guest room baths need removed and shower facilities put in. The baths are far too low and extremely difficult for older guest. In the case of 2 of my relatives it is impossible for them to use the baths altogether
Have you ever had a tree surgeon look at the very tall yew tree at the rear of the 21-26 block at Cragroy? If that is blown down, the roof will be damaged as well as one flat anyway.
Both inside and outside is in a very bad state doesn't do much for people like me who suffer from mental health
The grounds are a mess
External paths and borders to be tidied and cleaned more often
The lounge would benefit from some decorating
Some more entertainment would be nice if possible
Not happy I now have to pay for the laundry when supposed to be included. People charge their mobility scooters in communal areas for free. They also block up communal areas. I think people should have to take scooters into their flats unless you build somewhere separate for them and they should have to pay to charge them
Would CCTV not be the answer?
Since COVID restrictions and now due to antisocial behaviour all our communal areas are locked!
The lounge and the kitchen is dreadful
Not used facilities due to COVID
The Lockdown restrictions have meant that the common lounge facilities have been closed to tenants for many months. This has caused real hardship and social interaction for the more frail tenants a lot of stress and anxiety. Sometimes the functions held were the only times they were able to leave their homes to interact with other tenants. The tenants who enjoy social events the most have felt lonely and in some cases depressed and has affected their mental health and are disappointed that all events, functions in the common room have stopped.

We understand why Common rooms etc. were locked during the height of the pandemic however now when restrictions are easing we find we are unable to make use of the common lounge and sunrooms because of the irresponsible behaviour of one tenant. We know that ACHA are working to resolve the situation, but, at present, we are not living in a very pleasant or sociable environment.

Always clean and tidy

Grass round complex needs attention as is very mossy and springy. Difficult for anyone elderly or with a mobility problem to walk on. Drying area and bin cupboard and archway should be tidied and cleaned. Issue with bins seems to be recurring. Desperately need new windows. My flat is very cold in winter - heating is inadequate - storage heaters cannot be regulated.

Pavements from house to communal area Complex in poor state, very uneven and a hazard

A tenant keeps dirtying the communal toilet. No action has been taken yet against the culprit and ***** the cleaner is faced with this unpleasant job.

The landscaping is only minimally maintained. Grass is cut by a machine that does not collect the cuttings and often the cuttings are left. At times the residents have to collect them and dispose of them. The grass overgrowing the edges of the footpaths has not been trimmed for a long, long time, hedges of which there are many are only trimmed once per year. If it were not for a team of residents the grounds would be in a wild state.

The external painting of the property an erection of new fencing has been most welcome.

Grass paths and landscaped areas are wonderful. The cleaning Services are 10 out of 10

A lot of our problems are up for renewal in the future (i.e. heating, lighting, roof repairs etc.) so no complaints at present. More car parking space is desperately needed

Unhappy that cut grass collection was stopped. Cut grass goes brown within a day or so and becomes unsightly

The bins are quite far from my flat - it would be good if there was a weekly pickup from the flat for people that have mobility problems

The general cleaning of the communal areas and facilities needs more care and attention

Our Common Room needs new seating but I think this is an ongoing issue that will be sorted out when the residents finish paying for the washing machines?? We have issues with the cleaning of the communal areas but this is hopefully being dealt with!

Parking - not adequate for number of Carers who come in regularly (19 flats with only 13 spaces)

Phone in Lounge Building - not cleaned in over a year

From path to carpark needs lower as I have to use a wheelchair now

Hedges trimmed, lowered. Slope rather than step up from car park to curb.

Access to the Complex is very poor. Many residents have mobility problems. Drop pavement access within the complex needs improvement. The road immediately adjacent to the car park is dangerous due to potholes and being too narrow for pavement. Using wheelchair or mobility scooter there is very difficult.

Need the path at gate cemented (it's all broken). The walls round individual Houses (in garden) need painted. Need the Lochgair Place sign repaired on the wall at No 10

No

When grass is cut it is left to rot on surface if windy blows about and can be carried into house. After it is cut it looks a mess.

We need more parking places on the complex for residents and the visitors. Grass areas in front of 17,18,19 would be the ideal place.

Laundry - sometimes when they break down they are not fixed in a reasonable timescale.

Cleaning - very poor, untidy, cobwebs overall seems very unhygienic and not satisfactory at all. Given times we're living in it's quite disgraceful - as it's our home, it should be cleaned to a high standard as we pay for this

No

None provided that I access

The building is most suitable for people with disabilities or chronic illness but the onsite facilities are inadequate. There is no adequate area to sit quietly to enjoy the outdoors because of lack of space and cars coming and going in the parking area. Overall the building is noisy and the lift in particular bangs like a gong, the electric door is noisy, the car park is in continuous use and carers/visitors are constant. The complex feels to me like an institution

Appendix 6

1.19 Is there any other information or are there any other services you would like ACHA to provide?

Free laundry use
As written in 1.16. also request sensored communal lighting installation in all communal areas. The waste of electricity is disgraceful. 6 nights out of 7 I go into the laundry room and switch the lights off. Lazy people leave them on. I've even switched the lounge lights off.
No
Yes please I want to have my hair done the way it used to be rather than in my flat not happy about that
I am gravely concerned about the communal electricity charge. When I came, more than 5 years ago it was much higher than the Cragroy (larger) complex. I have asked for an update due to increase prices and over use by one tenant
I would like to know the information of services that ACHA could provide including things like Welfare Rights, Home Insurance, help with energy costs and the way that Sheltered Housing costs in particular Service charges are implemented so I can understand the amount we're expected to pay. Sheltered Housing has changed so much in the time I've been her with my wife and unfortunately in my view the rent and services have increased but the actual services we get have decreased so much that for many tenants who need to feel safe and secure with some added support this is no longer available
New windows as the windows in sitting room are taped up to stop the draughts. New heating as the heating in the building is well past its sell-by date and is not cheap to use.
New residents should receive a brochure telling of ACHA services and what they are responsible for. The leaflet I got was very out-of-date and no-one could tell me who supplied my electricity. I was given the wrong company.
Not sure
A warden on duty all day
I do not want any unsolicited calls from ACHA. I have mentioned this to staff and it has been passed on but my wishes have been refused

Wallace Court is supposed to be sheltered housing for vulnerable people. Almost daily I see and talk to "the dregs of mankind". The sort of person who I'd expect to meet on the roughest council estate. One person is responsible for attracting such people. Once the case is proven ACHA should act for the protection of the other tenants.

Why so many tenants coming into the complex with care requirements. A full time warden with care experience would be a help. Able bodied tenants have to assist and attend to the needs of these tenants all the time

no

No

I looked for information on the Internet. I received a pack of information when I signed up.

Appendix 7

1.21 Comments on feeling of safety or security

I feel CCTV should be installed as there have been incidents of vandalism
Only concerned when our system (after fire alarm rang) the door entry opened all outside doors and they remained open until a workman arrived. I hope this is not how they work as I had a sleepless night stressing over this.
On 30 January 2022 during a fire alarm and intercom fiasco the main door to flats 21-24 would not open when the green "press to open" button was pressed.
I feel that a lot of work and good ideas are carried out for our safety and security, sadly they don't seem to work very well.
We have 2 wardens ***** is honest, supportive, empathetic and provides a high level of understanding of the residents needs. *****: I feel she cannot or will not provide the level of care I may require. I do not feel safe in this complex when ***** is present. She has not got my best interests at heart.
I'm afraid my flat might get flooded again with the water tanks I have had 2 incidents already.
None tenants have keys to main door can come and go as they please night and day, main door has been broken several times, so it is left open, don't know if we have been broken into or not, all happens hours of darkness. Unsafe don't know who is about at night. One of the tenants has been taking in boyfriend staying overnight. Also young boys and girls? We had a visit from Police CID on 08/02/22 looking for boyfriend that not tell you something?
Front door open at 4.00am someone leaves it open
I previously felt totally safe and secure but in the last 3 months tenant in Flat ***** has had visitors coming and going at all hours of day and night putting us all at risk. Also "telephone cover" from Rothesay is no substitute for staff in the building. Living in Wallace Court was superb but after 4 years of trouble from tenant Flat ***** I am "existing!". Considering rent etc. I should be more confident. COVID has not helped - isolated and lonely.
You are already aware of the ongoing problems re security going on with one of the tenants at Wallace Court. Presently being dealt with - hopefully!
I do not feel safe at this time I keep my door locked all the time.

Would you like to live here with someone who is intimidating and doing what she is doing to people?

The entrance door does often not work properly. I am worried about non-tenants who are not desirable coming into the complex. I have a fear of a fire starting by a tenant who smokes in the building at night

The Pandemic has changed the safety and security felt at Wallace Court, especially for the single, frail, housebound who had to make great sacrifices by shielding at home for 2 years. The staff were working from home the only contact they had was a daily phonecall from a CSA, but no person was able to visit physically including family and carer this affected a lot of tenants physically and mentally and tenants in some cases felt abandoned. We also had a serious situation for 3 years when an antisocial tenant breached every rule set by ACHA by causing stress to tenants by allowing people outside entry to the complex by leaving outside doors open, using fire doors to enter and leave the building. This particular tenant seemed to do whatever she wanted to upset anyone in her way. It is only now that ACHA after 2 years have been able to have evidence supplied by tenants that ACHA have been able to take action and we can only hope that they can be stopped from causing any more stress for CSAs, housing management and tenants. Up to the pandemic I enjoyed staying here but because of all the restrictions imposed and the actions of one tenant within the complex and outside, I have become stressed sad disillusioned about whether ACHA can resolve the situation but can't at present

We used to feel very secure and safe at Wallace Court but sadly this is no longer the case. The antisocial and irresponsible behaviour of one tenant has led to this being the case. Doors windows and gates have been deliberately left open allowing easy access to anyone. Youths have been seen entering illegally through fire doors which have been left open (these are now fitted with an alarm to deter). Men and boys have been seen in corridors at night. Keys have been thrown out of windows to allow access. This tenant also prowls through the night in and around the building. We used to enjoy living here but now feel that all the recent disruption is having a negative effect on our health and well-being.

Only one key was provided to the tenant, another one for family members would benefit in the event of an emergency and entry into the building and flat.

New security system improved feelings of security but already weaknesses are showing. Do all ACHA repairmen have the code? Generally residents do not know who is in the building - visitors, families, carers and people staying in Guest Rooms.

I feel unsafe. All manner of weirdos are given keys to get in.

I have expressed in writing on 4th February my concerns

Safety very good

Entrance code needs to be changed more often. We see people coming in more and more who really should not know the entrance code (most of the tenants do not know the code)

Lack of a warden at all times is a negative

More outside lighting would be helpful

I have never felt unsafe good security provided

I feel safe and secure but privacy and peace are compromised. I do appreciate the emergency call system however I was not impressed when on 15 December at 6:15 pm I was told by the Operator to troubleshoot my own water problems before they would pass it to ACHA. This is not a good service!

Appendix 8

1.23 Are there any topics or issues you would like discussed at future Annual General Meetings?

The new intercom system. Sensored lighting throughout all communal areas. Parking for residents.
Ask ***** to listen to the residents. I personally have witnessed 2 asking for help and both were shut down.
No
Constant plans to change heating, first one kind then another! None seem practical - why can't we have solar panels, the least intrusive and they are environmentally friendly
Responsibilities of individual tenants to adhere to Code of Conduct.
Not really
I think it might be helpful for talks on Welfare Rights entitlement and what benefit could be available. A talk from RNIB or similar, a talk from RNID or similar and talk how this new care system works through Telecare
Control of heating in common areas
Monitoring of heating in corridors
Heating system. Windows. High electricity. Cost of laundry.
Problems arising with Velux windows and draughty windows
No
Nothing of note
Same old issues: Outside maintenance; staff costs (warden and cleaner); warden's hours provided and payments; cleaners hours and payments; heating and lighting etc.
Lighting in Communal Areas - Why is this on 24 hours a day?
No
No

No
Wasting money
No
No
N/A
No
I have no idea what training policy is followed or what support CSAs have. I don't know what the job description requires but working closely with sometimes sick people is demanding

Appendix 9

1.23C Please provide any comments you may have about the pandemic support provided by your Community Support Assistants?

I saw no reason to stop the ladies being here except when Government stipulated total Lockdown. Ladies could have been on site following safety procedures.
From 24 March 2020 CSAs vanished and we were subjected to silly phonecalls about their sore backs, burns and dining room tables etc.
Really can't remember - the pandemic has been going for so long.
Missed having a warden
Not been here long enough
No
During COVID 19 Ferfadd staff and ACHA staff have been great. I felt safe and at ease living in Ferfadd during the pandemic
Daily phonecalls were very important to my feeling of security and gave me the ability to ask any questions I had
It was great to have a personal chat each day
I missed not having them on the premises we only had a phonecall to ask if we were OK
I think the CSAs have done their best under the current restrictions, but due to the rules they were unable to undertake their normal duties. I feel the staff did not enjoy being at home not having a physical presence was having a detrimental effect on a lot of tenants, as there were a lot of serious incidents taking place at the time and no-one was able to deal with them.
I think very highly of our 3 CSAs but they were not allowed to give proper support during the pandemic. We spent far too long without a physical presence in the building and feel that they should have been allowed to return much earlier (with the proper protections in place). Other sheltered housing complexes in the area had staff present through the Lockdown. Some tenants felt abandoned
Staff should have been in

Cannot be a Yes/No answer not been in that situation before. Most residents were not told how to contact the CSA and who to contact when she was not on duty. CSA did what she could in difficult times. What support did she have?
ACHA gave us next to no support
I was unaware of such Assistants
Warden taken away. Tenants provided sanitised cleaning equipment 2 months before ACHA provided them and half of them were empty. No one here to oversee the amount of visitors in and out of the complex. Not enough notices provided. Rules being broken and no one took any notice of what we were saying. The tenants kept the place free from Covid NOT ACHA
This has not been ideal- but I can't see, under the circumstances, what else could have been done.
It felt very difficult to have the office closed, wardens not on site and only speaking to them on the phone daily.
I know Covid was a hard time for everyone but I feel we were abandoned at Ford Spence Court and left to deal with the pandemic ourselves.
No other experience to compare
Exceptional
***** is brilliant
Excellent
I did not live in the present address so I cannot comment on this
Very good, services provided carefully, safely and sensitively
Very good support
I get a phonecall every day during the pandemic
We got phone every day that was good as we felt we were still getting looked after.
Everyone very helpful. Was a family
We would have felt a bit easier if there was a warden as we had to rely on some carers to help as we had no family allowed to visit and felt very alone

Missed the wardens being on site one-to-one contact

I was unfortunate when I moved in that CSAs were not on site. They did however contact me

Appendix 10

1.24 Please add any further information you feel is pertinent e.g. any positive or negative things you would like to draw our attention to? Can you think of anything that would help to improve the service?

I only question why we have a key safe outside our flat doors and not outside the buildings. How can you access that key when you cannot get in the building in the first place. I have forgotten my keys in the past and relied on others to let me in the building. Twice at night I (some time ago) pressed the Call Centre for access and never gained entry, I had to go to a friend's house and stay overnight.
Yes openness and truthfulness as we are your employers
Yes empathy
No
the office staff at Ferfadd court have been exceptionally helpful and caring, going out of their way to assist
The new buzzer system is a NIGHTMARE! Pressing one green tick button is NO substitute for a personal call. The door system often does not work.
***** was personally helpful when I was isolating by posting tests and doing a little shop for me
I think that ACHA should communicate better to its tenants. It should also treat older people more with respect and dignity and more frequent visits by management should happen to discuss any issues.
We desperately need ACHA to address energy conservation issues in our building (the actions of one tenant is not helping in this area). We have been asking for motion sensitive lighting in the common areas since 2012
Incomplete information
Excessive heat in corridors is an unnecessary cost as since last April paying more to heat corridors than cost of all my electricity for the flat
Excessive (costly) heating of corridors which is unnecessary
Please note comments on windows and heating system. Water pressure. Cars should not park on carpark pavement as some residents have walkers, mobility scooters or wheelchairs

We need new windows and more modern heating. What we have costs a lot to heat the flat

I do not want unsolicited phone calls from ACHA staff. My wishes have been refused. What is the point of asking people their preferences?

Feeling anxious, concerned that warden's post won't be available any more.

Rehouse *****! I live directly beneath *****. Heavy metal music blares out most days. ***** has 103 incidents recorded against *****. I tried to be a friend for three years. Her behaviour was bad then, but it is now much worse. ***** is an emotional mess, and we're all suffering.

Sheltered Housing is for independent living however here, there are several residents requiring permanent support. This may be due to the fact the Care Home situation is unable to cope. This means the complex is becoming more of a Care Home than for persons of independence. The policies do not reflect this change in situation

Communication between Tenants and Management needs to be more transparent and forthcoming.

We've mentioned the possible bin collection and we are still waiting to hear about a possible discrepancy in rent payments

Wardens being on site for longer every day

We need a warden on site every day and phone calls are not enough for some of the residents. Sheltered Housing now seems to involve more "vulnerable" residents who need more care and help

Repairing rotten woodwork outside of houses before painting. This painting job was a waste of money

We are happy with everything

It is a far more effective service than in Dorset reminiscent of early 2000's in Dorset

Appendix 11

Comments from Family Members, Friends, Key Holders, Support Providers under Part 2

There should be warden here all day 24 hours to provide support service when required.
Only concerns I have are over security door - ongoing concerns re closing. Have visited on numerous occasions to find door wide open.
For four years my family member has been cared for and supported very well. However, lately, I feel the standard of safety and security is not at all good. I believe the situation which has caused the majority of issues has not been dealt with quickly enough and I believe the health and well-being of several residents has suffered as a consequence. The service could be improved by careful placement of tenants and adequate staff cover.
Cleaning and sanitisation is getting worse. I feel that it's not being fully sanitised in communal areas, handrails, doors, glass not being cleaned to satisfaction - my clients are paying for this service and I just feel that there is not the proper service being carried out here - it needs to be addressed as it's been like this for over a year. Please can this be addressed and keep the residents safe.
A full time warden. COVID has shown that human contact is essential. The warden should have been able to attend in the complex at a time when the tenants had been deprived of social contact a phone call won't console or reassure
I visit daily on numerous occasions I can smell drugs. I do not think this is good for anyone coming into the building. A number of times someone has left their bike across dad's doorway blocking access. I think clear signs should be put up telling people where bikes and Motability scooters should be parked.
I raised a complaint in regards to my mother's treatment whilst at Ferfadd. Rather than the issue being investigated, my complaint was handled by ***** , ***** of ***** , and I was advised any issues were resolved. Had this been the case, there would have been no need for me to complain in the first place.
Concerned about the future of this complex. MacDougall Place, which I feel might not be the best place long term for my mother who is registered blind. If no warden and no communal room for interaction, feel this is what will happen, no matter tenants' views. Issue with floors / dampness, although improved, still visible.
Take away the grass at Nos 1,2 , 3 to give more parking
It would help if my mother's old dog was allowed in the common room. It is her constant companion and gets very agitated if left in the flat. This means she is unable to attend social events in the common room. Many of the residents are fond of him and like being able to pat a dog. I think it beneficial for other residents without pets,
The warden's hours are not long enough so they are relying on residents to check on each other. Wardens responsibilities are not being followed i.e. cleanliness, care of residents, reporting maintenance issues. During Covid ACHA did not supply hand sanitiser in the common area of the building. One resident bought a box of these to

supply each entrance and is still buying this. After 2/3 months hand dispensers were put on the walls at the entrances and some filled but they have not been filled since. Clear door signage should be on site when anyone has to follow Govt. guidelines not tiny paper one which visitors and staff did not seem to read during the 1st Covid lockdown. I made a sign for the door asking politely that if anyone coming into the building to wear masks and to think if they really needed to enter (maybe their family member could see them at the door or window) but ACHA took this down the next day. ACHA and its warden staff need to be on top of any problems in their complexes and should not be waiting until residents tell them. A monthly checklist should be done inside and outside the building. I would have thought this would be part of the warden's duties but it seems not. Residents are paying a lot of money to stay in ACHA complexes and ACHA should do what they advertise. Put Tenants first!

During the pandemic we felt very isolated and our client did not understand why the wardens were not present