
The Independent Living Service Pilot

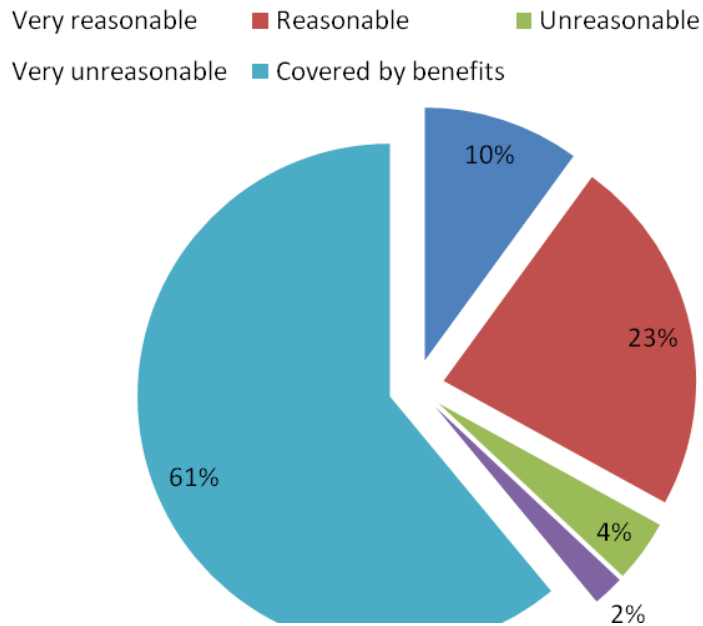
Appendix H

Resident Consultation Survey
Results

Survey results

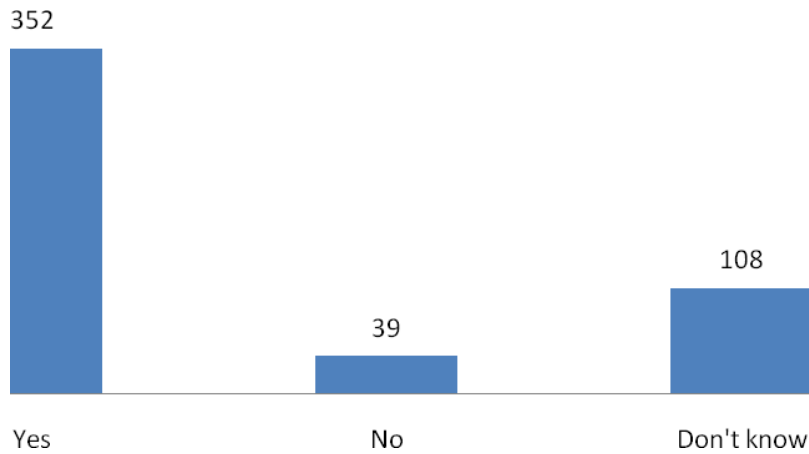
Figure 1 below shows that the majority of respondents indicating that their current support charges are not covered by benefits feel that these charges are either 'very reasonable' or 'reasonable'.

Figure.1 - How reasonable are your current Supporting People charges for the service you receive?



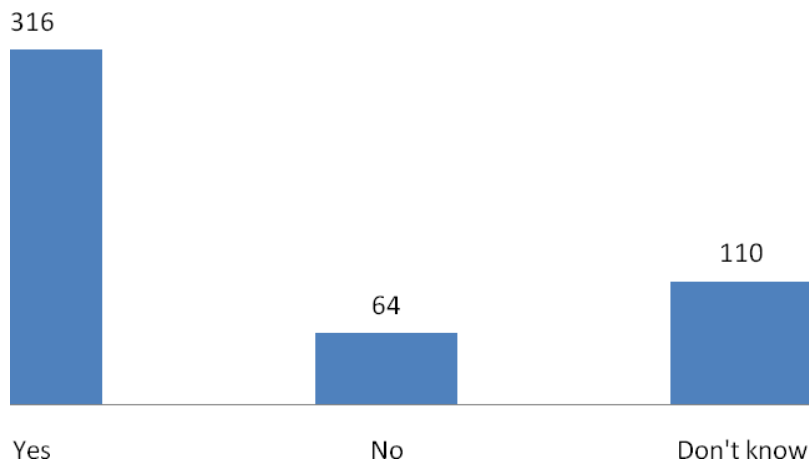
Then, asked if they would like to see the introduction of a banded support service with charges geared to service delivery levels the vast majority of respondents who answered the question replied 'Yes', as illustrated below.

Figure.2 - Would you like to see a banded system introduced? This would mean that you would only pay for the support services you actually use.



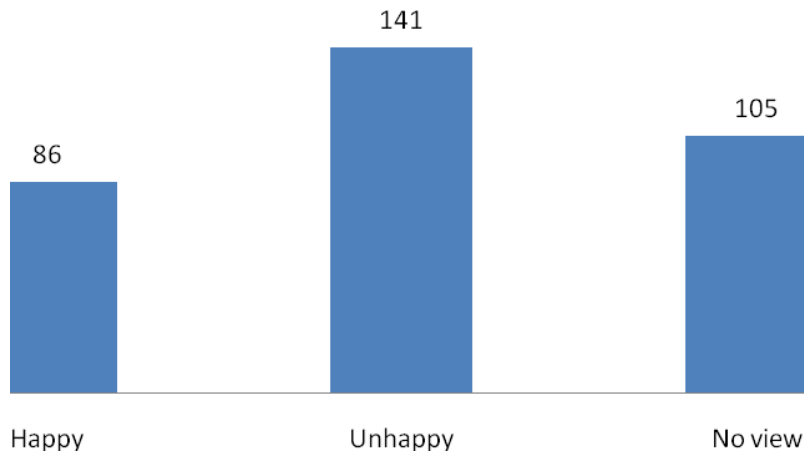
The question of extending the delivery of support services to older people outside sheltered housing also received positive responses from the vast majority of respondents as illustrated in Figure 3 below.

Figure.3 - We hope to extend support to other older people not currently living in sheltered accommodation. Do you think that this is a good idea?



However, as illustrated below, a much lower level of positive responses greeted the question about support being delivered from another provider. This said there was significant number of respondents indicating that they have no views about this, perhaps suggesting that they would not be averse to change.

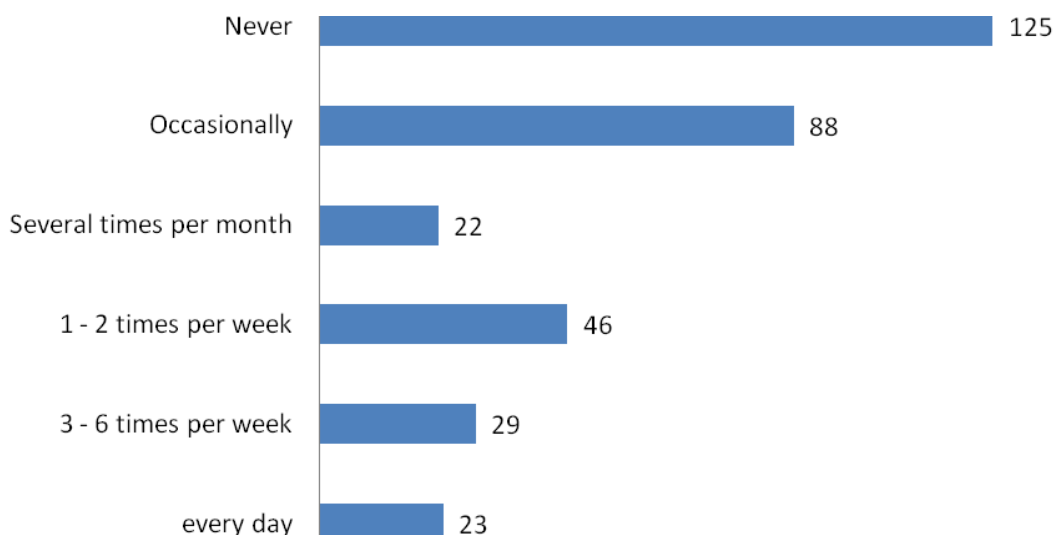
Figure.4 - How would you feel about receiving support from a different support provider?



As illustrated in the chart below the majority of respondents said that they used their communal lounges either 'never' or 'occasionally', a result that supports the view that many sheltered housing lounges are under-utilised and so represent a potentially valuable resource for use for a range of activities benefitting the wider community.

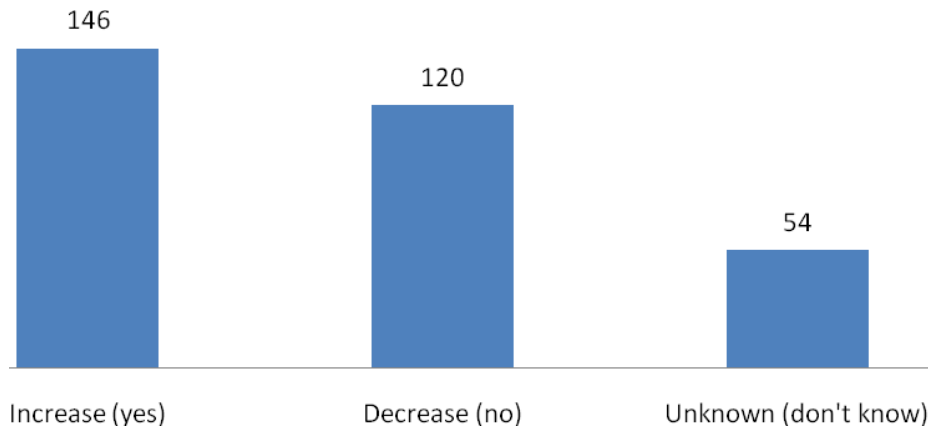
However, the reasons for sheltered residents not using scheme lounges is often a result of there being, through lack of motivation within the scheme's community, few or no social events to attend.

Figure.5 - How often do you use the communal lounge?



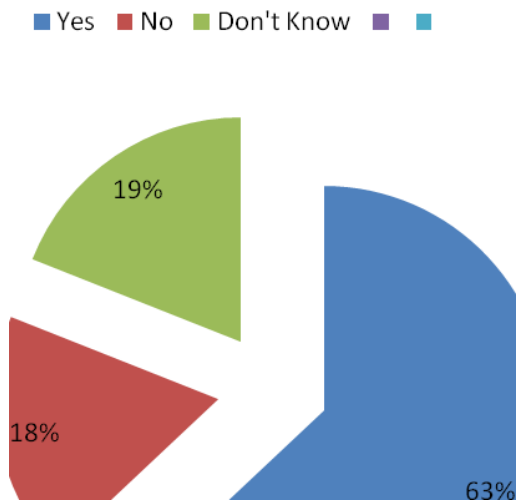
Following on from the question above Figure 6 below shows that a majority among those who responded would become involved if there were more social activities that appealed to them. This said there was a significant minority who did not respond positively.

Figure.6 - Would you use the lounge more if there were more social activities that appealed to you?



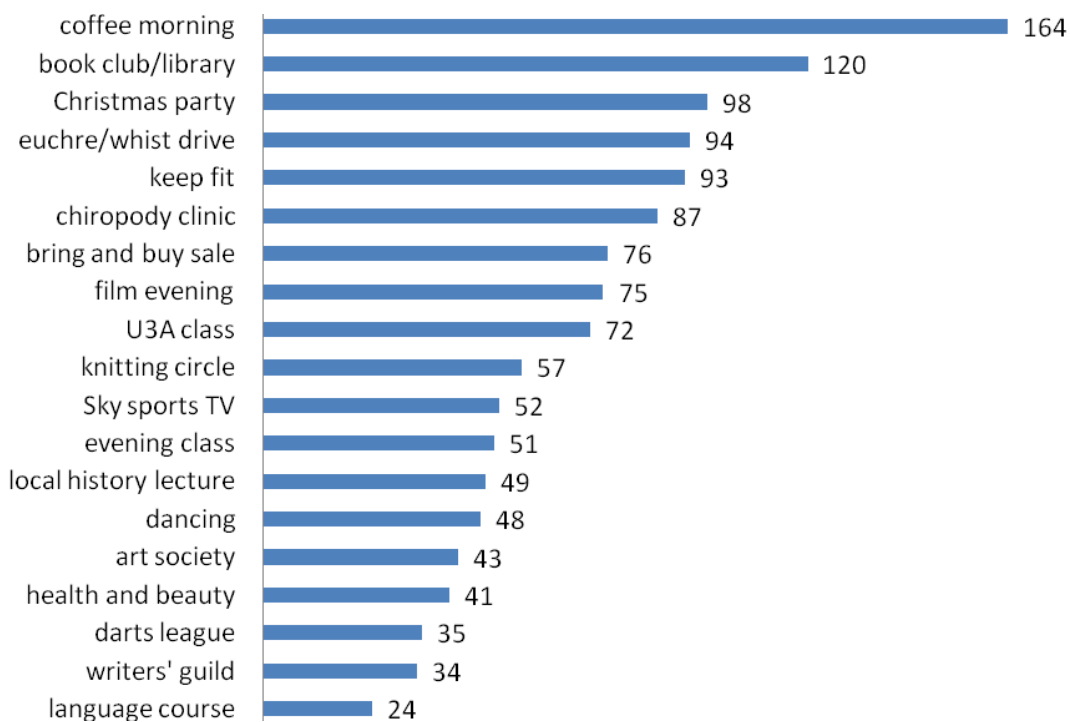
From Figure 7 below it can be seen that a majority of the respondents replied ‘Yes’ to the idea of their scheme lounges being used by older people from the wider community.

Figure.7 - We are looking at how lounge facilities could be used by older people in the wider community to enjoy activities. Would you be happy with this?



Respondents were asked which of a range of activities they would like to see held in their communal lounges and the chart below illustrates how these were rated overall.

Figure.8 - Which activities, if any, would you like to see continue or be introduced at your communal lounge?



Turning to community alarm services, Figure 9 illustrates the extent to which respondents had used them recently while Figure 10 shows that the vast majority rate the current alarm services as either 'excellent' (34%) or 'good' (47%).

Figure9. - How often have you needed to use the alarm service in the last twelve months?

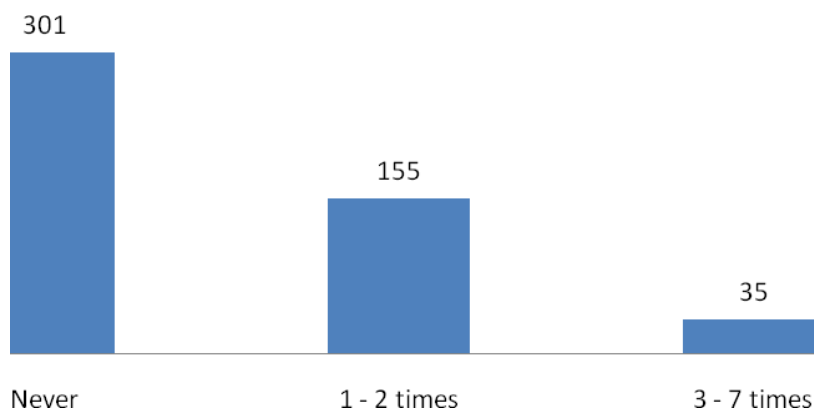
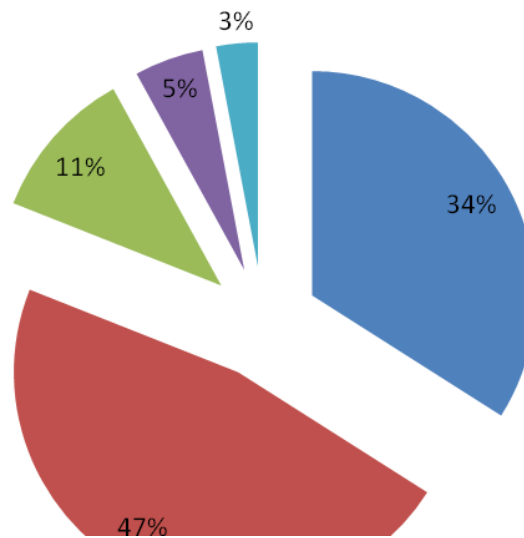


Figure.10 - How would you rate your existing alarm service overall?

Excellent ■ Good ■ Fair ■ Poor ■ Very poor



Figures 11 and 12 below illustrate, respectively, respondents' experiences with alarm system response times and satisfaction levels with the subsequent customer service received. In the latter case, as can be seen, the vast majority were either 'very satisfied' (52%) or 'satisfied' (40%).

Figure.11- In your experience, what is the typical response time from pressing the button to the call being answered?

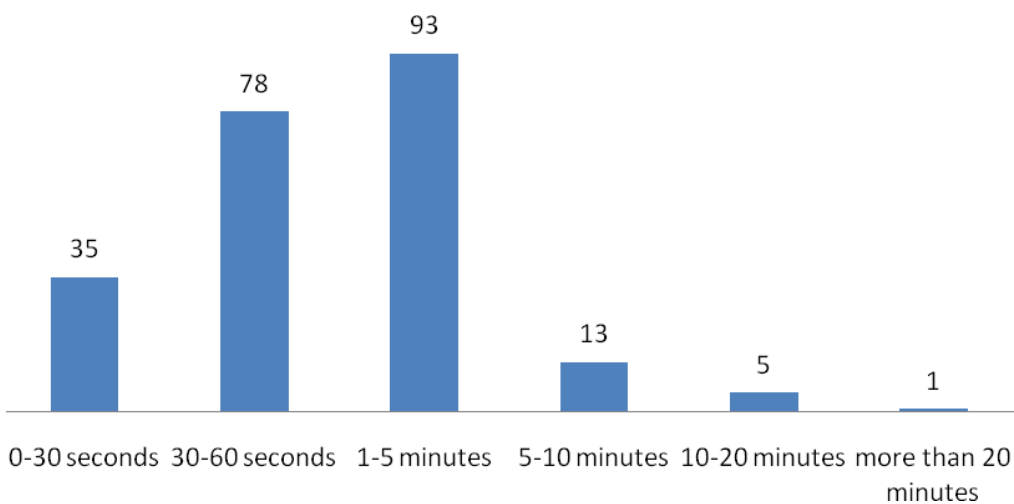
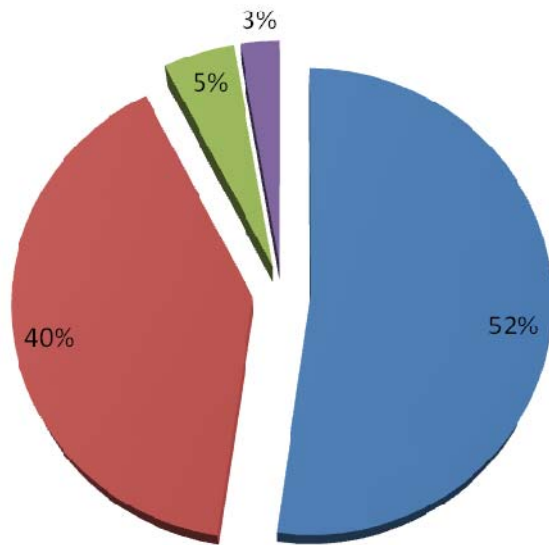


Figure.12 - When you got through to the alarm service operator, how satisfied were you with the customer service you received?

■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied



Figures 13 and 14 below show service user satisfaction levels with the questions asked and decisions taken by alarm service operators. As can be seen, in each case, majorities of respondents were either 'very satisfied' or 'satisfied'.

Figure.13 - When you got through to the alarm service operator how satisfied were you with the questions you were asked?

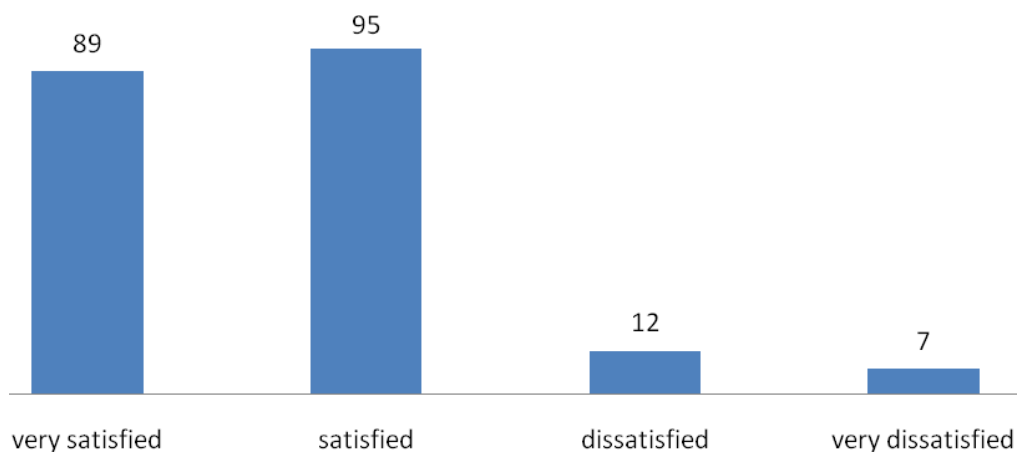
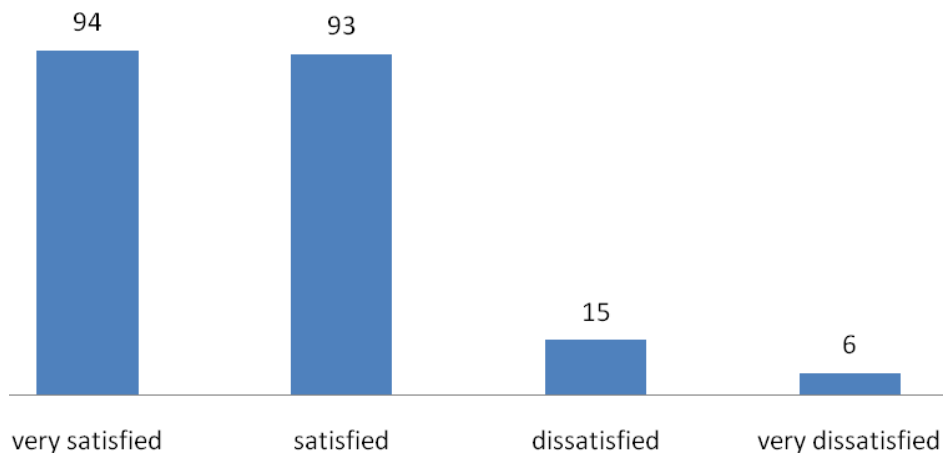


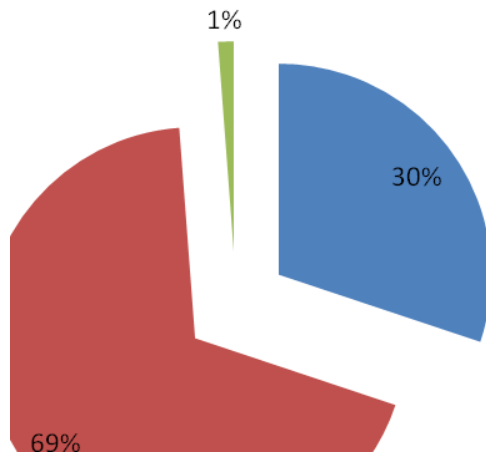
Figure.14 - When you got through to the alarm service operator, how satisfied were you with the decisions made by the operator?



Respondents were asked a series of questions about care services and Figure 15 shows that 30% of them do receive such services to some extent.

Figure15. - Do you currently receive any care? For example, help with washing, cooking, taking medication.

Yes No No (more info requested)



In terms of care service delivery Figure 16 shows that, for this research sample, the volumes of unpaid and paid sources of care are roughly equal. Then Figure 17 illustrates the extent to which levels of care in terms of hours are received by respondents.

Figure.16 - Who provides your care?

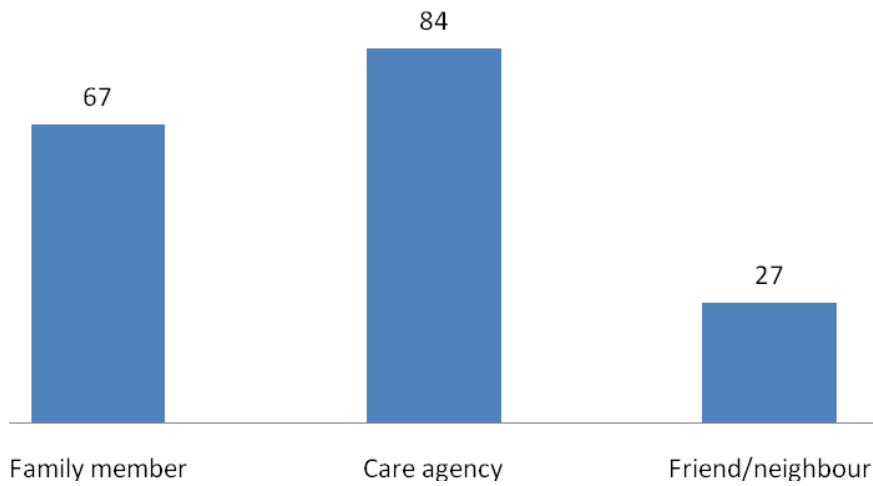
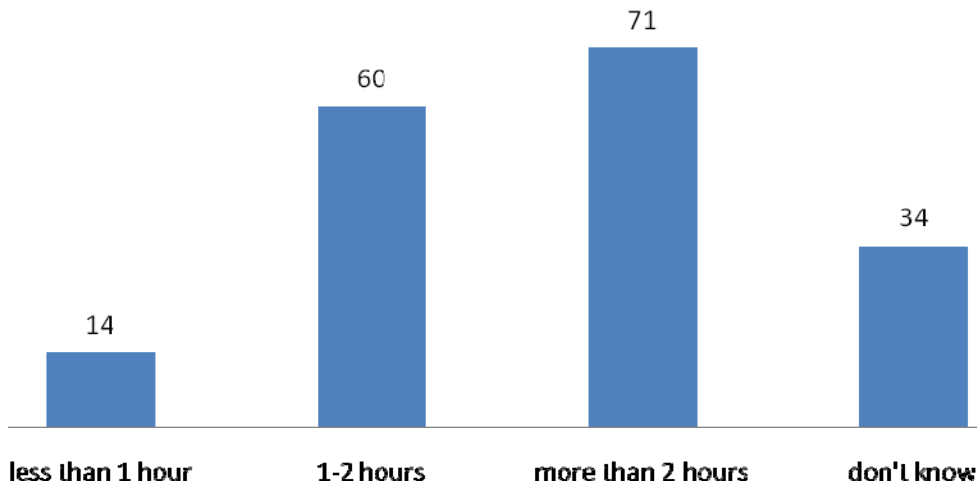
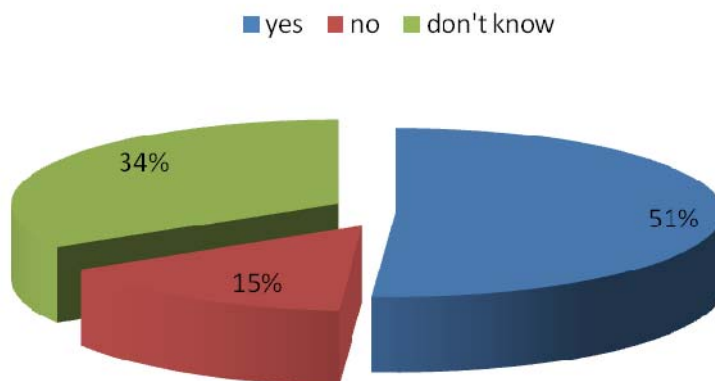


Figure.17 - How many hours of care do you receive?



Finally, on the subject of care, respondents were asked how they felt about care services being provided from a sheltered scheme. As shown in Figure 18 just over half responded positively and 15% replied 'No'. However, as can be seen, one third fell into the 'don't know' category.

Figure.18 - Would you like to see care provided from a scheme?



From Figure 19 below just under half of the respondents said that there are active resident groups where they live. Following on from this there was a broadly similar response pattern to the question about residents' groups covered by Figure 20.

Figure.19 - Is there an active residents group where you live?

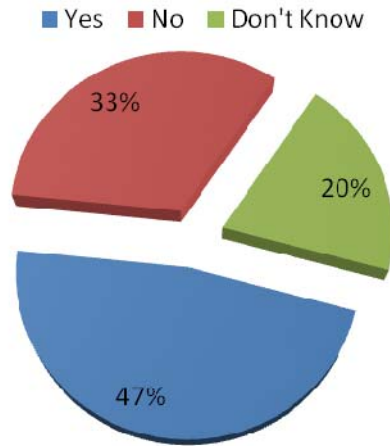
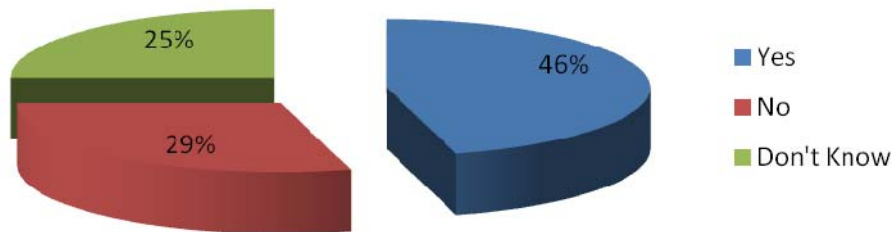
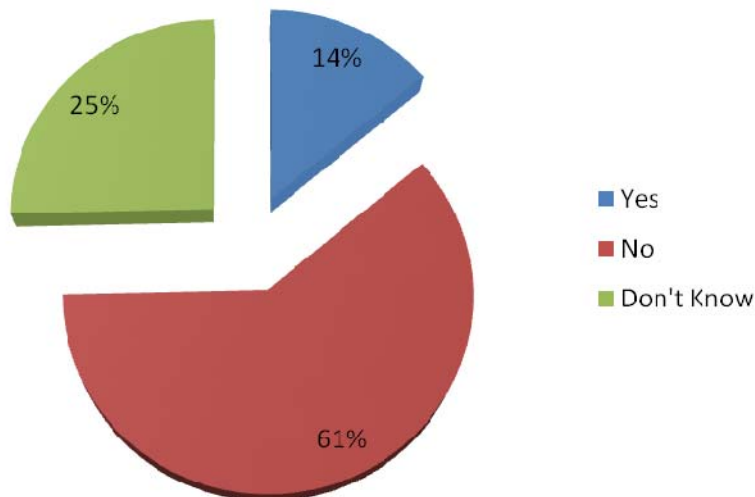


Figure.20 - Would you like to see a residents group in your scheme which could organise social events and represents the needs of residents to your landlord?



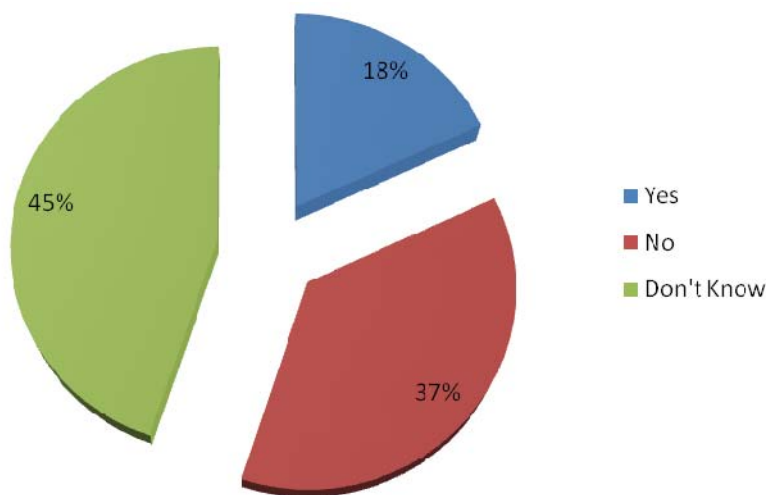
As shown in the chart below only a small proportion of respondents (14%) said that they would consider becoming a residents' group member.

Figure.21 - If a residents group was set up in your scheme, would you consider becoming a member?



The positive response level increased slightly with mention of support providers being involved with residents' groups. However, as can be seen below, a much greater proportion of respondents (45%) did not give an opinion.

Figure.22 - *Would you like to get involved if your support provider was involved?*



As can be seen from a range of the results above the aims of the ILS are strongly supported by the majority of the respondents in this research sample.

Residents at some schemes were unsure when asked about sharing their communal facilities with those living in the surrounding community. They suggested that this could compromise their safety and security, although they did question whether this could mean a reduction in their service charges. However, it was critical to ensure that service users were fully engaged throughout the pilot's development and thus were involved in shaping the direction of travel in this regard.