

HOUSING RELATED SUPPORT CUSTOMER CONSULTATION ON FUTURE SERVICES JUNE 2015

SURVEY RESULTS REPORT

EXECUTIVE SUMMARY

This survey has been conducted throughout June with the customers of Housing Related Support Services to gain their views on the shape of services in the future. All customers have been included and surveyed appropriately in separate groups, **Young People, Adults (Excluded), Older People**.

Full analyses of the results, including samples of customers' expressed views are attached. This summary sets out the key findings.

YOUNG PEOPLE'S SURVEY

Almost 50% responded.

- 70% agree that having a peer mentor would benefit them.
- There is a divided view (47% No 45% Yes) on whether their needs would still be met if we reduced visits in their own homes but kept in touch through social media.

- Asked about their experience of the services, there was high praise for providers and their staff for their help and support in turning lives around. Negatives were mainly individual, one-off experiences, although a key message was “smaller hostels, not big ones”.
- 86% said ‘No’ when we asked if the services could be improved.

ADULTS (EXCLUDED GROUP) SURVEY

22% responded.

The questionnaire had 4 sections asking customers to complete according to the service they were currently receiving from:

Visiting Support, Hostel/Supported Housing, Follow-On Support or Drop-in Services

- 95% have had a positive experience of the services overall. Described as vital, a god-send, a life line.

Visiting Support

- 80% had found the service useful
- There were a number of suggestions for improvement including the provision of more intensive and longer term support, more support worker time, more floating and out of hours support, a support phone line and reduced waiting times.
- Asked if more drop-in options would help if visiting support stopped sooner a majority of 57% said ‘No’
- Concerns were expressed by people regarding drop-in provision, although this appears to be from people that currently do not access the service. If arrangements are made to continue or extend this provision it is clear that assurances are required around continuity of support staff and privacy as well as suitability for people with disabilities.

Hostel/Supported Housing

- The majority of customers who commented on what had worked well for them spoke highly of the services. Their comments described their experience as ‘life changing’, ‘treated as an individual’, saved me from a life on the street’.
- 15% suggested some improvements including some expansion, modernisation, better facilities. More support.

- When asked to suggest changes that might reduce their length of stay these included building more council properties; increasing availability of self-contained move on properties; a quicker turnover.

Follow-on Support

- Customers responding to what had worked well with the service said weekly one to one support; good communication; reliable contacts. One customer said the service “...*keep me up to date and feel supported and never let down*”
- The majority of those who commented on whether more drop in options would help them finish the service earlier said ‘No’, preferring home visits or in-house support.

Drop in Service

- When asked about preferred opening times, 65% of customers said that during the day (Mon-Fri) was the most important time for this service to be open.
- Recommendations for improvement included more knowledgeable staff for physical disability and mental health needs.

OLDER PERSON’S SURVEY

Approximately 23% responded to this survey.

It appears that providers have struggled to brief customers sufficiently on the purpose of the survey which has led to some confusion. The quality of questionnaire completion has, therefore, been patchy. There have been no returns from 2 units which means that these customers views are not fully represented in these results.

- In considering widening the type of support tasks our visiting wardens can offer where possible, we asked customers which tasks they felt would be most useful.

Consideration to include tasks where the customer normally is able to carry out these tasks themselves (e.g. just come out of hospital, recent fall, short-term illness) were well received by the residents. Topping the list is shopping with 67%, then cleaning 57%, laundry 46%, collecting medication 32%.

- 55% have said there are no additional tasks they would add to our suggested list. However, additions that have been suggested include; help with personal care and chiropody; Several customers have expressed fears of social isolation and

made suggestions for help with socialising, additional warden presence and routine calls.

- 75% think it's a good idea to be referred through one point with support offered based on those that need it the most, rather than where they live.
- 47% have said they need to continue to have a pull cord/pendent.
- Responses to the question – '*after you have spoken to your landlord about the options that will be available to you for the alarm, do you have any outstanding concerns?*'- have been confused, it would appear due to a lack of information being given about the options.

There seemed to be some confusion about the workings of the warden call system generally.

- Customers were asked if there are any different ways in which a service can be provided that customers feel would help older people to live more independently. 68% said 'No'. However, fears of isolation, mobility and getting around generally concerned some and suggestions are made to help.

The survey analyses and customer comments are detailed in the report.

SURVEY ANALYSIS REPORT

Introduction

This survey has been run in stages from 3rd to 29th June for the following groups of Housing Related Support services' customers, the methods used are also indicated:

Customer group	Survey period	Survey method
Young People	3 rd – 17 th June 2015	Survey Monkey/hard copy postal questionnaire
Adults (excluded group)	9 th – 26 th June 2015	Survey Monkey/hard copy postal questionnaire
Older People	2 nd – 29 th June 2015	Hard copy postal questionnaire

The Individual survey reports are attached, these include response analyses and key comments.

YOUNG PEOPLE

Introduction

We introduced the customers to the survey as follows

'We are looking at the options we have to provide services for young people over the next six years. This will mainly be for 18-21 year olds but can range from 16-25 year olds. As part of this we would very much appreciate your views.

The feedback will be summarised and fed back to the provider and customers, and will be anonymous.

Response to the survey

Number of customers targeted	74
Number of customers who responded	36 (49%)

Questions and Responses

Question	Yes	No	Not sure
<p>1. If support services had a peer mentor (a young person that has received support and had similar experiences to current customers in the service) do you think young people would access support and guidance from them?</p> <p>Note: 2 people skipped this question.</p>	<p>24 (70%)</p>	<p>6 (18%)</p>	<p>4 (12%)</p>
<p>Comments The majority were in favour: <i>"Good idea..as they would have been in your situation"</i> <i>"Someone to talk to and give advice on what they did and help feel more comfortable."</i> <i>"I think it would work as you could ask them for advice and help."</i> <i>"Would find this helpful to understand the re-settlement process better."</i> <i>"Help to go to appointments etc"</i> A few were not <i>"I don't think that young people would be able to work with another young person...."</i> <i>"Much prefer to speak to someone older."</i></p>			

Question	Yes	No	Not sure
<p>2. If we had to reduce the number of young people we could visit in their homes, would a range of ways of contacting them, help to ensure we continued to meet their needs (e.g. text,</p>	<p>16 (45%)</p>	<p>17 (47%)</p>	<p>3 (8%)</p>

skype, twitter, facebook, whatsapp, snapchat)?

Comments

For and against responses were almost equal.

For

"Could communicate via text message etc to make sure things are OK....could meet more if needed."

"These would be a good way to support them as not always face to face etc."

Against

"Facebook is not practical due to privacy concerns. Others sound fine but not to replace 1:1s."

"Some internet ways to get in touch would be OK but some not, e.g. not Snapchat, meeting in person more important and professional, internet should only be back-up."

"Do not feel you can provide the right amount of support to a young person who all have individual needs with a message or tweet on facebook....."

"I would prefer to meet face to face. You can not always rely on the above."

"Doesn't seem professional or appropriate.....seems less safe."

3. Question We would like to know what your experience is with services you have received.

3a. What do you think works well?

On specific providers and staff

"Support in SASH.....if I didn't have them I would be in a mess..."

"I'm in SASH away from a hostel so don't involved in any trouble..."

"Feel safe and secure at SASH.."

"In SASH was the best thing I ever did..."

"Great support from Howe Hill.." "Southlands is small so it works better...Howe Hill did not work for me."

"Foundation has been fantastic..."

"My support worker has given me motivation to take up new hobbies....has given me confidence in dealing with communication skills."

How the services help

"The independence and growth of life skills and improving yourself as an individual."

"Moving options and financial support.."

"Help to sort out things like housing benefit."

"Minding the baby meeting, helping with bills, regular contact to provide prompts."

"I am moving on and doing well because of the 1:1 group sessions.."

"Moving on and living more independently.."

"Being in a family home been much better, changed who I am.."

In general

"The support I receive is amazing.."

"I have received fantastic support"

"All good."

3b. What do you think works not so well?

Some comments were about personal experiences but there were some which related to the services in general.

“Howe Hill staff.”

“At first being told I had to go to a hostel, this changed thankfully.”

“Me and my partner are in separate rooms, but it’s fine.”

“The idea of changing staff, meaning support worker not being available to speak in person some days.”

“Some sessions I was forced to go into even though I didn’t need it, such as anti-social behaviour and prison convictions etc”

“Possibility if support workers have too many young people they’d struggle to fit you in for a chat”.

“Some smaller hostels, not big ones”.

Question	Yes	No	Not sure
4. Are there any suggestions that you can make which could make the service better in helping you to live more independently?	1 (3%)	32 (86%)	2 (11%)
Note: 2 people skipped this question.			

Comments

There was an overwhelming ‘No’ response to this question.

“There are more than enough choices to live independently at the Scarcroft Project which helps massively to be able to learn for when you get your own place.”

“No, everything is covered already by my sessions at Southlands.”

“Everything has worked well for me.”

“Don’t think there is anything that needs to be improved.”

There were just 2 suggestions:

“There has to be a balance in being helped and helping yourself, effort by everyone involved.”

“Less guest and house rules.”

ADULTS (EXCLUDED GROUP) SURVEY

Introduction

We introduced the customers to the survey as follows

We are looking at the options we have to provide services for residents in York who may not be able to access main stream services (e.g. residents that are homeless, have a mental health problem, a substance misuse problem, an offender or someone at risk of offending). As part of this we would very much appreciate your views.

You will not be required to give your name. The feedback we receive will be summarised per organisation/scheme and fed back to the providers and residents of those schemes. After this your views will be taken into consideration in any decision made by City of York Council about how services should be provided.

We will also be providing you with the opportunity to talk to us directly in case you have any questions before completing the questionnaire. Please speak to your support worker about this.

Please note that not all of the questions apply to everyone so please only answer those that apply to you and the services you are receiving now or have received in the past.

Questions and Responses

Number of customers targeted	362
Number of customers who have responded	79 (22%)

These are the services being used by the customers who have responded. A number of customers did in fact tick more than one service.

Support Service	Organisation	No. of cust.	%
Visiting Support	Foundation - Making Safe	9	11%
	Foundation - Offenders at Risk	7	9%
	Peasholme Charity - Substance Misuse	8	10%
	Richmond Fellowship - Mental Health	4	5%
	York Housing Association	20	25%
Hostel Provision	Arc Light - Union Terrace	4	5%
	YACRO - Robinson Court	1	1%
	YACRO - Women's House	3	4%
Supported	Arc Light - Orwin House	2	3%

Housing	Foundation - Supported Housing	8	10%
	Richmond Fellowship - Feversham Crescent	3	4%
	YACRO - Supported Housing	3	4%
	Peasholme Charity - Melbourne	0	0%
Follow On Support	Foundation - Resettlement Support	12	15%
	YACRO - Resettlement Support	0	0%

The customers rated their satisfaction with the service they are receiving as follows:

Response	Yes	%
Very Positive	50	63%
Positive	25	32%
Neither Positive or Poor	2	3%
Poor	0	0%
Very Poor	0	0%
Skipped	2	3%

We asked customers to answer questions about the service they were currently receiving. The questionnaire therefore was divided into 4 areas covering:

- **Visiting Support Services**
- **A Hostel or Supported Housing**
- **Follow-on Support Services**
- **Drop in Services**

Their responses on each service are as follows:

VISITING SUPPORT SERVICES

York Housing Association, Foundation, Peasholme Charity, Richmond Fellowship, YACRO

Question 3. Have you, or do you, receive any support from a visiting support service from the following providers?		
Yes	63	80%
No	15	19%
If Yes, please tell us which services were useful Comments Foundation, Peasholme and YHA were the most mentioned. These were common responses <i>"From Foundation Offenders Team "</i> <i>"Foundation and Peasholme very useful"</i> <i>"FOUNDATION very useful floating support received in the past"</i>		

"YHA floating support"
 "YHA home visits"
 "Peasholme Hostel; Now receiving floating support from Peasholme substance misuse & tenancy support"
 "YACRO Women's Project - the project has 24hours support. Lifeline and alcohol services come up to the project once per week. A debt management programme run by Peasholme
 "Grief counselling, Drink counselling "

 "I have found the whole of the visiting support system helpful. Because of my mental health issues I find drop in services difficult to access"
 "My support with Peasholme has helped me organise my husband's funeral and all my benefits;"
 " Practical support that I couldn't have managed by myself."
 "All amazing I've got my own place and its up to me now, to put the work into maintain it."
 "Partner sees someone from YHA and Foundation and gives me someone to talk to"
 "Richmond Fellowship are amazing!"

Question 3a. Can you suggest any improvements to visiting support services?		
Suggest Improvement?	Total	Percentage
Yes	13	16%
No	49	62%
Skipped	1	1%

Comments

The majority of customers were happy with the services as they are, typical comments being:

"It has been really good - can't think of a way to improve the service."
 They helped me loads; don't know what I'd have done without their support.
 Foundation never let me down and it's a good service.
 "works really well and a massive help to me."
 "Really good and always there when needed"
 Arc Light have given excellent support.
 YACRO very supportive
 If I know there was a place to go which I'd still be able to receive that little bit of support I'd be happy to use a drop in.

However, the following improvements were suggested:

Several customers said

*“More time to work with my support worker on my support needs. “
“more frequent, longer visits”
“out of hours”
“drop in services to be more frequent”
“waiting list times need to be reduced”
“reduce waiting list times to access floating support quicker”*

One customer said

*“More funding to help more people, more funding to provide long term support.
the system by whichever name a service goes by is so over stretched already. Please don't cut help even further as people really need the help.”*

Question 3b.

Do you think you would be able to finish receiving visiting support sooner, if there were more drop-in options available for support?

	Total	Percentage
Yes	21	27%
No	45	57%

HOSTEL OR SUPPORTED HOUSING

Question 4.

Have you, or do you, live in supported housing or a hostel provided by any of the following providers?

Arc Light, YACRO, Foundation, Richmond Fellowship, Peasholme Charity.

	Total	%
Yes	28	35%
No	43	54%
Skipped	8	10%

If Yes, please tell us what has worked well for you:

These were some of the comments:

“Enjoyed living in shared housing as I did not feel as isolated.”

“Foundation is great the support has been life changing. “

“Arc Light, Peasholme and currently in Foundation, worked well for me”

"I have lived in Arc Light, Peasholme & am currently living with foundation. I have found that foundation is a far better organisation as they have treated me as an individual whereas I was felt to feel more like a number at other places I lived."

"Peasholme hostel - privacy is easy; option to do cooking and/or other workshops. workshops keep you busy and focused. day staff very approachable and helpful. "

"Arc Light. Having somewhere to live has worked best. The support is spot on, staff are always approachable and there are plenty of activities if you want to do them. Having somewhere to live saved me from a life on the street."

"I entered the resettlement programme through Arc Light at which time I had an addiction, no direction in life... the staff were very welcoming, helpful and guided me to change my life, without them I would have not changed my life, got clean and used the time and support available to do this."

"All of the experiences I have had with Peasholme and Arc Light have been positive for me the way the system works and the staff made a very bad situation for me much easier to cope with."

"Arc Light centre offers excellent standard of accommodation combined with staff that are experienced and highly competent without criticisms "

"Having lived in a hostel for 2 years following a mental breakdown it was a big adjustment to make but a vital 'half way house' for me before I make a big big jump to living on my own."

"Richmond Fellowship as they have got great staff which are very supportive for the mental health, and we can talk one to one and if we went to a drop-in we would have to wait or not go as I would find it hard. That's why I have one-to-one and the support from Richmond Fellowship"

" Women's Project YACRO - The project is small which allows all the women to receive better support. - the Project is women only which is a lot better and safer."

There were 2 negative comments

"Peasholme... found this service poor"

"Ordnance Lane - terrible experience; 10 years ago."

Question 4a.

Can you suggest any improvements?

Suggest improvements?	Total	%
Yes	12	15%
No	28	35%
Blank	38	48%

These were some of the customers' suggestions for improvement:

There needs to be stricter rules when dealing with people who persistently use drugs within the shared houses. Either provide 1 dry house or crack down on the people who disobey the law of using drugs in the house. I feel that the cameras in Peasholme should be removed as I feel that they are completely unnecessary.....

... modernisation, better facilities free WiFi

....a faster turnover of stays in hostels.....

....extended and expanded to support more people.

"I would rather do my resettlement in one spot instead of having to move on. I can't handle having to constantly move, causes me stress and anxiety and many others feel the same."

".....more support via funding - this process is valuable and does work if used properly; to avoid people going through the process several times then get it right the first time around; also the 'providers' involved should be allocated more funding for food and such".

"A more clear system in the initial stages + a support worker just to help & advise."

"Arc Light centre should be expanded and receive more funding as they are proficient and more homeless people could be helped."

"more floating support - at present only 4 hours a day."

"Just keep on doing what you do best."

Question 4b. Do you think there are any changes that could be made to reduce the length of your stay in a hostel/supported housing unit?

	Total	Percentage
Yes	11	14%
No	32	41%
Blank	36	46%

These were some of the recommendations:

“Build more council properties”

“more availability of self-contained move on properties”

“I think that if someone is very ready to move out, I think they and the key-worker should be able to look at getting moved out sooner rather than later. In the hostels it should be quicker especially when you can look after yourself. In the hostels I felt like they treated you like a baby.”

“Assess each individual on their merits instead of going through all the courses they put you through. Some of us have had tenancies and for a long time in some cases but we have to go through a 2 year resettlement”.

“Not everybody needs the use of the access courses available at Peasholme. I myself made an error which led me losing my tenancy - I realised this straight away. I am not vulnerable or stupid and the things on the courses I already know”

“ each individual should be assessed accordingly - money could be saved by not sending me on these courses to achieve gold band and paying the tutor a wage.

more floating support; a more specific - ie SMART Pathway for each customer instead of a blanket approach ie courses (a bit like a triage)”

“maybe think about temporary accommodation to accommodate women's children”.

“More move-on spaces for women in the YACRO scheme”

FOLLOW ON SUPPORT

Question 5.

If you have now left a hostel or supported housing, are you receiving follow on support?

Support?	Total	%
Yes	12	15%
No	8	10%
Not applicable	44	56%
Blank	15	19%

If yes, please tell us what has worked well for you

Weekly one to one support

"Having weekly support when I need it."

"Yes I see my key-worker on a weekly basis when possible."

"flexible key-work appointments "

Other

*"Following on from Bail Hostel (Southview) - good communication -reliable
- Foundation keep me up to date and feel supported and never let down."*

"..I am beginning to do things. And the support from Foundation is helping me with making things happen. I am finding it easier because I am involved in more groups with the community and this helps with mental health and confidence."

"I receive floating support"

"If I know a regular drop-in was available I'd be happy to use it knowing that I could still get that high level of support"

Question 5a.

Can you suggest any improvements?

Suggest improvement?	Total	%
Yes	3	4%
No	23	29%
Blank	53	67%

Comments:

One customer said the services “must still be made available to those who are in need”.

Just one suggestion detailed “always to have reliable contact who knows your case if would save on re-explaining oneself”

Question 5b.

Do you think you would be able to finish receiving follow on support at an earlier stage if there were more drop-in options available to support you?

	Total	%
Yes	7	9%
No	21	27%
Blank	51	65%

Comments

The majority who responded said No, giving the following reasons “Find home visits much more beneficial, more private and also you know that help with support worker is yours alone”.

“Drop in can be busy and you can see people who you don't want to see”.

“ I feel I need to have gradual support”.

“Personally I don't use drop-in. Instead I rely on in-house support – key-worker at Feversham.

to an awful lot of people the visits are a definite lifeline”.

“I receive all necessary support through Arc Light and the Lifeline Project”

DROP IN SERVICE

Question 6.

Have you, or do you, access a drop-in service from any of the following providers?

Service	Total	%
Foundation	17	22%
Peasholme	4	5%
York Housing Association	15	19%
Richmond Fellowship	5	6%

Question 6a.

If yes, what do you think are the most important times that a drop-in service should be available?

opening times	Total	%
During the day (Mon-Fri)	51	65%
Weekends	28	36%
Evenings	29	37%
Blank	27	35%

Most important drop in opening times	Response	Percentage
During the day only	24	31%
Weekends only	2	3%
Evenings only	1	1%
During the day & Weekends	2	3%
Weekends & Evenings	3	4%
During the day & Evenings	4	5%
During the day & Weekends & Evenings	21	27%

We asked customers to provide any additional comments about drop in services.

“24 hr support should be available at all the services.”

“I will be leaving foundation in the near future where I will be going back to work therefore I think evening drop ins would be a great idea.”

“It would be good to have more drop-in services throughout the week, just in case I needed advice/help.”

“Drop-in at weekends would be a help due to child care commitments through the week.”

“... to have drop-in that I could access out of normal office hours”.

“Making Safe drop in has been very helpful for me when I need to talk to someone.”

“more the better”

“telephone advice would be good.”

“I love this service”

“I believe you should carry on with the visit support service. Why change something that works well?”

“people with mental health would forget about drop-in services and they might not be able to talk to a stranger to them. I use to go to a drop-in and it didn't help me. then my CPN got me with Richmond Fellowship and the staff there give you one-to-one as I live at Feversham Crescent which is part of Richmond Fellowship”

Question 7.

Finally we asked customers if there were any new services or different ways in which a service can be provided that they felt would help them to live more independently?

	No.	%
Answered	26	33%
No Answer	34	43%
Not sure, N/A, Don't know	19	24%

Comments

33% of customers did make comments and most were happy with the current services

“.. happy with the progress I am making and what's on offer”

“Just for the Peasholme charity to stay as it is”

“If it ain't broke don't fix it! Do not want to lose current support”

“I like how Peasholme do it now. No changes thank you”

“No, I feel it works well as it is. Group work might help but this can be stressful as there can be conflict within the group due to different people and opinions.”

Their suggestions for new/different services were as follows:

weekend support (several)

more availability

out of hours (several)

evening support

Support available when in crisis - short term support at own home

more knowledgeable staff regarding PD.

*specific mental health advisor/support worker.
more knowledge about mental health*

gardening services

“Improve communication with GPs. I was under the care of my GP for 4 years and she never referred me to the service. She didn't know about it and/or didn't think it would help me”.

“more affordable housing that is realistic in regards to people living on a minimum wage.”

Other comments

“ I don't think you should be centralising all the services into one as that will only benefit the money men. Why try and fix something when it doesn't need fixing? The only thing that will help us live independently is to not be in the situation we are in and to have our own place. Salvation Army need to be involved in the process whatever you decide”

“I believe Salvation Army should have more recognition as they are the first port of call. Orwich House is fantastic as it provides more independency before you go into your own home. I strongly believe that the services provided are key and rather than trying to make savings through this you should be pushing to support them more. this will result in the process working first time which could save money itself. More information should be provided on available service. If nothing is broken - why fix it? also an opportunity to express our views face to face rather than through questionnaires.”

“at first stage information for all: homeless + potential homeless + access to support/ consultation to prevent potential homelessness”.

“I think Arc Light who as a part of its organisation have a shared housing Burnholme House should be able to expand have more property due to the nature of Arc Light been expert of dealing with the challenge of homelessness and the individuals who are at risk of not been a part of society”

“ this is a VITAL service for people with mental illness - please don't take it away this is a VITAL step in our rehabilitation”

.

“I lived in Holgate COYC Hostel for a while and got very limited support. Support workers were not available when needed or did not return . I now feel fully supported with floating support from York Housing Association, who helped set up my tenancy and bills with me.”

OLDER PEOPLE

Introduction

Note: This survey has not yet closed but due to it being conducted as a postal questionnaire we have been able to produce a full overall analysis on the responses received so far. The individual provider results will be produced at a later date.

We opened the survey with the following introduction:

We are looking at the options available to us in providing services in York for older people. This includes any financial contributions we make to sheltered housing services as well as older people living in other properties. We therefore would very much appreciate your views.

The feedback will be summarised per organisation/scheme and fed back to the provider and residents anonymously.

Number of customers targeted	631
Number of customers who have responded so far	144 (23%)

JRT	Yorkshire Housing	MHA	Anchor	Abbey- field	Hanover	River side	Housing 21
31/190 16%	56/190 29%	8/30 27%	28/107 26%		11/35 31%	5/33 15%	5/34 15%

Questions and responses:

Question	Yes
We are considering widening the type of support tasks our visiting wardens can offer where possible. Arranging Practical jobs that you cannot do due to e.g. just coming out of hospital, having a recent fall, a short term illness. Which tasks do you feel would be most useful? Please tick (✓) those that apply	
Vacuuming/cleaning	82 57%
Washing up	32 22%
Laundry	61 46%

Shopping	96 67%
Collecting Pension	22 15%
Collecting Medication	46 32%
Internet Shopping	13 9%
Relationship Support	20 14%
Appointments	34 24%
Health Appointments	25 17%
Medication Prompts	27 19%
Nutritional Advice	25 17%
No Response	14 10%

Question	Yes	No	No Response
2. We are considering widening the type of support tasks our visiting wardens can offer where possible. Are there any other tasks that you think should be provided which you believe may be difficult in getting support with?	32 (24%)	74 (55%)	35 (24%)

Customers were asked to tell us what these were:

Several customers expressed fears of social isolation and suggested

Asking for "Wardens longer on site than 1/2 hour."

"Just entering the flat asking what does the ill person require at that moment, as family might live few miles away."

"Social support, befriending, socialising."

"Checking (perhaps by phone) each morning that you are up and ok. This may make 'morning visits' less demanding, then following up where a visit is needed."

"A late evening call around 9:30pm to prompt, chat and reassure before bedtime. Just to show that someone cares and that it is nearly time for bed. This will be good especially for anyone with Dementia who lives alone."

"A lot of people would just like to get out of their homes and meet other people - loneliness is prevalent with older people who cannot get out."

"I think that any help is better than none at any level."

"I am visually impaired so any help is good."

"Just getting support."

"Help to bring in volunteers."

"Arranging more planned and facilitated activities e.g. keep fit/yoga/falls prevention/maintaining mobility."

A few said help with various aspects of personal care:

"Help with bathing or washing like showering."

"Chiropody."

For those with mobility problems:

"Help with attending for appointments: hospital, dentist, opticians."

"Arranging shopping trips on return from hospital; arranging help getting to the doctor."

"Escorts for outings."

Then there were everyday practical tasks:

"Making up bed".

"Putting new light bulbs in..... Taking down curtains to wash and putting back when laundered."

"Filling in forms."

"Ironing."

"Taking out rubbish."

"Shopping, inside window cleaning."

"Replacing light bulbs, turning off water stop taps when required."

"Changing bed linen".

Some suggested:

"Availability of say approved contractors for the home i.e. painting decorating, TV and appliances repairs etc. perhaps in the form of a brochure or phone help line."

"Putting in a light bulb; make sure all know where water stop taps are and are easy to get to; same applies to point of fuse boxes; useful to know people who can help in emergency - plumber, electrician, gas etc."

"It would be a help when you ask for something to be done that you are NOT waiting nearly 9 months for it done; that you get help within a month."

Some customers took the opportunity to comment on their current visiting warden service and general building maintenance:

"What visiting wardens?"

"We never see the warden."

"It would be a great help to have a regular visitor to talk to."

"We do not appear to have any 'housekeeping' for outside the building – grass cutting is regular but gardens are neglected."

Some said that having a warden to rely on was a comfort:

"I hope with all these new things you want to do. We do not want to lose our scheme manager as I think it is important to be able to speak to her daily."

"If any problems arise it is over the weekends or bank holidays, when no warden is on duty. This is when we have a good family relationship to watch & help one another."

Question	Yes	No	Not Sure	No Response
3. All older people needing support (rather than care) would be referred through one point with support offered based on those that need it the most, rather than where they live. Do you think this is a good idea?	107 (75%)	5 (3%)	24 (17%)	8 (6%)

Comments:

Some said that personal circumstances as well as needs had to be taken into account:

"I have family who live close by - if you don't, it is very different."

"This form is badly worded and makes little sense; how would we know what is needed – e.g. after time in hospital."

"Person needs assessing properly, rather than 'one cap fits all'."

Some were hoping for more efficient methods of working;

"One stop point would make things easier for older person, relatives and carers and has information about older person is in one place it will make communication with all agencies involved much easier for everyone thereby avoiding misunderstandings that arise when messages aren't passed on."

"All this would need update as we grow older, we manage at the present with difficulty."

"We would need updating on all these queries as we become older we are both in our 80's now."

Question	Yes	No	No Response
<p>4. As part of the services you receive there is a pull cord/ pendent you can use to ask for assistance. As this is part of the property most of the costs are covered through the rent, however the council does fund the cost of the call centre and response service. If the council no longer funds the sheltered housing scheme then there will be an alarm service that can be provided that links to your telephone for those that need it only. Your landlord will explain the options to you. Do you currently need a pull cord/pendent?</p>	<p>68 (47%)</p>	<p>60 (42%)</p>	<p>16 (11%)</p>
<p>After you have spoken to your landlord about the options that will be available to you for the alarm, do you have any outstanding concerns?</p>	<p>Text only</p>		

Comments:

General

As regards pull cords *"Wasted areas are communal room (not used much); kitchen communal area. Some [people] are not able to evaluate what wardens can do or what the pull cord is for. A lady fell on Haverah site - no-one pulled the cord. She waited in the cold 1 hour for ambulance to come; broke her hip, age 87. We pay additional cost for most things we do not use or need. We feel as via our recent rent rises this put an extra strain on."*

There seemed to be a bit of confusion about the workings of the warden call system

"What if the telephone not working for any reason?"

"What happens if you fall in a room and cannot reach the phone?"

"How can the alarm system decide who needs it?? I have never needed to pull the cord until 10 days ago when I had a heart attack. I believe this saved my life. Because I have never needed it since February 2009 when moving in - does this mean that I would not be considered to have a need? Who decides and how can one decide if a person is going to need it in the future?"

"Not all people can afford a telephone. I myself am one of them. So how do I get support if I have a fall if pull cords go???"

There seemed to be some confusion with what they have/need now and what the future holds;

"Landlord refuses to answer!"

"We need to discuss this with Joseph Rowntree Housing Trust; we already have a pull cord and pendant."

Question	Text only
<p>5. Are there any different ways in which a service can be provided that you feel would help older people to live more independently?</p> <p>If 'Yes' Please tell us what these are.</p>	

Note: There was a 68% no response return on this question.

Comments

Mobility and generally getting around concerned a number of customers

"Mobility is the key issue. Quite a lot of elderly people do not move about enough."

"More help providing information for local transport."

"In order for older people to maintain their independence for as long as possible they need stimulation, activities, friendships and provide sense of wellbeing. This is often left to individual tenants who don't always understand what all need. You need someone who is skilled to facilitate activities and who can motivate the individuals whose voice often goes unheard."

"Improve the condition of pavements and roads. I am worried about falling due to the poor condition of the pavement so I don't go out."

"Make 'dial a ride' more easily available to all elderly people everywhere, advertise it and help us to make more use of it, lots of folk think it's only for very poorly people."

"We would like to know the availability of 'dial a ride' buses - days and time when available."

"Would like to know about social life in York."

"There is a mixed age group in sheltered housing, not all are old and these people still need support."

Again a fear of isolation and these were some suggestions

"Some older people are lonely - could volunteers call to chat with them if they can't get out much?"

"I am 90, it would be nice for someone to call say once monthly i.e. A doctor or nurse just to check you are well".

"A daily social visit so you feel less isolated."

"Drop-in/social call; to see someone for just five minutes every day would be very reassuring."

Sadly one despondent customer felt "we are heading towards the gas chamber"

There were more suggestions about the Warden Call service:

"Would like a warden again; pop-in calls."

"Warden on site; pop-in."

"It is essential for me (aged 85) to have pull chords and pendant."

Other suggestions

"Taking people shopping, to appointments - eg doctors, foot clinic, hospital appointment."

"It would be a good idea for a handyman for an area where you live so if a fuse went you could call them instead of having to call the housing workmen out that could be doing bigger jobs. The fuse boxes are so high , a lot cannot reach them."

"More care at home."

"Do not mix those with serious disabilities with more able bodied as no warden is here all the time. I feel some of the residents are at risk."

"The pull cord/pendant is a service which works well. Some form of communication should be available to all - ie those who now are unwell or restricted, plus those who are fully fit who can become unwell in a very short time. (fall/heart attack etc)"

"Make access to help and support easier. Older people find forms etc confusing. Make help and support quicker to put into place. Keep the wardens."