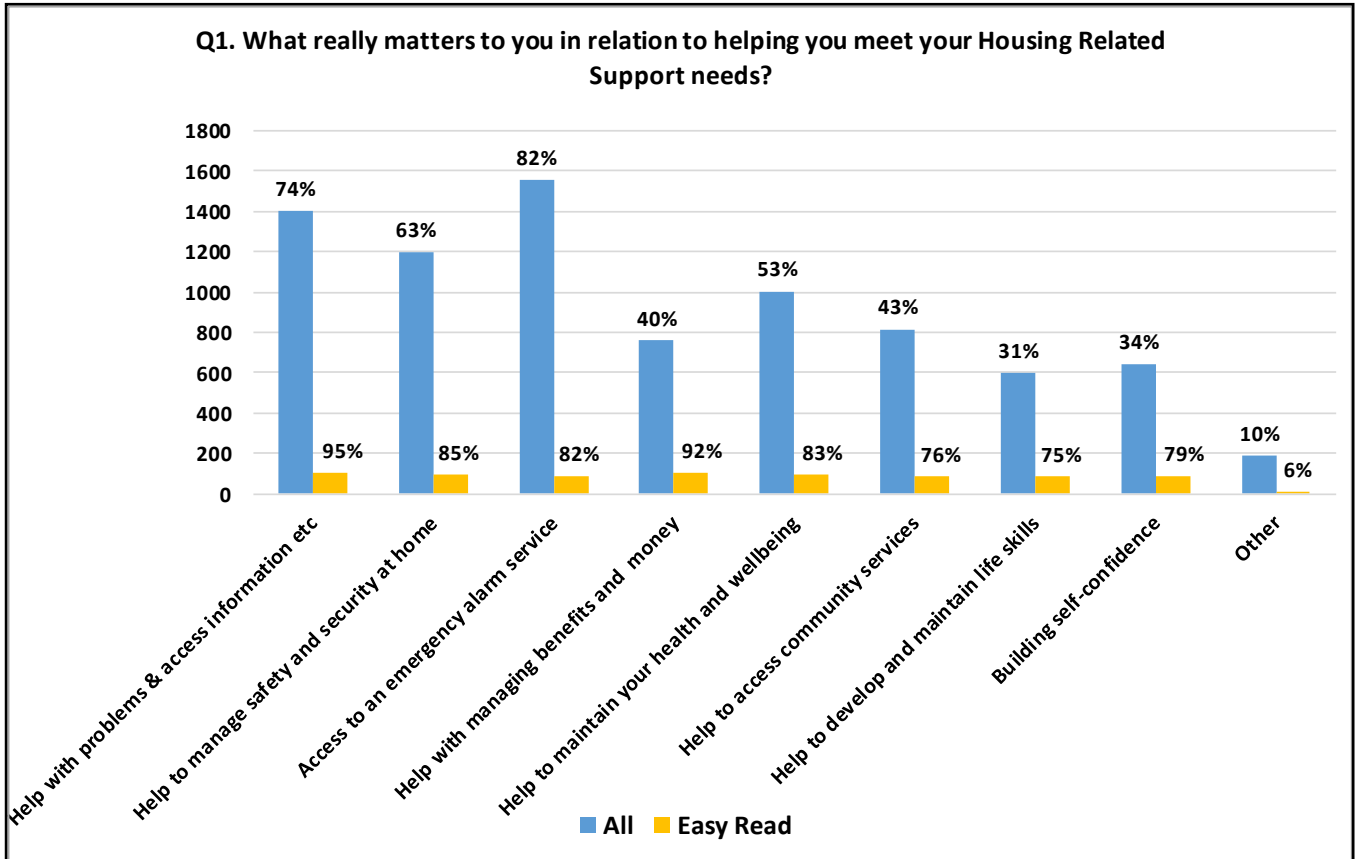


Analysis of feedback from residents to the Housing Related Support consultation

Data Analysis

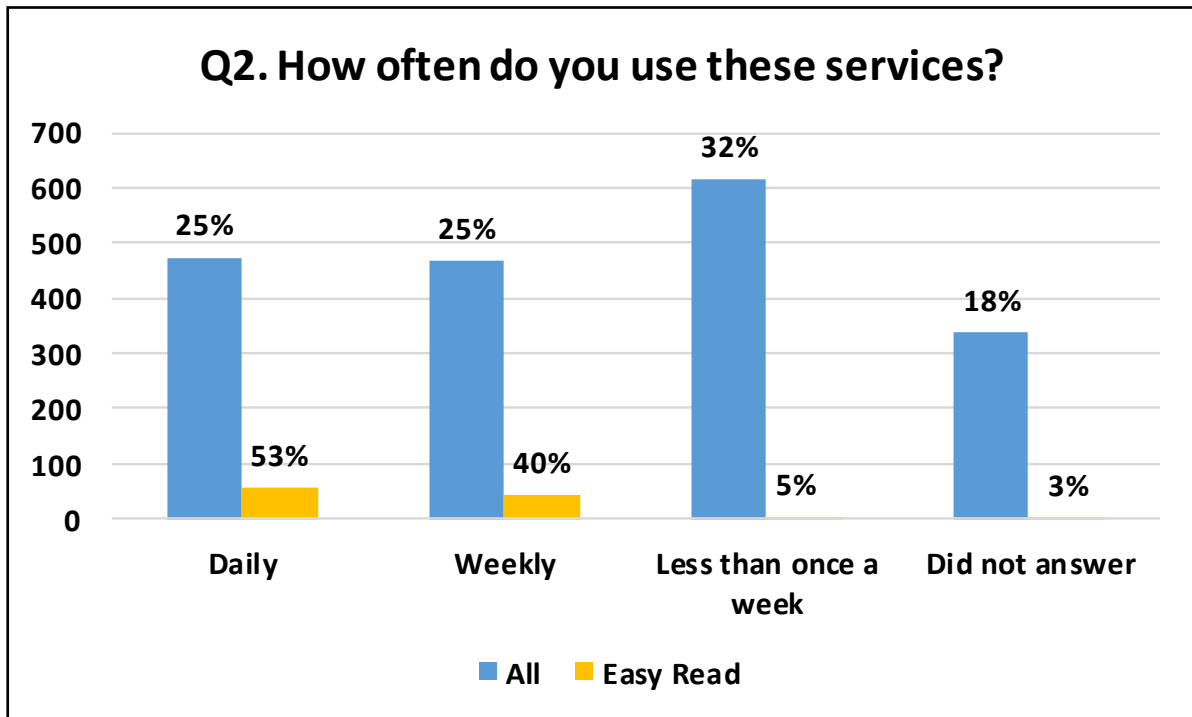
Question 1: What really matters to you in relation to helping you meet your Housing Related Support needs?



People who receive Housing Related Support were asked to select all the listed services they use. The most popular service was “Access to an emergency alarm service to call for help if needed” with 82% of responses (1,554 people), followed by “Help to resolve any problems and to access information, advice and support” with 74% of responses (1,400 people). The service with the lowest score was “Help to develop and maintain life skills such as shopping, cooking and cleaning” with 31% of responses (596 people).

The people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) selected “Help to resolve any problems and to access information, advice and support”, with 95% of responses (104 people), as their most popular service. The responses on the Easy Read Questionnaires highlighted a much greater use of all these services with the range spanning from 95% to 75%, compared to 82% to 31% range for all responses.

Question 2: How often do you use these services?

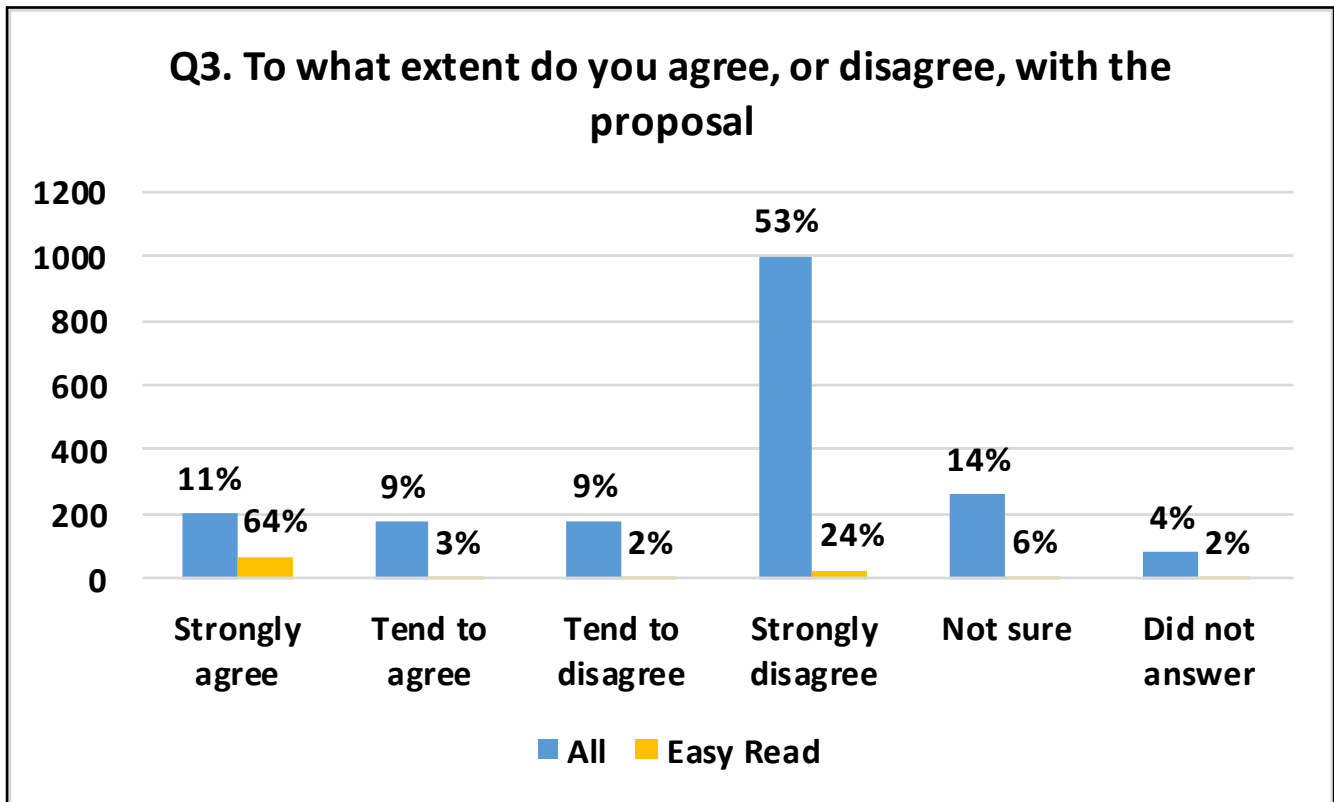


People who receive Housing Related Support were asked “How often do you use these services” and given the option of “Daily”, “Weekly” and “Less than once a week”. 25% of responses [468 people] selected ‘Daily’ and a further 25% ‘Weekly’, 32% of responses [616 people] selected “Less than once a week” and 18% did not answer.

It is likely that some of the people that selected “Less than once a week” or did not answer included people who do not currently use the service.

The people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) were more likely to use a service on a regular basis with 53% of responses (58 people) selecting “Daily” and 40% of responses (44 people) selecting “Weekly”.

Question 3: To what extent do you agree, or disagree, with the proposal?



People who receive Housing Related Support were asked to what extent do they agree, or disagree, with the proposal:

“Surrey County Council will no longer provide funding for Housing Related Support. This may mean your Housing Related Support will cease.

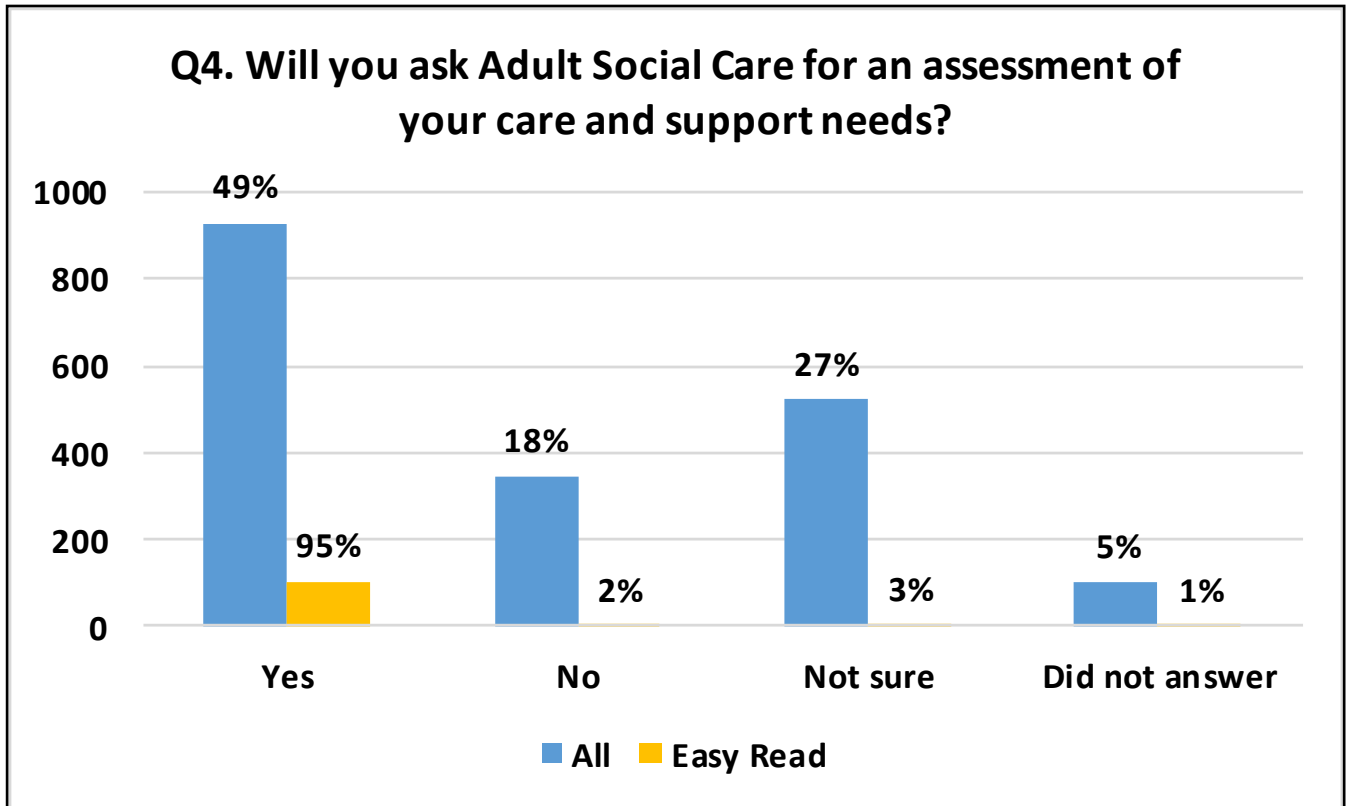
If you have an on-going need for support you will be able to ask Adult Social Care for an assessment of your needs. If, as a result of this assessment, you qualify for support under the Care Act eligibility criteria, you will receive funding through a personal budget from Surrey County Council.”

A majority of people disagreed to some extent with the proposal – 62% of responses (1179 people) (53% of responses (999 people) “Strongly disagree”, while 9% of responses (1806 people) “Tend to disagree”).

20% of responses (377 people) agreed to some extent with the proposal (11% of responses (200 people) “Strongly agree”, while 9% of responses (177 people) “Tend to agree”).

A majority of people who responded using the Easy Read questionnaire (who were mainly people with a learning disability) agreed to some extent with the proposal – 67% of responses (73 people) (64% of response (70 people) “Strongly agree”, while 3% of responses (3 people) “Tend to agree”).

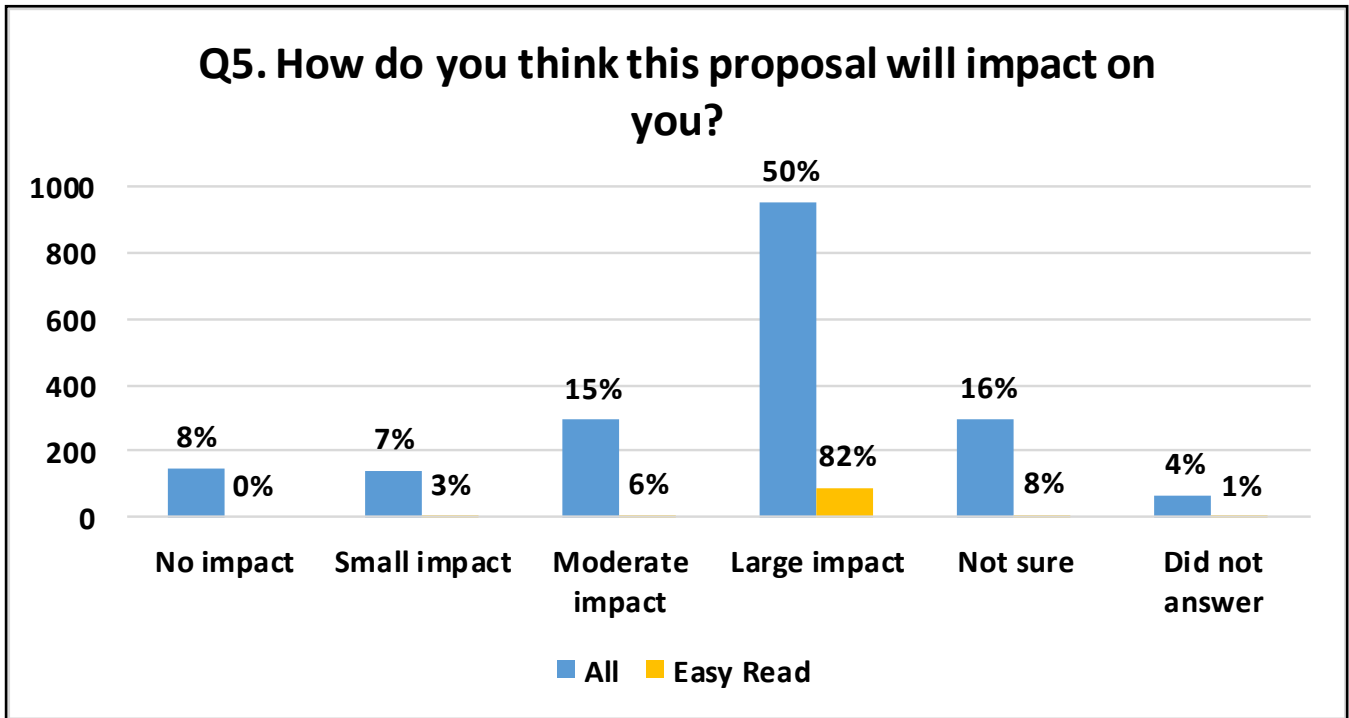
Question 4: If Surrey County Council's proposal is agreed, and your Housing Related Support ceases, will you ask Adult Social Care for an assessment of your care and support needs?



People who receive Housing Related Support were asked if they would ask for an assessment of their care and support needs from Adult Social Care if the proposal was agreed, and their Housing Related Support ceased. The highest number of people – 49% of responses (927 people) stated they would ask for an assessment. In addition to this 27% of responses (521 people) stated they were not sure.

A much higher percentage of people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) stated they would ask for an assessment – 95% of responses (104 people).

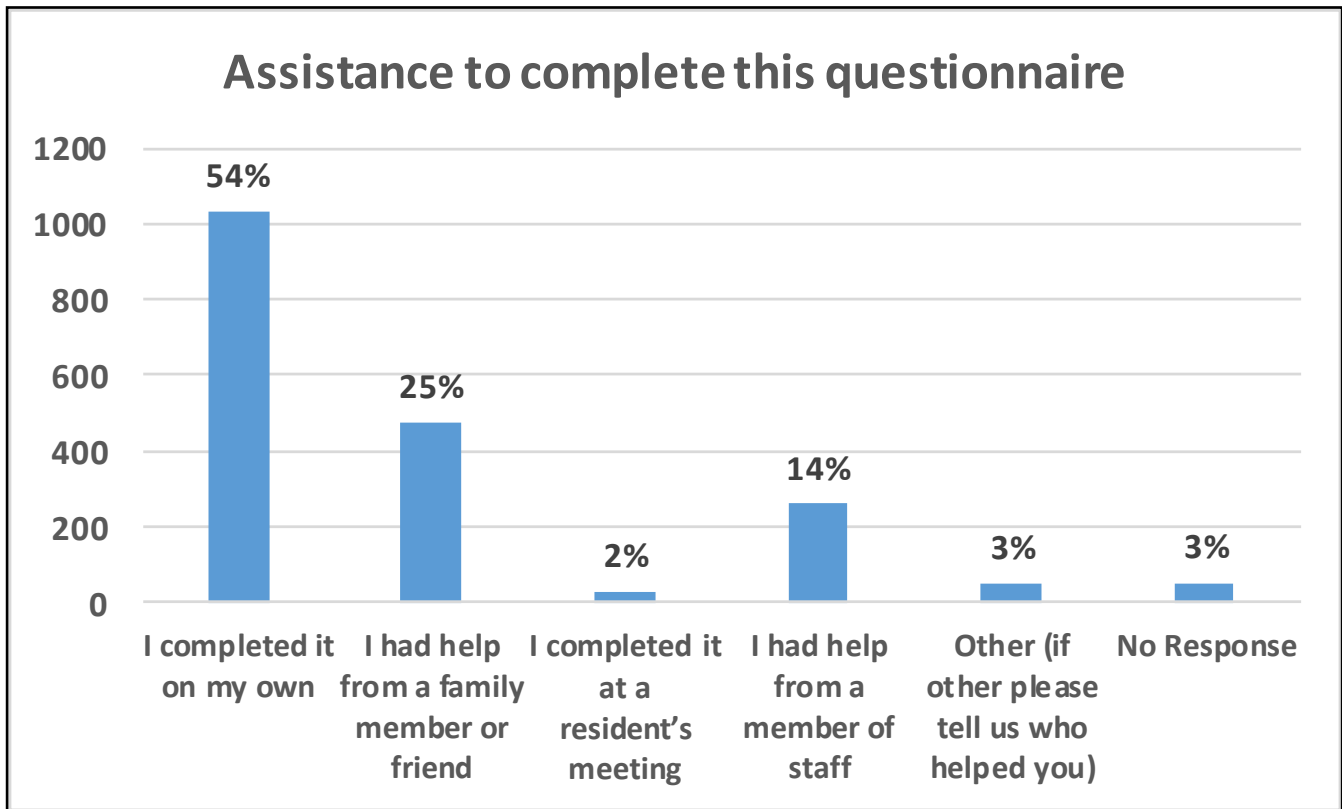
Question 5: If Surrey County Council’s proposal is agreed, how do you think this will impact on you?



People who receive Housing Related Support were asked what they thought the extent of the impact would be on them if the proposal was agreed. A majority of people (72% of responses (1,396 people) thought there would be an impact on them. Of this total 50% of responses (952 people) thought it would be a large impact, 15% of responses (293 people) thought it would be a medium impact and 7% of responses (141 people) thought it would be a small impact. Of the remaining responses, 8% (148 people) thought there would be no impact on them.

A much higher percentage of people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) stated it would have a large impact – 82% of responses (90 people). In total 91% of responses (100 people) stated it would have an impact.

Question 6: Assistance to complete this questionnaire



People who receive Housing Related Support were asked to indicate whether they had assistance to complete the questionnaire. A majority of people (54% of responses – 1,030 people) stated they completed it on their own, while a further 25% of responses (476 people) stated they “had help from a family member or friend”.

Qualitative Analysis

For each of the five questions people were invited to add comments to expand on the answer they selected. These comments were analysed and 25 common themes identified. If an individual has more than one comment that links to a theme it will only count as one.

The figure below prioritises the themes based on the number of individuals whose comments link to them. A sample of the comments made by residents in each theme is then included to give a flavour of the feelings being expressed.

Rank	Theme	Number of residents who commented upon each theme
1.	Having a warden is important to me eg familiar face, reassurance, talk about my worries, advice and signposts to other services, provides a sense of community	656
2.	I need the support Housing Related Support provides to remain independent	366
3.	Having support available when I need it is important	232
4.	I have a health/mental health issue or a disability or I am liable to fall and value the support	222
5.	I may ask for support as my needs increase in the future	195
6.	Having an emergency alarm system is important to me	185
7.	I am concerned that Adult Social Care cannot provide the support I need, or I am confused/ stressed about the assessment process	140
8.	I moved to sheltered accommodation because of the support it provides	118
9.	Without Housing Related Support I will become isolated and lonely	105
10.	Staff resolve maintenance issues for me	97
11.	It helps me to remain independent and builds my confidence	73
12.	I will need to live somewhere else with support	67
13.	It is unfair on the elderly and most vulnerable in society	62
14.	It will have a detrimental financial impact for me	57
15.	I am worried about who to contact in the future	55
16.	Stopping Housing Related Support will not save money	54
17.	Will impact for me will depend on how the service is affected	38
18.	Staff resolve disputes with neighbours and anti-social behaviour	36
19.	It will impact on my wellbeing eg stress, anxiety, health, independence	34
20.	Housing Related Support is providing a preventative	25

	service	
21.	I don't need any help at the moment	23
22.	It provided support after I left hospital	20
23.	Having Housing Related Support saves lives	19
24.	It will impact upon carers who may need support	13
25.	Will Adult Social Care do the assessments in time?	11

"Having a point of contact, face-to-face on a daily basis is crucial part for me being independent and staying in my accommodation for as long as possible, so I don't have to go into an old people's home."

"I needed to change from once a month visits, to weekly visit, over the past year. Due to the fluctuating nature of my health and coping abilities, the amount of help and support I need, also varies"

"I have on-set dementia. I trust my warden. I am scared of strangers. I don't understand things. I see my warden daily and I feel safe with her around."

"I rely on my red button on my wrist if I fall or am ill at any time. It helps to give me confidence. As I am also registered partially sighted it helps to know there is always someone near."

"Having access to alarm cards is reassuring as I tend to fall quite regularly. Living on my own it is comforting to know that I can pull the alarm and somebody answers."

"A personal budget cannot provide the support. Someone familiar available 24 hours a day who can call in, assess the situation and provide reassurance and assistance."

"I moved from a two bedroom council house where I lived alone to here because there was more support here. It's not the flat I agreed to live in if there is no support."

"This is why we moved to sheltered accommodation. Because of my dementia and Alzheimer's and for the support."

"Our housing block has a strong community feel and the wellbeing of all the residents is cared for by the warden. If this support was not available I would become isolated and at risk."

"I get a lot of help from my support workers with financial matters. If I need help with housing issues ie reporting and chasing up on repairs etc the home support will help."

"Without the help, I would be unable to live independently as I need help with managing my money and going shopping. I cannot access dental and other health services alone, be relied upon to cook or clean, or to sort out problems with my housemates and other people."

"Several of the residents in my complex would not be able to remain in their flats if the support was withdrawn, including myself. The alternative would be to

go into a Council run Care Home of which there are too few in the borough. I therefore suggest the Borough Council build more Care Homes as soon as possible."

"No peace of mind when I haven't got the ability to fall back on the Duty Manager for help to get things fixed in the flat and no one to go to for prompt advice with any problems I might have (there are always problems!)"

"We live in some fear of locals particularly youngsters. Intruders have got into the building in the past and terrorised residents."

"I do have housing support currently as I have a severe health problem and I'm also on disability living allowance. I need someone on site on a daily basis for emergencies and to help me deal with any problems that crop up. If I didn't receive help I would feel frightened and as a result my condition would deteriorate."

"My support worker has kept me from getting mental health issues. That is how much I need her. I think it would put more pressure on Adult Social Care and then as a result more pressure on the NHS."

"I have been in hospital and I have needed help with care 3 times a day and help from the warden to settle back into my routine and to check I am ok as I have not been very mobile and I can't see to make phone calls and check on letters from the hospital. Without the warden I would be lost, my family can't help all the time as they are not local."

"I have been discharged from hospital and am still a bit wobbly. Help has been invaluable."

"My emergency alarm is really important. I had a brain tumour, pulled the cord and was rushed to hospital. This saved my life."

"On site manager found me after I had stroke. Probably would not be here today if she had not got to me quickly! Thank you"

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