

New Support Model - Response to Questionnaire

| Date | Name | Address | 1. Benefits to tailoring support service to individuals needs | | | 2. Ensure more social activities at schemes as part of the review | | 3. Do you agree that the service you receive offers value for money | | | 4. A team of staff will provide support to ensure a reliable service, can you see the benefit | | | 5. Taking everything into account do you support the proposed changes | | | Comments |
|---------|------|---------------|---|----|--------|---|----|---|----|--------|---|----|--------|---|----|-----------|---|
| | | | Yes | No | Unsure | Yes | No | Yes | No | Unsure | Yes | No | Unsure | Yes | No | Partially | |
| 27.4.22 | | Jubilee Court | | 1 | | 1 | | 1 | | | | | 1 | | | 1 | Concerned that some of the more vulnerale residents may not be attended |
| 27.4.22 | | Jubilee Court | | 1 | | | | 1 | | | | 1 | | | 1 | | Stay as we are |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | | 1 | | | | 1 | | | 1 | Will residents have an opportunity to give their view on how they feel the new scheme is working |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | | | 1 | 1 | | | | | 1 | Feel there should be a SHO based at scheme Monday to Friday |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | 1 | | | | 1 | | | | 1 | |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | 1 | | | | 1 | | 1 | | | |
| 27.4.22 | | Jubilee Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | Agree with the principals but feel it's important to maintain continuity in relation to the support offered |
| 9.5.22 | | Jubilee Court | | | 1 | | 1 | 1 | | | | | 1 | | 1 | | Good points and bad points - not having a SHO on site |
| 9.5.22 | | Jubilee Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
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| 9.5.22 | | Jessopp Court | | 1 | | | 1 | | 1 | | | 1 | | | 1 | | No one there when you need them |
| 9.5.22 | | Jessopp Court | 1 | | | 1 | | | | 1 | 1 | | | 1 | | | |
| 9.5.22 | | Jessopp Court | 1 | | | | 1 | | | 1 | 1 | | | | | 1 | |
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| 9.5.22 | | Jessopp Court | 1 | | | | | 1 | | | 1 | | | | | 1 | Could there be a rota so we know who will be visiting us |
| 9.5.22 | | Jessopp Court | | | 1 | | 1 | 1 | | | | 1 | | 1 | | | |
| 9.5.22 | | Jessopp Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 9.5.22 | | Jessopp Court | | | 1 | 1 | | | 1 | | | 1 | | | 1 | | Don't think it will make much difference |
| 9.5.22 | | Jessopp Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 9.5.22 | | Jessopp Court | | | 1 | 1 | | 1 | | | | 1 | | | 1 | | Like having an SHO on-site - to support us |
| 9.5.22 | | Jessopp Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | Agree with changes but feel someone should be on-site |
| 9.5.22 | | Jessopp Court | 1 | | | | 1 | 1 | | | 1 | | | 1 | | | |
| 9.5.22 | | Jessopp Court | | | | | | | | | | | | | 1 | | If it ain't broke it don't need fixing |
| 9.5.22 | | Jessopp Court | 1 | | | | 1 | 1 | | | 1 | | | 1 | | | |
| 9.5.22 | | Jessopp Court | | | 1 | 1 | | 1 | | | | | 1 | | | 1 | |
| 11.5.22 | | Jessopp Court | 1 | | | 1 | | | | 1 | 1 | | | | | 1 | Concerned about building management - lift breakdown |
| 11.5.22 | | Jessopp Court | 1 | | | 1 | | | 1 | | 1 | | | 1 | | | Will the support charge be reduced if less visits |
| 11.5.22 | | Jessopp Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 11.5.22 | | Jessopp Court | 1 | | | 1 | | 1 | | | 1 | 1 | | 1 | | | |
| 12.5.22 | | Chapel Road | | | 1 | 1 | | 1 | | | 1 | | | 1 | | | Confident all will work well |
| 12.5.22 | | Chapel Road | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 12.5.22 | | Chapel Road | 1 | | | 1 | | 1 | | | 1 | | | 1 | | | |
| 12.5.22 | | Chapel Road | 1 | | | | 1 | 1 | | | 1 | | | 1 | | | happy with the support received |
| 12.5.22 | | Chapel Road | 1 | | | | 1 | 1 | | | 1 | | | 1 | | | Would like to thank SHO for all her help |
| 12.5.22 | | Chapel Road | 1 | | | 1 | | | 1 | | | 1 | | | | 1 | |
| 12.5.22 | | Chapel Road | 1 | | | | 1 | 1 | | | | 1 | | | 1 | | Prefer it as it is |
| 12.5.22 | | Chapel Road | 1 | | | | 1 | 1 | | | 1 | | | 1 | | | |
| 12.5.22 | | Pelly Court | 1 | | | 1 | | 1 | | | | | 1 | 1 | | | |

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| 25.5.22 | | Pelly Court | 1 | | | | 1 | | | 1 | | | | | 1 | Rotation of staff does not build trust |
| 25.5.22 | | Pelly Court | 1 | | 1 | | 1 | | | 1 | | | 1 | | | |
| 25.5.22 | | Buckhurst Court - Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | Will miss seeing Mandy |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | Good thinking - helps everyone |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | 1 | Support Idea but will miss Mandy |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | | 1 | | | |
| 25.5.22 | | Buck Court | 1 | | | | 1 | 1 | | | 1 | | | | 1 | |
| 25.5.22 | | Buckhurst Court | 1 | | | 1 | | 1 | | | | 1 | 1 | | | Shouldn't change what works good - leave alone A lot to take in but confident changes have been well thought through |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | 1 | | 1 | | | |
| 25.5.22 | | Buck Court | 1 | | | 1 | | | 1 | 1 | | | | | | 1 |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | 1 | 1 | | | Do support the proposed changes but understand some may be unsure |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | 1 | | | 1 | |
| 25.5.22 | | Buck Court | 1 | | | 1 | | | 1 | | 1 | | | | | 1 |
| 25.5.22 | | Buck Court | 1 | | | | 1 | 1 | | | 1 | | 1 | | | Can tell our SHO anything, new staff won't know us |
| 25.5.22 | | Buck Court | 1 | | | | 1 | | | | 1 | | | | 1 | |
| 25.5.22 | | Buck Court | 1 | | | | 1 | 1 | | | 1 | | | 1 | | feels it's right to visit those that need support |
| 25.5.22 | | Buck Court | 1 | | | 1 | | 1 | | | | 1 | 1 | | | |
| 30.5.22 | | Hyde Mead House - HMH | 1 | | | 1 | | 1 | | | | 1 | | | | 1 |
| 30.5.22 | | HMH | | 1 | | | 1 | 1 | | | | | 1 | | | 1 |
| 30.5.22 | | HMH | 1 | | | | | 1 | | | | | 1 | | | 1 |
| 30.5.22 | | HMH | 1 | | | 1 | | 1 | | | | | 1 | 1 | | |
| 30.5.22 | | HMH | 1 | | | 1 | | 1 | | | | | 1 | | | 1 |
| 30.5.22 | | Parsonage Court - Pars Court | 1 | | | | 1 | | | 1 | | | 1 | | | |
| 30.5.22 | | Pars Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | |
| 30.5.22 | | Pars Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | |
| 30.5.22 | | Pars Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | |
| 30.5.22 | | Pars Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | |
| 30.5.22 | | FBH | 1 | | | | 1 | 1 | | | | | 1 | | | 1 |
| 30.5.22 | | FBH | 1 | | | 1 | | 1 | | | | | 1 | | | 1 |
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| 30.5.22 | | FBH | 1 | | | 1 | | 1 | | | | | 1 | 1 | | |
| 30.5.22 | | Roundhills | 1 | | | 1 | | 1 | | | | 1 | | | | 1 |
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| 30.5.22 | | Grove | 1 | | | | 1 | 1 | | | 1 | | | 1 | | |
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| 13.6.22 | | Parsonage Court | 1 | | | 1 | | 1 | | | 1 | | | 1 | | I think that in keeping with the changing world, this is a brilliant support model, made to measure and flexible, much better than the preent service |
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| | | | 104 | 14 | 20 | 94 | 38 | 108 | 14 | 16 | 72 | 34 | 32 | 71 | 18 | 49 |
| | | | | | | | | | | | | | | | | |
| | | | 75% | 10% | 14.50% | 68% | 27.50% | 78% | 10% | 11.50% | 52% | 24.50% | 23% | 51.50% | 13% | 35.50% |