New Support Model - Response to Questionnaire

		1. Benefit	ts to tailori	ng support	1		3. Do you agree that the						-	everything in	nto account	Comments	
			service to individuals needs			activities a		service you receive offers value							upport the j		
							he review:	for money			service, can you see the benefit				changes		
Date	Date Name	Address			Unsure					Unsure			Unsure			Partially	
Dute	Hume	Address	Yes	No		Yes	No	Yes	No		Yes	No		Yes	No		
27.4.22		Jubilee Court		1		1		1					1			1	Concerned that some of the more vulnerale residents
27.4.22		Jubilee Court	_	1				1				1			1		may not be attended Stay as we are
								1				1			1		Will residents have an opportunity to give their view on
27.4.22		Jubilee Court	1			1			1				1			1	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
27.4.22								1		-	-	1					Friday
27.4.22		Jubilee Court Jubilee Court	1			1		1			1	1		1		1	
27.4.22		Jubilee Court	1			1		1			1	1		1			
21.4.22								1				1		1			Agree with the principals but feel it's important to
27.4.22		Jubilee Court	1			1		1			1			1			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			
9.5.22		Jubilee Court			1		1			1		1				1	
9.5.22		Jubilee Court			1	1		1				1				1	
9.5.22		Jubilee Court		1			1		1			1			1		
9.5.22		Jubilee Court		1			1		1			1			1		
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	
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	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		<u> </u>	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			
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	L	L		1	1			1			1	L		happy with the support received
12.5.22		Chapel Road	1		L		1	1			1			1			Would like to thank SHO for all her help
12.5.22		Chapel Road	1		L	1			1			1				1	
12.5.22		Chapel Road	1	L	L		1	1				1			1		Prefer it as it is
12.5.22		Chapel Road	1	L	L		1	1	L		1			1	ļ		4
12.5.22		Pelly Court	1			1		1					1	1			l

		_							1			1		1		7
12.5.22	Pelly Court				1		_	1			1				1	-
12.5.22	Pelly Court		1		1		_	1			1	<u> </u>		1	<u> </u>	-
12.5.22	Pelly Court	1			1			_	1			1			1	
12.5.22	Pelly Court			1	1	_	1	_				1			1	Like to see a familiar face
12.5.22	Pelly Court	1			1		1	_		1					1	_
12.5.22	Pelly Court	1			1		1					1	1			
12.5.22	Pelly Court	1			1		1			1					1	Could we review the rules around pets
12.5.22	Pelly Court	1			1		1			1			1			
12.5.22	Pelly Court	1			1		1			1			1			Good idea
12.5.22	Pelly Court	1				1	1			1			1			service Should reflect the needs of the tenants
12.5.22	Pelly Court	1				1	1			1			1			In agreement with letter
12.5.22	Pelly Court			1	1		1				1				1	Current service works well
12.5.22	Pelly Court	1				1			1	1					1	Open to change but unsure if better
12.5.22	Pelly Court	1				1		1		1			1			
17.5.22	Hyde Mead	1			1		1					1	1			Understand the need to update - hope it works
								+				-	-			Want a regular officer who we know - residents will
17.5.22	Hyde Mead	1				1	1				1				1	ignore the rules if no one on site
17.5.22	Hude Meed	-		1	- 1		1	-			1			1		-
	Hyde Mead	- ·		1	1	<u> </u>	1	+			1			1		Think there should be a support manager on site
17.5.22	Hyde Mead	1				1	1	+	+	1	l	l	1			4
17.5.22	Hyde Mead	1				1	1	-		1			1	-		-
17.5.22	Hyde Mead	1				1	1			1	I	ļ	1		ļ	4
17.5.22	Hyde Mead	1			1		1				1				1	
17.5.22	Hyde Mead	1			1		1					1	1			
17.5.22	Hyde Mead		1			1	1				1			1		Concerned about the potential impact this will have on
	-						_	_								residents
17.5.22	Hyde Mead	1			1		1			1			1			
17.5.22	Hyde Mead	1			1		1			1			1			
17.5.22	Hyde Mead	1			1		1					1			1	
17.5.22	Hyde Mead			1		1	1				1				1	
19.5.22	Jubilee Court			1		1	1					1			1	No Change needed
19.5.22	Jubilee Court		1		1			1			1			1		
19.5.22	Jubilee Court			1	1		1				1				1	Feel there needs to be an officer on-site at least Mon. Weds, Fri
19.5.22	Leonard Davis House - LDH	1			_		1			1			1			weds, Fil
19.5.22	LDH			1		1	1				1				1	-
																I could go days without seeing anyone and would miss
19.5.22	LDH			1	1		1					1			1	having a chat with the SHO
19.5.22	LDH	1				1	1			1			1			Very good idea - would love to be able to have a dog one day
		_			_											
19.5.22	LDH	1			1				1		1			1		Feel this is a cost cutting exercise - prefer service as it is
19.5.22	LDH		1			1	1				1			1		
		_			_	-		-	-		-	<u> </u>			<u> </u>	Happy with service as it is - help available when needed
19.5.22	Frank Bretton House - FBH	_	1		1		1	-			-	1	I		1	-
19.5.22	FBH	_		1	1		1					1	l		1	4
19.5.22	FBH	1			1		1				1			1		Service doesn't need updating
19.5.22	FBH	1			1			1		1			1			Would like exercise class
19.5.22	FBH			1	1		1			1					1	
19.5.22	FBH	1			1		1			1			1			Good idea - but must look after the most needy
19.5.22	FBH		1		1			1			1			1		Cost cutting exercise
19.5 22	FBH	1			1		1	1		1			1			
19.5.22	FBH	1			1				1		1		I		1	More social activities needed
25.5.22	FBH	1			1		1	1	1 -	1	<u> </u>	1	1	1	1 -	1
25.5.22	Hedgers Close	1				1	<u> </u>	+	1		1			1	1	4
25.5.22		1			1	-	1	1	-	1	-	1	1	1	+ <u> </u>	-
25.5.22	Hedgers Close	· ·	_			-		+	+		-					-
	Hedgers Close	1			<u> </u>	1	1	+		1			1			-
25.5.22 25.5.22	Hedgers Close Hedgers Close	1		_	1	1	1		1	1		1	1			-

26.5.22 Buck Cc 25.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 HMH 30.5.22 Pars Co 30.5.22 P	ckhurst Court - Buck Court ck Court de Mead House - HMH	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1	1	1	1 1 1 1 1 1	1	1	Will miss seeing Mandy Good thinking - helps everyone Support Idea but will miss Mandy
25.5.22 Buck Cc 30.5.22 HMH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH	ck Court de Mead House - HMH lH	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1			1 1 1 1	1		1 1 1 1	1	1	Good thinking - helps everyone
25.5.22 Buck Cc 30.5.22 HWH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH	ck Court de Mead House - HMH lH	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1			1 1 1	1		1 1 1	1	1	
25.5.22 Buck Cc 30.5.22 HWH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh	ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1 1	1	1 1 1 1			1	1		1	1	1	Support Idea but will miss Mandy
25.5.22 Buck Cc 30.5.22 HMH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove <th>ck Court ck Court de Mead House - HMH IH</th> <th>1 1 1 1 1 1 1 1 1 1 1 1 1</th> <th></th> <th></th> <th>1 1 1 1 1 1 1</th> <th>1</th> <th>1 1 1 1</th> <th></th> <th></th> <th>1</th> <th>1</th> <th></th> <th>1</th> <th>1</th> <th>1</th> <th>Support Idea but will miss Mandy</th>	ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1 1	1	1 1 1 1			1	1		1	1	1	Support Idea but will miss Mandy
25.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove <t< th=""><th>ck Court ck Court de Mead House - HMH H</th><th>1 1 1 1 1 1 1 1 1 1 1 1 1</th><th></th><th></th><th>1 1 1 1 1 1</th><th>1</th><th>1 1 1</th><th></th><th></th><th></th><th>1</th><th>1</th><th></th><th>1</th><th>1</th><th>Support Idea but will miss Mandy</th></t<>	ck Court ck Court de Mead House - HMH H	1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1 1 1	1	1 1 1				1	1		1	1	Support Idea but will miss Mandy
25.5.22 Buck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court ckhurst Court ck Court ck Court ck Court ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1 1 1 1 1 1			1 1 1 1	1	1			1	1	1		1		
25.5.22 Buckhu 25.5.22 Buck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 HMH 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ckhurst Court ck Court ck Court ck Court ck Court ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1 1			1 1 1	1	1				1	1		1		_1
25.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 Buck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove <	ck Court ck Court ck Court ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1 1			1 1 1							1				Shouldn't change what works good - leave alone
25.5.22 Buck Cc 30.5.22 Huck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court ck Court ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1 1 1			1		1					1	1			A lot to take in but confident changes have been well thought through
25.5.22 Buck Col 30.5.22 Buck Col 30.5.22 Hyde Mol 30.5.22 HMH 30.5.22 HMH 30.5.22 Pars Col 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove<	ck Court ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1 1			1					1			1			1
25.5.22 Buck Cc 25.5.22 Buck Cc 25.5.22 Buck Cc 25.5.22 Buck Cc 30.5.22 Hyde Mc 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1 1 1							1	1					1	1
25.5.22 Buck Cc 25.5.22 Buck Cc 30.5.22 Hyde MM 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court ck Court ck Court de Mead House - HMH IH	1 1 1 1			1	1	1					1	1			Do support the proposed changes but understand some may be unsure
25.5.22 Buck Cc 25.5.22 Buck Cc 30.5.22 Hyde Mi 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court ck Court de Mead House - HMH IH	1 1 1					1					1			1	Can tell our SHO anything, new staff won't know us
25.5.22 Buck Co 30.5.22 Hyde Ma 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ck Court de Mead House - HMH IH	1 1			1			1			1				1	1
30.5.22 Hyde Mu 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	de Mead House - HMH IH	1		1		1	1			1			1			feels it's right to visit those that need support
30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parsona 30.5.22 Parsona 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	IH				1		1					1	1]
30.5.22 HMH 30.5.22 HMH 30.5.22 HMH 30.5.22 Parson 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Grove					1		1					1			1	
30.5.22 HMH 30.5.22 HMH 30.5.22 Pars construction 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove	IH		1			1	1					1			1	
30.5.22 HMH 30.5.22 Pars con 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1					1					1			1	
30.5.22 Parsona 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1					1	1			
30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1					1			1	Will lose personal touch
30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Grove	rsonage Court - Pars Court	1				1			1	1			1			_
30.5.22 Pars Co 30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1			1			1			_
30.5.22 Pars Co 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove		1			1		1			1			1			_
30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Growe 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1			1			1			_
30.5.22 FBH 30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1			1			1			
30.5.22 FBH 30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 Grove		1				1	1					1			1	Don't recall having a support plan
30.5.22 FBH 30.5.22 Roundh 30.5.22 Roundh 30.5.22 30.5.22 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1					1			1	-
30.5.22 Roundh 30.5.22 Roundh 30.5.22 30.5.22 30.5.22 Grove		1					1			1					1	-
30.5.22 Roundh 30.5.22 30.5.22 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove		1			1		1				1	1	1		1	Having different staff very unsettling
30.5.22 30.5.22 30.5.22 Grove			1		1		1		1		1				1	
30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	ununins	1	1		1		1		1	1	1		1		1	-
30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove				1	1		1			1		1	+		1	4
30.5.22 Grove 30.5.22 Grove 30.5.22 Grove 30.5.22 Grove	OVe	1		-	1		1			1		-	1		1	-
30.5.22 Grove 30.5.22 Grove		1			1		1			-		1	-		1	1
30.5.22 Grove		<u> </u>		1	1		1					1			1	1
		1		-	-	1	1			1		-	1		-	1
	rsonage Court	1			1	-	1			1			1			1
	rsonage Court	1			1		1			1			1			1
	rsonaeg Court	1			1				1			1			1	1
		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
	rsonage Court		1.4	20	0.4	20	100	14	10	70	24	22	74	18	49	1
	-	104	14	20	94	38	108	14	16	72	34	32	71		14	