

Supported Accommodation Consultation 2018

This report was generated on 06/08/18, giving the results for 76 respondents.
A filter of 'All Respondents' has been applied to the data.

Thinking about the building you live in, including your room. What are the best things about the accommodation you live in?

Support, accommodation is good

It is all faciliterised, which is good as it gives you an idea of what you have to buy when you get your own place.

Good size flat fully furnished. Close to town

The room is really good as you get your own space and you can cook in there if you want to. You have your own bathroom and the staff give you the space if you want it.

My room is made personal so I can chill out in my own personal space

Has everything you need I like how spacious and clean it is and everything is set up for you in a nice way like wardrobes and stuff

The staff, I don't like the building

Nothing

Support whenever you need it, person centred, having a fully contained flat, general good feeling, and staff get involved with different activities we all do.

No shared facilities, flats are fair nice

It's laid out like a flat, and each flat is individual to each resident

The flats are homely, the staff are friendly and easy to speak to, there's a communal area with a TV and computer that we can use any time of the day up until 11pm.

Pool room

It's a decent size

The staff and friends I've made

There are certain people that I really get on with that help my situation

Staff, cooking facilities

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Not on the streets

Communal room

My bed

My mates

My own independence

Having my own space to relax and get away from things.

We have a communal room to use as a group for support and use computers, piano, oven and other things.

They are independent flats

The environment is nice and staff are friendly and supportive

Nothing really

The space and in town local to everything

Get my own space, bathroom

I like getting support from staff, I like having a clean tidy room

It is modernised, facilities are good as well.

I like the staff and like speaking to people and getting to know new people

That you receive support but also you're able to keep your own independence.

My favourite thing about the accommodation I live in is my flat as I have my own personal space. I also enjoy using the computer and watching TV.

Clear view of outside from my window, own cooker to be able to cook meals, enough space to have a few personal belongings to be put into the room, able to have my own personal space.

The best things about the accommodation are the support from staff, food, Wi-Fi and the job and training notices

Got space in my bedroom. I like the fact that I have a flat as I have to look after it more, which makes me more used to living on my own independently rather than being in one room. I like the light in the communal areas, it's not dark. I also use the communal room for the computer.

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The help and advice I can get of staff 24/7 if and when I need to access it. Being able to run my own flat with over sight so if I don't see something that needs doing I've always got a second opinion.

This place feel homely. They have got a light showers in the rooms. You can come in the office if you need to talk or have a cup of tea.

It feels safe there is always someone to talk to.

The rooms are ok

I like to talk to the staff and meeting new people. Everyone gets along. It has enough space for me to spend time with other people when I want to but also spend time on my own. My room is good size, I like all of my furniture and it is comfortable for me. I like to do activities with the people that I live with. I feel safe and secure here.

The facilities on site are always clean, tidy. Up to date and everything works. The place is decorated nicely and kept nice. There is always staff support at any time.

It meets my needs at the moment and I have access to everything I need to live comfortably.

The building is comfortable, safe and secure with good communal facilities like the kitchen, lounge etc. My room is a good size for me.

I like my room, it's my own personal, private space. I like the communal lounge, kitchens and garden.

If I have an issue I can get staff from next door

Very homely and staff are helpful

I have my own space

The communal areas because it can be stressful and lonely and it's good to have other people in the building

I like the people I live with and I enjoy talking to the staff. I like my flat and I enjoy having a laugh with the people I live with.

Modern building, fully furnished and safe

We have a lounge area with a pool table and computers which we can use.

Communal Areas always clean Flat is spacious, comfortable and well maintained accommodation

Self-contained flat. Caretaker on site. Spacious flat Privacy as not communal

Good size flat. Private, on-site support.

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It is a homely space where I can feel secure. Quick responses with the staff to make sure that flat is well maintained. The flat is a good sized living space.

No longer homeless

Someone there when needed

Freedom, security, safety

Enough space, kitchen facilities, furniture

Good sized bedroom, separate living rooms

Everything is provided

Nicely painted and decorated

Having my own flat. Being able to be more independent, having caretaker on site in case anything happens

Quiet

Enjoy the view

Safe. Quiet. Secure

I've got support, it's safe.

Staff, the help they give, activities that we get to. Rooms are nice with plenty of space in the building.

Thinking about the building you live in, including your room. What needs improving about the accommodation you live in?

I would like minor aesthetic repairs to be done to make it more attractive, dints, plastered and painted over.

Change the rooms around. I don't know if this would be feasible if possible.

Carpets

N/A

The living room area to be a bit more communal

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Visitors should be allowed in the garden with tenants

The walls need painting and the flats should be bigger. It looks like a crack house

It smells, it's dirty

Nothing. Very happy and like everything about it.

Smoking area, the smell

Needs a communal lounge with like, something to do for residents that don't know the area for them to chill and relax till there comfortable

Some people that come into the sidings,

Pool cues

The beds

Microwaves

Security

The mice and beds

The damages

Flats and communal areas

Needs cleaning up

A new TV

The colour scheme is too plain and even though we just painted it, it gets really mucky.

Having ovens in the flat kitchens

Ovens need to be installed in our rooms.

Communal garden to be open till later

Kitchen, lounge needs improving

Needs repainting, it needs tidying up outside

My lights in my kitchen need to be fitted properly, and need new bulbs in. Shower door need to close properly (slight gap lets water out onto my bathroom floor). Smoke alarms need to be replaced as lot of smoke won't set it off.

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The residents' hygiene and personal cleanliness

I wouldn't really say anything needs improving, just a bit more freedom to be honest.

Nothing really. Apart from the furniture it's all good, some of the cookers though

Everything I need is there.

I have everything I need and don't feel as though anything needs improving.

My window could open a bit more, I can just get my head out of it.

Need more things to do like going out on trips and stuff

Everything is ok. My room is small but I like it

My TV aerial needs improving.

It would be nice if some of the individual rooms could be redecorated and a bathroom updated.

It could do with a freshen up in some of the rooms.

Nothing except more cutlery.

The WI-FI needs improving.

Standards of the living conditions i.e. player falling off walls and big cracks in walls

Needs decorating

Wi-Fi, curfew times could be more relaxed

** In reference to this question, one answer has been removed as it will make the provider identifiable. However, the main points of their response are as follows;

- The building needs updating- fix broken doors/ kitchen lights/ broken blinds
 - Need some additional support for residents to ensure they are able to access a wider range of opportunities
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I find some people who live here quite hard work, some rooms need painting.

Heating, ovens and walls in the flats have been ruined by previous residents.

The kitchens need decorating.

Longer hours for caretaker/night staff

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Would prefer a double bed rather than a single

I am happy with the accommodation

Letterbox at front door

Needs decorating but this is planned to be completed

Walls and skirting need attention and the bannister is loose. This is being fixed though

Decorating and new carpets

Kitchen needs updating and electric storage heaters

Not having to get my post from the office. To be able to have my family stay overnight and nephews (as long as a parent is with them if under 16) At least one member of staff in the office all day so people can actually do their washing without having to wait till the next day because staff leave earlier than 5pm. Being able to have my own broadband and phone line (not to be refused it because previous tenants didn't pay their bill) being able to decorate your own flat

Update gas and electric heaters

I am happy with my accommodation

Washroom needs to be open more often

Just Wi-Fi in flats

5 respondents had no recommendations for improvements

What are the best things about the support you receive in the accommodation where you live?

The position of the service in the town. It is near to facilities and places that I would need to visit. The building is nice. (Would like some more aesthetic work)

There is always someone there if u need anything

Always got someone to ask for help

The staff are always there for you with any type of support that you need.

I get to learn how to shop on a sharp budget, how to use domestic appliances and I get to learn the different areas around me

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Nice to come in and have a brew and a chat with your support worker and to be able to talk to them as I don't see much of my family. It's good they know me and I feel better after the meeting as you feel that you are getting on top of things again

My support worker was good to talk to and understood

Nothing I need more

Down to earth friendly listens always willing to stop and help if needed.

Cheerful and at any time

The staff always try to help even if you push them away

Approachable, friendly. I feel that the staff are always willing to listen and even when they are busy they still find time.

Don't know

That I might move to (another setting)

They are very friendly and easy to approach

Budgeting mental health

I don't know this is my first one

They know when something is wrong

It can be specific to you

Some members of staff

That no matter what the staff will always help and never give up

Staff want to do the best they can for us in support

Location - communal room

It's very helpful as it prepares you for the life outside of this accommodation

Wi-Fi on communal computers

Close bond with my support worker to help me with day to day life

You get support 24 hours a day

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Lots of support from staff and residents

Staff 24/7 to be able to speak to about your issues.

Like the support from staff,

That our opinions are listened to and still valid even if disagreed with

Staff help you out with any kind of advice that you need whether it's for benefits, mental health or any other things. You can ask for support anytime you need it and staff will be there to help.

Helping me on a one to one basis to help sustain my flat and to help to get myself a job

You are always checked up on and asked if you are alright.

Being able to speak to someone 1-1 to get the best support I possibly can

Its easy going, my worker is friendly and helps me out.

They always know what to say and do

The staff are easy to talk with and they let me in the office to chat and have a coffee

It has improved my confidence, support is always available to me when I need it.

The staff are always welcoming, friendly and genuinely care. They try to provide outings and activities.

It is one to one and personal so caters to my needs.

There is always someone to talk to, it is very responsive.

I can learn to become more independent. I can get support when I need it. It helps me for the future.

I am close to my family if they have any problems

Comfy

Learning things I did not know that will help be independent

The people

The staff and residents being around the house

You can get it whenever you need and they make it personal to you

I feel comfortable speaking to staff

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Friendly and supportive worker flexibility of support arrear and meeting

Regular one to one meetings but flexibility for additional support when needed. Variety of support issues covered and signposting to specialist services when needed.

What are the best things about the support you receive in the accommodation where you live?

Support always given when needed.

They are there when I need help with something and resolve issues.

Someone there when needed

Someone there when needed

I get weekly support

Its free and someone to ring for support

Someone to ring is there were ever any problems in the house also to talk about any personal problems

That if I need support it is always there. Staff are friendly.

Knowing support is available sort problems out

He helps me with things I don't understand or struggle to do myself

My support worker has helped me to be independent and find my own place

I feel all my problems and issues are dealt with by staff.

Knowing support is available when needed

It's there when I need it.

It makes you realise you need to manage your money to get the best of it and get the right things you need. That having your own place to live isn't just somewhere you can sit off and do nothing.

And what could be improved about the support you receive?

Nothing really apart from how to budget for rent and bills etc.

Nothing I am happy with everything

More support on offer when I need it

More to our times for supported sessions

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Nothing because the staff, always try to help

A little more help with money problems

Go to sessions more

Help me get a job

Decorations and things in the communal room where we have support

Happy with support I get

Helping build family relationships back up etc.

I am not really sure, I'm happy with the service.

It couldn't really be improved.

The way they handle issues between resident conflicts

Being more friendly

To be listened to more from the people who don't understand our situation

I don't know

Nothing at the moment my support has been very good and the staff have made me feel very comfortable to speak to them

More support workers

Longer night cover would be beneficial

HAPPY WITH THE SUPPORT I HAVE RECEIVED

I am happy with the support I receive

I feel like I could be informed when I first moved in that if I started working I would end up in debt.

43 respondents said there was nothing that needed to be changed about the accommodation they were in.

6 respondents said they didn't know if there was anything that needed to be improved.

Is there any other support that you'd like to receive?

Support when moving on with funds to move. I will be moving to a flat with nothing in it. There are often no carpets or curtains in the properties although there is some financial support for white goods and furniture. Young People often have no way to transport their own belongings which can be very expensive. It would be nice if the Council could help find a solution or service that could help with this.

A lottery fund

I am struggling with my mental health and would like support with cleaning my flat and my support worker is helping me with this

Attending appointments

I'm getting support now, it's just I push them away

Money and bank support

Help getting into uni

To get a house before the baby is born

Just with family

Not at the moment, maybe getting more help towards finding a job, but I will ask for this help if I need it.

Funding to help out in difficult situations.

More help for (*respondent named the provider*)

More group support sessions maybe with 2 residents and one staff at a time

More about life after moving out, how to get a house, all the bills you need to pay etc.

43 respondents didn't have any suggestions for support