

# Solon HA Tenancy Support Services Residents Satisfaction Survey 2009/10

Solon's Tenancy Support Service is funded by Bristol Supporting People and provides short term housing related support to 23 Solon residents at any one time. Referrals to the service are usually made by housing a officer or another member of staff. Occasionally referrals are made by other agencies, residents can also self refer.

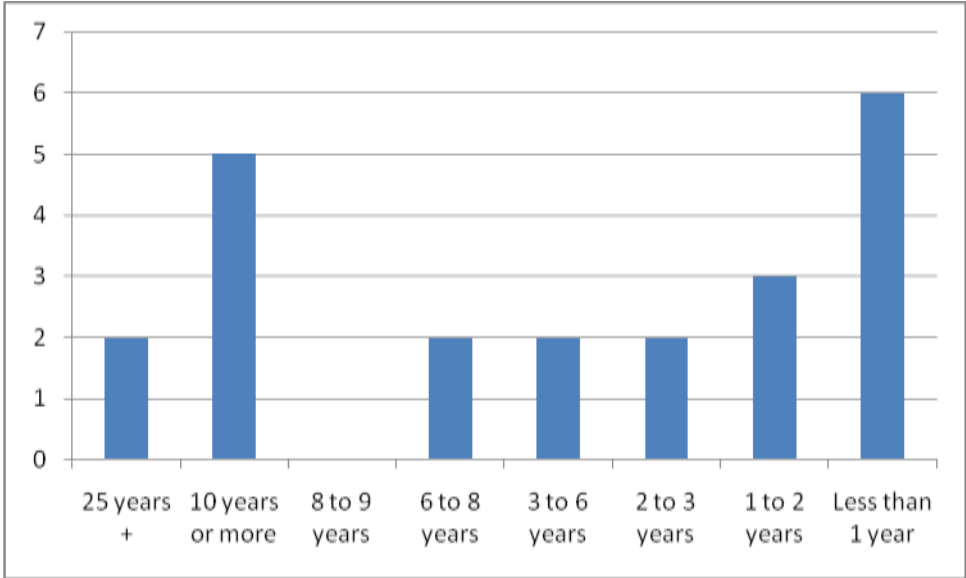
During 2009/10, 22 residents were interviewed by the Supported Housing Manager. Interviews were conducted face to face or by telephone. 5 of the residents who were interviewed no longer received support. Comments from residents who no longer receive support are valued as they will have had some time to reflect upon their experience. During 2009/10 a total of 76 residents were supported, the survey represents a snapshot of residents views during the year.

The aim of the survey is to ensure the following:

- Solon's continues to provide a good quality support services
- Ensure that we are adequately meeting a diversity of need
- Ensure residents from BME communities do not feel excluded from support services and that they see it as a service that is accessible
- Provide residents with the opportunity to feedback on how the service can be improved
- Assist with developing services, ensuring that we adapt to changing needs

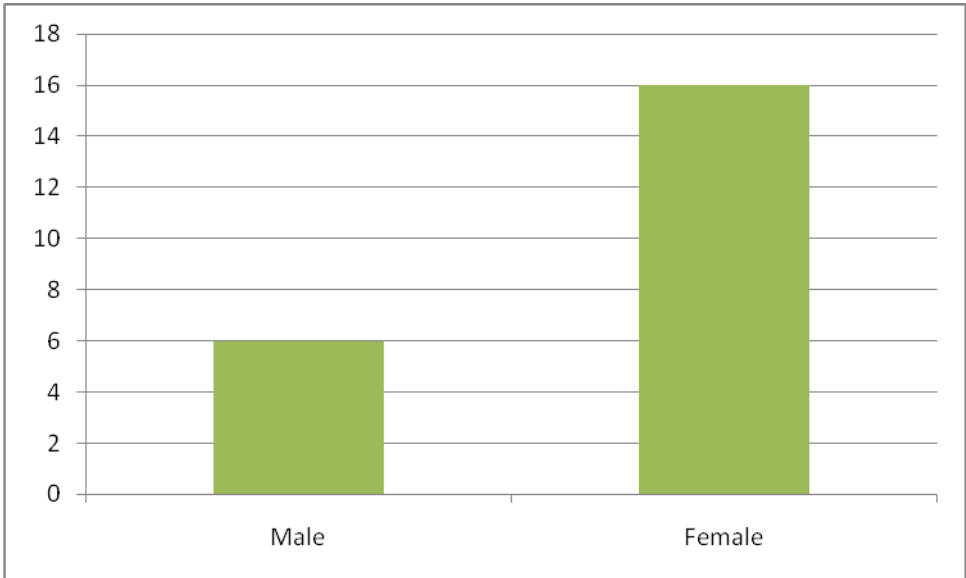
# Survey Results

## 1. How long have you been a Solon tenant?



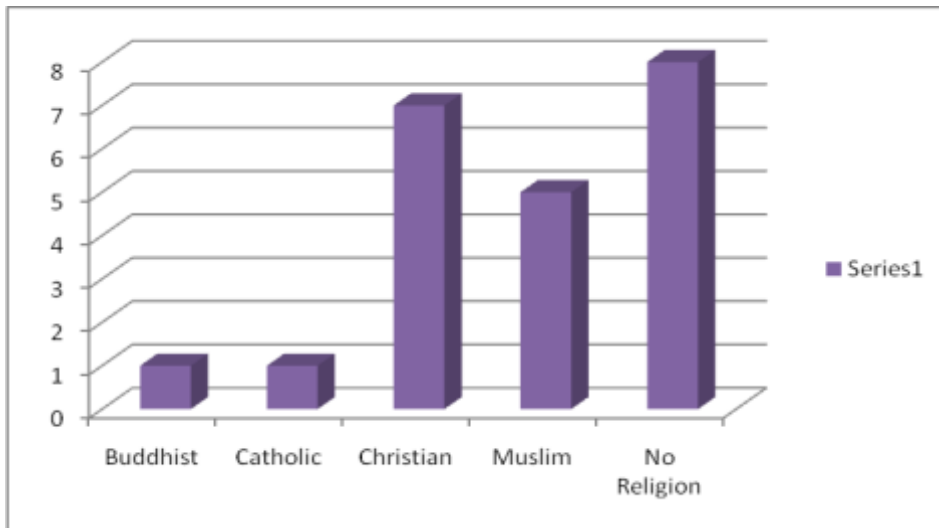
Whilst a number of residents required resettlement support after moving into a new Solon tenancy (6 residents in total), the majority of residents had been Solon tenants for a number of years. We will continue to promote Support Services as residents may need assistance at any stage during their tenancy and not just with setting up home.

## 2. Gender



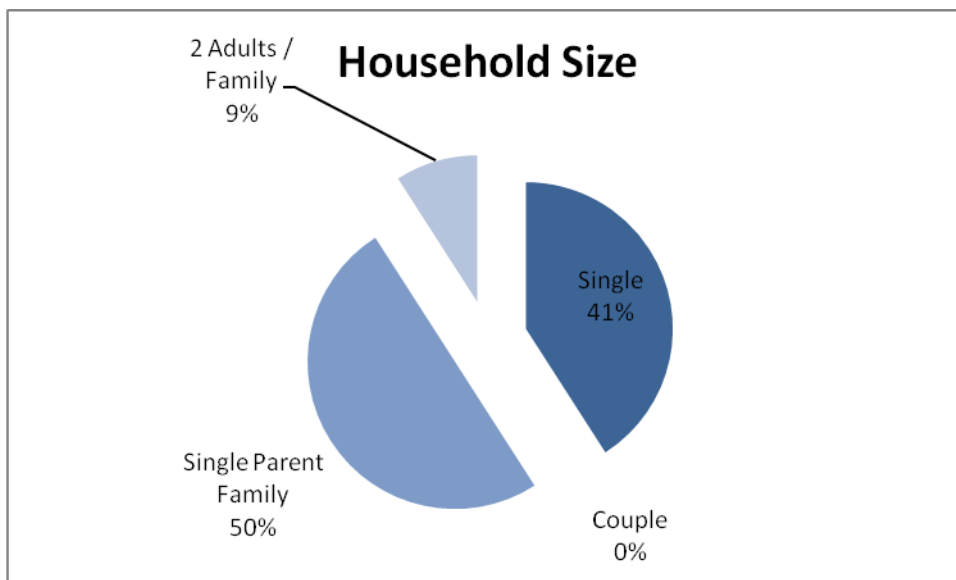
73% of residents were female and 27% were male.

### 3. Religion



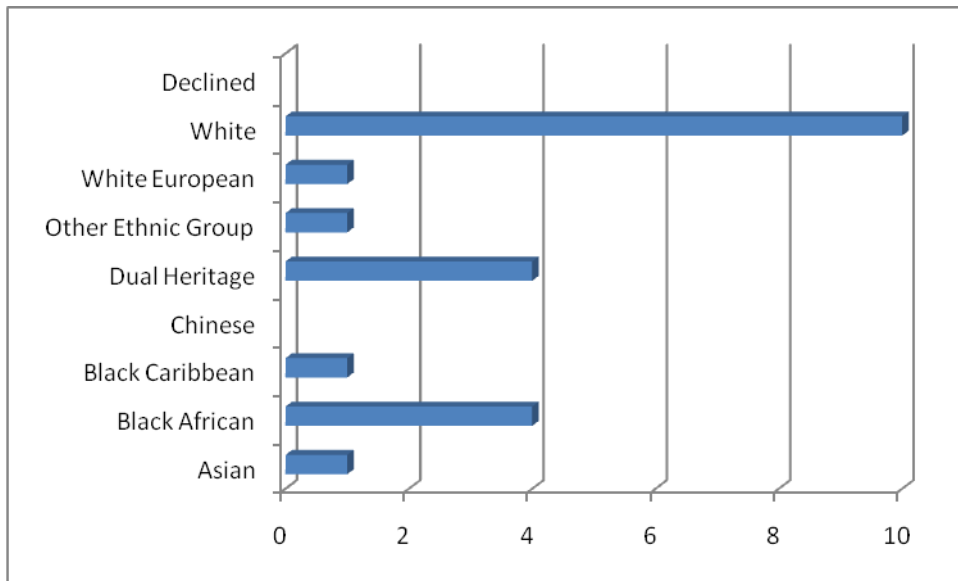
5% (1) resident Buddhist, 5% (1) resident Catholic, 32% Christian, 23% Muslim, 36% no religion.

### 4. Household Size



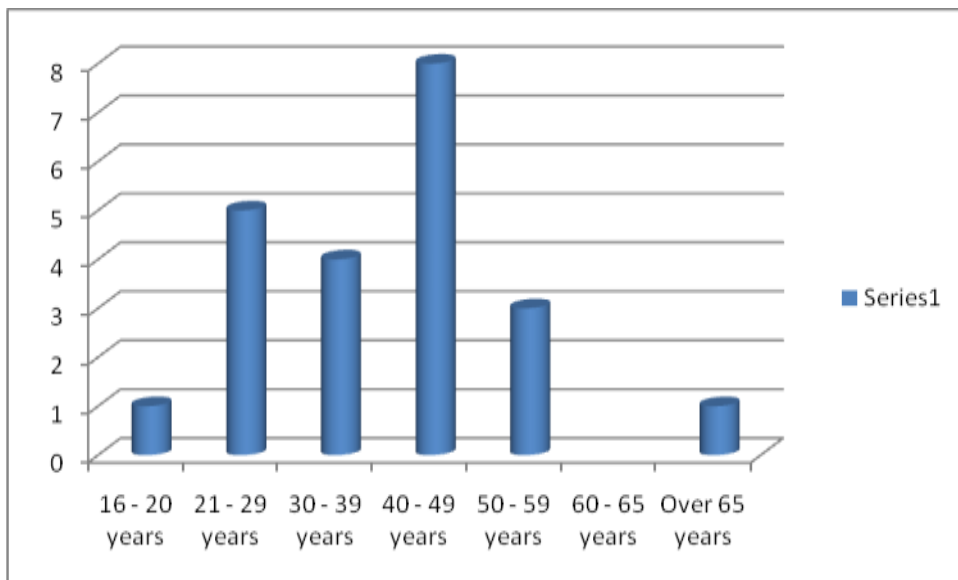
50% of residents were single parents, 41% were single adults and 9% were families with 2 parents. As 59% of residents have dependent children we are currently looking at ways in which we can better meet the needs of residents with families through partnership working with local agencies.

## 5. Ethnic Origin



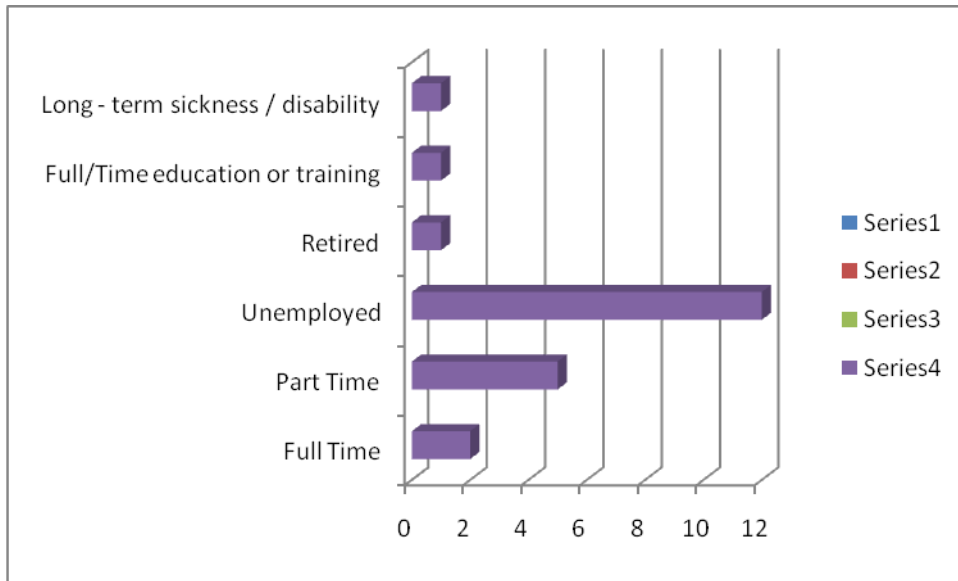
Asian 5% (1 resident), Black African 18%, Black Caribbean 5%, Dual Heritage 18%, Thai 5% White British 45%, White European 5%.

## 6. Age of Residents



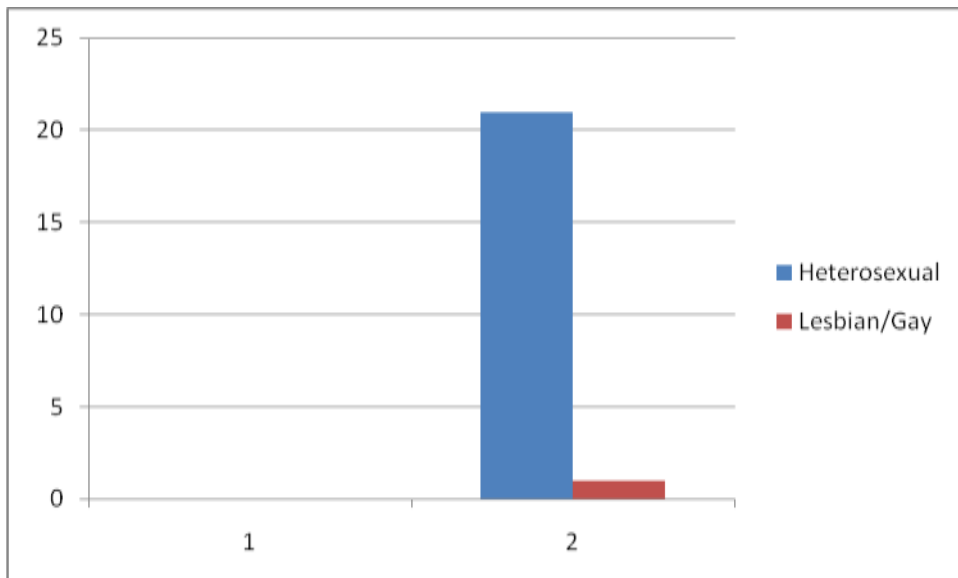
18-20 years old 5%, 21-29 years old 23%, 30-39 years old 18%, 40-49 years old 36%, 50-59 years old 14%, over 65 years old 5%.

## 7. Economic Status



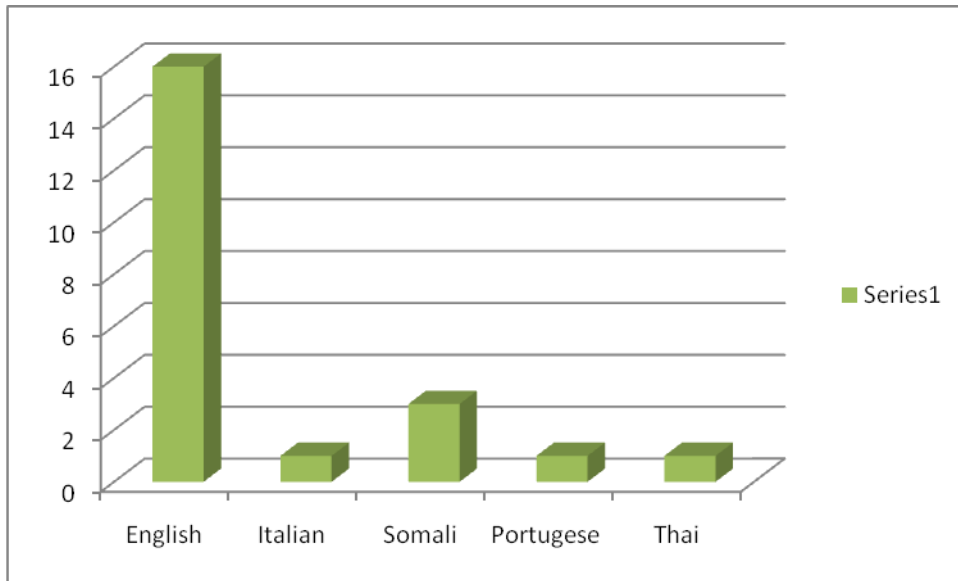
Long term sick 5%, full time education or training 5%, retired 5%, unemployed 55%, part time employment 22%, full time employment 9%.

## 8. Sexuality



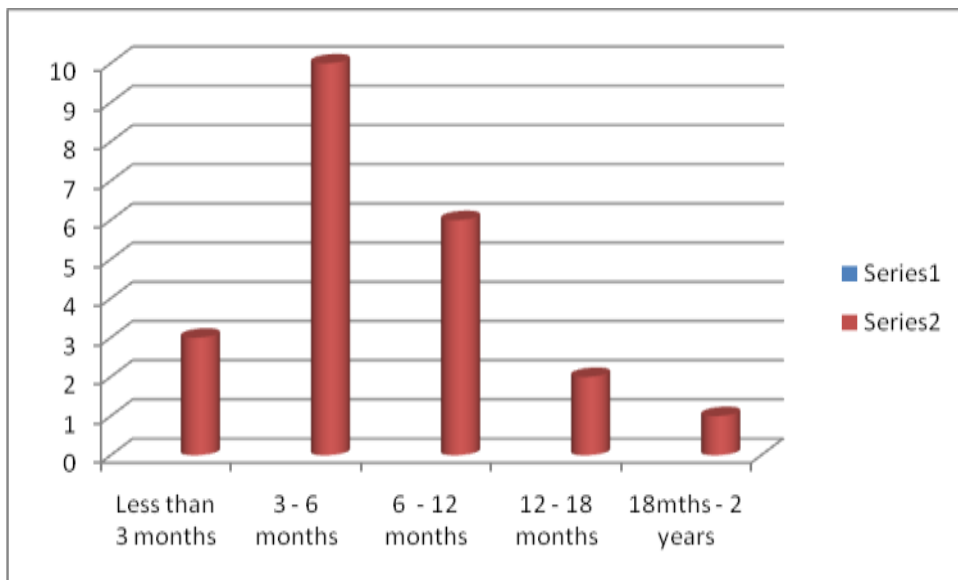
95% of residents were heterosexual, 5% were lesbian/gay

## 9. First Language



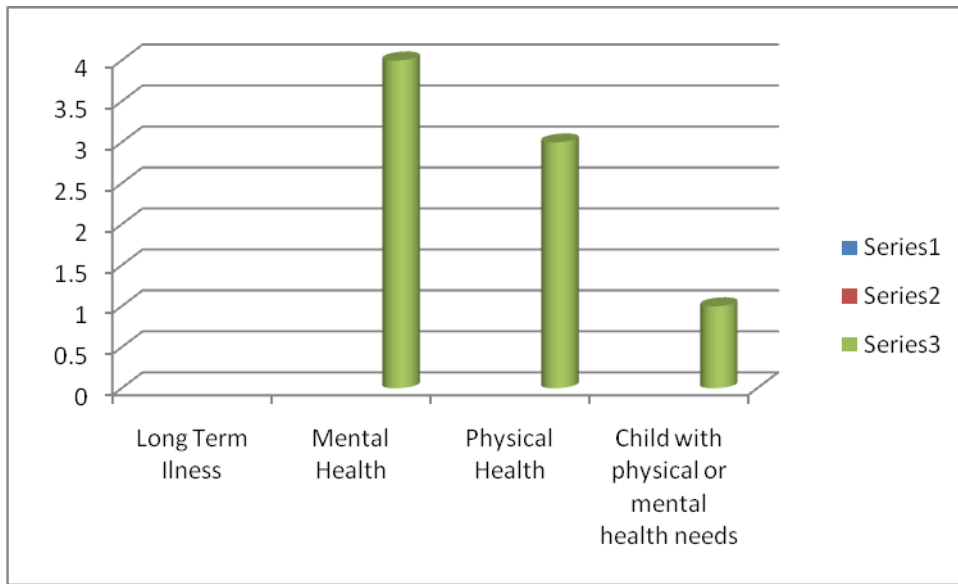
English 73%, Italian 5%, Somali 13%, Portugese 5%, Thai 5%. Three of the residents who were interviewed required an interpretator.

## 10. Length of time receiving support at time of interview



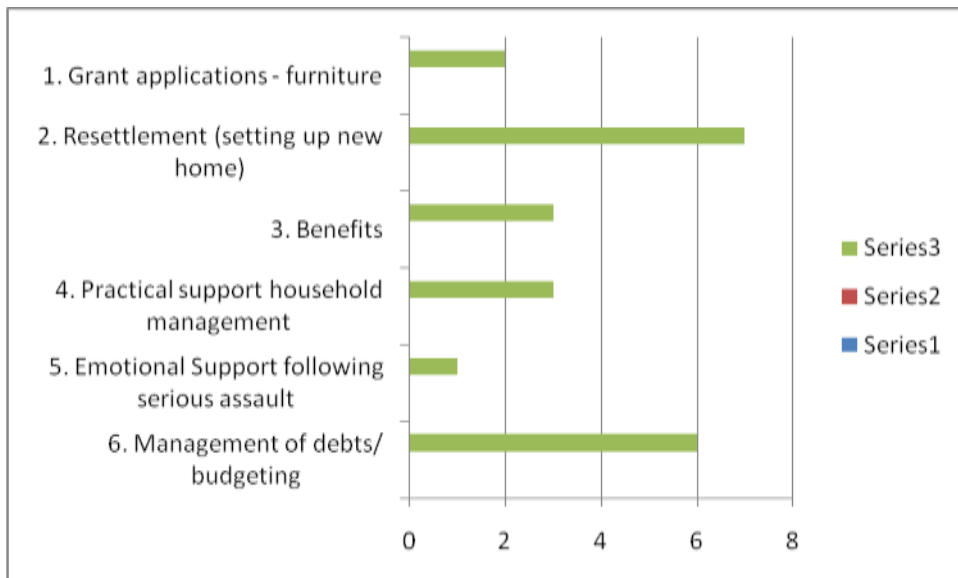
Less than 3 months 14%, 3 – 6 months 45%, 6 – 12 months 27%, 12- 18 months 9%, 18 months – 2 years 5%

### 11. Tenants with long term illness



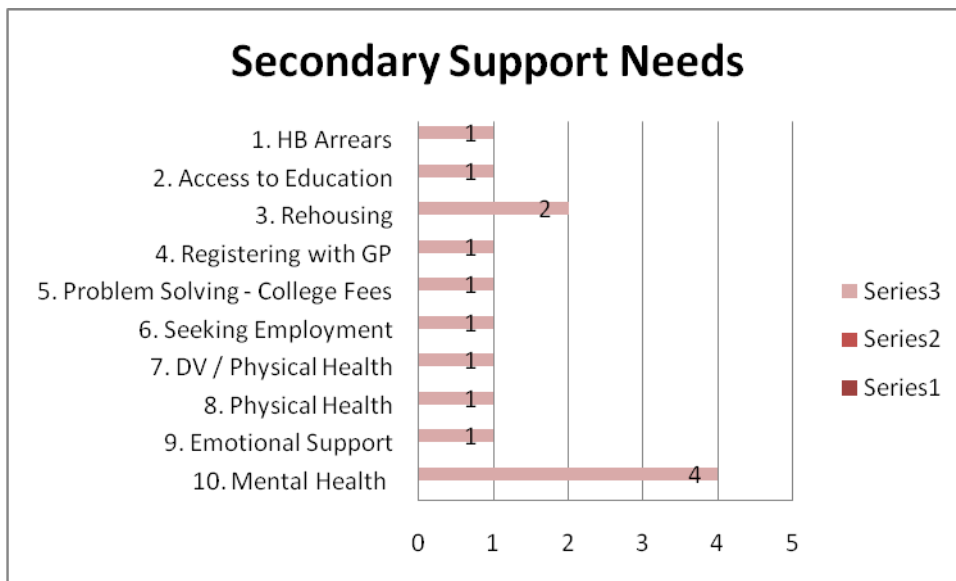
Mental health needs 18%, physical health needs 14%, child with physical or mental health needs 10%

### 12. Primary Support Need



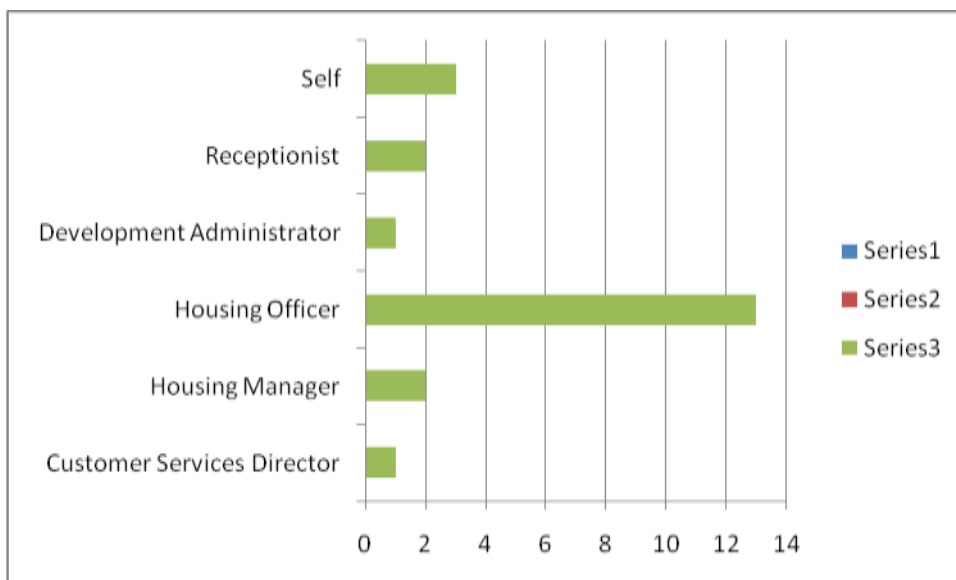
Grant applications 9%, resettlement support (new tenancy) 32%, welfare benefits 14%, practical support with household management 14%, emotional support following serious assault 5%, management of debts / budgeting 27%.

### 13. Secondary Support Needs



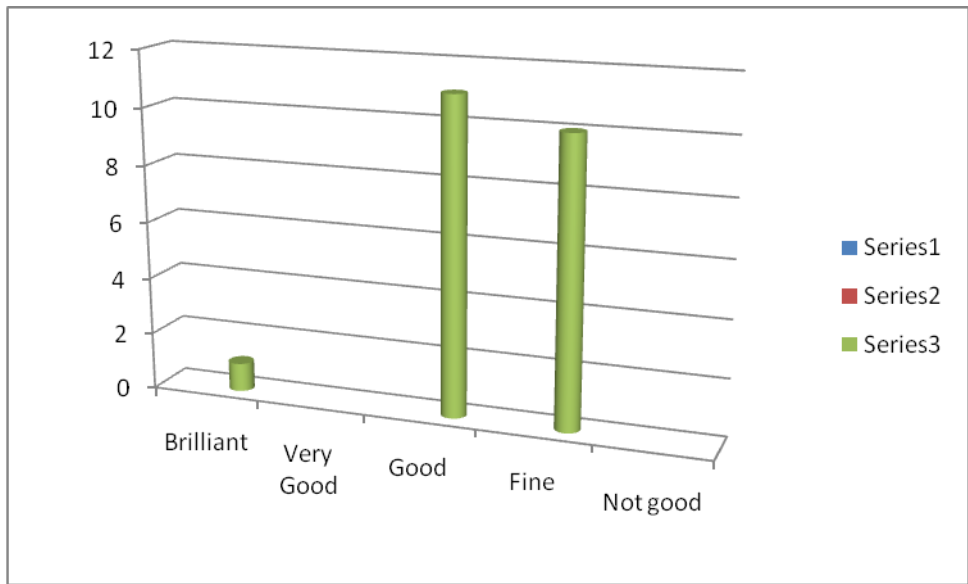
In addition to the primary support needs, which were the main reasons residents required support, a number of residents had other support needs. These secondary support needs for residents are recorded within the above table, details are provided in numbers.

### 12. How residents were referred to Tenancy Support



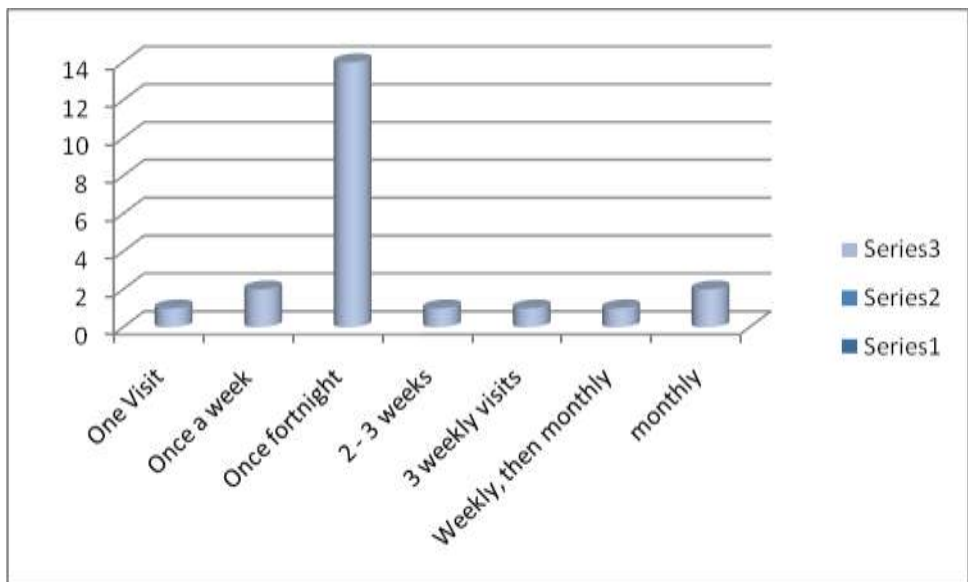
Self referral 14%, Receptionist 9%, Development Administrator 5%, Housing Officers 59%, Housing Manager 9%, Customer Services Director 5%

13. Residents views on the assessment interview



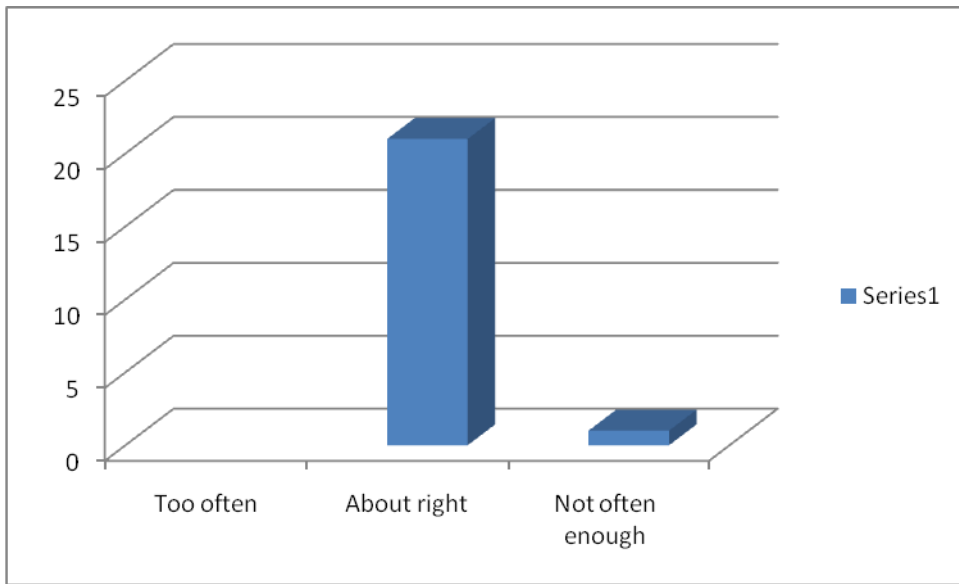
5% (1) resident stated that the service was brilliant, 50% stated that the service was very good, 45% stated that the service was fine. All residents were satisfied with the service and there were no concerns raised.

15. How often did residents get to meet the Tenancy Support Officer (TSO)



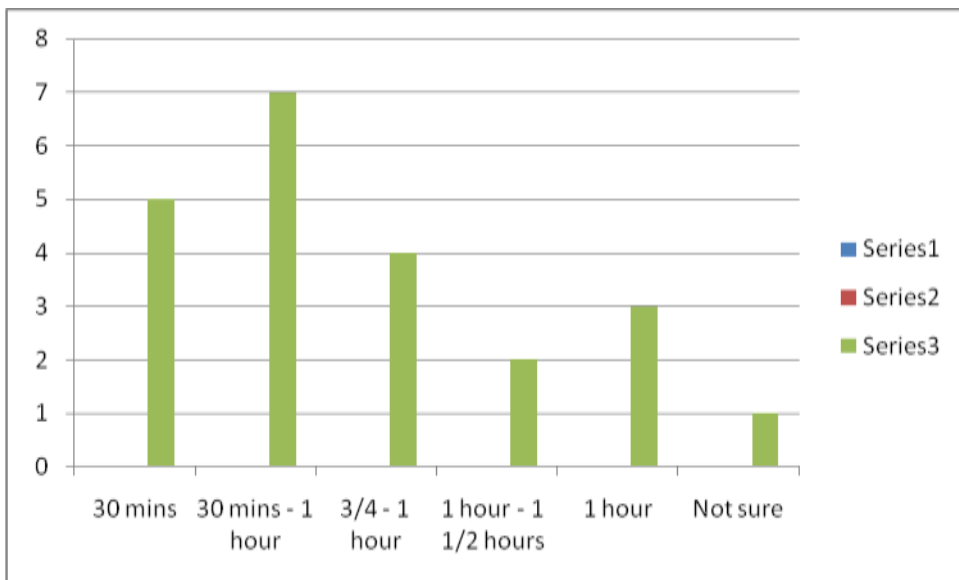
Frequency of meetings with the Tenancy Support Officer varies upon need. 63% had fortnightly meetings, 9% had weekly meetings, 5% had meetings every 2 – 3 weeks, 5% had 3 weekly meetings, 9% had weekly meetings which were then reduced to Monthly, 5% (1) resident had monthly meetings, 5% (1) residents had a one off meeting with the TSO.

16. Were residents happy with the frequency of support visits / meetings?



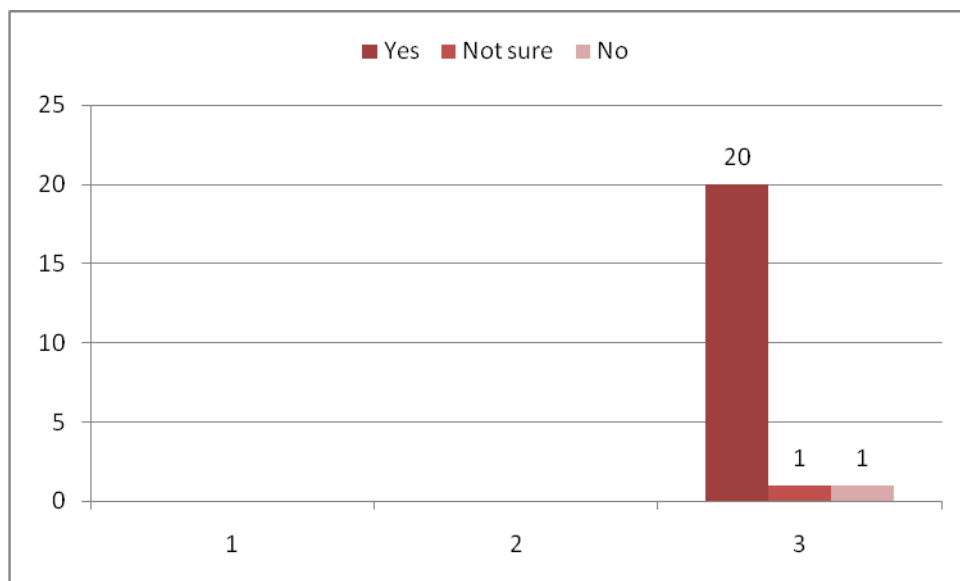
The majority of the residents 95% stated that the frequency of the meetings were about right. One resident (5%) state that the frequency of meetings was not enough. The resident who stated that meetings were no frequent enough wanted assistance with being rehoused and believed that more contact with the TSO would assist. It was explained to the resident that this was not the case.

17. Average length of time for meetings



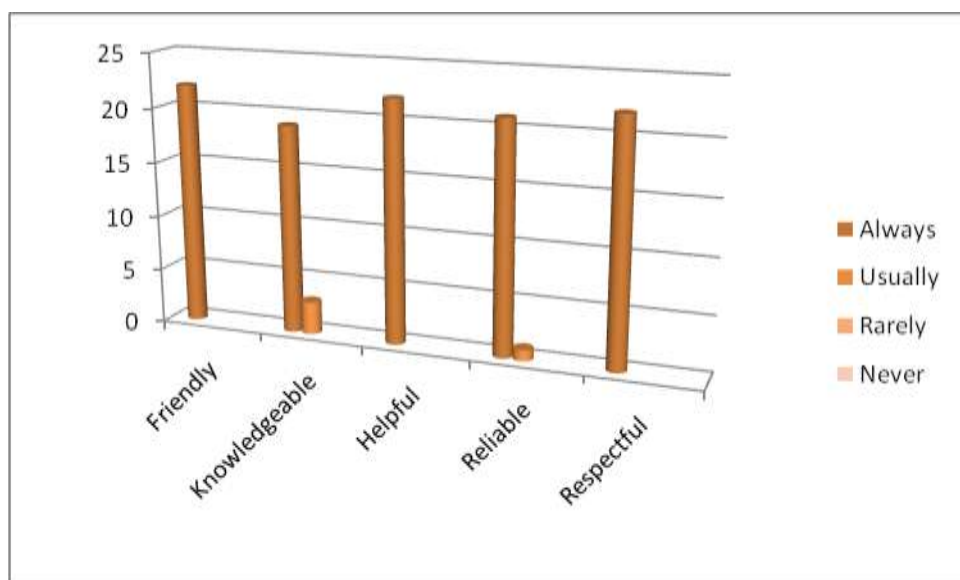
Average length of times for meetings last between 30 minutes to 1 1/2 hours. One resident stated that the TSO managed her time well and negotiated length of time required for appointments as they were booked.

18. Is the Tenancy Support Officer normally on time for meetings?



91% of residents stated the TSO was on time for meetings, 5% (1) resident was unsure if the TSO was on time and 5% (1) resident stated that the TSO was a little late on one occasion. One resident stated *'she's been brilliant when I've been ill and can't keep appointments, she always get back to me to rearrange'*.

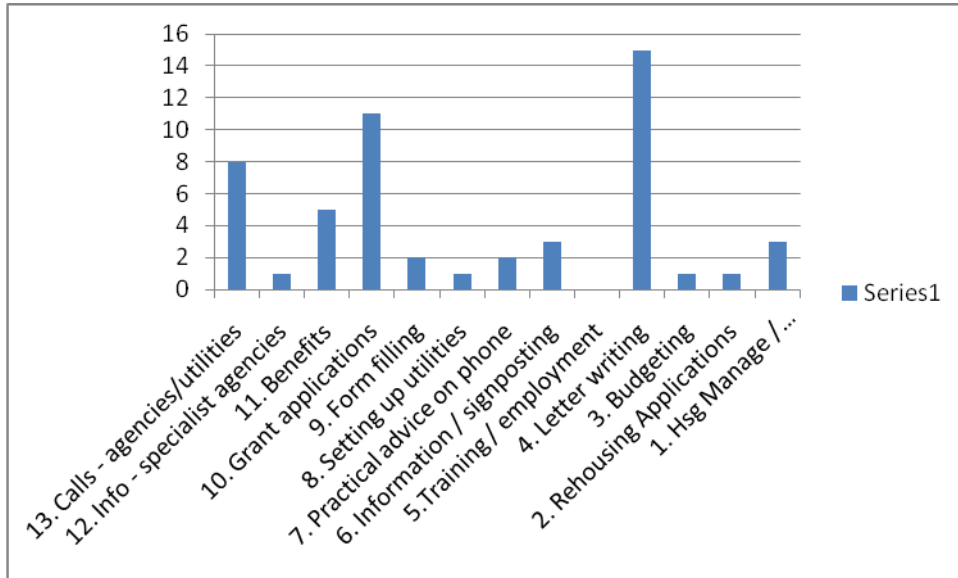
19. How residents described the Tenancy Support Officer



100% stated that the TSO was always friendly, 86% stated that the TSO was always knowledgeable with 14% stating that she was usually knowledgeable. 100% stated that the TSO was always helpful. 95% stated that the TSO was always reliable with 5% (1)

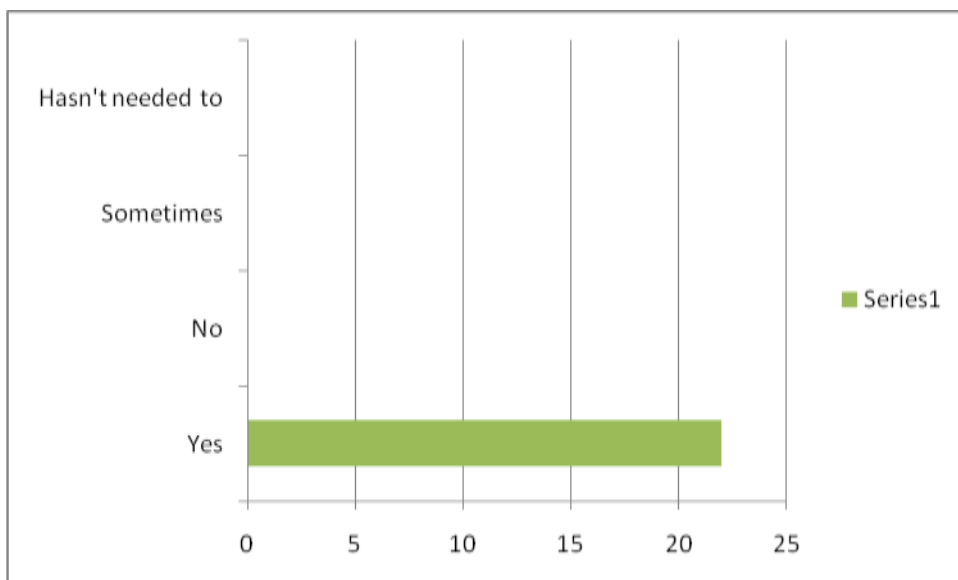
stating that she was usually reliable. 100% of residents stated that the TSO was always respectful.

20. Apart from visits / meetings how else did the Tenancy Support Officer assist residents?



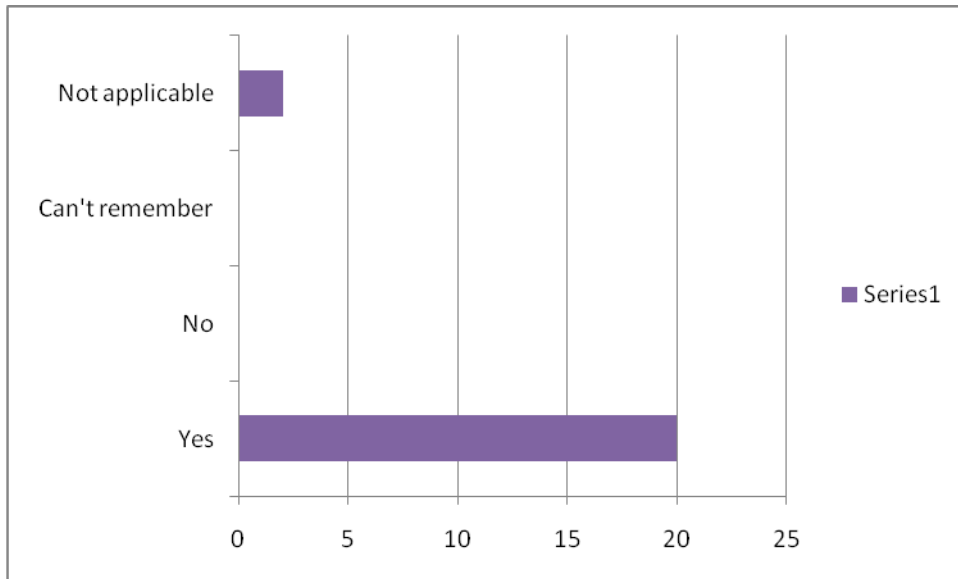
The above table shows the different ways in which the TSO has been able to assist, as reported by residents.

21. Do residents find it easy to contact the Tenancy Support Officer?



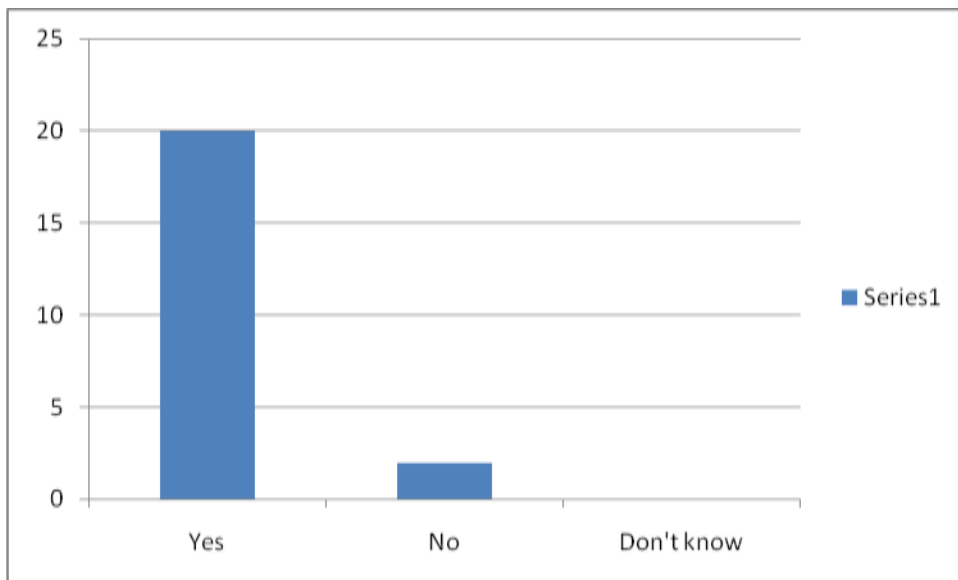
All of the residents in the survey confirmed that it was easy to contact the TSO.

22. Were residents happy with the speed in which the Tenancy Support Officer returned messages?



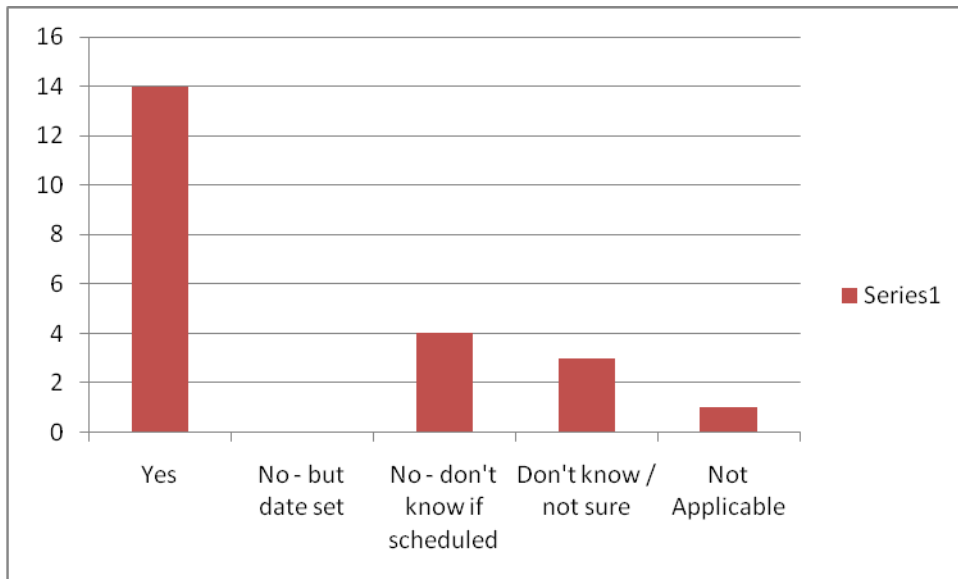
90% of residents were happy with the speed in which the TSO returned their messages, 10% stated that this was not applicable to them.

23. Did residents have a support plan? If not were they offered one?



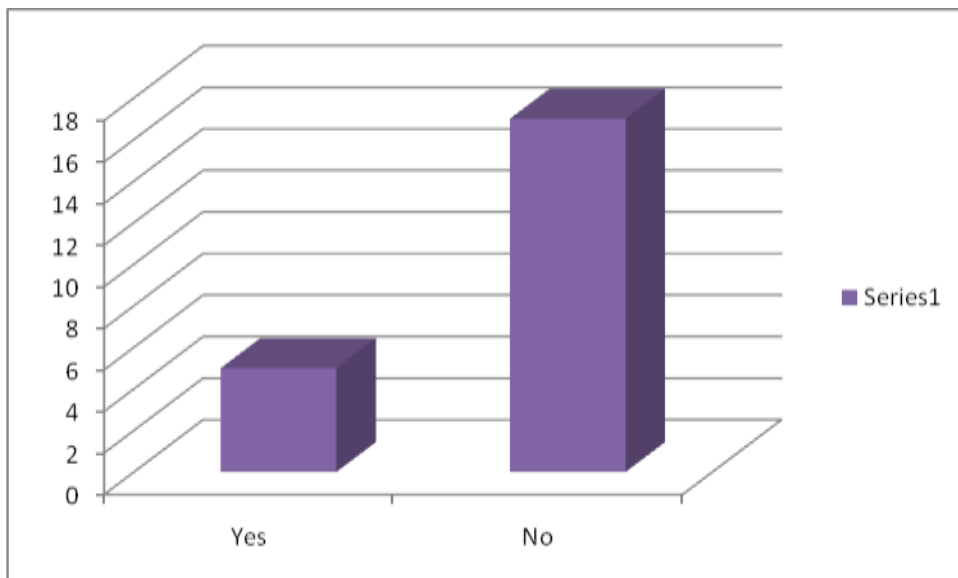
90% of residents stated that they had received a copy of their support plan. 10% of residents (2) stated that they did not have a copy of their support plan. However of this number, 1 of the resident stated that they had been offered a copy and asked that it be kept on their file. Upon inspection the resident's copy of the support plan was also on file for the 2<sup>nd</sup> resident.

24. Have residents had a review of their support plans?



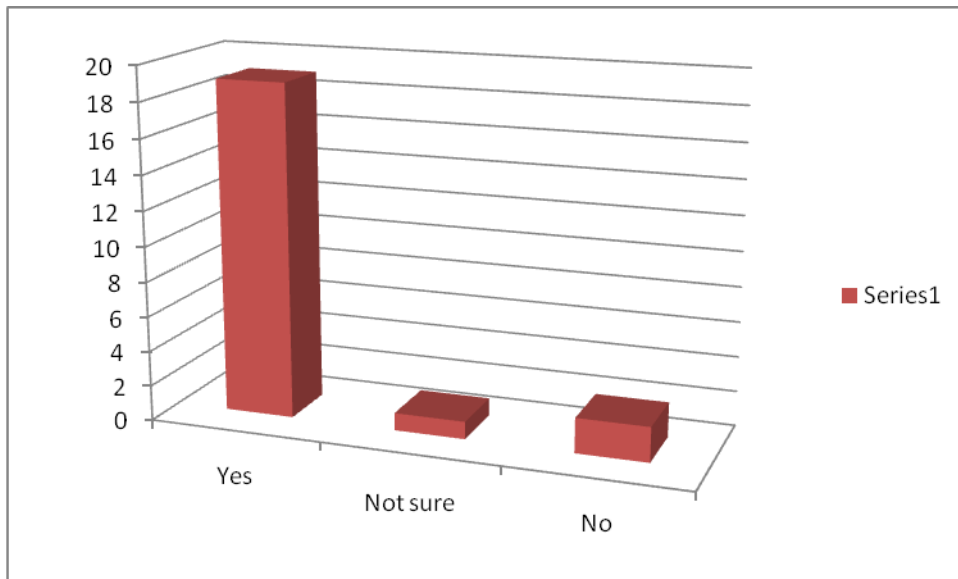
90% of residents stated that their support plans had been reviewed. 5% (1) resident was not sure if a review had been carried out and 5% (1) resident stated that they had not received a review at the time of their interview.

25. Do you receive support from other agencies?



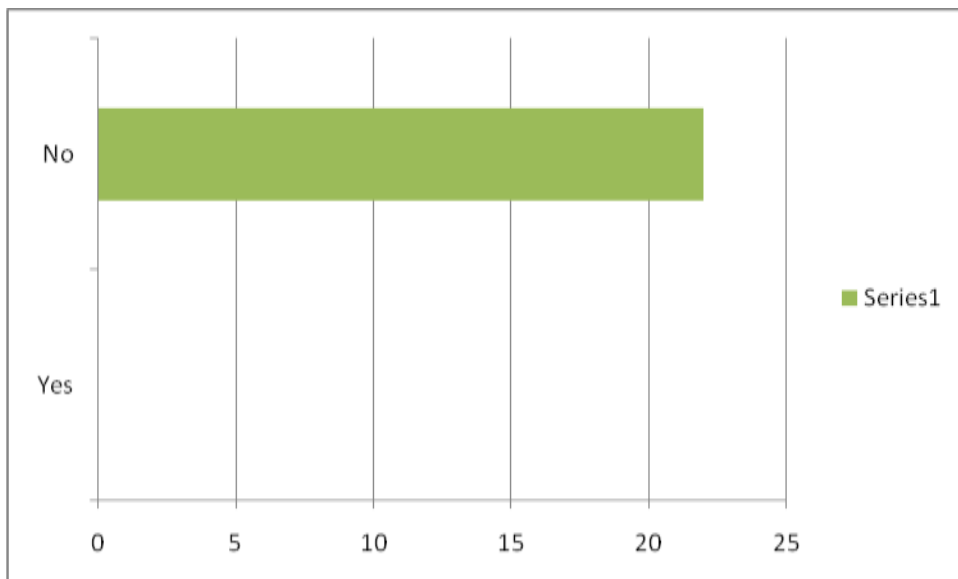
77% (17) of residents did not receive support from other agencies, 23 (5) residents received support from the following agencies: Victim Support Counselling, Alcoholics Anonymous, Barnados, Childrens Services, NHS Counselling & Pain Management.

26. Do residents know how to make a complaint unhappy with the service?



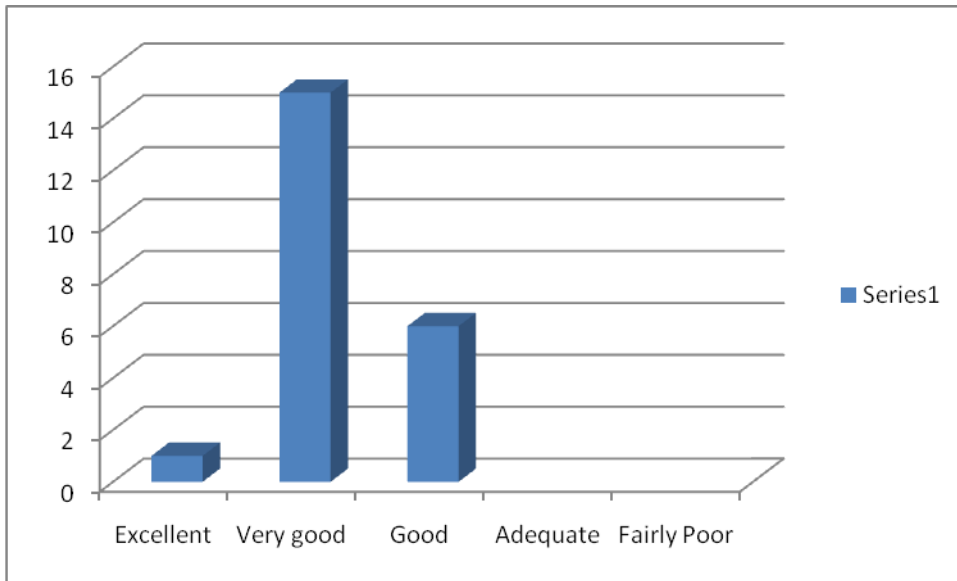
86% of residents knew how to make a complaint, 5% were not sure, 9% stated that they did not know how to make a complaint. An explanation on how to make a complaint was provided at the time of the interview for those residents who did not know how to make a complaint or were unsure. Details of how to make a complaint are included in the Tenancy Support Resident's Handbook, all residents receive a copy of the Handbook as they sign up for the service.

27. Have residents ever made a complaint about Tenancy Support?



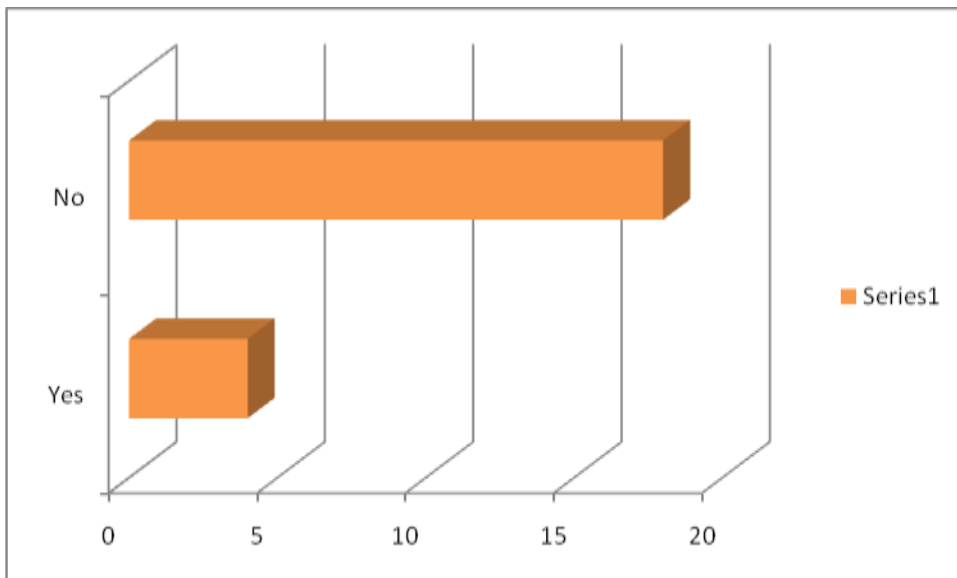
None of the residents had made a complaint about support services.

28. Overall how do residents rate the quality of the service?



5% stated that the support service was excellent, 68% stated that it was very good and 27% stated that the service was good.

29. Are there any ways in which you feel the TS service could be improved or changed?



82% (18) of residents had no suggestions on how support services could be improved. 18% (4) residents made suggestions for improvement, which were as follows:

1 resident stated that interview rooms were cramped and that it would be nice to go out for occasionally for a cup of coffee. The resident also suggested that the wording of letters sent out to residents waiting for assessment be changed slightly.

Both of these suggestions were agreed. The TSO can meet with residents outside of their home / the office, however this will depend on what needs to be discussed and the appropriateness of meeting in a public space.

1 resident suggested that more support staff be appointed. Solon applied for funds in 2009/10 to recruit another support officer but was unsuccessful. Applications will be considered in the future should the opportunities arise.

1 resident, who is a single parent and worked part time stated that she would have liked her adult children, who lived with her and whom she supported financially, included in the support plan. The resident received advice regarding her children's eligibility for benefits and this was eventually taken up, thus increasing the household's income and easing the financial strain on the resident.

1 resident stated '*I think the service is excellent, would like to see it promoted to new residents*'. More formal assessment of support needs are to be included as part of the signing up process for new residents and will be finalised within 2010/11.

Solon also holds an open afternoon twice a year for residents to drop in and find out more about the service. A flyer is sent to all residents in advance of the open afternoon, advising them of the date and time.

Other comments from residents about the service were as follows:

*'..been happy with everything'*

*'I think it's good'*

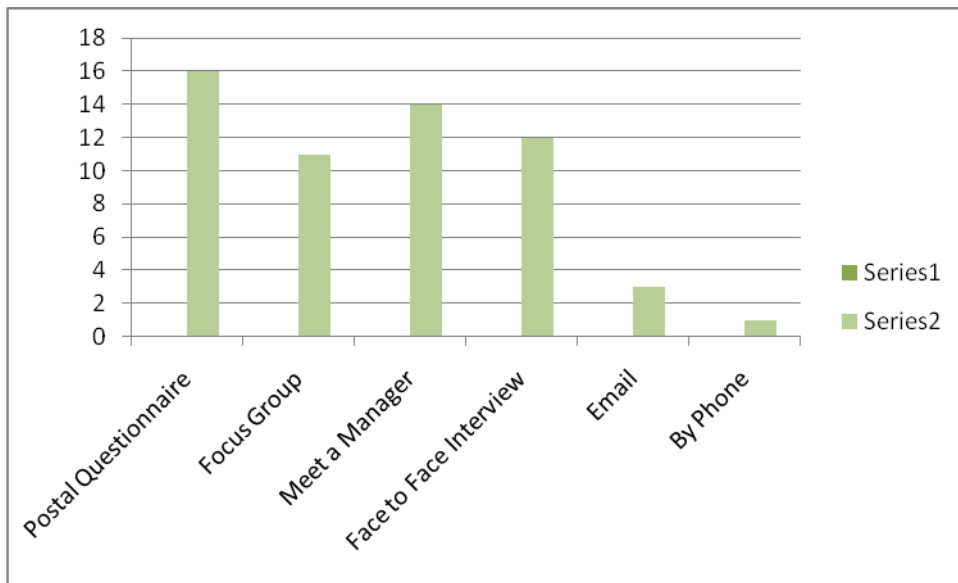
*'Overall my experience has been positive. Her manner and helpfulness is great'*

*'It's very good, wouldn't make any changes, am very happy'*

*'Solon's in-house service is quick and responsive, it reduces timescales for referrals' (the resident who made this comment had received support from a number of agencies in the past)*

*'Would find it very hard to improve on Corinne (TSO)'*

30. Would residents be interested in future consultation about Tenancy Support?



The majority of residents stated that they would be willing to participate in further consultation exercised about support services in the future. A number of residents these residents were contacted following the survey asking for feedback as part of the review of a number of policies for support services.

M Clarke, Supported Housing Manager  
September 2010