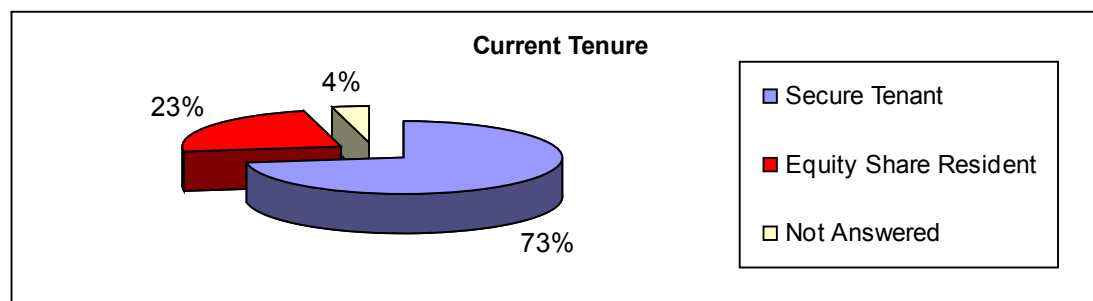


## APPENDIX 2 SHELTERED HOUSING TENANTS SURVEY RESULTS

Number of forms sent out:	1369
Number of forms received:	904
Response Rate:	66%

### Q2. What is your current tenure?

Secure Tenant	658
Equity Share Resident	212
Not Answered	34

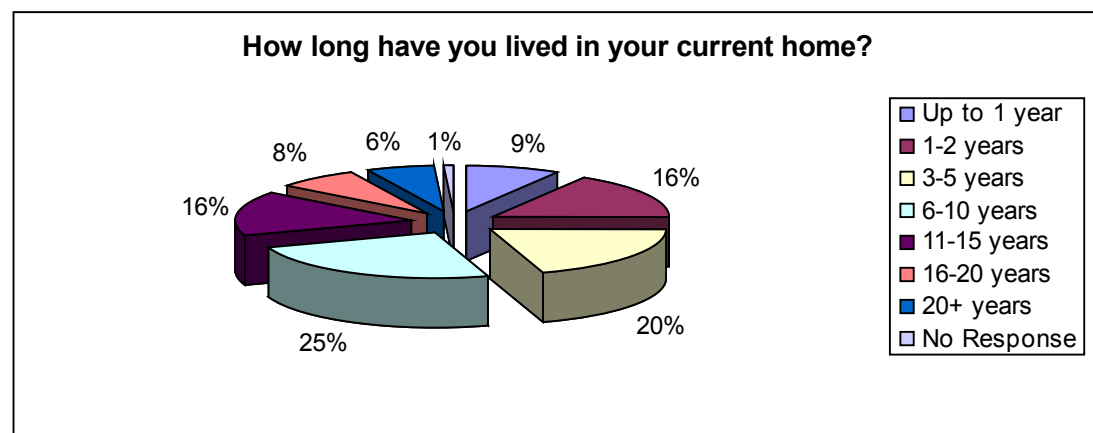


### Q3. What type of property do you currently live in?

Bedsit	4	0%
1 Bedroom Bungalow	332	37%
2 Bedroom Bungalow	512	57%
1 Bedroom Flat	32	4%
2 Bedroom Flat	7	1%
No Answer	17	2%

### Q4. How long have you lived in your current home?

Up to 1 year	78
1-2 years	149
3-5 years	181
6-10 years	222
11-15 years	142
16-20 years	68
20+ years	56
No Response	8



**Q5. Approximately what age are you/your partner?**

	Tenant	%	Partner	%
50-59	17	2%	11	6%
60-69	132	15%	46	26%
70-79	261	29%	70	39%
80-89	362	40%	44	24%
90+	106	12%	7	4%
Prefer not to say	3	0%	2	1%
No Response	23	3%	180	

Single Household	724	80%
2 Person Households	180	20%

**Q6. Which are the following best describes your ethnic origin?**

British	863	95%	Indian	0	0%	Chinese	0	0%
Irish	16	2%	Pakistani	0	0%	Other	2	0%
Other White	16	2%	Bangladeshi	0	0%	Prefer not to say	1	0%
White/Black African	0	0%	Other Asian	1	0%	No Response	4	0%
White/Asian	0	0%	Caribbean	0	0%			
Other Mixed	1	0%	African	0	0%			
			Black Other	0	0%			

**Q7. Thinking back, what is the main reason you moved into your present home?**

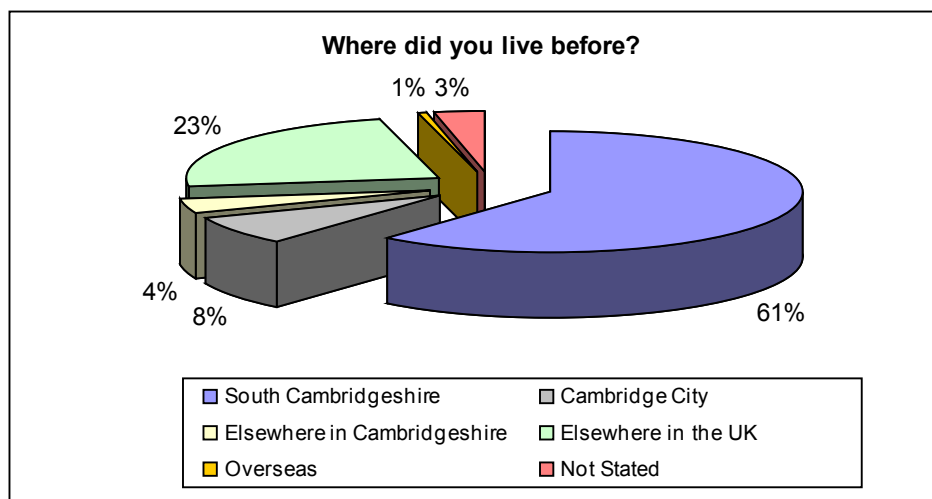
Previous home too big	139	13%
Previous home had too many stairs	188	17%
Wanted Scheme Manager Service	185	17%
To live with neighbours of same age group	45	4%
Wanted to move to this area	89	8%
Wanted extra security	88	8%
Wanted to move nearer to relatives for support	272	25%
Only accommodation available	78	7%
Don't know	8	1%

*\*Note: some answered for more than one reason*

**Q8. Where did you live before you moved into sheltered housing?**

South Cambridgeshire	553	61%
Cambridge City	70	8%
Elsewhere in Cambridgeshire	35	4%
Elsewhere in the UK	212	23%
Overseas	5	1%
Not Stated	29	3%

<i>Of those living elsewhere in the UK:</i>		
South East England	23	11%
South West England	10	5%
East of England (excluding Cambridgeshire)	111	52%
East Midlands	21	10%
West Midlands	9	4%
North East England	15	7%
North West England	12	6%
Scotland	6	3%
Wales	5	2%



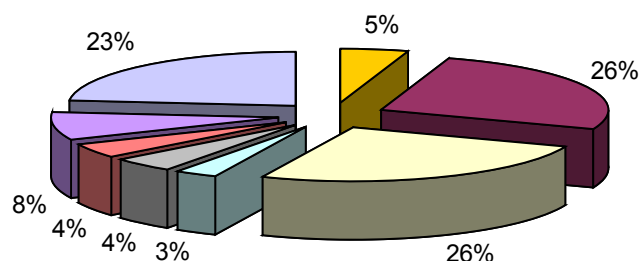
**Of those answering that they wanted to move to this area or wanted to move nearer to relatives for support, 27% came from South Cambridgeshire and 71% stated they previously lived outside of the District**

Region moved from			Moved from			Moved from		
South Cambridgeshire	92	27%	South East	20	6%	Wales	5	1%
Cambridge	38	11%	South West	10	3%	Scotland	6	2%
Cambridgeshire	27	8%	East Midlands	16	5%	Overseas	4	1%
London	23	7%	West Midlands	8	2%	No Answer	7	2%
Elsewhere in the East of England	62	18%	North East	15	4%			
			North West	10	3%			

**Q9. In ranking order 1-9 what elements of the following services within sheltered housing do you consider most importance**

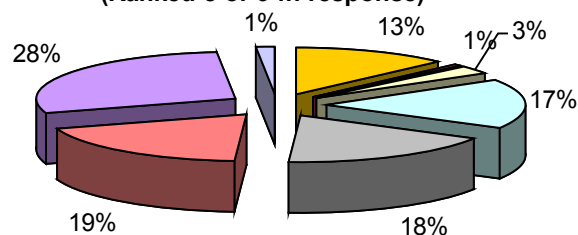
Elements of the Service	(1= most importance; 9= least importance)								
	Ranked 1	Ranked 2	Ranked 3	Ranked 4	Ranked 5	Ranked 6	Ranked 7	Ranked 8	Ranked 9
Communal Facilities	48	50	82	75	118	102	80	58	1
24 Hour Alarm	259	224	139	64	38	15	14	1	2
Daily contact with Scheme Manager	256	112	93	52	34	31	18	13	0
Opportunity for social events	30	44	45	84	106	105	130	78	2
Having Neighbours of the same Age Group	44	50	68	83	107	108	99	83	0
Access to other services	43	47	75	97	69	96	93	89	0
Having a smaller property	83	57	56	88	77	61	65	133	0
Security of living on a sheltered scheme	233	145	136	99	52	36	17	7	0

**Percentage of those rated the most importance  
(Ranked 1 in response)**



- Communal Facilities
- 24 Hour Alarm
- Daily contact with Scheme Manager
- Opportunity for social events
- Having Neighbours of the same Age Group
- Access to other services
- Having a smaller property
- Security of living on a sheltered scheme

**Percentage of those rated the least importance  
(Ranked 8 or 9 in response)**

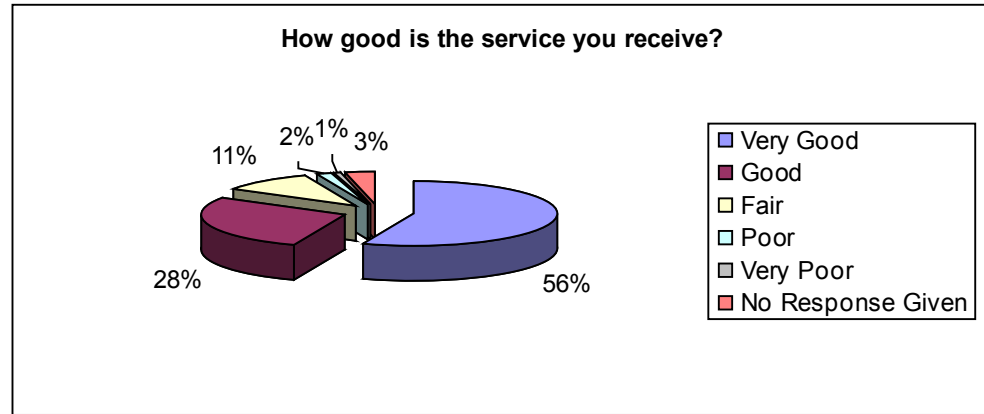


**Other comments made:**

5 residents expressed the importance of being near family  
 Individual residents expressed the importance of being near the chiropody/mobile library, having a garden & being near the hospital  
 1 resident felt the Full of Beans exercises good  
 1 stated that they were only in sheltered housing as were not given any alternative  
 1 resident felt there were no facilities on offer

**Q10. How good is the service you receive from sheltered housing staff?**

Very Good	504	56%
Good	253	28%
Fair	95	11%
Poor	15	2%
Very Poor	7	1%
No Response Given	30	3%

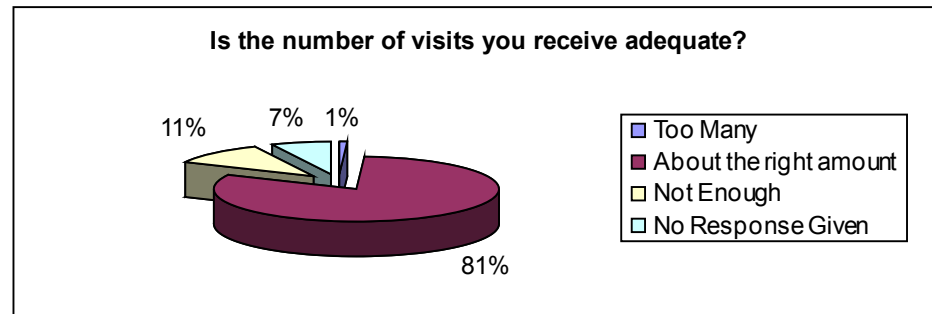


**Q11. Do the sheltered housing staff usually visit when you expect them to?**

Yes	762	84%
No	85	9%
No Response Given	57	6%

**Q12. Is the number of visits you receive each week from the sheltered housing staff ....**

Too Many	8	1%
About the right amount	735	81%
Not Enough	100	11%
No Response Given	61	7%

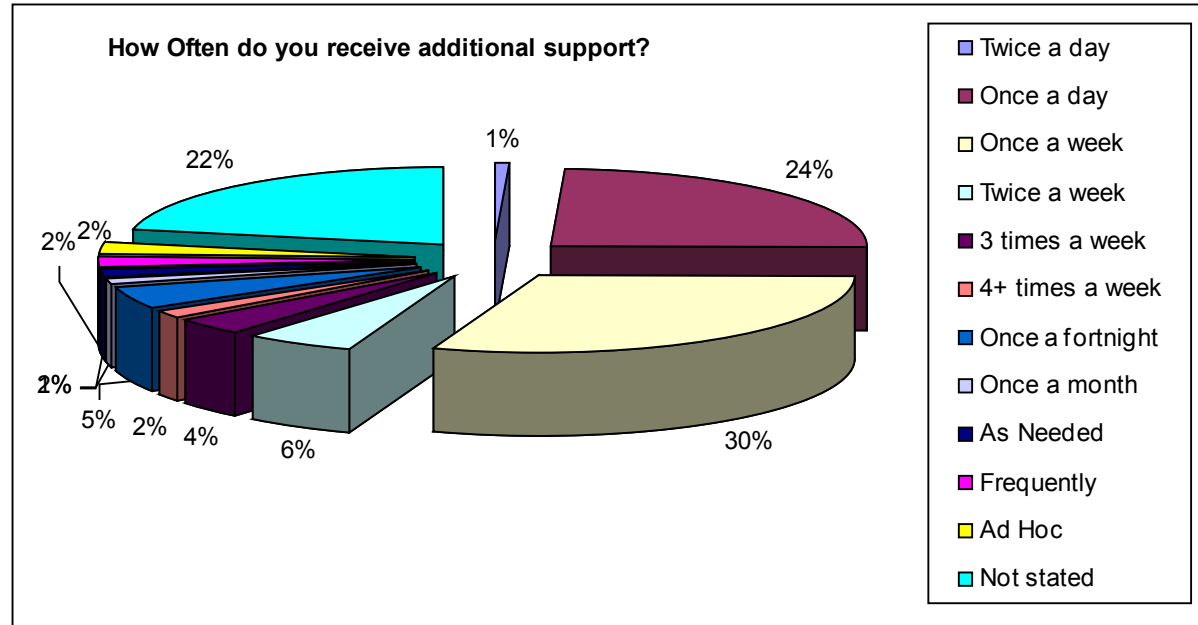


**Q13. Does anyone else provide you with support other than the sheltered housing staff?**

Yes	695	77%
No	181	20%
No Answer	28	3%

**OF THOSE THAT SAID YES:**

Family Member	474	68%
Home Help/Carer	27	4%
Friend	39	6%
Neighbour	2	0%
Family & Carer	38	5%
Family & Friends	84	12%
Family & Neighbours	3	0%
Family, Carer & Friends	4	1%
Carer & Friends	5	1%
Carer & Neighbours	1	0%
Friends & Neighbours	1	0%
Other	6	1%
Not Stated	11	2%



**Of the 695 that said yes they received support from someone other than the sheltered housing staff, 244 (35%) stated that one of the main reasons for moving to the sheltered housing scheme was to be closer to relatives for support**

Of the 272 that stated they moved to be closer to relatives for support:	
231 (85%)	stated that they do receive support from relatives
13 (5%)	stated they they receive support from other sources
24 (9%)	stated they receive no other support apart from the sheltered housing staff
4 (1%)	made no response as to whether they received any other forms of support

Twice a day	5
Once a day	170
Once a week	210
Twice a week	39
3 times a week	25
4+ times a week	11
Once a fortnight	32
Once a month	8
As Needed	11
Frequently	15
Ad Hoc	17
Not stated	152

**Q14. How often have you used the alarm service?**

	In the last week		In the last Month		Last Six Months	
Never	778	86%	700	77%	512	57%
Once	58	6%	119	13%	175	19%
Twice	17	2%	38	4%	83	9%
Three+	15	2%	17	2%	75	8%
No Response	36	4%	30	3%	59	7%

**Q15. Is the Pull Cord located in a convenient place for you to use?**

Yes	817	90%
No	25	3%
No Response	62	7%

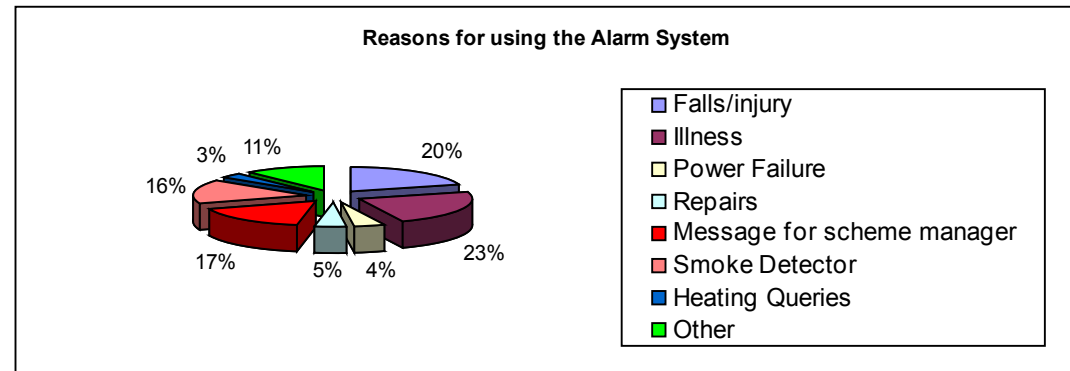
**Q16. Thinking back to the last time you used the alarm service, why did you pull the cord?**

Falls/injury	130
Illness	149
Power Failure	28
Repairs	29
Message for scheme manager	108
Smoke Detector	101
Heating Queries	20
Other	73

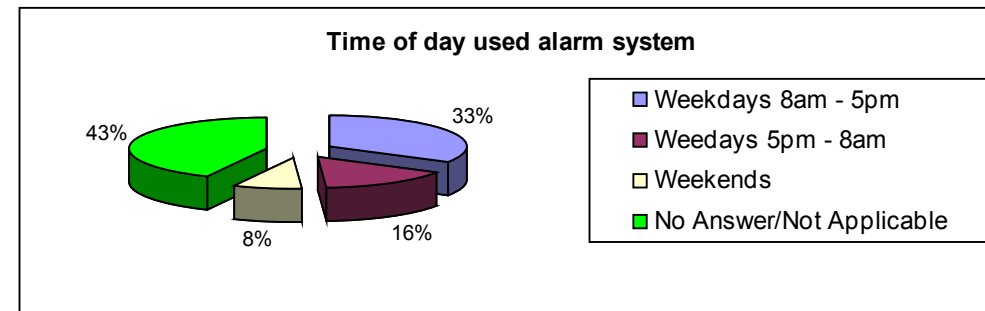
**For those answering Other:**

Accidentally pulled cord	19
System error	19
Burglary	8
Help for neighbour	6
Water leak/flood	4
Can't remember	2
Heard strange noises	2

Individual answers	
Needed help	Carer was late
Night nurses	Assistance to remove someone
No Scheme Manager	Disappointing
prescription to be collected	Door to door salesman
Suspicious caller	Fire in kitchen
tablets	Got stuck in bathroom
Help to move husband	



**Q17. At what time of day did you pull the cord?**



**Q18. What was the outcome of your contact/what did they do/how did this help you?**

*The following is a breakdown of the comments made by residents. Comments have been generalised and it is not possible to determine whether the outcomes were resolved directly by the call centre or the scheme manager*

Ambulance called	81	20%
Scheme manager attended/resolved problem	66	16%
Doctor called	57	14%
Alarm/Smoke Detector went off by mistake/testing	27	7%
Excellent service/helpful	25	6%
Arranged for repairs	19	5%
Immediate Response	18	4%
Called a family member	14	3%
Needed assistance to get up	11	3%
Needed info/advice	10	2%
Pulled by accident	9	2%
Gave required assistance	8	2%

Faulty system needed repairing	8	2%
Needed to speak with someone	7	2%
Generally to see that I was ok	7	2%
Disappointing/unhelpful service	6	1%
Can't remember	5	1%
Message for scheme manager	5	1%
Not a rapid response	4	1%
Called Police/Fire Service	3	1%
Had to call a neighbour for help	3	1%
Mobile warden called	3	1%
Unable to contact scheme manager	3	1%
Called Carer/Night Nurse	2	0%

**Q19. How happy or unhappy were you with the response you received?**

Very Happy	373	41%
Fairly Happy	120	13%
Fairly Unhappy	12	1%
Very Unhappy	16	2%
Don't Know	16	2%
No Response/Not Applicable	367	41%

**Q20. How do you get information about what is going on within your scheme?**

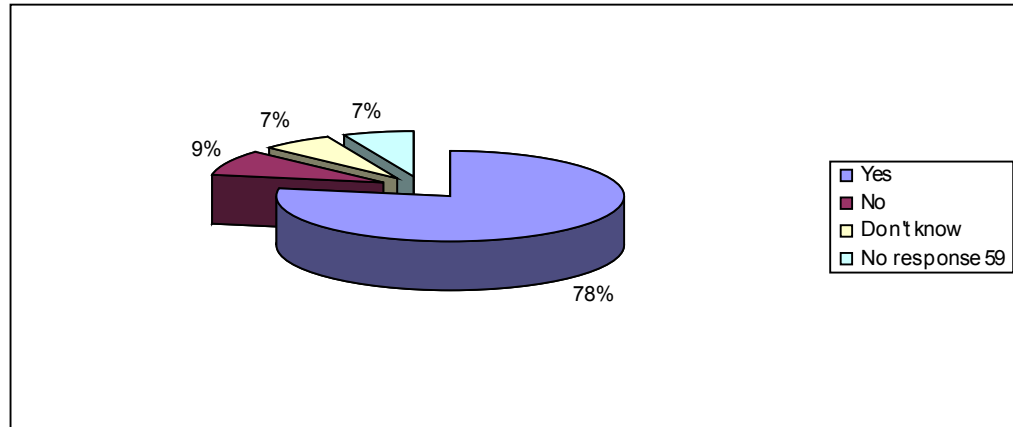
Scheme Manager	648	31%
Scheme Newsletters	343	16%
Notice Boards	266	13%
From Neighbours/Friends	204	10%
Residents Meetings	191	9%
Letters from Council	189	9%
Key Issues	162	8%
Info from the local Residents Groups	55	3%
Do not obtain any info	25	1%
Other	20	1%
Don't know	10	0%

<b>Those answering other:</b>	
Word of mouth	3
Coffee mornings	5
Cttee Newsletter	1
Day Centre	2
Carers	2
Local Press	3
Mobile Warden	1
Son	1
No longer a Scheme Manager so do not receive info	2



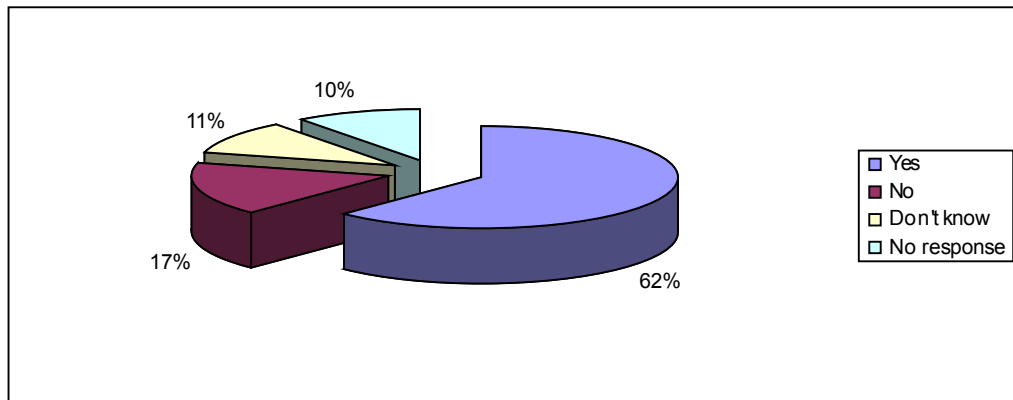
**Q21. Do you have enough opportunity to take part in social events?**

Yes	703
No	82
Don't know	60
No response	59



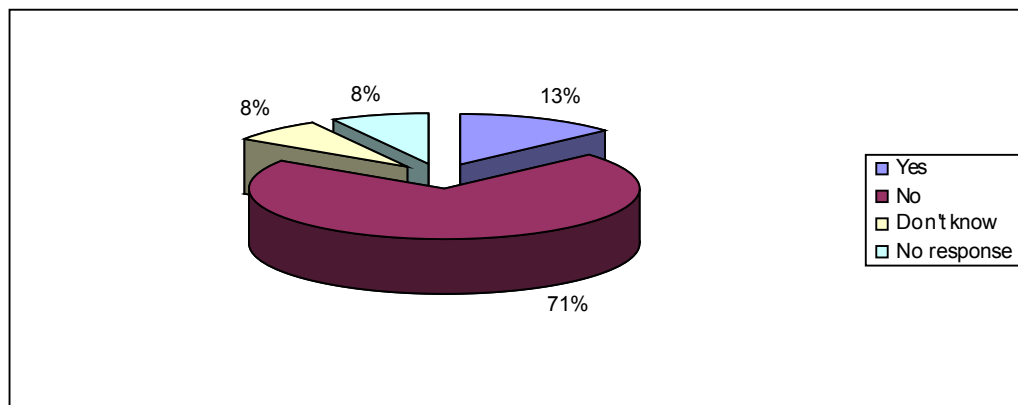
**Q22. Are the right kinds of activities available?**

Yes	563
No	152
Don't know	96
No response	93



**Q23a. Would you be interested in helping to organise social activities at your scheme?**

Yes	120
No	642
Don't know	69
No response	73



**Q.23b What other activities would you like to see?**

Have a committee to arrange outings/clubs	3	1%	Coffee mornings	2	1%
Art & Craft Classes	7	3%	General social events	13	6%
Bingo	5	2%	Quiz nights	4	2%
Communal Room to be left open in the evenings	1	0%	Theatre trips	5	2%
Cards/Chess/Dominoes/Scrabble Club	10	5%	Personally not interested in social events	3	1%
Coach Outings	41	20%	Sewing sessions	1	0%
Do not have a communal room	8	4%	Church service	1	0%
Swimming	1	0%	No scheme manager on site	3	1%
Dancing/musical events	15	7%	Computer facilities	1	0%
Darts	4	2%	Table tennis	1	0%
Occasional lunches	13	6%			
Disability support on day trips	3	1%			
Due to health unable to take part in social events	6	3%			
Educational talks	17	8%			
Keep fit classes	20	10%			
Provide a copy of the evening news	1	0%			
Financial advice	1	0%			
Happy with current activities	14	7%			
Would like to see more resident participation	2	1%			
Indoor bowls	2	1%			