

# Royal Borough of Greenwich Sheltered housing consultation November 2020

## How to take part in this consultation

You can take part in the consultation by completing our survey either online or on paper. You only need to respond once.

You will have received a letter from the Royal Borough of Greenwich giving you instructions on how to take part online. The letter includes a unique code to enable you to access the survey at

[www.royalgreenwich.gov.uk/shelteredhousing](http://www.royalgreenwich.gov.uk/shelteredhousing)

Or you can complete the paper survey below and return it to us using the envelope provided.

## The consultation closes on Friday 18 December

## Time to tell us what you think

### Before you start

1. Are you the tenant or someone helping them to complete this survey?

I am the tenant

I am supporting the tenant -

*Please tell us your relationship to the tenant?*

## Working differently to provide better services

(see page 8 of your guide)

2. How often do you interact with your Sheltered Scheme Manager?

- Daily (when they are on site)
- Weekly
- Monthly
- Not at all

3. What is the most common reason you contact your Scheme Manager? (Tick all that apply)

- For security reasons
- For finding out where to get help
- For general advice
- For social interaction
- I don't contact at all unless they contact me
- Other (Please tell us)

4. If you need help and advice about living independently, where do you normally go to find information?

- Websites
- Friends and/or family
- Scheme Manager
- A support service - like Citizens Advice Bureau or community hub
- Other (Please tell us)

5. Would you consider not having the Scheme Manager service in favour of a reduced overall service charge?

- Yes
- No

Tell us why...

6. How confident do you feel using online services?
- I am/we are confident
  - I am/we are not confident but I can use most online services
  - I am/we are unable to use the internet

7. If we were able to provide some additional support/training to help you build confidence in accessing online services/support, would you be interested in taking part?
- Yes
  - Don't know
  - No

### Introducing a combined service charge

(see page 9 of your guide)

8. How satisfied are you with the services currently being provided for your housing scheme?
- Very satisfied
  - Satisfied
  - Neither satisfied nor dissatisfied
  - Dissatisfied
  - Very dissatisfied

9. Do you feel that your housing provides good value for money?
- Yes
  - No
  - Not sure

10. Having read the scenarios on page 9, would you support the introduction of a combined service charge?
- Yes
  - No
  - Not sure

### The existing service

11. What do you value most about living in sheltered housing? (Rate all by what you value most with 1 being least valued to 5 being most valued)

It feels safe and secure

1  2  3  4  5

It has an on-site presence i.e. Scheme Manager

1  2  3  4  5

It has communal spaces for meeting others in the scheme

1  2  3  4  5

It provides value for money

1  2  3  4  5

It is in a convenient location for visiting family or the shops

1  2  3  4  5

It supports independent living

1  2  3  4  5

Other (please tell us)

**12.** If it were possible, what services would you like to see that would improve life living in sheltered housing?

- Social clubs
- Hobby clubs
- Exercise sessions – *from chair-based yoga to tai chi for example*
- Befriending service – *a service for people who may feel isolated and like the opportunity to develop a new friendship.*
- IT – *classes to support the development of confidence using a variety of devices like laptops, tablets or smart phones.*
- Benefit maximisation service – *a service to support residents with their finances and to ensure they are claiming all the benefits that they are entitled to.*
- None
- Not sure
- Something else (please tell us)

**13.** Is there anything else that you would like to tell us about the services you receive or our proposals to improve them?

## About you

**14.** Please tell us your status (please tick)

- Unemployed
- Working part time
- Working full time
- Retired
- Other

**Thank you for completing the survey.**

Please return it to us using the envelope provided.

**The consultation closes on  
Friday 18 December**