

## Sentiment Analysis

To better understand tenants views of the sheltered housing services, some sentiment analysis has been applied to key 'free text' questions from the survey. The analysis will attempt to unpick some of the common values, reasons or sentiments from the language that they use.

Q5. Would you consider not having a Scheme Manager service in favour of a reduced overall service charge? Tell us why?

From this question, 169 people made a free text comment

Sentiment	Total No of mentions	Evidence	Evaluation
Feeling secure mentally in knowledge of a scheme manager being available	44	<p>"I like the <b>security of knowing</b> that the scheme manager is always there where I need help."</p> <p>"one is <b>assured</b> by her very efficient presence."</p> <p>"Nice to <b>have someone</b> here in case something goes wrong"</p> <p>"Having a scheme manager <b>gives me reassurance</b> as I have no family and I feel she is a life line"</p> <p>"<b>I feel safer</b> in the building with the scheme manager around and <b>I know there is always help</b> when I need it"</p> <p>"Also give peace of mind, helps me feel safe and secure."</p>	<p>Tenants believe that the scheme manager is there all the time regardless of the reality.</p> <p>Use of words like "security in knowing", "assured", "have someone here", "presence" and "reassurance" are recurrent in the open texts of 44 accounts.</p> <p>There is also a link between feeling mentally secure 'in knowledge' and the value placed on the staff member making them feel 'physically secure' by their presence; gatekeeping at the main entrance. Words like "I feel safe" and "feel safe and secure" support this.</p> <p>This sentiment is related to and interchanged with others sentiments like staff are highly valued and importance of supporting those who are socially isolated and need social contact.</p>
Importance given to having access to on-site service	37	<p>"People in this building <b>need</b> the scheme manager"</p> <p>"scheme managers can <b>help sorting out</b> repairs and queries"</p> <p>"<b>She helps me</b> with problems as I find the town hall is very uncooperative to say the least."</p> <p>"It is <b>easier to contact</b> the scheme manager (face to face) and get a response immediately."</p>	<p>Tenants believe that the service is easy to access and supportive when other council services like repairs feel difficult to navigate.</p> <p>Testimony like "Need", "sorting out", "easier to contact", "immediate response" "important to everyone here" "pivotal" are all used to demonstrate the valued placed on having the onsite service.</p>

		<p>“Also if we need a doctor and we are unable to contact them [the scheme manager will] so I think it is important to everyone here”</p> <p>“Scheme manager always at hand if you need him but the reduced overall service charge is only money”</p> <p>“The scheme manager service plays an important and pivotal place in the lives of most of us living in sheltered housing”</p>	<p>A few tenants have referenced that money for them is not the issue, they would prefer to keep the service even if they had to pay.</p> <p>This sentiment is related to favouring personal face to face services, an expectation that there should be a sheltered manager and a feeling that the service is imperative.</p>
Staff are highly valued	19	<p>Mr Lawrence helps in the lunch of the scheme</p> <p>Jayne is always helpful and friendly. always glad to help everyone. She would be a great loss</p> <p>I have known my scheme manager for 18 years, in the past he has been a god send to me</p> <p>It's nice to know Sue is there</p> <p>I feel supported by my scheme manager</p>	<p>Tenants have referenced staff personally and generally, to convey an appreciation of scheme manager role.</p> <p>Word used like “helpful”, “Friendly” and “supportive” are used frequently.</p> <p>Tenants appear to value the relationships and trust developed with staff over time.</p> <p>This sentiment relates to the tenants feeling securer in the knowledge that a staff member is there, even if the reality is they are not there 24/7. It also relates to the importance given by tenants to the on-site service.</p>
Importance given to supporting the isolated and the need for social contact	15	<p>“The Scheme manager tries to bring us together thereby creating family/friendly atmosphere”</p> <p>“Person contact important”</p> <p>“The scheme manager has an important role in the scheme as for a lot of residents they are the only outside contact available.”</p> <p>“She organises social events and acts as necessary conduit with the residents, many people are nervous or unwilling to take part in communal activities and the manager encourages participation.”</p>	<p>Tenants consider the role of the scheme manager in 2 ways when they apply it to the importance of supporting the isolated.</p> <p>The first is to be the social contact for those who are isolated. The interaction is valued as important contact for individuals. Testimony like “is nice to have face to face company/talk/conversation.” And reference to not speaking to anyone else.</p> <p>The second is to be the conduit for developing the social capacity within each sheltered scheme. Accounts talk about “creating family/friendly</p>

		<p>“It also is nice to have face to face company/talk/conversation.”</p> <p>“the scheme manager is the only person we may have contact we for days”</p>	<p>atmospheres” and “the manager encourages participation”</p> <p>This sentiment relates to tenants valuing the nature of the on-site service and highly valued staff members</p>
Feeling the service is essential	15	<p>“We need a scheme manager to check on us every day, in case someone has died.”</p> <p>“scheme manager required for the information , safety and advice.”</p> <p>“Scheme managers are vital in sheltered accommodation.”</p> <p>“We need the scheme manager there are lots of people who are on their own and need their help with contacting doctors.”</p> <p>“Because we need this”</p> <p>“They are much needed in places like sheltered acc.”</p> <p>“No, I would prefer my scheme manager to be there.”</p>	<p>Tenants consider the scheme manager service as essential. Words used like “required” and “vital” support this . The word “need” is used frequently through the 15 comments.</p> <p>This sentiment can be related to the notion that tenants having an expectation that scheme manager service is offered. Some have explicated said that the service is one of the main considerations for living in sheltered housing</p>
Feeling the service is lacking	12	<p>“Our scheme manager is taken away at times to assist telecare or housing services”</p> <p>“Because they are there for emergencies although attendance is very poor.”</p> <p>“The scheme manager at the moment is not helpful.”</p> <p>“The help they give me is very limited.”</p> <p>“Don't often see her. We have not had a regular scheme Manager since December”</p> <p>“It does not worry me as I hardly see the scheme manager”</p>	<p>This tends to be the main reason for those preferring the reduced service charge in favour of the scheme manager service.</p> <p>There are references to Covid-19 being responsible for staff not being on site but tenants have commented that staff have been taken off to cover other roles, with no cover.</p> <p>It should be noted that many more of those who have indicated a preference to a reduction in service charge choose not to tell us why they felt this way.</p> <p>The negative comments are far fewer than the complimentary in regards to the scheme managers; however in the general open question at the end of the survey more comments are made generally on</p>

			other aspects of the service like caretaking, grounds maintenance and repairs.
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Other sentiments are repeated but fewer than 10 mentions each include:

- Feeling secure physically by the presence of the scheme manager
- The cost of the service being a factor in their decision
- Feeling digitally excluded if scheme manager services were removed
- Lack of confidence in Council communications if the on-site service was removed.

**Q13. Is there anything else that you would like to tell us about the services or our proposals to improve them?**

From this question there were 118 comments made and the following are the most common sentiments.

Sentiment	Total No of mentions	Evidence	Evaluation
In favour of keeping the scheme manager service	48	<p>“It is helpful having a scheme manager on site. Having moved into the scheme in the summer time, my scheme manager was able to help me settle in and show me around the scheme”</p> <p>“Royal Borough of Greenwich website "The role of a scheme manager is one of the most important fixtures of sheltered housing. Scheme Managers are trained and experienced in dealing with the needs of the elderly of the elderly people". This is your quote so if a scheme manager is that important surely you shouldn't be cutting down on them. A visit Mon, Wed and Fri is not acceptable. Think about us elderly rather than MONEY all the time.”</p> <p>“It would be very hard to itemise all the ways that scheme managers help. if they don't know then they find out, is reassuring. to lose the scheme manager would be greatly missed.”</p> <p>“Don't get rid of our Jayne - she is loved by everyone at Len Clifton House”</p> <p>“I want to keep my scheme manager service as is”</p> <p>“Scheme managers do lots of other things like they sort out and solve conflict between tenants which can't be done on line or by any other ways. I've had a few close shaves when I almost died in my flat alone. if I had died and there were no scheme managers I would not have been found dead for days!! It is very distressing to find a dead body, especially one that has been dead for days - it also poses a serious health risk”</p> <p>“I feel very safe having a scheme manager here for someone to talk to for help and advice.”</p>	<p>This sentiment was the most popular with tenants responding to the final question.</p> <p>Within the sentiment you could find evidence of sentimental attachment to staff with choice of words like “our Jayne” for example as well as practical examples of where staff have been of assistance. These ranged from new tenants just moving in, to tenant support on day to day basis and in emergency situations</p> <p>There is evidence that tenants take confidence in the service being there explicitly saying “I feel safe” and some have gone a bit further and use language like ‘I could have died’ without the intervention of a scheme manager in comparison to a perceived world without the service.</p> <p>This sentiment can be related to others like: the statements of contentment and compliments towards staff.</p>

<p>Improvements are required</p> <ul style="list-style-type: none"> <li>• Repairs (7)</li> <li>• Caretaking (3)</li> <li>• Grounds maintenance (5)</li> <li>• Security (1)</li> <li>• Communications (4)</li> <li>• Engagement (2)</li> <li>• Life chances and education (2)</li> </ul>	24	<p>“Council should provide free wall painting in the flats every 3 years.”</p> <p>“Parking facilities need to be increased. Washrooms need to be updated. The humming noise of the heating.”</p> <p>“The outside of this scheme is sometimes very untidy and messy, the caretaker is seldom seen”</p> <p>“Cleaning service should be a higher standard”</p> <p>“Gardening is not maintained”</p> <p>“Council should weed out overgrown bushes and plant flowering plants in the spaces so that the house does not look like a jungle house.”</p> <p>“Better communication for those like myself who have learning difficulties.”</p> <p>“I'm 63, can't get a pension, have asset above universal credit limit and cannot find work yet I have a Masters”</p>	<p>The next most comment sentiment does not relate the scheme manager service directly but relates towards making improvements to the wider service; this could related to a) immediate services like repairs, cleaning and grounds maintenance and then b) the interaction of the individual i.e. improving communication, engagement with the service or creating life chances.</p> <p>The comments are a mix of reaching towards aspirational standards and notification of standards falling below the expected level. These sentiments in some cases will relate to and interchange with; the sentiment of a lack of service.</p> <p>Communications has been linked to the support of the scheme manager scheme as some have highlighted that without the service being the intermediate between the customer and the Council, communication has proven difficult. This can also relate to tenants reluctance to adopt to more modern methods of communication and their preference to face to face engagement.</p>
<p>Feeling content in the scheme and complimentary of staff</p>	19	<p>“The services provided are good.”</p> <p>“The services I receive are excellent. Also all the mangers work very hard, all excellent, I take my hat off to them all. We have an excellent cleaner, we need to keep her, how will we keep the building clean if she goes”</p> <p>“I love living here”</p> <p>“It is all running smoothly. I am very happy with my manager Cath”</p> <p>“I enjoy living in the scheme. I feel safe and supported by the scheme manager .”</p>	<p>The majority of the category is made up with comments which tell us that the tenants are feeling contented with the service as it is and offer testimony to advise us the on the service of staff in their locality.</p> <p>Words used like “enjoy”, “love”, and “happy” are regularly seen.</p> <p>This sentiment is related to the favour of keeping the scheme manager service and are generally positive.</p>

		<p>“Our warden is a lovely lass worth her weight in gold she is”</p> <p>“If it is not broken don't fix it”</p>	
<p>Preference to face to face contact , fear of social isolation and concern around being digitally exclusion</p>	16	<p>“Can't discuss my problems with a laptop. Like face to face contact”</p> <p>“In my first year here, lunch was provided on Christmas day but not subsequently.”</p> <p>“Your plan for online service will not work with the elderly resident who sheltered housing was put into place for. Just another council money saving exercise at the cost of old people.”</p> <p>“Son - Good luck trying to teach my 96 year old mum I.T I have spent a year trying to get her to use BBC iPlayer”</p> <p>“Residents will be more isolated and the communal activities will cease, it needs a manager to oversee these things. leaving to residents alone has shown not to work in the past.”</p> <p>“I find it very lonely here”</p>	<p>Tenants advise that they have reservations that older people will be able to cope with a move on more service online instead there is a preference to retain an face to face service, in part to ensure that some tenants continue to have a consistent person who maintains visual contact.</p> <p>There is also a link made that without the support of scheme managers within sheltered blocks, some of the social activities that take place may struggle to take place.</p> <p>This sentiment relates to the retention of the scheme manager service</p>
<p>Non related issues</p> <ul style="list-style-type: none"> <li>• Telecare (9)</li> <li>• Thames Water (2)</li> <li>• Shopping bus (3)</li> <li>• Hairdressing (1)</li> </ul>	15	<p>“I certainly will not want to pay any more than £50 per week for telecare services as I do not use the system”</p> <p>“The telecare service is out of date and expensive”</p> <p>“I strongly object to the proposed £6 charge for Telecare”</p> <p>“Tenants should be able to opt out if the scheme and not be charged.”</p> <p>“ I like a chat. . . I am not paying £6 a week for Telecare – it is not worth it. Warden is better”</p> <p>“Not pleased with Thames Water who have not replied to 2 emails or 3 letters. Customer service is non-existent.”</p> <p>Feel the shopping bus is a very good facility for those mobile enough to use it</p>	<p>Tenants have highlighted other issues which affect them in scheme which do not related directly to this consultation.</p>

Lack of service	7	<p>“don't see why I should have to pay for a warden service when we don't have a warden. It takes usually 3-4 minutes for them to answer your call if people have to pull the cord - too slow”</p> <p>“We hardly have a scheme manager here, The caretaker only comes on bin days and is very lax at fixing the lights. We would like someone to come once a month to speak to us about why there is no scheme manager half the time and explain why there is no one in her place.”</p> <p>“Most of this year the scheme has been run down everything has gone wrong. I know it has been a difficult year but I pay out £28 a week for services that I haven't received, the front is never swept, bulk refuse not collected, windows not cleaned and no manager to sort it out.”</p> <p>“I would rather drop the service charge as we never see a caretaker, we have to clear our own paths and car park and bin area”</p> <p>“The outside of this scheme is sometimes very untidy and messy, the caretaker is seldom seen”</p> <p>“The main point is that a scheme manager is a real bonus to run a sheltered housing facility. But he has to be qualified to do the job. How our manager is able to claim he has been in his job for 10 years is a puzzle to me.”</p>	<p>Some tenants have made comments which amount to the service not delivering the expected standards.</p> <p>Whilst the feedback is negative in nature, it does not necessarily follow that they are in favour of the reduction of service charge in favour of the scheme manager service.</p> <p>These comments are also related to sentiments towards improving services, the relationship between the scheme manager and telecare.</p>
Other comments	4	<p>Too much change in a short space of time is very bad</p> <p>“You have got it wrong - it is you that has 'misconceptions'.. There aren't many people getting carers as they are told they don't qualify for them.</p> <p>“Needs of the residents should come first”</p> <p>“If it is not broken don't fix it”</p>	<p>These comments can be related a number of the other sentiments/ideas including:</p> <ul style="list-style-type: none"> <li>• Digital exclusion</li> <li>• Too much change for individuals</li> <li>• Retaining the service as it is.</li> </ul>