

Appendix 2 Results of Sheltered Housing Survey

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
no	1	5	4	3	4	2
yes	5	10	8	4	7	11
Grand Total	6	15	12	7	11	13
No	17%	33%	33%	43%	36%	15%
Yes	83%	67%	67%	57%	64%	85%

I know who my regular Sheltered Housing Officer is.

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No		2	1			2
Yes	6	13	11	8	11	10
Grand Total	6	15	12	8	11	12
No	0%	13%	8%	0%	0%	17%
Yes	100%	87%	92%	100%	100%	83%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No	2	3	6	3	8	6
Yes	4	12	5	6	3	5
Grand Total	6	15	11	9	11	11
No	33%	20%	55%	33%	73%	55%
Yes	67%	80%	45%	67%	27%	45%

I have had a response to a call within one minute

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No		2	2	3	3	2
Yes	4	12	7	5	5	5
Grand Total	4	14	9	8	8	7
No	0%	14%	22%	38%	38%	29%
Yes	100%	86%	78%	63%	63%	71%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	10	11	8	7	7
2		1	0	1	2	
3		2	0			1
4			0			1
5			0		2	
Grand Total	5	13	11	9	11	9
good	100%	85%	100%	100%	82%	78%
average	0%	15%	0%	0%	0%	11%
poor	0%	0%	0%	0%	18%	11%

I know when the Sheltered Housing Officer is at my scheme

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	6	8	9	7	7
2		2	3	0	1	2
3		3	1		1	1
4			0			
5		1	0		2	1
Grand Total	6	12	12	9	11	11
good	100%	67%	92%	100%	73%	82%
average	0%	25%	8%	0%	9%	9%
poor	0%	8%	0%	0%	18%	9%

The Sheltered Housing Officer is helpful

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	9	9	8	7	9
2		1	2	1	1	2
3		2	0		1	
4			1			
5			0		2	1
Grand Total	6	12	12	9	11	12
good	100%	83%	92%	100%	73%	92%
average	0%	17%	0%	0%	9%	0%
poor	0%	0%	8%	0%	18%	8%

The Sheltered Housing Officer is professional in their appearance

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	6	7	8	7	9
2			3		1	2
3		1	1	1	2	
4		3	1			1
5			0		1	
Grand Total	6	10	12	9	11	12
good	100%	60%	83%	89%	73%	92%
average	0%	10%	8%	11%	18%	0%
poor	0%	30%	8%	0%	9%	8%

The Sheltered Housing Officer is professional in their attitude

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	7	8	8	6	8
2	1	2	2		1	3
3		1	0	1	2	1
4		2	0		1	
5			2		1	
Grand Total	6	12	12	9	11	12
good	100%	75%	83%	89%	64%	92%
average	0%	8%	0%	11%	18%	8%
poor	0%	17%	17%	0%	18%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	9	8	7	8	7
2	1	2	2	1		2
3		2	2		1	
4			0			3
5			0		1	
Grand Total	5	13	12	8	10	12
good	100%	85%	83%	100%	80%	75%
average	0%	15%	17%	0%	10%	0%
poor	0%	0%	0%	0%	10%	25%

I am aware of the regular Tenants meetings

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	8	12	6	8	7
2			0	1	1	2
3		3	0		1	
4			0			
5			0			2
Grand Total	5	11	12	7	10	11
good	100%	73%	100%	100%	90%	82%
average	0%	27%	0%	0%	10%	0%
poor	0%	0%	0%	0%	0%	18%

I choose to attend Tenants meetings

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	3	7	5	3	5	5
2		1	1			5
3	2	1	2		2	
4		1	0		1	
5			1		1	1
Grand Total	5	10	9	3	9	11
good	60%	80%	67%	100%	56%	91%
average	40%	10%	22%	0%	22%	0%
poor	0%	10%	11%	0%	22%	9%

Tenants meetings are useful and informative

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	5	4	4	6	6
2			2	1		2
3	1	2	4		2	
4		3	0			1
5			0		1	1
Grand Total	5	10	10	5	9	10
good	80%	50%	60%	100%	67%	80%
average	20%	20%	40%	0%	22%	0%
poor	0%	30%	0%	0%	11%	20%

I feel safe in my own home

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	10	9	6	9	8
2	1	2	1	1	1	2
3			1			
4			0			
5			1			1
Grand Total	5	12	12	7	10	11
good	100%	100%	83%	100%	100%	91%
average	0%	0%	8%	0%	0%	0%
poor	0%	0%	8%	0%	0%	9%

I feel I have an opportunity to join in communal events

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	9	9	5	6	7
2		2	1	1	2	2
3		1	2			
4			0		1	
5			0		1	2
Grand Total	5	12	12	6	10	11
good	100%	92%	83%	100%	80%	82%
average	0%	8%	17%	0%	0%	0%
poor	0%	0%	0%	0%	20%	18%

I am happy with the Sheltered Housing Service

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	3	7	7	7	5	6
2	1	3	2	0	1	2
3	1	3	2	1	2	2
4			0			1
5			1		1	1
Grand Total	5	13	12	8	9	12
good	80%	77%	75%	88%	67%	67%
average	20%	23%	17%	13%	22%	17%
poor	0%	0%	8%	0%	11%	17%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
no	5	9	3	5	3	1
yes	7	13	10	1	7	4
Grand Total	12	22	13	6	10	5
No	42%	41%	23%	83%	30%	20%
Yes	58%	59%	77%	17%	70%	80%

I know who my regular Sheltered Housing Officer is.

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No			2		2	
Yes	10	21	11	5	9	5
Grand Total	10	21	13	5	11	5
No	0%	0%	15%	0%	18%	0%
Yes	100%	100%	85%	100%	82%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No	6	15	7	4	8	5
Yes	6	6	6	2	3	1
Grand Total	12	21	13	6	11	6
No	50%	71%	54%	67%	73%	83%
Yes	50%	29%	46%	33%	27%	17%

I have had a response to a call within one minute

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No	5	5	2	4	3	3
Yes	5	9	7	2	4	1
Grand Total	10	14	9	6	7	4
No	50%	36%	22%	67%	43%	75%
Yes	50%	64%	78%	33%	57%	25%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	12	11	4	5	1
2	1	8	1	1		1
3		1	0	1	2	
4	1		0			
5	1		0			
Grand Total	9	21	12	6	7	2
good	78%	95%	100%	83%	71%	100%
average	0%	5%	0%	17%	29%	0%
poor	22%	0%	0%	0%	0%	0%

I know when the Sheltered Housing Officer is at my scheme

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	8	15	10	5	5	3
2		5	1		1	1
3		1	1	1	2	1
4		1	0			
5	3	1	1		2	
Grand Total	11	23	13	6	10	5
good	73%	87%	85%	83%	60%	80%
average	0%	4%	8%	17%	20%	20%
poor	27%	9%	8%	0%	20%	0%

The Sheltered Housing Officer is helpful

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	18	11	4	5	2
2		4	0		2	2
3	1	1	0		2	1
4			0	1		
5	2		1	1	1	
Grand Total	12	23	12	6	10	5
good	75%	96%	92%	67%	70%	80%
average	8%	4%	0%	0%	20%	20%
poor	17%	0%	8%	33%	10%	0%

The Sheltered Housing Officer is professional in their appearance

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	10	18	13	4	4	2
2		3	0		4	3
3		1	0		1	
4	1		0			
5		1	1	2		
Grand Total	11	23	14	6	9	5
good	91%	91%	93%	67%	89%	100%
average	0%	4%	0%	0%	11%	0%
poor	9%	4%	7%	33%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	10	18	12	3	5	1
2		4	0	1	3	3
3	1	1	0		1	1
4	1		1			
5			1	2		
Grand Total	12	23	14	6	9	5
good	83%	96%	86%	67%	89%	80%
average	8%	4%	0%	0%	11%	20%
poor	8%	0%	14%	33%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	7	15	10	3	4	4
2		4	1		4	2
3		2	0	1		
4	1	1	0	2		
5	2		1		2	
Grand Total	10	22	12	6	10	6
good	70%	86%	92%	50%	80%	100%
average	0%	9%	0%	17%	0%	0%
poor	30%	5%	8%	33%	20%	0%

I am aware of the regular Tenants meetings

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	18	10	2	5	5
2		2	0	1	2	1
3	1	2	2	1	2	
4			0	1		
5			1	1	2	
Grand Total	10	22	13	6	11	6
good	90%	91%	77%	50%	64%	100%
average	10%	9%	15%	17%	18%	0%
poor	0%	0%	8%	33%	18%	0%

I choose to attend Tenants meetings

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	11	7	2	3	5
2		4	1		3	1
3	1		1		1	
4	1	2	0	1		
5		2	3	3	2	
Grand Total	8	19	12	6	9	6
good	75%	79%	67%	33%	67%	100%
average	13%	0%	8%	0%	11%	0%
poor	13%	21%	25%	67%	22%	0%

Tenants meetings are useful and informative

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	10	7	2	3	5
2		2	1			1
3	1	7	2		3	
4	1	1	0	1	1	
5			1	3	1	
Grand Total	8	20	11	6	8	6
good	75%	60%	73%	33%	38%	100%
average	13%	35%	18%	0%	38%	0%
poor	13%	5%	9%	67%	25%	0%

I feel safe in my own home

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	17	11	4	9	5
2	1	3	0		1	1
3	1		0			
4			0	1		
5		1	0	1		
Grand Total	11	21	11	6	10	6
good	91%	95%	100%	67%	100%	100%
average	9%	0%	0%	0%	0%	0%
poor	0%	5%	0%	33%	0%	0%

I feel I have an opportunity to join in communal events

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	14	10	3	6	5
2		5	0		1	1
3	2	2	0	1	1	
4			0	1		
5	1		2		1	
Grand Total	9	21	12	5	9	6
good	67%	90%	83%	60%	78%	100%
average	22%	10%	0%	20%	11%	0%
poor	11%	0%	17%	20%	11%	0%

I am happy with the Sheltered Housing Service

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	8	11	10	4	6	2
2		8	1			1
3		2	2	1	2	
4	1	1	0		1	
5	3	1	0	1	1	
Grand Total	12	23	13	6	10	3
good	67%	83%	85%	67%	60%	100%
average	0%	9%	15%	17%	20%	0%
poor	33%	9%	0%	17%	20%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
no	2	2	6	4	3	3
yes	3	7	2	9	1	4
Grand Total	5	9	8	13	4	7
No	40%	22%	75%	31%	75%	43%
Yes	60%	78%	25%	69%	25%	57%

I know who my regular Sheltered Housing Officer is.

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No	1		2	3	2	
Yes	4	9	6	8	3	8
Grand Total	5	9	8	11	5	8
No	20%	0%	25%	27%	40%	0%
Yes	80%	100%	75%	73%	60%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No		4	6	8	2	4
Yes	4	5	3	5	3	5
Grand Total	4	9	9	13	5	9
No	0%	44%	67%	62%	40%	44%
Yes	100%	56%	33%	38%	60%	56%

I have had a response to a call within one minute

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No		1	2	4	3	2
Yes	5	6	4	6	2	4
Grand Total	5	7	6	10	5	6
No	0%	14%	33%	40%	60%	33%
Yes	100%	86%	67%	60%	40%	67%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	8	7	6	3	5
2	2			1		1
3				1		2
4						
5			1	1	1	1
Grand Total	5	8	8	9	4	9
good	100%	100%	88%	78%	75%	67%
average	0%	0%	0%	11%	0%	22%
poor	0%	0%	13%	11%	25%	11%

I know when the Sheltered Housing Officer is at my scheme

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	2	8	6	6	2	5
2	2	1		1	1	3
3						1
4				3	1	
5	1		1	1		
Grand Total	5	9	7	11	4	9
good	80%	100%	86%	64%	75%	89%
average	0%	0%	0%	0%	0%	11%
poor	20%	0%	14%	36%	25%	0%

The Sheltered Housing Officer is helpful

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	9	8	5	3	5
2	1			1		2
3				2		1
4					1	
5	1		1			
Grand Total	5	9	9	8	4	8
good	80%	100%	89%	75%	75%	88%
average	0%	0%	0%	25%	0%	13%
poor	20%	0%	11%	0%	25%	0%

The Sheltered Housing Officer is professional in their appearance

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	8	3	6
2				1		2
3				1	1	1
4						
5	1		1	1		
Grand Total	5	9	9	11	4	9
good	80%	100%	89%	82%	75%	89%
average	0%	0%	0%	9%	25%	11%
poor	20%	0%	11%	9%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	8	3	6
2				1	1	2
3				1		1
4						
5	1		1	1		
Grand Total	5	9	9	11	4	9
good	80%	100%	89%	82%	100%	89%
average	0%	0%	0%	9%	0%	11%
poor	20%	0%	11%	9%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	6	1	6
2				1	1	2
3				2		1
4				1		
5	1		1	2	1	
Grand Total	5	9	9	12	3	9
good	80%	100%	89%	58%	67%	89%
average	0%	0%	0%	17%	0%	11%
poor	20%	0%	11%	25%	33%	0%

I am aware of the regular Tenants meetings

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	5	8	7	10	2	5
2				2	1	1
3				1		2
4						
5			2			
Grand Total	5	8	9	13	3	8
good	100%	100%	78%	92%	100%	75%
average	0%	0%	0%	8%	0%	25%
poor	0%	0%	22%	0%	0%	0%

I choose to attend Tenants meetings

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	6	3	6		5
2	1	1				
3			1	1	1	1
4				1		
5	1		2	1	1	1
Grand Total	5	7	6	9	2	7
good	80%	100%	50%	67%	0%	71%
average	0%	0%	17%	11%	50%	14%
poor	20%	0%	33%	22%	50%	14%

Tenants meetings are useful and informative

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	2	5	5	4		6
2			1	1	1	
3		1		3		
4						
5	1		1	2	1	1
Grand Total	3	6	7	10	2	7
good	67%	83%	86%	50%	50%	86%
average	0%	17%	0%	30%	0%	0%
poor	33%	0%	14%	20%	50%	14%

I feel safe in my own home

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	7	8	9	3	5
2				1		1
3		1				1
4			1	1		1
5				2		1
Grand Total	4	8	9	13	3	9
good	100%	88%	89%	77%	100%	67%
average	0%	13%	0%	0%	0%	11%
poor	0%	0%	11%	23%	0%	22%

I feel I have an opportunity to join in communal events

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	6	4	8	1	6
2		2	1	3		
3			1	2	1	1
4					1	
5	1		1	2		1
Grand Total	5	8	7	15	3	8
good	80%	100%	71%	73%	33%	75%
average	0%	0%	14%	13%	33%	13%
poor	20%	0%	14%	13%	33%	13%

I am happy with the Sheltered Housing Service

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	8	7	7	2	6
2		1				2
3			1			1
4					1	
5	1		1	8		
Grand Total	5	9	9	15	3	9
good	80%	100%	78%	47%	67%	89%
average	0%	0%	11%	0%	0%	11%
poor	20%	0%	11%	53%	33%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
no	3	5	6	5	1	
yes	11	7	7	2	9	2
Grand Total	14	12	13	7	10	2
No	21%	42%	46%	71%	10%	0%
Yes	79%	58%	54%	29%	90%	100%

I know who my regular Sheltered Housing Officer is.

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	1	1	1	1	1	1
Yes	14	12	12	6	9	1
Grand Total	15	13	13	7	10	2
No	7%	8%	8%	14%	10%	50%
Yes	93%	92%	92%	86%	90%	50%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	3	11	8	6	7	2
Yes	11	1	5		2	
Grand Total	14	12	13	6	9	2
No	21%	92%	62%	100%	78%	100%
Yes	79%	8%	38%	0%	22%	0%

I have had a response to a call within one minute

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	3	7	6	2	3	1
Yes	10	4	5	1	4	
Grand Total	13	11	11	3	7	1
No	23%	64%	55%	67%	43%	100%
Yes	77%	36%	45%	33%	57%	0%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	2	8	1
2	1	1	1	2		
3			1	1		
4			1		1	
5			0			
Grand Total	15	13	13	5	9	1
good	100%	100%	85%	80%	89%	100%
average	0%	0%	8%	20%	0%	0%
poor	0%	0%	8%	0%	11%	0%

I know when the Sheltered Housing Officer is at my scheme

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	3	7	1
2	1		1	2		
3	1	1	0	2	1	
4			1			
5			1		1	
Grand Total	15	13	13	7	9	1
good	93%	92%	85%	71%	78%	100%
average	7%	8%	0%	29%	11%	0%
poor	0%	0%	15%	0%	11%	0%

The Sheltered Housing Officer is helpful

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	3	7	1
2	1	1	2	3		
3			1	1	1	
4			0			
5			0		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	92%	86%	78%	100%
average	0%	0%	8%	14%	11%	0%
poor	0%	0%	0%	0%	11%	0%

The Sheltered Housing Officer is professional in their appearance

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	3	7	1
2		1	3	3		
3			0	1	1	
4			0			
5			0		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	100%	86%	78%	100%
average	0%	0%	0%	14%	11%	0%
poor	0%	0%	0%	0%	11%	0%

The Sheltered Housing Officer is professional in their attitude

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	3	7	1
2		1	2	3		
3			0	1		
4			0		1	
5			1		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	92%	86%	78%	100%
average	0%	0%	0%	14%	0%	0%
poor	0%	0%	8%	0%	22%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	5	9	1
2	2	1	2	1		1
3			1	1		
4			1	1	1	
5			0			
Grand Total	15	13	14	8	10	2
good	100%	100%	86%	75%	90%	100%
average	0%	0%	7%	13%	0%	0%
poor	0%	0%	7%	13%	10%	0%

I am aware of the regular Tenants meetings

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	13	11	5	10	2
2	1		2	1		
3			1	1		
4			0	1		
5			0			
Grand Total	15	13	14	8	10	2
good	100%	100%	93%	75%	100%	100%
average	0%	0%	7%	13%	0%	0%
poor	0%	0%	0%	13%	0%	0%

I choose to attend Tenants meetings

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	10	9	6	4	9	1
2	2		1			
3	2	3	3			
4			0	2		
5			3		1	1
Grand Total	14	12	13	6	10	2
good	86%	75%	54%	67%	90%	50%
average	14%	25%	23%	0%	0%	0%
poor	0%	0%	23%	33%	10%	50%

Tenants meetings are useful and informative

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	12	9	6	4	10	
2	1	1	3			
3	2	2	1	1		
4			0			
5			0			2
Grand Total	15	12	10	5	10	2
good	87%	83%	90%	80%	100%	0%
average	13%	17%	10%	20%	0%	0%
poor	0%	0%	0%	0%	0%	100%

I feel safe in my own home

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	14	12	11	7	10	2
2		1	1	1		
3			2			
4			0			
5			0			
Grand Total	14	13	14	8	10	2
good	100%	100%	86%	100%	100%	100%
average	0%	0%	14%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

I feel I have an opportunity to join in communal events

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	12	12	10	5	9	1
2	2	1	2	1		
3	1		1	1	1	1
4			0			
5			1			
Grand Total	15	13	14	7	10	2
good	93%	100%	86%	86%	90%	50%
average	7%	0%	7%	14%	10%	50%
poor	0%	0%	7%	0%	0%	0%

I am happy with the Sheltered Housing Service

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	13	12	11	6	8	1
2	2	1	1	1		
3			1	1	2	1
4			0			
5			1			
Grand Total	15	13	14	8	10	2
good	100%	100%	86%	88%	80%	50%
average	0%	0%	7%	13%	20%	50%
poor	0%	0%	7%	0%	0%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
no	3	2	2		2	4
yes	11	8	8	2	2	9
Grand Total	14	10	10	2	4	13
No	21%	20%	20%	0%	50%	31%
Yes	79%	80%	80%	100%	50%	69%

I know who my regular Sheltered Housing Officer is.

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No		1	3		1	
Yes	14	9	8	2	3	14
Grand Total	14	10	11	2	4	14
No	0%	10%	27%	0%	25%	0%
Yes	100%	90%	73%	100%	75%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No	8	5	5	2	3	6
Yes	6	4	6			8
Grand Total	14	9	11	2	3	14
No	57%	56%	45%	100%	100%	43%
Yes	43%	44%	55%	0%	0%	57%

I have had a response to a call within one minute

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No	2	2	2	2	2	5
Yes	8	6	8		2	9
Grand Total	10	8	10	2	4	14
No	20%	25%	20%	100%	50%	36%
Yes	80%	75%	80%	0%	50%	64%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	9	9	1	4	10
2	1	1		1		1
3	1		1			1
4						
5						
Grand Total	13	10	10	2	4	12
good	92%	100%	90%	100%	100%	92%
average	8%	0%	10%	0%	0%	8%
poor	0%	0%	0%	0%	0%	0%

I know when the Sheltered Housing Officer is at my scheme

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	7	7	1	3	10
2	2	1	1	1		1
3		1	1			2
4					1	
5	2		2			
Grand Total	14	9	11	2	4	13
good	86%	89%	73%	100%	75%	85%
average	0%	11%	9%	0%	0%	15%
poor	14%	0%	18%	0%	25%	0%

The Sheltered Housing Officer is helpful

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	8	1	4	12
2	1	1	1			1
3	2	1		1		
4						
5			1			
Grand Total	14	9	10	2	4	13
good	86%	89%	90%	50%	100%	100%
average	14%	11%	0%	50%	0%	0%
poor	0%	0%	10%	0%	0%	0%

The Sheltered Housing Officer is professional in their appearance

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	9	1	4	11
2	2	2	1	1		2
3	1					
4						
5						
Grand Total	14	9	10	2	4	13
good	93%	100%	100%	100%	100%	100%
average	7%	0%	0%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	12	7	9	1	4	11
2	1			1		2
3	1	2	1			
4						
5						
Grand Total	14	9	10	2	4	13
good	93%	78%	90%	100%	100%	100%
average	7%	22%	10%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	8	1	3	11
2	2	2	2	1		2
3						
4						
5			1			
Grand Total	13	9	11	2	3	13
good	100%	100%	91%	100%	100%	100%
average	0%	0%	0%	0%	0%	0%
poor	0%	0%	9%	0%	0%	0%

I am aware of the regular Tenants meetings

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	12	7	7	1	3	10
2		1	2	1		1
3	1	1				1
4						
5			2			
Grand Total	13	9	11	2	3	12
good	92%	89%	82%	100%	100%	92%
average	8%	11%	0%	0%	0%	8%
poor	0%	0%	18%	0%	0%	0%

I choose to attend Tenants meetings

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	8	3	6	1	2	6
2	2	2				1
3	2	2	2	1		1
4		1				
5			2			2
Grand Total	12	8	10	2	2	10
good	83%	63%	60%	50%	100%	70%
average	17%	25%	20%	50%	0%	10%
poor	0%	13%	20%	0%	0%	20%

Tenants meetings are useful and informative

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	8	3	7		3	3
2	1	3		1		5
3	1	1	1	1		1
4	2	1	1			
5			1			
Grand Total	12	8	10	2	3	9
good	75%	75%	70%	50%	100%	89%
average	8%	13%	10%	50%	0%	11%
poor	17%	13%	20%	0%	0%	0%

I feel safe in my own home

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	13	7	9	1	4	12
2		1	1	1		
3						
4						
5			1			
Grand Total	13	8	11	2	4	12
good	100%	100%	91%	100%	100%	100%
average	0%	0%	0%	0%	0%	0%
poor	0%	0%	9%	0%	0%	0%

I feel I have an opportunity to join in communal events

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	6	8	2	3	11
2	2	2			1	1
3	1	1				1
4						
5			2			
Grand Total	13	9	10	2	4	13
good	92%	89%	80%	100%	100%	92%
average	8%	11%	0%	0%	0%	8%
poor	0%	0%	20%	0%	0%	0%

I am happy with the Sheltered Housing Service

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	6	7	1	3	11
2	1	2	1	1	1	1
3	1	1	1			1
4	1					
5			1			
Grand Total	13	9	10	2	4	13
good	85%	89%	80%	100%	100%	92%
average	8%	11%	10%	0%	0%	8%
poor	8%	0%	10%	0%	0%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	YNYSWEN	YSGWYDDGWYN	Grand Total
no	1	3	107
yes	3	4	201
Grand Total	4	7	308
No	25%	43%	35%
Yes	75%	57%	65%

I know who my regular Sheltered Housing Officer is.

	YNYSWEN	YSGWYDDGWYN	Grand Total
No			29
Yes	5	7	282
Grand Total	5	7	311
No	0%	0%	9%
Yes	100%	100%	91%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	YNYSWEN	YSGWYDDGWYN	Grand Total
No	2	3	172
Yes	3	3	138
Grand Total	5	6	310
No	40%	50%	55%
Yes	60%	50%	45%

I have had a response to a call within one minute

	YNYSWEN	YSGWYDDGWYN	Grand Total
No			84
Yes	4	3	162
Grand Total	4	3	246
No	0%	0%	34%
Yes	100%	100%	66%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	4	5	227
2		1	31
3	1		16
4			4
5			7
Grand Total	5	6	285
good	80%	100%	91%
average	20%	0%	6%
poor	0%	0%	4%

I know when the Sheltered Housing Officer is at my scheme

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	2	4	213
2	1	1	37
3		2	25
4	1		8
5			21
Grand Total	4	7	304
good	75%	71%	82%
average	0%	29%	8%
poor	25%	0%	10%

The Sheltered Housing Officer is helpful

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	6	236
2	1	1	32
3			19
4	1		4
5			12
Grand Total	5	7	303
good	80%	100%	88%
average	0%	0%	6%
poor	20%	0%	5%

The Sheltered Housing Officer is professional in their appearance

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	238
2	1	1	36
3		1	15
4	1		7
5			9
Grand Total	5	7	305
good	80%	86%	90%
average	0%	14%	5%
poor	20%	0%	5%

The Sheltered Housing Officer is professional in their attitude

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	236
2		1	35
3	1		18
4	2		8
5			11
Grand Total	6	6	308
good	50%	100%	88%
average	17%	0%	6%
poor	33%	0%	6%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	6	226
2		1	41
3	1		15
4	1		12
5			12
Grand Total	5	7	306
good	60%	100%	87%
average	20%	0%	5%
poor	20%	0%	8%

I am aware of the regular Tenants meetings

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	238
2	1	1	26
3	1	1	22
4			3
5			13
Grand Total	5	7	302
good	80%	86%	87%
average	20%	14%	7%
poor	0%	0%	5%

I choose to attend Tenants meetings

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	2	4	156
2	1		29
3	2	2	37
4		1	12
5			32
Grand Total	5	7	266
good	60%	57%	70%
average	40%	29%	14%
poor	0%	14%	17%

Tenants meetings are useful and informative

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	3	156
2		2	32
3		1	39
4	1		14
5			17
Grand Total	4	6	258
good	75%	83%	73%
average	0%	17%	15%
poor	25%	0%	12%

I feel safe in my own home

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	5	6	257
2	1	1	25
3			7
4			4
5			8
Grand Total	6	7	301
good	100%	100%	94%
average	0%	0%	2%
poor	0%	0%	4%

I feel I have an opportunity to join in communal events

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	3	212
2	1	2	37
3		1	24
4			4
5	1		17
Grand Total	5	6	294
good	80%	83%	85%
average	0%	17%	8%
poor	20%	0%	7%

I am happy with the Sheltered Housing Service

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	213
2	1	2	39
3	1		30
4	1		7
5			21
Grand Total	6	7	310
good	67%	100%	81%
average	17%	0%	10%
poor	17%	0%	9%

KEY

- 1 Strongly agree
- 2 Agree
- 3 Neither agree or disagree
- 4 Disagree
- 5 Strongly disagree

good -Strongly agree and agree as a percentage of total
 average -'neither agree or disagree' as a percentage of total
 poor -Disagree and strongly disagree as a percentage of total