



East Boro Housing Trust is a Charitable Registered Society under the Co operative and Community Benefit Societies Act 2014 No. 16946R

We manage over **370** properties with more than **400** tenants and deliver care and support to over **550** customers on a daily basis.

Last year alone East Boro delivered more than **97,000** hours of care

Overview Housing Support Survey 2015

During March 2015 East Boro canvassed the opinions of its customers, including Sheltered Housing Tenants, as well as those who received housing officer support only, Supported Living tenants with Learning Disabilities and our General and Young Tenants by way of a Satisfaction Survey.

A variety of questions were asked relating to the services provided by East Boro. The survey has been updated from last year following comments made about the length of the previous survey.

The new survey is based on the STAR format and has a number of core questions which are the same for all our tenant groups. Where individuals wanted to complete the questions but were unable to do so independently, support workers were encouraged to assist.

In total, **446** Surveys were sent out to our customers across Dorset, of which **136** customers received

support only. Respondants were given the option of confidentiality, however **98%** were happy to identify themselves.

Overall, the results reflect very well on East Boro Housing Trust. As a Housing and Support Service provider, we are very pleased with the feedback. Where items were raised by customers who identified themselves, visits have been arranged to try to achieve the suggestions made and/or to offer help and advice.

All the received comments have been separately noted and action taken to address feedback. However, although the return was adequate, next year we will be providing more staff support with enough background information to be able to encourage and assist all of our customers to complete the survey.

Dorothy Allen
Customer Liaison Manager

Housing with support

is often called

Supported Living or **Independent Living**

What both of these terms mean is that residents have their own home and support is put in place to help them to live independently.

This could mean that they are supported for a few hours a week, **everyday**, **overnight** or **24 hours** a day.

The support is **carefully planned** to meet individuals' personal needs to live **independently**



“For over 55 years we have prided ourselves on being big enough to cope... but small enough to care”



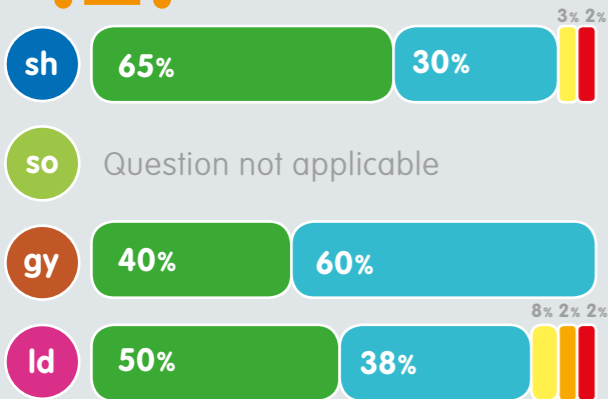
www.ebht.org.uk



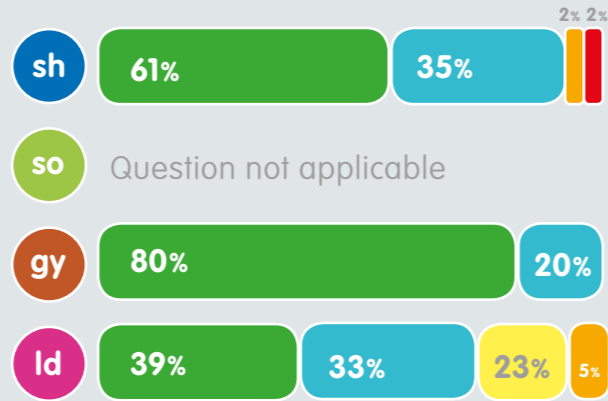
Housing Support Survey Results
2015

How satisfied are you with the overall quality of your home?

“You’re doing a marvellous job. Very happy.”



Generally how satisfied are you with the way East Boro deals with repairs and maintenance?

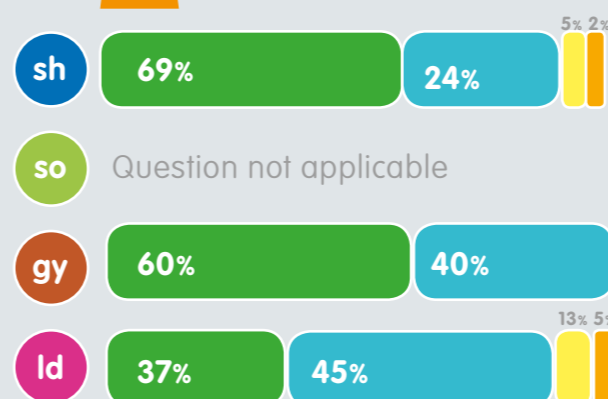


“Ask the gardener to cut the grass lower.”

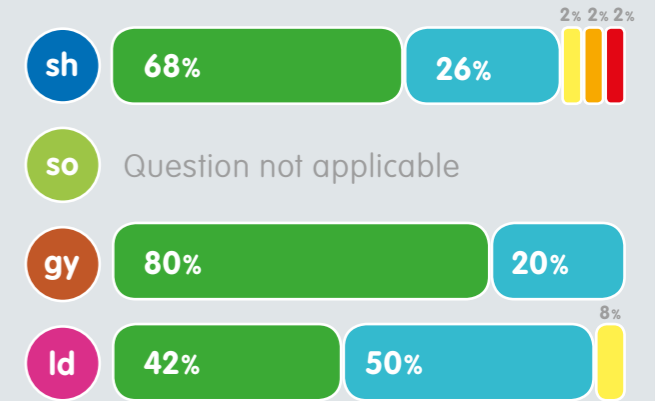


How satisfied are you with your neighbourhood / scheme?

“I feel happy and as I get older and not very well, I have a feeling of being safe.”



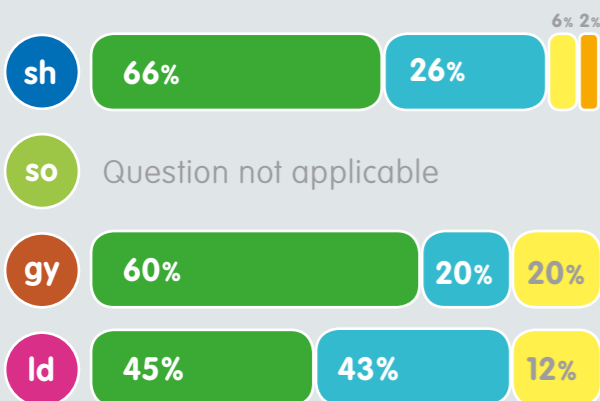
How satisfied are you that your rent provides value for money?



“The posts at the rear of the property need repainting.”



How satisfied are you that your service charges provide value for money?

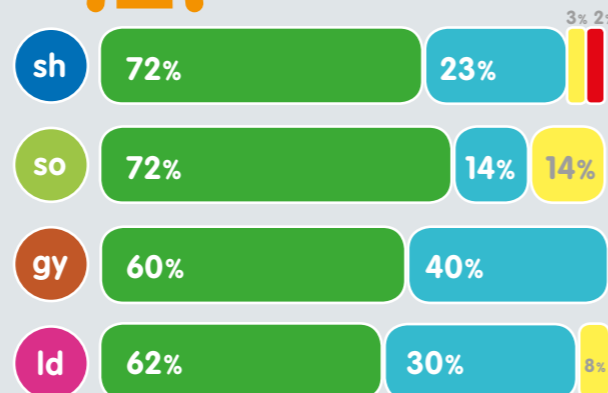


“Could EBHT remind visitors not to park in our car park.”

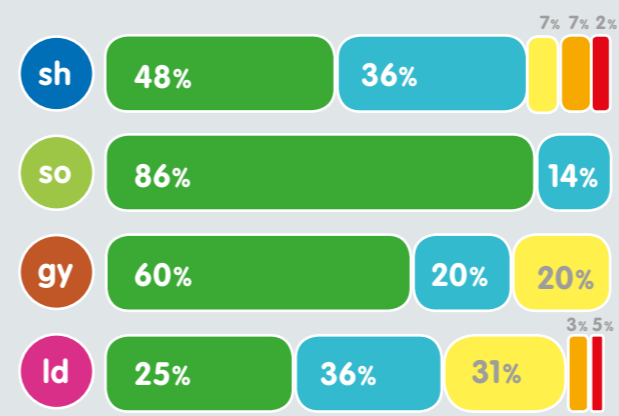


How satisfied are you with the support you receive from East Boro?

“I love living here, it is so well run, and I am fully satisfied with it.”



How satisfied are you that East Boro listens to your views and acts upon them?



“Object to having to go to other side of the scheme to the food waste bin.”



Taking everything into account, how satisfied are you with the services provided by East Boro?

“Thank you for another happy year at Meadowpoint under the care of EBHT.”

