

Black Country Housing Group Supported Living Survey

Background and Methodology

This report presents findings from customer feedback collected from individuals living in supported living accommodation. The survey takes place annually to gather insights on the effectiveness of services provided by Black Country Housing Group (BCHG).

The primary aim of the survey is to help BCHG understand how services are delivered, enabling greater choice for customers, and to identify areas for potential improvement.

Survey Period: January to February 2025.

Total 18 customers were invited to take part in this survey from across the four residential locations:

- Chapel Street
- Havacre Lane
- Whitepoplars Close
- Wilson Road

Customers were given the choice to complete the in-person survey and with the help, if required, of the Team Leader from another residential location, family member or relative, and 15 fully completed and 1 partially completed.

Overall Sentiment:

- Most customers expressed satisfaction with the support, safety, and care they receive from staff. A common theme is the respect and dignity with which staff treat them, and many customers feel safe in their homes.
- Most respondents are highly satisfied with the activities available, the choices they have in daily life, and the support provided for appointments. A recurring sentiment is their appreciation for the staff's presence and support.
- Trust plays a central role in the relationships between staff and customers.

Key Findings – Themes from Responses:

Happiness and Safety

- 100% of respondents are happy with the support provided by BCHG staff.
- 87.5% of respondents feel safe in their homes.

familiarity with personal space. Comments include, "I like my bungalow," "I like my house," "I like my bedroom," and "Staff make me feel safe."

There are mixed responses regarding external safety. Some respondents expressed concerns about road or train noise and loneliness at night. These comments appear to be isolated to one scheme.



Dignity, Respect, and Fairness

- 100% of respondents feel they are treated with dignity, respect, and kindness by support staff.
- 100% feel they can communicate openly and receive help when needed.
- Many comments highlight the respect residents feel from staff, with some mentioning the ability to discuss needs and preferences openly.

A few respondents expressed appreciation for the rapport they have with staff, noting that staff take time to engage with them. Example: "Everyone knocks on my door," and "Staff respect me."

Activities and Choices

- 100% of respondents are satisfied with the activities available to them.
- 100% feel they have the freedom to make choices in their home.
- 100% feel supported when visiting doctors, hospitals, or other appointments.

Customers particularly value their freedom of choice, including decisions about housework, meals, and activities. For example: "I choose everything myself: the day, time, place. I do my own washing, housework, food, and staff help me when needed."

Some respondents expressed interest in more variety in activities, such as more outings, holidays, pub visits, shopping trips, and walks. A few also mentioned personal preferences for decorating their spaces and creating a garden shed.





Communication and Information

- 100% state that they are provided with information that matters to them.
- 100% feel the new way staff record support benefits them.
- 100% state that they are listened to when things go wrong.

Some comments suggest areas for improvement in communication. For example, one family member requested a newsletter to keep them informed about changes or events related to the service. This request was also made in the previous year.

Certain questions (like those regarding new methods of recording support) seemed to be misunderstood by some customers, suggesting a need for clearer phrasing. In a few cases, interviewers used visual aids, such as a tablet, to help clarify questions.

Complaints and Problem Resolution

- 100% state that they feel helped with their problems.
- 100% know who to contact if they are sad or worried.
- 100% understand how to lodge a complaint if they are unhappy.
- 94% believe that the service takes action to resolve issues.
- 94% believe that broken items are repaired quickly.



Most customers feel that staff listen to them and act when things go wrong. Several mentioned prompt repairs, especially concerning maintenance issues like broken items or heating problems. However, one respondent noted that light repairs were not as timely as they would have liked.

Improvements and Suggestions

A few suggestions for improvement were made:

- Offer more activities, such as day trips and outings.
- Create a newsletter to keep family members informed.
- Consult with customers about adding a shed to the garden and about decorating their living spaces.

