

Learning disabilities survey results

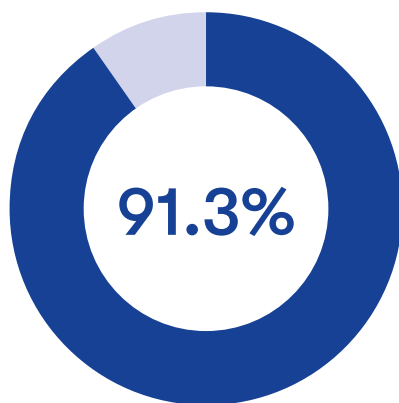
Background

In November 2021, 399 customers with Learning Disabilities (LD), living in our directly managed supported housing, were sent a postal survey in an easy read format.

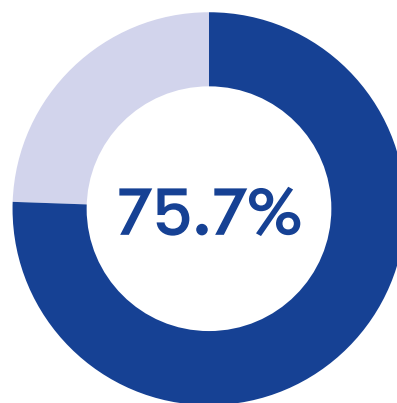
The aim of the survey was to gather feedback on the services they receive so we can learn what improvements could be made or where we need to

focus in the future. We heard from 116 customers, a 29% response rate and approximately 80% of customers had help in completing the survey.

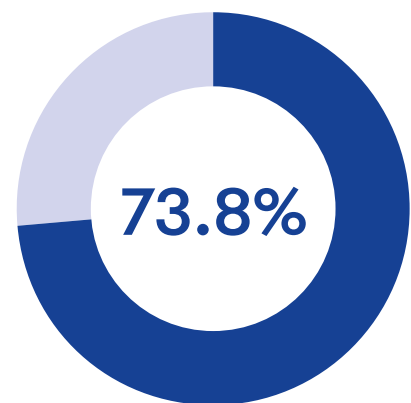
Headline results



91.3% of customers were happy with their home.

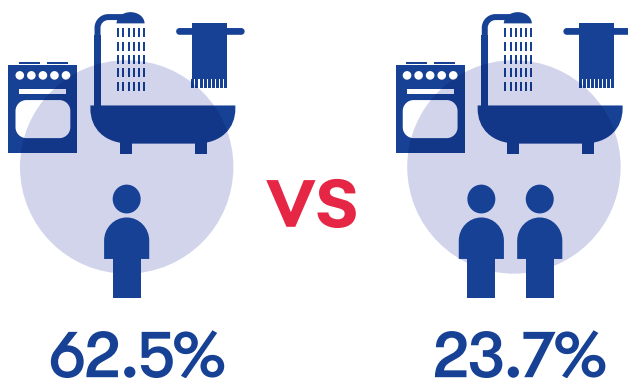


75.7% of customers were happy with LiveWest as a Landlord.



73.8% of customers were happy with the repairs to their home, with those who have lived there longer being more likely to be unhappy.

Self-contained vs shared accommodation



The majority of customers would chose to live in accommodation with their own bathroom and kitchen (62.5%), with only 27% of customers preferring to live in shared accommodation.

It should be noted that of those customers already living in shared accommodation, the majority would choose that type of accommodation.

Customers living in new buildings

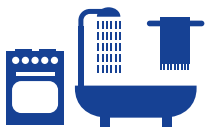


94.1% of customers living in new buildings were happy that their home and the building was accessible, easy to get around and spacious. They also liked having their own space and being able to be independent.



Customers were less happy about repairs and noise levels and the need for better soundproofing.

Customers living in shared accommodation



74% said they like living in a home with a shared kitchen and bathroom.



75% of customers use the communal lounge every day.

Despite some of the problems of shared accommodation, customers quoted the company of others and feeling comfortable around them, as things they particularly valued.



Customers receiving additional support from LiveWest



There are a small number of customers in our learning disabilities accommodation who receive additional support from LiveWest, in our other schemes this is provided by an external partner. We heard feedback from seven customers receiving additional support and more than half were happy with the support they received. For two customers who were unhappy with their support, their concerns have been followed up individually.

Darrell Jackson, Head of Older People and Learning Disabilities said “We would like to thank everyone who took part in the survey and would encourage as many of you to complete future surveys which will be undertaken on an annual basis. The results have helped to reaffirm our approach to new LD developments, which are incorporated within our LD Design Brief:

- Spacious self-contained accommodation
- Maximising opportunity for socialisation via communal lounges and garden areas
- Lifts and level access throughout

In addition, we are going to continue to develop ways to increase the response rate for future surveys by feeding back results of this survey and by providing direct support where the need is identified to assist customers with completion of forms”.

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