

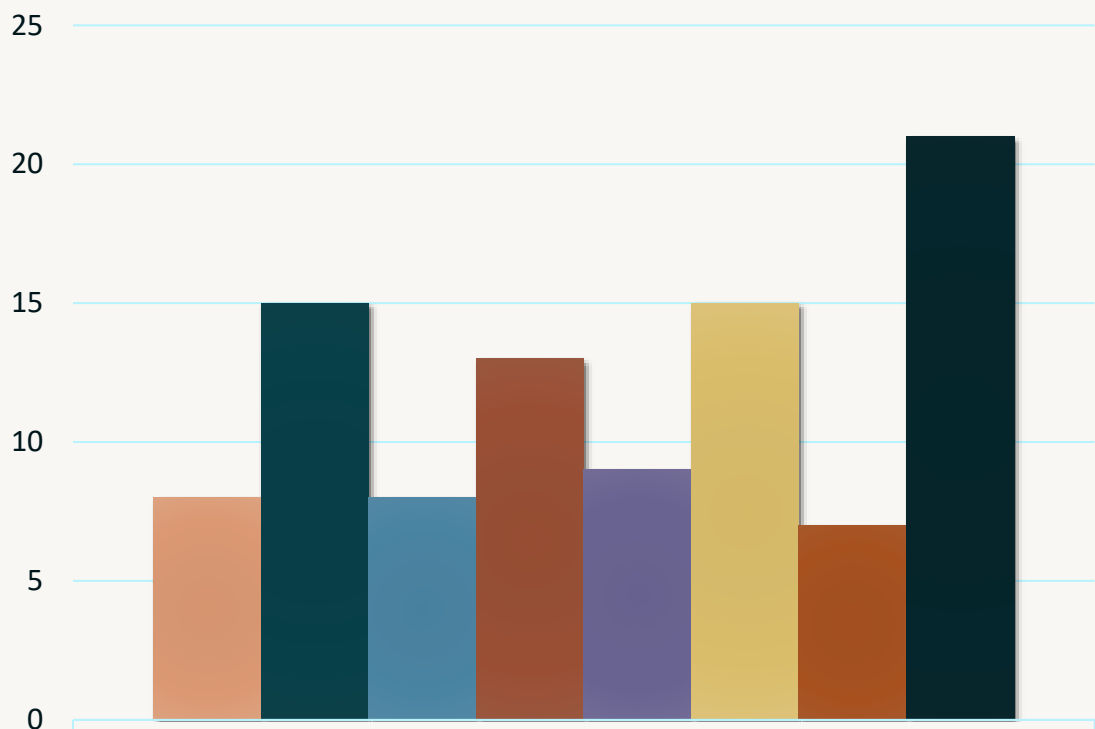
Belong Crewe Apartments

Customer Satisfaction Results

2023



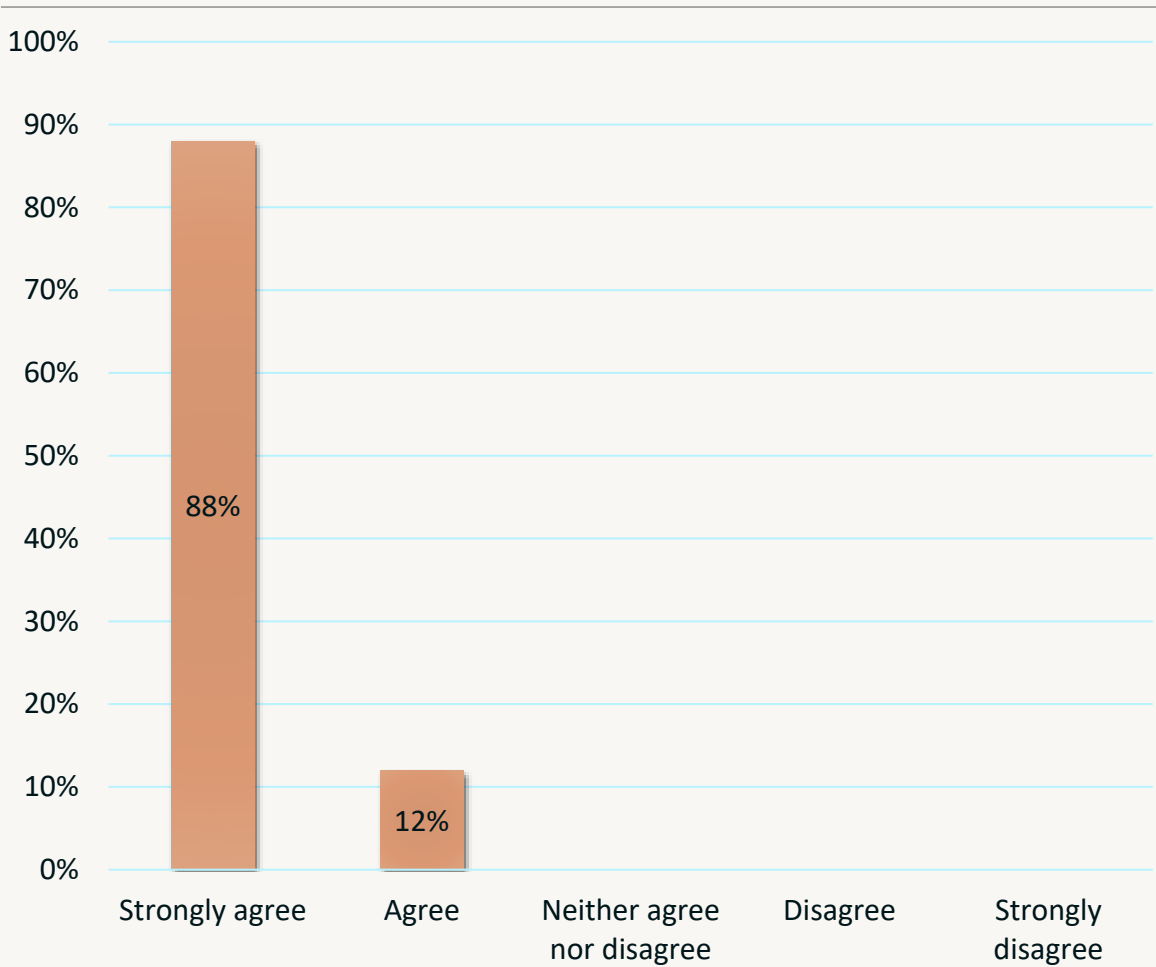
The number of surveys completed and returned by apartment customers, by location, are shown below. At Crewe, this response rate represents 67% of our apartment customers.



Atherton	8
Chester	15
Crewe	8
Macclesfield	13
Morris Feinmann	9
Newcastle-under-Lyme	15
Warrington	7
Wigan	21

My experience of the Belong team is that they are respectful, caring and compassionate.

88% strongly agreed rising to 100% if 'agree' responses are included.

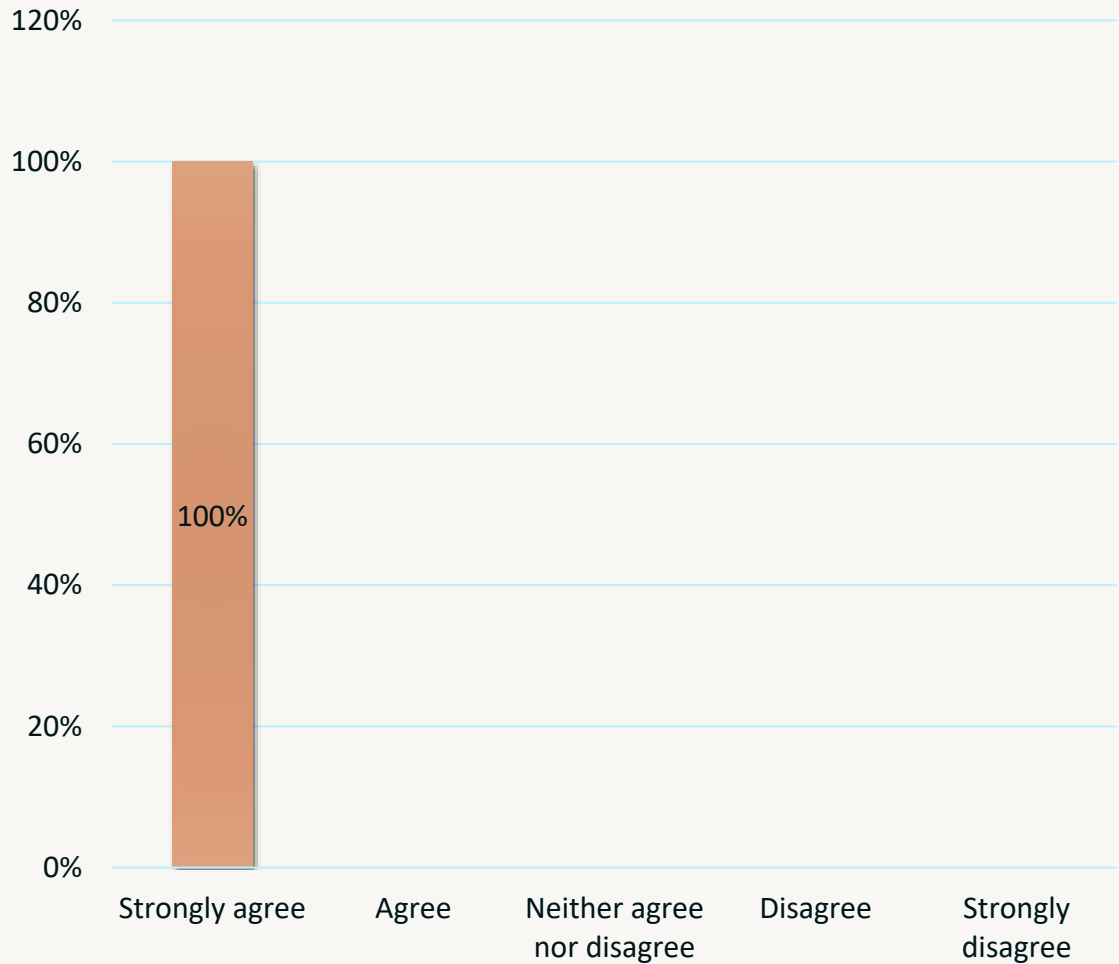


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Everyone is so cheerful at all times.

I feel secure living in a Belong apartment.

100% strongly agree



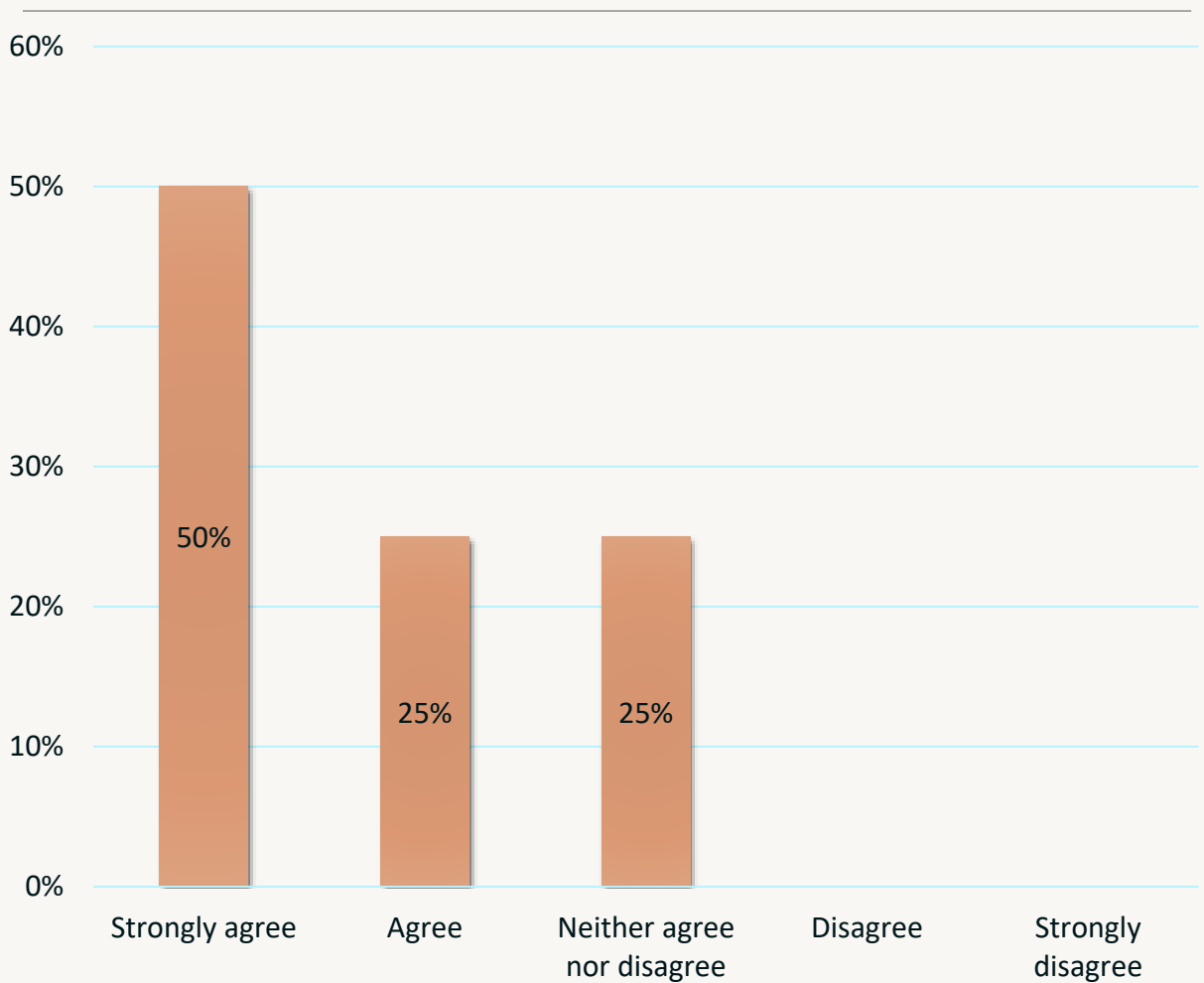
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

One can lead one's life independently. There is always back-up staff if required.

I enjoy using The Bistro.

50% strongly agree rising to 75% if 'agree' responses are included.

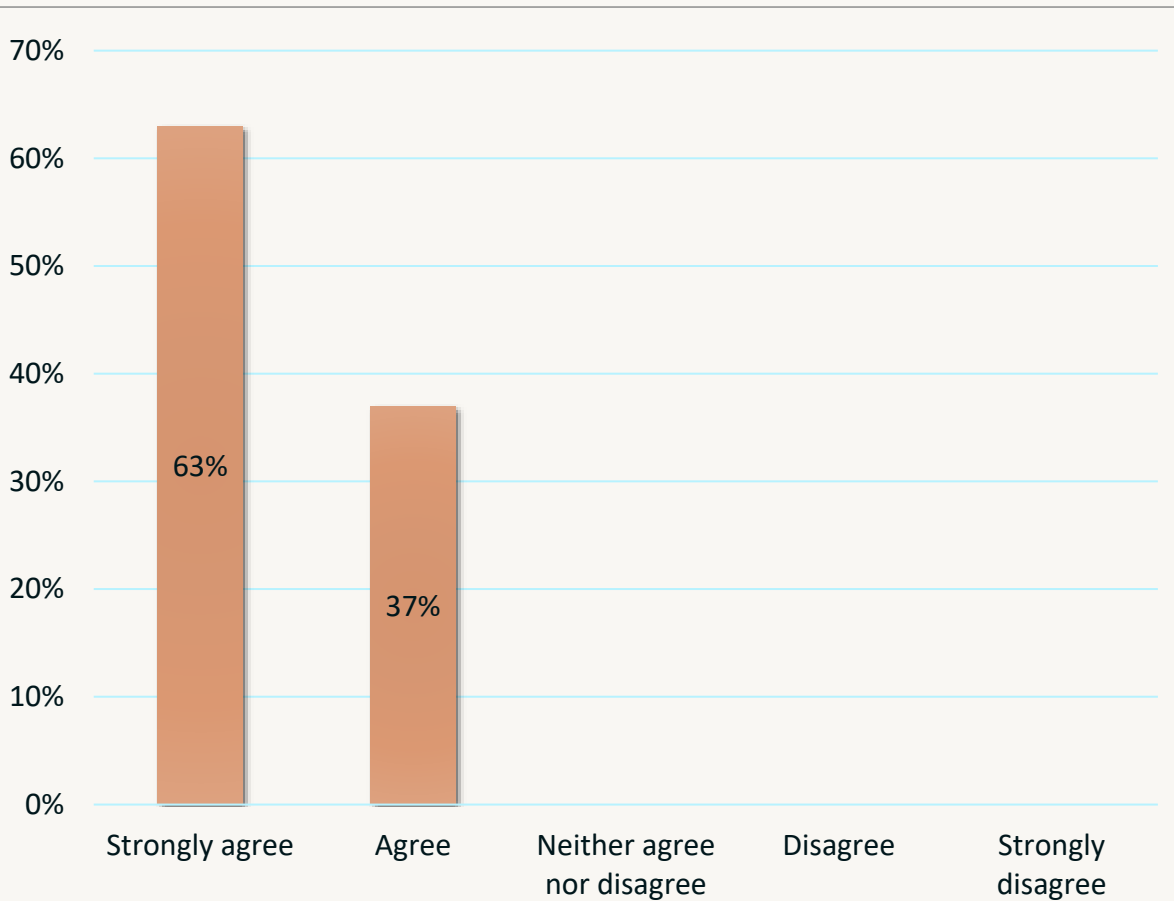


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The food is all home cooked, tasty and it's a pleasure to be able to go to the Bistro.
Brilliant cooks and very helpful staff.

I am happy with the range and number of activities available in the village.

63% strongly agree rising to 100% if 'agree' responses are included.



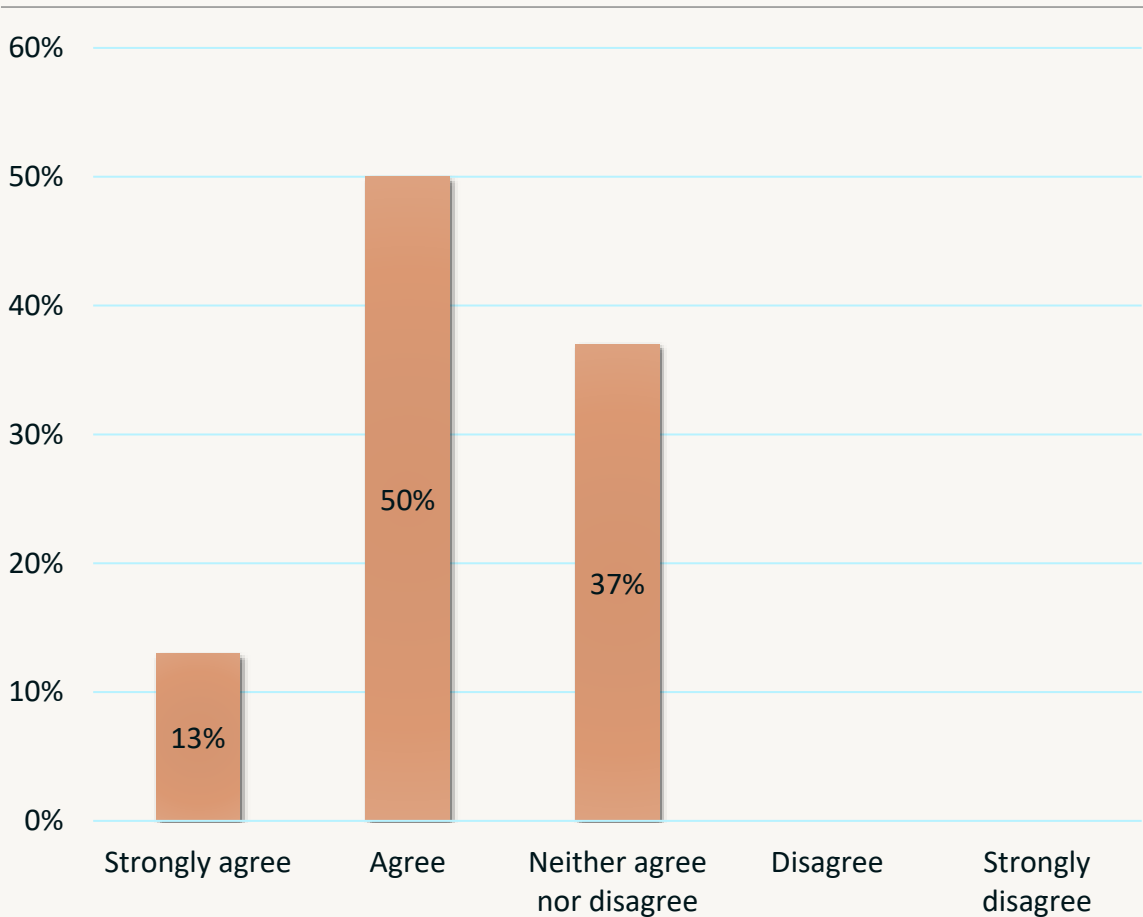
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Maybe it would be nice to have some Sunday outings. As there are no local buses running.

I like to use the Belong gym.

13% strongly agree rising to 63% if 'agree' responses are included.



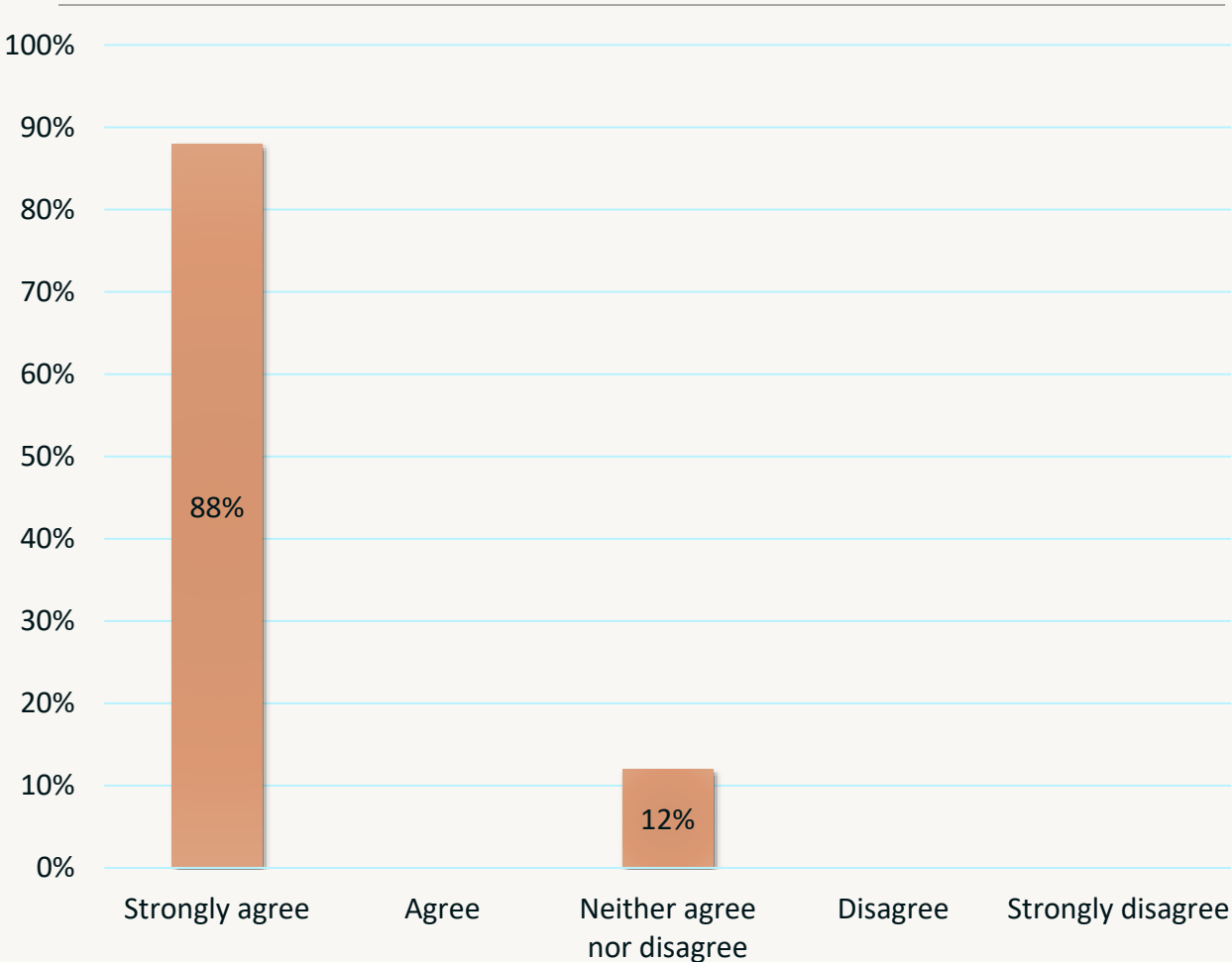
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

I did when I used to use it.

I am able to access outdoor space, fresh air, gardens and / or balconies as I would like.

88% strongly agree

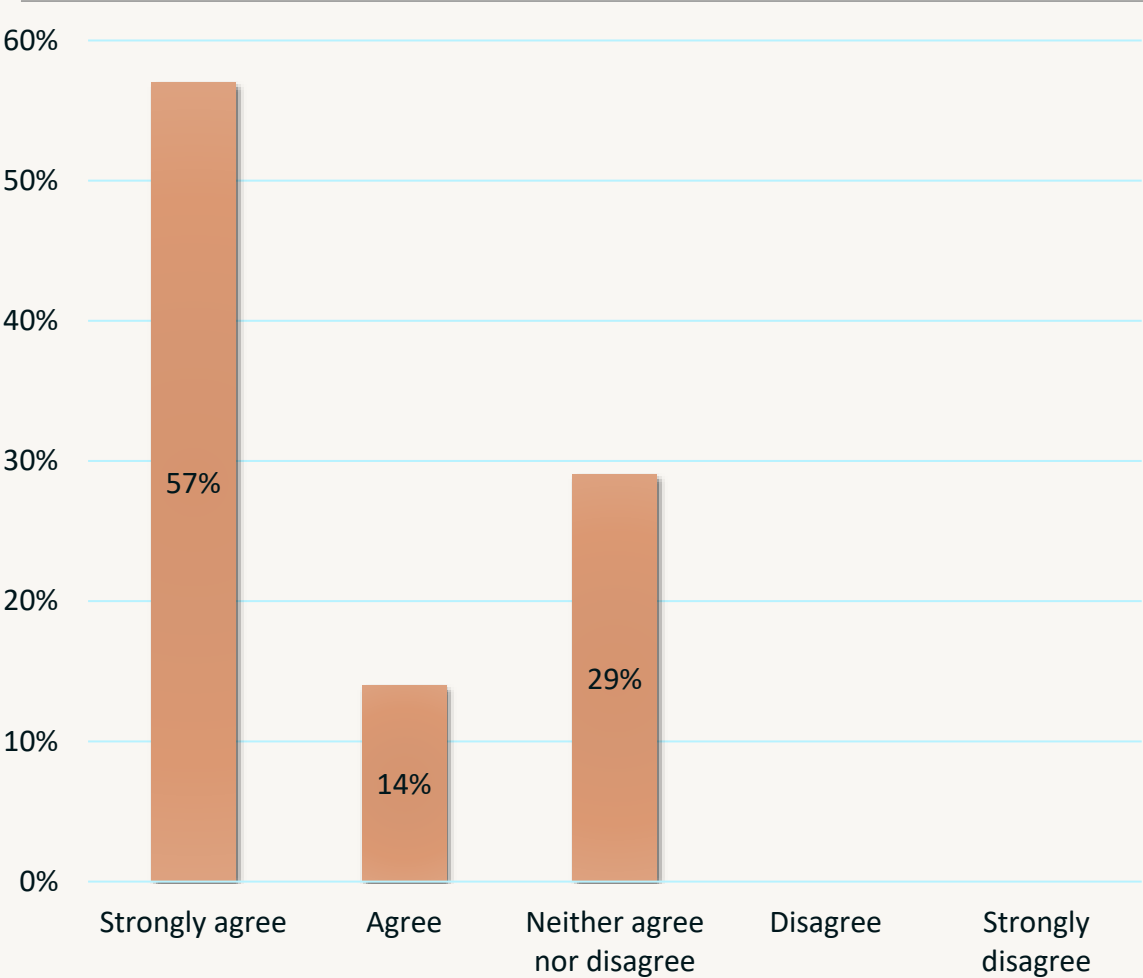


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments received.

My spiritual needs are supported in Belong.

57% strongly agree rising to 71% if 'agree' responses are included.

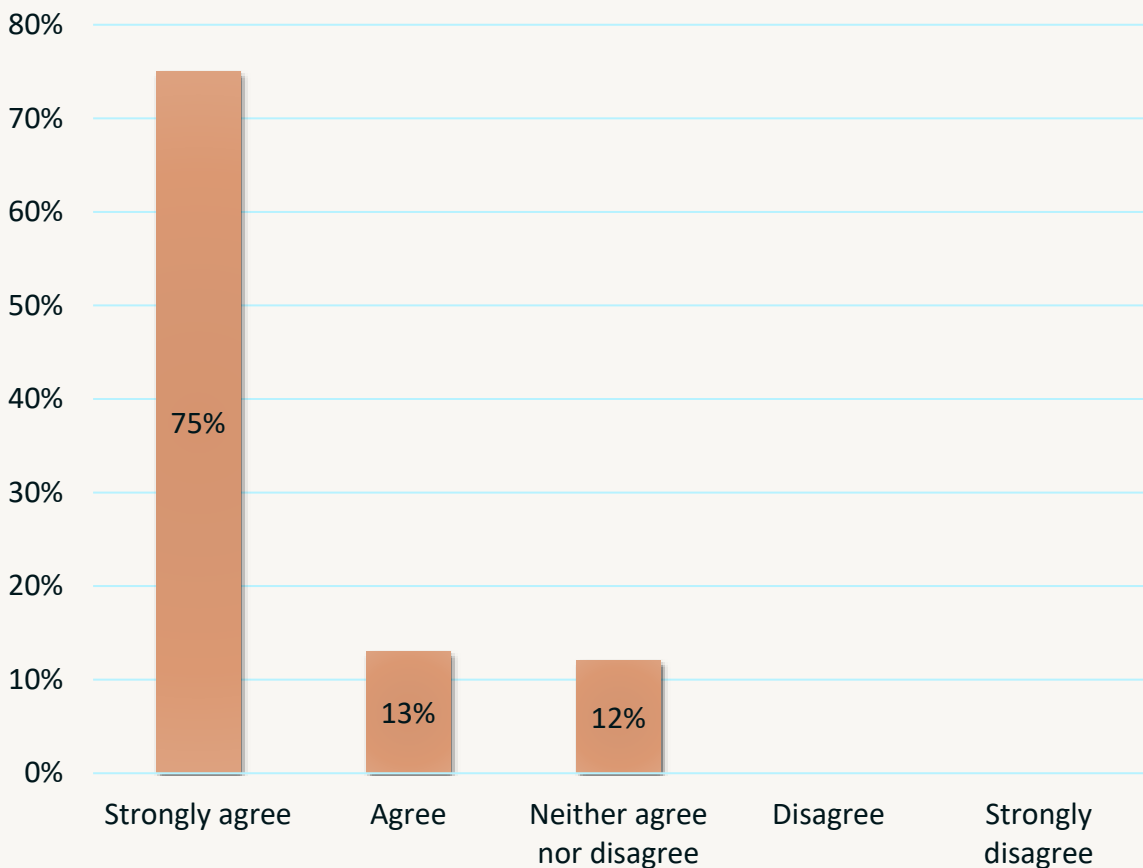


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments received.

I feel that Belong communicates well with me about what is happening in the village.

75% strongly agree rising to 88% if 'agree' responses are included.



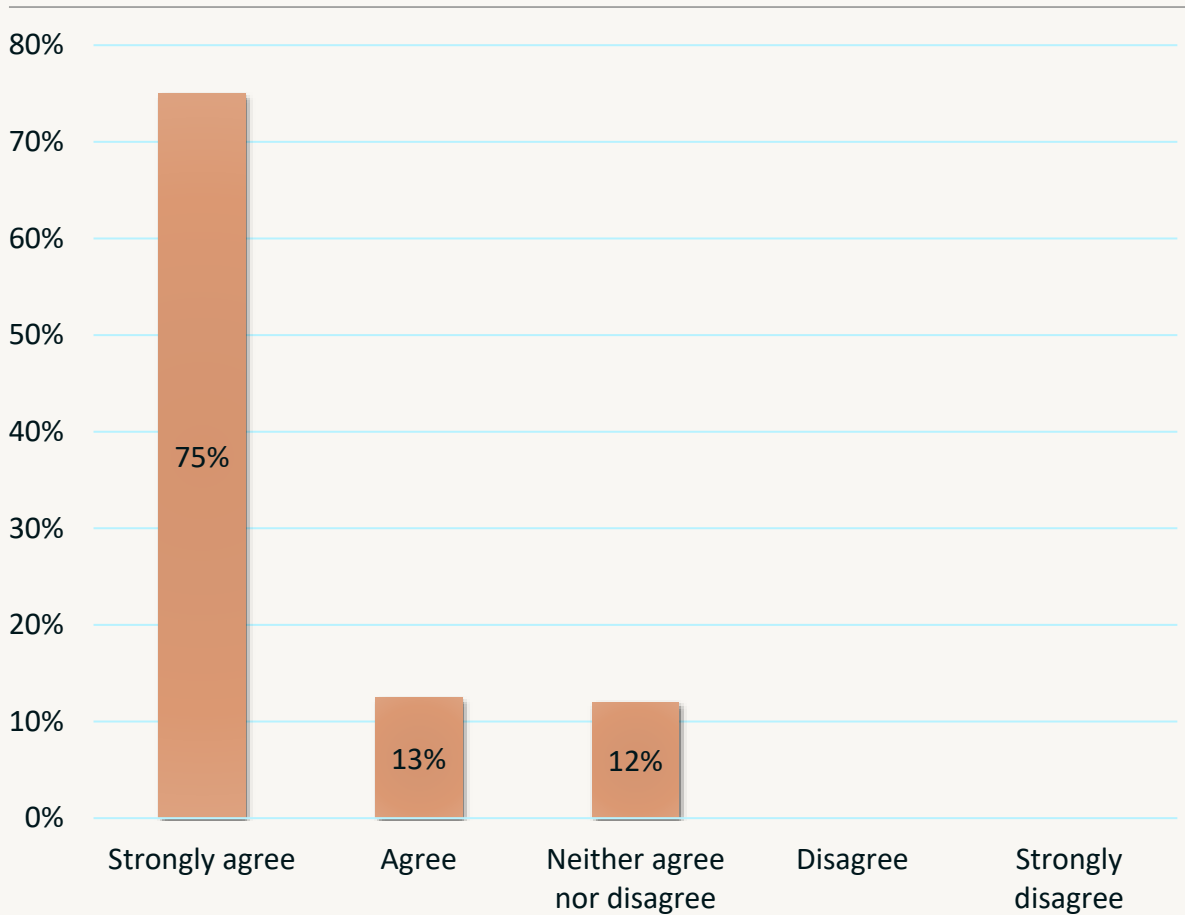
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments received.

The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

75% strongly agree rising to 88% if 'agree' responses are included.

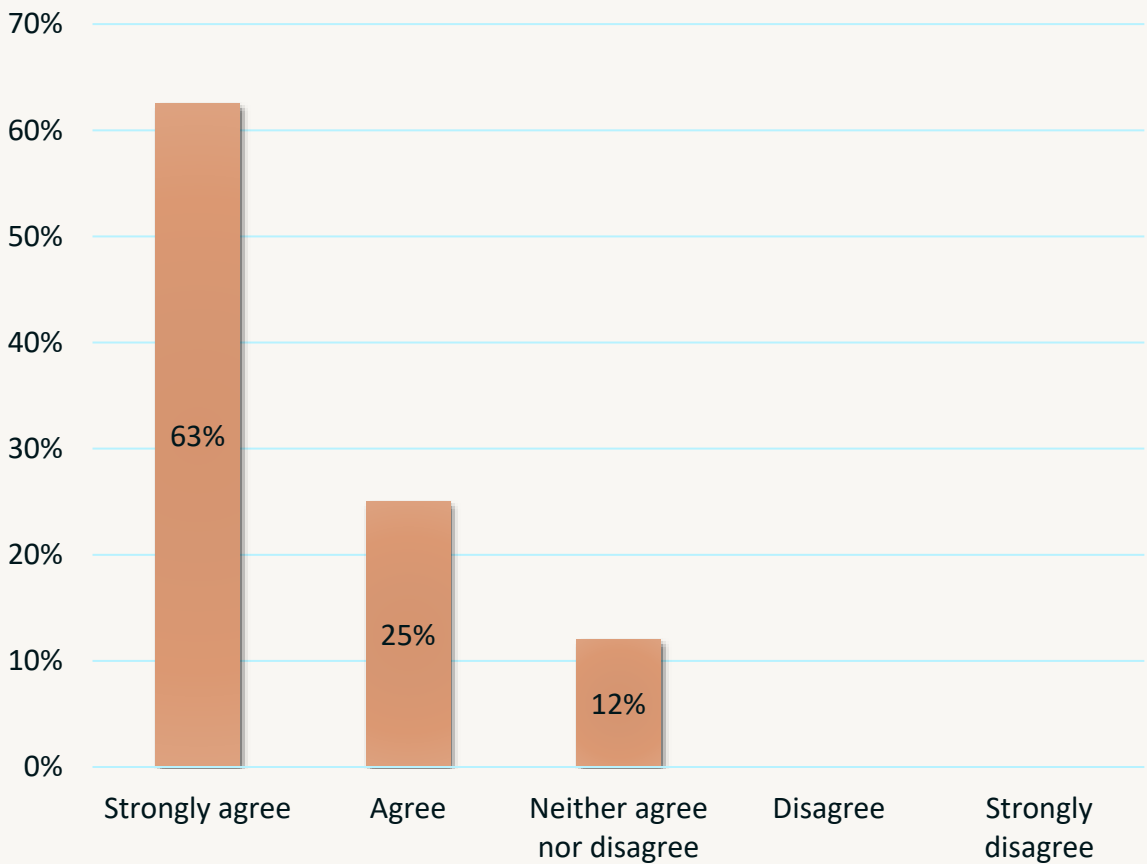


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No worries in getting any problems solved.
All the staff are very helpful and caring.

The indoor environment and building are well maintained.

63% strongly agree rising to 88% if 'agree' responses are included.



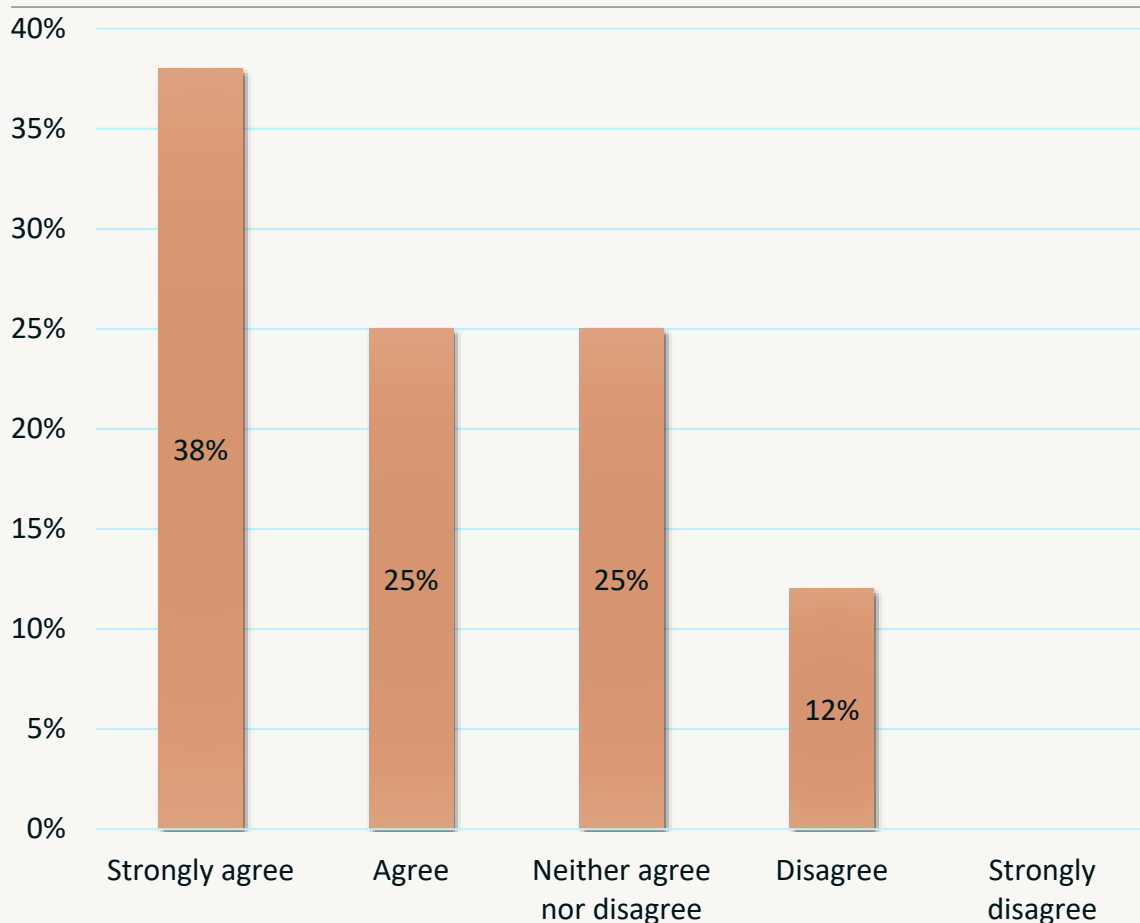
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments received.

The gardens and grounds in my village are well maintained.

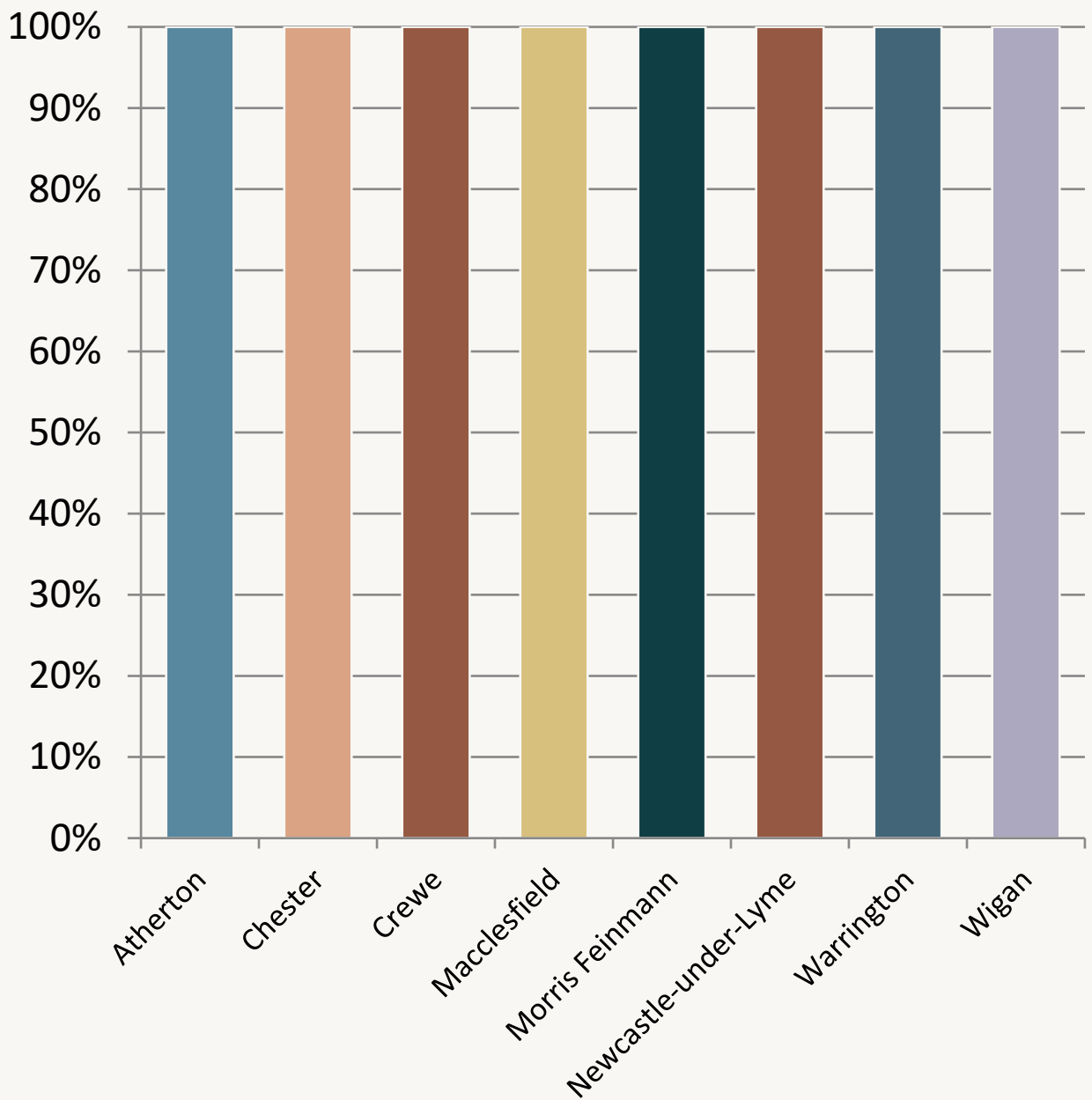
38% strongly agree rising to 63% if 'agree' responses are included.



We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The very tall property tree at the front needs to have some taken off the top as when the wind blows it's bending right over towards the end apartment.
Shame we haven't got a real gardener.
It's expected of the activity team to tend to main garden where I believe we should have a gardener to support with planting, weeding and brushing.

100% percent of Belong apartment customers, across all locations, would recommend Belong to family and friends.



We asked apartment customers what they feel we do well.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Staff	Employ caring, wonderful staff.
Service / care	Satisfied with everything really, I don't think there is anything to not say nice about Belong.

We asked apartment customers what they felt we could do better.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Service / care	I don't think you can get any better.

We asked apartment customers if there was anything else they would like to tell us.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Service / staff	No not really as we can always speak to the staff on reception. They always deal with anything as and when.
Security / safety	I feel very secure here and safe.

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed	Planned action
Compassionate caring and respectful	<p>Very positive results one comment received “cheerful at all times”.</p> <p>It is a pleasure to see 87% strongly agree and 12.5% agree we are caring.</p>		No action required.
Feeling safe	A perfect score of 100% feel strongly safe living here.		No action required.
Bistro	<p>Very positive results:</p> <p>50% strongly agree that they enjoy The Bistro and 25% agree.</p> <p>Great comments on brilliant cooks, tasty food, and a pleasure to go to The Bistro.</p>	To continue the excellent service in The Bistro and variety of foods that are offered.	No action required.
Activities	<p>Very positive results:</p> <p>62.5% strongly agree and 37.5% agree, it is lovely to hear our tenants enjoy and join in our activities programme on a regular basis.</p>	A mention in a couple of survey results about a village mini-bus and more weekend outings.	We will plan outings as the weather improves and explore all transport options.

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed	Planned action
Exercise	Again, some great results for those who choose to use the gym 12.5% strongly agree a good service and 50% agree.		No action required.
Outdoors	87.5% strongly agree. No action needed.		
Communication / complaints	Some very strong results received in this area which is great to see. 75% strongly agree and 25% agree. communication is good in the village and problems are solved .	Tenants now add any comments to our Belong forum suggestion box.	No action required.
Well maintained building and outdoors	62.5% strongly agree and 25% agree well maintained. However there was some feedback about the quality of gardeners.	We will review the comments with our property team.	Update to be provided at tenants meetings.

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed	Planned action
Garden and grounds	<p>37.5% strongly agree and 25% agree</p> <p>Garden maintenance needs to be looked into to improve the quality.</p>	<p>Plan in place for caretaker once a month to do a tidy up day in the garden.</p> <p>Tall property tree at the front of the building needed trimming as sways in the wind.</p>	<p>Schedule garden tidy up monthly.</p> <p>Property to look at the tree and arrange the contractor.</p>
Recommendation	<p>We are delighted that 100% of our tenants would recommend Belong to others.</p>		<p>We will continue to work hard to maintain quality in the village.</p>

Manager's comments:

Thank you to all our customers who completed this survey, and we are delighted with the overwhelmingly positive feedback received.

We have noted the areas for improvement, in particular pertaining to the maintenance of the grounds and the provision of outings, including at the weekend.

We will share plans around this through tenants' meetings and our discussions with customers about the activity programme, as we encourage all members of our community to contribute to the design of activities.

Once again, we are grateful for the feedback received, which helps us to continue to drive the village forward.

Cheryl Davies

General Manager

What do we do with your feedback?

- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their business plans
- Share the reports and audits with the teams
- Dementia skills assessments and observations used to inform individuals PDRs
- Update policies, procedures and standards where required
- Increase audits as needed
- Share with regulators, commissioners and banks
- Use it to better understand and improve our services

Getting better all of the time

Making a conscious effort to find out what life is like for people who live in our villages helps us to see what needs to be improved.

Thank you for taking the time to take part in this year's survey.

