

Belong Chester Apartments

Customer Satisfaction Results

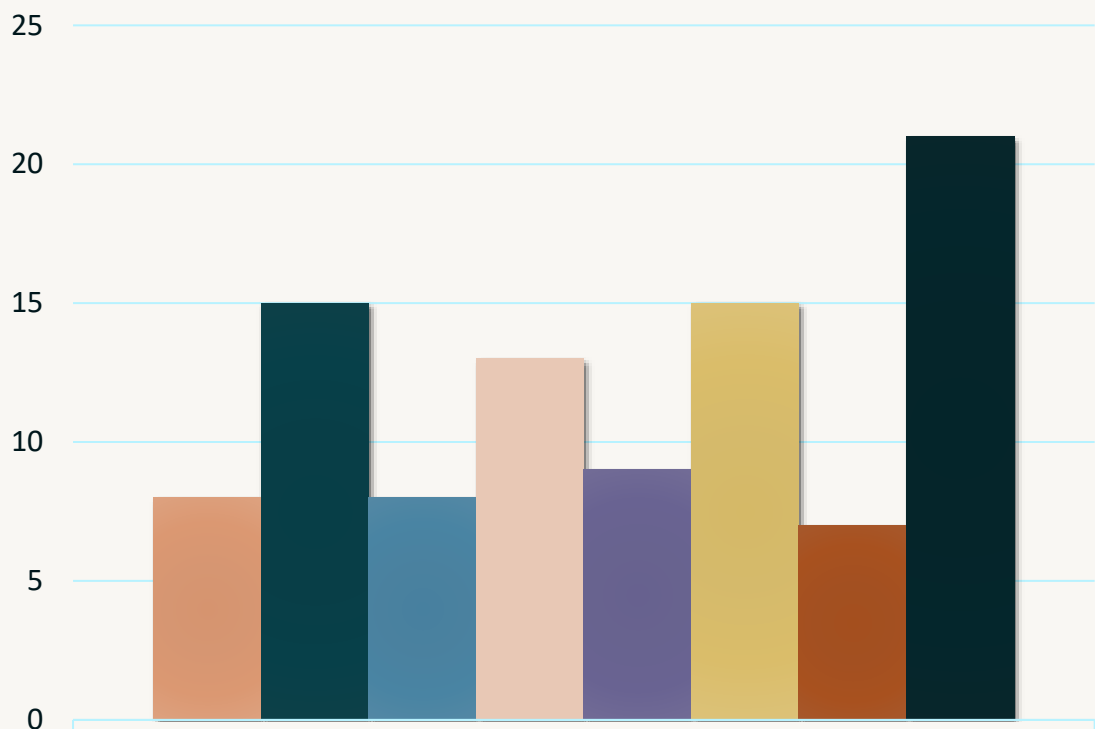
2023



BELONG

CHESTER

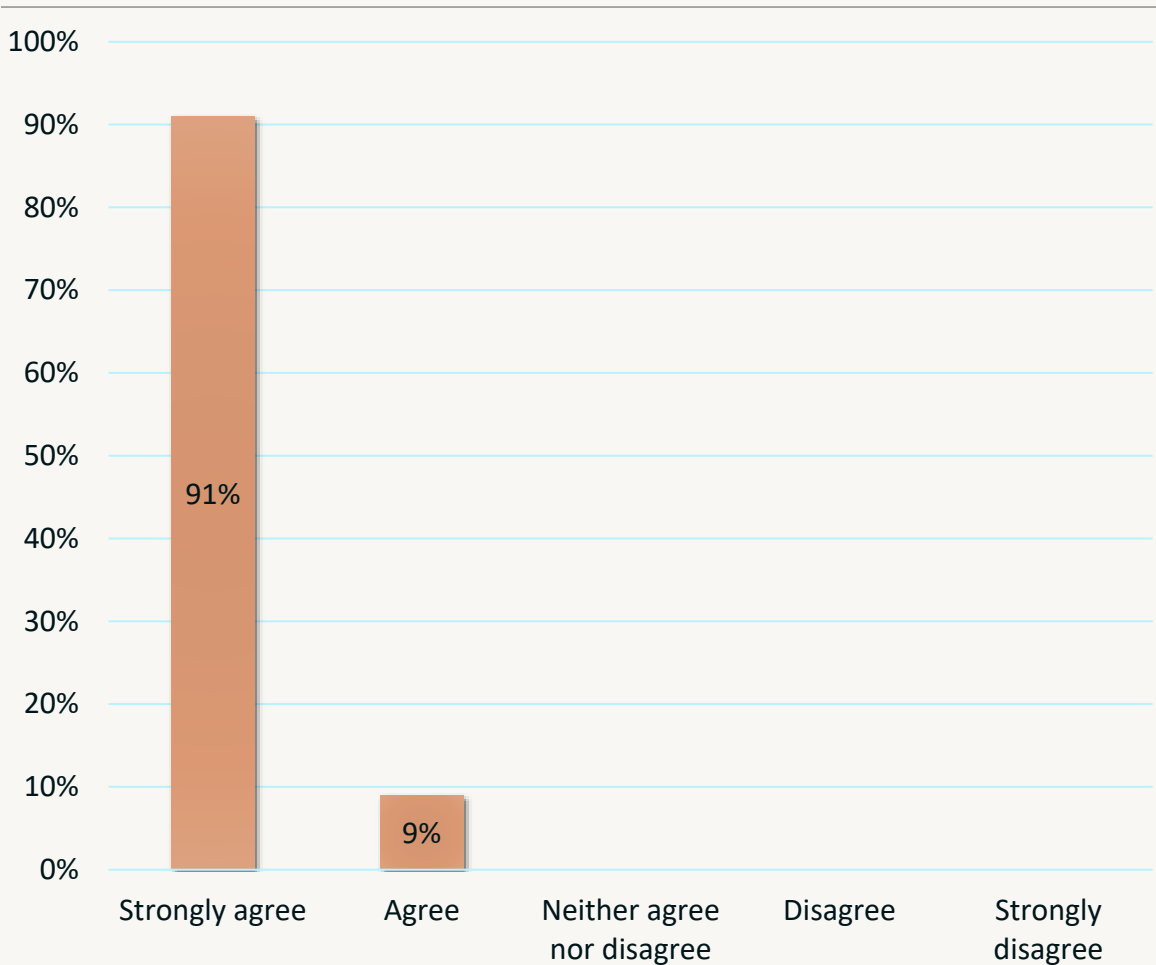
The number of surveys completed and returned by apartment customers, by location, is shown below. The response at Chester represents 65% of our apartment customers.



■ 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.

91% strongly agree, rising to 100% if 'agree' responses are included.

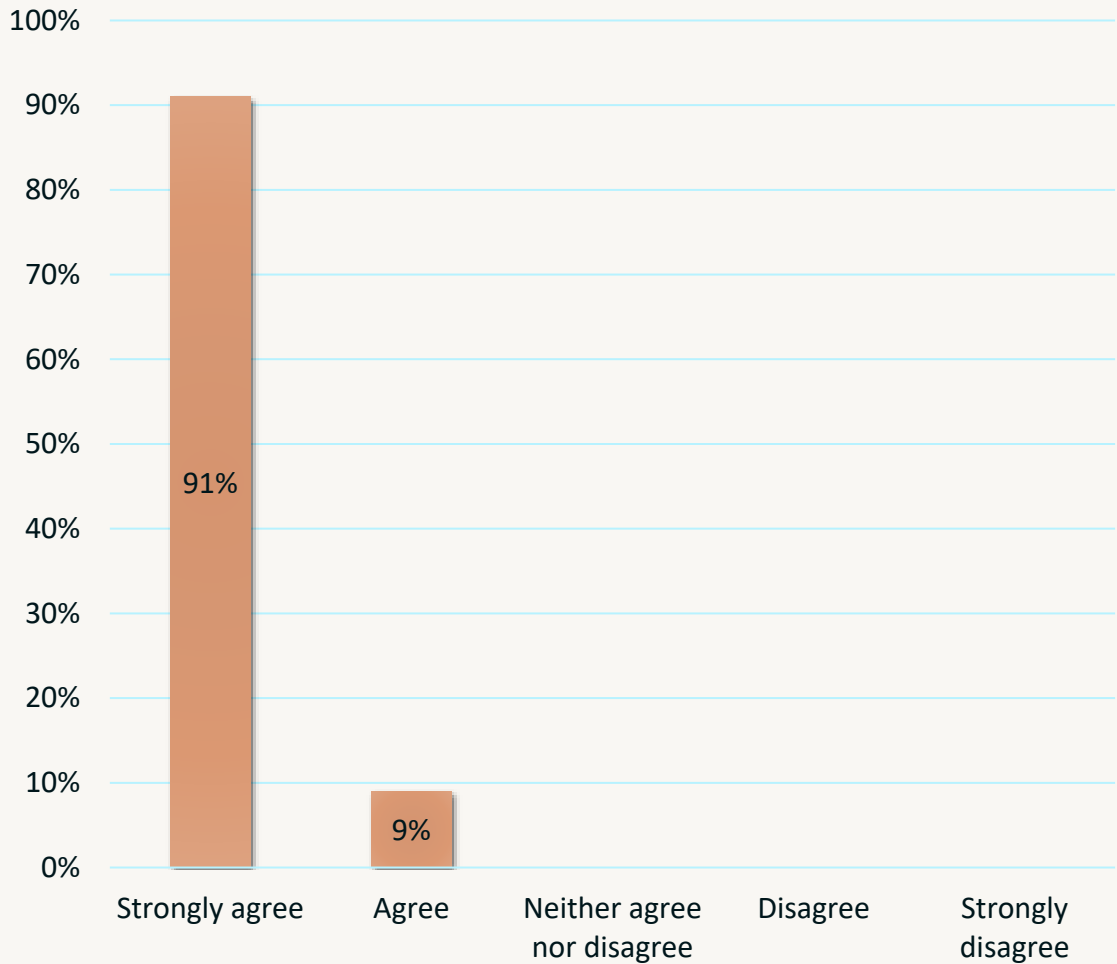


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Everyone is so lovely and caring.

I feel secure living in a Belong apartment.

91% strongly agree, rising to 100% if 'agree' responses are included.



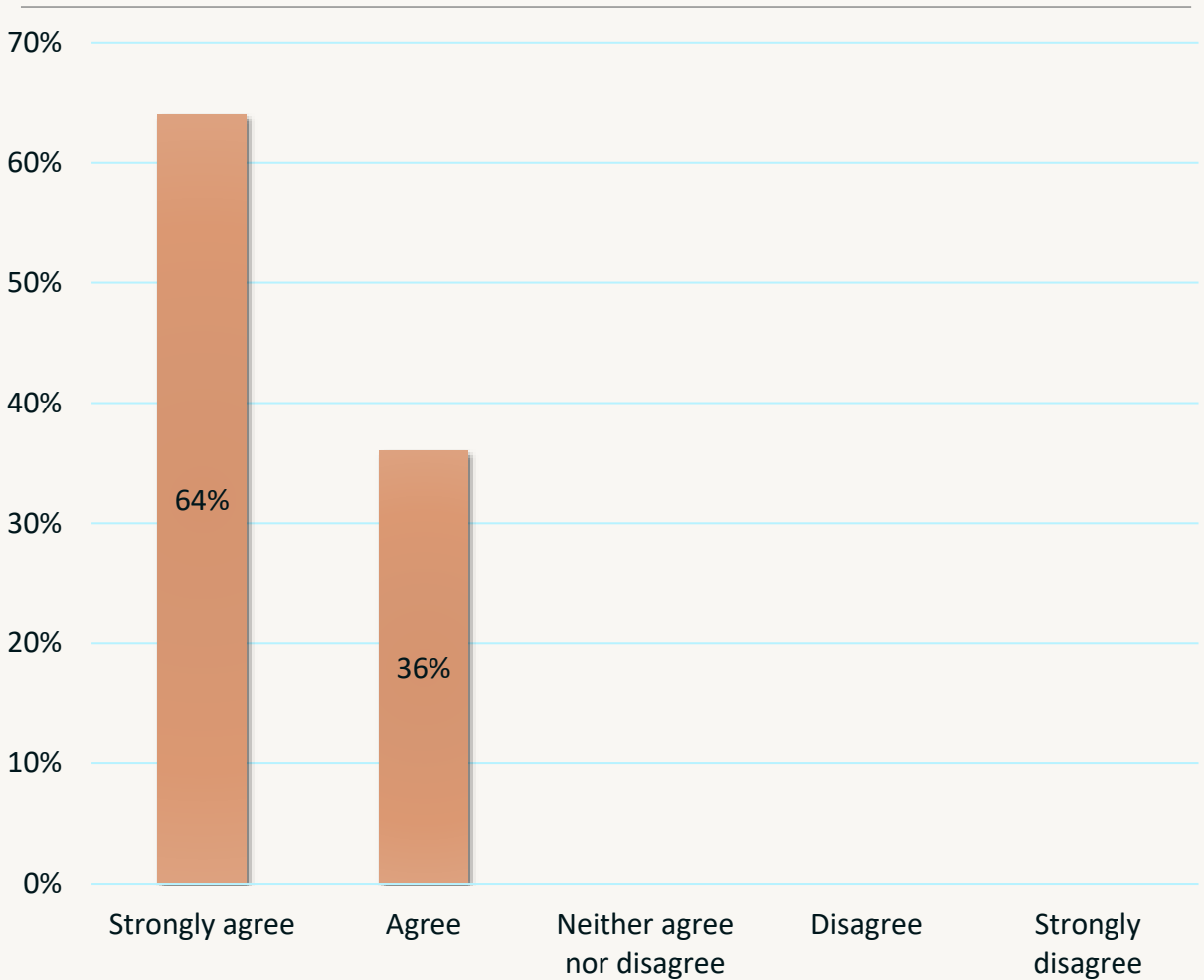
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

This is a very safe and secure place to live.

I enjoy using The Bistro.

64% strongly agree, rising to 100% if 'agree' responses are included.



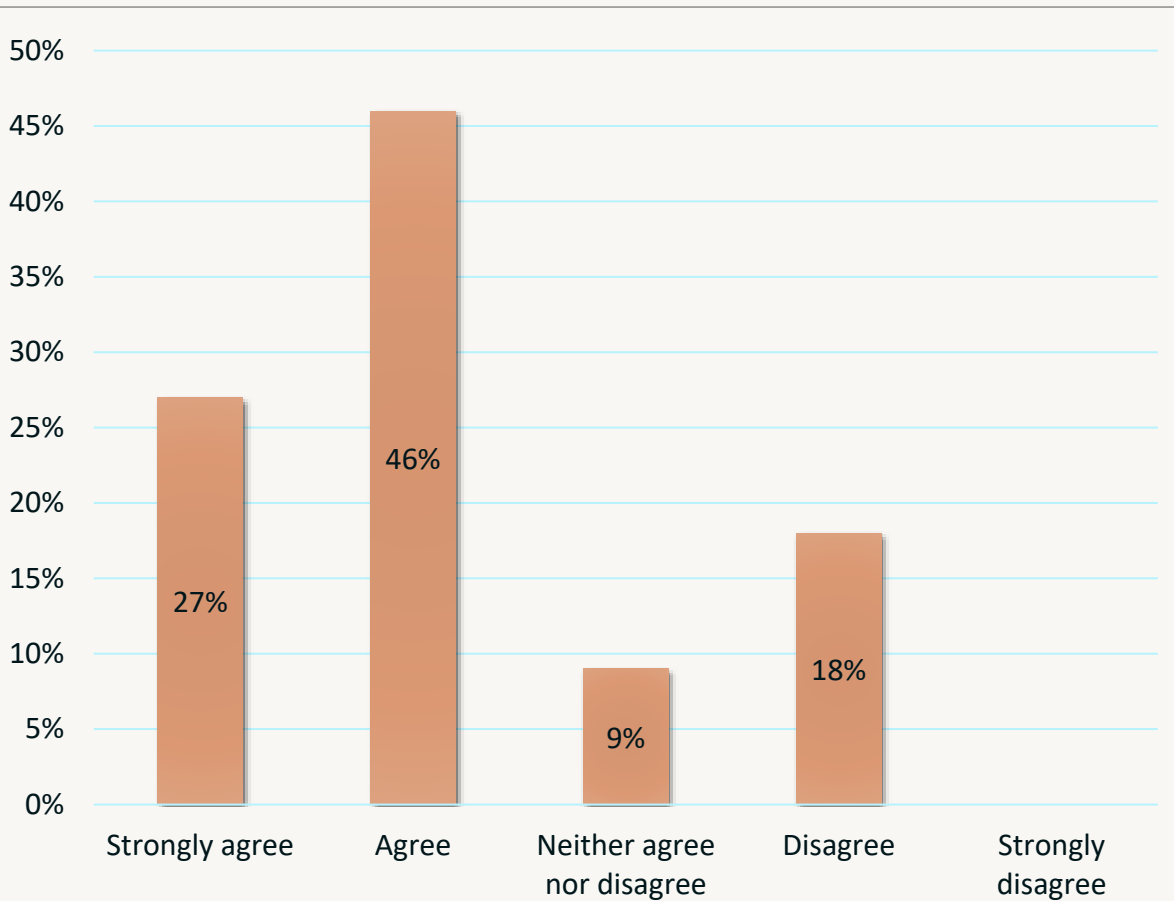
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

More variety of meals and steak knives would be appreciated. Also, vegetables usually cold, and the plates. Suggest microwave available for tenants' use.

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

27% strongly agree, rising to 73% 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):

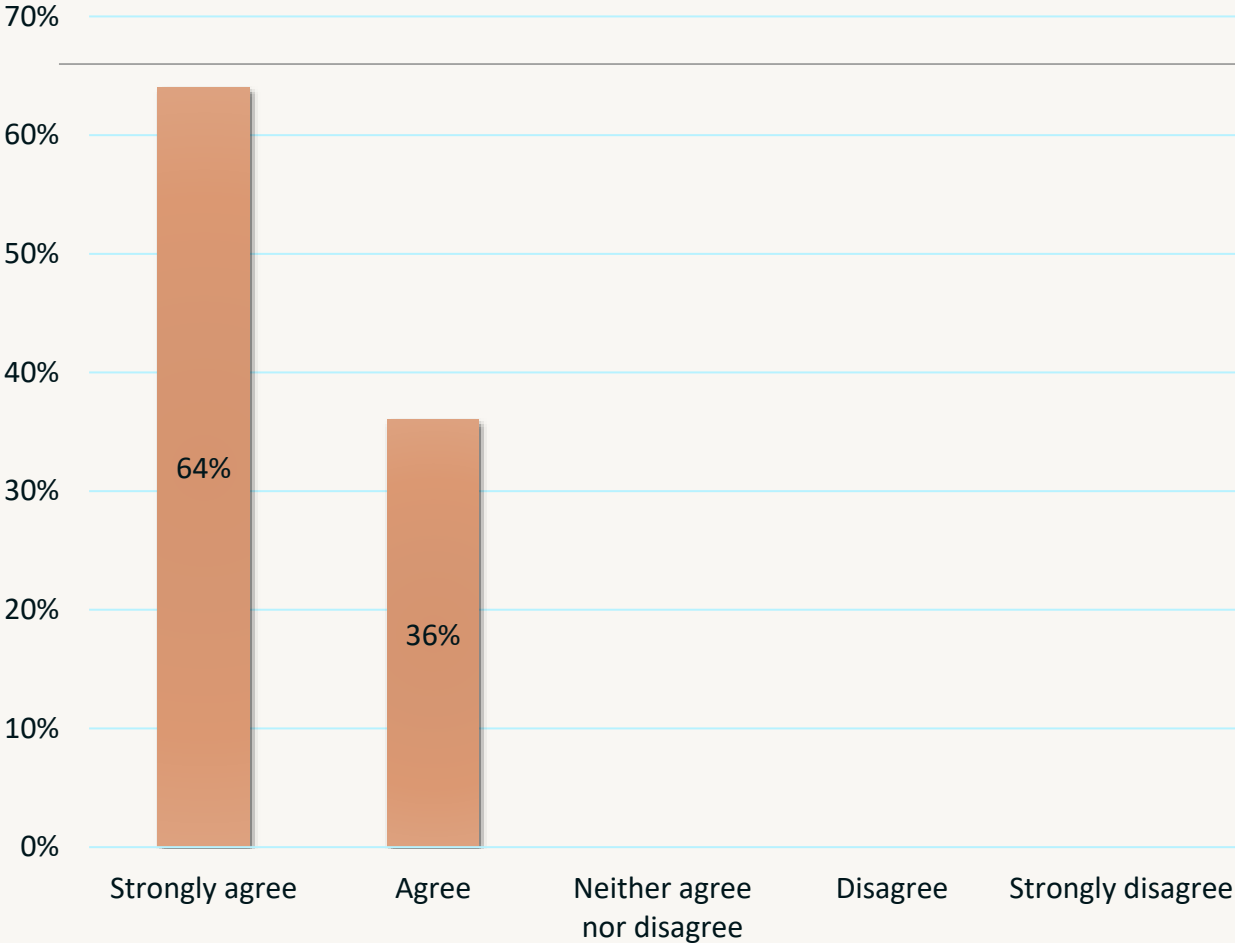
Comments

We love the activities with other residents and the nursery children, it makes life so much more enjoyable.

I would like more talks suitable for tenants.

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

64% strongly agree, rising to 100% if 'agree' responses are included.

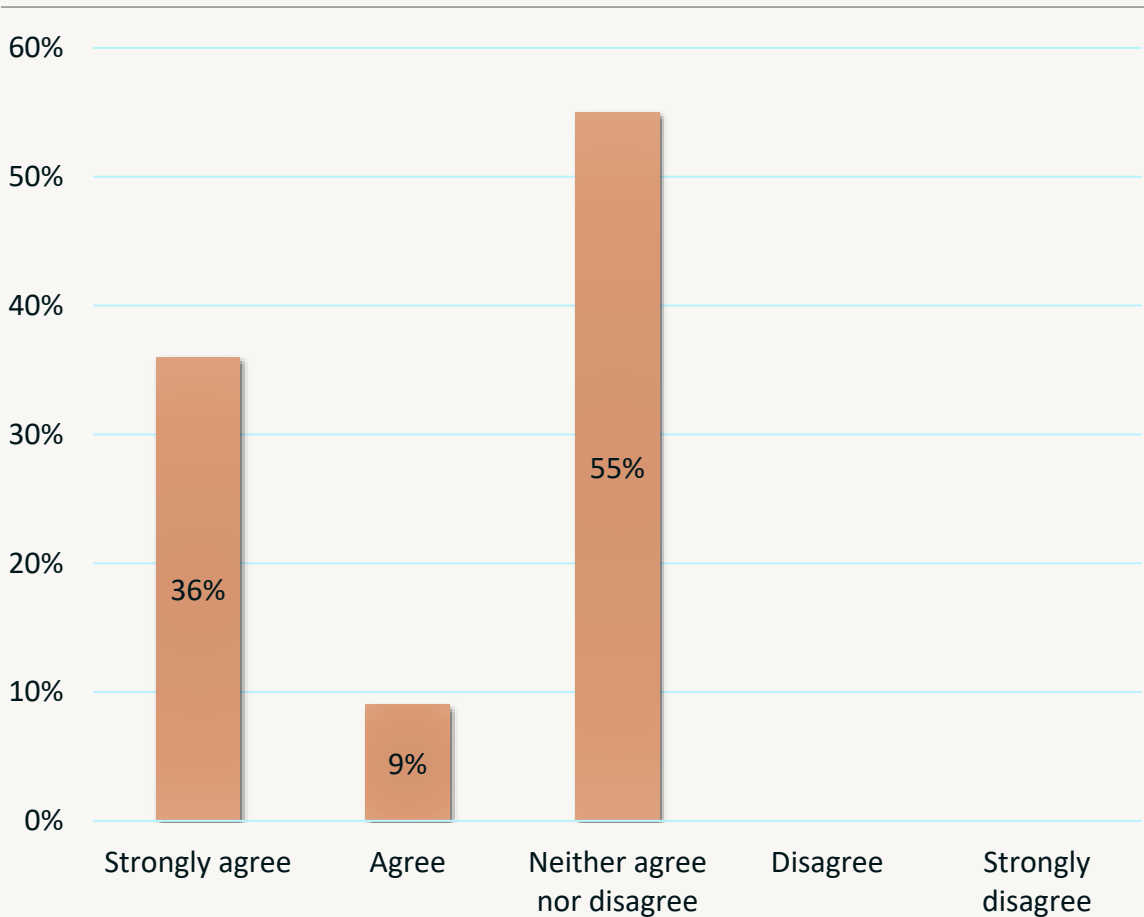


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Balcony needs smaller tables instead of two large ones. Bistro sets would be preferable.
I need the help of my daughter to take me sometimes to the garden room, which is locked especially at weekends.

I like to use the Belong gym.

36% strongly agree, rising to 45% if 'agree' responses are included.

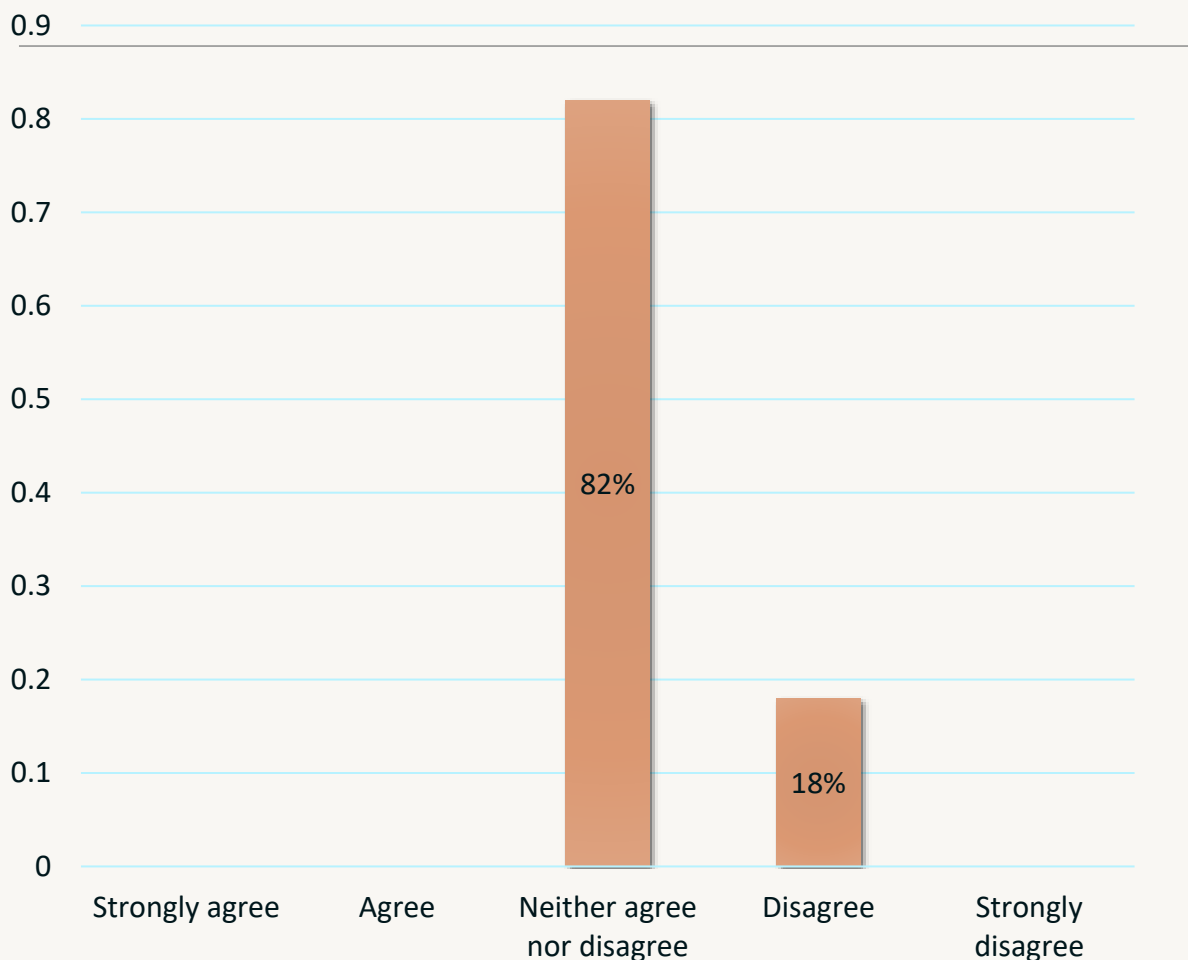


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
This is a great facility.
I do not use the gym but do enjoy the active sessions.

My spiritual needs are supported in Belong.

82% neither agree nor disagree and 18% disagree.

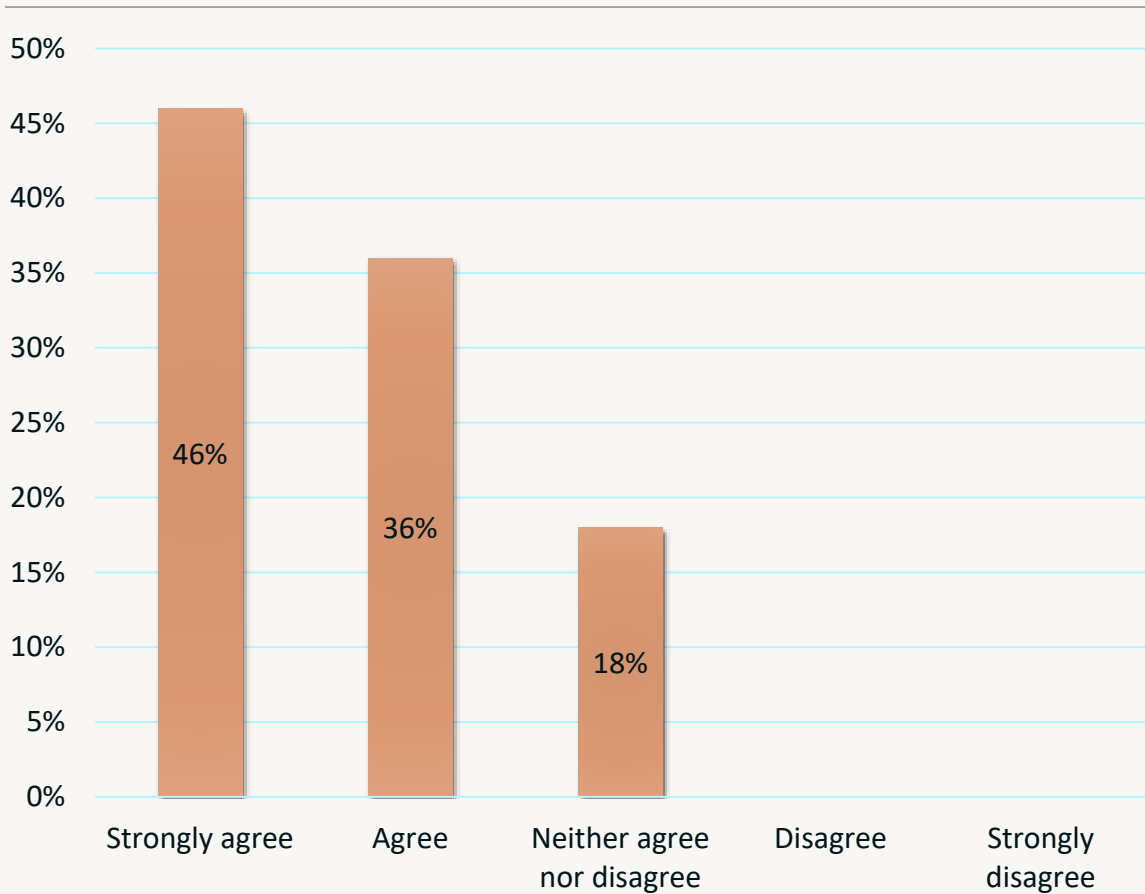


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Have had one visit from minister at St. John's with communion. I would welcome a monthly visit.
It would be a good idea to have a priest take a short service in The Venue on a Sunday.

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

46% strongly agree, rising to 82% 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):

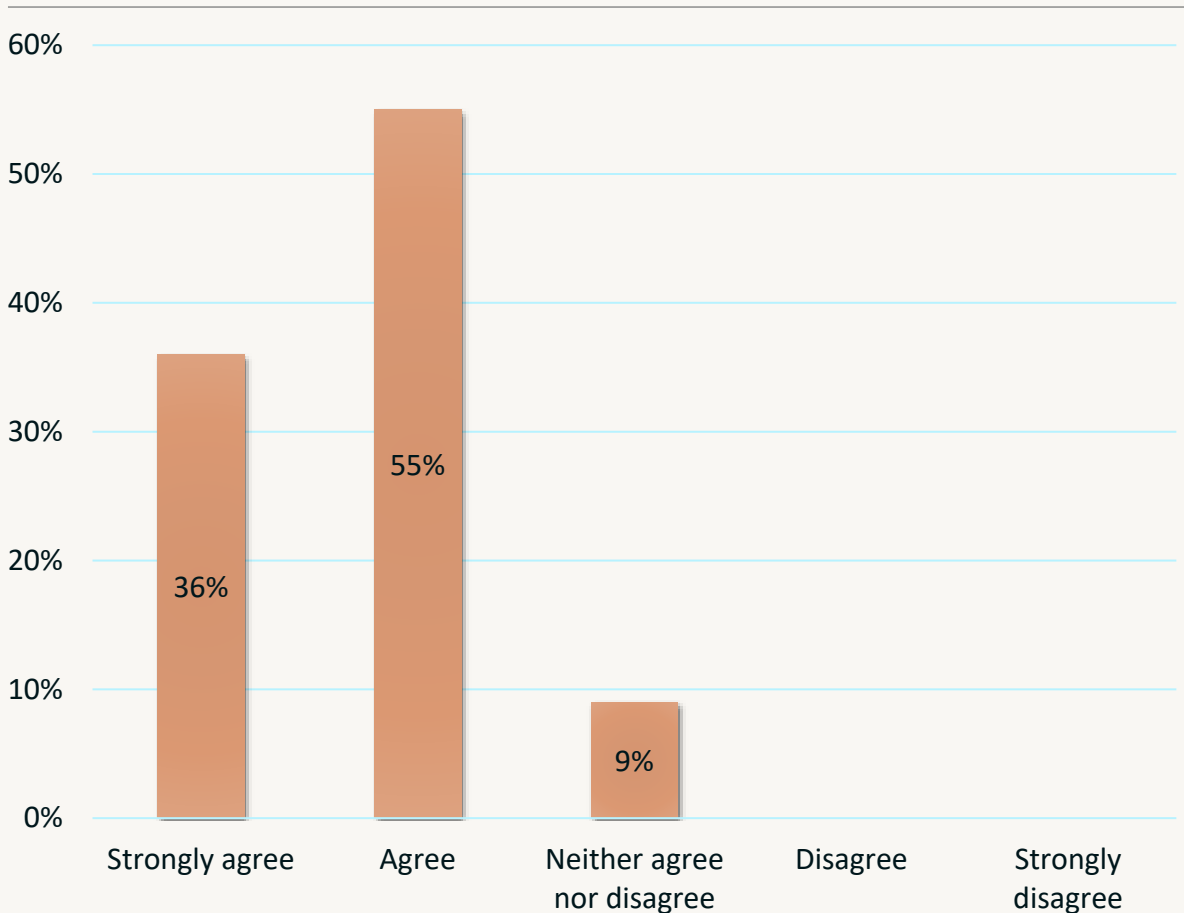
Comments

The monthly activity sheet is informative. I would like to see a notice with day, date, and time prominently displayed in or near to reception, as it is easy to forget or misread the day's activities.

We receive regular newsletters and have residents' meetings where we are able to contribute to the agenda.

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

36% strongly agree, rising to 91% if 'agree' responses are included.

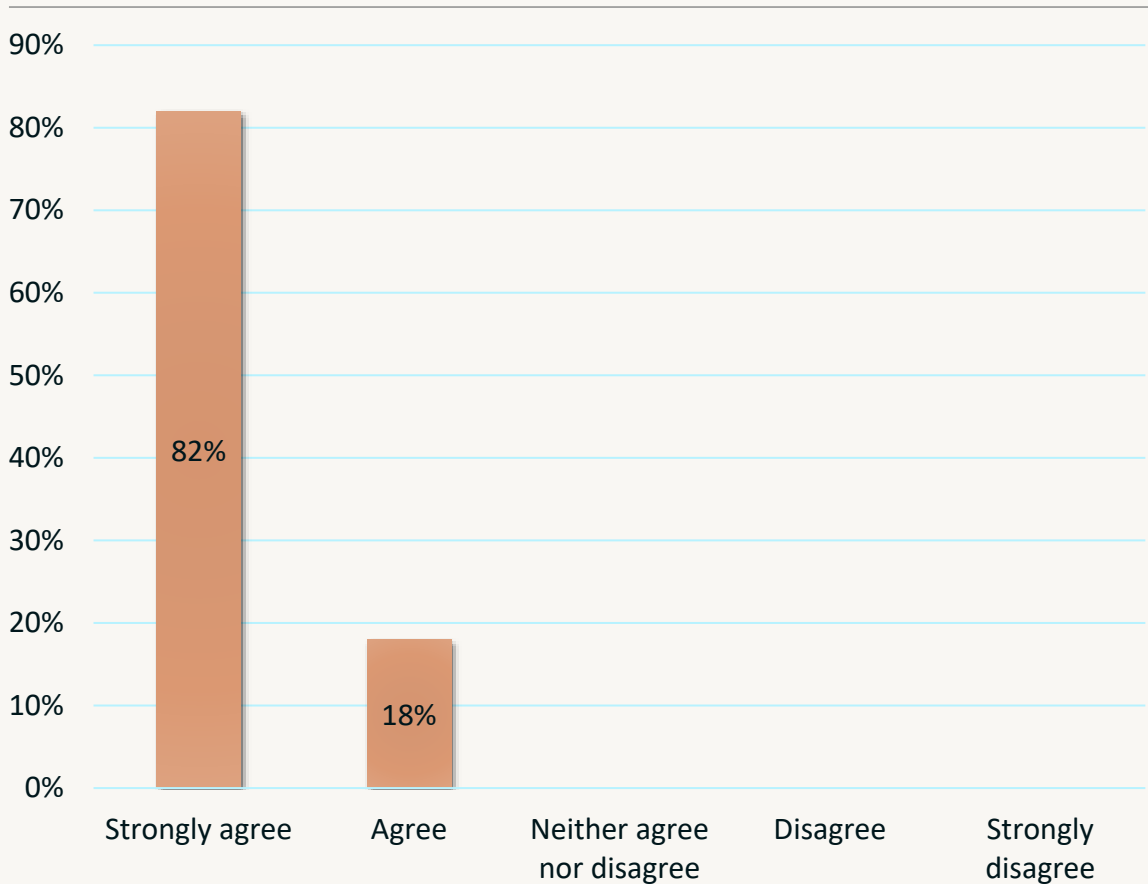


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Any problems my parents have are sorted.
They are just the best. They communicate well as a team and always respond promptly.

The indoor environment and building are well maintained.

82% strongly agree, rising to 100% if 'agree' responses are included.



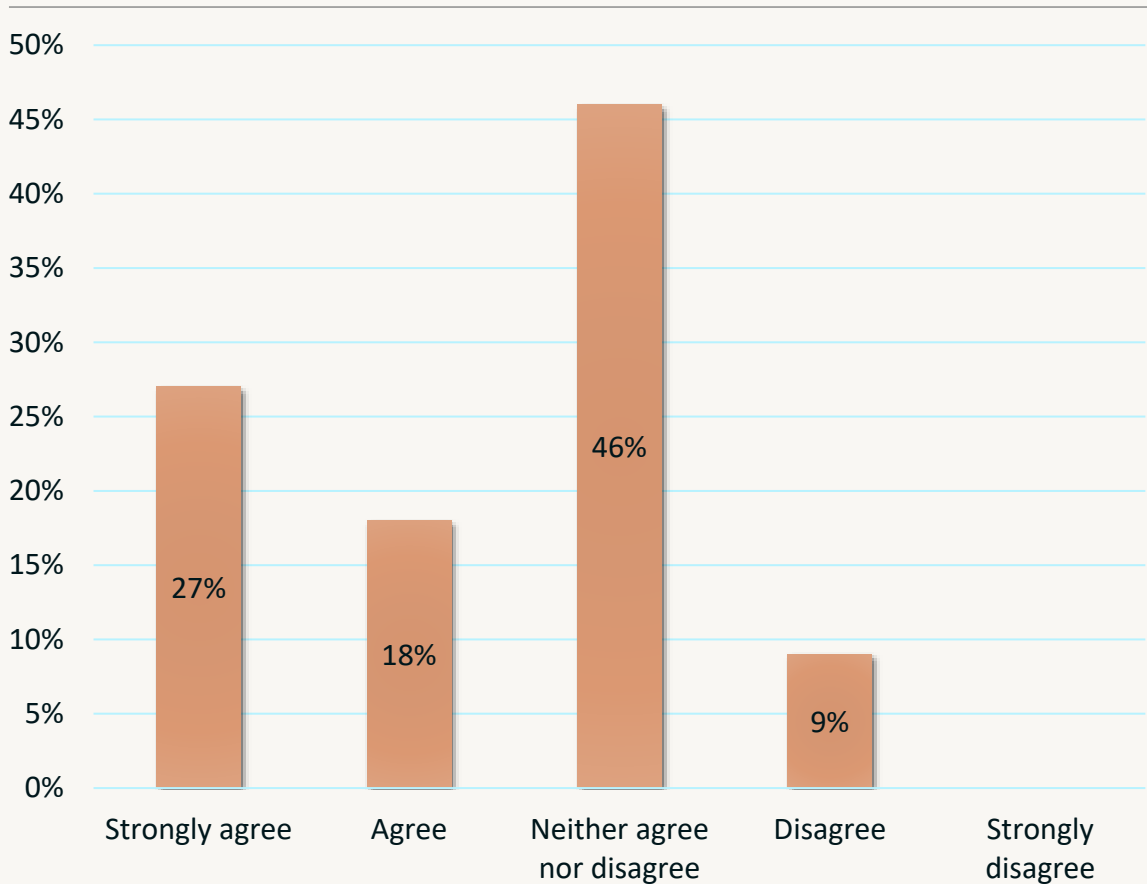
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

It's a beautiful building, just like living in a hotel.

The presence of The Nursery in Belong influenced my decision to move to Belong.

27% strongly agree, rising to 45% 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):

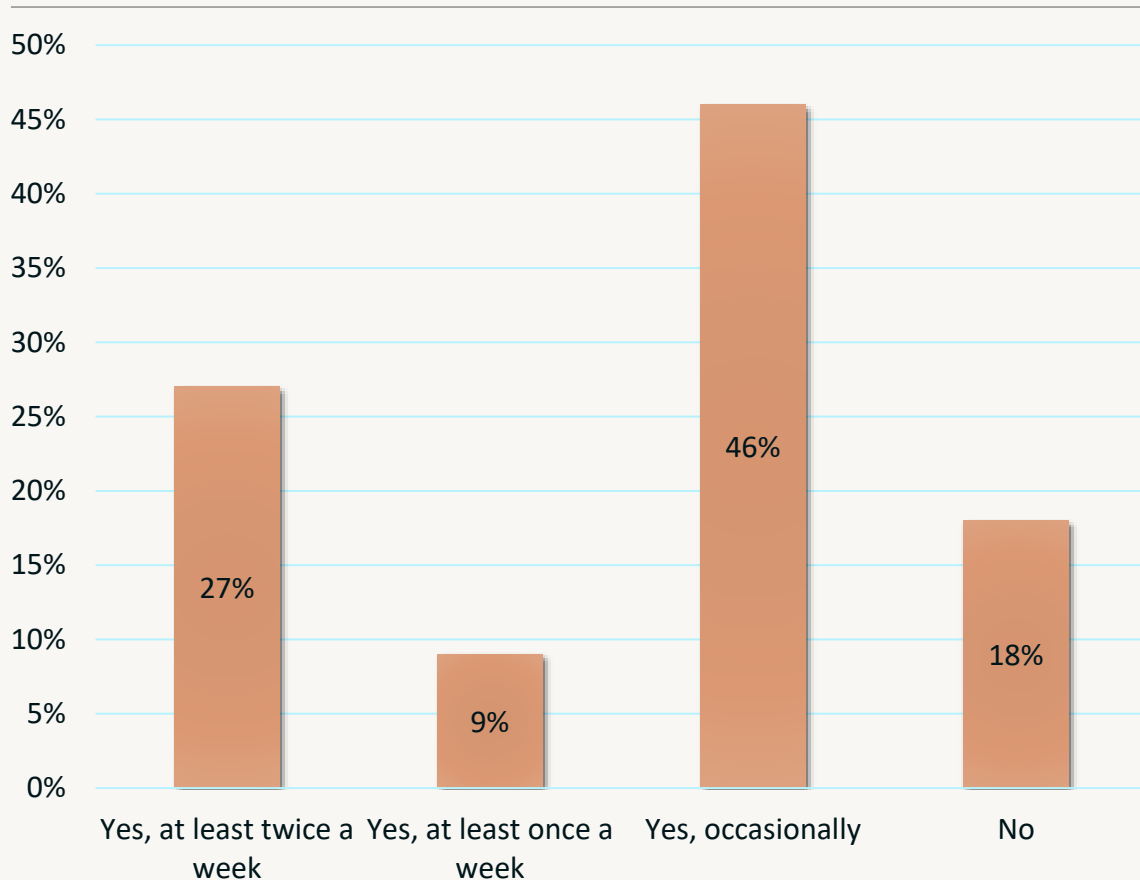
Comments

Parents really enjoy interacting with the nursery.

It is good that there is a nursery.

I join in intergenerational experiences with the nursery children in the village.

27% join in twice a week and 9% at least once a week.



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):

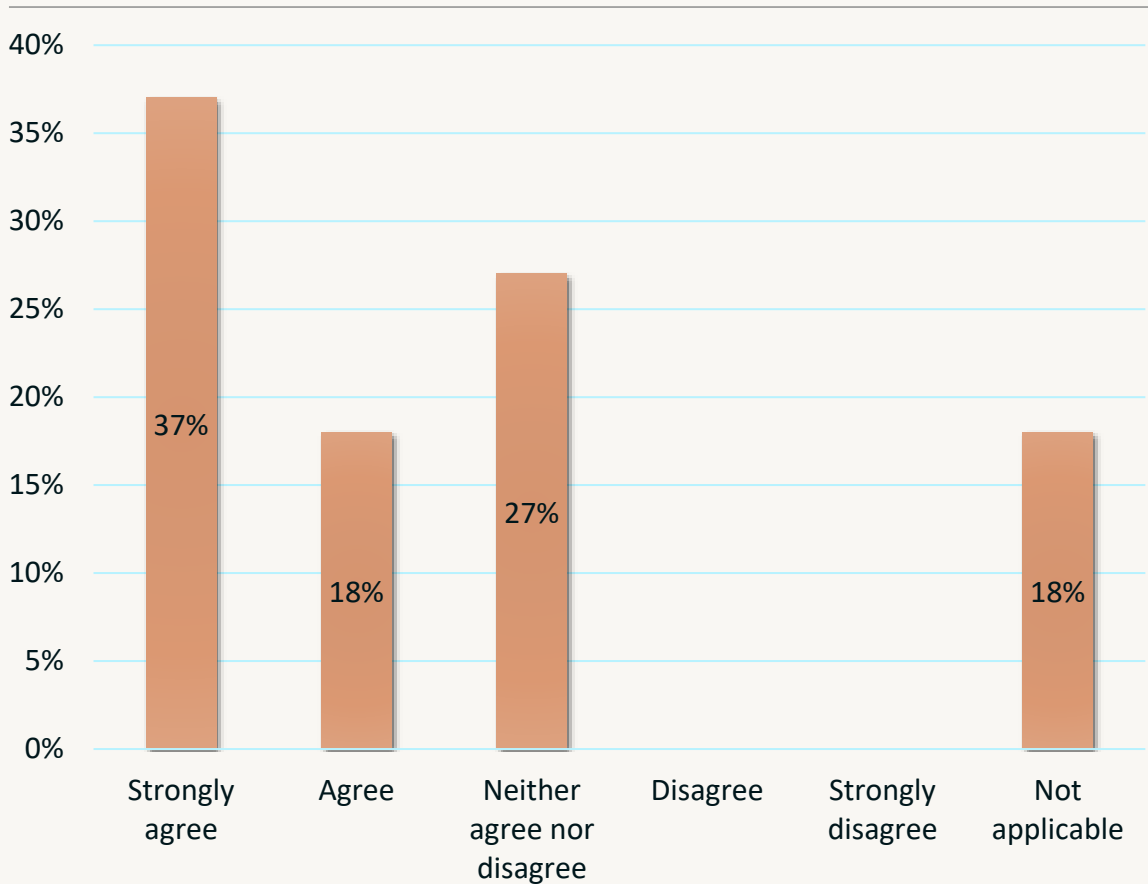
Comments

This lifts our spirits. We love the children.

This is an amazing facility that has made my parents' lives so much more enjoyable. They love seeing the children.

Joining in experiences with the children improves my quality of life.

37% strongly agree, rising to 55% 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):

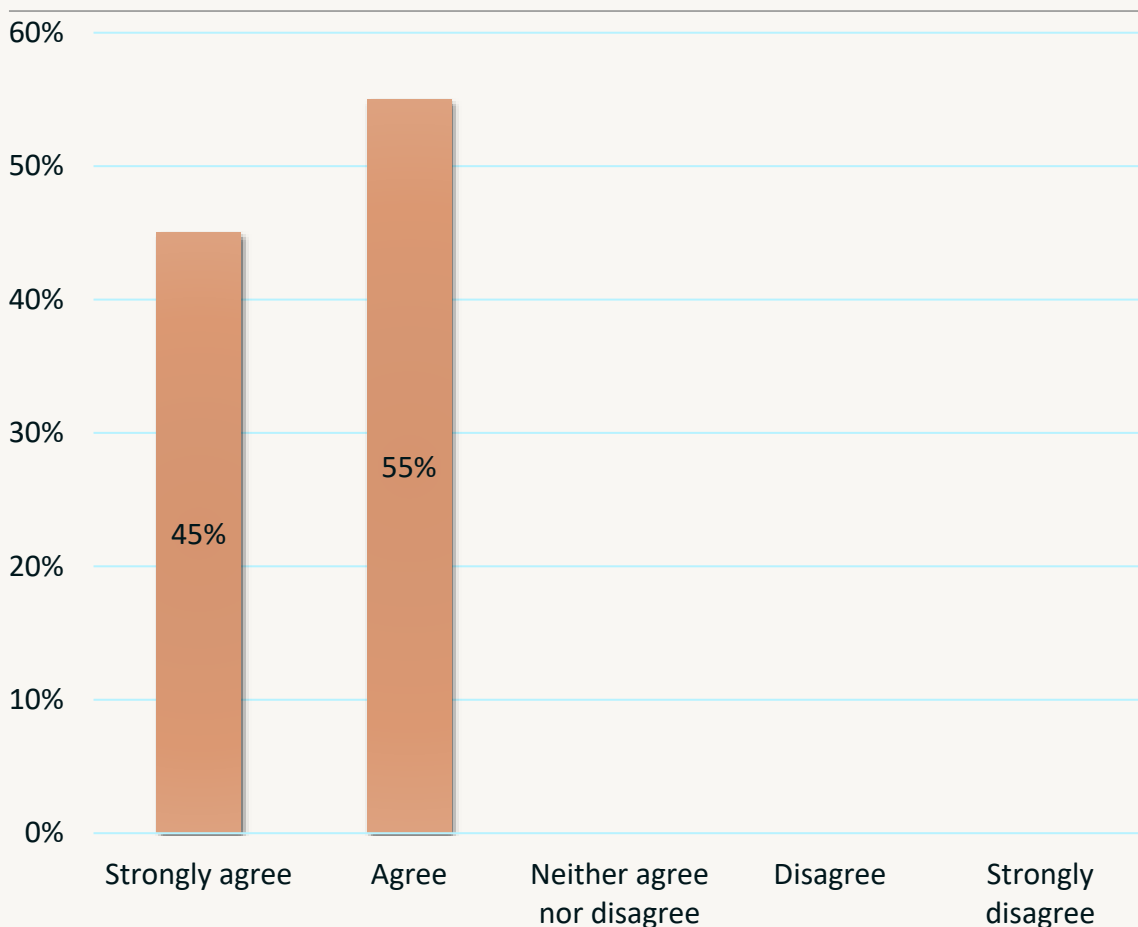
Comments

The presence of the children is a lightbulb moment for my wife who has Alzheimer's, and I am sure lightens up the life of others. We feel part of a family and have many new friends here.

My mum's face lights up when she sees the children and my dad loves being able to help and play with them too. It is such an amazing concept that clearly benefits both the children and the older generation and those with dementia who get so much pleasure and joy from interacting with children.

The gardens and grounds in my village are well maintained.

45% strongly agree, rising to 100% if 'agree' responses are included.

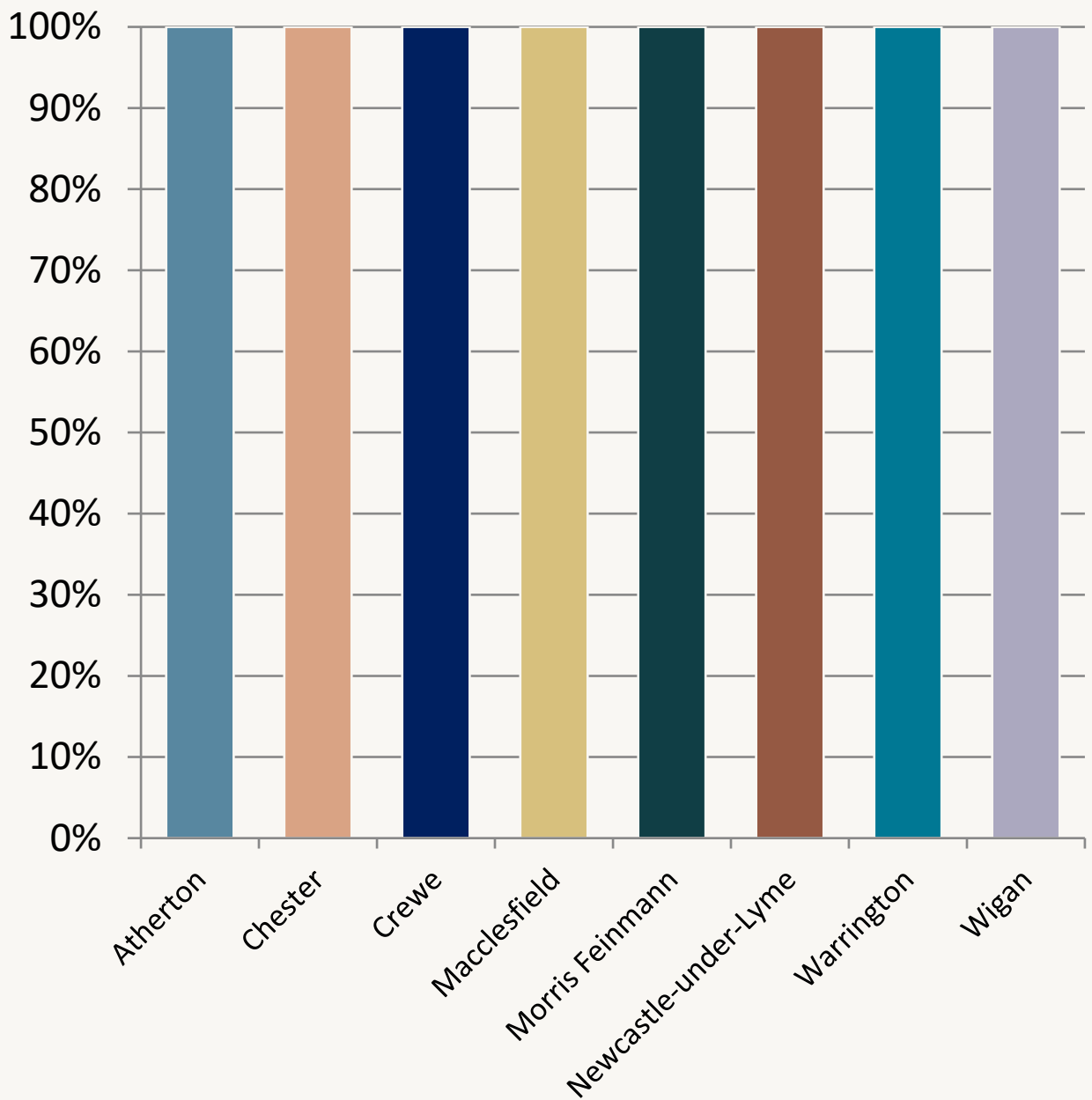


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments

No comments were received.

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	All staff seem to really care about us and nothing is too much trouble to help us. I feel that if I needed any help they are there and ready to help. It is a comfort to know they are there.
Staff / activities	Interacting well with people with dementia and arranging different activities for tenants.

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
Activities	Arrange more external activities.
Response rates	Slightly quicker replies to enquiries.

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
Environment	Whoever thought up the idea of the set up in Chester is great and the reason we wanted our parents to move there.
Dementia support	The service of the Admiral Nurse has been of immense help to me in settling in and coping with all the changes resulting from dementia and a move to the city.
Staff	You are all wonderful and we appreciate all that you do. Thank you so much.

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Activities	Greater variety of talks	Experience team to survey tenants on interests and explore new speaker opportunities for the village, as well as suitable outings
Activities	Better comms	The suggestion of a more prominent activity sheet near reception is being reviewed to identify suitable options
Outside space	Access to garden	We will ensure the garden room is accessible at weekends.
Outside space	Bistro balcony furniture	This suggestion will be relayed to the property team and will be considered in line with the property programme of works

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Spiritual needs	Spiritual needs are not fulfilled.	We are working to establish and extend our links with local churches to provide regular services in the village.
Communication	Response to enquiries could be slightly faster.	This has been discussed with Front of House and reception teams to ensure a speedier response to any issues raised by apartment customers.
Responsive	Rubbish not removed in a timely manner.	This has been addressed with Housekeeping and Front of House teams to ensure improvements are made promptly.

Manager's comments:

Thank you for taking the time to provide us with your feedback, which is key to helping us continue to improve.

This was our first survey at Belong Chester and we were delighted with the response rate from our apartment customers and the overwhelmingly positive responses received. It was particularly pleasing to read that all those who responded would recommend Belong Chester – thank you!

At the same time, we are determined to address the areas of improvement highlighted and have already begun to implement changes to this end.

We trust that you will continue to enjoy your experience with us and we look forward to continuing to support you to achieve even higher levels of satisfaction in the year ahead.

Peter Norman

Acting 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.

