

Belong Newcastle- under-Lyme Apartments

Customer Satisfaction
Results

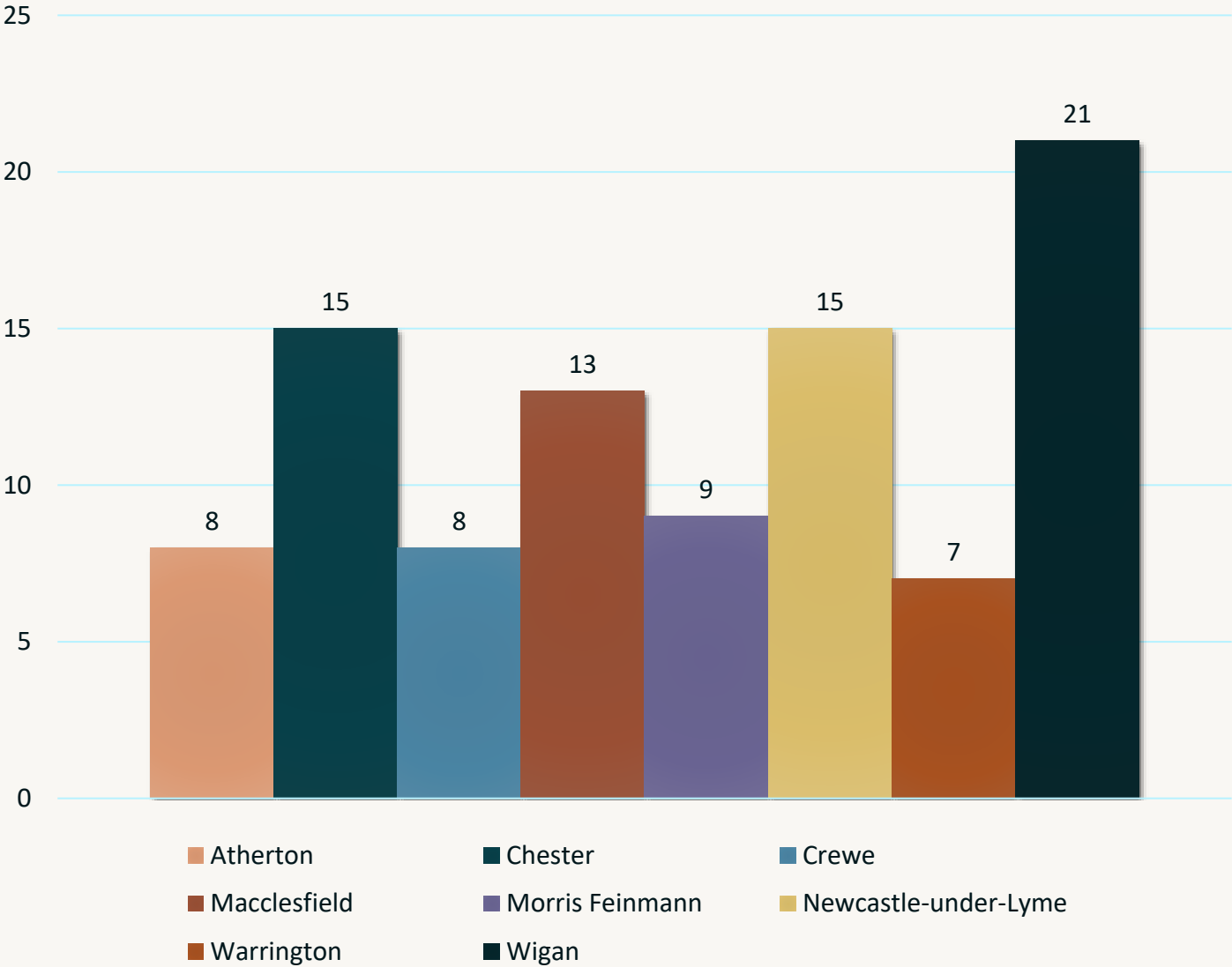
2023



BELONG

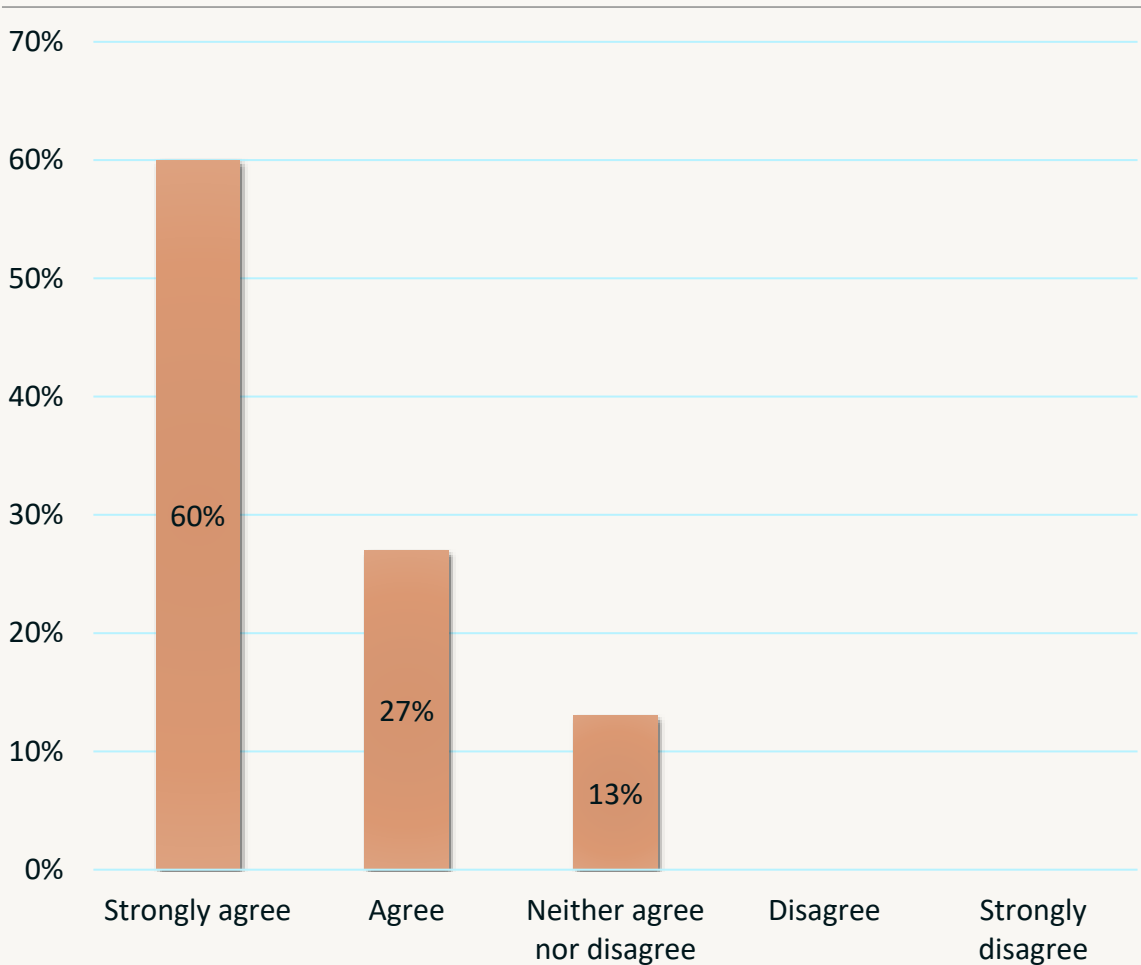
NEWCASTLE-UNDER-LYME

The number of surveys completed and returned by apartment customers, by location, is shown below. In Newcastle-under-Lyme, this accounts for 54% of our apartments.



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

60% strongly agreed rising to 87% if 'agree' responses are included.

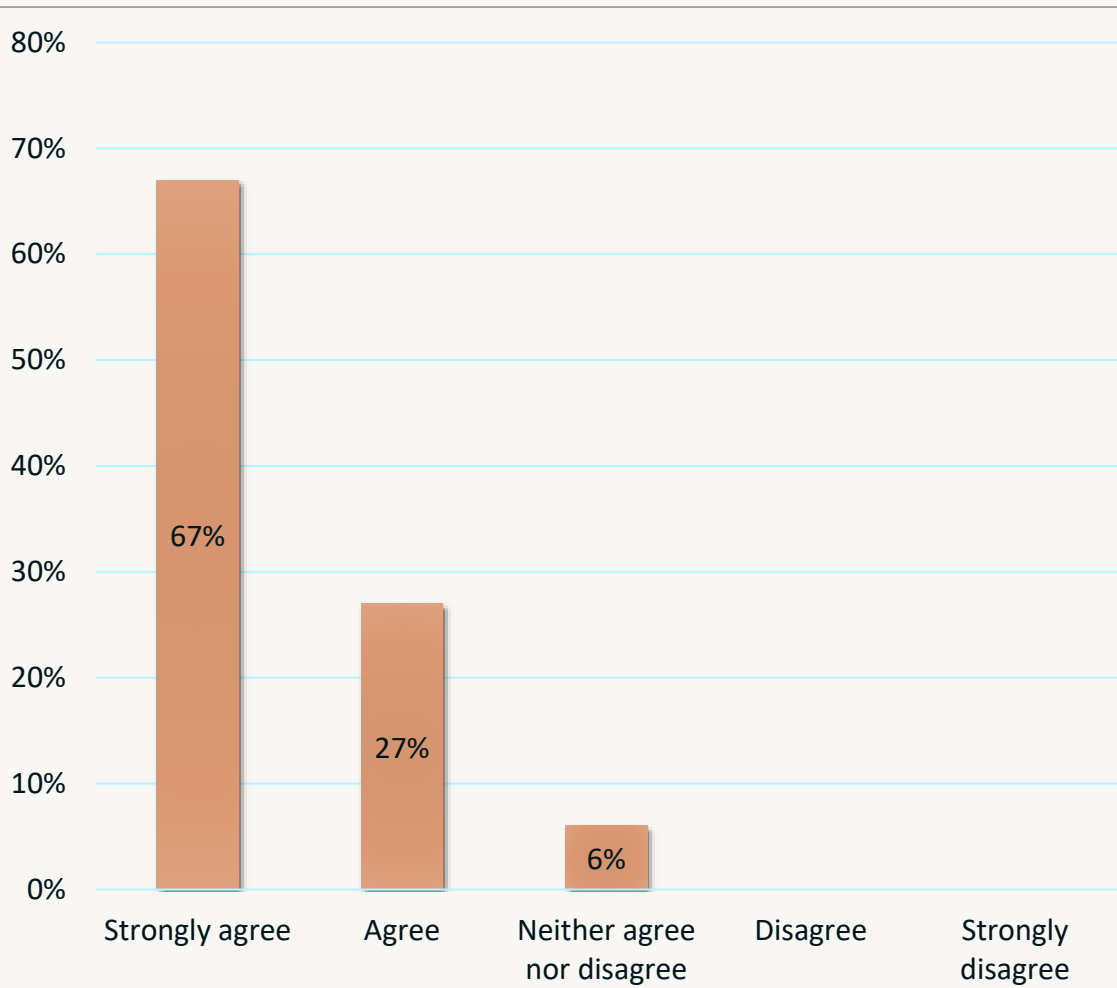


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Some are, depending on what time of day.
Very happy.

I feel secure living in a Belong apartment.

67% strongly agree rising to 94% if 'agree' responses are included.



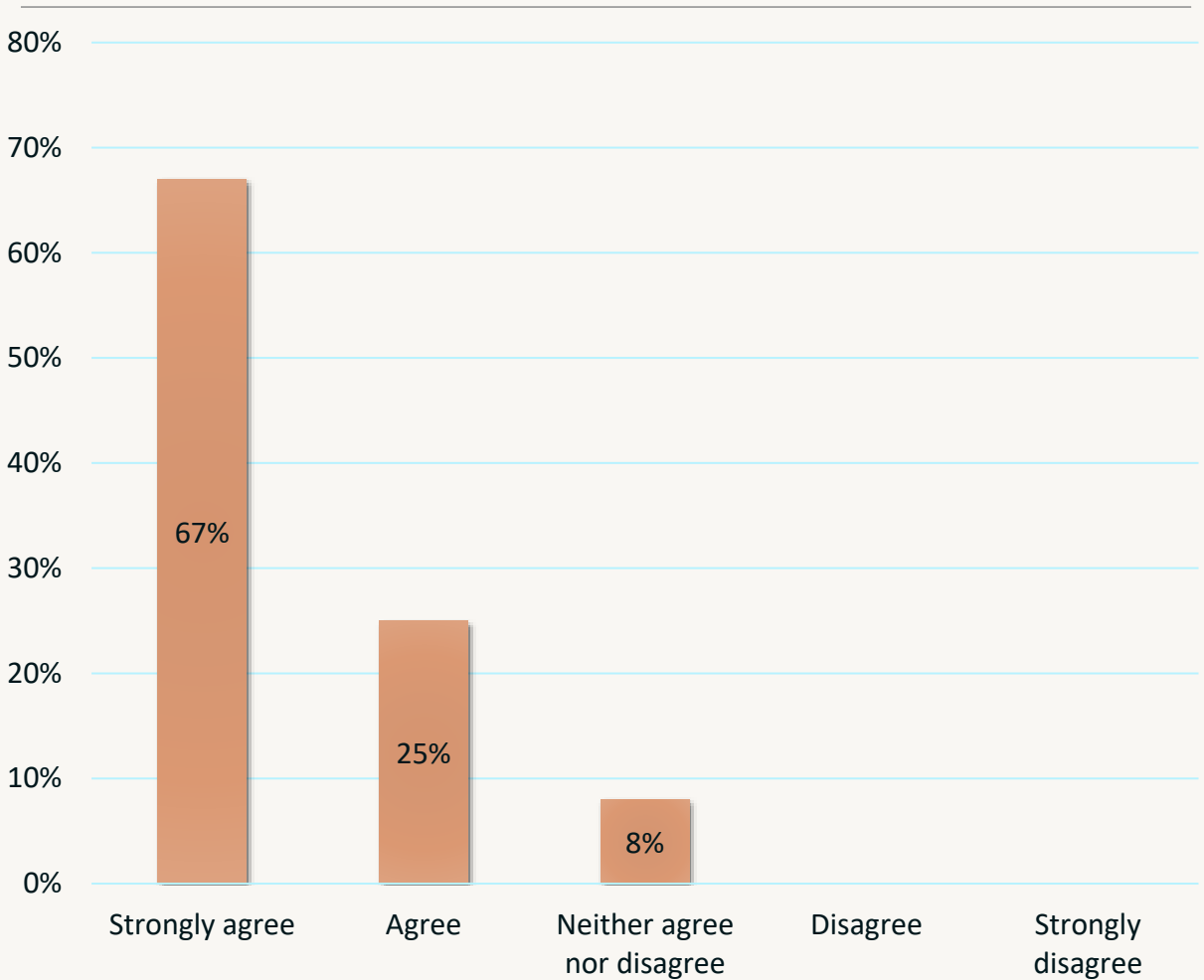
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

I enjoy using The Bistro.

67% strongly agree rising to 92% 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):

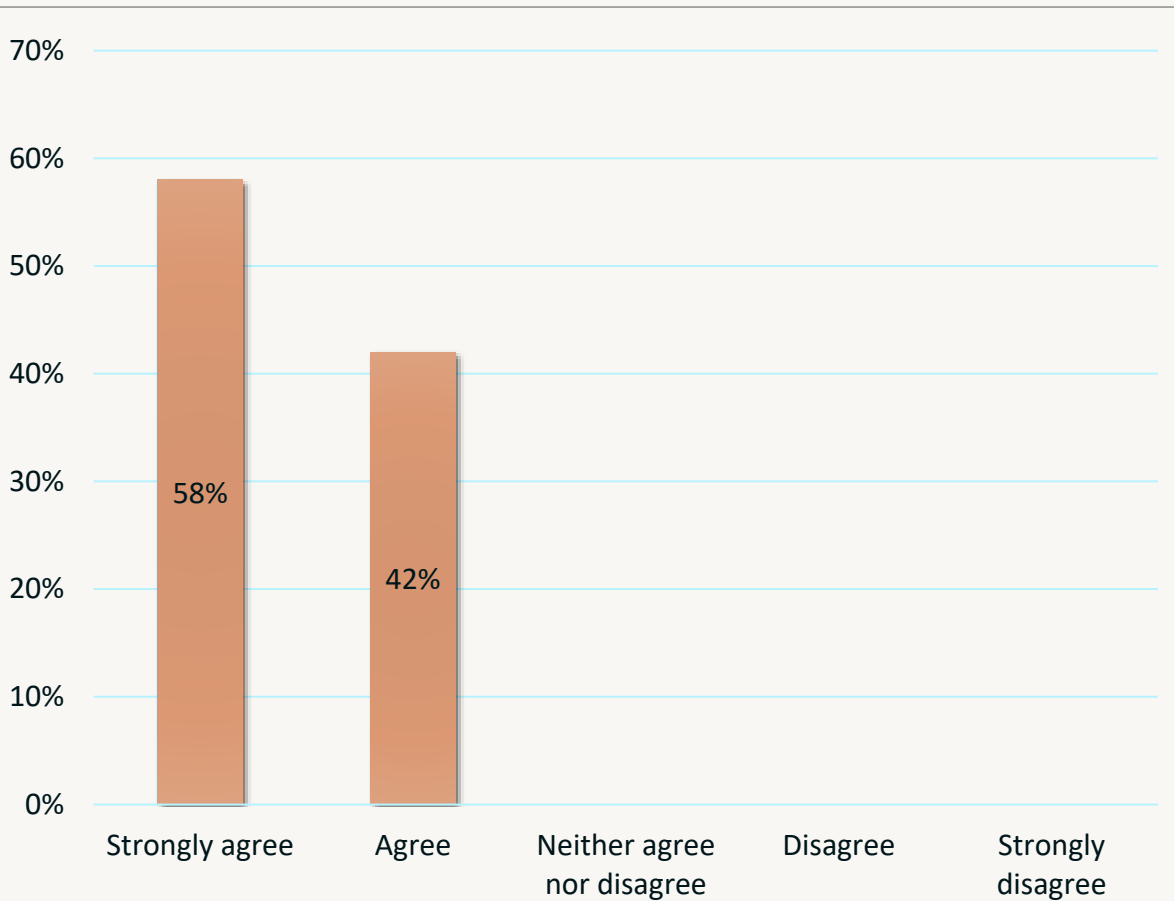
Comments

I like the fresh soup.

The food is always excellent, and the staff are brilliant. The midday meal is always chips; too many times though.

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

58% 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):

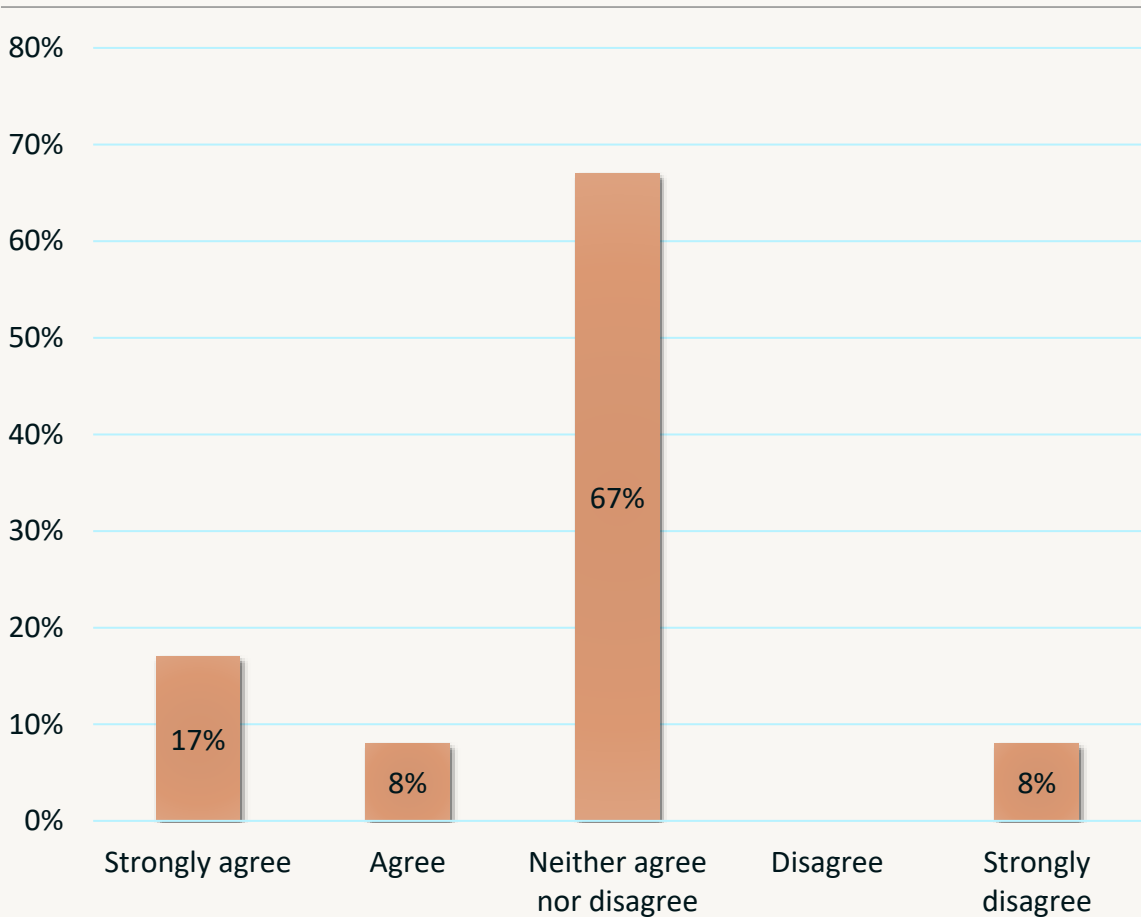
Comments

I do object to the increase in charges. Cancelling without warning is not acceptable.

My favourite is chair-based exercise with Georgina Cliff. Art class and history talks.

I like to use the Belong gym.

17% strongly agree rising to 25% 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):

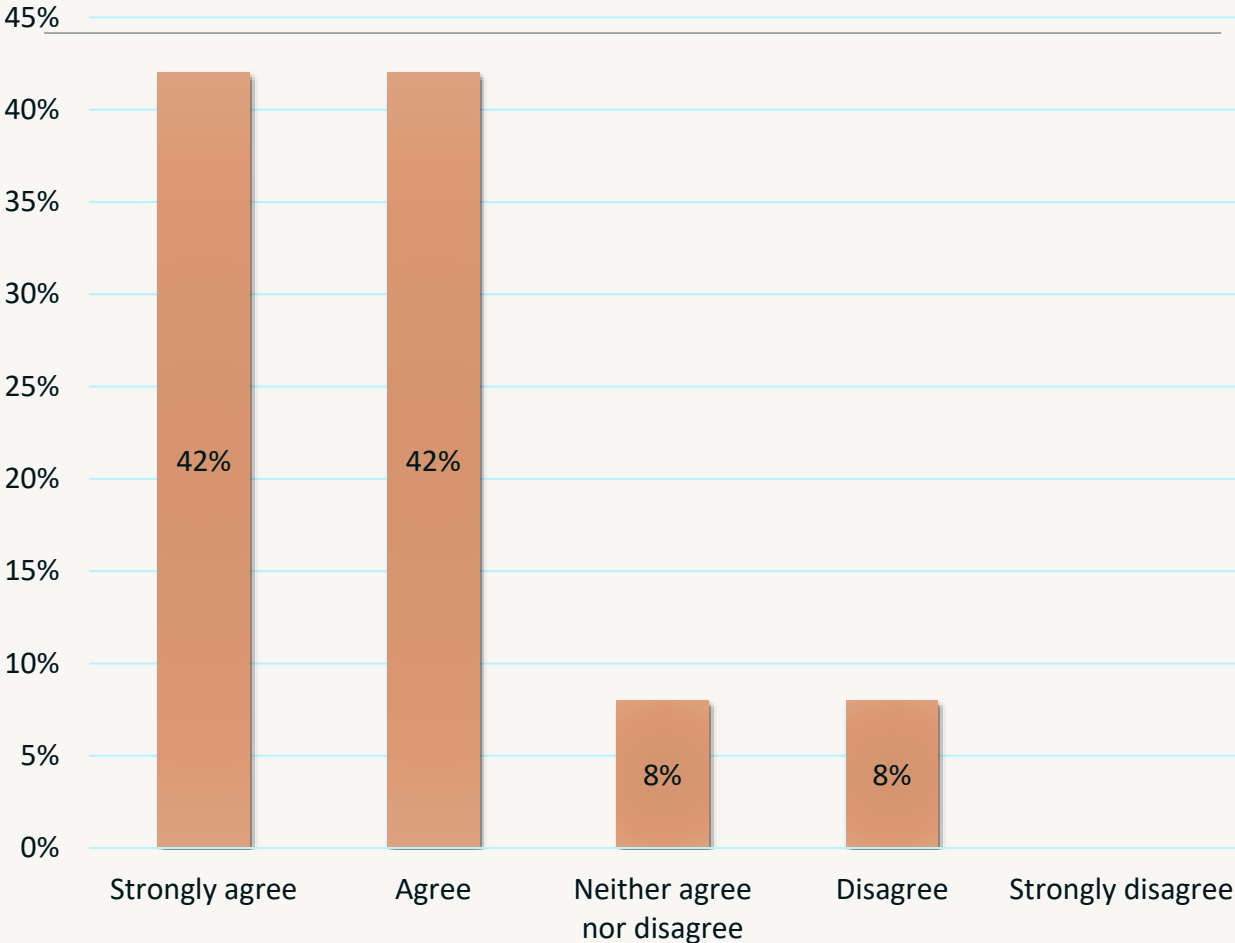
Comments

I pay £20 a month but the times do not suit me; 12-2pm.

I am still waiting for an appointment. I filled in the forms months ago but got no response back.

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

42% strongly agree rising to 84% if 'agree responses are included.

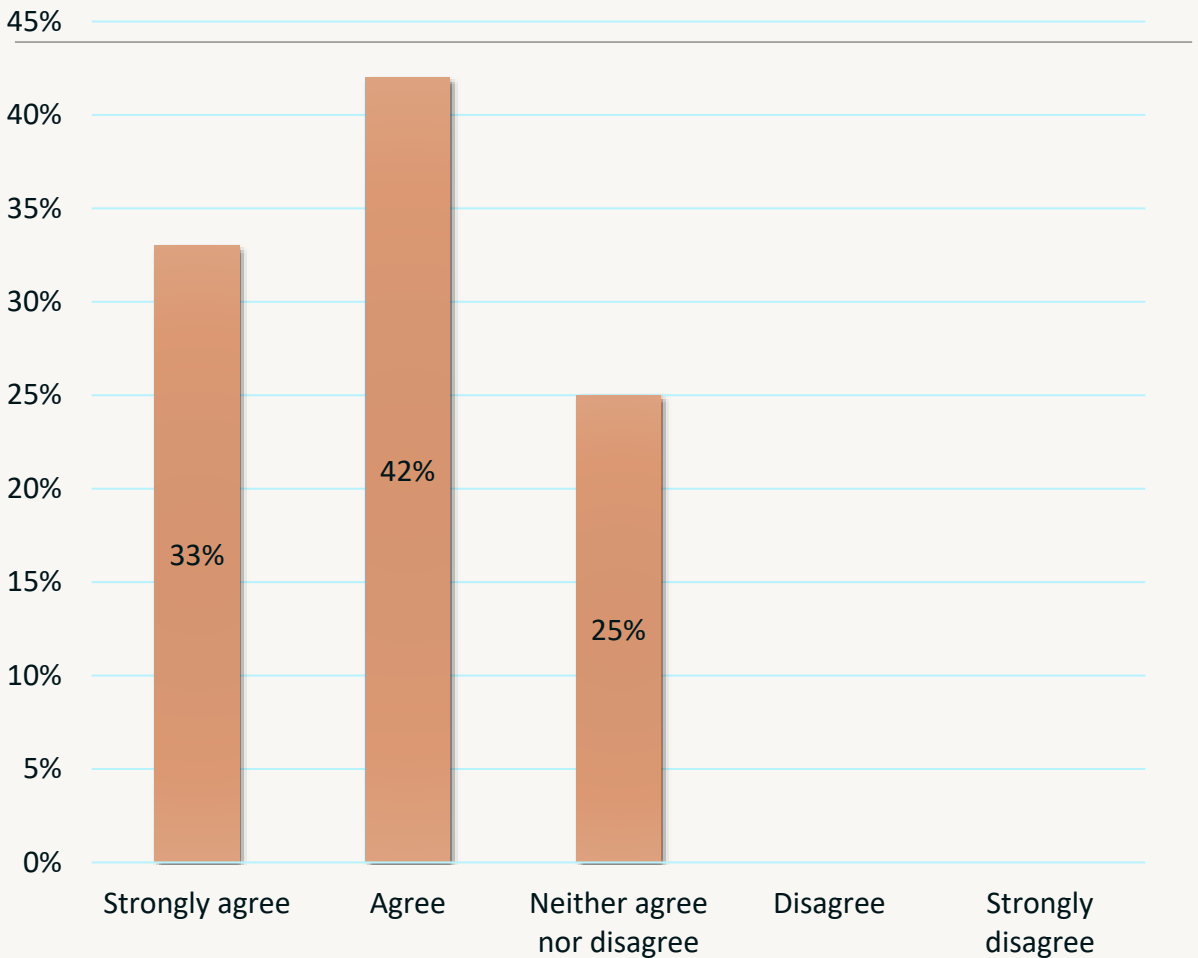


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I agree yes but there is no pleasure in it. Not much summer we know but when there is, there is no shade; parasols have not arrived, neither have promised seats or cushions and other people are using what we have so there is no room.
With support from Belong at Home and family.
Cannot access the garden in scooter unless there is help to open the doors. The garden requires some attention.

My spiritual needs are supported in Belong.

33% strongly agree rising to 75% if 'agree' responses are included.



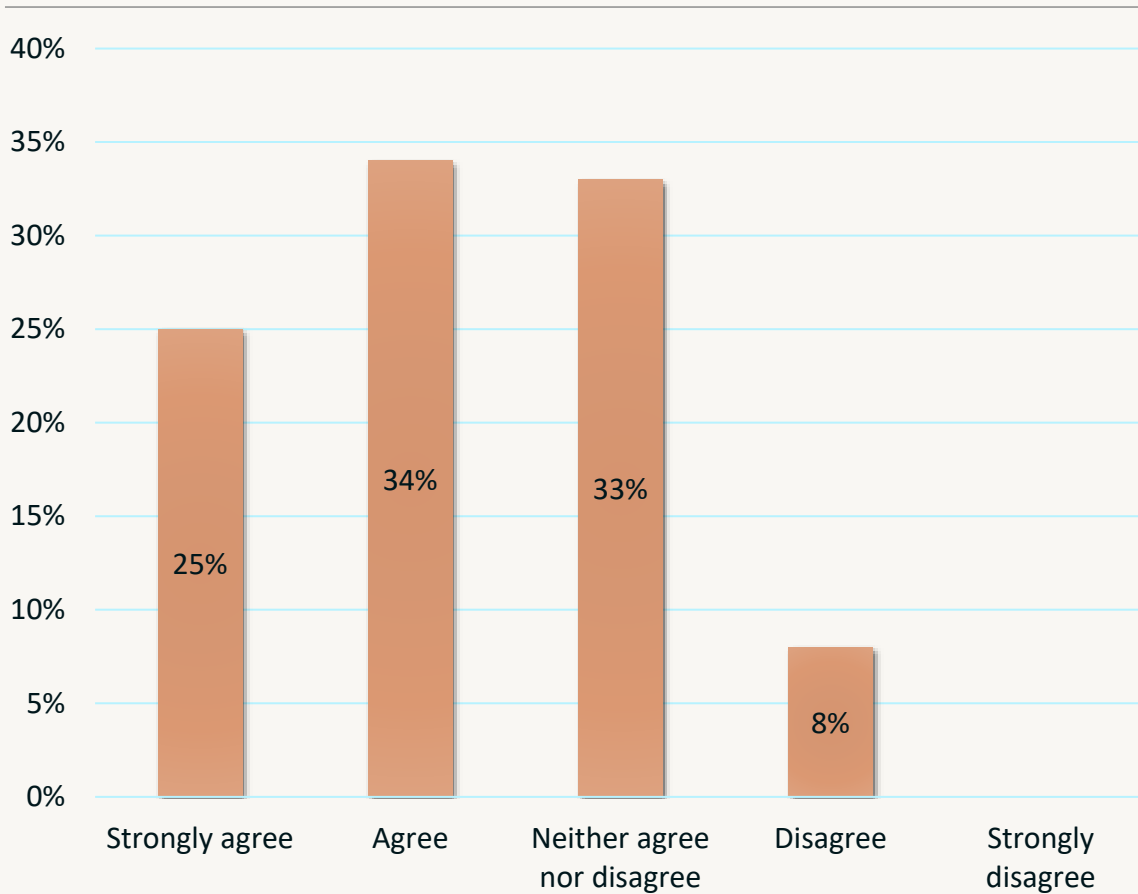
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

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

25% strongly agree rising to 59% if 'agree' responses are included.

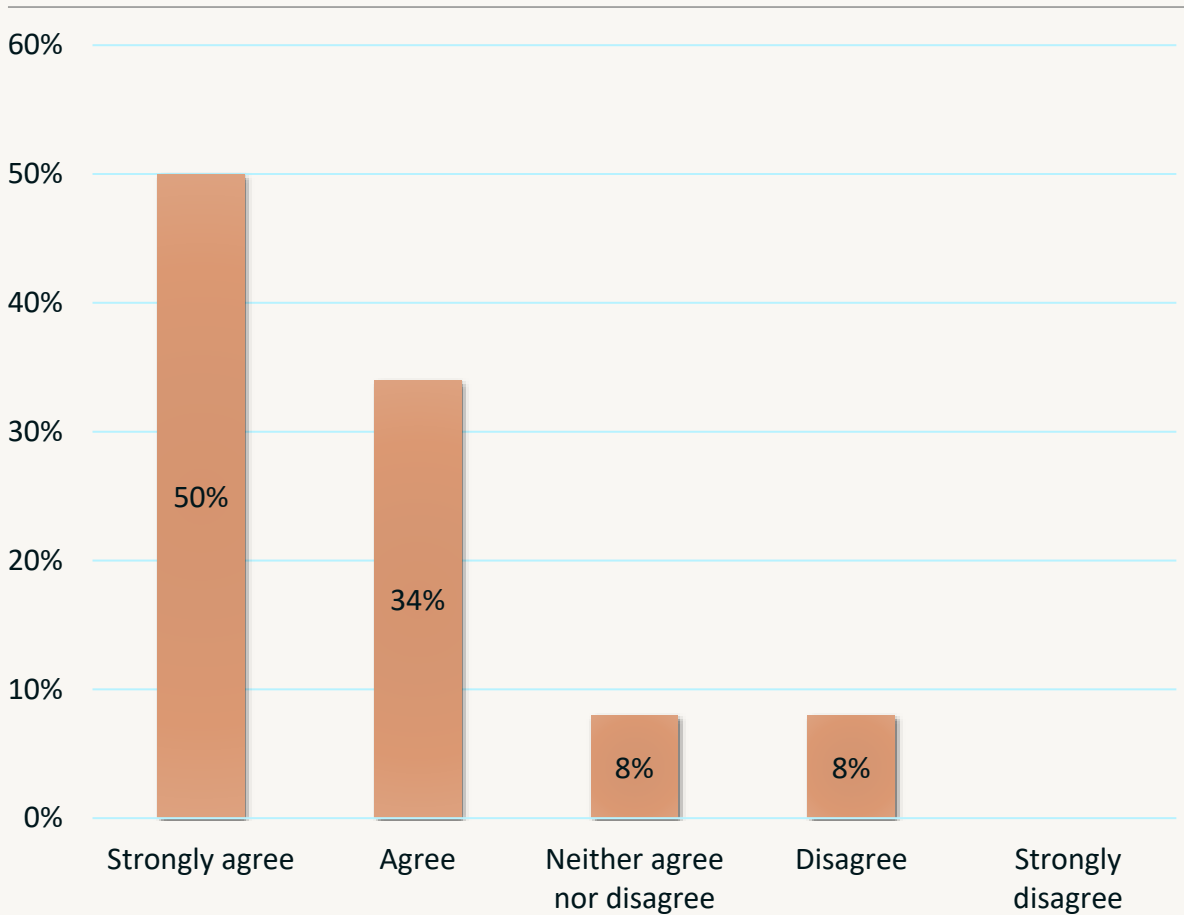


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Not informed of activities, I have to find out at the last minute from other residents.
Staff don't seem to communicate with each other.

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

50% strongly agree rising to 84% if 'agree' responses are included.



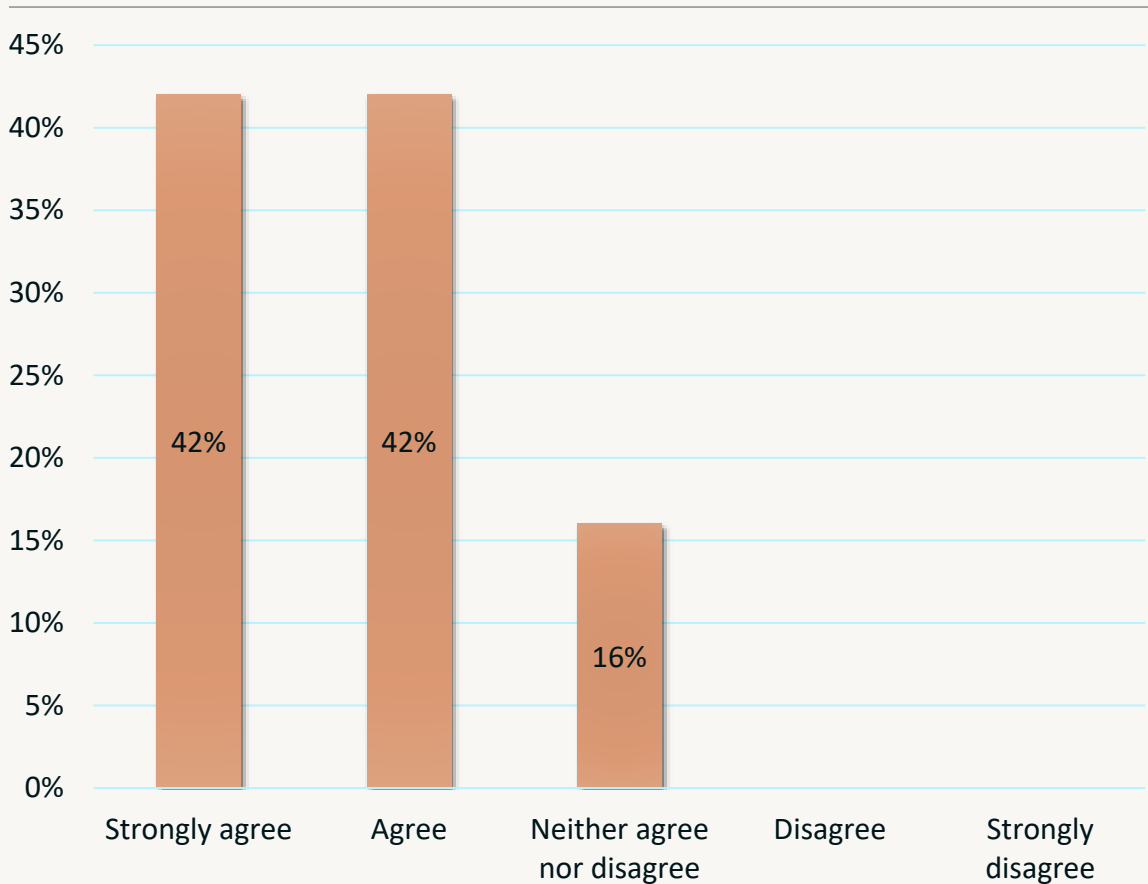
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Still waiting for minutes of the last meeting. I have had to approach head office countless times due to lack of communication.

The indoor environment and building are well maintained.

42% strongly agree rising to 84% if 'agree' responses are included.



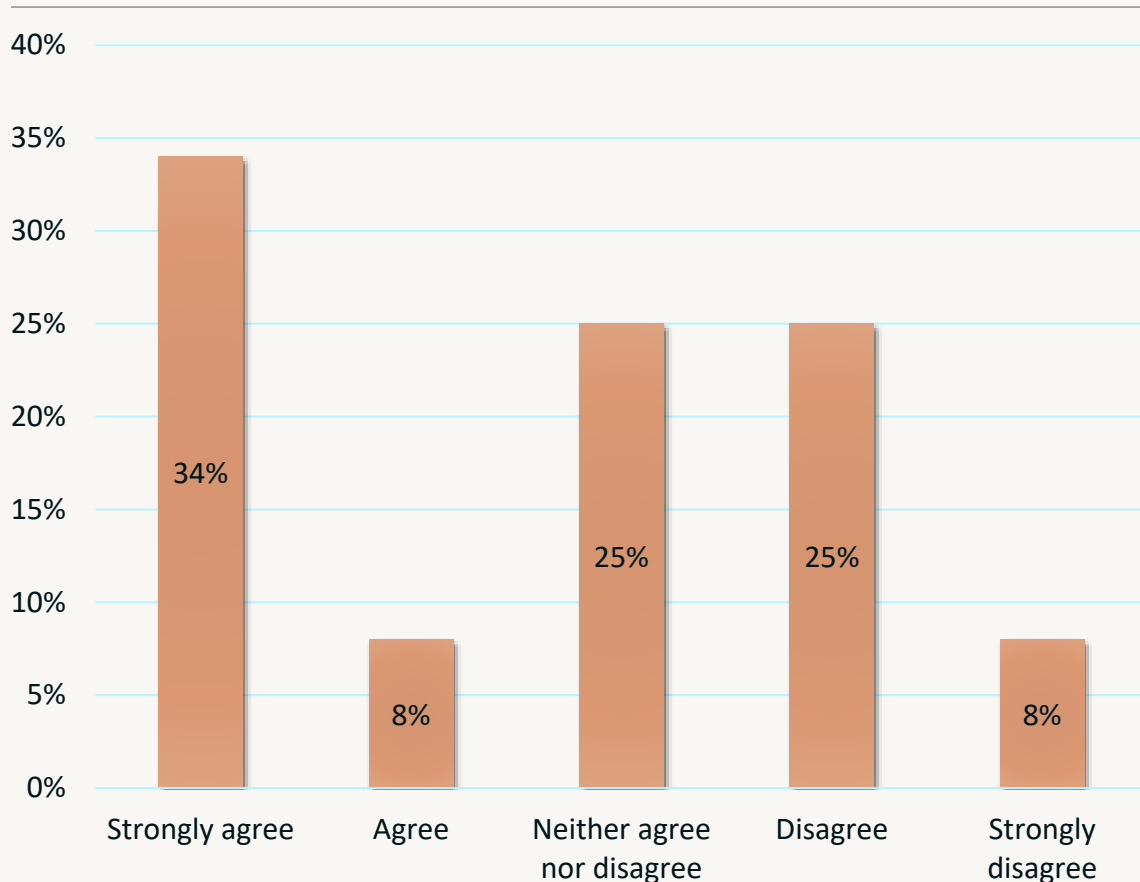
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

The gardens and grounds in my village are well maintained.

34% strongly agree rising to 42% if 'agree' responses are included.

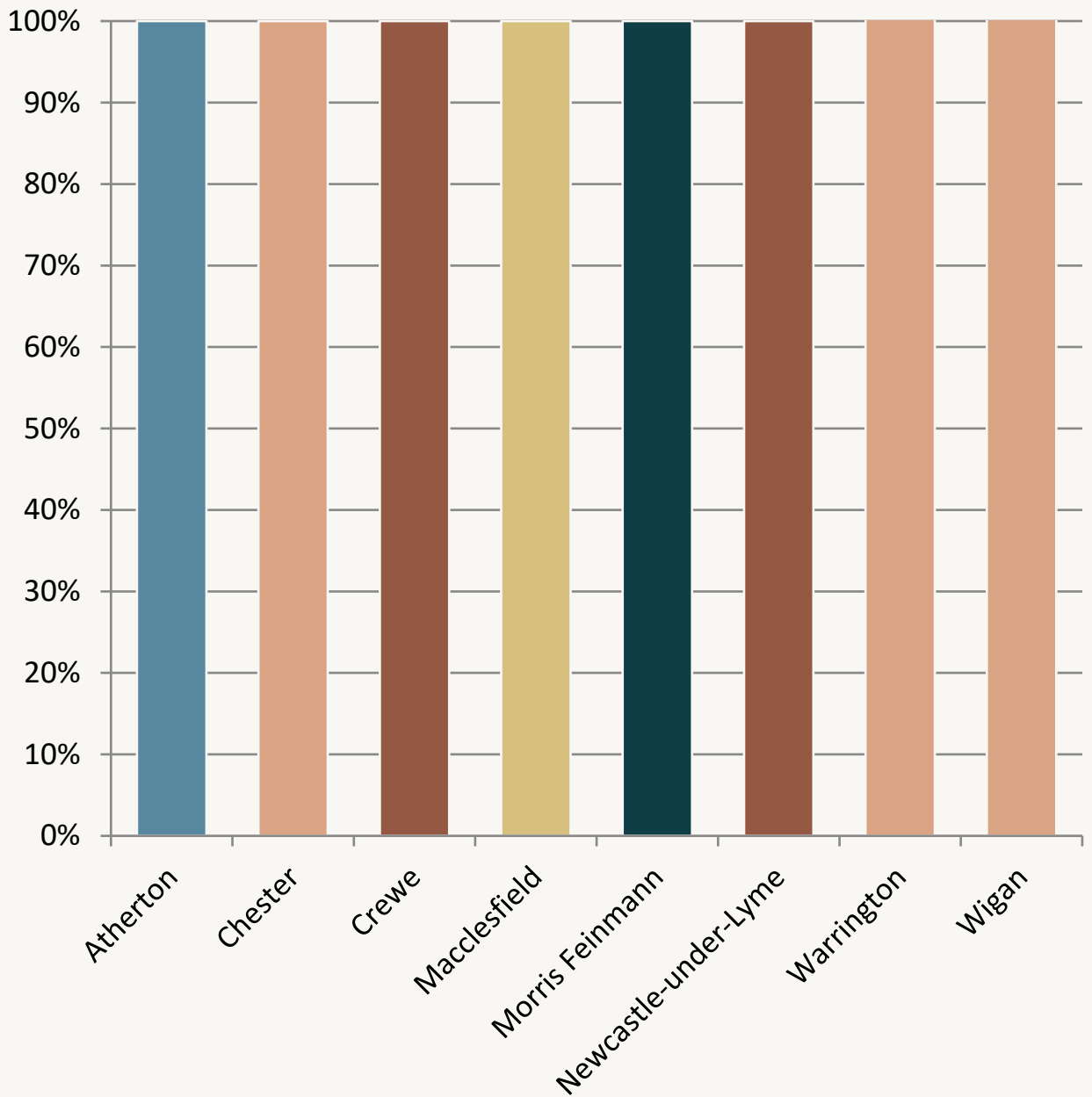


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

The garden is overgrown with weeds, choking the existing plants. Two elderly tenants are the only people trying to rectify this - hardly a suitable arrangement to remove the roots; these weeds need a strong younger gardener.

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
Building / environment	The building is perfectly situated geographically. It gives me a sense of security. It has a perfect ambience.
Activities / staff	The entertainment staff are a credit to Belong. They are active all for us and always cheerful, caring and thoughtful, making us feel that we matter. Their laughter is a tonic and good for our well-being.
Support / Staff	Everything. Helpful all the time, can't praise them enough. So happy my dog can live with me.

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
Maintenance / Outside space	Maintenance and repair needs to be faster. Have to keep pestering to get things repaired. Get the gardens in better shape. It should be made so we can sit and relax, not get frustrated and fed up because of the state of them.
Communication	Communication could be 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
N/A	No additional comments were received.

Summary and action plan in response to this survey.

Feedback area	Comments	Actions/response
Activities	I do object to the increase in charges. Cancelling without warning is not acceptable.	We do apologise that on occasion, events have had to be cancelled. This is an extremely rare occurrence and we do everything possible to avoid this arising. Similarly, we aim to keep any charges to an absolute minimum and where these do apply, this is to cover any resources needed for a particular session.
The gym	<p>I am still waiting for an appointment. I filled in the forms months ago but got no response back.</p> <p>I pay £20 a month but the times do not suit me 12-2pm.</p>	The Exercise Specialist has met with all tenants to review appointment times so that they meet the needs of the customer.
Access to the outdoors	<p>There was feedback that the gardens require attention to make them enjoyable as a place to spend time.</p> <p>It was also raised that some tenants require assistance to access the outdoors.</p>	<p>The property team have confirmed the plan of work to be completed and this will be communicated through tenants' meetings when work start dates have been provided.</p> <p>Automatic doors have been requested for installation in this financial year to enable easier exit and entry independently for residents.</p>

Summary and action plan in response to this survey.

Feedback area	Comments	Actions/response
Communication	Not informed of activities. I have to find out at the last minute from other residents. But staff don't seem to communicate with each other.	We promote activities through the What's On programme, weekly planner and social media pages. We have reminded household team members of the importance of communication around planned activities.
Responsiveness in dealing with complaints	Still waiting for minutes of the last meeting. I have had to approach head office countless times due to lack of communication.	Minutes of meetings are now posted through each apartment door for all, not just those that did not attend.
Maintenance and repair	Maintenance and repair needs to be faster. I have to keep pestering to get things repaired.	GM to liaise with central services and request immediate review of any outstanding work. Service level agreements are in place with contractors.

Manager's comments:

Thank you to everyone who provided feedback in this year's survey. We are delighted that 100% of our apartment tenants would recommend Belong and it was pleasing to read the range of positive feedback regarding our Experience Team, activities and the environment in Belong.

Our priority now is to address the areas highlighted for improvement and in particular the presentation and maintenance of the gardens at Belong Newcastle-under-Lyme, which was a key theme emerging from the comments.

Your feedback is extremely important to us and we aim to build on this to ensure we continue to improve and to deliver an outstanding service.

Josephine Mollison

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.

