

# **Belong Warrington Apartments**

## **Customer Satisfaction Results**

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**2023**

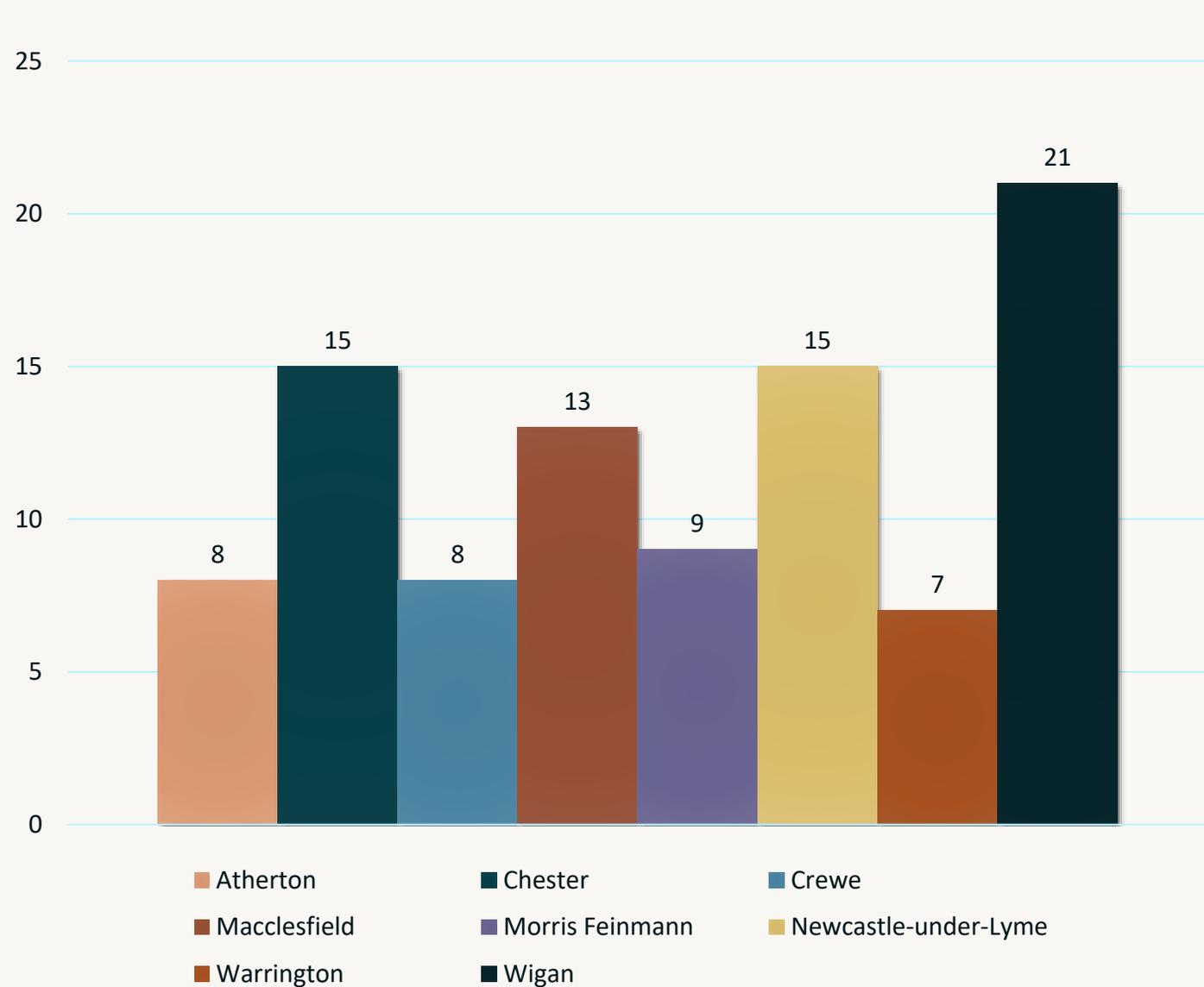


**BELONG**

**WARRINGTON**

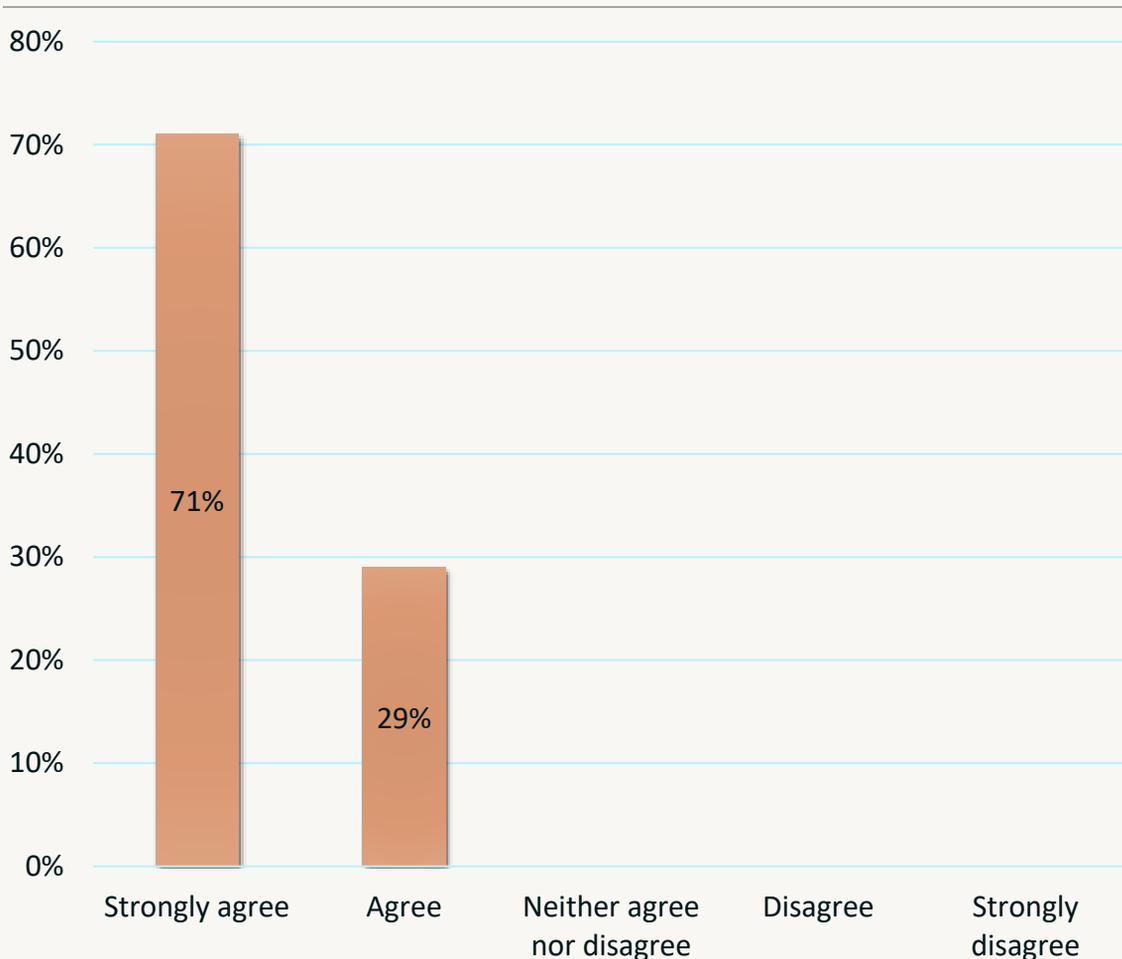
The number of surveys completed and returned by apartment customers, by location, is shown below. In Belong, this represents 39% of our apartment customers.

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

**71% strongly agreed rising to 100% if 'agree' responses are included.**

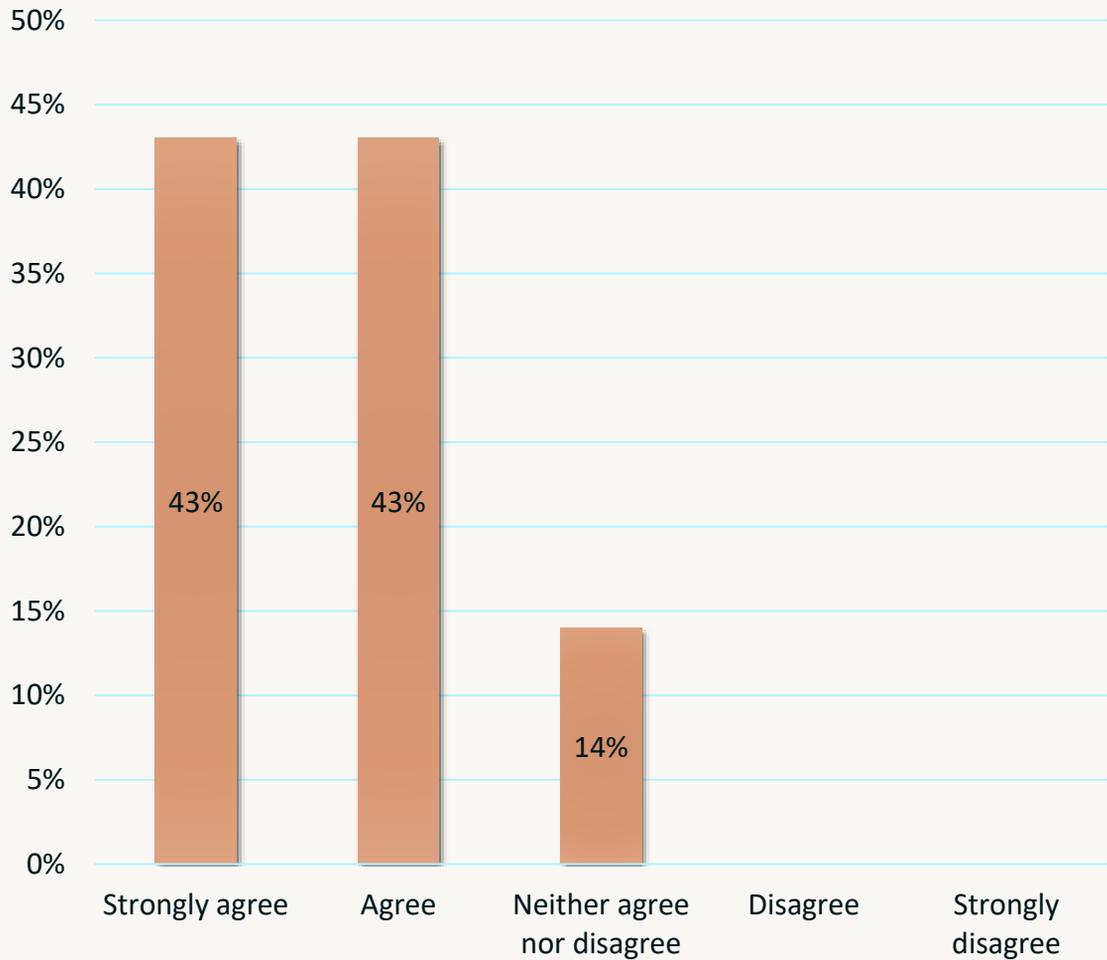


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Staff exceptionally helpful and friendly.
I think the staff on reception are very welcoming and helpful.

## I feel secure living in a Belong apartment.

43% strongly agree rising to 86% if 'agree' responses are included.



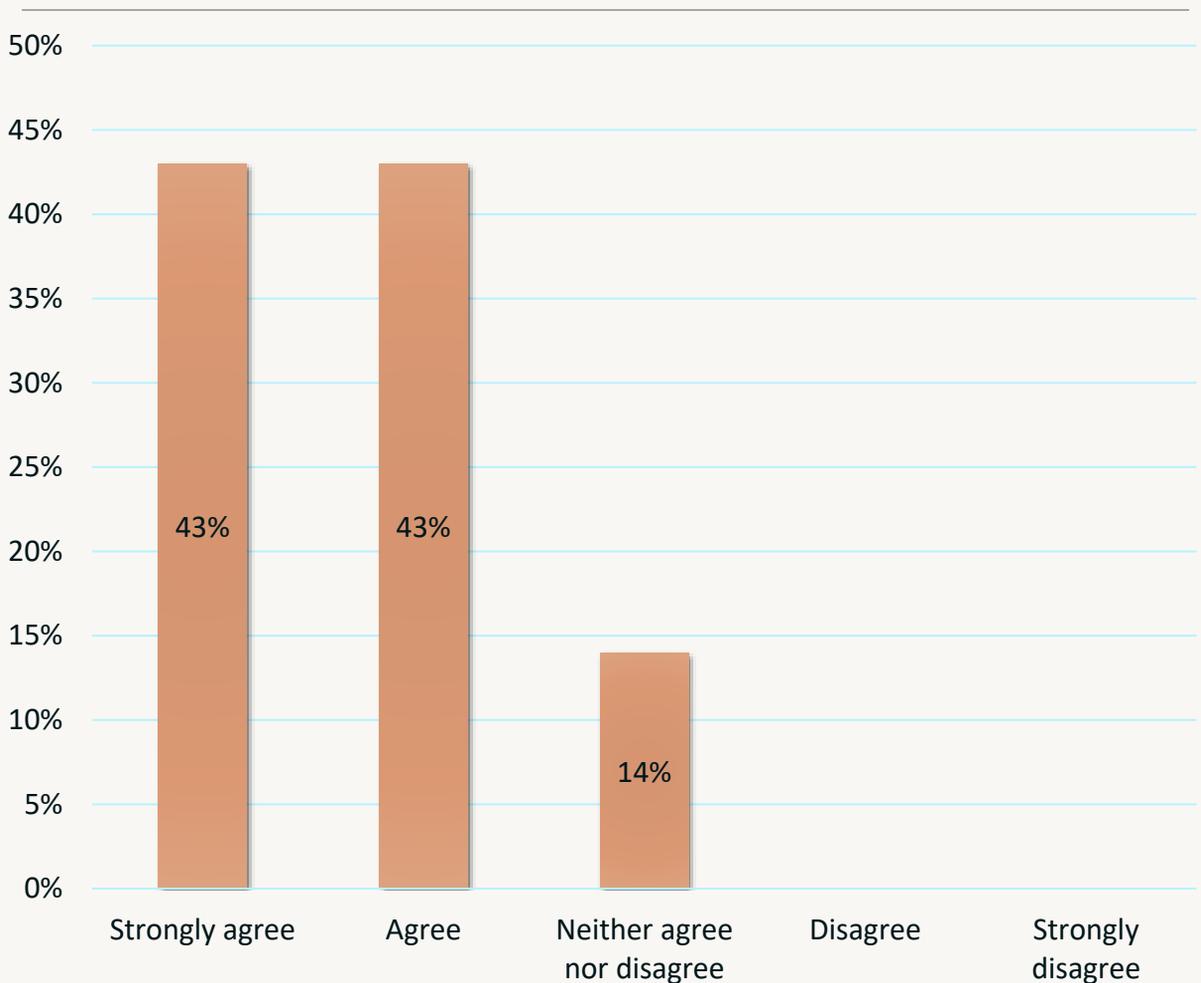
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

I don't feel secure all the time, especially when the entrance doors are not working.

## I enjoy using The Bistro.

43% strongly agree rising to 86% 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):

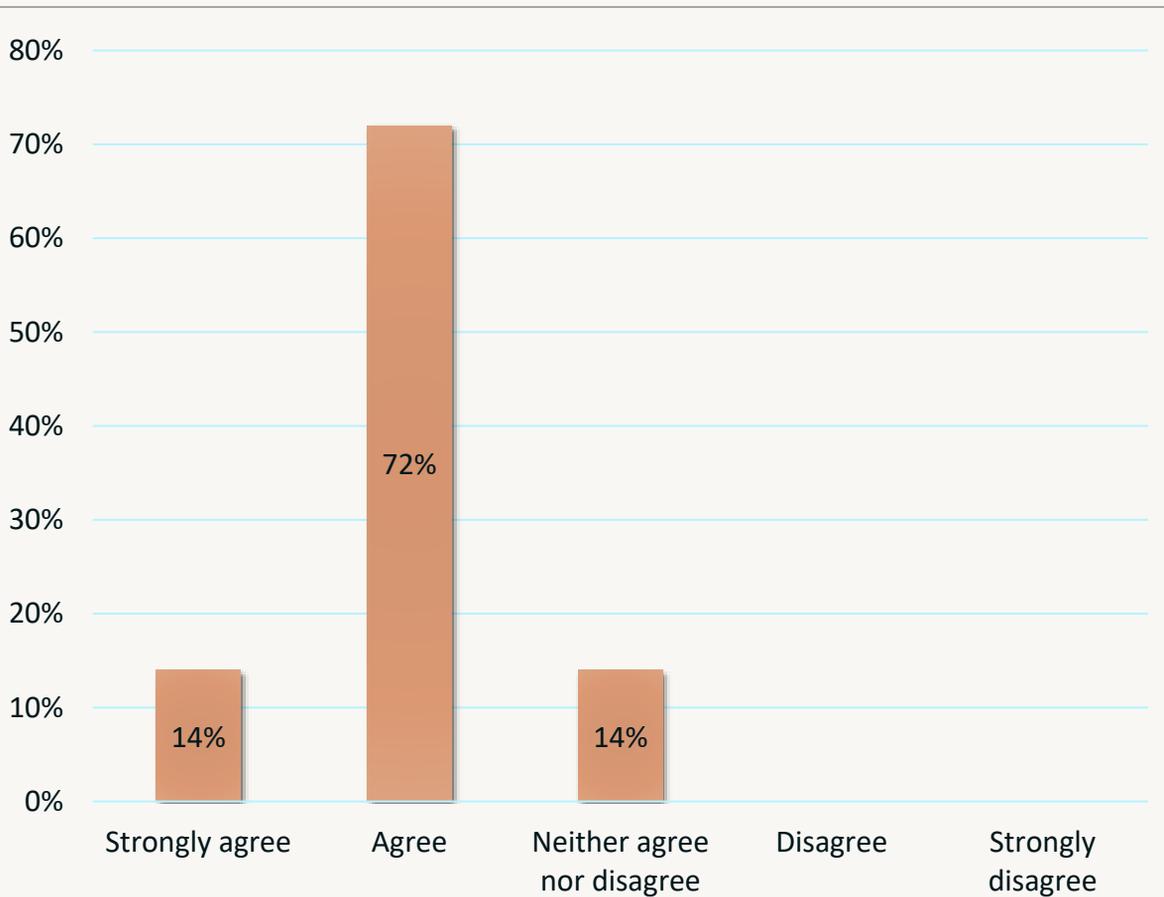
### Comments

Could do with more choice of vegetables, as Sunday lunch is always cauliflower, broccoli, mashed carrots that are always wet and parsnips that not everyone likes.

Food really good, and good value. Caring and friendly staff.

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

**14% strongly agree rising to 86% 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):

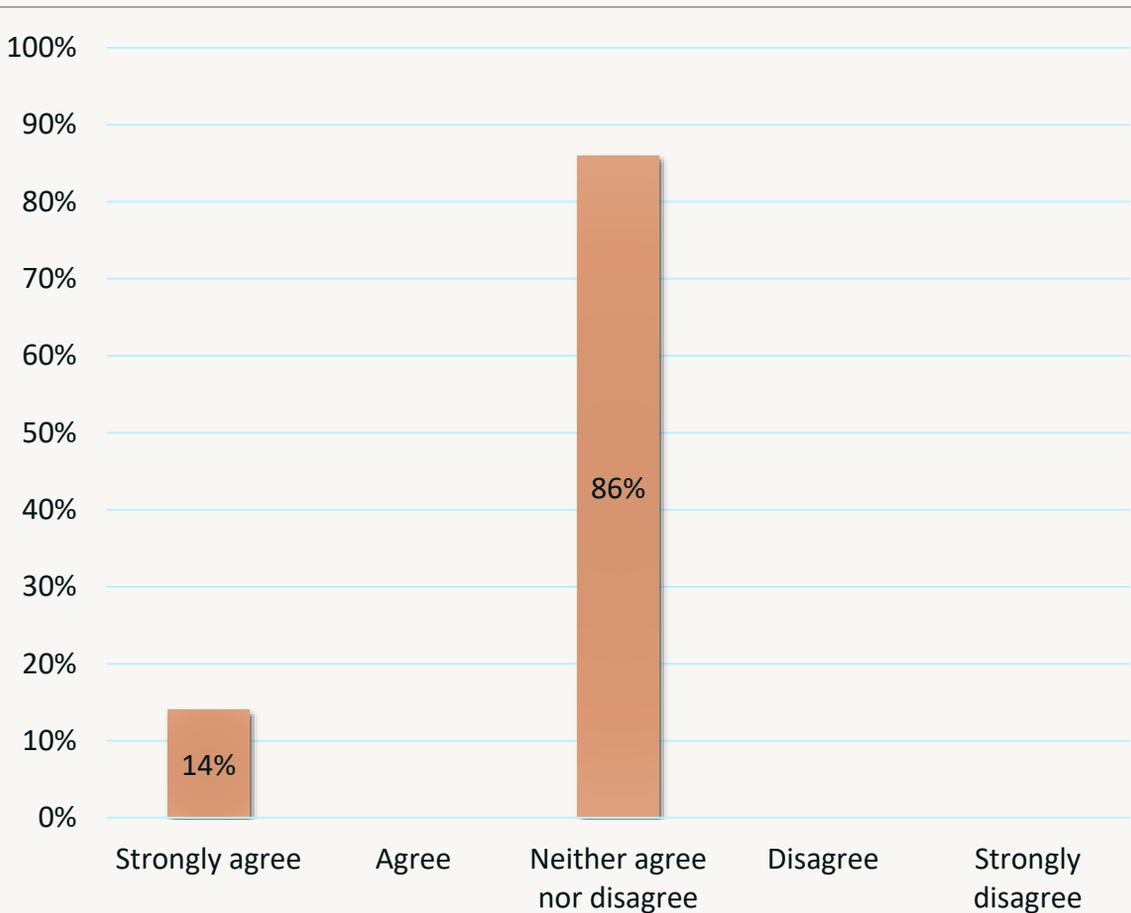
### Comments

Could do with a few different ideas for games etc, beetle drives, dominoes, theatre, or cinema visits.

Would like more trips out. Theatre, shopping trips, and cafe trips.

## I like to use the Belong gym.

14% strongly agree however, 86% neither agree nor disagree with this statement.



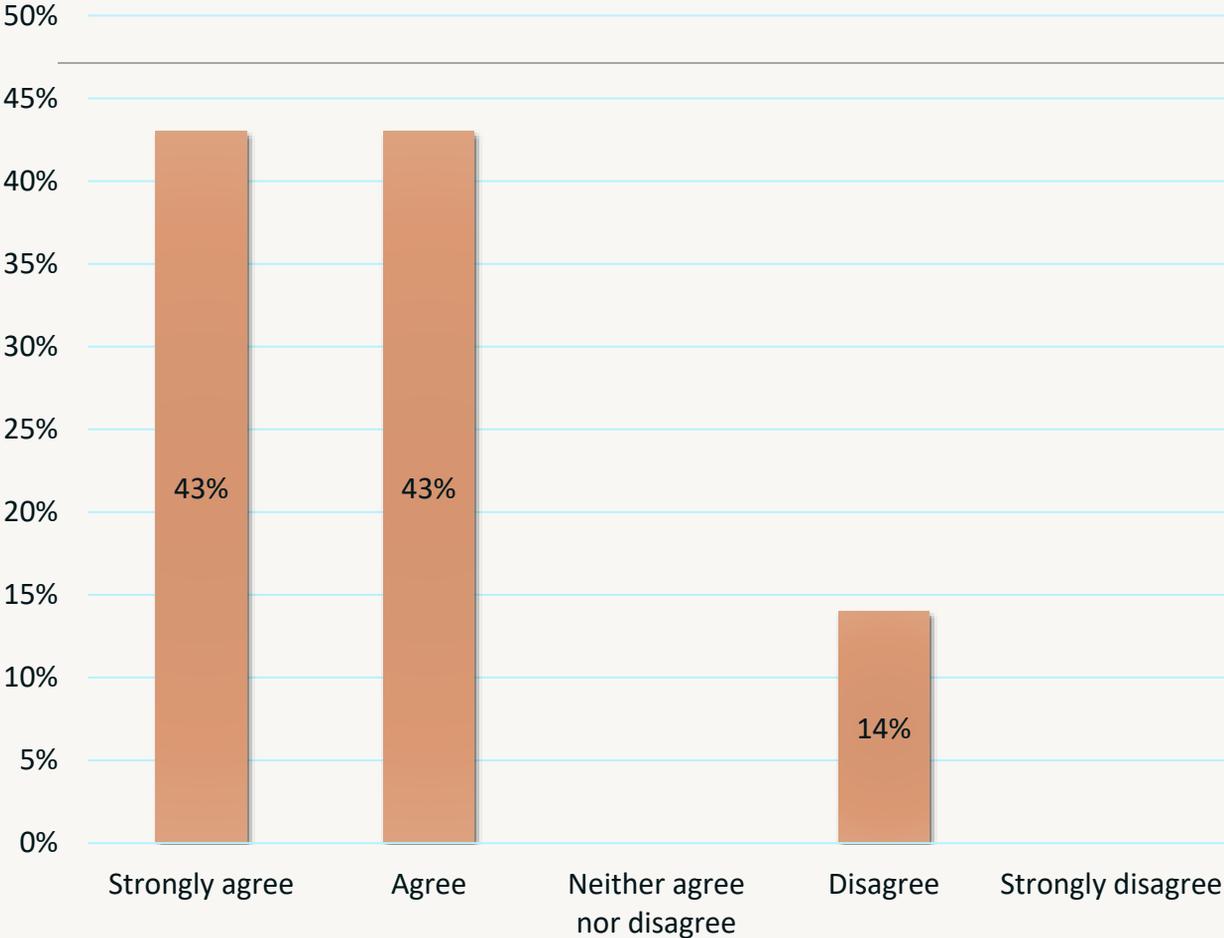
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

I have not used so far as I hear that the doctor's letters are expensive to obtain.

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

**43% strongly agree rising to 86% if 'agree' responses are included.**

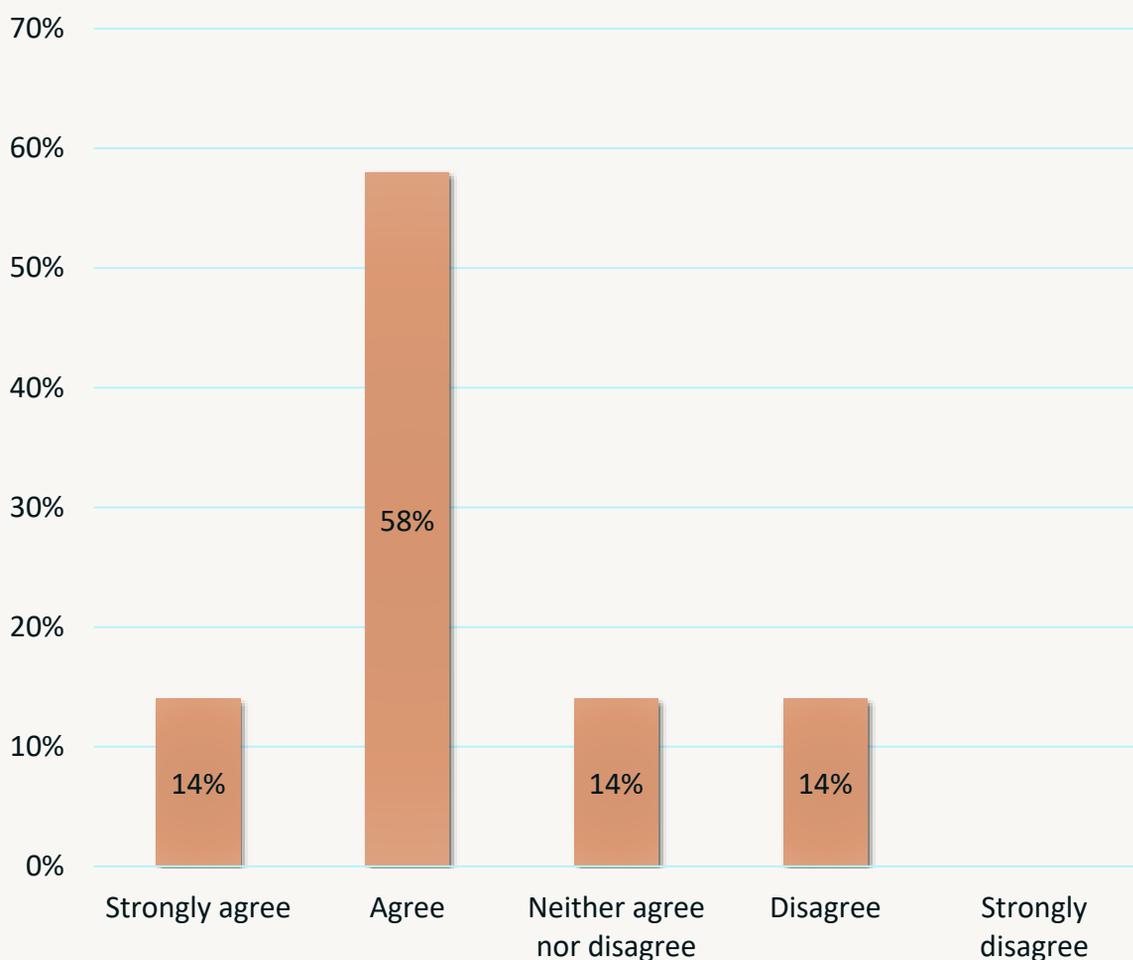


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I never go in the garden as it isn't a nice space to sit in, it's very untidy. We do bring this up in meetings but still waiting to see any improvement.

### My spiritual needs are supported in Belong.

14% strongly agree rising to 72% if 'agree' responses are included.

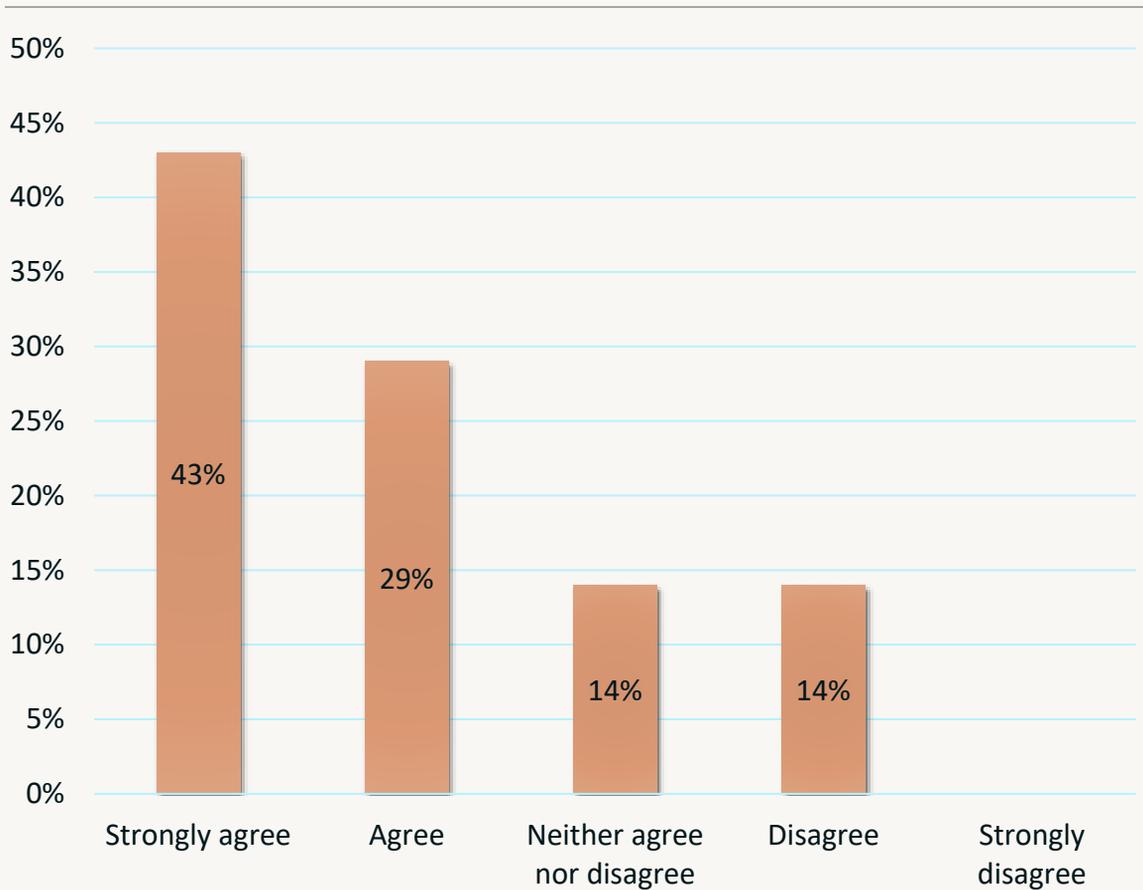


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Would like to have a communion service more often.
We have been trying to get a priest to visit for a while, but we've had no luck. The vicar comes once a month.

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

**43% strongly agree rising to 72% if 'agree' responses are included.**

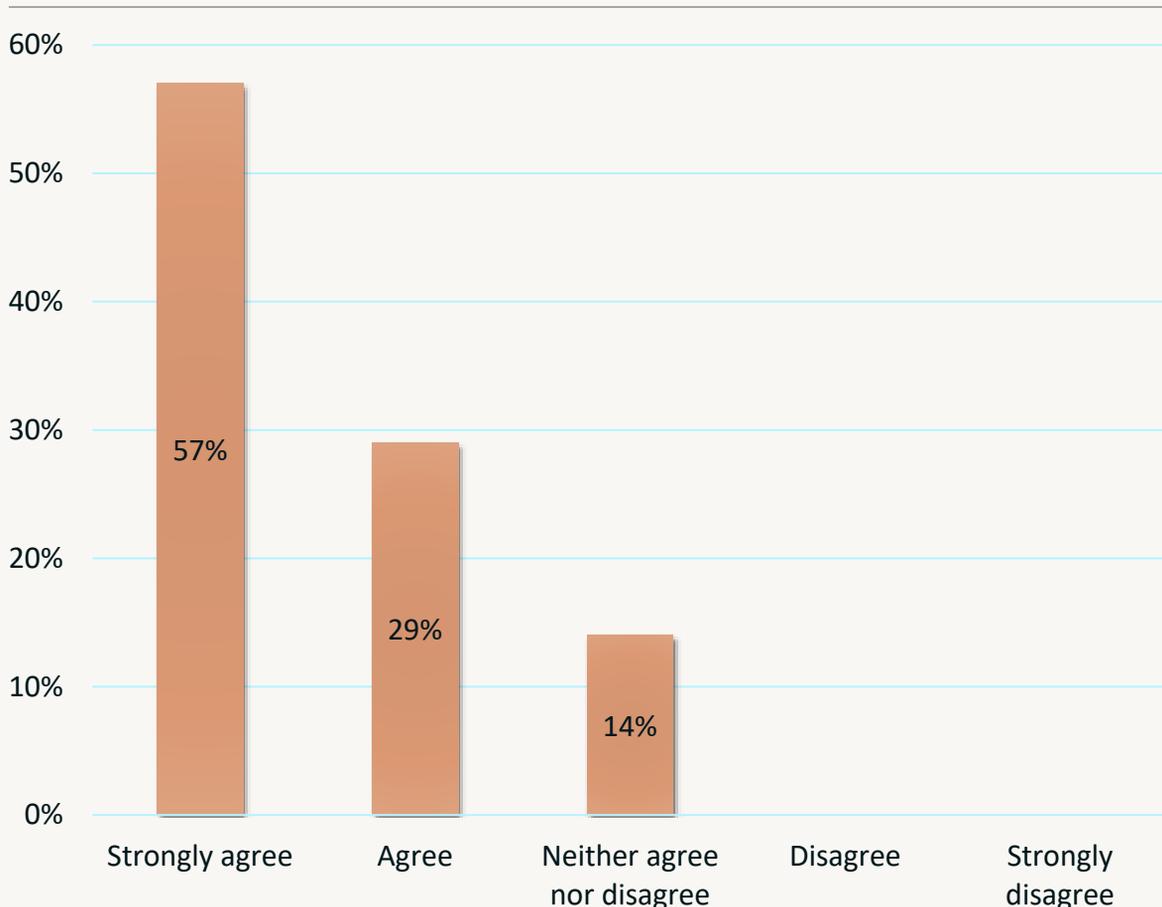


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Most of the time.
This is a weakness in Belong. Either I'm not told or too late to participate.

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

**57% strongly agree rising to 86% if 'agree' responses are included.**



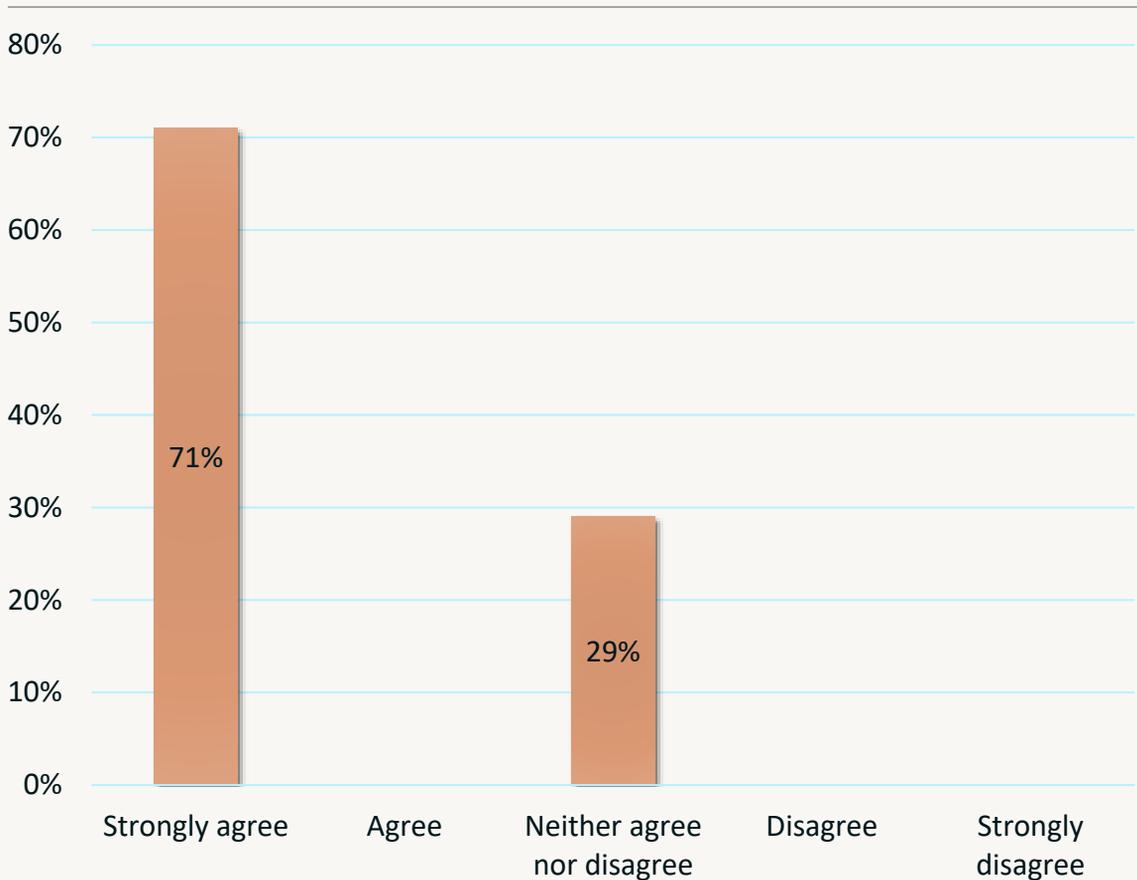
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

The only comment I would like to make is the scooter place is not cleaned out regularly, unless I ask for the leaves or rubbish to be removed.

**The indoor environment and building are well maintained.**

**71% strongly agree, however 29% neither agree nor 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):

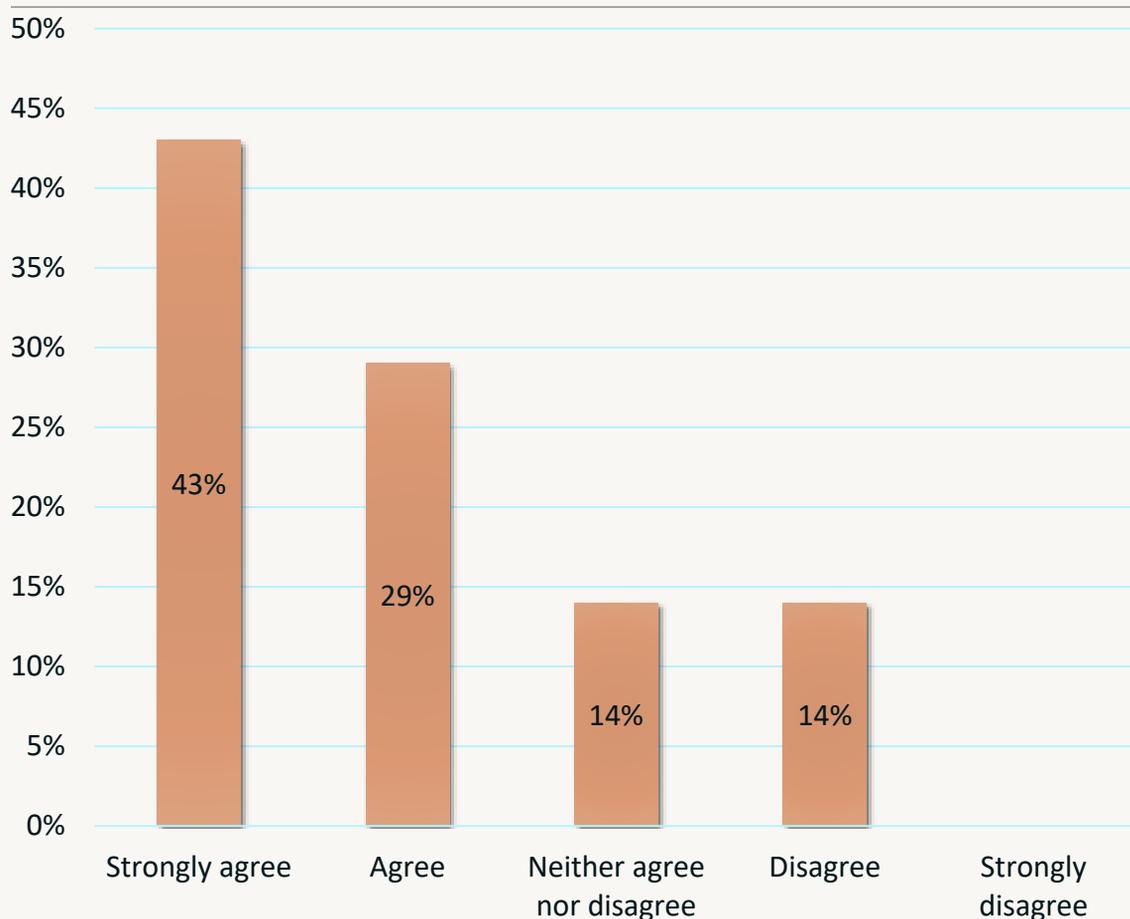
#### Comments

The furniture on the first-floor landing, The Venue and The Bistro couches, chairs are all very tired looking. Stained tables in The Bistro and too high for a lot of us. All these furnishings have been in use every day since Belong Warrington opened in 2014.

The number of times I see building work on the roof or the roof off. This concerns me as it is a relatively young building.

The gardens and grounds in my village are well maintained.

43% strongly agree rising to 72% if 'agree' responses are included.



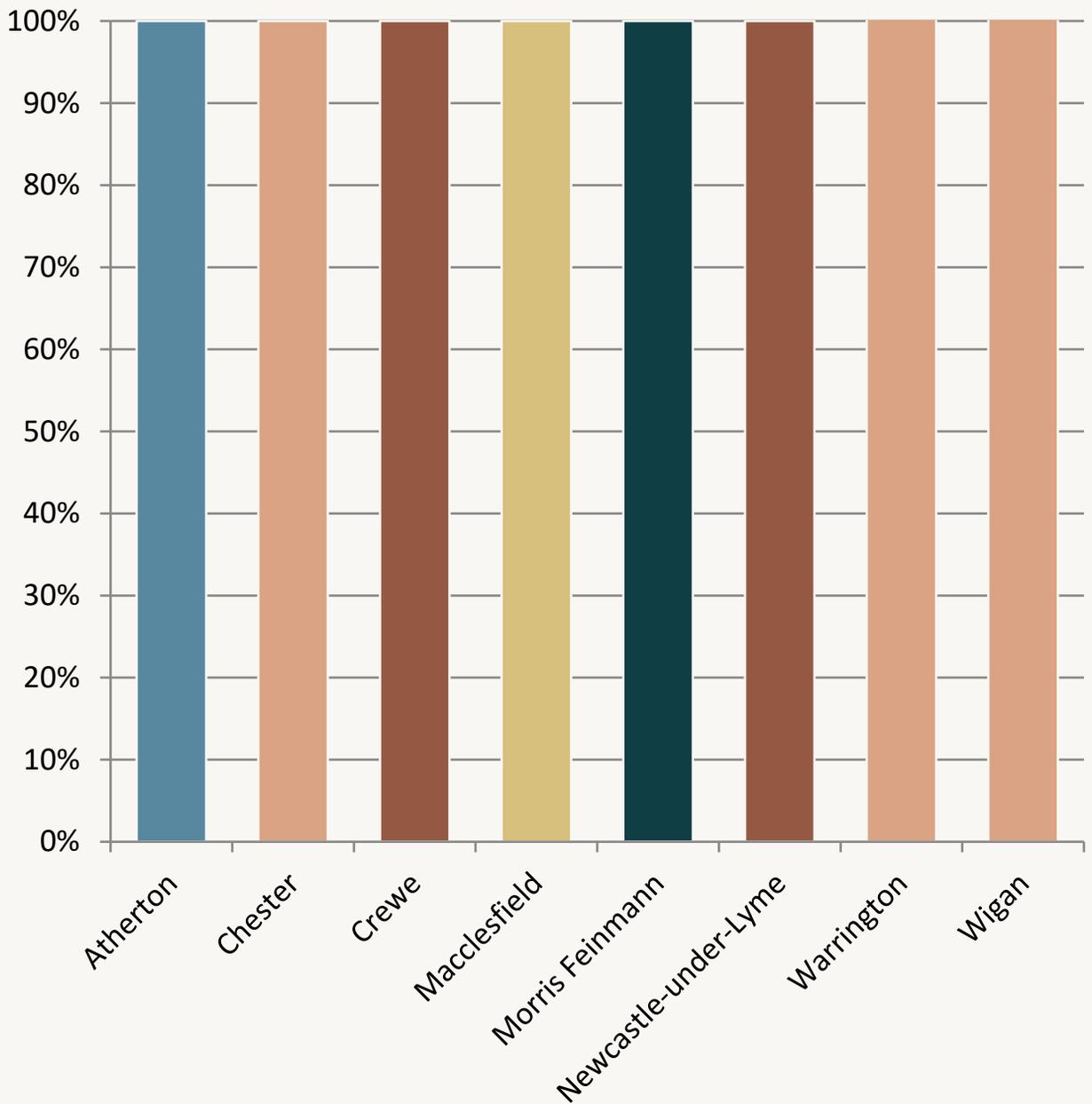
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

#### Comments

Warrington is not all like the pictures in the Belong advertising booklets you use.

The garden at the back needs a lot of work, especially where the chickens used to be, it's very over-grown.

**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):

<b>Feedback category</b>	<b>Feedback received</b>
Environment	Most parts have good points.
Staff / Communication	The manager Andrea, is particularly helpful and any issues are dealt with quickly and efficiently.
Service	Overall, I think Belong gives a good eight out of ten service.

### **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):

<b>Feedback category</b>	<b>Feedback received</b>
Communication	Communication is a weak point.
Environment	Nothing to add. Very happy and relaxed here.

### **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):

<b>Feedback category</b>	<b>Feedback received</b>
Parking	The car park space is often an issue with not enough spaces, especially in a morning or lunchtime. Very often I have to be dropped off at the door whilst my relatives try to find a space.

## Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Security	I don't feel secure all the time especially when the entrance doors are not working.	Reception team ensure that the village doors are securely locked to fob access only when leaving shift. The main apartment doors are fob locked at all times, day and night, and an operating arm has been installed to support the door to open automatically when fobbed.
Activities	<p>Could do with a few different ideas for games etc., beetle drives, dominoes, theatre or cinema visits.</p> <p>Would like more trips out. Theatre shopping trips and cafe trips</p>	Experience team have obtained feedback from all households and tenants to include outings. This is currently being reviewed, with a view to incorporating more outings in the spring and summer What's On programmes.
Use of the gym	I have not used so far as I hear that the doctor's letters are expensive to obtain.	Communication to be sent to all tenants about how to obtain GP letters and to clarify costs pertaining to the gym.
Outdoor space	I never go in the garden as it isn't a nice space to sit in it's very untidy. We do bring this up in meetings but still waiting to see any improvement.	Significant improvements have already been made to the household gardens and more is scheduled for other outdoor spaces, including the balconies.

## Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Spiritual needs	Request for a more frequent communion service.	This was shared with the Experience team and has now been facilitated.
Communication	This is a weakness in Belong. Either I'm not told or too late to participate.	Daily communication is now undertaken at 10@10 meetings and reception support with call around to inform tenants of daily activities.
Responsiveness in dealing with complaints.	The only comment I would like to make is the scooter place is not cleaned out regularly unless I ask for the leaves or rubbish to be removed.	The smoking shelter has been removed to another location. The scooter shed is now free from obstruction and maintained accordingly.

## Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Maintenance of the environment	Décor and furniture needs updating and concerns voiced over roof repairs.	Work is planned to take place through to April 2024. Roof repairs are being treated as a priority.
Gardens and grounds	<p>Warrington is not at all like the pictures in the Belong advertising booklets you use.</p> <p>The garden at the back needs a lot of work especially where the chicken's used to be it's very overgrown.</p>	Marketing publications and videos have been updated when rolling out the new Belong branding. The plan for garden works and improvements is in progress.
I enjoy using The Bistro.	I can't always eat the food due to my having special dietary requirements. It would be nice to see more options.	New menus implemented. Experience team to fully review the dietary needs of each customer and to communicate special requirements to the bistro team.
Parking	Not enough spaces and relatives often struggle to park.	We request Belong visitors from other villages to park off site and will continue to carry out checks to ensure spaces are freed up for the Belong Warrington community.

## Manager's comments:

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Thank you for to everybody who gave us their feedback; this is really important and valuable to us. People sharing their experiences about what is important to them is vital in helping us grow and improve.

We were delighted to read the broadly very positive feedback received for our independent living apartments and that 100% of our tenants would recommend Belong.

At the same time, we are determined to address people's concerns that have been highlighted to us and have already been working hard to put improvements in place in response to people's feedback.

We love what we do and really want people to enjoy their experience at Belong Warrington. We look forward to working together, building on what we do well and continuing to grow as a team.

**Barry Devine**

**General Manager**

## What do we do with your feedback?

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- 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.

