

# Belong Wigan Apartments

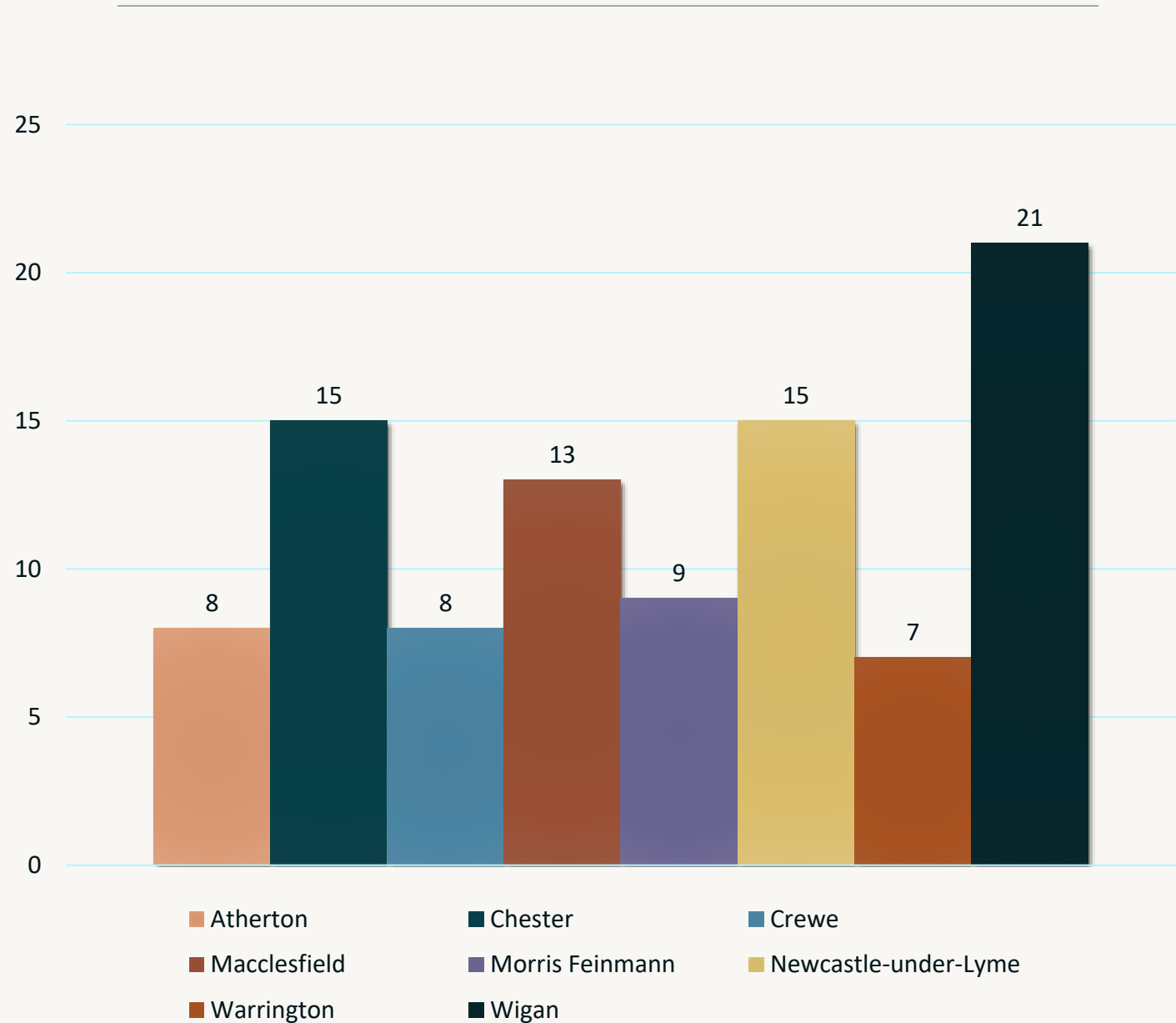
## Customer Satisfaction Results

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**2023**

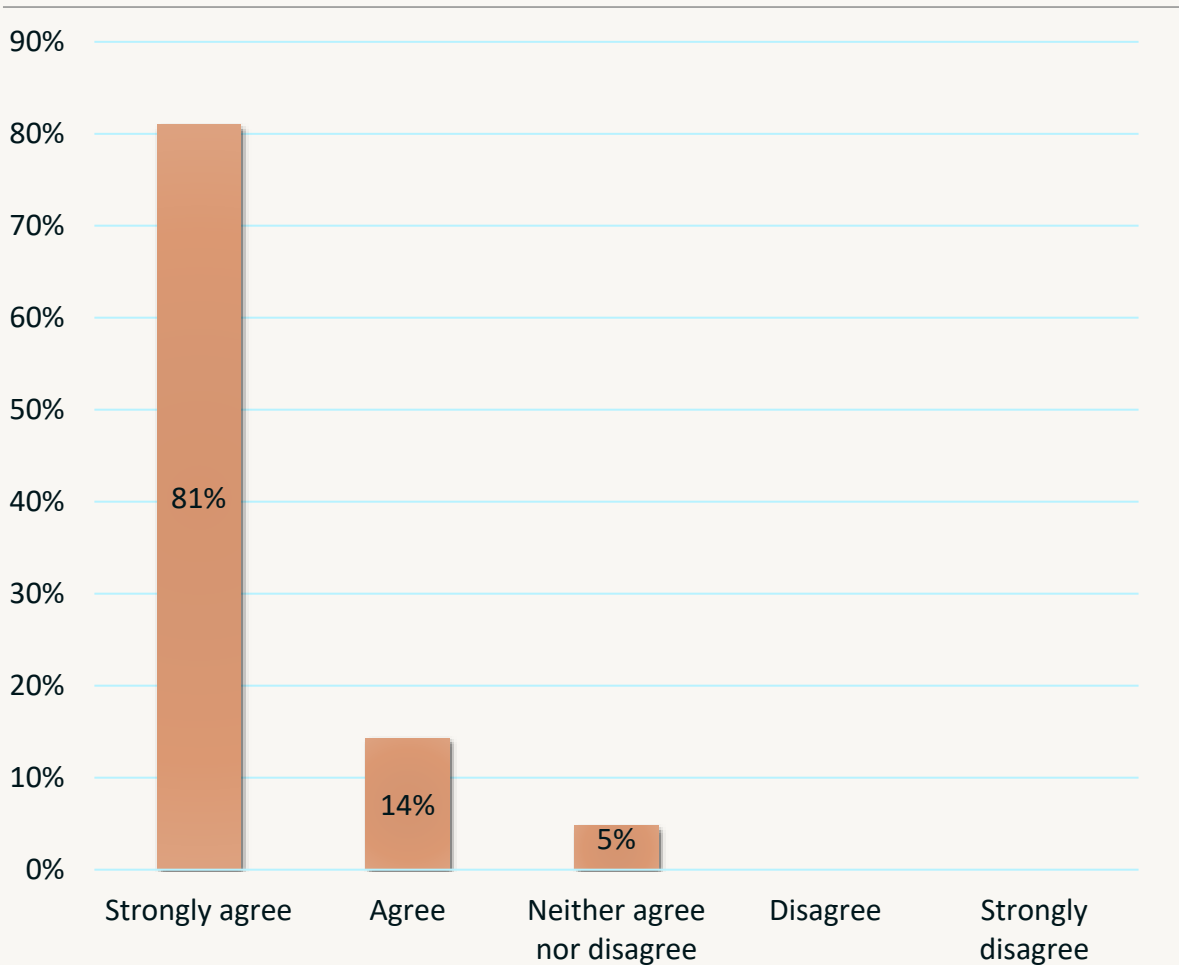


The number of surveys completed and returned by apartment customers, by location, is shown below. In Wigan, this accounts for 38% of our apartments.



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

**81% strongly agree, rising to 95% if agree responses are included.**



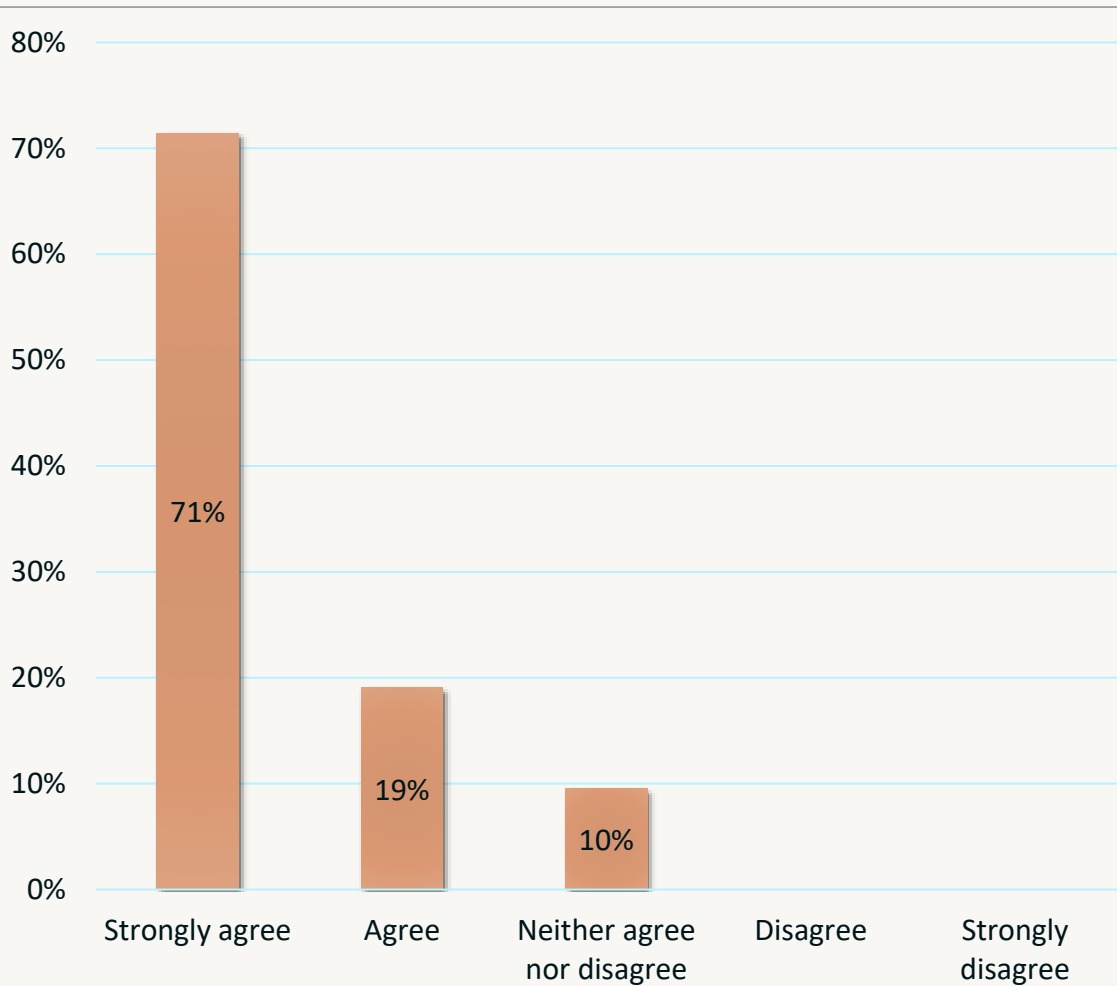
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

Especially Gill Menguy, the manager, Lana and Tanya, nursing staff, Lisa, Leslie and others. During my illness and my situation now.

## I feel secure living in a Belong apartment.

71% strongly agree, rising to 90% 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):

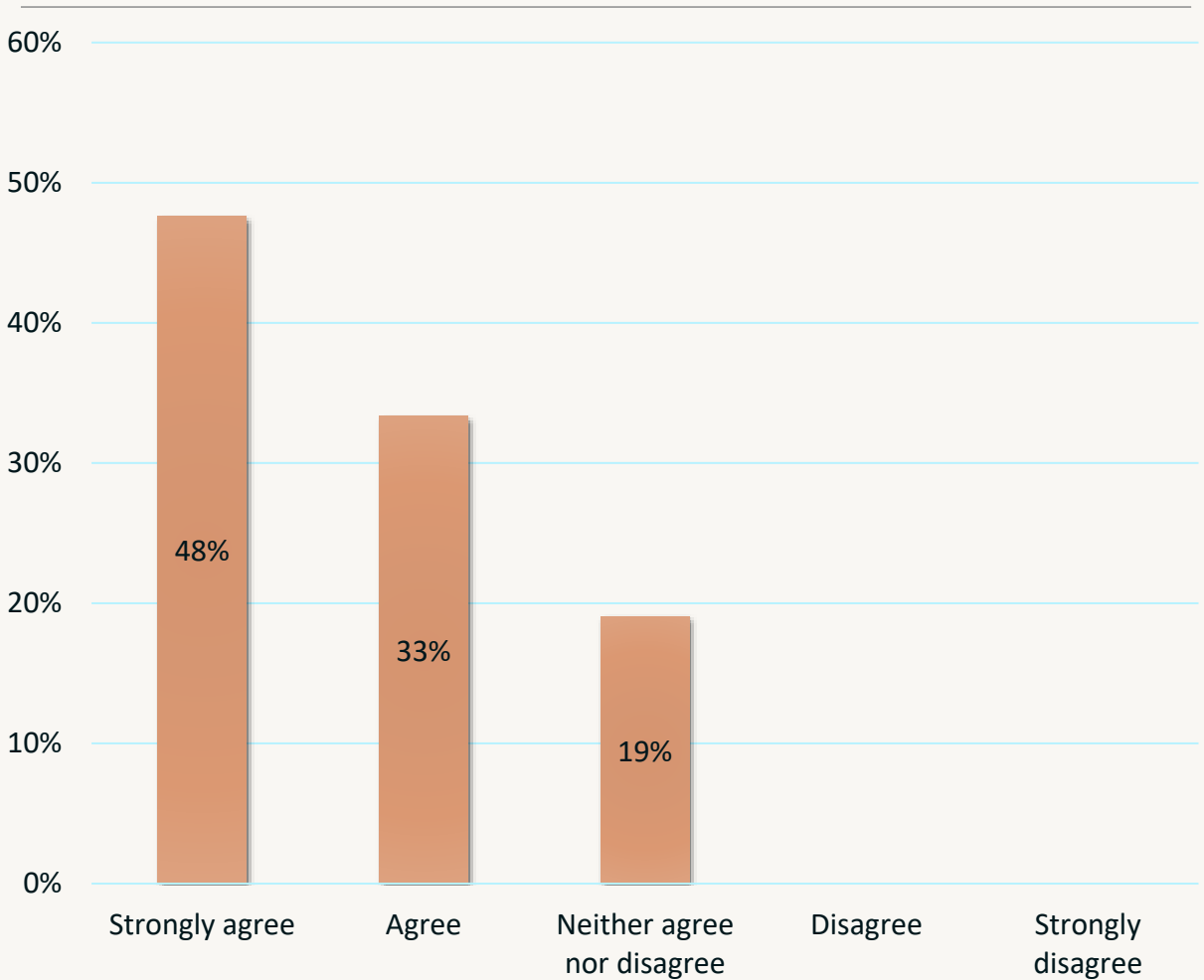
### Comments

The front of house team is amazing I get daily checks and the girls on the desk go above and beyond to help anyone who needs it.

CCTV only covers gate which is left open. It doesn't cover the flats or car park. I have had garden furniture stolen.

## I enjoy using The Bistro.

48% strongly agree, rising to 81% 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

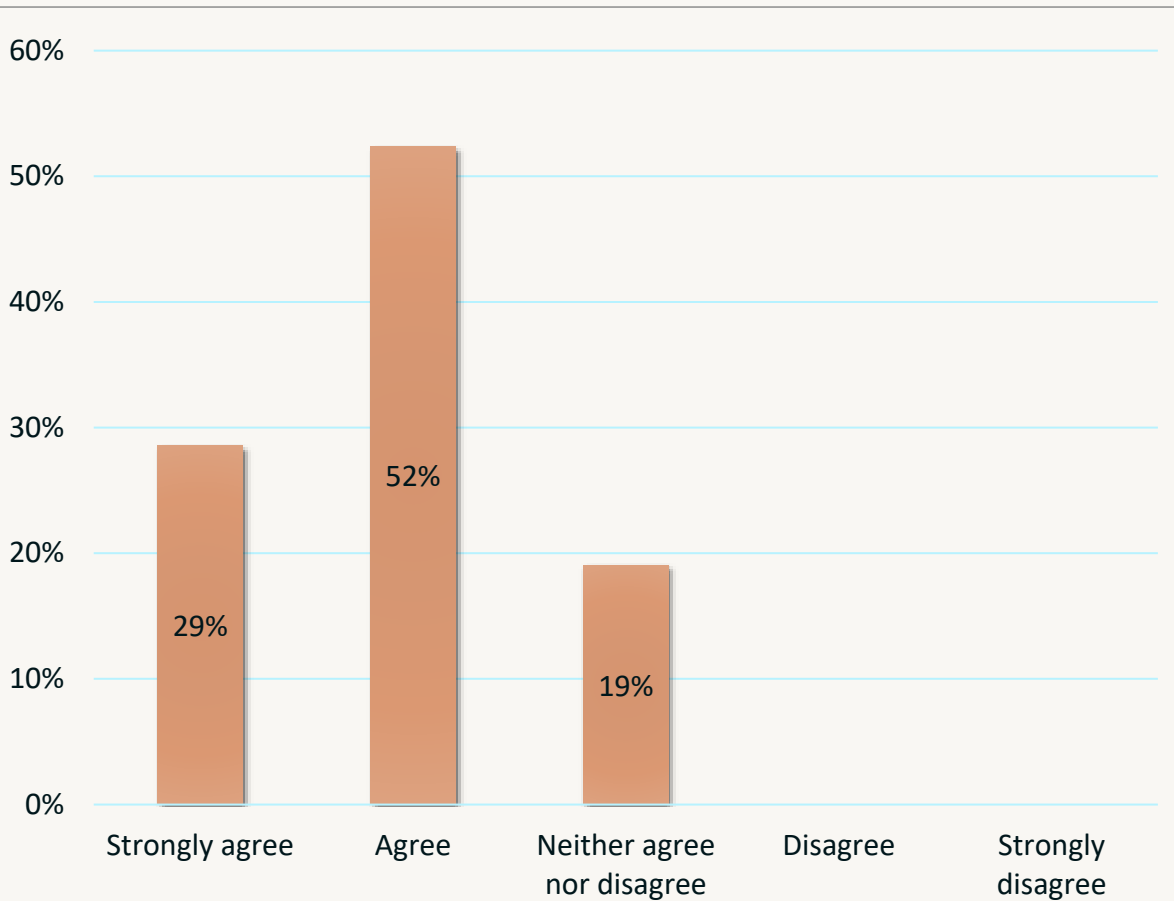
The Bistro is lovely but more choice on the specials board would be nice. I feel the meals are on repeat every couple of days.

I am grateful and appreciative for the monthly Tuesday night 2-course meal arranged for family and friends with delightful menus by the team.

They were my lifeline during Covid not only bringing me meals and staples but making sure I was ok when I got it..

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

**29% strongly agree, rising to 81% 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):

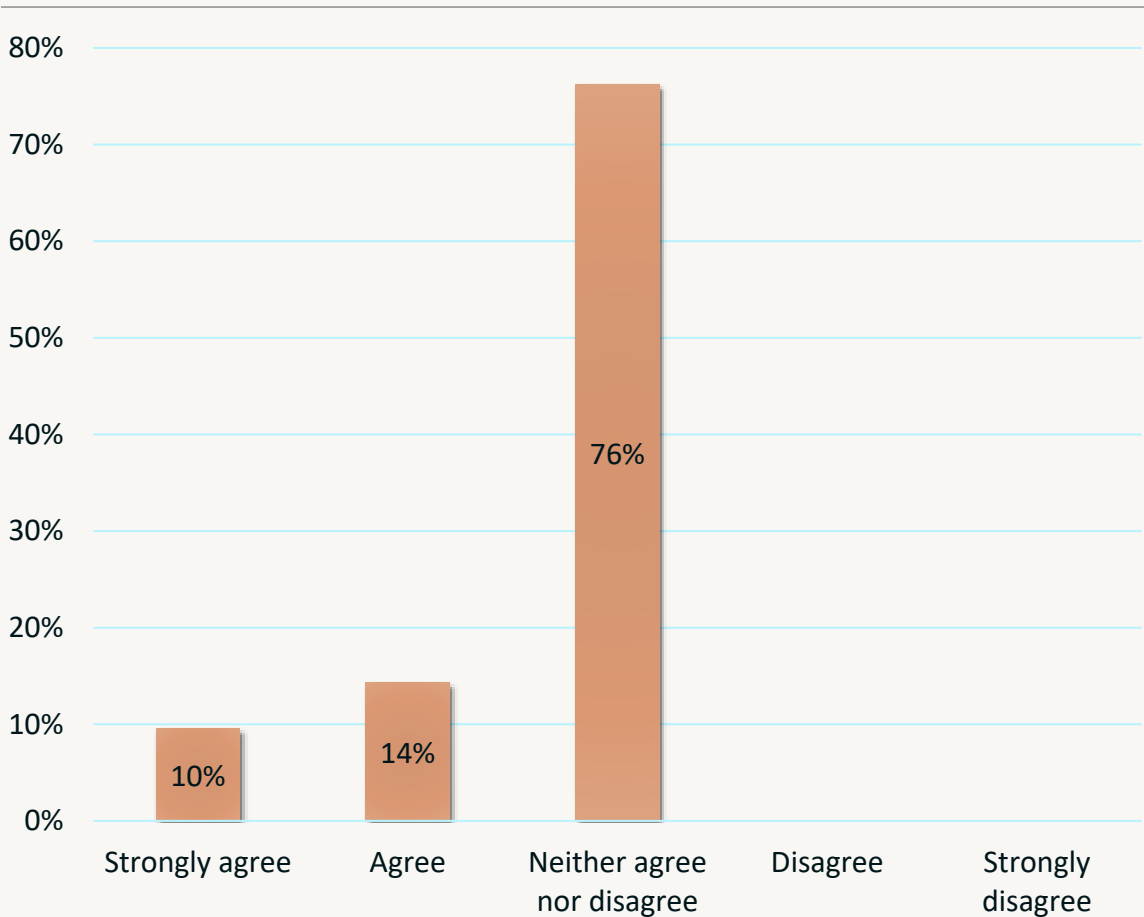
### Comments

Karen and Charlene are amazing. I come to activities daily and stay all day. The trips out are amazing, and this team is just the best.

Activities seem to be directed principally at those who come in for the day rather than those who are residents.

## I like to use the Belong gym.

**10% strongly agree, rising to 24% if agree responses are included. 76% 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):

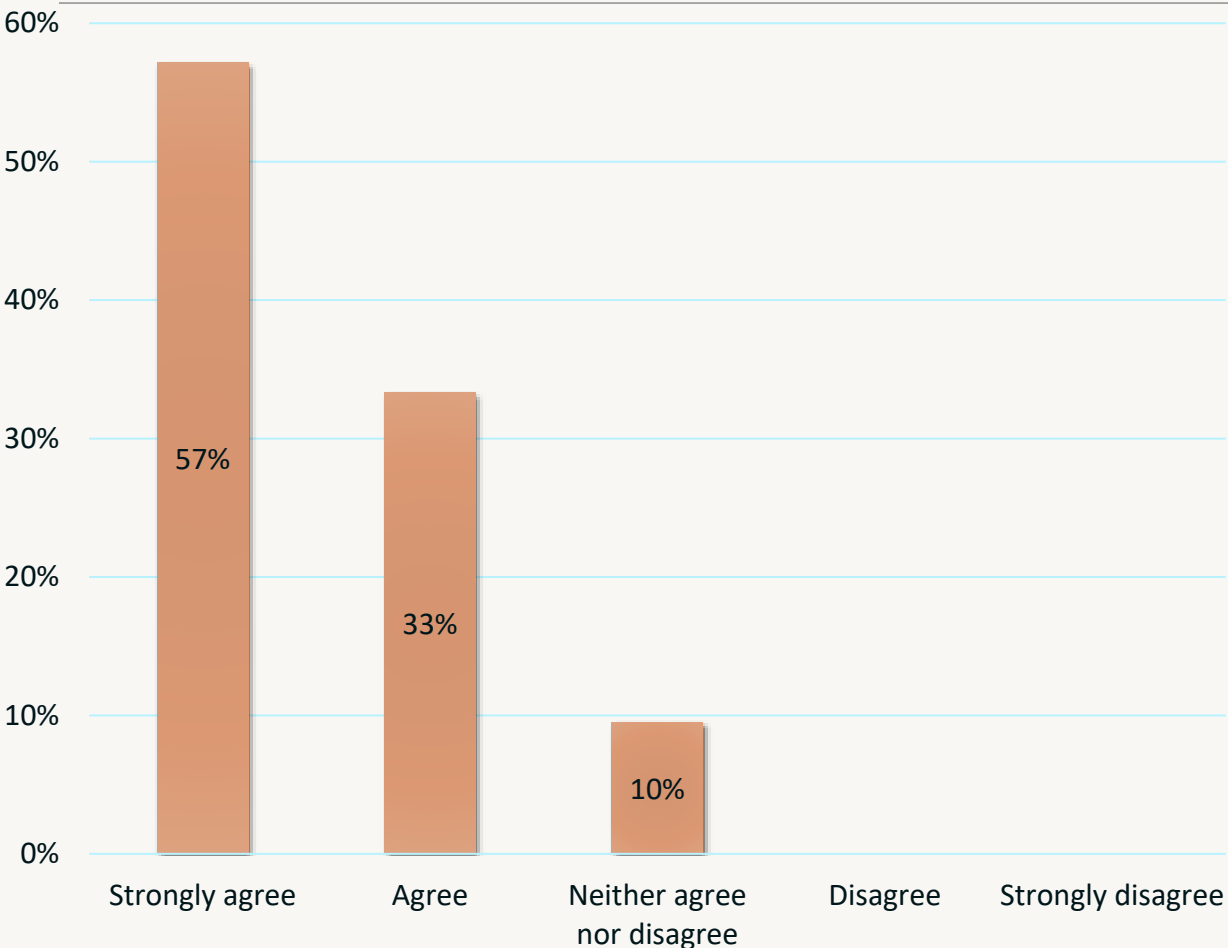
### Comments

I would like to use the gym more. The few days I have used it, I had great support by Lee but the cost for tenants makes it completely out of my finances.

Haven't tried it yet but will soon after my hip operation.

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

**57% strongly agree, rising to 90% if agree responses are included.**



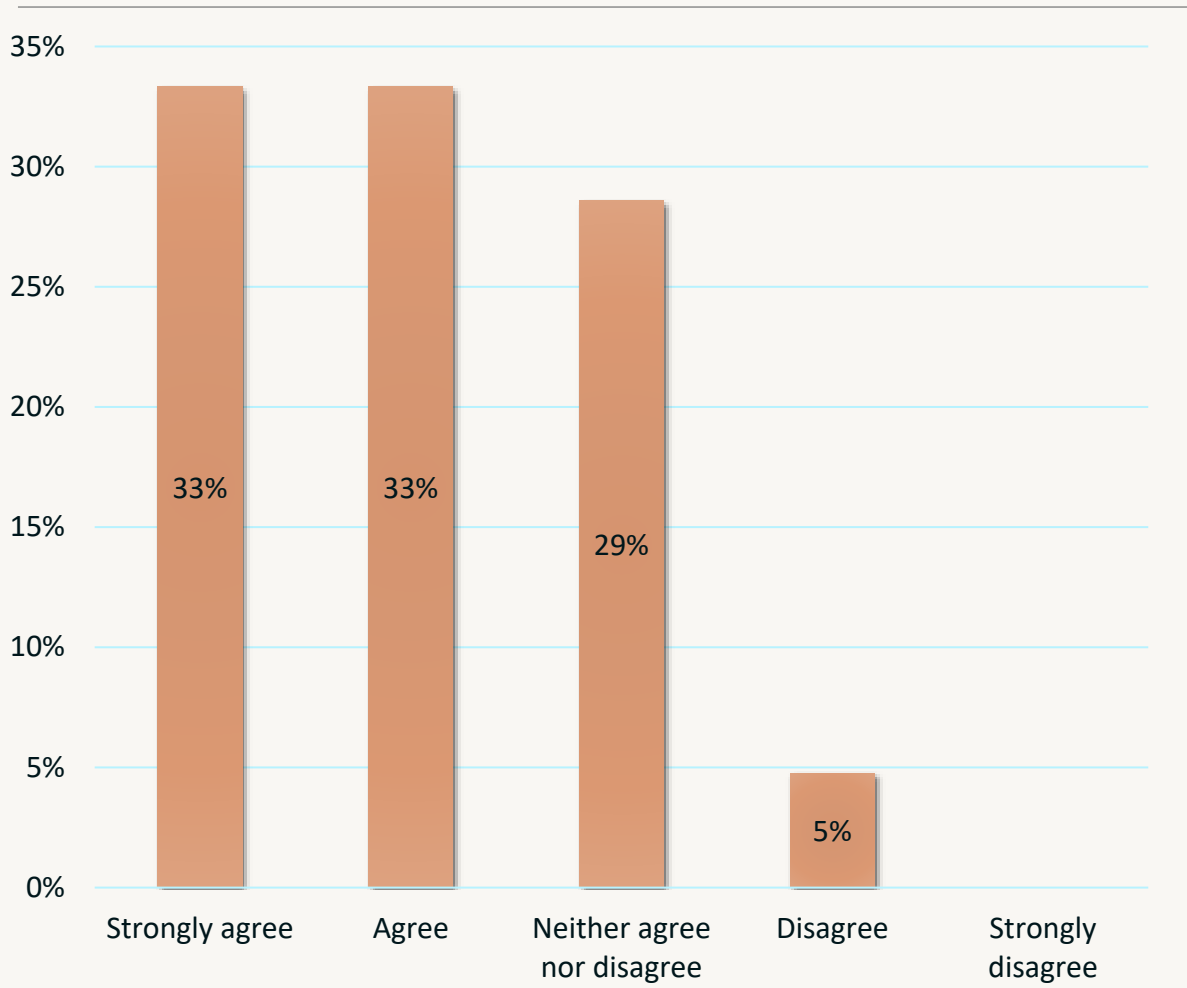
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I would like some seating to be permanently in the large area of the garden nearest the main road.



### My spiritual needs are supported in Belong.

33% strongly agree, rising to 66% if agree responses are included.

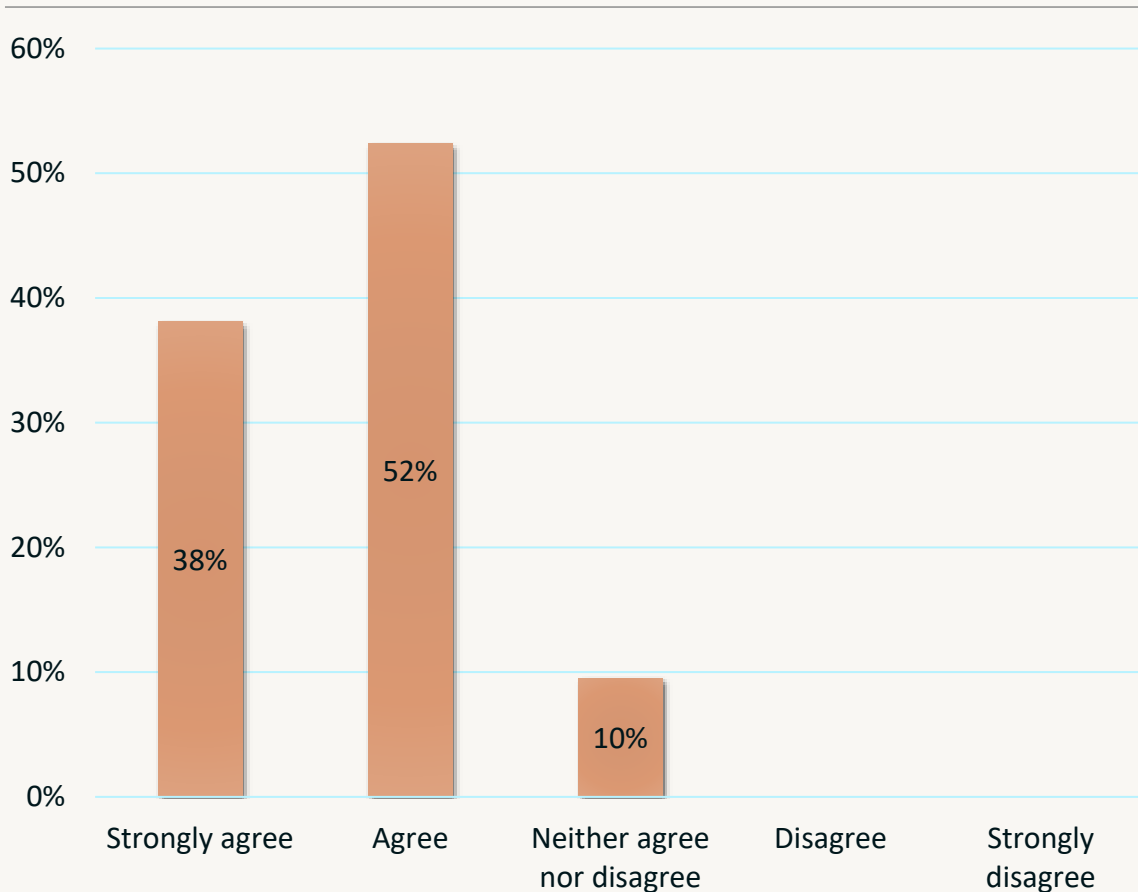


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I attend church every week.
Would prefer to have a Church of England service to attend.
Excellent support from a Roman Catholic from the local parish.

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

**38% strongly agree, rising to 90% if agree responses are included.**

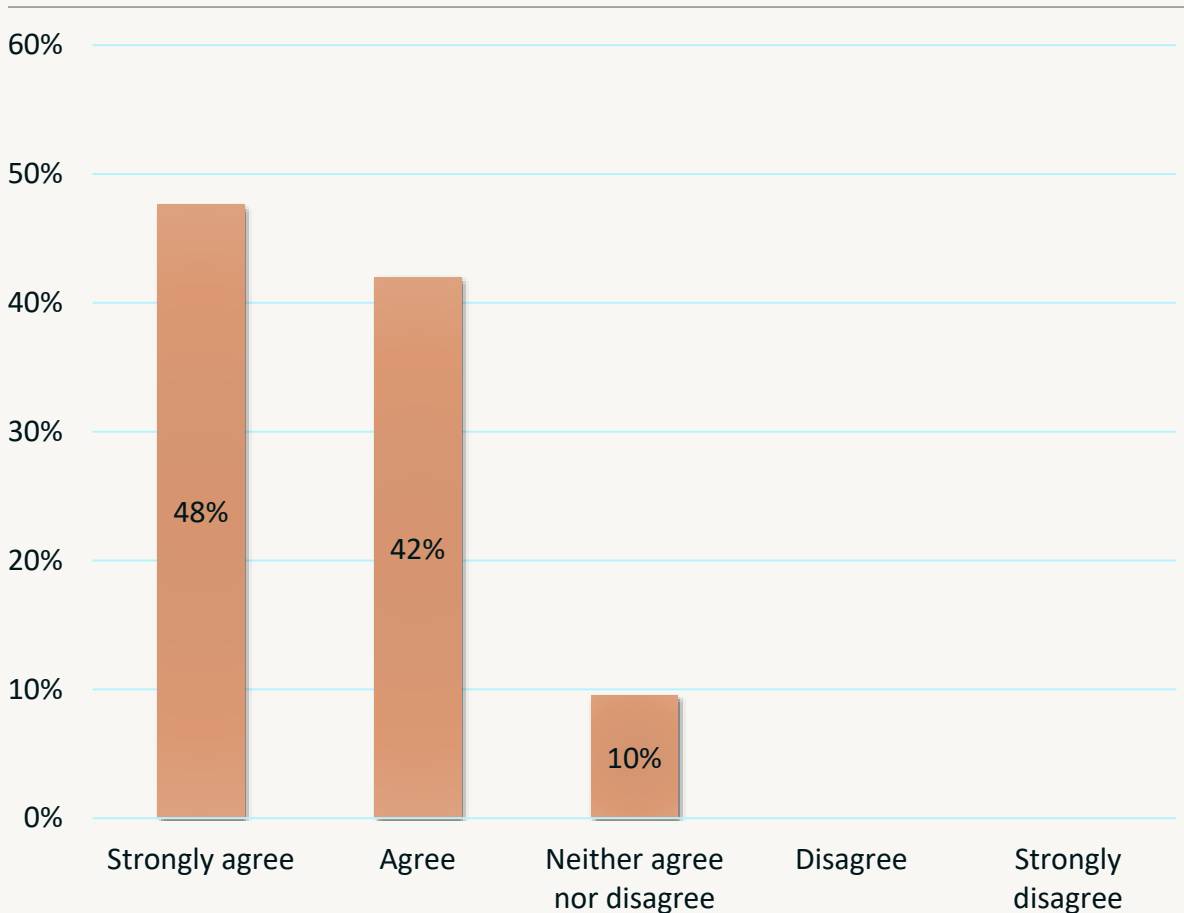


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The reception team communicate with me daily as I am blind.
Would be beneficial if carers could remind me what's on.
Though there are very few, changes to the timetable are not always communicated clearly or promptly.

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

48% strongly agree, rising to 90% 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):

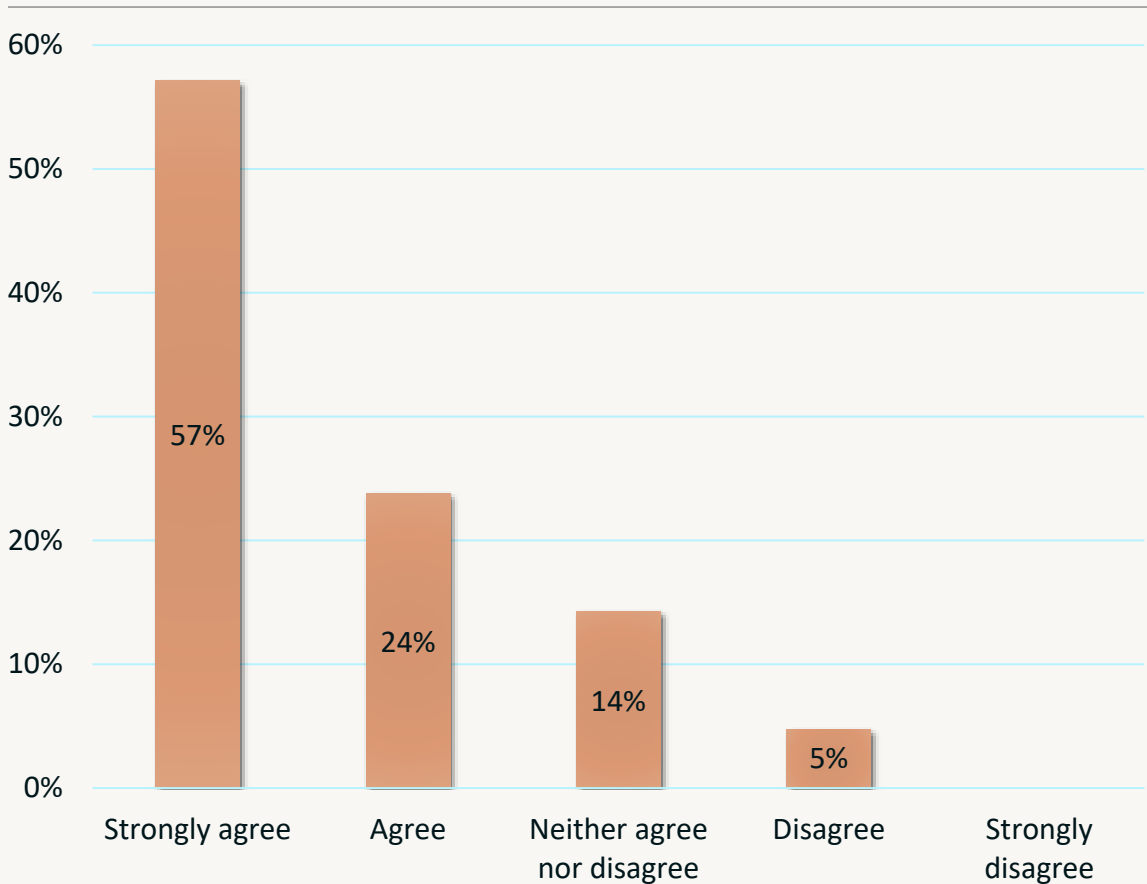
#### Comments

Yes, very few small problems, but quickly and politely dealt with.

Very good reception and admin team. Tanya is amazing!

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

**57% strongly agree, rising to 81% 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):

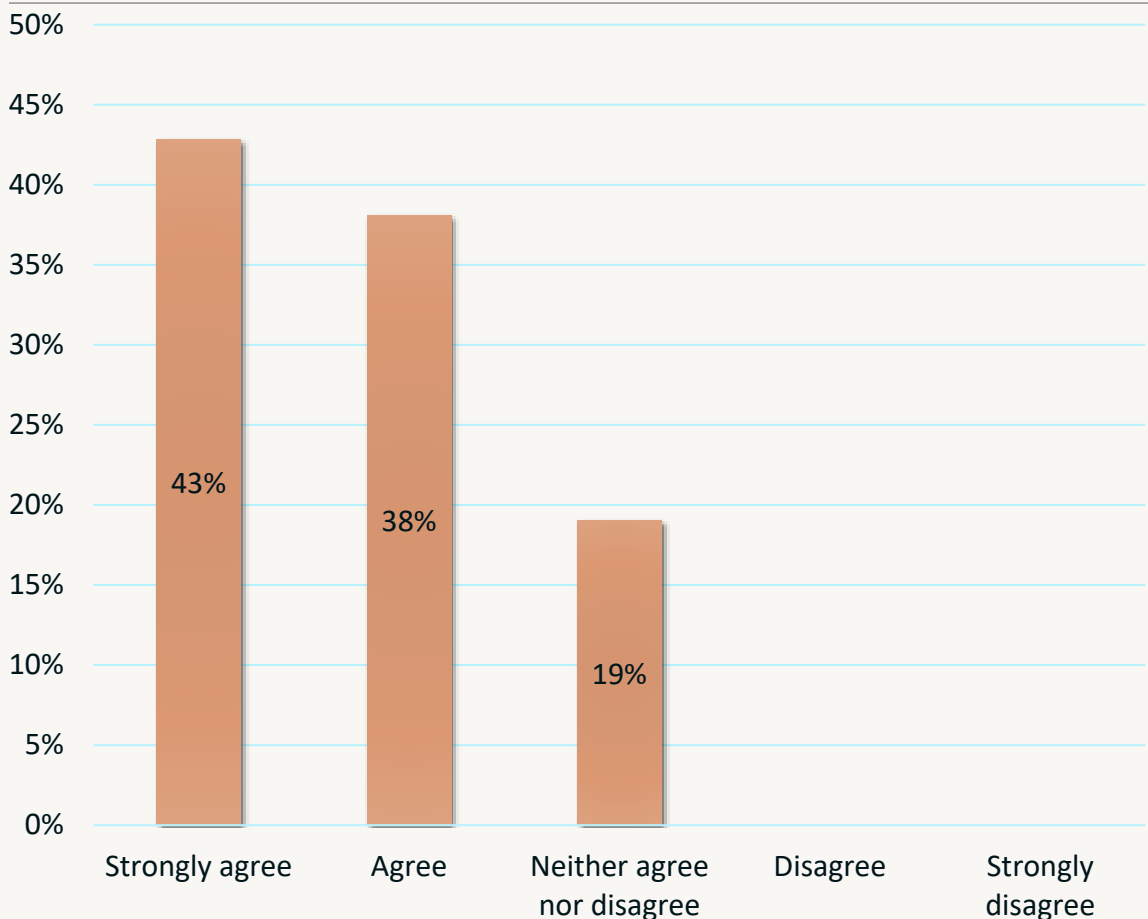
#### **Comments**

Always clean and well cared for, both in main block and residential areas.

Needs decorating, looks very drab.

The gardens and grounds in my village are well maintained.

43% strongly agree, rising to 81% if agree responses are included.

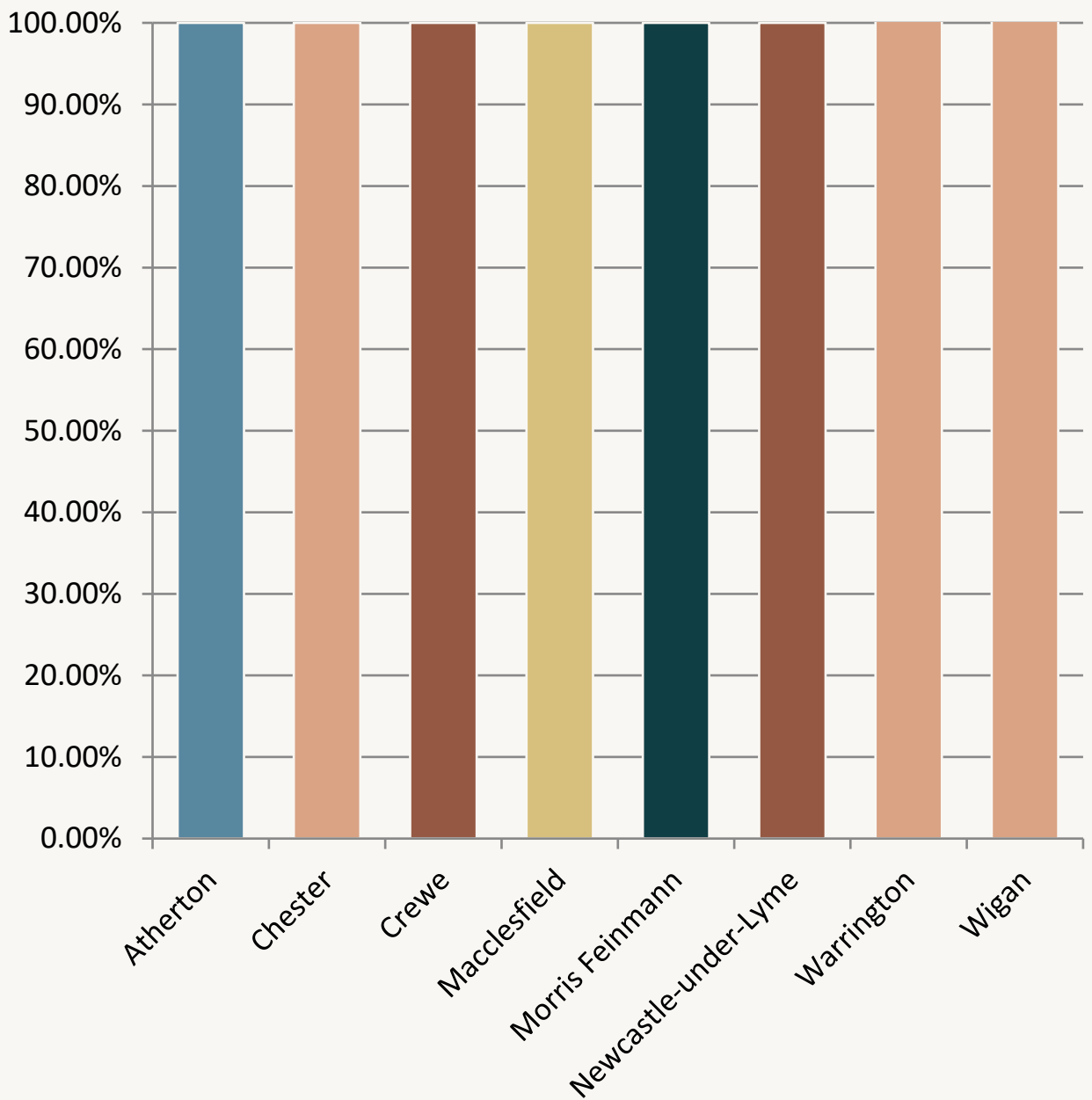


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

Very well maintained.

**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
Communication	Quick response from the team if I need help. Nothing is too much trouble.
Staff / Security	Your staff are all amazing and helpful. They will help anyone and knowing they are there really makes me feel safe in my apartment.
Community / Activities	I enjoy the community and friendships I have made. I love the themed nights and days out.

## 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	Activities at the weekend. Long weekend if you have no visitors.
Maintenance	Decorating and carpeting in the main apartment areas not been painted in the last 6 years whilst I have lived here.
Activities	More themed nights and a nail technician.

## 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 / Support / Security	Very pleased to have found somewhere so relaxed yet caring. Hope you can understand would prefer not to be here but I know that here, my wife and I are in secure caring hands, thanks to all from top to bottom.
Environment	I am coming up to 6 years as a tenant in Belong and am fully content with my being part of the Belong environment here. Well done everyone.

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

Feedback area	Comments	Action/response
Compassionate, caring and respectful	<p>It's lovely to see staff recognised and I thank you for this.</p> <p>I am delighted with these results, and we will continue to train and induct staff in a way that promotes customers are at the heart of everything we do.</p>	<p>Communication and feedback are the key to open and honest ethos within the village and we continue to promote this.</p>
Feeling safe	<p>It's lovely to see most people feel safe living in the apartments. We have CCTV coverage throughout the village, not just the gates.</p> <p>We are open to suggestions on how we can improve and we endeavour to make sure everyone feels safe.</p>	<p>We have introduced a new suggestion box to support improvements and will continue to raise awareness of this.</p> <p>We will update on the extent of CCTV coverage at tenants meetings and keep it as a standing agenda item.</p> <p>We will ask all tenants to report any concerns immediately to enable the CCTV to be checked.</p>



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

Feedback area	Comments	Action / response
Activities	<p>The feedback was very pleasing, thanks to the outstanding work by the team.</p> <p>The theme night has proven to be very popular, along with bingo and our social evenings.</p> <p>Tenants are also involved in choosing the ACE award winner each month and we are grateful for the support with this.</p>	<p>We will continue to review activities with customers to ensure our provision is person-centred.</p>
Bistro	<p>It's lovely to see that the Bistro provides such a great focal point for tenants.</p> <p>It remains extremely popular and the monthly theme nights have been a great success.</p>	<p>We continue to ask for feedback to ensure continued improvements to the service.</p> <p>We have revisited our vegetarian options and will continue to promote feedback and act on it.</p>

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

Feedback area	Comments	Planned action
Exercise	This is a great improvement from 2022 and our exercise specialist, Lee, encourages everyone in a positive yet meaningful way.	Costs are kept to a minimum for one-to-one gym sessions and we invite tenants to a weekly group exercise which is free of charge. We will continue to promote and encourage exercise within the village.
Outdoors	I am pleased with the feedback, and I am encouraged to see lots of customers using the outside areas.	The request for an additional seating area is being reviewed by our property team.  We continue to support a walking club which goes out weekly.

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

Feedback area	Comments	Planned action
Communication / Complaints	<p>It's great to know we communicate well and deal with all complaints.</p> <p>What's On reminder is needed daily.</p>	<p>Reception to remind customers of that day's events on a daily basis when they do their welfare check.</p> <p>This daily reminder covers Bistro specials and What's On.</p>
Maintenance of Gardens and Apartments	<p>I am pleased you all feel the gardens are maintained.</p> <p>The communal areas are looking drab.</p>	<p>All communal areas decorated October 2023.</p> <p>Dates for maintenance / refurbishments to be communicated with all tenants as they are confirmed.</p>

## Manager's comments:

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Thank you to everyone who took the time to complete this year's survey and provide their feedback. We were absolutely delighted that 100% of our tenants would recommend Belong and with the overwhelmingly positive feedback throughout.

We are absolutely committed to continuing to improve, innovate and ensure excellence in all of our services and support. We are making changes all the time in line with feedback and I hope this dialogue will be maintained through tenant meetings, ad hoc discussions and future surveys and reviews.

Please be assured that we aim to learn from all feedback received and use this so that we can continue to go from strength to strength.

**Gill Menguy**

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.

