

**Appendix 2**  
**Resident Questionnaire Results: The Foyer.**

**Results based on questionnaires returned from residents.**

**1) What does your support worker help you with?**

Sorting out my HB and Jobseekers allowance  
Housing, Career, stop or cut down on drink  
Budgeting  
Helping me to complete forms. Attend appointments, basic life skills  
None

**2) 66% of residents thought that working with the support worker had not made a difference to their life. This is how:**

They haven't really helped me in anything  
Not much as I am motivated anyway  
Makes things easier to talk about  
Never has, always attitude for residents  
Yes- with helping me with forms and I now get my money

**3) Residents would like to change the following about the service?**

Attitude of staff, help with housing, counselling, confidentiality within in staff, more activities  
Kitchen needs cleaning, should be more activities  
Confidentiality  
Staff,residents,staff,staff,staff  
Smoking & handling of drugs, alcohol, support from staff

**4) 50% of residents thought that they were treated fairly and their rights were listened to when their support worker/service provider spoke to, or worked with them.**

**5) 50% of residents felt listened to by staff**

- 6) 66%** of residents received an information pack when they first began receiving support.
- 7) 66%** of residents stated that they have a support plan in place.
- 8) 33%** of residents stated they always felt safe in their home.
- 9) 66%** of residents stated that they have been given advice on how to stay safe in their home
- 10) 50%** of residents stated that they have been treated badly by staff.
- 11) 66 %** of residents stated that they would know who to complain to if needed.

The review officers will look into number 10 further. Please see section 1.5 of main report.