

Appendix 1
Findings from the residents meeting at The Foyer.

Based on 13 residents attending a meeting with Supporting People Team.

1) How do you feel about living at the Foyer?

- Not as bad as I thought
- It's alright
- No privacy

2) How do you feel about the staff here?

- Constantly on your back
- Some of the staff are ok but if you wanted to swap staff you would be penalised.
- Staff are not assisting with moving on.
- There feels to be enough staff for the amount of residents
- Staff let themselves into rooms when 24 hours notice is supposed to be given.

3) What are the good points?

- Free food
- There is always someone here

4) What are the bad points?

- Had a spider nest in my room and was told to buy some spray and staff made fun of me.
- People getting into rent arrears and believe favouritism amongst residents and that some residents who get into huge rent arrears get to stay and others get evicted.
- If you are evicted you get 28 days notice.
- Never given any paperwork or information and have to 24 hours notice to see files.
- When we have 1-1's we are shown what has been written about us but never offered copies of them or asked to sign to confirm 1-1's.
- Had to sort out getting into college myself.

5) How often do you see your support worker?

Once a week at 1-1's

6) What do you do when the support workers are unavailable and you require assistance?

There is security at night times.

7) How do you go about making a complaint?

We were never given a complaints leaflet but know we can complain to Maria Wilkinson.

8) How do you report any maintenance issues with your flats?

Nothing gets done, went 4-5 weeks without any hot water.

9) Do you have any social events on a regular basis?

Paint balling, team building, guitar club, arts project, breakfast club
garden club, pool room, gym, computer room

10) Do you have a residents group?

Not been told about one.

11) Were you given a welcome pack when you first moved in?

Five residents remember receiving one.

12) Do you have regular fire drills and evacuations?

- Yes every Friday.
- Didn't tell me about the alarms and I didn't know what to do when they went off.

13) What improvements would you like to see made?

- Confidentiality
- More variety of activities including rock climbing, spray painting, team building, paint balling.
- Residents are depressed and need more counsellors
- Support needed to give up smoking.

14) If you didn't get on with your neighbours within your flat, how flexible are the staff if you asked to move?

Given a tough time

**15) How do you feel about the training provisions within the Foyer?
What is currently on offer?**

Social skills every Monday & Tuesday
Health & Safety courses held at the college.

16) How does everyone get on with each other with such an age gap ranging from 16 to 25?

Not a problem.

17) Any other issues?

- Seven residents felt that confidentiality was an issue and that when staff were told information about other staff members and residents, the staff breached confidentiality by discussing these issues with other residents.
- We have to pay a top up on our rent of £6 a week and this is when rent arrears start to build.