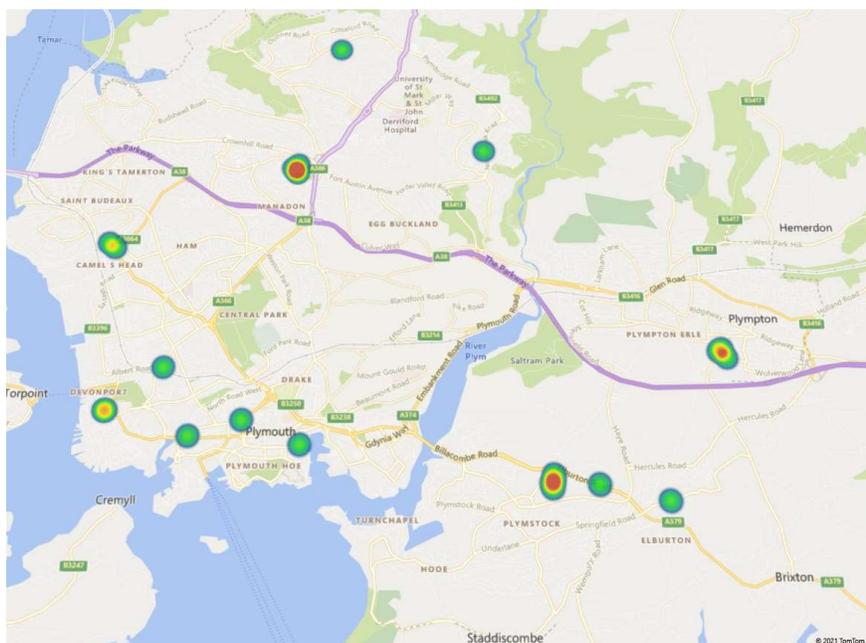


Feedback on Sheltered Housing Newsletter

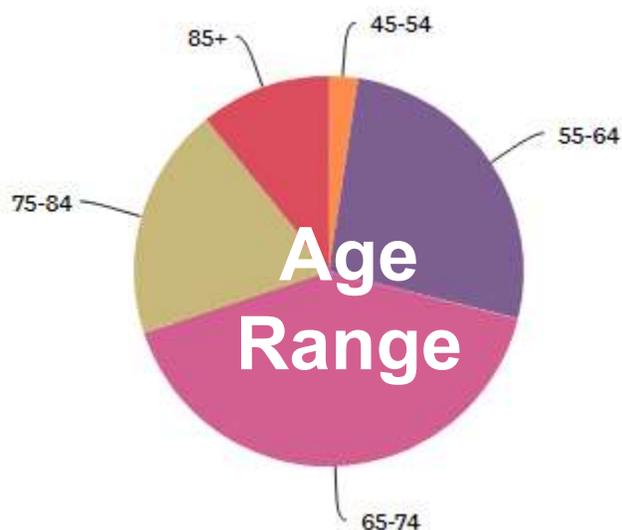
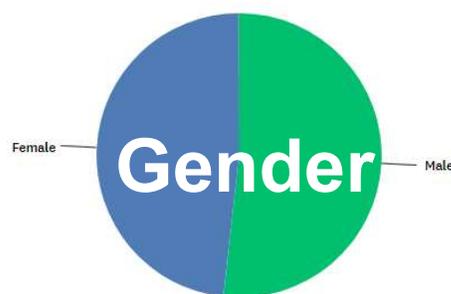
May 2021



Of the **89** who responded



Responses by Postcode



If you would like to see the full survey results please email communitiesteam@plymouthcommunityhomes.co.uk or call us on 0808 230 6500



Feedback on Sheltered Housing Newsletter

May 2021



Overview

The reason for this consultation was to ask for feedback on My Home – the Sheltered Housing Newsletter. This newsletter was introduced during the first Covid 19 lockdown as a way to communicate and share information with all PCH Sheltered Housing residents.

How the consultation was conducted

The consultation asked for a short survey to be completed – we sent the survey via post and via text and email. The respondents had the option to enter a prize draw to win a £75 voucher.

Consultation Results

89 residents completed the survey. 90.70% thought the newsletter is a good idea 91.76% residents read it and 89.53% said they are happy with the way we've communicated during Covid 19.

Feedback from the survey also gave us an insight into what residents wanted to read about, popular subjects included, repairs information, mental health support, stories from other residents and information on improvements to homes and communities.

Impact

The results of the survey were positive overall so the newsletter will continue to be published. We will be making sure we respond to different format needs.

We have a BrowseAloud function on our website, which provides facilities including audio, altered views, translation, and text manipulation.

We placed the newsletter on our website so that residents, staff and families could have and provide support for different communication needs.

We produced the newsletter in hard copy because we know that internet use amongst our sheltered housing tenants is lower than general.

Over 89%
said yes,
they are happy
with the way
we've communicated
during Covid 19

Over 90%
said yes,
the newsletter
was a good idea.

Over 91%
were satisfied
with the survey itself and
over a 28% hadn't completed
a survey with us before