

26 received back in total (plus 2 from ex –service users)

Not all questions were responded to/some double marked/no detail given

Supported Housing for Young people project (SHYPP) Contract

Review

Service user questionnaire

Introduction

You receive support services that are paid for by Herefordshire Council through a housing support contract delivered by WM Housing group (SHYPP).

To help us review and develop our services we want to get your views on the support you receive or have received. In particular, we want to hear about your quality of life and how services have affected you and have supported you to remain living in your home.

What we would like you to do

If you are happy to take part, answering the questions will take about 10 minutes. If you choose not to answer these questions this is fine.

What will be done with the results of the questionnaire?

The results of the questionnaire will be used by Herefordshire Council Adult and Wellbeing Commissioning team to see how happy people are with their support they have received from SHYPP and assess their experiences. The results will also be used for reviewing the service and help inform future commissioning of services.

Confidentiality

Your answers will be treated as confidential: You will not be personally identified and your answers will not affect the services you receive. However, if you do indicate during the interview that you are being hurt or harmed by anybody or your safety or health is at risk then I will ask someone to contact you initially to talk about it. This is the only circumstance under which your answers will be linked to you.

Consent

Can you confirm that you are happy to take part?

YES

☐

NO

☐

1.	Who referred you to the support service with SHYPP? 26 received	<input type="checkbox"/> 5 Housing Solutions Team <input type="checkbox"/> 2 Floating Support Service <input type="checkbox"/> 19 Other (detail below)	8.	Do you feel the support you receive makes a positive difference to your life & if so how?	<input type="checkbox"/> 12 Yes <input type="checkbox"/> 2 No Detail: below _____
2.	Overall how satisfied are you with the service you have received from SHYPP? 26 responses	<input type="checkbox"/> 21 Very satisfied <input type="checkbox"/> 5 Quite satisfied <input type="checkbox"/> Neither <input type="checkbox"/> Quite dissatisfied <input type="checkbox"/> Very Dissatisfied (please give detail) _____ _____	9.	Are you or have you been in receipt of any other support, if so from who?	
3.	How long have you received support from SHYPP? (26 responses)	<input type="checkbox"/> 13 0 -6 months <input type="checkbox"/> 3 13 – 18 months <input type="checkbox"/> 2 7 -9 months <input type="checkbox"/> 3 19 -24 Months <input type="checkbox"/> 3 10– 12 months <input type="checkbox"/> 2 Plus 24 months	10.	Do you feel safe in your environment?	<input type="checkbox"/> 17 Yes <input type="checkbox"/> No
4.	How many hours a week does a support worker visit you? 22 responses	<input type="checkbox"/> 12 1-2 hours <input type="checkbox"/> 7-8 hours <input type="checkbox"/> 5 3 -4 hours <input type="checkbox"/> 4 More than 8 hours <input type="checkbox"/> 3 5-6 hours 0 hours - 1	11.	Does your support worker visit you at home or elsewhere?	<input type="checkbox"/> 10 Home <input type="checkbox"/> Other Detail: Foyer x 9 Berrington Street office x 3
5.	Who is your support worker?		12.	Is there anything you feel you were not helped with by the service or anything you are unhappy about?	
6.	What assistance does your support worker give you?	<input type="checkbox"/> Y Confidence building <input type="checkbox"/> Y Budgeting <input type="checkbox"/> Y Form filling <input type="checkbox"/> Y Housing issues <input type="checkbox"/> Other (detail below) _____	13.	Do you understand your Housing Action/Pathway Plan and is this reviewed with you?	<input type="checkbox"/> 20 Yes <input type="checkbox"/> 2 No Detail: monthly x 3, Bi-weekly, Fortnightly, Not reviewed regularly, 3 months
7.	Has the support you've received helped you gained or improved any skill and if so which skills?	<input type="checkbox"/> 18 Yes <input type="checkbox"/> 2 No Detail: below _____ _____	14.	Has the support you've received enabled you to stay in your home and prevented you from becoming homeless?	<input type="checkbox"/> 21 Yes <input type="checkbox"/> 1 No 1 Unsure Detail: _____ _____
			15.	If you needed to find alternative accommodation, did SHYPP assist you with this?	<input type="checkbox"/> 15 Yes <input type="checkbox"/> 3 No 1 Not sure Detail: _____
			16.	Do you have any suggestions on how the service could be improved?	

1. Other

‘Friends’ ‘family x 9’ ‘ 1 ex service user’

‘Early Intervention team (psychosis),’ ‘Social worker’ ‘16+ team’

‘Doctor’, ‘social care’

‘College’, ‘Poster’

Self

HV

‘Lets Talk Herefordshire’

2. How satisfied comments

Huge support helped me grow as a person. Get a job & further education

The support from staff changed my life

They have supported me and made me feel safe

5. Support workers

Ali x 3

Tash x 2 & Counsellor Jess

Laura x 4

George x 3

Jess x 5 / Not allocated/ Tracey

Sam/Linsey

Alex

6. Other Assistance

Mental health support

Learning to live/ self sufficiency

Still seeing 16+ team, Register as self-employed

7. Skills

Team building / Budgeting

Cooking x2, life skills, interviewing skills x 2, social skills x2

Earned qualifications & skills in filming, & art, media & writing skills

Independence x3/ How to apply for things & general knowledge of how to live

Confidence x 3 / maintaining tenancy/Housing

Self-confidence/talking to people/ ready to move on, Better at keeping things up yto date & being more co-operative.

8.

Because I know what I want in life

Without Shypp I’d still be on drugs

With the support I have genuinely turned my life around after being depressed and traumatized from my gran, grandad & mum dying with 4 years. I know now how to get the most out of life.

They support me through my mental health crisis

I don’t know what to do without the support of SHYPP

I feel more able to talk to people about things going on

More confidence x 3/Every day life/ They help me with any situation instead of getting anxious &ignoring the problem

‘Developing screen play skills, Independence/Confidence/team building

‘If it wasn’t for Jess & Sam I’d probably be back at my mums or my ex-partner. We’ve got on better since I moved out’

9. Other Support

Pomona

Counselling x 2

Early intervention team/Crisis team/Stonebow hospital

Childrens services/ 16+ team/ Shaw trust

CAMS/CAF

Midland Heart

Kemble

ISVA (VIA Police) , Probation, Health & Counselling Family support workers

Mum

12. Anything unhappy with

‘No helped with everything’

‘So far the service has been great I have been living in the foyer for 2 weeks now’

‘Not all service users treated equally e.g. warnings & appeals against warnings’

‘Not SHYPP but Kemble do not carry out repairs – poor landlord’

‘Understanding about my rent payments’

14.

‘Without the support I would have become homeless again and not improved my situation’

‘Prevented homeless’

‘I have not moved into my own tenancy but am receiving support on how to do so’

‘Had already been kicked out before I made contact with Shypp’

‘Yes, moving in structured way’

‘I could go back to my mums but it’s a full house so I would probably ended up homeless’

‘Stay on top of bills’

15. Alternative accommodation found

‘Sorted accommodation myself’

16. Suggestions

‘Don’t think night staff is needed’ ‘effective’,’ More support workers and more homes’

‘Everything is perfect’,’ More rooms’,’ More courses and training activities to help people earn qualifications or be more aware of particular issues’

‘Keep continuing’,’ Not enough knowledge’,’ Take on board service users views and listen more before acting’. ‘A place that isn’t above a basement’,

‘I feel that strenuous activities carried out throughout the day at the foyer could be greatly improved by adding a pool table for use by service users’

‘Meeting other Shypp service users from Ross & Hereford to share experiences’

‘They do so much – they work themselves out of a job – there’s always someone new who needs help’