

KINGSTON SUPPORTING PEOPLE REVIEW QUESTIONNAIRE

Hello, we're from the Supporting People service review team set up by Kingston to review all support services in your scheme. As you are important in this process we would be grateful if you could spare a few minutes of your time to complete this questionnaire.

Hostel/Scheme:

ABOUT YOU

(Please tick one box for each question)

A. Please indicate your age group.

- 16-17
- 18-25
- 26-29
- 30-39
- 40-49
- 50-59
- 60+

B. Are you?

- Male
- Female

C. Are you?

- White British White Irish Other White
- Mixed Caribbean Mixed Africa Mixed Asian
- Other Mixed Asian/Asian British: Indian Asian/Asian British: Pakistani
- Asian/Asian British: Bangladeshi Other Asian/Asian British
- Black/Black British: Caribbean Black/Black British: African
- Other Black/Black British)
- Chinese (15) other ethnic group Traveller (18) Refused

D. How long have you used the service at your hostel/scheme?

- 0-6 months 6-12 months 1-2 years 2 years +

1. What services are provided to you? (Please tick one or more)

- Catering
- Cleaning
- Resettlement Service
- Reception
- Laundry
- Help with Benefits
- Employment and Training
- Maintenance
- Access to Health Care
- Access to Counselling
- Warden Services
- Security
- Other (please specify)

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2. How often do you meet with your support worker?

- Daily Weekly Fortnightly Monthly Never

3. Do you think that the following are taken into consideration in the services provided? (Please tick one or more)

- Language needs
- Disabilities needs
- Dietary needs
- Religion
- Sexual orientation
- Other (please specify)

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4. Do activities within your scheme reflect your culture?

- Yes
- No
- Don't know

5. What support do you receive?

- Help with completing benefit forms
- Befriending
- Help with booking medical appointments
- Referrals to outside agencies (Social Services, Drug/Alcohol Counselling, Rehabs and Mental Health)
- Basic Counselling
- Escorted to appointments
- Budgeting, Cooking, looking after your health.
- Help maintaining your tenancy
- Training, employment, volunteering
- Other (please specify)

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6. What other support do you need, but is not provided at your Hostel/Scheme?

Please Comment

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7. Do you feel that you are able to communicate with the staff / key-worker / support-worker at your scheme?

- Yes
- No

8. Would you know what to do if you had a complaint?

- Yes
- No
- Not sure

9. If you have complained in the past what was your complaint about?

- Catering
- Maintenance
- Staff
- Residents / Neighbours
- Sexual / Racial harassment
- Other (please specify)

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**10. What input do you have in the running of your scheme?
(Please tick one or more)**

- I attend resident meetings
- I choose menus / meal times
- I decide on activities / outings
- Visitors and visiting hours
- I am a volunteer / resident rep
- I contribute to the scheme's newsletter
- I am involved in health and safety checks
- Other (please specify)

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Any other comments

11. Are you aware of training or employment opportunities provided by your hostel/scheme?

- Yes
- No

12. How would you rate the standard of your accommodation?

- Very Good
- Good
- Average
- Poor

13. Please rate on a scale of one to three the standard of services that you receive?

1 Good 2 Average 3 Poor

- Catering support
- Information on the services you receive
- Key-Working support
- Access to Managers
- Laundry
- Standard of room
- Cleaning
- Staff (Approachability)
- Staff (Politeness)
- Maintenance
- Security

14. Any other comments.....