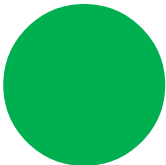
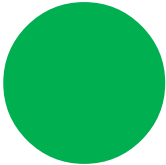
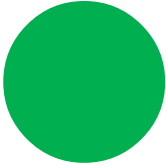
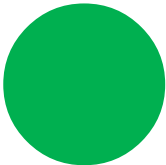
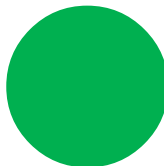
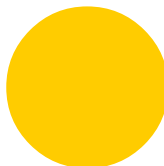
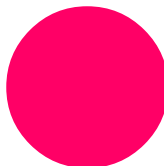
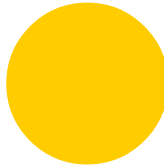
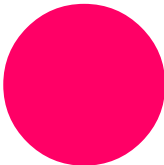
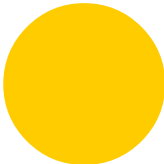


		
<p>1. You are happy with the support you receive from Horton-Feedback included-you feel that you are listened to- your support worker is helpful and you can speak to them in confidence-you enjoy talking to staff about the things that are concerning you</p>	<p>We are pleased to hear such positive feedback and will continue to provide high quality support to meet your individual needs</p>	
<p>2. You told us that you feel safe and happy and that you like that there are staff on site and someone there to speak to at any time</p>	<p>We are pleased to hear that you feel safe and happy in your home</p>	
<p>3. You said that you are happy with the repairs service and that repairs are done quickly and the maintenance staff were nice to you</p>	<p>We are pleased to hear this and will continue to try and complete repairs within our agreed timescales</p>	
<p>4. You said that you are happy with your accommodation and the assistance provided to help you manage your home independently</p>	<p>We are pleased to hear that you are happy with your accommodation and that this alongside the support you have received has assisted you to become more independent</p>	
<p>5. You said that enjoy the scheme activities and Together with Tenants meetings. Some of you said that even though you have moved out of the supported accommodation, you still come back to join in the scheme activities such as cook and eat-you feel at</p>	<p>We are pleased to hear that the scheme activities are helpful and enjoyable and that you are able to continue benefitting from the activities at the scheme even after moving on</p>	

	home there and it's always nice to come back		
6.	You told us that your English Language has improved and you know your way around the area and understand the UK much better now. You also feel more confident due to the support you have received from Horton	We are pleased to hear that the support you have received has helped you in so many ways, We will continue to support people around language and cultural orientation	
7.	Some people told us that they would like to be able to have more visitors or for guests to be able to stay over	Visitor's rules vary from scheme to scheme. Visitor's rules are in place to ensure the safety and security of each resident. We review the visitors' rules on a regular basis however it is not always possible to be as flexible with the rules as it would be in your own home within the community. If you have any special requests or requirements you can discuss these with your support worker or scheme manager and we will try to be as flexible as we can to accommodate you however there are specific schemes where we cannot permit visitors or overnight stays due to Safeguarding measures in place	
8.	Some people suggested that we might provide food	Unfortunately we are not funded to provide food at our accommodation services and our services are in place to promote independence. If you require help with shopping or cooking, you should discuss this with your support worker to see if there is any additional support that can be put in place to help meet your needs	
9.	Some people Some people said that they would like more flexibility with the timings for classes	Classes are planned to meet the requirements of the majority. If you are struggling to attend classes for a certain time, please speak to your tutor to ask if there is any flexibility that might help you however this cannot be guaranteed	

<p>10. Some people said that they would like to stay longer than 2 years in Horton accommodation</p>	<p>The majority of our accommodation is short term and we are funded to provide support to enable people to move on to their own longer term tenancies. Our aim is to support people to find appropriate move accommodation as soon as they are able to manage independently. There is generally no fixed term of support as this is dependent upon individual need however there is an expectation that people will move on as soon as they are ready and move on accommodation is identified. Move on in a timely manner is essential in order free up accommodation and ensure that other people who may be homeless or staying somewhere that isn't appropriate or safe can also benefit from short term accommodation with Horton.</p>	
<p>11. Some people said that they wanted to move on more quickly to their own longer term accommodation</p>	<p>We work with the Local Authorities and other housing Providers to enable swift move-on when people are tenancy ready however unfortunately this can sometimes take longer than we would like or than people expect. This is often because there is a shortage of affordable private rented property and a lack of available Social Housing plus other reasons relating to the individual for example lack of level access accommodation.</p> <p>We will continue to work with housing providers to enable move on as quickly as possible</p>	



We can do this or  
we've already  
done it.



We're not sure yet,  
we will discuss it a bit  
more.



We need to  
ask someone  
about this.



We're sorry we can't  
do this but we'll  
explain why.