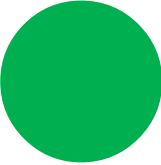
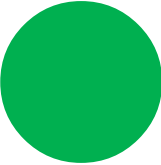
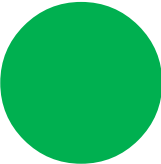
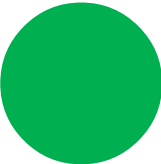
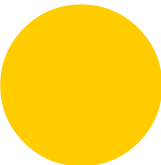
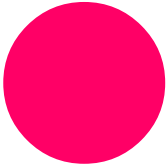

	
<p>1. You are happy with the support you receive from Horton-Feedback included- you feel that you are not judged, you feel safe, secure and listened to - your support worker is helpful and trustworthy -you can speak to them in confidence</p>	<p>We are pleased to hear such positive feedback and will continue to provide high quality support to meet your individual needs</p>	
<p>2. You told us that you feel safe and settled in both your home and the area where you live. You like that there are staff available to speak to at any time</p>	<p>We are pleased to hear that you feel safe and settled in your home</p>	
<p>3. You said that you feel you have been given the opportunity to rebuild your life-some said this was through support around substance misuse, managing money and building confidence to become independent</p>	<p>We are pleased to hear this and will continue to provide tailored and motivational support to meet your individual needs</p>	
<p>4. You said that your support worker works with you at your own pace, you feel listened to and don't feel rushed, your worker is understanding, fair and flexible</p>	<p>We are pleased to hear that you are happy with your support workers approach</p>	
<p>5. Some people told us that they would like to have more flexibility around permitting visitors</p>	<p>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</p>	

	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 the Safeguarding measures we have in place	
6. Some people suggested that we might reduce the rents in order for people to be able to stay in the services when they become employed	Because our accommodation is specifically 'supported housing', the occupancies are only short-term. We do support people to access move on to their own independent and affordable accommodation when they are able to work/mange independently	
7. Some people said that they would like the gardening to be done more frequently and for repairs to be done more quickly –for example the grass to be cut more often	We have targets that we work to in order to ensure that repairs and gardening are completed within reasonable timescales. For example, we aim to complete non-urgent repairs within 28 days, emergency repairs within 24 hours and urgent repairs within 3 days. Gardening is set on a schedule, for example, to ensure that grass is cut more often during the summer time when it grows much quicker than in winter. If you have reported a repair and you don't think this was completed within expected timescales, you should contact a member of staff to discuss this so that the repair can be chased up with our Property Services Team or a reason provided for the delay. If this does not resolve the issue, then you can raise a complaint and ask that this is looked into further in order for the matter to be resolved	



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.