



Taunton Heritage Trust Almshouse Charity

Residents Survey 2022 Feedback & Analysis



Welcome to our 2022 Residents Survey Feedback and Analysis document. The information gathered will be analysed by Staff and Trustees to help us improve our almshouse offering and to ensure that the Trust is relevant as a housing provider in Taunton, both now and into the future. We have already held two follow-up sessions with Residents to discuss some of the comments and concerns raised, and all Residents will receive a copy of the outcome of those discussions and our responses to them with their Analysis document.

Karen White
CHIEF OFFICER



Liz Fothergill -
Chair of
Trustees



Norman Cavill
- Vice Chair of
Trustees

TRUSTEES AND STAFF

The Taunton Heritage Trust is a Charitable Incorporated Organisation (CIO) and is registered with the Charity Commission (No: 1177162). The Trust is also registered with Homes England (formerly the Homes & Communities Agency) as a registered housing provider and a member organisation of the Almshouse Association.

The Trust is governed by a minimum of nine Trustees, three of whom are nominated. Two are nominated by Somerset West and Taunton Council and one by the Court Leet. The Trust's Patron is the serving Mayor of Taunton.

The day to day responsibility for running the Trust and overseeing all its activities is delegated to the Chief Officer, who together with the rest of the Staff team, work on a part time basis.

What is the history of almshouses?

The history of almshouses stretches back to medieval times when religious orders cared for the poor. Originally called hospitals or bede houses, in the sense of hospitality and shelter. The oldest almshouse foundation still in existence is thought to be the Hospital of St Oswald in Worcester founded circa 990.

www.almshouses.org/history-of-almshouses

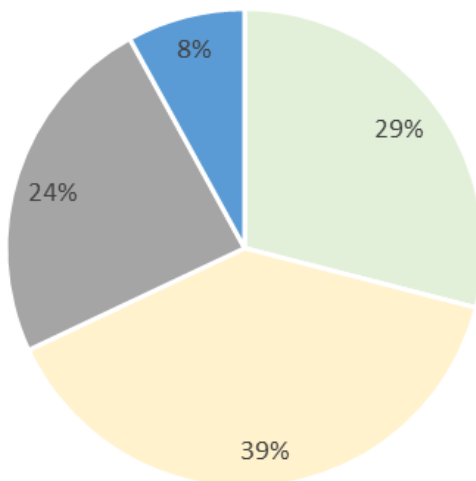


Profile of the Trust's Residents at the time of survey

Response from Residents:

	Number	Percentage
Responded	56	81%
Not Responded	13	19%
TOTAL	69	100%

Residents of Taunton Heritage Trust - Age ranges:



60's 70's 80's 90's

Resident age ranges:

Age Group	60's	70's	80's	90's	TOTAL
Percentage	29%	39%	24%	8%	100%



The back view of Grays Almshouses

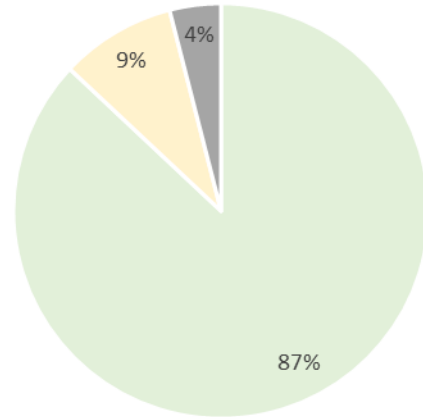
Gray's Almshouses is a terrace of almshouses in Taunton, Somerset, England, founded in 1635 by the wealthy cloth-merchant Robert Gray, whose monument survives in the Church of St Mary Magdalene. The building is one of the oldest surviving in Taunton and is one of the earliest brick buildings in the county. The Almshouses were designed to provide accommodation for six men and ten women and for a reader who was to act as chaplain and schoolmaster. It is a Grade I listed building as designated by English Heritage.

1. Housing Services

1.1 How safe do you feel in your home?

	Number of responses	Percentage
Safe	47	87%
Fairly safe	7	9%
Not safe	2	4%
TOTAL	54	100%

1.1 How safe do you feel in your home?



■ Safe ■ Fairly safe ■ Not safe

1.2 How satisfied or dissatisfied are you with the overall quality of your home?

	Number of responses	Percentage
Satisfied	48	87%
Fairly Satisfied	7	11%
Dissatisfied	1	2%
TOTAL	56	100%

1.3 How satisfied or dissatisfied are you with your location as a place to live?

	Number of responses	Percentage
Satisfied	50	89%
Fairly Satisfied	6	11%
Dissatisfied	0	0
TOTAL	56	100%



1.4 How satisfied or dissatisfied are you that your maintenance charge and service charge provide value for money?

	Number of responses	Percentage
Satisfied	40	72%
Fairly Satisfied	11	19%
Dissatisfied	5	9%
TOTAL	56	100%

We are very lucky to live here!

2. Communal Areas

2.1 How satisfied or dissatisfied are you with the maintenance of the internal and external communal areas including the grounds and gardens?

	Number of responses	Percentage
Satisfied	36	65%
Fairly Satisfied	16	28%
Dissatisfied	4	7%
TOTAL	56	100%

I find the chairs in the community room very comfortable!



2.4 Are you satisfied with the guest suite provision?

	Number of responses	Percentage
Satisfied	40	70%
Fairly Satisfied	4	8%
Not Applicable	12	22%
Dissatisfied	0	0
TOTAL	56	100%



2.2 How satisfied or dissatisfied are you with your laundry facilities?

	Number of responses	Percentage
Satisfied	47	85%
Fairly Satisfied	7	13%
Dissatisfied	1	2%
TOTAL	55	100%

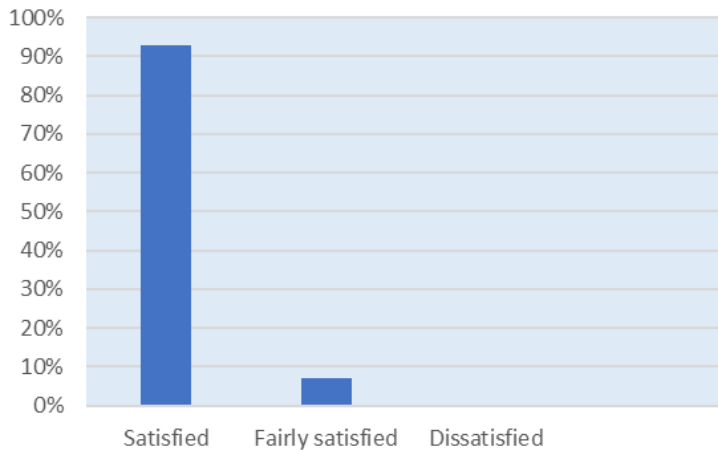
2.3 How satisfied or dissatisfied are you with the standard of the community rooms?

	Number of responses	Percentage
Satisfied	47	85%
Fairly Satisfied	7	13%
Dissatisfied	1	2%
TOTAL	55	100%



3. Sheltered Housing Support

3. a. How satisfied or dissatisfied are you with the service provided by your Warden?



Ali - Warden

Jacqui - Warden

Very helpful, very understanding,
first class!



3. b. How satisfied or dissatisfied are you with the Piper Alarm system?

	Number of responses	Percentage
Satisfied	54	98%
Fairly Satisfied	2	2%
Dissatisfied	0	0
TOTAL	54	100%

Very good,
works well

3. c. How satisfied or dissatisfied are you with the safety and security of your home?

	Number of responses	Percentage
Satisfied	50	89%
Fairly Satisfied	5	9%
Dissatisfied	1	2%
TOTAL	56	100%

3. d. How easy is it to access all areas of your home and your site?

	Number of responses	Percentage
Satisfied	50	89%
Fairly Satisfied	3	5.5%
Dissatisfied	3	5.5%
TOTAL	56	100%

3. e. Following on from the pandemic and the opening of the Trust's community rooms, how comfortable do you feel attending social activities arranged by Residents/Wardens?

	Number of responses	Percentage
Satisfied	38	67%
Fairly Satisfied	13	24%
Not Applicable	4	7%
Dissatisfied	1	2%
TOTAL	56	100%

3. f. How satisfied or dissatisfied are you with the Summer trip and Christmas lunch organised by the Trust?

	Number of responses	Percentage
Satisfied	42	74%
Fairly Satisfied	5	9%
Not Applicable	9	17%
Dissatisfied	0	0
TOTAL	56	100%

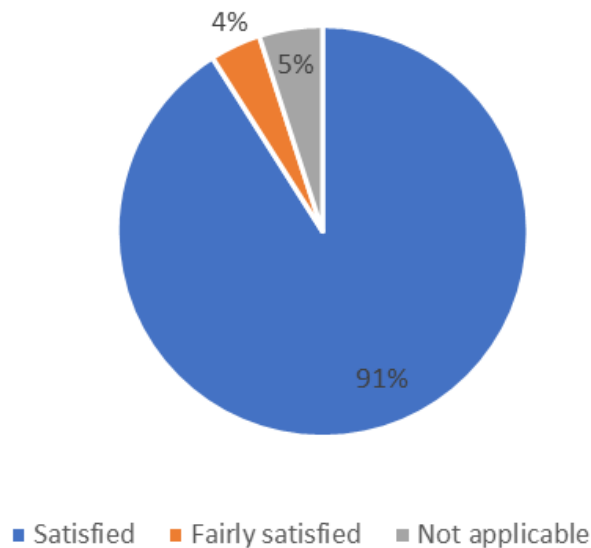
Christmas lunch at Somerset County Cricket Club - December 2021



Taunton Heritage Trust returned to Sidmouth for their summer trip in June 2022.



3. g. How satisfied or dissatisfied are you that The Trust handles confidential situations appropriately?



3. h. The way in which the Trust interacts with you?

	Number of responses	Percentage
Satisfied	44	78%
Fairly Satisfied	10	18.5%
Dissatisfied	2	3.5%
TOTAL	56	100%



3. i. How satisfied or dissatisfied are you that the Trust treats you fairly?

	Number of responses	Percentage
Satisfied	47	83%
Fairly Satisfied	8	15%
Dissatisfied	1	2%
TOTAL	56	100%

3. j. Due to the nature of independent living, if you have required additional support do you feel that you have been signposted to the relevant organisations?

	Number of responses	Percentage
Yes	24	42%
No	2	4%
Not Applicable	28	54%
TOTAL	54	100%

When I was unable to do my own housework, Ali recommended a cleaner to me.

4. Contact with Staff members

4.1 Do you find the Staff approachable and helpful?

	Number of responses	Percentage
Yes	55	98%
No	1	2%
TOTAL	56	100%



Ros - Office & Compliance Manager



Laura - Administrator

4.2 Are the Staff knowledgeable and able to deal with your enquiries?

	Number of responses	Percentage
Agree	46	86.5%
Disagree	2	4%
Not Applicable	5	9.5%
TOTAL	53	100%

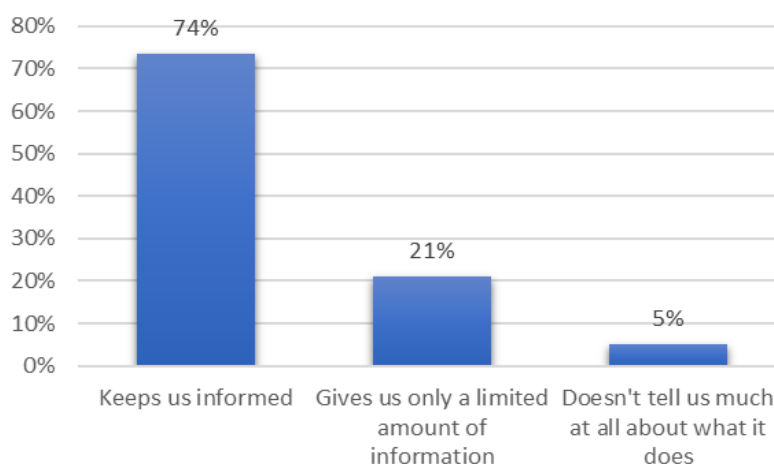
5. Communication

5.1 Do you read the Residents Newsletter?

	Number of responses	Percentage
Yes	55	98%
No	1	2%
TOTAL	56	100%

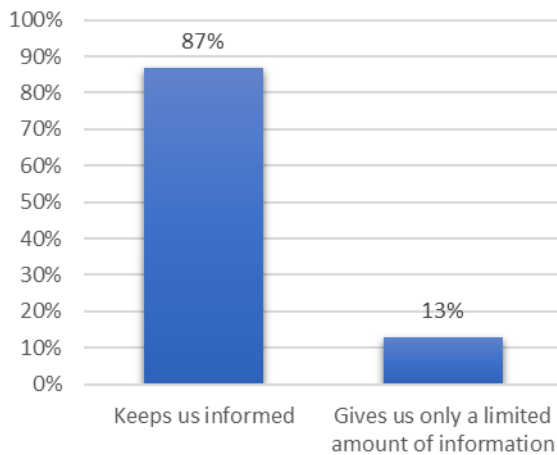


5.2 How well do you think Taunton Heritage Trust keeps residents informed about the services it provides?



6. Repairs & Maintenance

6.1 Generally how satisfied or dissatisfied are you with the way Taunton Heritage Trust deals with repairs and maintenance?



Nick - Properties Manager & Deputy Chief Officer

6.2 Thinking about the property or site where you live, how satisfied or dissatisfied are you with the following:

a. The flat you occupy:

	Number of responses	Percentage
Satisfied	54	96%
Dissatisfied	2	4%
TOTAL	56	100%

b. External building repairs and maintenance:

	Number of responses	Percentage
Satisfied	54	96%
Dissatisfied	2	4%
TOTAL	56	100%



All carried
out professionally

c. Repairs to the communal areas:

	Number of responses	Percentage
Satisfied	51	94%
Dissatisfied	3	6%
TOTAL	54	100%

6.3 Thinking about the last repair completed, how satisfied or dissatisfied are you with the following:

Being told when the contractors would call?

	Number of responses	Percentage
Satisfied	40	80%
Dissatisfied	5	10%
Not Applicable	5	10%
TOTAL	50	100%

Time taken to respond?

	Number of responses	Percentage
Satisfied	42	80%
Dissatisfied	7	12%
Not Applicable	4	8%
TOTAL	53	100%



The overall quality of the work?

	Number of responses	Percentage
Satisfied	47	90%
Dissatisfied	1	2%
Not Applicable	4	8%
TOTAL	52	100%

The attitude of contractors?

	Number of responses	Percentage
Satisfied	45	90%
Dissatisfied	1	2%
Not Applicable	4	8%
TOTAL	59	100%

Repair work done to a good standard in a respectable way.

The contractors doing the job you expected?

	Number of responses	Percentage
Satisfied	44	89%
Dissatisfied	0	0
Not Applicable	5	10%
TOTAL	49	100%

Overall satisfaction of the work?

	Number of responses	Percentage
Satisfied	45	90%
Dissatisfied	0	0
Not Applicable	5	10%
TOTAL	50	100%

The speed of completion of the work?

	Number of responses	Percentage
Satisfied	45	90%
Dissatisfied	1	2%
Not Applicable	4	8%
TOTAL	50	100%

Examples of flat interiors**The repairs being done 'right first time'?**

	Number of responses	Percentage
Satisfied	43	86%
Dissatisfied	2	4%
Not Applicable	5	10%
TOTAL	50	100%

Keeping dirt and mess to a minimum?

	Number of responses	Percentage
Satisfied	47	92%
Dissatisfied	0	0
Not Applicable	4	8%
TOTAL	52	100%

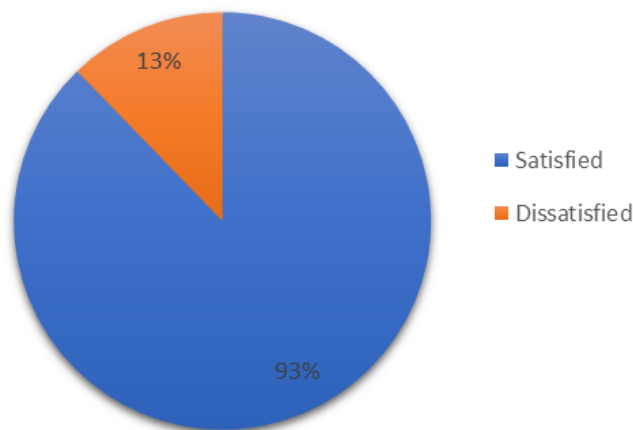
"Morning Prayer".

This Painting is
currently in the Huish
Homes Community
Room



7. Perceptions

7. a. Do you agree or disagree that the Trust provides an effective and efficient service?



7. b. Do you agree or disagree that the Trust is providing the service I expect?

	Number of responses	Percentage
Agree	50	93%
Disagree	4	7%
TOTAL	54	100%

7. c. Do you agree or disagree that you feel living in your Almshouse with the Trust will allow you to live independently for longer?

	Number of responses	Percentage
Agree	56	100%
Disagree	0	0
TOTAL	56	100%

7. d. Do you have concerns about anti-social behaviour on Trust sites?

	Number of responses	Percentage
Yes	8	15%
No	48	85%
TOTAL	56	100%

8. General

8.1 First impressions:

A selection of comments made by Residents who have moved in since the last survey taken in 2019:

- Very happy with my new home.
- A caring considerate and worthy charity! And needed.
- Overall, it is a very nice place to live in, very well kept, lovely neighbours, just excellent!
- I am very impressed. I love it here.
- love living at Leycroft and I am eternally grateful for a home.
- Made welcome. Made new friends.
- Can't think of anywhere better. I love it! Thank you so much for having me as a Resident.



8.2 Would you recommend the Taunton Heritage Trust to a friend?

	Number of responses	Percentage
Yes	55	98%
No	1	2%
TOTAL	56	100%

