

APPENDIX 4

Role of RLO: Typical Example of Comments	Frequency	x 41
My warden is very helpful and I see him once a month at my flat and most days around the complex		
We moved here because of the visits. There have been a few emergencies with ill health and we have received one to one help. We feel secure because of the help		
It is nice to know there is someone calling to keep their eye on us especially if you need some advice		
Because I would feel safer knowing there is someone who you can call in the building if taken ill and I like to see a light in the office when you come in you know there is someone there		
Because RLOs play a very important part in the lives of the tenants. They give advice and help when required and reassurance when needed. They also know the tenants and families well		

RLO - Targeted Visits	Frequency	x 79
Don't need so many house calls so it seems a waste of their time and resources		
We only get a visit 1st Monday in month & are happy with this		
The visits on a regular basis are important to me as a cancer sufferer and with no close relatives. Some days the officers are the only persons I see		
I want a visit every day. Make phone calls for me e.g. repair department and I have trouble speaking. I also want social activities		
At the moment we don't really need an RLO regularly, but as we get older it will be peace of mind to know that there will be someone around if needed		
I feel I need more independent living at the moment and do not feel I need visits from RLO. I have the Tunstall button for an emergency.		

Flexible Service & Personalised Plans	Frequency	x 28
The flexibility [...] allows for change as I grow older but may become infirm and less mobile. An occasional regular visit will meet my current needs		
This option would suit me at the moment as I am quite independent. I prefer this option as it is flexible and at a later date I may require more support (Hopefully not!)		
A personalised plan seems to fit our requirements as we don't know the level of support we may require at a later time		

Activities	Frequency	x 16
There is no activities at moment so I don't come to the room		
At present I am becoming socially isolated so an activities co-ordinator, whom I presume would contact tenants as to what activities		
We have an active social group with valuable help from our RLO. We are trying hard to keep residents active and therefore cheerful and contented.		

'Happy' – 'Satisfied'	Frequency	x 150
I am happy with how the scheme is run		
We are satisfied with the service we get + thank you for this		
I am satisfied with the present scheme and find that our wardens are very helpful		

Doesn't want a change, or 'why change?'	Frequency	x 150
If it ain't broke don't fix it		
I want to carry on as before, don't like changes		
The current system is very good and meets my needs. I am very happy here and have been for 20 years		

General Comments in support of the various Options	Frequency	x 147
The advantages outweigh options 2+ 3 plus changes cover all customer needs		
Of the three, this Option 2 sorted out the things that we need most		
I agree with all the options stated. No. 3		
Best suited for my needs		
This option suits my independent retirement needs		

Reduced Charges	Frequency	x 5
The important things for me are 'independence' and reduced charges		
It has already been cut to three visits per week, without any reduction in the amount we pay, we need this service		

Miscellaneous	Frequency	x 39
I selected this place to live because it's very close to shops, doctors, transport and family.		
I love this flat and where it is situated		