



Community Support Performance

April 2025 - March 2026

Supporting you to keep safe, independent and included in your community...



In line with our residents contact agreements we have completed 1260 calls to our Community Support residents.



We had 11 residents start the service between April 2025 to March 2026.



We also completed 1010 visits to our Community Support residents.



100% of residents agreed the service helped them to manage and live independently in their home.



100% of Community Support customers are satisfied or very satisfied with the service.

Customer Satisfaction

Between 1st April 2025 and March 2026, 26 residents out of 36 residents on the service have taken part in our Community Support Satisfaction Survey. (72% of residents using the service)

Overall satisfaction: 100% of residents were satisfied or very satisfied with the overall service they received.

Treated with fairness and respect: 100% of residents were satisfied or very satisfied they were treated with fairness and respect.

Service meets your needs: 100% of residents were satisfied or very satisfied that the tenancy sustainment service met their needs.

Clear and accessible: 100% of residents said they were satisfied or very satisfied that the information they received was clear and accessible.

Support and advice: 100% of residents were satisfied or very satisfied with the support and advice they received.

Live more independently in your home: 100% of residents were satisfied or very satisfied with the information, guidance, communication from the team throughout the process of finding and moving into their new home.

Feedback about our Specialist Support Officers

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strong Disagree
Helpful	81%	19%	0%	0%	0%
Sensitive	77%	19%	4%	0%	0%
Understanding	85%	15%	0%	0%	0%
Responsive	85%	15%	0%	0%	0%
Knowledgeable	85%	15%	3%	0%	0%

What our residents say about us...

"I feel I know the staff & it is nice to be looked out for in this way" - Stewart

"All is very good and really helpful getting me the handrails sorted. Nice to know someone looks after me"

"I love going to pinewoods for the games club, since I have joined the service, I have been a lot happier as I know I have people close by when I need it."

"All the wardens are very nice and very helpful" – Teresa

"Reassuring to know if I need help or support it is there. At present I only have a phone call, but I sit in the garden a lot and the girls always stop and talk"- Lewis

"Stevenage Borough Council and you girls really look after us don't you"

"Just good to me, ally comes out once a month and speaks to me every week" - Linda

"As far as we are concerned the service is 100%"

"They are so good, not only advice it's lovely to have the company it's wonderful when you live alone"- Garry

"The lady is so kind and nice, they always come round if they do not get us on the phone"

"Always been brilliant"

"They are Marvelous"

"She's very nice and chatty. nice to know someone is keeping an eye on me."- Barbara