

**Easy Read Survey**

# Getting accessible social housing

# We want to know what you think

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This is an easy read version of Disability Wales’ **Accessible Housing Register Survey 2019**.

**December 2019**

## What this survey is about

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|  | We are Disability Wales.  We are doing this survey for **Tai Pawb** and **Gwent Regional Partnership Board**. |
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|  | We want your views please.  We want you to tell us the good and bad things about getting **accessible social housing**.  **Accessible social housing** means council houses that are built to help people live in an independent way. |
|  | We also want you to tell us how to make things easy for you when you ask for accessible social housing. |

## Who this survey is for?

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|  | This survey is for:   * Disabled people * Older people * Families with disabled children |
|  | We want you to answer the questions if:   * you live in Blaenau Gwent, Caerphilly, Monmouthshire, Newport or Torfaen |
|  | * you were given accessible social housing in the last 5 years |
|  | * or you are on a waiting list for accessible social housing. |
|  | You do **not** have to answer the questions if you have not asked for accessible housing. |

## Filling in this survey

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|  | This survey should take about 20 minutes to fill in. |
|  | You do **not** have to fill in every part of the survey. |
|  | You do **not** have to tell us your name or contact information. |

## Questions

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|  | | 1. Where do you live? **Tick 1 box**. | | |
| Blaenau Gwent | |  |
| Caerphilly | |  |
| Monmouthshire | |  |
| Newport | |  |
| Torfaen | |  |

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|  | 1. In the last 5 years have you asked for an accessible house? | |
|  | Yes | No |

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|  | 1. Were you given an accessible house? | |
|  | Yes, I was given a house | No, I am still waiting for a house |

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|  | 1. Before you asked for accessible social housing, did you know about the **accessible housing register**?   Housing providers use the **accessible housing register** to match people to the right house in the local area. |

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| --- | --- |
| Yes | No |

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|  | 1. How did you ask for accessible social housing? | |
|  | At your local council offices |  |
|  | With your housing provider |  |
|  | By telephone |  |
|  | By post |  |
|  | Online |  |

If you asked for accessible social housing in a different way please tell us:

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|  | 1. Did you find it easy to ask for accessible social housing? |

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| --- | --- | --- | --- | --- |
| smiley face ratings scale5Very difficult | smiley face ratings scale4Quite difficult | OK  smiley face ratings scale3 | smiley face ratings scale2Quite easy | Very easy  smiley face ratings scale1 |
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|  | 1. Were you told how accessible social housing is shared out? | |
|  | Yes | No |

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|  | 1. Did an **Occupational Therapist** or Housing Officer assess your needs?   An **Occupational Therapist** is someone who helps you to do everyday tasks if you are having problems. | |
|  | Yes | No |

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|  | If yes, do you feel your views and needs were listened to? | | |
|  | Yes | No | A bit |

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|  | 1. Did your local authority or housing provider give you easy read information about housing? | | |
|  | Yes | No | Not needed |

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| Please only answer the questions in this green box if you are **still waiting** for a house:   |  |  |  | | --- | --- | --- | |  | 11. Does your housing provider keep you up to date about your housing? | | |  | Yes | No |  |  |  |  | | --- | --- | --- | |  | 12. How long have you been waiting for an accessible house? | | |  | Less than 6 months |  | |  | 1 year or less |  | |  | 2 years or less |  | |  | 3 years or less |  | |  | 3 years or more |  |  |  |  |  | | --- | --- | --- | |  | 13. Were you offered a house that **did not** meet your access needs? | | |  | Yes | No | |  | If you want you can tell us why the house was not right for you: | | |

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| Please only answer the questions in this purple box if you have **already been given** a house:   |  |  |  | | --- | --- | --- | |  | 13. Did your housing provider keep you up to date about your housing? | | |  | Yes | No | |  | How often did you get information about your housing? | |  |  |  |  | | --- | --- | --- | |  | 14. How long did you have to wait for your accessible house? | | |  | Less than 6 months |  | |  | 1 year or less |  | |  | 2 years or less |  | |  | 3 years or less |  | |  | 3 years or more |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | 13. Were you offered a house that **did not** meet your access needs? | | | | |  | Yes | | No | | |  | If you want you can tell us why the house was not right for you: | | | | |  | | 14. Does your house meet your access needs now? | | | |  | | Yes | | No | |  | | If you ticked no, please tell us why the house is not right for you: | | | |

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|  | 15. What support and advice did you get when you were trying to get accessible social housing? | |
|  | Advice and support to ask for accessible social housing |  |
|  | Support to understand the application process |  |
|  | Support to look at houses |  |
|  | Advice and support to move into a house |  |
|  | No support was offered |  |
|  | If you did not get any help please tell us about it: | |

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|  | | 16. Let us know what you think about the support you had. | | | |
| **Did you feel that you were given enough information about your housing options?** | | | | | |
| No, definitely not | No, not really | | Not sure | Yes, mostly | Yes, definitely |
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| **Did the housing provider understand your housing needs?** | | | | |
| No, definitely not | No, not really | Not sure | Yes, mostly | Yes, definitely |
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| **Did you get to choose the kind of house you want to live in?** | | | | |
| No, definitely not | No, not really | Not sure | Yes, mostly | Yes, definitely |
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| **Overall, what was it like to ask for accessible social housing?** | | | | |
| Terrible | Bad | Ok | Good | Very good |
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|  | 17. What is 1 thing you think could be better about asking for accessible social housing? |
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|  | 18. What did you like most about asking for accessible social housing? |
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|  | 19. Is there anything else you would like to say about asking for accessible social housing? |
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**Finishing the survey**

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|  | Thank you for filling in our survey. |
|  | You can tell us more about your experiences at the focus group we run. |
|  | If you want to join our focus group, please tell us your name and phone number. |
|  | If you would be happy for Tai Pawb to contact you please tell us your name, phone number and email address in the boxes below. |
|  | Your answers will help us to write a **report**. This **report** will be given to the Gwent Regional Partnership Board.  A **report** is a piece of information written on all the proof one collects. |
|  | This report will say about things that work well and things that do not work when asking for accessible social housing. |
|  | The report will also say what must be done to make it easy for people to ask for accessible social housing in different places. |

Your full name:

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Your phone number:

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| --- |
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Your email address:

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**Thank you**