

# Resident Survey Results 2025 Independent Living

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[www.abbeyfieldthedales.co.uk](http://www.abbeyfieldthedales.co.uk)

Abbeyfield The Dales Ltd. Registered Charity Number: 1160258, Company No: 9008680, Home England No: 5066

We recently asked you to take a moment to complete this years Resident, Service Users, Friends & Family and Professional Surveys.

This was your chance to let us know how you really feel about Abbeyfield The Dales. We cannot stress enough how important your views are to us, without your input we cannot possible grow as an organisation, and we certainly cannot develop the areas where you think we fall down without bringing them to our attention.

Thank you to those of you who took the time to complete this, your feedback is greatly appreciated. We hope this report is useful and also hope that you will take part in next years survey.

Lastly, surveys are not the only way of providing feedback, you can raise concerns at any point with your Service Manager or any other member of staff.

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# Site Rates (%)

|                                   | Response      | Satisfaction  |
|-----------------------------------|---------------|---------------|
| <b>Abbeyfield The Dales</b>       | <b>53.7%</b>  | <b>91.1%</b>  |
| Registered Services               | 45.2%         | 92.7%         |
| Fern House, Bingley               | 43.4%         | 92.8%         |
| Grove House, Ilkley (Extra Care)  | 47.6%         | 90.8%         |
| Grove House, Ilkley (Residential) | 46.2%         | 90.7%         |
| The Beeches, Menston              | 45.8%         | 97.3%         |
| <b>Supported Living</b>           | <b>47.6%</b>  | <b>90.2%</b>  |
| Harriet Street, Burnley           | 50.0%         | 85.8%         |
| St Stephen Street, Burnley        | 44.4%         | 97.4%         |
| <b>Independent Living</b>         | <b>60.2%</b>  | <b>83.9%</b>  |
| <b>Abbeyfield Court</b>           | <b>46.2%</b>  | <b>98.2%</b>  |
| <b>Abbeyfield Lodge</b>           | <b>40.0%</b>  | <b>100.0%</b> |
| <b>Charles Edward Sugden</b>      | <b>100.0%</b> | <b>100.0%</b> |
| <b>Elbolton, Grassington</b>      | <b>100.0%</b> | <b>84.9%</b>  |
| <b>Kirkview</b>                   | <b>42.9%</b>  | <b>92.5%</b>  |
| <b>Pawson Cottage Homes</b>       | <b>75.0%</b>  | <b>92.3%</b>  |
| <b>Pudsey</b>                     | <b>16.7%</b>  | <b>100.0%</b> |
| <b>Sir Francis Crossley</b>       | <b>47.4%</b>  | <b>54.3%</b>  |
| <b>Woodview</b>                   | <b>60.0%</b>  | <b>62.5%</b>  |
| <b>Community Hub</b>              | <b>N/A</b>    | <b>100.0%</b> |
| Fern House, Community Hub         | -             | 100.0%        |
| Grove House, Community Hub        | -             | -             |

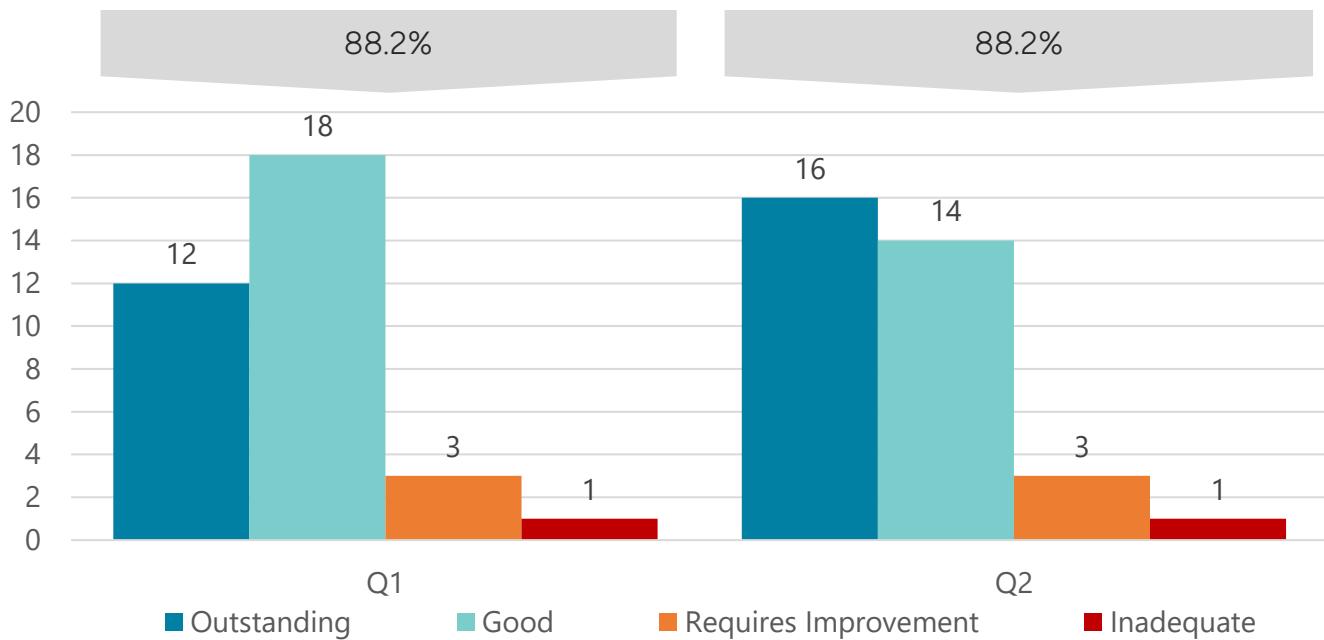
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total responses for questions may differ as due to no response.

The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types from all Resident, Relatives & Friends and Professional Surveys.

Section 1 of 6: Response volumes and satisfaction rates (%) by question.

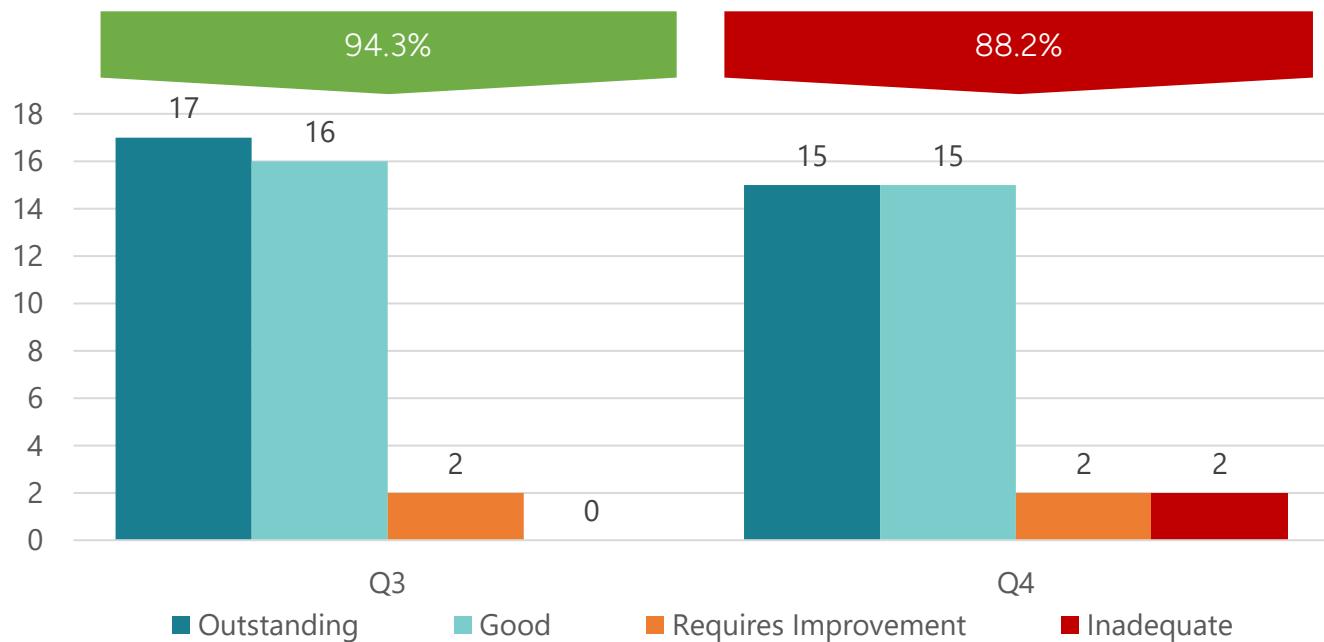
# Your Experience

89.8%



Q1. I am consulted about things that matter to me.

Q2. The service makes me feel safe and secure.



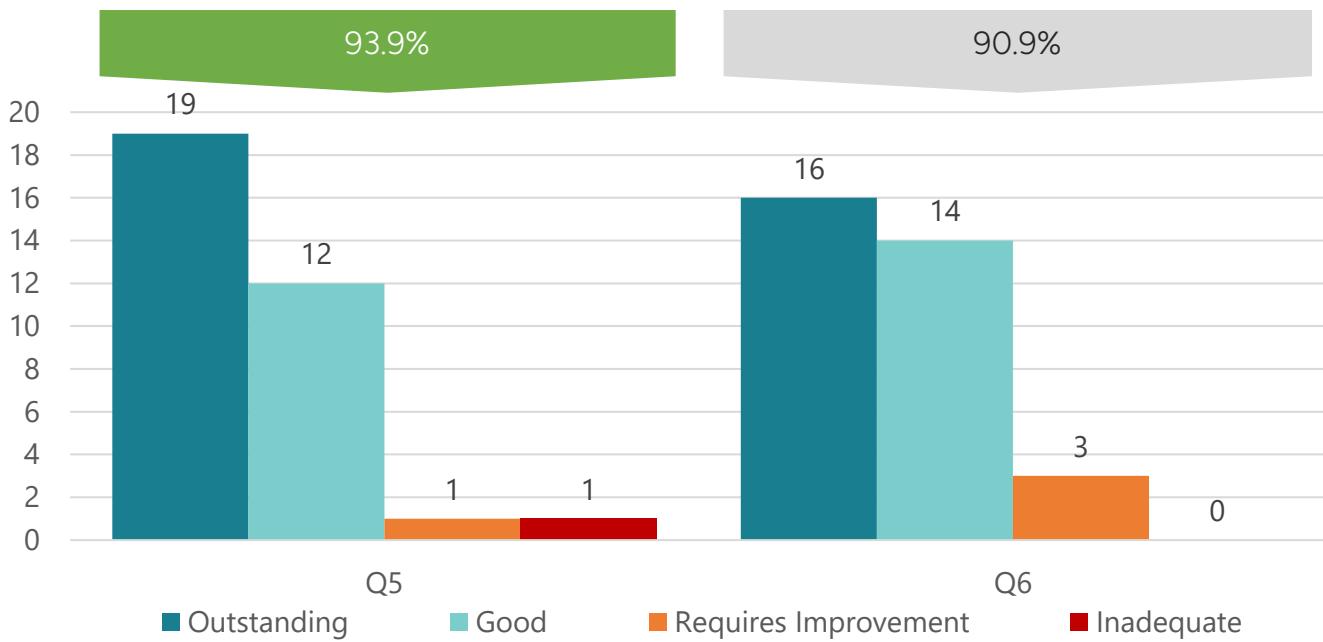
Q3. I can get help easily when I need it.

Q4. My views are listened to and acted upon.

Section 2 of 6: Response volumes and satisfaction rates (%) by question.

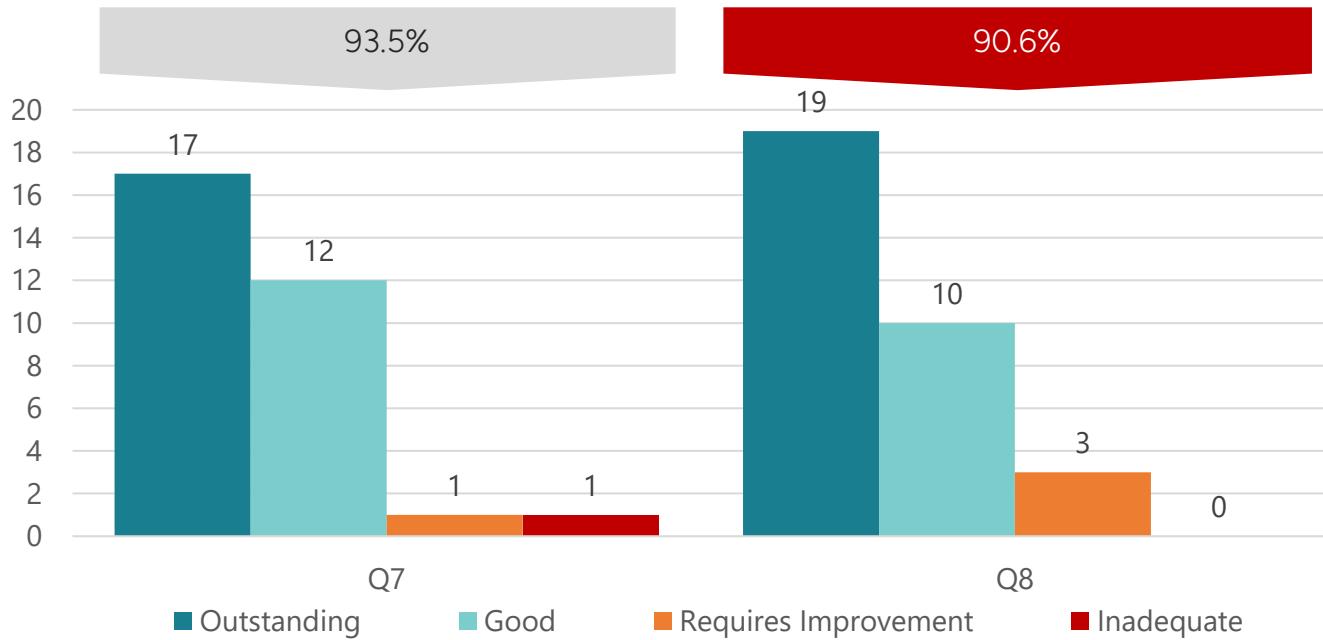
# Visiting ATD Staff

92.2%



Q5. The staff are kind, caring and approachable.

Q6. Staff are professional and well-presented.



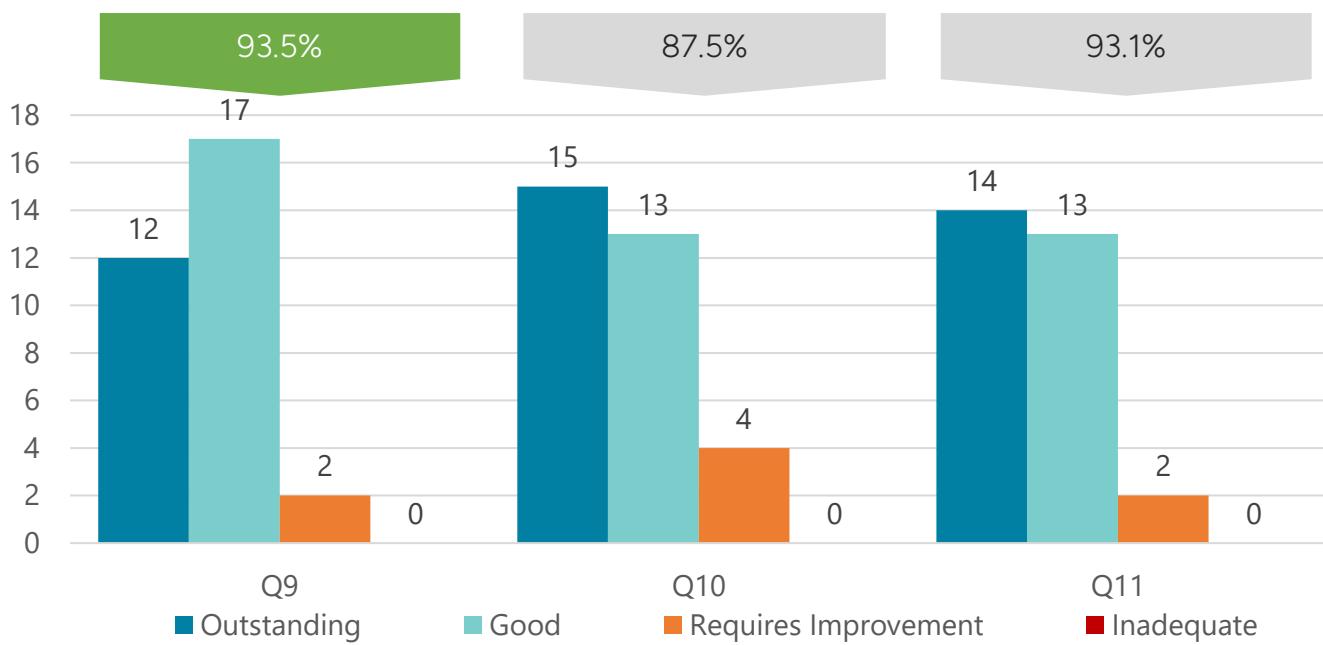
Q7. The staff respect my privacy and dignity.

Q8. The staff take time to talk to me.

Section 3 of 6: Response volumes and satisfaction rates (%) by question.

# Your Home

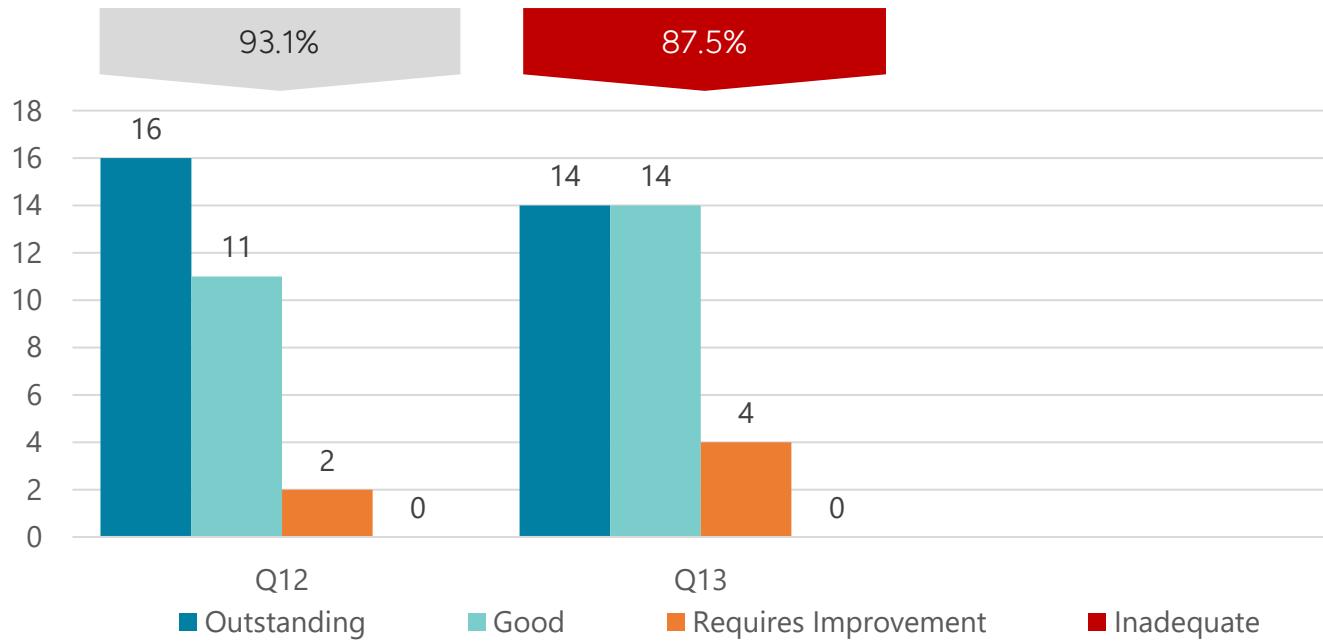
90.8%



Q9. The environment feels homely.

Q10. I am happy with the comfort of my home.

Q11. Communal areas are clean, tidy and smelling fresh.



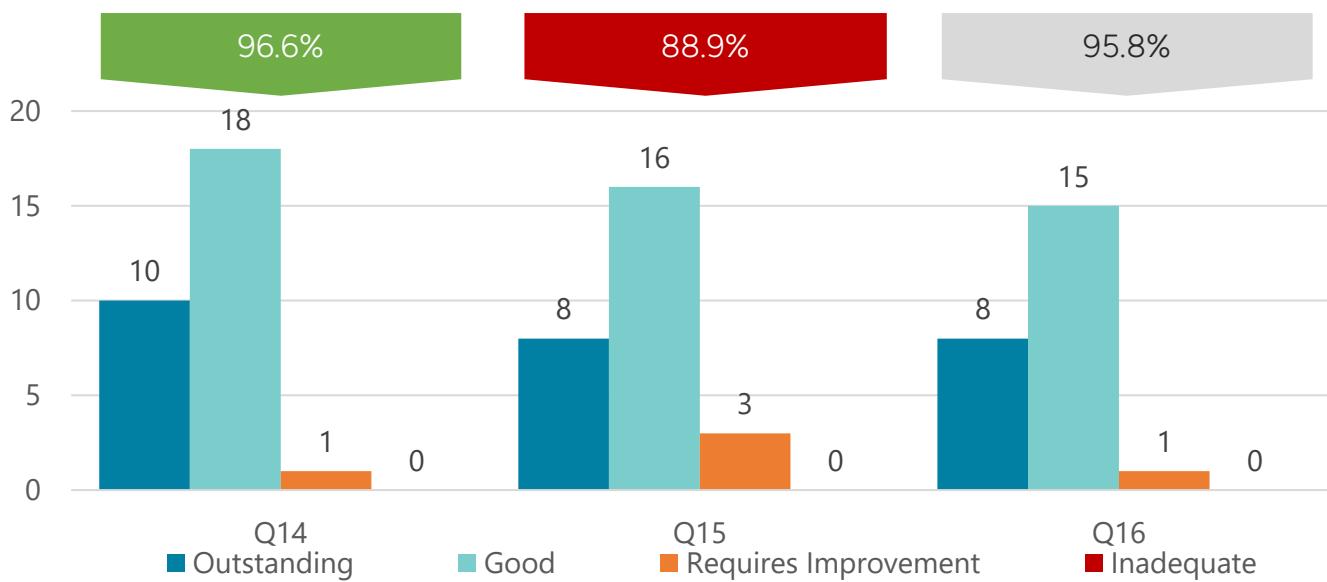
Q12. Communal areas are well maintained.

Q13. The grounds and gardens are well maintained.

Section 4 of 6: Response volumes and satisfaction rates (%) by question.

# Activities & Connections

93.8%



Q14. This is a place where I can choose to live privately or be part of the Abbeyfield community if I wish.

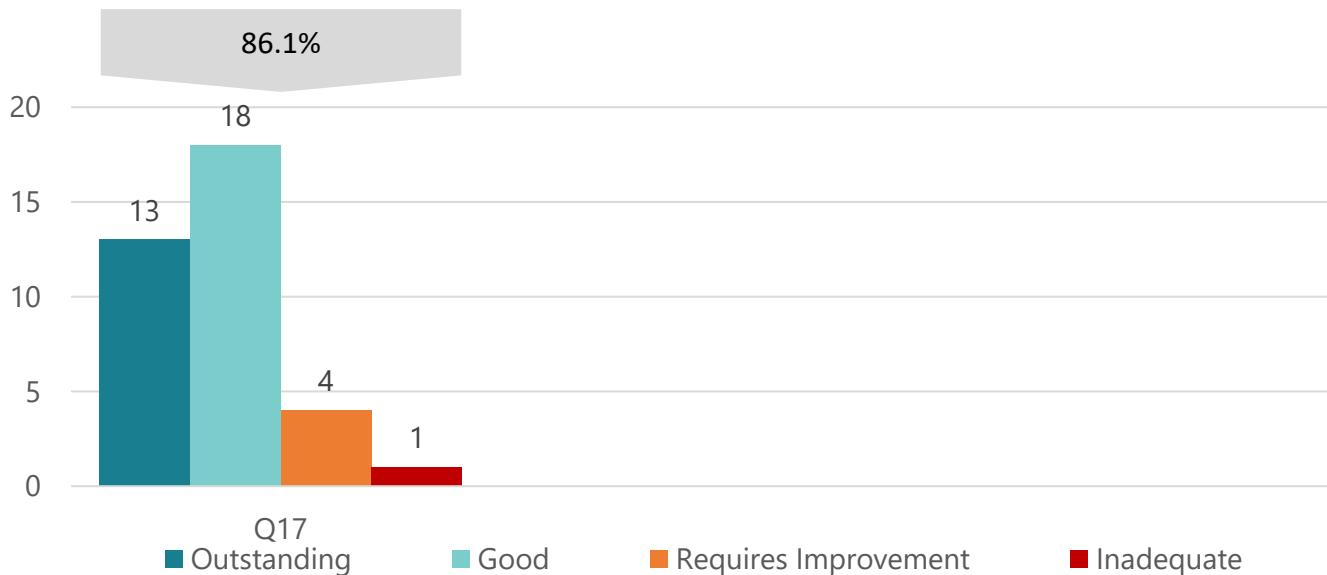
Q15. This is a good place to meet new friends.

Q16. I feel part of the wider community.

Section 5 of 6: Response volumes and satisfaction rates (%) by question.

# Value for Money

86.1%

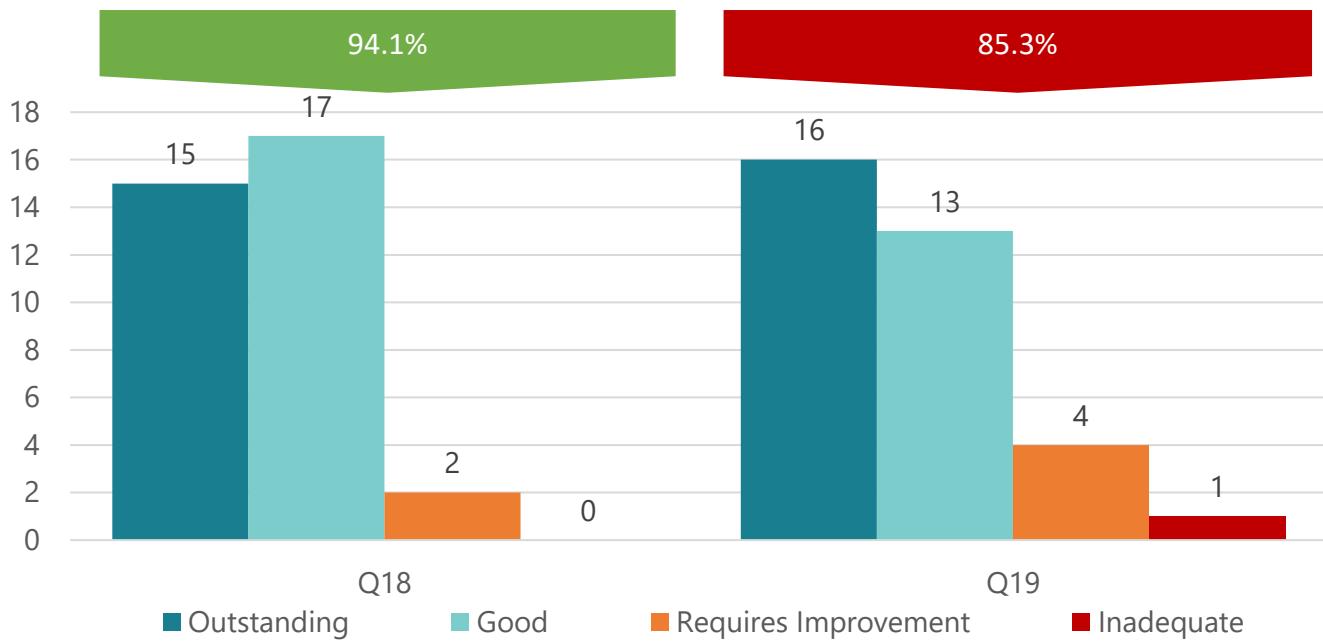


Q17. My rent and service charge provides value for money.

Section 6 of 6: Response volumes and satisfaction rates (%) by question.

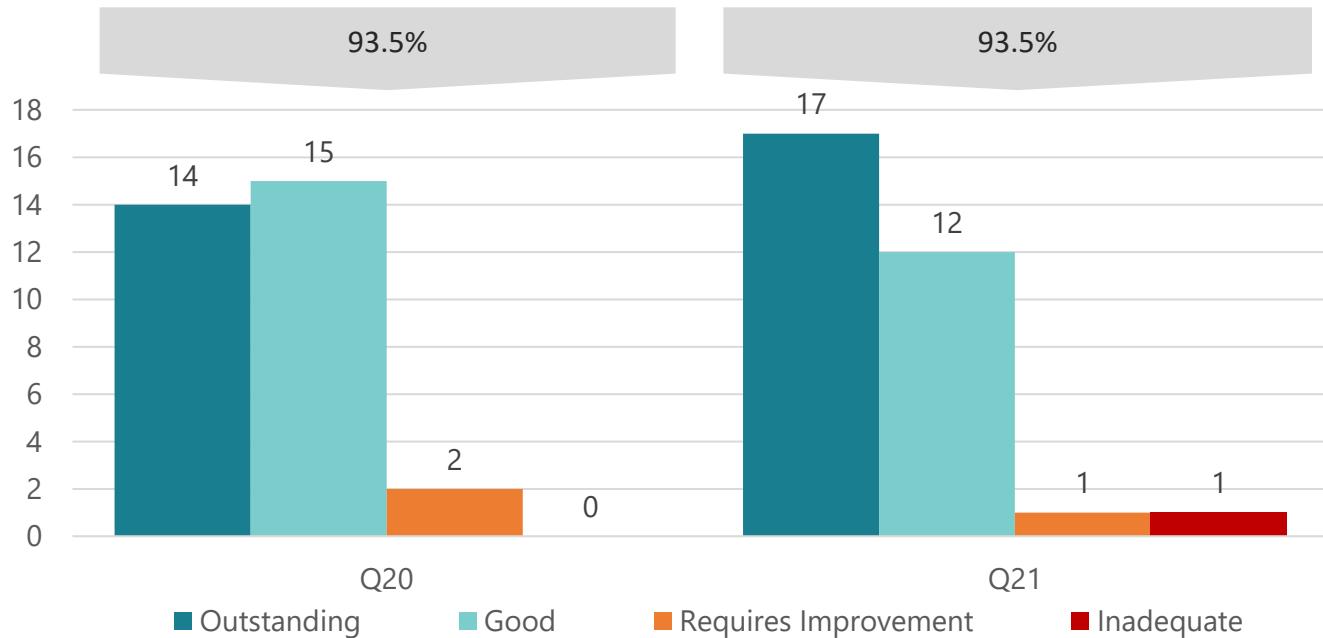
# Your Say

91.5%



Q18. I know how to make a complaint.

Q19. I am confident someone will listen if I have a complaint.



Q20. I am invited to attend regular service meetings.

Q21. Based on my experiences, I would recommend Abbeyfield the Dales.

# Open Questions

Here are some wonderful things you had to say about living with Abbeyfield the Dales.

Since becoming part of the Abbeyfield group - I have been impressed by the improved safety aspects of living in Elbolton - fire alarms, roof repairs - new garden path and asbestos removal. This makes me feel more secure living here. Thank you.

I am happy with the service I receive.

Generally a happy band of pilgrims. Advancing years often increases expectations rather than reduce. 'Getting together' more often, more recently, for celebrations of birthdays or just chatter! Small community together lightens darker times, occasional 'togetherness' helps to 'bind us together'. Our lives at Abbeyfield, warm hearted and very friendly band of 'Golden oldies'.

Just thanks!

# Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

## Comment (Elbolton)

I was very disappointed when my application to get a small galvanised Iron furnace for safety burning various garden waste (turning it into garden nourishing food asking At my own expense). It was turned down on health & safety grounds.

## Response

We would like to accommodate all requests from residents, however, as you can appreciate we need to ensure the that the grounds, property and residents are safe and an item like this poses a high fire risk.

## Comment (Elbolton)

I feel that independent living is taken to an extreme and Elbolton is a twig on its independent branch. A bit of volunteer help for more social events would be appreciated.

## Response

We will work with our Volunteer Co-ordinator to recruit some local volunteers to support activities and events at Elbolton. It maybe a good starting point to ask relatives if they wish to support and participate in activities and events to begin to generate a more active environment for residents.

## Comment (Elbolton)

The one thing I am not happy with is the fire alarm system, I have raised this a few times but all it does is create a difference of opinion. The siting of the smoke alarm in my lounge is in the wrong place, should be in the hallway, this would reduce the majority of false alarm's, and also provide better protection for the communal means of escape at a minimal cost

## Response

The sighting of the smoke detectors has been done to provide the best protection possible in each resident's flat. We can have this reviewed to ensure it continues to provide maximum protection.

# Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

## Comment (Sir Francis Crossley)

The garden unfortunately isn't maintained well and residents (Lynda no.7) does most of the work without much support from anyone else. Would be nice if the leaves got blown to the side or even swept to the side especially outside the gate and the stairs that are occasionally slippy because of the stone.

## Response

Abbeyfield The Dales inherited the gardens in the current state, and we have continued to prioritise building and safety works, which must take priority. We have brought in gardeners to manage and improve the surroundings, and this will take time before real improvements are noticed. We do know that a couple of our managers facilitated and participated in a community day that focussed on the gardens, and we will continue to improve the grounds over the coming years.

## Comment (Elbolton)

My 2 windows need replacing, especially with the cold months approaching.

## Response

We have a rolling program of window replacements, and are replacing windows as soon as we possibly can. There have been several items of works that have taken priority so far, but attention is now turning to replacing windows.

## Comment (Sir Francis Crossley)

I think it would be good to install cameras on the grounds and trees are cut back in winter months. For visibility, light and vision. Also would keep less leaves on the grounds. Which would avoid trips and falls.

## Response

We have a programme to clear path twice a year to ensure our paths are safe for residents to use. We realise more needs to be done, and we could ask our gardeners to clear paths at each visit, but we would need to pass on the additional charge to residents. The trees in the grounds are protected by Tree Preservation Orders, and we can only attend to them if they become unsafe; the law forbids any pruning or cutting back these trees.

# Complaints

**We are committed to providing the highest possible quality of service. However, we understand that sometimes things go wrong and you may wish to make a complaint.**

If something goes wrong, your first course of action should be to raise the issue directly with the relevant manager or staff member concerned. In many cases, they will often be able to put things right very quickly and simply and no further action will be required. However, if you do not feel comfortable doing this, or you are dissatisfied with the initial response, you can make a complaint in many ways – and you don't have to put it in writing if you don't want to.

By email: **complaints@abbeyfieldthedesales.co.uk**

By telephone: **01943 886000**

By post: **Complaints. Abbeyfield The Dales Limited, Grove House, 12 Riddings Road, Ilkley, LS29 9BF**

You can find our full complaints process including links to our full policy here:

**<https://abbeyfieldthedesales.co.uk/complaints-process/>**

Our complaints policy has been reviewed in line with the Housing Ombudsman Complaints Code, we now have a more streamlined process for you to follow. We have also supplied additional support and training to all employees so they give you the support you need to make a complaint with confidence that it will be dealt with efficiently.

## **Housing Ombudsman Service**

Address: **PO Box 1484, Unit D, Preston, PR2 0ET**

Phone: **0300 111 3000**

E-mail: **info@housing-ombudsmen.org.uk**

Website: **www.housing-ombudsman.org.uk**

Thank you for participating  
in this years survey



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