

APPENDIX B

Thurrock Well Homes Project

Well Homes Survey Analysis

Section 1: Rate the Well Homes Project

1. Do you think the Well Homes Project is a good idea?

98% yes

2. Do you think the project can make a difference to you and your community?

94% yes

6 % not sure

3. Do you feel better informed about the services available to you from the Council and other agencies in your local area as a result of Well Homes?

91% yes

3% No

6% Not sure

Section 2: Impact of project on Health & Lifestyle

4. Do you feel the Well Homes project will help you to take steps to improve your health or life style?

69% Yes

6 % No

25% Not sure

5. Have you given up or tried to give up smoking?

9% Yes

41% No

50% Not applicable

6. Are you taking more exercise?

49 % Yes

30 % No

21 % Already exercising

7. Are you eating more healthily?

56% Yes

28% No

16% Already eating healthy

8. Have you sought help from drug and/or alcohol advice services?

0% Yes

10% No

90% Not Applicable

9. Have you had a free NHS health check?

42% Yes

29% No

26% Visit my doctor regularly

3% Not applicable (not in age 40 -74yrs)

Section 3: Referrals

10. Have the agencies you have been referred to made contact with you?

81 % Yes

19% No

11. Have the agencies who have made contact with you helped as expected?

83 % Yes

17% No

Section 4: Rating the Well Homes Advisors performance

12. Rate Well Homes Adviser's appearance

96% Very good

6% Good

13. Rate Well Homes Adviser's politeness & helpfulness

100 % Very good

14. Rate Well Homes Adviser's knowledge of the scheme and explanation of procedures

96% Very good

6% Good

"Client outcomes".....

- *A great idea - Hope it moves on to become a bigger scheme.*
- *The Well Homes advisor was a very good listener.*
- *An excellent idea even though I don't need any help. I have told lots of people about the scheme.*
- *I don't need help but I got some information and telephone numbers from advisor and passed to friends.*
- *It is the first time anyone has called to offer help.*
- *It helped to sort problems out with my landlord.*
- *Very pleased that I had a visit, Advisor was very knowledgeable and easy to talk to.*
- *I was not aware that there was so much help available and was grateful for all the advice.*
- *Worthwhile scheme, good to see home owners being offered help. Advisor very knowledgeable.*
- *Great idea. After my visit I feel more confident in asking questions about what is going on in the area in the future.*
- *I was very pleased that the gas check was available. Felt it was excellent value for money and it has helped me feel safe.*