Care Services Improvement Partnership **CSIP**

Housing Learning & Improvement Network

Housing LIN Survey 2006 Report

This survey was carried out to investigate how Housing Learning & Improvement Network (LIN) users access and use the Housing LIN network resources, whether users can find the information they require in an efficient and timely manner, how satisfied they are with their experience and whether any areas are under-used or difficult to access, and therefore could be improved.

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By PSConsultancy Services
23 October 2006
Commissioned by Jeremy Porteus, National Lead - Housing and Telecare Networks

Executive Summary

The survey was carried out to investigate how Housing Learning & Improvement Network (LIN) users access and use the Housing LIN network resources, whether users can find the information they require in an efficient and timely manner, how satisfied they are with their experience and whether any areas are under-used or difficult to access, and therefore could be improved.

The Housing Learning & Improvement Network pages are currently contained within the Change Agent Team (CAT) web site, and can also be accessed through the Care Services Improvement Partnership (CSIP) site. Additionally the Integrated Care Network (ICN) site is relevant to this survey. Nb. Whilst undertaking this work, proposals were made to integrate the Housing LIN with the other CSIP LINs and the ICN.

There are 1,892 members of the Housing LIN, who receive regular informational emails. The CAT web site received an average of 6200 visitors a month over the 6 months to July 2006. The HousingLIN page is consistently the most visited page after the main CAT homepage with around 2000 page visits per month. Users downloaded just under 5500 documents from the Housing area in July 2006, by far the highest number for any network.

There were 110 respondents to the survey, of which 38% were in social services &care services, and 33% in Housing Associations & Authorities.

Overall the users felt that the information provided through the HousingLIN pages is very clear and consistent, and of extremely high quality, but that information and support materials are becoming more difficult to find. An improved and more intuitive navigation would give the HousingLIN a stronger identity and help it to become even more effective.

Areas that were specifically mentioned for improvement were Regions, Events and the Discussion Forums.

This document continues with a more detailed analysis of the survey results, a brief proposal for suggested next steps for the HousingLIN web presence, and an Appendix which contains all the survey questions and answers.

Methodology

Data for the Housing LIN Survey 2006 was collected through an online questionnaire which required an internet browser to participate. Invitations to participate were sent to the members of the Housing LIN in their regular email bulletins, both in advance of and during the survey. The survey was open from the 27th June to the 16th July 2006.

The survey engine was developed specifically for the Housing LIN. The 41 questions were entered into a SQL Server database via online forms constructed with HTML and ASP scripts Data collection and storage used the same database and user interface technologies.

Users were presented with questions and responses in a well-spaced, easy to read Verdana font on a predominately white background.

Survey response alternatives were designed as radio buttons (select one) and check boxes (check all that apply), as well as pull down lists (select one) to ensure solid quantitive data. After several of the questions, clarification was requested in the form of free text, to give additional qualitative data.

Final data was exported to a spreadsheet for sorting and summarising.

Detailed Analysis and Recommendations

Question 1: How did you first find out about the Housing LIN?

38% of respondents were referred by colleagues and 24% heard about the Housing LIN by attending an event. Traditional marketing through CSIP/CAT websites, mail shots and press was little represented. Web search was under 6%,

Comment: Word of mouth is always the best marketing conduit, and evidently works well for the Housing LIN.

Recommendations: Improve search engine optimisation to increase numbers accessing the Housing LIN through web searches

Question 2: How do you usually contact the LIN?

By far the highest no. of people (69%) contact the LIN by email, and another 15% through the website. No-one uses telephone or post.

Comment: This is a very efficient use of resources, with not much room here for improvement.

Question 3: How frequently do you access the LIN website?

Under 2% of users access the site daily, with the majority accessing a few times a month. The average would seem to be once a week or so. However, 20% rarely access the site.

Comment: The majority of users get everything they need through regular emails.

Question 4: What do you find most useful about the Housing LIN?

Accessing information (86%), sharing learning (73%), attending regional events (62%) and networking (55%), are the reasons users find the site most useful . Users found even the lowest choice, site visits (16%), useful.

Comment: This reinforces the evidence that users appreciate the breadth and depth of the information available on the HousingLIN site.

Recommendation: More information about events is needed, especially regional events, together with booking facilities,

Question 5: If you answered 'other', please specify

The 11% who find other areas useful highlighted current developments, guidance & factsheets and problem solving as important.

Comment: A few respondents would welcome more "nuts and bolts" information eg, technical and legal aspects.

Question 6: What on-line information sources do you find most useful?

Top responses here were good practice guides (91%), factsheets (84%), reports (66%) and case studies (64%). Interestingly the lowest scores were for the discussion forum (27%) and the extra care locator (27%)

Comment: Factual documents seem to be most useful, whereas any interactive functions are less used. This may be due to ease of use or relative unsophistication (in web terms) of the users, in that it's straightforward to click and read or download a guide or newsletter, whereas it requires more time and interactivity to use databases and forums.

Recommendations: educate users to be more comfortable with interactive features, improve discussion forums, make extra care locator better known

Question 7: How would you rate the amount of info available?

82% find the amount of info about right.

Comment: It seems clear that there is no overload of information.

Question 8: How would you rate the content of the site?

Almost 95% rate the content as excellent or good.

Comment: Feedback clearly shows that the content of the site is comprehensive and relevant.

Question 9: How would you rate the quality of the information?

93% rate the quality as excellent or good, with no below average replies.

Comment: There was consistently positive feedback on the quality of the information. The LIN appears unique in this field.

Question 10: How would you rate the areas covered?

Over 87% rate the areas covered as excellent or good, with no below average replies.

Comment: This shows comprehensive reporting across all areas.

Question 11: What gaps do you think there are in the information we currently provide?

There were several suggestions here from the 29 (26% of total) respondents. The main theme was more detail on various aspects of extra care services ((24% of respondents).

31% said there were no gaps.

Recommendation: Consideration should be given to further segmenting aspects relating to extra care and other housing with care related services.

Question 12 & 13: How do you access the website?

A majority of users access the site via CAT (28%) and CSIP (13%). Access through Google is 18%. Access through other websites is 26%,

Comment: We must presume that many of those who access through Google go through their favourites, and just use Google as their starter page. This tallies with the web stats which show many referrals through Google, which does not mean that the users are searching on Housing LIN on every access.

We cannot say for sure which other websites users access the LIN through (most referrals in the stats report show 'unknown site'), it is probable that some of these are other search portals (MSN, Yahoo, AOL), which are represented in the stats.

Also represented in the stats is the DH website, so some referrals no doubt come through this source.

Recommendation: Have an 'Add this to my favorites' button on the website, to facilitate access.

Question 14: How easy do you find navigating through the website

Over 67% find navigation easy enough or very easy. However, note the 33% who find it slightly confusing or difficult

Recommendation: Rework the navigation in line with Integrated Care Network portal to give the HousingLIN a stronger identity

Question 15: Which subjects in the left-side navigation do you regularly access?

The Resources (89%) and Membership (60%) areas are regularly accessed, but Background, What's New and Extra Care Housing Fund seem to be little used.

Comment: What's New may not be used a great deal because all the news is notified by regular email. Background and Extra Care Housing Fund would be more logically accessed from the A-Z menu (see below)

Recommendations: Remove Background and Extra Care Housing Fund from the Resources navigation, adding the latter under the A-Z menu bar.

Question 16 to 19: Which of these subjects in the A-Z index do you regularly access?

Most accessed subjects, with at least 60% of users are: Good Practice Guides (80%), Briefings (69%), Assistive Technology (66%), Housing & Health (60%), Publications (HLIN) (60%).

Least accessed subjects, with under 10% of users regularly accessing them are: Background, Contact, Newsletters (archive), Membership, Videos, Viewpoint

Recommendation: The A-Z index could be re-examined to see whether the lower-accessed subjects could be labelled in a more meaningful way.

Question 20: How useful would you find additional functionality on the site?

Top 2 suggestions for additional functionality are: On-line bookings for events (62%) and Revamp discussion forum/Q&A (38%), with video clips (36%) close behind

Recommendations: Consideration should be given to enable on-line bookings, forums should be revamped, video clips/podcasting should be added on the Housing LIN web page. It was noted that other CSIP sites have access to on-line booking (ICN) and discussions are in place about video "streaming". It is recommended that this may be best achieved by integrating the LIN pages and the ICN site.

Question 21: Do you look at, or use the Discussion Forums?

Under 35% of respondents regularly or sometimes use the forums. Nearly 64% use them rarely or never. However, it was noted from the web stats that at key times of the year, such as bidding round deadlines, there are higher levels of "traffic" on the discussion forum.

Comment: Members are losing faith in the discussion forums and prefer their messages to be emailed to the whole membership. This is a time consuming job which clutters the system. Furthermore, members cannot see the responses to the original question.

*Recommendation*s: Revamp and re-market discussion forums to make them more accessible and more user-friendly.

Question 22: you use the Events area of the website?

69% of respondents regularly or sometimes use the events area. Only 29% use it rarely or never

Recommendation: Improve the on-line functionality of the Events area. This would also reduce day-to-day events management carried out by the LIN.

Question 23 & 24: If you answered rarely or never, is this because...

Main reasons are not enough time, not enough participation in the forums and the forums are not relevant

Recommendation: Revamp discussion forums, make them more relevant, encourage more participation in line with other CSIP forums.

Question 25: If the forums were organised by subjects, which gave access to all the topics grouped under that subject, would you find this easier to use?

Encouragingly, over 85% of users think they would find the forums easier to use if they were organised by subject

Comment: At present a visitor to the Housing LIN forum is confronted with close to 50 topics spread over 5 pages and arranged with the most recent entry at the top of the list. There is no grouping of topics, which makes it very difficult to see which subjects are being discussed. It is clear that very few users have the patience or the inclination to read through all the titles of the 50 topics.

Recommendation: Organise forums by subject and consult users on groupings

Question 26: Would you be interested in online registration for events?

Nearly 95% answered yes or maybe

Recommendation: Enable online registration for events by adapting the ICN branding and navigation.

Question 27: What region are you in?

There was a good spread of respondents from all regions, with 58% from the South and 42% from the Midlands and North

Comment: It was noted that not all the CSIP regional development centres (RDCs) use the LINs to their full potential. Need to ensure their participation in regional LIN programmes.

Question 28: How would you rate the treatment of regions?

62% said excellent or good, but still around 30% said average or below average

Recommendation: Need to actively promote the LINs' activities through RDCs web pages on the CSIP site and vice versa.

Question 29: Do you think there should be an area dedicated to regions?

There is a fairly even split here with 58% positive, but 42% negative or not concerned

Comment: Further development should be considered subject to RDCs' requirements.

Question 30: If you answered yes, what should the Regions area contain?

All those who are in favour of a dedicated regional area would like to see regional LIN meetings, and nearly all wanted to see regional strategies

Recommendations for questions 28-30: Give more presence to the regions with a dedicated area of the site, and a search and booking function for regional events.

Question 31: If you answered any other, enter your ideas here

The 6% of respondents who suggested other regional content suggested: benchmarking opportunities; good practice; regional specific issues & topics; some forum to share information on costs & cost models; stats data.

Question 32: Do you think there should be an area for specific client groups?

62% positive, but 36% negative or not concerned

Recommendation: Consider creating an area for specific client groups.

Question 33: If you answered yes, what should the specific client groups area contain?

The top suggestions here were: older people (64%), dementia (60%) and BME (44%)

Recommendation: Consider all the options for inclusion in a Specific Client Groups area.

Question 34: Enter any other ideas here

There were only a handful of replies but young people figured in most of them.

Recommendation: Include children services as a grouping on the A-Z menu.

Question 35: Do you think there should be an area for Housing Type?

76% positive, only 22% negative or not concerned

Question 36: If you answered yes, what should the Housing Type area contain?

Housing with care was relevant to 76%, with Funding next with 42%

Question 37: Enter any other ideas here

Other ideas were: National, regional & local policies / strategy; link to demographic housing type information; space for provider issues.

Recommendations for questions 35-37: Create an area for Housing Type, with all options considered for inclusion.

Question 38: Do you want more info on the Housing LIN and services?

Not a priority for users to know more about CAT, CSIP but 54% would be interested in links to other sites

Recommendations: Create an area containing links to DCLG, Housing Corporation, CSCI, NHS Network etc.

Question 39: Do you have any other comments/suggestions?

Main suggestions were for easier categorisation of information and ability to (re)find documents

Recommendation: Make access to information easier, perhaps by improved navigation, provide more navigational info (breadcrumbs) to show where you are in site

Question 40: What kind of organisation do you work in?

38% in social services &care services, 33% in Housing Associations & Authorities

Question 41: If other organisation, what kind?

Other organisations represented in the survey were:
- Academic/higher education/research
- Joint social care &PCT organisation
- NHS Confederation – membership
- Provider of education, training and other services to sheltered and supported housing workers.
- Registered Charity and private sector

Key Recommendations

1. *Events:* more information about events is needed, especially regional events, together with on-line booking facilities,

2. *Forums:* revamp and re-market discussion forums to make them more accessible and more user-friendly; encourage more participation in line with other CSIP forums; organise forums by subject and consult users on groupings.

3. *Regions:* give more presence to the regions with a dedicated area of the site, and a search and booking function for regional events; actively promote the LINs' activities through RDC's web pages on the CSIP site and vice versa.

4. *Identity:* rework the navigation in line with Integrated Care Network portal to give the HousingLIN a stronger identity and improved navigation**.**

5. *Specific Client Groups*: consider options for dedicated area.

6. *Housing Type*: create a dedicated area, with all options considered for inclusion.

7. *Extra Care*: make extra care locator better known and add Extra Care Housing Fund to the A-Z menu bar

8. *Video*: video clips/podcasting should be added

Proposal for Housing LIN Website

As more information becomes available to users of the HousingLIN, the left side navigation, which is a sub-navigation of the main CAT site, becomes more confusing and difficult to negotiate. The HousingLIN should therefore have its own web presence, with a main navigation at the top level.

The primary suggestion is that the functionality & branding of the Housing LIN web space should be based on the Integrated Care Network portal for Housing & Telecare (the existing ICN portal is at http://www.integratedcarenetwork.gov.uk)

The top-line navigation buttons are a clear and intuitive way to find most of the information available. Sub navigation for each area would be on the left, with collapsible A-Z list on the right. The top navigation menu buttons would be as follows:

1. About Us
About the Housing Learning & Improvement Network, who we are, what we do.

2. Housing with Care
Sub-navigation consists of Learning Disabilities, Sheltered Housing, Supported Housing, Home Improvement etc.

3. Events
Should be based on the ICN Events page, with a Forthcoming Events list, and with availability and booking functionality.
Add the ability to search events by subject or client group, by date, by region.
Sort by date, by relevance to subject

4. Q& A
Based on the ICN Q & A page – Ask the Experts. This is the Forum area of the site. Instead of being sorted by date of last posting, the Topics (50 or so) should be grouped into Subjects which are all visible on the page. Subject titles should correspond to the main subjects in the A-Z index. By clicking on a subject, the user will get to the topics grouped under that subject, with all the messages and responses available.

5. Regions
Area for specific regional LIN information – a dedicated page/area per region or shared region

6. Resources
Should be based on the existing Change Agent resource page, with 'at a glance' resource sheet.
Sub- navigation similar to left navigation in Change Agent page.

7. News
What's new and newsletter

8. Contact
As current contact page

9. Client Group
Design the structure as for menu 2. Housing with Care
Sub- navigation contains Drug & Alcohol, Dementia, Older People, Physical Disability, Mental Health, BME issues etc.

The **A-Z list** on the right should function as is. There should also be a link to the relevant Forum at the foot of every A-Z page.

Integration of the Housing LIN
Due to plans to integrate the Housing LIN with other CSIP LINs and the ICN, further work is required to manage smoothly any changes to the functionality and appearance of the website to minimise any "brand" disruption.

Please note that this proposal is an initial proposal and is not intended to be a full functional specification.

Appendix 1: Full Results of Housing LIN Survey

Question 1: How did you first find out about the Housing LIN?

referred by colleague	42	38.2%
attended event or meeting	26	23.6%
eg. DH circular on extra care funding	12	10.9%
recommended by CAT	8	7.3%
other	8	7.3%
web search	6	5.5%
recommended by CSIP	4	3.6%
direct mailshot	2	1.8%
recommended by other organisation	2	1.8%
contact details in press	0	
contact details in other documents	0	

Question 2: How do you usually contact the LIN?

email	76	69.1%
website	16	14.5%
attend meeting	14	12.7%
other	4	3.6%
Post	0	
phone	0	
events	0	

Question 3: How frequently do you access the LIN website?

a few times per month	62	56.4%
a few times a week	24	21.8%
rarely	22	20.0%
at least once a day	2	1.8%

Question 4: What do you find most useful about the Housing LIN?
(choose as many as relevant)

access information	94	85.5%
share learning	80	72.7%
attend regional events	68	61.8%
networking	60	54.5%
attend national events	32	29.1%
test out ideas	24	21.8%
support from staff	20	18.2%
site visits	18	16.4%
other	12	10.9%

Question 5: If you answered 'other', please specify

- Current Developments
- Guidance & factsheets
- I no longer attend events as other colleagues do so it mainly interest to see what is happening
- linked reports
- Problem solving

Question 6: What on-line information sources do you find most useful?
(choose as many as relevant)

good practice guides	100	90.9%
factsheets	92	83.6%
reports	72	65.5%
case studies	70	63.6%
briefings	70	63.6%
newsletter	64	58.2%
bright ideas	52	47.3%
presentations	50	45.5%
viewpoints	30	27.3%
discussion forum	30	27.3%
extra care locator	30	27.3%

Question 7: How would you rate the amount of info available?

about right	90	81.8%
too much	10	9.1%
too little	8	7.3%

Question 8: How would you rate the content of the site?

Good	58	52.7%
Excellent	46	41.8%
Average	6	5.5%

Question 9: How would you rate the quality of the information?

Good	56	50.9%
Excellent	46	41.8%
Average	6	5.5%
below average	0	

Question 10: How would you rate the areas covered?

Good	60	54.5%
Excellent	36	32.7%
Average	12	10.9%
below average	0	

Question 11: What gaps do you think there are in the information we currently provide?

- A clear statement about minimum standards for Extra Care services.
- More about capital costs.
- Research on Extra Care for people with dementia.
- Research on whether Extra Care is holding on to people (i.e. where they are moving out to and why)
- Can't think of any
- Detailed operational aspects of Extra Care. Financial aspects - detailed and actual costs rather than theoretical models.
- Do not feel that there are any gaps. Any outstanding issues are always taken on and addressed by Jeremy, Alex and others."
- even more links with health issues
- Features and specific support relating to new designs and agreements with housing associations in extracare models (evaluation feedback) More support in relation to communicating mechanisms with DoH

- I have only recently started using the site so to me at present there are no gaps
- I would like to see more information regarding extra care scheme set up and running costs. Cost comparisons of New provision and refurbishment of existing.
- linking housing to health
- local area information
- Market research, for sale schemes, financial models. Mixed tenure and financial technical guides are excellent and need much more like these."
- Real,practical,detailed help. More on leases now required."
- more on extra care housing
- more on very sheltered housing would be useful especially around informing policy and good practice
- Need to look at the interface between private and charitable/RSL/LA extra care housing provision
- No.
- None
- None that I can think of
- None that I can think of.
- Not aware of any- but what you don't know you can't ask about
- Not enough discrimination in what is published
- Perhaps a News Flash/Bulletin when key national housing decisions are made - with further details to follow
- perhaps too much on ECH AND not enough on other supported housing
- Technical development aspects
- can't think of any
- Easier search through the discussion forum topics

Question 12: How do you access the website?

via CAT website	31	28.2%
link from other website	28	25.5%
Google	20	18.2%
via CSIP website	14	12.7%
Other	14	12.7%
favorites	4	3.6%
email link	3	2.7%

Question 13: If you answered 'other', please specify
- Email link
- E-mail Link
- Favourites
- From e-mail link and have set it up as a 'favourite' webpage.
- I have it saved as favourite
- in my favourites
- Via. Adult Social Services 'links' to key external agencies

Question 14: How easy do you find navigating through the website
(A-Z, resources......)?

easy enough	64	58.2%
slightly confusing	30	27.3%
very easy	10	9.1%
difficult	6	5.5%

Question 15: Which subjects in the left-side navigation do you regularly access?
(choose as many as relevant)

Resources	98	89.1%
Membership	66	60.0%
Contact	48	43.6%
What's New	4	3.6%
Background	2	1.8%
Extra Care Housing Fund	2	1.8%

Question 16 to 19: Which of these subjects in the A-Z index do you regularly access?
(choose as many as relevant)

Good Practice Guides	88	80.0%
Briefings	76	69.1%
Assistive Technology	72	65.5%
Housing & Health	66	60.0%
Publications (HLIN)	66	60.0%
Factsheets	64	58.2%
Extra Care Housing Models	60	54.5%
Newsletter	60	54.5%
Telecare	58	52.7%
Design	56	50.9%
Supporting People	54	49.1%
Dementia	52	47.3%
News	52	47.3%
Publications (Govt)	52	47.3%
Events	50	45.5%
Policies	50	45.5%
Reports	50	45.5%
Case Studies	48	43.6%
Policy Briefings	48	43.6%
Strategies	48	43.6%
Bright Ideas	42	38.2%
Extra Care Housing Fund	42	38.2%
Facts & Figures	40	36.4%
Guidance	40	36.4%
Technical Briefs	40	36.4%
Planning	38	34.5%
Presentations	38	34.5%
Resources	34	30.9%
Retirement Communities	32	29.1%
BME Issues	30	27.3%
CAT Reports	30	27.3%
Disabilities	30	27.3%
Mental Health	26	23.6%
Links	24	21.8%
Discussion Forums	22	20.0%
Extra Care Directory	22	20.0%
Regeneration	20	18.2%
Learning Disabilities	18	16.4%
Extra Care Locator	16	14.5%
Physical Disabilities	16	14.5%

Private Sector	16	14.5%
Homelessness	12	10.9%
Background	10	9.1%
Contact	8	7.3%
Newsletters (archive)	8	7.3%
Membership	6	5.5%
Videos	6	5.5%
Viewpoint	6	5.5%

Question 20: How useful would you find additional functionality on the site?
(choose as many as relevant)

on-line bookings for events	68	61.8%
revamp discussion forum/Q&A	42	38.2%
showcase video clips	40	36.4%
create new fields	24	21.8%
other links	16	14.5%

Question 21: Do you look at, or use the Discussion Forums?

Rarely	36	32.7%
Never	34	30.9%
Sometimes	32	29.1%
Regularly	6	5.5%

Question 22: you use the Events area of the website?

Sometimes	54	49.1%
Regularly	22	20.0%
Rarely	20	18.2%
Never	12	10.9%

Question 23: If you answered rarely or never, is this because...
(choose as many as relevant)

other reason	20	18.2%
forums not relevant	14	12.7%
difficult to find relevant forum	8	7.3%
too many topics	8	7.3%
not interested in forums	6	5.5%

Question 24: If you answered 'other reason', please specify
- Although I haven't used it do recommend it to colleagues.
- don't have the time, (and don't find the site very easy to navigate) !"
- Finance not available to source attendance
- Forums don't generate sufficient debate/information to be consistently useful.
- I have enough events to go to already!
- lack of time, I have to prioritise my interests!"
- not enough time
- Participation seems to be lower than for instance Supporting people forum.
- Prefer to receive e-mail alerts about events and initial discussion items.
- time to look at/browse

Question 25: If the forums were organised by subjects, which gave access to all the topics grouped under that subject, would you find this easier to use?

yes	54	49.1%
maybe	40	36.4%
no	8	7.3%
still not interested	2	1.8%

Question 26: Would you be interested in online registration for events?

yes	84	76.4%
maybe	20	18.2%
no	4	3.6%
not interested	2	1.8%

Question 27: What region are you in?

SE	30	27.3%
SW & West of England	22	20.0%
West Midlands	16	14.5%
London	12	10.9%
NW	10	9.1%
NE	8	7.3%
Yorks & Humber	6	5.5%
East of England	4	3.6%
East Midlands	2	1.8%

Question 28: How would you rate the treatment of regions?

good	60	54.5%
average	24	21.8%
excellent	8	7.3%
below average	8	7.3%

Question 29: Do you think there should be an area dedicated to regions?

yes	64	58.2%
not concerned	30	27.3%
no	16	14.5%

Question 30: If you answered yes, what should the Regions area contain?
(choose as many as relevant)

regional LIN meetings	64	58.2%
regional strategies	62	56.4%
site visits	36	32.7%
any other	6	5.5%

Question 31: If you answered any other, enter your ideas here

- Benchmarking opportunities
- Good practice
- Regional specific issues / topics
- Some forum to share information on costs & cost models
- stats data

Question 32: Do you think there should be an area for specific client groups?

yes	68	61.8%
not concerned	24	21.8%
no	16	14.5%

Question 33: If you answered yes, what should the specific client groups area contain?
(choose as many as relevant)

older people	70	63.6%
dementia	66	60.0%
BME	48	43.6%
people with physical disabilities	46	41.8%
learning disabilities	46	41.8%
mental health	40	36.4%
drug & alcohol	32	29.1%

Question 34: Enter any other ideas here
- Frail Elderly
- Homeless Families, Asylum Seekers / Refugees, Young People / Teenage Parents, Rough Sleepers, Hiv / AIDS, Women at Risk, Single Homeless, People at Risk of Offending
- What about young people and homelessness?
- Young, single & Homeless

Question 35: Do you think there should be an area for Housing Type?

yes	84	76.4%
not concerned	18	16.4%
no	6	5.5%

Question 36: If you answered yes, what should the Housing Type area contain?
(choose as many as relevant)

Housing with care (Sheltered housing, extra care housing, supported housing, home improvement agencies, intermediate care, floating support)	84	76.4%
Funding	46	41.8%
Mainstream housing (homeownership, private sector, social housing, other)	42	38.2%
Homelessness	36	32.7%
Regeneration	34	30.9%

Question 37: Enter any other ideas here
- National, Regional & local policies / strategy"
- Link to demographic housing type information
- sometimes space for provider issues

Question 38: Do you want more info on the Housing LIN and services?
(choose as many as relevant)

links to other sites eg ODPM, Housing Corporation, CSCI	60	54.5%
who we are info	28	25.5%
information on CAT	24	21.8%
CSIP services	20	18.2%

Question 39: Do you have any other comments/suggestions?

- advice &information service
- Easier access to the LIN website if one goes in via CAT/CSIP would be helpful. It is not always clear which category a report/factshheet/strategy etc is in the main menu, some clarification would be helpful.
- need to have links/updates to local Housing LIN groups...to ensure validity of local groups
- please note rename/restructure of ODPM
- Sometimes hard to find documents which I know exist. EG I have Telecare Briefing 1 and 3 but cannot for the life of me locate 2 and the search engine doesn't help. Documents seem to be listed in a random order instead of under category eg technical briefs, briefings, etc. And I'm never clear how these differ from each other.
- The Housing LIN is a great resource

Question 40: What kind of organisation do you work in?

Social services / care services	42	38.2%
Housing Association	22	20.0%
Housing authority	14	12.7%
Other	12	10.9%
Consultant	8	7.3%
Primary Care Trust	6	5.5%
Housing provider (private sector)	2	1.8%
Independent care provider	0	0.0%
Acute health	0	0.0%

Question 41: If other organisation, what kind?

- Academic/higher education/research
- Joint social care &PCT organisation
- NHS Confederation - membership
- Provider of education, training and other services to sheltered and supported housing workers.
- Registered Charity

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