

AYR HOUSING AID CENTRE

Independent Housing Advice
Service within South Ayrshire

SERVICE USER FEEDBACK ANNUAL REPORT

April 2013 – June 2014

This is the eighth year we have produced a Service User Feedback Annual Report. For cases opened during the period April 2013 to June 2014 we sent out 247 questionnaires for our Housing Information and Advice Service, 67 of these questionnaires were returned, 27%, (21% last year). 101 questionnaires were sent out to our Tenure Sustainment Service Users, 26 of these were returned 26%. (19% last year). 44 questionnaires were sent out to our First Home Service Users, 38 of these were returned, 86% (52% last year)

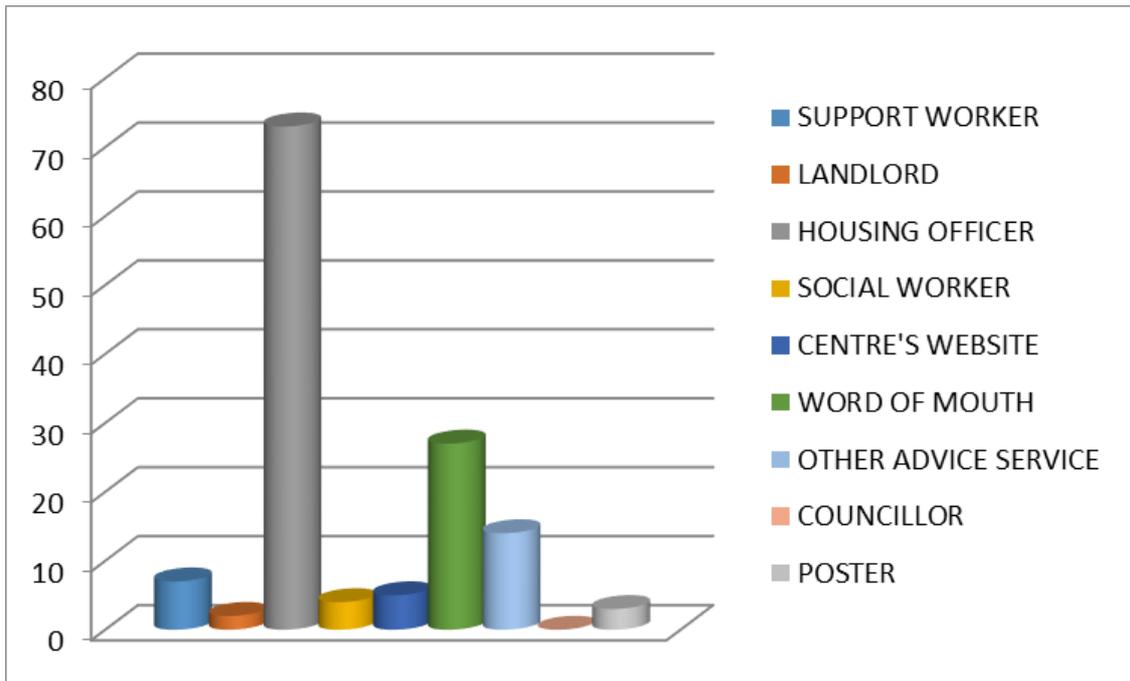
Please note the above 3 Services will show accumulated Statistics throughout the Report. Our First Home Service has a different Questionnaire from our other Services and is excluded from some questions as they do not apply. Questions that the First Home Service is excluded from are Question 3, 3.1, 3.2, 7, 8, 9, 14 and 16. Please note Question 14.1 relates to the First Home Service.

Finally please note feedback and outcomes from our Education and Engagement Department has been very positive both from pupils and teachers, please contact the Centre if you require more detail on this.

Question 1

How did you hear about the Centre?

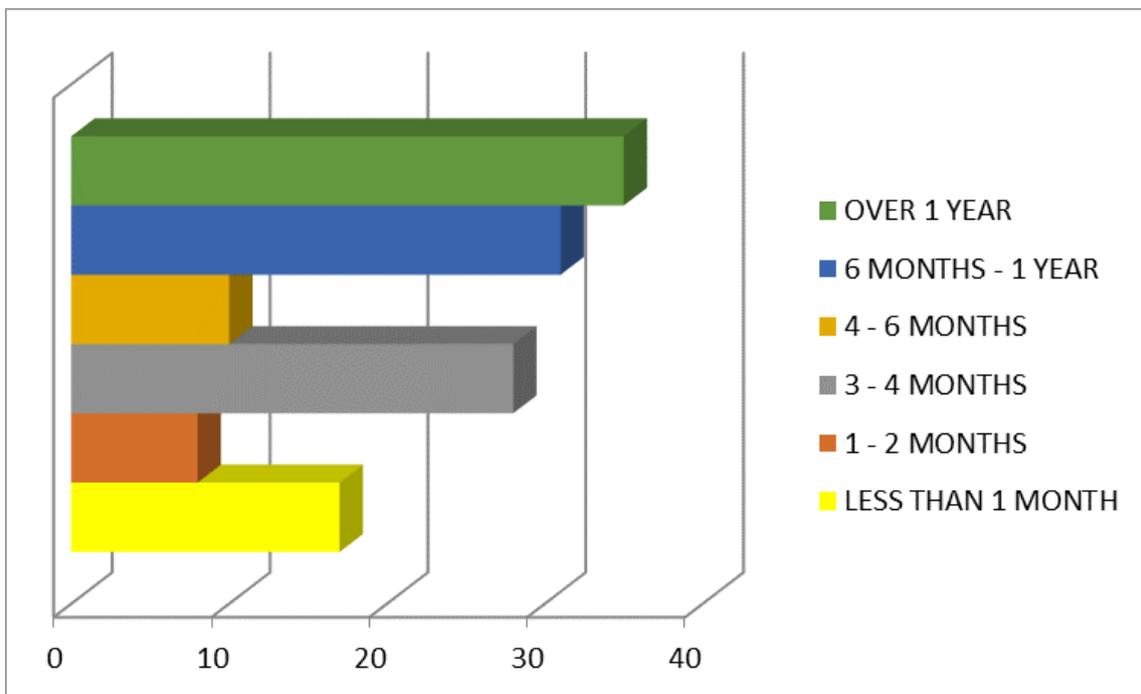
As can be seen from the graph below our Service Users mainly hear about the Centre through Council Housing Officers, 73 or by Word of Mouth, 27. 2 Service Users heard about the Centre through a landlord such as South Ayrshire Council or Ayrshire Housing, 5 through the Centre's Website, 4 from Social Work and 7 from a Support Worker such as Barnardos. 14 Service Users heard about the Centre through other Advice/Government Services such as the Corner Shop. 3 Service Users heard about the Centre through a poster advertisement.



Question 2

How long have you been in contact with the Centre?

The length of time Service Users engage with the Centre varies from less than one month, 17 cases, for over one year, 35 cases. 31 engaged with us for between 6 months to one year.



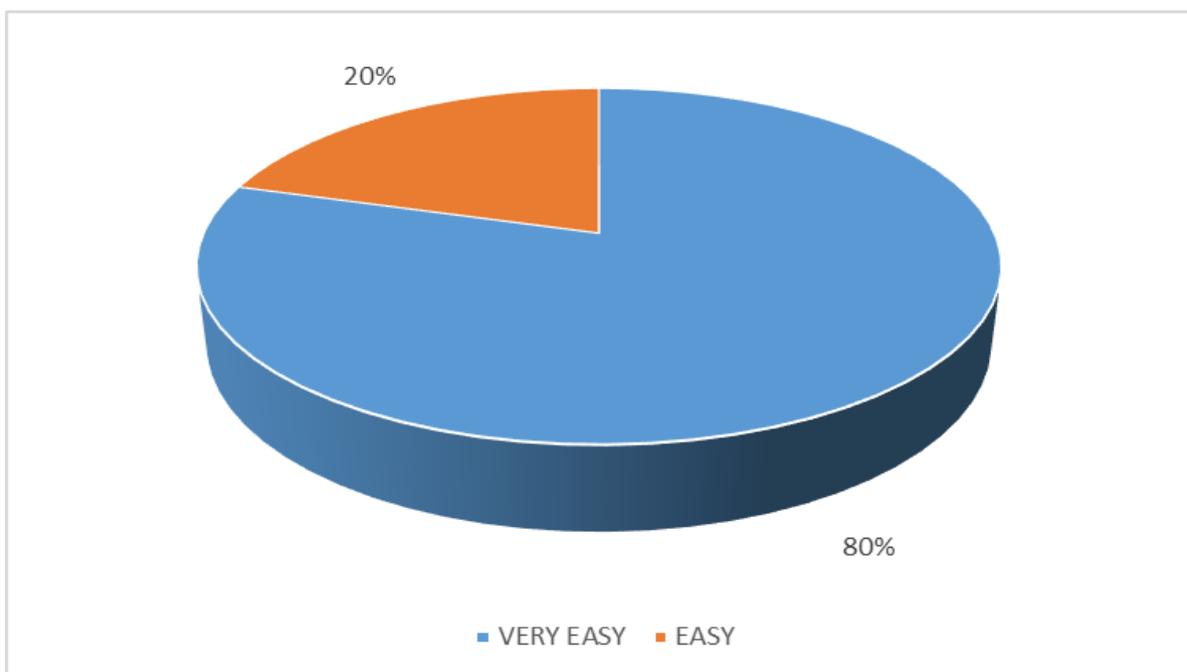
Question 3

How easy was it to access the Service?

The majority of Service Users found the Service very easy to access, 74. 19 found the service easy to access.

Various comments were noted from our Service Users and some of these are detailed below:

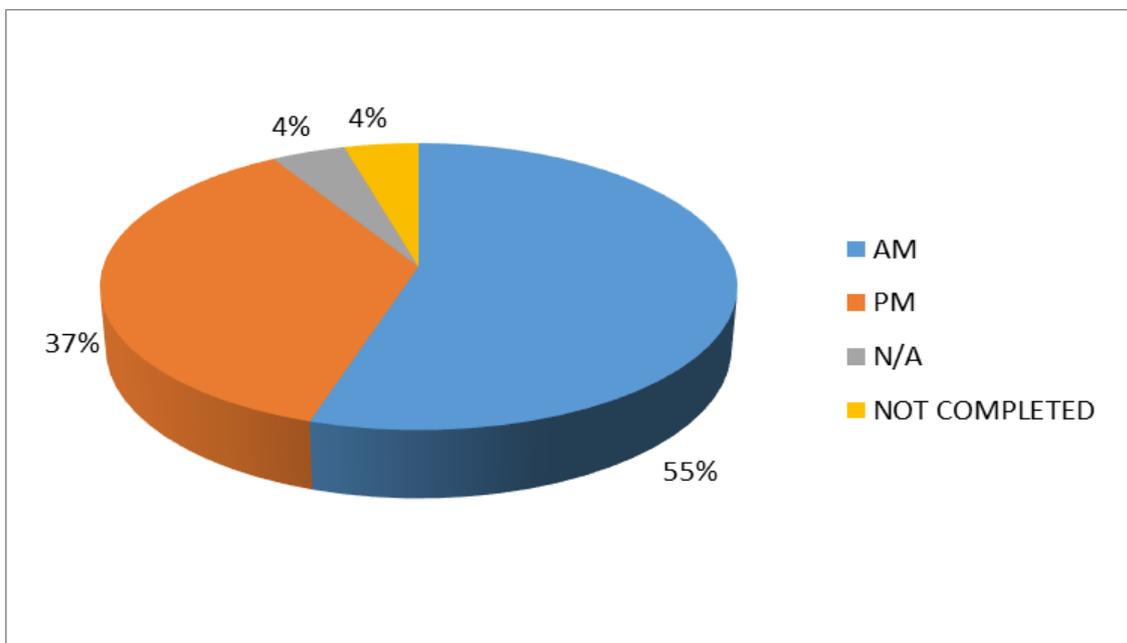
- ‘I just needed to phone’
- ‘Was given time and date’
- ‘It was all arranged for me. I didn’t have to do much at all’
- My Worker made one phone call and I had a call the very same day and a meeting the next’
- ‘Phone call was quickly followed up by an appointment’
- ‘Made an appointment at Local Office’



Question 3.1

Was your appointment AM or PM?

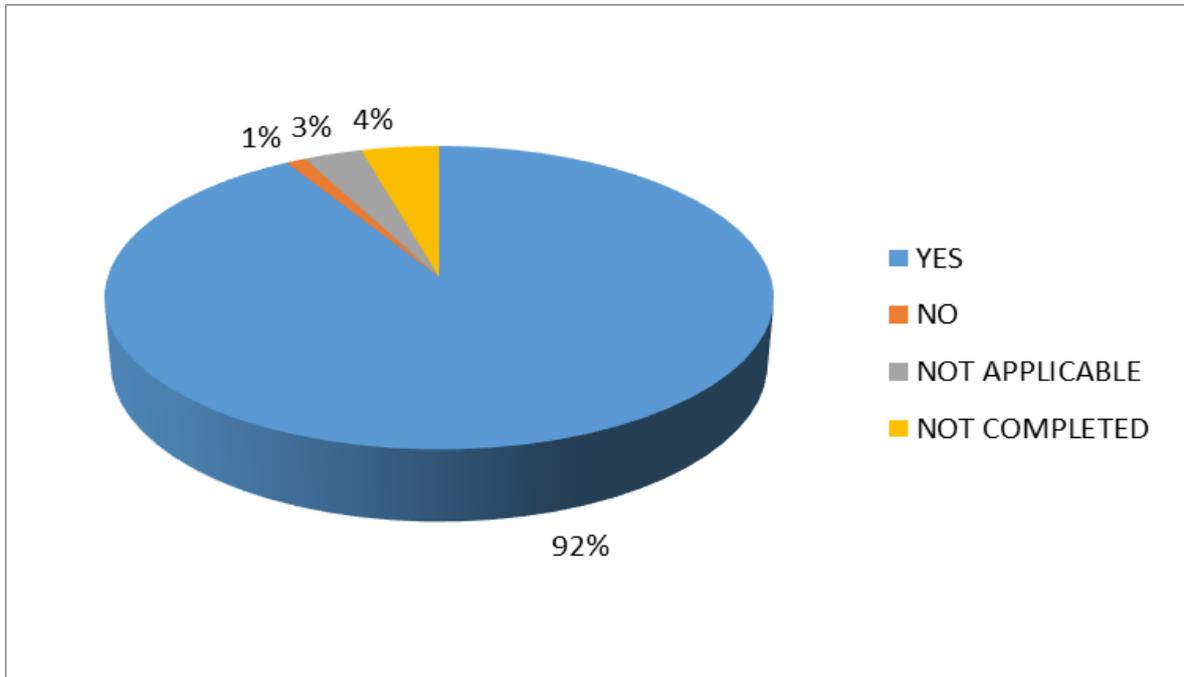
Service Users are given the choice of whether they require a morning or afternoon appointment and this is accommodated where possible. 51 appointments were in the morning, 34 in the afternoon. 4 Service Users thought this question was not applicable to them, this could be due to the matter being resolved over the phone therefore no appointment would be necessary. 4 Service Users did not complete this question.



Question 3.2

Did the appointment time meet your requirements?

85 Service Users confirmed the appointment time they were given by Staff met their requirements. 3 Service Users had stated this question was not applicable to them. 4 Service Users did not complete this question. 1 Service User stated that the appointment time did not suit their requirements.



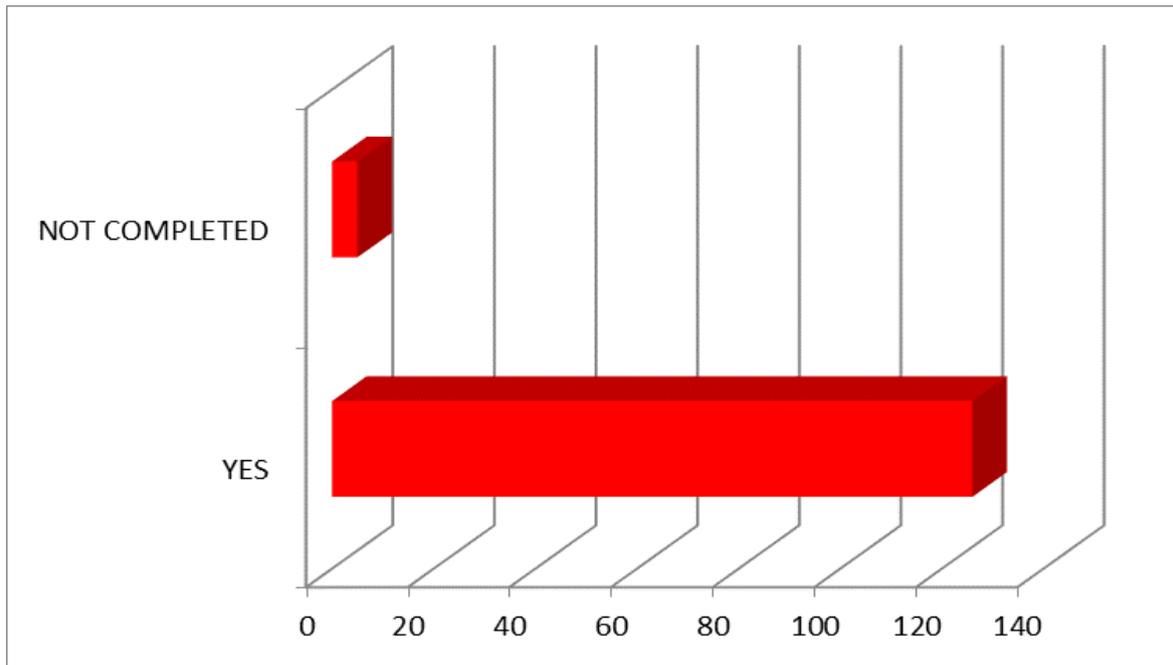
Question 4

Was the Service approachable and friendly?

126 of our Service Users found the Service approachable and friendly. 5 Service Users did not complete this question.

Various comments were noted from our Service Users and some of these are detailed below:

- ‘All my information was looked at and was given prompt attention’
- ‘Made me feel more comfortable about keeping my brother’s house’
- ‘Staff were very helpful and supportive’
- ‘The information provided is consistent, thorough and accurate’



Question 5

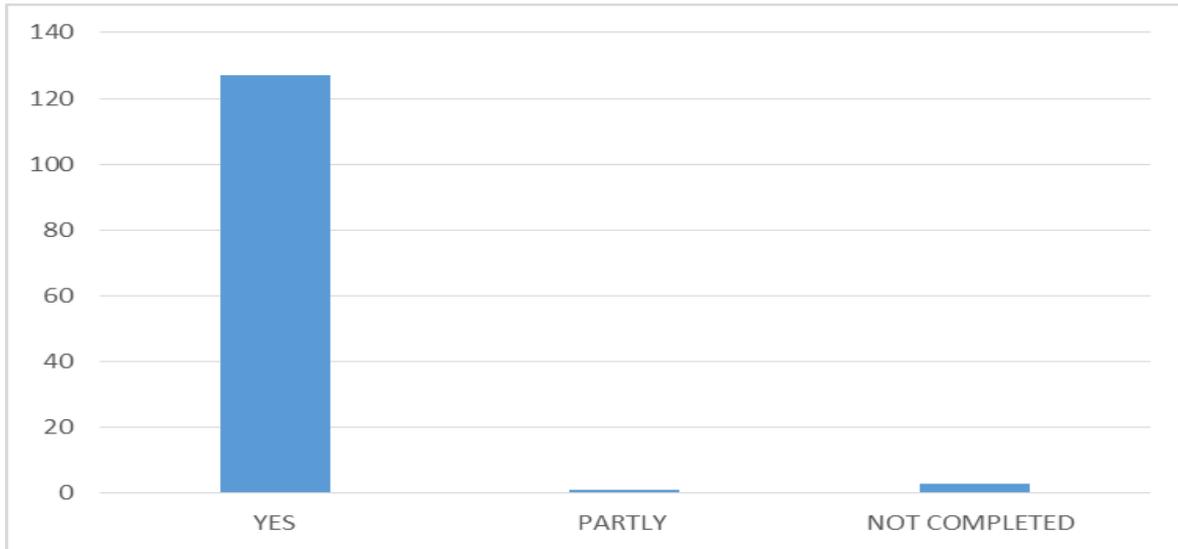
How would you rate your Adviser/Sustainment/ First Home Worker on:

	<u>VERY GOOD</u>	<u>GOOD</u>	<u>FAIR</u>	<u>NOT COMPLETED</u>
• Politeness	118	9		4
• Respect	120	6		5
• Consideration	119	6		6
• Reliability	118	5	2	6
• Friendliness	120	3	2	6

Question 6

Was the information you were given accurate?

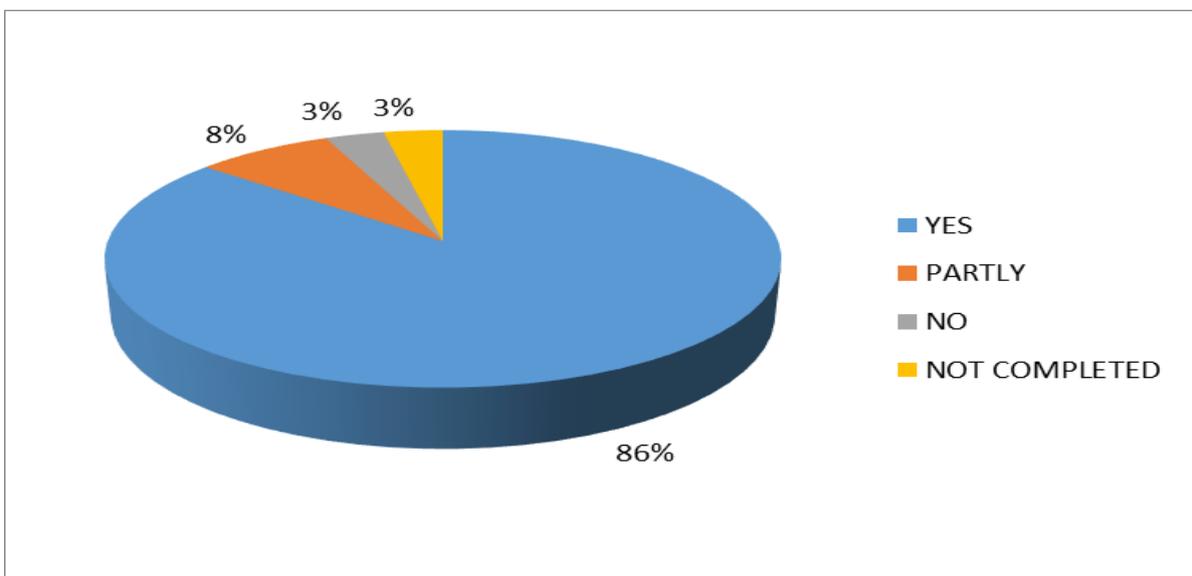
127 Service Users found the information they were given to be accurate. 1 Service User found the information to be partly accurate. 3 Service Users did not complete the question.



Question 7

Did the information/advice resolve your problem?

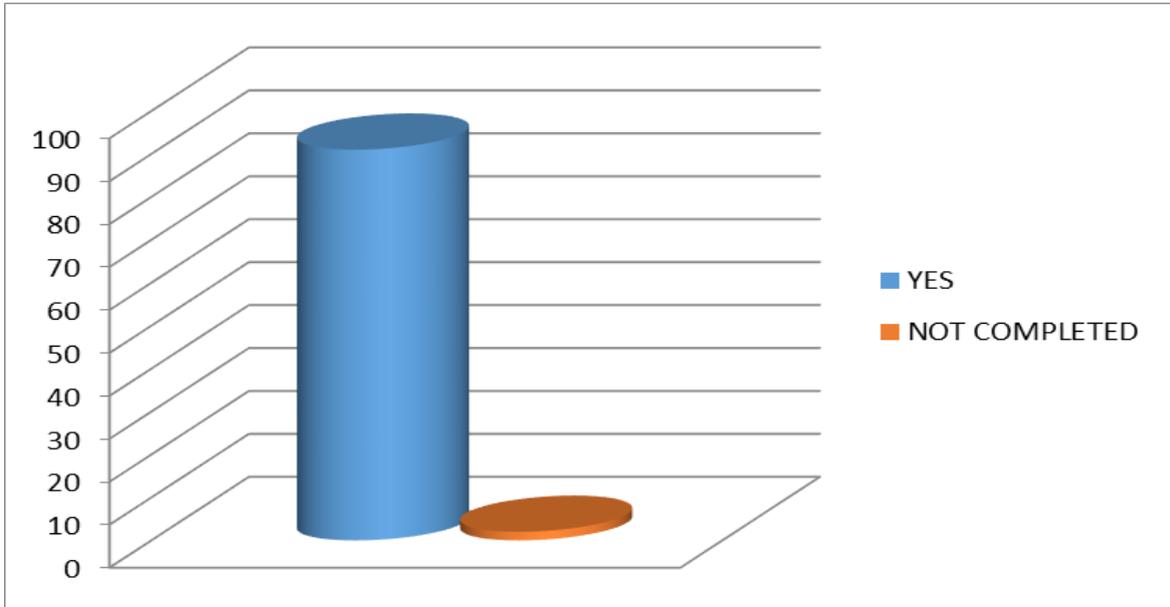
80 Service Users thought the information and advice they received was sufficient and 7 stated it was partly sufficient. 3 Service Users thought the information and advice did not help them and 3 Service Users did not complete the question.



Question 8

Did you find the Service easy to use?

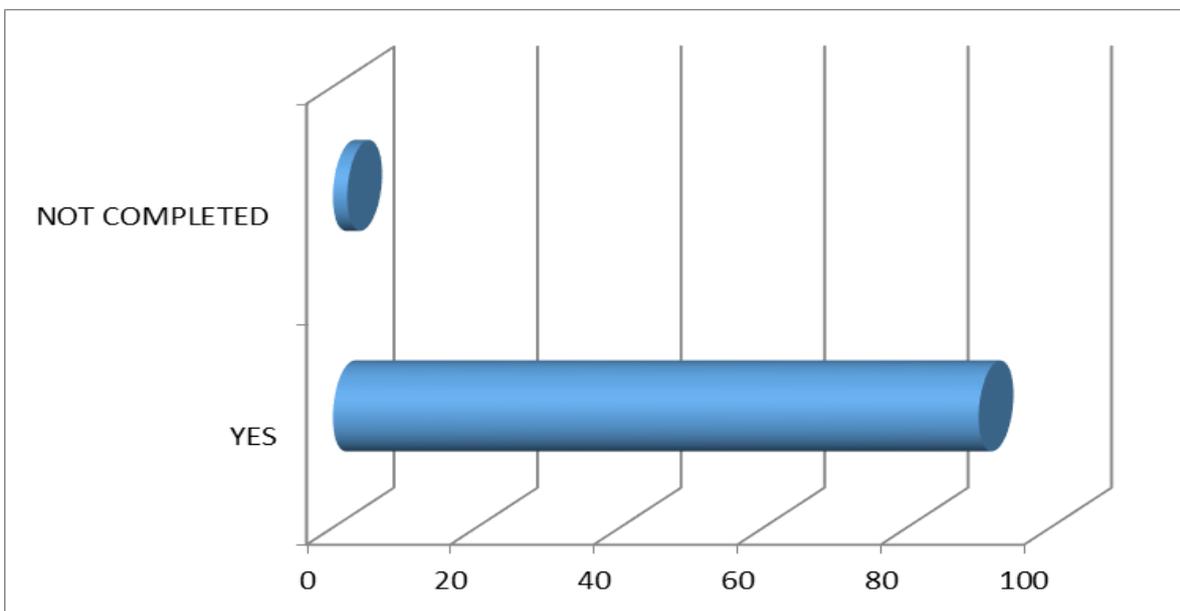
91 Service Users found the Service easy to use and 2 Service Users did not complete the question.



Question 9

Would you use the Service again?

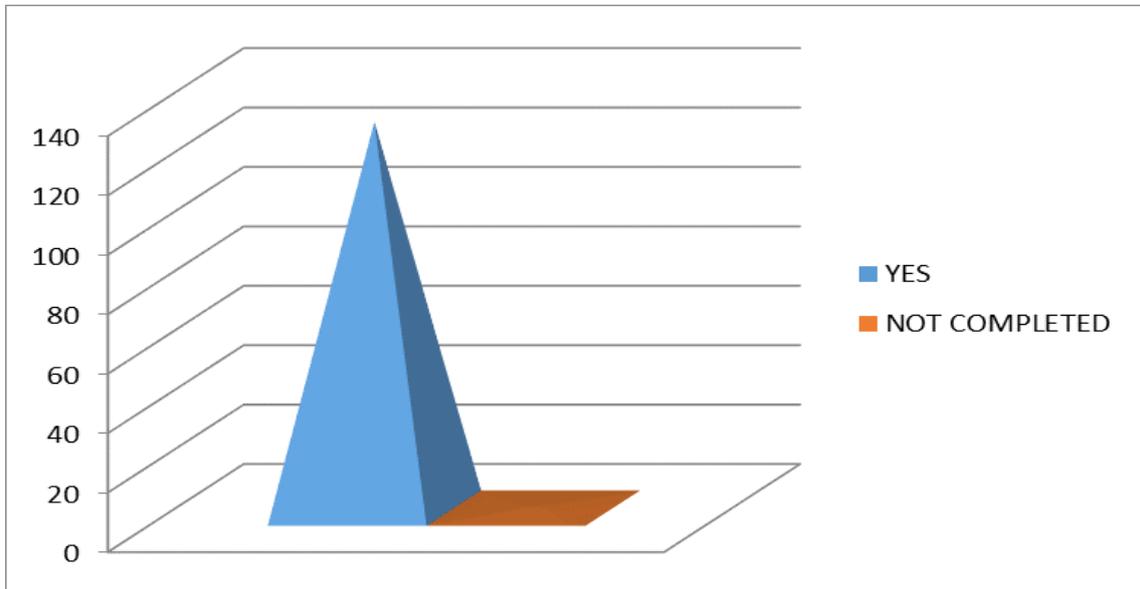
90 Service Users would use the Service again and 2 Service Users did not complete the question.



Question 10

Would you recommend this Service to a friend?

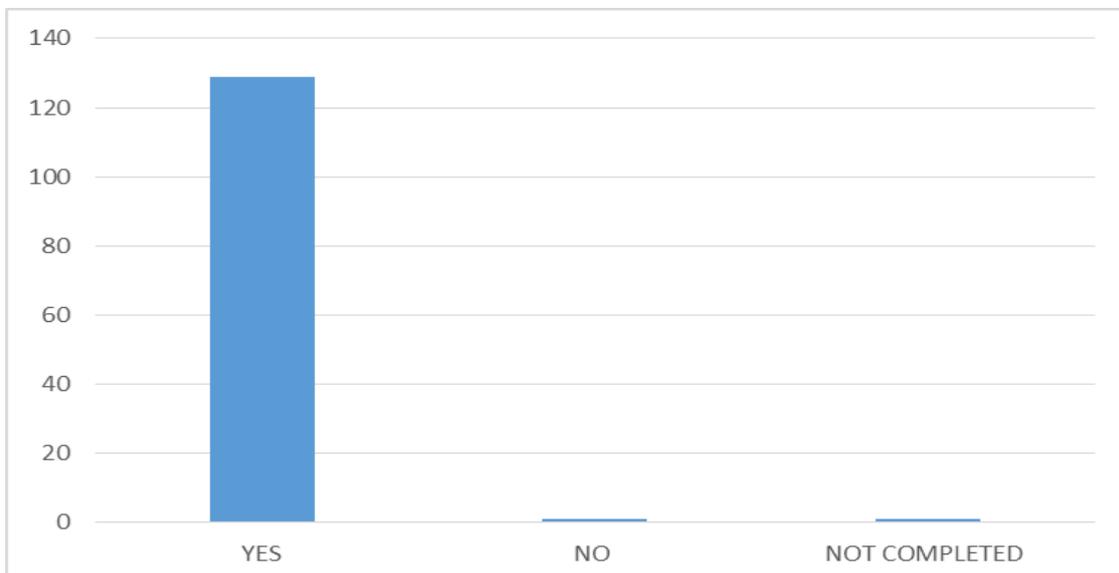
130 Service Users stated they would recommend this Service to a friend and 1 Service User did not complete the question.



Question 11

Do you think it is a good to have this Service in our area?

129 Service Users agreed it is good to have this Service in their area. 1 Service User did not think it was good to have this Service in their area and 1 Service User did not complete the question.

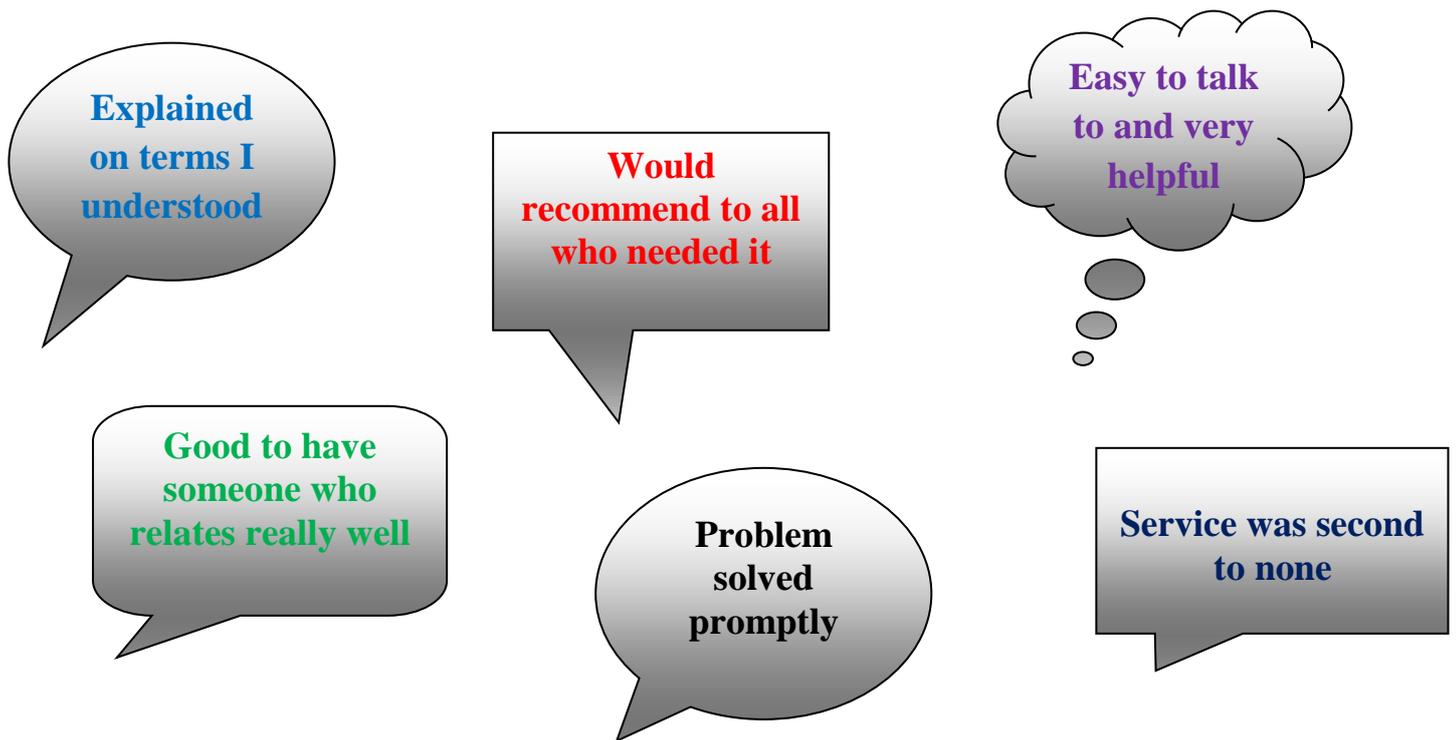


Question 12

What did you think about the Service you received?

124 Service Users answered the above question, 7 did not.

Some of the various comments noted are shown below:



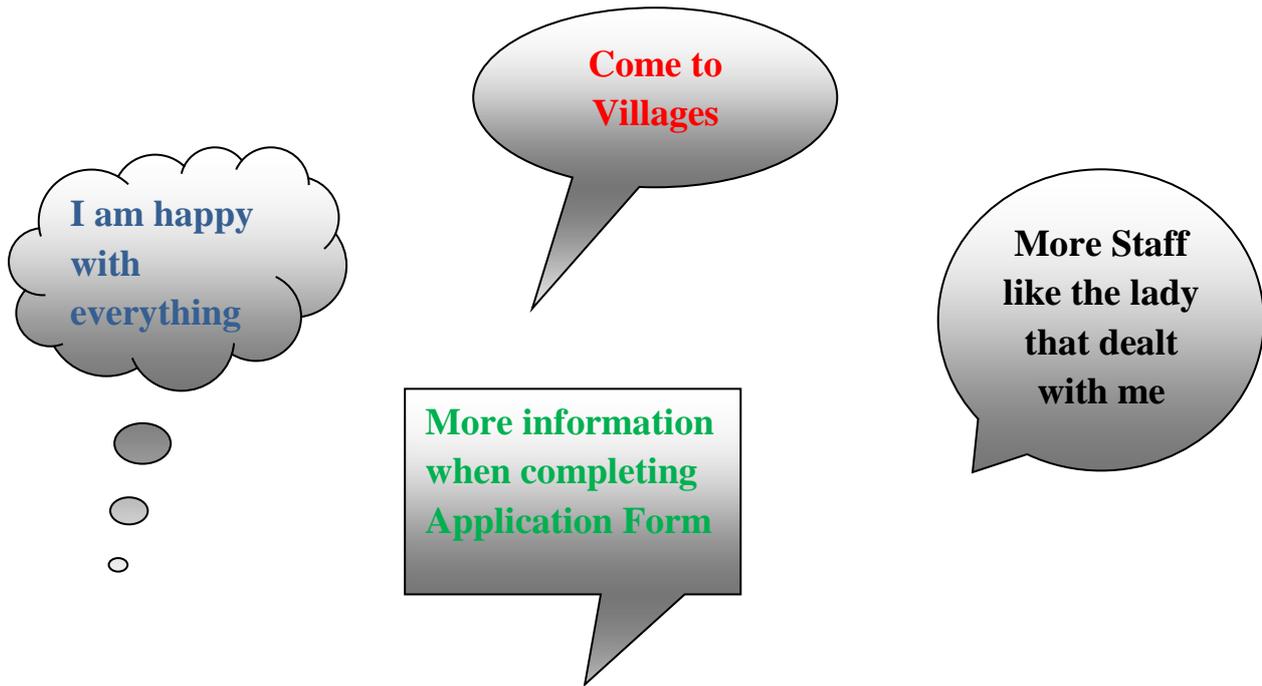
- ‘Always receive great Service and will always return a call’
- ‘Any problems after my meetings were followed up by back-up phone calls and information given to me’
- ‘Excellent and Adviser was understanding’
- ‘First class and was able to answer any questions’
- ‘Very informed Advisers and they have good skills in dealing with housing issues’
- ‘My mind was put at ease and I found the Adviser easy to talk to’
- ‘The Service was a good help in finding out how to look after a house and what to expect’
- ‘The Service I received was excellent and really helped me understand all my options’

Question 13

Have you any suggestions on how we could improve our Services?

77 Service Users completed this question, 54 did not.

Below are some suggestions made by Service Users on how we can improve our Services:



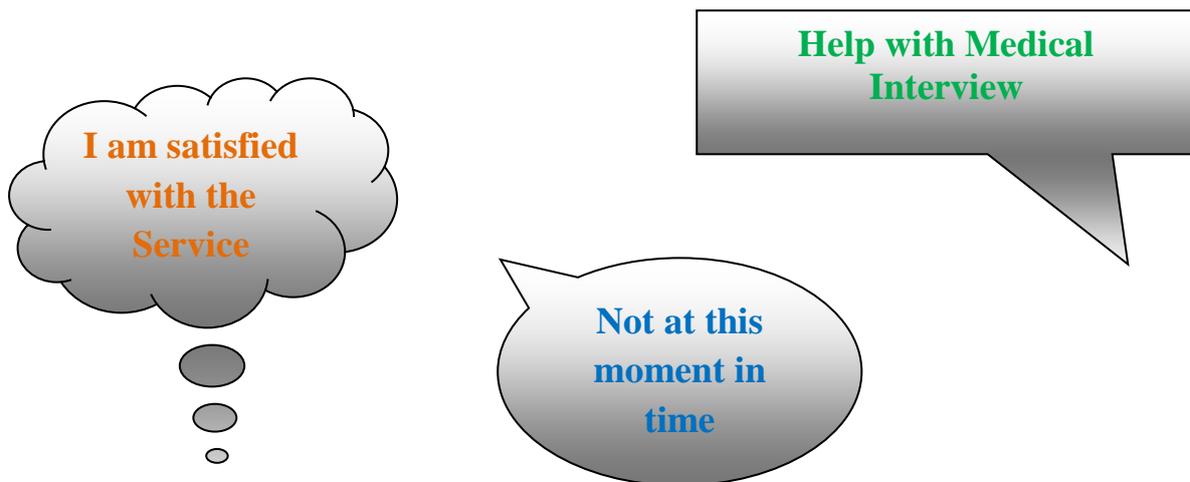
- ‘Perhaps the Service could be more publicised such as in Social Websites’
- ‘A phone call to remind me when to apply for my DHP again’
- ‘The Service is explanatory and don’t see how it can be improved further. Good job’
- ‘The Service is great the way it is run’
- ‘No as the Service I received was excellent’

Question 14

Could you suggest any other services the Centre could provide?

52 Service Users responded and 41 did not complete this question.

Many of the comments suggested there were no other Services the Centre required to provide to Service Users. Below are some specific suggestions Service Users made on other Services the Centre could provide:



- ‘There are lots of Services you could help with but you need the people to do it all, with all the Benefit changes there are a lot of people worse off in life and need help yesterday’
- ‘No I can’t think of anything as you have helped me with everything from my rent, landlord and other money worries’
- ‘The Centre deals very well with the Services they provide. Thank you’

Question 14.1 (First Home Service Only)

Could you suggest any other Services the Centre could provide for young people in the area?

19 Service Users responded and 19 did not complete this question.

Many of the comments suggested there were no other Services the Centre required to provide to Service Users. Below are some specific suggestions Service Users made on other Services the Centre could provide:

Training Programme to help with cooking and decorating



Question 15

Would you like us to feedback to you on your comments?

55 Service Users would like feedback on their comments and 72 would not. 4 Service Users did not complete this question.

If yes how would you like us to contact you?

Phone	-	14
Letter	-	31
Email	-	17
Text	-	4
In Person	-	3

Please note some Service Users have chosen more than one option.

Question 16

Would you be interested in becoming more involved with Ayr Housing Aid Centre?

47 Services Users would be interested in becoming more involved with the Centre, 4 in a future date, 5 advised they might and 61 would not. 14 Service Users did not complete the question.

If yes what would you like to become involved with?

Service User Involvement - Group Forum	-	6
Policy/Service Development	-	1
Consultation/Sounding Board for changes	-	3
Become a Member of the Management Committee	-	4
Volunteer - Administration	-	8
Volunteer - Fundraising	-	4
Volunteer - Trainee Adviser	-	15
Yes but no heading chosen	-	7
Maybe but no heading chosen	-	1

Please note some Service Users have chosen more than one option.

Conclusion

Service user feedback is an important element in terms of quality control within the services provided by the Centre. This feedback is discussed at Team meetings and Management Committee meetings and has influenced how we delivery our services. Over the past period we have considered how to develop this further and arranged a meeting with past service users unfortunately this was not well attended. We have developed our Facebook page which is reviewed regular and we now issue a newsletter about 4 times a year.

The feedback from all our services has been very good, I would thank all staff on this positive feedback from service users. Our quality of services are further recognised by audits and inspections with very positive outcomes.