



Independent Housing Advice
Service within South Ayrshire

SERVICE USER FEEDBACK ANNUAL REPORT

July 2014 – June 2015

The Centre has produced a Service User Feedback Annual Report for cases opened during the period July 2014 to June 2015 we sent out 194 questionnaires for our Housing Information and Advice Service, 70 of these questionnaires were returned, 36%, (27% last year). 41 questionnaires were sent out to our Tenure Sustainment Service Users, 16 of these were returned 39%. (26% last year). 40 questionnaires were sent out to our First Home Service Users, 31 of these were returned, 77.5% (86% 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.

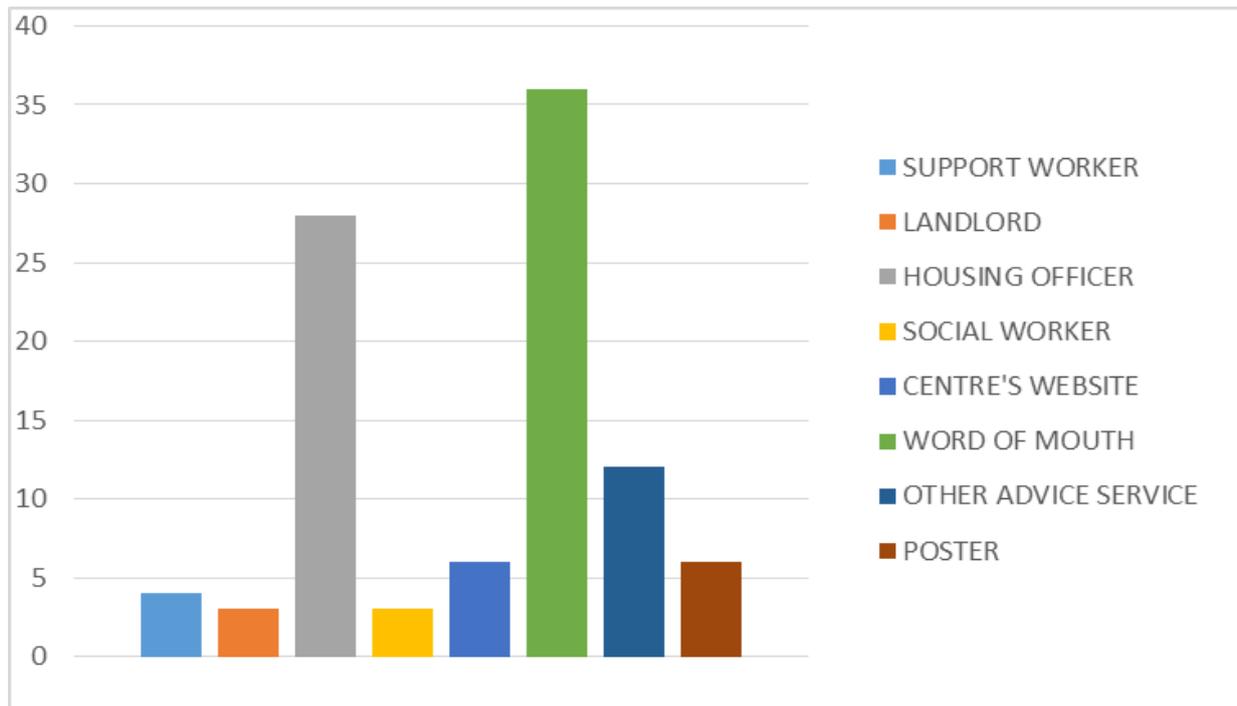
This year we have also included feedback relating to our HEY service within primary and secondary schools. Over 1750 pupils provided feedback with 41 teachers providing feedback.

Question 1 (First Home excluded)

How did you hear about the Centre?

As can be seen from the graph below our Service Users mainly hear about the Centre by Word of Mouth, 36 or through Council Housing Officers, 28. 3 Service Users heard about the Centre through a landlord such as South Ayrshire Council or Ayrshire Housing, 6 through the Centre's Website, 3 from Social Work and 4 from a Support Worker such as Barnardos or SeAscape. 12 Service Users heard about the Centre through other Advice/Government Services such as the Corner Shop. 6 Service Users heard about the Centre through a poster advertisement.

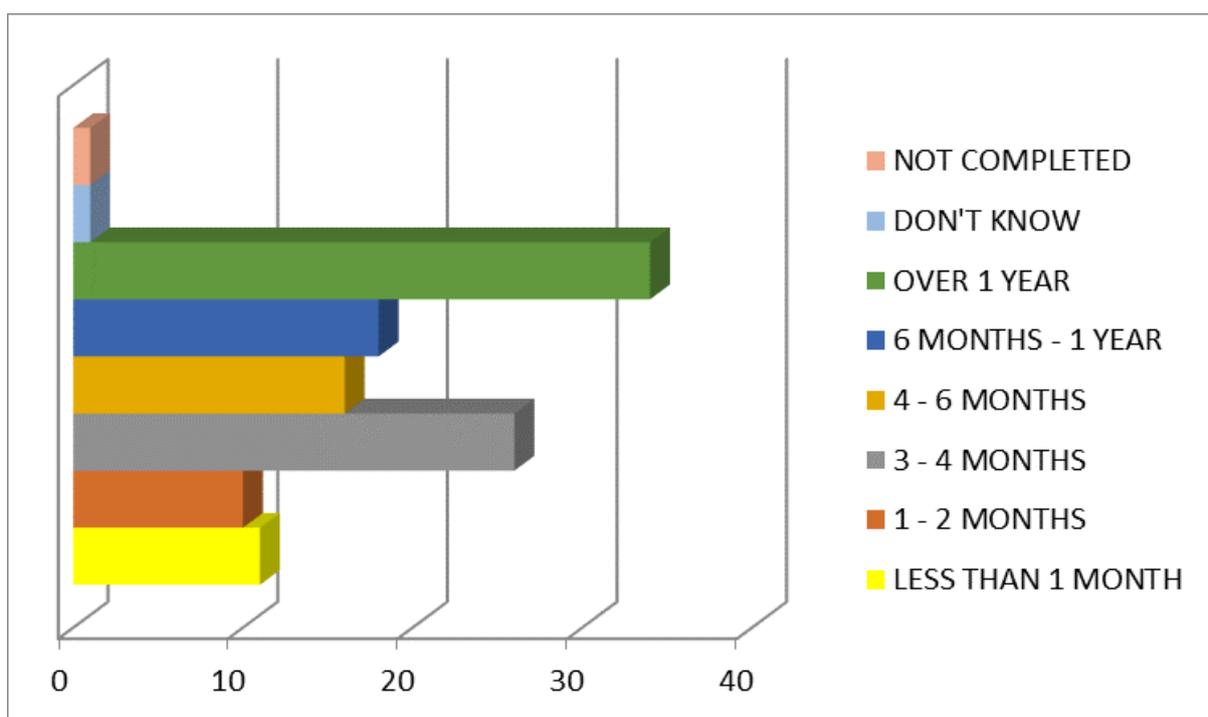
Please note some Service Users have chosen more than one option.



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, 11 cases, for over one year, 34 cases. 18 engaged with us for between 6 months to one year.



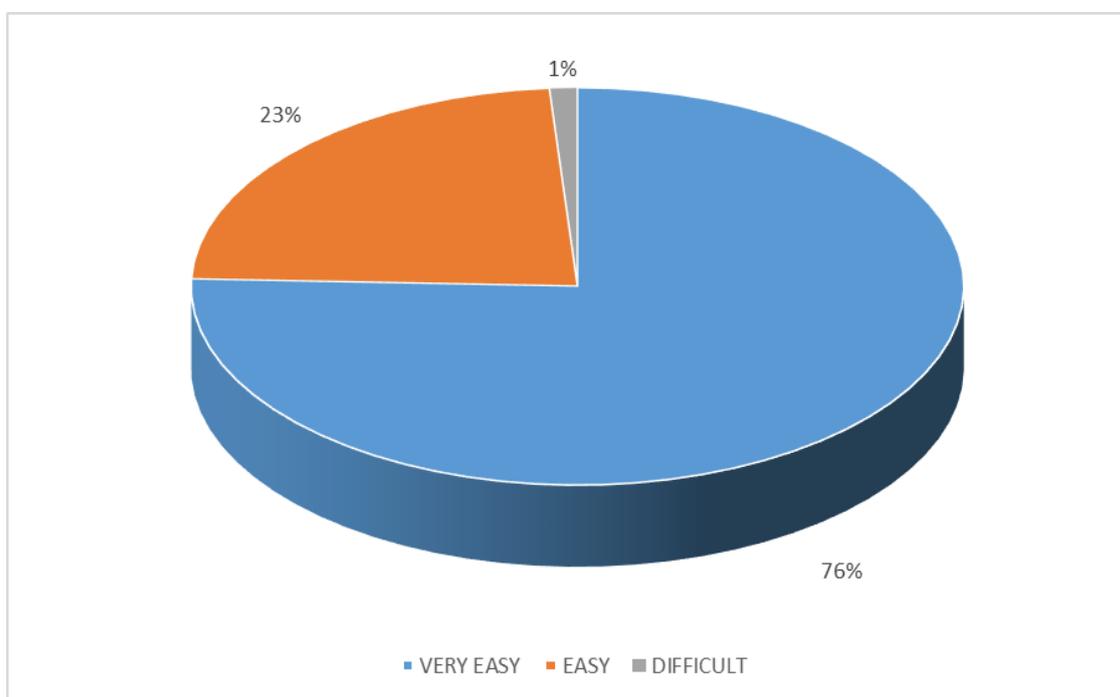
Question 3 (First Home excluded)

How easy was it to access the Service?

The majority of Service Users found the Service very easy to access, 65. 20 found the service easy to access. 1 Service User found the Service difficult to access at first.

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

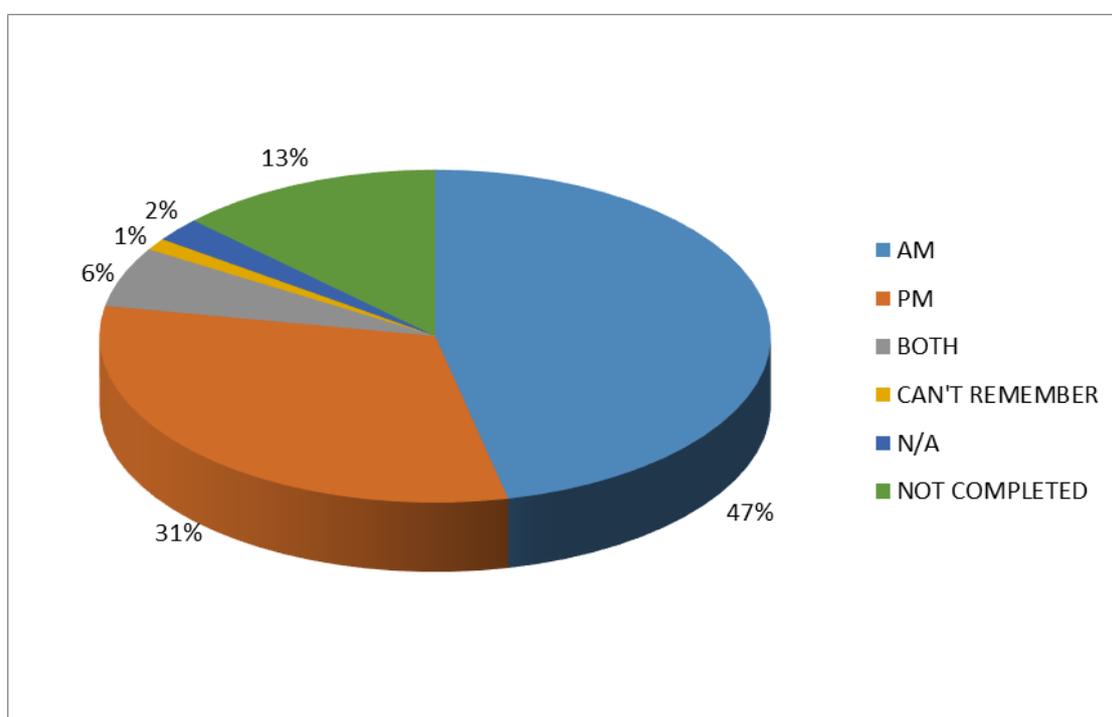
- ‘I just went in to the Centre and was seen within 10 minutes’
- ‘Have used before, went direct to them’
- ‘Just phoned for an appointment’
- ‘Phone call to Centre for information’



Question 3.1 (First Home excluded)

Was your appointment AM or PM?

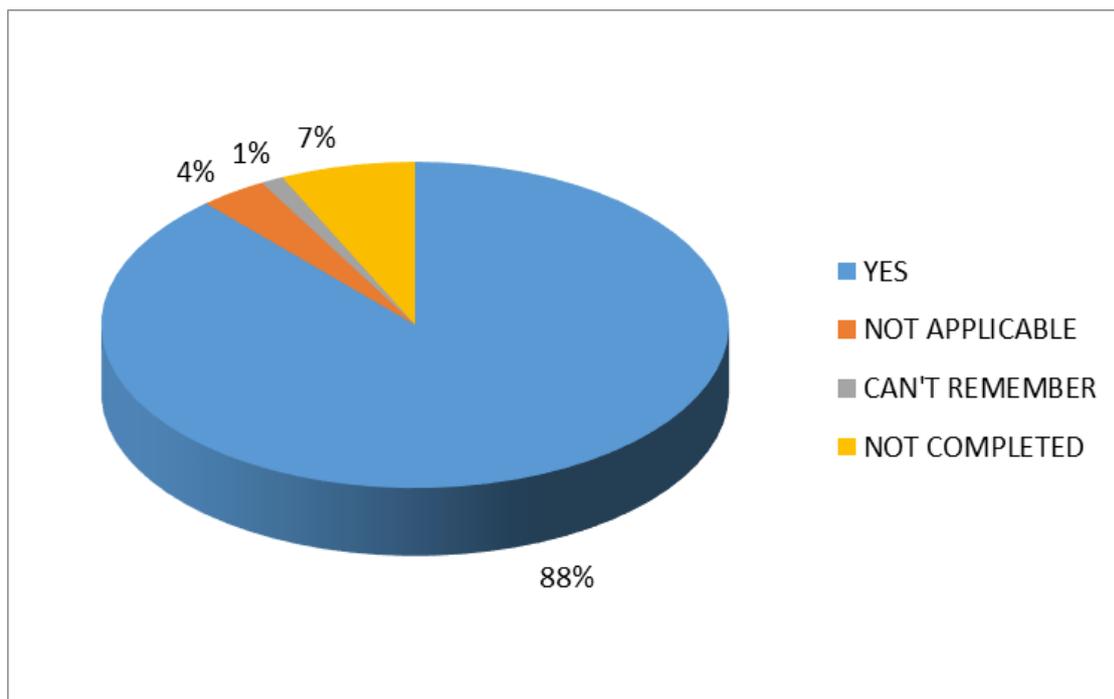
Service Users are given the choice of whether they require a morning or afternoon appointment and this is accommodated where possible. 40 appointments were in the morning, 27 in the afternoon. 5 Service Users had morning and afternoon appointments. 2 Service Users thought this question was not applicable to them, this could be due to the matter being resolved over the phone therefore no appointment would be necessary. 1 Service User could not remember when their appointment was. 11 Service Users did not complete this question.



Question 3.2 (First Home excluded)

Did the appointment time meet your requirements?

76 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. 6 Service Users did not complete this question. 1 Service User stated they could not remember when their initial appointment was.



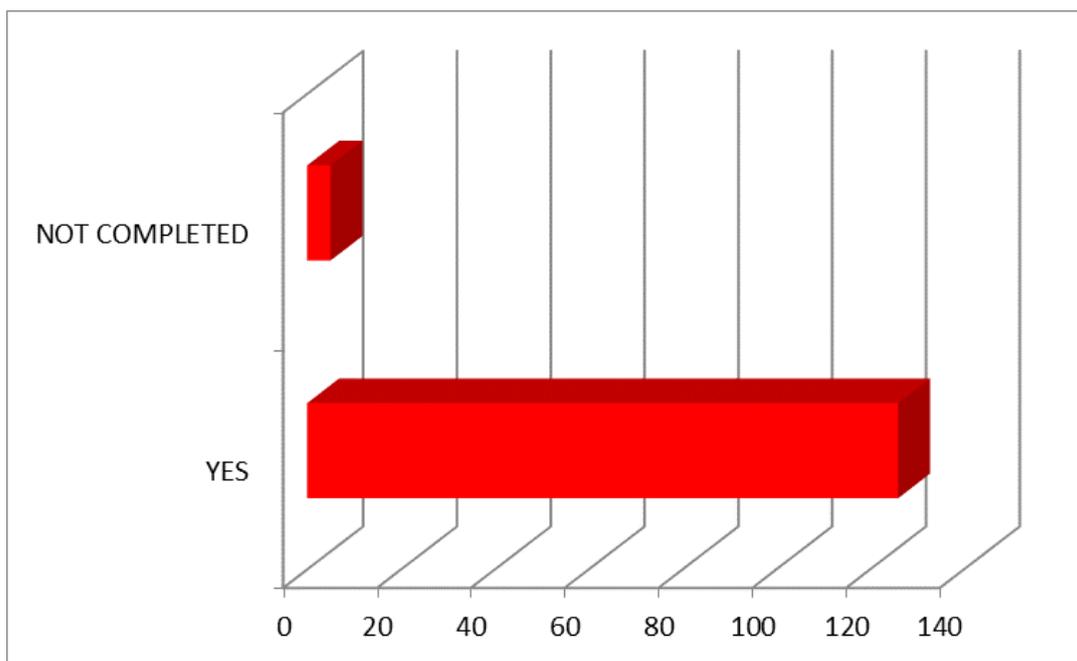
Question 4

Was the Service approachable and friendly?

112 of our Service Users found the Service approachable and friendly. 4 Service Users did not complete this question. 1 Service User found this question to be not applicable.

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

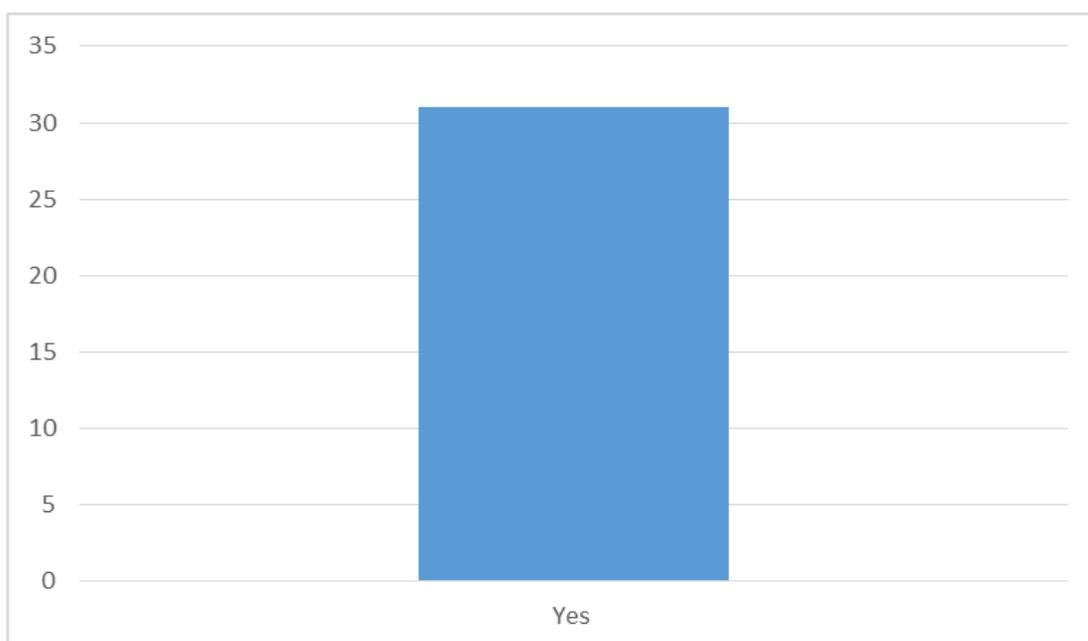
- ‘My Worker was helpful and answered what I needed’
- ‘The person dealing with me was most helpful and gave me lots of information’
- ‘Very friendly and explained what could be done for me’
- ‘Service is exceptional’



Question 5 (First Home only)

Was your Housing Application and the Application Process explained to you?

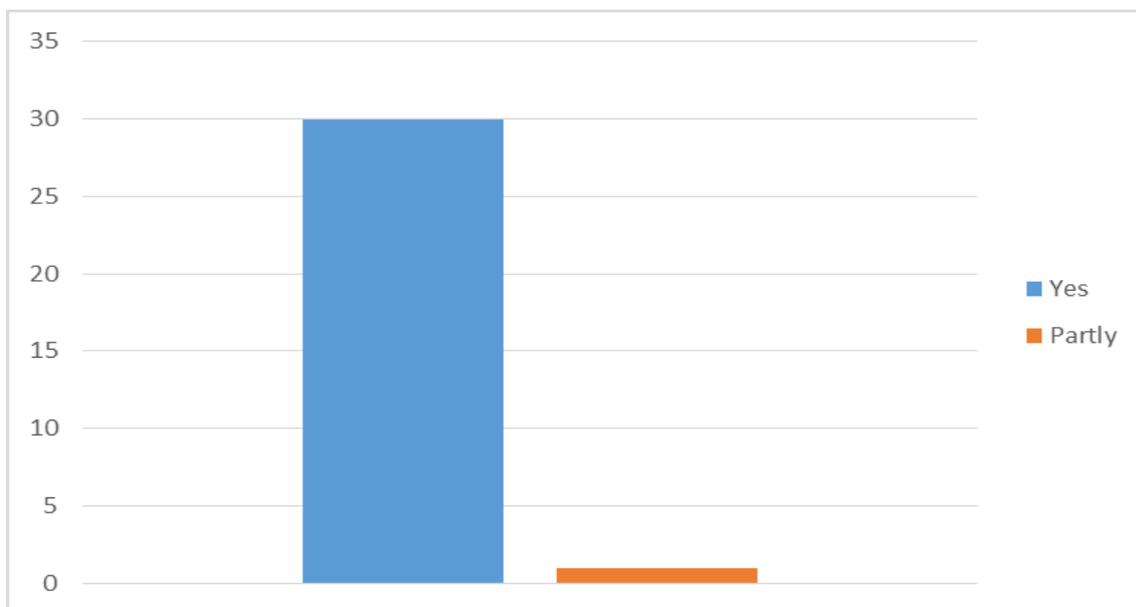
This is a new question that has been added into this Reporting Period. All 31 Service Users advised the Application process was explained to them.



Question 6 (First Home only)

Did you find this helped in reaching a decision regarding your Application?

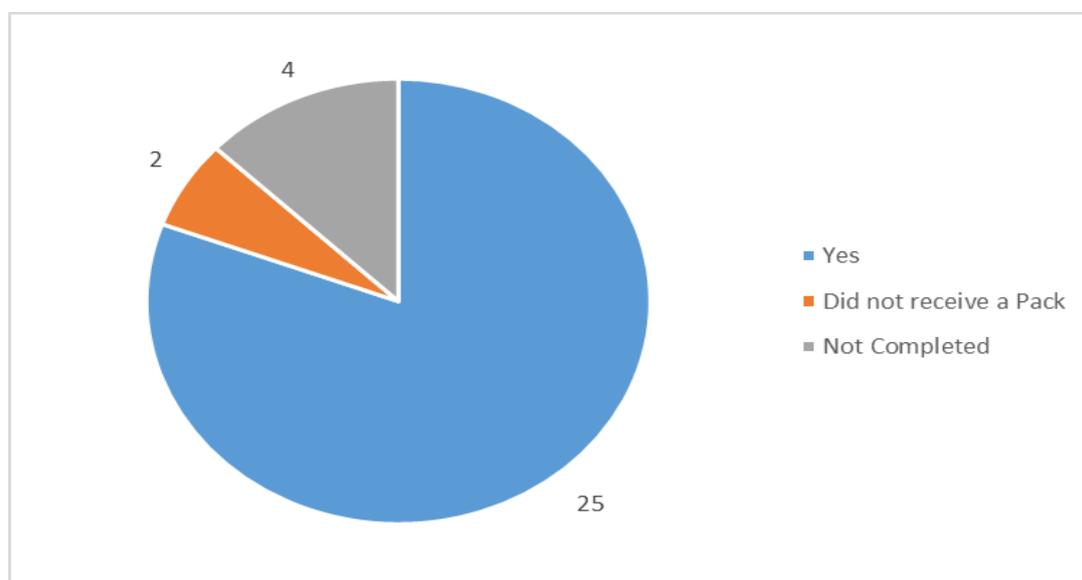
This is a new question that has been added into this Reporting Period. 30 Service Users answered yes to this question and 1 Service User stated this partly helped.



Question 7 (First Home only)

Did you find the First Home Pack/Information useful?

This is a new question that has been added into this Reporting Period. 25 Service Users found the First Home Pack useful, 2 did not receive one and 4 did not complete this question.



Question 8

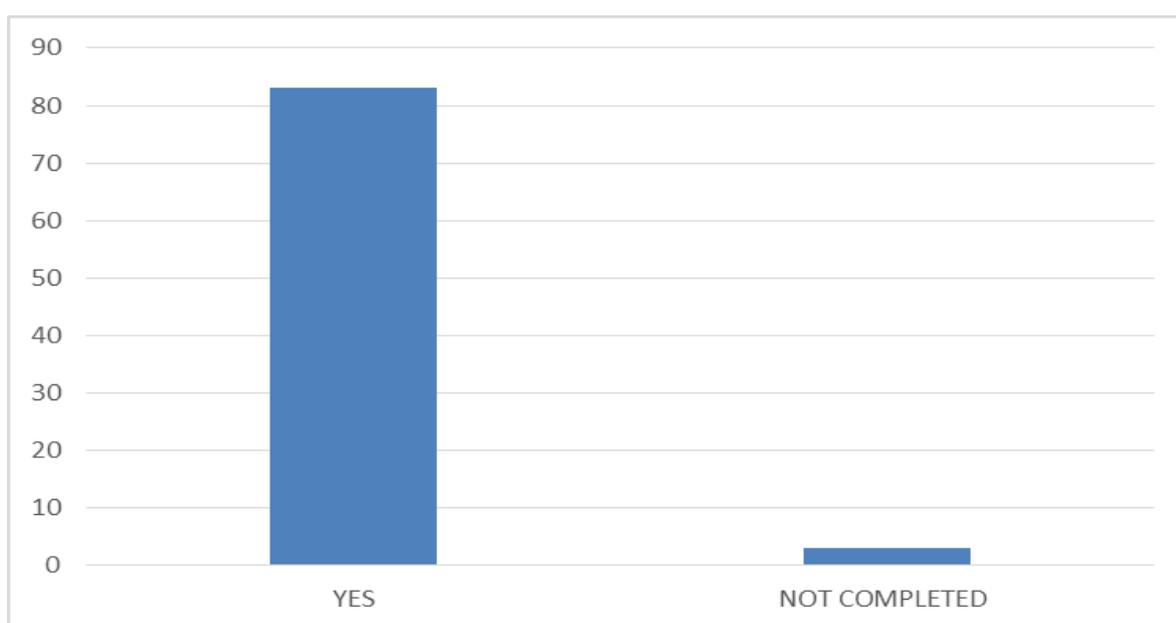
How would you rate your Adviser/Sustainment/ First Home Worker on:

	<u>VERY GOOD</u>	<u>GOOD</u>	<u>FAIR</u>	<u>NOT COMPLETED</u>
• Politeness	109	5		3
• Respect	111	3		3
• Consideration	110	3	1	3
• Reliability	109	5		3
• Friendliness	110	3	1	3

Question 9 (First Home excluded)

Was the information you were given accurate?

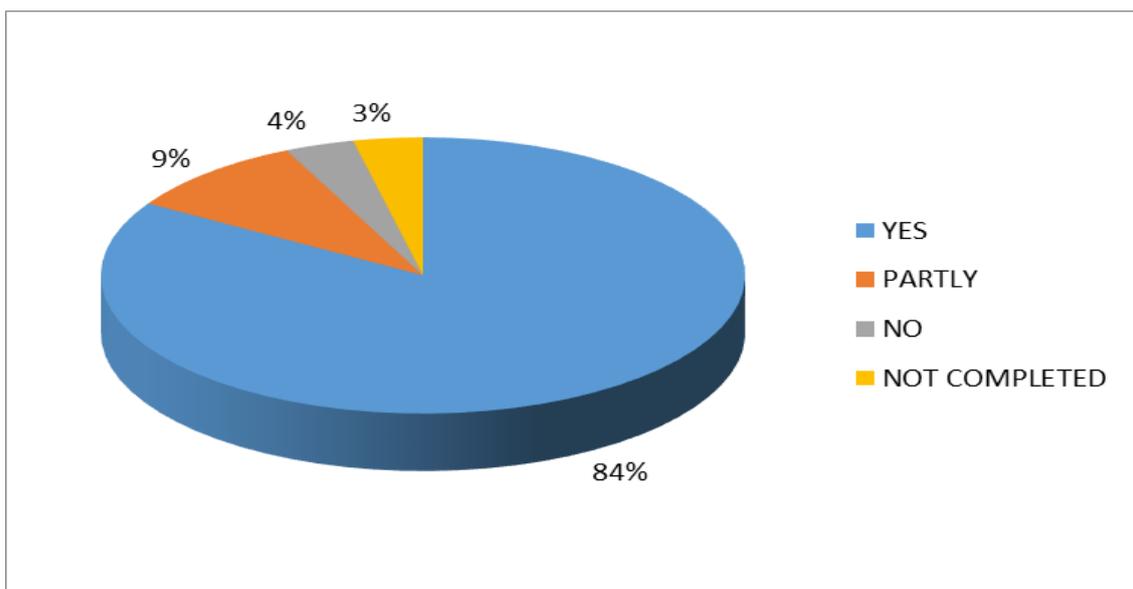
83 Service Users found the information they were given to be accurate. 3 Service Users did not complete the question.



Question 10 (First Home excluded)

Did the information/advice resolve your problem?

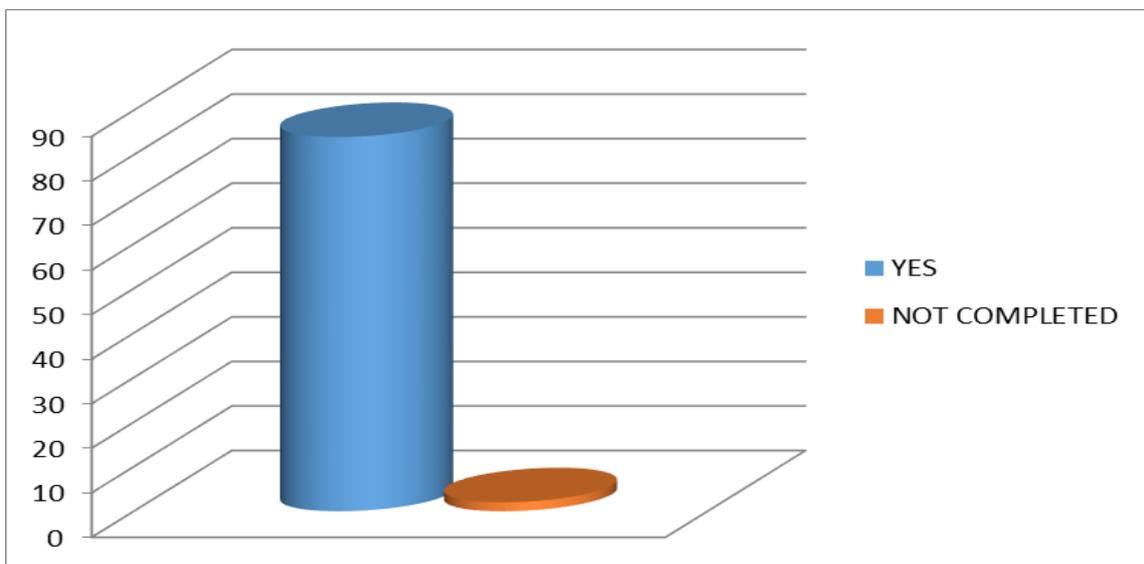
72 Service Users thought the information and advice they received was sufficient and 8 stated it was partly sufficient. 3 Service Users thought the information and advice did not help them and 3 Service Users did not complete the question.



Question 11 (First Home excluded)

Did you find the Service easy to use?

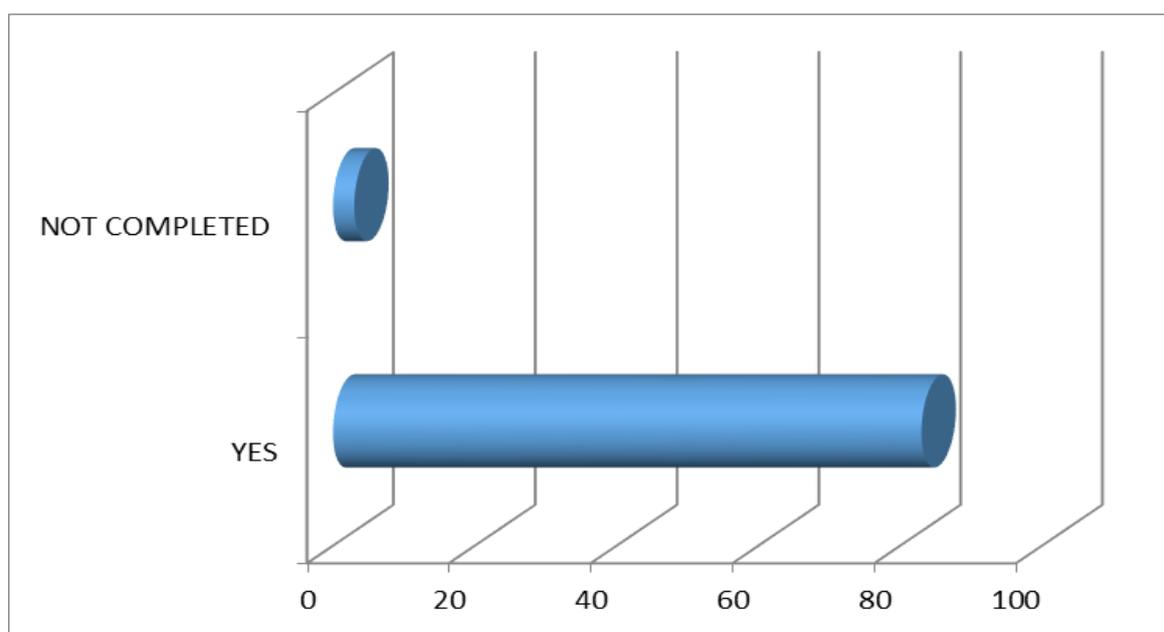
84 Service Users found the Service easy to use and 2 Service Users did not complete the question.



Question 12 (First Home excluded)

Would you use the Service again?

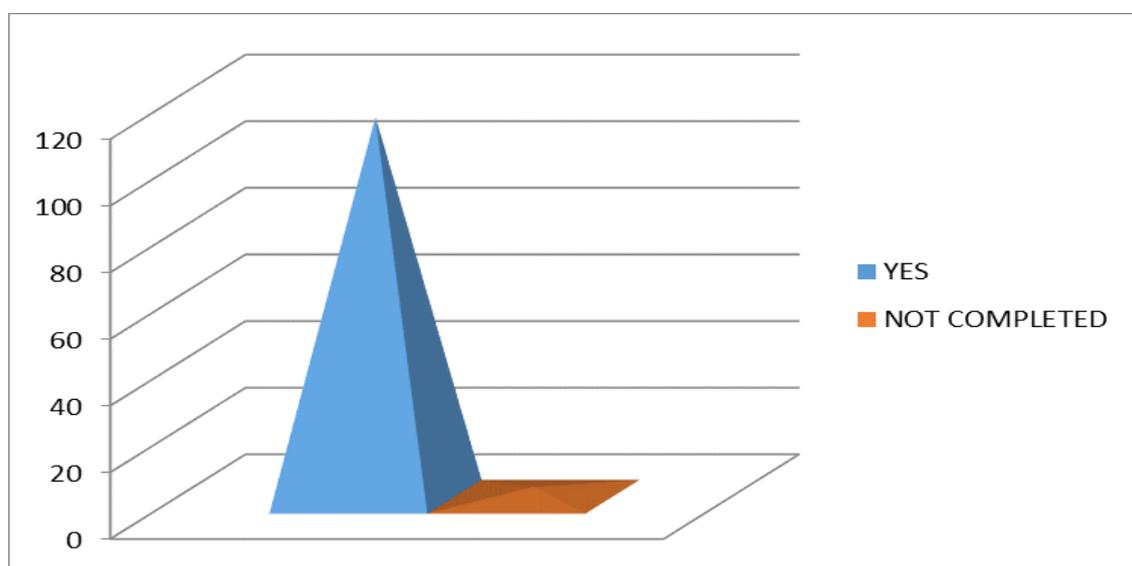
83 Service Users would use the Service again and 3 Service Users did not complete the question.



Question 13

Would you recommend this Service to a friend?

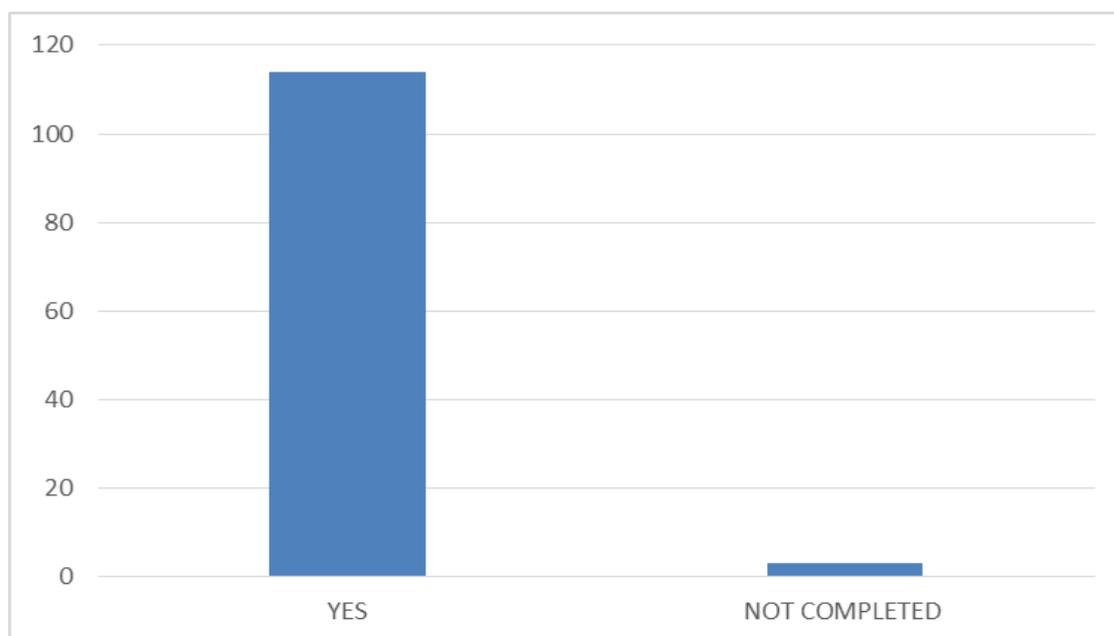
114 Service Users stated they would recommend this Service to a friend and 3 Service Users did not complete the question.



Question 14

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

114 Service Users agreed it is good to have this Service in their area. 3 Service Users did not complete the question.



Question 15

What did you think about the Service you received?

102 Service Users answered the above question, 15 did not.

Some of the various comments noted are shown below:

Will do anything possible to help

Wonderful and supportive

Good, friendly advice

Helped me out with budgeting

Very helpful and considerate

Accurate, extremely helpful and reassuring

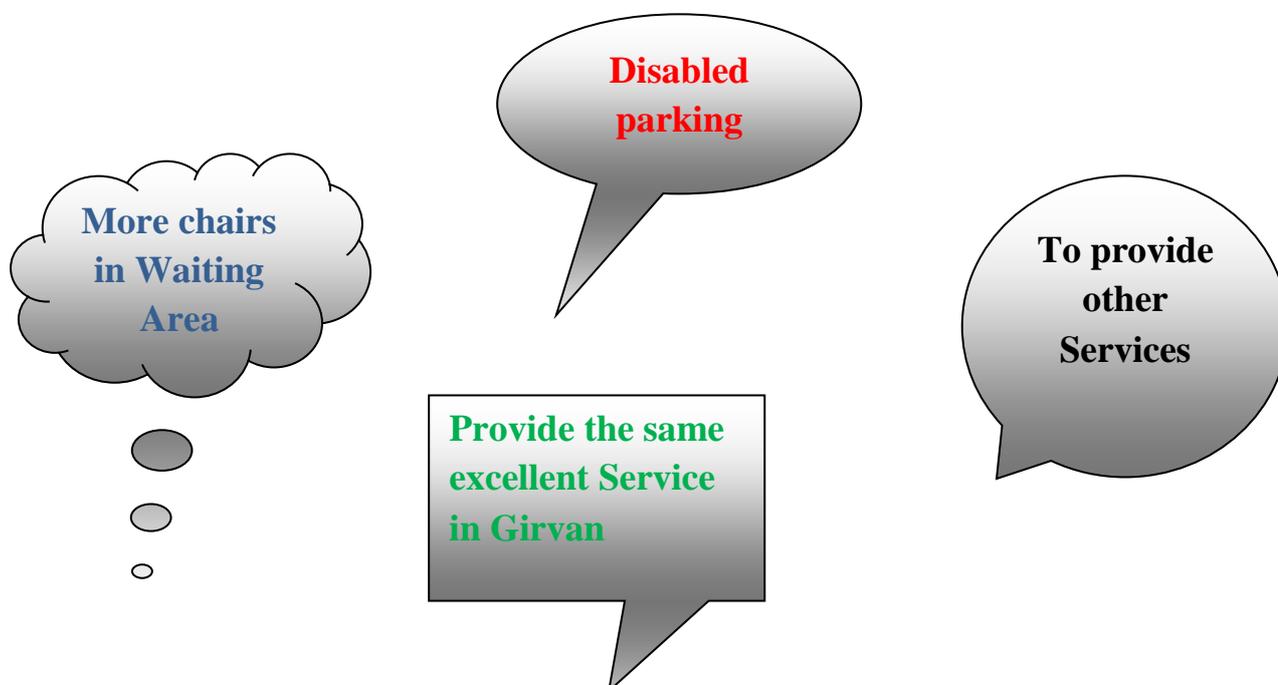
- ‘Excellent, I felt so much pressure was taken off me even after first visit’
- ‘Great helped me to resolve a lot of problems and ease worry’
- ‘Excellent, received answer to my query within an hour’
- ‘Helped me know my rights and set up a new home’
- ‘I couldn’t have managed without the financial advice and moral support of my adviser’
- ‘Supportive, patient and genuinely interested to help others in difficulty’
- ‘Helpful and non-discriminatory, felt comfortable with Staff’
- ‘Very helpful, advice given could be sourced with difficulty elsewhere’

Question 16

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

86 Service Users completed this question, 31 did not.

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



- ‘Email address for Adviser’s instead of shared mailbox’
- ‘I think the Service should be advertised more as I don’t think enough people know about it’

- ‘To make people in need aware of the Services available’
- ‘A longer time cooking, painting and decorating for First Home Programme’
- ‘No. if other Services could be of this standard it would be a great relief’
- ‘No, keep up the good work’
- ‘No, Service was explained perfectly’
- ‘No, my Worker is a great asset to Ayr Housing Aid Centre’

Question 17

Could you suggest any other services the Centre could provide?

59 Service Users responded and 27 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:



- ‘Help with Welfare Rights’
- ‘Help for the elderly’
- ‘A Councillor that could come out for home visits for people who have problems’

- ‘Maybe move building into town’
- ‘Why dilute the Services that you already provide so well’
- ‘With Universal Credits about to start there will be a lot of people needing help’

Question 17.1 (First Home Service only)

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

18 Service Users responded and 13 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:

**More information for
Young Single Mums**

**Advice if circumstances at
home are not good**

**Courses in the
Area**

Question 18

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

38 Service Users would like feedback on their comments and 79 would not. Please note that 12 of these Service Users did not complete this question.

If yes how would you like us to contact you?

Phone	-	9
Letter	-	17
Email	-	10
Text	-	5
In Person	-	1

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

Question 19

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

33 Services Users would be interested in becoming more involved with the Centre, 2 in a future date, 2 advised they might and 56 would not. 24 Service Users did not complete the question.

Question 19.1 (First Home excluded)

If yes what would you like to become involved with?

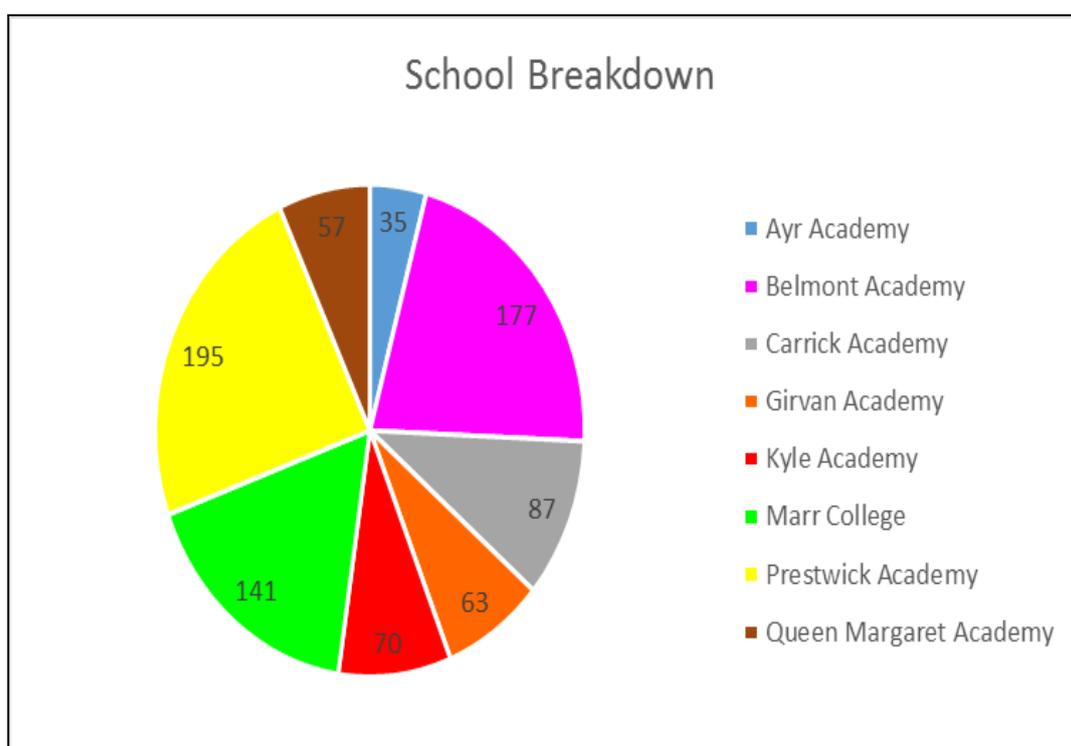
Service User Involvement - Group Forum	-	5
Policy/Service Development	-	1
Consultation/Sounding Board for changes	-	3
Become a Member of the Management Committee	-	2
Volunteer - Administration	-	8
Volunteer - Fundraising	-	3
Volunteer - Trainee Adviser	-	7
Yes but no heading chosen	-	3

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

Housing Education for Youths

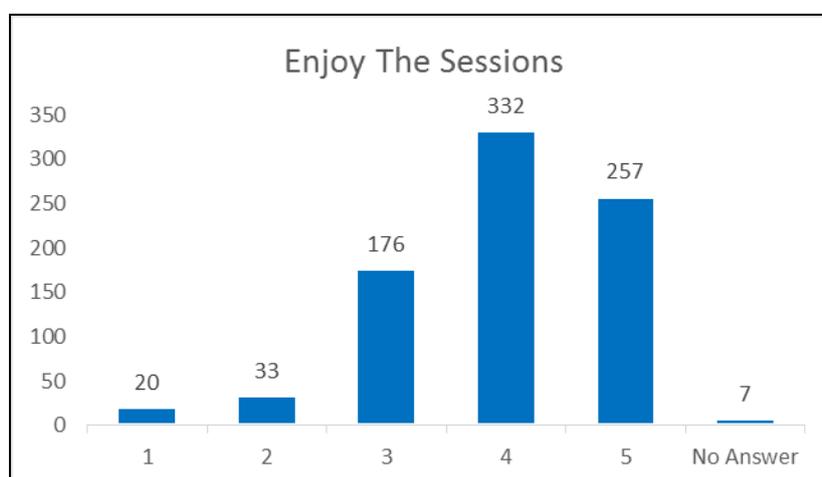
Secondary Schools

Out of the 959 pupils who received the sessions or part of the session 825 evaluations were returned at the end of session 2.



Did you enjoy the sessions?

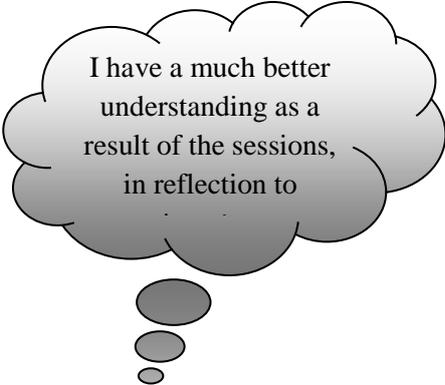
Scale 1 – 5 (5 being highest)



Other comments?



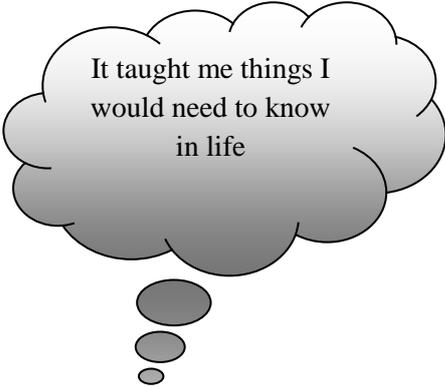
It was helpful/
Interesting to know
that there is always an
option



I have a much better
understanding as a
result of the sessions,
in reflection to



I didn't know about
all these different
housing options.
Thanks



It taught me things I
would need to know
in life

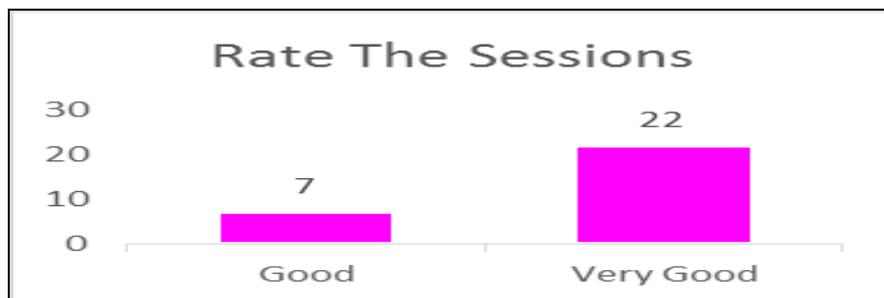
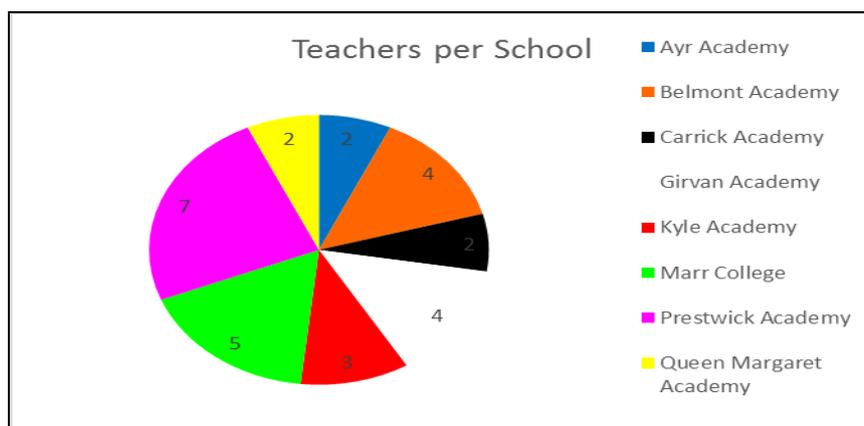


Suzanne was nice to
us and made it easy

Teachers evaluations HEY

It is very important that feedback is given by the teachers and this year 29 teachers provided feedback.

Number of teachers per school who completed evaluation



Teachers Comments

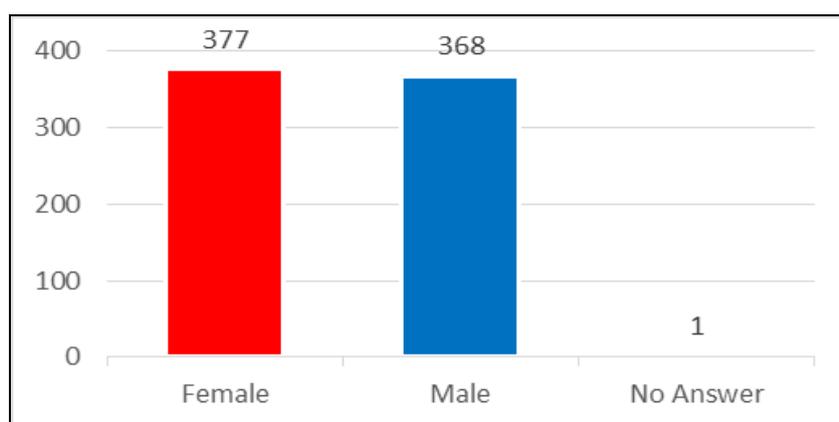
Outlined below is a selection of comments from class Teachers

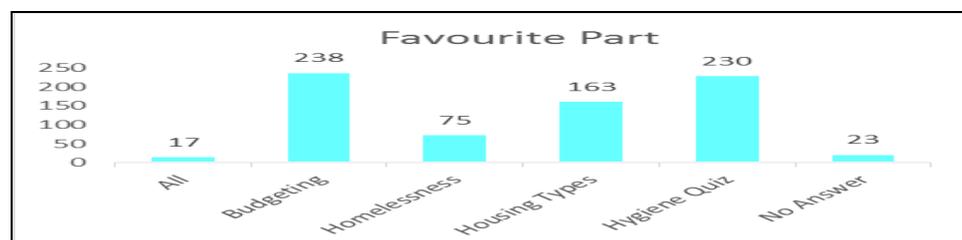
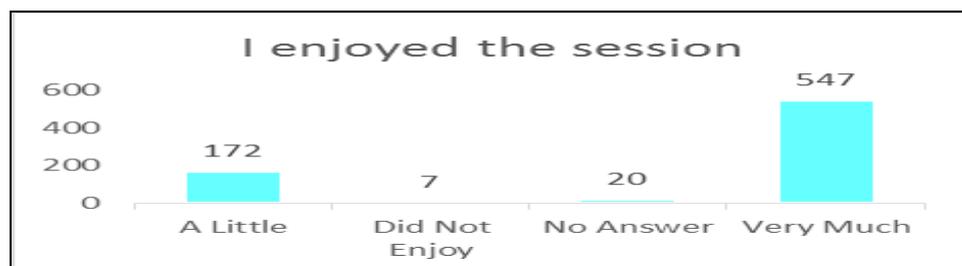
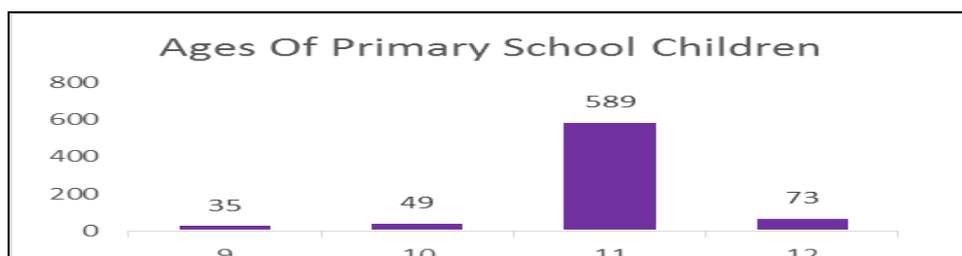


Primary Schools

Total number of pupils who received lessons Jan 2014 – June 2015 (746)

Primary 7 Pupils





I didn't have a least favourite part it was all really fun

I am now aware why bills are so important

I really enjoyed this lesson especially the budgeting. I did enjoy most of the learning and it was very fun too.

12 Primary Teachers Comments

I was surprised by how much I didn't know, never mind the kids!

Fantastic Sessions - Thank you

A lot of pupil interaction throughout the session works really well

Details explained to the children in a suitable manner

Level of education was great

Wide variety of facts, information and activities included in presentation

First part was quite challenging but still appropriate

Conclusion

This year we have incorporated feedback from our group sessions within Secondary and Primary Schools provided by our Hey Service. 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 deliver our Services.

In terms of individual Service User 117 completed service user feedback forms, 275 (around 24% of overall cases opened) was sent out, which equates to 42.5% return. There are variations per Service and we will seek to increase returns rates particularly within Tenure Sustainment.

There has been a significant number of Service Users (37) expressing an interest in the operations of the Centre and becoming more involved. Clearly we welcome this and will need to make an appropriate response.

In terms of our Facebook page over the Report year there was 178 likes.

In addition to the above our HEY Services seek feedback from pupils and teachers, these have all been very positive with over 1,570 pupils and 41 teachers submitting feedback. The Centre has produced separate Reports on HEY operations in 2014/15.

In overall terms there was over 1,906 sources of feedback relating to our Services during 2014/15.

We commend all Staff on the positive feedback from our Service Users. This highlights their commitment and the commitment of the Centre to quality Services. This quality is further recognised by Audits and Inspections from External Regulators which have all provided first class outcomes.

John Mulholland
CEO

Karen Taylor
Admin Officer