



Independent Housing Advice
Service within South Ayrshire

SERVICE USER FEEDBACK ANNUAL REPORT

July 2015 – June 2016

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1.0 Introduction

The Centre has produced a Service User Feedback Annual Report for cases opened during the period July 2015 to June 2016. We sent out 217 questionnaires for our Housing Information and Advice Service, 59 of these questionnaires were returned, 27%, (36% last year). 53 questionnaires were sent out to our Tenure Sustainment Service Users, 25 of these were returned 47% (39% last year). 38 questionnaires were sent out to our First Home Service Users, 35 of these were returned, 92% (77.5% 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 the First Home Service are excluded from are Questions 1, 3, 3.1, 3.2, 9, 10, 11, 12, 17 and 19.1. Please note Questions 5, 6, 7 and 17.1 relates to the First Home Service.

Over and above the Service User Feedback the First Home Service received 4 Parent Feedback Forms, 23 Interim Feedback Forms and 7 complete tracking feedback (these are First Home follow up cases which have been closed for 6 months).

This year we have also included feedback relating to our HEY service within Primary and Secondary Schools. 1,156 pupils provided feedback with 41 teachers providing feedback.

2.0 Service User Feedback Questions

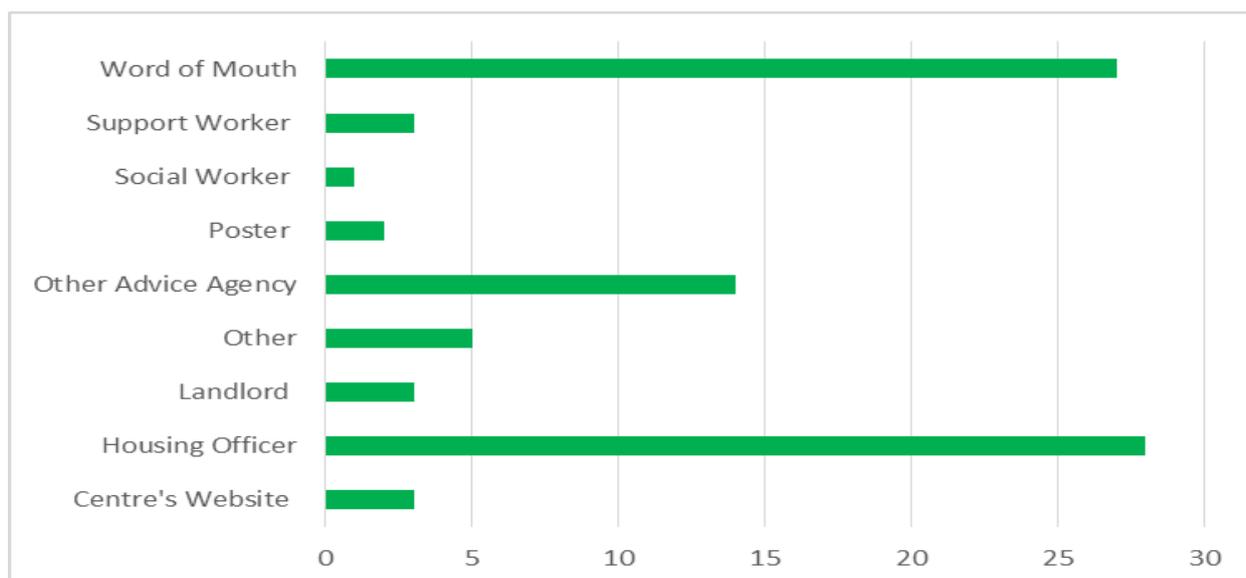
This section will consider a range of questions relevant to the delivery of the service and quality.

Question 1 (First Home excluded)

2.1 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, 27 or through Council Housing Officers, 28. 3 Service Users heard about the Centre through a landlord such as South Ayrshire Council or Ayrshire Housing, 3 through the Centre's Website, 1 from Social Work and 3 from a Support Worker such as Barnardos or SeAscape. 14 Service Users heard about the Centre through other Advice/Government Services such as the Citizens Advice, Victim Support and Combat Stress. 2 Service Users heard about the Centre through a poster advertisement. 5 Service Users advised they heard about the Centre through other resources.

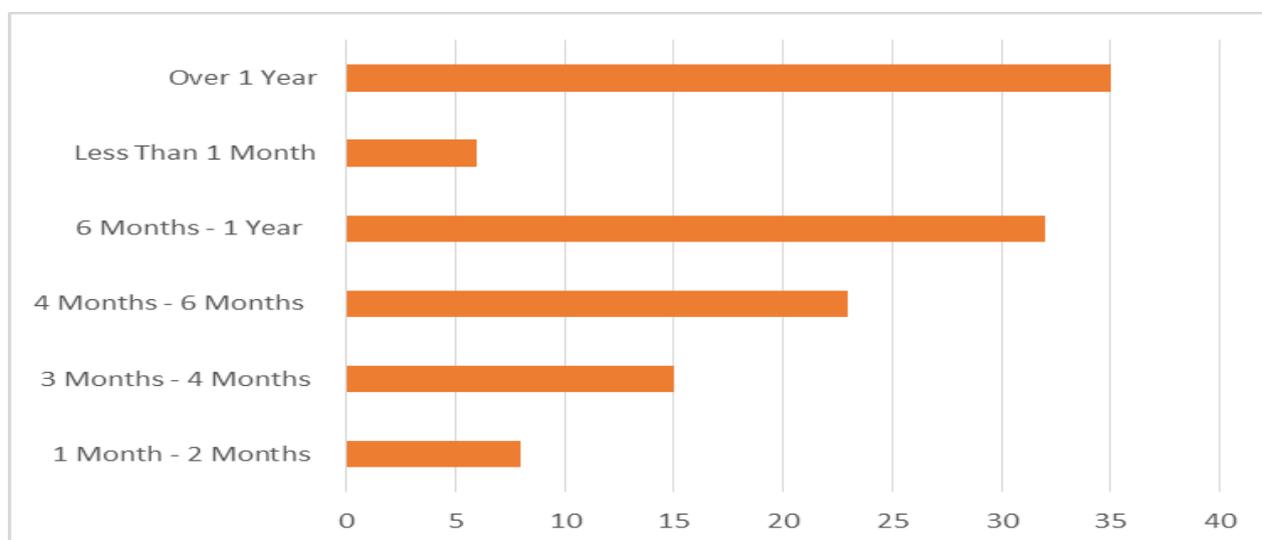
Please note some Service Users have chosen more than one option.



Question 2

2.2 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, 6 cases, for over one year, 35 cases. 32 Service Users engaged with us for between 6 months to one year.



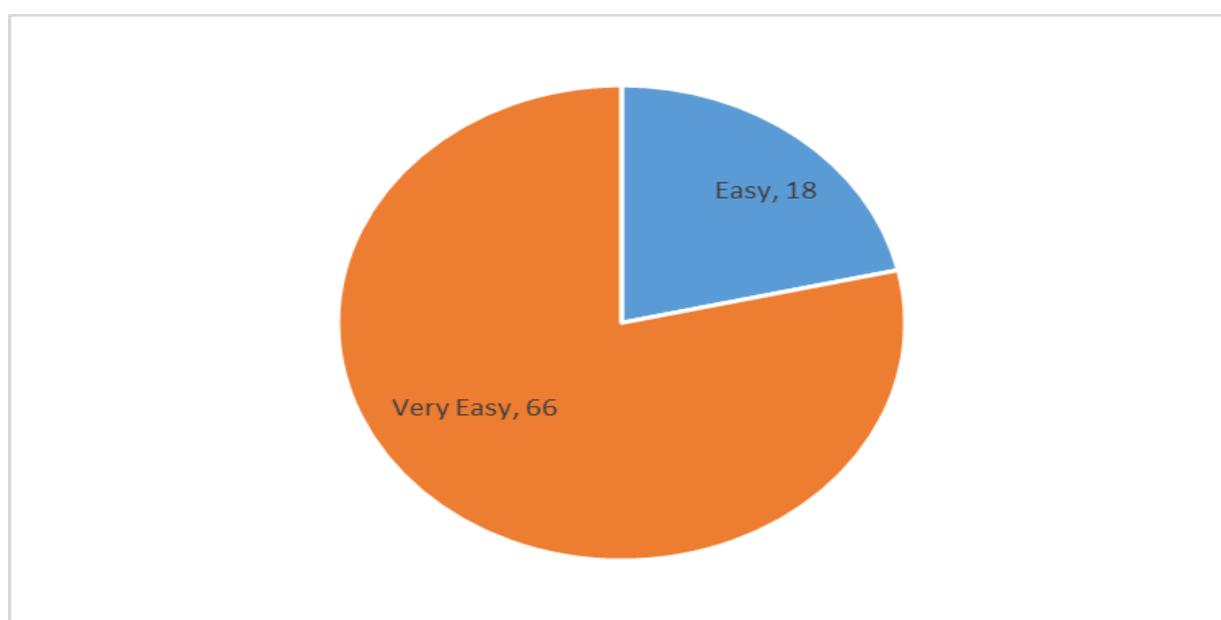
Question 3 (First Home excluded)

2.3 How easy was it to access the Service?

The majority of our Service Users found the Service very easy to access, 66. 18 found the service easy to access.

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

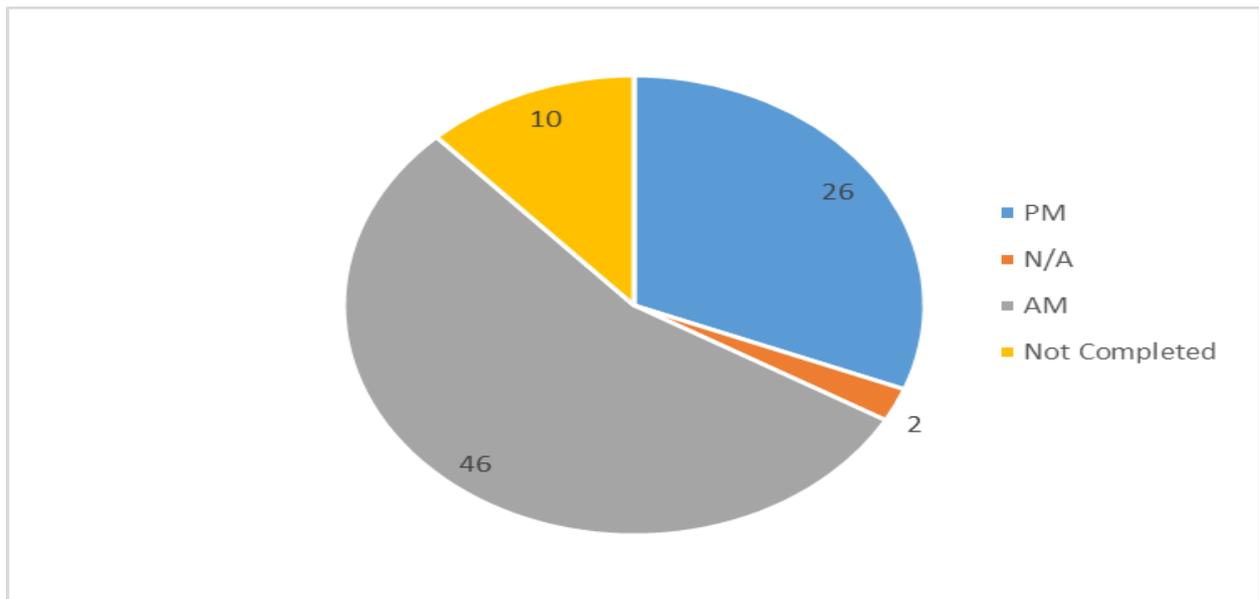
- ‘No matter if you phone or go into the Office you will be seen right away or an appointment will be made’
- ‘The people were easy to talk to and if the person was not available they would try and help or put me through to someone who could help’
- ‘Very helpful, patient, understanding and useful’
- ‘I simply emailed and I had a response the same day’



Question 3.1 (First Home excluded)

2.4 Was your appointment AM or PM?

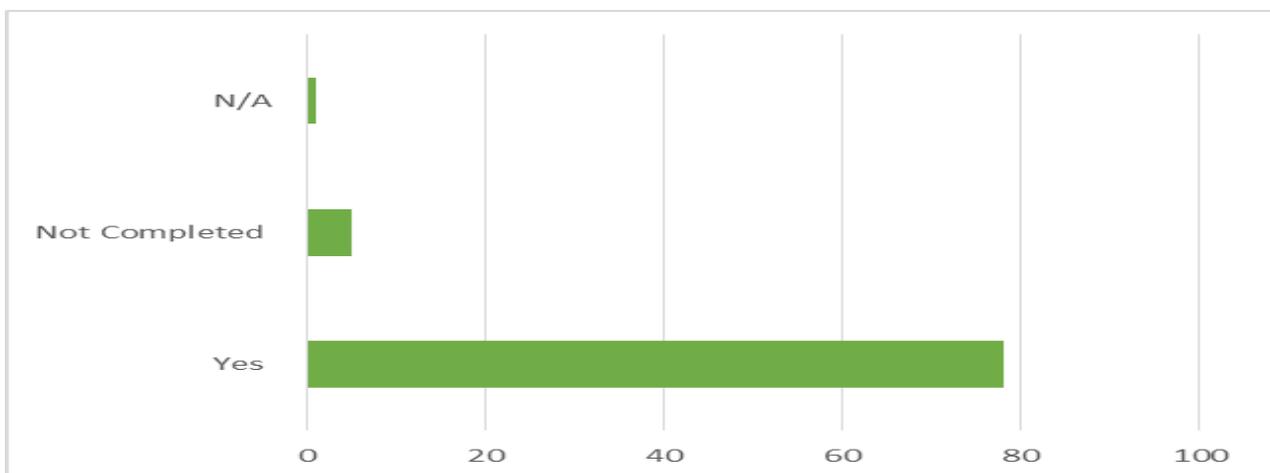
Service Users are given the choice of whether they require a morning or afternoon appointment and this is accommodated where possible. 46 appointments were in the morning, 26 in the afternoon. 2 Service Users thought this question was not applicable to them, this could be due to the matter being resolved over the phone therefore no appointment would be necessary. 10 Service Users did not complete this question.



Question 3.2 (First Home excluded)

2.5 Did the appointment time meet your requirements?

78 Service Users confirmed the appointment time they were given by Staff met their requirements. 1 Service User had stated this question was not applicable to them. 5 Service Users did not complete this question.



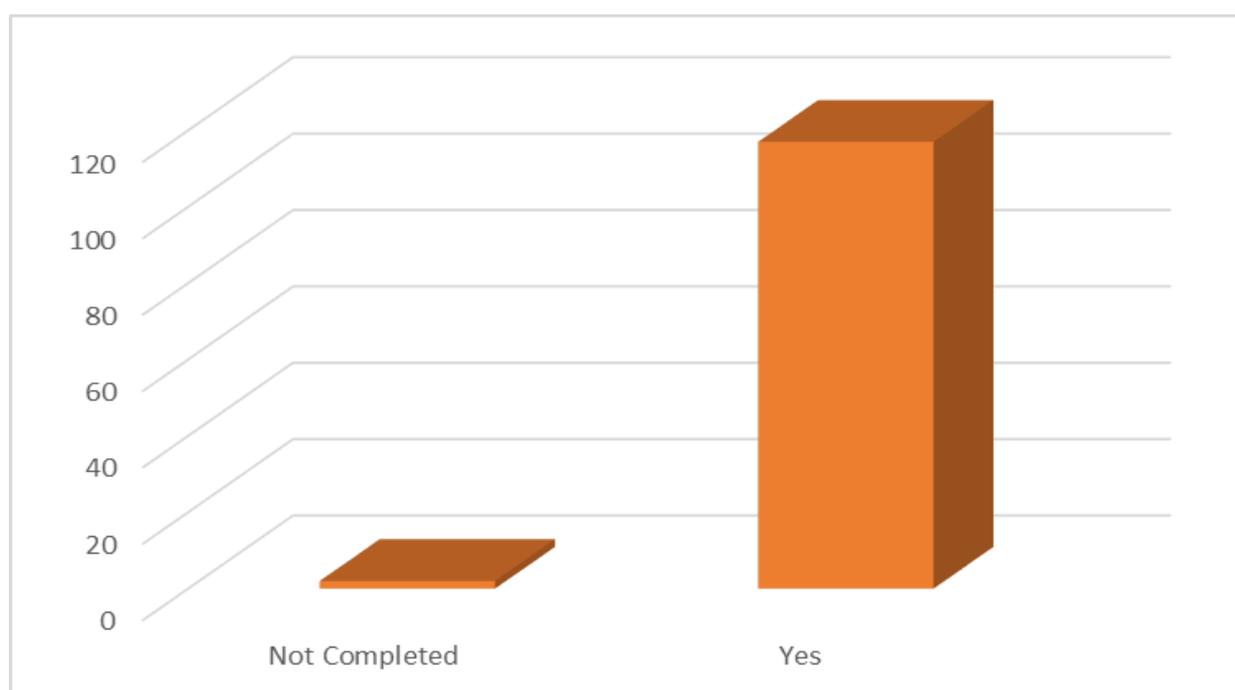
Question 4

2.6 Was the Service approachable and friendly?

117 of our Service Users found the Service approachable and friendly. 2 Service Users did not complete this question.

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

- ‘The Staff have a great knowledge of Housing Issues that puts one at ease right away and are so willing to help’
- ‘Always feel that the Staff are on your side’
- ‘All the Staff were very friendly and Easy to talk to’
- ‘Kept me calm, allowed me to gather my thoughts and emotions and was always available and friendly’



Question 5 (First Home only)

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

34 Service Users advised the Application process was explained to them and 1 advised it was not as they already knew how the process worked.

Question 6 (First Home only)

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

All 35 Service Users answered yes to the above question.

Question 7 (First Home only)

2.9 Did you find the First Home Pack/Information useful?

34 Service Users found the First Home Pack useful and 1 did not receive one as they did not require one.

Question 8

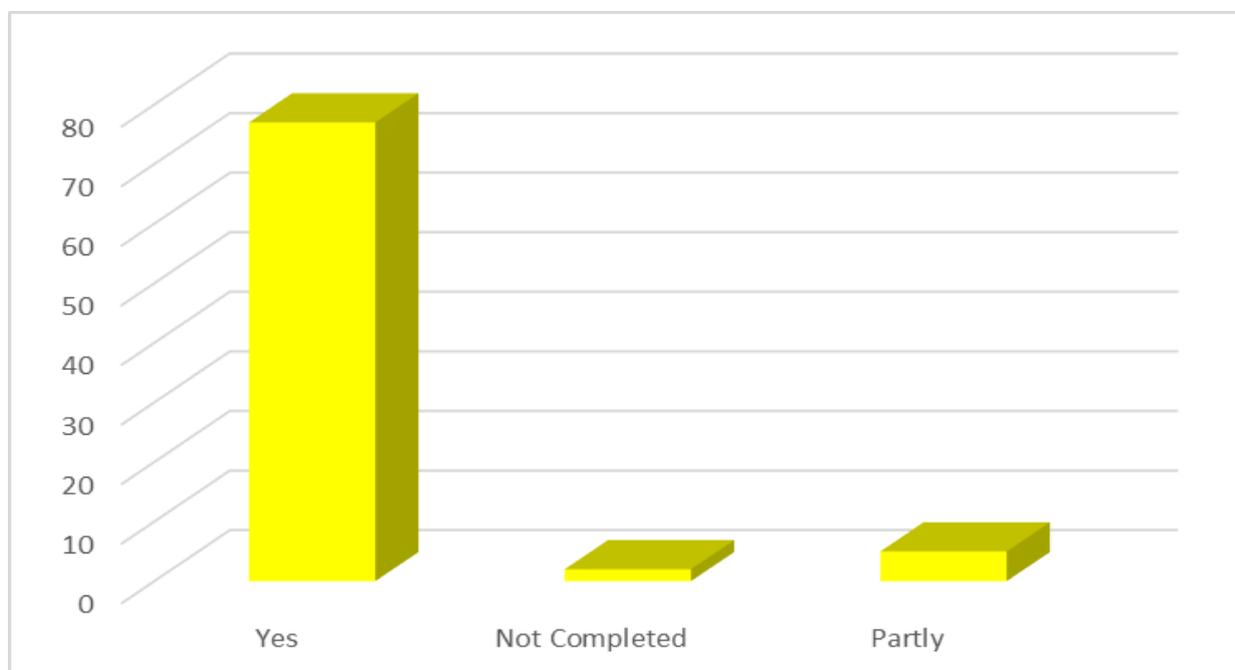
2.10 How would you rate your Adviser/Sustainment/ First Home Worker on:

	<u>VERY GOOD</u> <u>GOOD</u>	<u>FAIR</u>	<u>NOT COMPLETED</u>
• Politeness	107	9	3
• Respect	110	7	2
• Consideration	108	9	2
• Reliability	106	10	3
• Friendliness	111	6	2

Question 9 (First Home excluded)

2.11 Was the information you were given accurate?

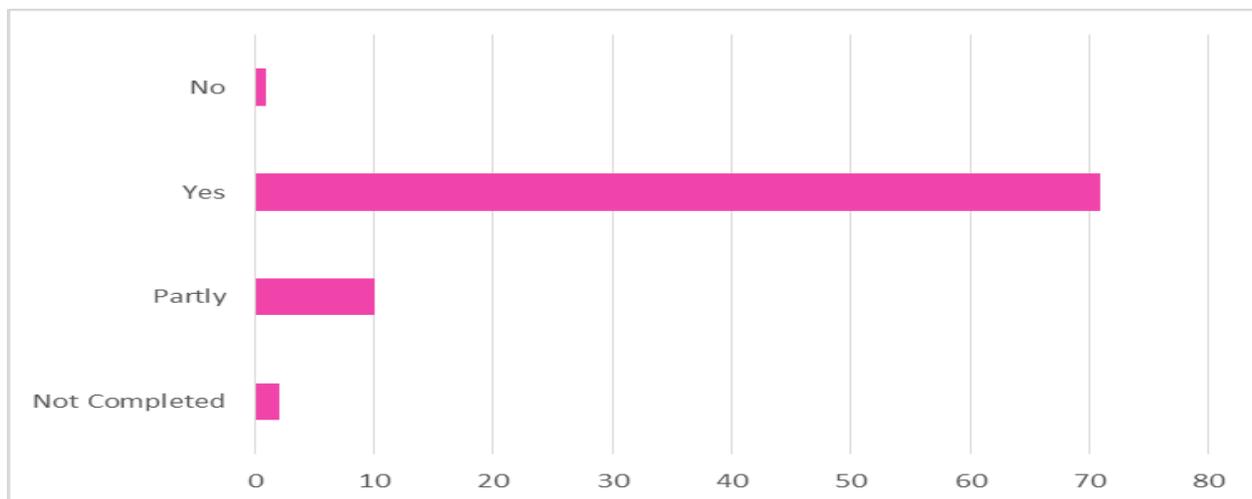
77 Service Users found the information they were given to be accurate. 5 Service Users found the information to be partially accurate. 2 Service Users did not complete the question.



Question 10 (First Home excluded)

2.12 Did the information/advice resolve your problem?

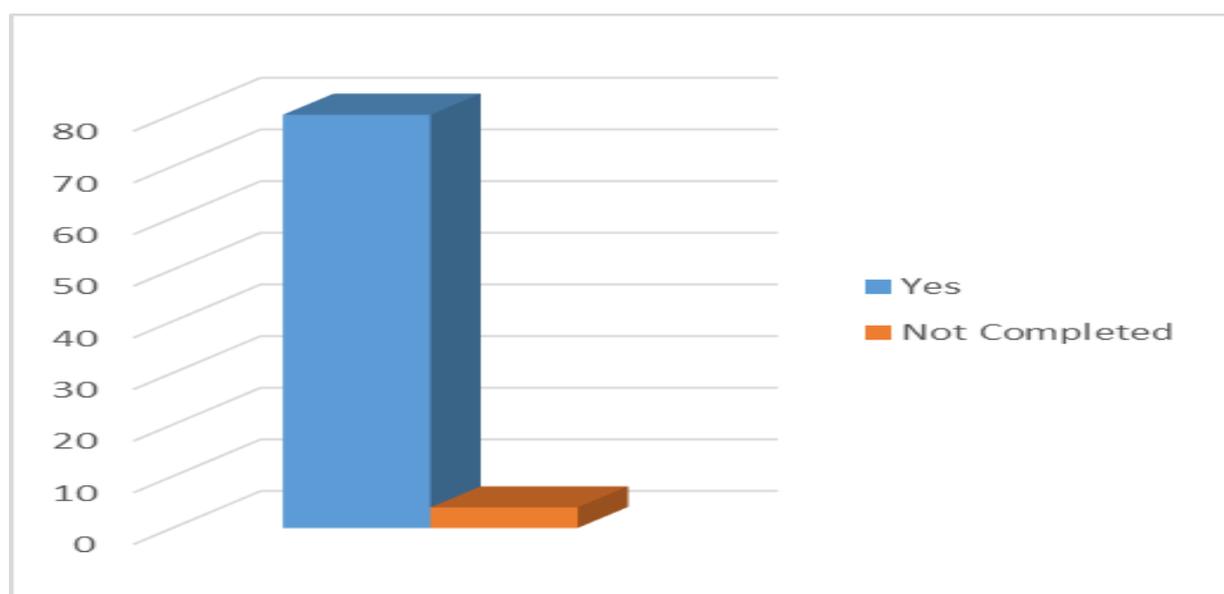
71 Service Users thought the information and advice they received was sufficient and 10 stated it was partly sufficient. 1 Service User thought the information and advice did not help them and 2 Service Users did not complete the question.



Question 11 (First Home excluded)

2.13 Did you find the Service easy to use?

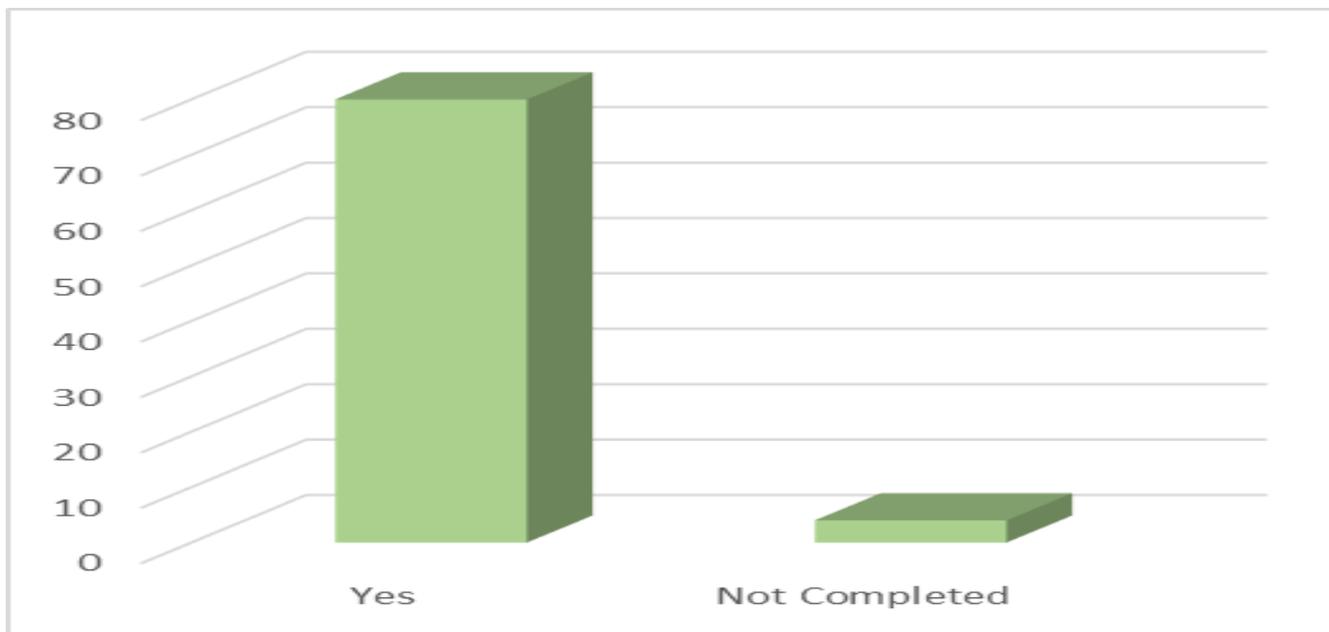
80 Service Users found the Service easy to use and 4 Service Users did not complete the question.



Question 12 (First Home excluded)

2.14 Would you use the Service again?

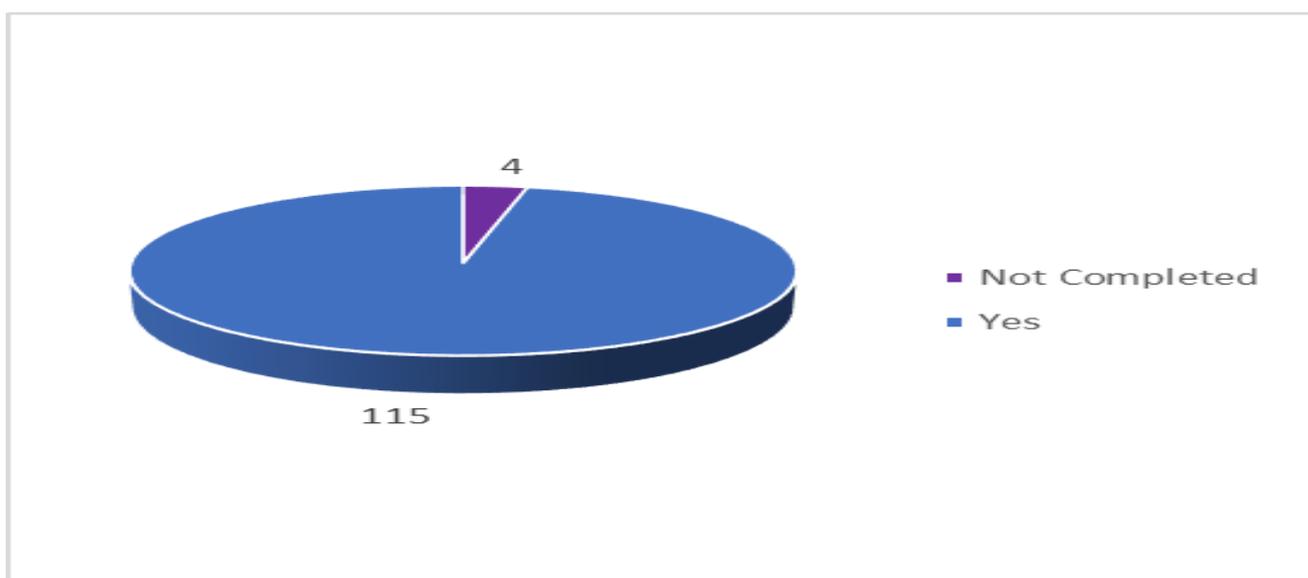
80 Service Users would use the Service again and 4 Service Users did not complete the question.



Question 13

2.15 Would you recommend this Service to a friend?

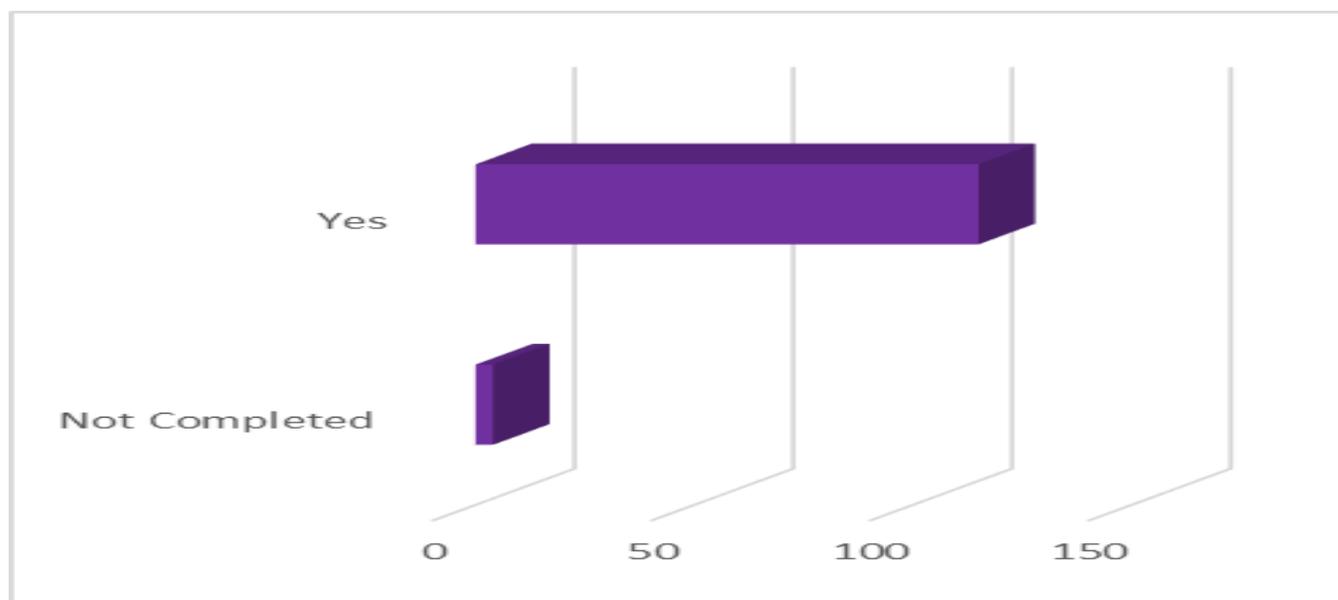
115 Service Users stated they would recommend this Service to a friend and 4 Service Users did not complete the question.



Question 14

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

115 Service Users agreed it is good to have this Service in their area. 4 Service Users did not complete the question.

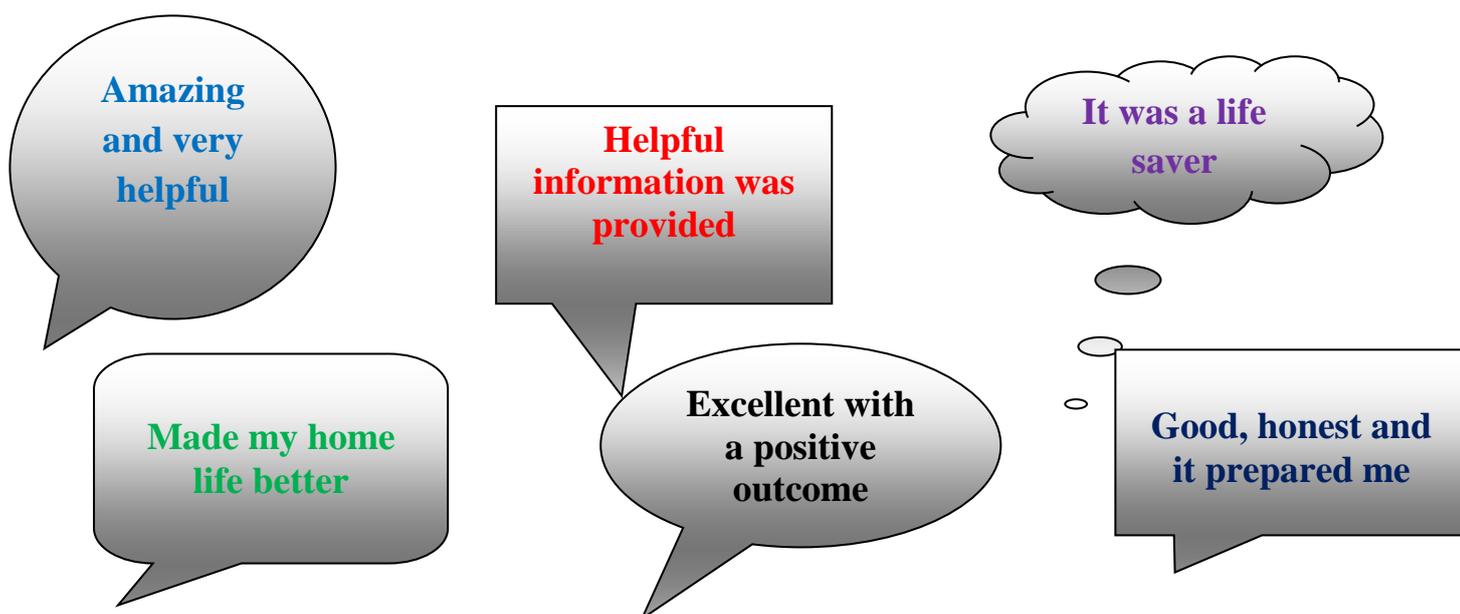


Question 15

2.17 What did you think about the Service you received?

98 Service Users answered the above question, 21 did not.

Some of the various comments noted are shown below:



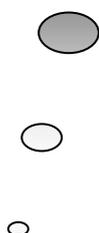
- 'Didn't waste time, got to the problem straight away and found the answers'
- 'Everything was explained clearly and the follow up was friendly and helpful'
- 'I was very happy with the Service I received. A great help, thank you'
- 'It was very helpful and got me to where I am today'
- 'The value of this Service is second to none. It's vital the public have somewhere to go and I would be lost without it'
- 'Excellent, I have massive health problems and the Service was a tremendous help'
- 'Absolutely great, I don't know how I would cope without it'
- 'Very friendly and provided grateful assistance and reassurance even when I wanted to give up'
- 'Excellent Service. Staff very pleasant, helpful and understanding'
- 'Would not have had my problem solved without your help. Thank you'
- 'It was very understandable and easy to use. Very friendly and professional'
- 'It really helped me consider my options and everything was explained so I understand my choices. Brilliant Service'
- 'Very helpful, kept in touch during the process'
- 'Professional, precise, down to earth, reliable and fast'
- 'I am now being helped after almost a 2 year battle alone'
- 'The Service I received was outstanding. Advisor was very understanding and I felt went above and beyond to help'
- 'Worker got me in contact with a Solicitor. This stopped my eviction. I would not have known I could do this'
- 'I had used the Service before and had no hesitation in calling again when I had problems as I knew I would receive the help needed'

Question 16

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

75 Service Users completed this question, 44 did not.

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



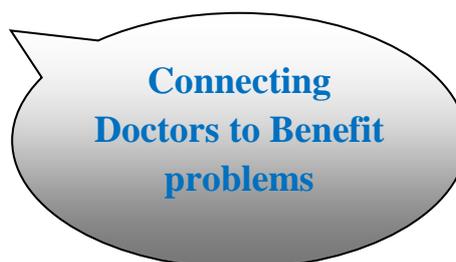
- 'I really think that people who are older could be reached out to'
- 'I don't think the Service needs to be improved. I think it is fine the way the Service is'
- 'You could not get any better. The Service is first class - excellent'
- 'No, this Service is beneficial to whoever is using it'
- 'No, everything is perfect'
- 'No, everything is spot on'
- 'None, the Worker I had was exceptional'

Question 17 (First Home Excluded)

2.19 Could you suggest any other services the Centre could provide?

41 Service Users responded and 43 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:



- 'The Service covers most of the important issues, adding more might weaken that'
- 'Maybe putting out what you can do for people e.g. disabled'
- 'Help with deposit for a house and financial support and explain the rules of housing'
- 'No, Centre covers every Service I require'
- 'No, just keep up the excellent work'

Question 17.1 (First Home Service only)

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

27 Service Users responded and 8 did not complete this question.

Many of the comments suggested there were no other Services the Centre required to provide for young people in the area. Below are some specific suggestions Service Users made:

Do cooking Courses for young mum's

More courses like First Home

Showers in the First Homes to show people how to save money

Question 18

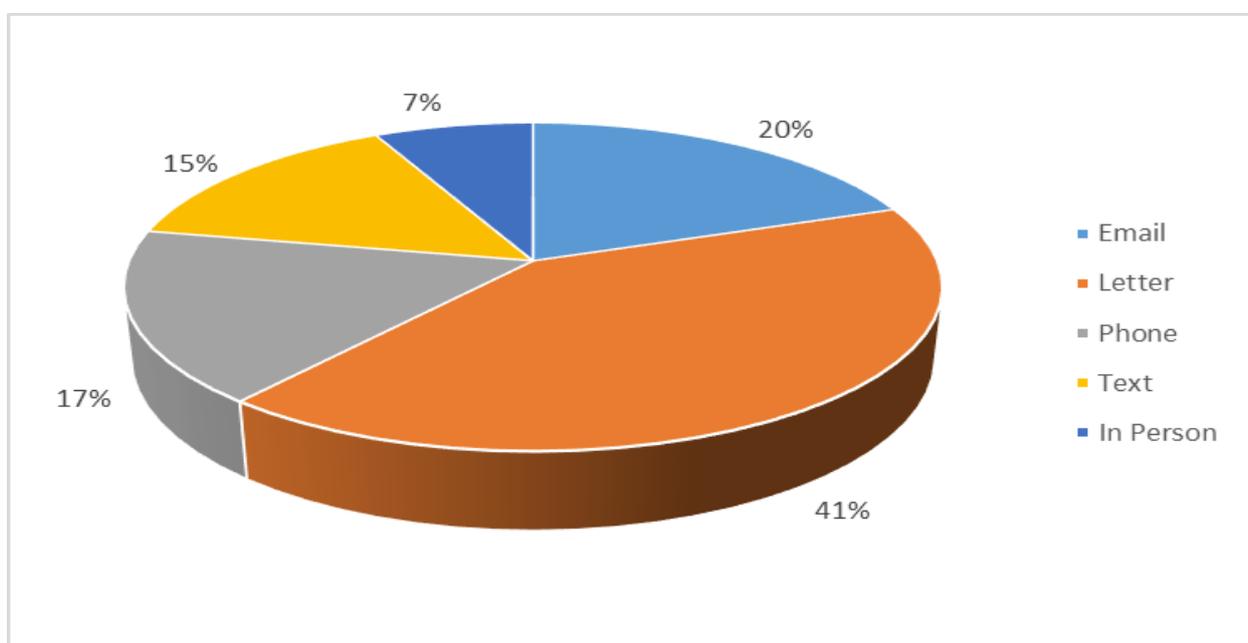
2.21 Would you like us to feedback to you on your comments?

27 Service Users would like feedback on their comments and 82 would not. Please note 10 of these Service Users did not complete this question.

2.22 If yes how would you like us to contact you?

Phone	-	7
Letter	-	17
Email	-	8
Text	-	6
In Person	-	3

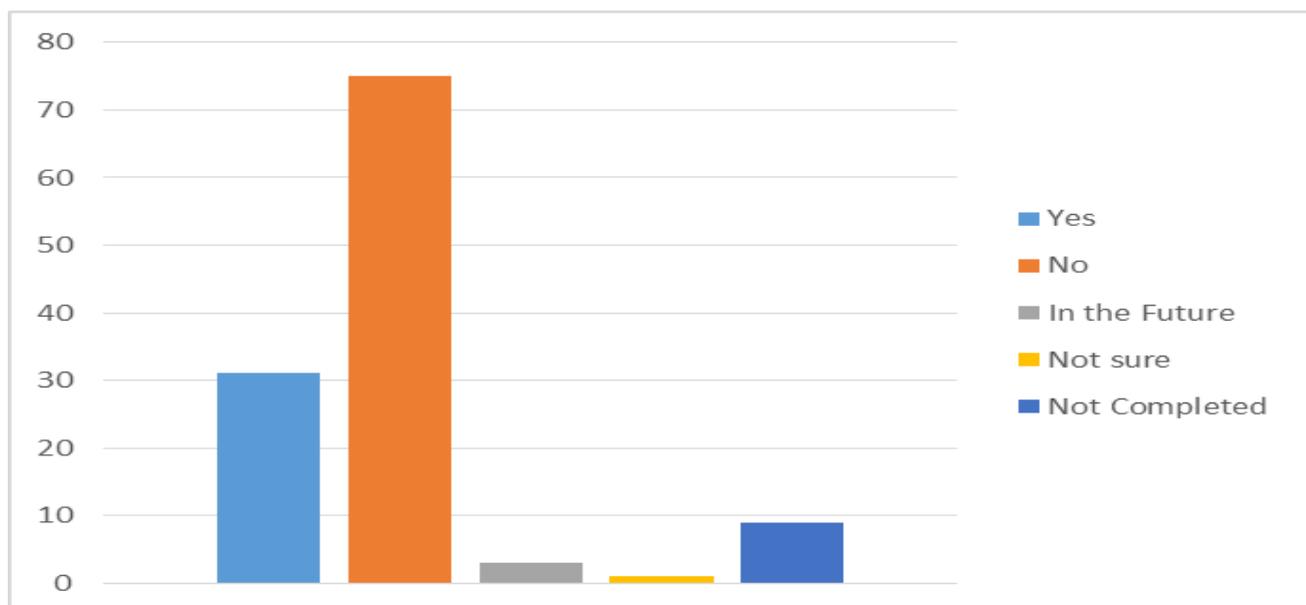
Please note some Service Users have chosen more than one option.



Question 19

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

31 Services Users would be interested in becoming more involved with the Centre, 3 in a future date, 1 advised they might and 75 would not. 9 Service Users did not complete the question.



Question 19.1 (First Home excluded)

2.24 If yes what would you like to become involved with?

Service User Involvement - Group Forum	-	4
Policy/Service Development	-	2
Consultation/Sounding Board for changes	-	3
Become a Member of the Management Committee	-	3
Volunteer - Administration	-	3
Volunteer - Fundraising	-	2
Volunteer - Trainee Adviser	-	5
Other: any way that they can	-	4

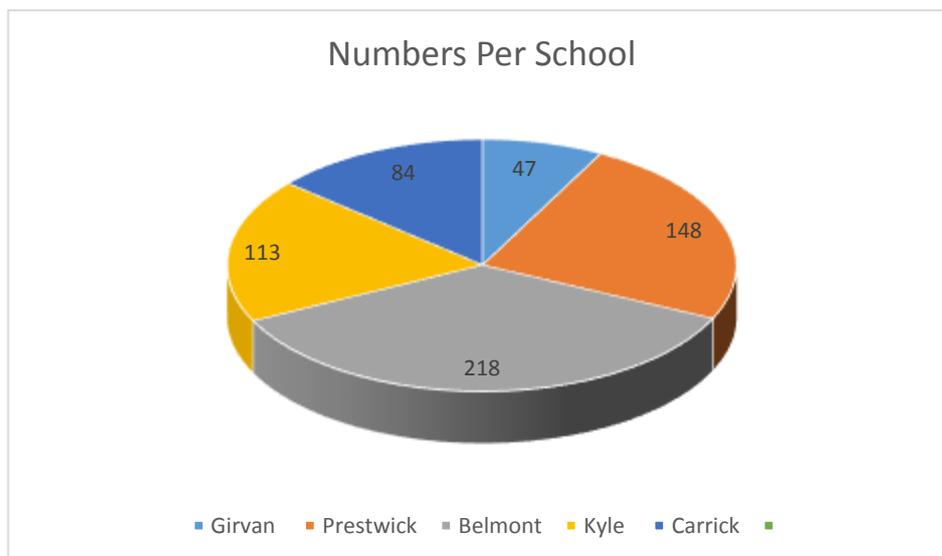
It is also possible for Service Users to choose more than one option.

Please note the remainder of the Service Users that advised they would like to get involved with the Centre did not choose an option.

3.0 Housing Education for Youths

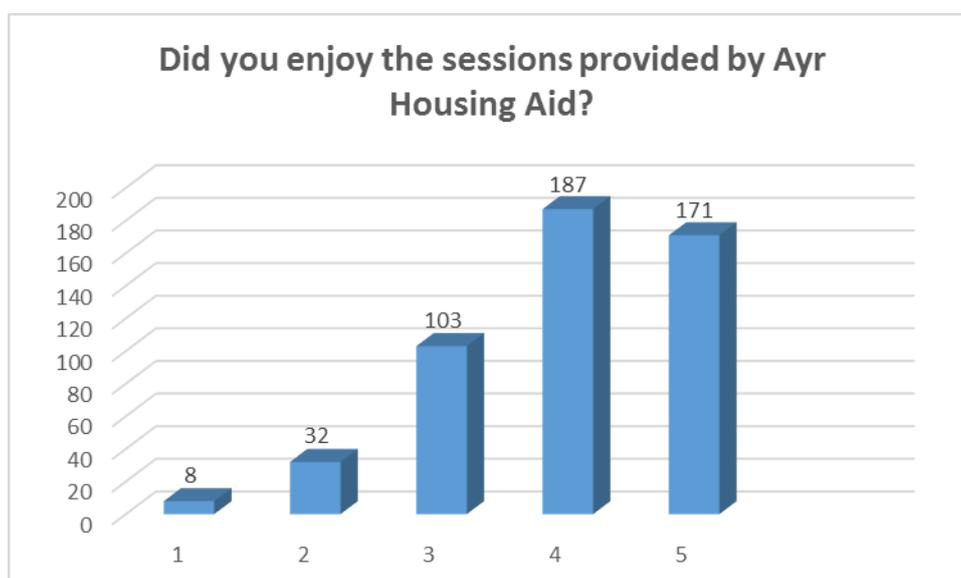
3.1 Secondary Schools

Out of the 610 pupils (959 last year) who received the sessions or part of the session 544 evaluations were returned at the end of session 2.

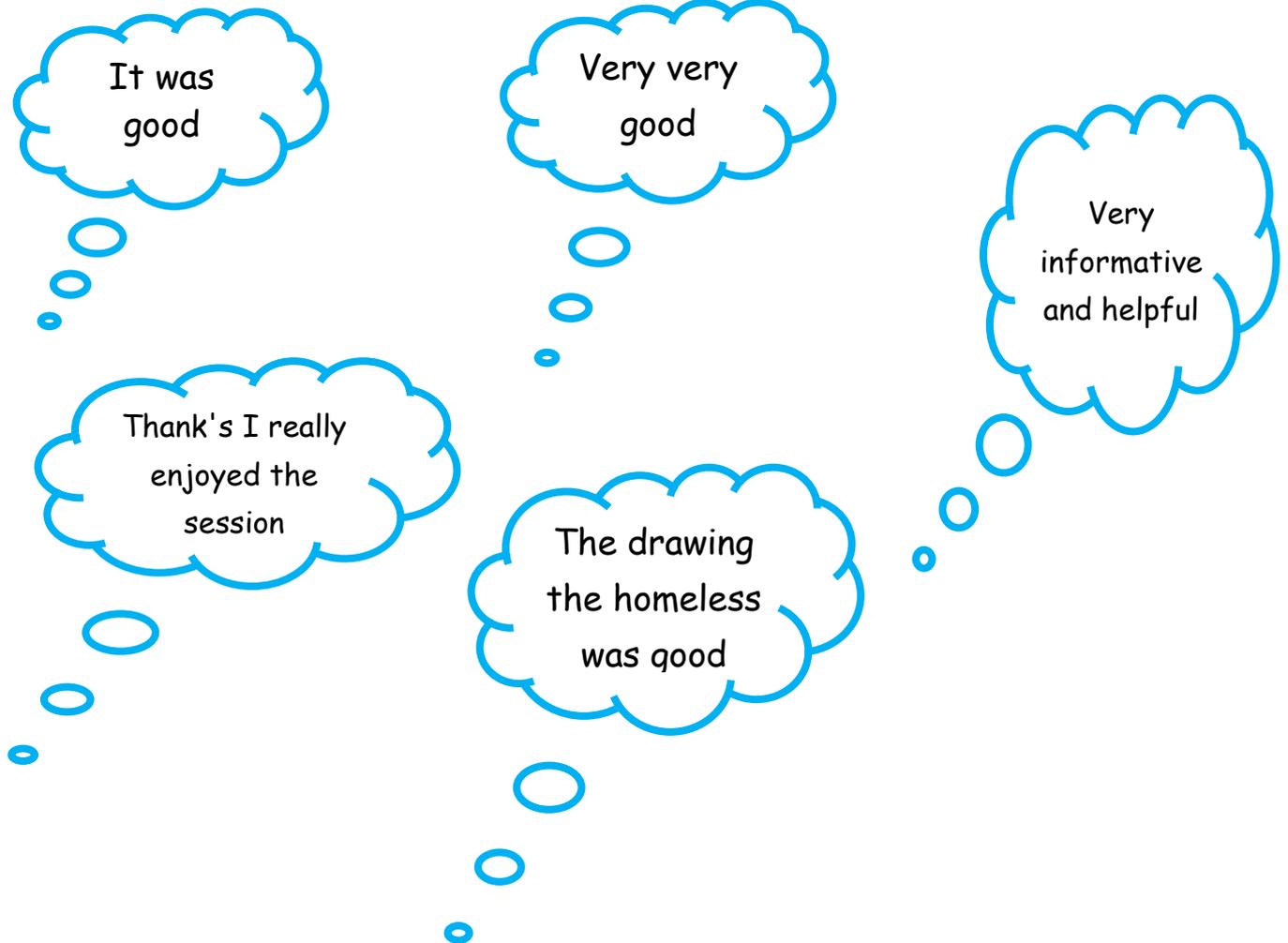


Did you enjoy the sessions?

Scale 1 – 5 (5 being highest)



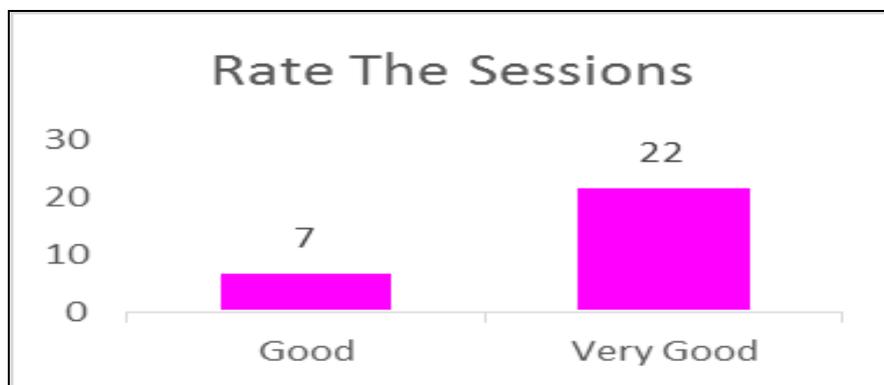
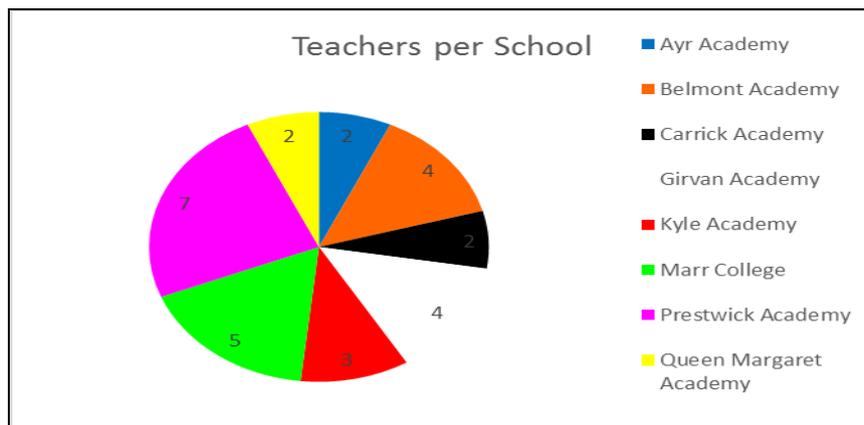
Other comments (Pupils)



3.2 Teachers evaluations HEY

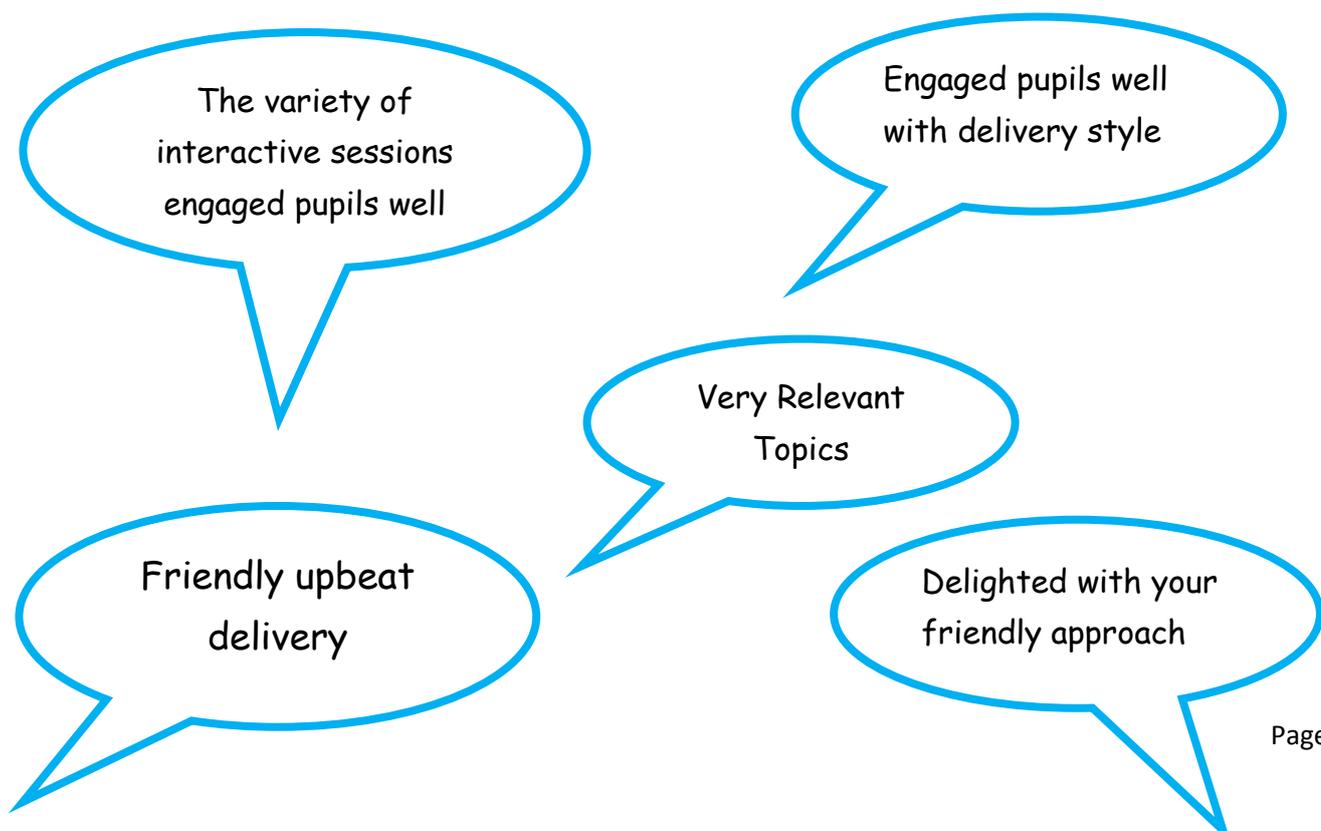
It is very important that feedback is given by the teachers and this year 29 teachers provided feedback.

Number of teachers per school who completed evaluation



Teachers Comments

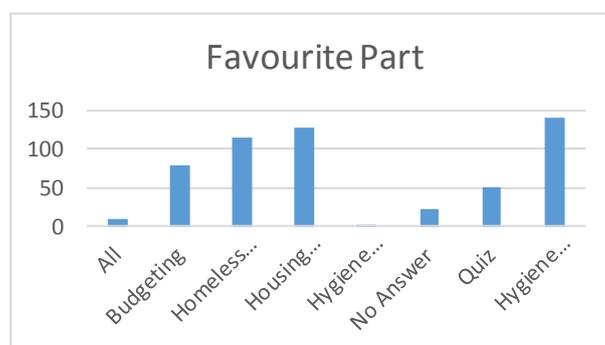
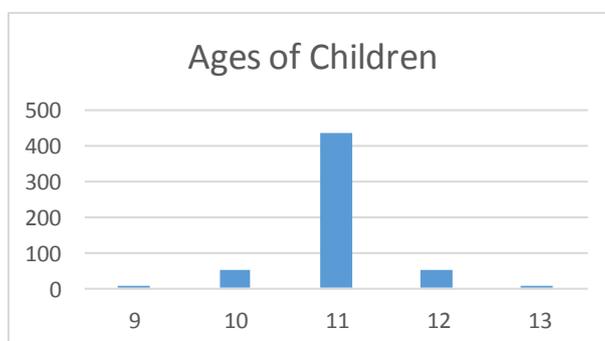
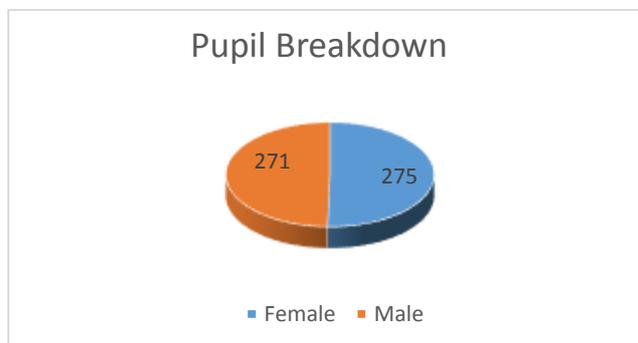
Outlined below is a selection of comments from class Teachers

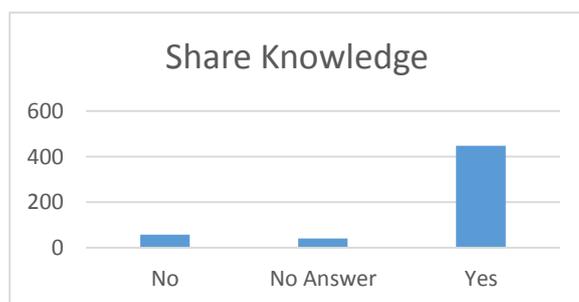


3.3 Primary Schools

Total number of pupils who received lessons Jan 2015 – June 2016 (546)

Primary 7 Pupils





Pupils Comments:

I enjoyed this very much because I learned a lot

This helped me understand housing

It was Brill

I really enjoyed the activity we did today. I learnt a lot about housing and the hygiene activity was lots of fun

3.4 Primary Teachers Comments

It makes the children think about things they would never consider before. Eg: rent, mortgage and cost of food

Lyndsay was fab great handle of the class and spoke to the children encouragingly

Having properties to show prices to the children - very visual and allows discussion.

Lots of information provided including services available to support

Excellent presentation with lots of engaging activities. Very informative

We would like to continue the session with next year's P7's

There was a very good mixture of discussion and activities

Fantastic Sessions - Thank you

Conclusion

Over the years this report has expanded we now include feedback from group sessions within Secondary and Primary Schools. The Centre has received different forms of feedback and comment over the report year including our Facebook page.

Individual Service User Feedback is an important element in of quality control within the Services provided by the Centre. This feedback is discussed at Team Meetings and Management Committee Meetings and will influence how we deliver our Services. We welcome the fact that our overall return rate for feedback across all services is 55%.

There has been a significant number of Service Users, 34 (37 last year) 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 the Centre has received 332 accumulated likes.

In addition to the above our HEY Services seek feedback from pupils and teachers, these have all been very positive with over 1,156 pupils and 41 teachers submitting feedback. The Centre has produced separate Reports on HEY operations in 2015/16.

In overall terms there was over 1,682 sources of feedback relating to our Services during 2015/16.

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
12th January 2017

Karen Taylor
Admin Officer