

**SERVICE USER FEEDBACK
ANNUAL REPORT**

July 2017 – June 2018



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1.0 Introduction

The Centre has produced a Service User Feedback Annual Report for cases opened during the period July 2017 to June 2018. Please note after a review we have adjusted our Service User Feedback Forms from March 2018 deleting some of the questions and making amendments to others. It is our intention to include feedback from our Prison Housing Advice Service in next years' Service User Annual Report.

Please note the above 3 Services will show accumulated Statistics throughout the Report. Our First Home Service has a specific Questionnaire from our other Services and is excluded from some questions as they do not apply.

Our First Home Service in addition seeks further feedback from Service Users and Parents, these are included in the table below.

Service	Issued	Returned	%
Advice	229	37	16%
Tenure Sustainment	43	26	60%
First Home	40	31	78%
Interim Feedback (First Home)	36	34	94%
Tracking Feedback (First Home)*	48	33	69%
Parent (First Home)	3	3	100%
Total	399	164	41%

* In terms of the tracking feedback of the 48 young people, 33 have completed the survey (23 last year) and 15 were unable to be reached (these are First Home follow up cases which have been closed for 6 months).

We have included in this Report feedback relating to our HEY Service within Secondary Schools.

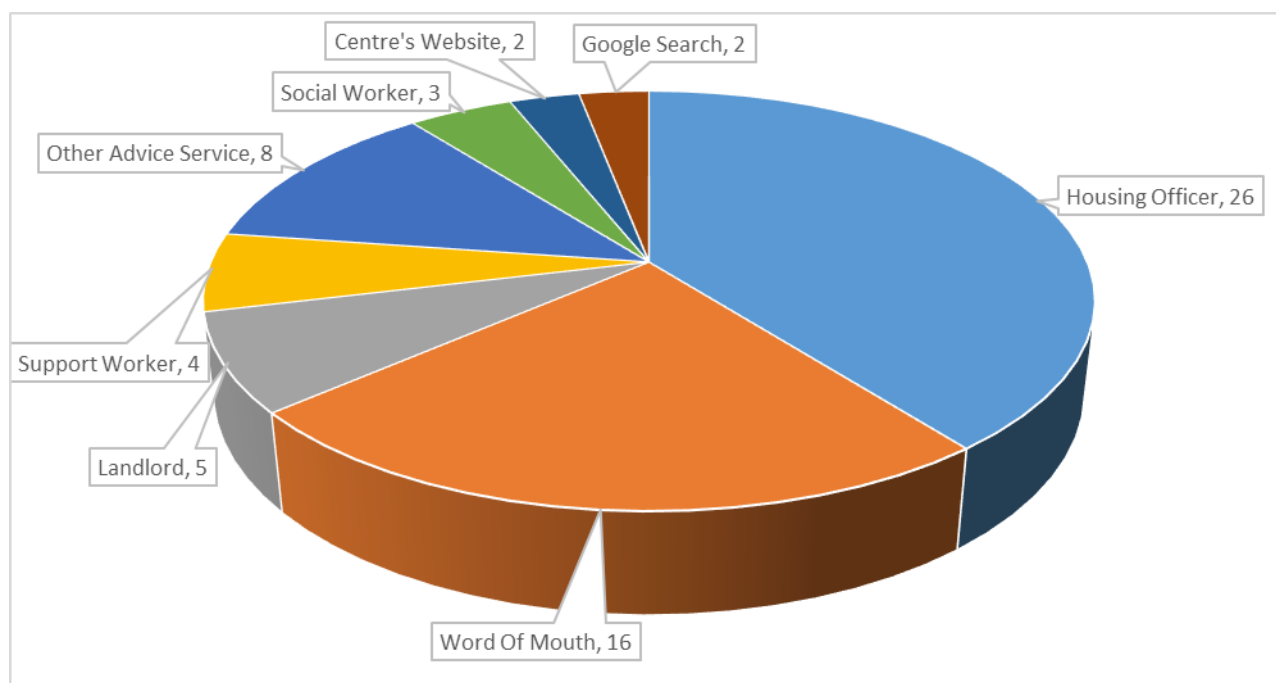
2.0 Service User Feedback Questions

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

2.1 How did you hear about the Centre?

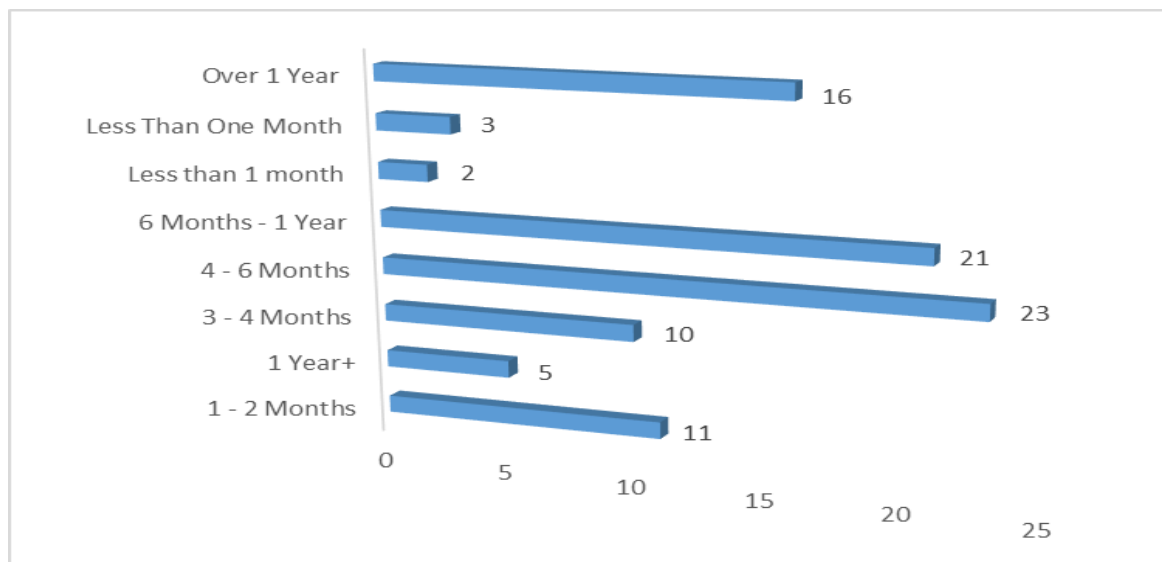
As can be seen from the graph below our Service Users mainly hear about the Centre by Council Housing Officers, 26 or through word of mouth, 16. 5 Service Users heard about the Centre through a landlord such as South Ayrshire Council or Ayrshire Housing, 2 through the Centre's Website, 2 through a Google Search, 3 from Social Work and 4 from a Support Worker such as Barnardos or SeAscape. 8 Service Users heard about the Centre through other Advice Services such as the Citizens Advice, Barnardos or SeAscape. Please note the First Home Service is not included.

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



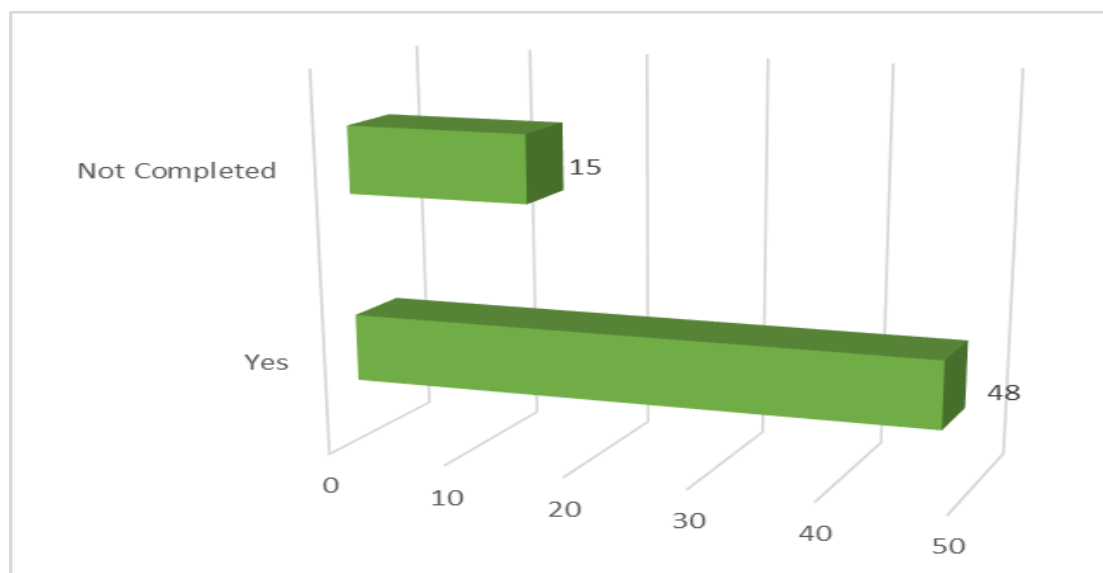
2.2 How long have you been in contact with the Centre?

The length of time Service Users engage with the Centre varies from less than one month up to over 1 year. There has been 16 cases opened where Service Users have been in contact with the Centre for over 1 year. 21 Service Users engaged with us for between 6 months to 1 year. Please note 3 Service Users did not complete this question.



2.3 Did the appointment time meet your requirements?

48 Service Users confirmed the appointment time they were given by Staff met their requirements. 15 Service Users did not complete this question. Please note the First Home Service is not included.



2.4 Was your Housing Application and the Application Process explained to you (First Home Service only)

30 Service Users advised the Application process was explained to them and 1 Service User did not complete this question.

2.5 Did you find this helped in reaching a decision regarding your Application (First Home Service only)

28 Service Users answered yes to the above question. 2 Service Users advised it partially helped and 1 Service did not complete the question.

2.6 Did you find the First Home Pack/Information useful (First Home Service only)

29 Service Users found the First Home Pack useful and 2 advised it was partially.

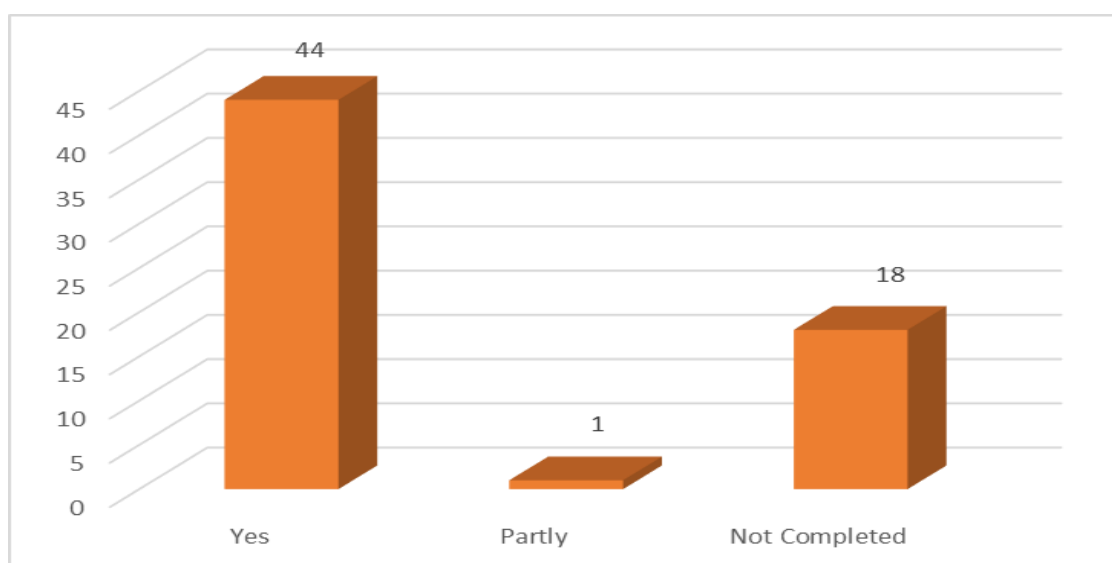
2.7 How would you rate your Adviser/Sustainment/ First Home Worker on:

	<u>VERY GOOD</u>	<u>GOOD</u>	<u>NOT COMPLETED</u>
• Politeness	78	7	9
• Respect	80	5	9
• Considerate	80	5	9
• Reliability	79	5	10
• Friendliness	81	4	9
• Providing accurate information	16	1	N/A
• Resolving problem	15	2	N/A

2.8 Was the information you were given accurate?

From July 2017 to March 2018, 44 Service Users found the information they were given to be accurate. 1 Service User found the information to be partially accurate. 18 Service Users did not complete the question.

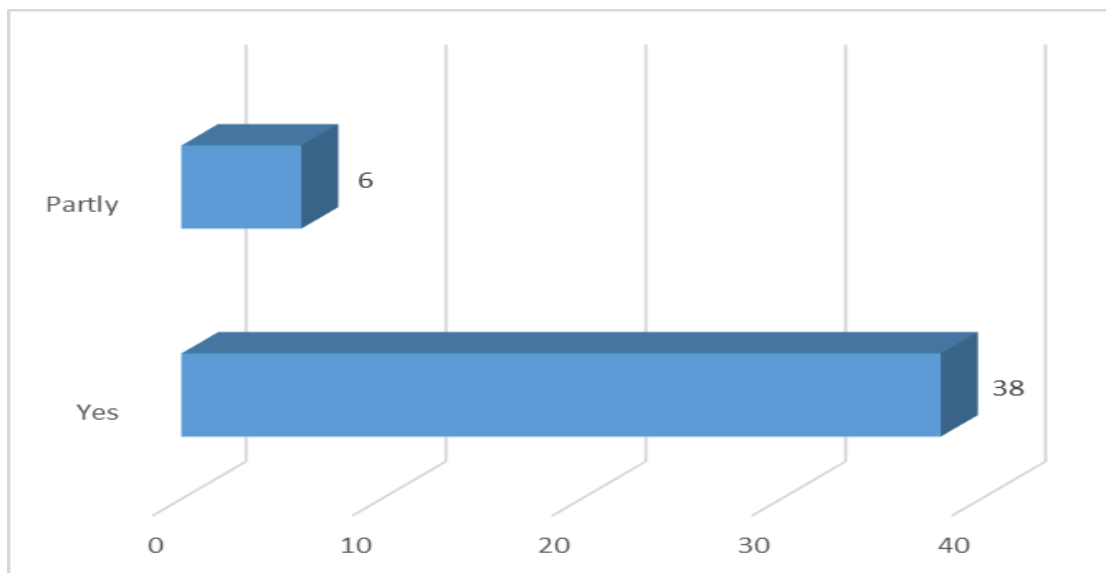
From April 2018 this question is included in question 2.7, above. Please note the First Home Service is not included.



2.9 Did the information/advice resolve your problem?

From July 2017 to March 2018, 38 Service Users thought the information and advice they received was sufficient. 6 Service Users thought it was partially. 19 did not complete this question.

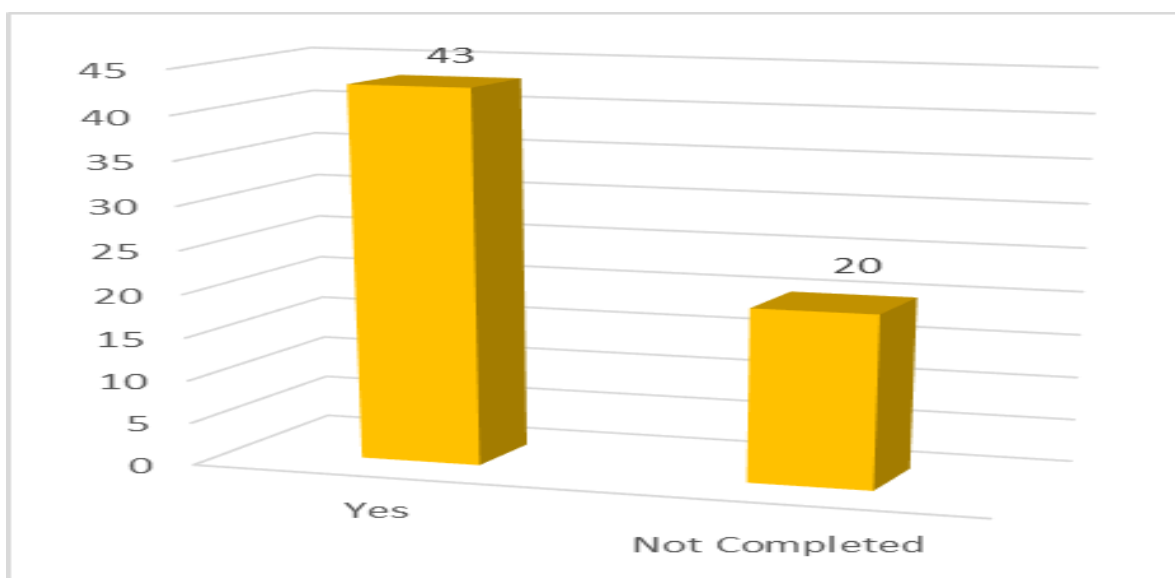
From April 2018 this question is included in question 2.7, above. Please note the First Home Service is not included.



2.10 Did you find the Service easy to use?

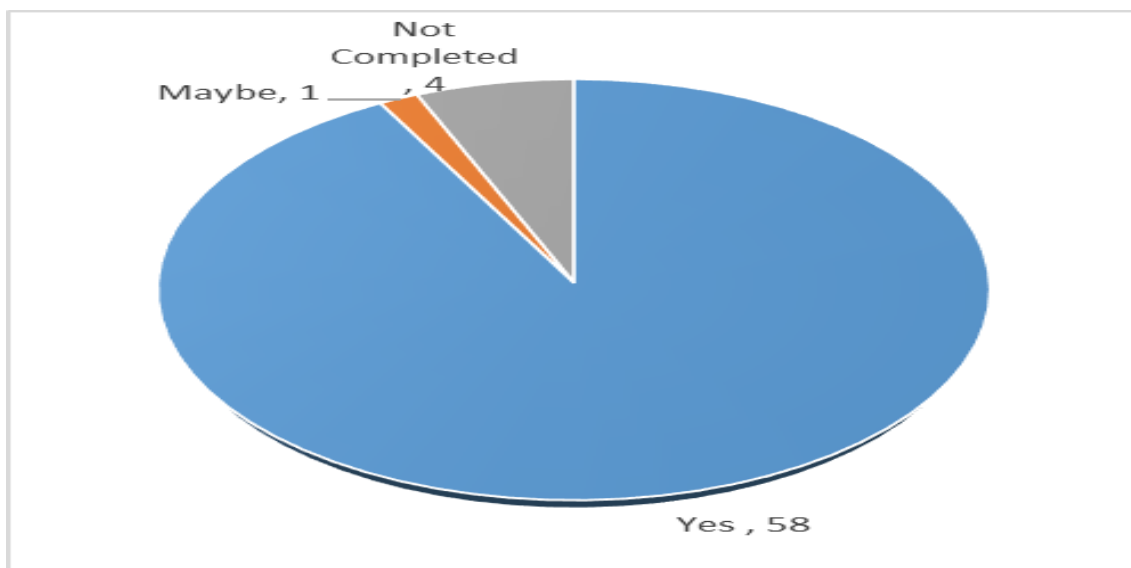
From July 2017 to March 2018, 43 Service Users found the Service easy to use and 20 Service Users did not complete the question.

Please note the First Home Service is not included.



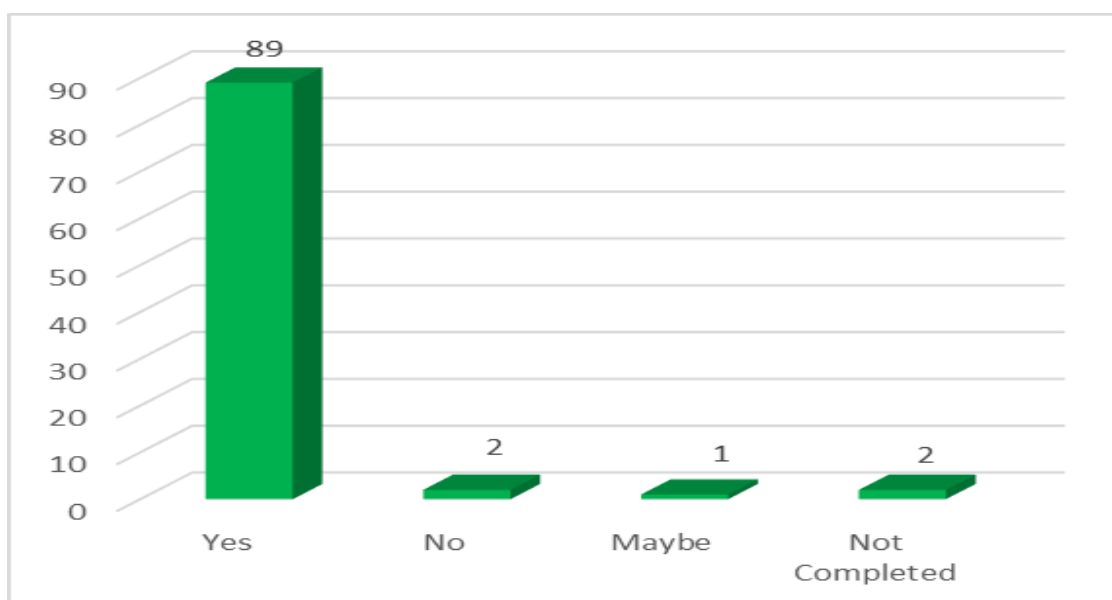
2.11 Would you use the Service again?

58 Service Users would use the Service again, 1 Service User stated they maybe would and 4 did not complete the question.



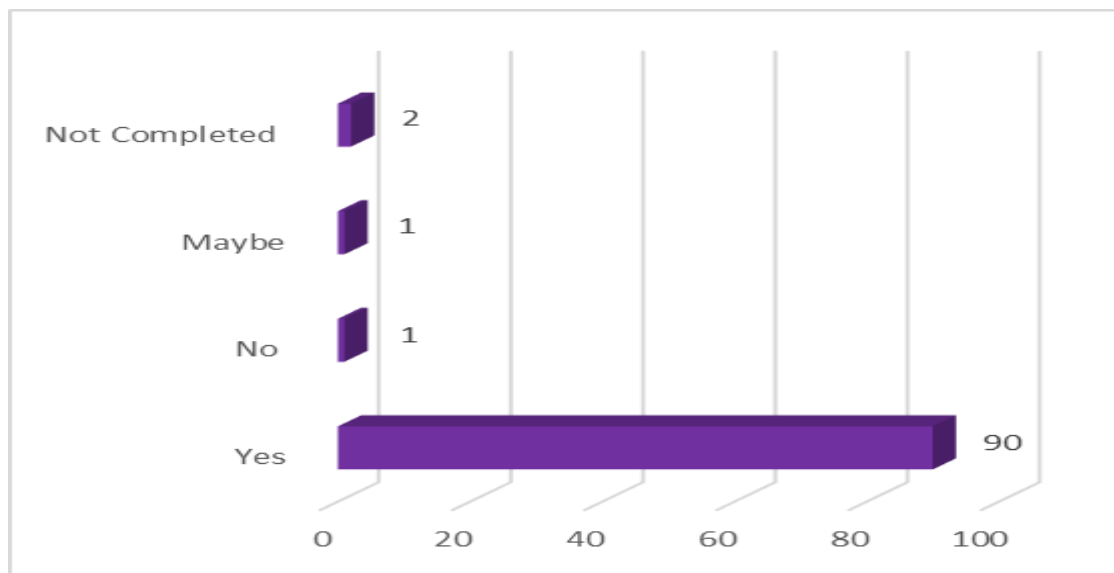
2.12 Would you recommend this Service to a friend?

89 Service Users stated they would recommend this Service to a friend, 1 Service User stated they maybe would, 2 would not and 2 Service Users did not complete the question.



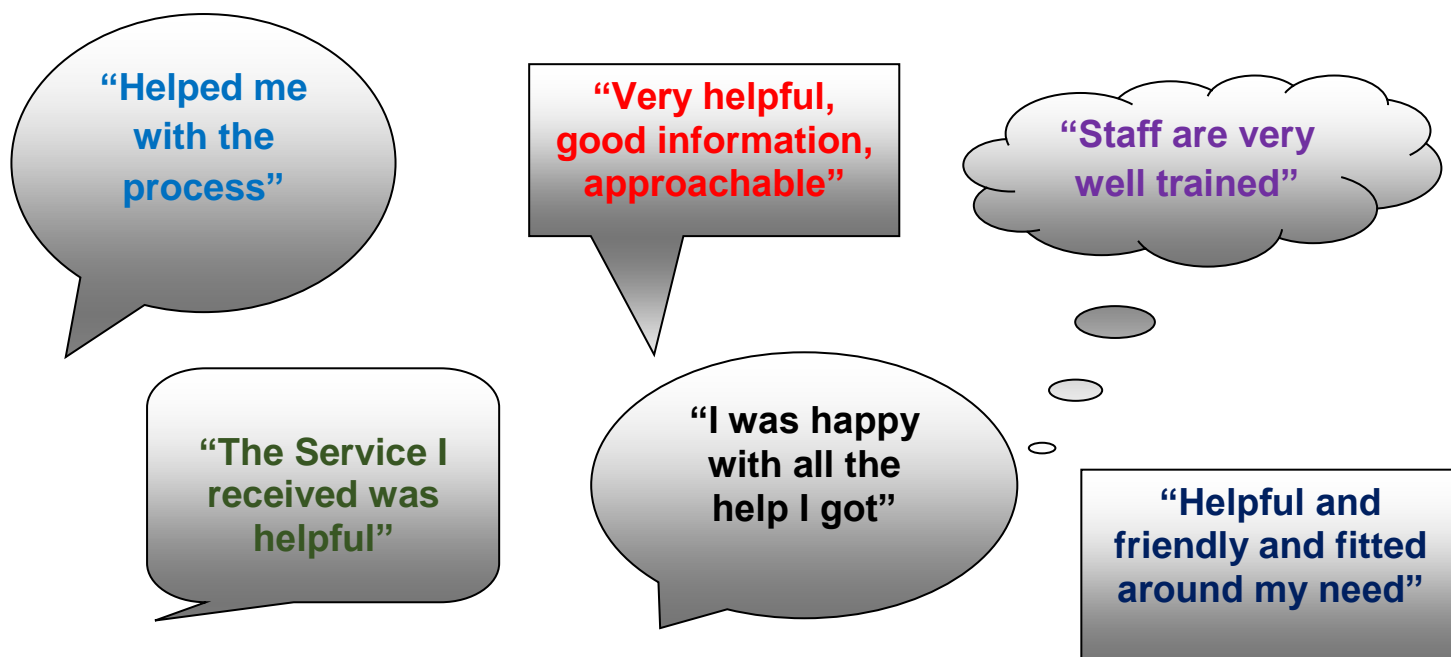
2.13 Do you think it is a good to have this Service in our area?

90 Service Users agreed it is good to have this Service in their area, 1 Service User thought maybe, 1 Service User did not and 2 Service Users did not complete this question.



2.14 What did you think about the Service you received?

Some of the various comments noted are shown below:




- “Very helpful in planning my incoming and outgoing finances”
- “Very beneficial to my family at a time of distress”
- “The service was very good and I appreciate the time and effort put in”
- “Made very easy and helpful staff to put you at ease”
- “I relied heavily on the advisor to help me get to this point and could not have achieved what I have without her expertise and guidance”
- “Before using your service I was unaware how to tackle my problem or address it”
- “Amazing service, thank you, took a lot of my stress away”
- “My advisor did everything possible to help me. She had empathy and caring - helped me - she was like a good friend”
- “Excellent, resolved a situation very quickly and professionally whilst maintaining respect to both parties”
- It was the kind I need at that point in time and I got it. The research to the complexity of my case was handled very professionally. Thanks”
- “Very helpful, helped me get child benefit, child tax credits and PiP”
- “It was very good and made me have confidence to move in to my first home”
- “Extremely helpful, budgeting really helpful”
- “If it wasn’t for housing aid I don’t know where I would be”

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

43 Service Users completed this question, 51 did not.

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



“Make signs on entrance more visible”



“Tea and coffee in the Office”



“Let more people know about the Foodbank Service you provide”

- “No need for improvement”
- “No as the Service is perfect as it is”
- “Keep good staff because without the help I received well I don’t know where I would have ended up. Thanks again”
- “Just be there when required”
- “I think you provide an excellent Service”
- “Can’t improve on a Service like this”

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

31 Service Users responded and 32 did not complete this question. Please note the First Home Service is not included.

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:

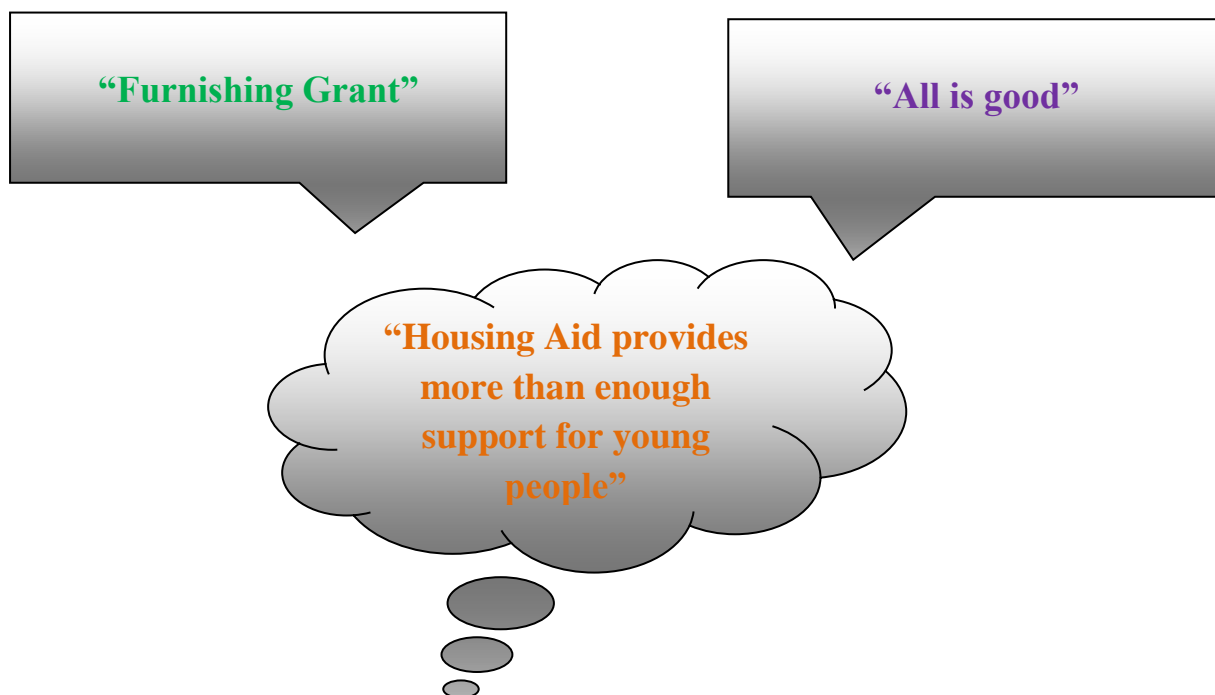


- “Pretty much covers all aspects from my point of view”
- “I could not think of anything”
- “Not at the moment”

2.17 Could you suggest any other Services that First Home could provide for young people in the area?

9 Service Users responded and 22 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:



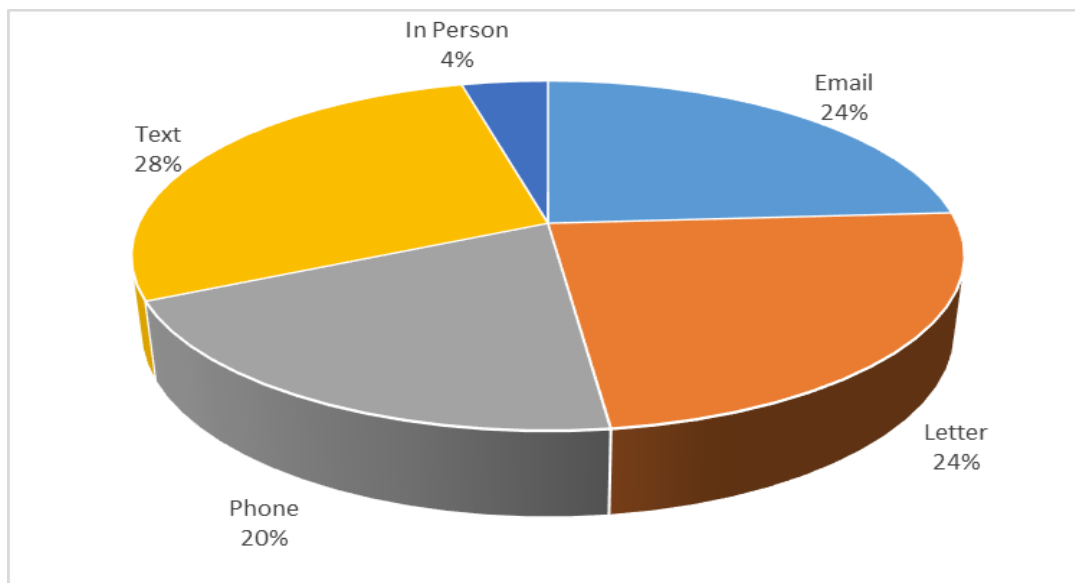
2.18 Would you like us to feedback to you on your comments?

16 Service Users would like feedback on their comments and 74 would not. Please note 4 of these Service Users did not complete this question.

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

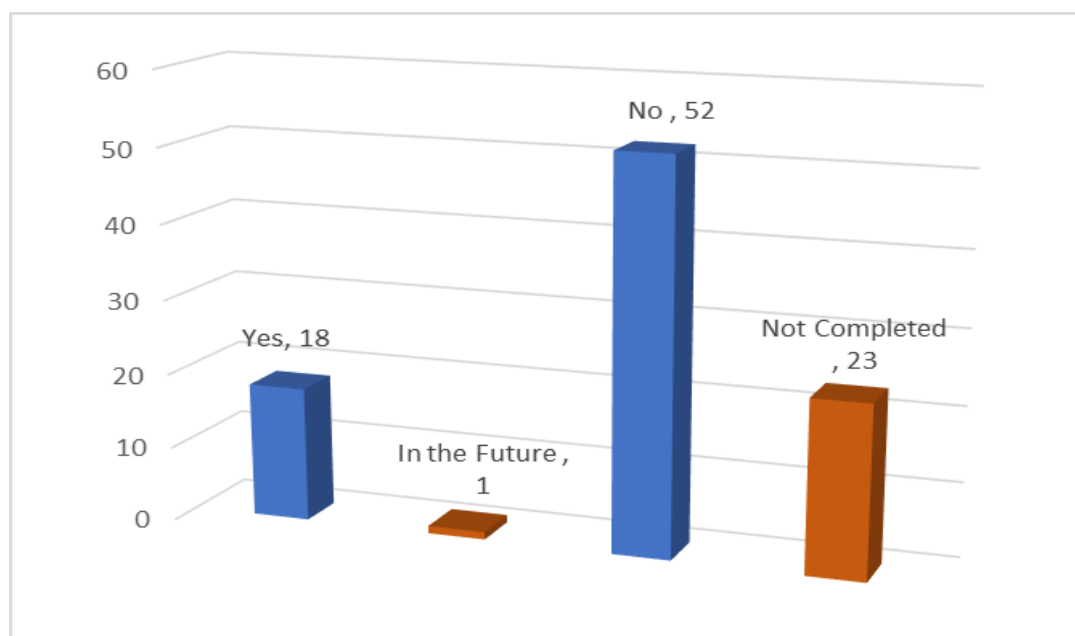
Phone	-	5
Letter	-	6
Email	-	6
Text	-	7
In Person	-	1

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



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

18 Services Users would be interested in becoming more involved with the Centre, 1 the future and 52 would not. 23 Service Users did not complete the question.



3.0 Housing Education for Youths

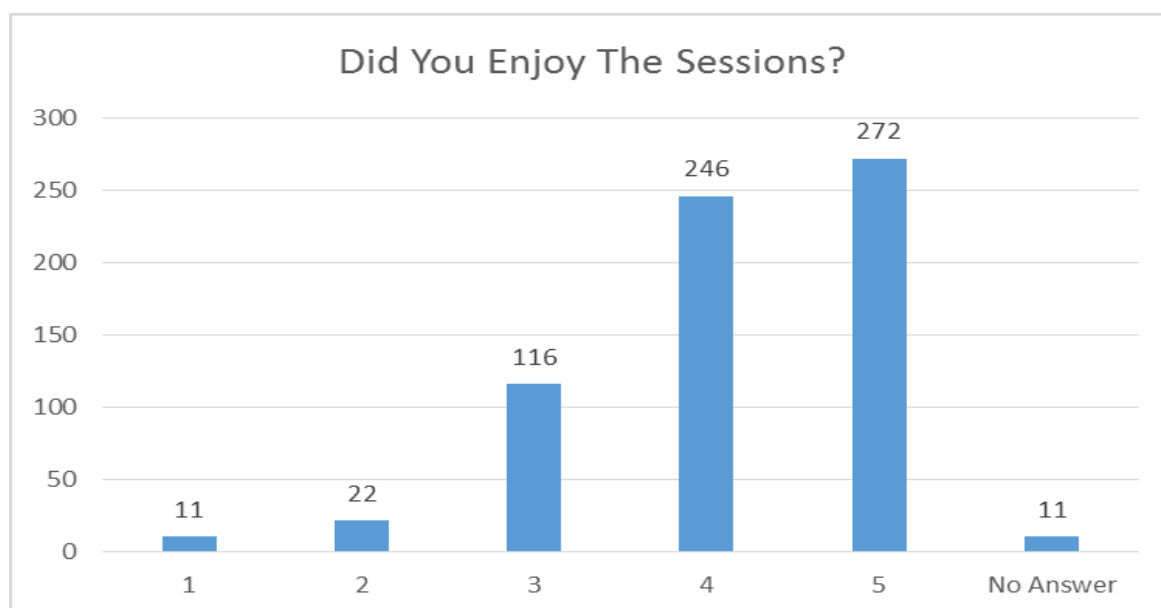
3.1 Secondary Schools

This year we delivered in 8 Secondary Schools out of 8. The numbers of pupils receiving the lessons increased from 786 to 844.

Did you enjoy the sessions?

Scale 1 – 5 (5 being highest)

It has been important that the lessons engaged with pupils and teachers and through this that they enjoyed the lessons, this facilitates learning and retention of the information given. Using the top two levels, 78% enjoyed or really enjoyed the lessons, 72% last year.



Other comments (Pupils)

“I now want to live with my mum forever”

Kyle Academy

“I enjoyed these presentations they were very informative”
Prestwick Academy

“I enjoyed these very much gracias”
Belmont Academy

“The information was very important, didn't know a lot of it already”
Carrick Academy

“I wish we could get more classes like this to prepare us and give us information for the real world”

Marr College

“Very good help for the future”
Queen Margaret Academy

“It was very helpful”
Ayr Academy

“I know about options of different houses”
Girvan Academy

3.2 Teachers evaluations HEY

31 teachers provided feedback, all 31 felt that the lessons was informative, all consider that the pupils had engaged and all felt that awareness on housing and homeless issues has been raised by the lessons.

19 teachers rated the lessons as very good with 12 rating the lessons as good.

Teachers Comments

Outlined below is a selection of comments from class Teachers:

Prestwick Academy

“From the questions at end – I think they took a lot of info in”

Marr College

“Thought provoking for young people”

Girvan Academy

“Very informative and great use of questions to check on learning”

Ayr Academy

“Very current with universal credit”

Kyle Academy

“Excellent information delivered clearly and enthusiastically”

Belmont Academy

“Pupils did learn a lot about universal credit”

Carrick Academy

“Lots of chat initiated”

Queen Margaret Academy

“Great Presenters, friendly and knowledgeable”

4.0 Conclusion

Individual Service User Feedback is an important element 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 note that the overall return across all Services is 41%. The Centre will continue to consider different methods of seeking feedback from our Service Users.

Once the Feedback is logged into the database we analyse it and decide if any actions are needed. Some of the comments asked us to do more publicity. We took this on board and decided to raise more awareness about the Centre and the services we provide. We have used our Facebook page more regularly to increase our reach and have attended a range of events promoting our services.

We have increased activity through social media with 423 Facebook likes and traffic on our Facebook page has reached 4,500 people. Out of these 446 are following our page.

In addition to the above our HEY Services seek feedback from secondary pupils and teachers, these have all been very positive with over 844 pupils and 19 teachers submitting feedback.

In overall terms there were 1,450 sources of contact/feedback relating to our Services during 2017/18.

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
27th March 2019

Karen Miller
Office and Finance Manager