



Ayr Housing Aid Centre

SERVICE USER FEEDBACK ANNUAL REPORT

July 2019 – June 2020



SCOTTISH CHARITY NO: SCO18186

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1.0 INTRODUCTION

The Centre has produced a Service User Feedback Annual Report for cases opened during the period 1.7.19 to 1.6.20. Each service has different feedback forms. Please see analysis below of the different types of feedback sent to service users. Out of a total of 404 surveys issued, 240 were returned. This represents an average return rate of 60%. We have also included, later in this Report, the feedback relating to our HEY Service within Secondary Schools. Out of a total of 750 pupils 650 filled in the feedback form. This represents a higher return rate of 87% which was to be expected. Taking HEY into account, the overall return rate would be 74% across all areas.

Issued	Service	Returned	%
203	Advice	65	32%
88	Prison	88	100%
8	Tenure Sustainment	8	100%
47	First Home	33	70%
16	Interim Feedback (First Home)	14	88%
38	Tracking Feedback (First Home)	28	74%
4	Parent (First Home)	4	100%
404	Total	240	60%

2.0 SERVICE USER FEEDBACK

This section will consider the results of questions relevant to the delivery of each service and the quality of each service.

2.1 Advice and Advocacy

A total of 65 advice service users completed the Advice survey. The results are shown in the chart below.

ADVICE - FEEDBACK QUESTIONS	NO. OF RESPONSES								SUMMARY		
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER	TOTAL RESPONSES	% VERY GOOD	% YES
Was The Service You Received: Accessible	62	3	0	0	0				65	95%	
Service: Efficient	61	4	0	0	0				65	94%	
Service: Knowledgeable	63	2	0	0	0				65	97%	
Service: Informative	62	3	0	0	0				65	95%	
Was Your Adviser: Polite and Respectful?	62	3	0	0	0				65	95%	
Adviser: Knowledgeable	63	2	0	0	0				65	97%	
Adviser: Considerate	60	5	0	0	0				65	92%	
Adviser: Reliable	62	3	0	0	0				65	95%	
Adviser: Friendly/Approachable	61	4	0	0	0				65	94%	
Adviser: Provide Accurate Information	63	2	0	0	0				65	97%	
Adviser: Help Resolve Problem	61	4	0	0	0				65	94%	
Adviser: Respond Quickly	59	6	0	0	0				65	91%	
Adviser: Explain Information In An Understandable Way	64	1	0	0	0				65	98%	
Would You: Use This Service Again?						63	1	1	65		97%
Would You: Recommend This Service To A Friend						65	0	0	65		100%
Do you feel this service is required by SAC?						63		2	65		97%
AVERAGE PERCENTAGE										95%	98%

Conclusions from the results of the Advice survey:

Out of 13 questions which required a rating, the results are as follows:

- An average of 95% of service users rated the service we provide as 'Very Good' in various categories. Th

Out of the three questions that required yes or no answers:

- 100% of the service users who took the survey would recommend us to a friend
- 97% would use this service again
- 97% feel the service is required by SAC

2.2 Tenure Sustainment Feedback

A total of 8 service users completed the Tenure Sustainment survey. The results are shown in the chart below.

TENURE SUSTAINMENT - FEEDBACK QUESTIONS	NO. OF RESPONSES								SUMMARY		
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER	TOTAL RESPONSES	% VERY GOOD	% YES
Was The Service You Received: Accessible	8	0	0	0	0				8	100%	
Service: Efficient	8	0	0	0	0				8	100%	
Service: Knowledgeable	8	0	0	0	0				8	100%	
Service: Informative	8	0	0	0	0				8	100%	
Was Your Adviser: Polite and Respectful?	8	0	0	0	0				8	100%	
Adviser: Knowledgeable	8	0	0	0	0				8	100%	
Adviser: Considerate	8	0	0	0	0				8	100%	
Adviser: Reliable	8	0	0	0	0				8	100%	
Adviser: Friendly/Approachable	8	0	0	0	0				8	100%	
Adviser: Provide Accurate Information	8	0	0	0	0				8	100%	
Adviser: Help Resolve Problem	8	0	0	0	0				8	100%	
Adviser: Respond Quickly	8	0	0	0	0				8	100%	
Adviser: Explain Information In An Understandable Way	8	0	0	0	0				8	100%	
Would You: Use This Service Again?						4	0	4	8		50%
Would You: Recommend This Service To A Friend						8	0	0	8		100%
Do you feel this service is required by SAC?						8	0	0	8		100%
AVERAGE PERCENTAGE										100%	83%

Conclusions from the results of the Tenure Sustainment survey:

Out of 13 questions which required a rating:-

- An average of 100% rated the service we provide as very good in various categories.

Out of the questions that required a yes or no answer:

- 100% of the service users who took the survey would recommend us to a friend
- 50% would use this service again (it should be noted that many hope they will not have to use this service again as will now be able to manage their tenancy themselves)
- 100% feel the service is required by SAC

2.3 First Home (Stage 6)

A total of 33 feedback forms were returned. The results of the First Home (Stage 6) surveys are shown in the chart below.

FIRST HOME (STAGE 6) - FEEDBACK QUESTIONS	NO. OF RESPONSES								SUMMARY			
		VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER	TOTAL RESPONSES	% VERY GOOD	% YES
Was the First Home Service approachable and friendly?							33	0	0	33		100%
How Would You Rate Your FH Officer On...												
Politeness?	33	0	0	0	0				33	100%		
Respectful?	33	0	0	0	0				33	100%		
Considerate?	32	1	0	0	0				33	97%		
Reliability?	32	1	0	0	0				33	97%		
Friendliness?	33	0	0	0	0				33	100%		
Was your housing application and the application process explained to you?							32	0	1	33		97%
Did you find this helpful in reaching a decision regarding your application ?							32	0	1	33		97%
Did you find the First Home Pack /information useful?							32	0	1	33		97%
Would you recommend this service to a friend?							33	0	0	33		100%
Do you think it is good to have this service in your area?							33	0	0	33		100%
AVERAGE PERCENTAGE											99%	98%

Conclusions from the results of the First Home (stage 6) survey:

Out of 5 questions asked which required a rating:

- An average of 99% rated the First Home Officer ' Very Good' in various categories

Out of the 5 questions that required a yes or no answer:

- 100% of service users who took the survey would recommend us to a friend
- 100% of service users think it is good to have the service in the area
- 97% found the First Home Pack/information provided very useful
- 97% agreed that the housing application and process was explained very well
- 97% agreed that the service was very helpful in reaching decisions

2.4 Prison Housing Advice

A total of 88 service users completed the survey. The results are shown in the chart below.

PRISON - FEEDBACK QUESTIONS	NO. OF RESPONSES								SUMMARY		
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER	TOTAL RESPONSES	% VERY GOOD	% YES
How would you rate the service on: Easy to access?	63	23	2	0	0				88	72%	
Service: To use	64	22	2	0	0				88	73%	
Service: To understand	67	21	0	0	0				88	76%	
Service: Efficiency	69	19	0	0	0				88	78%	
Service: Knowledge	70	18	0	0	0				88	80%	
How would you rate the advisor on: Politeness	77	11	0	0	0				88	88%	
Adviser: Respectful	77	11	0	0	0				88	88%	
Adviser: Considerate	77	11	0	0	0				88	88%	
Adviser: Reliability	77	11	0	0	0				88	88%	
Adviser: Friendliness	77	11	0	0	0				88	88%	
Adviser: Providing accurate information?	77	11	0	0	0				88	88%	
Adviser: Resolving problems?	77	11	0	0	0				88	88%	
Would You: Recommend this service?						88	0	0	88		100%
Were you referred for housing support?						37	51	0	88		42%
Did you receive information on this service at induction?						77	11	0	88		88%
AVERAGE PERCENTAGE										83%	77%

Conclusions from the results of Prison Housing Advice survey:

Out of 12 questions asked which required a rating:-

- An average of 83% of service users rated the service or advisor as 'Very good'.

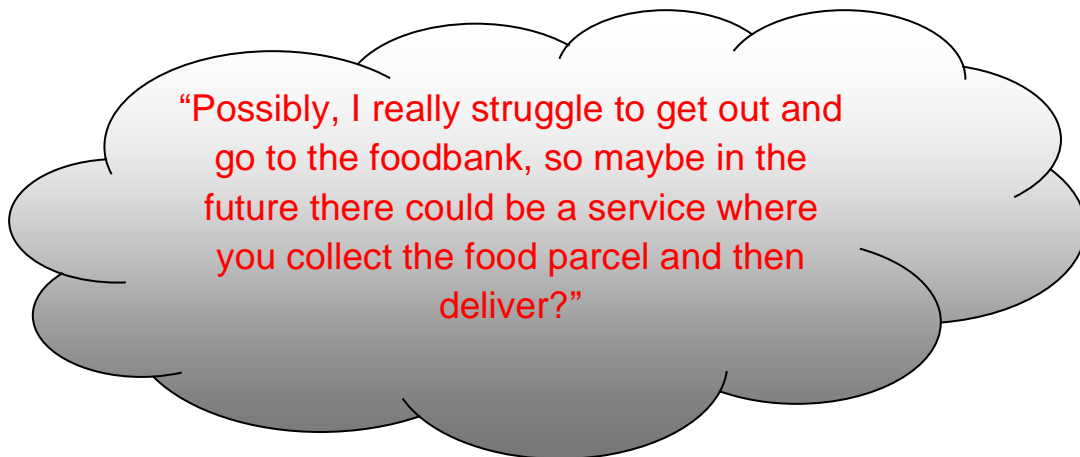
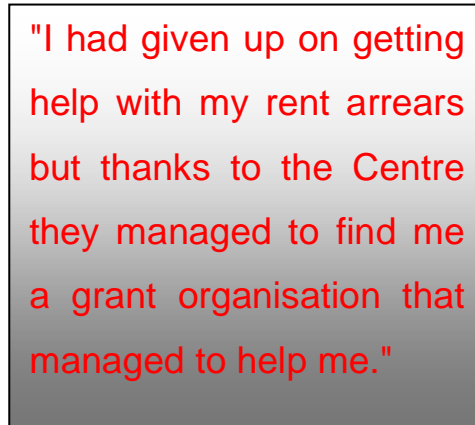
Out of the 3 questions that required a yes or no answer:

- 100% would recommend this service
- 42% were referred for housing support
- 88% received information about this service at the induction stage

2.5 Other Comments

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

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



2.5(ii) Would you like us to feedback to you on your comments?

Only 5 service users would like feedback on their comments.

2.5(iii) If yes how would you like us to contact you?

Phone	-	2
Letter	-	2
Email	-	1
Text	-	0

2.5(iii) Would you be interested in becoming more involved with Ayr Housing Aid Centre?

A total of 4 First Home Services Users would be interested in becoming more involved with the Centre. Due to funding ending for First Home we will still make contact to see if they would be interested in the overall Centre's work.

2.5(iv) Other comments

"If it wasn't for Ayr Housing Aid and Suzanne I'd have ended up in homeless accommodation with 3 kids. I'd just like to say how amazing Suzanne is. She helped with so many issues with housing but also with lots of other things. She's pointed me in the right direction with benefits, helped fill in forms, helped with other things for the kids such as referring me to get help with presents for Christmas."

"If it wasn't for Ayr Housing Aid I'd have been really let down. You leave feeling much better than when you first arrived. They're happy to just have a chat and build rapport. Building that rapport on an individual case by case basis is important. It's a service that is needed especially for local housing tenants and homeless."

"The Service helped me tremendously".

"I would be lost without it. Good information. Great advice and support".

"I had a really positive experience, my worker was brilliant and really took a weight off my shoulders. She was on everything, she contacted Stirling Park, she contacted housing and wasn't afraid to tell them when they were wrong".

"Made a real difference to me at a difficult time".

3.0 HOUSING EDUCATION FOR YOUTHS (HEY)

In this reporting year we delivered HEY sessions in 6 South Ayrshire Secondary Schools to 4th year pupils. A total of 750 pupils received the lessons in comparison to 268 in the previous year. It is positive that more schools have taken part in this reporting year. Last year we were only able to deliver to 4 schools. Out of a total of 750 pupils who took part in the feedback survey, 650 pupils completed the feedback form. This resulted in a 87% return rate.

3.1 HEY Pupils Responses

Did you enjoy the sessions?

We have developed interactive lessons to engage with pupils and teachers so that they enjoy the lessons. This facilitates learning and information retention. When the pupils were asked if they enjoyed the sessions they rated them from 1-5, 1 being "Didn't Enjoy" to 5 being "Very Enjoyable". 3 was an average "Fair" rating. We can see from the graph below that out of the 650 pupils who answered this question, a total of 518 pupils rated the sessions between 4 and 5: 80% of pupils, therefore, "Enjoyed" or "Really Enjoyed" the lessons.



Scale 1 – 5 (5 being highest)

Some pupil comments:-

“Beneficial as school lessons do not cover this”

“Helped understand the cost of stuff when I leave school”

“It was fun and engaging”

“Very good as learnt a lot about how to manage income”

“Helpful for those planning to leave home after school”

“Absolutely brilliant, a very enjoyable experience. Would recommend to everyone”

“Enjoyed lesson and enjoyed learning about real prices”

“it gave a better understanding of the money I will need for the future”

3.2 HEY Teacher Evaluations

A total of 22 teachers provided feedback on the sessions. All teachers felt that the lessons were appropriate for pupils, that the pupils had engaged well and that the lessons were informative on housing and homeless issues.

The teachers were asked to rate the lessons:

- 19 – rated the lessons as “Very Good”
- 6 – rated the lessons as “Good”

Some Teacher Comments:

“Students were engaged throughout the lessons. Enjoyable and informative. Thank you”

“The lessons gave pupils an understanding that anyone can get into financial difficulties and find themselves homeless”

“Informative for the young people to allow them to plan for the future”

“Important for young people to understand issues raised”

4.0 CONCLUSION

Individual Service User Feedback is an important element of quality control and allows us to develop and evolve our Services. The feedback is discussed both at Management and staff level and influences day to day delivery of Services.

We note that the overall return across all Services, not including the school HEY projects, is 60%. The number of pupils who filled in the HEY feedback form was higher at 87%. Overall including the HEY feedback the overall average return rate was 74%. The Centre continues to consider different methods of feedback and ways to obtain a higher response rate from service

users. The response rate has been made more difficult during COVID as we have had less face-to-face contact with service users.

Overall, across all services, 94% of service users rated us as 'Very Good'. We commend all Staff on this very positive feedback from our Service Users. This highlights the quality of work provided, and indeed the Centre's overall commitment to providing highly respected, quality services. This quality is further recognised by Audits and Inspections from External Regulators which have all provided first class outcomes.

Our HEY Services feedback from secondary pupils and teachers continued to be well received and positive: 100% of teachers and 80% of pupils rated the lessons as "Good" or "Very Good". This is also a very positive result.

Suggestions from service users are an important element of our continual growth. Once the Feedback is logged onto the database we analyse it and decide if any actions are needed based on any comments received. One positive action based on previous suggestions is that, in this reporting year, we have managed to increase activity on our Facebook page through social media with 1,162 likes (79% female and 21% male), up from 568 last year. During this reporting period our Facebook reach was 27.2k, this relates to the number of times people saw our Posts. A total of 1,232 people are following our page.

The feedback process was delayed this year due to us having to physically go into the Prison to gather the statistics held within HMP Kilmarnock which we were unable to access safely due to COVID-19.

Suzanne Slavin
CEO
1st October 2021

Alison Hood
Finance & Admin Officer