



Independent Housing Advice
Service within South Ayrshire

SERVICE USER FEEDBACK ANNUAL REPORT

July 2016 – June 2017

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1.0 Introduction

The Centre has produced a Service User Feedback Annual Report for cases opened during the period July 2016 to June 2017. We sent out 247 questionnaires for our Housing Information and Advice Service, 57 of these questionnaires were returned, 23%, (27% last year). 44 questionnaires were sent out to our Tenure Sustainment Service Users, 18 of these were returned 41% (47% last year). 55 questionnaires were sent out to our First Home Service Users, 43 of these were returned, 78% (92% 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 3 Parent Feedback Forms (4 last year), 28 Interim Feedback Forms (23 last year). In terms of the tracking feedback of the 27 young people, 23 have completed the survey (7 last year) and 4 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.

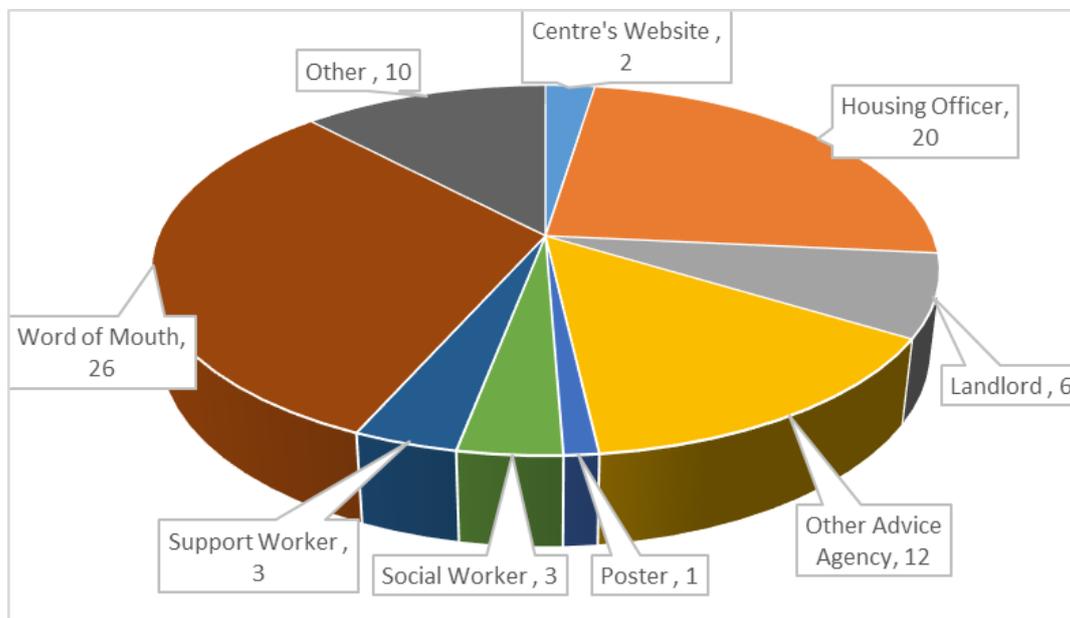
Question 1 (First Home excluded)

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, 26 or through Council Housing Officers, 20. 6 Service Users heard about the Centre through a landlord such as South Ayrshire Council or Ayrshire Housing, 2 through the Centre's Website, 3 from Social Work and 3 from a Support Worker such as Barnardos or SeAscape. 12 Service Users heard about the Centre through other Advice/Government Services such as the Citizens Advice, Barnardos or SeAscape. 1 Service User heard about the Centre through a

poster advertisement. 10 Service Users advised they heard about the Centre through other resources such as their local Councillor.

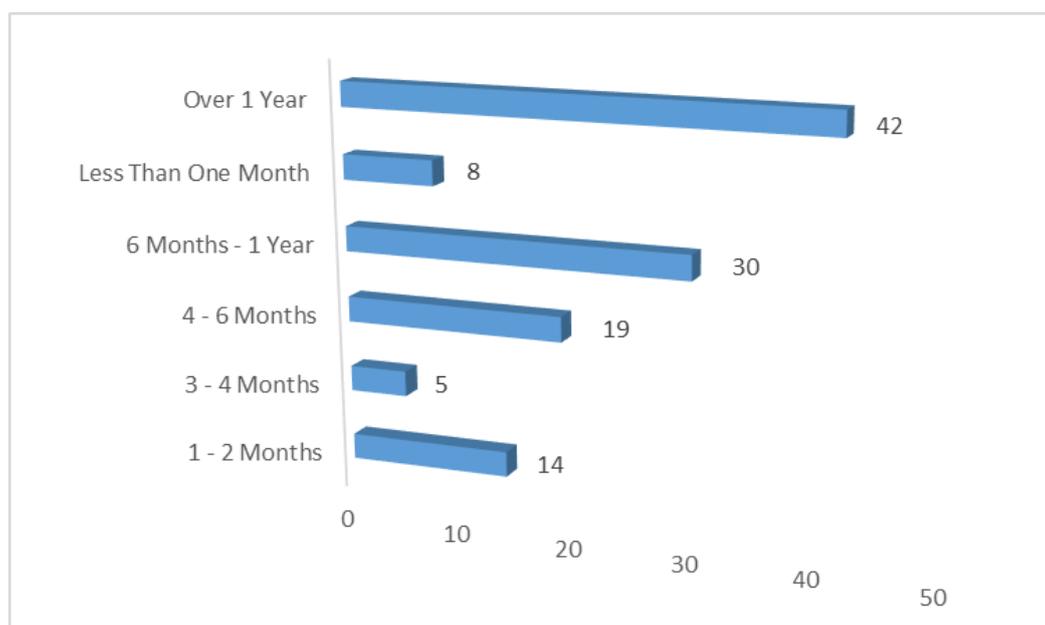
Please note some Service Users have chosen more than one option.



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 up to over 1 year. There has been 42 cases opened where Service Users have been in contact with the Centre for over 1 year. 30 Service Users engaged with us for between 6 months to 1 year.



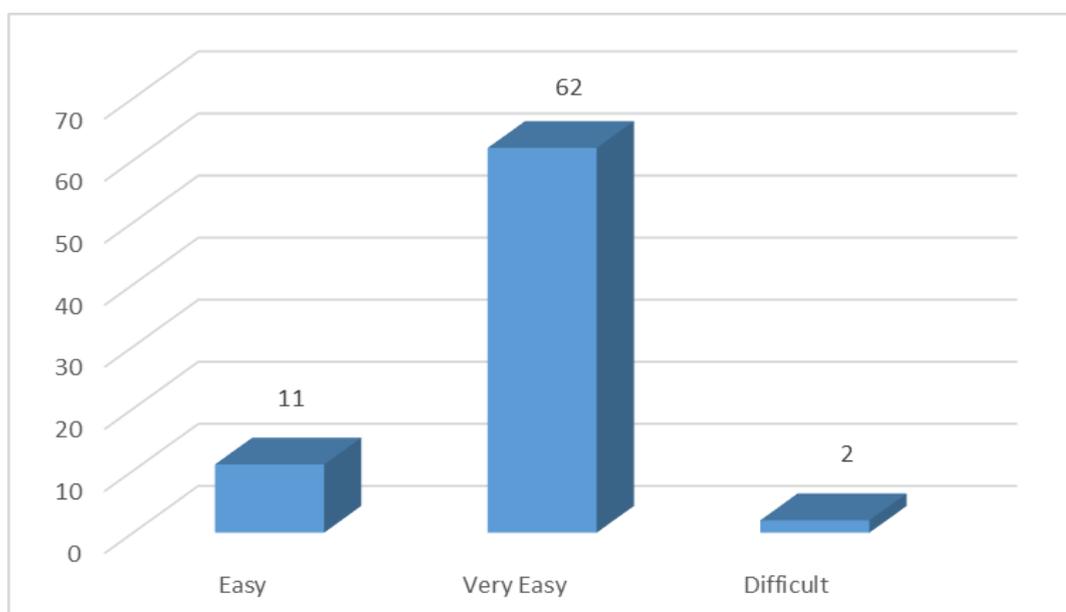
Question 3 (First Home excluded)

2.3 How easy was it to access the Service?

The majority of our Service Users found the Service very easy to access, 62. 11 found the service easy to access and 2 found it difficult.

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

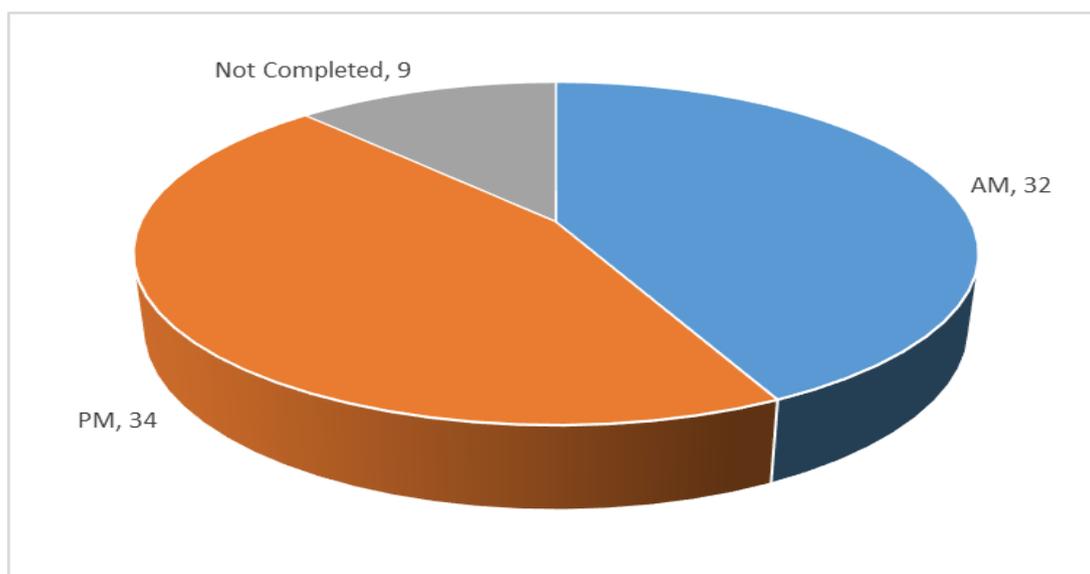
- “One phone call, appointment made to suit my times”
- “Referral was instant. Was seen within the hour as lady had slot”
- ‘It was very easy to find and get to the Centre”
- “Just make an appointment and the very next day I was in contact”
- “I was told about it via a friend and I rung them up and was seen the very next day”
- “I phoned the office and you were kind enough to help”
- “I visited Ayr Housing Aid Centre and was put in touch with my worker”
- “Difficult because of the language barrier”
- “The reason it was difficult is because I find it really hard to open up to people but my Worker was easy to talk to”



Question 3.1 (First Home excluded)

2.4 Was your appointment AM or PM?

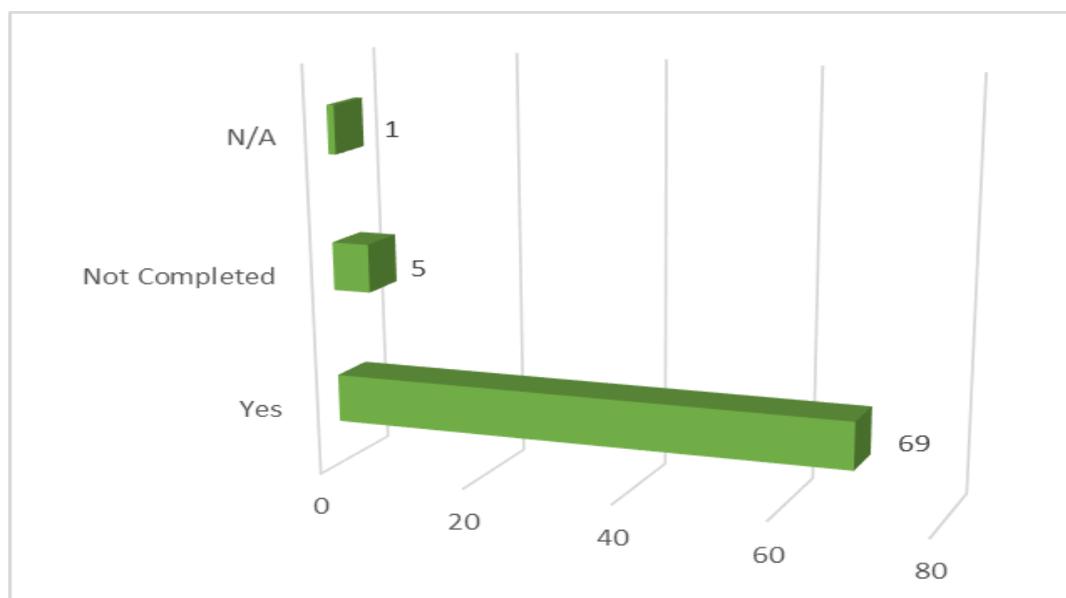
Service Users are given the choice of whether they require a morning or afternoon appointment and this is accommodated where possible. 32 appointments were in the morning, 34 in the afternoon. 9 Service Users did not complete this question.



Question 3.2 (First Home excluded)

2.5 Did the appointment time meet your requirements?

69 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.



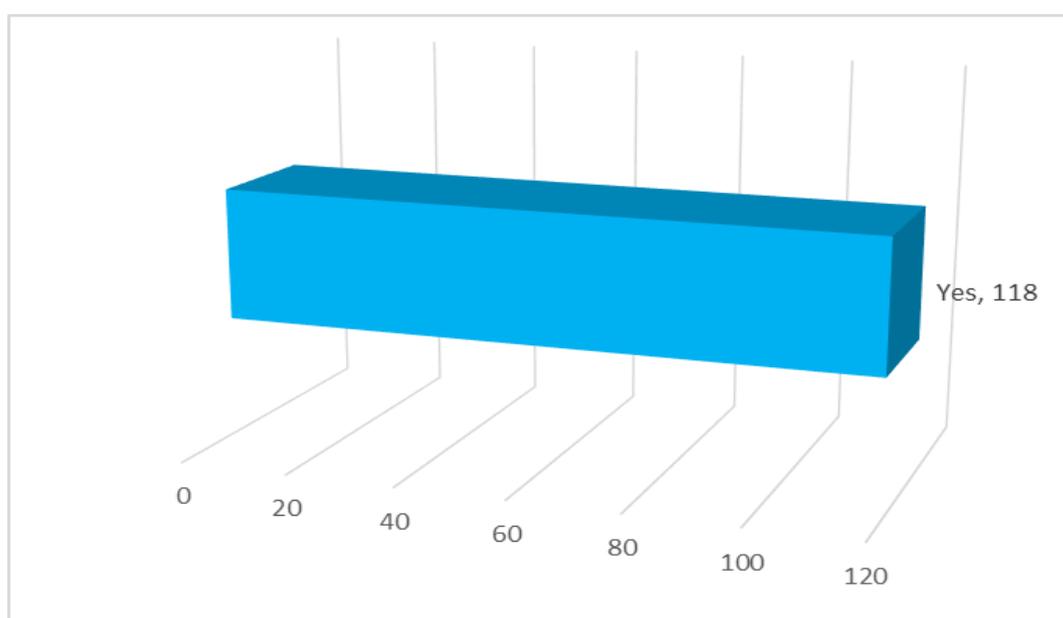
Question 4

2.6 Was the Service approachable and friendly?

118 of our Service Users found the Service approachable and friendly.

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

- “Friendly greeting. Problems listened to and made me feel relaxed after interview”
- “The team in the Centre are very friendly and so helpful. Thank you for helping me so much”
- “Just walked in with my Brother-In-Law and got seen straight away”
- “Was very friendly. I was on a vulnerable time. Everything was sorted”
- “The Staff are so friendly, helpful and professional. Always going that extra step to help”
- “I was made to feel welcome and nothing was too much trouble to help me”
- “Support was given at a time that was good for me. The support was very relaxed and friendly”
- “Very, very helpful indeed”
- “My worker was easy to talk to and she explained everything very clear to me”
- “My worker was very helpful with all my problems and sympathetic”
- “Very helpful and respectable”
- “Very helpful, good communication, covered all Grants. Easy going and easy to talk to”



Question 5 (First Home only)

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

All 43 Service Users advised the Application process was explained to them.

Question 6 (First Home only)

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

All 43 Service Users answered yes to the above question.

Question 7 (First Home only)

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

All 43 Service Users found the First Home Pack useful.

Question 8

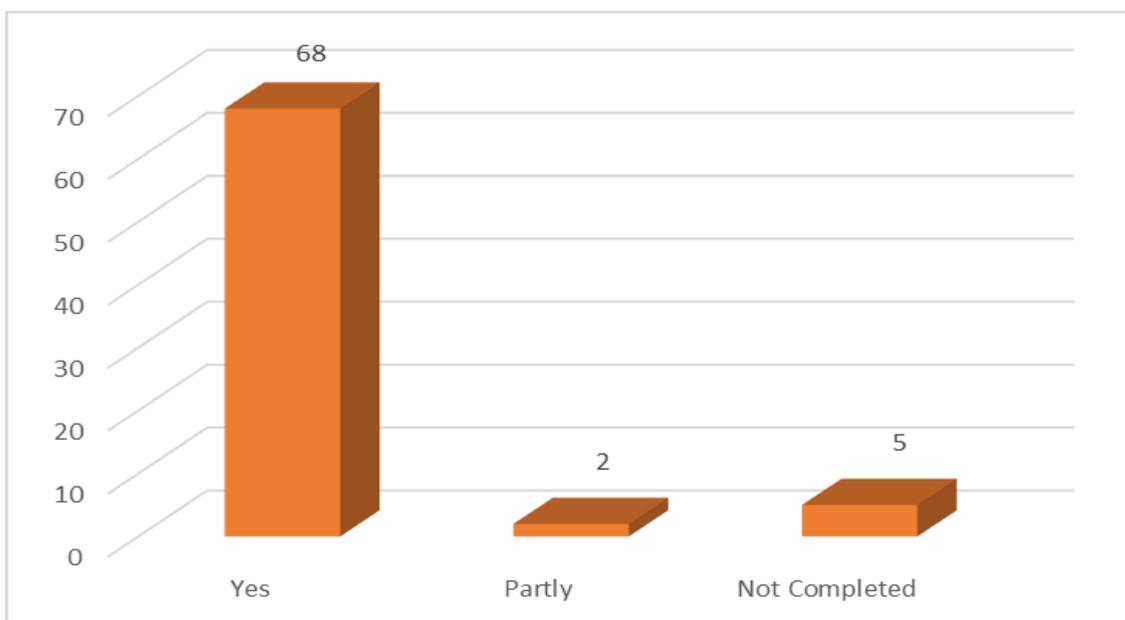
2.10 How would you rate your Adviser/Sustainment/ First Home Worker on:

	<u>VERY GOOD</u>	<u>GOOD</u>	<u>FAIR</u>	<u>NOT COMPLETED</u>
• Politeness	103	10	2	3
• Respect	101	11	2	4
• Consideration	103	9	2	4
• Reliability	103	10	2	3
• Friendliness	103	10	2	3

Question 9 (First Home excluded)

2.11 Was the information you were given accurate?

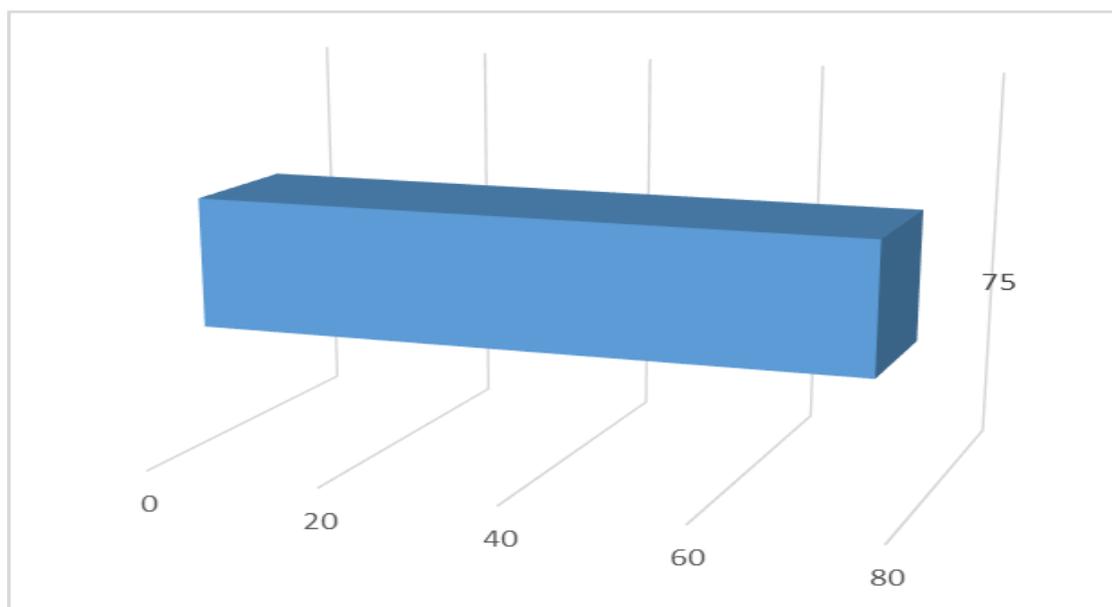
68 Service Users found the information they were given to be accurate. 2 Service Users found the information to be partially accurate. 5 Service Users did not complete the question.



Question 10 (First Home excluded)

2.12 Did the information/advice resolve your problem?

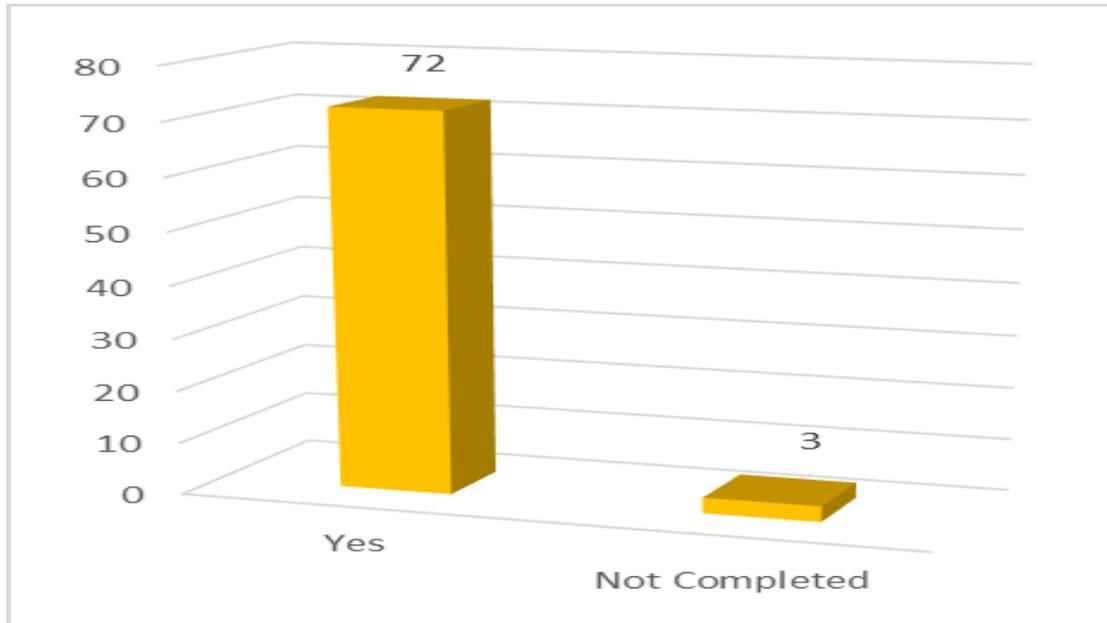
75 Service Users thought the information and advice they received was sufficient.



Question 11 (First Home excluded)

2.13 Did you find the Service easy to use?

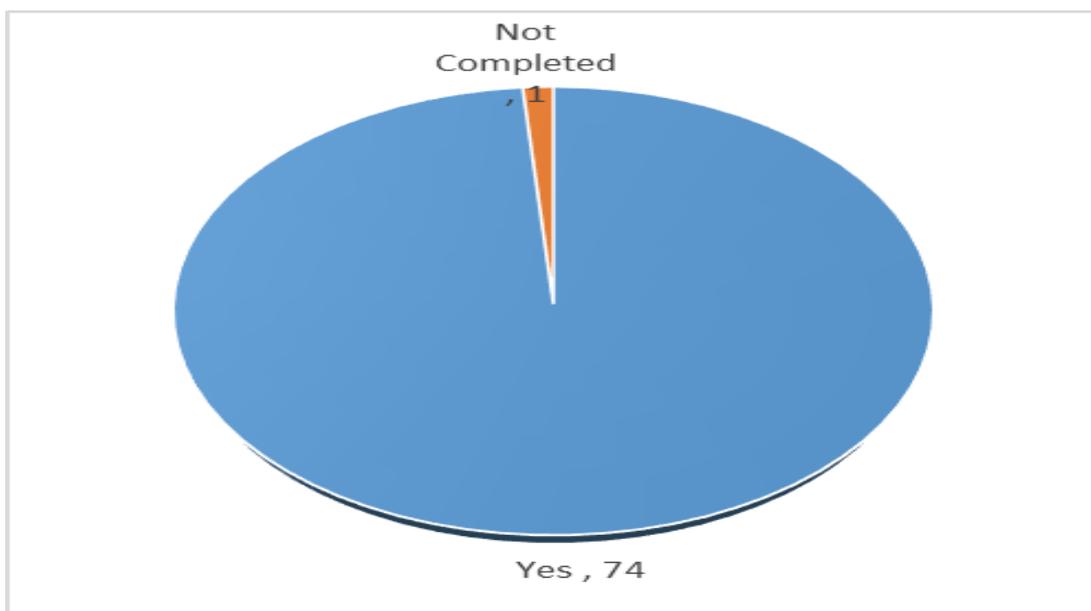
72 Service Users found the Service easy to use and 3 Service Users did not complete the question.



Question 12 (First Home excluded)

2.14 Would you use the Service again?

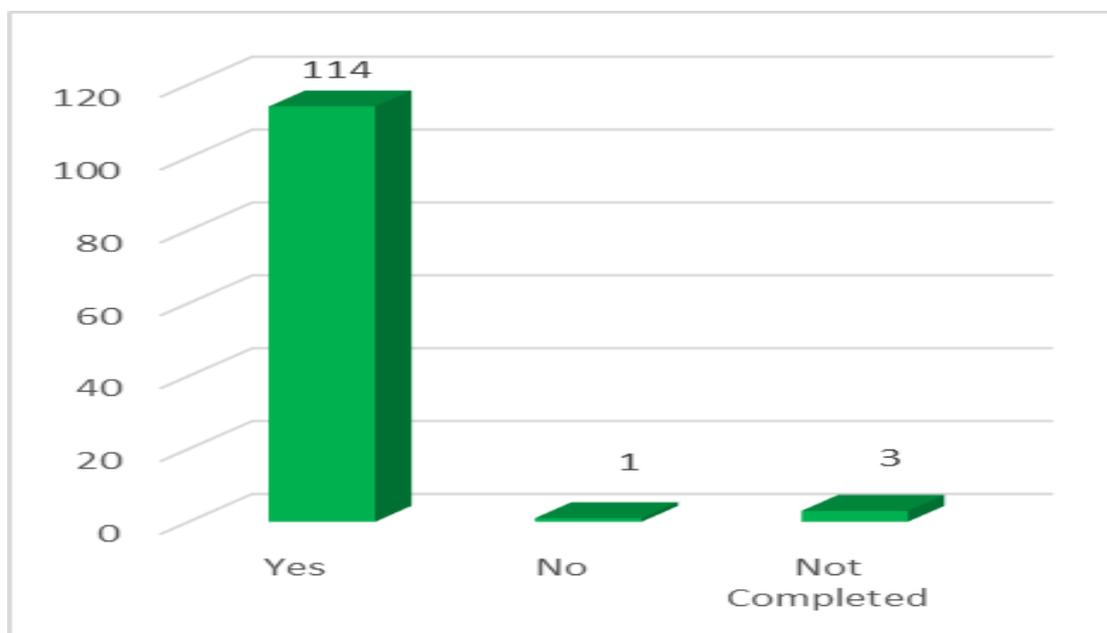
74 Service Users would use the Service again and 1 Service User did not complete the question.



Question 13

2.15 Would you recommend this Service to a friend?

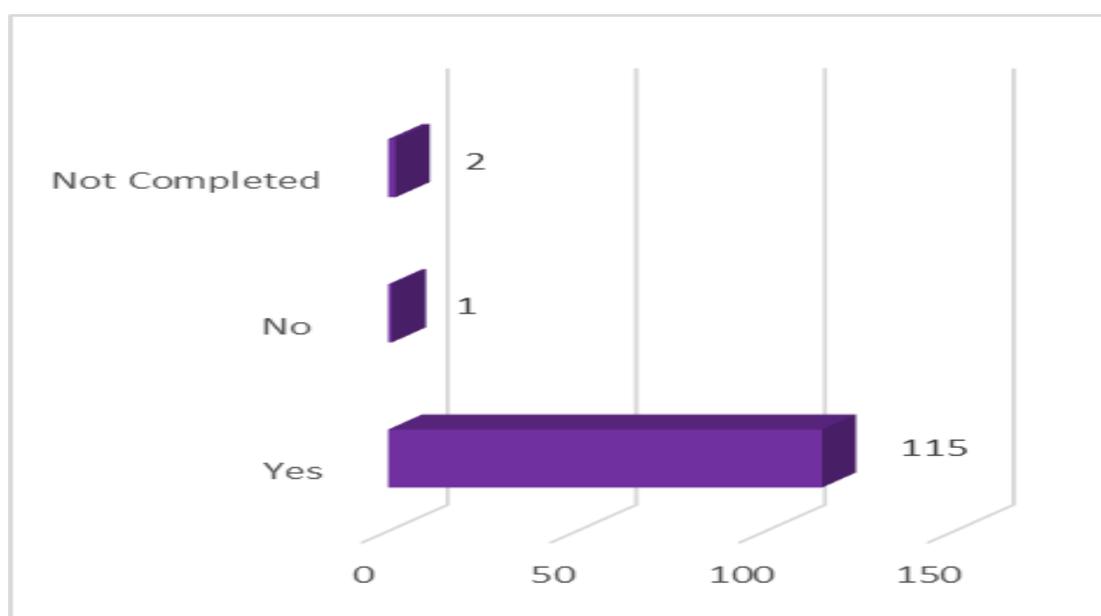
114 Service Users stated they would recommend this Service to a friend, 1 would not and 3 Service Users did not complete the question.



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, 1 Service User did not and 2 Service Users did not complete this question.



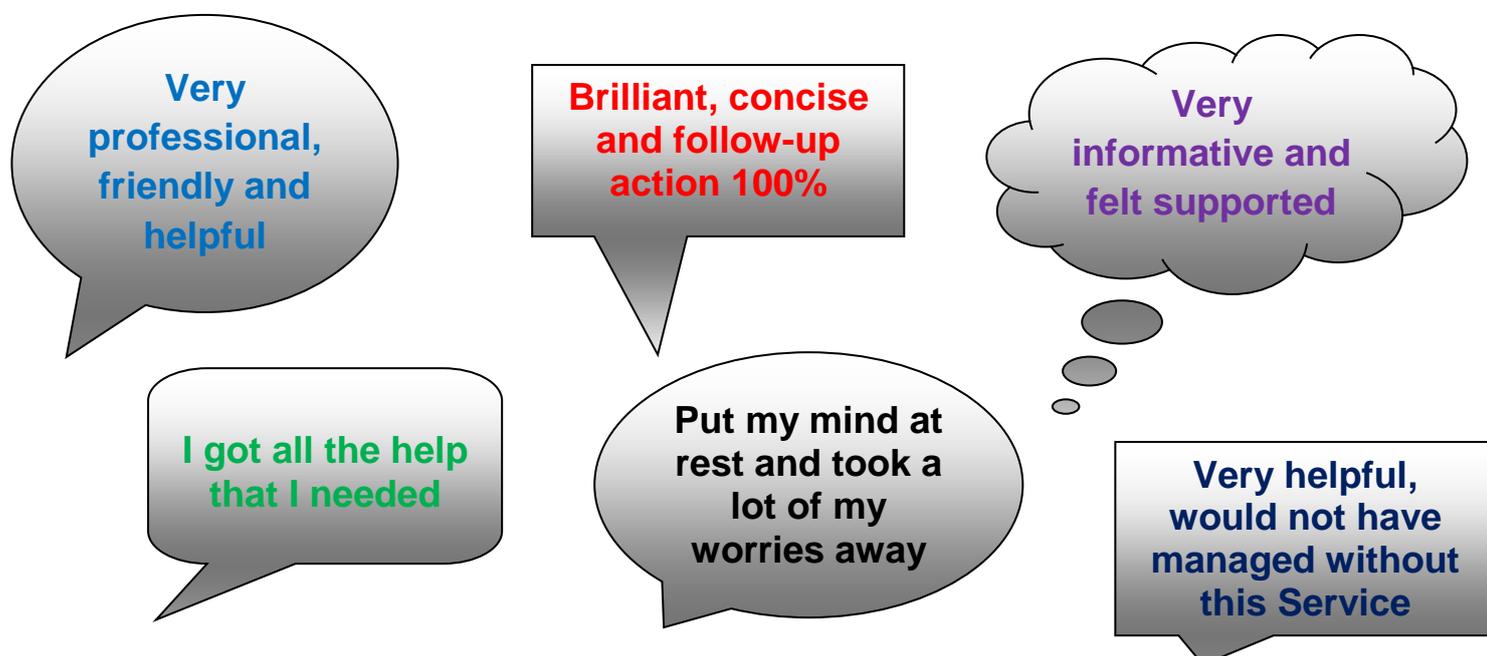
Question 15

2.17 What did you think about the Service you received?

100 Service Users answered the above question, 8 did not.

There has been increasing numbers of service users who have taken the opportunity to comment. This is very helpful and most welcome.

Some of the various comments noted are shown below:



- “I thought the Service I received was fantastic and I got brilliant information”
- “It provided all the information I need quickly. Impartial and informal. Great”
- “I found the Service very helpful and the Team helped me so much and nothing was too much trouble. They are a great Team”
- “Warm, friendly, reassuring and very helpful”
- “Very good and it had given me peace of mind”
- “I use this Service for advice, directions, inquiries and help”
- “It saved my family, a disabled family from homelessness (that would be unsafe and detrimental to our health)”
- “I thought the Service and advice I was given was very helpful and you have very nice people and nothing is too much trouble to help me. They are a great team of people”

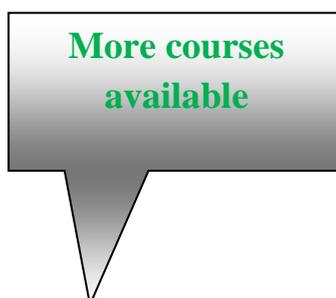
- “I thought it was valuable. I was in a dark place and a bit lost and I was supported with care and respect, understanding with no judgement. Don’t know what I would have done without it. With my worker’s help I got through it and I am more in control and my home is safe again. Thank you for being there”
- “Was caring and made me feel at ease. Was understanding and very helpful with everything”
- “I found the Service very helpful when making my decision and has brought me a lot of confidence as a result”
- “Fantastic. My worker listened to me and acted on what I said”
- “Very helpful and understanding. If you don’t know who to speak to or phone they were very good at doing this for you”
- “The support I received has helped me transition into permanent housing and helped with putting me in touch with other Services”
- “The Service I received was useful as it helped me keep track of debts, housing benefit etc”
- “Very impressed with the time and patience shown to us”
- “Provided necessary help and advice when I was mentally incapacitated and had no knowledge of benefit system”

Question 16

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

77 Service Users completed this question, 41 did not.

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



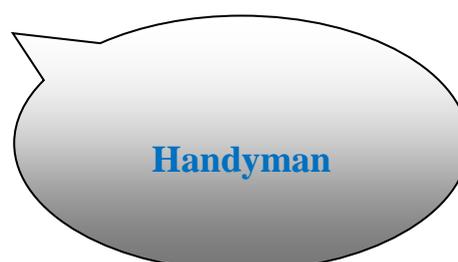
- “More training on households that have Universal Credit and other benefits under same roof”
- “Compile and pro-actively offer information sheet on other services which may be helpful to service users eg. Counselling/Mental health services, Foodbank and any other support services.
- “No because it has a very good standard”
- “No I have nothing that you can improve on. Great Team and great Service”
- “I had perfect Service so I don’t know how to improve on that”
- “No improvement needed in my opinion, a big star for my worker”
- “I would like to be able to do the Capacity Building again to refresh”
- “Keep the Service going as it is. Very valuable for our community”
- “Service does not need improving”
- “Not really, can’t fault it - so supportive”

Question 17 (First Home Excluded)

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

51 Service Users responded and 24 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:



- “Yes advice about other Groups like Benefits, Qualifications, money management and confidence”
- “With funding - disabled Services (not carer) that allows them to help people in need to be prioritised on Housing Lists”
- “Maybe a follow up Service which cases are kept active but not in a regular support appointment”
- “Homeless accommodation for family's and old people”
- “Just keep up good work and keep going for people and public’s interest when needed to advise upon”
- “Not at this time it covers everything”

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?

15 Service Users responded and 28 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:

None at the moment

Nope, can't think of any

If you could offer it nearer locality, aren't from Ayrshire. Would be more convenient and suitable

Question 18

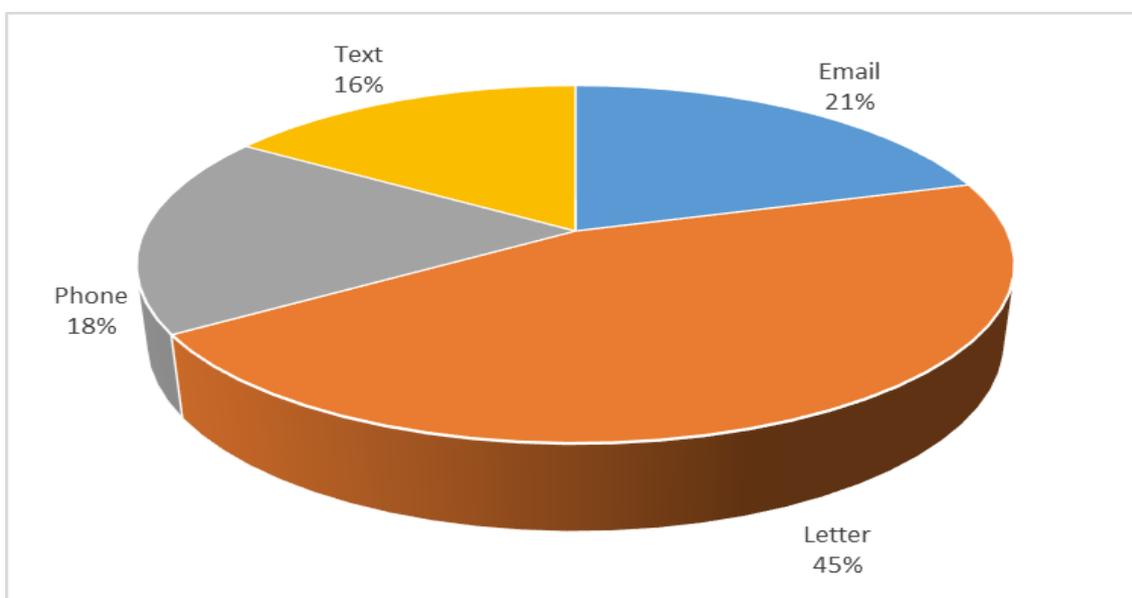
2.21 Would you like us to feedback to you on your comments?

34 Service Users would like feedback on their comments and 74 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	-	8
Letter	-	20
Email	-	9
Text	-	7

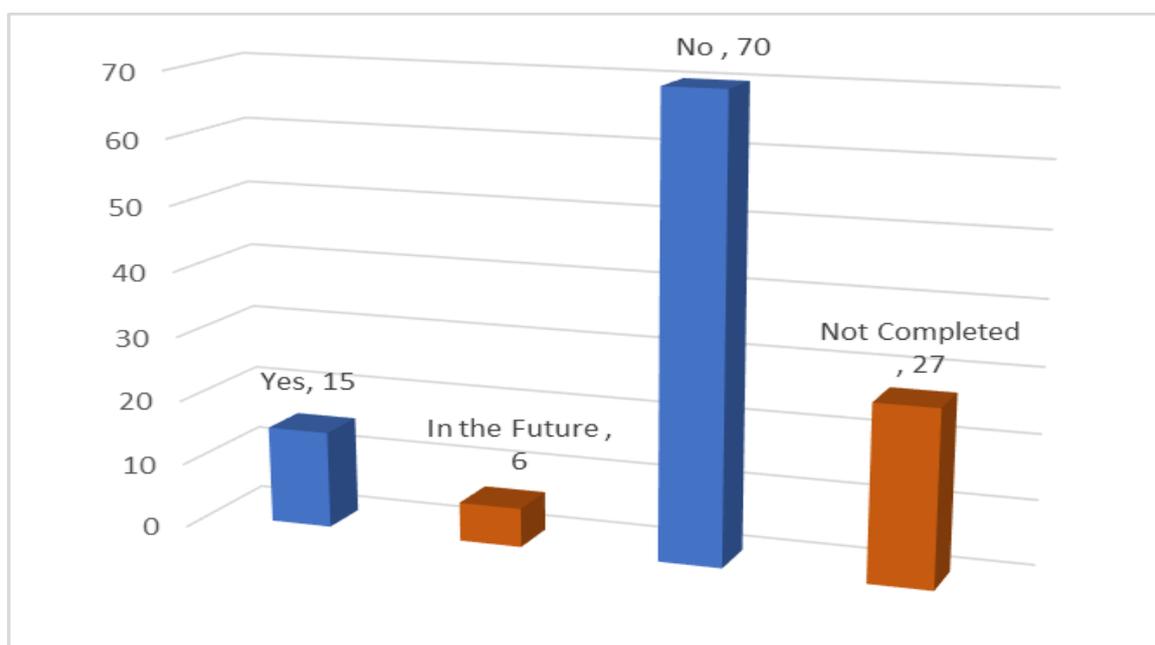
Please note some Service Users have chosen more than one option.



Question 19

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

15 Services Users would be interested in becoming more involved with the Centre, 6 in a future date and 70 would not. 27 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	-	6
Policy/Service Development	-	4
Consultation/Sounding Board for changes	-	1
Become a Member of the Management Committee	-	2
Volunteer - Administration	-	6
Volunteer - Fundraising	-	5
Volunteer - Trainee Adviser	-	7

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

3.0 Housing Education for Youths

3.1 Secondary Schools

This year we delivered in 7 Secondary Schools out of 8. The numbers of pupils receiving the lessons increased from 610 to 786. Unfortunately lessons was not delivered at Queen Margaret Academy.

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, 72% enjoyed or really enjoyed the lessons. 71% last year.



Other comments (Pupils)

“It was very interesting and I learned a lot of important things for the future”

“Good interactive Powerpoint”

“Very Educational”

“Informative presentation detailed information”

“It was very useful as I can start saving for my future so I don't struggle”

“I am more aware that it is not easy to move out”

“Not leaving until 25”

3.2 Teachers evaluations HEY

17 teachers provided feedback, all 17 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.

12 teachers rated the lessons as very good with 5 rating the lessons as good.

Teachers Comments

Outlined below is a selection of comments from class Teachers:

“Keep up the good work”

“Some real life examples of homeless young people to drive home the importance of the issue”

“Maybe 6th Year Sessions but great tasks and made pupils think”

“Some sheets that asked what we think and made a decision about what they would do in that scenario”

“Perhaps you could mention the kinds of debt that a young person could create at college/university e.g. student loan, store and credit cards etc.”

“Perhaps mention the average age someone manages to secure a mortgage and the average deposit that is required”

“Could students receive a handout/table of costings for future reference”

Conclusion

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 45%.

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.

There has been a significant number of Service Users, 21 (34 last year) expressing an interest in feedback regarding their service user comments. Clearly we welcome this and will need to make an appropriate response.

In terms of our Facebook page the Centre has received 409 accumulated likes. Out of these 403 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 786 pupils and 17 teachers submitting feedback.

In overall terms there was over 1001 sources of feedback relating to our Services during 2016/17.

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

15th January 2018