



Ayr Housing Aid Centre

SERVICE USER FEEDBACK ANNUAL REPORT

July 2018 – June 2019



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 July 2018 to June 2019. Please note after a review we have adjusted our Service User Feedback Forms from April 2019 erasing some of the questions and making amendments to others.

Please note our 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. We have included Prison Service Feedback where possible.

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 | 158 | 48 | 30% |
| Prison | 60 | 60 | 100% |
| Tenure Sustainment | 22 | 12 | 55% |
| First Home | 38 | 36 | 95% |
| Interim Feedback (First Home) | 19 | 18 | 95% |
| Tracking Feedback (First Home) | 32 | 20 | 63% |
| Parent (First Home) | 3 | 3 | 100% |
| Total | 332 | 197 | 59% |

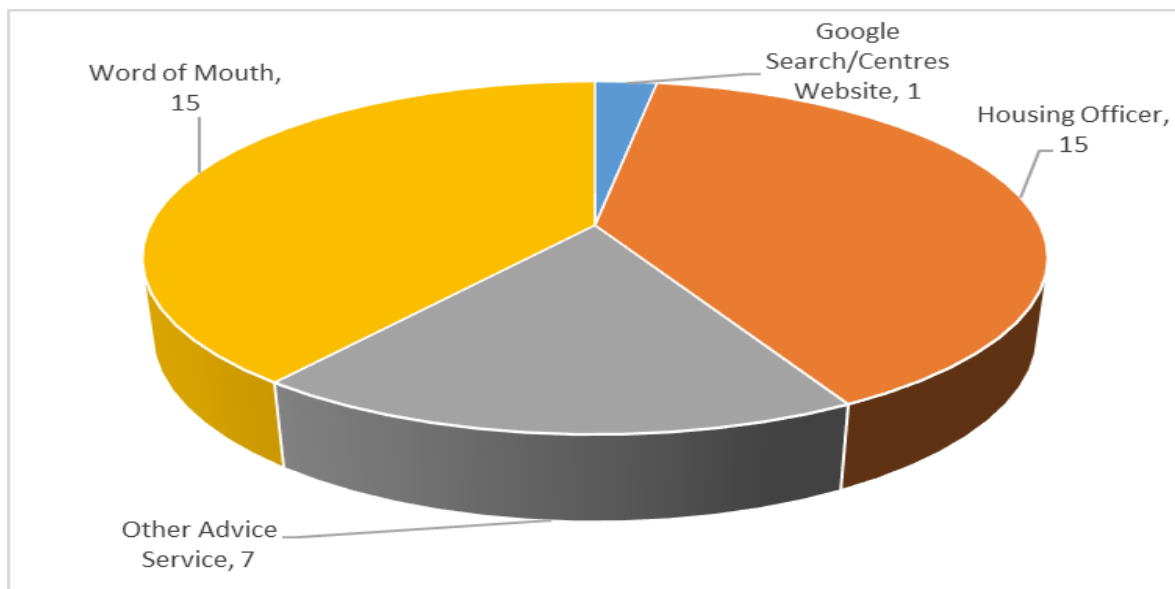
We have included in this Report feedback relating to our HEY Service within Secondary Schools.

2.0 Service User Feedback Questions

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

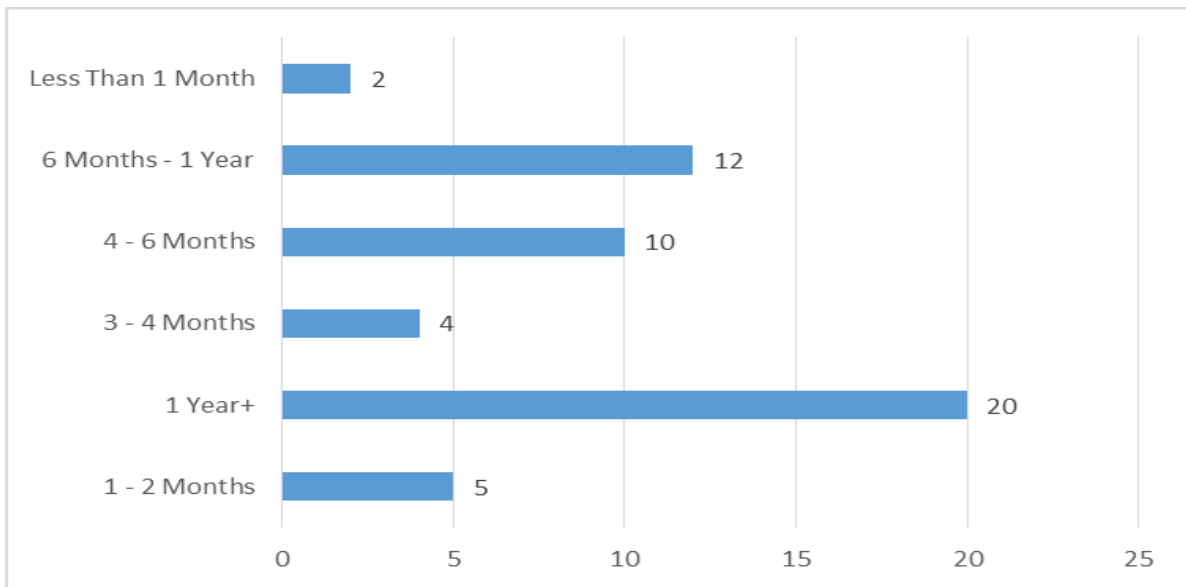
2.1 How did you hear about the Centre?

Please note this question was valid from July 2018 until March 2019, thereafter this question was erased. As can be seen from the graph below our Service Users mainly hear about the Centre by Council Housing Officers, 15 or through word of mouth, 15. 7 Service Users heard about the Centre from other Advice Service and 1 from a Google Search/Centre Website. Please note the First Home and Prison Services are not included.



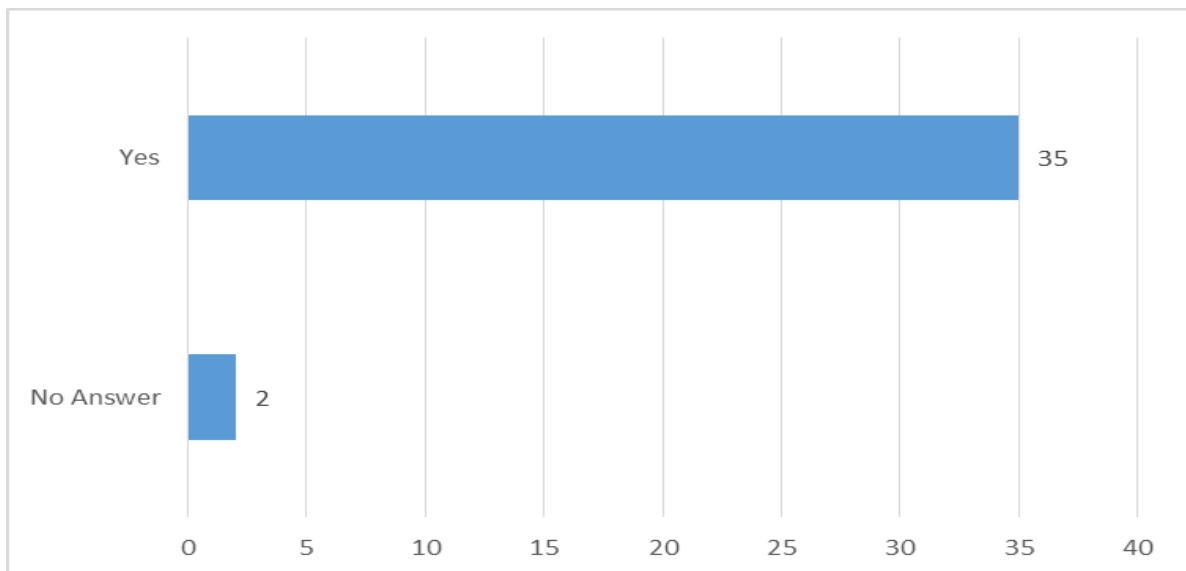
2.2 How long have you been in contact with the Centre?

Please note this question was valid from July 2018 until March 2019, thereafter this question was erased. The length of time Service Users engage with the Centre varies from less than one month up to over 1 year. There has been 20 cases opened where Service Users have been in contact with the Centre for over 1 year. 12 Service Users engaged with us for between 6 months to 1 year. There were 10 Service Users that has had contact with us for 4 to 6 months, 4 for 3 to 4 months, 5 for 1 to 2 months and 2 for less than 1 month. Please note the Prison Service is not included.



2.3 Did the appointment time meet your requirements?

Please note this question was valid from July 2018 until March 2019, thereafter this question was erased. 35 Service Users confirmed the appointment time they were given by Staff met their requirements. 2 Service Users did not complete this question. Please note the First Home and Prison Services are not included.



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

19 Service Users advised the Application process was explained to them and 17 Service Users did not complete this question.

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

18 Service Users answered yes to the above question. 1 Service Users advised it partially helped and 17 Service Users did not complete this question.

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

18 Service Users found the First Home Pack useful and 1 advised it was partially. 17 Service Users did not complete this question.

2.7 How would you rate your Adviser/Sustainment/ First Home Worker on (Prison Service included):

Please note the below table was amalgamated with questions from April 2019 and some of the previous questions erased.

| | <u>VERY GOOD</u> | <u>GOOD</u> | <u>NOT COMPLETED</u> |
|-----------------------------|------------------|-------------|----------------------|
| • Politeness | 111 | 8 | |
| • Respect | 111 | 8 | |
| • Considerate | 108 | 9 | 2 |
| • Reliable | 106 | 11 | 2 |
| • Friendliness/Approachable | 110 | 8 | 1 |
| • Resolving problem | 108 | 11 | |

2.8 Did your Adviser?

Please note the below table was amalgamated with questions from April 2019 and some of the previous questions erased.

| | <u>VERY GOOD</u> | <u>GOOD</u> | <u>FAIR</u> | <u>NOT COMPLETED</u> |
|--|------------------|-------------|-------------|----------------------|
| • Provide accurate information | 46 | 1 | | |
| • Help resolve problem | 108 | 11 | | |
| • Respond quickly | 20 | | | |
| • Explain information in an understandable way | 20 | | | |

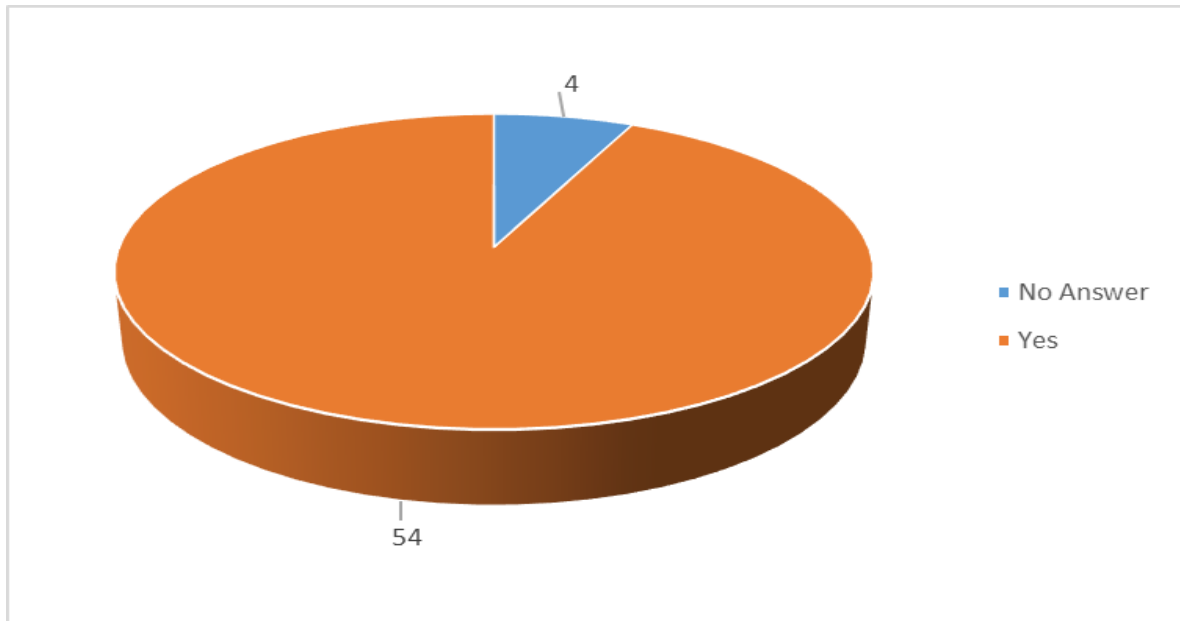
2.9 Was the Service you received:

Please note the below table was amalgamated with questions from April 2019 and some of the previous questions erased.

| | <u>VERY GOOD</u> | <u>GOOD</u> | <u>FAIR</u> | <u>NOT COMPLETED</u> |
|-----------------|------------------|-------------|-------------|----------------------|
| • Accessible | 93 | 21 | 5 | |
| • Efficient | 89 | 25 | 3 | 2 |
| • Knowledgeable | 93 | 21 | 3 | 2 |

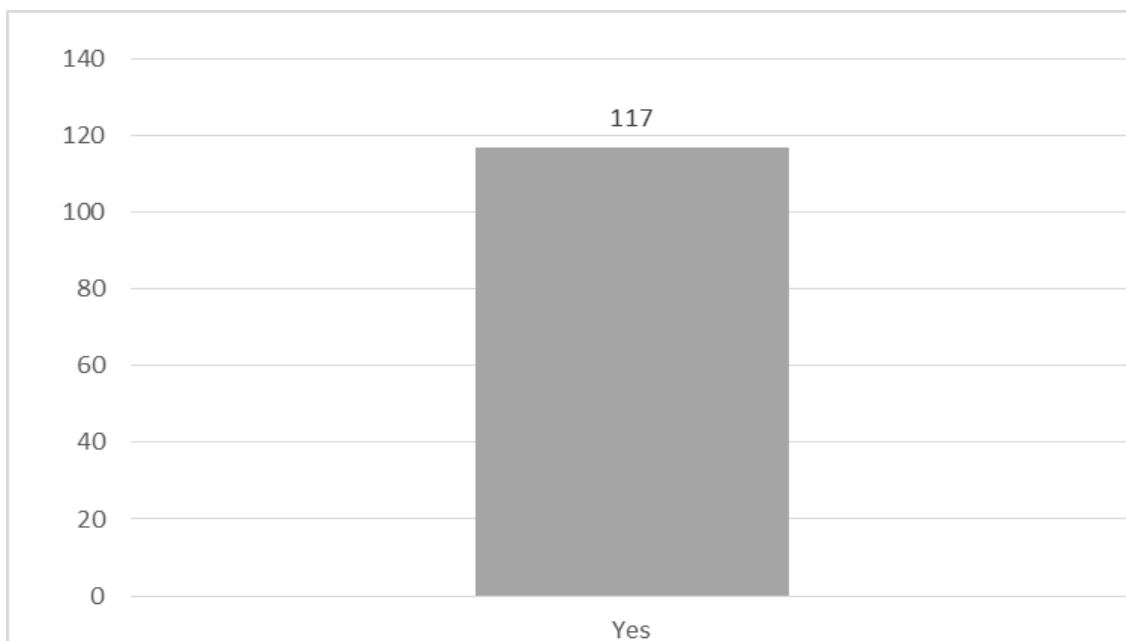
2.10 Would you use the Service again?

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



2.11 Would you recommend this Service to a friend? (Prison Service included)

117 Service Users stated they would recommend this Service to a friend.



2.12 Have you any suggestions on how we could improve our Services? (Prison Service included)

42 Service Users completed this question.

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



- Perhaps large posters in rent offices, libraries/meeting places to highlight and make others aware that there are skilled people who can advise and help you when you feel so desperate and on your own”
- “I hope prisoners getting out could perhaps be given an opportunity to go straight to temp furnished as older prisoners don’t like hostels”
- “Help to get ID for benefit prior to liberation”
- “Try and get a house on release from prison”
- “I feel there are no improvements needed. Excellent Service”
- “None, Great service cannot fault so helpful”
- “No recommendations - They are knowledgeable, professional and caring. Great service. Amazing people”

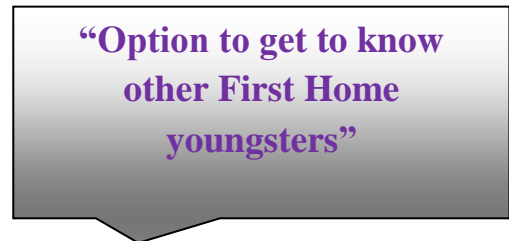
2.13 Could you suggest any other Services that First Home could provide for young people in the area?

17 Service Users responded.

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 other than making people more aware of this Service”



“Option to get to know other First Home youngsters”



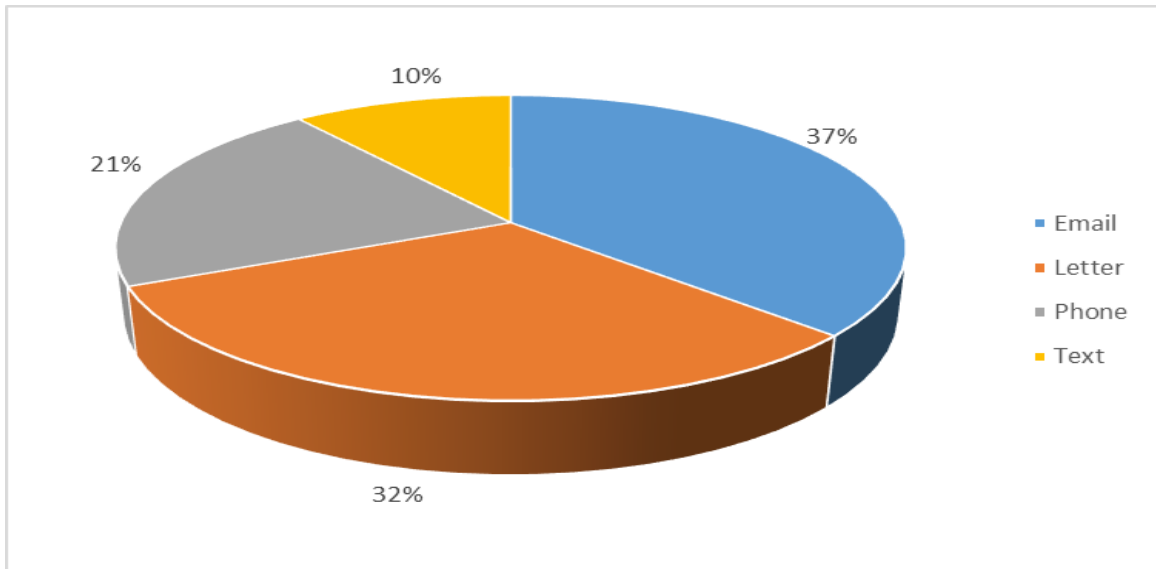
“Service that provides more utilities and essentials to young people in need”

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

19 Service Users would like feedback on their comments and 72 would not.

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

| | | |
|--------|---|---|
| Phone | - | 4 |
| Letter | - | 6 |
| Email | - | 7 |
| Text | - | 2 |



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

9 Services Users would be interested in becoming more involved with the Centre and 12 would not.

3.0 Housing Education for Youths

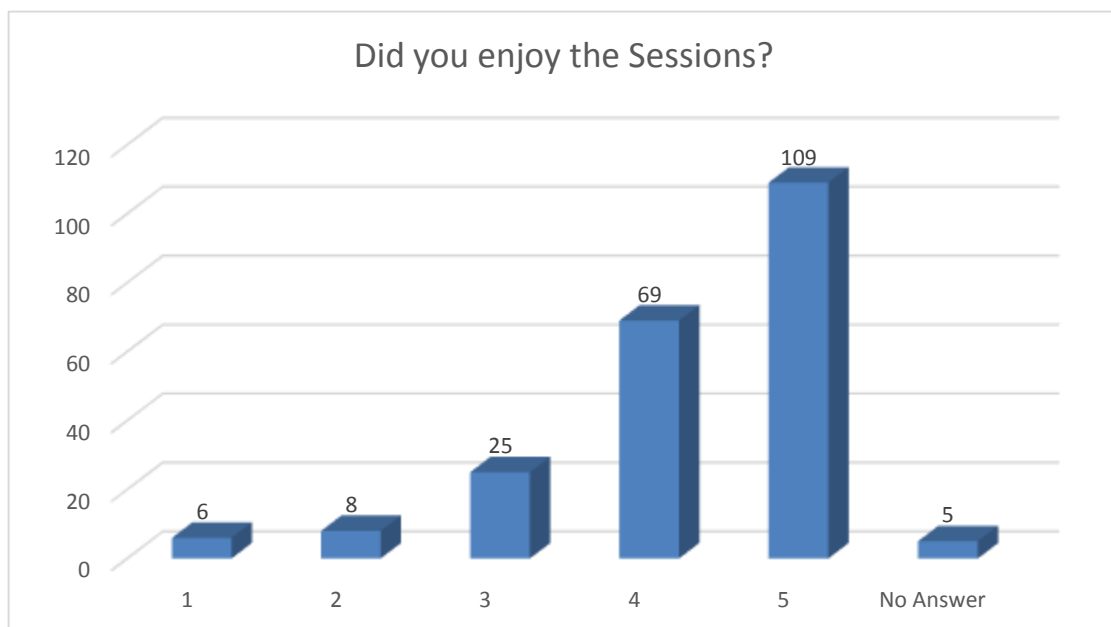
3.1 Secondary Schools

This year we delivered in 4 Secondary Schools out of 8. The numbers of pupils receiving the lessons decreased from 844 to 268. It was very disappointing that participating schools have reduced in this report year. We have discussed this with the schools and have amended the sessions to meet the needs of individual schools which we hope will encourage participation from the schools. In years 2019/2020 6 schools have taken up the offer of sessions.

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. 46 pupils did not answer this question.



Other comments (Pupils)

“They were enjoyable and informative”

“Very enjoyable, I learnt lots of new information”

“I enjoyed learning where I will be in the future”

“The lesson's were very informative and I learned a lot about the costs of owning your own property”

“I thought they were good and educational”

“It let us know how to handle things and the reality of it”

“I enjoyed it and good presenter”

“They helped me understand bills”

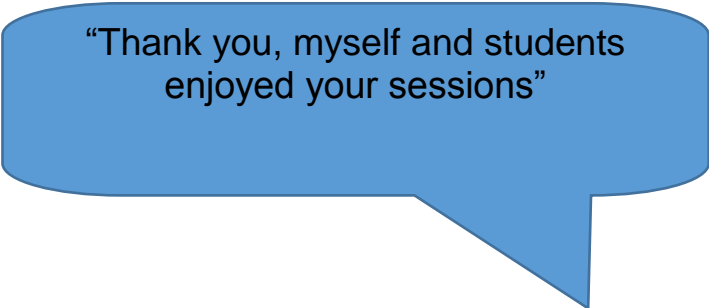
3.2 Teachers evaluations HEY

12 teachers provided feedback, all 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.

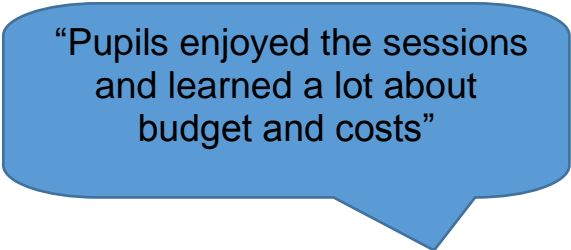
10 teachers rated the lessons as very good with **2** rating the lessons as good.

Teachers Comments

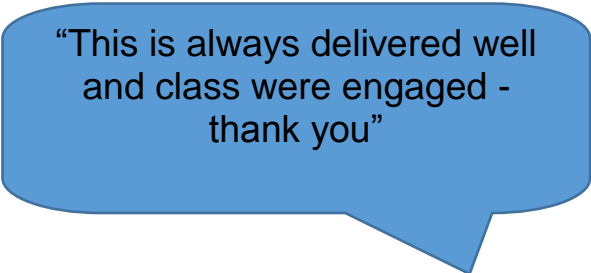
Outlined below is a selection of comments from class Teachers:



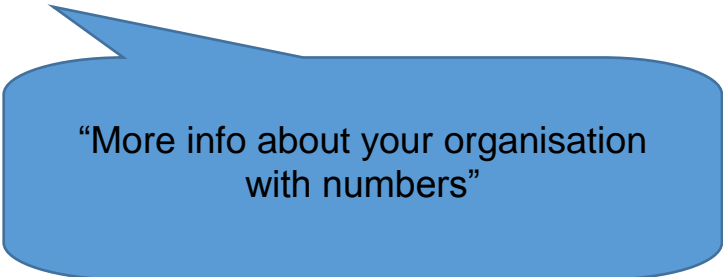
“Thank you, myself and students enjoyed your sessions”



“Pupils enjoyed the sessions and learned a lot about budget and costs”



“This is always delivered well and class were engaged - thank you”



“More info about your organisation with numbers”

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 59%. 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 568 Facebook likes and traffic on our Facebook page has reached over 4,500 people. 562 people are following our page.

In addition to the above our HEY Services seek feedback from secondary pupils and teachers, these have been positive.

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

16th December 2019

Karen Miller

Office and Finance Manager