



# Ayr Housing Aid

Centre scio

## SERVICE USER FEEDBACK ANNUAL REPORT

July 2020 – June 2021



SCOTTISH CHARITY NO: SC049609

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## 1.0 INTRODUCTION

The Centre has produced a Service User Feedback Annual Report for cases opened during the period 1.7.20 to 30.6.21. Each service has different feedback forms tailored to Service Users needs and expectations. Please see analysis below:

SERVICE PROVIDED	NO. ISSUED	NO. RETURNED	% RETURNED
Advice	206	39	18.93%
Tenure Sustainment	17	7	41.18%
First Home- (Stage 6)	11	11	100.00%
First Home- (Interim Feedback)	11	11	100.00%
<b>TOTAL</b>	<b>245</b>	<b>68</b>	<b>27.76%</b>

Out of a total of 245 surveys issued, 68 were returned, an overall return rate of 28%. The results of the feedback surveys were very positive. Most service users were happy with the service they received.

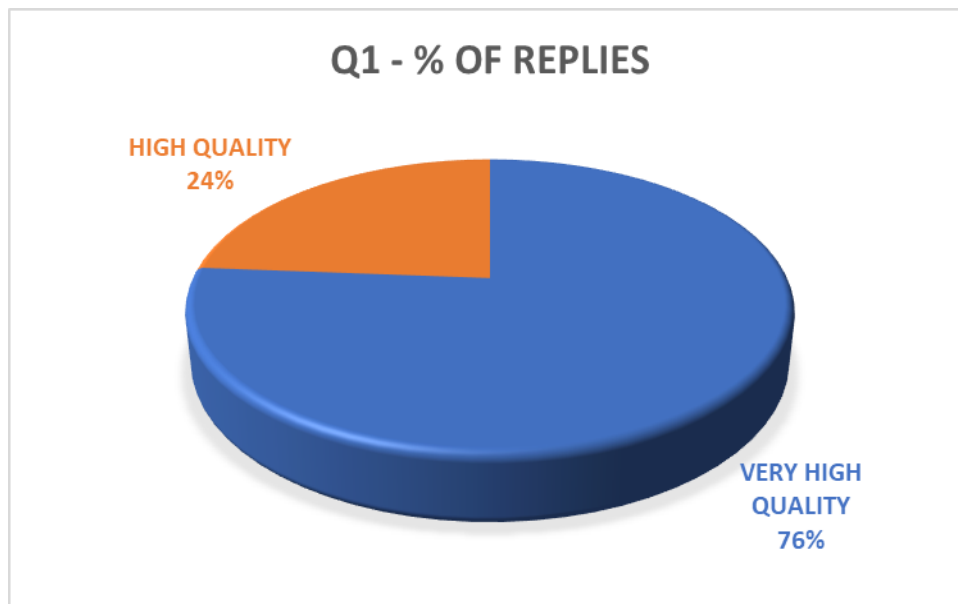
## 2.0 SERVICE USER FEEDBACK

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

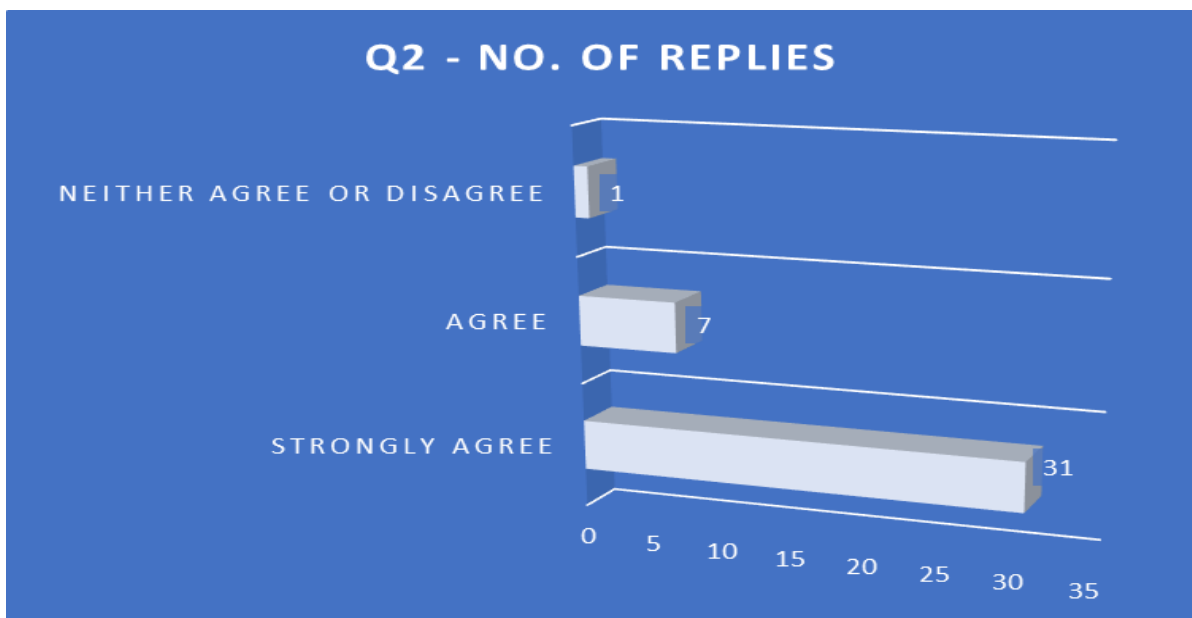
After feedback from Service Users we decided to try something new this year and used Survey Monkey to send out feedback to service users for this service. We responded to Service Users requesting we reduce the number of questions asked, as many found it off-putting. Based on this request we combined the questions together to try and encourage increased input. Many told us they were happy with our service but did not complete forms as they had a perception it would take too long or have more than 5 questions. A total of 39 advice service users completed the survey. The results of the 4 questions we asked are shown below:

**Q1 Did the service meet your needs in terms of accessibility, efficiency and knowledge?**



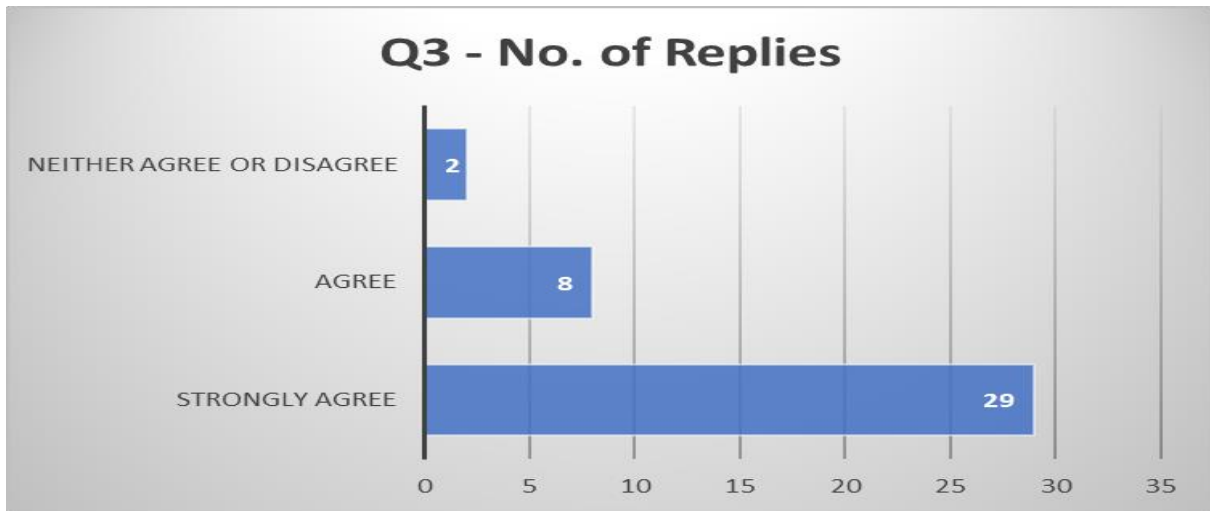
A total of 76% of service users thought that our service meets their needs in terms of accessibility, efficiency and knowledge.

**Q2 Was your adviser polite, respectful, considerate and knowledgeable?**



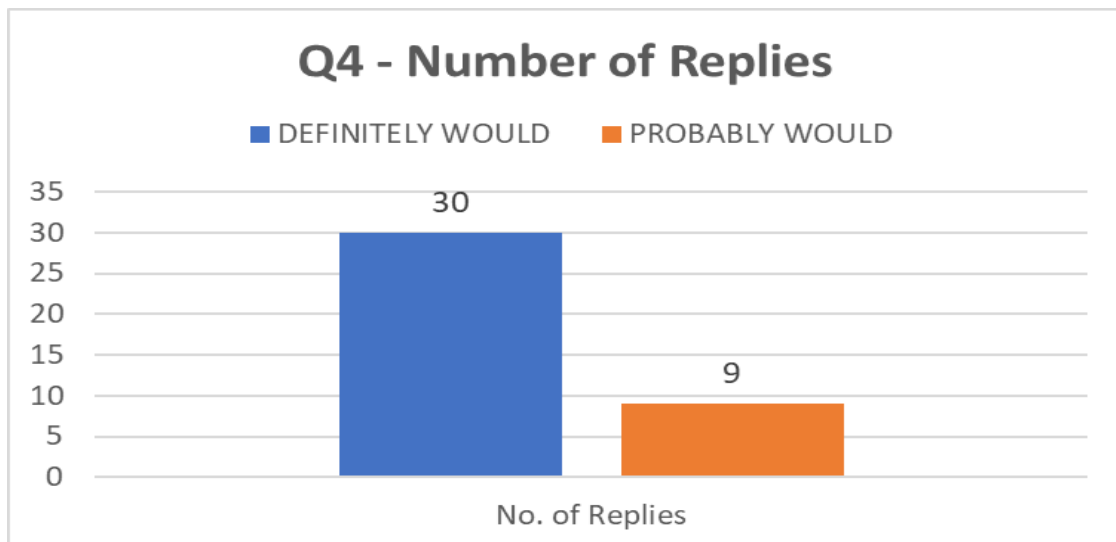
As can be seen from the graph above 38 out of 39 service users agreed or strongly agreed that the adviser was polite, respectful, considerate and knowledgeable.

**Q3 Did your adviser provide accurate information that helped resolve your problem in an understandable and timely manner?**



The chart above indicates that 37 out of 39 service users either agreed or strongly agreed that accurate information was provided in an understandable and timely manner to solve their problems.

**Q4 Would you use this service again and/or recommend it to a friend?**



The chart above shows us that all 39 service users would definitely or probably use the service again or recommend AHAC to a friend.

Due to our staff not being in the Prison during this year we were unable to obtain any feedback for this service as we were relying on Prison Officers relaying info to our Service Users.

## 2.2 Tenure Sustainment Feedback

A total of 7 service users completed the Tenure Sustainment survey out of 17 issued. 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
Did the appointment time meet your requirements?						7	0		7		100%
Was the service approachable and friendly?						7	0		7		100%
Rate your worker on Politeness	7	0	0	0	0				7	100%	
Rate your worker on Respect	7	0	0	0	0				7	100%	
Rate your worker on Consideration	7	0	0	0	0				7	100%	
Rate your worker on Reliability	7	0	0	0	0				7	100%	
Rate your worker on Friendliness	7	0	0	0	0				7	100%	
Was the information you were given accurate?						7	0		7		100%
Was the Information/advice you were given sufficient?						7	0		7		100%
Did you find the Service easy to use?						7	0		7		100%
Would you use the service again?						7	0		7		100%
Would you recommend this service to a friend?						7	0		7		100%
Do you think it is good to have this service in our area?						7	0		7		100%
<b>AVERAGE PERCENTAGE</b>										<b>100%</b>	<b>100%</b>

### Conclusions from the results of the Tenure Sustainment survey:

- 100% rated the service we provide as very good in various categories.
- 100% of service users would recommend us to a friend
- 100% would use this service again
- 100% felt that it is good to have the service in their local area
- 100% thought the information given was accurate, sufficient and easy to use

## 2.3 First Home (Stage 6)

A total of 11 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	% YES	
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER			
Was The Service You Received: Accessible						11	0	0	11		100%
Service: Efficient						11	0	0	11		100%
Service: Knowledgeable						11	0	0	11		100%
Service: Informative						11	0	0	11		100%
Was Your Adviser: Polite and Respectful?						11	0	0	11		100%
Adviser: Knowledgeable	11	0	0	0	0				11	100%	
Adviser: Considerate	11	0	0	0	0				11	100%	
Adviser: Reliable	11	0	0	0	0				11	100%	
Adviser: Friendly/Approachable	11	0	0	0	0				11	100%	
Adviser: Provide Accurate Information	11	0	0	0	0				11	100%	
Did your First Home Officer explain your Housing/Hmls application?						11	0	0	11		100%
Did your First Home Officer explain the Housing process clearly?						11	0	0	11		100%
Did your First Home Officer help you reach a decision regarding your Housing options?						11	0	0	11		100%
Did your First Home Officer respond quickly to your questions?						11	0	0	11		100%
Did your First Home officer explain information in an understandable way?						11	0	0	11		100%
Would you recommend the service to a friend?						11	0	0	11		100%
Do you feel this service is required in South Ayrshire?						11	0	0	11		100%
<b>AVERAGE PERCENTAGE</b>										<b>100%</b>	<b>100%</b>

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

- 100% rated the First Home Officer ' Very Good' in various categories
- 100% of service users would recommend us to a friend
- 100% of service users think it is good to have the service in the area
- 100% found the First Home Pack/information provided very useful
- 100% agreed the housing application and process was explained very well
- 100% agreed the service was very helpful to reach decisions

## 2.5 Feedback Comments

“Outstanding, Lucy really went out her way for me and went above and beyond when I was really not in a good place ”

“Got more info in 5 minutes than had been trying with landlord for months and you were superbly helpful. Absolutely delighted with service. Provide a reassuring service, explains things clearly and are always treated like a human being.”

“Great, really helpful. We got advice on how to deal with our Landlord that just made things a lot less stressful than us dealing with it on our own. And the money really helped me and my family when we needed it. I felt like Lucy actually listened whereas when I’d phoned up other places I didn’t really get that same feeling from them.”

“Just that Gavin was brilliant, you don’t feel like he’s someone from an organisation he just feels like a really helpful friend checking in and helping you with everything that you don’t understand. He’s the only person from any company that I’m still in contact from when I was 16”



## Feedback Comments Continued:

18/12/21

“Hi again Leica just a quick message to just to say again to everyone at the office thanks so much for the time and the patience effort and support in more ways than one which has helped me financially and mentally through this terrible year I’m having and from the bottom of my heart Leisha you have been a pure angel with all moaning I’ve done and you’re the only person that has listened and gave me advise about whatever I needed to get off my chest at any one time. You are an amazing person with a great heart and such a professional at your work place which I’m sure your colleagues would agree with me so enjoy Christmas and your holiday with your family. Most great full 🎅”

31/3/21

"... We live in a world where we are so good at complaining when we don't receive good service that I think we forget to speak up when we get good service! But what you guys do is on another level! You really are changing people's lives and I hope you know how appreciated you are! I can imagine at times in this current climate not all your clients have the same happy outcome that I have had and that must be hard on you guys to hear day in day out! It's a hard job you have and I'm glad that stories like mine will remind you that it's all worthwhile and what you are doing is really making a difference to people!!"

E-mail from MP, Jan 2021:

“Dear Suzanne and Team,

I received a most welcome email from a constituent today, one that contains great appreciation and praise for Ayr Housing Aid staff and I wanted to share the content.

My office was contacted in July by *Ms R* applying for a council property and Gail, my Caseworker, put her in touch with Ayr Housing Aid. Today T emailed citing the positive experience she had dealing with your office. She specially mentioned yourself and Leica as being "God Sent" and is delighted to have just signed the lease for her new council property Troon. She thanks you too for the practical help in providing materials to decorate as well as the support and advice so freely given.

It is important to share with you the feedback about the service and please accept my thanks for all you and your Team do for constituents, making their lives that little bit better and brighter when there is so much heartache and trouble in the world.

Well done and thank you. Take care and keep safe.”

## **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. In this reporting year due to COVID-19 it was harder to obtain feedback face to face so we had to rely on sending it out and decided to try Survey Monkey for advice feedback during this period.

We note that the overall return across all Services is 28%, while lower than previous years we are grateful to those who did take the time to complete our feedback during a very difficult year. We understand that for many there were far more pressing issues they had to deal with during this time as the Country faced the challenges of lockdowns, working from home, home schooling and the constant worry COVID-19 instilled. We hope when we can get back to our face-to-face contact with service users and working closer on resolving issues together this will increase. The Centre continues to consider different methods of feedback and ways to obtain a higher response rate from service users and will always adapt and evolve to meet changing needs and expectations.

The results are very positive across all services. We commend all staff past and present for their continued dedication to, no matter what, putting our service users and their families first. The Centre's long standing position is that we will do whatever it takes to help those in housing need. This ethos was continued throughout the pandemic despite all the hurdles, changes and obstacles in our way. We strive to continue to provide a high quality, well respected service and our full team's commitment should not be underestimated.

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.

Alison Hood Finance & Statistical Manager  
Suzanne Slavin, Chief Executive Officer

1/3/22