



# Ayr Housing Aid

Centre scio

## SERVICE USER FEEDBACK ANNUAL REPORT

1.7.21 – 30.6.22



SCOTTISH CHARITY NO: SC049609

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## 1. INTRODUCTION

The Centre has produced a Service User Feedback Annual Report for cases opened during the period 1.7.21 to 30.6.22. Each service has different feedback forms tailored to Service Users needs and expectations. It should be noted that this was a period of Covid recovery and emerging Cost of Living Crisis. Suggestions from service users are an important element of our continual growth. Feedback is logged onto a database to be analysed and prompts changes and improvements. Please see analysis below:

<b>SERVICE PROVIDED</b>	<b>NO. ISSUED</b>	<b>NO. RETURNED</b>	<b>% RETURNED</b>
Advice	195	35	17.95%
Tenure Sustainment	22	7	31.82%
<b>TOTAL</b>	<b>217</b>	<b>42</b>	<b>19.35%</b>

Out of a total of 217 surveys issued, 42 were returned (19% overall return rate). The majority of feedback was positive and service users were happy with the service received.

## 2. SERVICE USER FEEDBACK

This section will consider the results of questions relevant to service quality and delivery. It is important to note that during this reporting year the services were affected by COVID-19, working from home and staffing changes.

### 2.1 Advice and Advocacy

A total of 35 advice service users completed and returned the Advice and Advocacy feedback survey. After a period of trailing online feedback which service users did not engage with we moved to a telephone model where workers who were not involved in the case called service users for their input. The results of the 17 questions are shown below:

ADVICE - FEEDBACK QUESTIONS	NO. OF RESPONSES													
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	MAYBE	NO ANSWER	VERY EASY	EASY	DIFFICULT	REALLY DIFFICULT	
How easy was the service to Access as regards to Location?										14	15	2	4	
How easy was the service to access as regards to Opening Hours?										16	18	1	0	
How easy was the service to access as regards to Method of Delivery?										20	15	0	0	
Was the Service: Efficient?	23	9	2	1	0									
Was the Service: Informative?	23	7	3	2	0									
Rate Advisor on: Politeness	26	4	5	0	0									
Rate Advisor on: Knowledge	24	6	5	0	0									
Rate Advisor on: Considerate	27	4	4	0	0									
Rate Advisor on: Reliability	26	5	3	1	0									
Rate Advisor on: Friendliness	28	4	3	0	0									
Rate Advisor: Providing Accurate Information	24	8	1	2	0									
Rate Advisor: Solving problems	23	4	7	1	0									
Rate Advisor: Quick response	25	7	2	1	0									
Rate Advisor: Easily Understandable Explanation	25	6	4	0	0									
Would use this service again?						33	0	2						
Would recommend this service to a friend?						33	0	1	1					
Do you feel this service is required in SAC?						34	1	0						

### 2.1.1 Things we did well:

- 82% rated our office as very easy/easy to locate
- 97% rated our office as very easy/easy to access regarding opening hours
- 91% rated our service very good/good on efficiency
- 86% rated our service very good/good on informativeness
- 86% rated our Advisors very good/good on politeness
- 86% rated our Advisors very good/good on knowledge
- 89% rate Advisors as very good/good on being considerate
- 89% rate Advisors as very good/good on reliability
- 91% rate Advisors as very good/good on friendliness
- 91% rate Advisors very good/good on accuracy of information
- 77% rate Advisors very good/good on solving problems
- 91% rate Advisors very good/good on response times
- 89% rate Advisors as very good/good on understandable explanations
- 94% would use this service again and recommend the service to a friend
- 97% feel this service is required in the South Ayrshire Council area

### 2.1.2 Actions taken for Improvement:

Six service users found the office difficult to locate. We have since installed a new office sign which stands out from the wall. We hope this will help people find us easier.

Two suggestions were made to raise awareness of the service. This is one of our goals and we have been working on raising the Centre's profile in various ways. We have become more proactive on social media platforms and have attended numerous events to raise awareness. Our presence in the community at outreach locations and fundraising also helps publicise the Centre and the work we do.

## 2.2 Tenure Sustainment

A total of 7 service users completed Tenure Sustainment surveys. The results are shown in the chart below:

TENURE SUSTAINMENT- FEEDBACK QUESTIONS	NO. OF RESPONSES						
	VERY GOOD /EASY	GOOD	FAIR	POOR	VERY POOR	YES	NO
QUESTIONS ASKED							
How easy was it to access the Service?	7	0	0	0	0		
Did the appointment time meet your requirements?						7	0
Was the service approachable and friendly?						7	0
Rate your worker on Politeness	7	0	0	0	0		
Rate your worker on Respect	7	0	0	0	0		
Rate your worker on Consideration	7	0	0	0	0		
Rate your worker on Reliability	7	0	0	0	0		
Rate your worker on Friendliness	7	0	0	0	0		
Was the information you were given accurate?	7	0	0	0	0		
Was the Information/advice you were given sufficient?	7	0	0	0	0		
Did you find the Service easy to use?	7	0	0	0	0		
Would you use the service again?	7	0	0	0	0		
Would you recommend this service to a friend?	7	0	0	0	0		
Do you think it is good to have this service in our area?	7	0	0	0	0		

### 2.2.1 Main Points to note:

- 100% rated the service as very good across all categories
- 100% of service users would recommend us to a friend
- 100% would use this service again
- 100% felt it is very good to have the service in their local area
- 100% found it very easy to access our service
- 100% rated the worker very good in all categories including politeness, respect, and reliability

## 2.3 Feedback Comments

“The service was outstanding, David went over and beyond, please give David my thanks, he helped me a great deal”

“very lovely-helpful-quick acting”

“The service was a tremendous help when we were in such a dire situation. I've even passed Lucy's number on to some friends who are struggling with housing related issues”

“Your service is amazing; I genuinely don't know where I would have been without this”.

“Managed to sort out issues with landlord and agent, put my mind at ease”

“Service was accessible for me. Allison was very helpful, down to earth, natural”

“Great service, quick, informative helpful- especially when I had no knowledge myself”

### 2.3a Some Additional Comments from Service Users We Helped

“Fantastic!! Thank you so much!”

“I'm glad to have your support and to have someone to speak for me. I live alone and knowing there is a friendly voice to reach is a great help.”

“I can't believe it. What a weight off my shoulders. Thank you for all your help.”

“Amazing. I could cry. What a relief.”

“Thanks for all your help. I'm starting to feel better about things now.”

“Amazing thank you, I'll certainly be less stressed.”

“I don't know how I would have got through it all without your help.”

“You've been great, I couldn't have done it without you.”

“Thank you so much for all your help, it's really been appreciated.”

### 3. CONCLUSION

Individual Service User Feedback is an important element of quality control and allows us to develop and evolve. The feedback is discussed both at Management and staff level and influences day to day delivery of Services. In this reporting year, similar to last year, feedback was affected by COVID-19 as it was harder to engage with those we help in a direct face to face way. Throughout this time the Centre had various challenges and changes with contracts and staffing. It is important that staff know what a difference they have made to those they help.

The overall return across all Services is 19% and we appreciate service users taking the time to complete feedback during a very difficult year for everyone. We saw things start to return to normal and an increase on demand in services from March 2022. Just as we were recovering from the pandemic we then faced the Cost of Living Crisis which has affected everyone. The Centre continues to consider different methods of feedback and ways to obtain increased engagement. The Centre will always adapt and evolve to meet changing needs and expectations.

We commend all staff for their continued dedication to, no matter what, putting our service users and their families first, at the centre of what we do. The quality of services is recognised by Audits and Inspections from External Regulators which have all provided first class outcomes.

The Centre's long standing position is that we will do whatever it takes to help those in housing need. This ethos continues despite the changes and challenges ahead. We strive to continue to provide a high quality, well respected service and our full team's commitment should not be underestimated.

Suzanne Slavin,  
Chief Executive Officer

21/2/23