



Ayr Housing Aid

Centre scio

SERVICE USER FEEDBACK ANNUAL REPORT

1.7.22 – 30.6.23



SCOTTISH CHARITY NO: SC049609

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1. INTRODUCTION

The Centre produces a Service User Feedback Annual Report for cases opened during the period 1.7.22 to 30.6.23. Each service has different feedback forms tailored to Service Users needs and expectations. Suggestions from service users are taken on board to influence service delivery. Feedback is logged onto a database to be analysed and prompts changes and improvements. Please see analysis below:

SERVICE PROVIDED	NO. ISSUED	NO. RETURNED	% RETURNED
Advice	88	73	83%
Tenure Sustainment	17	5	29%
TOTAL	105	78	74%

Out of a total of 905 cases opened from Advice and Sustainment 105 surveys were issued, 12% with 78 returned (74% overall return rate). The majority of feedback was positive and service users were happy with the service received.

2. SERVICE USER FEEDBACK

This section considers responses to service quality and delivery.

2.1 Advice and Advocacy

A total of 73 advice service users completed and returned the Advice and Advocacy feedback survey. After a trial period of 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										SUMMARY						
	VERY GOOD	GOOD	FAIR	POOR	VERY POOR	YES	NO	MAYBE	NO ANSWER	VERY EASY	EASY	DIFFICULT	REALLY DIFFICULT	TOTAL RESPONSES	% VERY GOOD	% YES	% VERY EASY
How easy was the service to Access as regards to Location?										52	16	3	0	71			73%
How easy was the service to access as regards to Opening Hours?										54	18	0	0	72			75%
How easy was the service to access as regards to Method of Delivery?										57	12	2	0	71			80%
Was the Service: Efficient?	62	9	1	0	0									72	86%		
Was the Service: Informative?	67	4	1	0	0									72	93%		
Rate Advisor on: Politeness	68	3	1	0	0									72	94%		
Rate Advisor on: Knowledge	68	3	1	0	0									72	94%		
Rate Advisor on: Considerate	68	3	1	0	0									72	94%		
Rate Advisor on: Reliability	69	1	2	0	0									72	96%		
Rate Advisor on: Friendliness	65	7	0	0	0									72	90%		
Rate Advisor: Providing Accurate Information	68	3	0	1	0									72	94%		
Rate Advisor: Solving problems	61	8	1	0	1									71	86%		
Rate Advisor: Quick response	63	5	2	1	0									71	89%		
Rate Advisor: Easily Understandable Explanation	64	6	0	0	0									70	91%		
Would use this service again?						71	2	0						73			97%
Would recommend this service to a friend?						72	1	0						73			99%
Do you feel this service is required in SAC?						72	0	1						73			99%
AVERAGE PERCENTAGE															0%	98%	76%

a. Things we did well:

- 99% feel this service is required in the South Ayrshire Council area
- 99% would recommend the service to a friend
- 97% would use this service again
- 96% rate Advisors as very good/good on reliability
- 94% rated our Advisors very good/good on politeness
- 94% rated our Advisors very good/good on knowledge
- 94% rate Advisors as very good/good on being considerate
- 94% rate Advisors very good/good on accuracy of information
- 93% rated our service very good/good on informativeness
- 91% rate Advisors as very good/good on understandable explanations
- 90% rate Advisors as very good/good on friendliness
- 89% rate Advisors very good/good on response times
- 86% rated our service very good/good on efficiency
- 86% rate Advisors very good/good on solving problems
- 75% rated our office as very easy/easy to access regarding opening hours
- 73% rated our office as very easy/easy to locate

b. Actions taken for Improvement:

Three 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.



Five 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 and attend 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. We are conscious that we need to ensure we have capacity to deal with increased caseloads and seek additional funding to enable us to do this.

2.2 Tenure Sustainment

TENURE SUSTAINMENT- FEEDBACK QUESTIONS	NO. OF RESPONSES								SUMMARY		
	VERY GOOD /EASY	GOOD	FAIR	POOR	VERY POOR	YES	NO	NO ANSWER	TOTAL RESPONSES	% VERY GOOD/EA SY	% YES
How easy was it to access the Service?	5	0	0	0	0				5	100%	
Did the appointment time meet your requirements?						5	0		5		100%
Was the service approachable and friendly?						5	0		5		100%
Rate your worker on Politeness	5	0	0	0	0				5	100%	
Rate your worker on Respect	5	0	0	0	0				5	100%	
Rate your worker on Consideration	5	0	0	0	0				5	100%	
Rate your worker on Reliability	5	0	0	0	0				5	100%	
Rate your worker on Friendliness	5	0	0	0	0				5	100%	
Was the information you were given accurate?						5	0		5		100%
Was the Information/advice you were given sufficient?						5	0		5		100%
Did you find the Service easy to use?						5	0		5		100%
Would you use the service again?						5	0		5		100%
Would you recommend this service to a friend?						5	0		5		100%
Do you think it is good to have this service in our area?						4	0		4		100%
AVERAGE PERCENTAGE										100%	100%

a. 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

"I wish I had contacted you sooner, your help was amazing and am I so grateful on behalf of myself and my kids"

"Allison was superb, fantastic worker with good knowledge and very efficient"

"I had been chasing them for weeks then Gerry got involved and it was resolved quickly"

"The service was amazing, even when I was always upset and crying, David went out his way to make me smile and cheer me up. Without his support wouldn't have got this house and wouldn't have been able to feel safe and settled. During the time David worked with me my mental health was at its lowest and David got me through it. Means everything to have got the help, couldn't have done it without him. He was there for me when no-one else was. Can't thank him enough for getting me through the most terrible time, I simply wouldn't have got through it without him - pass on my regards to David and ensure you let him know what a difference he made to my life."

"Allison was a fantastic help in supporting myself, partner and son especially in fighting our corner".

"Really improved my mental health Jenn's assistance took a weight off my shoulders"

"I felt much better after speaking to Allison."

"If I didn't have your support I may be homeless but happy that I am now working and everything has fallen into place."

"The service vastly improved my mental health and wellbeing... Janet supported me or pointed me in the right direction to get out of extreme debt. It's a fresh start to my life, I can now open letters and answer the phone without worrying."

"Jennifer was a godsend, I offloaded more than just what my case was about and she didn't judge me."

"I was in a situation where I couldn't see any way out. Gerry's help was fantastic and I couldn't praise Ayr Housing Aid highly enough."

"It was good to know that I had someone to advocate on my behalf and fight my corner. David bent over backwards to help and was very reassuring and helpful."

a. Some Additional Comments from Service Users We Helped

- ✓ "I think this service is important locally. Independent advice is essential in cases like mine."
- ✓ "The service he provided was out of this world, The most valuable service I've ever had and it's free"
- ✓ "Gerry made all the difference to us, we wouldn't have been able to stay in our home without his help and could never have managed to deal with the Tribunal case without him. Our Landlord had a Solicitor, we had no one. Gerry did more for us more than we can say and we will be forever grateful"
- ✓ "It made a vast difference to my life especially as I have some mental health issues and would not have coped doing this on my own."
- ✓ "Good help without Suzanne or the Centre in Ayr I wouldn't know what to do "
- ✓ "Absolutely brilliant on top of things solved my situation much quicker than I hoped I am thrilled to bits"
- ✓ "Jennifer made all the difference. My mental health was all over the place with worry. I was barely getting 2 hours sleep a night. None of us felt safe. The impact on my mental health was huge. I felt like I was on a rollercoaster. I can't believe how much better I felt with the added security."
- ✓ "I would not have had the confidence to apply for a full time job without Janet's amazing input. She is very friendly and approachable and I certainly did not feel guilty about asking for support and I did not feel judged in any way. Moving forward, I feel more positive and confident in asking for help in the future."

3. CONCLUSION

Individual Service User Feedback is an important element of quality control and allows us to develop and evolve. Feedback is discussed by Management and staff to influence day to day delivery of Services. The Centre encourages those who we have helped to make suggestions on how we can improve while meeting our core aims and objectives.

The overall return across all Services is 74% and we appreciate service users taking the time to complete feedback. The Cost-of-Living Crisis has seen demand on services increase and the need for us to approach new funders to increase staffing to cope with increased demand and expectations from us. The Centre will always adapt and evolve to meet changing needs and expectations.

We appreciate staff's positive input and 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, Inspections and funders.

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

5/3/24