



Ayr Housing Aid

Centre scio

SERVICE USER FEEDBACK ANNUAL REPORT

1.7.23 – 30.6.24



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 1.7.23 to 30.6.24. Our services have different feedback forms tailored to Service Users needs and expectations. Feedback is logged onto our client management system to be analysed to influence service delivery changes and improvements. Please see analysis below:

SERVICE PROVIDED	Cases Closed	Feedback completed	% RETURNED
Advice (including VASA & I'M IN!)	932	94	10%
Tenure Sustainment	28	10	35%
TOTAL	960	104	11%

Out of a total of 960 cases closed from Advice and Tenure Sustainment 104 feedback forms were completed: around 11% overall. 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 94 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 call service users for their input. The results of the 17 questions are shown below:

ADVICE - FEEDBACK QUESTIONS	NO. OF RESPONSES										SUMMARY						
QUESTIONS ASKED	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?										64	26	3	1	94			68%
How easy was the service to access as regards to Opening Hours?										72	19	0	0	91			79%
How easy was the service to access as regards to Method of Delivery?										76	14	0	0	90			84%
Was the Service: Efficient?	84	6	2	2	0									94	89%		
Was the Service: Informative?	88	4	0	2	0									94	94%		
Rate Advisor on: Politeness	88	4	0	2	0									94	94%		
Rate Advisor on: Knowledge	87	5	0	2	0									94	93%		
Rate Advisor on: Considerate	87	5	0	2	0									94	93%		
Rate Advisor on: Reliability	87	5	0	2	0									94	93%		
Rate Advisor on: Friendliness	87	5	1	0	1									94	93%		
Rate Advisor: Providing Accurate Information	84	6	1	2	0									93	90%		
Rate Advisor: Solving problems	77	9	5	1	0									92	84%		
Rate Advisor: Quick response	81	9	1	2	0									93	87%		
Rate Advisor: Easily Understandable Explanation	87	5	0	1	0									93	94%		
Would use this service again?						92	1	1						94			98%
Would recommend this service to a friend?						93	0	1						94			99%
Do you feel this service is required in SAC?						93	0	1						94			99%
AVERAGE PERCENTAGE															91%	99%	77%

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
- 98% would use this service again
- 94% rated our Advisors very good on politeness
- 94% rated our service very good on informativeness
- 94% rate Advisors as very good on understandable explanations
- 93% rate Advisors as very good on reliability, considerate and friendly
- 93% rated our Advisors very good on knowledge
- 90% rate Advisors very good on accuracy of information
- 89% rated our service very good on efficiency
- 87% rate Advisors very good on response times
- 84% rate Advisors very good on solving problems

2.2 Tenure Sustainment

TENURE SUSTAINMENT - 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	
QUESTIONS ASKED																		
How easy was the service to Access as regards to Location?										5	4	1	0	10			50%	
How easy was the service to access as regards to Opening Hours?										5	4	0	1	10			50%	
How easy was the service to access as regards to Method of Delivery?										3	6	0	0	9			33%	
Was the Service: Efficient?	10	0	0	0	0									10	100%			
Was the Service: Informative?	10	0	0	0	0									10	100%			
Rate Advisor on: Politeness	10	0	0	0	0									10	100%			
Rate Advisor on: Knowledge	9	1	0	0	0									10	90%			
Rate Advisor on: Considerate	9	1	0	0	0									10	90%			
Rate Advisor on: Reliability	9	1	0	0	0									10	90%			
Rate Advisor on: Friendliness	10	0	0	0	0									10	100%			
Rate Advisor: Providing Accurate Information	10	0	0	0	0									10	100%			
Rate Advisor: Solving problems	9	1	0	0	0									10	90%			
Rate Advisor: Quick response	8	2	0	0	0									10	80%			
Rate Advisor: Easily Understandable Explanation	10	0	0	0	0									10	100%			
Would use this service again?						10	0	0						10		100%		
Would recommend this service to a friend?						10	0	0						10		100%		
Do you feel this service is required in SAC?						10	0	0						10		100%		
AVERAGE PERCENTAGE															95%	100%	44%	

a. Main Points to note:

- 100% would use this service again
- 100% of service users would recommend us to a friend
- 90% rated access in terms of opening hours or method of delivery as easy or very easy
- 100% felt it is very good to have the service in their local area
- 95% rated the service as very good across all categories
- The majority of service users found the location easy to access but 1 person did find the location difficult this year

2.3 Actions taken for Improvement:

Suggestions for improvement:

- 1 service user felt there could be a clearer explanation of the need for the mandate and what it used for. We have since updated our mandate on 1/6/24 and all staff completed GDPR training to ensure they further understand mandate purposes to explain to service users.
- 1 service user felt it would be useful if we could help with money advice and budgeting. Our staff are able to complete benefit checks and income maximisation, however as we are not accredited to provide money advice we continue to develop our partnership working and refer people to Information and Advice HUB for this service.
- 1 service user felt there could be more support for veterans. As a result we have sourced more referral partners in this specialist area such as Scottish Veterans Residences, SACRO Veterans, SSAFA and Veterans First Point.
- Three 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.

2.4 Feedback Comments

"The service was wonderful, just reassuring that there was someone there who knew what they were doing calmed us right down"

"If this service hadn't been there I would have gave up much sooner. Absolutely fantastic, couldn't ask for any better help. Know each individual in their own way."

"It was such a relief to speak to someone immediately which you don't often get nowadays, Allison was always contacting us and keeping us in the loop, this was a weight off our minds"

"Janet supported me by giving me the confidence to stand on my own two feet and I remember her quotes. I was in a really dark place and she supported me in sorting my life out. She kept me on my toes. Janet was down to earth and she didn't judge me and was very clear in explaining things several times and ensured that I understood everything."

"Gerry was so supportive, referring me to the homeless service and explaining my situation to the police... I wouldn't have coped on my own."

"I wouldn't have known half of what I know now without Allison telling me my rights."

"Service is perfect, very polite and very helpful."

"I was not confident in sorting out my issues myself and it was such a relief that the burden was taken away from my shoulders and having someone else advocate on my behalf".

"Jenn was excellent, easy to speak to and very caring. It was a big help with my mental health to be able to source an offer for permanent accommodation quickly. Facing eviction was making my problems much worse. I was at my wits end but she really helped, even getting a van organised for my move. I couldn't speak highly enough of what she did."

"Gerry saved my life. I don't know what I would have done without his help."

"I thought I had to be out of my property on Christmas eve and started panicking so I was really relieved when I spoke to David that I was able to stay here for a longer period. I did not want to uproot my children just before Christmas and without David's advice I would probably have packed my stuff up".

"Navigating the housing field is a minefield and AHAC is great as it is impartial and easy to use and informative. Much needed in the community. Allison was great."

"Can't thank you enough, wouldn't know where I would be without you."

a. Some Additional Comments from Service Users We Helped

- ✓ "Was really taken aback by how welcoming Allison was, from the get go she was really understanding, I'm not used to that. At no point did I feel pressured, she knew exactly how to approach me.
- ✓ "I don't know what I would've done without Gerry, he's an absolute gem. I feel like I was ready to have a breakdown when I spoke to Gerry but he put my mind at ease. It's really life changing knowing that there is a service there that can help you understand your rights because there will be lots of people not knowing what to do and be taken advantage of and end up on the streets. The work the centre and Gerry do is amazing. "
- ✓ ""Janet was very good, I had no problem at all with Janet". I would not be able to do any of it by myself - no chance". "I also had help with a few other people at Ayr housing aid centre who were also very helpful and supportive."
- ✓ "David took a lot of pressure away from myself in completing housing applications and an ADP claim. I suffer from anxiety and I had to make myself come into the office so I had to help myself and once I did this I felt comfortable.
- ✓ "Thanks very much for your help Allison. I now have a roof over my head. "
- ✓ "Jennifer was amazing, I was cringing at myself when I contacted for help but she made me feel so relaxed and did not judge. I was crying when I first contacted as my life was a mess but she made me feel 100x better in the space of a few hours. She was on the ball, I had repairs that I had been trying to get fixed for a year and a half but she got them sorted right away. My mental health has improved 100% and it is a weight off my shoulders. "
- ✓ ""I have never used a service like this before as I've never had to but I cannot praise Gerry highly enough. He's been brilliant!"
- ✓ "Janet deserves a medal, she is fantastic and my partner and I miss her visits."

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.

Service user feedback is invaluable in shaping our services and ensuring they remain relevant and impactful. It provides a direct insight into the experiences of those we support, highlighting both our successes and areas where we can improve. By consistently reviewing this feedback, we ensure our practices are not only aligned with our core values but also responsive to the real-life challenges our service users face. Every suggestion, compliment, or concern is an opportunity for growth, helping us to refine our approach and maintain the high standards that both service users and funders expect.

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.

Emma Gaughan
Operations Manager

21/10/24