Ayr Housing Aid Centre SCIO

SERVICE USER FEEDBACK ANNUAL REPORT

1.7.24 – 30.6.25



SCOTTISH CHARITY NO: SC049609

SCOTTISH NATIONAL STANDARDS
ACCREDITED INFORMATION AND ADVICE PROVIDERS

Scottish Social Services Council

care inspectorate

INDEX

1. INTRODUCTION 2
2. SERVICE USER FEEDBACK 3
2.1 Advice and Advocacy 3
a. Things we did well: 3
2.2 Tenure Sustainment 4
a. Main Points to note: 4
2.3 Actions taken for Improvement: 5
a. Some Additional Comments from Service Users We Helped 6
3. CONCLUSION 8

1.INTRODUCTION

AHAC produces a Service User Feedback Annual Report for cases opened during the period 1.7.24 to 30.6.25. 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!)	907	89	10%
Tenure Sustainment	33	14	42%
TOTAL	**940**	**103**	**11%**

Out of a total of 940 cases closed from Advice and Tenure Sustainment 103 feedback forms were completed: around 11% overall. Most of the 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 89 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?										51	28	5	2	86			59%
How easy was the service to access as regards to Opening Hours?										58	29	1	1	89			65%
How easy was the service to access as regards to Method of Delivery?										57	28	1	1	87			66%
Was the Service: Efficient?	73	14	0	0	1									88	83%		
Was the Service: Informative?	74	12	0	0	1									87	85%		
Rate Advisor on: Politeness	79	7	0	0	1									87	91%		
Rate Advisor on: Knowledge	79	6	1	0	1									87	91%		
Rate Advisor on: Considerate	78	7	1	0	1									87	90%		
Rate Advisor on: Reliability	76	8	1	0	1									86	88%		
Rate Advisor on: Friendliness	80	6	0	0	1									87	92%		
Rate Advisor: Providing Accurate Information	76	7	1	0	1									85	89%		
Rate Advisor: Solving problems	72	8	3	1	1									85	85%		
Rate Advisor: Quick response	71	15	1	0	1									88	81%		
Rate Advisor: Easily Understandable Explanation	79	6	1	0	1									87	91%		
Would use this service again?						87	2	0						89		98%	
Would recommend this service to a friend?						86	1	1						88		98%	
Do you feel this service is required in SAC?						86	0	2						88		98%	
AVERAGE PERCENTAGE															88%	98%	63%

a. Things we did well:

- 98% feel this service is required in the South Ayrshire Council area

- 98% would recommend the service to a friend
- 98% would use this service again
- 91% rate Advisors as very good on understandable explanations
- 91% rated our Advisors very good on politeness
- 91% rated our Advisors very good on knowledge
- 89% rate Advisors very good on accuracy of information
- 88% rate Advisors as very good on reliability, 90% considerate and 92% friendly
- 85% rated our service very good on informativeness
- 85% rate Advisors very good on solving problems
- 83% rated our service very good on efficiency
- 81% rate Advisors very good on response times

2.2 Tenure Sustainment

a. Main Points to note:

TENURE SUSTAINMENT - 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?										6	7	1	0	14			43%
How easy was the service to access as regards to Opening Hours?										9	5	0	0	14			64%
How easy was the service to access as regards to Method of Delivery?										8	6	0	0	14			57%
Was the Service: Efficient?	11	3	0	0	0									14	79%		
Was the Service: Informative?	11	2	0	0	0									13	85%		
Rate Advisor on: Politeness	14	0	0	0	0									14	100%		
Rate Advisor on: Knowledge	14	0	0	0	0									14	100%		
Rate Advisor on: Considerate	14	0	0	0	0									14	100%		
Rate Advisor on: Reliability	13	0	0	0	0									13	100%		
Rate Advisor on: Friendliness	14	0	0	0	0									14	100%		
Rate Advisor: Providing Accurate Information	13	1	0	0	0									14	93%		
Rate Advisor: Solving problems	14	0	0	0	0									14	100%		
Rate Advisor: Quick response	14	0	0	0	0									14	100%		
Rate Advisor: Easily Understandable Explanation	14	0	0	0	0									14	100%		
Would use this service again?						14	0	0						14		100%	
Would recommend this service to a friend?						14	0	0						14		100%	
Do you feel this service is required in SAC?						14	0	0						14		100%	
AVERAGE PERCENTAGE															96%	100%	55%

- 100% would use this service again
- 100% of service users would recommend us to a friend
- 100% 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
- 100% rated the advisors as very good in terms of politeness, knowledge, being considerate, reliable and friendly.
- 100% rated the advisors as very good at solving problems, giving quick responses and explaining things in a way that is easy to understand.
- 96% rated the service as very good across all categories

2.3 Actions taken for Improvement:

Suggestions for improvement:

- 1 service user felt we should “increase presence and advertising of the service and more details on what services we provide”, this is an improvement from 3 people saying this in the previous year. We have been working hard to raise awareness of the service in the past year so this is encouraging. We have become more proactive on social media and attend numerous events to raise awareness. Our presence in the community at outreach locations too within this period.

- 1 service user felt we should have more staff needed and that more funding was needed to support employing more staff, they were interested how we are funded. AHAC has been increasing capacity through accessing additional funding to ensure we reach more communities going forward.

- 1 service user stated “Everything was perfect! and “If you did too many things it might dilute what you specialise in.” This is indeed one of the reasons we have purposely not expanded beyond our core ethos of helping those in housing need and poverty. We understand there is a lot of funding out there across other areas but we are keen to ensure we remain committed to our core ethos and constitution to ensure we continue to be trusted as the specialists in this area

- 2.4 Feedback Comments

"I have said Jennifer's name so many times as I would highly recommend her and have recommended her to a few people already to contact AHAC.

Over 4/5 months I contacted Jennifer regularly and she was extremely helpful in every way possible especially in calming me down when I was stressed. I am so grateful for all her help."

"Without the support/intervention of AHAC I would have been in a totally bad place as I could not have faced my situation alone.

I am currently in such a positive place, the last 10 months with Cristine by my side has been life changing."

"I don't know how I would have coped without Elspeth's help. She has been amazing!

I am now debt free and it is such a relief and weight off my shoulders that I can move forward without worrying about paying back debt."

"David was our lifeline as we faced homelessness as a family and I was pregnant. He gave us encouragement and confidence to pursue the tribunal route and stand up to our landlord for treating us so badly".

"Jennifer was really helpful and understanding in every situation that I have been through.

She has changed my mental health in the fact that I now have my own space with my precious wee dog and that means the world to me.

I just want to thank Jennifer again for all her help and look forward to working with her again when I receive my permanent offer".

"David and Gerry were both amazing, they gave me all the advice, signposting and support with the fuel bank, I can't fault them in any way whatsoever!"

"When I first contacted AHAC I was at the end of my tether and stressed out my box. My son's ceiling came down and Allison was the first person that really listened and helped me out, it just made such a humongous difference for someone to advocate for me.

Allison has such a down to earth manner and she made me feel at ease straight away".

a. Some Additional Comments from Service Users We Helped

- ✓ "I have used the service since 2005 and I have always felt supported and found them very helpful."
- ✓ "I was just so grateful for Allison's help, without this support I would still be struggling to pay for the basics. I had to escape Glasgow without anything!"
- ✓ "Cristine has done a brilliant job and I appreciated what she has done for me. I can't say a bad word about her, she was perfect"
- ✓ "Jennifer was brilliant, she was very helpful, professional and everything was time specific in that everything happened within the time frames she stated!"
- ✓ "Jennifer gave me the security that I could now afford to live. I have peace of mind and was able to get rid of any stress factors"
- ✓ "Cristine was extremely helpful and I would tell her if I did not understand anything and she was really good in explaining things to me"
- ✓ "Jennifer was very supportive when I was homeless and explained my legal rights and I was able to secure temporary accommodation extremely quickly"
- ✓ "1 million out of 1 million if it wasn't for Jennifer I would have had a mental health breakdown she took the pressure off me 100% and I would have struggled without her."
- ✓ "The service was brilliant and it helped me get a house within a week and they were respectful of my situation. the staff were kind, helpful and knowledgeable."
- ✓ "Jenn took some of my stress and pain away, It was reassuring to know that someone had my back"
- ✓ "Allison was really great, she took all the pressure off of me especially when I was struggling with liaising with the council with my housing issues"
- ✓ "Cristine was very helpful as I nearly lost my house as I was taken to court. Cristine stood up for me and would write things down as I have anxiety and guided me through the process. I would not be here today in my home without Cristine".
- ✓ "Allison was very concise and extremely reliable, if she said that she would phone me she would". Allison gave me clarity when I was confused with my housing situation".
- ✓ "Totally turned my life around. It was just before Christmas and this happened at the right time. Elspeth was brilliant."

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. AHAC 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 feedback and comments we ensure our practices are not only aligned with our core values but also responsive to the ever evolving challenges those we help face, everyday. Every suggestion, compliment, or concern helps us refine our services to adapt to meet the changing needs without compromising on quality.

We appreciate those who have taken the time to complete feedback. The Cost-of-Living and Housing Crisis' have seen demand increase and we have sought additional top-up funding to ensure those we work with are able to access a service which is able to meet the demand. AHAC 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. The quality of services is recognised by Audits, Inspections and funders.

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

Emma Gaughan
Operations Manager

21/10/25