

# Homelessness Satisfaction Survey Outcomes 2007

Housing & Building Services conduct annual satisfaction surveys in all areas of the Housing Need Service, face-to-face with service users. These surveys help to ascertain satisfaction levels with all of our customers, and identify any improvements in service delivery. Results of these surveys are as follows:

## Youth Housing & Support Team (YH&ST)

- ▶ Survey conducted in December 2007
- ▶ 15 questionnaires were completed (30% response rate)

## You said:

- ▶ 20% of respondents did not know if they had an assessment
- ▶ 60% of respondents were not sure if they had a Support Plan in place.
- ▶ 27% of respondents said they were not informed about the Dental Service available for homeless people

## What we will do/have done:

- ▶ Provide a full explanation of the assessment process and ensure that the young person understands this process
- ▶ Provide a full explanation of the Support Plan process and ensure that the young person understands this process
- ▶ The Dental Service is publicised in the Information pack, which is given to every young person attached to the YH&ST. We will also ensure that the dental service is referred to within the Support Plan process

## When asked "Overall, how satisfied were you with the following..."

Question	Response
Accessibility of Homelessness Service	Very satisfied/Satisfied = 15 (100%)
Accessibility of the Out of Hours Service	Satisfied = 11 (73%) N/A = 2 (13%) No Data = 2 (13%)
Assessment process	Very satisfied/satisfied = 12 (80%) Nat had one yet = 2 (13%) No Data = 1 (7%)
Quality of Information	Very satisfied/satisfied = 13 (87%) Unsatisfied = 2 (13%)
Quality of advice	Satisfied = 14 (93%) Unsatisfied = 1 (7%)
Quality of temporary accommodation	Very satisfied/satisfied = 14 (93%) Unsatisfied = 1 (7%)
Review & Appeals process	N/A = 15 (100%)

## Quentin Court (Hostel)

- ▶ Survey conducted in December 2007
- ▶ 14 questionnaires were completed (52% response rate)

### You said:

- ▶ 21% of respondents felt that they were limited in what they could cook due to only having a hob and microwave, with no access to oven or grill
- ▶ 14% felt rent levels were too high
- ▶ 14% respondents said they were not informed about the Dental Service available for homeless people
- ▶ 14% of respondents felt that the recreation room could be used more as a place where people could meet and talk. It was suggested that some activities are created to relieve boredom.

### What we will do/have done:

- ▶ Investigate possibility of adding small grill/ovens to rooms, or having some grills/ovens available in recreation room
- ▶ Rent levels have been compared with similar temporary accommodation in other Local Authorities – WLC rent levels for Quentin Court compare very favourably
- ▶ There are several posters throughout the hostel publicising the dental service, and information on this service is also available in the information pack, which is given to every resident when they first move into the hostel. We will also ensure that the dental service is referred to within the Support Plan process
- ▶ Investigate possibility of utilising recreation room (including grill/oven facilities), and creating an 'activities' calendar.

### When asked "Overall, how satisfied were you with the following..."

Question	Response
Accessibility of Homelessness service	Very satisfied/satisfied = 10 (71%) Very unsatisfied/Unsatisfied = 3 (21%) Very unsatisfied = 2 (14%) Don't know = 1 (7%)
Accessibility of the Out of Hours Service	Satisfied = 2 (14%) N/A = 9 (64%) Not sure = 1 (7%) Very unsatisfied/unsatisfied = 2 (14%)
Assessment process	Satisfied = 12 (86%) Don't know = 1 (7%) Not had yet = 1 (7%)
Quality of Information	Very satisfied/satisfied = 12 (86%) Don't know = 2 (14%)
Quality of advice	Very satisfied/satisfied = 13 (93%) Don't know = 1 (7%)
Quality of temporary accommodation	Very satisfied/satisfied = 13 (93%) Unsatisfied = 1 (7%)
Review & Appeals process	Satisfied = 1 (7%) Not heard yet = 1 (7%) Unsatisfied = 2 (14%) N/A = 10 (71%)



### **Quentin Court (Flats)**

- ▶ Survey conducted in January 2007
- ▶ 9 questionnaires were completed (56% response rate)

#### **You said:**

- ▶ Only 1 (11%) respondent was eligible to pay rent, however 22% stated the rent was too expensive
- ▶ 11% of respondents did not know about the dental service for homeless households
- ▶ 11% of respondents felt their child's school was not easily accessible from their Quentin Court Flat, as it was in another area of the District

#### **What we will do/have done:**

- ▶ Rent levels have been compared with similar temporary accommodation in other Local Authorities – WLC rent levels for Quentin Court (flats) compare very favourably
- ▶ Information to publicise the dental Service is now included in the Quentin Court (flats) information pack, which is given to every resident when they first move into their flat. We will also ensure that the dental service is referred to within the Support Plan process

#### **When asked "Overall, how satisfied were you with the following..."**

<b>Question</b>	<b>Response</b>
Accessibility of Homelessness Service	Very satisfied/satisfied = 8 (89%) Very unsatisfied = 1 (11%)
Accessibility of the Out of Hours Service	N/A = 9 (100%)
Assessment process	Very satisfied/satisfied = 9 (100%)
Quality of Information	Very satisfied/satisfied = 9 (100%)
Quality of advice	Very satisfied/satisfied = 9 (100%)
Quality of temporary accommodation	Very satisfied/satisfied = 9 (100%)
Review & Appeals process	Very satisfied = 1 (11%) N/A = 8 (89%)

## Blackburn Homeless Unit (BHU)

- ▶ Survey conducted in in December 2007
- ▶ 16 questionnaires were completed (46% response rate)

### You said:

- ▶ 37.5% of respondents did not know about the dental service for homeless households

### What we will do/have done:

- ▶ There are several posters throughout the hostel publicising the dental service, and information on this service is also available in the information pack, which is given to every resident when they first move into the hostel. We will also ensure that the dental service is referred to within the Support Plan process

### When asked "Overall, how satisfied were you with the following..."

Question	Response
Accessibility of homelessness service	Very satisfied/satisfied = 11 (69%) Very unsatisfied/ Unsatisfied = 4 (25%) No data = 1 (6%)
Accessibility of the Out of Hours Service	Satisfied = 4 (25%) Unsatisfied = 1 (6%) N/A = 10 (63%) No Data = 1 (6%)
Assessment process	Satisfied = 11 (69%) Very unsatisfied = 2 (13%) N/A = 1 (6%) No Data = 2 (13%)
Quality of Information	Very satisfied/satisfied = 13 (81%) Very unsatisfied = 1 (6%) N/A = 1 (6%) No Data = 1 (6%)
Quality of advice	Very satisfied/satisfied = 13 (81%) Very unsatisfied = 1 (6%) N/A = 1 (6%) No data = 1 (6%)
Quality of temporary accommodation	Very satisfied/satisfied = 14 (87.5%) Unsatisfied = 1 (6%) No Data = 1 (6%)
Review & Appeals process	Awaiting Outcome = 1 (6%) Very unsatisfied = 1 (6%) No Data = 3 (19%) N/A = 11 (69%)

## Housing Need Service (Temporary Tenancies)

- ▶ Survey conducted in January 2007
- ▶ 53 questionnaires were completed (21% response rate)

### You said:

- ▶ 15% of respondents did not receive an accompanied viewing to their temporary tenancy
- ▶ 15% of respondents felt the furniture charge was too high

### What we will do/have done:

- ▶ Ensure that everyone is accompanied to view their temporary tenancy offer from a member of staff
- ▶ Rent levels have been compared with temporary accommodation in other Local Authorities – WLC rent levels for compare very favourably

### When asked "Overall, how satisfied were you with the following..."

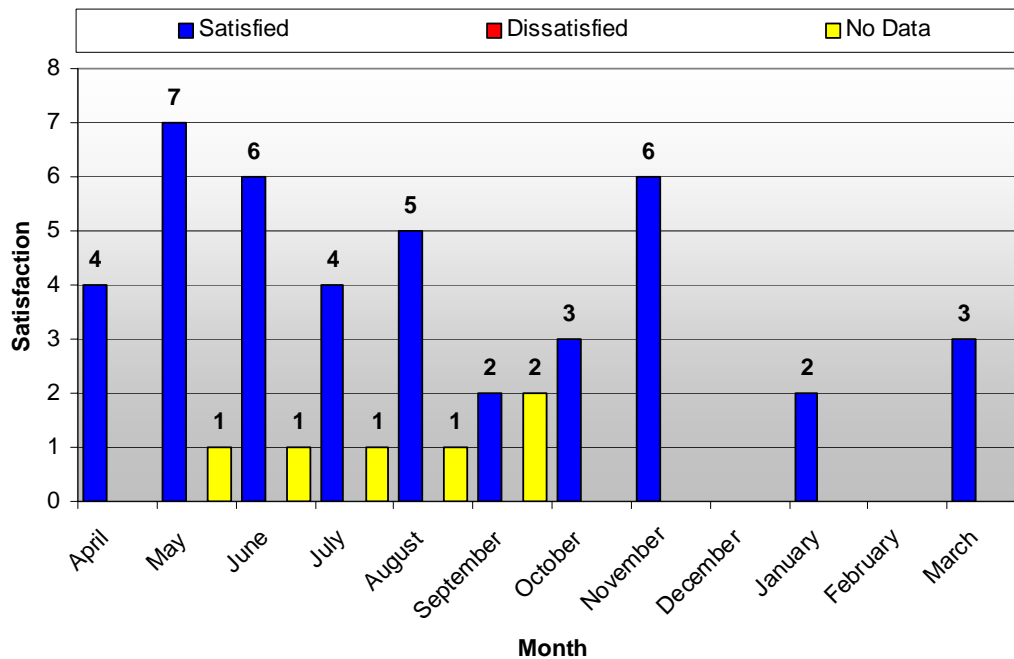
Question	Response
Accessibility of Homelessness Service	Very satisfied/satisfied = 48 (91%) Very unsatisfied/unsatisfied = 5 (9%)
Accessibility of the Out of Hours Service	Very satisfied/satisfied = 37 (69%) Very unsatisfied/unsatisfied = 3 (6%) N/A = 6 (11%) No Data = 7 (13%)
Assessment process	Very satisfied/satisfied = 37 (70%) Very unsatisfied/unsatisfied = 7 (13%) No Data = 9 (17%)
Quality of Information	Very satisfied/satisfied = 46 (86%) Very unsatisfied = 1 (2%) N/A = 3 (6%) No Data = 3 (6%)
Quality of advice	Very satisfied/satisfied = 42 (80%) Very unsatisfied = 2 (4%) N/A = 3 (6%) No Data = 6 (11%)
Quality of temporary accommodation	Very satisfied/satisfied = 45 (85%) Very unsatisfied/unsatisfied = 5 (9%) No Data = 3 (6%)
Review & Appeals process	Satisfied = 5 (9%) Very unsatisfied/unsatisfied = 2 (4%) N/A = 43 (81%) No Data = 3 (6%)

# Exit Survey Outcomes 2007/08

The Exit Survey is given to every homeless applicant at the end of the initial homeless presentation. A reply-paid envelope is also provided with the survey, allowing the applicant to take the survey away and complete in their own time.

From April 2007 – March 2008 48 completed Exit Survey questionnaires were received

When asked "Overall, how satisfied are you with the service you have received so far..."



## Comments received:

*"The officer explained everything to me as went along. He was very helpful and kind which made it easier to talk to him."*

*"Officer took time to explain everything in detail."*

*"I found the officer fantastic. He told me everything I need to know."*

*"\_\_\_ was a very helpful, and made me feel at ease with my situation."*

*"The Housing Needs Officer was very helpful."*

*"\_\_\_ was very helpful and honest, great professional to work with – great knowledge".*