

Annual Homeless Satisfaction Surveys 2008/09

| You Said... | We Will... |
|--|--|
| 17% of respondents did not receive an accompanied viewing with a Housing Officer when first offered a temporary tenancy. | Housing Officers should accompany those that are offered a temporary tenancy. Raise issue at Housing Assessors Forum. |
| Out of those that live in temporary tenancies that had used the review and appeals process, only 25% were satisfied with the process. | The review and appeals process is currently being reviewed. |
| <p>When asked overall how satisfied you were with the...</p> <ul style="list-style-type: none"> • Accessibility of homelessness services • Accessibility of the Out of Hours Service • Assessment Process • Quality of information provided • Quality of advice provided • Quality of temporary accommodation • Review & appeals process <p>78% of those living in temporary tenancies were satisfied</p> <p>96% of those living in Quentin Court (flats) were satisfied</p> <p>97% of those living in Quentin Court (hostel) were satisfied</p> <p>94% of those living in Blackburn Homeless Unit were satisfied</p> | Overall satisfaction levels are high. We strive to continue to deliver a quality service to you. |

Comments:

"Do a fantastic job, always there when needed – helpful and friendly."

Resident from Quentin Court (flats)

"Very happy with the service and the staff have been very helpful."

Resident in a temporary tenancy

"Staff are fantastic, do a really good job."

Resident in Blackburn Homeless Unit

"Excellent service – they are really helpful."

Resident in Quentin Court (hostel)