

# **Homeless and Housing Advice Services FEEDBACK REPORT**

**April 2010**

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**Types of Feedback Received**

**Feedback on Staff**

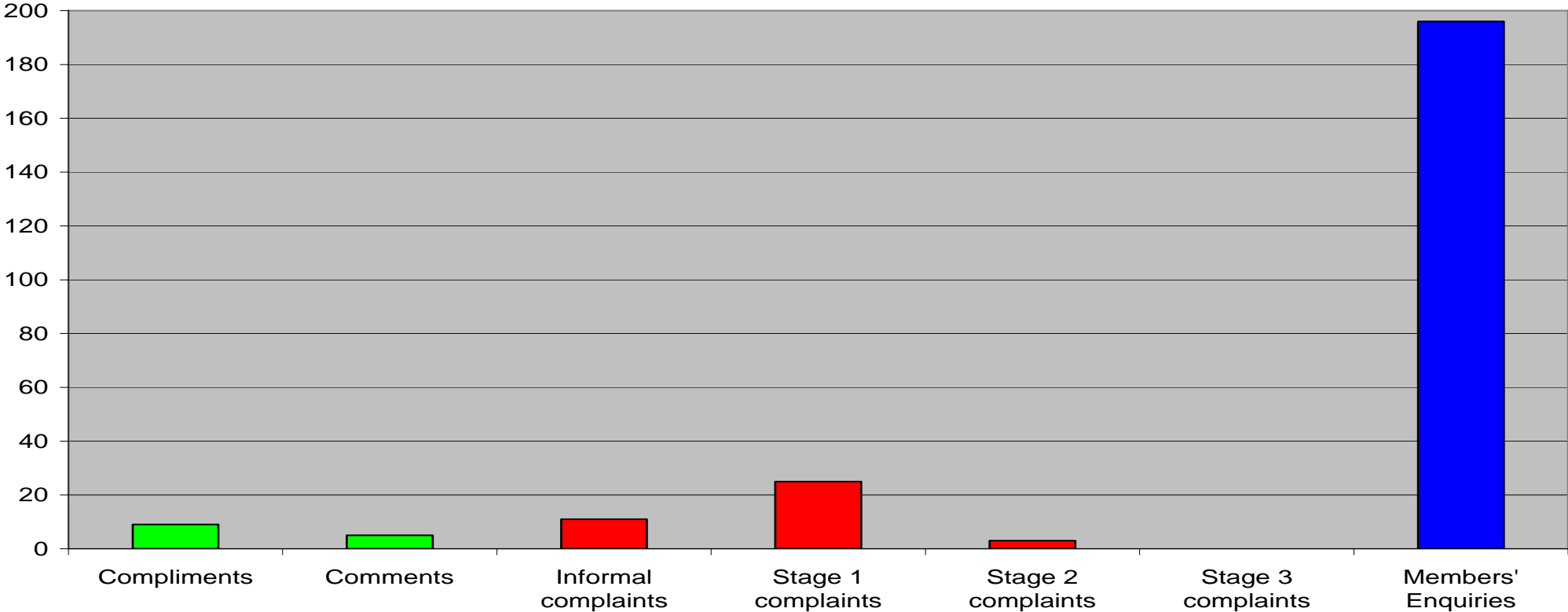
**Feedback on Temporary Accommodation**

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**Breakdown of Feedback received – Nov. '09 to Mar. '10**

	Total	Staff	Offers & rehousing	Wait for perm/bidding	TA	Homelessness	Eviction & NTQ's	Facilities	Wait to be seen	Rent arrears	Decisions	RDS issues	Requests for help	Housing advice	Other
Compliments	9	8													1
Comments	5							5							
Informal complaints	11	3			5			1	2						
Stage 1 complaints	25	14				4				4	1	1			1
Stage 2 complaints	3					2				1					
Stage 3 complaints	0														
Members' Enquiries	196		56	45	26	26	11			3	4	8	4	3	3
Total	249	25	56	45	31	32	11	6	2	8	5	9	4	3	5

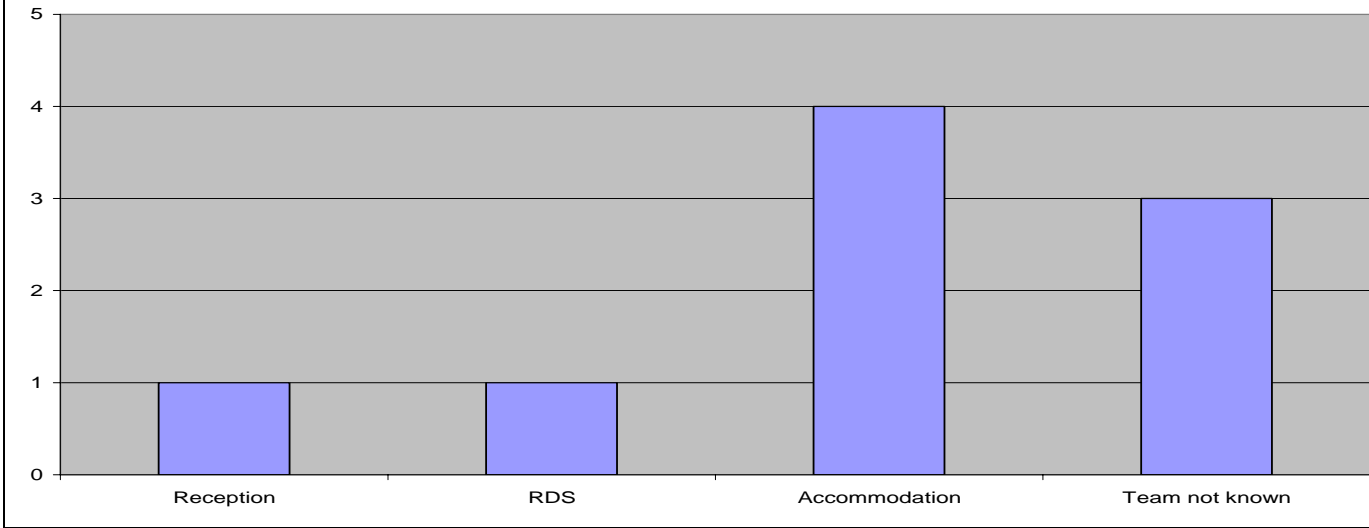
### Breakdown of Feedback received - Nov. '09 to Mar. '10



#### Issues raised by types of feedback received

- 1. There are a low number of informal complaints about repairs that have been input onto the system - this needs to be verified.
- 2. Most compliments are about staff
- 3. Staff and TA are the main areas for feedback

### Compliments



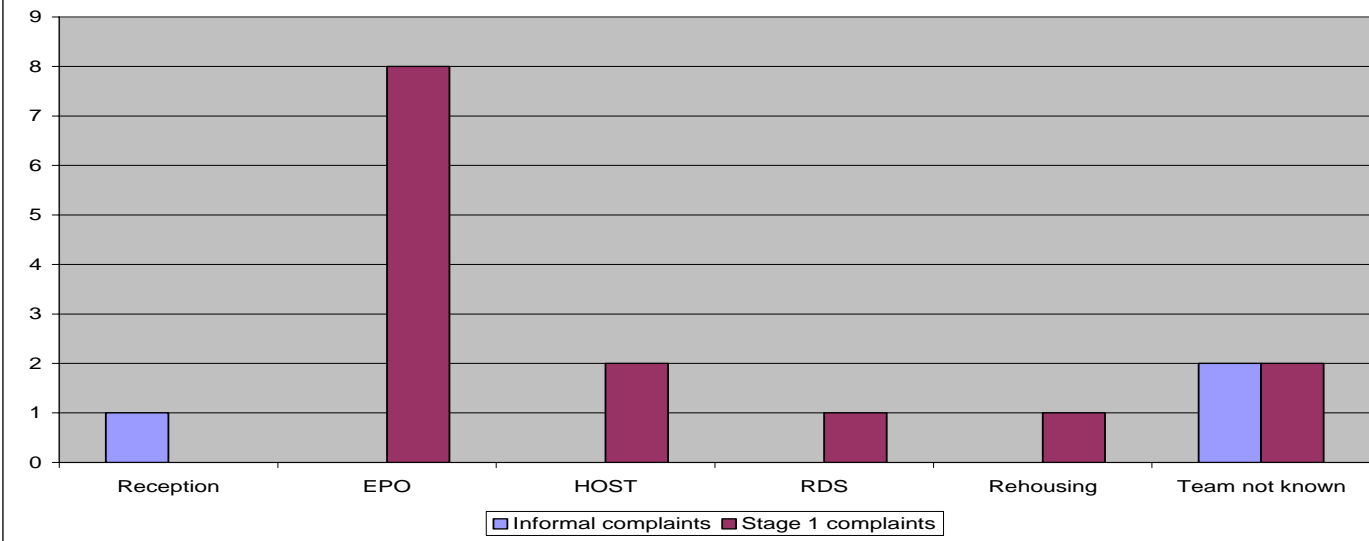
### Feedback Regarding Staff

1. The Accommodation Team have most compliments
2. The reoccurring theme is attitude.

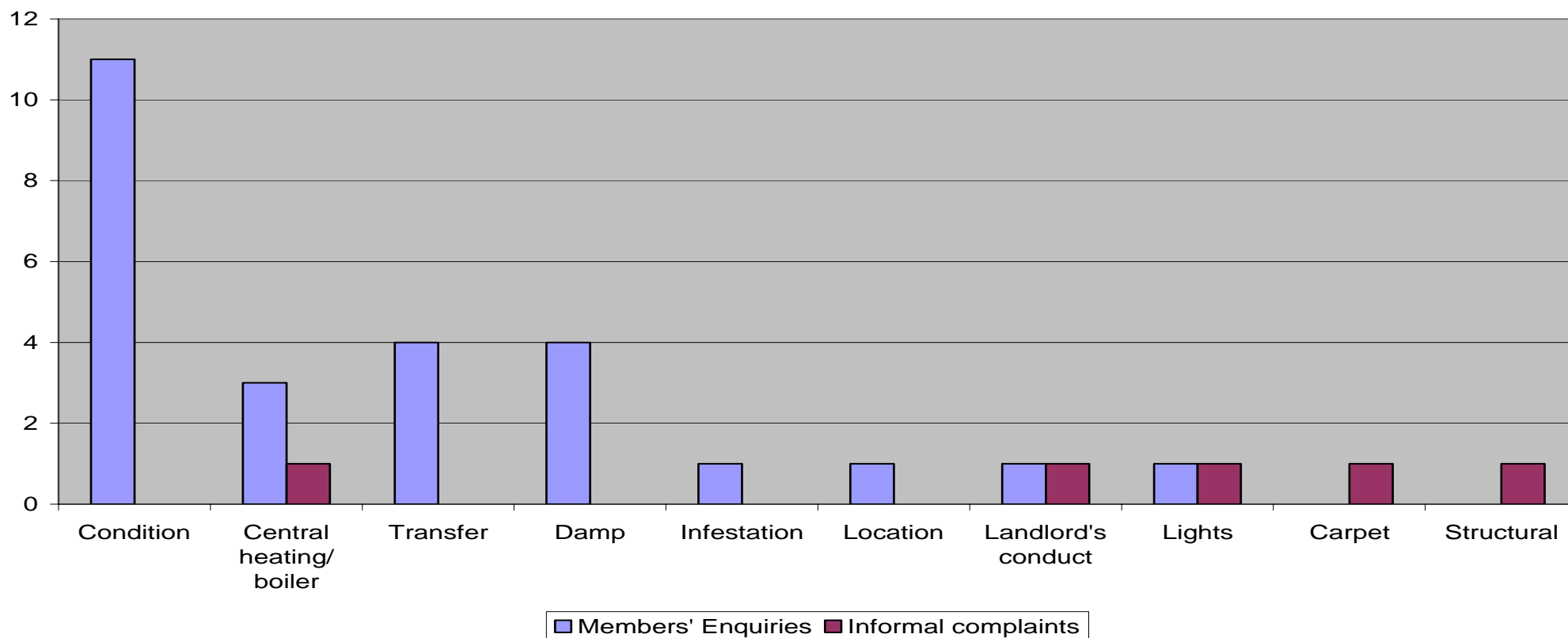
The EPO staff often need to deliver negative decisions, which can lead to negative interaction with clients.

Further training needs to be offered to the team to reduce the level of complaints.

### Staff complaints by Team



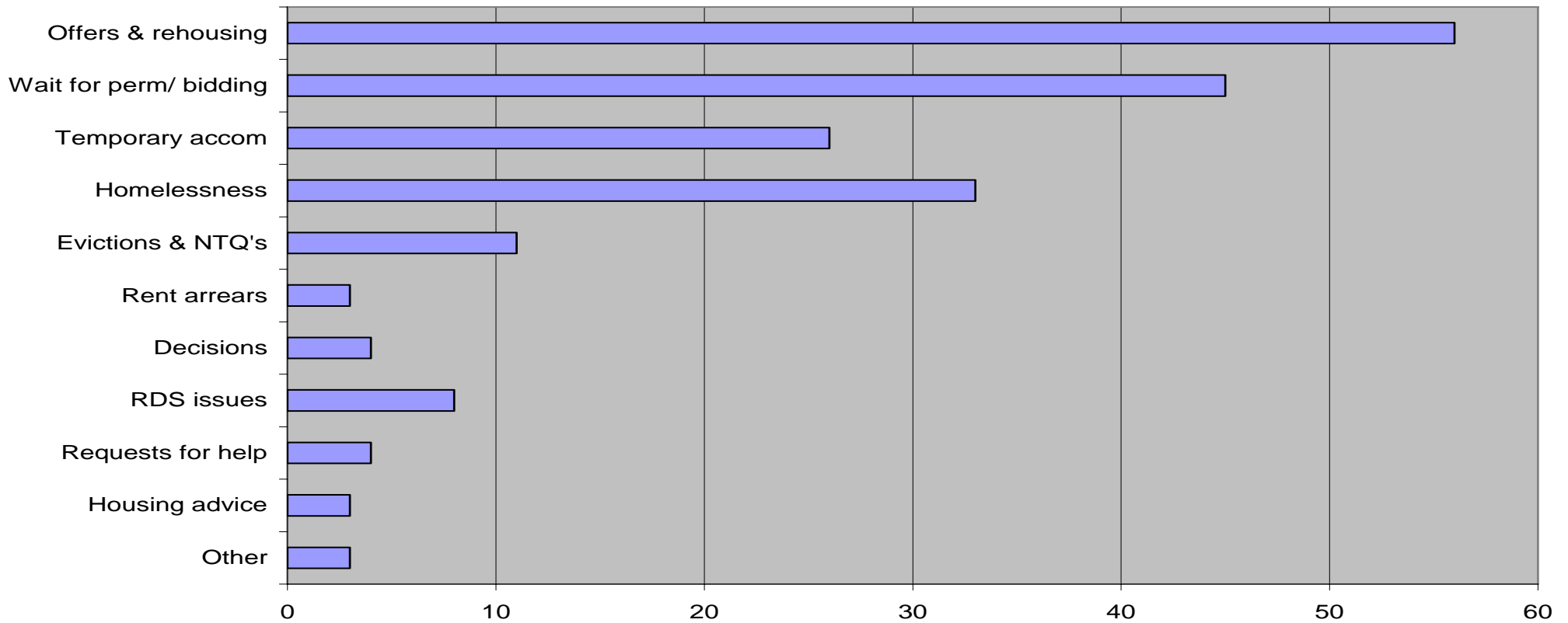
## Feedback on Temporary Accommodation



### Temporary Accommodation

1. There is a reorganisation underway; this will alter the way the CLO teams are organised. There needs to be a renewed emphasis placed on the recording of informal complaints concerning repairs with the new team.
2. General issues regarding condition, central heating and damp are the main areas of concern.

## Members' Enquiries



### Members' Enquiries

1. The total number of Members Enquiries is high. Benchmarking will be conducted to establish if this is consistent with other councils
2. Providing information and guidance for Members may provide a viable alternative to them needing to raise formal ME's, especially around topics such as the wait for permanent accommodation and general information on making applications and/or the extent of assistance available.