

Homeless Services provided by Perth & Kinross Council have been carrying out customer service surveys with clients about their experiences of different aspects of the service, from the first point of contact through the interview and decision process, and into temporary accommodation and support for moving into a permanent tenancy.

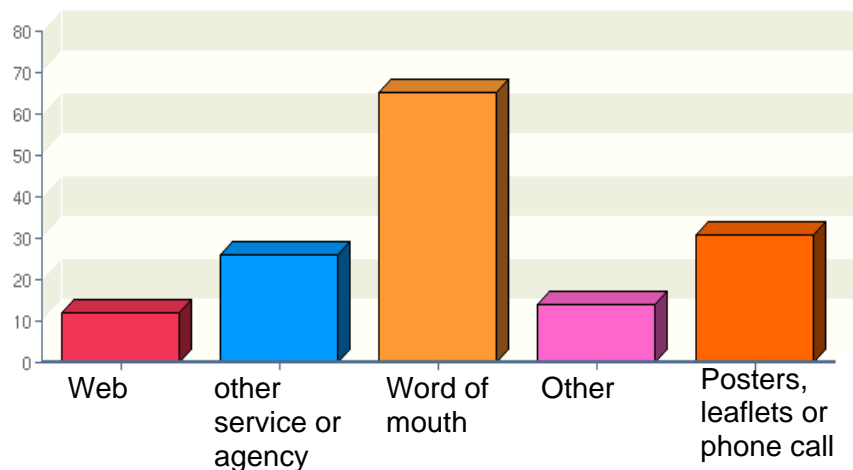
This information sheet gives an overview of the results of the surveys completed between October 2009 and the beginning of March 2010. If you would like more details about the surveys, or would like to make your own comments on the services provided you can do so by contacting the Housing Advice Centre, 10-19 York Place, Perth PH2 8EP, or by phoning 01738 474500, or email HousingAdviceCentre@pkc.gov.uk

Accessing Services

133 people contacting the homeless service between October and March completed the survey. Of these 68 people were either homeless, or worried they might become homeless. Other reasons for making contact ranged from attending pre-arranged appointments to handing in information to support council housing or homeless applications.

Upon visiting the Housing Advice Centre, 61% of people were either had their query dealt with by reception staff or were seen by another member of staff within five minutes. Almost all of the remaining visitors were seen within 15 minutes of arrival, with only 7% having to wait longer.

How did you know about the service?



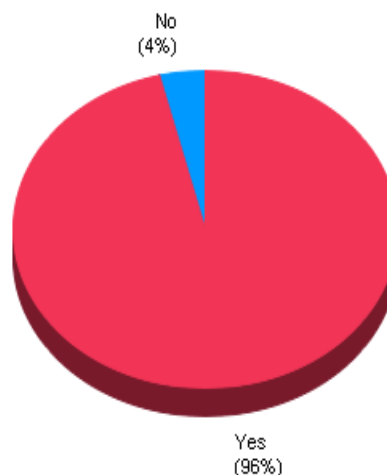
Advice & Assistance

Twenty-six people gave us feedback on their experience of a homeless advice interview, and 30 people have commented on the advice and assistance they received when they were given a decision on their homeless application.

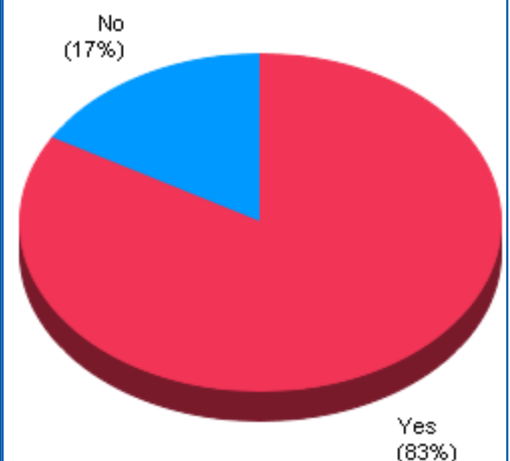
Did you have a pre-arranged appointment?



Was your Homeless Advice Officer polite and/ or helpful?



Were you kept up-to-date with the progress of your homeless application?



Experiences of Temporary Accommodation

Temporary accommodation offered in Perth and Kinross ranges from individual flats and houses, to single person hostel accommodation at Greyfriars House or family supported accommodation at Rio. Where necessary because of a lack of immediate space elsewhere bed and breakfast accommodation may be offered.

Responses to the temporary accommodation customer surveys came from:

- Households placed in individual flats - 24 responses
- Residents at Greyfriars House - 29 responses
- Residents at Rio - 8 responses

People responding to the survey at Greyfriars and Rio all said that their occupancy agreements and the rules of the buildings were explained to them. Information left with them was clear and relevant, and they were advised that they could approach hostel staff with any problems about their accommodation. Further responses from people placed into temporary accommodation flats are shown on the right.

Support Services

Forty people have commented on the support services offered by Homelessness staff. This service can include support for:

- Emotional/ befriending
- Assistance with benefits
- Accessing social fund
- Referral to other agencies (including social work)
- Advocacy

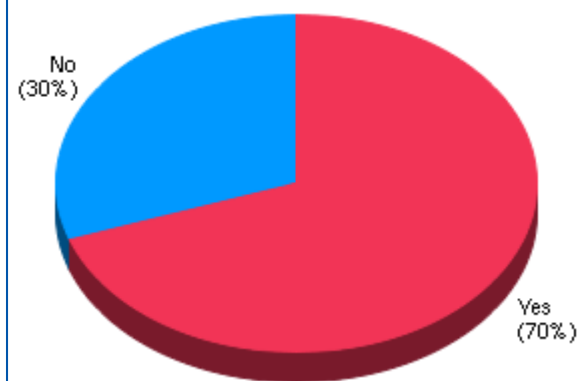
97% of the people responding had been contacted by the service with an offer of support, of these 34 people (87%) accepted the offer of support.

Of the people who refused support responses were evenly split between those who didn't need support, those who didn't want support, or found it difficult to accept support, and one person who had only accepted certain types of support and not all that was available.

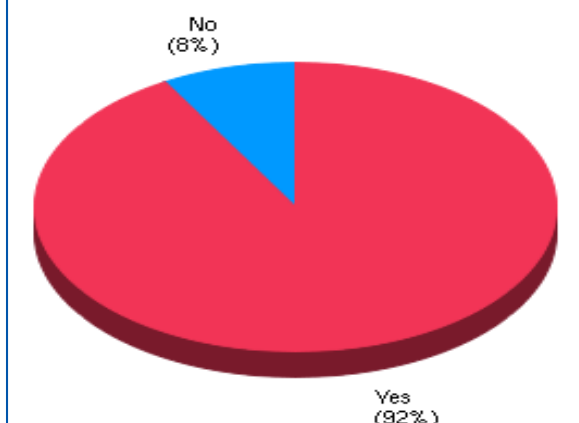
Awareness of Types of Support

Item	Aware of and used	Aware of and didn't use	Not aware	Total
Emotional/befriending	24% 9	57% 21	19% 7	37
Assistance with benefits	73% 27	24% 9	3% 1	37
Accessing social fund	46% 17	43% 16	11% 4	37
Referring to other agencies (including social work)	35% 13	57% 21	8% 3	37
Advocacy	3% 1	53% 19	44% 16	36

Did your Accommodation Officer re-visit you after you moved in?



Was the visit helpful?



If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation) this can be arranged by contacting Performance & Quality on 01738 476894.



Council Text Phone Number 01738 442573