



## Your Views

You may have noticed that we seek your opinions through a range of surveys. These include:

- New tenant surveys.
- Exit questionnaires.
- Surveys on support.

In addition, we also collect your views by various other methods such as:

Responses to consultations.

Responses from focus groups (small one-off groups of service users who provide their opinions on services to housing staff).

- Complaints.
- Appeals.
- Comments arising from requests on footnotes on letters.

Your views are very important to us and allow us to assess whether there are things we could do to improve our services.

We look closely at the information you provide and consider this alongside relevant policies and service areas.

For instance, we ask about what you thought of the standard of temporary accommodation when you first moved in. We use this information to consider whether any improvements require to be made.

We also ask for detailed information on whether you sought help from other agencies, whether you had any health issues which arose during the time that you were homeless or whether you had difficulty in accessing a dentist or GP. This is intended to determine that health services are also reaching homeless households and to ensure that issues are not arising specifically due to a household being placed in temporary accommodation.

If our service users advise us that there are areas which could be improved we take this seriously. Equally we are pleased when we are told that something is working well. Then we know not to change it.

We provide information, on request, in different formats such as large print, audio-format or in Braille and Moon. In addition, information can be made available in other

languages on request. We also provide interpreters where required. We also look closely at requests for information in different formats and languages. We see how many requests we have had, how long it took us to respond and what the cost was. We use this information to make sure that our services remain tailored to the needs of our tenants and other service users.

Therefore, your views are important to us and the information you provide is used to continually improve our services.

If you require help to complete surveys Housing Services can help you with this.

We always provide a reply paid envelope to help you return your completed form.

Thank you for taking the time to help with this process.

## **Contacts**

### **Homelessness and Advice Section**

Address: Council Offices, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535.

Email: [housing@orkney.gov.uk](mailto:housing@orkney.gov.uk)

