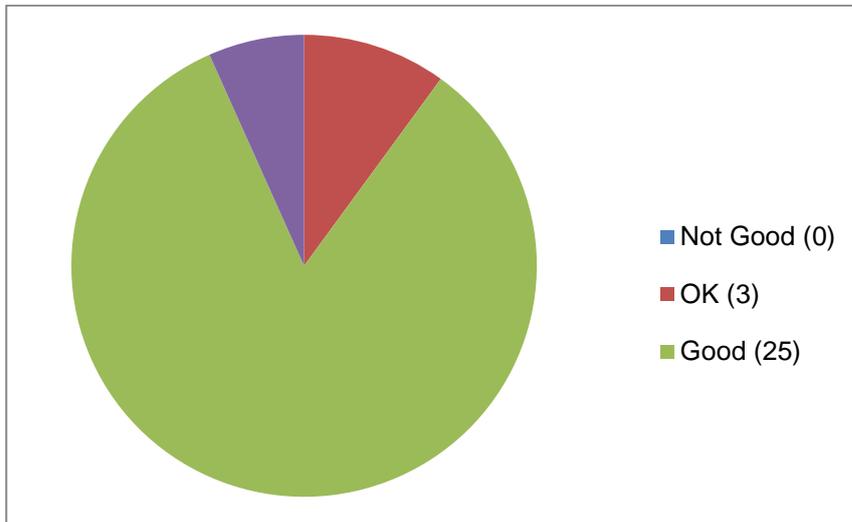


W-ASH Customer Satisfaction Survey (March 2018)

SUMMARY OF RESPONSES

This survey was carried out to evaluate the quality of the service and support provided by the W-ASH Projects and to identify possible improvements in service delivery. 30 asylum seeker residents were interviewed by a member of Community InfoSource staff who had no previous contact with the interviewees.

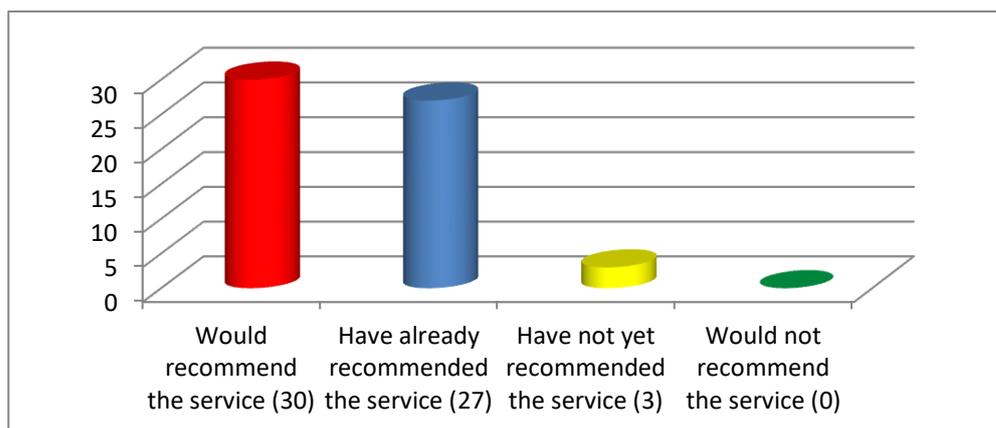
1. Quality of support asylum seeker residents received from W-ASH



When asked to describe the quality of support received from W-ASH, 25 people described it as Good and 3 as OK. When asked to comment on what had been good about the service people highlighted:

- I never have to chase up the progress of my case
- The Project is a reliable service you can depend on if you have housing issues
- Serco just ignore but W-ASH chase them up and then they fix the problem

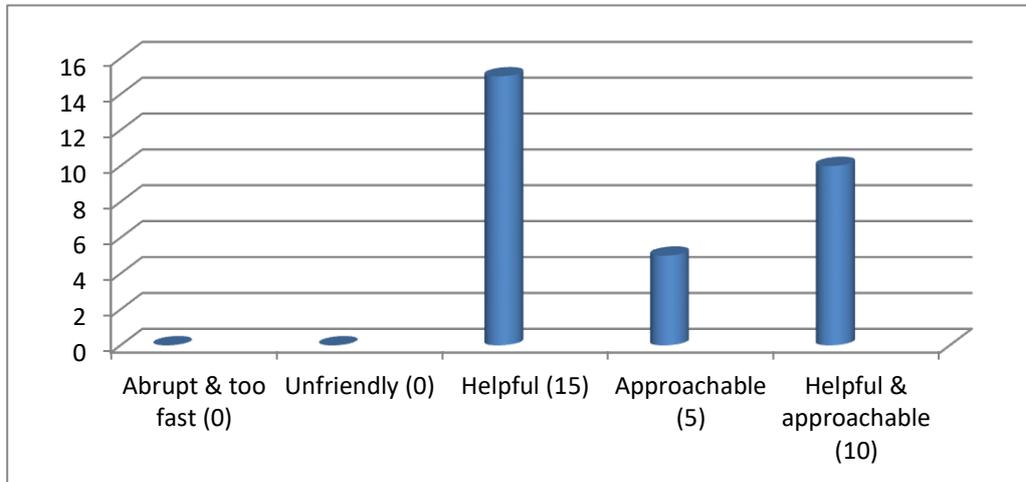
2. Recommend the W-ASH Projects' services



When asked if they would recommend W-ASH support services to a friend, 27 had already done so, 3 would if they had a friend who required help and no-one said that they would not recommend the service. Comments included:

- I always recommend W-ASH. I give the number to my friends and if Serco don't reply within 3 days
- Yes. When I meet new friends, especially women
- I recommend to my local charity 'Govan Help' so they can send people who need help down to W-ASH on their housing matters

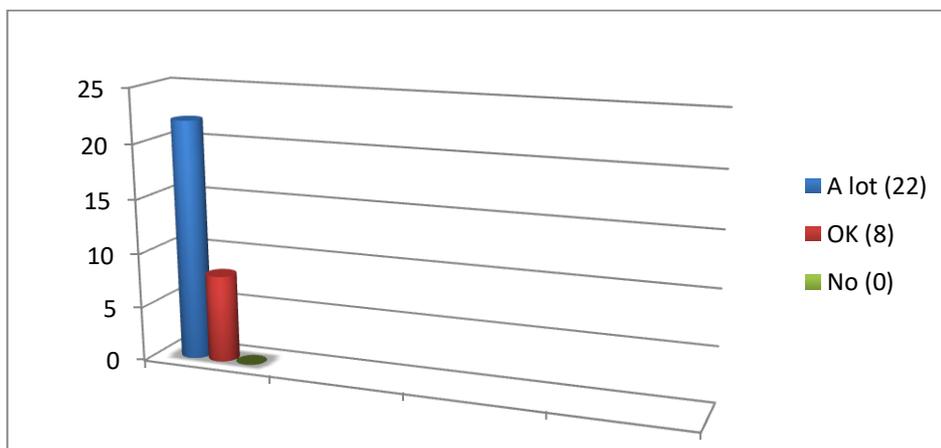
3. W-ASH staff attitude and treatment of asylum seeker residents



When asked to choose what best described the attitude of W-ASH staff, No-one described it as abrupt and too fast or unfriendly, 15 people felt staff were helpful, 5 chose approachable and 10 said staff were helpful and approachable. Comments included:

- Really welcoming and reliable
- The staff are good, approachable, helpful and receptive. When I came here for the first time I was very impressed

4. How satisfied residents were with the outcome of W-ASH Support

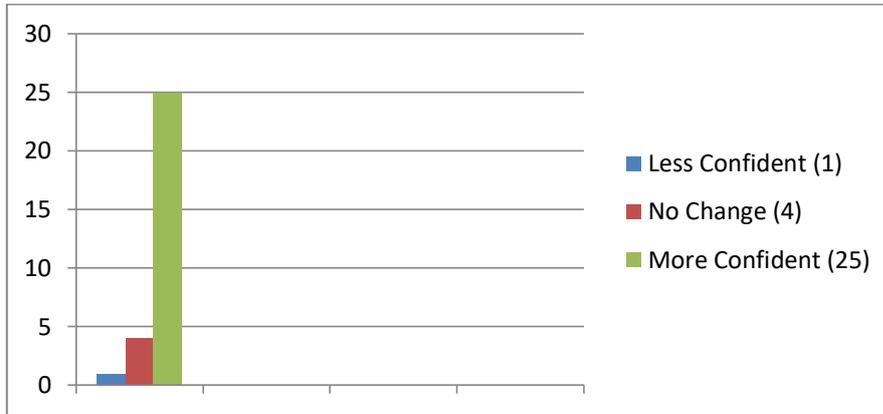


When asked if they were satisfied with the outcome of W-ASH support 22 people said they were very satisfied and 8 said it was OK. No-one was

unsatisfied with the support. Comments included:

- I struggled so much with Serco but W-ASH made it faster and easier
- They took pains to help me solve a very prolonged issue I was having
- I was told to leave my house in 2 weeks, I spoke to W-ASH staff and now it's almost 5 months and I am still in my house
- They followed up with Serco as I was tired of complaining. The problem was fixed

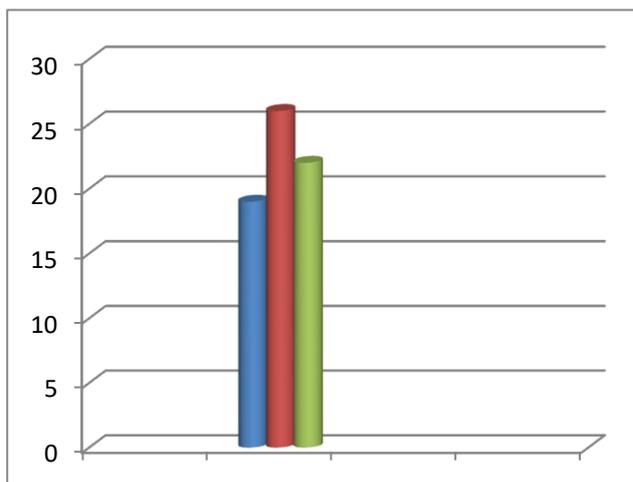
5. Change in levels of residents' confidence in addressing housing issues



When asked about changes in their levels of confidence in addressing housing issues 25 people said they were more confident, 4 said there was no change and 1 said they were less confident . Some of the comments included:

- The knowledge I acquired from W-ASH has given me more confidence to handle issues about the system
- I can express my rights and needs without fear
- I was able to send an email out stating that I observed the breach in my confidentiality which otherwise I wouldn't have done

6. Which aspects of the W-ASH service make it accessible?



19 people said opening hours were suitable, 26 people said staff were easy to contact and 22 people said the location was accessible