

Service improvements suggested by Mystery shoppers – Rent payment scenario

| Issue | Improvement | Action / Progress | Timescale |
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| Mystery shoppers felt that the service standard of answering within 5 rings was not helpful and contributed to the exasperated tone sometimes heard upon answering. | All calls should be answered within 1 minute to be consistent with the standard for CCAS. Nb: Standard for CCAS is for alarm calls not phone calls. | Standard to be reviewed as part of the review of Customer Service Service Standards | September 2006 |
| Corporate greeting is too long, often mumbled and does not give the specific location. | <ul style="list-style-type: none"> • YHN should have a corporate greeting that includes the name of the member of staff and their location. • The greeting should be said in a welcoming, friendly manner and not mumbled – it should not sound as though the person answering does not mean it. • It should not be too long. | It was a corporate decision to have the organisation name. It is felt that also saying the location will make greeting too long. Second point is addressed in customer service training. Specific issues have been picked up and addressed through 1 to 1's / appraisals | Ongoing – all new staff receive customer service training. |
| General need for customer care training, especially in terms of being better at listening to what the customer is asking. It was noted that in 5 out of the 14 (36%) calls made the first question the member of staff asked after the mystery shopper had explained they wanted some general information about payment cards was 'What is your address?' | <ul style="list-style-type: none"> • Customer care training needs to address this issue. Experienced staff may need to have refresher in customer care. • It was suggested that staff should also be reminded that customers may call with general enquiries that do not require the member of staff to know what their address is. | Training currently does not include much about listening skills – this has been raised with OD to be addressed. Staff have been sent a reminder that do not need to ask for the address unless necessary to respond. | August 2006 February 2006 |

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| Responses to requests for reassurance about the payment cards were sometimes lacking in detail. | Staff need to be given comprehensive information regarding the use of payment cards so they can confidently reassure customers. | Further more detailed information has been provided to staff. | February 2006 |
| Mystery shoppers and staff supervising the calls were surprised at the inconsistency of the information given in response to the question "How long will it take for the money to appear on the rent account?". | This could partly be due to a difference between the information staff have received and the actual experience on the front line, but could also highlight that further training or information is required. Further investigation into the reasons for this is required. Appropriate action is then needed to address this issue. | We have now let a new contract regarding payments – standard now 1 day for post office payments; 3 days for paypoint | April 2006 |
| One member of staff said that if a tenant were to phone the office for a balance they would be asked security questions to verify their identity before any details about their rent account would be discussed, this was not mentioned by any other member of staff. | Mystery shoppers thought this was a very good idea and should be done as a matter of course. | Staff have been reminded that they should not give out personal details without checking the identity of the caller although no specific procedures have been produced. Gap to be progressed. | February 2006 April 2007 |
| Although most members of staff were aware of some other ways to pay only one member of staff asked could give a full response to this question. | The mystery shoppers felt that this indicated a training issue. It was also recommended that the benefits of direct debit be promoted. | More ways to pay leaflet distributed to staff. Specific issues have been picked up and addressed through 1 to 1's / appraisals | February 2006 / Ongoing |

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| The general tone and attitude of some staff during the phone call gave the impression that the call was an inconvenience. | It is vital to reiterate to staff the importance of not giving the impression that the call is an inconvenience and that they want to get the tenant off the phone as soon as possible. | This is addressed as part of customer service training. Specific issues have been picked up and addressed through 1 to 1's / appraisals | Ongoing |