

Action Plan for Mystery Shopping Exercise – Sheltered Housing

Concern raised by Mystery Shoppers	Action Planned and / or Taken	Estimated Completion Date	Completed date comments
1. Was the call answered within 5 rings?	<ul style="list-style-type: none"> ▪ Overall good response from team. Reinforce the policy with staff at next round of team meetings. Have it as a regular agenda item at team meetings 	On going 100% response last quarter	Complete
2. Did the member of staff use the Your Homes corporate greeting?	<ul style="list-style-type: none"> ▪ Ensure all answer phones have corporate greeting on (wherever possible) 	Complete	Complete
	<ul style="list-style-type: none"> ▪ Reinforce policy and use of greeting at team meetings 	Complete	Complete
3. My parents are thinking about moving into sheltered housing. How do they apply?	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Arrange training session with team to ensure consistency across the city 	Complete March / April 2007	Complete Joint training with YCH team Complete March 2007
4. How old do you have to be for sheltered housing?	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Arrange training session with team to ensure consistency across the city 	Complete March / April 2007	Complete Complete April 2007
5. How much does sheltered housing cost?	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Arrange training session with team to ensure consistency across the city 	Complete March / April 2007	Complete Complete April 2007

<p>6. They do not live in a council property at the moment. Does this make any difference?</p>	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Arrange training session with team to ensure consistency across the city 	<p>Complete March / April 2007</p>	<p>Complete Complete April 2007</p>
<p>7. Where do my parents find out where there is an empty flat?</p>	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Development of marketing strategy for Sheltered Housing 	<p>Complete September 2007</p>	<p>Complete On going on target</p>
<p>8. I have been told that my parents will have to 'express an interest' in an empty flat. How does this work?</p>	<ul style="list-style-type: none"> ▪ Reinforce policy at next round of team meetings ▪ Arrange training session with team to ensure consistency across the city 	<p>Complete March / April 2007</p>	<p>Complete Complete</p>
<p>9. General Customer service issues</p>			
<p>Was the member of staff friendly & courteous?</p>	<ul style="list-style-type: none"> ▪ Team to revisit customer service training with a series of in-house sessions designed around answering telephone calls 	<p>September 2007</p>	<p>Training to be completed September 2007</p>
<p>How satisfied were you overall with the answers provided?</p>	<ul style="list-style-type: none"> ▪ Team to be informed of response to Mystery shopping at next round of team meetings ▪ Feedback to staff following training in March / April / May 	<p>December 2006 March / April / May 2007</p>	<p>Complete To complete September 2007</p>
<p>Concerns raised over the quality of answer phone responses</p>	<ul style="list-style-type: none"> ▪ Teams to be informed of poor results ▪ Staff to ensure answer-phones are checked daily, corporate greeting is on and responds within 5 rings 	<p>December 2006 December 2006</p>	<p>Complete Complete</p>