

<b>Adaptations</b>				
Recommendations	Action needed	Who is responsible	Deadline date	Completed
Staff should not use jargon. The officer could have given more details about what a referral is and explained what information the customer needed to provide more clearly	Hold Team meeting to discuss mystery shopping results Review terms used and use of jargon Produce guidance note for team on do's and don'ts Produce a fact sheet with some examples of frequently asked questions and good practice responses.	Ann Todd Mills	4/4/08	04/04/08

<b>Advice and Support</b>				
Recommendations	Action needed	Who is responsible	Deadline date	Completed
Customer felt that staff should give the caller enough time to finish their question rather than make assumptions. They could have put the caller through to the local office if they were not able to provide any advice themselves	All staff have been advised to listen to the full question before giving an answer to make sure they can give the best advised based on the information given,	Michael Murray	1 <sup>st</sup> April 08	1 <sup>st</sup> April 08
	Staff advised at team meeting to give customers the relevant number and to transfer the call to the relevant officer.	Michael Murray	1 <sup>st</sup> April 08	1 <sup>st</sup> April 08

	Staff advised to explain to customers that when giving debt advice it is sometimes more appropriate to meet face to face to discuss finances. Staff should be able to provide this information over the telephone.	Michael Murray	1 <sup>st</sup> April 08	1 <sup>st</sup> April 08
--	--	----------------	--------------------------	--------------------------

<b>HASBET</b>				
<b>Recommendations</b>	<b>Action needed</b>	<b>Who is responsible</b>	<b>Deadline date</b>	<b>Completed</b>
The mystery shopper would have liked more information about how someone whose first language is not English would be able to complete incident diary sheets.	This has been discussed at the HASBET team meeting so that all staff are reminded of availability of translation services. All incident diary booklets already contain the corporate strap lines. Advice about reporting ASB is now available on the YHN web site in different languages.	Caron Storey	March 2008	Completed
It was also felt that by saying that it would be difficult to take any action	This has been discussed at the HASBET team meeting	Caron Storey	March 2008	Completed

without knowing who the perpetrators would not encourage customer to take any further action.	so that all staff are reminded of availability of HASBET's surveillance equipment, cameras etc as an alternative to obtain further information about perpetrators.			
The customer felt that more advice should have been provided about the support for vulnerable tenants whose first language is not English. Also there was no reference to any support agencies that we work in partnership with.	HASBET has a dedicated Victim Support Officer. A new Victim Support Officer is starting with HASBET in April 2008 and will be trained/briefed in the use of the National Interpreting Service.	Caron Storey	April 2008	
In one email staff did not mention about the interpreting service that we have. All staff should provide this information.	This has been discussed at the HASBET team meeting so that all staff are reminded of availability of National Interpreting Service, and translation services.	Caron Storey	March 2008	Completed
One email response does not give any information about who has responded which not customer friendly.	This has been discussed at the HASBET team meeting so that all staff are reminded to ensure contact details (signature file) are included on every email.	Caron Storey	March 2008	Completed

<b>Tenant Involvement Team</b>				
<b>Recommendations</b>	<b>Action needed</b>	<b>Who is responsible</b>	<b>Deadline date</b>	<b>Completed</b>
<p>The customer felt that they did not know what would be in the letter apart from the leaflet about involvement. They were not informed about the volunteer database or about the questionnaire that they would receive in the post to find out what services they are interested in giving their views.</p>	<p>An information sheet has been produced for support staff who answer calls on behalf of the involvement officers when they are out of the office. This provides information about the information pack which is sent out to tenants and leaseholders who express an interest in getting involved and about the questionnaire and that the questionnaire information is used to add people to the list of 'make a difference' volunteers. A short briefing session will be held to make sure support staff are confident in using the information.</p>	<p>Acting tenant involvement manager</p>	<p>4 April 2008</p>	
<p>They suggested that if people are answering other peoples' telephone that they should have some basic knowledge about that service.</p>	<p>The information sheet will mean that support staff will be able to provide basic information about getting</p>	<p>Acting tenant involvement manager</p>	<p>4 April 2008</p>	

	involved and will also be able to direct tenants and leaseholders with internet access to the YHN database. Where customers require a more detailed response, support staff will advise when a tenant involvement officer will be back in the office to contact them			
Calls should be answered within the corporate standard time	Arrangements have been made to transfer calls directly to another line when there are no staff available in the tenant involvement team, this means calls will be answered more quickly	Acting tenant involvement manager	1 April 2008	1 April 2008