



Mystery Shopping Comparison

April 2010 & December 2010

Introduction

Mystery shoppers tested 6 scenarios in April 2010 and then again December 2010.

The scenarios were based on the following services we provide:

- ★ Complaints
- ★ Arrears
- ★ Anti social behaviour
- ★ Physical adaptations
- ★ Community development
- ★ Service charge

The purpose of carrying out the same shops twice is to compare the results.

It is necessary to note there were 2 less mystery shoppers in December compared to April.

Call answering

In December, 4% less calls were answered in less than 15 seconds compared to April. However, when putting the scores for both, calls answered in less than 15 seconds and those answered in less than 30 seconds, there is a 1% improvement in December.

In both rounds of shops, all calls were answered by CSC.

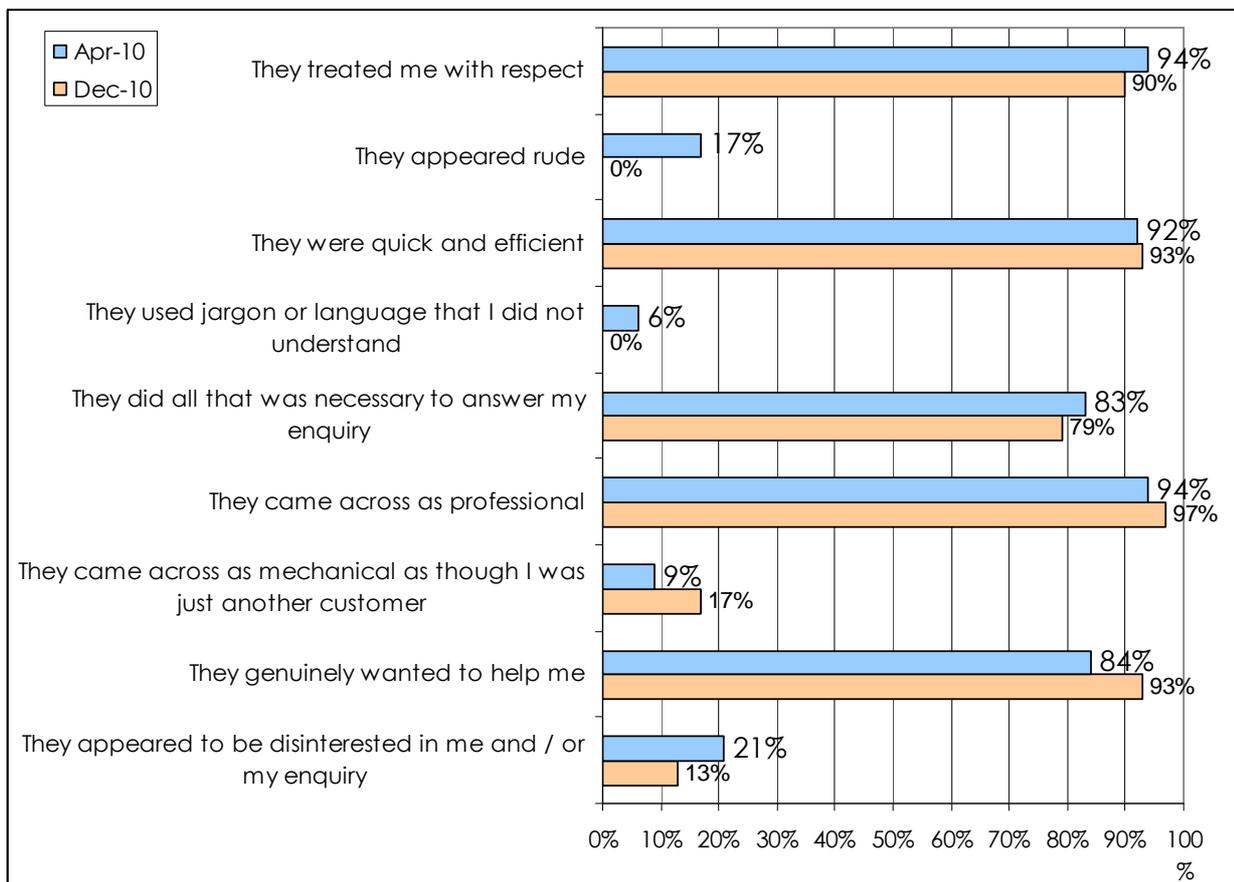
There were no problems with the greetings received from CSC member of staff.

94% of enquiries were dealt with by a member of CSC in December, compared to 73% back in April. This indicates a greater knowledge of the subject area and queries dealt with first time.

Due to the higher number of queries being dealt with by CSC in December, a lower number of calls were transferred or offered a call back; this again is a positive result.

The one shopper who was transferred in December felt the call was handled quickly and efficiently and the staff member was polite and courteous. This is a great improvement on April's results, where 8 calls were transferred with mixed feedback.

The overall impression of the way in which the staff member dealt with the call is as follows:



Improvements were made in the following areas:

- ★ Less people felt that staff were disinterested in them
- ★ More felt thought the staff members genuinely wanted to help them
- ★ No shoppers thought the member of staff used any jargon during the conversation, this dropped from 6% in June

★ A higher % felt their call was dealt with quickly and efficiently

Areas for concern:

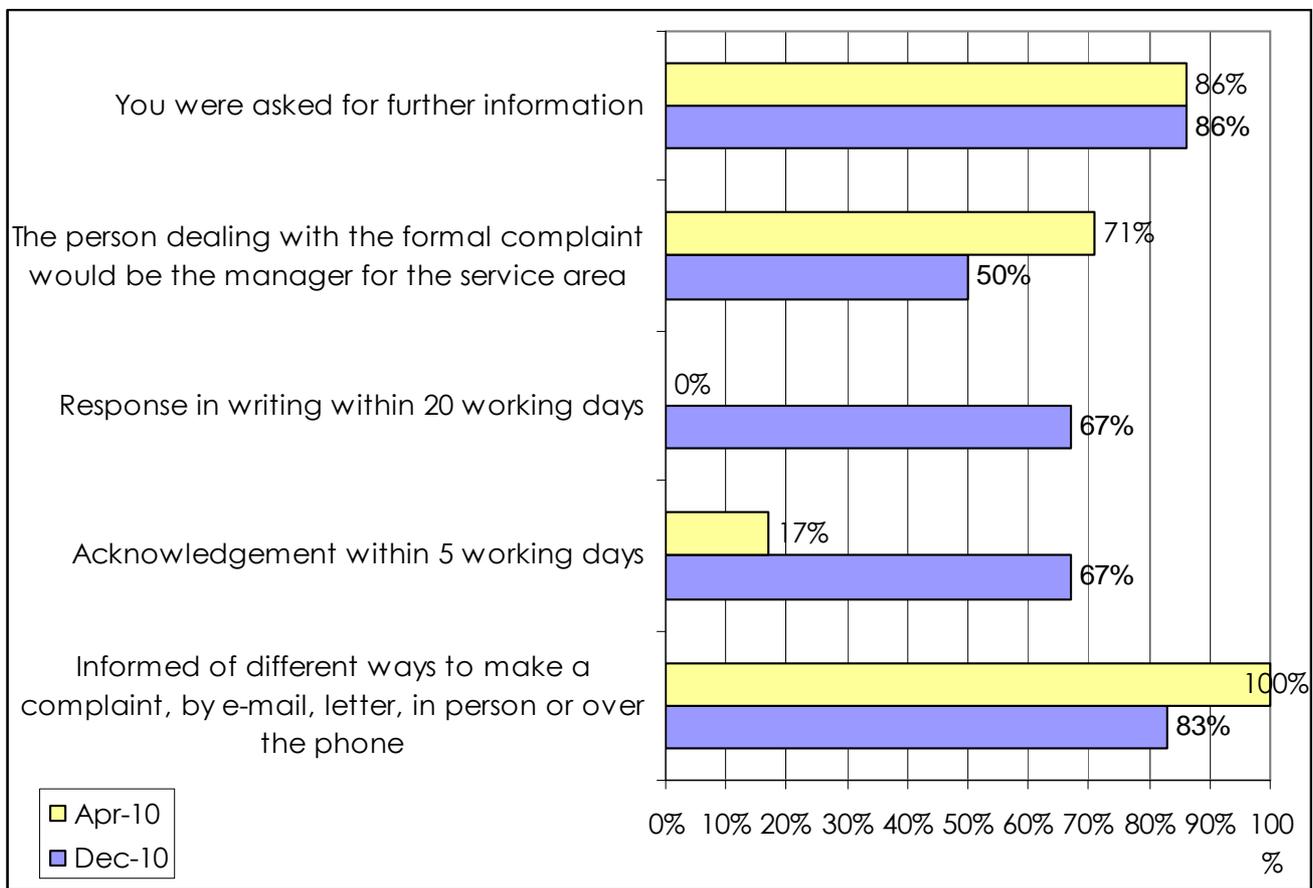
★ Less people felt they were treated with respect and that the staff member did all that was necessary to answer the enquiry.

The biggest drop over all was by 4%.

Scenario comparisons

COMPLAINTS:

“I would like to know how I can make a complaint on behalf of my mother”



Improvements:

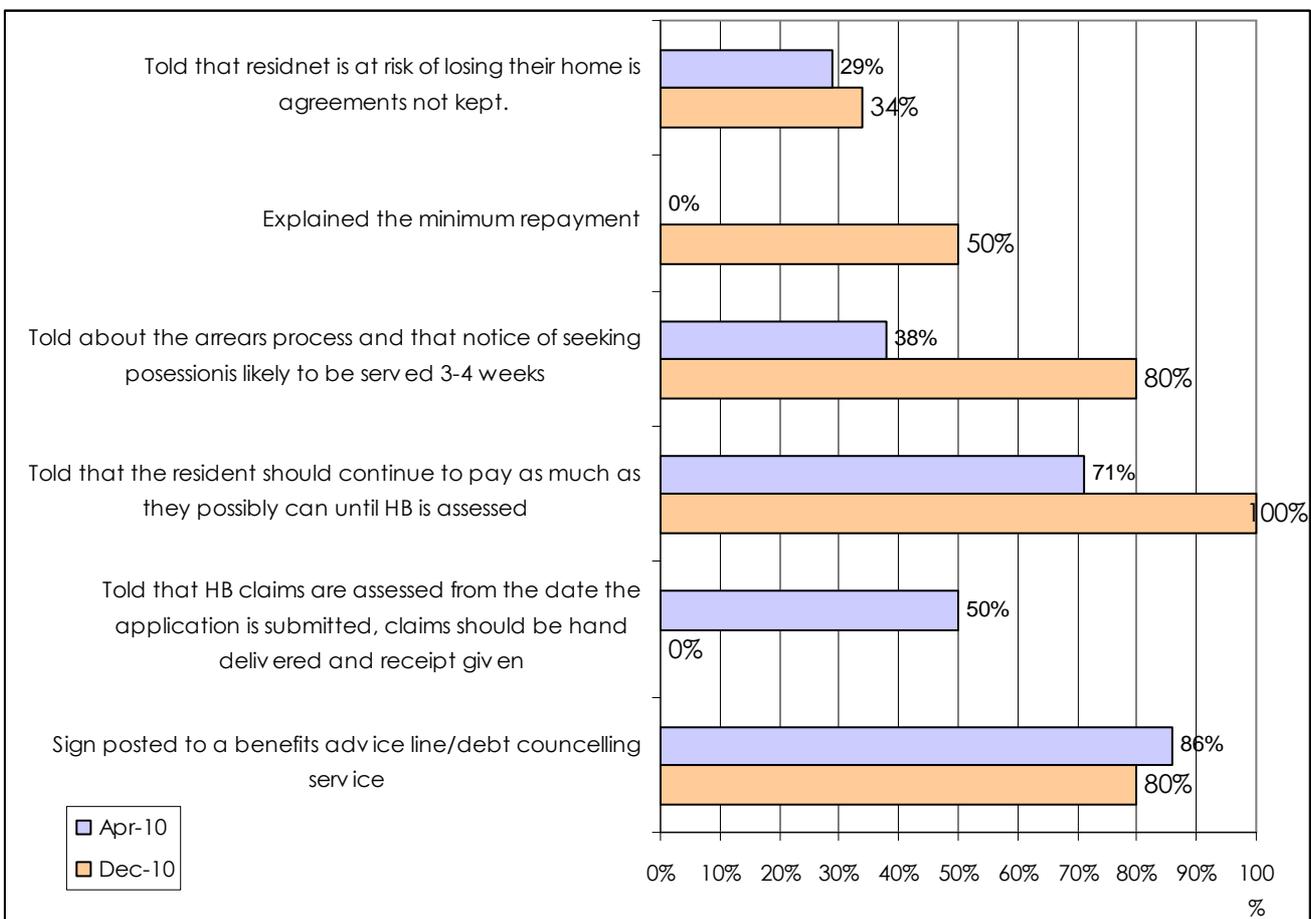
★ More residents were informed about the response times for responding to a complaint, with 67% up from 17% being told about the acknowledgement within 5 days and 67% up from 0% being told about a response in writing within 20 working days.

Areas for concern:

- ★ Fewer residents were told about who would deal with their complaint and 17% less people were informed of the different ways they could make a complaint.

ARREARS:

“I was wondering if you can help, I need some advice and information on how you deal with rent arrears”



Improvements:

There were many improvements in this scenario, including:

- ★ 34% were informed that residents are at risk of losing their home if an agreement is not kept, this is an increase of 5% since June
- ★ 50% up from 0% were told about the minimum repayment

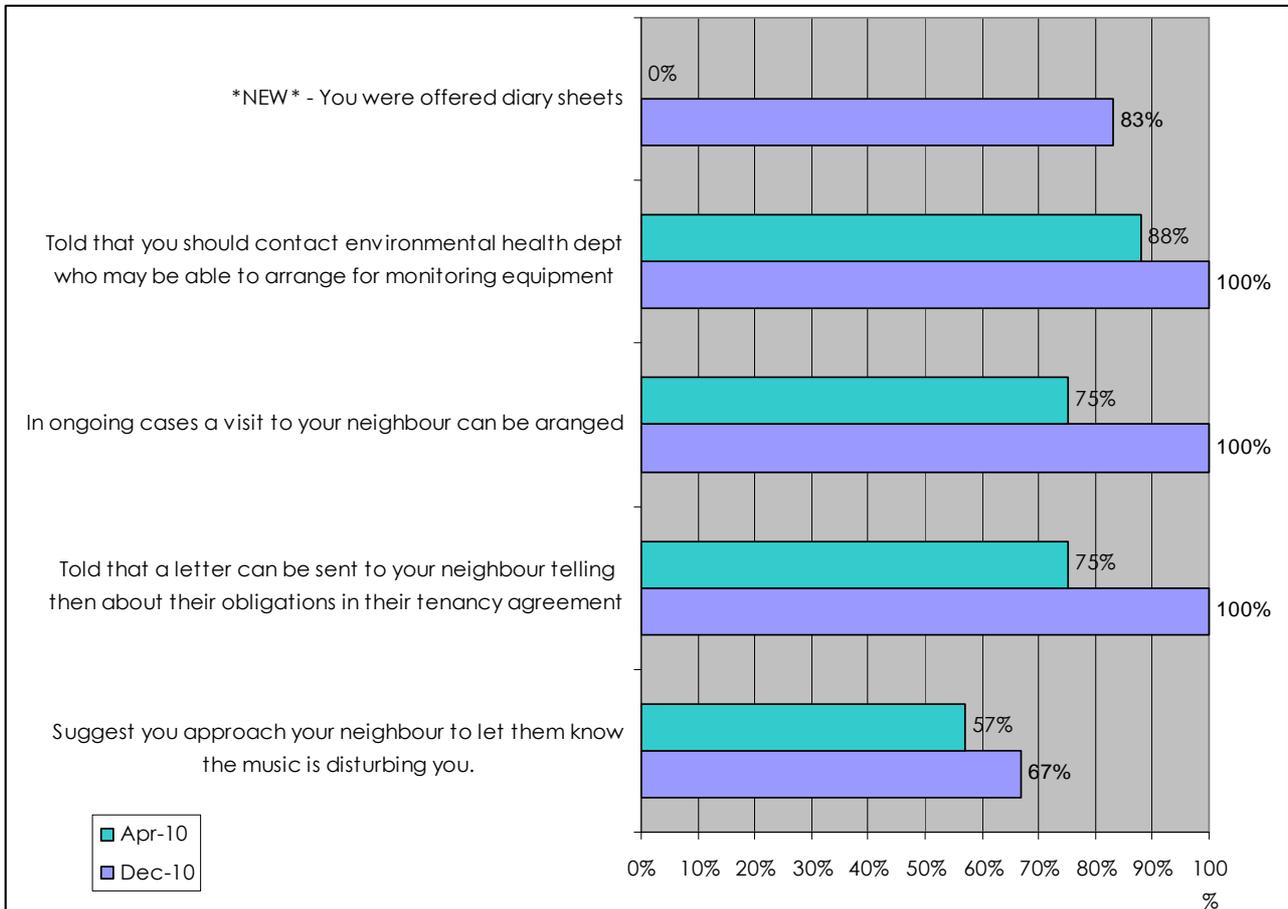
- ★ There was a 42% increase in the number of residents informed of the arrears process
- ★ 100% were told to pay as much as possible until HB is assessed

Areas for concern:

- ★ No one was informed that housing benefit claim forms are assessed from the date the application is submitted
- ★ 6% less were signposted to the benefits advice line or debt counselling service

ANTI SOCIAL BEHAVIOUR:

"I would like some advice on how to deal with a very noisy neighbour."



Improvements:

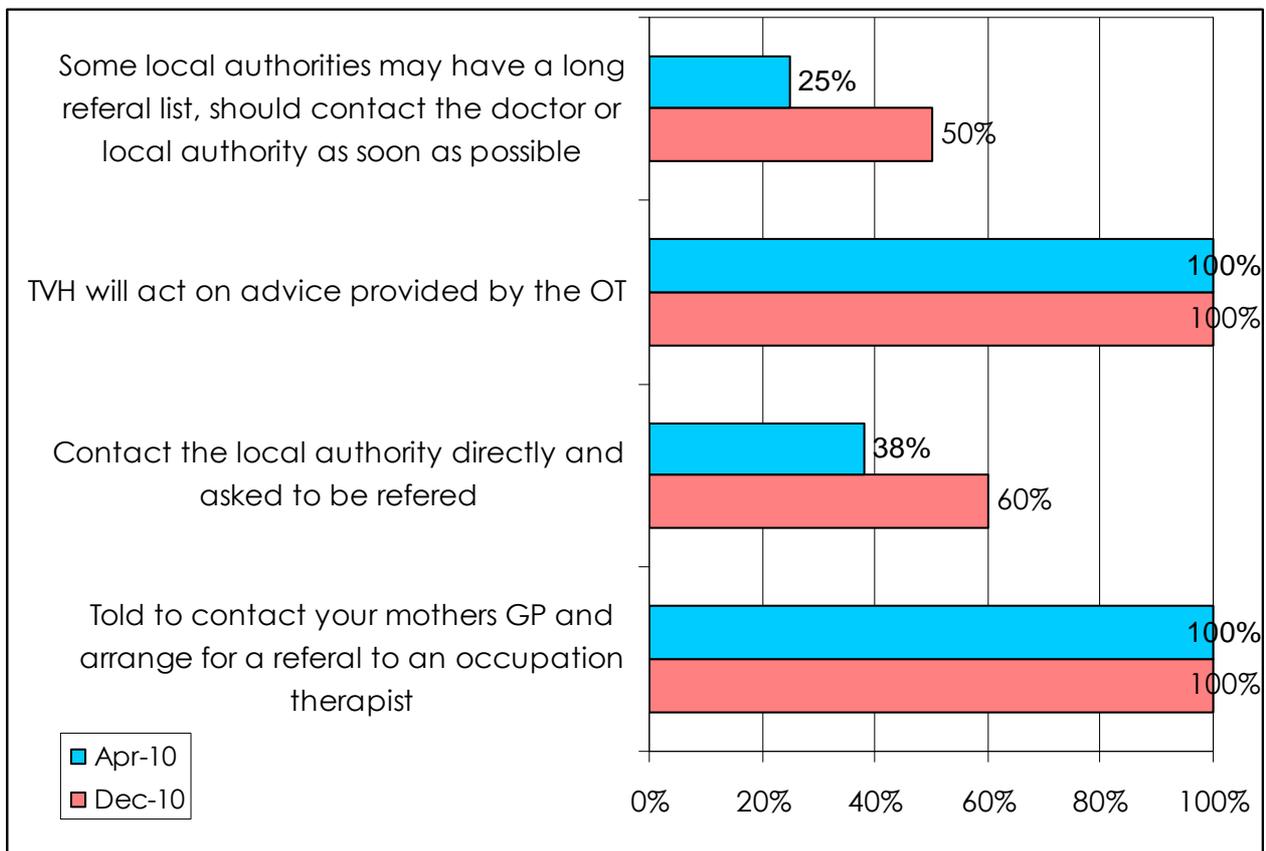
- ★ Every area improved within this scenario by between 10% and 25%

Areas for concern:

- ★ No areas of concern.

PHYSICAL ADAPTATIONS:

"My mother is having difficulty getting out of the bath; I think she needs a grab rail to help her and maybe some other changes to her home. What do I need to do?"



Improvements:

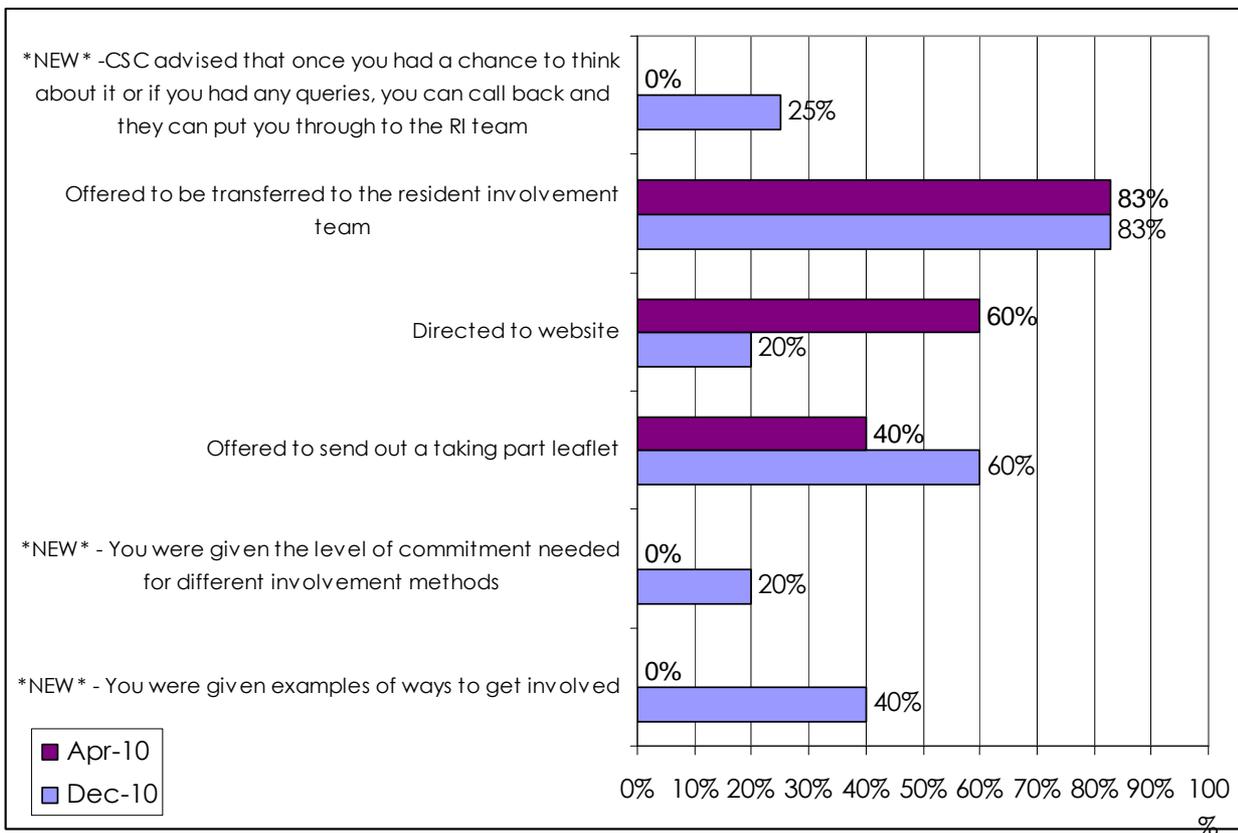
★ All areas improved or stayed the same within this scenario.

Areas for concern:

★ Further training is needed in this area to widen knowledge.

COMMUNITY DEVELOPMENT:

"I recently moved into a property and have read the latest issue of Linkup and would like to know more about how I can get involved"



Improvements:

- ★ 60% of residents were offered a taking part leaflet; this is an increase of 20%.
- ★ The % of shoppers directed to the website dropped by 40%, this however is quite positive and the increase in other areas shows that more queries are being dealt with by CSC.

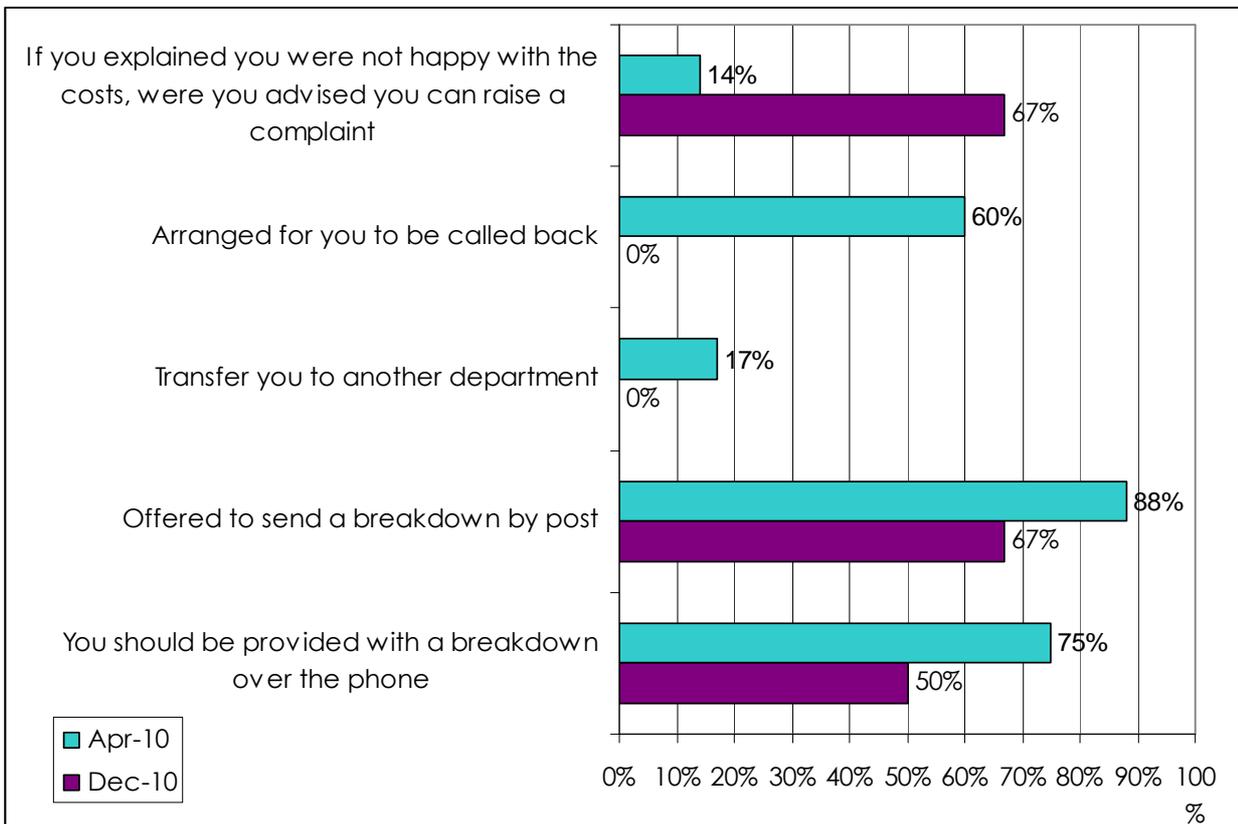
Areas for concern:

3 new questions were introduced to this scenario in December; however, low numbers reported that they were:

- ★ Given the levels of commitment for different involvement methods
- ★ Were given examples of ways to get involved
- ★ Told to call back once they had, had a chance to think about it

SERVICE CHARGE:

“Is it possible to get a break down of the service charge I pay?”



Improvements:

- ★ No residents were arranged to be called back or transferred to another department.
- ★ There was 53% increase in residents being told how to raise a complaint if they were unhappy with the costs.

Areas for concern:

- ★ Less people were offered a breakdown by post or over the phone.

VOICE MAIL CHECKS:

Overall voice mail checks have been positive with the majority having the standard greeting in place.

- ★ There are a few instances where voice mails have been out of date
- ★ There are a few instances where voice mails have been said too quickly

SUMMARY:

Overall, these results are extremely positive. With most areas seeing an improvement