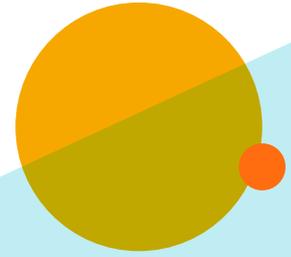




We're listening

Using feedback to improve our Contact Centre service



Our text message surveys give you the chance to send us feedback about the services you receive from us.

Completing a survey is quick and easy. We receive over **10,000 pieces of feedback** each year about our Contact Centre alone.

We use your feedback about our Contact Centre to produce a Customer Ease score – this is how easy it is to deal with us – and a Customer Satisfaction score – which is how happy our customers are with the services we provide.

What you told us

In November 2021 the scores for our Contact Centre were:



Customer Ease
76.8%*



Customer Satisfaction
75.8%*

We looked at the comments along with the scores. Where the scores were poor, we contacted those customers, and found out that a big issue was call waiting times.

What we did

We shared your feedback across our organisation, including with our Board.

Your feedback, along with our performance information, helped us to make some changes to improve our services.

We've now:

- recruited 10 more Customer Service Advisors to reduce the time you need to wait
- recruited another Team Coach to support our Customer Service Advisors to do the best job they can
- changed patterns of work so more Customer Service Advisors are available at the times when we know you want to talk to us
- provided more training for our Customer Service Advisors to improve your experience and make sure we have the information that can best help you
- provided more training for our Customer Services Advisors to improve our email and live chat services
- introduced a 'call back' service which means you can keep your place in the queue without needing to wait

- introduced more call options, so that we can get you to the person best able to help
- begun to use social media to tell you when we're busiest, and provide information about the range of ways you can contact us
- linked our systems to Facebook so we can see your messages and respond straight away
- changed our queue information so you can hear when we're about to close, and contact our emergency out of hours service instead.



Livv
housing group

How this has made a difference

	Nov 21	Nov 22	Nov 23
 Customer Ease*	76.8%	89.7%	92.3%
 Customer Satisfaction*	75.8%	85.7%	88.4%
 Average wait time*	36 mins	12 mins	3 mins
 % of calls answered within 30 seconds*	41%	63%	88%

What's next

This isn't the end of the story; we know there's still more that we can do to improve.

To help us learn more, we've worked with a group of customers to create a new feedback survey. This new survey makes it easier for you to tell us about the things that matter to you, such as wait times, good customer service, and the ability to resolve your enquiry.

By discovering more, we'll be able to focus our efforts and make further changes in areas where you've told us that we still need to improve.

Thank you

Thank you to every customer who's completed feedback surveys, and to those customers who've helped us to improve our feedback surveys.

Your voice matters!

* Scores based on a three-month rolling average

