

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
A 'Greetings Page' should be inserted on the intercom system's electron display stating the purpose and function of the system	We are concerned that this may make customers less likely to use the intercom to contact us and could be seen as YHN being more difficult to do business with. We will consider the recommendation and get the costs to implement the proposal for consideration.	Understand Costs If this is not feasible we are planning to introduce a regular newsletter to concierge customers and will include information within this regarding 'using the intercom system'.	September 2017 March 2018	Rob Clark / Communications
Clear information about what tenants in sheltered schemes should do in an emergency situation (dial 999, not call the Enquiry Centre) should be made available	Agree	The sheltered team will pick this up with tenants in their quarterly house meetings and at sign up with new customers	October 2017	Tony Railton
Increase staffing levels across busy times and rota pool staff frequently so they build knowledge	We will review the capacity within the contact centre and also use weekly forecasting to maximise the use of our current resources.	Review capacity requirements as part of the review.	April 2018	Rob Clark

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A counselling service should be available for Enquiry Centre staff who have dealt with traumatic material or viewed distressing CCTV	We have two counselling options available for all employees and a number of staff have utilised these services, including face to face counselling services we refer to for more specialist support in some circumstances via line managers.	We will reiterate to all staff the availability of these services.	August 2017	Rob Clark
Housing staff should update logs	Agreed	We will work across NCC and YHN to identify the best way to use Lagan more consistently across all service areas.	April 2018	Rob Clark / Linda Henderson Gray
Housing staff should leave their contact details on answer phone messages to tenants	Agreed	We will remind all staff to provide their contact details if they leave answerphone messages for customers.	December 2017	Direct Line Managers
Housing staff should let the Enquiry Centre know when their section or department will be unavailable	Agreed	Reiterate to all staff and for the EC to escalate as and when this happens	October	Rob Clark

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<p>A contact for a named contractor should be provided for the Enquiry Centre staff to give to tenants to answer their queries about work in an area</p>	<p>We currently have a system in place for enquiry centre staff to access this information through APEX.</p> <p>Tenancy and Estate Managers hold information on schemes, named Managers, Residents Liaison Officers, & Technical surveyor details on a shared space which could be shared with the EC. We will work with EC staff to understand what is most accessible to them.</p>	<p>Work with investment to devise an easier process for doing this</p>	<p>TBC (aim for Oct depending on lagan work)</p>	<p>Rob Clark</p>
<p>In addition to the above recommendations for the YHN Enquiry Centre, NCC's Call Centre operatives should be instructed to always issue repair numbers to tenants who report repairs.</p>	<p>We have feed this back to NCC for consideration within their service improvements.</p>	<p>NCC to discuss at team meetings with staff and send department communication</p>	<p>August 2017</p>	<p>Luke Burton</p>

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