

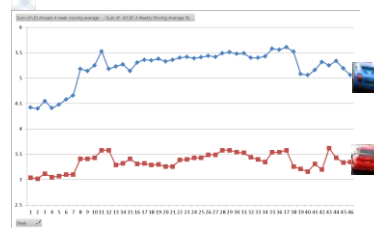


Yorkshire Housing

Improved Customer and Colleague Experience
in our approach to Welfare Reform



The Race is on.....



16,000 Homes	740 Staff
£75m Turnover	300 New homes

Social & Affordable Housing	Intermediate & Market Homes
Care & Support Services	Home Improvement Agencies

Adam Stewart – Head of Customer Services



Achievements enjoyed within commercial, public and charitable sectors, specialising in contact centre, project management and service improvement. Currently responsible for Income and Customer Services at Yorkshire Housing and project sponsor for welfare reform



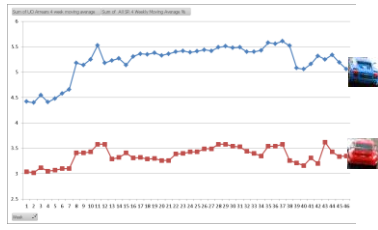
Joanne Foster – Income Services Manager



Experience in social housing, currently leading Yorkshire Housing's corporate response and service improvements, as a result of the welfare reform changes.



The Race is on.....





M.o.T. INSPECTION CHECK LIST - Form No. MCF 7070

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Customer Name: _____

Address: _____

Plate No: _____

Vehicle Make: _____ Model: _____ Year: _____

Engine No: _____

Registration No: _____

Inspection Date: _____

Inspector Name: _____

Inspector Signature: _____

Inspector Stamp: _____

Vehicle Category: _____

Vehicle Description: _____

Inspection Details:

Item	Pass	Fail	Remarks
1. Front suspension			
2. Rear suspension			
3. Steering			
4. Brakes			
5. Tyres			
6. Lights			
7. Horn			
8. Windscreen			
9. Windows			
10. Mirrors			
11. Seats			
12. Steering wheel			
13. Gearbox			
14. Clutch			
15. Brakes			
16. Tyres			
17. Lights			
18. Horn			
19. Windscreen			
20. Windows			
21. Mirrors			
22. Seats			
23. Steering wheel			
24. Gearbox			
25. Clutch			
26. Brakes			
27. Tyres			
28. Lights			
29. Horn			
30. Windscreen			
31. Windows			
32. Mirrors			
33. Seats			
34. Steering wheel			
35. Gearbox			
36. Clutch			
37. Brakes			
38. Tyres			
39. Lights			
40. Horn			
41. Windscreen			
42. Windows			
43. Mirrors			
44. Seats			
45. Steering wheel			
46. Gearbox			
47. Clutch			
48. Brakes			
49. Tyres			
50. Lights			
51. Horn			
52. Windscreen			
53. Windows			
54. Mirrors			
55. Seats			
56. Steering wheel			
57. Gearbox			
58. Clutch			
59. Brakes			
60. Tyres			
61. Lights			
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66. Seats			
67. Steering wheel			
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69. Clutch			
70. Brakes			
71. Tyres			
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82. Tyres			
83. Lights			
84. Horn			
85. Windscreen			
86. Windows			
87. Mirrors			
88. Seats			
89. Steering wheel			
90. Gearbox			
91. Clutch			
92. Brakes			
93. Tyres			
94. Lights			
95. Horn			
96. Windscreen			
97. Windows			
98. Mirrors			
99. Seats			
100. Steering wheel			

Track Changes...

- Under occupiers survey & 6 month audit
- Changes to the points system
- Identification of WR affected customers
- Benefit cap 1-2-1's
- Project email
- Monthly updates for staff
- EDO Audit
- Pension credit campaign
- Corporate Position statement
- House mark benchmarking
- NHF Response
- Select committee response
- DWPF response
- Staff Welfare briefings
- BMA service review
- Rent and Service Charge Audit – Infrastructure and Orchard

- Increased access to appropriate services for our customers
- Communications
 - Internal
 - External
- Convenient Ways to Pay
- Tenancy Movement
- Council Tax
- Tenant Support Fund / Assistance Programme
- Policy and Research



How do you put a giraffe in a fridge?

Open the door, put the giraffe in, then close the door.

How do you put an elephant in a fridge?

Open the door, take the giraffe out, put the elephant in, then close the door.

All the animals are invited to an animal conference – who goes?

All of them, apart from the elephant, (in the fridge).

You need to cross a river that is home to a family of crocodiles. There is no bridge – how do you get across?

Swim – all the crocodiles are at the conference

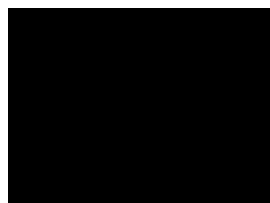
So who is watching the race?



Benefits Money Advisor Telephony



- Over 370 Referrals
- £62,000 secured
- Immediate telephone contact
- 5 day referrals to 1 hr
- Regional coverage to support the Neighbourhood face to face delivery



YH aims for ServiceMark quality

YH has signed up to join the Institute of Customer Services (ICS). Adam Stewart, Head of Customer Services said: "We are joining the ICS to achieve the customer service standard. The ServiceMark rating provides an independent measure of our delivery of excellent customer services."

Monday Leadership & Skills	Tuesday Complete knowledge	Wednesday Recognise excellence	Thursday Measurement	Friday Planning for the future
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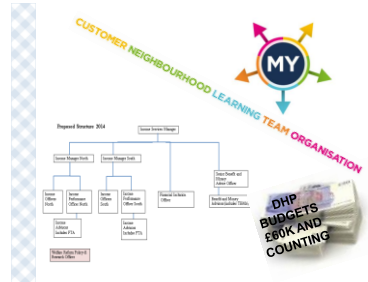
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- Top of
- Playlis
- Who's



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Reward & Recognition



that's sweet

'that's sweet' award
Awarded for excellent customer service

Adz bright spark award
Awarded for the best single idea which contributes to an improvement in service delivery



bright spark award



Improved bottom line and customer experience

