



MHP  
Customer Access  
Reception Audit  
September-December 2009

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Policy and Performance



## **1. Introduction**

In January 2008 Policy & Performance commissioned residents to audit MHP's reception areas. These audits are now carried out 6 monthly. The aim in 2008 was to complement and replace the audits carried out by Quality Housing Services (QHS). Our current audit covers more areas than the QHS audit and is regularly reviewed and developed to ensure it meets the needs of MHP.

This report shows the results of the audit carried out between 17 September and 11 December 2009. The aim of the audit is to check the physical accessibility and appearance of reception, the helpfulness and knowledge of staff and that key information leaflets are displayed.

Across the partnership, 10 reception areas were audited.

## **2. Methodology**

The audit question and marking sheet is regularly reviewed based on feedback from the auditors, member organisations and the Access and Customer Care KLOE.

The audits were carried out by two residents, one audited Granta and the other Clapham Park Homes, MHT London and Spirita. Having one auditor carrying out the majority of the audits enables more effective benchmarking across the member organisations.

The audit question and marking sheet is completed by the auditor onsite and is countersigned on the day of the audit by a member of the local customer service management team after discussing the findings.

The procedure was altered from the previous year's program. The member organisations were not advised when the audits would take place.

The audits commenced on 17 September 2009 and ran through until 11 December 2009.

Audits were completed in 10 reception areas across the partnership: Alexander Place, Chalkhill, Edmonton, MHT House, St Martins, Canalside, Clapham Park Homes, Raleigh House, Gedney Avenue and Granta Horizon Park.

An audit marking sheet attached shows the areas checked. (Appendix 1)

Some questions were marked out of ten and some were yes/no answers.

The summary results and the response from the member organisations will also be sent to the Customer First Committee, Customer First Group, the National Residents Group and the Resident Involvement Working Group.

Each member organisations receives a report which is specific to them. That report includes auditor comments and Policy and Performance recommendations specific to the member organisation. The specific report also shows which leaflets were available in reception marked against the recommended list.

The recommendations made by Policy & Performance are included in an action plan attached to each specific report, on which the member organisation should report progress within 8 weeks of receipt. Each member organisation also receives a copy of this aggregate report.

## **3. Interpretation of data**

The charts within this report are shown in numbers rather than percentages due to the small sample size.

#### **4. Receptions audited**

##### MHT London

- Alexander Place
- Chalkhill
- Edmonton
- Canalside
- MHT House
- St Martins

##### Clapham Park Homes

- Headlam Road

##### Spirita

- Raleigh House
- Gedney Avenue was audited, however, as this office is part time (open two mornings per week), the results are not shown in the aggregate report. The results are shown in the Spirita specific report.

##### Granta Housing Society

- Horizon Park

#### **5. Results**

All findings in this report are shown against the last audit (carried out between April and June 2009). In addition the availability of 41 key information leaflets was checked. The results of the check on leaflets are contained in the member specific reports and not this aggregate report.

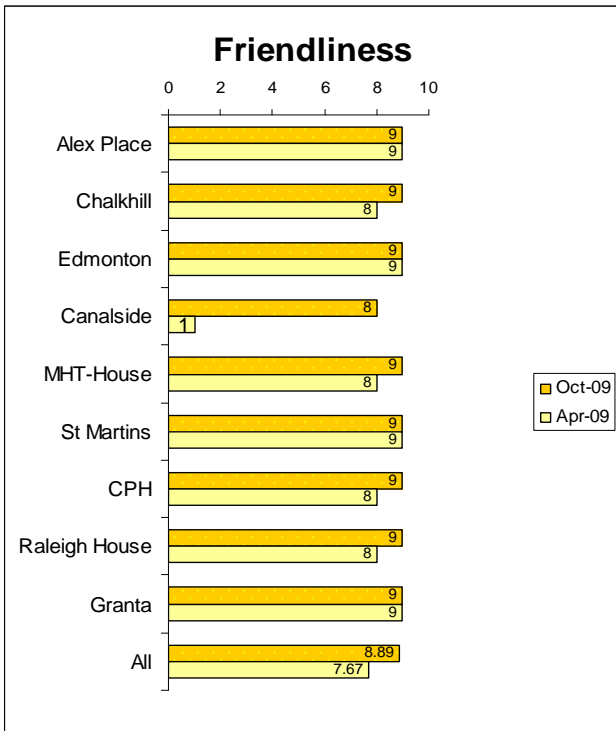
There are no recommendations within this report, as they are shown in the member specific reports.

#### **6. Receptionist**

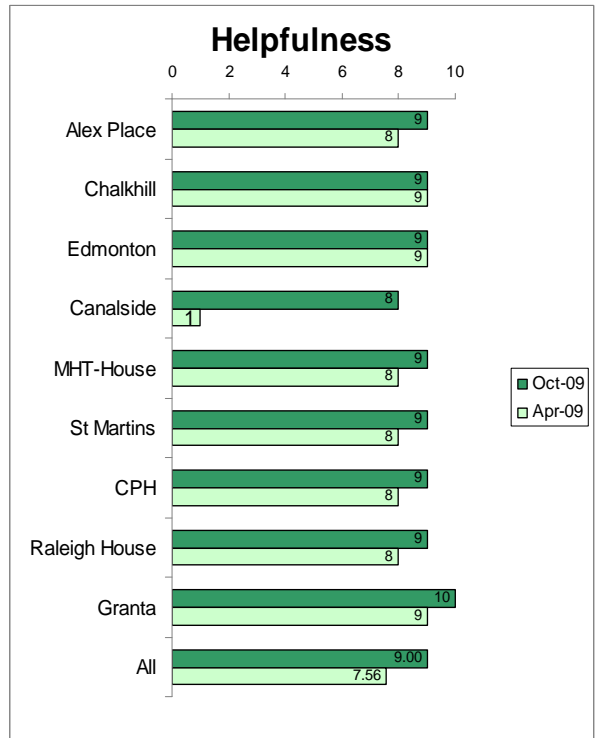
The receptionist was rated on friendliness, helpfulness, patience and knowledge. They were rated by the auditor from their perspective as a customer out of a possible score of 10 (where 1 is extremely poor & 10 excellent).

The scores are based on who was working on reception on the day of the audit. In some cases it may not be the regular receptionist. Each member organisation will be supplied with the name of the person on reception where it has been mentioned in comments.

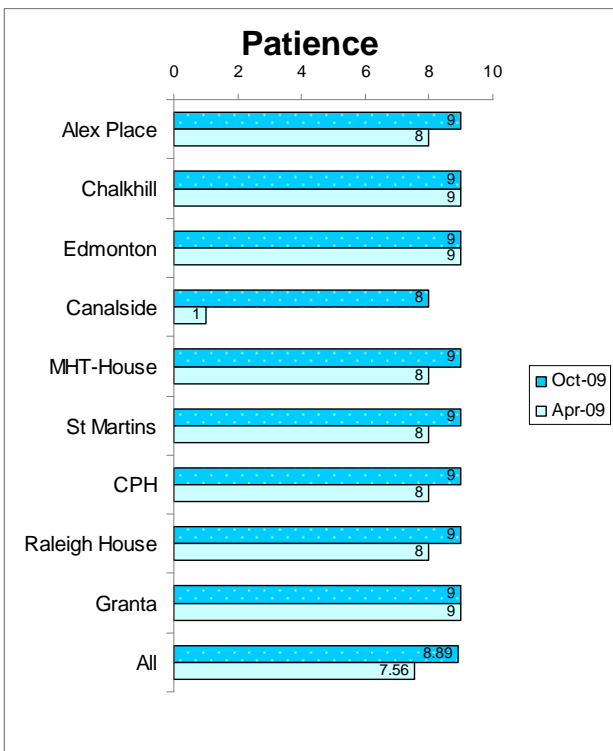
6.1



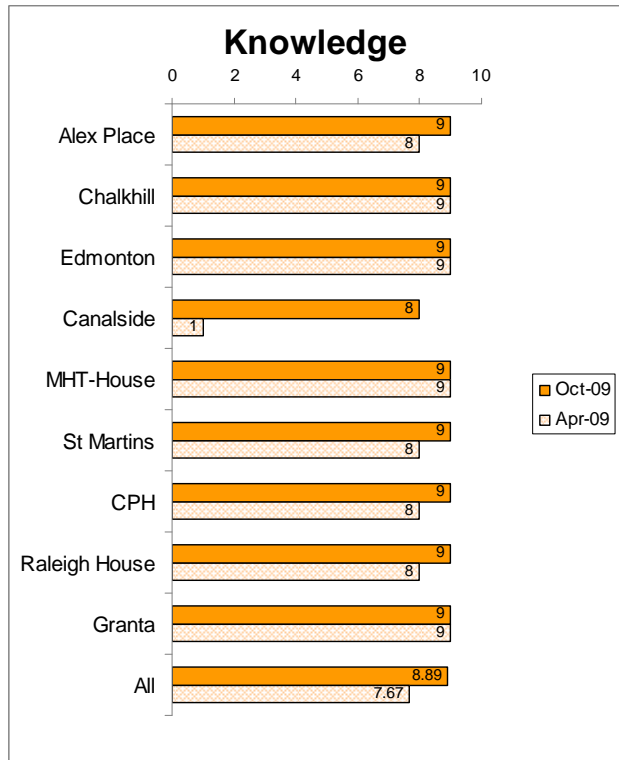
6.2



6.3



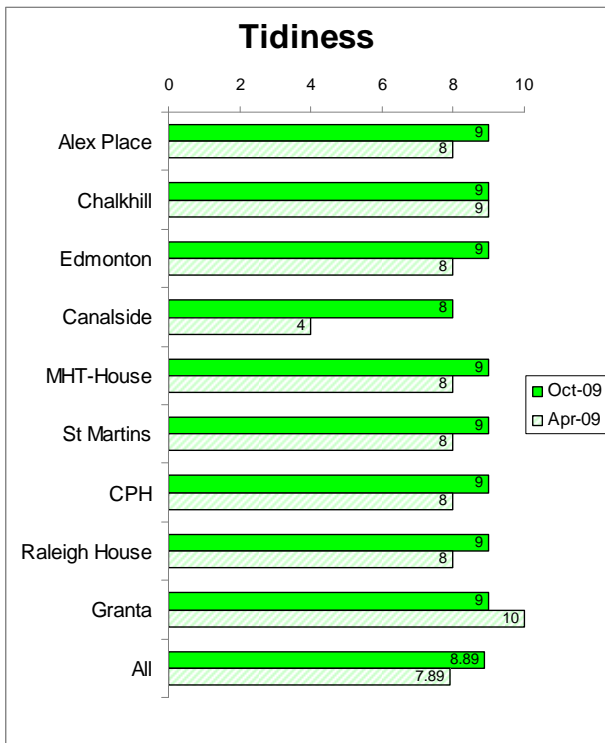
6.4



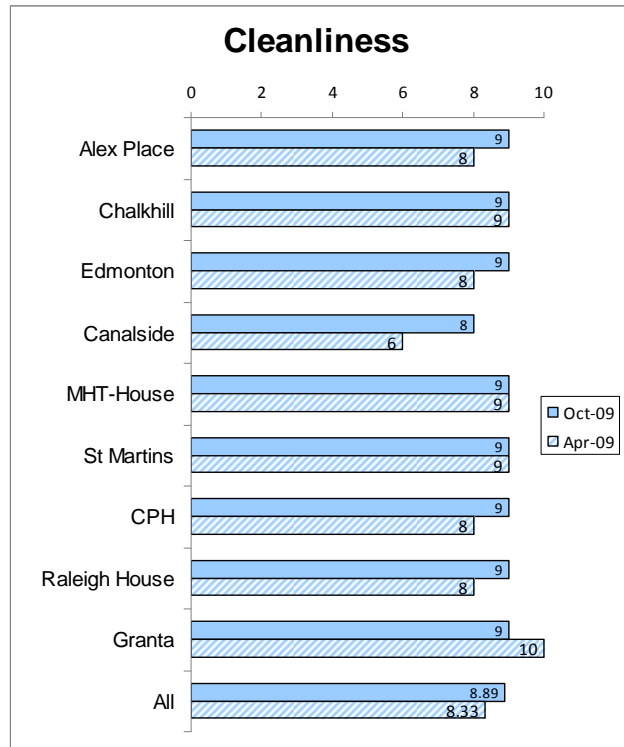
## 7. First impressions

Each reception area was rated on tidiness, cleanliness and overall appearance. They were rated by the auditor from their perspective as a customer out of a possible score of 10 (where 1 is extremely poor & 10 excellent).

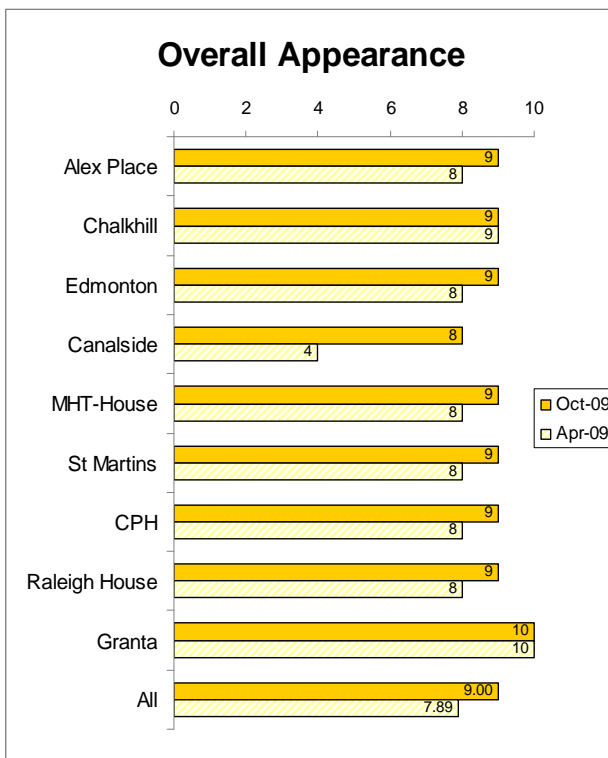
### 7.1



### 7.2



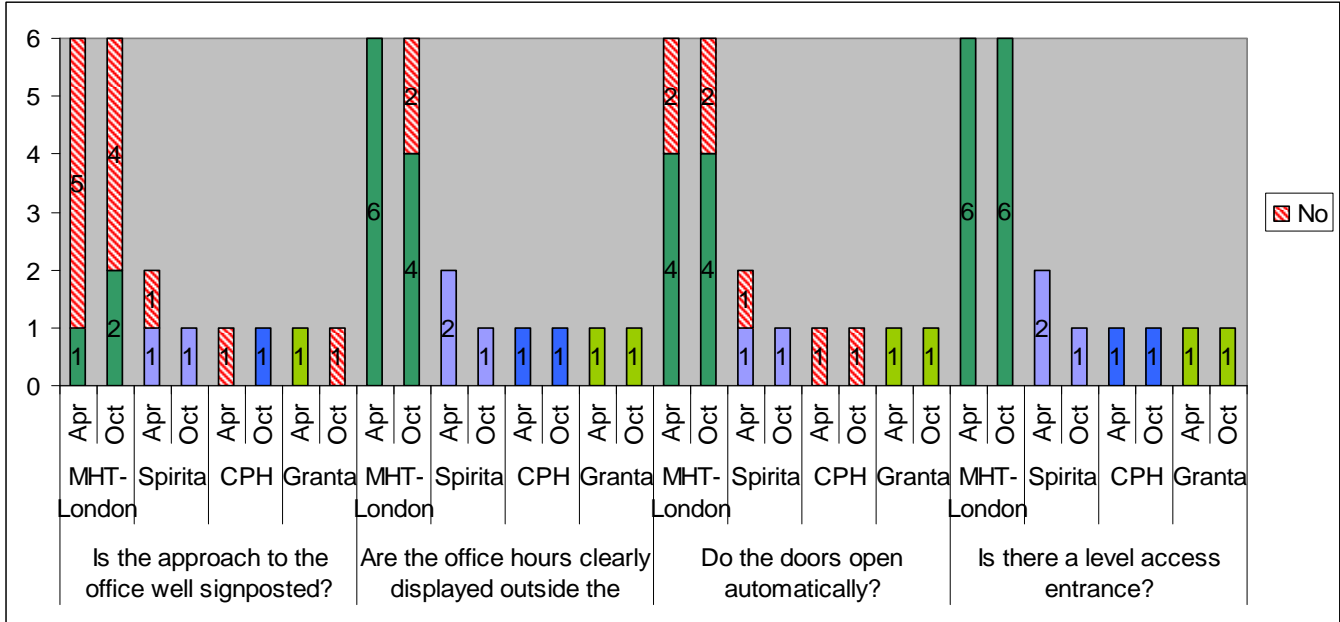
### 7.3



## 8. Reception environment and approach

The auditor completed a template marking with either yes or no for each question (attached appendix 1). The red area on each graph shows where the auditor marked as no.

### 8.1



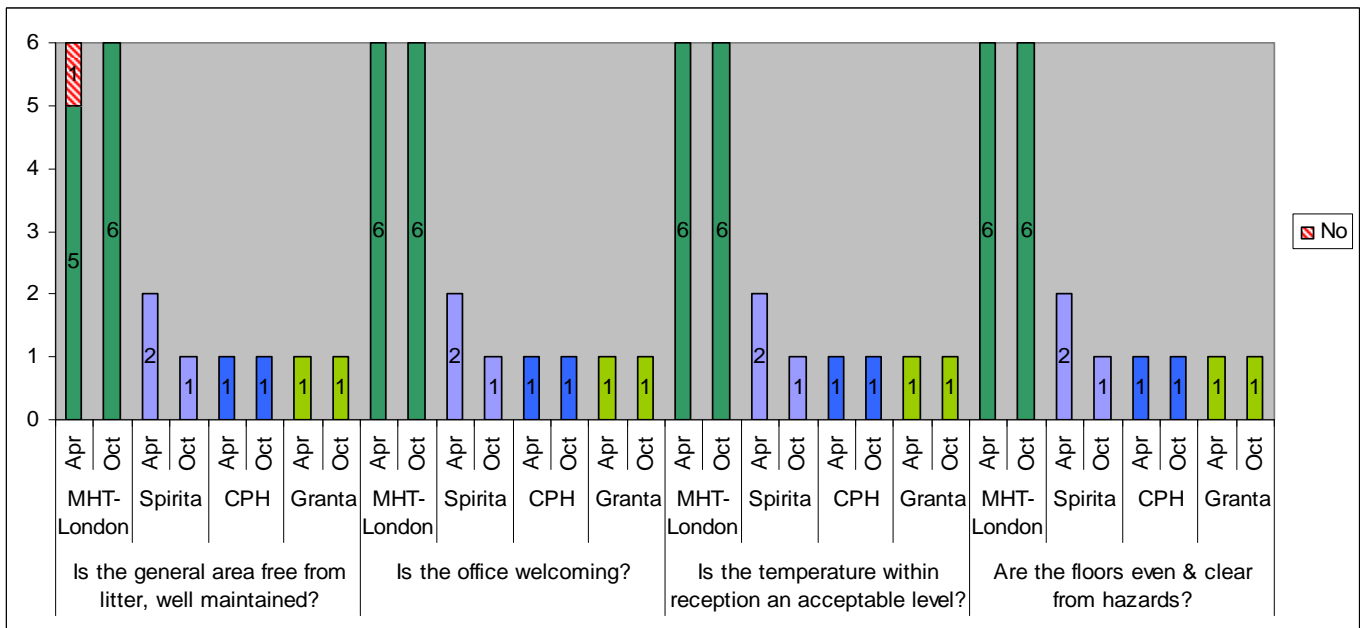
### Auditor Findings

Auditors reported that the approach to some of the offices was not well signposted

There were two offices that did not have their office hours displayed outside, one had the hours displayed inside reception and the other has a display board on order.

Three offices do not have automatic doors; however Clapham Park Homes has a bell to attract staff attention should a wheelchair user want to access the office. Whether the other offices have a system where wheelchair users can attract attention of staff to aid access is unclear.

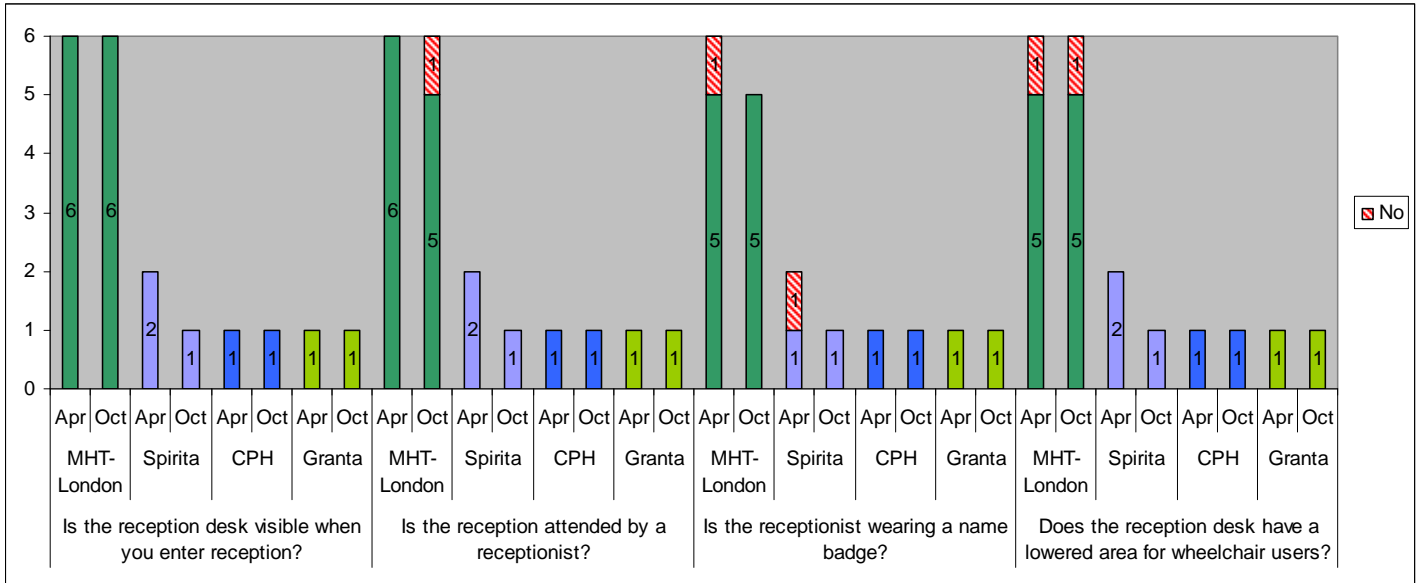
### 8.2



## Auditor Findings

All offices were reported as being free of litter and well maintained externally and welcoming internally.

### 8.3

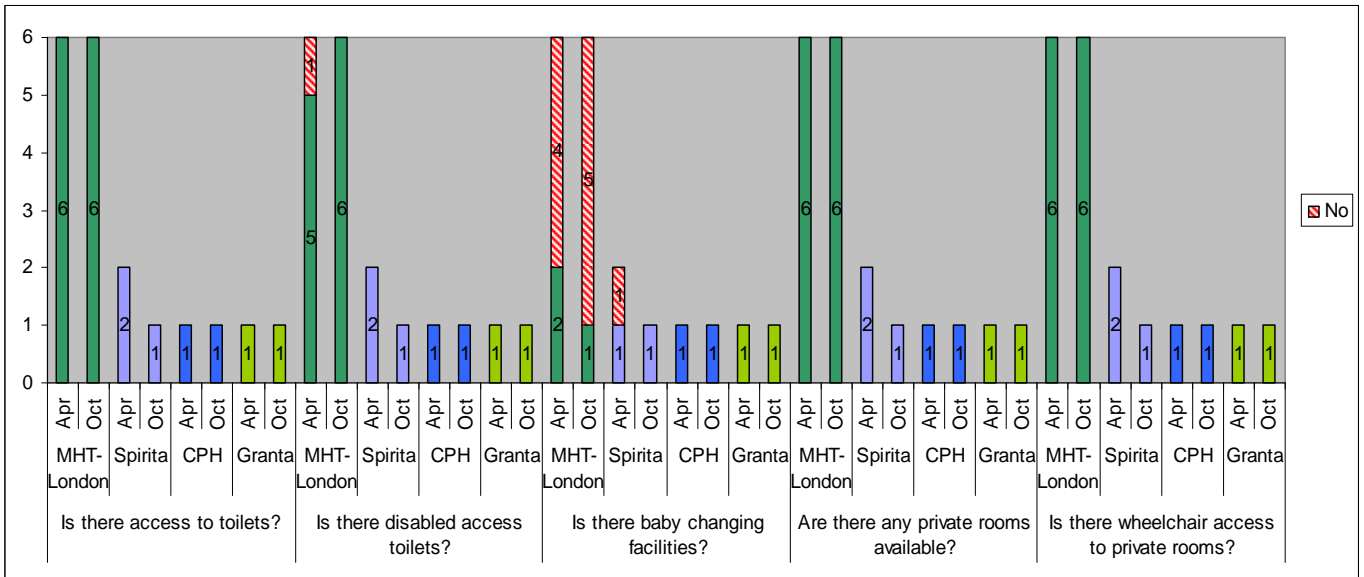


## Auditor Findings

One reception was not attended as the receptionist is part time. The auditor was assisted by another member of staff. It is unclear whether the auditor had to ring a bell or the reception is visible from the main office.

One office does not have a lowered area of reception for wheelchairs users.

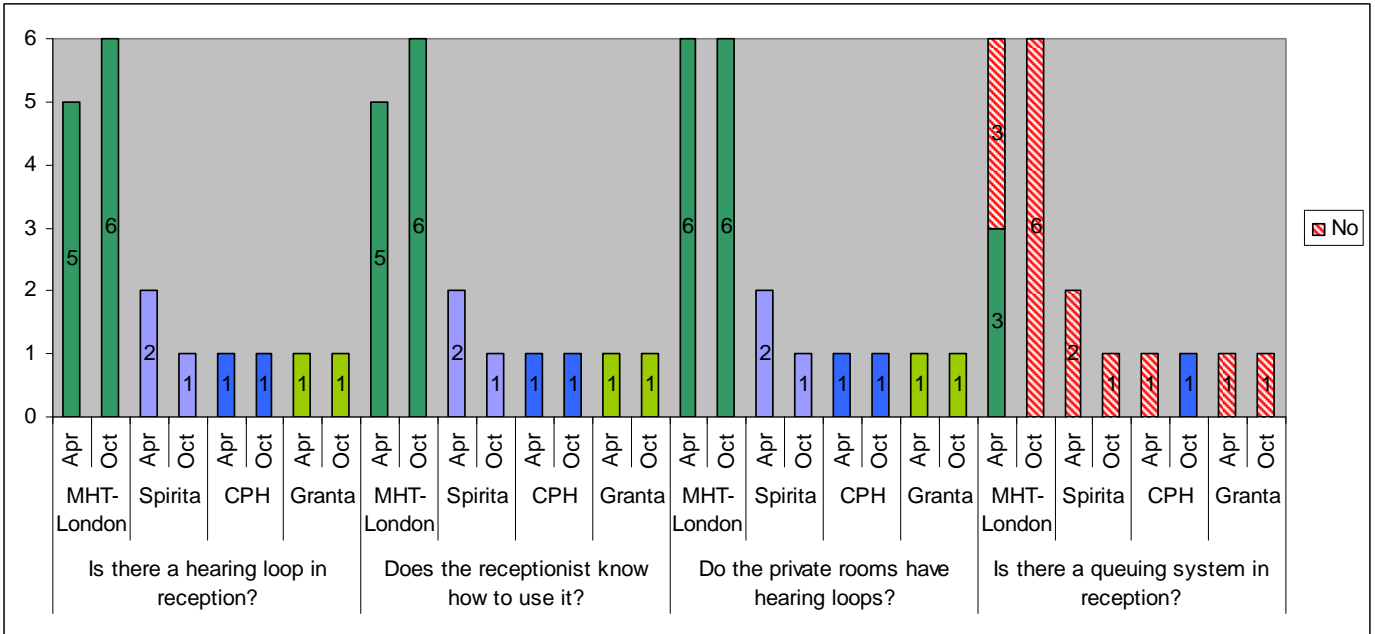
### 8.4



## Auditor findings

Four out of six MHT London offices do not have baby changing facilities.

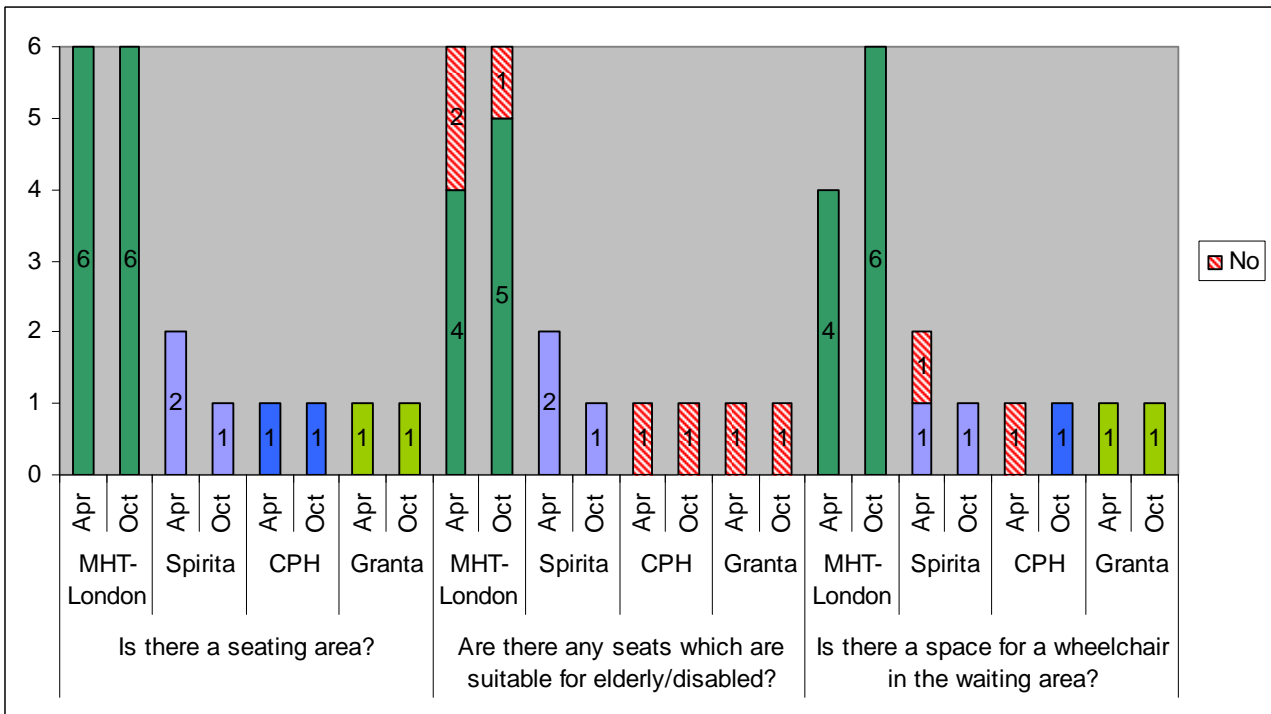
### 8.5



#### Auditor Findings

There is no formal queuing system across MHP that monitors wait time. Acceptable wait times are one of MHP's standards of service. Spirita have identified a system that is in use by Rushcliffe Borough Council. This is now being reviewed by the Business Programme Office (BPO) which is developing the system for MHP. A formal system should be implemented across MHP following development by the BPO

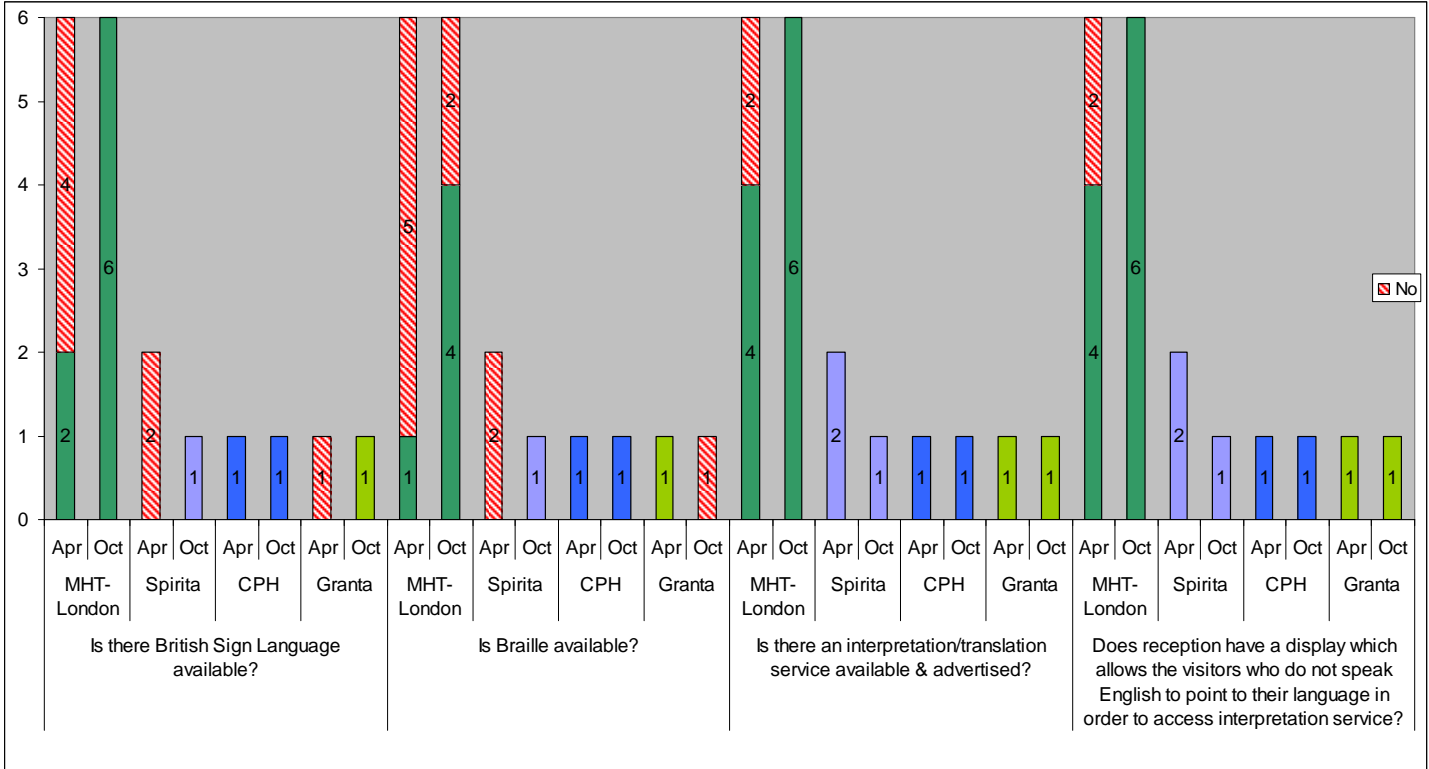
### 8.6



#### Auditor Findings

Higher seats with arms that are suitable for the elderly or disabled are not in place in three of MHP's offices. Clapham Park Homes have seating that is bolted together in units, so they bring through higher seats on request.

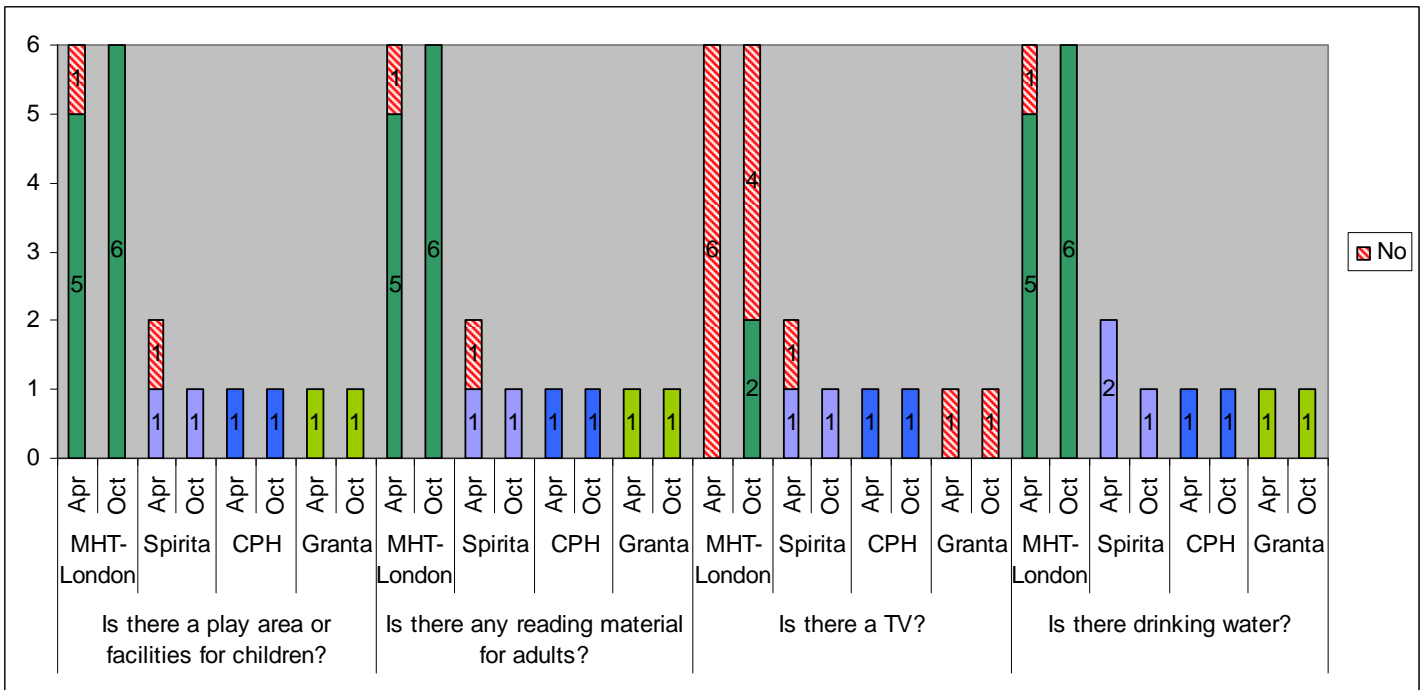
8.7



**Auditor Findings**

Braille is not available at 3 offices. This may be disadvantaging some customers and is not giving consistent access to alternative formats across the partnership.

8.8

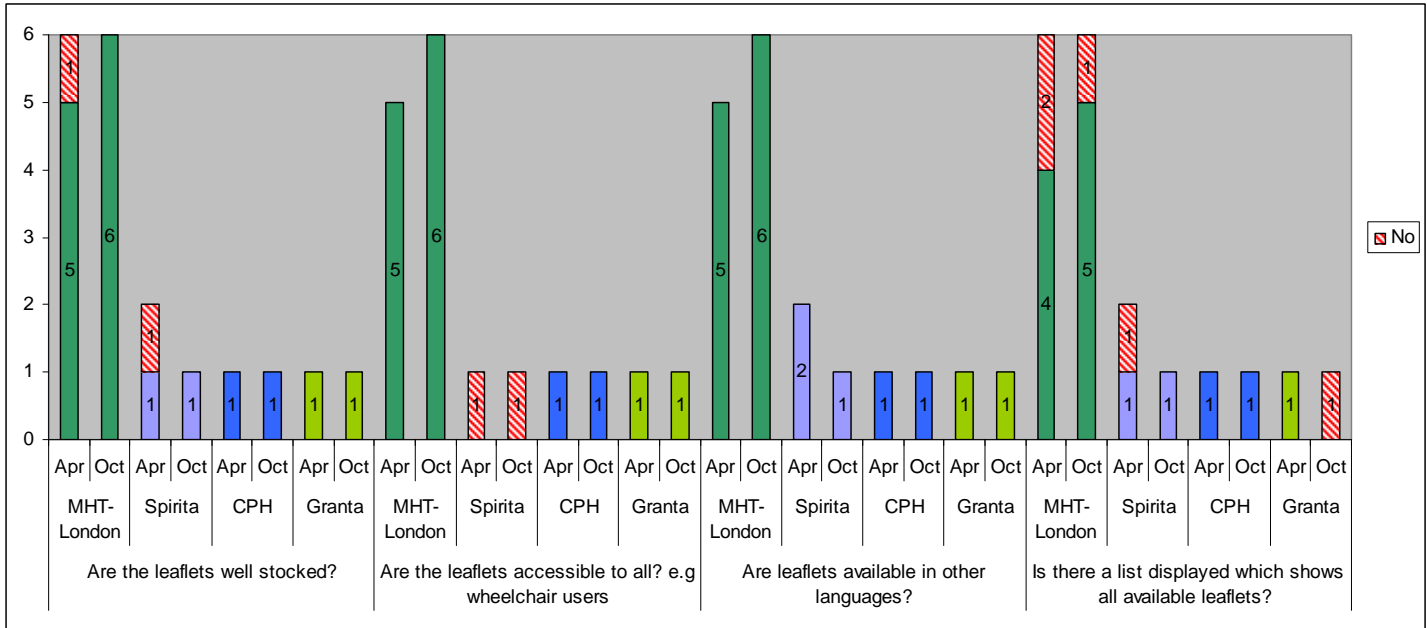


**Auditor Findings**

There are adult and child distractions in all offices audited. Where there is no TV there are other distractions. Drinking water is provided in all receptions across the partnership.

## 9. Information and Documentation

### 9.1

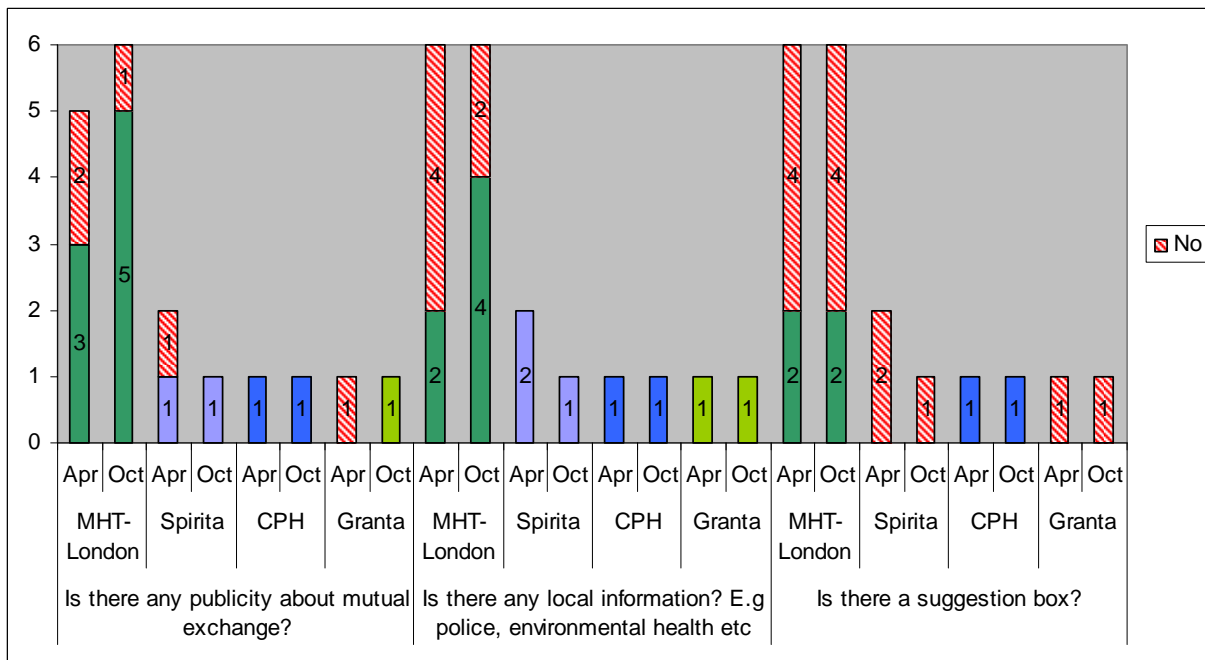


#### Auditor Findings

The auditors found all leaflets to be well stocked although there were some key leaflets missing. These have been highlighted to each office in their specific report.

Due to space issues it is sometimes difficult to ensure that all key leaflets that are displayed can be reached by all customers; therefore it is important that the available leaflets list is prominently displayed and states that any leaflet can be requested from the receptionist. Policy and Performance are working with Communications to ensure that key leaflets are displayed and regularly audited. The results of these audits will be shared with Communications.

### 9.2

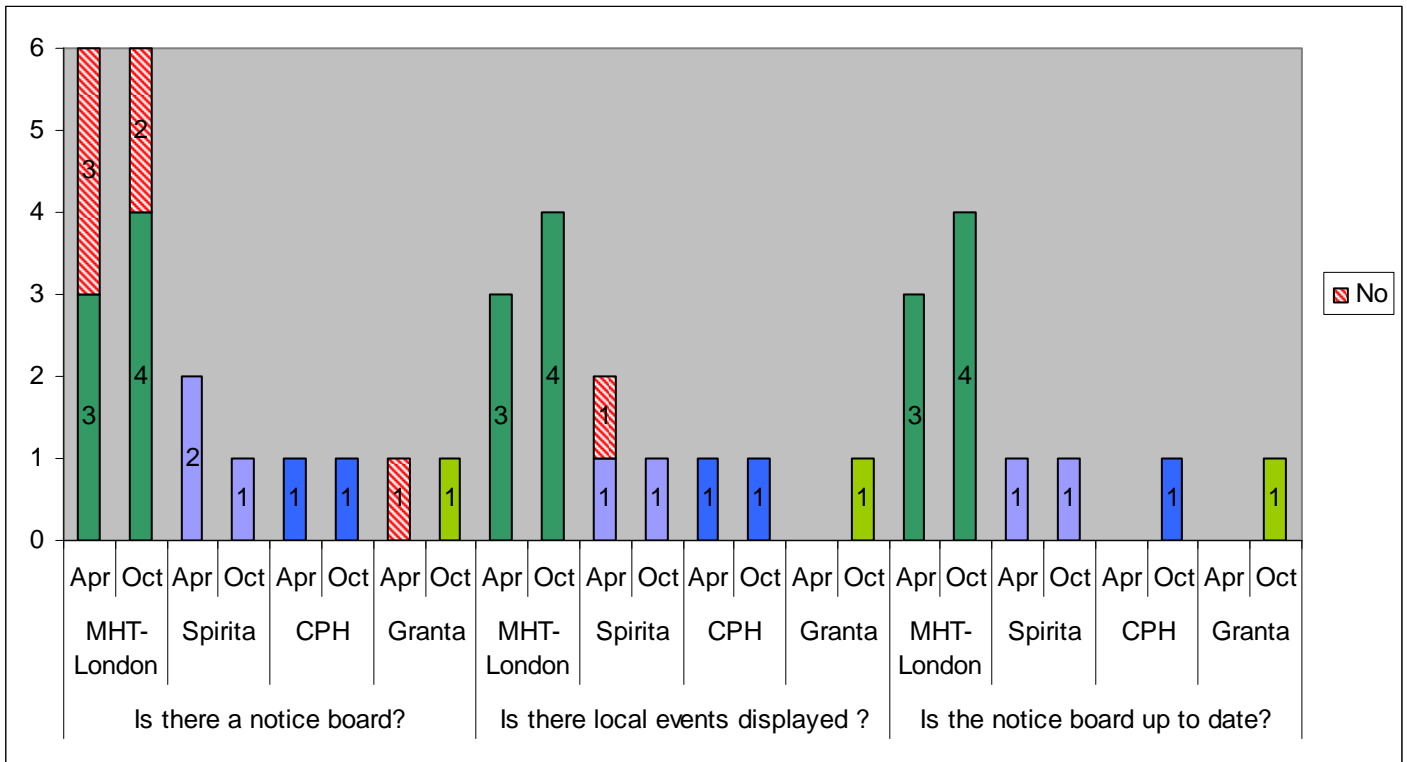


#### Auditor Findings

Two offices are not providing any local information relating to the area where the reception is located

Three offices provide a suggestion box which gives customers an opportunity to comment on our services and make suggestions for improvement

9.3



**Auditor findings**

Two offices do not have a notice board. Where a notice boards do exist all offices display local events and keep these up to date.

9.4 There are 21 key MHP leaflets and 20 non-MHP leaflets that member organisations are advised to display. This is being reviewed with Communications team.

Leaflets	MHT-London						CPH	Spirita	Granta
	Alex Place	Chalkhill	Edmonton	MHT House	St Martins	Canalside			
MHP 21	19	19	16	19	18	19	17	19	13
Non MHP 20	18	19	18	11	9	3	20	19	17

The above chart shows how many MHP leaflets and non-MHP leaflets were displayed at each office on the day of the audit.

Granta Housing have their own branded leaflets, the auditor has marked their leaflets as closely as possible to the MHP leaflets.

Detailed information highlighting which leaflet was missing is included in the member organisations' specific reports.