



CUSTOMER
SERVICE
EXCELLENCE



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ng homes awarded Customer Service Excellence Standard

“ng homes was found to have a deep understanding of, and commitment to, Customer Service Excellence.”

A recent review has found that ng homes continue to meet the Customer Service Excellence Standard. The Assessor, Robert Sullivan was impressed by the commitment to customer service excellence that was displayed by staff at all levels within the organisation and commented on the high level of service being delivered.

It was a very positive review with an increase in the number of areas being assessed as Compliance Plus. The review process focuses on the customer journey and this involved the Assessor speaking to customers, staff, Board members and partner organisations as well as observing staff interacting with customers. The Assessor commented: “You demonstrated that you operate in a culture of continuous improvement and learning” and he noted that the Association had made several changes to services as a result of analysing customer journeys and improving these.

The Assessor’s report also highlighted the value of ng homes’ approach to partnership working, acknowledging the Association’s work with other organisations to strengthen and broaden partnerships in ways that benefit its customers and the wider community. He stated:

“You have become a role model and catalyst for change, you are well known for your community involvement and development work in addition to housing services.”

Tony Sweeney, Director of Corporate Services at ng homes said:

“This was an exceptionally good result and it is testament to the commitment of our Board and staff in ensuring that our tenants and other customers are valued. The Assessor was keen to understand how we serve and support our customers throughout their journey with us and we are pleased that he was able to identify many examples of excellent customer service. The report shows that we care about our customers and it has identified a great deal of good practice and some areas for continuous improvement.”

John Thorburn, ng homes Chairperson congratulated the Association’s staff on this achievement, commenting:

“Everyone at ng homes is committed to delivering Customer Service Excellence and we are delighted to hear that we continue to make progress in this regard. The Assessor emphasised that although we were already performing to a high standard he had seen significant improvements with the increased level of Compliance Plus. It is great that the Assessor has recognised the tremendous work of our staff who are making a real difference to the lives of local people.”

Customer Service Excellence Standard

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. Customer Service Excellence was developed to offer companies and organisations a practical tool for driving customer-focused change. The foundation of this tool is the Customer Service Excellence Standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.

ng homes is a trading name of North Glasgow Housing Association

Our vision is to create a community where people can flourish and prosper.