



Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Awst & Medi 2015/August & Sept. 2015 Review

Rhan 1 / Part 1

Canolfan Alwadau & Trwsio / Call Centre and Repairs

Mae'r Tîm Ansawdd I Denantiaid yn cynnwys tenantiaid o Bartneriaeth Tenantiaid a Phreswylwyr CCG. Pwrpas y Tîm yw gweithio mewn partneriaeth gyda Chartrefi Cymunedol Gwynedd i wella'r gwasanaethau mae CCG yn ei ddarparu er lles ein holl denantiaid.

Yn ystod 2015, bydd y tîm yn cynnal nifer o wahanol archwiliadau i brofi'r gwaith a gwasanaethau mae CCG yn ei ddarparu. Dyma'r pumed archwiliad a gynhaliwyd gan y tîm ac y cyntaf i edrych ar y ganolfan alwadau a gwaith trwsio gyda'i gilydd.

Cynhaliwyd yr archwiliad cyntaf yma mis Awst 2015 ac edrychodd ar fodlonrwydd tenantiaid gyda'r ganolfan alwadau. Roedd y tenantiaid hyn wedi cysylltu gyda'r ganolfan alwadau i drefnu gwaith trwsio, oedd wedi cael ei adnabod fel gwaith oedd i fod i gael ei gwblhau o fewn 21 diwrnod.

Cysylltwyd â 68 o denantiaid ac fe lwyddwyd i siarad gyda 22 ohonynt, a'u hatebion nhw sydd yn ymddangos yn yr adroddiad yma.

The Quality for Tenants Team is made up of tenants from CCG's Tenant and Resident Partnership. The purpose of the team is to work in partnership with Cartrefi Cymunedol Gwynedd to try and help to improve the services that that CCG provides for the benefit of all tenants.

During 2015, it is hoped that the team will carry out a number of different reviews to test the work and services provided by CCG. This is the fifth review carried out by the team and the first to look at the call centre and repairs and maintenance team together.

The first review was held in August 2015, and looked at the tenants satisfaction with the call centre. These tenants had contacted the call centre to arrange repairs work, which was identified as work that should be completed within 21 days.

We contacted 68 tenants and managed to speak with 22 of them, and it is their answers which appear in this report.

1. Pa mor fodlon oeddech chi a'r amser a gymerwyd i ateb eich galwad?

How satisfied were you with the length of time it took to answer your call?

Bodlon iawn / <i>Very Satisfied</i> –	27.27%
Bodlon / <i>Satisfied</i> -	59.09%
Ddim un / <i>Neither</i> -	13.63%
Anfodlon / <i>Dissatisfied</i> -	0%
Anfodlon iawn / <i>Very Dissatisfied</i> -	0%

Sylwadau / *Comments*:

- Dim ond wedi canu 3 gwaith cyn iddo gael ei ateb / Only rang 3 times before it was answered.
- Dim ond wedi canu 4 gwaith cyn iddo gael ei ateb / Only rang 4 times before it was answered.

2. Pa mor fodlon oeddech chi gyda'r ffordd y cawsoch eich croesawu gan yr aelod staff?

How satisfied were you with the way that you were welcomed by the member of staff?

Bodlon iawn / Very Satisfied –	47.61%
Bodlon / Satisfied -	52.38%
Ddim un / Neither -	0%
Anfodlon / Dissatisfied -	0%
Anfodlon iawn / Very Dissatisfied -	0%

Sylwadau/Comments:

- 'Abrupt', anghwrtais ac yn frysiog / *abrupt, rude and rushed*
- O'r blaen mi oedd y swyddog yn 'abrupt' iawn / *previously officer was very abrupt*
- Proffesiynol iawn / *Very professional*
- sawl cymerodd yr alwad yn broffesiynol a chroesawgar / *Call taker very professional and welcoming*
- sawl cymerodd yr alwad yn gwrtais iawn ac yn gymwynasgar / *call taker was very polite and helpful*

3. Oeddech chi yn fodlon chi gyda phroffesiynoldeb a chwarteisi'r person wnaeth ymdrin â'r alwad?

Were you satisfied with the professionalism and manner of the person who dealt with your call?

Bodlon iawn / <i>Very Satisfied</i> –	31.82%
Bodlon / <i>Satisfied</i> -	59.09%
Ddim un / <i>Neither</i> -	0%
Anfodlon / <i>Dissatisfied</i> -	9.09%
Anfodlon iawn / <i>Very Dissatisfied</i> -	0%

Sylwadau/Comments:

- Ddim yn glir ar y ffon – siarad gyda phobl eraill a ddim yn gwranddo – dim ond dweud ia, ia / Not clear on the phone – they speak to other people and don't listen – just say yes, yes
- Sawl atebodd yn dda iawn – o'r blaen wedi cael rhai anghwrtais / *This handler was very good – previously – rude handlers*

4. Pa mor dda oeddech chi'n teimlo fod y person wnaeth ymdrin â'r alwad yn gofyn cwestiynau priodol ac yn gwrando arnoch?

How well did you feel that the person that dealt with your call asked appropriate questions and listened to you?

Da iawn / Very good -	31.82%
Da / Good / Satisfied -	54.55%
Boddhaol / Average -	4.55%
Gwael / Poor -	0%
Gwael iawn / Very poor -	4.55%

Sylwadau/Comments

- Sawl atebodd I weld yn wybodus iawn / Call handler seemed to be very knowledgeable
- Wedi gofyn cwestiynau iawn I gyd ac wedi gwrando / Asked all the appropriate questions and listened
- Wedi gofyn cwestiynau priodol I gyd / All relevant questions asked
- Sawl atebodd ddim i weld yn gwybod pa gwestiynau i ofyn addim eisiau gwrando ar beth oedd yn cael ei ddweud / Call taker didn't seem to know what questions to ask and did not want to listen to what I was saying.

5. Pa mor fodlon oeddech chi fod y person ar y ffon wedi egluro beth fyddai'r camau nesaf a pa bryd mae'n debygol fod y gwaith am gael ei wneud?

How satisfied were you that the person on the phone explained what the next steps would be and when the work was likely to be done?

Bodlon iawn / Very Satisfied –	33.33%
Bodlon / Satisfied -	57.14%
Ddim un / Neither -	4.76%
Anfodlon / Dissatisfied -	0.00%
Anfodlon iawn / Very Dissatisfied -	4.76%

Sylwadau / Comments

- Peipen wastraff wedi torri ac oherwydd y dwr mae'r to wedi dod I lawr. Anfodlon gyda'r Cyfathrebu. Wedi gwneud sawl ymholiad ond dim ymateb o gwbl / *Waste pipe broken and due to the water ceiling came down. Dissatisfied with communication with staff about the problem existing. Made several requests – but no response whatsoever.*
- Dim toiled I fyny grisiau – problem gyda anabledd – am gysylltu gyda'r papur / *No toilet upstairs – problem with disability – will report matter to the paper*
- Cynghori fyddai gwaith yn cael ei wneud o fewn 10-14 diwrnod / *Advised it would be done in 10-14 days.*
- Wedi cael dyddiad o 19/08/15 / *Was given a date of 19/08/15.*
- Dweud byddai'r gwaith yn cael ei wneud mewn 14 diwrnod / *Said work would be done in 14 days.*
- Heb gael amser ar gyfer y gwaith / *Did not give a timescale.*
- Ddim wedi egluro faint fyddai yn cymryd I wneud y gwaith / *Did not explain how long it would take.*
- Wedi egluro yn llawn pa mor hir fydda'n gymryd a beth fyddai'n digwydd nesaf. / *Explained fully what would happen next and how long it would take.*
- Wedi cael dyddiad pendant ar gyfer y gwaith / *I was given exact date for the job.*
- *Sawl cymerodd yr alwad ddim wedi egluro pa mor hir fyddai'n gymryd I wneud y gwaith / The call taker did not explain how long it would take to carry out the work*

6. Os oes gennych ffon symudol, ydych chi wedi derbyn neges destun/tecst yn cadarnhau'r apwyntiad?

If you have a mobile phone, have you received a text message confirming the appointment?

Do / Yes –	65.00%
Naddo / No -	15.00%
Dim ffon symudol / No mobile phone -	20.00%

7. Sut fydddech chi'n teimlo am gysylltu gyda Chanolfan Gyswilt CCG yn y dyfodol?

How would you feel about contacting CCG's Contact Centre in the future?

Hapus iawn / <i>Very happy</i> –	18.18%
Hapus / <i>Happy</i> -	68.18%
Ddim un / <i>Neither</i> -	4.55%
Anhapus / <i>Unhappy</i> -	4.55%
Anhapus / <i>Very unhappy</i> -	4.55%

Sylwadau / Comments:

- Anhapus – well ganddi sortio problemau ei hun. / *Unhappy – would rather sort problems out herself.*
- Angen i'r sawl sydd yn cymryd galwad fod yn gwrtais / *Need the handlers to be polite.*
- Dim problem o gwbl cysylltu yn y dyfodol / *No problem at all about contacting them in future.*
- Byddwn ddim yn petruso cysylltu gyda'r ganolfan alwadau yn y dyfodol. / *I would have no hesitation in contacting the call centre in the future*

- Ni fyddwn yn cysylltu gyda'r Ganolfan Alwadau eto oherwydd diffyg gwybodaeth y sawl atebodd y ffon o'r math o waith trwsio oedd angen. / *I would not contact the call centre again due to the call centre again due, to the call handlers lack of knowledge to the type of repair required.*

8. Oes gennych chi unrhyw sylwadau pellach neu argymhellion i wella'r gwasanaeth?

Do you have any comments or recommendations to improve the service?

Sylwadau / Comments:

- Dim ar y funud. / Not at the moment.
- Gwell cyfathrebu gyda thenantiaid. Gweithiwr Tîm trwsio ddim gyda'r offer i wneud y gwaith. Dim apwyntiad pellach wedi cael ei drefnu. / *Better communication with tenants. CCG operative did not have the tools to do the job. No follow up appointment arranged.*
- Gallai'r plymbar fod wedi delio gyda'r broblem pan alwodd i edrych ar waith arall. Fo oedd yr un a gododd y broblem / *Plumber could have dealt with problem when he called to do the other job. He was the one who pointed the problem out.*
- Anfonwch negeseuon testun os gwelwch yn dda. O'r blaen bu'n rhaid iddynt gymryd diwrnod i ffwrdd o'r gwaith - ond ni welwyd neb. / *Please can they send text messages. Has previously had to take days off work – but nobody turned up.*
- Gwaith wedi ei wneud – person o'r Bala wedi ei gwblhau heb unrhyw broblem./ *Job done – person from Bala did it with no problem. He was clean, tidy and affable.*
- Bod yn well ar y ffon - cael gwell ffordd ar y ffon, bod yn llai 'abrupt' a bod mewn llai o frys. Hefyd, cael dealltwriaeth well o beth yw cyfrifoldebau tenantiaid a beth yw cyfrifoldebau CCG. / *Be better on the phone- have a better phone manner, be less abrupt and in less of a rush. Also, have an understanding of what is the tenants and what is CCG's responsibilities.*
- Gwaith wedi ei wneud – hapus iawn. / *Work done – very happy.*

- Ydi'n bosib i bawb sydd yn ateb y ffon cael eu dysgu i fod yn gwrtais ac i wrando os gwelwch yn dda - fel yr un siaradais gyda Dydd Llun. / *Please can all handlers be taught to be polite and to listen – like the one I spoke to on Monday.*
- Wedi cofrestru yn ddall - felly mae enw'r sawl sydd yn ateb y ffon yn bwysig iawn iddynt. / *Registered blind – so the name of the call handler is very important to them.*
- Torri lawr ar y gerddoriaeth. / *Cut down on the music.*
- Yn gyffredinol mae fy mhrofiadau o'r ganolfan alwadau yw eu bod yn broffesiynol ac yn gwrtais iawn yn ateb y ffon. / *Overall my experience of the call centre was very professional and they were polite dealing with my call.*
- Os fyddai pawb yn delio gyda galwadau yn yr un ffordd a'r aelod staff yma, yna byddai'r system yn gweithio yn dda iawn. / *If everyone dealt with calls in the same way as this call taker, then the system would work very well.*
- Yn gyffredinol roedd y gwasanaeth yn dda, ond mae yna lawer o waith ar ôl i'w gorffen yn dilyn y gwaith SATC. / *In general the service was good – but there are still a lot of jobs to be finished following the WHQS work.*
- Angen llawer o hyfforddiant mewnol i wneud i fyny am ddiffyg gwybodaeth wrth ateb y ffon. Mae yna dal llawer o waith 'snagio' i'w wneud yn yr eiddo yn dilyn cwblhau'r gwaith SATC. / *A lot of in-house training is required to compensate for the lack of knowledge when answering the phone. There is still a lot of snagging work to be done at the property following the completion of the WHQS work.*

