



# Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Tachwedd 2014 / November 2014 review

Canolfan Alwadau CCG / CCG Call Centre

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

Dros y 12 mis nesaf, y gobaith yw bydd y tîm yn cynnal nifer o wahanol archwiliadau i brofi gwaith a gwasanaethau mae CCG yn ei ddarparu.

Cynhaliwyd yr archwiliad cyntaf mis Medi oedd yn edrych ar gwaith Tim Trwsio. Mae'r ail archwiliad yma yn edrych ar y Ganolfan Alwadau a boddhad tenantiad gyda galwadau wnaethpwyd ar 11/11/14 a'r wythnos yn cychwyn 24/11/14.

Mae'r tudalennau canlynol yn dangos y canlyniadau a gasglwyd yn ystod yr ail archwiliad yma.

Cysylltwyd â 112 o denantiaid, gyda'r tîm yn llwyddo i siarad gyda 39 ohonynt, a'u hatebion nhw sydd yn ymddangos yn yr adroddiad yma.

**Ymateb - 39**

**Dim ateb – 46**

**Rhif anghywir / Dim rhif / Rhif ddim ar gael – 14**

**Methu siarad - 13**

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 it provides to all of CCG's tenants.

Over the next 12 months, it is hoped that the team will carry out a number of different reviews to test the work and services provided by CCG.

This first review involved members of the team telephoning tenants who had received responsive Repairs from Tim Trwsio during the period from 18/08/14 to 03/09/14.

The following pages highlight the results collected during this second review.

A total of 112 tenants were contacted, with the team managing to speak to 39 of them, and it is their responses which are captured in this report.

**Completed questionnaires – 39**

**No reply – 46**

**Wrong number / No number / Number not available – 14**

**Unable to talk - 13**

**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?**

<b>Bodlon iawn / Very Satisfied</b>	<b>14</b>	<b>(36.8%)</b>
<b>Bodlon / Satisfied</b>	<b>19</b>	<b>(50%)</b>
<b>Ddim un / Neither</b>	<b>1</b>	<b>(2.63%)</b>
<b>Anhapus / Dissatisfied</b>	<b>3</b>	<b>(7.89%)</b>
<b>Anhapus iawn / Very Dissatisfied</b>	<b>1</b>	<b>(2.63%)</b>

**Sylwadau / Comments:**

- ***Ddim yn hoffi'r tapiau / Do not like the tapes***
- ***Methu cofio – dim cwyn / Cannot remember. No complaints.***
- ***Ddim yn syth / Not immediate.***
- ***Canu am oesoedd weithiau ac weithiau yn gorfod aros ar y lein am oesoedd / Rings for ages sometimes and can be put on hold for ages.***
- ***Byddai yn hoffi gwellhad yn yr amser a gymerwyd i ateb y ffon - efallai cael mwy o staff / Would like improvement in the time taken – maybe more staff to improve time taken.***
- ***Galwad wedi cael ei ateb yn sydyn / The call was answered quickly.***
- ***Galwad wedi cael ei ateb ar ol canu 3 gwaith / canu ol 3 The call was answered after 3 rings.***
- ***Dim problem / No problem.***
- ***Atebwyd y ffon ar ol iddi ganu 3 gwaith ond yna roedd yr amser disgwyl yn hir iawn / The phone was answered after 3 rings but then the waiting time was very long.***
- ***Fe gymerodd 15 munud i ateb yr alwad / It took 15 minutes for the call to be answered.***
- ***Fe ellir fod wedi ateb yn gyflymach / Could have been answered quicker.***

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?*

<b>Bodlon iawn / Very Satisfied</b>	<b>18</b>	<b>(47.36%)</b>
<b>Bodlon / Satisfied</b>	<b>16</b>	<b>(42.10%)</b>
<b>Ddim un / Neither</b>	<b>2</b>	<b>(5.26%)</b>
<b>Anhapus / Dissatisfied</b>	<b>1</b>	<b>(2.63%)</b>
<b>Anhapus iawn / Very Dissatisfied</b>	<b>1</b>	<b>(2.63%)</b>

**Sylwadau / Comments:**

- *Cymryd 9 mis i drwsio to. Wedi canslo dwy waith / 9 months it took to repair my roof. Cancelled twice.*
- *Ia cyfeillgar / Yes friendly.*
- *Atebwyd pob cwestiwn / Answered every question.*
- *Byddwch yn gofyn am berson penodol ond yn methu cael trwyddo i rywun sydd yn gallu ateb eich ymholiad. Staff y ganolfan alwadau ddim yn groesawgar o gwbl / You ask for a certain person and can't get through to anyone who can actually help with your enquiry. Call centre staff are not welcoming at all.*
- *Dibynnu gyda phwy fyddwch chi yn siarad - Steffan yn dda yn dod o hyd i'r person oedd eu hangen / Depends who you speak to – Steffan was good in finding the person required.*
- *Ddim yn gwrtais iawn / Not very polite.*
- *Dylai Steffan dderbyn Seren Aur / Steffan should be awarded a Gold Star.*
- *Agwedd yr aelod staff yn dda iawn / The attitude of the member of staff was very good.*
- *Person yn ateb y ffon yn ddymunol iawn / The call taker was very pleasant.*
- *Bodlon iawn / Very satisfied.*
- *Croesawgar iawn / Very welcoming.*
- *Croeso yn gret / The welcome was great.*
- *Bodlon / Satisfied.*

**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?**

<b>Bodlon iawn / Very Satisfied</b>	<b>17</b>	<b>(44.73%)</b>
<b>Bodlon / Satisfied</b>	<b>19</b>	<b>(50%)</b>
<b>Ddim un / Neither</b>		
<b>Anhapus / Dissatisfied</b>		
<b>Anhapus iawn / Very Dissatisfied</b>	<b>2</b>	<b>(5.26%)</b>

**Sylwadau / Comments:**

- *Very satisfied after the tape*
- *Talking and talking – but did not get an answer.*
- *There is no professionalism and are rude at times.*
- *Not with Lovells – no note that they were coming.*
- *The person dealing with the call was professional.*
- *Helpful.*
- *Quite professional.*
- *The call taker explained how and what the next stage would be.*
- *Very professional.*

4. Oeddech chi'n teimlo fod y person wnaeth ymdrin â'r alwad yn gofyn cwestiynau priodol ac yn gwranddo arnoch? *Did you feel that the person that dealt with your call asked appropriate questions and listened to you?*

Da iawn / <i>Very good</i>	27	(72.97%)
Da / <i>Good</i>	7	(18.91%)
Boddhaol / <i>Average</i>	1	(2.70%)
Gwael / <i>Poor</i>	1	(2.70%)
Gwael iawn / <i>Very Poor</i>	1	(2.70%)

**Sylwadau / *Comments:***

- *Quite satisfied*
- *No they never listen and there are some staff where I just hang up as soon as I hear them because you know you won't get any help.*
- *Can't speak to the maintenance team.*
- *Listened well and very helpful.*
- *Very satisfied that it was explained what would happen next and a new date was given for my next appointment.*

5. Pa mor fodlon oeddech chi fod y person wnaeth ymdrin â'r alwad yn cymryd cyfrifoldeb am eich ymholiad neu gŵyn? / *How satisfied were you that the person that dealt with your call took responsibility for your enquiry or complaint?*

<b>Bodlon iawn / <i>Very Satisfied</i></b>	<b>17</b>	<b>(45.94%)</b>
<b>Bodlon / <i>Satisfied</i></b>	<b>14</b>	<b>(37.83%)</b>
<b>Ddim un / <i>Neither</i></b>	<b>1</b>	<b>(2.70%)</b>
<b>Anfodlon / <i>Dissatisfied</i></b>	<b>2</b>	<b>(5.40%)</b>
<b>Anfodlon iawn / <i>Very Dissatisfied</i></b>	<b>3</b>	<b>(8.10%)</b>

**Sylwadau / *Comments:***

- *Pass me onto the necessary team.*
- *Had to call twice, as the person said he would call back but this did not happen. I had to make another call to the centre to sort out the problem.*
- *Happy with the way the call went.*
- *The person seemed very responsible.*
- *Very happy – no problems.*

6. Pa mor fodlon oeddech chi fod y person yn gallu delio/symud eich ymholiad ymlaen? Wnaeth y person ar y ffon egluro beth fyddai'r camau nesaf (os yn briodol)? / *How satisfied were you that the person was able to deal/progress with your enquiry? Did they explain what would happen next (if necessary)?*

<b>Bodlon iawn / Very Satisfied</b>	<b>13</b>	<b>(35.13%)</b>
<b>Bodlon / Satisfied</b>	<b>16</b>	<b>(43.24%)</b>
<b>Ddim un / Neither</b>	<b>2</b>	<b>(5.40%)</b>
<b>Anfodlon / Dissatisfied</b>	<b>3</b>	<b>(8.10%)</b>
<b>Anfodlon iawn / Very Dissatisfied</b>	<b>3</b>	<b>(8.10%)</b>

**Sylwadau / Comments:**

- *Not to their satisfaction*
- *Said cannot do anything with it – the lock would cost £80.00.*
- *Did explain.*
- *The gentleman who answered rang the company straight away whilst I was on the phone.*
- *Just said we will send an e-mail to the team dealing with the matter.*
- *Disappointed*
- *The answers given were not what was expected. I had to make two calls before being told that the gate had to be built to fit.*
- *Call taker understood all the requirements of the job in question.*
- *The explanation was not very helpful.*
- *The call taker was very professional with the way the call was taken.*
- *Everything was explained.*



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>	23	(62.16%)
Hapus / <i>Happy</i>	9	(24.32%)
Ddim un / <i>Neither</i>	1	(2.70%)
Anhapus / <i>Unhappy</i>		
Anhapus iawn / <i>Very Unhappy</i>	4	(10.81%)

**Sylwadau / *Comments:***

- *Won't call them, the only help you seem to get is when the man answers the others don't listen.*
- *Would like to see some changes as some staff are good whilst others are not so good.*
- *Would have no problem.*
- *Would have no problem with contacting the call centre.*
- *Does not like contacting the call centre. The old Gwynedd Council call centre was a lot better and easier to contact.*
- *Tenant would have no problem.*
- *Would have no problems.*

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:**

- *Very satisfied with the current service*
- *It takes too long to do things. Please remove the tape at the start – I don't like tapes.*
- *They should be able to put you through. They said they would call back – but did not. Problem still ongoing – Handiman due next Monday.*
- *It all worked fine.*
- *CCG do quite well – very happy.*
- *Very happy with the way it is.*
- *Very happy.*
- *Should have better manners and be less abrupt. Nobody follows through on things and you don't know if your complaints / repairs are being dealt with.*
- *Ok*
- *Really good – happy experience*
- *More helpful staff like Steffan and Dylan and some of the ladies in the Call Centre. Less time waiting in a queue – cost to tenant.*
- *Should be put through to the maintenance team or whoever can deal with the problem.*
- *Be more polite.*
- *No problems at all with Call Centre.*
- *First telephone call made and very satisfied. Problem dealt with within the hour.*
- *Overall the service given was quite good.*
- *Very happy with the service as it is run at present.*

- *Overall the service works very well.*
- *Very satisfied with the way the system works.*
- *Tenant very happy with service provided.*
- *Quite satisfied with Call Centre and CCG as a whole.*
- *Everything is fine as it is.*
- *Everything satisfactory.*
- *Everything works ok.*