

COMPLIMENTS, COMMENTS, COMPLAINTS

What you have been saying

We have just produced our first quarterly Feedback Report that looks at what negative and positive feedback you have given us.

Positive feedback in the form of ideas or compliments are always welcome. Most of the compliments that we have received have been about our staff, for example:

"We think you are doing a very good job, you are all polite..."

"Your worker is very kind and generous..."

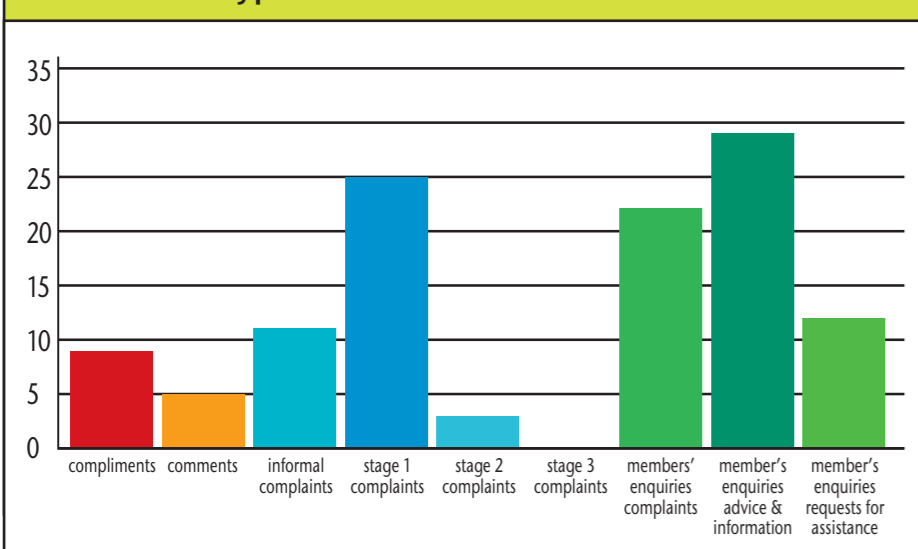
On the negative side complaints have been received mainly concerning both staff and temporary accommodation.

All this information will be discussed with the staff teams who will be looking at how to improve performance.

If you have any feedback you would like to give us please feel free to do so, you can call, email or write to the Quality Team.

A full feedback report can be found on our web site.

Breakdown of types of feedback received – Nov '09 to Mar '10



Service Restructure

We are in the process of making some alterations in the way the service is organised, that we hope will help us provide a more streamlined service for our clients. We will report more about this in the next issue of NETWORK.

Importantly our main enquiry number will remain the same, so for all General Enquires call **020 7364 7474**.

Get NETWORK direct to your email



Have your copy of Network sent to you direct by email. Send your details to:

quality@towerhamlets.gov.uk

We want to hear from you!

Please send us your letters and ideas – all welcome.

NETWORK

Contact details

Carol Johnson at the Quality Team
telephone: 020 7364 7431
e-mail: quality@towerhamlets.gov.uk

H&HAS

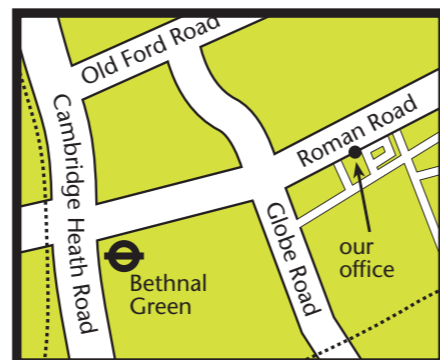
Contact details

H&HAS
 Albert Jacob House,
 62 Roman Road,
 Bethnal Green,
 London E2 OPG
telephone: 020 7364 7474
e-mail: homeless@towerhamlets.gov.uk
web site: www.towerhamlets.gov.uk

How to find us

Bus Stops:

Roman Road: 8, D6
 Cambridge Heath Road: 106, 254
London Underground:
 Bethnal Green



Tower Hamlets
 Homeless & Housing
 Advice Services

The Partner's Newsletter

NETWORK

Volume 1, Issue 8, April 2010

20% reduction in the amount owed in rent arrears

Rent arrears benefit no one, families are saddled with debt that won't go away, and the Council has to use vital funds compensating for the lost income.

We are very appreciative of the majority of our clients that make sure their rent is paid on time. We want to reassure them that the minority who fail to pay are not forgotten.

Remember this service will continue to collect the arrears even when clients leave temporary accommodation. If you have clients in temporary accommodation that have rent arrears, they can call 020 7364 7474 for advice now.

Please also remind clients that rent arrears are likely to prevent them from being offered any property they successfully bid for.

The Money Advice Team

If you have clients that have rent arrears, debts such as gas or electricity bills or problems managing their money, the Money Advice Team is there to help. They work as part of the Homeless and Housing Advice Service, call Mark or Karuna on **020 7364 3558**



For all your General Enquires call 020 7364 7474

The SPA team are dedicated to helping our clients with families in temporary accommodation find work and training. They are our very own employment specialists based at our offices at 62 Roman Road E2.

If you have a client in temporary accommodation who is seeking work or training and wants some expert help that is tailor-made to fit their needs – SPA is waiting to hear from them.

Career move coaching available

SPA can now offer clients “Career Move” personal coaching sessions. The Career Move coaches look at confidence, motivation and goal setting, as well as providing clients with an opportunity to see how employment and training fit into their future aspirations.



Career Move Coaching Sessions

ESOL Classes English for speakers of other languages

SPA Employment Team is organising ESOL classes for families in Temporary Accommodation – call SPA for details.

SPA weekly programme of events

Drop in on our Job Club
Friday 10:30am – 1:00pm

Our Job club is running in the Homeless Reception Area. Clients in temporary accommodation can come along, do a job search, and apply for vacancies and training. SPA advisers will be there to help and guide them.

Career Move coaching sessions

Tuesday 10:00am – 4:00pm

Clients can make some positive changes to their life with Career Move Coaching Sessions. The sessions are free. To book an appointment or have a chat about the sessions clients can call the SPA Team.

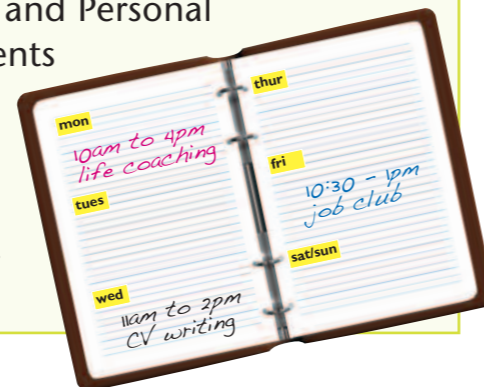
CV & Interview Technique Workshops

Wednesday 11:00am – 2:00pm

This is an opportunity for registered clients to become skilled with:

- Dealing with interviews
- How to write great CVs, Covering Letters, and Personal Statements

Clients can drop in or call for details.

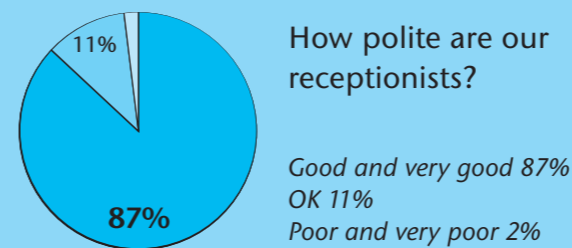


OUR RECEPTION SURVEY RESULTS

Our 2010 reception survey has again returned some positive results.

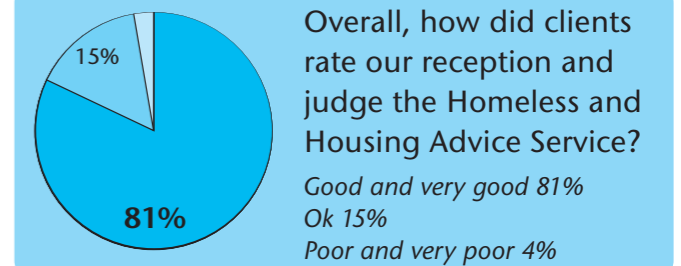
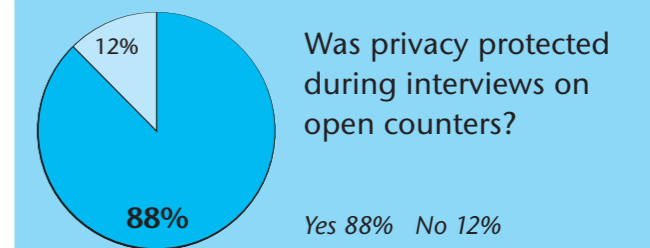
The vast majority of clients are happy with how they are dealt with by our receptionists, what our reception is like and by the cleanliness of the reception and toilets.

This year we also wanted to find out how useful clients would find it if we used text and email to communicate with them. Over half of respondents thought this would be a good idea and as a result of this the Quality Team is working on introducing text messaging and ensuring email addresses are collected.



USE OF OPEN COUNTERS

We know clients prefer to be interviewed without screens. 88% of people interviewed on open counters were happy with the way their privacy was protected, however 12% of clients felt it was not private enough. Our goal is for all our clients to be satisfied with the way their privacy was protected so we will be working on this with frontline staff to ensure everyone is aware they can be interviewed in a private room and that privacy matters to us.



Car-free zone the facts

Some properties that are available for clients to bid for are in car-free zones. This means that no parking space will be allocated and they will not be allowed to apply for a parking permit from the Council. It is very important that clients check to see if the property they are interested in is within a car-free zone. Remember it is unlikely to be possible to withdraw an offer because of parking issues. It is also better for bids to be placed online, as more information is often available on properties.

