

The specialists in telephone feedback

viewpoint
Giving your
customers a voice



“Our core skills are collecting data over the telephone. Any kind of information over the phone, from any kind of people!

We are specialists in customer satisfaction surveys – especially within the housing sector – talking to residents and tenants about the services they receive. The data we collect is then used to improve services.”

Alistair, Managing Director



Our clients

Over 10 years experience, working in partnership for a range of clients including:

Sheffield City Council, Rochdale Boroughwide Housing, Engie, Newark and Sherwood Homes, Bassetlaw District Council, Norwich City Council, Key Fund, Social Enterprise UK.

“The reports are always on time. If I ask for anything in particular they are really helpful...They are quick at coming back – really responsive. I enjoy working with them. It speaks volumes we are still using them because of the service they provide.”

Tracy, Customer Care Coordinator at Engie

Our performance...

#1 **Over 60% return rate** for customer surveys (compared with the 17-30% clients tell us they achieve when they do it in house, online or by post).

#2 “They are really good with their tenants over the phone... in the time we have worked with them, we have had **no complaints from tenants** which is unheard of.”

Nicola, Policy & Performance Officer, Newark and Sherwood Homes Ltd

#3 “They were up against some big national orgs, but they won in **price and quality.**”

Barry, Project Officer at Sheffield City Council

Questionnaire design, data collection over the telephone, and responsive reports for:

✓ Tenant satisfaction and customer insight surveys including:

STAR surveys; transactional surveys – repairs, complaints, adaptations, lettings, antisocial behaviour.

✓ Stakeholder surveys.

✓ Membership surveys.

✓ Client and customer satisfaction surveys.

“We give people the opportunity to have their say, and then pass that information to people who can do something about it.”

Trisha, Manager Sheffield Hub



How we do it... a team as diverse as your customers

We are the only **social enterprise** in our sector and achieve our quality and service performance levels **because** of the diversity of the people we employ.

Because we provide jobs for people who have previously experienced barriers at work, the opportunity to excel is reflected in every phone call we make.

Because we are such a diverse team of individuals... we are not only exceptionally resilient, but kind and empathetic listeners.

Because everyone at Viewpoint has unique requirements our working hours are short and flexible, we have team targets, and a supportive environment that our team really appreciate and value. This ensures quality and kindness in every call.

Because it's personal...

“This is more than just a job to us.”

Amanda, Leeds Hub
(developed in partnership with RNIB)



“Because we are housing tenants too, sometimes we’ve had the same issues as them - we relate to them, and if I can help them, I will.”

Kelly, Doncaster Hub (based at St Leger Homes).



“The secret is listening to people and being genuinely interested...”

Trisha, Manager Sheffield Hub



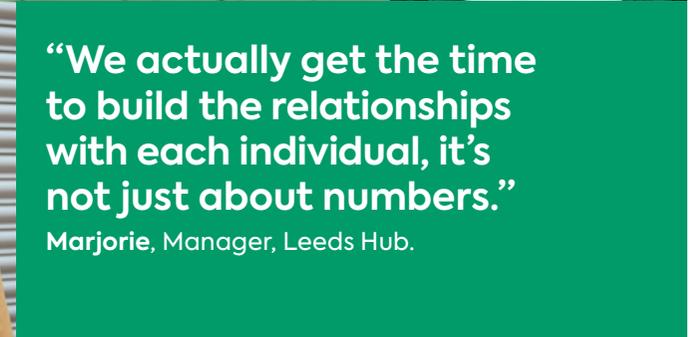
“I feel that I can relate to someone on a personal level... if I’m doing adaptation surveys, I can say - oh I’m a full-time wheelchair user myself... it’s our differences that makes us good together.”

Sophie, Sheffield Hub, (also a tenant of South Yorkshire Housing Association)



“We actually get the time to build the relationships with each individual, it’s not just about numbers.”

Marjorie, Manager, Leeds Hub.





Give us a call!

Ring Alistair on **0114 273 9208**

Email: alistair@viewpoint-research.co.uk

Or pop in and see us

Our head office is our Sheffield Hub.
Viewpoint Research CIC. Units 12 & 13. 53
Mowbray Street. Sheffield. S3 8EN.

www.viewpoint-research.co.uk



viewpoint
Giving your
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In partnership with
South Yorkshire
Housing Association
syha.co.uk



Social Enterprise UK
Certified Member