

## FEEDBACK: You said we did – ADVICE SHOP 2015/16

YOU SAID	WE DID
Due to increasing popularity with some of our outreach sessions, customers felt that an appointment based system would be better suited to minimise customer waiting time.	We reviewed all outreach sessions and changed to an appointment based system where this was appropriate.
Depending on enquiry type, some of our telephone options can be unclear. This has confused customers and they often choose the wrong option.	We analysed large amounts of phone data and, with staff input, we recorded new options which were clearer. The result has been customers being more able to select the right option for them.
New money advice legislation has increased the amount for information which a customer must provide. Customers found that these changes can easily cause delays and force multiple visits to the Advice Shop.	We created a document which clearly advises customers what information is required for their enquiry. This ensures the advisor can fully assist customers at their appointment, subsequently minimising delays and the possibility for the need for multiple appointments.