



This is to certify that

ng homes

Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow, G21 4LS
Bill Rossine House, 51 Reidhouse Street, Springburn, G21 4LS
Saracen House, 139 Saracen Street, Possilpark, Glasgow, G22 5AZ
Concierge Office, 33 Lenzie Place, Springburn, Glasgow, G21 3TZ
Ron Davey Enterprise Centre, 10 Vulcan Street, Springburn, Glasgow, G21 4BP

has been awarded

Compliance Plus for Customer Service Excellence

in the following areas

- 1.1.2 We have developed customer insight about our customer groups to better understand their needs and preferences.
- 1.1.3 We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.
- 1.2.1 We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups
- 1.3.5 We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.
- 2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.
- 2.1.2 We use customer insight to inform policy and strategy and to prioritise service improvement activity.

Certificate Number 22/2533	Date Achieved 18th November 2024	Issue Date 18th November 2024	Signed H Daly
Project Number 23/4094	Expiry Date 18th November 2025	Revision 0	on behalf of Centre for Assessment Limited

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Compliance Plus for Customer Service Excellence Continued:

- 2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation.
- 2.2.4 We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.
- 2.2.5 We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.
- 3.2.3 We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.
- 3.4.1 We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers.
- 3.4.3 We interact within wider communities and we can demonstrate the ways in which we support those communities.
- 4.2.4 We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.
- 5.2.2 We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.
- 5.3.3 Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

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Centre for Assessment Limited, Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW
Tel: 0161 237 4080 Web: www.centreforassessment.co.uk