



## Mystery Shopping role profile

### **What are Mystery Shoppers?**

Mystery Shoppers are residents who have received special training to be able to inspect our services and identify areas where we can improve. You'll use your own customer details to present made-up scenarios to test our services. For example, you may be asked to phone our Contact Centre or visit our Reception.

After each mystery shop you'll be asked to fill in an easy-to-use questionnaire to make reporting your findings quick and straightforward. We then present these findings to Network Homes' Continuous Improvement Panel and make recommendations for service improvement.

### **Who can become a Mystery Shopper?**

Any of our residents can become a Mystery Shopper, as long as they are interested in working together with Network Homes to help improve our services.

### **What skills will I need?**

To become a successful Mystery Shopper you will need:

- to attend a training session,
- be able to complete the feedback questionnaire,
- commitment and enthusiasm.

### **How much time is needed for this role?**

You will be asked to attend a half day training session and then complete up to four mystery shopping exercises a year which will be linked to each scrutiny review. Each mystery shop exercise will be spread over two weeks and requires a few hours of your time.

### **How much impact will this have?**

Your findings will be reported to our Continuous Improvement Panel and will be used to shape our services to ensure they work for our residents.

### **What's in it for me?**

Becoming a Mystery Shopper with Network Homes is a rewarding opportunity. You are able to provide us with important feedback and help us improve services for all of our residents.

The specially designed training course will equip you with or help improve your skills in organisation, communication and attention to detail.

### **Adhering to your tenancy agreement**

Involved residents shape services, monitor performance, agree actions for service improvement and hold Network Homes to account. It is therefore important that involved residents lead by example in adhering to the conditions of their tenancy agreements. The expectation for all involved residents is that they:

- are not in arrears, or if so must have a payment plan in place,
- do not commit anti social behaviour (ASB).

### Arrears

If you fall into arrears please speak to your income officer as soon as possible. Payment plans can be agreed and arranged with the Income team. As long as the payment plan is being followed then involvement may continue.

### ASB

Anyone subject to investigation and found to be responsible for high level antisocial behaviour, will not be permitted to participate in involvement opportunities with immediate effect.

Being found to be responsible for low level ASB may be temporarily excluded from involvement activities. This will be considered on a case by case basis taking into account the nature of ASB and the individual's history of anti social behaviour.

The above applies to all, regardless of tenure.

### **How do I become a Mystery Shopper?**

To apply to be a Mystery Shopper, or for more information, please contact the Resident Engagement Team on 0300 373 3000 or email [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk).