**

**ORGANISATION CHART**

**as at August 2017**

**CEO**

**Jacky Peacock**

**BRENT COMMUNITY ADVICE NETWORK**

**BRENT MUTUAL**

**RENTERS RIGHTS**

**MIGRANTS & EMERGING COMMUNITIES**

**HOUSING ADVICE CENTRE**

**MENTORING & BEFRIENDING SERVICE**

**ADVICE SOUTH KILBURN (ASK)**

**&**

**BCAN Co-ordinator**

**(interim) Katherine Wilkinson**

**No funding/post at present**

**Senior Solicitor & Head of HAC**

**Ronald Daley**

**No funding/post at present**

**Generalist Adviser (Outreach)**

**Mark Keepin**

**Manager**

**Diana Young**

**Volunteer Digital Assistants**

**Volunteer Mentors & Befrienders**

**Volunteer campaigners**

**Senior Solicitor**

**Gusta Glover**

**SUPPORT TEAM**

**Paralegal LAA and Green Light Laws**

**Rachel Yates**

**Support Officer 1 (Reception)**

**Denise Dodd**

**Support Officer 2 (Clients & Casework)**

**Tiziana Falco**

**Solicitor**

**LAA and Under One Roof**

**Elizabeth Salmon**

**Volunteer Casework Assistants**

**Volunteer Reception Assistants**

**Customer Satisfaction Survey**

|  |  |
| --- | --- |
| Office use, please tick before sending | |
| LAA |  |
| Other |  |

We'd like your help in keeping accurate records of how people feel about our service. they receive from Could you please spare a few minutes to answer the following questions and hand it to a member of staff, or post it to us at our freepost address (no stamp needed).

Client Name Date Completed

|  |  |  |
| --- | --- | --- |
|  |  | *Please tick the appropriate box* |
| How easy have you found it to contact us? | a) by ‘phone | Easy Not Easy Difficult N/A |
|  | b) by letter or e-mail | Easy Not Easy Difficult N/A |
|  | c) calling in person | Easy Not Easy Difficult N/A |
| Was the advice we gave you easy to understand? |  | Easy Not Easy Difficult |
| Did we keep you up-to-date with progress? |  | Yes N No Not completly |
| Was the advice we have gave you helpful? |  | #Very helpful Helpful Not helpful |

If you had not received advice or assistance from us, what difference do you think it would have made? **……………………………………………………………………………………………………………**

**……………………………………………………………………………………………………………**

**……………………………………………………………………………………………………………**

Any other comments, criticisms or suggestions for improving the service?

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Are there other housing related services you would like us to provide?(If a large number of people ask for the same service we can try and make the case to our funders that the service should be provided)

**……………………………………………………………………………………………………………**

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**Note: any information you provide will be used for internal purposes only, to improve our services. Any statistics we publish as a result of analysing the Customer Satisfaction Surveys do not identify any indivual who has completed the form.**

**Please return to**: [info@advice4renters.org.uk](mailto:info@advice4renters.org.uk) or post in Freepost envelope provided.

|  |
| --- |
| Volunteer name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date of Exit Interview: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Interview facilitated by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Why is the volunteer leaving the? |
| 2. What did you like / dislike about your role? |
| 3. Did you achieve what you wanted to achieve from volunteering? (If not, what else would you liked to have achieved?) |
| 4. What do you feel you have gained from volunteering? |
| 5. Have you developed any skills / learnt anything new whilst volunteering? |
| 6. Do you feel that you received adequate training were fully supported during your time as a volunteer? (If not, please explain why not) |
| 7. Do you feel that there are any improvements we could make at the centre that would have enhanced your time as a volunteer? |
| 8. Would you volunteer again? (If not, why not?) |
| 9. Do you have any comments you would like to add? |