

We know how important your time is – whether you’re getting the kids to swimming on time, managing an ever-changing shift pattern or caring for a loved one, there are lots of things that put pressure on your diary. Finding the answer to questions about your home, your neighbourhood and your landlord shouldn’t be one of them.

thehelpub.futureshg.co.uk

At Futures, we’ve been working hard to make sure that you can find loads of information about your home at the click of a button.



Introducing: **The Help Hub!**

The Help Hub is a digital knowledge library full of information about all things Futures. Using their years of experience and expertise, our team members have created articles with pictures and how-to videos, to make it easy to manage your home – whether it’s repressurising a boiler or adding a four-legged friend to your household, you’ll be able to visit the Help Hub to get the information you need.

We’ve worked with members of our teams from across the organisation to identify the questions they’re asked most frequently and what information needs to be included to give the best experience possible. We’ll be continuing to update it as we go along, adding more articles, videos and resources for our customers – a real one-stop shop for all your Futures needs. We’ve started by transferring information from our internal knowledgebase, which has helped our teams answer more questions first time – so we know that this information is really valuable to have at your fingertips. You’ll have access to the same information as our team members – so you know you’re getting the same answer whether you visit the Help Hub or speak to one of our advisors.

The Help Hub is easy to use and accessible on a wide range of devices – so even if you’re on the move, you can still find the answer to your question. All you need to do is visit our website and click the link to the Help Hub (or follow the link at the bottom of this page). From here, you can search key words like ‘leaking sink’ or ‘Universal Credit’ to find the answer you need, or click into different categories like ‘my home and tenancy’ or ‘money advice’ to browse the most popular articles about a particular topic.

We really love speaking to our customers and helping wherever we can – but we know that life doesn’t happen Monday to Friday during office hours. The Help Hub is there to make it easier for our customers to manage their home 24 hours a day, seven days a week, without having to find

time to make a phone call or waiting for a response to an email. With more customers self-serving and able to find the information they need in one place, our advisors will be easier to get hold of for those issues you just need to chat through with someone.

The reviews are in...

We asked our MyVoice community to take the Help Hub for a test drive and give us their honest feedback.



said they could find the answers to common queries



were satisfied with the Help Hub after using it



of people who found their answer said it was easy to understand



of those surveyed said the Help Hub was easy to use!

As you use the Help Hub you’ll see that there are feedback opportunities throughout – so feel free to let us know how you’re getting on, if there’s anything missing or if you need a bit more information to find your answer. Do you want to help us shape our services? Visit futureshg.co.uk/get-involved for more information about MyVoice and how you can have your say.



Meet the team behind the Help Hub

Robbyne

Robbyne is our Digital Operations Manager and has been working at Futures for just over two years. Her main focus is managing digital projects, enabling customers to use digital first if they choose to.

The Help Hub is one of the projects I have oversight of. It's really exciting to be able to bring choice to our customers – we're giving them an opportunity to self-serve and get the answers to their queries in one easy-to-use platform. They don't have to call us if they prefer not to – it's all there in one place for them. The best thing is that the information is the same as we can find internally, so they're getting the exact information that our advisors would give them – it's consistent, accurate and easy! I'd say the biggest challenge has been getting all the



information out of our team members' brains and into a knowledge centre! We've done some work to make sure our processes are right for the customer, and easy to understand. A piece of advice I would give our customers is to give the Help Hub a go! You can trust the information in there and we're always looking for feedback, so have a go and see what you think.

Jonathan



Jonathan is a Customer Services Technical Adviser and has worked at Futures for 16 years. As well as the Help Hub, Jonathan is working on a new scheduling tool and helping to train our teams on how to use it.

I've been involved in the Help Hub since before it even existed! I was originally part of a project that designed an internal repairs self-help tool, which helped us to avoid over 2,000 repairs call-outs in a two year period. I've got a lot of technical knowledge about repairs, especially plumbing, so I check over the information and make sure it's correct. I think the best thing about the Help Hub is that it'll help customers to help themselves and resolve issues immediately – which is better for everyone involved. It's been a challenge trying to think of every possible scenario that might crop up, because homes have a lot of things that can and do go wrong, but we've done our best to get all the most important things in there! I'd advise our customers to give the Help Hub a try – everything in there is doable, and we've tested it with our non-technical team members to make sure you don't need specialist knowledge to fix things yourself. If you can't fix it yourself then we'll be able to point you in the right direction.

Katey

Katey is our Knowledge Co-ordinator and has been with Futures for four years. She's responsible for our internal knowledgebase and has led the Help Hub project, bringing it to life.

The Help Hub is great for our customers – it's quick and easy and means you don't have to contact us for every little thing. It gives everyone more choice about how they interact with us. I've had loads of fun filming the videos and writing the content as it's helped me to learn new skills – I can repressurise my own boiler now and I know what to do if there's a leak under my sink! I think the biggest challenge for me has been trying to think about how to write a question in the way someone might type it, to make sure our customers can find whatever they need from the Help Hub as easily as possible. It's been really interesting trying to put myself in the shoes of our customers and work out how they might phrase something or put it into the search bar so we can make sure they find the answer they're looking for! I would really recommend the Help Hub to all our



customers because it really is easy and convenient to use – if you can't find the answer you're looking for first time, have a look in the categories or try searching for it in a different way that might be more specific. You can even just use keywords like 'loud music' or 'boiler' to widen your search and get more specific results. We're always happy to hear your feedback so please do let us know if you've found the information helpful or if there's something that could make it even better for you!

Lee

Lee is a Customer Services Technical Adviser and has worked at Futures for eight years. He's been part of the team taking videos and photos for the repairs section of the Help Hub and has been writing the repairs advice. When he's not working on the Help Hub, he helps to bridge a gap between the customer services and repairs teams to make sure we understand our customers' needs and how to support them best.

We're really giving our customers the power to get stuck in and try their own repairs in a safe way and at their own pace – there's no-one on the other end of the phone waiting for you to complete each stage, and if you need to rewind a video to make sure you're doing the right thing you can do it as many times as you need. I've got twenty years' experience in the construction industry and at times it's been a real challenge not to be too critical of the articles I'm writing or over-analyse what someone might need to know. And that's where other people from across the business come in – it's been great asking team members from all over the organisation to step into



our customers' shoes and have a go at completing a repair using only the information we've given to customers. This has really allowed us to make sure the processes are easy to understand and give enough information to people regardless of whether they're an expert tradesperson or are picking up a spanner for the first time! If I could give our customers one piece of advice about the Help Hub it's just to have a good look around, and keep giving us feedback about things you feel might be missing or isn't working quite right for you. We want it to be a really effortless experience and to do that we need to hear if something doesn't make sense!