Resident Mystery Shopper

STROUD DISTRICT COUNCIL

Role

Our Resident Mystery Shopping team is a group of resident volunteers who test our services (sometimes undercover). They use real-life scenarios to provide objective feedback and make recommendations about how housing services can be improved. You do not need any previous experience – your experience as a tenant or leaseholder of Stroud district Council (SDC) is what counts. Mystery shoppers play an important role in giving us a true picture of how we interact with residents and are vital to helping us improve our housing services. This opportunity is open to Stroud District Council tenants and leaseholders. We welcome applications from residents of all ages, backgrounds and experiences.

What will you be doing?

- Testing elements of housing services using realistic situations
- Investigating the accessibility of certain information on our website and checking that it is sufficiently helpful
- Agreeing criteria at the beginning of each mystery shop
- Feeding back your findings
- Working with us to improve our services

What we are looking for:

- A willingness to collaborate on setting criteria for each mystery shop
- Basic IT skills, including communication via email
- Comments based on your observations
- Suggestions for improvements based on your mystery shop experience
- There is no minimum commitment. You can take part in as many or as few mystery shopping activities as you wish. We would expect this role to take no more than a few hours of your time a month

What's in it for you?

- Receive feedback on the outcomes of mystery shopping activities and how your recommendations have influenced service improvements
- Develop your skills and confidence
- Meet with other tenants involved in mystery shopping
- Help us improve housing services
- Help us to communicate and understand residents' needs better
- We pay travel and any other agreed 'out of pocket' expenses (such as mystery shopping telephone calls)
- We give full training and provide materials for you

If you would like to get involved in this group or would like to talk to a member of staff, please contact resident.involvement@stroud.gov.uk or phone 01453 766321 and ask for the Resident Involvement team.

If you have picked up this information at an event, please complete the table overleaf and hand it to a member of staff. We will contact you shortly.

	Resident Mystery Shopper Role-Expression of Interest
Name:	
Email:	
Phone Number:	
Contact Preference:	