

Helena Partnerships

INCOME MANAGEMENT ACCREDITATION – AWARDED JUNE 2011

“We are proud and delighted to be one of the first organisations in the country to gain this important accreditation.

“Helena constantly looks at ways to improve our services through innovative working, and this accreditation was a great way for our income management service to be tested vigorously by an independent party to help identify any areas that we could improve on.

“Gaining the accreditation has endorsed the way we approach income management and financial inclusion for the benefit of our customers, which is a great assurance for them. The accreditation was challenging and made us look at our processes and how we interact with our customers and partners. We are delighted to be one of the first organisations in the country to achieve it. What is particularly pleasing is that customers were at the heart of the accreditation process and were really impressed with the work we do.”

Bob Newton
Rents Team Manager
Helena Partnerships

From left: Mike Hopkins (Rents Team Leader), Bob Newton (Rents Team Manager), Greg Parkinson (Tax and Debt Recovery Manager), Linda Eaton (Rent Arrears Officer), Colin Hannon (Welfare Benefits Advisor) and Kevin Anderson (Rents Team Leader)



For further information on HQN Accredit: Income Management, please contact Anna Pattison on 01904 557197 or anna.pattison@hqnetwork.co.uk

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