

Section 07 **Getting involved**



Customers are in a strong position to make services more responsive and efficient so we encourage everyone to make their views heard.



We recognise that most people are interested in what happens in their home and neighbourhood. We are keen that the decisions being made reflect what's important to you and that you have the opportunity to be involved either individually or as part of a group. Getting involved is easy, open to all and can be done in any way you choose.

We will make sure you're not out of pocket if you get involved and we'll make sure your needs can be accommodated, for example by making sure we have meetings at times when they suit people who work, by making sure we have events in locations that are accessible to everyone or by paying childcare costs.

There are many ways that customers can get involved at local, regional and national levels. Some are very simple like completing a questionnaire or survey, attending a focus group or even just letting us know that you're not happy with a service we provide. These will vary depending on your location but may involve:



Tenants' and Residents' Associations

We encourage our customers to set up Associations and we support their development. Your Housing Team or Community Investment Team can help you get organised. We provide 'start up' grants and information for new groups, and training is available for individuals and groups to develop their skills and knowledge.

Tenants' and Residents' Associations can:

- Campaign for changes or negotiate about problems
- Work with our staff to improve the services we provide to you
- Provide feedback about our performance as your landlord
- Assist us in developing new policies and practices
- Organise social functions and help develop your community.

Sheltered Schemes

There are lots of ways that you can get involved if you live in sheltered housing. There are groups that meet to organise days out and trips and there are those who get more involved in the running of the scheme, for example making decisions about how services are provided.

Customer Strategy Group

We have a Partnership-wide Customer Strategy Group made up entirely of Partnership customers and chaired by a Board member. This Group helps to set long term strategy and policy. It also provides feedback and acts as a sounding board to the Partnership Board. It is made up of customers from across the Partnership and there are places for leaseholders and those who receive a service from us, but aren't our tenants e.g. those who receive a floating support service or domiciliary care.

Customer Panels

All areas of the Partnership have a Customer Panel, although it may be known by a different name. Customer Panels work with Partnership staff to look at how well local teams are performing, to consider local issues like gardening services or planned maintenance programmes. They sometimes get involved in staff recruitment and contractor selection. They are also a key point for consultation across the Partnership on all sorts of matters.

Consultation and involvement

We believe that customers are in a strong position to make services more responsive, effective and efficient so we encourage everyone to make their views heard. If there are specific areas that interest you that you would like to be involved with, please let us know. This could be anything from consultation on policies and performance management to testing our websites.



To learn more about these, and all the other ways in which you could get involved and have your views heard, please contact us using the Company contact information within Section 01 of this handbook.

We really look forward to hearing from you!

