



# Customer Involvement

Ways to have your say!



staffordshire  
HOUSING ASSOCIATION

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## Contact us

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Repairs: 0800 00 99 00

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General e-mail: [mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

Website: [www.staffshousing.org.uk](http://www.staffshousing.org.uk)

Office opening: 8.30 am - 4.30 pm from Monday to Friday

# Our Commitment

We believe that you, our customers, should have a say in the services you receive and the issues that affect you. This way, services that you want can be provided to the highest possible standard.

There are lots of ways to get involved in decisions about the home you live in and the services you receive. This booklet gives details of the methods available to you and the support we offer to make involvement easier.

Getting involved can be a rewarding experience. We will always keep you informed on how your input has made a difference to the services you receive.

Please take the time to read through this booklet - you may be surprised just how easy it is to have your say.

Then all you need to do is register the ways in which you want to get involved with us. To do this please complete our 'Get Involved' form and return it to us.

Ask your housing officer for a 'Get Involved' form, or call us on **01782 744533**, or e-mail **[involve@staffshousing.org.uk](mailto:involve@staffshousing.org.uk)**. Alternatively, just call us and we will put your details straight onto our involvement database.

Remember that you don't need to be an expert - all you need is an opinion!

We look forward to working with you.

# Support

We know that you have busy lives and other commitments, so we are determined to provide you with easy opportunities to share your views with us.

We offer a range of involvement methods, and aim for at least one method to suit your circumstances.

To help you make the most of the opportunities available, we offer the following support:

## Carer service

If you are the full time carer for an adult member of your household we can arrange and pay for a sitting service to stay with them whilst you attend an involvement activity. Please contact our customer involvement coordinator to arrange this.

## Childcare

We will cover the cost of childcare whilst you attend a meeting. You just need to get a receipt from your regular child carer and either we will pay them directly or we will refund you if you pay them. Your child carer must be officially registered for us to do this.

Alternatively we can arrange for you to drop your child(ren) off at a local nursery and for you to collect them once the meeting is finished.

Sometimes it may be possible for your child to attend the meeting with you - please check this with the meeting organiser.

## Taxis

We will arrange and pay for a taxi to pick you up from your home and bring you to the involvement activity. The taxi will return you home when the activity is over. This service is available to all customers.

## Support (continued)

### Travel expenses

If you wish to use your own vehicle we will assist with your fuel costs.

### Training

Some types of involvement require you to take part in training sessions to give you a greater understanding of the services that we provide. In some instances - such as being a tenant board member, for instance - this training is a statutory requirement.

You can get a full list of training options available by contacting us, or you can view them on our website. From time to time we may also offer training through our residents' magazine.

Training may be carried out by SHA staff at our office, or by specialist companies at SHA offices or their own training centres. We will reimburse you the cost of any travel and any reasonable out of pocket expenses.

Everyone attending training courses will get a certificate of recognition. These certificates can be used to demonstrate the skills you have learnt if you apply for employment or membership of other groups like committees.



# Involvement activities

There are lots of different involvement methods for you to take part in. Methods vary from those that you can do in your home to those that will require you going on site visits. Some methods require only five minutes of your time, whilst others need more commitment. You are free to sign up for as many or as few involvement activities as you wish.

You may find the following symbols useful when reading about the activities:



The house symbol means that you can complete the involvement activity in your own home. We will send you information and then get your opinions by phone, postal survey, letter, e-mail or visit.



This symbol means that you will need to attend at least one meeting as part of the involvement activity. Each meeting will last no longer than two hours.



Footsteps indicate that the activity will require some walking or site visits.



This symbol means that you will need to undertake some training (such as data protection or equality and diversity). The training will help you make a great contribution to the involvement activity.



The hourglass gives an idea of the amount of time and commitment required for an activity. The more hourglasses there are, the more time and commitment involved.

Read on to find out about the involvement activities we offer and what they involve.

# Choose your activity

## Postal and telephone surveys



From time to time we will either send you a survey to complete at home and return to us in a prepaid envelope, or phone to ask you a few short questions. Survey topics can vary from assessing satisfaction levels to looking at new ways of working.

## Discussion groups



These are one off meetings of between 6 and 10 customers that are used to develop ideas and gain opinions on a specific service area. The meetings last no longer than two hours.

## E-mail group



We e-mail you a survey, you fill it in and e-mail it back. Simple.

## Reading panel



We send you draft documents to comment upon on a feedback form. You then return the form through the post or arrange for us to collect it.

## Scheme visits



Join housing officers on their quarterly inspection of your scheme. You can join for your scheme only or accompany visits to other schemes too.

## Choose your activity (continued)

### Website group



A group of customers who meet with our communications manager to develop and maintain the website. This takes place via a combination of meetings and accessing the internet from your home.

### Young residents panel



A group of 5 to 10 customers aged under 30 who meet to discuss how we can improve our services for younger people. The group meets at least 4 times a year.

### Black and minority ethnic customers panel



A group of 5 to 10 black and minority ethnic SHA and Blue Mountain HA customers who meet to discuss how we can improve our services for diverse ethnic communities. The group meets at least 4 times a year.

### Mystery shopping



Mystery shoppers are volunteers who test our front line services to ensure that we are meeting our service standards.

Volunteers carry out visits to our ready-to-let homes, or call or visit our office with a general enquiry. They then report back on the standard of service they have received.

Mystery shopping activities are carried out 3 to 4 times a year.

## Choose your activity (continued)

### Working groups



Working groups consist of both staff and customers and meet regularly to review or improve a specific service area. The group remains together until the review or improvements have taken place. The group may also monitor the impact of the changes they have made.

### Residents' groups



Our customer involvement coordinator supports existing residents' groups and helps develop new ones. Residents' groups hold meetings and can apply for funding for social activities. Groups are often formed to arrange social activities or to tackle a particular issue.

### Customer magazine editorial panel



The editorial panel works with the communications manager to create the quarterly customer magazine. The panel produces articles and proof-reads the magazine before it goes to print. They meet 1 to 3 times before each magazine is published.

### Service improvement panels (SIPs)



Service Improvement Panels are groups of customers who meet with staff at least 4 times each year. The panels focus on improving a particular service area - such as communications, access to services or value for money - by looking at a variety of issues such as performance, procedures and service improvement initiatives.

## Choose your activity (continued)

### Staffordshire Housing Association Residents' Panel (SHARP)



The SHARP will influence the strategic direction of the work carried out by SHA by identifying customer priorities and liaising with the board of management, executive members and management.

### Board of management



Places on our board may become available for suitably qualified customers who have the particular skills our board needs.

## Other ways to have your say

### Events

Attend an SHA event. They are good way to meet staff, and to find information, give your opinions and have fun. We publicise events in the local press, by sending mailshots and in our residents' magazine.

### Comment Cards

You can make a comment, compliment or criticism on a comment card. The cards are carried by our staff and are also available from our office.

### Customer Satisfaction Surveys

We carry out random customer satisfaction surveys when people have had repairs carried out to help us assess the service.

### STATUS Surveys

Every three years we use a specialist company to conduct a general customer satisfaction survey called a STATUS survey. Please respond to the survey next time you receive one. The results are extremely valuable and help us do our jobs better.

# Customer involvement service standards

## We will:

- Listen to you and learn from your comments
- Have dedicated customer involvement staff
- Offer and continue to develop a wide range of methods in which you can be involved, ensuring that there is at least one activity to suit each of our customers
- Provide support and training if you wish to be involved so that you are able to play an active role in shaping our services
- Consult with you before making any major changes to the services we deliver or that may affect your tenancy
- Provide feedback on how we have taken account of your views and how they have led to service changes or improvements
- Develop new methods and improve existing methods of feedback
- Give all new residents a 'get involved' form and a copy of this book

## Keeping you informed

We will send you a summary of how your involvement has led to service changes or improvements. If you attend a meeting, we will send you a copy of the minutes. We also publish involvement news and service developments in our residents' magazine and website.

Every year we draw up an 'impact assessment' which reviews all the customer involvement that has taken place during the previous January to December. We publish quarterly updates on the impact assessment on our website and in our magazine.

If you would like any of our information translated into your language, please ask

ENGLISH

ይህንን ማስረጃ በሌላ ቋንቋ መሰጠት ካስፈለጋች

AMHARIC

إذا أردت ترجمة أي من معلوماتنا إلى لغتك، نرجو أن تطلب ذلك.

ARABIC

اگر مایلید هر بخشی از اطلاعات ما به زبان خودتان برایتان ترجمه شود، لطفا درخواست کنید.

FARSI

Si vous souhaitez obtenir la traduction dans votre langue de certaines des informations communiquées, veuillez nous le faire savoir

FRENCH

نه گه ر پښت خوښه هه چ به شیک له زانیاریه کانی نیمه به زماني خوت بوت ته رجومه بکړیته وه تکایه داوای بکه.

KURDISH

Prosimy o kontakt, jeśli chcą Państwo otrzymać tłumaczenie naszych informacji na swój język ojczysty

POLISH

Se desejar alguma parte da nossa informação traduzida para a sua lingua, basta pedir

PORTUGUESE

Kama utapenda taarifa hii katika lugha yako, tafadhali ulizia

SWAHILI

እዚ ዘሎ ሓበሬታ እዚ ናብ ቋንቋኹም ከተተርጉመልኩም እንተ ድኣ ትደልዩ ኮይንኩም፣ ብኸብረትኩም ተወክሱና።

TIGRINYA

Eğer bilgilendirmelerimizin herhangi birinin kendi dilinize çevrilmesini istiyorsanız lütfen istekte bulunun

TURKISH

اگر آپ ہماری کسی بھی معلومات کا اپنی زبان میں ترجمہ چاہتے ہیں تو براہ کرم دریافت کریں۔

URDU

If you would like this booklet in large print, on audio tape or in Braille, call us on 01782 744533 and we will happily arrange it