



HONEYCOMB
GROUP

Giving customers a voice

CUSTOMER ASSURANCES GROUP

There's always room for improvement, and we're always looking for customers to help us. By joining our Customer Assurances Group, you can have your say on our services by helping us to understand your needs and expectations.

What will I do?

Working with other customers and our board of management, you'll come up with exciting new ways to improve our services. This includes:

- ◆ Reviewing customer satisfaction and complaint information
- ◆ Monitoring and approving improvement action plans produced by the Customer Scrutiny Panel and Mystery Shoppers
- ◆ Monitor customer contribution through other customer involvement methods
- ◆ Challenging service areas that aren't performing as expected
- ◆ Approving further service reviews

How will we help?

Once you're signed up, we'll provide training to give you the skills needed to complete the role. And of course, throughout your time with us, we'll just be a call or email away if you need any further support.

We'll also cover travel costs and other out of pocket expenses. Assistance with childcare or care for an adult can also be provided.



What's in it for you?

It's a great opportunity to build your teamwork, communication and assessment skill as well as increase your confidence. You'll meet other people and together, improve many services across Honeycomb Group's brands.

We couldn't do what we do without your support. That's why we'll enter you in our prize draw.

How much time will it take?

The panel meets on average every three months for around 2 hours, (depending on the service you're looking at). However, you can raise any concerns or send us compliments at any time. We'll add these to the agenda for the next meeting.

Who is it for?

If you're a Staffs Housing, Glow, Concrete or Revival customer you're welcome to get involved.

What skills are needed?

We're looking for someone with a passion for improving our services for all customers and can spare some time each month to help us make this happen. You'll also need to be able to:

- ◆ Work with others to reach a decision
- ◆ Balance customer needs with pressures on the organisation
- ◆ Act in the interests of all customers
- ◆ Express views clearly
- ◆ Constructively challenge and respect other people's views
- ◆ Analyse written information
- ◆ Understand the issues facing customers
- ◆ Demonstrate an understanding of and commitment to equality and diversity issues

It would also be helpful if you can analyse performance information, but this isn't essential.

This sounds great! How to get involved?

If a customer would like to get involved, they can find out more and sign up by getting in touch with our Customer Engagement team by emailing Involve@honeycombgroup.org.uk.

