



HONEYCOMB
GROUP

Giving customers a voice

MY HOME GROUP

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

What will I do?

You'll join other customers and work with us to develop a plan to improve.

As a group, you'll come up with an action plan of solutions to improve the service. During meetings, you'll review how well we're delivering our services by looking at customer feedback, performance information, scheme management issues, anti-social behaviour, as well as policies and budgets.

How will we help?

Once you're signed up, we'll provide training to give you the skills needed to complete the role. We'll cover all travel costs and other out of pocket expenses, assistance with costs for childcare or if you care for an adult.

And of course throughout your time with us, we'll be just a call or email away if you need any further support.



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?

To begin with, the group will meet every month for 1-2 hours. This could increase or decrease depending on demand.

You might also need to do some light reading before each session. Meetings will either be face-to-face or over Zoom/Microsoft Teams.

Who is it for?

If you're a Staffs Housing, Glow or Concrete customer that also lives in a Staffs Housing home 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:

- ◆ Spot hidden details
- ◆ Understand good and bad things about a service or suggests improvement ideas
- ◆ Express your thoughts and feelings
- ◆ Present evidence based on your experience
- ◆ Be impartial
- ◆ Have an understanding of and commitment to equality, diversity and inclusion

It would also be helpful if you can understand the level of standard to be met and are able to identify ways to improve services, but these aren'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.

