



HONEYCOMB
GROUP

Giving customers a voice

REPAIRS HEALTH & SAFETY PANEL

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

What will the customer do?

You'll work with other customers our Head of Customer Experience and maintenance contractor to identify areas where we're performing well or need improvement. During meetings you'll discuss satisfaction figures, performance, management of the contract, day-to-day repairs, health and safety and compliance and budget to help create an action plan of solutions to improve our repairs service.

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 customers?

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 panel 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, 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:

- ◆ Understand good and bad things about a service or suggest 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, are able to identify ways to improve services and can learn in a personal and group environment, 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.

