

Resident Involvement

Service Standard

Introduction

Our resident involvement strategy commits us to improving our services by involving and including all of our customers, embedding our “People First” approach. Our customers are at the heart of everything we do, working together with us in order to shape our services and enhance our performance.

To give you choices about how you can get involved, we will:

- Promote our resident involvement brochure, explaining all of the different ways you can get involved
- Ensure that there is something for everyone, by making involvement fully accessible and in a variety of formats
- Provide training and support in order to help you get involved
- Have an active and well supported resident involvement structure in place, including meeting reasonable travel and accommodation costs for events, meetings and training
- Recognise the diverse needs of customers and in relation to equality, make reasonable adjustments to accommodate additional support needs

To let you know what is going on, we will:

- Send all of our customers our “In Tune” magazine four times a year
- Update our website informing you of the involvement activities and events due to take place
- Provide you with feedback on the outcomes

of surveys, consultations, conferences and involvement activities:

- By letter
 - In our “In Tune” magazine
 - On our website within one month of the activity
 - In our annual Customer Report
 - Via Facebook and Twitter
- Let you know how your feedback or involvement has influenced, shaped or changed the services we deliver

To put customers at the heart of our services, we will:

- Comply with our “People Promise” and “Our Customers” Service Standard
- Treat all customers with fairness and respect
- Provide relevant performance information in a timely manner
- Involve our customers in the editorial panel for “In Tune” and in developing the website
- Support community and block representatives to work with us on local issues
- Involve our scrutiny panel in scrutinising and challenging performance and in reviewing service areas, strategies, policies and procedures
- Train and support our involved residents in order to assess and review our services
- Carry out an annual customer opinion survey of all customers so that we receive your feedback and your priorities inform our improvement plans
- Attend monthly meetings within sheltered schemes in order to hear your views

To develop a good resident involvement service, you can help by:

- Responding to a variety of customer surveys
- Becoming a community or block representative
- Reading our quarterly “In Tune” magazine and view our website
- Joining our editorial panels
- Becoming a mystery shopper

- Setting up or joining your local residents’ association
- Attending our twice yearly customer conferences
- Enrolling as a scrutiny panel member or as a member of our specialist focus groups
- E-mailing or calling our resident involvement team to provide feedback or share new ideas
- Letting us know when you are happy or unhappy with the service we provide

We measure success by:

- Calculating the percentage of customers satisfied with their views being taken into account
- Measuring the percentage of customers satisfied about being kept informed
- Identifying the percentage of complaints dealt with within timescales
- Counting our number of involved residents
- Measuring the social value

How to contact us

In writing:

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