**I need to consult with customers?**

The Customer Involvement (C.I) team will support you to do this.

* We will contact customers and invite them to a co-production forum or focus group with you- *If there are any customers you know that would be interested in attending then forward their information to us and we will invite them*
* We will arrange all their transport, book a room, arrange refreshments etc.
* We will meet and greet customers on the day.
* We will support you if required during the meeting
* We will remind you afterwards that you need to feedback the outcomes or expected actions you intend to make as a result of customers input.
* We will send these letters out for you if required.
* We will provide all attendees with a voucher as a token of our appreciation.

**WHAT YOU NEED TO DO**

**Contact C.I IN GOOD TIME**

* You will need to tell them what you are trying to achieve and in what timescale.
* You will need to write a short and user friendly brief that CI team can send to customers to pre-read so they come ready with ideas. We also will use this brief when inviting people as we have a list of people with particular interests so you’re brief will help us in deciding who may be particularly interested in attending.
* You need to let C.I know of your availability so they can book rooms etc.
* You need to come prepared and facilitate discussions
* You need to collate feedback and write to attendees telling them what you intend to do with their comments.

**Tips**

* Do not wait till last minute to contact Ci team. Customers need notice to attend groups. Ci team need notice in order to ensure brief note is posted out on time and to research who will be willing to attend.
* Do not delay feedback being sent after event. Customers want to feel their contributions are valued and expect feedback no later than 2 weeks after the event

**What else can I do besides a forum?**

We need to ensure THT are getting a broad representative response from customers. We suggest you conduct more than 1 method of engagement in order to get a truer reflection of customer’s views. This is difficult as the majority of our customers tell us they do not want to get involved unless it is a subject they have had experience of or are particularly interested in.

**Methods of engagement:**

1. Facilitate a co-production forum with a random group of tenants
2. Repeat exercise with existing CAG group (customers who have been with THT for at least 10 years and regularly attend various meetings)
3. Consider attending Leaseholders forum
4. Speak to Business intelligence team (BIT) about sending a posting survey or adding a question to existing surveys
5. Speak to BIT about any existing data they may have on your service in terms of satisfaction or complaints
6. Consider asking Hub to ask a question to all contacts (if feasible- depends on subject etc.)
7. Consider asking CI team to conduct a mystery shop on service in question being reviewed
8. Consider asking QIP to scrutinize service (longer term)
9. Consider asking CI or Localities team to support you organising an event in venue where issue may be prominent- EG: if you are reviewing Block Caretaking, have an event in communal areas of Blocks rather than forums in Sale Point.
10. Consider asking face to face officers to ask 1 question to a customer they meet to contribute to your research (Money support, Neighbourhoods, repairs team)