

Blackpool Coastal Housing

customer involvement agreement 2011/14



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customer involvement


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SIGNING THE AGREEMENT

Signed: 
Maurice Christian – *Chair, Tenant Liaison Forum.*




Maurice Christian

Signed: 
Doreen Wightman – *Chair, BCH*



Doreen Wightman

Signed: 
Peter Jefferson – *Chief Executive, BCH*



Peter Jefferson

Signed: 
Cllr Gillian Campbell – *Cabinet Member for Housing*



Cllr Gillian Campbell

What is an Involvement Agreement?

This Involvement Agreement (previously known as the Tenant Compact) is an agreement between Blackpool Council, its tenants and leaseholders and Blackpool Coastal Housing (BCH) about how we can work together to improve and develop services.

The Involvement Agreement describes the ways you can get involved in influencing, shaping and scrutinising the services you receive from BCH and how BCH will support you to get involved.

The original Tenant Compact was developed jointly with customers in 1999 and again in 2006. It is now time to build on the achievements of the previous compacts and develop stronger involvement structures that provide customers with the opportunity to scrutinise performance and the power to effect change.

The Agreement ensures that customers can:

- Have an informed view of housing services
- Be involved in the planning and development of services
- Monitor the performance of BCH
- Scrutinise services and effect positive change
- Get involved with relevant support, training and resources.

In this document we refer to 'Customers', by which we mean:

- Tenants of Blackpool Council
- Leaseholders of Blackpool Council
- Applicants listed on the Blackpool Council waiting list.

About Blackpool Coastal Housing

Blackpool Coastal Housing (BCH) is an Arms Length Management Organisation (ALMO), that took over the management, maintenance and improvement of over 5,500 Blackpool Council homes in January 2007. Although BCH manages your home, you are still a Blackpool Council tenant and Blackpool Council is still your landlord.

BCH is governed by a voluntary Board of Directors made up of 5 customers, 5 Council nominated representatives and 5 independent people who make informed decisions independently of the Council.

Our vision is to be the best housing provider in the North West and an excellent employer by providing services our staff are proud to deliver and our customers are delighted to receive.

To achieve this vision we have set 5 key corporate aims:

- Aim 1** - To provide our customers with high quality homes and services that represent excellent value for money.
- Aim 2** - To empower our customers, ensuring that they are placed at the heart of everything we do.
- Aim 3** - To contribute to the wider regeneration of Blackpool; creating jobs and opportunities for local people and improving the health and wellbeing of residents.
- Aim 4** - To become an excellent employer that supports and develops its staff through training, appraisal and praise.
- Aim 5** - To reduce our impact on the environment.

What are National Standards?

In 2009, the Tenant Services Authority (TSA) became the new regulator for social housing and introduced new national standards for all social housing providers.

The national standards describe the outcomes and specific requirements expected of all social housing providers across a variety of key areas, including a specific national standard covering involvement.

This Agreement sets out how BCH will meet the requirements in relation to the Tenant Involvement & Empowerment Standard, which states that housing providers shall support co-regulation by:

- Offering all tenants a wide range of opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, the formulation of housing-related policies and the delivery of housing-related services
- Consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery
- Providing tenants with a range of opportunities to influence how providers meet all the TSA's standards and to scrutinise their performance against all standards and in the development of an annual report
- Providing support to tenants to build their capacity to be more effectively involved.

Involvement Local Offer

The TSA also required BCH and all other social housing providers to discuss each national standard with their customers and develop a series of 'local offers' that provide a detailed commitment to the services our customers want.

Our local offers were developed in partnership with our customers at our Annual Tenant Conference and Service Improvement Panels before being formally approved by the Tenant Liaison Forum and BCH Board.

Following the extensive consultation our agreed local offer for Tenant Involvement and Empowerment is:

'To provide our customers with the skills, confidence and opportunity to influence and scrutinise BCH services at a level that suits them.'

This offer will ensure the following key outcomes:

- A new tenant-led scrutiny structure that is; independent, formal and has authority
- A wide range of involvement activities that allow customers to influence all BCH services at a level and time that suits them
- A network of involved customers that feel empowered to effect change
- A network of involved customers that are confident and have the correct skills to participate effectively
- A network of involved customers that accurately reflects our customer base
- Meetings that are well organised and promote an inclusive culture.



our involvement promise

The promise

BCH are committed to ensuring our customers are placed at the heart of everything we do and have developed a series of service standards, in partnership with the Tenant Liaison Forum, that detail our promises to you regarding customer involvement at BCH:

- We will provide all new customers with a list of available involvement opportunities
- We will ensure that there are a wide range of involvement activities, so that customers can be involved at the level that suits them
- We will consult our customers on:
 - rent and financial issues
 - planned maintenance issues including the Decent Homes programme of works
 - the state of their neighbourhood
 - policies and procedures
 - service and performance monitoring
- We will ensure that there is fair representation on customer involvement activities compared to all our customers
- Every new customer who joins a customer involvement group or activity will receive a welcome pack
- We will provide all involved customers with the opportunity to take part in the BCH Academy
- We will provide expenses to customers who are involved in activities, including travel, carer, stationery and communication costs
- We will ensure that impact assessments are completed after every involvement activity and improvements are made from these

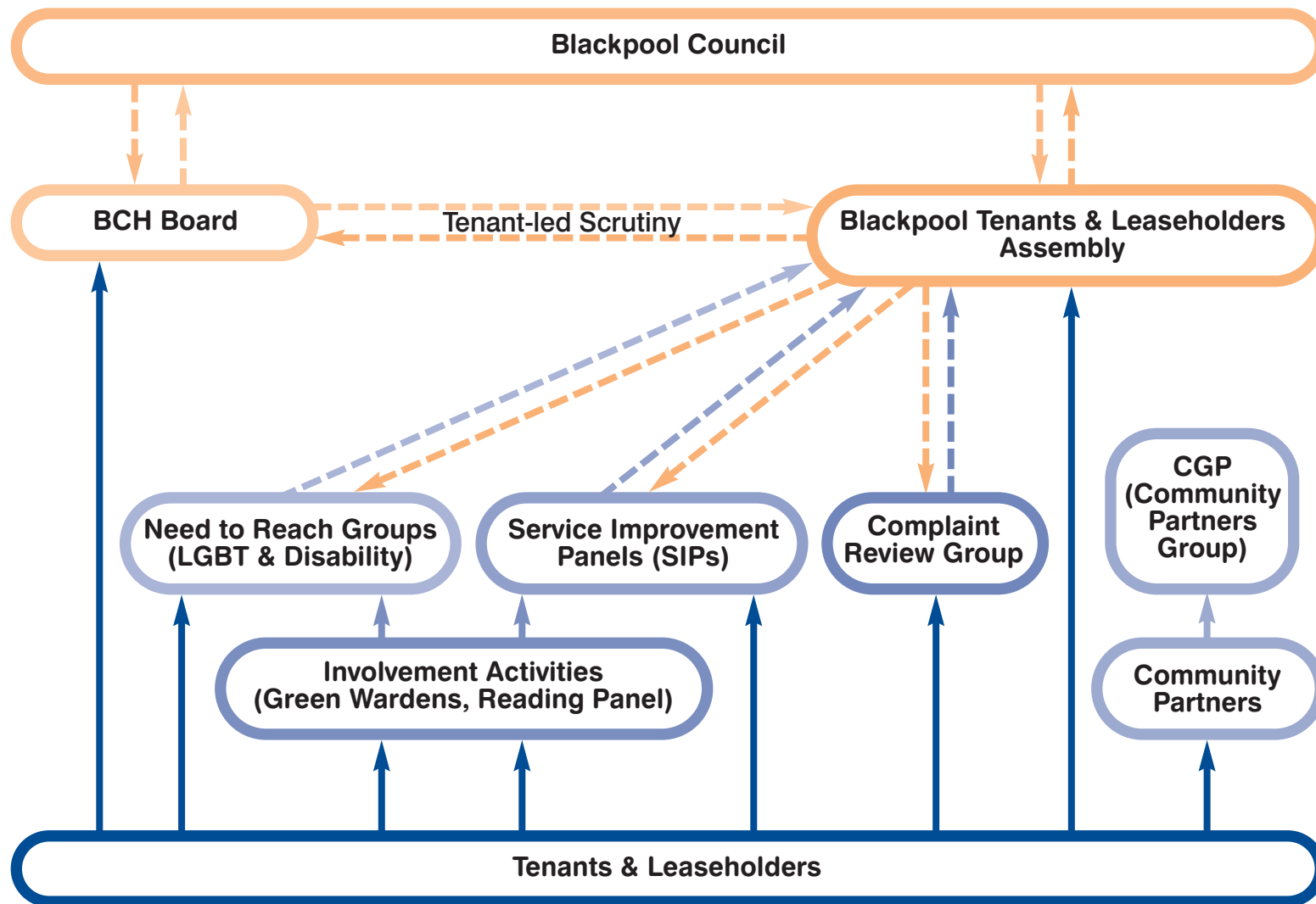
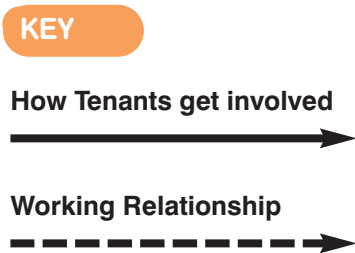
- We will carry out an annual impact assessment on each involvement activity to ensure that these activities are providing service improvements and are of use to the business in partnership with our customers
- We will send out a minimum of 4 editions of the Viewpoint newsletter each year
- We will publicise the date and venues of Service Improvement Panels (see section 6) two months in advance. Minutes will be made available on the BCH website and are available on request.



bch involvement structure

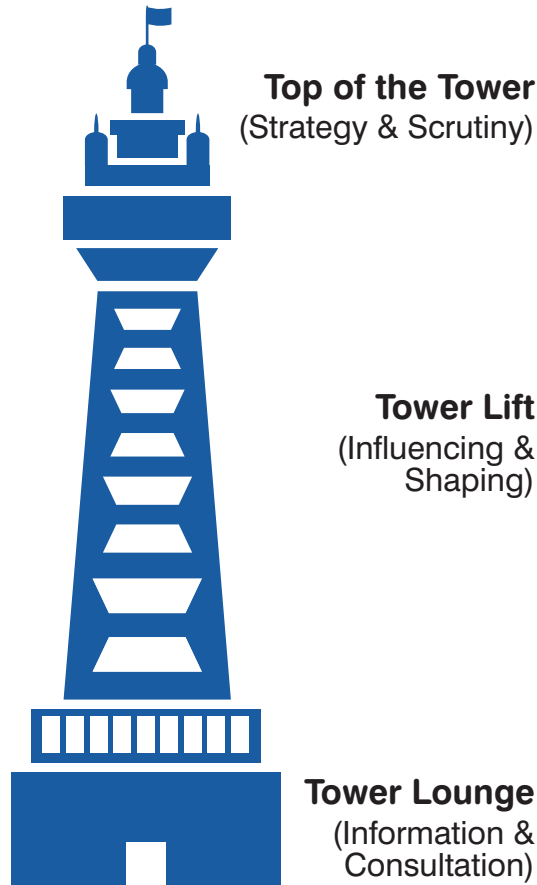
There are a wide variety of ways that you can get involved with BCH which allows you to choose how much influence and involvement you would like. You may want to just be kept informed about how BCH is performing or you may want to be involved in the strategic decision making around how services are delivered and developed.

The diagram opposite shows the overall involvement structure for BCH, how customers can get involved and how they can influence decisions.



If you want to get involved it is completely up to you – you can decide how much influence and involvement you would like depending on the time you have available. We have created a ‘Tower of Involvement’ that includes a huge range of involvement activities across three different involvement levels, allowing you to choose how much influence you would like to have.

The following pages explain each of the different involvement activities BCH offers at each level of the Tower and you can use the key below to see how much time each activity will take every month.



a. Tower Lounge (Information & Consultation)

The Tower Lounge is aimed at customers who are happy to be kept informed about BCH services and want to provide feedback on services without taking up too much time or leaving your home.

Viewpoint

BCH send out a quarterly customer magazine called Viewpoint. Viewpoint provides customers with relevant information on BCH services, BCH performance information, special events or announcements, community news and information from a variety of partners. Viewpoint is our main communication tool and we conduct a readership survey every two years to make sure the content is relevant and the design is eye catching. We welcome articles and good news stories from you and your local community.

Customer Newsletters

BCH also send out a variety of other customer newsletters for specific service areas that include a mixture of important service news and performance information. These include the Rents Newsletter, Leaseholders Newsletter, Sheltered Newsletter and Emergency Housing Newsletter.

Clean / Green Wardens

As a Green Warden, you will keep an eye on your local area and help us to monitor the communal gardening contract by completing a score sheet on a monthly basis. The aspects you will rate include grass cutting and edging, litter, grass cuttings on pathways, and the maintenance of paths, shrubs and bushes.

Clean Wardens monitor the communal areas within blocks of flats and provide feedback on different aspects of the cleaning contract by completing a score sheet on a monthly basis. The aspects include standard of floors, stairwells, handrails, window ledges, rubbish removal and graffiti.

This type of involvement is ideal for those of you who want to be involved from the comfort of your own home and can spare no more than half an hour each month.

Customer Suggestion Scheme

If you don't want to attend meetings or be regularly involved but have an idea on how we could improve or develop our services this is the scheme for you! Suggestion cards can be picked up from your local Housing Office or from any BCH Community Centre. Any relevant suggestions we receive will be considered by a panel of customers and passed to Senior Management for investigation. Good ideas could receive a reward of up to £50.

Survey Group

As a member of this group, you will be sent 4 surveys throughout the year for your views on a variety of the different services we offer and housing related topics. You can choose to complete the surveys either by email, telephone or by freepost and each survey will take no longer than 15 minutes to complete.

Customer Conference

We hold a customer conference to give all customers the opportunity to provide their views on our services. The conference usually consists of a mixture of information stalls and consultation sessions and is open to all tenants and leaseholders.

Reading Panel

The Reading Panel helps us to produce information which is relevant and easy to understand. Before we publish any new documents, they are sent to the Panel who proof read them, make comments and suggest areas for improvement. Once the comments are returned, the necessary changes are made and the document is published, displaying the Tenant Friendly logo to show it has been approved by customers. There are no meetings to attend and this type of involvement takes no longer than one and a half hours per month.



b. The Tower Lift (Influencing and Shaping)

The Tower Lift is aimed at customers who would like to work with us a little more closely and are willing to take part in meetings or more involved activities. These activities are developed to allow you to shape and have influence over how services are improved and designed in the future.

enGAYge

A group for lesbian, gay, bisexual or transgender (LGBT) customers, which provides the opportunity to meet with other members of the LGBT community and a dedicated LGBT member of staff. This informal social group also has a direct input into improving the services we provide and focuses on local community issues. Meetings take place once a month at a gay friendly venue and last no longer than 2 hours.

Disability Forum

Open to any customer who has a disability or caring responsibility for a customer with a disability, the Disability Forum meet on a quarterly basis to discuss relevant disability issues. They also work to improve the services BCH provides, helping to ensure that these are fully accessible. Meetings last no longer than 2 hours and are held at an accessible community venue.

Customer Inspectors

There are two different types of Customer Inspectors:

- Empty Homes Inspectors help us to monitor the standard and quality of workmanship in our homes prior to them being let to a new customer. Inspections are completed on a monthly basis and take approximately one hour.
- Decent Homes Inspectors monitor the standard of major improvement works in our homes in partnership with our partnering contractors. Inspections are completed on a monthly basis and take approximately one hour.

New Contractor Panels

When BCH are looking to employ a new contractor for services such as caretaking, gardening or repairs, we ask customers to join our recruitment and selection panel. These customers will take part in assessing initial applications, taking part in interviews and also participating in study visits to see the quality of the contractors work first hand.

Mystery Shopping Scheme

This scheme helps us to ensure that the services we provide are being delivered to a high standard. Trained customers 'test' certain aspects of our service to ensure that they are continually meeting your needs. By testing service and completing evaluation forms based on your experience, you can help us to improve and develop our services. A different service area is 'tested' once a quarter and you would need to spare around 7 hours every 12 weeks.

c. Top of the Tower (Strategy & Scrutiny)

Our involvement activities at the Top of the Tower are designed to provide opportunities for customers who want to be involved in developing the strategic direction of BCH and scrutinising the services we deliver. These activities are extremely rewarding but do require a reasonable amount of your time and involvement.

Customer Board Members

By becoming a Customer Board Member you will oversee the strategic delivery and management of our services. One third of members are customers and positions are held for 3 years. Vacancies usually become available each year and at other times if someone retires from their post.

Service Improvement Panels

There are nine specific Service Improvement Panels which scrutinise the delivery and performance of a particular service area. The Panel meetings take place on a quarterly basis and are an opportunity to meet with Service Managers to discuss satisfaction, service improvements and performance information. The Panels are:

- Get Involved Panel
- Safer Communities Panel (Anti-social behaviour)
- Rents Improvement Panel
- New Home Panel
- Sheltered Housing Panel
- Repairs Improvement Panel
- Homeownership Panel
- Property Improvement Panel
- Neighbourhood Improvement Panel.

(More information can be found in the next section)

Blackpool Tenants & Leaseholders Assembly

The Blackpool Tenants & Leaseholders Assembly (BTLA) has been established to lead our tenant scrutiny activities. The Assembly conduct approximately three or four in-depth scrutiny or service review activities each year to examine if BCH are delivering local offers and acceptable levels of performance. Following a scrutiny exercise the Assembly make recommendations to the Senior Management Team and BCH Board.

(More information can be found in the next section)

Tenant-led Scrutiny is a new approach to bringing our customers, staff, management and Blackpool Council closer together. This new approach puts your priorities and views at the heart of our arrangements for monitoring and assessment of BCH's performance and behaviour.

Using this new approach a small group of our customers will be trained to:

- Oversee a range of scrutiny activities
- Use their findings to challenge Senior Management and the BCH Board and make recommendations for shaping the future of services.

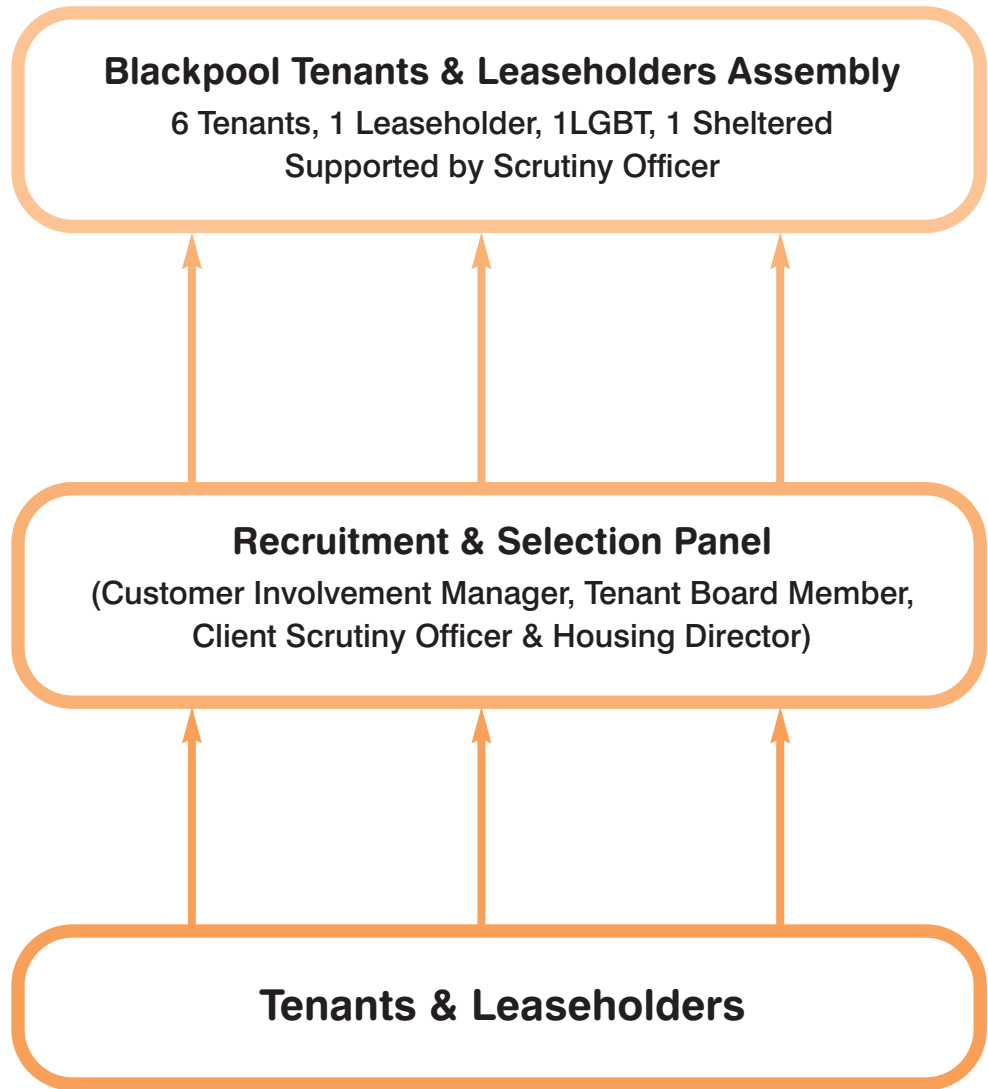
a. Blackpool Tenants & Leaseholders Assembly (BTLA)

The BTLA are the main tenant-led scrutiny group for Blackpool and have the responsibility to scrutinise the performance and behaviour of BCH on behalf of all our customers. The BTLA will conduct approximately 3 – 4 scrutiny activities each year on various services and other areas of BCH's business.

Membership of the BTLA is made up of a maximum of 10 customers, who have been selected by a recruitment panel made up of the Director of Housing, Customer Involvement Manager, Customer Board Member and Blackpool Council's Housing Client. To ensure that the BTLA represents the wide diversity of our customer base, the recruitment process will try to ensure that there is at least one representative from the LGBT community, a customer with a disability, a customer from sheltered housing and a leaseholder. It is hoped that the makeup of the BTLA will change as we engage with more need to reach customers in the future.

Customers who are successful will sit on the Assembly for a three year period and will receive intensive and ongoing training and support.

The structure of the BTLA is shown adjacent:



b. Service Improvement Panels (SIP)

There are nine Service Improvement Panels which provide customers with an opportunity to scrutinise and shape an individual BCH service area. Each Panel will meet on a quarterly basis with the Service Manager(s) to discuss quarterly performance, complaints, local offers and service improvements.

The nine Panels are:

- Get Involved Panel – Involvement & Communication
- Safer Communities Panel – Anti-social Behaviour
- New Home Panel – Lettings, Homestop & Voids
- Rents Improvement Panel – Rent & Rent Arrears
- Sheltered Housing Panel – Sheltered Housing & Scheme Managers
- Repairs Improvement Panel – Day-to-day Repairs
- Homeownership Panel – Right to Buy & Leaseholders
- Property Improvement Panel – Decent Homes & Major Improvements
- Neighbourhood Improvement Panel – Estate Management & Communal Gardening contract.

Membership is open to any of our customers and there is no limitation on the number of Panels you are allowed to take part in.

All Panel members will receive training and support suitable for the role.



c. Routine Scrutiny Process

The BTLA will develop its scrutiny activities on an annual basis and each scrutiny activity will take approximately 13 weeks to complete. Upon completion of a scrutiny activity, the Assembly will report their findings and recommendations to BCH's Senior Management Team.

If the Assembly are happy with the response they receive from the Senior Management Team the Action Plan will be monitored by the relevant Service Improvement Panel

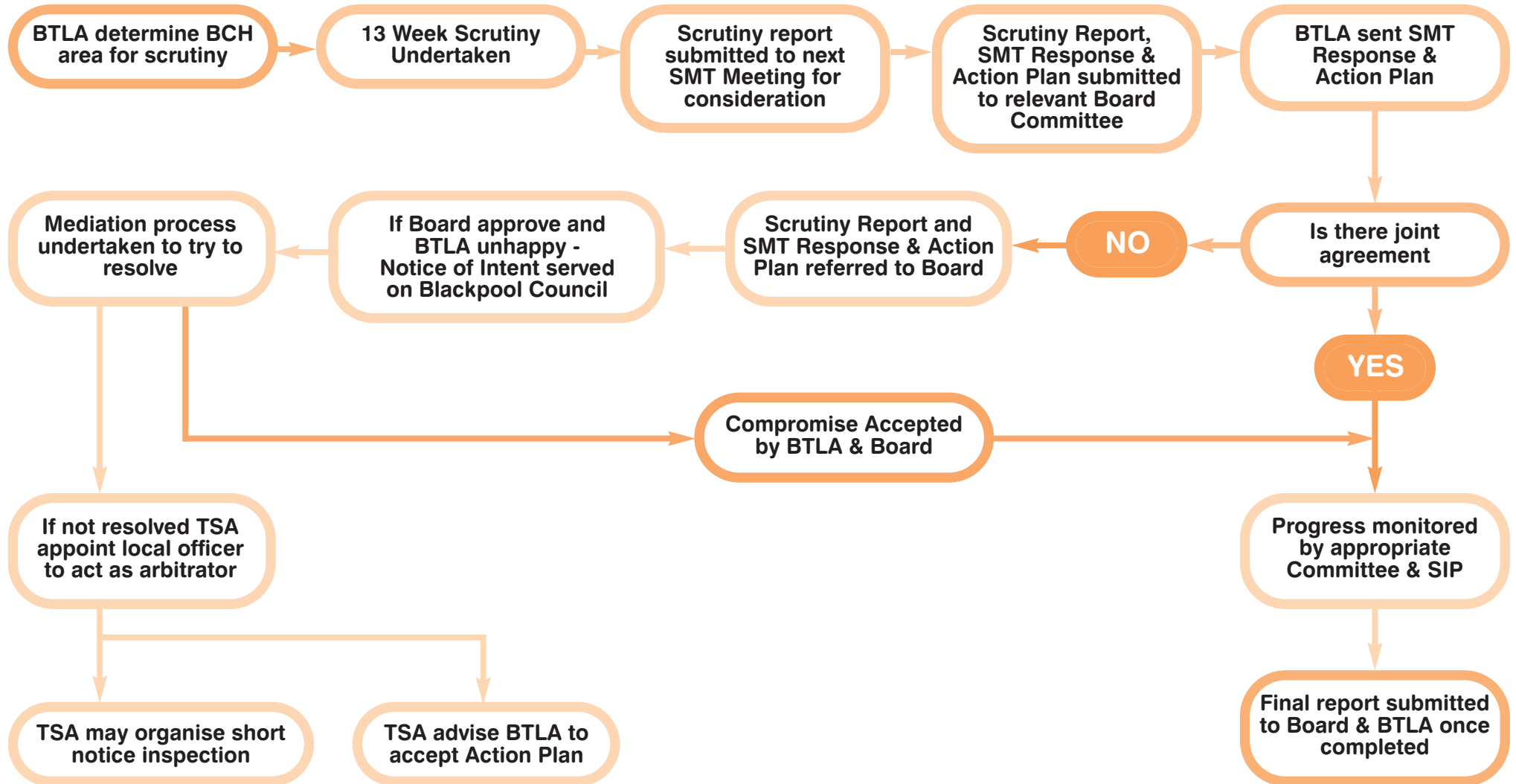
If the Assembly are unhappy with the initial response from the Senior Management Team there are several stages that the Assembly can escalate their concerns to:

- **Stage 1** – Refer concerns to the BCH Board
- **Stage 2** – Refer concerns to Blackpool Council and mediation undertaken
- **Stage 3** – Refer concerns to the Tenant Services Authority.

The diagram on the following page explains how the scrutiny process is managed:



routine scrutiny process



d. Scrutiny Alarms

There are a number of further procedures in place to allow major service failures to be highlighted to the Assembly for investigation and potential scrutiny:

- **Service Improvement Panel Alarm** – During their routine performance monitoring and ongoing scrutiny of individual services, a SIP can highlight to the Assembly major service failures that they feel warrant further investigation. The SIP would need to provide reasonable evidence to support their Alarm
- **Customer Alarm** – A group of customers have the ability to highlight major service failures to the Assembly by completing a Customer Alarm. The Customer Alarm needs to be signed by at least 100 customers
- **Governance Alarm** – The BCH Board or Blackpool Council can ask for the Assembly to conduct a scrutiny if they highlight service failures or have business reasons.

Once an Alarm and supporting evidence has been received by the Assembly a working group will be established to consider the evidence and report back to the Assembly within 2 weeks. The Assembly will then decide if a full scrutiny is required and organise at its earliest opportunity.



Blackpool Coastal Housing is committed to providing services that meet the needs of all sections of our communities. We seek to ensure that access, services and involvement opportunities are equal, regardless of race, religion, culture, nationality, ethnic background, colour, physical or mental disability, gender, sexuality, age, literacy level, income level and marital status.

We are guided by the following key principles in relation to equality & diversity:

- All residents, customers, service providers, employees and partners in the community have a responsibility to promote equalities and challenge discrimination and stereotyping
- All residents and customers are able to participate fully in the life of the community and celebrate its diversity
- Every resident and customer has equal access to high quality services that meet their needs. We recognise that there are some people who may need support in receiving this entitlement
- Every resident, customer and employee is entitled to a safe environment free from discrimination, victimisation and harassment
- All residents, customers, employees and our partners in the community are encouraged to make their contribution to improving our services.



a. Need to Reach Involvement

We want to make sure that the customers who get involved in shaping and scrutinising services are representative of our wider customer base. We recognise that certain groups of customers have specific needs, issues and concerns that can limit their participation in some involvement activities.

These groups of customers are defined as 'need to reach' and we will make every effort to ensure that these customers are included. We have identified the following groups of customers as 'need to reach':

- Disabled Customers & Carers
- Lesbian, Gay, Bisexual & Transgender (LGBT) Customers
- Young Customers (18 – 25)
- Parents of Young Children
- Black & Minority Ethnic (BME) Customers.

b. Customers with Individual Needs

BCH understand that a number of our customers have specific needs and require additional support to participate in our involvement activities. We will work with customers to ensure that they can participate effectively by providing additional support which includes:

- Ensuring all meetings are held in wheelchair accessible venues
- Providing information in a variety of formats if required, including; Braille, Audio CD, Large Print or another language
- Ensuring hearing loops are available at all meetings
- Providing transport to meetings and activities for those unable to use public transport
- Providing support for customers who have literacy difficulties.

Ensuring customers are involved at the heart of everything we do requires investment in resources, support and training. We are committed to providing adequate financial and staff resources to encourage customers to get involved with Blackpool Coastal Housing.

a. Financial Resources

A specific budget for Customer Involvement is allocated on an annual basis and we will:

- Compare the Involvement budget annually with other social housing organisations to ensure that the level of funding is competitive
- Consult with the Get Involved Panel on any unavoidable involvement budget reductions
- Aim to keep any unavoidable reductions to the involvement budget the same or at a lower level than overall budget reductions
- Provide clear information to the Get Involved Panel on how the Involvement budget has been spent and how much is available for the forthcoming year
- Provide a specific Customer Involvement Team whose main role will be to develop and support involvement activities across BCH
- Provide grant support (currently £150) to Community Partners, or support in kind up to the value of the available grant
- Pay reasonable expenses for customers attending meetings, including; assistance with travel, childcare and caring costs
- Deliver a quarterly customer newsletter with information on services, community news and information from partner agencies
- Provide training and development opportunities for customers to improve their knowledge and skills to get involved.

b. Training

Blackpool Coastal Housing recognise that training involved customers to develop their knowledge and skills will enable them to work more effectively.

BCH Academy

The BCH Academy has been designed to help our customer representatives develop a better understanding of social housing. The eight week course is supported by the Chartered Institute of Housing and covers various housing topics such as anti-social behaviour, housing finance, leasehold management and involvement.

In-house & Specialist Training

An analysis of customers' current skills and knowledge will be conducted for each individual involvement activity. If training gaps exist a variety of in-house and specialist training courses can be provided to ensure that customers have the appropriate level of skills and knowledge to complete the activity effectively.

Examples of this type of training include:

- Using Computers
- Complaints Handling & Investigation
- Equality & Diversity
- Understanding Performance Indicators
- Undertaking Mystery Shopping.

External Training

The Customer Involvement Team will liaise closely with a variety of external training providers such as the Council for Voluntary Services, local colleges and Adult and Community Learning. These types of organisations often have a wide variety of free or subsidised training opportunities and the Involvement Team will publicise these courses to involved customers on a regular basis.

working with community groups

Organised community groups are a fantastic way for residents to get involved and make a positive difference to their local area. When a group of local people work together they can help improve local services, create partnerships with key stakeholders and develop projects that improve the quality of life for other residents.

Blackpool Coastal Housing understands the important role community groups can have in improving communities where our customers live. We will make formal partnerships with community groups and help support their activities. Community groups who want to become Community Partners will sign our Partnership Agreement that states:

- The Association/Group should adopt a formal written constitution. An example constitution is available from the Customer Involvement Team
- The Association/Group should adopt an Equality & Diversity Policy. An example Policy is available from the Customer Involvement Team
- The Association/Group should have a defined geographical boundary
- Members and Committee Members must live within the geographical boundary of the Association/Group
- Associations/Groups must have at least 33% of households who are tenants or leaseholders of Blackpool Council within their geographical area
- 33% of the membership of the Associations/Groups Committee should be a secure tenant or leaseholder of Blackpool Council
- The Association/Group should be run by a Committee elected either annually or bi-annually at an Annual General Meeting (AGM)
- The Association/Group should have meetings at least quarterly and an Annual General Meeting, open to the public, where accounts are presented and officers are elected democratically

- The Association/Group must provide the following information on an annual basis to the Customer Involvement Team:
 - a copy of the Constitution
 - minutes of the last AGM and copies of all meetings minutes
 - dates of future meetings
 - a list of Officers of the Association
 - other information which may be reasonably requested
- The Association/Group should be able to show it is responsible in the way it is run e.g. keeping regular account of any money it has, if this is applicable. Where Blackpool Coastal Housing provides an annual grant to groups, they are expected to present their books to the Customer Involvement Team on an annual basis for auditing
- For the Association/Group to be a Community Partner of Blackpool Coastal Housing it must continually comply with the criteria in this agreement.

Support for Community Partners

BCH will support our Community Partners by:

- Attending Committee and Open meetings when invited
- Providing support when applying for external funding
- Providing advice and guidance on community issues
- Providing membership of the Community Partners Group
- Providing grant funding to a maximum of £150 per year
- Providing invitations to group training events.

monitoring & reviewing the agreement

It is very important that this Agreement is regularly monitored to ensure that:

- The targets set within this Agreement and Action Plan are being met
- We are meeting customers' needs and expectations.

The Get Involved Panel will have responsibility for monitoring the progress of the Agreement and Action Plan every three months. On an annual basis the Get Involved Panel will review the whole Agreement to:

- Evaluate the impact the Agreement has made on improving housing services
- Evaluate how the Agreement has helped improve customer's involvement
- Evaluate the Action Plan to ensure that all agreed actions have been fully implemented
- Agree additional actions and new targets for the forthcoming year.

If the Get Involved Panel believe that Blackpool Coastal Housing have failed to meet its promises or that standards are falling below agreed levels, the Panel can recommend a scrutiny be carried out by the BTLA.

The BTLA will then follow the scrutiny procedures outlined in Section 6 of the Agreement.



ALMO	(Arms Length Management Organisation) This is an independent company. ALMO's manage council homes on behalf of the Council, which is the only shareholder.	CI	Customer Involvement.
Annually	Occurs every year.	CPG	(Community Partners Group) Organised community groups of local people working together who have a formal partnership with Blackpool Coastal Housing and have signed the Partnership Agreement.
Annual Report	Our Annual Report outlines how we're meeting standards set and also identifies how we intend to meet standards in the future. It enables customers to scrutinise our performance, compare it with other landlords and hold us to account for under performance. It also recognises our customers' priorities for the forthcoming year and helps us to work together to identify how to achieve better value for money on the services provided.	Council Nominated Representatives	Positions reserved for the Council to nominate persons to represent them.
BCH	(Blackpool Coastal Housing) BCH is an ALMO that manages Blackpool's council homes on behalf of Blackpool Council.	Decent Homes Programme	The programme of works that is required to bring Blackpool's council housing up to the minimum standard of quality set out by the Government.
Bi-Annually	Occurs every other year. (Every two years)	Impact Assessment	An evaluation of the outcomes and improvements that have been achieved as a result of involving customers in activities.
BME	(Black and Minority Ethnic) A term used to describe people from minority groups, who are in the minority because of their skin colour and/or ethnicity.	LGBT	(Lesbian, Gay, Bisexual and Transgender) A term used to describe people from the lesbian, gay, bisexual and transgender community.
BTLA	(Blackpool Tenants and Leaseholders Assembly) The BTLA are the main tenant-led scrutiny group for Blackpool and have the responsibility to scrutinise the performance and behaviour of BCH on behalf of all our customers.	Local Offers	Local Offers provide a commitment to the services our customers want based on issues that matter most in Blackpool.
Constitution	A constitution is a document, produced by a group, which states its aims, objectives, membership and rules.	National Standards	A set of six standards set by the Tenant Services Authority, which outline the expectations all social housing providers must meet.
		Quarterly	Occurs every three months. (Four times per year)

Scrutiny	The detailed examination of a particular service in order to get information about it to ensure targets are achieved and local offers and service standards are met.
SIP	(Service Improvement Panel) Service Improvement Panels provide customers with an opportunity to scrutinise and shape an individual BCH service area. Each Panel will meet on a quarterly basis with the Service Manager(s) to discuss quarterly performance, complaints, local offers and service improvements. There are nine different panels.

SMT	(Senior Management Team) The Senior Management Team at BCH is made up of the Chief Executive, the Director of Housing Services, the Director of Property Services, the Director of Finance and Resources and the Company Secretary.
Service Standards	Agreed standards which detail the level of service you can expect from Blackpool Coastal Housing.
Strategy	A plan of action or a policy about a particular service which is developed to achieve an overall aim.



Contacting BCH

You can contact the Involvement Team by any of the methods below:

By Telephone: 01253 477911

By Email: customerinvolvement@bch.co.uk

By Fax: 01253 477950

By Post: Coastal House
17 – 19 Abingdon Street
Blackpool
FY1 1DG

reading **this** agreement

Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages.

For more information about these services please telephone 01253 477900 or email enquiries@bch.co.uk



Spółdzielnia Mieszkaniowa Blackpool Coastal Housing uznaje, iż świadczone przez nią usługi powinny być ogólnodostępne, zatem informacje na ich temat udostępniane są w różnych formatach i wersjach językowych.

W celu uzyskania szczegółowych informacji na temat świadczonych usług, proszę zadzwonić pod numer 01253 477900 lub wysłać e-mail na adres enquiries@bch.co.uk.



En Blackpool Coastal Housing creemos que la información debe estar al alcance de todos. Para asegurar que los servicios de Blackpool Coastal Housing son accesibles podemos ofrecer información en diversos formatos e idiomas.

Para saber más sobre estos servicios, póngase en contacto con nosotros en el teléfono 01253 477900 o por email enquiries@bch.co.uk



Blackpool Coastal Housing 公司相信每個人都有存取的權利。為確保您能使用 Blackpool Coastal Housing 公司的服務，資訊會以多種格式和語言提供。

有關這些服務的詳情資訊，請致電 01253 477900，或傳送電子郵件至 enquiries@bch.co.uk



Blackpool Coastal Housing Ltd.
Coastal House, 17-19 Abingdon Street, BLACKPOOL FY1 1DG
01253 477900



Recycled
Supporting responsible
use of forest resources

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