

Get involved

Become a Key Player



Get involved

An introduction to becoming a Key Player

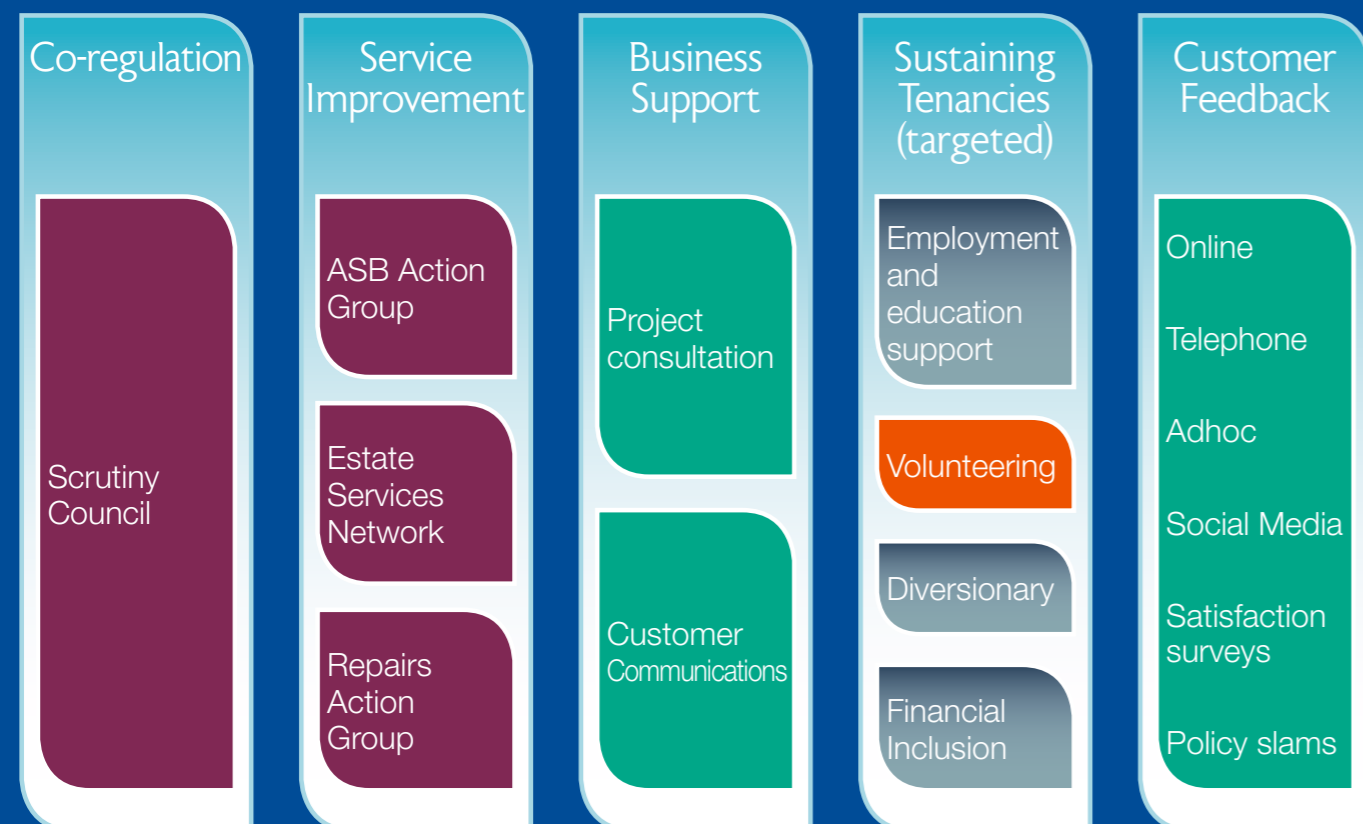
At Guinness Northern Counties we have developed many ways for you to get involved, because we see Customer Involvement as a means of improving our service and helping us become more efficient.

We have developed 5 key strands within our Customer Engagement structure containing lots of different ways for our customers to get involved. We invite our customers to advise us, challenge us and make suggestions which help us provide the right services for you. These involved customers are known as Key Players.

Becoming a Key Player is also a fantastic way to improve your skills and gain new experiences.

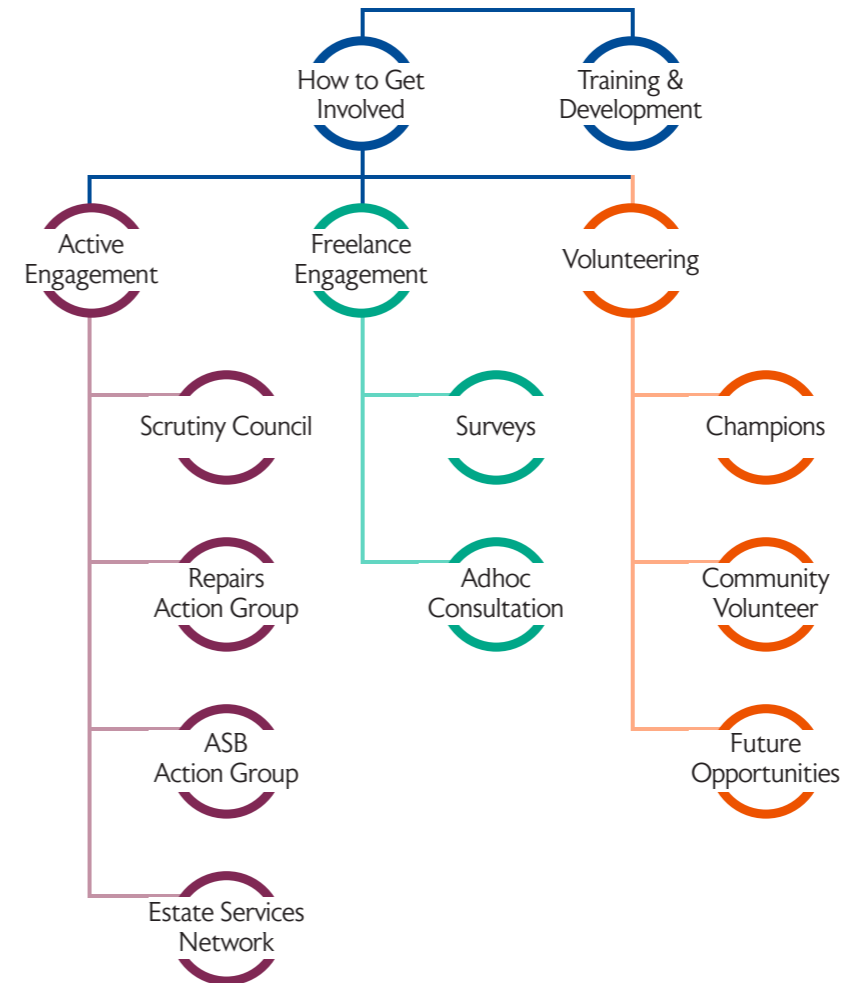
Not sure if you have the time or knowledge to take part? Don't worry, there are lots of different ways for you to get involved, there's something for everyone and we'll support you along the way. The important thing is that you, the customer, gets to be a real part of our organisation and helps us to make changes for the better. As part of our Fair Exchange Promise we provide a comprehensive expenses policy and offer a range of brilliant training and development opportunities.

Engagement Structure - Five Key Strands



Your journey

...into Customer Engagement



I urge you to get involved...

Guinness Northern Counties are committed to offering help and advice and you should not feel isolated. We need **YOU** to continue to support and challenge GNC in a positive and effective way in order to make sure that Guinness Northern Counties delivers the correct levels of service throughout the organisation.

So please continue to engage, or make this year the year that **YOU** make a difference and get involved with Guinness Northern Counties.



Morris Pilling
Chair of Scrutiny Council
(a customer from Rochdale)

Benefits

- Get involved as little or as much as you like
- Make a difference to the neighbourhood where you live
- Tell us what you think and help improve our services
- Monitor and challenge our performance
- Develop your skills and knowledge
- Get out and about
- Meet new people

There is truly something for everyone so go on, **GET INVOLVED!**

There is an enquiry form at the back of this brochure that you can complete and return to us, or alternatively you can contact us directly to register your interest by internet or phone.

Active Engagement

For customers who can interact regularly

Active Engagement is for those customers who would like to be a Key Player that commits to regular interaction and input with us as a member of one our Action Groups or Scrutiny Council.

Scrutiny Council

What is it about?

Scrutiny Council is a very interesting and dynamic customer led group that represents our wider body of customers ensuring that Guinness Northern Counties provides a high standard of customer centred services.

Scrutiny Council influences and helps shape our services by providing an independent view on GNC policies, procedures and service improvement by working closely with our Board and Corporate Management Team. Part of their role is to monitor performance of the company and they may decide to investigate any issues that they have identified, which may lead to them conducting a 'case' looking into more detail about the service area.

When are they?

One formal meeting per month at Bower House, additional meetings and casework, as required.

Level of Involvement?

High - ●●●

Action Groups

What are they about?

There are 3 Action Groups that you can apply to join and they are dedicated to improving a specific service area while also supporting the Scrutiny Council. Our Action Groups will help shape, develop and improve the service area, working with key members of staff to improve service delivery to help aid and improve customer satisfaction, to reduce the number of complaints by identifying common themes and putting forward recommendations to resolve the issues and finally to provide support to GNC on an ad-hoc basis.



Repairs Action Group

What is it about?

The Repairs Action Group will work to improve the Planned Maintenance and Responsive Repairs Services, and will gain an interesting insight into this diverse area of work which is fundamental to our customers and new housing developments.

When are they?

4 formal meeting per year at Bower House.

Level of Involvement?

Medium - ●●

ASB Action Group

What is it about?

The Anti-Social Behaviour (ASB) Action Group will gain a thorough understanding of the issues faced by GNC trying to resolve ASB and the work being pioneered by us to prevent it occurring or developing. There will also be opportunities to get involved in 'restorative practice' sessions where perpetrators and victims of low-level ASB get together to resolve their issues.

When are they?

4 formal meeting per year at Bower House.

Level of Involvement?

Medium - ●●



Estate Services Network

What is it about?

Being a member of the Estate Services Action Group will be a great opportunity to learn new skills, gain a varied experience of GNC services and a chance to use your great communication skills.

This Action Group will be pioneering a new method of engagement for GNC as the primary method of engagement will be virtual forums utilising it services/programmes such as Survey Monkey and Facebook. Members may be invited to formal group meetings on occasion at Bower House or other GNC site.

When are they?

Members of the group will inspect our schemes monthly from a customer perspective grading the scheme, the work carried out by its contractors/mobile estate team and noting any minor repairs monthly.

The new role will also involve carrying out 4 mystery shops per year, each testing two areas of service provided either by the Neighbourhood Team, Customer Service Centre or Customer Accounts Team.

Level of Involvement?

Low - ●



Freelance Engagement

Make a difference without the commitment

Freelance engagement offers the opportunity for customers to get involved with making key decisions to help shape Guinness Northern Counties policies and decision, but without having to commit to formal groups with a regular commitment of time and travel. An example of this includes:

Surveys

What are they about?

We may ask you to complete a telephone/postal/internet survey asking for your opinion on a topic.

They will not take long to complete, but they will provide vital feedback that will be used as evidence to help shape new policies and decisions.



Level of Involvement?

Low - ●

Consultation Groups

How do they work?

We will invite you to attend a meeting at a specific location, and work with you to gain feedback about a specific topic.

These meetings are very relaxed and informal and are a great way to meet other customers and members of staff.



Volunteering

Can YOU make a difference?

Participating in volunteer activities can benefit not only your community, but it can also be personally rewarding for you. In light of the current economic climate and impact of the Welfare Reform we firmly believe that offering volunteering opportunities to our customers will help provide an opportunity to gain important transferable skills, experience and training that could assist them to boost their confidence, employability and life skills. We will offer comprehensive training and support to help you in your exciting new role.

The benefits to volunteering

What could I gain from volunteering?

- Contribution to society
- Sense of purpose
- Team work
- New friendships
- Personal satisfaction
- Personal development

What are the volunteering opportunities available?

We have got some fantastic ways to get involved with volunteering, so have a look and contact us to tell us which great opportunity you would like to get involved with!

Here is a snap shot of what we are offering, please get in touch with us for more details.



Champions

Have I got what it takes?

We are inviting customers to apply to become a 'Champion', to help promote key themes and provide support to customers in their 'specialised' area. You will need to be an outgoing, dedicated person who is happy to meet and speak to people and eager to learn and promote specific new skills. These roles will suit people who are able to dedicate time to this opportunity and are happy to travel to different locations.

The four Champion roles include:

- Community Champion
- Digital Champion
- Welfare Reform Champion
- Money Champion

Community Volunteers

What is it about?

Would you like to help and assist our Community Investment Managers to deliver their community projects and events? Do you like the idea of working with a range of customers and age groups in a variety of different situations?

Examples of projects that could require support from community volunteers are:

- Youth summer schools
- 1 day gardening projects

We would like to invite you to register your interest in participating in local events, so that we can contact you when an opportunity arises and ask if you would like to get involved. You can do as little or as much as you're able to offer, and we will take into consideration any limitations you feel you have.

Future Developments

We are also looking to develop a Duke of Edinburgh programme, Microvolunteering and Time-banking in 2014.

To find out more about these exciting opportunities and register your interest to get involved, please complete the enquiry form or contact the **Customer Engagement Team** on **0161 219 7167**.



Training and Development

How we can offer some help and support

We strongly value our involved customer's commitment to Guinness Northern Counties, and believe that we must support and encourage their development in order for them to make the most of their role in order to effectively support and challenge Guinness Northern Counties in order to make it the best Housing Organisation it can be.



Courses

What's available?

We welcome training suggestions from customers and work with them to identify development opportunities.

To ensure we meet the needs of our involved customers have great working relationships with key external organisations such as TPAS and Trafford Hall, who provide fantastic training courses in addition to providing our own in house training and development sessions.



Get in touch

How to contact us

If you would like further information, please contact the Customer Engagement Team.

Telephone: 0161 219 7167 or by email: customerengagement@guinness.org.uk

Guinness Northern Counties
Bower House, 1 Stable Street, Hollinwood,
Oldham OL9 7LH
www.guinnesspartnership.com

How do I get involved?

The Key Players Enquiry Form

If you would like to become a Key Player, simply complete the form below, telling us your details and which area you are interested in, then send it back to us.

Key Players Enquiry Form

Name: _____

Address: _____

Postcode: _____

Telephone number: _____

email address: _____

Which area are you interested in becoming involved with?

- | | |
|--|---|
| <input type="checkbox"/> Scrutiny Council | <input type="checkbox"/> Surveys |
| <input type="checkbox"/> Repairs Action Group | <input type="checkbox"/> Consultation Groups |
| <input type="checkbox"/> ASB Action Group | <input type="checkbox"/> Volunteering |
| <input type="checkbox"/> Estate Services Network | <input type="checkbox"/> Champions |
| | <input type="checkbox"/> Community Volunteers |

Signature: _____ Date: _____

Business Reply Plus
Licence Number
RLYU-UXJC-HRBG



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