

customer involvement promises for 2013 - 2015



Improving lives Incommunities

customer involvement promises for 2013 - 2015

This statement clearly shows you as a customer how you can get involved with Incommunities. Customers are at the heart of our business and by working together, we can improve services. Whether you have a lot of spare time or a little, at Incommunities we will have a method that will suit you.

In this document you will find:

1. our commitment, vision and values
2. who can get involved
3. why we involve our customers
4. how you can get involved
5. incentives to get involved
6. our aims and priorities 2013 – 2015
7. how we report back to you as a result of your involvement
8. meet the Customer Involvement Team
9. how to find out more

1. our commitment, vision and values

Customers are at the heart of our business and we believe that working together we can deliver services that you want. We are aware of the diversity and the changing needs of our customers and are dedicated to talking and listening to the views of all our customers. We actively encourage customers to be involved and provide feedback on the way services are provided.

our vision

Improving lives Incommunities

our values

We will use our strength and influence to improve people's lives

We believe:

- ▶ everyone should have the opportunity to fulfil their potential
- ▶ communities should be great places in which to live

2. who can get involved

- ▶ anyone who is a customer of Incommunities: a tenant, leaseholder, shared owner, resident and customer waiting for our accommodation can be involved with us.

3. why we involve our customers

- ▶ to improve services to meet the needs of the neighbourhoods
- ▶ to be accountable to the customers that use our services
- ▶ to increase customer satisfaction
- ▶ to become more effective, efficient and economical and achieve good Value for Money
- ▶ to meet the regulators consumer standard for Involvement, Neighbourhood, Tenancy and Home

4. how you can get involved

Incommunities have many ways for you to get involved, depending on the time you want to commit. The methods have been coded to show you the level of involvement.

Key  low level of involvement  medium level of involvement  high level of involvement

low level of involvement - 1 - 2 hours per month

- ▶ **questionnaire** - completing a questionnaire on a specific subject
- ▶ **consultation/focus group** - attending a consultation and giving your views
- ▶ **telephone/postal survey** - one-off local surveys
- ▶ **annual customer conference** - once a year, we invite customers to give us their views and give updates on our services
- ▶ **equalities forum** - meets twice a year and looks at our approach to equality and diversity from a customers viewpoint



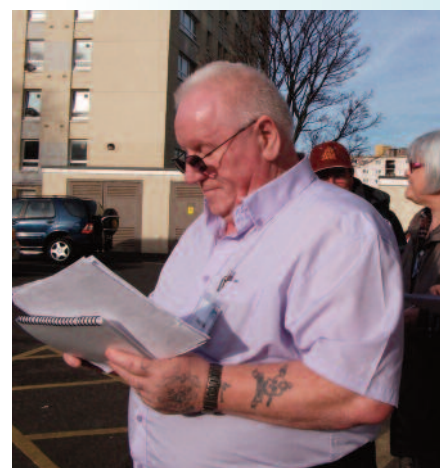
medium level of involvement - 2 - 4 hours per month

- ▶ **tenants and residents group** - being part of a group that makes where you live a better place. You can either join, or even set up your own group
- ▶ **editorial panel** - meet 4 times per year to make sure that all our literature that goes to customers is in plain English
- ▶ **youth forum** - meets once a month. For young adults aged 13 - 25. This is involving our young people in a fun and interactive way
- ▶ **senior voice** - a group of customers aged 55 and over who meet up to 10 times per year. They look at the services we provide for this age group and offer their opinions. We also look at services provided to you for example Trustcare
- ▶ **block inspector** - this is when you monitor the standard of our cleaning in blocks and flats
- ▶ **green inspector** - this is when you monitor our gardening/grass cutting service in the neighbourhood where you live



high level of involvement - over 4 hours per month

- ▶ **customer inspector** - this is a group of people who have received the training to inspect our services. They check our work to ensure high standards and report findings to Local Management Trusts to support scrutiny of our services
- ▶ **Local Management Trust committee member** - they meet every month to discuss local issues, in local areas by local people. They also instruct checks to be carried out in order to scrutinise the services Incommunities provide and make recommendations to the Board
- ▶ **for further information on any of the above methods, please contact the Customer Involvement Team on tel: 01274 257755 or 254749 or email: involvement@incommunities.co.uk**



5. incentives to get involved

Incommunities recognises your commitment to involvement and therefore makes it as easy as possible for you to be involved. Incommunities has a comprehensive support package to ensure customers are reimbursed for all out of pocket expenses and are provided with training and personal development to ensure confidence and capability.

Please see our Involved Customers Pack for the full range of expenses we pay. Contact the Customer Involvement Team or visit our website www.incommunities.co.uk for more information.

6. our aims and priorities 2013 - 2015

- ▶ **scrutiny** - we will continue to develop the process customers use to scrutinise our services and performance. This will ensure we perform against the four consumer standards
- ▶ **equalities groups** - we value the diversity of our customers and want to ensure that we engage with all our customers. In order for us to achieve our equality objectives we have held focus group meetings with customers from a diversity of backgrounds and will be looking at developing an equalities group. This will help us shape our services to ensure that they are accessible to all
- ▶ **social media** - to ensure Facebook and social media is used as a tool for involvement. This will be administered in a friendly and professional way by creating events and consultations
- ▶ **digital inclusion** - we recognise that some of our customers do not have the means to get online. Our aim is for all customers to have the choice to be supported in the opportunity of accessing online facilities by 2015. This will help customers apply for benefits, find better deals on utilities and have greater access to employment opportunities
- ▶ **further training opportunities** - we will provide training to support all levels of involvement to enhance customer skills
- ▶ **develop a training academy for customer inspectors** - to further develop a comprehensive training academy to up skill all customer inspectors to enable them to scrutinise services and make recommendations for improvement



7. how we report back to you as a result of your involvement

How we tell you about the difference your involvement has made:

- ▶ annual report - published in the @home newsletter
- ▶ involvement and impact assessment - published on www.incommunities.co.uk
- ▶ @home newsletter articles, published four times a year
- ▶ by letter
- ▶ annual customer conference
- ▶ website updates
- ▶ social media



8. meet the Customer Involvement Team



further information and translations

If you are interested in getting involved with us or just want a chat to find out more please contact a member of the Customer Involvement Team by:

tel: 01274 254749 or 257755
email: involvement@incommunities.co.uk
write to: Customer Involvement Team,
The Quays, Victoria Street, Shipley BD17 7BN
visit: www.incommunities.co.uk

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321

اگر آپ کو یہ معلومات کسی دیگر شکل بشمول بڑے حروف، آڈیو / سی ڈی / ٹیپ، بریل میں یا کسی اور زبان میں ترجمہ شدہ شکل میں چاہیے تو براہ کرم 01274 254321 پر ٹیلیفون کریں۔

V prípade, že máte o túto informáciu záujem v inom formáte, vrátane veľkého písma, audio CD/kazety, Braillovho písma alebo o jej preklad do iného jazyka, kontaktujte nás prosím telefonicky na čísle 01274 254321.

چنانچہ مایلیڈ این اطلاعات را در هر قالب دیگری از جمله چاپ با حروف بزرگ، نوار/CD صوتی، حروف بریل یا بصورت ترجمہ شدہ بہ زبان دیگر دریافت کنید، لطفاً با شماره تلفن 01274 254321 تماس بگیریں۔

Jeśli chcieliby Państwo otrzymać ten dokument w innym formacie, np. dużym drukiem, jako nagranie dźwiękowe na płycie CD lub kasecie, alfabetem Braille'a lub w innym języku, prosimy zadzwonić pod numer 01274 254321.

نہگہر نارہزوو دمکہن نہم زانیاریانعمان بہہم فورمانیکی تر، لموانہ چاپی قہبارہ گہورہ، ہمشیوہی دمنگی وہک سی دی/کاسیت، یان ہمخمتی برائل یاخود وەرگنیر اینیت بؤ سہر زمانیکی تر، تکایہ تہلمفون ہکہ بؤ ژمارہ ۰۱۲۷۴ ۲۵۴۳۲۱۔

www.incommunities.co.uk

9. how to find out more

If you would like any further information on how to get involved please complete this form and the Customer Involvement Team will be in touch:

key  low level of involvement  medium level of involvement  high level of involvement

Please tick as many boxes you are interested in:

low level of involvement - 1 - 2 hours per month

- | | |
|--|---|
| <input type="checkbox"/> questionnaire | <input type="checkbox"/> consultation/focus group |
| <input type="checkbox"/> telephone/postal survey | <input type="checkbox"/> annual customer conference |
| <input type="checkbox"/> equalities forum | |

medium level of involvement - 2 - 4 hours per month

- | | |
|--|--|
| <input type="checkbox"/> tenants and residents group | <input type="checkbox"/> editorial panel |
| <input type="checkbox"/> youth forum | <input type="checkbox"/> senior voice |
| <input type="checkbox"/> block inspector | <input type="checkbox"/> green inspector |

high level of involvement - over 4 hours per month

- | | |
|---|--|
| <input type="checkbox"/> customer inspector | <input type="checkbox"/> Local Management Trust committee member |
|---|--|

your details

name:.....

address:.....
.....

telephone:.....

email:.....

**Please return this form to:
FREEPOST Incommunities
(no stamp needed)**