

customer involvement & empowerment promise



Our Customer involvement and empowerment Promise

This document sets out our Promises to customers in relation to how we involve and empower you to help improve our services.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.

Our Promises to you

- We will ensure you can get involved in improving all areas of our business in a way that suits you
- We will make involvement opportunities interactive and interesting
- We will tell you about the different ways to get involved using a variety of methods
- We will ensure that you are aware of the range of support we offer to enable you to get involved. This includes providing transport, expenses, wheelchair access, hearing loops etc
- We will listen to you and act on what matters to you
- We will tell you how your views have improved services for all our customers
- We will provide training opportunities to help you get involved in a way that suits you
- We will involve you in monitoring and scrutinising our performance



Measuring our Promises

- We will measure the effectiveness of customer involvement by conducting an annual customer involvement impact assessment and report our findings to you and Wulvern's Board
- We will carry out an annual satisfaction survey to see how satisfied you are that your views are being taken into account
- We will benchmark our services locally and nationally with similar landlords to share ideas, best practise and improve
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination

**“Wulvern support me
to get involved”**

Tenant



Value for Money

We will consider and review the three key elements to delivering value for money:

Economy:

We will keep a close eye on what it costs to provide the service

Efficiency:

We will continuously explore ways of reducing waste and improving

Effectiveness:

We will measure the impact of what we achieve

- We will maximise the use of resources and conduct regular reviews of our suppliers
- We will ensure that customers are made aware of the positive impact that their involvement has made
- We will ensure all customers have access to appropriate training. Where we can, we will deliver training in-house
- We will work with partners to deliver customer involvement activities to maximise resources

Get in touch!

We want to hear from you if you would like to get involved in helping us improve services.

If you are unable to attend meetings due to work, health or other commitments you can still get involved by post, telephone, text or e-mail.

Get involved and benefit from

- Meeting new people
- Making a difference
- Learning new skills
- Boosting your confidence
- Gaining skills and experience which may help you find a job
- Having fun!

Contact our Customer Involvement Team today!

Tel: **01270 503621** or

email: **involveme@wulvernhousing.org.uk**

or write to: **The Customer Involvement team, Wulvern, FREEPOST RLXJ-JEYU-TYZI, Electra Way, Crewe, CW1 6GW**



Make a difference!

We would love you to join us, so what are you waiting for? Below are some of the ways you can get involved. Please tick the activities you are interested in or would like more information about, then return this form to us using the freepost address below.

- Complaints panel** This panel meet once a month to look at Wulvern's complaints procedure and review how well Wulvern handle complaints and where we could improve.
- Homeworks editorial panel** This panel meet every three months to contribute to, edit and review Wulvern's magazine. It's your magazine so come along and tell us what you want to see in it!
- RISE (reviewing and improving services for everyone)** This panel meet to review and improve Wulvern by scrutinising our services. Customers are offered full training and support in this important role.
- Board membership** By becoming a Board member you will have the chance to influence decisions at the highest level of the business.
- Crystal Clear Readers** If meetings aren't your thing our Crystal Clear Readers group offers you the opportunity to get involved from the comfort of your own home. Our Crystal Clear Readers receive draft copies of all of our leaflets and magazines which they read to ensure all our publications are easy to read, understand and free from errors.
- active4age panel** This panel is made up of customers who receive our active4age community alarm. They review the service, suggest improvements and put forward articles for the 'YourCall' magazine
- Wulvern fun day** Help us plan the big event or take part on the day, either way we welcome all your ideas and suggestions.
- Focus groups** These are one off group events to discuss a particular area of our business. This may range from discussing our website to telling us what matters most to you about a particular service.

- Mystery shopping** Fancy yourself as a detective? We are looking for customers to secretly experience our services and that of other organisations to check our performance and see how we compare. Full training and support is given as well as reimbursement of any expenses incurred.
- Recruitment panel** Help us interview those applying to work at Wulvern to ensure we pick the right people for the job. We offer interview training and support to help you know what to look out for.
- The Value for Money panel** This panel meet every three months and help Wulvern ensure we provide the best Value for Money for all our customers.
- Grounds Maintenance Panel** This panel meet every three months to monitor the work of Wulvern's grounds maintenance contractor. This involves inspecting green spaces and feeding back your findings. Panel members also visit other housing associations to see how we compare with their service.

Thank you for expressing an interest in getting involved, so we can get in touch please fill in your contact details below:

Name _____

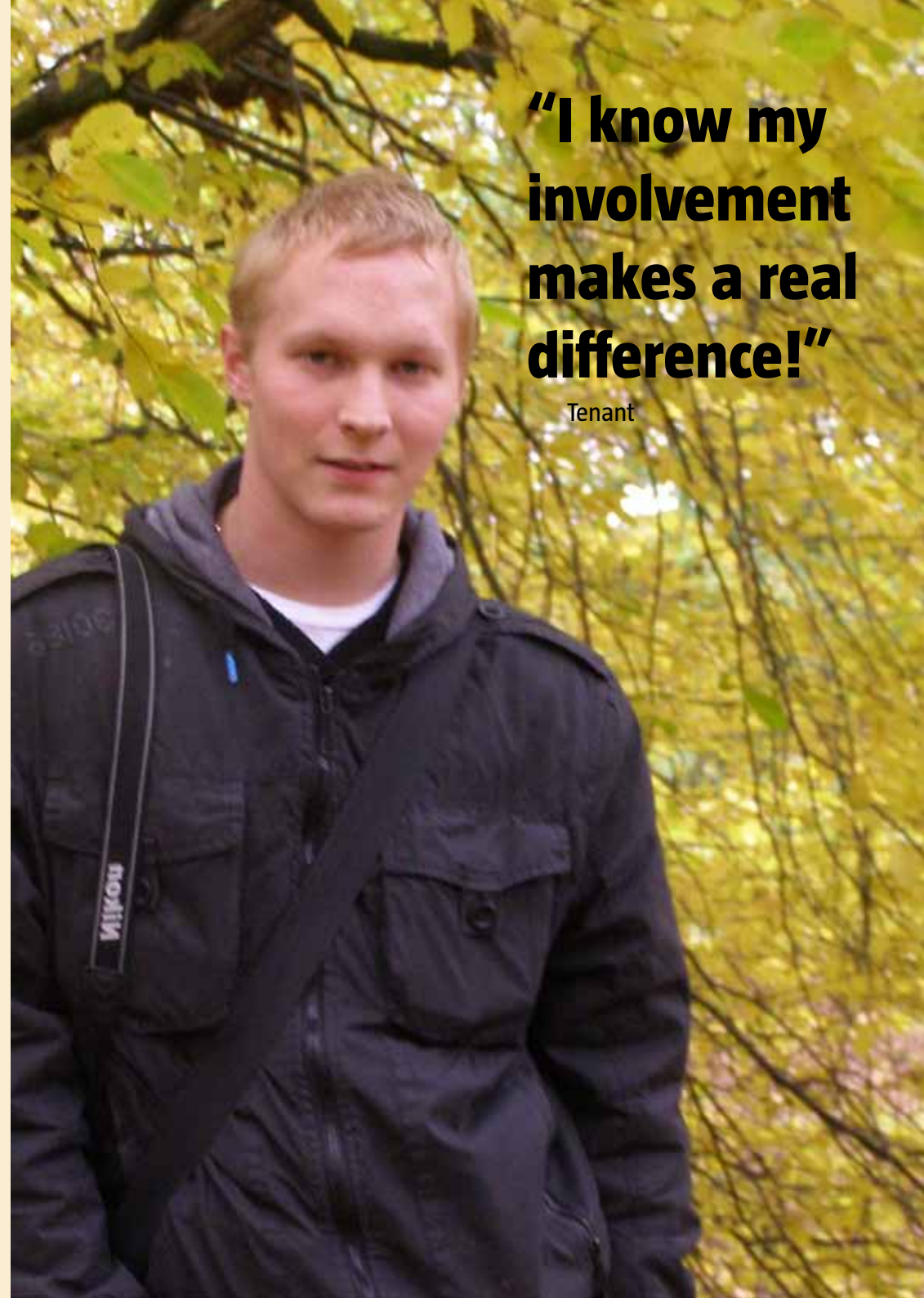
Address _____

Telephone number _____

Email address _____

How would you like us to contact you? _____

**Please return this form to Wulvern using our freepost address:
The Customer Involvement team, Wulvern, FREEPOST RLXJ-JEYU-TYZI,
Electra Way, Crewe, CW1 6GW**



“I know my involvement makes a real difference!”

Tenant



Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Office Crewe

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

Opening hours for Wulvern Office Nantwich

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقى معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

01270 506200