

Customer Involvement: Menu of Options



Get involved!!

In order to ensure our services reflect the needs of our customers, we want you to get involved in shaping the services we provide. This will include giving your opinions on issues affecting the way we deliver our services, having an influence on the future direction of Care HA, and making a real difference to the lives of our customers.

We understand that there will be factors affecting the amount of time and commitment you can give to helping us. This is why we have tried to develop a number of different options which reflect the differing needs of our customers.

Options

We have listed the options based on the amount of time it requires for our customers to get involved, with the shortest first:

Contact Us – You can contact us at any time to give us your views on a number of matters including:

- How you think we are performing;
- Where you think we may be able to improve our services;
- To report tenant / housing related issues;

There are a number of ways you can contact us which are provided at the end of this leaflet.

Submission of articles for website / newsletter – we are always interested in hearing stories from our customers which are relevant to the housing we provide and could be displayed in our newsletter or on our website. If you feel you may have ideas of stories you want to propose, please give us a call on 0845 437 7367 for a chat.

Satisfaction Surveys – we are developing a series of satisfaction surveys in order to allow us to better monitor our performance and would appreciate it if you could provide feedback both positive and negative. Surveys will include services such as repairs, ground maintenance, and housing management. By responding to these surveys you will help us to shape our services in the future.

Customer Panel – the customer panel will consist of a number of customers and customer representatives who are able to commit to attending quarterly meetings to monitor our performance against the commitments set out in our local offer. The group will also provide feedback on our efforts to improve our services and present their own ideas as to how we can improve.

Focus Groups – when we are looking to discuss new ideas or determine how we can best introduce new ways of working, we will look to consult a focus group made up of customers and their representatives so that they can provide direct feedback and new ideas. We believe customers will be able to provide valuable opinions and insight which will help us tailor our services to their needs, particular given the more specific needs of some of our customers. Focus groups will typically consist of 1-4 fortnightly meetings to discuss different aspects of the topic in question.

Get in touch!

These options are open to any customer or their friends and relatives, or the support workers providing a service in our homes. If you are interested in participating please contact us:

- By email – enquiries@careha.org.uk
- Via the 'contact us' section on our website – www.careha.org.uk
- By phone on 0845 437 7367
- By writing to us at:

Care Housing Association
Stanley Grange
Roach Road
Samlesbury
Preston
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