

INVOLVEMENT SERVICE STANDARDS

The Involvement team facilitates and co-ordinates formal involvement of customers and members. Its work is closely linked to Membership and Governance.

The following service standards outline the minimum standards that you can expect from us. Monitoring of performance against these standards will be undertaken through the mechanisms described and any underperformance discussed and actioned at the regular Involvement team meetings.

We will:

- Support our co-regulatory functions by facilitating and supporting four Continuous Improvement Groups (CIG's) with a consistent approach to presentations, reports, recommendations and monitoring through forward planning and minutes.
- Support a team of Reality Checkers to conduct mystery shopping and inspection activities. Outcomes will be reported to the relevant CIG.
- Offer a flexible approach to involvement that includes a menu of different types of activities and time commitments to enable our communities to monitor and influence the services they receive. The menu will be periodically reviewed and published on the website.
- Ensure that involvement activities are accessible to all and that we are inclusive.
- Monitor services for fairness and consider the impact of service changes on equality via the Services For All CIG.
- Publicise the ways our members, tenants and leaseholders can get involved through newsletters and information on the website.
- Develop, maintain and monitor the annual consultation plan.
- Train customers who are regularly involved in formal activity and maintain records of training delivered.

Monitoring

We will:

- Report annually on involvement satisfaction as measured in the STAR Tenant Satisfaction Survey.
- Record who attends formal involvement events.
- Record services changed as a result of resident involvement.

