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Getting involved



All you need to know →

Halton Housing Trust is committed to helping customers get involved in the management of their homes and helping customers shape the services that they receive.

The Trust recognises that not all customers will wish to be involved in the same way. Some customers will only want to be informed, others will want to be consulted, while others may wish to be actively involved in the decision-making process.

We respect all of these views. It will be down to you to decide the level and preferred way of getting involved.

How you can get involved

The Trust encourages customers to get involved at a number of different levels, these include:

- Customers getting information via our newsletters, handbook, annual report, leaflets, website or one off letters.
- Customers volunteer their views by chatting with their area team or by filling in the Enquiry, Complaints and Compliments form.
- Customers asked for their views via the Annual Customer Satisfaction Survey, Service Specific Surveys or Street Representatives.
- Customers consulted via the Customer Panel, Annual General Meeting, Annual Customer Consultation Events or Tenant and Resident Associations.
- Customers discuss, negotiate and agree decisions through the editorial panel or working groups.
- Customers are involved in joint management via Customer Services Committee, Customer Inspectors or Improvement Scheme Liaison Meetings.
- Customers choose from a set of options such as choice of improvement work fittings.
- Customers in control of decision-making through Board membership or committee membership.

If customers want to get involved and work closely with the Trust we:

- Provide a range of support to help customers with specific needs. For example we can provide childcare /carers allowance, transport, accessible venues and translating information.
- Provide starter, annual and development grants for tenant and resident associations.
- Have a designated Customer Involvement Team to support and sustain customer involvement.
- Identify and provide training for customers to develop the skills and knowledge to effectively get involved.
- Make every effort to ensure that customers have the necessary skills, information and resources to encourage effective involvement.

In return, the Trust will:

- Recognise the valuable and important contribution everyone can make to develop its services.
- Work with customers in a helpful and positive manner at an agreed pace.
- Work with customers to find solutions.
- Make a determined effort to involve all sections of the community.
- Work towards developing an increased awareness of best practice.
- Consider customer feedback which reflects local priorities and the needs of customers when reviewing or developing services.
- Give accurate and honest information so that customers can make genuine choices and take opportunities.
- Make sure customers are consulted about plans to improve their homes and environment.
- Make every effort to make sure that customers have the essential skills, information and resources to encourage effective involvement.
- Provide a suite of information leaflets which are reviewed regularly to make sure that they meet the needs of our customers.
- Support a variety of ways for customers to get involved in all aspects of the housing service.

This agreement has been developed, produced and agreed with our customers.

Recording, Monitoring and Reviewing

We want to listen carefully to everything you have to say. Trust staff will use customer involvement monitoring forms to record involvement opportunities and events. They will be collated, analysed quarterly and reported to the Senior Management Team and Customer Services Committee to show the effect of customer involvement. Findings will be shared at the Annual Customer Consultation Events.

The Customer Compact will be reviewed annually by the Customer Panel, Tenant and Resident Associations and the Customer Involvement Working Group.

Supporting documents

This leaflet provides a summary of the Trust's commitment to develop customer involvement, further details can be found in the Corporate Plan, Customer Involvement Strategy, Customer Involvement Statement and Community Funding Leaflet and also the Trust's Customer Involvement Targets. These are available on the Trust's website www.haltonhousing.org

Contact details

If you would like more information about customer involvement please tick the boxes you are interested in finding out more information about and return the tear off slip below using the freepost address or contact:

Runcorn Area Team – 0151 510 5027

Simms Cross Area Team – 0151 510 5026

Ditton Area Office – 0151 510 5025

Customer Involvement Team – 0151 510 5180

Your name:

Your address and postcode:

Your home phone number: Your email address:

Annual Customer Consultation Events

Localised events held throughout the year which provide an opportunity for staff and customers to look back on our achievements and plan for the future.

Street representatives

A spokesperson nominated by five neighbours to represent a set number of households with a mandate to provide information and put forward customers' views on policy issues.

Newsletter editorial panel

A small group of customers who work with staff to agree the content, design and layout of the quarterly customer newsletter.

Tenant and resident associations

A group of customers who live on an estate and meet regularly to take action as a group with the aim of improving the quality of life in the area.

Customer Panel

A group of customers who are consulted up to four times a year about the Trust's services and / or proposed changes to policy.

Customer inspectors

A group of specially trained customers that work with the Trust to help deliver an even better service. Inspectors study different aspects of our work to see where improvements can be made.

Working groups

A small group of customers who meet and work alongside staff on a specific project. Groups have recently worked on planning the annual customer conference and agreeing the improvement programme choices of fittings for the i.e. tiles, worktops, etc.

FREEPOST

Halton Housing Trust

Daresbury Point

Green Wood Drive

Manor Park

Runcorn

WA7 1UG

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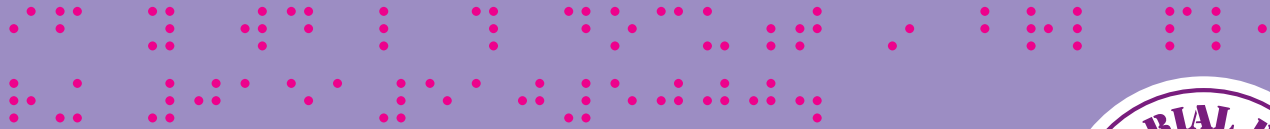
यदि आपनि এই तथ्य অন্য ভাষায় পেতে চান, তাহলে দয়া করে 0151 510 5000 নম্বরে ফোন করুন।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

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如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

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Telephone: 0151 510 5000 Fax: 0151 510 5100

email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172