

CUSTOMER ENGAGEMENT

Through listening and responding to views and feedback, the Housing Department can ensure that customers are at the heart of shaping services for the benefit of all our customers. Customer experience of services is essential for highlighting what is working well and where improvements are needed.

The Housing Engagement Strategy reflects national priorities, along with key priorities and objectives from the Council’s Corporate Plan and Housing Business Plan. The priorities and actions set out in the strategy ensure that our customers have a greater voice and can influence positive change.

A range of engagement methods are available for customers to choose from. These methods match customers’ areas of interest, the learning opportunities required and the time commitment available.

We ensure that getting involved is an enjoyable and rewarding experience. Customers are able to use and develop a range of skills through their participation that can support employment aspirations. Customers are supported by the Housing Engagement Team throughout their involvement and can access training to help them develop in their roles.



ENGAGEMENT METHODS

A good way for customers to start their involvement with Housing is by signing up to our low level engagement, which takes no more than 30 minutes and can be done from the comfort of their own home.



Housing Community Facebook Group

Join this growing group of Housing customers to:

- Share your views on Housing services
- Respond to polls, surveys, questions and more
- Share your ideas to improve services
- Get the latest Housing news

space we ask customers to complete three simple questions when requesting to join, so we can verify who they are.

It’s quick and easy to join, visit the Broxtowe Borough Council Facebook page –

@broxtoweboroughcouncil. Locate the group tab and click ‘Join Group’.



This is a closed group, just for Housing customers. To ensure it remains a safe

Housing News Bulletins

Sign up to monthly Housing News Bulletins through Email Me. Receive the latest news and information, including engagement opportunities direct to your inbox.

**2,145 PEOPLE HAVE SIGNED UP TO HOUSING NEWS BULLETINS TO RECEIVE THE LATEST NEWS FROM HOUSING. HAVE YOU?
WWW.BROXTOWE.GOV.UK/EMAILME**

Your Voice, Your Views

Complete our online form to join 1,155 customers who have signed up to tell us how they want to have a say in service improvements. By letting us know what service areas you are interested in and how you want to be involved, you will receive information about engagement opportunities tailored for you.

www.broxtowe.gov.uk/getinvolved



However, if you have a bit more time to spare and are looking for more active engagement methods, there are medium level opportunities, taking between 30 minutes to an hour.



Neighbourhood Champions

Tenants are supported to act as a link between their community and the Housing teams, providing feedback on how services can be improved.

Service Inspectors

Housing customers are supported to inspect services and ensure standards are being achieved. Currently this is for the Independent Living Cleaning Service, but will be extended into other service areas.

Social Activity Groups

Independent Living tenants who manage social funds and organise activities for the benefit of all tenants at their schemes.



Alternatively, if you're looking for something at a higher level that involves over an hour of your time on a regular basis, here are some opportunities.



Resident Involvement Group

Housing customers meet monthly and work with officers to support delivery of Housing Engagement and consider service improvements. They look at a range of information, such as performance information and recommendations from Task and Finish Groups.

Task and Finish Groups

Undertake scrutiny reviews of a service and make recommendations for improvements. The groups meet a maximum of six times to complete the scrutiny exercise and are able to get involved in further activities to inform the review, such as site visits and mystery shopping.

For more information about all our engagement opportunities visit www.broxtowe.gov.uk/housingengagement, or contact the Housing Engagement Team at housingengagement@broxtowe.gov.uk or call 0115 917 7777.