

# Customer Engagement Menu of Involvement



**Choose how you'd like to be involved!**

This is your opportunity to play a part in helping us improve and shape our services to you, now and into the future.

## Lots of ways to be involved

We want as many of our customers as possible to be involved to make sure we are providing the right services to you. We want to make getting involved easy and flexible, so we created a Menu of Involvement which sets out the different options for you.

We know some people have more time available than others, so we have designed a range of options for everyone, whether that's through our more formal groups, online groups or in your neighbourhood.

Each option requires different levels of commitment and a different opportunity to influence the decisions we make to improve our service to you.

By getting involved in whatever option best suits your lifestyle, there is also a chance to learn more and develop new skills at the same time.

## Our promise to you

We will make being involved accessible and easy

We will provide a range of ways to be involved

We will involve customers in service areas that relate directly to you

We will provide opportunities for you to hold us to account when it comes to our performance

We will show the impact that your involvement has had on the design of our services to you

## What's in it for me?

By being involved you can:

- 👍 Create a better sense of community
- 👍 Improve services and neighbourhoods
- 👍 Arrange with Clanmil staff social activities and community events
- 👍 Meet like-minded people, make new friends and have fun
- 👍 Develop new skills and learn more about the business of Clanmil



## We will support you

**We provide:**

- transport costs to and from meetings
- a contribution to childcare costs
- a contribution to carer costs
- training and digital support
- a variety of times and venues for meetings



## How do I get involved?

Check out the engagement options on page 3 and tick the option/s you are interested in and could commit time to and complete the form on page 4.

# Menu Of Involvement

## Ways to be involved where you live

There are a number of ways you can get involved, depending on what you're interested in and how much time you can spare.

To give you an idea of the time involved with each option, count the number of clocks.

1 clock: be involved when you want to be or take part in an activity once or twice a year.

2 clocks: regular meetings with regular involvement with Clanmil team.

3 clocks: Lead involvement. More time and commitment needed from you.

| The options   | What's involved  | Your commitment   | Count me in! (Tick here) |
|---|--|---|--------------------------|
| <b>Reader Panel</b><br>Online                                     | Write and review articles for the Together magazine and review relevant customer policies and leaflets   |    |                          |
| <b>Service Improvement Panel (SIP)</b><br>Online and face-to-face | Consider services and business areas to review, provide ideas for improvement and influence change. Training will be provided  |    |                          |
| <b>Local Engagement Forums (LEF's)</b><br>Online and face-to-face | These area groups will discuss housing issues relevant to their region. Work closely with staff, engaging, listening and taking action and be involved in organising and delivering community events |    |                          |
| <b>Mystery Shopping</b><br>Online and face-to-face                | Test our service to make sure we're doing exactly what we promise to do. Training will be provided   |  |                          |
| <b>Estate Walkabouts</b><br>Face-to-face                          | Open to all customers. Have your say about the external areas within your neighbourhood and raise any concerns.  |  |                          |
| <b>Tenants Associations</b>                                       | Become a member of your local group and support and improve your community. We can help with set up and support you to apply for funding.  |  |                          |
| <b>Consumer Panel</b>   | Provide valuable feedback to Clanmil by participating in telephone, text or email surveys.   |  |                          |

# Extra ways to get involved

## Customer Council

Customers are elected to this group from their Local Engagement Forum where they will represent their LEF. The Council acts as a consultative panel to Clanmil on all housing related matters and are in a position to influence decisions that affect other customers. The maximum number of members is 14.

## Clanmil In Bloom

This is our annual event that focuses on our green-fingered customers. We would love more of our customers to get involved in our annual gardening competition and awards day. Keep an eye out for the posters that go up in schemes each spring time and on our social media and website.

## Customer Conference

Every two years we hold a Customer Conference. We would like to see more customers coming along to this event. This event is promoted at our schemes, on our social media and website.

**Name:**

**Address:**

**Home Tel. No:**

**Mobile No.:**

**Email Address:**

**Preferred method of contact (please tick):**

Phone

Email

Text/SMS

Post

**Any special requests:**

Simply tick the option(s) you are interested in and return your completed form to any Clanmil office or member of our team, or freepost to:

**PRIVATE & CONFIDENTIAL, CLANMIL HOUSING ASSOCIATION, FREEPOST BEL 3106, BELFAST, BT1 2BR.**

You can also take a photograph of your completed form and email to [customer.engagement@clanmil.org.uk](mailto:customer.engagement@clanmil.org.uk)

OR simply scan the QR code to complete the online form.

