

Listening and acting on customer feedback



Customer involvement
and engagement plan
September 2022



Cheltenham
Borough
Homes

Introduction

“ I am pleased to share our customer involvement and engagement plan with you. It explains how we will support customers to lead our involvement and engagement work.

At CBH we're passionate about putting people first, treating them well, and making a positive difference to their lives by supplying safe and secure homes, supporting strong and vibrant communities, and inspiring people to overcome challenge and realise opportunities.

Delivering services in a neighbourly way that are held in high regard is important to us. Your views have a big impact on what we do and how we do it. We value how you feel and want to make it as easy as possible for you to tell us your experiences.

Our work in our communities will be led by customers and communities, ensuring our commitment contributes in a sustainable way, meaning customers feel connected and part of the community.

Thank you for continuing to help us support you, and the communities you live in to make Cheltenham an even better place to live. ”

Caroline Walker, Head of Community Services, Cheltenham Borough Homes





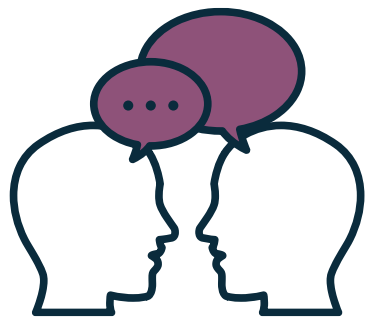
We will keep you informed and act on what you tell us

Customers have told us they want to be involved in different ways with CBH. Some customers want to be kept informed about what is happening and reassured about the things that matter to them. Others want to be more involved and influence how their community, or CBH is run.

However you want to be involved we will support you to shape and influence the quality of your home, community and the service you receive from every contact you have with us. Whether you are happy or dissapointed we want to learn from your experience and improve that experience where we can.



MyCBH, our online portal allows you access the information you need when you want it. We will continue to check how happy you are using the portal and by letting us know your thoughts you will influence how we develop it in the future and what information is available.



You have told us you like to communicate, engage, and share your views in different ways. We already use Facebook Live for online community events and will continue to develop our **digital engagement**, as you have asked us to.





Each customer experience is unique. From time to time we will check with you 'how well did we do today?' We change the way we work based on what you say, so what you tell us makes the service you receive improve for you and other customers. As an example, in the last three months you told us your repairs were taking too long to complete. So, we made changes to our systems to increase our efficiency and increased the number of colleagues carrying out repairs.

“ I just think they are very good with their repairs and they are good with their timings, all the staff are very nice over the phone ”



It is important we really listen to you. We run quarterly customer satisfaction phone surveys to find out about your feelings and experiences. These surveys are based on tenant satisfaction measures - a standard set of questions, set out by the Regulator for Social Housing. Once we know what you've said we contact every customer who is unhappy so we can understand more about 'why' and take action to make things better. What you tell us means we know where we need to improve and because we ask every three months we can respond quickly to what you say. We will be extending this survey to leaseholders to influence how services are run.

“ They are excellent. I like the personal approach. Everything is so automated these days. It is really lovely to have such kind and helpful staff that actually talk to you ”



You missed social events in our sheltered schemes during the pandemic, so we restarted these with coffee mornings, afternoon teas and other activities



Repairs to your homes were taking longer than normal, so we reallocated resources and introduced a new process to speed up getting materials. This reduced the number of trips we make – saving time and lowering our carbon footprint. We save time, reduce our impact on the environment, and get the job done quicker.



Every time you compliment us or make a complaint it helps us understand how we are doing.

Our colleagues challenge each other about what we can learn from your experience. Tenants on the Tenant Scrutiny Improvement Panel (TSIP) support us by reviewing the learning and decisions we have made. For example, recently, the panel have been heavily involved in customer engagement to make sure there are a range of opportunities for you to have your say and be involved in improving the services you receive. Working in close partnership with our colleagues and Board Members has been vital in helping us better understand how we are performing and making sure we are providing you with a variety of ways to have your voice heard.



We will continue to use anonymised data, such as how often you contact us, to help us know if we are doing the right things to support you, so our services are proactive. For example, if we see the number of anti social behaviour reports increase in your area we will take more action. We also use data to check if customers from under represented groups have access to services that meet their needs. This helps us check that they are happy with the service they receive and also provides them with an opportunity to tell us how they are feeling.



We will support you in your community



We share the same passion as you for safe and happy communities. If you have an idea about something you want to do in your community we would like to support you to get a community group, activity or project up and running. We know the difference supporting individuals and groups makes, feeling part of the place in which you live and enabling changes in your neighbourhood that matter to you. We will do more to support community groups to form and will help in different ways to gain support from partners, access funding, provide training and advice.

An example includes teaming up with local partners and with the Monkscroft Action Group to help create a vibrant and inclusive community

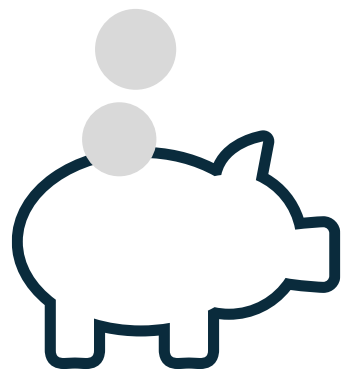
“ We have worked with CBH, Hesters Way Neighbourhood Project, Ubico, Adult Education in Gloucestershire and other organisations and have managed to improve where we live ”

We will continue to support people into training and employment. The wellbeing of our customers is our top priority; we are providing vulnerable families with the support they need through the Adverse Childhood Experiences project and also working closely with local partners to help re-settled families, and those who are faced with homelessness and domestic abuse, making sure people get the help they need to feel safe and secure.



Through community plans we address the important things to you, create togetherness and take advantage of a collective approach. We'll ask you to tell us what it is like living where you do and what needs to change. For example, you may consider anti social behaviour, area improvements, job creation or family play space are a priority. We will also use public census data to tell us about the area in which you live. We will work collectively with you and partners.

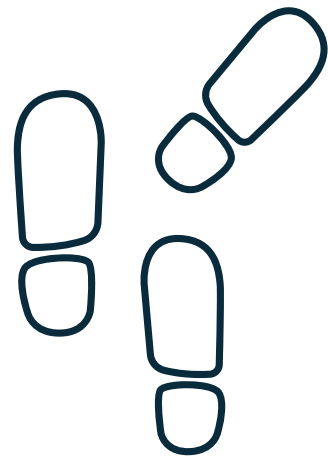
“ Thank you to the CBH team and the Gloucestershire Police officers who worked so hard to make our neighbourhood safe and peaceful again. I have had the best weekends sleep in years... ”



We will set up a neighbourhood fund through partners, contractors and suppliers. Their contribution could be funding, training, new initiatives or volunteering days in your neighbourhood. You will be able to influence how the neighbourhood fund is used as you know how best to benefit from the funding and initiatives available.



We will continue supporting community events for you to join and provide services for young people, disabled people, the community health and wellbeing hubs and under represented groups.

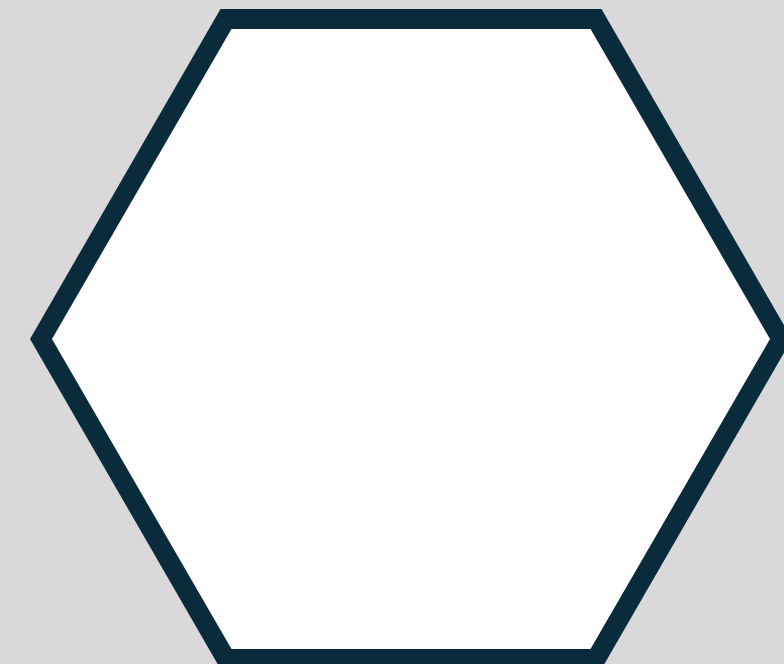


When you see us in your neighbourhood carrying out visits and estate walkabouts tell us how things are. Let us know what's going on in your neighbourhood and we will take action to address any concerns.



You have told us finding a job, or taking the first step into training can be hard. We recognise building relationships takes time and support looks and feels different for each person. We offer support to develop your confidence, skills and experience and to help you into work, education, training or volunteering. We will continue our work with partners so opportunities are available to you.

“ The help and support I have got from the Employment Initiatives Service has been amazing, they have been very supportive, and the service I received has been fantastic, thank you both ”



How you can shape, influence and scrutinise the quality of your home, community and service you receive



You know best what you need. The Shaping Services group meets every 3 months and have been key in influencing the improvements to the repairs service. We asked what great communication looked like and for their ideas for an excellent repairs service. From these suggestions we are working on improvements including automated text messaging.



A home needs to provide safety, security and dignity, customers need a safe place to call home. The Shaping Homes is a new group that will meet every three months. The lessons learnt from the tragedy at Grenfell Tower, London, in 2017 have influenced the way every landlord approaches building safety. It is critical you are able to share your views and raise important issues about building safety. Your involvement in this group will make a difference to spending priorities enabling us to invest in the right things, determine how work in homes is carried out, influence planned works so they meet your needs and set the standard for work by contractors.



Edwin, TSIP Chair

“ I went to a few meetings and it seemed a worthwhile use of my time. I was voted in as a full member shortly afterwards. The scrutiny work gives us an insight into how CBH works as an organisation and how it achieves its goals as a housing provider. Membership of TSIP is an opportunity to influence this ”

The Tenant Scrutiny Improvement Panel meets face to face and digitally every 3 months to review and challenge services and standards. The panel choose which areas to review. For example, they may review repairs, or the letting of homes based on how well the services are performing. Any recommendations from the reviews are shared with CBH Board. The panel monitor all complaints and the learning and decisions made are reviewed by panel members. The panel is also involved in the decision making for the most serious complaints.

We care about your engagement



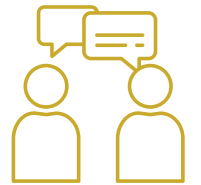
We will increase awareness of the lived experience of under represented groups and those who could be discriminated against, making sure they have access to the services that meet their needs and that they are happy with that service.



We will support our community groups to share their knowledge, skills and best practice regionally and nationally and support opportunities for them to get together with others.



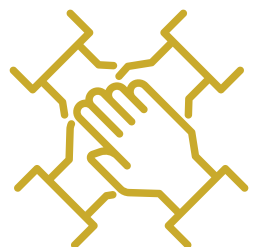
We care about the quality of involvement and engagement our customers have and want this to be excellent. We will check our activities against a nationally recognised standard. We will become accredited by TPAS, Englands leading tenant engagement experts.



Our customers will benefit from nationally recognised advice, events, guidance and on line resources securing and supporting the future of customer involvement in Cheltenham.



Our annual community awards event will recognise individuals and groups for their personal success and those who make a difference in Cheltenham's neighbourhoods, celebrating the achievements of customers, partners and our colleagues.



We will continue adopting the Together with Tenants charter, a national initiative focussed on strengthening the relationship between residents and housing landlords. The charter supports boards to be accountable to their residents, is designed to ensure all residents know what they can expect from their landlord enabling residents to have a stronger role in holding their landlord to account.



Final words

“ Thank you for taking the time to look through our customer involvement and engagement plan. At CBH we are committed to listening and acting to improve services.

Having a safe and secure place to call home is important to both you and us which is why we're embracing technology to help us carry out more repairs every day. We're passionate about creating stronger and safer neighbourhoods, reducing isolation and working with local partners to deliver opportunities for learning and to bring people together.

In partnership with Cheltenham Borough Council, we continue to have an impact, focusing on health and wellbeing, education, training and skills, community safety and respond positively to the challenges of climate emergency to help make Cheltenham an even better place.

I would like to take this opportunity to say thank you to everyone who has taken the time to share feedback through our surveys or calls. At CBH your voice matters and changes the way we do things. ”

Steve Slater, Chief Executive of Cheltenham Borough Homes



Get involved and share your thoughts in person or digitally

You can get in touch with us via



MyCBH
portal.cbh.org



Email
tbc



Telephone
0800 408 0000

Find out more about what we do

www.cbh.org

