

Irwell Valley Homes Customer Engagement Framework - how it all fits together

- Mint – Formal governance
- Teal – Customer group
- Pink – In community engagement
- Blue – Direct engagement

Name	Description	Nature of engagement	Relevant regulatory standard
Customer board member	Our work is overseen by a Board of Management. They agree and set our priorities and monitor our performance, finances, and risks to ensure we meet our regulatory requirements and operate effectively. Customer board members use their voices at the highest level of our organisation.	Oversight and influence as part of formal governance structure	All Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard; Neighbourhood and Community Standard and Tenancy Standard. Financial Viability Standard Governance Standard.
Customer Committee	The Customer Committee supports the Board of Management and Executive Team in providing homes and services which meet the requirements of the Regulator of Social Housing's Consumer Standards. The committee monitors the delivery and impact of our customer-facing strategies and how well we are serving the people who live in our homes and communities.	Oversight and influence as part of formal governance structure	All Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard; Neighbourhood and Community Standard and Tenancy Standard. Financial Viability Standard Governance Standard

Resident Scrutiny Panel (RSP)	The RSP is a team of customers who review our services and make recommendations for how we can improve. Their recommendations are reviewed and monitored by the Audit and Risk Committee and reported to Customer Committee and Board of Management.	Scrutiny and influence	All Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard; Neighbourhood and Community Standard and Tenancy Standard. Governance Standard
Building Safety Group	The group is made up of customers living in our high-rise buildings. They work with our building safety team to provide feedback and input on safety measures, advice and communication.	Feedback and influence	Safety and Quality Standard. Transparency, Influence and Accountability Standard.
Irwell Valley Foundation Group	This group of customers decides how we invest funds from the Irwell Valley Foundation. The money is used to support customers' personal development, plus projects and initiatives that benefit the communities we serve.	Influence and decision-making	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.
Communal living group	This will be launched in 2026 with customers who live in a building with shared spaces. We know satisfaction rates from this group of customers is lower, and we want to use the group's insight to make the improvements that matter most in these areas.	Feedback and influence	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.
Complaints review group	This has been launched in 2026 to provide independent customer scrutiny and assurance over how we handle complaints and learn from them to improve.	Scrutiny and influence	Transparency, Influence and Accountability Standard.

Communications group	We want our communications to be professional, friendly and easy to understand – representative of our customers and giving them everything they need to know. Our Communications Group help us with this by reviewing the communications we produce and providing feedback and ideas.	Feedback and influence	Transparency, Influence and Accountability Standard.
Policy review group	This group provides feedback about services or policies which we are developing, ensuring they are accessible and fair to everyone, and highlighting any areas we might not have considered. This is vital to us understanding the impact they may have.	Feedback and influence	Transparency, Influence and Accountability Standard.
Greater Manchester Housing Providers (GMHP) engagement opportunities	Irwell Valley Homes is one of 27 members of Greater Manchester Housing Providers, a regional network of social landlords working across the region. There is a Customer Voice working group who organise joint engagement opportunities which bring customers from different social landlords together to share experiences and drive regional innovation and improvement.	Feedback, influence and decision-making	Transparency, Influence and Accountability Standard.
Neighbourhood inspection programme	Our Housing Officers organise inspections of the areas they manage every three months and customers are invited to join them. This is a chance to pick up any neighbourhood or tenancy issues which need to be addressed and to discuss ideas for how services can be improved. After each inspection, we issue a community newsletter updating customers on what we found and next steps.	Scrutiny and influence	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.

Community drop-in programme	Our Housing Officers hold drop-in sessions at different community buildings each month where customers can call by to discuss any issues; request support and provide feedback on their home and services.	Feedback	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.
Community engagement	Our community outreach programme includes activities like door-knocks, coffee mornings, employment events and events with other partners. These in-community events allow us to meet customers where they are to listen to feedback around specific issues, services or projects.	Feedback and influence	Transparency, Influence and Accountability Standard.
Community Connectors	Our Community Connectors will be our eyes and ears on the ground ensuring we respond to the needs and priorities of the different neighbourhoods we serve. They will work with our Housing Officers and Customer Engagement Lead to provide feedback and insight and help to decide on projects to support through our Irwell Valley Foundation. We are recruiting for these roles in 2026.	Feedback, influence and decision-making	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.
Tenant Satisfaction Measures (TSM)	The TSM survey is a national perception survey which measures customer satisfaction across core services. We complete this over the phone, via a survey link and in person.	Feedback	All Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard; Neighbourhood and Community Standard and Tenancy Standard. Financial Viability Standard Governance Standard.

Customer experience surveys	Short online surveys are sent to customers via text message when they have received a service such as a repair or reporting ASB, asking them to rate their experience.	Feedback	All Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard; Neighbourhood and Community Standard and Tenancy Standard.
Surveys	These are ad-hoc surveys and consultations issued via email or text message or completed face to face exploring a specific subject, issue or service – both new and existing.	Feedback	Transparency, Influence and Accountability Standard
Rate my gardener and cleaner	Surveys asking for feedback about the standard of cleaning and grounds maintenance services, with the results shared with contractors for action and improvement.	Feedback	Neighbourhood and Community Standard. Transparency, Influence and Accountability Standard.
Social media	This can include polls shared on our own channels, as well as monitoring and responding to feedback shared via local social media groups.	Feedback	Transparency, Influence and Accountability Standard.