



involving you

We want to provide fantastic services for customers and would like your help!

We want to hear your thoughts on our services, your homes and your neighbourhoods. This will help us to develop and deliver the best possible services for you.

There are loads of good reasons to get involved! You can make a big difference to what we do and the way we do it – making things better for customers!

You will also gain experience and skills that could help you into work or access training. It's also a great way to meet new people and make friends!

We will support you to get involved, however you choose to do it. For example, we will pay for transport if you are attending a meeting, pay for childcare if you need it, and we will reward you with vouchers.

Just let us know how we can help.

We offer lots of opportunities to get involved! You may want to be involved regularly, or just from time-to-time. Either from the comfort of your home, or by attending meetings and events.

Below are all of the ways you can get involved and make a difference. If you are interested we would love to tell you more. Please email involve@irwellvalley.co.uk or call 0300 561 1111.

How to get involved	What's this?	What's involved?	Commitment
Become a Customer Board Member	Our Board is a team of people who set our priorities and oversee the work we do. The Board includes two customer members. All Board members get paid for being on our Board. This starts at £5,500 per year.	Preparing for meetings by reading and commenting on reports.	High: at least one day per month.
Join our Resident Scrutiny Panel	A team of customers who review our services and make recommendations for how we can improve. The recommendations go to the Audit Committee which is a subcommittee of the Board.	Attending regular evening meetings and giving your thoughts. Carrying out activities between meetings such as reading policies and customer surveys.	High: half a day per month.
Join our Special Focus Group	A group of customers who provide feedback about any changes to our service or policies we are planning.	Attending meetings and giving your thoughts and feedback.	Medium: half a day, four times a year.



how you'll benefit!

To say thank you for your time, we will give you shopping vouchers that can be used at a wide range of shops. Every mystery shop experience will earn you a £10 voucher and the complaints meetings and surveys will earn you a £20 voucher*.

How to get involved	What's this?	What's involved?	Commitment
Become a Mystery Shopper	This is simply providing feedback to us after any contact you have with us. Such as a repair, a visit from your neighbourhood manager or calling us.	Accessing our services and completing the feedback form on our website.	Flexible: approximately 30 minutes each time you provide feedback.
Become a Customer Auditor	Customer Auditors help the Resident Scrutiny Panel to collect information about the quality of our services. They also speak to new customers about their experience of moving into their homes.	Carrying out inspections and surveys either in person or over the telephone. Attending meetings.	Medium: half a day every two to three months.
Join our Customer Complaints Group	Our customer complaints group help us to monitor how we deal with complaints to help us provide a better service for our customers.	Reviewing how we have dealt with any complaints as well as making suggestions on how we can improve on things going forward. Attending meetings.	Medium: Evening meeting four times a year.
Join our Independent and Community Living and Supported Housing Groups	Customers who live in our homes for older people and supported homes have the opportunity to comment on the support services they receive at regular residents meetings and events.	Attending meetings in the communal sitting room.	Flexible: customers can attend meetings as often as they wish.
Join the Irwell Valley Foundation Panel	Any customer or community group can apply for funding from the Irwell Valley Foundation. The panel consider these applications and decide which we support.	Attending regular meetings.	High: half a day, once a month.



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Attend community events	We hold events in the local community throughout the year.	Attending fun and informative events in your neighbourhoods and providing feedback.	Flexible: customers can attend as often as they wish.
Join a Focus Group	Small groups of customers who meet together to provide feedback about our services and recommend improvements.	Attend occasional meetings at a venue in your neighbourhood.	Flexible: customers can attend focus groups as often as they wish.
Take part in surveys	We regularly carry out surveys with customers to ask them about the services they have received. This may be online, by telephone, email, text or face-to-face.	You can complete a survey online, by telephone, email or text.	Flexible: customers can complete surveys at any time from the comfort of their homes. It only takes a couple of minutes.
Comment on Social Media	You can comment, make suggestions and share our posts on our Facebook, Twitter and Instagram pages. We also use social media to ask for customers opinions, make them aware of things that are going on in their neighbourhood and our services.	Following us on social media and engaging with us Facebook Twitter Instagram	Flexible: customers can post comments any time.
Join the Be Heard Facebook Group	Our Facebook group is a closed group where you can policies, take part in polls or simply give your view on a service.	Engaging with us on our Facebook Group.	Flexible: customers can engage with us anytime.

equality, diversity and inclusion

We believe everyone should be treated fairly with dignity and respect. We have an equality, diversity and inclusion **framework**, which aims to eliminate discrimination and promote equality. Please contact us on **0300 561 1111** if you would like a copy.

