

CHS GROUP Service Standard on Customer Involvement in General Housing, Sheltered and Extra Care, and Community Support Services

Our experience is that the best quality services, outcomes, and lasting benefit is created by working with customers. By harnessing your capacity, knowledge and creativity, we are able to achieve more by working together effectively. We want to enable you to get involved with CHS to the level you want to and make the most of your skills and experience.

Our commitments	Our target	How we will monitor this	Where performance will be reported	Who is responsible for monitoring
<p>So that everyone has the chance to contribute, we will:</p> <ul style="list-style-type: none"> • pay for all reasonable costs e.g. travel, childcare, pet care, phone and internet charges, stationary costs. • provide a range of ways for you to get involved. <p>We can also provide loan of laptops and advice around ICT.</p>	<p>Active customers satisfied with level of support from CHS</p> <p>Customer Committee satisfied with range of opportunities to get involved</p>	<p>Annual feedback from active customers</p> <p>Annual check with Committee</p>	<p>Operations Committee</p>	<p>Head of Community Investment</p>
<p>So that everyone feels able to perform their roles well, we will provide training and mentoring opportunities</p>	<p>Induction for all new Customer Committee members and active customers</p> <p>Quarterly bulletin advertising opportunities</p>	<p>Register of number of people taking up opportunities</p>	<p>Annual report to Operations Committee</p>	<p>Customer Involvement Officer</p>

So that we make the most of your insights as customers we will support a group of customers to scrutinise our services and recruit tenants to CHS' Board	Scrutiny Panel satisfied with level of support from CHS 2 Tenant Board members	Annual feedback from Panel	Annual report to Operations Committee	Head of Community Investment
We will provide opportunities for customers to earn Time Credits through customer involvement activities		Quarterly monitoring	Internally on a quarterly basis; annually to Customer Committee	Customer Involvement Officer
We will publish an annual report which we will produce in partnership with customers	Communications Group satisfied with level of involvement with report	Annual feedback from Group	Annual report to Operations Committee	Community Services Director