

# Resident Involvement and Empowerment Offer

Our offer on involving you in our services



August 2011

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## Our offer on involving you in our services

We are committed to involving customers in developing and improving our services – by listening to you, by asking for feedback, by understanding what you want, and by going that extra mile to provide quality services. We believe that our services can only improve if you are involved in making decisions about them.

Our new resident involvement and empowerment offer will mean that our involvement services will meet the outlined standard. This standard takes into account different needs and recognises that some people need extra help to use our services.

Our new resident involvement and empowerment offer tells you the standard of service that you can expect from us as a Spire Homes tenant.

We have listened and set the new resident involvement and empowerment offer to reflect your needs and expectations, we will also make sure you have the opportunity to help us monitor and review the resident involvement and empowerment offer. This will help us to provide a standard that ensures your experiences meet your needs and expectations and improves over time.



# Our offers to you

## Offer 1: Involvement and empowerment

We will:

- Provide a variety of different ways for you to get involved as much or little as you want, ranging from activities that can be done from the comfort of your own home to attending regular meetings.
- Give you the opportunity to be fully involved in reviewing our services and policies.
- Repay expenses (such as transport or child care costs) so you can attend meetings.
- Follow our 'Madge Standard'\* ensuring the information we provide to you is tenant-friendly.
- Let you know how we are performing every 12 months.
- Tell you how your involvement has made a difference and improved our services.
- Hold training sessions to help you develop your knowledge and skills.
- Provide support so that everyone feels able to be involved.
- Support residents that want to set up a local group to help improve their neighbourhood.
- Review our Resident Involvement Strategy with you, which sets out our aims.
- Ensure all staff actively involve residents in their work.
- Give you the opportunity to earn rewards by being a member of the My Viewpoint Club.

**\* Our 'Madge Standard' is a guide for staff that was written by tenants to make sure the information we provide you is clear, concise and easy to read.**

## Offer 2: Customer service

We will:

- Ensure that we listen to you so we have a clear understanding of your needs.
- Answer your calls within 25 seconds (once you have selected your option).
- Answer your calls in a professional, friendly and polite way and give you our name.
- Respect your privacy and ask if you would like to use a private interview room.
- Ensure our reception is clean, tidy, child friendly and easily accessible to everyone.
- Visit you within 5 working days of you asking us to and at a time that is convenient to you.
- Show you our photo identity badge when we meet you.
- Acknowledge your letter within 3 working days and give a full response within 10 working days.
- Acknowledge your text or email within 3 working days and give a full response within 10 working days
- Ensure that staff are fully trained and knowledgeable about the services we provide.
- Offer a low cost telephone number for you to phone us on.
- Aim to resolve your enquiry there and then. If we cannot do this we will arrange for an appropriate person to phone you back the next working day with an answer.
- Always have an out of hours emergency telephone service (24 hours, 7 days a week).
- Offer a full range of leaflets about us and other agencies we work with.
- Help you fill in forms.
- Ensure there is easy access to language line if you need to speak to us in a language that is not English.
- Advertise our hearing loop system to help people with hearing difficulties.
- In an emergency visit you on the same day.
- Arrive on time or let you know if we are going to be late due to unavoidable reasons.

## Offer 3: Complaints

We will:

- Acknowledge your complaint within 3 working days and give a full response within 10 working days.
- Make complaint forms readily accessible, including on-line, as well as taking your details over the phone, by email, text or in person.
- Keep confidentiality at all times.
- Help anyone who needs assistance to make a complaint.
- Tell you how you can appeal if you are not satisfied with our response to your complaint.
- Fully explain our complaints service (covering the different stages and options available).
- Listen carefully to your concerns, apologise and put things right as soon as possible.
- Discuss with you what we will do to put things right and when we will do this.
- Respond positively and learn from what you have told us.
- Send a survey to everyone who has made a complaint to get your feedback.
- Make sure the service you receive in the future is not affected.

## **Offer 4: Understanding and responding to your needs**

We will:

- Use the information we have about you to adjust our services to meet your needs and choice.
- Show respect, sensitivity and understanding to you and in respect of your personal needs and choices.
- Hold training sessions to help you develop your knowledge and skills.
- Provide support so that everyone feels able to be involved.
- Provide information in larger print, Braille, on audio, or in another language.
- Provide translation and interpretation services free of charge.
- Ensure venues used have the required facilities meeting.
- Keep our records up to date so we are aware of your needs.

## **Offer 5: Monitoring and review**

We will:

- Publish the key results of our performance in our annual report and on our website.
- Use the information we receive from you about our services to help us maintain and review them.
- Publish information of any service improvements we have made in newsletters, website and annual report.
- Review this offer with you every 12 months.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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