



Your voice matters!



Look inside to find out how!



Customer
Involvement
Guide



Customers are at the heart of everything we do.

Your voice directly influences our decisions and improves our services.

To say thank you, we offer rewards to involved customers too.

There are so many ways to get involved and have your say — whether you have a spare 10 minutes or can commit to regular meetings.

This guide explains each option so you can find the right one for you.



Read our
Customer Voice
Strategy



Scan the QR code

Why get involved?

- Share your ideas and opinions
- Help improve services and make positive changes
- Help us understand what matters most to you and your community
- Learn new skills and meet new people!

Rewards

For getting involved include



- **£10 voucher** for attending each Service Influence Group meeting
 - **£50 voucher** (×3) prize draw to Armchair group for completing surveys
 - **£40 voucher** to Tenant Scrutiny Panel for each review completed
 - **£10 voucher** to Friends of Scrutiny for each review completed
 - A celebration event with **free meal** and activities
 - Training and certificates, and free access to TPAS online resources
- and more!**

For details about our incentives visit our website




SCAN THE QR CODE

All vouchers are Love2Shop vouchers

Get involved Join a group

→ **Board and Committee** — Occasionally we'll have positions available on our Board and Committees. These represent the tenant voice at the highest levels at Southway. Members work with our leaders to shape services, set goals and hold us accountable. These are paid roles. Tenants with the right skills will go through a recruitment process including an interview.

 2 days per month


→ **Tenant Scrutiny Panel** — Look in detail at how services work, how much value they add and if they need to change. You'll use data (including tenant satisfaction) to make recommendations to improve.

 2-3 hours, every fortnight* *During a service review


→ **Friends of Scrutiny** — Support the Scrutiny Panel by giving feedback online.

 1-2 hours per month

→ **Customer Voice Strategy Panel** — You'll monitor the progress Southway is making on the Customer Voice Strategy and action plan. You'll also help to set future priorities.


 2-3 hours, four times a year

→ **Beautiful South Fund Panel** — Review applications to the Beautiful South Fund (a fund for community projects that bring people together) and decide which ideas receive funding.

 2 hours, six times a year

→ **Service Influence Groups (SIGs)** — These groups focus on specific service areas to review strategies and policies, discuss current issues and suggest improvement actions:


- Homes in Focus
- Customer Access
- Repairs
- Complaints
- Neighbourhoods and Tenancy

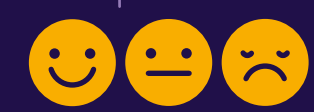
 2 hours, 2-4 times a year

→ **Armchair Group** — Too busy or can't attend meetings, this group is for you! Complete online surveys as much as or as little as you like and make a difference from the comfort of your home.

 You decide!

→ **Mystery Shopping** — Test our services by making calls and visits to the reception, and make sure our customers are getting the best service.

 Estimated 1 hour, 3-4 times a year





Tell us what you think

Surveys

Whether it's completing a quick Service Satisfaction Survey after a service is completed or filling in one of the consultations and surveys we send out throughout the year, your valuable feedback helps us know how we're doing.

Our Online feedback form is always open



Chat to us

If you prefer a face-to-face conversation, there are lots of chances to share your feedback with us.

Pop into our weekly Cosy Mondays get-togethers, enjoy our annual Family Fun Days or come along to one of our Estate Walkabouts/Housing Surgeries. We'd love to see you and hear your views.

Cosy Mondays

Every Monday, 10am-12noon

Southway Housing, 729 Princess Road, Manchester M20 2LT

Welcoming, social space where you can share feedback, take part in activities or simply enjoy a brew and company.



What's coming up

Keep an eye on upcoming events, walkabouts, surgeries and other opportunities to speak to us in person.

See what's on in our events calendar



Want to volunteer?

We have some opportunities, including Quids-In Food Clubs, Westcroft Community Centre, and Green Inspectors. Contact us to find out more.

Need digital support?

Contact us and we may be able to help or signpost you.



Get in touch

Email: yourvoice@southwayhousing.co.uk

Online form: southwayhousing.co.uk/get-involved

Phone: 0161 448 4200

If you need this **Customer Involvement Guide** in another language or format, please contact us.

Email: yourvoice@southwayhousing.co.uk
Phone: 0161 448 4200

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