

VOLUNTEER WITH BCH

CUSTOMER PANEL MEMBER– ROLE DESCRIPTION

Our volunteer opportunities support a range of activities and projects by assisting staff in their work and helping to improve services. Our friendly Involvement and Communications Team are on hand to offer training and support so you are comfortable carrying out your role. We also pay reasonable out-of-pocket expenses including travel and refreshments while volunteering and attending training or other events in line with our expenses policy.

Hours: 2-3 hours per meeting. Meetings are held on a quarterly basis

Location: Spilt between homebased/meetings are held at our offices and community centres

Reporting to: BCH Involvement and Communications Officer

Purpose of the role

As a Customer Panel Member, you will play a key role in helping to improve services across Blackpool Coastal Housing.

Outline of the role

You will take part in meetings where you will be asked for your feedback, have the opportunity to highlight issues and help to create ways to improve service delivery. At times you will need to prepare in advance for Customer Panel meetings by reading the documents sent to you by our Involvement and Communications Officer, which may include copies of reports, meeting agendas and minutes.

You will help ensure that the organisation listens to customers and that their feedback is used to inform and improve service delivery as well as monitoring performance of our services.

As a Customer Panel member you will need to adhere to confidentiality and data protection procedures.

Experience: No experience required as full training will be given

Skills:

- be a BCH tenant or leaseholder
- be able to give an independent and fair view
- share an interest in all of Blackpool Coastal Housing services and community development
- the ability to communicate with a range of people, and the confidence to discuss issues with the rest of the panel members during meetings
- a commitment to representing the views of the wide range of people living across Blackpool and in BCH homes
- a willingness to engage positively, and to challenge where necessary
- a willingness to learn and develop, and to seek help if you come across issues you don't understand
- respect for opinions that differ or conflict with personal viewpoint
- a commitment to confidentiality

Training and support

You will receive ongoing training and support from the Involvement and Communications Officer with more formal training sessions provided as and when necessary.



VOLUNTEER WITH BCH

CUSTOMER PANEL MEMBER- VOLUNTEER FORM

Please tell us your details

Your contact details will help us to get a hold of you to let you know more about volunteering with BCH

Your name

Your address

Your contact email

Your contact telephone number

Accessibility and practical needs?

Do you have any practical needs where we could help, by making adjustments such as large print, Braille or a different language?

Yes

No

If you answered yes please tell us how we can help you

Please read and sign this declaration

I'd like Blackpool Coastal Housing's to contact me about volunteering opportunities and am happy to be sent information about BCH and its services.

Signed _____ Date _____

Post this form to

Involvement and Communications Team
Blackpool Coastal Housing
17-19 Abingdon Street
Blackpool
FY1 1DG

Email this form to:

customerinvolvement@bch.co.uk

We will use the information you provide in this form to contact you about volunteering opportunities with Blackpool Coastal Housing and to keep you updated on the service you receive from us.

