

INVOLVING YOU



Blackpool Coastal
Housing



A handy guide to being involved with Blackpool Coastal Housing, including the support we can offer you.

The Consumer Standards

The Regulator of Social Housing's (RSH) four Consumer Standards for social housing landlords in England came into effect at the beginning of April 2024.

The standards aim to ensure that tenants have a voice in how their homes and services are managed, they are safe in their homes and that they are treated fairly and respectfully by their landlords. The Consumer Standards include:

- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard

These standards give our customers more rights and opportunities to influence how their homes and services are delivered.





In relation to customer involvement and engagement, the Transparency, Influence and Accountability Standard requires landlords to...

“ be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold us to account. ”

Customer Involvement at BCH

BCH has a long, established commitment to engaging with customers in the issues that affect or interest them. We know the importance of this for improving service delivery and inspiring people to build sustainable communities. Your views make a big difference, that's why we offer a number of ways for you to get involved.

By becoming an involved customer volunteer, you can:

-  Help to improve services for the benefit of all our customers
-  Provide your experience to help us learn and develop
-  Help to build a better relationship between us and our customers
-  Learn new skills and increase your confidence

We aim to be inclusive and accessible, by offering training and support to make it as easy as possible for you to get involved in a way that meets your needs.

We can also offer financial support to cover some of the costs of getting involved such as transport and childcare.

You'll receive ongoing guidance from our dedicated Involvement and Communications Team and gain access to relevant training. This will help you to develop your knowledge of BCH services as well as keeping up to date with local and national changes affecting the housing sector.

Current tenants, leaseholders or household members of BCH over the age of 18 years can get involved with us.

Meet the Team



Suzanne Tomlinson
Involvement and
Communications
Manager



Jen Taylor
Involvement and
Communications
Team Leader



Mia Crewdson
Involvement and
Communications
Assistant



Claire Buckley
Involvement and
Communications
Officer



Phil Duhig
Involvement and
Communications
Officer



Beki Brady
Involvement and
Communications
Officer

BCH's dedicated Involvement and Communications Team is responsible for planned customer involvement and engagement activities, as well as internal and external communications, customer feedback and complaints.

Tenant Participation Advisory Service (TPAS)

We believe that when we work together with our customers to improve services, we can save money and bring lasting change to communities. Being a member of TPAS allows us to access their expertise and support to help achieve this.

TPAS are England's leading Tenant Engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England.

As a TPAS member, it means that you can also access their services and resources, including:



Receiving invites to TPAS virtual and in-person roundtables, focus groups, events and workshops



Access to newsletters to keep up-to-date with engagement news



Opportunities to share your experiences and opinions and the chance to gain recognition for your involvement



Access to exclusive TPAS members Resource Hub for all your engagement needs



To find out more about TPAS
and register for your own
account, scan the QR Code!



OUR OPPORTUNITIES

TOWER Scrutiny Panel

Hours: 1-2 per week

Location: Split between home based and meetings held in person at our offices or Community Centres, or online via Microsoft Teams

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

You will play a key role in assessing and challenging the services that BCH provides on behalf of its customers.

Outline of the role:

A different area will be identified for each scrutiny. You will review policies and procedures, look at performance data, consult with customers, interview staff and benchmark against other organisations to create a report which you will present to the BCH Board and agree recommended changes within BCH.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- Be a team player and support other members
- Be able to attend regular meetings
- 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
- A commitment to confidentiality



Complaints Panel

Hours: 2-3 per meeting on a quarterly basis

Location: Online via Microsoft Teams or in-person at an appropriate venue

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

You will attend quarterly meetings with the Involvement & Communications Team. You will be asked for your feedback on previous complaint cases, have the opportunity to highlight issues and trends, and help to create ways to improve service delivery. Members will also assist in ensuring BCH meets the requirements of the Housing Ombudsman's Complaints Handling Code by reviewing and completing a self-assessment when required.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- A commitment to representing the views of BCH customers
- 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
- A commitment to confidentiality



OUR OPPORTUNITIES

Green & Clean Warden Schemes

Hours: 1 per month

Location:

Green Wardens - green spaces managed by BCH around where you live, from the comfort of your home or while walking around the local area

Clean Wardens - Communal areas in blocks where you live

Reporting to: BCH Environmental Contracts & Projects Officer/
Involvement and Communications Team

Purpose of the role:

Green Wardens

You will fill in a survey, either over the phone, online or by post, on a monthly basis during the grass cutting season. The survey asks you to rate the condition of the works completed by our contractor on the green spaces where you live i.e. whether the grass has been cut, hedges trimmed etc.

Clean Wardens

You will fill in a survey on a monthly basis, either over the phone, online or by post. The survey asks you to rate the standard of cleaning by our contractor in the communal areas where you live i.e. whether the stairwells are clear, hallways are clean etc. To take part in this scheme, you must live within a block which has a cleaning contract.

Skills:

- Be able to meet monthly deadlines
- Be able to give an independent and fair view



Mystery Shopping Scheme

Hours: 1-2 per task

Location: Home based or at our Head Office/Community Centres

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

As a Mystery Shopper, you will monitor the ease of access and quality of our frontline services on an ad-hoc basis in line with our Service Standards. A mystery shopping exercise can help us identify the strengths and weaknesses of services and make improvements.

Outline of the role:

Using ad-hoc assessments, such as surveys and feedback forms, you will help us to monitor the different service areas. This will assist the Involvement and Communications Team in producing reports, including areas for improvement.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- A commitment to confidentiality
- Share an interest in BCH's services
- A commitment to representing the views of BCH customers
- 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

OUR OPPORTUNITIES

Reading Panel

Hours: Less than an hour per document

Location: Home based

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

As a Reading Panel member, you will play a key role in helping to ensure that our publications and communications with customers are clear and relevant to Blackpool Coastal Housing residents.

Outline of the role:

On an ad-hoc basis you will be sent draft documents/publications and asked to fill in a survey, either online or by post, that asks you to comment and provide feedback.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- Share an interest in Blackpool Coastal Housing's services

Documents reviewed by our Reading Panel display this logo



OUR OPPORTUNITIES

Procurement Panel

Hours: 2-10 per task

Location: Head Office/Community Centres

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

Procurement is how we buy in goods and services such as our vehicles or grounds maintenance contract. As a Procurement Panel representative, you will be involved in the process for appointing new contractors to ensure we find the right supplier.

Outline of the role:

Procurement is completed as and when there is a need for new goods, services or contracts and therefore is carried out on an ad-hoc basis. The panel will involve representatives from BCH and Blackpool Council, as well as a customer representative, who come together to review applications and complete assessments based on specific criteria. Training will be provided to ensure that customers have the confidence and knowledge to take part.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- A commitment to confidentiality
- Share an interest in BCH's services
- Be able to attend regular meetings
- A commitment to representing the views of BCH customers
- A willingness to engage positively, and to challenge where necessary

OUR OPPORTUNITIES

Neighbourhood Panel

Hours: 2-3 per meeting which take place every 2 months

Location: Online via Microsoft Teams or in-person at an appropriate venue

Reporting to: BCH Involvement and Communications Team

Purpose of the role:

As a member of our Neighbourhood Panel, you will support BCH to monitor the Neighbourhood Service and provide customer insight and collaboration. You will also help to ensure the service is reflective of community needs and is compliant with regulatory standards.

Skills:

- Be able to meet deadlines
- Be able to give an independent and fair view
- A commitment to representing the views of BCH customers
- A willingness to engage positively, and to challenge where necessary
- A commitment to confidentiality



Neighbourhood Walkabouts

Our Neighbourhoods Team complete regular walkabouts in our local communities, which customers and our partner agencies can also join.

Join us as we walk around your local neighbourhood to identify any relevant issues and areas for improvement.

The walkabouts give you a chance to talk to BCH staff about housing or local issues. It gives us an opportunity to listen to your views and act on them by identifying and managing these issues, and trying to find solutions which may involve residents and other agencies.

To find out when the next walkabout is in your area, scan the QR code or visit:

www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-walkabouts.



Other opportunities

In addition to our planned involvement activities, we'll continually seek your views on how services are delivered via:

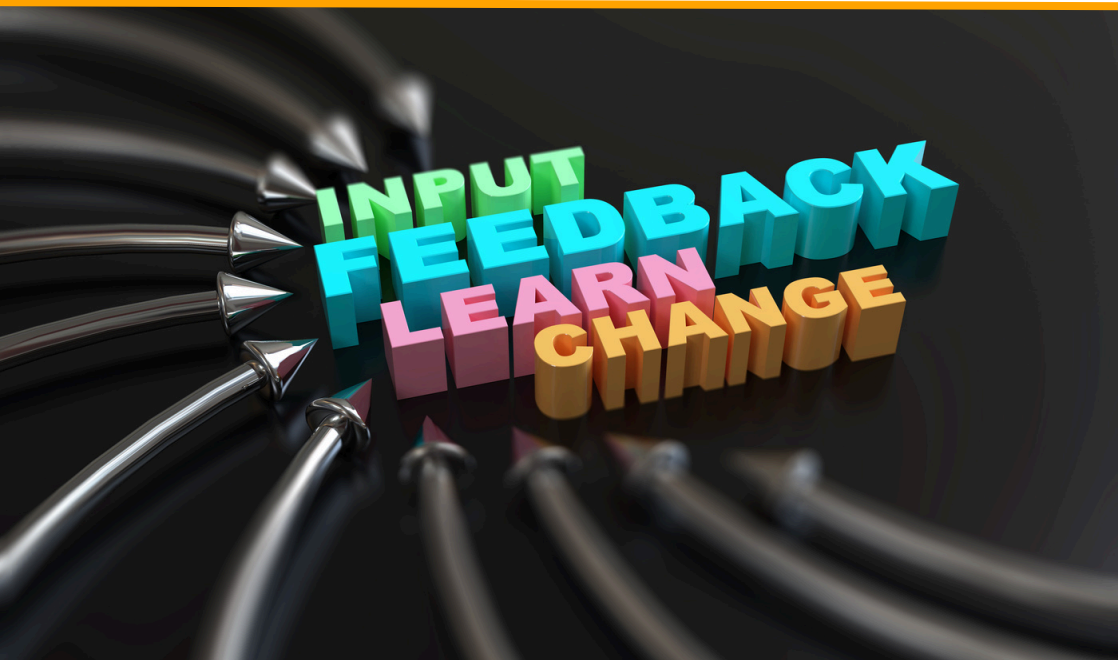
- roadshows
- consultations
- focus groups
- surveys
- meetings
- complaints

We want to ensure that all our customers have the opportunity to have their voices heard and have information in order to challenge and scrutinise our performance and services.

How we use your feedback

Your feedback helps us to improve and develop our services for the benefit of all customers. We use your feedback to:





- ✔ Monitor, shape and streamline our services to ensure they're fit for purpose
- ✔ Ensure our publications are jargon free and easy to understand
- ✔ Report to the Board and Senior Management Team on relevant matters, including performance and customer voice
- ✔ Monitor the performance of our contractors and hold them to account when expected standards of service are not met
- ✔ Review and implement policies and procedures



Supporting you

We understand that you may have individual needs and circumstances which could potentially prevent you from getting involved.

We will work with you to provide support where necessary, including:

-  Reimburse out of pocket expenses such as travel costs
-  Support with childcare costs
-  Training to increase your skills and confidence
-  Tailor involvement activities to meet your needs and identify any reasonable adjustments you may need to effectively engage with us.

When you get involved, we'll go through the agreements we expect you, and other involved customers, to follow. We will also agree how we will support you.

If you have any queries or would like to express your interest, please contact:

BCH INVOLVEMENT AND COMMUNICATIONS TEAM

 **01253 477911**

 **customerinvolvement@bch.co.uk**

 **www.bch.co.uk/involving-you**



Blackpool Coastal
Housing



To ensure our services are accessible, information can be made available in other formats and languages if required. For more information please telephone 01253 477900 or email enquiries@bch.co.uk alternatively, scan the QR code above.

INSPIRING PEOPLE TO BUILD SUSTAINABLE COMMUNITIES