

Eastlands Homes Customer Involvement Statement 2009/10

Number	Commitment	Deadline
1	To look at creating Customer Champions in the local communities that can promote being involved and a sense of community to new and existing Customers	October 2009
2	To look at creating community events that will highlight the community in which we live and showcase the history, life and culture to wider audience	December 2009
3	To promote Eastlands Homes within the wider community (local clubs, community groups, Youth Clubs etc) and the work that we do in the community and the fact that we are more than just a Landlord.	March 2010
4	To design a leaflet specifically designed for young people to get information on services that are available to them for help, advice and support in the local areas.	October 2009
5	To increase the engagement of young people within the Customer Involvement Structures of Eastlands Homes so that they have a voice in future delivery of services.	December 2009
6	To look at the current provision of Youth and Community facilities and then look at the opportunities to expand the provision based on the needs and aspirations of the whole community	December 2009
7	To regularly review the provision of Community Safety, taking into account the activities of the Neighbour Nuisance team, Anti-Social Behaviour, Local Police and Community Safety Officers in order to measure the impact of current practices and future project planning	Every 3 Months at Tenants Forum
8	To look at the problems of Parking in local areas and working with local agencies to suggest and influence improvements to parking schemes.	September 2009
9	To review the Eastlands "Tenant Compact" now that transfer has taken place to take into account the needs and aspirations of service delivery that is expected from all our customers	July 2009
10	To look at the provision of a Choice Based Lettings service taking into account the views	December 2009

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	and comments of all our customers and the need to provide a clear and transparent policy and procedure	
11	To look at areas of improvement around the issue of Environmental Management and establish guidance and advice around what will be included in the areas of service that we will be managing	December 2009
12	To look at providing improved services for the elderly by establishing a group that will meet and have discussions around what customers would like and what we may be able to achieve in partnership with other agencies	October 2009
13	To look at service improvements surrounding access and particular the issue of "Out of Normal Hours" service provision	August 2009
14	To establish an Equality / Diversity and Disabled Forum at which issues surrounding all areas of service provision, access and the way Eastlands Homes operates can be investigated and improvements sought	July 2009
15	To establish a Sheltered Housing Forum where the particular needs of the customers housed in these establishments can be raised and where necessary acted upon in order to improve communication and sustain the quality of life for the occupants.	August 2009
16	To establish a group that will co-ordinate the requirements and legal responsibilities of Eastlands Homes through the Tenant Services Authority (TSA) and the Homes and Communities Agency (HCA)	September 2009
17	To continue to develop training opportunities in line with the requirements of the Current Training Programme to include : Computer Skills, Policy and Procedures, Jargon Busting, Skill Sharing, Funding For Groups, Tenant Inspection and Auditing, Mystery Shopping, Recording Neighbour Nuisance, Acting as a Treasurer.	June 2009
18	To establish and play a role in the development of the East Manchester Academy and its commitment to community involvement	September 2009
19	To look at the establishment of a Customer Involvement Incentive scheme to reward the participation of customers in the delivery of Eastlands Homes services and vision	October 2009
20	To Establish a Customer Involvement Panel that will look at all the issues surrounding the work and practices of the Customer	August 2009

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	Involvement Team including Youth Development and Engagement.	
21	To look at the policy and procedures on procurement and how this operates throughout Eastlands and the benefits of belonging to GM Procure and whether customers can have more of a say in determination of contracts.	September 2009