



Get involved

ccha
Delivering on our promises

Have your say

We want you to have your say and help us shape the services you receive. There are a few options for you to get involved, depending on the amount of time you'd like to give to it.

Residents' Panel

The residents' panel meets every two months to discuss and review ccha services. They decide the areas they'd like to look at.

They can make recommendations for improvement or ask to complete a project on a specific service area. We can support the panel with training and resources to review our services.

Commitment level: Join the panel and attend regular meetings in the office.

Community Champions

We hope to introduce this role soon. If you're keen to improve standards at your site, this may be for you.

The champions will attend monthly estate inspections with housing officers to point out issues and provide feedback.

Commitment level: Join our list and attend estate inspections with housing officers.

Consultation group

The consultation group works to review our policies. We send them by email or post and can be reviewed from the comfort of your home. We will provide a template for feedback, and you can email or post your thoughts back to us.

Commitment level: Join our email list and complete when they are sent to you.

Service improvement workshops

When we review service areas, we may invite residents to a one-off workshop to discuss their experiences and what they want to see from the service.

Commitment level: We'll invite residents and attend online or in the office.

Surveys

Each year, we ask you how satisfied you are with our services. These are carried out by Acuity.

We may also carry out smaller surveys when we review certain service areas.

Surveys can be done over the phone, in person, through door knocking or by email.

Commitment level: If you are called, visited or emailed, feel free to complete the survey.

Events

Each year we hold an open event at the office which all residents are invited to.

We hold estate action days throughout the year. We hold regular coffee mornings at our older persons schemes.

These give you a chance to meet the teams, raise issues and ask questions.

Commitment level: Attend when you can, we'll let you know when they are.

Feedback from your involvement

The **residents' panel** receives minutes after each meeting.

The **consultation group** receives individual feedback and anonymised feedback from the group. We note what changes are made from the feedback and why we may not have made changes.

Community champions will get rolling feedback from each inspection they attend.



Feedback continued...

For **events**, residents will receive minutes following any coffee mornings. Following **estate action days**, residents will be sent a newsletter. After our **annual open event**, we share highlights in our Connections newsletter.

Survey results and feedback from **service improvement workshops** are published on the website, newsletter and annual report.

All resident led changes will be shared in detail in our **Impact Assessment** which we upload to the **Get Involved page** of our website and in our newsletter and annual report.



Interested in getting involved?

Contact us to find out more or let us know what you'd like to join.



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