



Customer Voice - Involvement and Engagement Policy

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Supporting Procedures	Customer Voice Procedure Neighbourhood and Communities Policy Equality, Diversity and Inclusion Policy
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Document History

Version	Date	Author	Change
1.0	December 2016	Vicky Miller	Approved
2.0	December 2019	Vicky Miller	Approved

Content of Policy

- 1.0. Introduction
- 2.0. Policy Principles
- 3.0 Policy Scope
- 4.0 Monitoring and Review

1.0. Introduction

- 1.1 This Customer Voice - Involvement and Engagement Policy 2019-2022 sets out Livin's approach to involving and engaging with tenants and customers.
- 1.2 The Policy is aligned with Livin's mission, vision and values, Plan A 2019-22, the Regulator of Social Housing Regulatory Standards and is an organisational, crosscutting Policy.

2.0. Policy Principles

- 2.1 This policy sets out Livin's approach to building relationships and trust with our tenants and customers, whilst facilitating *continuous* and, where appropriate, *amplified conversations*.
- 2.2 The policy adheres to the Regulator of Social Housing's Regulatory Standards and promotes fairness and respect in all aspects of involvement and engagement whilst being innovative and forward thinking and tackling stigma

3.0 Policy Scope

The Continuous Conversation

- 3.1 The Customer Voice will be heard and driven from real time transactional intelligence, to facilitate quality and meaningful involvement and engagement that is measurable and tangible.
- 3.2 We will exploit all of our customer knowledge to ensure we meet the needs of our customers. Sources will include customer complaints and feedback, satisfaction surveys and net promoter scores.
- 3.3 We will provide a range of options for engagement and as part of our digital focus, we will use digital means wherever appropriate as a modern way of engaging with our customers.

The Amplified Conversation

- 3.4 Our aim is to enhance relationships, partnerships, aspirations and capacity between and within communities and ensure that opportunities for involvement and engagement promote fairness and respect.
- 3.5 We will actively and proactively encourage and support customers to ensure they are equipped to support and challenge our services.
- 3.6 We will continue to develop and use a range of opportunities and interventions for customers to participate and influence new and existing policies, strategies, local offers and service standards, and to scrutinise and drive up performance and service improvement where appropriate.

- 3.7 We will ensure that involved customers are representative of topic, locality and community of interest, and align involvement based on customer insight and have recent experience of our service delivery.
- 3.8 We will encourage, support, promote and empower involvement at an individual and community level.
- 3.9 We will encourage customers to self-help and assist others to do so.
- 3.10 We will safeguard the principles of customer co-regulation, increasing transparency and be open to scrutiny and ensure they are adhered and embraced across the organisation.
- 3.11 We will involve customers in plans to achieve value in our services, from a cost and quality perspective. We will engage with our tenants in setting our priorities in relation to VFM.
- 3.12 We will continue to support existing customers in the formation of new local groups in our communities. Additionally, we will work with and support local groups that aim to improve the local community.
- 3.13 We will have a fair, efficient and easily accessible customer feedback and complaints procedure.
- 3.14 We will provide an annual report to customers on how the organisation is performing and include benchmarking data for similar organisations.
- 3.15 If relevant, Customers will be consulted on proposals to amend the tenancy agreement, repair and home improvement programmes, changes in the way we manage our homes, changes to the cost or provision of services and decant programmes

4 Monitoring and Review

- 4.1 Livin's Board and Committees will regularly seek assurance that the Customer Voice and co-regulation is influencing and informing organisation policy, strategy, performance and service improvement
- 4.2 We will consult with customers at least every three years about involvement in scrutiny and governance and update this policy accordingly.
- 4.3 We will produce an Annual Report which will be accessible to all customers and will include information of how we perform when compared to similar organisations

End of Policy