

Resident Empowerment

Our customers play a crucial role in the ongoing process of monitoring and improving our services. We provide opportunities for our customers to be involved at a level they feel comfortable with, which results in positive outcomes for them, Aspire and the wider community

OUR COMMITMENT TO YOU

- We want to meet your aspirations as well as your needs and therefore we want to engage a cross section of customers to secure feedback and opinion.
- Our customers have a contribution to make to increase the opportunities of the people whom we house, increasing employment, improving skills and ensuring that our neighbourhoods are attractive places to live in.
- We will provide a range of involvement and consultation techniques designed to be accessible and attractive to all of our customers .
- We will work with customers locally and in partnership with other agencies to tackle issues facing local neighbourhoods across our geographical areas of operation to improve quality of life locally.
- We will address any barriers to involvement, ensuring that customers are empowered to influence Aspire services at a level they feel comfortable with.
- We recognise that one size does not fit all and use a range of methods of engaging with existing and potential customers to ensure we understand their needs and preferences.
- We will empower our customers, enabling them to constructively challenge our performance and decision making.
- We will monitor on an annual basis the satisfaction of customers involved with Aspire to ensure the Involvement Framework meets their needs as well as ours.
- We will ensure our involvement methods are open and available to all.

STANDARDS WE WILL MONITOR

- We will monitor the profile of customers getting involved through different

channels, to ensure our services are accessible and the Involvement Framework is representative of our customer base and the wider community.

- We will monitor the impact of customer involvement on our services on an annual basis identifying the costs involved and the overall outcomes achieved. We will publish these in an annual impact assessment.
- We will make the minutes of customer meetings available within 10 working days of the meeting and circulate agendas at least 7 working days in advance.