



Customer Engagement Plan

2023/24

1 INTRODUCTION

- 1.1 This customer engagement plan sets out the commitment of Dalmuir Park Housing Association to customer engagement as an essential part of its housing and factoring service.
- 1.2 It details the calendar of opportunities for customers to be involved in shaping services and how we will keep people informed of policies, news and updates in service.
- 1.3 The plan also complements our Tenant Participation Strategy by setting out how we will deliver our commitments to tenants.

2 AIMS AND OBJECTIVES

- 2.1 Our aims with our Engagement Plan are to:
- Give tenants, customers and service users real opportunities to become involved in the decision-making process of the Association
 - Offer a range of options for becoming involved through long term and short-term methods on an individual and collective basis
 - Comply fully with all legal, regulatory and good practice requirements with regard to tenant participation
 - Ensure tenants and owners groups are adequately resourced and supported in order to enable them to fully take part in the participation process and provide independent support if required
 - Continuously develop ways of improving communication and information processes to meet the needs of all our customers
 - Ensure that customer participation and consultation is subject to regular review and improvement

3 HOW WE INVOLVE OUR CUSTOMERS

3.1 Customer Involvement and Engagement

Opportunity	Aimed at	Useful for	Commitment
DPHA Management Committee	Tenants	Enables full involvement in matters relating to the Housing Association. Tenants are able to be elected to the Committee and contribute to setting the	Monthly meeting plus time to consider reports

		direction of the Association and monitoring performance	prior to the meeting.
Tenant Panel	Tenants	Opportunity to be directly consulted on proposed policies and to discuss proposals with Officers.	Quarterly meetings
Owners Panel	Owners	Opportunity to discuss performance and raise issues.	
AGM	All shareholders	Providing opportunity to be involved in electing the Management Committee and being informed of performance.	Annual Meeting
Sheltered housing Surgery's	Sheltered Housing Tenants	Addressing any issues that relate to the services provided in the Sheltered Housing Complex's	Monthly Meetings

3.2 Customer Consultation

Opportunity	Aimed at	Useful for	Commitment
Conferences and Events	Tenants	Gaining knowledge and information on national initiatives.	Varies
Customer Focus Groups	Tenants or Owners (depending on topic)	Opportunity to be consulted on specific topics and to help us find solutions to problems and improve service	Varies.
Open Days / Evenings	Tenants or Owners (depending on topic)	Be involved in colour choices for closes and paintwork Drop in sessions for people unable to commit to specific meetings on a regular basis Consultation in relation to major repairs / maintenance works	Varies We will let you know if an open day is being held which relates to your home specifically. We will post information about drop in sessions on our website and in our newsletter.
Surveys	Customers	Provide views on issues without having to attend meetings Involvement in satisfaction surveys	Sample Satisfaction surveys are quarterly plus an annual owners survey for sublet properties
On Line Surveys	Tenants & Customers	Provide views on issues without having to attend meetings. Involvement in satisfaction surveys	Varies
Policy Consultation Questionnaires	Tenants	Give feedback on proposed policies without having to attend meetings	Optional. We will provide information on our website when there are policies available for comment and tell you how you can provide feedback
Customer Feedback	All customers	Provide feedback or comment on any issues to any member of staff	Customers can provide comment at any time

Rent Consultation programme	Tenants	Opportunity to be involved in decision making on rent increases and planned maintenance decisions	Annually. Information will be provided on our website and in our newsletter
Investment programme	tenants	Give feedback on service provided by Contractor and satisfaction with programme	Each time a contract is carried out in relation to investment programme.

3.3 Information

Opportunity	Aimed at	Useful for	Commitment
Newsletter	All Customers	Finding out about news and events and important service and policy information	Our newsletter is posted directly to you and is also available on our website There are 3 issues per year.
Handbooks and Leaflets	All customers	Specific information on housing policies and services. Advice information on issues such as asbestos and domestic abuse.	We provide every customer with a handbook, which is also available on our website. Copies of policies and leaflets are on our website, available at our office and available on request by email or post.
Local information Notices	All customers	Information on events and local issues	These are posted on our website; in the window of our office and in our newsletter
Website	All customers	Finding out up to date information	Varies. We update our website regularly with new news and information. You will find our key policies and strategies here along with copies of newsletters and reports.
Social Media	All customer	Finding out up to date information	As required
Annual Report on the Charter	All customers	See how we are performing and how we compare to other similar Housing Associations	Annually. We will post you out a copy of our report, or notify you of the report by the end of October each year. It is also made available on our website.
You said / we did	All customers	Finding out what happens to comments and ideas on services	When we receive suggestions for services or changes we will post the outcome on our website and in our reception area.

4 MONITORING AND REVIEW

- 4.1 We will review our Customer Engagement Plan annually and update the calendar of events. As part of the review we will consider the effectiveness of our customer engagement and

consider different methods as appropriate. The current calendar of events for 2023/2024 is as follows:

Calendar of Events 2023/2024

Meeting	DEC 23	JAN 24	FEB 24	MAR 24	APR 24	MAY 24	JUN 24	JUL 24	AUG 24	SEPT 24	Oct 24	Nov 24	Dec 24
The Board		23	20	26		21		2	20	3	29	28	
Audit & Risk			12			13			12	14			
Policy review	12			12			11						
Staffing Committee	19						4						
Business Planning	5												
Budget Planning													
AGM										3			
Rent setting		4											
Annual Landlord Report											31		
Satisfaction Surveys	15			15			15			15			
Sheltered Housing Surgery's	22	26	23	29	26	24	28	26	30	27	25	29	20
Summer Social								18					
Christmas panto for DPHA Families													tbc
Summer family Fun Day								tbc					

5. ENGAGEMENT SERVICE STANDARDS

5.1 We have developed a set of service standards to ensure that customers have an opportunity to participate and contribute effectively and know what to expect when they engage with us.

5.2 Our Standard for Meetings

We will ensure that meetings:

- Have clear terms of reference and code of conduct
- Have arrangements for reporting back outcomes and feedback to attendees
- Have a clear agenda and associated papers sent out before the meeting

- Be held at venues, which, wherever possible, are suitable for disabled people and are held at times which are convenient and accessible.
- Be effectively chaired, and conducted in a fair and democratic way so that everyone gets a chance to have their say
- Have arrangements to support attendees with a disability

5.3 **Reimbursement of out of pocket expenses for tenants**

For certain events we will reimburse out of pocket expenses incurred by tenants who attend at our request in line with our expenses policy. We may reimburse for childcare costs, carers' costs and travel costs for specific meetings– we will confirm arrangements which may vary depending on the type of meeting.

5.4 **Our Standard for Information**

We aim to provide up-to-date, relevant information at the right time to help develop ideas, keep customers informed about decisions, and advise of meetings or to seek views on proposals.

Information will be in plain language, free from jargon and in accessible print type. Information will be made available in other formats on request.

A variety of methods to distribute and obtain information will be used. These will include posters, e-mail, “drop-in” sessions, meetings, home visits and letters.

Information can be provided in different languages and formats, for example Braille or audiotape on request.

Where we have more detailed policies we will provide summary documents or ‘guide to’ leaflets to cut through the jargon and legislation.

5.5 **Our Website**

Our website will be kept up to date and provide clear and easy to understand information and local news. Our website will be easy to navigate and documents and policies will be available to download.

5.6 **Training**

Where tenants want to become involved in our Management Committee we will provide training on committee skills and governance. We will have regular optional information / training sessions on aspects of our housing service and these opportunities will be offered to all.

6. **EQUALITY & HUMAN RIGHTS**

- 6.1 We will ensure that we provide opportunities for engagement and consultation for all of our tenants who wish to become involved. We will ensure that information is available in a variety of formats and languages by request and will let people know

how to request this. No one in any of the 9 protected characteristic groups will to our knowledge be disadvantaged by our strategy.

7. ~~GDPR~~ DATA PROTECTION

- 7.1 We will treat personal data in line with our obligations under the current data protection regulations and our ~~Data Protection~~ Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in our Customer Fair Processing Notice.

8. COMPLAINTS

- 8.1 Although DPHA is committed to providing high levels of service, we accept that there may be occasions where a person may not be satisfied with the service they have received from us. We value all complaints and use this information to help us improve our services. DPHA's Complaints Policy describes our complaints procedure and how to make a complaint.

9. PLAN REVIEW

- 9.1 This Plan will be reviewed by the Board every 3-years or earlier if required.