

Customer Involvement Newsletter July 2023

Welcome to our 2nd Customer Involvement newsletter. Here you can find ways to have your say on our services and see how you've made a difference. Enjoy!

Meet the Team



Lizzie Brown

Community Involvement
Manager



Nikki Glazebrook

Senior Community involvement officer



Lorraine Gibson

Community Involvement Officer



Gemma Ager

Community Involvement Officer

July is Plastic Free Month.

How are you
doing?



Hi there!

My name is Dave Small. I'm the Benefits and Money Advisor for Greatwell Homes. Do I hear some of you scratching your head, asking what do I actually do? Well, in a nutshell, where possible, I help Greatwell Homes customers to maximise their incomes by providing help, support and advice to apply for welfare benefits.

Here are some of the services I provide:

- Help to apply for welfare benefits.
- Help with completion of welfare benefit forms.
- Support to challenge welfare benefit decisions that you disagree with
- Lodging welfare benefit appeals
- Court representation
- Help with completion of grant application forms.

If you think I can help you, please get in touch, on 01933 231 353 or 07825228393 or email me: dave.small@greatwellhomes.org.uk, or contact our customers services and ask to speak to me. I love to help the ones that cannot do it alone or don't know what to do but I do. I love a challenge so get in touch! **Dave Small, Benefits and Money Advisor.**

Smashing Our Targets

Let's take a look at how many of you have worked with us from March to June (Q1).

24 customers attended meetings

68 customers wanted to join our involved customer mailing list



Picnic in the park.

Together Greatwell, our Equality, Diversity & Inclusion customer group enjoyed a meeting with a difference in June. We had a picnic in the park. We welcome more inclusive ways to start shaping customer meetings.



Chatbot;

Following a customer scrutiny review, we have now added a new chatbot to our website. The look and function was tested with 5 customers and is now **live** on our website. Try it now!



Communal cleaning survey was sent out to general needs and Independent Living customers, **129** people responded

Yearly Community Involvement survey went out in April - **87** customers replied.
Thank you!

Gas Service Review:

6-month review of our new In-house gas team service

335 of you responded

Scrutiny review: Shared Ownership. This 12-week project from May to July. 13 customers got involved. This is still happening and we'll bring you more when its finished.



6 differences you've made

Thank you for giving your time, completing our surveys, and helping us improve our services.

1. Website contract

We enhanced our website contract with our website developers to add more performance standards.

2. GIS mapping is on our website

Following a scrutiny review last year, a new mapping feature has been added to our website so customers can see details about where they live.

3. Customer involvement webpages

Customers helped us add more images and details of customers, training, a live surveys page, a quiz and more detail of the incentives

4. Changes to our website

We now have a new events calendar, details about accreditations, a better placed translation and accessibility toolbar and more information about complaints

5. Gas Safety check changes

We will now carry out more intrusive tests on the gas hob connection as part of the annual gas safety inspection.

6. Staff training for website

We have specific nominated staff members who will be fully trained in editing the website to ensure that pages are up to date and clear and understandable to customers.

Have you seen our new Customer Involvement video? Take a look, you might even recognise some of the faces



[Click here for video](#)