



HONEYCOMB  
GROUP

# Giving customers a voice

## CUSTOMER ASSURANCE GROUP

There's always room for improvement, and we're always looking for customers to help us. By volunteering on our Customer Assurance Group (CAG) you play a vital role in scrutinizing our performance against our performance targets and goals.

### What will you do?

As a member of the CAG you will review our performance against our 'thriving customers' performance framework and challenge us on areas that need improvement. The group meets face-to-face every three months, for those customers with work and caring commitments there are also virtual ways to get involved.

### What's in it for you?

We'll cover all travel costs and other out-of-pocket expenses. Also, to thank you for your support, for each meeting you attend, we will enter you into our monthly customer voice prize draw to **win a £25 voucher**.

### How much time will it take?

This is our most formal route of customer engagement, and we do ask that customers commit to attending at least 3 meetings a year, you will be given the meeting dates for the year ahead. One week before each meeting we





will share with you our performance report, you will need to read this before the meeting.

## Who can volunteer?

Current or previous Staffs Housing customers, and Glow and Concrete Customers living in a Staffs Housing Property. We aim to make our involvement activities as inconclusive as possible, those who can't attend the meeting face-to-face can join via Team. Those who can not attend face-to-face or virtually will be allowed to feedback on the performance papers outside of the meeting, this feedback will then be voiced by the CAG Chair on your behalf at the meeting.

## What skills are needed?

- ◆ Data analysis skills.
- ◆ Communication skills.
- ◆ Scrutiny & governance skills.
- ◆ An understanding of confidentiality.
- ◆ A commitment to equality, diversity and inclusion.

Please note: Full training will be provided for all CAG members.

## Want to get involved?

Please contact the Customer Voice Specialist on;

Email: [Involve@honeycombgroup.org.uk](mailto:Involve@honeycombgroup.org.uk)

Call: 07970 944442

