



Service standard: Involving You

How can you get involved in shaping and improving the services in your community.



CHADD believes in people's potential and our aim is to support Service Users in a person-centred way which promotes choice, independence and quality of life. We aim to provide a safety net in times of crisis and transition and a springboard on to a better future, enabling people to thrive and be the best they can be.

Our standards

Gaining views from tenants and service users is vital for CHADD to constantly enhance and improve services. It prevents us from making assumptions about what works well and what does not.

We want our residents and service users to:

- Be safe in their home and community
- Have a good quality home and neighbourhood to live in
- Know how CHADD is performing
- Have their voice heard
- Be given opportunities to be involved and engaged
- Be treated with respect

Our approach

We will provide all with an opportunity to get involved without any obligation to do so. When arranging activities, events and feedback we will:

- Have a purpose and objective, what is it we want to find out and what will that help us achieve
- Ensure that everyone on the service has the opportunity to be involved
- Be creative and flexible
- Avoid jargon and use plain English
- Produce documents in appropriate ways for those who may have particular needs in the way they receive and share information
- Encourage service user led approach
- Encourage people to put their own ideas forward and be open to them
- Manage expectations by explaining why something is not possible or why something has to be in place rather than just a refusal
- Give feedback on the final outcome so that we can show your contribution is valuable and considered

How can you get involved?

We appreciate life is busy, so getting involved can be as little or as much to suit you, whether it's a quick chat with one of our team, completing a survey, or submitting feedback on our website, it is valuable to us.

Below are some examples on how you can get involved:

- Attend events and activities arranged by our teams
- Volunteering at your services or CHADD events
- Give feedback to us directly or through our website
- Support us to arrange events and activities
- Contribute to the CHADD Newsletter
- Follow us on social media

How we monitor these service standards

We monitor these standards to ensure we are offering an efficient and effective service. If you do not think we are meeting the standards set out above, please let us know.

To monitor our service standards, we will:

- Monitor level of engagement
- Use feedback from you, our teams and the Board of Governance
- Carry out surveys
- Use feedback from our complaints process

More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

We encourage and invite you to be supported by a representative or advocate about our services if that is needed and a support for you.

Contact details

Telephone: 01384 456465

Email: reception@chadd.org.uk Web:

www.chadd.org.uk

Instagram: [@chaddhousing](https://www.instagram.com/chaddhousing)

Facebook: [@CHADDHousing](https://www.facebook.com/CHADDHousing)

Churches Housing Association of Dudley & District Central office

Brindley House 48-50 Hall St Dudley
DY2 7DT

If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact

admin@chadd.org.uk