

Engagement Name	Engagement Business	Description	No# of Customers	Engagement Type	Frequency	Time Commitment	Training Required	Skills or Would Suit
Customer Focus Groups	Service Improvement	A one off meeting on a specific topic or issue	8 to 12	Meeting	One off	Up to 2 hours	No	Customers who have an interest in the topic area
OASIS (Observing Aspire Services & Improving Standards)	Accountability	A group of customers that will monitor Aspires commitment to the Promises that it makes. Involves holding Aspire to account through monitoring performance measures, action plans and ensuring that the customer voice is heard.	up to 8	Meeting	Up to 10 meetings Anually	3 hours per meeting (2 hours meeting, 1 hour prep time)	Data Protection, Understanding Performance, other relevant training	Interest in figures and performance. Looking at all areas of Aspires services
Community Living Forum	Service Improvement	Group of customers who work alongside Aspires Community Living Team to improve services for older people.	up to 12	Meeting	Bi Monthly	2 hours	Service overview	Over 55 customers who live in a Community Living Scheme
HOME	Service Improvement	Group of customers who work alongside Aspires Investment, Maintenance and Sustainability Team to improve repairs and maintenance services.	Up to 12	Meeting	At least quarterly	3 hours per meeting (2 hours meeting, 1 hour prep time)	Service overview	Interest in repairs and home maintenance services.
CARE (Customer Advocacy & Resolution Evaluation)	Service Improvement	Group of customers who work alongside Aspires Customer Relations Team to improve our complaints handling service. Includes reviews of recently closed complaints	Up to 12	Meeting	At least quarterly	3 hours per meeting (2 hours meeting, 1 hour prep time)	Service overview	Those customers interested in our complaints process. Involves reading and assessing written communications.
Transactional Surveys	Feedback	Ad hoc surveys sent to customers about experience of particular service		Online, text or postal	As and when required	variable 10 minutes maximum	None	Home based, can be done in own time. Quick and convenient
Surveys	Feedback	Ad hoc surveys sent to customers about a specific topic or service		Online, text or postal	As and when required	variable 10 minutes maximum	None	Home based, can be done in own time. Quick and convenient
Reading Group	Service Improvement	Customers approve and suggest amendments for customer literature (printed and online)	16	Email or Post	As and when required	1 hour	None	Can be completed at home and online
Customer Assessors	Service Improvement, Monitoring Services	Customers will test service delivery through real time activities and feedback on experience and measure against standards. Customer Services, Empty Properties and Communal Spaces	12 to 40	Meetings, Site Visits.	Monthly or Quarterly depending upon customer choice	Up to 2 hours a month	Customer Assessors Overview	Home based service tests, those that like to see things and get out and about.
Customer Service Tests		Phone calls, live chat, contact form, emails and site visits to measure experience against customer service standards	Part of customer assessor group	Online, Site Visits	Quarterly	4 hours a month	Customer Assessors Overview	Home based, those that recognise good customer service
Empty Property Inspections		In pairs customers will assess ready to let properties against Aspires letttable standard. Photographing areas of good and bad.	Part of customer assessor group	Site Visits	Quarterly	4 hours a month	Customer Assessors Overview	Those interested in property standards those who are interested in seeing the types of property that we have.
Estate Visits		Customers will assess green spaces and communal areas against Aspires standards. Photographing areas of good and bad.	Part of customer assessor group	Site Visits	Quarterly	4 hours a month	Customer Assessors Overview	Those interested in how we maintain communal areas.
Task and Finish	Service Improvement	A series of meetings usually 2-3, that are based around a specific service or area of Aspires services.	Up to 12	Meeting	As and when required	6 hours	None	Customers who have an interest in the topic area
Customer Led Service Review (CLSR)	Service Improvement	A customer led and customer focused review of an Aspire service area. Resulting in a detailed report of customer recommendations.	Up to 8 per CLSR	Meetings, Site Visits, Desktop Reviews	Regular meetings over a 2-3 month period	20+ hours per CLSR	Review techniques, report writing	Those interested in working as a team, have an interest in reasearch and wider customer opinion.