



# ENGAGING GATESHEAD:

## How to get involved



If you require this information in another language, or format such as Braille, audio or large print, please contact us using the following details: by phone 0191 4335357, by texting 'INVOLVE' to 0778 620 8277 or by sending an email to [involve@gatesheadhousing.co.uk](mailto:involve@gatesheadhousing.co.uk).

Albanian	Nëse doni informacion në një gjuhë ose format tjetër si për shembull Braille, audio ose germa të mëdha, ju lutemi na kontaktoni në të dhënat e mësipërme. Telefononi 0191 4335357, dërgoni tekstin 'INVOLVE' te 0778 620 8277 ose email në <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Arabic	إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى أو بطريقة أخرى مثل طريقة بريل للمكفوفين أو بشكل صوتي أو بخط أكبر يرجى التواصل معنا بالطرق التالية: الهاتف: 01914335357 أو بارسال كلمة "INVOLVE" على الرقم 07786208277 أو بارسال رسالة على البريد الإلكتروني. <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a>
Chinese (Mandarin)	如果您需要我們使用其他語言或格式（如盲文、音頻或大字體）提供信息，請按以下聯系方式聯系我們。 打電話至 0191 4335357，發短信 'INVOLVE' 到 0778 620 8277 或發電子郵件至 <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> 。
Farsi	دوستانم سفارده گرزب باچ ای و شتوص لاریب طخ دوزام یاه شفرود ای یرگوده نابز هب از تااعلطاً دهاوخ یم رگا دیررگب برابت ام اب ریز شاییزج قیروط زا اسفلت <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> لمدی ای و 0778 620 8277 هب "INVOLVE" رنتم 0191 4335357 رقتلت
French	Si vous voulez avoir ces informations en une autre langue ou sous autres formats, tels que en braille, en audio ou en gros caractères, veuillez nous contacter sur les numéros suivants. Appelez le 0191 4335357, envoyez 'INVOLVE' à 0778 620 8277 ou bien par email <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Kurdish Kurmanji	ههتکر نهف ز انبار بانه بوته ههتظینه به زمانکی دی یان بهشکی دیکه و تکر ریکا کهسیت کوره یانێ یه دهقه یان به نهیظیساندنکته مهستنا. ههیظهدارم نهیو قهتدی به ما بهکتی اهلکا طان ز انباریا: ایریکا تهلفونی 01914335357، یان ایریپا نامه "ههتشارکرک" بو دماره 07786208277 یان ایریکا فریکرنا نهیملک بو. <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a>
Polish	W razie potrzeby uzyskania informacji w dowolnym języku lub formacie, takim jak alfabet Braille'a, w wersji dźwiękowej lub powiększonym drukiem, prosimy o kontakt, korzystając z poniższych danych: Kontakt telefoniczny pod nr. 0191 4335357, wysłanie wiadomości tekstowej o treści 'INVOLVE' pod numer 0778 620 8277 lub wysłanie wiadomości e-mail na adres <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Portuguese	Se pretender informações noutra língua ou formato, designadamente em Braille, áudio ou caracteres grandes, contacte-nos através dos dados abaixo. Telefone 0191 4335357, envie a mensagem de texto 'INVOLVE' para o 0778 620 8277 ou envie um e-mail para <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Slovak	Ak by ste chceli informácie v inom jazyku alebo formáte, ako napríklad Braillovom písme, audio nahrávke alebo zväčšeným typom písma, spojte sa s nami pomocou nižšie uvedených kontaktných údajov. Telefónicky na číslo 0191 4335357, prostredníctvom SMS správy s textom 'INVOLVE' na číslo 0778 620 8277 alebo e-mailom na adresu <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Somali	Haddii aad ugu baahan tahay macluumaadkan luuqad kale, ama qaab sida Braille, maqal ama daabacaad ballaaran, fadlan nala soo xiriir : taleefan ahaan 0191 4335357, adoo u diraya 'INVOLVE' ilaa 0778 620 8277 ama emayl ku soo dir <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> .
Turkish	Eğer başka bir dilde veya Braille, ses veya büyük baskı gibi başka biçimde bilgi isterseniz, aşağıdaki ayrıntılar üzerinden lütfen bize ulaşın. Telefon 0191 4335357, 'INVOLVE' diye 0778 620 8277 'e kısa bir mesaj gönderin veya <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a> e-postasına yazın.
Urdu	یصوصخ یک (اوقا انیبان لیریب) یک عیسیج ریه عهت اچ انرک لهعاص ریه شیریاف ای نابز روا یرک شمولیم به پارگا عیسیج یک، طهار رپ ربین عیگی عیسیج عیچن عیزابرم عیواب وت ریه شتروپ عرت ای عیول یک عینین عیوهی اھکل عیسیج یک لمدی ای ای رب 0778 620 8277 عیسیج 'INVOLVE' سرکیت 0191 4335357 ربین روف <a href="mailto:involve@gatesheadhousing.co.uk">involve@gatesheadhousing.co.uk</a>



The Gateshead Housing Company  
Working with Gateshead Council

# Welcome

Thank you for taking the time to look at our brand new involvement guide, Engaging Gateshead. The guide highlights the many ways you can get involved with us and make a positive change to the services we deliver. This booklet has been designed and developed by our tenants and leaseholders.

It is very important to us that you have a range of ways to get involved and help to shape the services you receive.

We recognise that everyone has different levels of interest and time available to engage in our activities, so we have recently updated our involvement structure to reflect this and make it easier for you to have your say.

We now have three main types of activities you can take part in. These are:



This booklet shows what we offer under each activity. If you are interested in joining or would like further information, just get in touch with the Customer Involvement Team who will be happy to help you.

## Why do we involve customers?

Engaging effectively with our customers enables us to:

- Build open and effective relationships between our customers and us
- Gain valuable customer feedback and ideas, which we use to tailor our services
- Have a greater understanding about your priorities
- Empower and build your confidence and skills, which you can apply in your day-to-day activities
- Provide value for money, developing services based on what customers want, rather than what we *think* they want
- Achieve greater customer satisfaction.



## When you get involved we will:

- Listen – value your opinions and take them seriously
- Support – develop your self-confidence and skills so you can be effectively involved
- Feed back – we will let you know how getting involved has led to improvements in our service delivery or explain if we cannot do something.

## How can I get involved?

This booklet explains how you can get involved depending on what time you have available and how you would prefer to engage with us. Our involvement structure is broken down into three main parts:

- **Meetings**
- **Focus groups**
- **E-engagement.**



## Do I have to go to a meeting to get involved?

No! You can share your views outside of meetings by telephone, email or through a Facebook group.

If you have a particular area of interest we can send you minutes of meetings, or alternatively you may just like to comment on a specific project we're working on.



Either way we'd be happy to hear from you!



## Meetings

We have a range of meetings that you can be part of depending on your interests and time available. Our regular scheduled meetings are shown below;

### Customer Scrutiny Panel

If you have an eye for detail and like to research and scrutinise information, this is the group for you! The panel carries out in-depth service reviews based on our performance or complaints information, and reports recommendations to Committee.



**Time needed:  
2 hours**  
**How often:  
Monthly**

### Performance and Feedback Panel

The role of the Panel is to scrutinise customer feedback including complaints. This helps us to identify trends and make service improvements across the company.



**Time needed:  
2 hours**  
**How often:  
Every other  
month**

## Service Improvement Groups (SIGs)

We have a number of SIGs that represent our services, from repairs and investment in your home to estate-based issues, there really is something for everyone. SIGs have made a number of improvements to our service delivery, so if you have a particular area of interest in the company why don't you find out what's available?



## Equality, Diversity and Inclusion Group

Customers from diverse backgrounds come together to identify possible barriers to service delivery and make recommendations for improvements. Members often concentrate on issues affecting hate crime and have worked on projects to help tackle issues in the community.



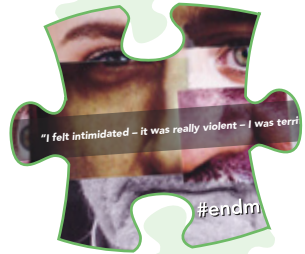


## Focus groups

A focus group may be a one-off or a series of informal meetings to discuss a particular issue or develop a project. Focus groups will suit you if you only have a limited amount of time. So, if you like to see a task through from start to finish but can't commit to regular meetings, then this is for you!

Recent focus groups have developed the:

- **Moving Forward customer training programme**
- **Relaunch of Estate Walkabouts**
- **Equality and Diversity Annual Report**
- **Equality and Diversity training**
- **Mate crime awareness project.**



## E-engagement

If you are restricted with your time or perhaps meetings are not for you, you may prefer to engage with us online. You can contact us via email, through our website or in other ways such as our social media channels.



We regularly post about what's going on across the company, as well as sharing what else is happening in and around your community that may interest you.

If you like the sound of focus groups or e-engagement, then why not get in touch and register your interest today?





## More ways to get involved

There is also a range of other ways you can engage with us that doesn't fall under the category of meetings, focus groups or e-engagement:

**Estate walkabouts** – are you keen to keep your estate looking clean and tidy? Then join one of our Estate Walkabouts to help ensure that it meets the expected standard. You can also do this on an estate which isn't your own. Find out when the next Walkabout is taking place by viewing our website or getting in touch.

**Mystery shopping** – if you like the idea of being a 'secret shopper' then this is an ideal activity for you. We undertake mystery shopping in a range of ways, perhaps via a phone call, checking online information or visiting our offices, to help us make sure we are delivering services as we should be. If this is something that interests you then get in touch to register your interest.

**Training courses** – we offer a range of free training courses to help you build your skills, knowledge and capacity and to increase your confidence in getting involved with us. Our Moving Forward training programme offers courses that aim to increase your health and wellbeing. Have a look at our courses to see what we have on offer.



## Customer Satisfaction Surveys

A quick and easy way to get involved and provide feedback is through customer satisfaction surveys.

We regularly ask customers to tell us how they feel about the services we provide. This might be by telephone, post or email. We use the results to help identify what customers think we are doing well and where we need to improve the services we deliver. We publish survey results on our website and in TGHC News including the changes we have made as a result of your feedback.



If you are contacted to complete a survey please take a few moments to do so.

## Support we offer

If you need any support to help you get involved don't worry, just let us know when you contact us and we will arrange this for you.

This may include help with:

- **Transport**
- **British Sign Language or other interpreters**
- **Childcare costs**
- **Information in alternative formats, eg large print**
- **Out-of-pocket expenses.**

# Booking Form

Title: Mr/Mrs/Ms/Miss/Other \_\_\_\_\_

First name: \_\_\_\_\_

Surname/family name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post code \_\_\_\_\_

Home tel: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Do you need any specific support to help you attend? eg, health, dietary requirements, interpreter services

\_\_\_\_\_  
\_\_\_\_\_

Please tick all that you would like to register your interest in and we will be in touch.

## Meetings

Customer Scrutiny Panel

Performance and Feedback Panel

Service Improvement Group

Equality, Diversity and Inclusion Group

Focus group

E-engagement

Estate walkabouts

Mystery shopping

Training courses

Satisfaction surveys







## Contact us

If you would like to join any of our involvement activities or would like more information, please contact the Customer Involvement Team in any of the following ways:

-  **Customer Involvement Team,**  
Freepost Plus RTHH-ZJHY-KYKS,  
The Gateshead Housing Company, Civic Centre,  
Regent Street, Gateshead, NE8 1JN.  
No stamp is needed.
  
-  Telephone - 0191 433 5357
  
-  Email – [involve@gatesheadhousing.co.uk](mailto:involve@gatesheadhousing.co.uk)
  
-  Text – 'INVOLVE' 0778 620 8277
  
-  Website – [www.gatesheadhousing.co.uk/getinvolved](http://www.gatesheadhousing.co.uk/getinvolved)

**Keep up to date with what's going on in and around your community by following us at:**

-  [@gatesheadhousingcompany](https://www.facebook.com/gatesheadhousingcompany)
  
-  [@gatesheadhc](https://twitter.com/gatesheadhc)
  
-  [@gatesheadhousing](https://www.instagram.com/gatesheadhousing)
  
-  [@gatesheadhousingco](https://www.youtube.com/gatesheadhousingco)