

Engagement Name	Engagement Business	Description	Number of customers	Engagement Type	Engagement Type Covid19	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	Virtual Meeting	One off	2 hours	No	Customers who have an interest in the topic area
OASIS, Challenge Group	Accountability. Monitoring services and promises.	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 10	Meeting	Virtual Meeting	Quarterly	3 hours	Data Protection, Understanding Performance, other relevant training	Interest in figures and performance
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	Telephone and email, post	Bi Monthly	2 hours	Service overview	Over 55 customers who live in a Community Living Scheme
Transactional Surveys	Feedback	Ad hoc surveys sent to customers about experience of particular service.	Unlimited	Online, text or postal	Online or text	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.	Unlimited	Online, text or postal	Online or text	As and when required	Variable, 10 minutes maximum	None	Home based, can be done in own time. Quick and convenient
Communications Group	Service Improvement	Customers approve and suggest amendments for customer literature (printed and online).	16	Email or Post	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 assess service delivery through real time activities and feedback on experience and measure against standards. Customer Services, Empty Properties and Green Spaces	12 to 40	Meetings, Site Visits.	Virtual Meetings, Online Survey	Monthly or Quarterly depending upon customer choice	3 hours per month	Customer Assessors Overview	Home based service tests, those that like to see things and get out and about.

Customer Service Tests	Service Improvement, Monitoring Services	Phone calls, live chat, contact form, and emails to measure experience against customer service standards.	12	Online, Site Visits	Online	Quarterly	3 hours per month	Customer Assessors Overview	Home based, those that recognise good customer service
Empty Property Inspections	Service Improvement, Monitoring Services	Customers will assess ready to let properties against Aspires lettable standard. Photographing and feeding back on areas of good and bad.	16	Site Visits	Site Visits as restrictions allow	Quarterly	3 hours per month	Customer Assessors Overview	Those interested in property standards and are interested in seeing the types of property that we have.
Estate Visits	Service Improvement, Monitoring Services	Customers will assess green spaces and communal areas against Aspires standards. Photographing and feeding back on areas of good and bad.	20	Site Visits	Site Visits, outdoor only	Quarterly	3 hours per month	Customer Assessors Overview	Those interested in how we maintain green spaces and communal areas.
Project Group	Service Improvement	A series of meetings, usually 2-3, that are based around a specific area of Aspire's services.	Up to 12	Meeting	Vitual Meeting	As and when required	6 hours	None	Customers who have an interest in the topic area