

# Customer Involvement Newsletter

## April 2024

### Meet the Team



**Lizzie Brown**

Community Involvement  
Manager



**Nikki Glazebrook**

Senior Community involvement officer



**Lorraine Gibson**

Community Involvement Officer



**Gemma Ager**

Community Involvement Officer

## What makes an excellent repairs service?



This year we would like you to help us find out what makes an excellent repairs service.

We're inviting customers to join us with staff to look into what our repairs service is like and what customers want from us.

We would love your help in understanding what is important to customers. However you can help, everything can be done at a time that is convenient to you, so it doesn't matter if you are working or have school runs to do.

Being involved in a project like this can look great on your CV if you are looking for a job or working towards a promotion. We'll give you £30 each month to cover your internet expenses.

If you want to find out more, please contact [Gemma Ager on 01933 234450](mailto:gemma.ager@greatwellhomes.org.uk) or [gemma.ager@greatwellhomes.org.uk](mailto:gemma.ager@greatwellhomes.org.uk)

**April is Stress Awareness Month, this has been held every April since 1992. To help raise awareness of both the causes and cures. You can find some [free resources here](#)**





## · Together Greatwell

Together Greatwell a customer group that focuses on raising awareness on equality, diversity and inclusion, help us deliver inclusive services. We want to make sure everyone has a voice and feels included whoever you are.

Recently this group helped design some Inclusive Communications training that was delivered to customers. We want to make sure that whatever we share with customers, we understand what inclusive methods we could use. For example, on our website we now have an option to change the background to a colour that makes it easier to read for those with a Neurodiversity.

The training was delivered by [Housing Diversity Network](#) to 14 involved customers. Here's what they had to say:

**'I found the training so interesting'**

**'This was really engaging and helpful'**

**'The presentation was clear'**

To find out more about Together Greatwell, go to [our website here](#)  
Or speak to Lorraine Lorraine.gibson@greatwellhomes.org.uk

## Our latest Scrutiny Review

Thank you so much to all the customers who led the review and helped by providing feedback in surveys and at focus groups. Scrutiny work hard with us to make sure customers have their say regarding improving our services.



The final report **Consultation, Communication and Involvement in Independent Living**, can be found on our website [here](#)