



## **Volunteer: Customer and Community Insight Group (CCIG)**

As a Customer, you have the best view of what is important to you and your neighbours.

To help us make sure we are spending money in the right places and providing the excellent services we have promised, we need an enthusiastic team who are committed to working with us by monitoring our work and giving us new ideas.

Our CCIG will be elected to the role and be a key customer group helping us to deliver the promises we have made and to drive new initiatives on behalf of your fellow customers.

### **What we need you to do...**

- Monitor what we are doing by keeping a close eye on aspects such as Customer satisfaction, Key Performance Indicators, our Value for money and People Strategies, our approach to customer profiling and social impact
- Identify areas to explore in more detail – Commissioning trained volunteers on behalf of the Board and the group to carry out in depth surveys
- Identify project areas, develop a project brief and work with a team of volunteers to deliver the project making change happen.
- Check that our Annual Report is an accurate reflection of our service and that our customers are involved in producing it each year
- Act as a consultative group to help us develop new strategies, policies, new initiatives and service developments.
- Receive and comment on all non-confidential Board papers to make sure that tenants have inspired and influenced them.
- Be consulted on the process for electing Board and CCIG members

### **What you will get in return...'**

- A chance to represent the views of your fellow customers
- An opportunity to develop your skills and improve your CV
- Free training and all the help and support you need to develop talents that can be used in many different jobs
- A chance to give something back to your community by acting as a Community champion
- A chance to really influence the way we shape our services
- A sense of purpose from the work you carry out
- Clear insight into what we do at Red Kite
- Any reasonable out of pocket expenses reimbursed
- A chance to join our Time Credits reward scheme

**Partnership • Respect • Pride**  
**Excellent services for you and your community**



**What you need to be interested in...**

- How we manage performance
- Improving services and making a difference
- Challenging the norm

**As a person you will...**

- Live in a Red Kite Home
- Believe in our values and live up to our behaviour standards
- Have a passion to improve Red Kite and the lives of our customers
- Have an eagerness to learn
- Make the most of training opportunities
- Love working as a team
- Have courage to challenge, support others and be confident to contribute in meetings

**Your commitment to us will be to...**

- Come to regular meetings (The frequency will be determined by the group but they could be monthly or 6 weekly)
- Come to training sessions
- Read reports and paperwork before meetings and come prepared with comments and questions
- Adhere to our Behaviour Charter and Ground Rules

**Our commitment to you will be to:**

- Support you to develop your skills and knowledge through a variety of training opportunities
- Give you regular feedback to help you be as effective as possible on the group
- Listen to and value all views

**Volunteering is free - we'll make sure you aren't out of pocket and will cover reasonable expenses - the return you get is priceless...so go on, why not give it a go?!**