

## Flagship Kings' Forest, Flagship Peddars Way and Flagship Suffolk Heritage

### Customer Involvement Action Plan 2009/10

What do we want to achieve?	Involvement process	How we plan to consult customers?	Target date
Develop the recommendation made by ConsultCIH.	Progress customer profiling. To gather 90% of customer information.	Postal Census questionnaires, with door knocking and phoning customers.	October 2009
	Introduce a Customer Club. Develop new ways to involve customers in services provided by Flagship and introduce a training programme for customers wishing to increase their involvement.	Newsletter feature/Census questionnaire.	June 2009
	Explore online customer involvement. ICT and Marketing to improve the website to increase customer involvement.	Email consultation.	September 2009
	New staff to attend an Umbrella Group and/or Board Meeting as part of their induction to the Group.	Consultation with Chairs of Umbrella Groups and Boards.	September 2009
	Review mechanism for electing Customers to RP Boards. Working party comprising Flagship Board Members (customers) to review.	Feedback to the Umbrella Groups and Customer Board.	August 2009
	Skills appraisal of new Umbrella Groups and Board members. Chairs to discuss with Managing Directors.	Consultation with Umbrella Groups.	June 2009

What do we want to achieve?	Involvement process	How we plan to consult customers?	Target date
Develop the recommendation made by ConsultCIH (continued).	<p>Training for Umbrella Groups. Explore and develop a training programme for each Umbrella Group.</p> <p>'Buddying' system for new Umbrella Group and Board Members. Explore current practice and improve it's effectiveness.</p> <p>Provision of ICT equipment for Umbrella Groups and Board. ICT and Marketing to improve access to the extranet.</p>	<p>Consultation with Umbrella Groups.</p> <p>Consultation with Chairs of Umbrella Groups and Board.</p> <p>Consultation with Customer Board.</p>	<p>September 2009</p> <p>June 2009</p> <p>September 2009</p>
Communication between RP and Flagship.	To improve communication between the RPs and Flagship. Flagship to inform RPs of their priorities and how they will interact with the RPs.	Managing Directors to consult with Umbrella Groups.	July 2009
Succession Planning.	Explore and establish a succession plan for the Umbrella Groups.	Consultation with Umbrella Groups.	September 2009
Involvement with young customers.	Actively seek younger customers to become involved with housing. Seek their views on ways in which they would like to become involved/ communicate with Flagship.	Newsletter article/ website/Census/ fun days.	September 2009