

Challenge for Change

*Making your
housing service
better*

The group's aim is to...

- Check out the quality and standard of the Housing Service and make recommendations for improvement
- Provide a way for customers to influence change
- Hold Council Housing Senior Management to account, where what is expected falls below agreed standards

Some of the things you may be doing...

- Look at information about the Housing Service
- Help to decide which areas to look at
- Compare performance with other housing providers
- Gather information and evidence using different methods such as mystery shopping and staff interviews
- Consider where improvements can be made
- Attend and participate in meetings
- Work with other group members, staff, tenants and customers
- Help to make recommendations to improve services

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Do you want to help make a difference to your housing experience?

Sheffield's Council Housing Service has a customer-led group which looks at different areas of the Housing Service, with the aim of letting the Council know what it does well and what it can improve. And we need people like YOU! to help us.

- **What's involved?** We look at one service area for each project, interview staff to ask what they do now and what improvements they want to see. We add our own thoughts to it using evidence, then produce a final report with recommendations to present to Council members.
- **Can you...** put forward new ideas, work as part of a team, communicate well, understand and help analyse reports and information (help will be on hand if you need it!)?
- **What's in it for you?** An opportunity to improve your knowledge, develop skills and make a difference to the Council's Housing Service and improve things for you and your neighbours.
- **You need to...** be a tenant, leaseholder or customer of the Housing Service and be up-to-date with your rent. You won't be able to join us if you are an employee of Sheffield City Council or a Sheffield Councillor.
- **Interested?** If you want to see some of the projects we have already done or want more information, just go to www.sheffield.gov.uk and search for Challenge for Change. We welcome interest from all of Sheffield's diverse communities.
- To join us, email the Community Engagement Team at: getinvolved@sheffield.gov.uk