

SERVICE USERS FORUM

Residents and staff have been working together to develop Impact's first countywide **Service User Forum**. It will bring major changes and improvements to our services, driven by our residents & customers as active members of the Forum

Will you join Impact's Service User Forum?

What is a Service User Forum?

- A group of Impact's customers who will meet 3 or 4 times a year
- Have a direct link to Impact's Board
- Play a major role in "How, What, and Where we deliver our services.

What will you get out of being a member of the Forum?

- New skills
- Influencing decision making
- Getting your ideas out there
- Possibly becoming a member of Impact's Board

What is a Customer?

- Anyone who uses our services past and present?
- Residents. Customers and tenants
- Cafes
- Recycling
- Youth Groups

What will Impact get out of you being a member of the Forum

- Help us deliver better services
- Get different points of view
- New Board members?

We have had 2 meetings already and members of the Forum are working on:

- Cyclical Works and Repairs
- Better facilities for Young People
- Supported Housing Standards
- Mother and Baby Services
- How the Forum develops

The Forum is supported by Impact's Board and championed by :

- Linda Bird , Tenant Board member and Deputy Chair
- Mike Rose –Troup, Chair of the Board

The vision for the Forum is that it will be flexible & organic, developing at its own pace and meeting at least 4 times a year. It will look at our services & work with staff to promote improvements & value for money. It will influence the development of Impact over the coming years.

The **Service User Forum** is a real commitment from Impact Housing Association to put our customers at the very heart of what we do. We have allocated staff & resources to support & sustain its development over the coming months. We provide help getting to the meetings and child care if necessary.

Our next meeting is going to be on **Thursday 4th March 2010** in Carlisle. Notices and invites will be sent out nearer the date, confirming timings and venue.

If you would like to know more about the **Service User Forum** and/or would like to come to our next meeting, you can contact Pauline on 01228 633633 Damien on 01228 633630 Fiona on 01900 842995

SO COME AND JOIN US!!