



Customer Engagement: Training and supporting customers.

We recognise the value of offering support and training to customers who join our **Customer Engagement Community**, and we are committed to developing and maintaining effective engagement with our customers.

Providing training opportunities will enable our customers to effectively hold us to account and empower them to take part, lead and influence our decisions.

BENEFITS TO CUSTOMERS

Accessing training and development opportunities will:

- increase customer confidence
- develop knowledge and skill
- improve IT skills
- educate customers about how housing associations operate
- provide customers with opportunities to talk to tenants from other regions or from across the country and share experiences

OUR TRAINING AND EMPOWERMENT OFFER

We will:

- deliver training to members of our Customer Engagement Community by Onward colleagues and partner organisations
- advertise training opportunities to Customer Engagement Community members on the **Get Involved pages** of our website, **Your Voice newsletter**, social media and by email, phone or post
- signpost customers to useful free training and information available online or within their local community
- ensure that engaged customers have access to bespoke training and opportunities which enhance their skills via Onward Training Programmes
- provide mentoring to volunteers who want to develop their skills to apply for places on our **Regional Scrutiny Boards** or engagement groups
- give 1-2-1 support to volunteers to develop their confidence to take part in video and phone meetings
- promote access to partner organisations which offer tenant membership, e.g. **Tpas** and **HQN**
- reimburse expenses incurred by taking part in training and development opportunities
- ensure training materials, methods and venues are accessible and consider the diversity of our customers
- employ a variety of engagement methods including online, face to face, group and 1-2-1

We are always looking for ways to improve our training and support to engaged customers and volunteers. If you have an idea or want to find out more, get in touch.

Email: customerengagement@onward.co.uk

Phone: 0300 555 0600

Twitter: @Onward_Homes

Facebook: @OnwardHomes

At Onward, our customers' voice is at the heart of everything we do. Your views are important to us and the feedback you provide helps us focus on the things that matter to you most.

As a Customer Engagement Community member, you can volunteer to play a more active role in influencing change and work with us to shape the future of Onward.

By giving your time and sharing your knowledge and ideas, you can help us to improve our services and influence our policies and priorities for the benefit of all Onward customers.

Become a member now.

