

Both activities have an overarching objective to support service improvement by identifying what tenants value		
	HIP	CSIMS
Purpose of Group (Role)	<ul style="list-style-type: none"> • To identify the reason for a service (its purpose) e.g.: Purpose of complaints service is to • To identify what tenants value from the service. Establish what they would expect to see at each point of delivery - the factors that are important to tenants e.g.: to be able to make a complaint via text, phone, e-mail etc. or “have my complaint impartially reviewed” • To identify the experience – how tenants expect to be treated when requesting a service, eg: aspects of customer service, politeness, being kept informed, professional, respectful etc. • Once put forward what tenants expect to receive (through the ‘handbook’), the group will move on to another service area. It will be the responsibility of Caerphilly Homes to decide if these are set down as ‘standards’ 	<ul style="list-style-type: none"> • To ‘test’ existing practices & standards • Monitoring performance against current statutory or local housing service standards • Assess whether services provided by Caerphilly Homes meet the current standards and suggest how services can be improved. • The group does not question what tenants expect to receive from a service. It does not go beyond the remit of the standard(s) they are testing. Tenant responses are confined to that standard. It records whether standards or measures have been met eg: “Were you given 10 days notice of works?” • Monitoring role is continuous.

	HIP	CSIMS
Output	<ul style="list-style-type: none"> • Produce a 'handbook' for the service area being scrutinised at that time – it will recommend what tenants expect to receive from a service. • Evidence based resource that will inform the service improvement activity of Caerphilly Homes • The output can be used by officers and other tenant groups that are involved in service improvement activities. • Help Caerphilly Homes to identify the relevant tenant measures so Caerphilly Homes can measure and understand how well we are doing in achieving the purpose, tenant values & tenant experience. • It will not measure performance. 	<ul style="list-style-type: none"> • Submit information gathered - surveys or other recorded information that measures the performance of existing activities and processes to the relevant service area e.g.: WHQS works. • Evidence based resource that will inform the service improvement activity of Caerphilly Homes • The output can be used by officers and other tenant groups that are involved in service improvement activities • Does not create measures. It measures performance and processes using agreed/existing standards and local PIs. • CSIMS could measure and analyse the performance based on proposed HIP tenant measures therefore complementing work of HIP

Role of tenant participation is to work with Caerphilly Homes to improve services. Both the HIP & CSIMS support service improvement but they employ different methodology and focus on different aspects of service planning (HIP) and monitoring delivery (CSIMS)

	HIP	CSIMS
Outcomes	<ul style="list-style-type: none"> To identify what tenants value during a request for and when receiving a service. This information can be used to improve services 	<ul style="list-style-type: none"> Collating and recording performance and satisfaction (by measuring standards) after a service has been provided/delivered. This information can be used to improve services
Methodology	<ul style="list-style-type: none"> Listening to tenant's service demands & identifying what a service should do based on what tenants want through Customer journey mapping which is- information gathered through transcripts of telephone calls, e-mails or letters. Does not require contact to be made with tenant(s) separately as information is recorded as part of a service request. There will be no data protection issues Handbook format will record tenant outcomes & experience at each stage: <ul style="list-style-type: none"> Request- how tenant would like to contact a service Confirm – when we tell tenant what we will do Deliver – when we do what we said we would do After-service - support & feedback This is the methodology to be used in all tasks 	<ul style="list-style-type: none"> Currently, checking performance through completion of a survey form (either face- to -face or over telephone). Caerphilly Homes contact tenants to ask if CSIMS can visit or call & arrangements are made with tenant for CSIMS to complete survey. Other exercises listed for CSIMS which includes mystery shopping, do not identify the methodology to be used to gather information but the information gathered will still measure standards of performance and satisfaction
Reporting mechanisms	<ul style="list-style-type: none"> HIP 'handbook' will be submitted to Public Sector Management meetings. Any adopted recommendations will be referred to CHTG as information reports 	<ul style="list-style-type: none"> Currently reports to R&I Working Group New Terms of Reference identifies annual update on its work to be sent to CHTG
Membership	<ul style="list-style-type: none"> 5-15 members over a 2 year term 	<ul style="list-style-type: none"> No limit to numbers nor length of term on group