

## Reading Room

### Customer Involvement Information

#### What is the purpose of the Reading Room?

To review and monitor Orwell Housing's policies, communication documents or videos that are circulated or made available to all customers.

This review work will help Orwell to improve all communication to customers, so they meet the following standards:

- Wording and language are suitable so the meaning can be understood.
- The tone is appropriate for the audience intended.
- Where appropriate, laws and regulations are signposted to support understanding
- Documents or video presentation are grammatically correct
- The presentation is appropriate for the topic.
- Documents are in suitable font and word size.
- Information documents or videos are appealing to the eye.
- The message of communications is clear and can't be mistaken.

#### Who can join the Reading Room?

All Orwell customers can join the reading room to carry out reviews. When joining the Reading Room customers can decide which Tier level they would prefer to operate at. The 3 Tier levels are:

Tier 1: At this level you will read and give feedback on policies, communication documents and informational videos through online surveys. Items you are asked to give feedback on could include other Housing Association documentation to enable comparisons.

Tier 2:

As for Tier 1 plus you will be asked to give further feedback through telephone conversations with customer involvement staff on the items you are reviewing. You may also need to carry out an online training course prior to a review to support your knowledge.

Tier 3: As for Tier 1 but you may also be invited to join focus group reviews with other customers and staff to discuss potential improvements or changes.

#### **Is there a Code of Conduct?**

Those involved in Reading Room activities need to adhere to the *Orwell Engagement Code of Conduct* which also covers confidentiality and data protection.

#### Rewards

Rewards are determined on the level of participation. Please refer to Appendix BLANK