

# Purpose of the Think Tank

The Think Tank is an opportunity to have your say through ONLINE surveys that support Orwell to achieve greater insight into what really matters to customers and communities.

## What is the purpose of Think Tank?

- To provide instant opinions, comments, and feedback to aid service reviews of other involved residents.
- To give Orwell a greater understanding of what really matters to our customers and communities.
- To identify trends opinions and behaviors to influence important decisions.

## What support will Orwell give?

- Circulate regular accessible short one topic surveys and reminders.
- Coordinate and feedback results of surveys and their impact.

## What skills would I need?

- Able to focus on a specific topic and formulate opinions.
- Basic IT skills and access to the internet.

## Will I need to commit much time?

This is a low commitment, however there's an expectation to give feedback on all surveys

## What sort topics will I give feedback on?

Anything relating to services Orwell provide for example ASB, repairs, gardening, development etc.

## Who can join the Think Tank?

All customers of Orwell Housing can join the Think Tank.

## What might I gain from being a member?

### Rewards

Through completing Think Tank surveys, you will be entered into a biannual **£50 prize draw**. You need to be a regular respondent to be entered into the draw.

### Development of skills that could help your personal career and development, such as:

- Confidence building and developing organisational skills.
- Increasing knowledge and understanding of the housing sector.