

Tpas Member Spotlight

Acis Group

We asked Claire Tunstall from Acis Group to share what they are up to.

If you'd like to contact Claire about any of the below click [here](#)

Give us a little known fact about your organisation

We're based in Gainsborough, which was once the capital of England – for just five weeks.

Tell us about a time that engagement has made a difference to your services or communities

The last two years have changed the way we engage with our customers. At the start of the pandemic, we were aware that many of our customers and communities would need extra support. So we started to call them – one by one, starting with our most 'vulnerable' customers – to check in on them. This led us to develop a befriending service for our customers who required a bit of extra support. This became a lifeline for them through the lockdowns, but it also meant we had a greater understanding of the needs of our customers and how best we could support them.

Since then, we've integrated many things we've learned into our existing Supporting Foundations service, which has become key for hundreds of people across our communities.

And recognising the changing world post-pandemic, we've revamped our customer service centre to increase the amount of time we're available for our customers – and through more ways than ever before.

Customers can now reach us 24/7 through our customer portal, MyAcis, and speak to us on the phone, through live chat, over social media and on email from 8am to 9pm Monday to Friday.

What are you currently working on when it comes to engagement?

We have recently held our inaugural Your Voice month. Your Voice is our customer engagement programme, which gives people a number of ways they can get involved to shape our services.

Your Voice month aimed to bring our people and our customers together to champion the ways in which our customers have impacted our service. Across the month we held customer groups, had more than 300 people complete surveys about repairs, their financial situation and how they would like to get involved in Your Voice in the future, and we went out in our communities to love their street and bring them employment support. It was great to get out and about in our communities after the pandemic and speak to our customers face to face about our service and what we do.

Your Voice month also allowed us to begin to expand our customer engagement programme across our group of companies. It allowed us to engage our customers at our training provider, Riverside Training, and those customers who use our adaptations service, Acis HomePlus.

Why did you decide to join Tpas?

We've worked with and alongside Tpas for years. Its community of likeminded organisations passionate about engagement provides us with perfect opportunities to network and learn from others in similar situations.

We know we're not the experts in everything. The mentor scheme and expertise provided by Tpas means that we can provide independent support and training to those customers who choose to get involved. It also means our own people can access training for personal development.

What is your top engagement tip?

It's important to be flexible in your approach. Every person is different in how they want to engage and the opportunities provided need to reflect that. Some customers prefer a face-to-face conversation, while others prefer to engage over email or the telephone.

Our six 'Its' that make up our Your Voice programme (Say It, Talk It, View It, Discuss It, Review It, Improve It) aim to provide a different way of engaging that speaks to each of our customers. But within each 'It' how we approach a situation, or a piece of work can change considerably based on the people involved. But that's what makes it so exciting to work with our customers to help them have their say.

What's the one thing you are really proud of when it comes to engagement?

We are really proud that due to the work we have been doing over the last couple of years our customer engagement programme is growing. We're not just engaging more customers, through our early adoption of the Together with Tenants Charter and the subsequent launch of our Customer Voice Panel last year, we're engaging the communities they live in. We're providing services that help people navigate and understand their mental health, help them gain employment and helps them to stay in the home they love for longer.

