



New Directions wants your thoughts on shaping the current and future services we deliver.



We can work together to improve your services!

New Directions (Rugby) Ltd
27 Bilton Road
RUGBY
CV22 7AN

Tel: 01788 573318

Fax: 01788 562247

Email: admin@newdirectionsrugby.org.uk

www.newdirectionsrugby.org.uk



New Directions Wants Your Feedback (through Co-Regulation)



What is Co Regulation?

The Board of Trustees at **New Directions Rugby Ltd.** want to hear your views on your life at Lennon Court. Your comments will be answered or responded to by **Carol Payne**, who is your Customer Engagement Champion.



Tell us about your views on:

- your home
- activities
- the support services you receive
- maintenance of your home

We will do this by a two way communication...

Questionnaires
and Surveys

On our Website

During Quality
Visits by Board
Members

At Tenants
Meetings

At Residents
Meetings

Through Your
Compliments and
Complaints

With Stories in
Our Newsletters

Supporting you
to understand
meeting minutes

YOUR VIEWS

Through
Opportunities to
Volunteer and find
Employment

On Facebook

Your Life
In Workshops

With DVDs and
Presentations

Individual Review
of Your Support

Activities



My name is **Carol Payne** and I am your Customer Engagement Champion. You can talk to me by ringing **01788 540147** or email me on: **cpayne@newdirectionsrugby.org.uk**.