

**Tenant Engagement Strategy 2023- 2026 – Action Plan**

<b>Priority 1 : Make tenants and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility</b>						
<b>Ref no</b>	<b>Objective</b>	<b>Priority L/M/H</b>	<b>Milestone/How will success be measured</b>	<b>Progress</b>	<b>Lead</b>	<b>Target Date</b>
1.1	Work alongside tenants to publish and promote the Tenant Engagement Strategy	H	Recruit 5 tenant to join TPRDG  Publish and promote strategy on the council website and tenants newsletter	Tenants to join the TPRDG as from 29 <sup>th</sup> September 22	VCF	September 2023
1.2	Regular monitor the strategy to ensure it continues to meet its objectives	M	To review and monitor by TPRDG to ensure the strategy meets the tenants needs and aspirations	First review to be completed within 12 months of the approved strategy	VD VCF	Yearly
1.3	Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and polices	M	Increase tenant data base using various consultation methods including –  Developing a leaflet in line with the strategy promoting tenant involving and encouraging tenants to get involved at the level they wish	Measure of tenants held on data base	VCF TMO	Ongoing  July 2023

			TMO/HO to use as part of their visits to promote and increase engagement			
<b>Priority 2</b> : Strengthen and develop communication methods ensuring tenants are offered a number of different way to get involved and is accessible to all						
Ref no	Objective	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date
2.1	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	Review menu of involvement annually and measure by number of tenants held within each section of the database	Menu of involvement and data base created April 2022 Ongoing until next review	VCF	1 year from approval of strategy
2.2	Offer a range of options for engagement both traditional and technology base	L	Explore options to what extent both methods are welcomed.  Use information obtained via the recent STAR survey		VD CF	July 2025

<b>Priority 3:</b> To be more accountable for the services we deliver by empowering our tenants to challenge us and to get involved in setting priorities						
<b>Ref no</b>	<b>Objective</b>	<b>Priority L/M/H</b>	<b>Milestone/How will success be measured</b>	<b>Progress</b>	<b>Lead</b>	<b>Target Date</b>
3.2	Empower tenants to hold us to account by providing appropriate training, support and feed back	M	<p>Work with tenants to provide a training programme base on their needs</p> <p>Support joint training with other tenants and landlords</p> <p>Utilise online/face to face training provided by TPAS</p> <p>Encourage tenants to engage with training/workshops/networking provided by the East Midlands Tenant participation Group</p>	Number of tenants involved in training events	VCF	Ongoing
3.3	Publish and promote our service standards and ensure tenants know how to challenge them	L	Publish on council website, tenants newsletter and produce stand alone leaflet		VCF LB SC	April 25
		H	Hold tenant challenge day (include as part of tenant scrutiny process)		VCF	ongoing

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3.4	Develop and support a tenant led security process that will challenge the housing service and make recommendations and improvements	H	Engage with TPAS on national scrutiny week to gain full understand of the tenant scrutiny process  Recruitment of scrutiny panel members  Training of tenant scrutiny members  Set timetable of projects to scrutinise – 3 per year	Officers/members to attend training 5 <sup>th</sup> Oct 22	VD VCF JW	Completed       Autumn 23
<b>Priority 4:</b> Use customer feedback to improve our housing service, keep tenants informed about how their contributions have been used to drive continuous improvement						
Ref no	Objective	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date
4.1	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	Establish tenants editorial team Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their view are taken into account	First meeting scheduled 21 <sup>st</sup> September (review meeting)	VCF	July 26
4.2	Produce a <i>You Said, We Did</i> article highlighting where customer feedback has made a		Publish article in the each edition of the newsletter and within the housing section of the council	First article published in the newsletter July 22	VCF	Ongoing with each edition

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	difference to how we deliver services		website. Aim for 3 articles per year	Second scheduled for Nov 22		
4.3	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	Create satisfaction survey to gather data required for the Tenant Satisfaction Measures - annually	Guidance by social housing regulator	VD VCF	April 23
		H	Ensure all face to face consultation workshops provides feedback forms		VCF	Ongoing
		M	Gather repairs feedback on PDA after each repair.	Report back to RANT group	AC	July 2025
		M	5% telephone feedback on completed repairs.	Report back to Rant group	AC	July 2025
		H	Explore retail time methods of consultation eg gov matrix		VD LB	July 2023