

Tenant Engagement Strategy – Proposed revised priorities and milestones

In order to meet the four strategic objectives, the following priorities were agreed with the Housing Liaison Board (previously Tenant Participation Review and Development Group). Proposed additions, both priorities and milestones, shown in red, will assist the Council in delivering the Improvement Plan that has been agreed following the Housing Inspection.

*Note: The existing priorities under Objective 3 have been reordered to accommodate the proposed additions.

Objective 1 - Make tenant and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility

- 1.1 Work alongside tenants to publish and promote the Tenant Engagement Strategy.
- 1.2 Regularly monitor the strategy to ensure it continues to meet its objectives.
- 1.3 Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies.
- 1.4 Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.

Objective 2 - Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all

- 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
- 2.2 Offer a range of options for engagement both traditional and technology based.
- 2.3 **Expand communication channels used by the service to create improved modern interaction and cost efficiencies**

Objective 3 - To be more accountable for the services we deliver by empowering our residents to challenge us and to get involved in setting priorities

- 3.1 Publish and promote our service standards and ensure tenants know how to challenge them.
- 3.2 **Develop and implement a quarterly service performance report, to be submitted to Housing Liaison Board and Customer Services Scrutiny Committee twice a year.**
- 3.3 **Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.**
- 3.4 Produce an annual report, **in conjunction with tenants**, providing an overview of the last 12 months.
- 3.5 Empower tenants to hold us to account by providing appropriate information, training support and feedback.

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- 3.6 Develop and support a resident led scrutiny process that will challenge the housing service and make recommendations for improvements.

Objective 4 - Use customer feedback to improve our housing service, and keep them informed about how their contributions have been used to drive continuous improvement

- 4.1 Publish and promote our tenants newsletter and encourage tenants to become actively involved with its production.
- 4.2 Produce **regular** 'You said we did' articles highlighting where customer feedback has made a difference to how we deliver services.
- 4.3 Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations.
- 4.4 **Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis**