

Engagement Action Plan

Priority	Year 1	Year 2	Year 3	Year 4
<p>We will make sure we involve a wide range of tenants and leaseholders so that we get a representative view including experiences</p>	<p>Carry out research of under represented tenants and leaseholders to find out how they prefer to be involved</p> <p>Improve information about involvement opportunities and promote widely</p> <p>Use the results from the satisfaction survey to monitor improvements in satisfaction annually</p>	<p>Review the impact of previous research and implemented involvement activities. Implementing any identified actions</p> <p>Review the impact of the promotion. Implement identified improvements</p> <p>Use the results from the satisfaction survey to monitor improvements in satisfaction annually</p>	<p>Carry out research of under represented tenants and leaseholders to determine the improvements in representation</p> <p>Review the impact of the promotion. Implement identified improvements</p> <p>Use the results from the satisfaction survey to monitor improvements in satisfaction annually</p>	<p>Review strategy in light of changes to ensure it is still fit for purpose</p> <p>Review the impact of the promotion. Implement identified improvements</p> <p>Use the results from the satisfaction survey to monitor improvements in satisfaction annually</p>
<p>We will make sure all engagement activities have a positive impact and support improved services</p>	<p>Make sure all engagement groups have clear terms of reference</p> <p>Agree annual work plans with engagement groups which include outcomes</p> <p>Monitor and review the outcomes from engagement activities with all involved tenants/leaseholders.</p> <p>Implement any improvements and publicise this widely</p>	<p>Review terms of reference with all engagement groups</p> <p>Agree annual work plans with engagement groups which include outcomes</p> <p>Monitor and review the outcomes from engagement activities with all involved tenants/leaseholders.</p> <p>Implement any improvements and publicise this widely</p>	<p>Review terms of reference with all engagement groups</p> <p>Agree annual work plans with engagement groups which include outcomes</p> <p>Monitor and review the outcomes from engagement activities with all involved tenants/leaseholders.</p> <p>Implement any improvements and publicise this widely</p>	<p>Review terms of reference with all engagement groups</p> <p>Agree annual work plans with engagement groups which include outcomes</p> <p>Monitor and review the outcomes from engagement activities with all involved tenants/leaseholders.</p> <p>Implement any improvements and publicise this widely</p>

<p>We will make sure all Housing Staff understand and support customer engagement</p>	<p>Develop and deliver tenant engagement sessions for all staff</p> <p>Make sure information about tenant engagement is given to all new housing staff as part of their induction</p>	<p>We will produce information and guidance on carrying out tenant engagement for staff</p> <p>Develop the induction information based on feedback from staff and tenants</p>	<p>Review the engagement sessions with staff and tenants, implementing identified improvements</p> <p>Review the induction information and implement any identified improvements</p>	<p>Review the engagement sessions with staff and tenants, implementing identified improvements</p> <p>Review the induction information and implement any identified improvements</p>
<p>We will improve the way we feedback to tenants and leaseholders about how we have used their views</p>	<p>Develop a consistent approach to providing feedback to all tenants and leaseholders</p> <p>Introduce a process for feeding back after each engagement activity and to all involved tenants and leaseholders on an annual basis</p>	<p>Explore additional ways of giving feedback including the use of social media.</p> <p>Monitor and review the process, implementing any identified improvements</p>	<p>Review the approach, implementing any identified improvements</p> <p>Monitor and review the process, implementing any identified improvements</p>	<p>Review the approach, implementing any identified improvements</p> <p>Monitor and review the process, implementing any identified improvements</p>