

# Tenant Engagement Strategy Delivery Plan

## Tenant Engagement Strategy Delivery Plan - 2022

Action by Principles	What does success look like?	Who	When	Comments
<b>1. Open and Transparent Communication</b>	<ul style="list-style-type: none"> <li>• Will receive regular and relevant information that is important to you.</li> <li>• Can access information you need to give us your views on the services you receive.</li> <li>• We will support you so you can hold us to account and that you understand how we can put things right when they go wrong."</li> </ul>			
Continued Development of My Home Bulletin (MHB)		Business Improvement Officer	Ongoing	
Produce a Physical copy of MHB annually	Ensure at least annually there is a MHB made available to those who are not digitally included	Business Improvement Officer	30/04/23	
Develop an annual plan of MHB publications	Ensure includes, Complaints data, TSMs, Safety and Compliance, H&S and Tenant Engagement activities	Business Improvement Officer	31/12/22	
All tenant facing policies and procedures are accessible	Published on our website and available on request in an easy to read format	Tenant Engagement Coordinator	30/06/23	
To work with service areas to ensure that information relating to their tenancy is accessible and easy to find	Ensure that all new tenants are aware of their rights and responsibilities, including how they can get involved in the management of their homes and communities.	Tenant Engagement Coordinator	Ongoing	
Development of MyHome Portal	Explore and invest in the further development of the Tenant Portal, using it as a one stop shop for all tenants information including being able to raise repairs	Housing Systems and Programme Manager	30/09/23	
Tenant Engagement area of website development	Web pages are frequently updated, easy to navigate and informative	Tenant Engagement Coordinator	31/12/22	
<b>2. You Said, We Did</b>	<ul style="list-style-type: none"> <li>• We will always provide updates on what it is we have asked you about.</li> <li>• We will increase the levels of engagement and opportunities to influence, increase tenant satisfaction and use what you have told</li> </ul>			
Relaunch of Complaints Task Force	Using tenant insight data gained from engagement survey to get more tenants involved in complaint analysis and driving service improvements	Tenant Engagement Coordinator	30/09/22	Complete now business as usual
Tenant Involvement in Complaint review process	Recruit to and utilise the Complaint Champions role within the housing complaint process and procedures to create the tenant voice and scrutiny in complaint escalation	Housing Transformation Manager	31/08/23	
Housing complaint data is published to our website	Tenant Engagement area of website includes an area that relates to complaints, identifying trends and preventative actions taken	Tenant Engagement Coordinator	31/01/23	
Transactional perception data is published to our website	Explaining how the data we have used from transactional feedback has informed service changes	Business Improvement Officer	31/12/22	
Transactional Perception targets are set for the areas we are reporting on	Tenants involved in the setting and monitoring of the targets	Housing Transformation Manager	31/12/22	
Tenant Engagement Annual Report	Tenant Engagement Supplement as part of Annual report	Tenant Engagement Coordinator	30/09/23	
TSM Data is collated and reported annually to tenants and Regulator	Action plan for TSM responses is published and updated quarterly	Business Improvement Officer	31/03/23	
Annual Review of Engagement Activities and strategy progress	The strategy is reviewed at least annually and reported on as part of the Annual report as well as learning from engagement activities and tenant insight	Housing Transformation Manager	01/11/23	
<b>3. Valuing Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>• That we will provide opportunities for you to get involved in areas that are of interest to you.</li> <li>• Make sure that we are supporting those who want to be more digitally consulted with.</li> <li>• We also want to remove barriers to involvement for underrepresented tenants and work to end the stigma associated with social housing and ensure you are always treated with respect.</li> </ul>			
Carry out a Stigma awareness Campaign	Work with HR and partners such as TPAS and HQN to ensure all housing staff are exposed to stigma awareness training which is refreshed regularly	Housing Transformation Manager	31/01/23 and ongoing	
1-1s with Tenant Board Members	Bi-annual 1-1s recorded and captured with training needs identified and effectiveness assessed	Tenant Engagement Coordinator	Ongoing (at least every 6 months)	
Tenant Demographic data collection improvement	100% of tenant DOB data on the system and increase in other ED&I data and contact information	Business Improvement Officer	Ongoing	
Spotlight on Tenant Feature in Internal Comms	Use our internal comms channels such as ITIT and working together to share positive news stories about our tenants	Tenant Engagement Coordinator	31/01/23 and ongoing	
Develop role profiles for engagement and influence roles	To ensure that each role has a specific role profile which outlines what the responsibilities and function is of each role and any groups have a specific Terms of reference and that these are publicised on the Tenant engagement area of the website and portal	Tenant Engagement Coordinator	31/10/22	Complete
Identify training and support opportunities for tenants relating to the ways in which they want to be involved	Work with TPAS and other providers to share good practice and increase the skills and knowledge of our tenants	Tenant Engagement Coordinator	31/07/23	
Carry out a Tenant and Leaseholder census exercise	Ensuring we have the right information required to ensure we are providing accessible services to our residents.	Housing Transformation Manager	28/02/23	
Tenant Engagement Recruitment Drive	Utilising the data from the survey responses to identify potential residents that are interested in holding us to account	Tenant Engagement Coordinator	31/03/23 and ongoing	
<b>4. Engagement is Everyone's Business</b>	<ul style="list-style-type: none"> <li>• We will create a culture of valuing engagement across all services.</li> <li>• Make it clear where engagement with you has made a difference.</li> <li>• Are able to challenge us on our performance, that we keep our promises and that you trust us. We want to work in partnership with you.</li> </ul>			

	Action by Principles	What does success look like?	Who	When	Comments
28	Implement Contact Management Module system on housing management system	Ensure that training is rolled out to all housing staff and that staff recognise what engagement and influence is and ensure that they register those interactions on the system	Tenant Engagement Coordinator	31/05/23	
29	Develop Performance Dashboards that can be published to the website and/or Tenant Portal	Provide a 360 degree view of housing service performance that is visible to all and allows for better scrutiny from tenants	Business Improvement Officer	01/04/23	
30	Create with colleagues and tenants a set of service standards	Service standards are agreed and then performance against these reported on quarterly to tenant board and the wider tenant population or relevant roles	Housing Transformation Manager	01/04/23	
31	Investigate the opportunities for developing a set of local offers	Consult with local areas to agree service standards that we can report on and are important to them.	Housing Transformation Manager		
32	Every member of staff in housing to have a tenant engagement objective set as part of their annual review	All managers to consider and set a specific target for every member of the housing team	Housing Transformation Manager	31/05/23	
33	Share Contact Management Module of Housing System usage reports with managers	Managers to drive up usage of the contact management module with colleagues addressing issues where necessary	Housing Systems and Programme Manager	31/05/23	
34	<b>5. Early and Planned Engagement</b>	<ul style="list-style-type: none"> <li>• We will make sure that your voice is heard before issues are decided, so you can have a say at the earliest opportunity</li> <li>• That consultation isn't just a tick box exercise.</li> <li>• That there will be adequate time and resources to get engagement right.</li> </ul>			
35	Develop a Tenant Consultation Toolkit	All colleagues are aware of where to go and how to gain tenant insight and feedback when creating/reviewing services, policies etc	Business Improvement Officer	31/03/23	
36	Design with tenants a Tenant Approved Indicator	A tenant approved indicator will be designed and used in all publications where tenant influence, co-design or approval has occurred	Tenant Engagement Coordinator	31/05/23	
37	Use communication tools to publicise where Tenant Engagement and influence has driven services	We will work with Comms to make use of various communication channels to ensure we are publicising the value that our tenants and leaseholders bring to the development of our housing service	Tenant Engagement Coordinator	Ongoing	
38	All tenant facing policies and procedures to be developed, consulted and reviewed with tenants	A policy review schedule will be developed that identifies which policies need reviewing or creating and by when ensuring that tenant consultation work is planned in good time	Housing Policy & Strategy Officer	31/03/23	
39	To gain TPAS Accreditation	Work with TPAS to gain and sustain accreditation using their smart action plan review as a guide	Housing Transformation Manager	30/12/23	