

Structure- Putting Tenants at the heart of everything we do

Action Point	Strategy Index	Who is responsible?	By when?
Produce performance information for tenants	6. Monitoring Our Performance	The Housing Team	In place- website to be updated April 2021
Launch new Tenant Engagement Strategy with involvement options	2.2 Your Choice and Your Choice Plus	Tenant Engagement and The Housing Teams	May 2021
Promote awareness of Tenant Engagement opportunities to ensure that Tenant Engagement is integral to all staff roles.	2.3. Supporting a Tenant Engagement Culture and 3.Training for staff and for tenants about Tenant Engagement	The Housing Team and TPAS	May 2021 and ongoing
Inclusion of tenant engagement in all induction programmes for the Housing team	3.Training for staff and for tenants about Tenant Engagement	The Housing Team	August 2021
Review progress of the Tenant Engagement Strategy Action Plan	6. Monitoring Our Performance	The Housing Team	September 2021 and then quarterly
Provide training for the Housing team on Tenant Engagement promotion	3.Training for staff and for tenants about Tenant Engagement	Tenant Engagement and TPAS	October 2021
Linking our actions to the 7 principles within the Charter for Social Housing Residents white paper	2.3. Supporting a Tenant Engagement Culture and 6.Monitoring Our Performance	The Housing Team	October 2021

Establish tenant engagement objective for all Housing team members	3.Training for staff and for tenants about Tenant Engagement	The Housing Team	December 2021
Linking our actions to the Regulator of Social Housing Tenant Involvement and empowerment Standard	2.3. Supporting a Tenant Engagement Culture and 6.Monitoring Our Performance	The Housing Team	Annually
Tackling Stigma - Include Tenant Engagement into staff training to embed the culture of our staff	2.3. Supporting a Tenant Engagement Culture and	The Housing Team	Ongoing

Communication - Widen and increase Tenant Engagement opportunities

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Design a webpage for Tenant Involvement on the FHDC website with options and involvement activities as well as links to Tenants exclusive social media pages, useful content and top new stories within the Housing Service	2.2/4 Business Insight and Communications	Housing Communications, Tenant Engagement and IT	May 2021
Develop a viable recruitment plan to ensure the board contains the correct level of skill and expertise to engage at strategic level	2.2 Tenants Voice	Tenant Engagement and TPAS	June 2021
Recruit and support tenants that have expressed a desire to be more involved and begin to utilise them on a number of consultative matters for FHDC Housing Service	2.2 Your Choice and Your Choice Plus	Tenant Engagement and The Housing Team	August 2021

Develop a communication and engagement plan	2.3. Supporting a Tenant Engagement Culture	The Housing Team	August 2021
Develop online options for Tenant Engagement, including virtual communities on social media of tenants and leaseholder forums and development of the FHDC website	2.2 Your Choice and Your Choice Plus and 2.3. Supporting a Tenant Engagement Culture	Tenant Engagement Team and Housing Communications	October 2021
Have a fully functioning engagement structure	2.3. Supporting a Tenant Engagement Culture	Tenant Engagement Team	May 2022

Training - Enabling Tenants to make a difference and have their voices heard

Action Point	Strategy Index	Who is responsible?	By when?
Planned and major works consultation methods - Design and delivery of the planned and major works programmes using the engaged tenants	5 Tenants' Key Priorities 2.3. Supporting a Tenant Engagement Culture	Major Works, Repairs, Housing Communications and Tenant Engagement	April 2021
Agree finances and resources for Tenant Engagement Service and review budgets for tenants groups	2.2 The Tenants Voice	Tenant Engagement and The Housing Operations Lead	July 2021
Agree Terms of Reference for Strategic Board, and undertake recruitment campaign.	2.2 Tenants Voice	Tenant Engagement and TPAS	July 2021
Develop a clear expenses process for involved tenants	2.4.Barriers to Engagement;	Housing Operations Lead	July 2021

	Transport, travel and expenses.	and Tenant Engagement team	
Provide tools and equipment to enable Tenant Engagement	2.4.Barriers to Engagement; Transport, travel and expenses 2.3. Supporting a Tenant Engagement Culture	Tenant Engagement	August 2021
Produce a training plan for our involved tenants	3.Training for staff and for tenants about Tenant Engagement	Tenant Engagement and TPAS	September 2021
Enable Tenants to be involved in the Health and Safety of their homes <ul style="list-style-type: none"> - Major works consultation - Input in designing campaigns - EIP - Fire safety in flats 	2.2 The Tenants Voice (STLB) 5 Tenants' Key Priorities 2.3. Supporting a Tenant Engagement Culture	Major Works, Repairs, Housing Communications and Tenant Engagement	December 2021

Performance- Maximising Business Intelligence and acting on customer feedback to improve service delivery

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Ensure the priorities from the STAR survey are captured in the Service Plan	5 Tenants' Key Priorities	The Housing Team	April 2021
Ensure that all new data collected is uploaded onto the Northgate Database and regularly updated; especially contact details and demographic and diversity data	2.2 Business Insight	Tenant Engagement Team	To start April 2021 and ongoing

Carry out STAR survey annually	2.2 Business Insight	Tenant Engagement Team	December 2021
Establish a systematic approach to use feedback from satisfaction surveys, complaints, repeat calls etc to identify issues	2.2 Business Insight	Business Insight Team	March 2022
Consider diversity of engagement and feedback activity, compared to the profile of our tenants and agree steps to redress any imbalance if necessary	2.5. Valuing Diversity	The Housing Team	March 2022
Implementing GIS Data mapping	2.2 Business Insight	Business Insight Team and Tenant Engagement Team	March 2022
Using benchmarking data to ensure Value for Money for our services	6. Monitoring Our Performance and 2.2 Business Insight	The Housing Team	March 2022
Sharing good practice and work with peer groups to achieve the TPAS Tenant Accreditation Standard and stay current on viable Tenant Engagement activities	6. Monitoring Our Performance	Tenant Engagement Team	June 2022