

APPENDIX B: TENANT INVOLVEMENT ACTION PLAN 2018/2022

This Action Plan is a working document for the Housing Service. The actions in this plan are designed to make sure that our work in 2018/2022 achieves the aims and objectives set out in the Tenant Involvement Strategy

| ACTION REQUIRED | COMPLETION DATE | SUCCESS MEASURE/ OUTCOME |
|--|-----------------|---|
| Promote and develop online services and the use of social media to engage with the wider community by updating the tenant involvement web, Facebook and Twitter pages and any other social media platforms on a regular basis, as appropriate. | Ongoing | Tenants will be informed Involvement opportunities will be promoted Improved, 24/7 access to information for service users |
| Produce information on service delivery | Ongoing | To demonstrate how the regulatory standards are being met. This may be included in the tenant newsletter, Housing News 4U, which is published periodically, and may also be provided using other channels of communication |
| Promote Neighbourhood Walkabouts on our website, social media accounts, newsletters and elsewhere, as appropriate | Annually | To increase levels of tenant satisfaction at a local level by enabling local people to engage with their Neighbourhood Officer, be involved in discussions about possible improvements and to provide opportunities for them to raise issues of concern |
| Improve our knowledge of those who are living in our homes | Ongoing | Use customer knowledge to understand the needs of tenants and to help us to tailor our services as appropriate. It also informs the work of the Neighbourhood teams who may be able to signpost or refer tenants to other services operated by local partners |
| Support Tenants and Residents Groups, as appropriate | Ongoing | Tenant involvement in such groups has the potential to deliver greater community cohesion, increased engagement in shaping service delivery, higher levels of tenant satisfaction and improved neighbourhoods |
| Identify and promote opportunities for tenant representatives to access training relevant to the role | Ongoing | In order to ensure that involved tenants are informed about matters upon which they may be asked to make a decision; and to provide them with skills, knowledge and experience which is transferable to other areas of their lives. |