

## Appendix A.

### South Derbyshire District Council

#### Housing Customer Engagement Strategy Action Plan 2020

***This Action Plan will be monitored quarterly/annually and updated, as necessary, throughout the life of the Housing Customer Engagement Strategy, in partnership with tenants and staff.***

***Progress will be reported to the Housing and Community Services Committee.***

Priority	Action/Task	Responsible Officer	Timescale
1. To meaningfully engage with tenants on any business and strategic objectives, changes and decisions that could affect their homes and communities and provide a variety of ways for them to get involved in all aspects of Housing Services.	Consult and engage with tenants meaningfully in the co-creation, monitoring and review of the Housing Customer Engagement Strategy to make sure it delivers clear impact and value. <i>Agree with tenants a 'user-friendly' format for the Action Plan which is engaging and easy to follow and understand.</i>	Community Engagement Officer	Y1
	Work with tenants to co-create a meaningful framework for delivering effective engagement <i>and agree Local Offers with them.</i>	Community Engagement Officer	Y1
	Review and update the Menu of Involvement in partnership with tenants, so it reflects the resident profile, promotes widespread engagement and achieves meaningful outcomes.	Community Engagement Officer	Y1
	Devise an annual consultation plan and proforma for Housing Services and the wider organisation to ensure that engagement is planned and coordinated with other Council activities.	Community Engagement Officer	Y1

	Devise a clear and consistent method of reporting back to tenants on how their views have been considered and how they have influenced all engagement activities.	Community Engagement Officer	Y1
	Develop a process for tenants to link with Housing Service's procurement.	Community Engagement Officer	Y1
2. To share information and communicate regularly and effectively with all tenants, using a variety of methods to suit all, and to be transparent, consistent and accurate with the information shared.	<p>Co-develop a communication and information sharing framework with tenants, reviewing current methods and effectiveness, including digital communication, how tenants prefer to be communicated with and barriers (e.g. lack of technology).</p> <p>Encourage, support and enable tenants to network independently to gain wider housing sector and policy information through organisations such as Tenant Participation Advisory Service TPAS, Association of Retained Council Housing , the Chartered institute of Housing CIH and Housemark, local, regional and national networking groups and events and conferences.</p>	Community Engagement Officer and Communications Team	Y1  Ongoing
3. To support tenants in becoming involved in reviewing how tenant satisfaction is measured.	Agree with tenants a process for improving and increasing satisfaction and what methods the Council could use to effectively gather tenant feedback.	Community Engagement Officer	Y1
	<i>Agree a revised complaints process for housing Customers to meet the requirements of the Housing Ombudsman code for complaints</i>	<i>Community Engagement Officer</i>	Y1

4. To ensure there is a clearly defined and agreed role for tenants in the management arrangements of Housing Services and to be consistent, honest and transparent in the sharing of information regarding our performance.	as part of the councils annual reporting routine	Community Engagement Officer	Y1
	Review and agree with tenants how the Council currently captures and reports the impact of community engagement and feeds this into the Corporate Annual Report.	Community Engagement Officer/Corporate objective	Y1
	Corporately publicise service standards and explain how the Council intends to improve its services.	Corporate Objective	Ongoing
5. To support tenants to develop sustainable ways for them to invest in their neighbourhoods and communities through wider engagement opportunities.	Work with other Council departments to deliver a programme of joint community engagement activities.  Promote the benefits of Council-wide events and activities with tenants to encourage them to take part.	Community Engagement Officer	Ongoing
	Work with other Council departments and partners to signpost tenants to community development funding, resources and support opportunities.	Community Engagement Officer	Ongoing
	Promote, encourage and support tenants to attend Area Forum meetings.		Y1
6. To ensure the culture of Housing Services is engagement positive and recognises customer engagement as a valuable business tool.	Design a method and agree how we communicate with the rest of the Housing Service and the Council about engagement.	Community Engagement Officer	Y1

**Year 2/ 3 Housing Services Customer Engagement Strategy Action Plan. This will be monitored and updated as necessary quarterly/ annually, however action from Year 1 may continue into Year 2 following review of outcomes, in partnership with tenants and staff.**

Priority	Action/ Task	Responsible Officer	Timescale
1. To meaningfully engage with tenants on any business and strategic changes and decisions that could affect their homes and communities and provide a variety of ways for them to get involved in all aspects of Housing Services.	Following successful framework being achieved in Year 1, the Council will, in partnership with tenants, develop a process for tenants to link with Housing Procurement.	Community Engagement Officer	YR 2
2. To establish and develop a meaningful and effective core group of tenants to review Housing Services annual performance and work with the Council to improve service delivery.	Recruitment and development of members of the group will be continuous.	Ongoing	YR2/3
	Gaps will be identified in Y1 for induction and training, therefore, in line with the framework development the Council will devise an induction and training programme during YR 2 in partnership with tenants and staff.	Community Engagement Officer	YR2/ YR3
3. To support tenants in becoming involved in reviewing how tenant satisfaction is measured.	Work with Customer Services to help develop the Corporate Customer Services Charter and from this develop a Housing Services Customer Promise with tenants that links to corporate objectives. Customer Promise has already been drafted.	Community Engagement Officer following Customer Services Charter production. Corporate objective	YR2
4. To support tenants to develop sustainable ways for them to invest in their neighbourhoods and communities through wider engagement opportunities.	Work with other Council Services to deliver a programme of joint community engagement activities. Promote the benefits of Council-wide events and activities with tenants to encourage them to take part.	Community Engagement Officer	YR 1 commenced but YR 2 will continue to strengthen links.

5. To share information and communicate regularly and effectively with all tenants, using a variety of method to suit all and to be transparent consistent and accurate with the information shared.	Co-develop a communication and information sharing framework with tenants, reviewing current methods and effectiveness, to include developing the Council's digital offer <i>with the wider Council</i> to make engagement more inclusive and accessible for all.	Community Engagement Officer	YR1 – YR2
	Review the use of the Council's community rooms and consult with tenants, wider communities and staff to devise a programme of events and activities to reduce social Isolation, increase inclusion, promote health and wellbeing and encourage cohesive communities.	Community Engagement Officer	YR2/ YR3
	To develop ways of informing tenants when and where any regeneration or planned improvements are happening, so they are empowered to become involved in project planning, delivery and monitoring right from the start.	Community Engagement Officer	YR2/ YR3
6. To share information and communicate regularly and effectively with all tenants using a variety of methods to suit all, and to be transparent consistent and accurate with the information shared.	Developing the Council's digital offer to make engagement more inclusive and accessible for all.	Community Engagement Officer	YR2
7. To provide the appropriate resources and support to tenants to reduce barriers to engagement and enable effective and meaningful engagement.	Devise a training and mentoring programme, including internal and external resources, for engaged tenants to develop their skills and opportunities as part of their involvement within the organisation, <i>including digital skills training</i> . <i>Furthermore, to support</i> those who are unemployed to access further training to help them find employment.	Community Engagement Officer	YR2/ YR3
8. To ensure the culture of Housing Services is	Devise a perception survey for staff to gauge their knowledge and awareness of community	Community Engagement Officer	YR2

engagement positive and recognises customer engagement as a valuable business tool.	engagement, as a baseline to measure the success of this objective.		
	Develop a meaningful performance indicator and ensure that everyone in Housing Services has responsibility to deliver effective engagement.	Community Engagement Officer	YR2
	Recruit staff members within Housing Services to become ambassadors/champions to raise awareness and promote the benefits of tenant involvement within their teams and the wider organisation and to identify future engagement opportunities.	Community Engagement Officer	YR2/ YR3