

Customer Involvement Strategy 2024 – 2027

Action Plan 2024

Aim – Ensure we have robust involvement opportunities, developed with our tenants, to ensure we are providing a quality housing service that meets their needs and the needs of the community.

Objective 1 - Develop and provide a range of involvement opportunities for our tenants		
Outcomes	Actions	By When
Increase in the number of tenants involved with Housing A more representative body of tenants involved	- Redesign a customer involvement structure that has a range of options for tenants to engage & participate at various levels	December 2024
	- Use the results of the STAR survey and other feedback to inform the redesign	
	- Increase digital methods of engagement	On-going
	- Set up a tenants working group to work with us in developing these ideas	September 2024

Objective 2 – Ensure our tenants are at the heart of driving service improvements and are able to work with us to shape our services

Outcomes	Actions	By When
<p>Increased tenant satisfaction with our services</p>	<ul style="list-style-type: none"> - Develop a range of focus & service groups for tenants to work with us on various service delivery areas i.e. – <ul style="list-style-type: none"> • Building safety • WHQS2 • ASB • Rents • Communications - Establish 3 Tenant Service Improvement Groups which reflect the Staff Service Improvement Groups established to prioritise improvements based on Survey feedback from tenants - Develop methods of capturing tenant feedback on our services at key points in their tenancy i.e. surveys, questionnaires including digital methods - Increase the availability of Housing Officer led drop-in sessions across our communities 	<p>March 2025</p> <p>September 2024</p> <p>On-going with various services</p> <p>November 2024</p>

Objective 3 – Improve and extend communication methods to ensure tenants are informed and engaged		
Outcomes	Actions	By When
<p>Increased & improved ways we engage our tenants</p> <p>Tenants feel more engaged & better informed</p>	- Develop a communications plan with a customer communications group	December 2024
	- Customer profiling - Capture data at regular intervals of customer contact	On-going
	- Develop the use of social media to communicate wider with our tenants	November 2024
	- Revamp the information on the FCC website for Housing Tenants creating a Tenants Hub area where information can be shared and updated regularly	January 2025
	- Promote access to “My Account” more widely to increase numbers accessing the service	On-going
	- Introduce regular updates and information sharing with our tenants	On-going

Objective 4 – Improve skills and confidence of our tenants so they feel able to participate in a meaningful way that meets their needs

Outcomes	Actions	By When
Tenants feel more confident engaging with Housing	<ul style="list-style-type: none"> - Develop a training plan identifying useful courses for tenants at different stages of their involvement i.e. core for all tenants/new tenants & wider courses for those who are more experienced - Cover the cost of 2 x federation members & 2 x non-federation tenants to attend TPAS Annual Conference 	<p>On-going</p> <p>November 2024</p>

Objective 5 - Increase participation of our tenants in issues affecting their local community to see positive changes to our estates and communities

Outcomes	Actions	By When
Increase in tenants satisfied with their neighbourhood	- Work with a range of partners to identify how we could work together	On-going
More sustainable communities with reduced tenancy turnaround	- Promote support available for local groups and projects to develop i.e. the small grants scheme for groups	October 2024
Reduction in ASB issues	- Identify key estates/areas for a pilot scheme to establish a new residents group	February 2025
Increase in residents groups and local activities being established		