

## 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.*

*Activities within the Action plan will be delivered in accordance with government guidance and Council policies, regarding the COVID-19 outbreak*

*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.	Community Engagement Officer	Y1
	Work with tenants to co-create a meaningful framework for delivering effective engagement.	Community Engagement Officer	Y1
	Review and update the Service's 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 pro forma for Housing Services and the wider organisation to	Community Engagement Officer	Y1



arrangements of Housing Services, and to be consistent, honest and transparent in the sharing of information regarding our performance.	Review and agree with tenants how the Service currently captures and reports the impact of community engagement and feed this into the Corporate Annual Report.	Community Engagement Officer/Corporate objective	Y1
	Corporately publicise Housing 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 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	Ongoing
	Work with other Council Services 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 embed customer engagement across the Housing Service so it is seen as a valuable business tool.	Design and agree a method to better communicate across the whole Housing Service and Council-wide 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 one may continue into year following review of outcomes, in partnership with tenants and staff.**

Priority	Action/ Task	Responsible Officer	Timescale
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<p>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.</p>	<p>Following successful framework being achieved in year 1, the Service will, in partnership with tenants, develop a process for tenants to linked with Housing Procurement.</p>	<p>Community Engagement Officer</p>	<p>YR 2</p>
<p>2. To establish and develop a meaningful and effective core group of tenants to review Housing Services' annual performance and work with the Service to improve service delivery.</p>	<p>Recruitment and member development will be continuous.</p>	<p>Ongoing</p>	<p>YR2/3</p>
	<p>Gaps will be identified in YR 1 for induction and training. Therefore, in line with the framework the Service willdevelop w an induction and training programme during YR 2 in partnership with tenants and staff.</p>	<p>Community Engagement Officer</p>	<p>YR2/ YR3</p>
<p>3. To support tenants in becoming involved in reviewing how tenant satisfaction is measured.</p>	<p>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.</p>	<p>Community Engagement Officer following Customer Services Charter production</p>	<p>YR2</p>
<p>4. To support tenants to develop sustainable ways for them to invest in their neighbourhoods and</p>	<p>Work with other Council Services to deliver a programme of joint community engagement activities. Promote the benefits of Council-wide</p>	<p>Community Engagement Officer</p>	<p>YR 1 commenced but YR 2 will</p>

communities through wider engagement opportunities.	events and activities with our tenants to encourage them to take part.		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 digital offer 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 Service’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	Devise a training and mentoring programme, including internal and external resources, for engaged	Community Engagement Officer	YR2/ YR3

tenants to reduce barriers to engagement and enable effective and meaningful engagement.	tenants to develop their skills and opportunities as part of their involvement within the organisation. Furthermore, to support those who are unemployed to access further training to help them find employment.		
8. To embed customer engagement across the Housing Service so it is seen as a valuable business tool.	Devise a perception survey for staff to gauge their knowledge and awareness of community engagement, as a baseline to measure the success of this objective.	Community Engagement Officer	YR2
	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