

Project	What we are going to do?	When are we going to do it?	Who will be responsible?	What do we want to achieve?
Produce InSight on a quarterly basis	Produce four editions of InSight each year containing reports and information on landlord services, news and future plans Editorial Board to ensure a customer focus in this publication	March, June, September & December each year	Editorial Board	To inform tenants about the housing service
Produce an Annual report to tenants	Produce a comprehensive report on Landlord Service performance (and information on how we meet standards set out in the Regulatory Framework for social housing in England)	Once each year-Spring	PSP to advise on the content	To inform tenants about the performance of the housing service over the previous year
Ensure continuous recruitment of residents	Promote tenant involvement across landlord services and the benefits of tenant engagement in shaping and influencing housing services Promote opportunities for involvement across all landlord service consultation and community based events/initiatives Promote menu of involvement options both formal and informal	On-going	Housing Customer Relations Lead HCROs	To increase the number of residents who want to engage with the service
Develop and promote resident involvement	Increase communication and awareness about opportunities to get involved Promote new initiatives and activities as widely as possible Review information on the Council's website Review involvement literature Undertake online consultation	On-going throughout the year	HCROs Housing Community Partnerships Officer	To ensure that resident involvement is promoted across the City

Project	What we are going to do?	When are we going to do it?	Who will be responsible?	What do we want to achieve?
	where appropriate			
Hold regular tenant/leaseholder events	Advertise events Ensure that events reflect the needs/requests of the residents	On-going throughout the year	Service Lead-Housing Customers Housing Customer Relations Lead	To increase the number of local events to encourage wider participation
Support and develop existing groups	Provide training if required To ensure that participants have the knowledge, skills and confidence to enable them to fully participate in service reviews Provide funding and advice to support exiting residents groups	On-going	Service Lead-Housing Customers HCROs	Groups and individuals who are confident that they have the skills and knowledge to participate in and be able to influence discussions about the housing service
Produce an annual review on comments, complaints and compliments	Provide a breakdown or summary of the complaints received about the housing service	Annually	Housing Complaints Co-ordinator	To learn from the feedback provided by our customers
Undertake a biennial tenant satisfaction survey	STAR survey carried out every two years	Next one due 2017	Service Lead-Housing Customers Service Lead-Performance, Strategy and Resources	To find out which parts of our service are working well and which may need changing to help improve the service that is provided.
Improve ways of communicating with residents	Use the ECC Housing Facebook page to share information about services & activities/events. Explore possible interactive use of the Council's website Make greater use of the HCRO tenant visits in an	On-going	HCROs Housing Policy, Projects & Performance Officer	To increase the presence of the housing service to our tenants and leaseholders.

Project	What we are going to do?	When are we going to do it?	Who will be responsible?	What do we want to achieve?
	attempt to target those who traditionally have not become actively involved to encourage their participation. Promote the ECC Twitter feed			
Develop the email group	To develop then support this group. Send emails sharing information or asking residents to review documents.	On-going	Housing Community Partnerships Officer	A list of tenants and leaseholders who would be willing to participate in email surveys about the housing service on an ad-hoc basis.
Support and develop the Performance Scrutiny Partnership	PSP to Receive performance information across landlord services	On-going	Housing Policy, Projects & Performance Officer	PSP to scrutinise data
Ensure that residents receive feedback about how their views have been acted upon	Publish the outcomes of consultation and participation on decisions made about housing services in InSight magazine and on the website Publish results of consultation/participation and how it has been used in service delivery as part of a 'You said-we did' section	On-going	Editorial Board	To ensure residents find out about what has happened since they were consulted about particular issues.
Promote tenant involvement to all new tenants and leaseholders	Send out a tenant involvement introductory letter to all new tenants and leaseholders Record any new membership and communication as a result of the introductory letter	On-going	HCROs Lettings and Leaseholder Officer	To ensure that new tenants and leaseholders are aware of the different ways in which they can be involved in the shaping of the housing service.

Project	What we are going to do?	When are we going to do it?	Who will be responsible?	What do we want to achieve?
Review the demographic profile of involved tenant and leaseholders.	Develop positive action measures to engage and consult with those tenants who have not traditionally become involved		Housing Community Partnerships Officer	To ensure that the profile of involved individuals reflects the mix of the tenants overall.
Update Equality Impact Assessment	Review the EQIA	Annually	Housing Community Partnerships Officer	To ensure that the information is up to date.
Review the Action Plan	Review the contents of this Action Plan	Annually	Service Lead Housing Customers	To ensure that the content of the plan is up to date, relevant and appropriate.