

SERVICE STANDARDS ACTION PLAN

What (specific)	How (Attainable)	When (Timely)	Why (Relevant)	Investment	Outcomes (measurable)	Owned by (Officer)	Review
Consult on and update Tenant Empowerment Strategy	Working with Neighbourhood Ambassadors, Community groups and interested members to update the Strategy including benchmarking data regarding what works well and what does not. A number of meetings will be programmed based on demand	June 2021-October 2021	Linked to the housing white paper, tenants charter and the regulator of social housing embodies the approach of putting tenants at the forefront of having the opportunity of being involved and to influence decision making of policies and strategies.	Officer time	Greater involvement from tenants and transparency of the housing service leading to improved satisfaction levels.	Michelle Elliott	Mar-23
Implement Comprehensive Engagement Programme	Promote focus groups/ café conversations through social media - Planned programme includes: Two café conversations/ Older peoples event/Love where you live events/ Estate walkabouts.	June 2021-ongoing	Linked to the housing white paper, tenants charter and the regulator of social housing embodies the approach of putting tenants at the forefront of having the opportunity of being involved and to influence decision making of policies and strategies.	Officer time and event management costs of £1430	This will additionally feed into the tenant empowerment strategy and identify gaps and opportunities for engagement not just regarding Housing but also wider community issues. and health and wellbeing. We have already had two successful love where you live events at Brimley and Nouncells Cross and a walkabout	Michelle Elliott/ Christine Welsh/ Hannah Drew/ Emma Keating Clarke?	Verbal update to Housing Committee in December 2021 regarding progress.

					at Victory Road. The love where you live events have been promoted through social media		
Rollout Digital Equality Programme	Tablets purchase and set up with appropriate apps and a phased training schedule to volunteer tenants who do not have their own ICT equipment. This is in progress with 12 tablets having been procured and will shortly be rolled out	Nov-21	Greater inclusivity	Officer time/ equipment & data packages £6500 spent to date.	Increase tenant involvement by supporting digital enablement and access to information quickly and improving satisfaction.	Christine Welsh	Jun-22
Implement specialist Tenant Engagement Roles within the Neighbourhood Management Team	Discussion and outcomes following consultation with housing consultants regarding shape of the service and the role of specialist officers, this also fits in with the corporate fit for the future programme.	September 2021- November 2021	It is recognised that following redesigns of the Tenancy Management Service several years ago and the loss of dedicated resident involvement officers there were gaps in service delivery created which have not been fulfilled within existing officer roles.	Currently officer time, however, changes may have a cost which will need to be agreed with finance colleagues regarding viability.	Additional resource should drive up satisfaction levels and provide a transparent service regarding engagement, the regulator in particular will be looking at this.	Keith Gerrard/ Kev Topping/ Michelle Elliott	May-22

Benchmark Service Standards with Housemark/HQN.	Jul-21	July 2021-September 2021	Benchmarking provides clear evidence and transparency about how services are performing.	Officer time	Greater understanding of good practice throughout the housing sector, sharing learning and communicating this with tenants. A report to Housing Committee will outline activity.	Patricia Andrade	Annually
Produce Annual Report	Liaise with tenants, members and delivery through the Corporate Communications Team.	Oct-21	Annual reports reflect how the service is performing and poses what tenants would like to see in the future, is the information relevant to them and offers transparency of service delivery (good and bad).	Officer time	Tenants are more satisfied that the service is being transparent, recognising both good work and failures and what remedies are in place to improve.	Patricia Andrade	Annually
Produce easy to read ASB leaflet & update website	Generate information that is relevant to both victims and perpetrators of ASB.	Aug-21	Clear communication with our tenants that is easily understood including those who are most vulnerable or have learning difficulties and may be either victims or perpetrators.	Officer time/ cost of easy read interpretation service (£160)	Increase tenants understanding of processes including managing expectations, additionally this approach is supported by the police, support providers and the court service.	Charlie Mosse/ Michelle Elliott	Annually

Set up tenant scrutiny panels for repairs	Property Care Officer led supported by TPAS. The panel will set areas that it wishes to prioritise over the civic year and plan work accordingly	Dec-21	Transparent and independent checks of the service in line with the regulator of Social Housing and the housing white paper.	Officer time and Tpas support (£630 per day)	Greater transparency of services and accountability with feedback being shared to Housing Committee and tenants via regular social media updates included the annual report.	Adrian Erwood	Annually
Set up tenant scrutiny panels for complaints	Tenancy Operations Manager led supported by TPAS. The panel will have reports each quarter on complaints and may choose to focus on certain elements over the civic year and report their findings to Housing Committee	Dec-21	Transparent and independent checks of the service in line with the regulator of Social Housing, the Housing Ombudsman and the housing white paper.	Officer time and Tpas support (£630 per day)	Greater transparency of services and accountability with feedback being shared to Housing Committee and tenants via regular social media updates included the annual report.	Patricia Andrade	Annually

Reinstate tenant repairs inspectors	Property Care Officer led supported by TPAS. The inspectors will set areas that it wishes to prioritise over the civic year and plan work accordingly	Dec-21	Transparent and independent checks of the service in line with the regulator of Social Housing and the housing white paper.	Officer time and Tpas support (£630 per day).	Greater transparency of services and accountability with feedback being shared to Housing Committee and tenants via regular social media updates included the annual report.	TBC	Annually
Full review of all service standards	6 elements form the current service standards but these need to be refreshed and enhanced with a wider audience of tenants and increased standards such as cleaning of communal blocks.	Jun-22	Engagement with tenants is key to ensure the standards are what tenants want, expect and deserve. This also complies with the regulator of social housing and the housing white paper.	Officer time	Transparent and meaningful engagement leading to increased satisfaction and standards that we as the landlord are quite rightly kept to account by our tenants.	Michelle Elliott	2024
Implement mini STAR survey for satisfaction levels annually for the next 2 years with a standard STAR survey in year 3	Mini survey purely to consider satisfaction levels across key themes such as grounds maintenance, waste and fly tipping, repairs service, ASB and ability to get involved with your landlord.	Nov-21	Satisfaction levels were poor in some areas at the last STAR survey in 2019 and supported by consultation that took place in the same year regarding the HRA delivery Plan.	Officer time plus survey company costs (expected to be around £6000pa)	This is an opportunity to benchmark any improvement or further failures and tackle quickly, an annual mini survey with the same subject headers will support this.	Christine Welsh	Annually

Select and propose to full Council 2 x Tenants Voice Representatives	Selection event has taken place in May 2021 and we are in the process of meeting the applicants individually with an intention to nominate in June 2021	June 2021 - September 2021	Co-opt two representatives to Housing Committee to represent the wider spectrum of tenants for a 2 year tenure.	Officer time/ Mentor from TPAS (£630 per day)	Supporting the principles of the housing white paper for tenant involvement, Compliant with the councils constitution for tenant representation.	Christine Welsh	May-22
Induction & Training programme for full range of Tenant involvement roles	Identification of tenants wishing to be involved as part of the comprehensive engagement programme.	October 2021 and ongoing	Ensures tenants have a full understanding of their role and how it can positively affect all tenants.	Officer Time	Increased tenant involvement and improved satisfaction from residents.	Christine Welsh	Annually