
To: Communities, Housing & Planning Policy

Board On: 27 October 2020

Report by: Director of Communities, Housing and Planning Services

Heading: Housing Customer Engagement Annual Report 2019/20

1. Summary

- 1.1. The Housing Customer Engagement Annual Report for 2019/20 (Appendix) reviews progress made in relation to the Council's Customer Engagement Strategy during the last year and outlines the resources made available by the Council to promote tenant involvement.
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2. Recommendations

- 2.1. It is recommended that the Policy Board:
- (i) notes the Housing Customer Engagement Annual Report 2019/20 attached as an Appendix; and
 - (ii) note that, due to the restrictions in place relating to Covid, the normal annual re-registration process for Tenants' and Residents' Associations will not take place and, where applicable, Enhanced Registration status and eligibility to apply for grant funding from the Housing Revenue Account will be carried forward from March 2020 for the 2020/21 registration year.
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3. Background

- 3.1. This Housing Customer Engagement Annual Report outlines how the Council has engaged with tenants and other customer groups over the period April 2019 to March 2020. It also sets out an action plan for the current financial year 2020/21. Key drivers for this are:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance
 - Consultation and engagement with tenants and other customer groups to inform ongoing service development and continuous improvement
 - The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes
- 3.2. The Customer Engagement Annual Report will be circulated to Tenants' and Residents' Groups and partner organisations. Copies will be made available on the Council's website and at the Council's Contact Centre in Paisley and the Johnstone and Renfrew Housing Neighbourhood offices, for when they re-open to the public. The outcomes and future priorities will also be publicised in the next issue of the tenant's newsletter, 'The People's News'.
- 3.3 Members are asked to note changes to the annual registration process for Tenants' and Residents' Groups in 2020/21 due to the Coronavirus pandemic as detailed in section 3 of the attached report. Enhanced Registration status, where applicable, will be carried forward from March 2020 for the 2020/21 registration year.
- 3.4 In light of restrictions due to the pandemic, opportunities are being explored to enhance digital communication methods and make sure that the Council can continue to actively engage with tenants and tenant representatives.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning** –

Safer and Stronger – Tenant and resident involvement in service development to create more stable communities and improve service delivery.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** –
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – Not applicable
13. **Climate Risk** - None

Background Papers

- (a) Report to the Communities Housing and Planning Policy Board on 29 October 2019, '*Customer Engagement Annual Report 2018/19*'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, lesley.muirhead@renfrewshire.gov.uk



Customer Engagement Annual Report - 2019 - 2020

Planning and Housing Team
Communities, Housing and Planning Services

1. Renfrewshire Council's Customer Engagement Strategy

The Housing (Scotland) Act 2001 requires every social landlord to have a strategy on how they will involve tenants in shaping and monitoring services, including:

- housing management, repairs and maintenance policies;
- standards of service to be provided in relation to housing management, repairs and maintenance policies; and
- any proposal to change landlord.

Renfrewshire Council's Customer Engagement Strategy for Housing was approved in August 2010. It recognises the importance of these issues, and also sets out plans for widening the scope of engagement across a broader range of customer groups.

2. 2019/20 Annual Report

This Report outlines how the Council has engaged with tenants and customer groups over the period April 2019 to March 2020. Along with a continuing focus on tenant participation, the Council has also sought to engage with a broad group of customers on housing and housing related issues.

The 2020/21 Action Plan at the end of this report reflects a number of key drivers which influence the Council's approach to customer engagement, including:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance.
- Consultation and engagement with tenants and customer groups to inform ongoing service development and continuous improvement.
- The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes.
- Opportunities to enhance digital participation in light of Coronavirus restrictions.

3. Tenant Participation Arrangements

The participation outcome for the Scottish Social Housing Charter requires landlords to '*manage their business so that: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with*'.

The results of the Tenant Satisfaction Survey (2020) indicated that 93.7% of tenants were 'very' or 'fairly' satisfied with the opportunities provided to them to participate in the Council's (as their landlord's) decision making processes which was an improvement from 87.8%.

Renfrewshire Council's tenant participation arrangements seek to support engagement at both local and Renfrewshire-wide levels.

Registered Tenants' Organisations (RTOs)

The Council maintains a register of all Tenant Organisations in Renfrewshire. Tenant organisations which meet the Council's registration criteria (as agreed by the Housing and Community Safety Policy Board in August 2010) are included in Renfrewshire's Enhanced Register of Tenant Organisations.

Tenant groups which meet the registration criteria have full access to the Council's Tenant Participation Structures (including participation in the relevant Neighbourhood Housing Forum, Council Wide Forum and Council Wide Forum Executive) and are eligible for grant funding from the Housing Revenue Account.

Representatives of Registered Tenant Organisations are consulted by Council officers on a range of housing-related issues affecting their members and they are able to influence the development of housing policy and service delivery.

As at the end of March 2020, there were 10 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. There are 8 other groups which are on the Register of Tenant Organisations but which do not currently meet the enhanced registration criteria.

As a result of restrictions which have been in place since March 2020 in response to the Coronavirus pandemic, it has not been possible to carry out the normal annual registration process for 2020/21 as tenant groups have been unable to hold public meetings as detailed within the enhanced registration criteria. It is therefore proposed that all groups included on the Enhanced Register of Tenant Organisations at March 2020 will retain this status for the 2020/21 registration year.

Council Wide Forum

All Enhanced Registered Tenants' Organisations are invited to send delegates to the annual Council-wide Forum (CWF). The Council Wide Forum met in December 2019 and the agenda included discussions on energy efficiency, Housing Services overview, Tenant Scrutiny Panel activities and consultation on the annual rent increase.

Council Wide Forum Executive (CWFE)

The Council Wide Forum Executive met twice during 2019/20. The group has a more strategic role, including discussing the agenda for the Council Wide Forum, acting as a sounding board and consultation body for new policies and other service-related matters.

Neighbourhood Housing Forums (NHF)

The Neighbourhood Housing Forums seek to concentrate on the day to day services which affect tenant representatives – for example, particular local problems with empty properties or antisocial behaviour. Officers from Communities, Housing and Planning Services liaise with other Council services and partner organisations about issues raised by tenant representatives at the Forum meetings.

The Forums are chaired by the Neighbourhood Services Coordinator for that area, and agenda items at Forum meetings include: local performance statistics (rent arrears, voids, anti-social activity); estate management issues; repairs and agreeing small-scale local environmental works.

During 2019/20, the amount of funding available for Neighbourhood Forum Budget projects was £229,075. Examples of the type of work approved by the Forums include: front hedge removal and replacement with fencing; slabbing & mono-blocking; hard landscaping of backcourts; handrails at common paths and exterior painting.

Tenant/Officer Working Groups

Working groups are established from time-to-time to look at certain aspects of the housing service in more detail and bring forward proposals for change. There is currently one group looking at the housing repairs service. The Repairs Development Group met 3 times in 2019/20 and was involved in the Home MOT pilot, fire safety and smoke alarm legislation discussions, planned maintenance and EESSH.

Customer Scrutiny

Quality Circles for multi-storey blocks and sheltered housing complexes undertake quarterly service standard inspections of the common areas of these property types. Recommendations for improvements to the service are made through an inspection action plan.

The Tenant Scrutiny Panel was established in 2013. The Panel undertakes in-depth reviews of key parts of the service. In 2019/20 it commenced the current scrutiny exercise which focuses on Value for Money.

4. Customer Engagement in 2019/20

Over the past year, Communities, Housing and Planning Service have engaged with tenants and wider customer groups on a range of service matters as detailed further within the report.

4.1 Communicating with tenants and customers

- **Peoples News:** The Council's tenant newsletter, the People's News, was delivered to all Council tenants in Renfrewshire. In the last year it has included articles on housing regeneration initiatives such as Johnstone Castle and Bishopton, Housing Charter Report to Tenants and also featured items such as fire safety and improving digital skills sessions for tenants. The newsletter is available in a range of different formats in response to individual needs (such as large print and audio CD) and is available for download from the Council's website.
- **Scottish Social Housing Charter Report to Tenants:** following consultation with tenants, a special edition of the People's News was published on the Annual Housing Charter Tenant Report. This outlined improving performance by the Council across a range of housing service areas, such as repairs, rent collection and tenant involvement.
- **The Good Times:** The Council publishes a quarterly newsletter which is distributed to all Council tenants living within sheltered housing complexes. Articles have included relevant health advice, forthcoming outings and events and good news stories from tenants across all complexes. Included in the newsletter is a report on the most recent round of Quality Circle inspections and corresponding reports. Tenants are invited to give feedback on the content and design of the "Good Times" to ensure it continues to be fit for purpose.

4.2 Customer insight

As part of the Council's commitment to meet the requirements of the Scottish Social Housing Charter and to continually monitor services, regular 'point of service' surveys are carried out:

- **Repairs satisfaction:** Tenants are contacted by telephone following the completion of a repair, to find out what they think of the service they have received. They are asked a series of questions from their method of repair reporting, ease of reporting and overall satisfaction of the service. Satisfaction with the repairs services in 2019/20 was 90.8%.
- **Standard of accommodation survey:** At the start of a new tenancy, new tenants are asked to participate in a satisfaction survey to ascertain satisfaction levels with the quality of the home when they move in. From the 643 responses in 2019/20 – 87.2% were either 'very satisfied' or 'satisfied' with the quality of their home when they moved in.

- **Housing Options:** The Council carries out satisfaction surveys with clients after their first housing options interview at Homeless Services to gauge the standard of the service they received and the quality of the advice they were given. In 2019/20, of 556 service users who were consulted, 98.7% stated that they were pleased with the quality of advice and information they were given.
- **Temporary accommodation:** When clients are leaving temporary accommodation, they are asked to complete a satisfaction survey which asks if the service they received met their needs, as well as what they liked and did not like about the temporary accommodation. Of the 271 service users who completed 'exit surveys' during 2019/20, 91% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- **Owners survey:** In 2019/20, over 232 owners took part in a survey about factoring services and 61% stated they were satisfied with the service provided.
- **Home for Keeps:** In response to the feedback from service users, Home for Keeps interviews continue to be offered on a one-to-one basis for every young person who presents as homeless, with comments collected after the interviews.
- **Rent Deposit Guarantee Scheme:** In 2019/20, 100% of the people who were helped to find accommodation in the private rented sector took part in the scheme survey. 100% were very satisfied with the quality of service they received.

4.3 Customer consultation and engagement

During 2019/20 tenants were consulted on a number of matters:

- **Annual report on the Charter:** Tenant representatives were consulted on the performance indicators and the style and format of the Annual Tenant Report on the Charter in October 2019.
- **Rent increase consultation:** An independent market research company was commissioned in late 2019 to ask a 5% sample of tenants for their views on housing priorities, budgets, rents and investment for the year 2020/21. This survey was complemented by an online survey where 18 responses were also received. In January 2020 at the annual meeting of the Council Wide Forum, tenant representatives were also consulted on the annual rent increase and investment and service priorities.
- **Johnstone Castle Regeneration:** Officers from Communities, Housing and Planning Services continue to liaise with tenants and residents within the Johnstone Castle Housing Regeneration area to discuss the regeneration programme with them and deal with any individual concerns and issues which arise.

Officers have been working with the Council's contractor ENGIE to ensure that tenants who were temporarily rehoused and waiting to return to one of the newbuild houses in the area are able to make choices about some of the fittings and finishes in their new home, by choosing from a range of kitchen units, worktops and wet area flooring. This has been very well received by tenants.

The Johnstone Castle Housing Regeneration Facebook group continues to offer information updates specifically targeted at this group of tenants to enable them to receive updates on progress as well as allowing them the opportunity to ask questions and discuss issues directly or privately with officers as they arise. The social networking website is still used frequently and appears to have been a very successful tool to reach customers.

The Johnstone Castle project group was first established in 2015 and continued to meet on a quarterly basis throughout 2019/20 to discuss rehousing issues and progress with the new build development. The group consists of Council officers, tenants, elected members, neighborhood wardens and a representative from the local Tenants and Residents Association.

Paisley West End: Officers continue to work with the Council's RSL partner, Sanctuary Scotland, on the delivery of the Paisley West End Masterplan. The Masterplan will see high levels of vacant properties being replaced with around 150 high quality homes for social rent and affordable sale in the West End.

All Council tenants from within the masterplan area have been successfully rehoused and Sanctuary are progressing with plans for the first newbuild construction on Sutherland Street and Underwood Lane, once the demolition of the former University student accommodation is complete later this year. The plans for this development were showcased at a consultation event held locally in January 2020, where they were well received by local residents.

As the Masterplan progresses Officers from Communities Housing and Planning Services and Sanctuary Scotland will continue to encourage active involvement with tenants, residents and owners in the wider West End area to keep them informed.

- **Tannahill Area Regeneration:** The Communities, Housing and Planning Policy Board approved a housing investment strategy for the Tannahill area of Ferguslie Park on 30 October 2018. This strategy includes a newbuild housing development of 101 newbuild homes to replace existing Council housing in the area and the preparation of a Wider Area Development Framework for Ferguslie Park.

Due to Coronavirus restrictions and the cancellation of large gatherings, an open day event was not possible to showcase the detailed design proposals for the Ferguslie newbuild project. To avoid delays in the delivery of these newbuild homes, arrangements were made to take the consultation online and information was made available on the Council's website and various social media networks. Newsletters were also issued to all addresses within the Tannahill Regeneration area and officers have worked with tenants and residents, the local Community Council and the local Tenants and Residents Association to ensure they were engaged in the design process and their feedback for this development was captured by way of individual surveys.

The Tannahill Area Liaison Group includes officers from the Council, two representatives from Ferguslie Community Council and tenants and residents from the Tannahill area. Following a meeting of the group a newsletter is circulated by officers from Communities, Housing and Planning to ensure all tenants and residents are kept updated on progress.

Collective Architecture have been working with officers from Communities, Housing and Planning to develop a Framework for the wider area in partnership with the local community and other local interest groups. A series of meetings were arranged with relevant partners who are interested in shaping these plans for the wider Ferguslie area.

4.4 Customer Scrutiny

- **Quality Circles** – Communities, Housing and Planning Services continue to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing complexes) to expand the ways in which tenants can become involved in shaping services.
- **Tenants Scrutiny Panel** – During 2019/20 the Tenants Scrutiny Panel commenced its current scrutiny exercise which focuses on 'Value for Money'. Once completed, the findings of the Panel and any recommendations will be presented to a meeting of the Housing Services Senior Management Team. To increase their IT skills, volunteers continue to participate in digital participation training sessions. The Panel has also been actively involved in the preparation of the Services Annual Assurance Statement.

4.5 Engaging with our wider customer groups during 2019/20

A key outcome for the Customer Engagement Strategy is to ensure there is active engagement with various customer groups across the range of housing services and that opportunities exist for customers to be involved in monitoring performance and helping shape service delivery.

In order to improve engagement levels for groups who have been traditionally difficult to engage with, such as people with a record of repeat homelessness, offending or addictions, Turning Point Scotland and Blue Triangle Housing Association have both been commissioned to provide intensive support and use a 'Housing First' approach to support and engage with this group of clients. The aim is to provide the wraparound support which will increase the likelihood of the individual sustaining their settled tenancy.

In the preparation of the Rapid Rehousing Transition Plan for Renfrewshire, a number of young homeless applicants spent time with officers discussing the things that they liked and disliked about how they are supported and assisted whilst staying in temporary accommodation and when moving to a settled tenancy. This resulted in several changes – for example the contents of the 'starter pack' of furnishings provided when moving to a new tenancy.

The Digital Participation Officer has been working with homeless applicants living in temporary accommodation to support them to develop essential digital skills. This includes social media; safe browsing & making online payments safely and scoping out how wifi access can be provided for homeless households.

Sheltered Housing and Amenity Housing

A new web-based tool, 'Better Futures' has been implemented for tenants in sheltered housing, to enable housing support service users' needs to be recorded over a period of time. Better Futures provides a picture of an individual's progress against objectives or targets they have set/agreed with their 'support' worker. The system can produce valuable information about how an individual's situation has changed from when they started using the service.

The Digital Participation Officer visits the Council's sheltered complexes to support tenants develop their digital skills; including internet safety; online shopping; safe systems and online communication with family and friends. Successful funding applications and partnership working has seen 40 brand new tablets be distributed to tenants across Renfrewshire.

A new Development Officer has been appointed to contribute to the development of services and implementation and monitoring of change across Housing Support Services. The Development Officer will provide support and guidance to staff to ensure a high quality of housing support services in line with the Council's strategic priorities and in line with the requirements of the Care Inspectorate, Health and Social Care Standards and Scottish Social Services Council.

As well as a broad range of new activities and outings/trips for older tenants, several constituted social committees (e.g. 'Forever Young', 'Cotton Club' and 'Cairn Heights') have been given assistance to apply for funding to support their activities. An annual report has been prepared to provide information on fundraising, funding streams and funded activities, community participation and partnership working, committee structures and appointees.

The "Paisley Puffins" walking group celebrated its 'first birthday'. The group has grown steadily since its launch in 2018, with an eager group of walkers meeting weekly. Tenants are supported by Sheltered Housing Health and Wellbeing staff and volunteers to walk in local parks and further afield, with transport in the 'SOOPIR bus' and support on hand to help participants feel safe and confident. Tenants who have joined the walking group say their physical and mental health have improved with the support of the group and the regular outdoor exercise.

"How well did we do?" surveys were launched, giving all tenants the chance to tell us what they think about services and help the Council improve what we do. There was a significant volume of responses which will help in shaping the service moving forward.

An annual update of 'You Said, We Did' was published in a poster format and displayed in all Council complexes, providing information on where tenant suggestions have been used to help improve the service.

Housing Support Team

A new Senior Housing Support Officer has been recruited to work alongside the Housing Support Service Development Officer to improve liaison with external providers and partners and produce regular feedback from service users.

The Housing Support Service publishes a six-monthly newsletter which is distributed to all Council tenants who receive Housing Support. Articles have included updated and relevant housing and money advice, good news stories from across the service and commissioned services, staff updates and relevant health information to promote healthy lifestyles and wellbeing.

Senior managers undertake monthly quality assurance audits to ensure consistency across service provision.

The online recording tool, 'Better Futures', is used to support continual improvement and maximize outcomes for clients.

Housing Support Plan Review questionnaires were used to give clients the chance to tell the Council what they think about services, with feedback used to help improve services provided to clients.

A joint tenancy sustainment project “Make it Your Own”, was undertaken in partnership with Impact Arts. This involved supporting people to learn new DIY, interior design, textiles and visual art skills. Every project is tailored to every individual’s needs and tastes to ensure they get the most from their time on the programme. The project runs from a workshop in Hunterhill, Paisley where those who join attend a weekly one-to-one session for 12 weeks and receive a budget for their own home.

Support was provided to clients to help furnish their tenancy with donated or recycled furniture items through our “Buddies Recycled” programme.

Private Sector

Officers from the Owners Services team provide support to private owners, landlords and tenants in the private rented sector. The Council engaged with over 1,851 owners during the year to consult on and organise repairs in common blocks.

4.6 Supporting Engagement

- **Attendance at National Tenant Events** - 3 delegates attended the Tenant Participation Advisory Service (TPAS) conference in St Andrews in December 2019. These delegates then contributed to group discussions, attended workshops and shared their experiences with other tenant groups.
- **Resources** - To support and develop tenant participation activities, funding is provided from the Housing Revenue Account.
- **Staffing** – Four development officers within the Planning and Housing Team are available to support Customer Engagement. One of these development officers is a key contact dedicated to Tenant Participation. Two Service Improvement Officers and a Regeneration Officer are also available to assist where required.
- **Financial support** to assist Registered Tenant Organisations with running costs, annual grants of up to £600 can be applied for, along with one-off grants for equipment such as printers or computers (up to £500).
- **Training events and conferences** - Opportunities are made available for tenant representatives to attend seminars, training events and national tenant conferences. Representatives are asked to provide feedback from these events to allow the Development Officer to cascade any relevant information onto other tenant groups to ensure they also benefit from this training/information.
- **Access to independent advice** – The Council is a member of both the Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS). Advice and assistance can be accessed from these organisations as required.

- **Other forms of support** including venue hire, catering and publicity for consultation events; the cost of transport for delegates to and from consultation meetings, conferences and seminars.

During 2019/20, expenditure on Tenant Participation was:

Grants to Registered Tenant Organisations	£3,755
'Peoples News' - tenant newsletter and Annual Tenants' Report on the Scottish Social Housing Charter	£8,545
Subscriptions to the Tenant Information Service (TIS) and Tenant Participation Advisory Service (TPAS)	£3,125
Transport	£1,555
Conferences / training	£4,215
Facilitating tenant representative meetings, including the Tenant Scrutiny Panel	£2,590
Total*	£23,785

**expenditure on staff resources and administration costs are not included in the above figures.*

Customer Engagement Action Plan – 2020/21

Action	Due Date	Outcome
COMMUNICATION		
In consultation with tenants and service managers, produce at least two issues of the People's News	Ongoing	Tenants are better informed about housing and other matters which affect them
In consultation with tenants, publish Renfrewshire Council's Tenant's Report on the Charter and make available online	End October 2020	The Council's performance is reported to tenants in line with regulatory requirements
Promote the benefits of tenant & customer Involvement	Ongoing	Everyone is informed about the importance and benefits of consulting and involving tenants — including tenants and other customers, Council employees and elected members
Investigate opportunities to further enhance Digital Inclusion and ensure tenants and tenant representatives can actively communicate with each other and with the Council while Coronavirus restrictions mean that more traditional methods of communication are not possible.	Ongoing	The service is able to reach a wider audience, capture customer feedback and promote active participation.
CUSTOMER INSIGHT		
Continue to update 'Interested tenants register'. Establish a bank of customers to contribute to policy and service development.	Ongoing	The service is able to gather customer feedback from their perspective on service matters
Investigate opportunities to further enhance our approach to Digital Inclusion and participation.	Ongoing	The service is able to reach a wider audience and capture customer feedback from their perspective on service matters

Action	Due Date	Outcome
<p>Continue to carry out satisfaction surveys for key services areas and undertake service improvements where identified from feedback:</p> <ul style="list-style-type: none"> • Standard of temporary Accommodation • Repairs Satisfaction • Quality of home satisfaction • Owners survey 	<p>Ongoing, reported annually and six-monthly</p>	<p>Provides a customer perspective on services and meets regulatory requirements</p>

Action	Due Date	Outcome
CUSTOMER CONSULTATION & ENGAGEMENT		
Undertake a review of the Customer Engagement Strategy, to include: <ul style="list-style-type: none"> • Review of consultative processes • Review of the Neighbourhood Housing Forums • Scope opportunities to consult and engage with tenants using digital methods 	January 2021	Updated strategy being prepared that encompasses a range of consultation methods, a framework for meeting with tenants on local and Renfrewshire wide issues, and an inclusive approach which takes account of hard to reach groups and embraces digital forms of communication
Continue to support existing Tenants & Residents Associations and assist in establishing new Tenants & Residents Associations where there are none and there is a demand for such Representation	Ongoing	Well supported and resourced Tenants and Residents Association structure
Continue to support Registered Tenant Organisations (RTO): <ul style="list-style-type: none"> • Offer advice and assist to associations with the annual RTO registration procedure • Visit each enhanced registered association to offer support, advice and assistance • Offer grant funding to enhanced RTOS (start-up, annual & one-off) 	Ongoing	Well supported and resourced Tenants and Residents Association structure
Annual Re-registration process for Tenant and Resident Associations	Ongoing	Well supported and resourced Tenants and Residents Association structure
Throughout the year, continue to consult and engage with tenants on housing regeneration and housing investment programme initiatives		Tenants are fully consulted on the proposals for regeneration and housing stock investment

CUSTOMER SCRUTINY

Ensure actions from the last Tenants Scrutiny Panel review (Customer Service Report) are completed within agreed timescale

Ongoing

Actions Plan complete on Customer Services Report

Action	Due Date	Outcome
Promote and develop the Tenants Scrutiny Panel, by: <ul style="list-style-type: none"> Promoting benefits of scrutiny Attracting new members Delivering training Supporting Scrutiny Panel 	Ongoing	An effective and well-resourced Scrutiny Panel
Support the Tenants Scrutiny Panel to complete current scrutiny review on Value for Money	End of 2021	Services are investigated and improvement actions are identified by customer scrutiny
Promote and develop Quality Circles in other service areas by: <ul style="list-style-type: none"> Establishing new quality circle for estate management. Delivering training Supporting existing Quality Circles 	Ongoing	Effective and well-resourced Quality Circles to support continuous improvement
SUPPORTING ENGAGEMENT		
Continue to encourage groups to participate in external / national events	Ongoing	Tenants benefit by sharing experiences with other groups and networking with wider groups of tenants