

Recommendation	RAG	Comments
Your Choice Group		
<p>1. To agree a task and finish approach to development of any key documents to ensure a much more transparent, accountable and to gain real 'buy in' for the approach. This can also ensure a more embedded internal approach to engagement across different departments.</p>		<p>A task and finish session were held for tenants to help with the development of the terms of reference for Your Choice Group.</p> <p>Also, in every policy we will have a section on tenancy voice to show how they implemented their voice in this policy</p>
<p>2. To ensure a more transparent and accountable approach you need to show how this engagement opportunity fits into the overall approach to engagement.- to understand how decisions are made and where; to understand the level of influence and challenge; to understand the feedback mechanisms; 'You said ... we did '</p>		<p>In the process of relaunching Your Choice Group (Fresh new look – name and logo).</p> <p>We are re-launching YC with a new and set sort of process of what it is and what it will achieve.</p>
<p>3. An engagement diagram to show decision making process and levels of influence would be a real benefit to both TOR and engagement framework – See appendix One</p>		
<p>4. Need to be really clear as to whether this mechanism is a consultation panel; a panel to offer assurance; or a</p>		<p>Terms of reference being drafted with tenants voice included. The Your Choice Group is a scrutinising group.</p>

<p>scrutinising group that brings independent critical friend/ challenge for the organisation and or how it links into these different mechanisms.</p>		
<p>5. Review the opportunities in developing an online forum that not only assists with the YOUR CHOICE group but is also available for the online surveys; to work with you around specific areas of interest; maybe work with you as tenants and leaseholders who have a lived experience of your services rather than just giving you their 'opinions'</p>		<p>We have a collection of emails that have been used before for online surveys and helped develop the HRA business plan priorities, and this is being reviewed to see if they are still interested in being consulted in this way and used for surveys with the plan to become a digital panel.</p>
<p>6. Setting up a task and finish group to help pull together the newsletters to ensure they are specific and meet local needs, they offer some excellent feedback through the 'you said ... we did mechanisms'. You feedback the impact and outcomes from engagement. There is regular feedback from your learning from complaints.</p>		<p>Discussed at YC and the group where positive about becoming an editorial approval process for new letters and also taking over part of the newsletter to promote key areas they think our tenants would want to know about.</p>
<p>7. There are many different approaches to scrutiny mechanisms within organisations – from a centralised model; through to a task and finish approach and bootcamp. No matter which model is agreed</p>		<p>Also looking to show how the improvements and suggestions they make lead to improvements of services that are captured as part of our overall performance setting.</p>

<p>these discussions should start between the key staff and tenants and leaseholders about the most effective Model. It is vitally important that organisations have robust and accountable scrutiny functions that deliver real service improvements and are clearly a part of the Performance / Improvement Framework.</p>		
<p>8. To ensure engagement is embedded across the organisation and to ensure that the culture is an enabling culture (staff and key partners have the right attitudes and behaviours) – it's important to raised awareness of the outcomes and impact of engagement internally and this can include setting up an 'engagement staff project team' from across different departments whose role is to 'champion' engagement within their departments.</p>		<p>Staff away day session on engagement being the role of all staff, and looking at how to create area/ service champions and how this can be collated at a central point to ensure that engagement trackers are updated, and that staff have targets to support the function, like to recruit X estate champions or YC members</p>
<p>Flow chart for consultation and Housing Asset Consultation Toolkit</p>		
<p>9. Review the flow chart for consultation alongside a customer journey mapping exercise to identify key steps; eliminate steps not required and to align this not just to the process but to tenants lived</p>		

<p>experience of the service to make it more aligned and effective.</p>		
<p>10. Consider having a task and finish group with tenants and key staff to review the Housing asset consultation process – good to include tenants who have a lived experience of this process.</p>		<p>Initial tenant consultation used to set originally key priorities for the AMP, but with the new Asset Manager coming into post further work to be completed to conclude this on an annual basis, but individual consultation undertaken on things like garages, communal sheds, etc.</p>
<p>11. To look into how tenants and leaseholders can hold the organisation to account for its services and feed their findings into the organisation. E.g. utilising mystery shoppers; tenant inspectors; local estate champions and how their findings feed into the organisations improvement framework to ensure tenants voices are utilised and can be shown to have influenced the service improvement framework.</p>		
<p>Housemark - TSM feedback report 2023/2024</p>		
<p>12. Review the process for complaints – this could include a customer journey mapping exercise of the process and include key staff to identify the organisations approach – Is this a positive approach- or a more challenging approach internally – Look at Training for all staff to understand that</p>		<p>Complaint tracker in place to look at actions and where complaints made a change to services. Also looking at Ombudsman e-learning training for all Housing Staff to raise awareness and management of complaints.</p>

<p>complaints give an organisation some great insight.</p>		
<p>13. Review the process for learning from complaints; ensure that tenants and leaseholders are involved in this and that the wider learning; trends and themes are shared widely both internally and externally</p>		<p>The Landlord Assurance Board will be a focus on reviewing key themes across the councils housing performance.</p>
<p>14. Review the outcomes from the key drivers for satisfaction, work with tenants and key stakeholders about devising a process to examine the outcomes from this in more details-gathering real insight into what is driving this area.</p>		<p>Held in-depth interviews with tenants and offered incentives (vouchers). 3 tenants engaged. Following the next lot of TSMs, we will work towards getting more tenants and key stakeholders involved.</p> <p>Mirror survey with staff and reviewed results against the TSM's and then carried out a session on there perception at our following away day and how every interaction with tenants counts and no two cases should be treated the same. .</p>