

APPENDIX 1

Action	Narrative	Target date	Actual end date	Status	Outstanding actions/Tasks
Create our offer to tenants - our engagement structure	Our Tenant Engagement structure was created with our Tenant Involvement Group agreed formally agreed in October 2024. The structure remains under review to ensure effectiveness - and can be adapted (for example, creating an opportunity for a Tenant member to be coopted to Panel) as needed.	01.03.2026	18.06.2025	Closed	None
Establish outreach programme of face to face engagement	Initial 'kick off' outreach delivered by TE Team Summer 23 and Spring 24. Outcomes noted and delivered to Officers and TIG. Outreach now being delivered through HUBs on a monthly basis, alongside walkabouts, informal community 'wanders' & Community Days/Coffee and Conversation events. Purpose - building trust though visibility and ensuring 'tenant voice' is heard to deliver and improve services	01.03.2025	Ongoing	Open	Measuring and evidencing success; Delivering 2026 community days & Coffee and Conversation events
Establish protocol for appointment and terms of reference for tenants and governance.	Terms of reference for Involved Tenants drafted, and being finalised with involved tenants. Code of conduct signed off by tenants. Document library saved & measuring success or further need for other documents	01.03.2025		Measuring	Looking for agreement from Involved Tenants & measuring success
Recruitment of Involved Tenants	Initial recruitment piece completed in May 24, focussing on tenants who had expressed an interest in being more involved through previous surveys and interactions. As a result, 3 new TIG members were recruited, and consolidated TAP group. Ongoing further recruitment continues to ensure wider more representative tenant voice	01.03.2025	Ongoing	Open	Ongoing and continuous recruitment and involved tenant opportunities
Creation of panels (such as procurement, complaints, ASB, neighbourhoods)	Complaints Panel created April 2025, & community champions December 2025. Success now being measured alongside terms of reference and recruitment of tenants to panel	01.03.2026	01.03.2026	Closed	Creation of further 'panels' to help drive service improvement as needed
Produce a programme of manager and councillor briefings - agree rollout.	Regular briefings undertaken by TE Manager. Monthly update given at Managers Meeting on TE. Monthly update provided to PFH. New starter briefings given to all new starters within the Housing Service.	01.08.2024	01.08.2024	Closed	None (ongoing BAU)
Ongoing – Tenant Engagement Manager update at monthly meetings or toolbox talks.	TE Manager attends monthly Managers meeting with updates provided. Also attends team meetings and toolbox talks where invited (most recently Winter 2025/26 to deliver updates on tenant data collection)	Ongoing		Measuring	Team - increased visibility and updates at housing service team meetings - recording evidence and outcomes.
Consider and implement Engaged Tenant shadowing opportunities	Shadowing opportunity has been agreed. To be promoted in Summer 2025 edition of Hometalk to establish interest. Draft process ready, with a 'test and learn' approach to be taken depending on tenant desire to undertake	01.03.2025	01.09.2025	Closed	Consider further promotion in 2026
Plan and implement Tenant Engagement Roadshow opportunities with other partners or stakeholders.	Commenced with first community day in New Milton 21.07.2025. Partner organisations invited to future events enabling community involvement alongside tenant engagement.	01.03.2026	28.10.2025	Closed	Now BAU - continued rollout of community days across district and widening our partner organisation links
Initial data review and data collection project to ensure current tenant data is up to date and accurate	Initial data review completed as part of consumer standards gap analysis. Commissioned data collection project (Beehive) for 12 months - Summer 2024 to Summer 2025, with aim of collecting better tenant data (household needs and preferences). Project to ended July 2025 with 27% increase in accurate data. Tenant data dashboard created as a result which is now being used to influence service delivery (with Service Managers).	01.04.2024	01.09.2025	Closed	None
Data review programme - ongoing programme for front line teams and services.	Knowing our tenants, knowing their needs' data project plan created and now BAU for tenant facing teams. Messaging delivered to front line teams around data integrity and shaping services around tenants needs - and tenant data now been collected at a number of 'touch points'	30.09.2026	Ongoing	Open	Monitoring on a monthly basis

Review and act of feedback – rolling programme	Current feedback reviews being undertaken through: TSMs; Complaints feedback; Tenant feedback cases on Locata. TE Manager provides feedback to Service Managers via monthly meetings and Ad-Hoc.	Ongoing	Ongoing	Measuring	Continue to record outcomes & feedback to tenants (you said we listened)
Establish measures for success through feedback	TSMs currently being used to measure success. Need to establish formal outcomes to measure wider success of feedback influencing service based on the above	01.12.2028		Pending	Set formal measures for success
Promote our visibility on estates.	Initial work commenced with 'outreach' (see priority 'establish outreach'). Formal estate walkabout programme now being supported via the Tenancy and Estates Team, delivered by the Housing Officers, with estate walkabouts now programmed in. Tenants invited to take part and measures for success being reviewed by ASB Manager. TE team are also undertaking informal 'community wanders', being visible on estates and building relationships with communities. To be recorded and success measured	01.03.2025	Ongoing	Measuring	Need to record outcomes and measure success beyond 2025/26
Utilise and report on the success of Citizen Lab.	Ongoing use of GoVocal - Continued promotion with Teams and residents	01.04.2024	Ongoing	Closed	None
Review and create a Tenant Engagement page on our website and consider increasing social media presence.	Webpage created and review regularly for updates. Consulting with tenants, suggestions are implemented (for example, adding TIG minutes). Improvements needed re attractiveness and design. Also need to consider the use of social media beyond our existing links with comms Facebook page.	Ongoing		Open	Improve Website (alongside corporate plan and digital transformation). Consider a stand alone social media presence for TE
Review Hometalk – ensure relevant.	Hometalk review completed - with consideration given to the need to provide all tenants with accessible information, alongside the thoughts and views of tenants (see outreach in Summer 2024, plus hometalk survey completed). Hometalk will be reviewed continuously with tenants to ensure it remains relevant and ideas for other options are considered (digital options)	Summer 2024	01.09.2024	Closed	None
Create feedback culture – set up pulse surveys for services.	Ongoing support being provided to specific services should a need arise for specific feedback surveys.	01.03.2025		Pending	Support to enable service pulse surveys
Tenant perception surveys – collection and reporting.	3x years TSM Tenant Perception Surveys completed, submitted & Reported to tenants via hometalk & website.	Ongoing		Open	Ongoing
Review new Consumer Standards and complete gap analysis.	Initial review and gap analysis completed. Now with Policy and Projects Officer for delivery	01.04.2024	01.04.2024	Closed	None
Ensuring scrutiny through involved tenants	Scrutiny being undertaken by TIG & TAP. Agenda for scrutiny set by TIG. So far: Complaint Scrutiny (Apr 24) & New Tenant Journey (Apr 25). TIG also scrutinise services through monthly updates (inc performance and individual service areas). Wider tenant population can also undertake scrutiny via accessible performance information (Policies and Performance on website and in Hometalk)	01.12.2028	Ongoing	Open	Continued scrutiny & service reviews
Organise an attractive and fun event(s) to encourage tenants to participate alongside neighbours or fellow tenants and celebrate being a NFDC tenant.	Community days planned and delivered 24.7.2025, 03.09.2025 & 28.11.2025 (New Milton, Calshot & Hythe) - Success through engagement with tenants and partners demonstrated. Further days programmed events agreed for 2026	Summer 2025	Ongoing	Measuring	Further days being planned