

Involvement	Activity Stream	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	
Stream Lead	Policy Consultation	Tenancy Policy	Repairs		Neighbourhood Management Policy	Income & Debt Recovery Policy	Property Compliance Policy	Sales Policy	Social Investment Policy			Social Media Policy	Independent Living Policy	Empty Property Policy	Whistleblowing Policy	Lone Working Policy	Volunteering Policy								
		Equality and diversity		Information Governance Framework	Value for Money Framework			Environmental Policy																	
				Annual Report																					
Stream Lead and Project Lead	Consumer Standards Assurance			Home Standard Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing			Tenancy Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Review Adverts			Neighbourhood & Community Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Local Partnerships			Tenant Involvement & Empowerment Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing			Home Standard Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing			Tenancy Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Review Adverts			Neighbourhood & Community Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Local Partnerships			
Stream Lead	Customer Involvement Conference			<p style="text-align: center;"><b>FEBRUARY</b> Thursday 28th February (Timings &amp; Venue TBC) Ian Wardle Update Company Performance Home Standard Assurance Feedback by involved customers Involved Customer Feedback (any activities in the period) Involvement Method Feedback What's next External Speakers/Training</p> <p style="text-align: center;"><b>SEPTEMBER</b> Ian Wardle Update Election of chair Tenancy Standard Assurance Feedback by involved customers Neighbourhood &amp; Community Standard Assurance Feedback by involved customers Involved Customer Feedback (any activities in the period) Involvement Method Feedback What's next External Speakers/Training</p> <p style="text-align: center;"><b>FEBRUARY</b> Ian Wardle Update Tenant Involvement &amp; Empowerment Standard Assurance Feedback by involved customers Involved Customer Feedback (any activities in the period) Involvement Method Feedback What's next External Speakers/Training</p>																					
Stream Lead	Community Fund	Application Deadline	26/11/2018	07/01/2019	18/02/2019		29/04/2019		10/06/2019	29/07/2019		09/09/2019	21/10/2019		02/12/2019	20/01/2020		02/03/2020							
		Meeting Date	28/11/2018	10/01/2019	25/02/2019			02/05/2019	12/06/2019		01/08/2019	12/09/2019	24/10/2019		09/12/2019	27/01/2020		09/03/2020							
Stream Lead and Project Lead	Strategic / Service Projects	Strategic Plan/Annual Planning (Consultation on Strategic Plan which will inform involvement in projects and this plan)	New Build architect plans - Sharon Thomas	Customer Engagement in Neighbourhoods																					
				Touchpoint - David Ripley (customer offer, digital experience, high street)																					
Stream Lead	Peer Reviews			Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback	Complaints Feedback
					New Home Satisfaction	Investment	Repairs	Student Accommodation	ASB	Support Services - Sheltered Schemes/Extra Care	Support Services - YEI	Support Service - Money Advice	New Build	Be-spoke lettings repairs	Leaseholders/ Shared Ownership	Grounds Maintenance	Adaptations	Bespoke - Lettings & Moving Experience	Care and Support - New Customer Survey	Universal Credit	Gas Service	New Home satisfaction	Investment	Repairs	
						High Rise (to include Concierge & Cleaning)	Estate Caretakers														High Rise (to include Concierge & Cleaning)	Estate Caretakers			
Stream Lead	Value For Money & Performance				Q3 Operational Performance				Q4 Operational Performance			Q1 Operational Performance			Q2 Operational Performance			Q3 Operational Performance			Q4 Operational Performance				
Stream Lead	Service Improvement	Satisfaction Testing Plan	Review Satisfaction testing for service improvements or In Depth Review				Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review			Review Satisfaction testing for service improvements or In Depth Review
Stream Lead and Project Lead	In Depth Reviews		First Point of Contact Resolution/Avoidable Contact			High Rise Living				New Operating Model								TBC							
			Leaseholder Review (Leasehold Panel)																						
Stream Lead	Training, Conference & Networking	Develop Code of Conduct & Terms of References	Waiting TPAS to publish future plans				Training Plan to be developed based on need						TPAS National Tenant Conference (TBC)												
			scrutiny training																						
Stream Lead	National Policy	Green Paper consultation and feedback																							

Completed