

Involvement	Activity Stream	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	1. Volunteers Policy 2. Fall Protection 3. Motor Scooter	1. Service charge 2. Rent Setting 3. Unreasonable Behaviour 4. Treasury Management 5. Social Media	1. Overpayments and underpayments 2. Re-employment 3. Learners Appeals Policy (Apprenticeships)		1. Anti-Social behaviour	1. ICT 2. Environmental 3. Internal quality assessment 4. Plagiarism 5. Malpractice and maladministration	1. Rechargeable repairs 2. Independent Living 3. Water management policy	1. Tax Strategy									
Stream Lead and Project Lead	Consumer Standards Assurance	Annual Report																
		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 Open Day				SEPTEMBER Thursday 12th September Ian Wardle Update Election of chair Tenancy Standard Assurance Feedback by involved customers Neighbourhood & Community Standard Assurance Feedback by involved customers Involved Customer Feedback (any activities in the period) Involvement Method Feedback What's next External Speakers/Training					FEBRUARY Ian Wardle Update Tenant Involvement & Empowerment Standard Assurance Feedback by involved customers Involved Customer Feedback (any activities in the period) Involvement Method Feedback What's next External Speakers/Training								
Stream Lead	Community Fund	<i>Application Deadline</i>	10/06/2019	29/07/2019		09/09/2019	21/10/2019		02/12/2019	20/01/2020		02/03/2020						
		<i>Meeting Date</i>	02/05/2019	12/06/2019		01/08/2019	13/09/2019	24/10/2019		09/12/2019	27/01/2020		09/03/2020					
Stream Lead and Project Lead	Strategic / Service Projects	Project Cleansweep	Customer Verification process															
		Lettings Platform																
		ASB Review																
		Touchpoint - (customer offer,digital experience, high street)																
		Membership and reward programme																
Stream Lead	Customer Experience	Repairs	ASB		Support Services - YEI	Support Service - Money Advice	New Build	Be-spoke lettings repairs		Leaseholders/ shared ownership	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)	Student Accommodation	Support Services - Sheltered Schemes/Extra Care													
															High Rise (to include Concierge & Cleaning)	Estate Caretakers		
Stream Lead	Service Improvement		Q4 Operational Performance	Review Satisfaction testing for service improvements or In Depth Review		Q1 Operational Performance	Review Satisfaction testing for service improvements or In Depth Review		Q2 Operational Performance	Review Satisfaction testing for service improvements or In Depth Review		Q3 Operational Performance	Review Satisfaction testing for service improvements or In Depth Review		Q4 Operational Performance	Review Satisfaction testing for service improvements or In Depth Review		
Stream Lead and Project Lead	In Depth Reviews	High Rise Living		New Operating Model								TBC						
				Review Rent First (Rent Scape)			Review First Point of Contact/Avoidable contact		Review High Rise Living				Review New Operating Model					
Stream Lead	Training, Conference & Networking		NHC Annual Resident Involvement Conference - 19th June, York				Tpas North East Members Event - 10th Sept											
		Tpas Scrutiny Training - 7th & 16th May																
Stream Lead	National Policy																	

Completed