

Involvement	Activity Stream	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July							
Stream Lead	<b>Policy Consultation</b>	Tenancy Policy	Repairs	Mutual exchange	Neighbourhood Management Policy	Income & Debt Recovery Policy	Property Compliance Policy	Sales Policy	Social Investment Policy	Mutual Exchange 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		Customer expenses policy	Environmental Policy																					
Stream Lead and Project Lead	<b>Consumer Standards Assurance</b>	Annual Report																											
		<b>Home Standard</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing				<b>Tenancy</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Review Adverts				<b>Neighbourhood &amp; Community</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Local Partnerships				<b>Tenant Involvement &amp; Empowerment</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing				<b>Home Standard</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing				<b>Tenancy</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Review Adverts				<b>Neighbourhood &amp; Community</b> Review Policies & Procedures Review Performance Mystery Shopping Customer Feedback Customer Journey Shadowing Local Partnerships			
Stream Lead	<b>Customer Involvement Conference</b>			<b>FEBRUARY</b> Thursday 28th February (Timings & 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								<b>SEPTEMBER</b> 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						<b>FEBRUARY</b> 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	<b>Community Fund</b>	<i>Application Deadline</i>	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										
		<i>Meeting Date</i>	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	<b>Strategic / Service Projects</b>	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	<b>Peer Reviews</b>	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							
		Satisfaction Testing Plan	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							
	<b>Value For Money &amp; Performance</b>				Q3 Operational Performance					Q4 Operational Performance					Q1 Operational Performance				Q2 Operational Performance			Q3 Operational Performance	Q4 Operational Performance						
Stream Lead	<b>Service Improvement</b>		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	<b>In Depth Reviews</b>		First Point of Contact Resolution/Avoidable Contact			High Rise Living				New Operating Model						TBA													
			Leaseholder Review																										
Stream Lead	<b>Training, Conference &amp; Networking</b>	Develop Code of Conduct & Terms of References	Training Plan to be developed based on need	Waiting TPAS to publish future plans						TPAS National Tenant Conference (TBC)																			
			scrutiny training																										
Stream Lead	<b>National Policy</b>	Green Paper consultation and feedback																											

Completed