



Collaboration with tenants will be helping to shape future direction and strategy.

-  Develop the membership of the Service Improvement Forum membership to include a broad range of customer input
-  Deliver a co-design programme to refresh the Connect Commitments
-  Reinvigorate the Connect Older People’s Strategists and the Support Services Panel post Covid to ensure that all customers have a voice
-  Confirm with the body of customers that engaged with Creative Bridge if and how they wish to continue to be involved with Connect
-  Establish a structure and format for three strategic CRF/Board meetings



Scrutiny activities and dialogue with tenants will be dynamic, meet regulatory requirements and influence decision making.

-  Complete two formal scrutiny reviews
-  Conduct at least two Task and Finish groups to include the Starter Tenancy Policy and the refresh of the Tenant Engagement Strategy
-  Develop a menu of engagement that we can offer to people that wish to be involved in activities that influence decision making that is widely available and accessible to our customers
-  Connects Resident Federation – review the current constitution and embed Our Place values. To design a code of conduct that embodies the values. To design a recruitment campaign to ensure there is a clear succession plan for membership of the CRF
-  To network and assimilate best practice to ensure that we are meeting and going beyond the expectations of the recent Social Housing White Paper
-  To scope, explore and cost a digital platform that would allow creative and innovative engagement with Connect customers



We will be responsive to tenants, listening to feedback and improving services. Tenants will feel listened to, know where to go and be confident of views being taken into account.

-  To embed questions into existing surveys on Customer Sure that will capture the customer voice
-  To use our complaints processes to actively drive increased engagement from our customers
-  Complete self – assessment against the Together with Tenants Charter
-  Design two complementary tools to evidence and demonstrate the impact and influence our customers voice has in Connect – an Influence Tracker and an Impact Assessment
-  Develop an annual Communications Plan to develop the website and conduct social media campaigns to evidence how our customers have had impact and influence in Connect
-  Explore the appetite with customers around an annual event digital or otherwise