



Housing Transformation Service Plan 2023-24

Tenant Engagement

Housing Policy

Service Improvement and Performance

IT Systems

Regulatory Standards



Tenant Engagement

Development of the Tenant Board and other engagement roles – increase participation and strengthen current scrutiny arrangements

Greater Places, Better Spaces – At least 3 community improvement projects in progress by the end of 23/24

Tenant Engagement Strategy Review – Annual review and progress against delivery plan

Housing Policy



Ensure all tenant facing policies and procedures are up to date and accessible to tenants



Policies are approved by tenants through consultation



Homes and Housing Strategy annual review completed



Homelessness Reduction and Rough Sleeping Strategy review completed

Service Improvement and Performance



Tenant Census and profiling exercise – to ensure we know how to best serve our tenants



Tenant Satisfaction Measure collection and submission to the regulator



Continuous Improvement Implementation and delivery

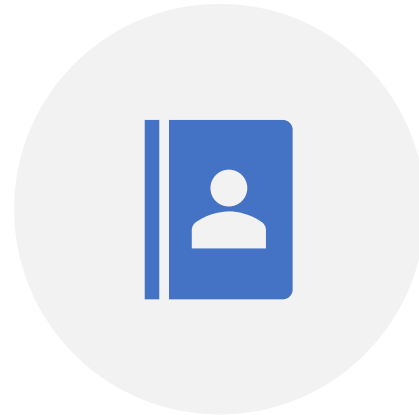


Housing Performance Dashboard for tenants to enable them to hold us to account

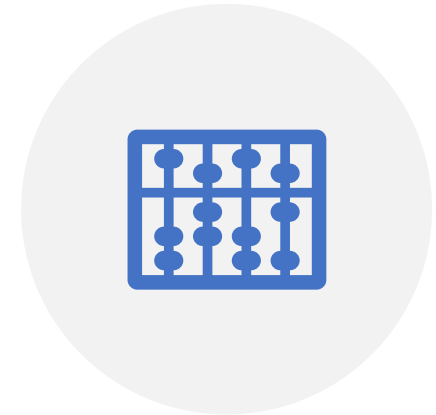
IT Systems



HOUSING IT STRATEGIC REVIEW



INTRODUCTION OF PHOTOBOOK
PILOT



CONTINUED REVIEW OF DATA
COLLECTION AND SYSTEM
DEVELOPMENT

Regulatory Standards



Housing Staff Skills audit



Continued evidence gathering for compliance with consumer standards



Completion of action plans for compliance against the standards



Support the building services transformation project