Theme	Key Deliverable	Objective / Action	Lead Officer	Current Status	RAG
Stability & trust	Launch "Your Feedback In Act	Monthly articles in @home newsletter explaining how services have ada	Business Support Mar	Complete	Green
Stability & trust building	Improve staff awareness of policies & procedures	Series of monthly workshops to raise awareness and ensure staff are aware of our current policies and gain feedback from staff to shape future policy development	Service Improvement Manager	On track	Green
Stability & trust building	Harness feedback from Transactional Surveys	Harness feedback from Transactional Surveys by implementing a quarterly review process to analyse survey results, identify recurring themes and service issues, and develop targeted improvement actions with named owners and timescales. Progress and outcomes to be reported to Housing SMT and communicated to residents through "Your Feedback in Action" updates.	Service Improvement Manager	Not started	Amber
Stability & trust building	Explore “How did we do today?” surveys at key contact points (using Civica)	Pilot and implement ‘How Did We Do Today?’ surveys at key resident contact points through Civica to capture immediate feedback on service quality, responsiveness and customer experience, using the results to	Service Improvement Manager	Not started	Not started
Stability & trust building	Embed officers logging summary & next steps for	Implement a consistent approach to recording resident interactions within Civica, ensuring every contact includes a summary of the	Area Managers	On track	Amber
Stability & trust building	Introduction of new RLO for Major Works Team	Introduce a dedicated Resident Liaison Officer (RLO) within the Major Works Team to provide a consistent point of contact for residents, improve communication throughout major works projects, and ensure resident feedback and concerns are effectively managed and acted upon.	Head of Major Works	Complete	Green
Stability & trust building	Creation of internal Resident Engagement Group to strengthen how we work with residents	Establish an internal Resident Engagement Group to coordinate resident involvement activities, share resident feedback across services, and ensure resident views are consistently considered in service improvement, policy development and decision-making.	Resident Engagement Manager	Complete	Green

Stability & trust building	Introduce structured resident consultation programme linked to policy and service changes	Develop and implement a structured resident consultation programme to ensure residents are routinely engaged on policy reviews, service changes and major initiatives, with feedback used to inform decision-making and communicated through a clear 'You Said, We Did' approach.	Resident Involvement Manager	Complete	Green
Embed a customer focused culture	Major Works Summer Roadshows	Improve resident engagement and understanding of the Major Works Programme through the delivery of a series of Major Works Summer Roadshows, providing timely information, gathering resident feedback, and supporting informed resident participation in planned investment works	Head of Major Works	Complete	Green
Embed a customer focused culture	Adoption of Microsoft Insights for resident comms	Improve the effectiveness and accessibility of resident communications through the adoption of Microsoft Insights and analytics, enabling data-driven decisions that increase resident engagement, improve understanding of key messages, and support continuous improvement	Business Support Manager	Complete	Green
Embed a customer focused culture	Roll out of Cirrus telephony across Housing Estates	Improve accessibility, responsiveness and resident satisfaction by rolling out the Cirrus telephony system across housing estates, providing residents with more reliable contact routes, enhanced call management, and improved service continuity	Business Support Manager	On track	Amber
Embed a customer focused culture	Phase 1. Introduction of suite of online forms (priority given to reporting repairs and cleaning)	Improve residents' experience of reporting repairs by introducing accessible online repair reporting forms, making it easier for residents to report issues, provide information first time, and receive a more responsive and efficient service.	Business Support Manager	On track	Amber
Embed a customer focused culture	Online Customer Service Basics for Housing staff (based on Service Standard)	Enhance customer service standards and improve resident satisfaction by developing and delivering a Housing Customer Service Essentials training programme, ensuring staff consistently provide professional, responsive, resident-focused services aligned with the Housing Customer Service Standards.	Business Support Manager	Complete	Green

Embed a customer focused culture	Embed Resident Voice Group	Embed the Resident Voice Group as a key part of housing governance, service improvement and decision-making, ensuring resident feedback directly influences housing services and demonstrates how resident views have been listened to and acted upon	Resident Involvement Manager	Complete	Green
Strengthening consistent professionalism and customer service across estate offices	Review of staffing resource to ensure teams are not always operating on skeleton staff	Review and strengthen the estate staffing resource to ensure sufficient capacity, resilience and continuity of service, enabling residents to receive a consistent, responsive and visible housing management service across all estates	Head of Housing Management	On track	Amber
Strengthening consistent professionalism and	Uniforms for front line CSO's and a closer look at the dress code for RSO's	Strengthen residents' confidence in, and recognition of, housing staff by introducing a professional and consistent staff appearance standard, including uniforms for Customer Service Officers (CSOs) and a review of the dress code for Resident Services Officers (RSOs), improving visibility,	Area Managers	On track	Amber
Strengthening consistent professionalism and customer service across estate offices	Consistency across all the offices on corporate greetings, phones/voice messages and applying the service standards on communication	Improve the consistency, professionalism and quality of resident communications by embedding a standardised customer service approach across all housing offices, ensuring staff apply corporate greetings, telephone standards, voicemail messaging and communication expectations in line with Housing Customer Service Standards.	Area Managers	On track	Amber
Strengthening consistent professionalism and customer service across estate offices	Consistency of noticeboards across all estate	Improve the quality, consistency and professionalism of estate communications by establishing a standard approach to housing notice boards, ensuring residents have access to clear, up-to-date and accessible information regardless of where they live	Area Managers	Not started	Red
Strengthening consistent	Review information delivered to front line staff	Improve the quality and consistency of resident interactions by reviewing and strengthening the information, guidance and resources	Service Improvement	Completed	

professionalis	so they are better equipped	available to frontline staff, ensuring they are equipped to provide	Manager		Green
Improve reliability of core services	Action tracker logs from quarterly estate walkabouts	Strengthen accountability, visibility and responsiveness by introducing estate walkabout action trackers to ensure issues identified by residents and staff are recorded, monitored and resolved in a timely manner, demonstrating that resident concerns are listened to and acted upon	Head of Housing Management	Not started	Amber
Improve reliability of core services	Repairs & Maintenance dashboard	Improve transparency, accountability and resident confidence in the repairs service by developing and publishing a Repairs & Maintenance Dashboard, providing residents with clear information on service performance, key trends and improvement actions	Head of R&M	Not started	Amber
Improve reliability of core services	Phase 2 online forms	Improve residents' experience of reporting repairs by introducing accessible online communal cleaing reporting forms, making it easier for residents to report issues, provide information first time, and receive a more responsive and efficient service.	Business Support Manager	Not started	Amber
Long term structural improvements	Integrate resident feedback into Major Works planning	Ensure major works programmes are shaped by resident insight and experience by embedding resident feedback into the planning, design and delivery of major works projects, improving communication, reducing disruption and enhancing resident satisfaction	Head of Major Works	On track	Green
Long term structural improvements	Publish a TSM Performance & Improvement plan with annual report	Increase transparency, accountability and resident confidence by publishing the TSM Improvement Plan within the Annual Report, demonstrating how resident feedback, TSM results and service performance are driving continuous improvement across Housing Services	Business Support Manager	Not started	Amber
Long term structural improvements	Phase 3 online forms	Improve residents' experience of reporting repairs by introducing accessible online reporting forms, making it easier for residents to report issues, provide information first time, and receive a more responsive and efficient service.	Business Support Manager	Not started	Amber