

Strategic Objective	Action	Desired outcome (including any specific performance indicators and targets that will be used to measure the achievement of the outcome)	Start Date	Deadline Date	
1	<b>Opportunities and Accountability</b>	Launch and embed the Customer Assurance Panel developing transparency principles with the Panel that include monitoring performance against key compliance risk and tracking outcomes from engagement. Aim to ensure the Panel is representative of SHG's customer profile.	Panel established and reporting to Customer Focus Committee. Representative panel membership achieved Panel's action tracker evidences the difference the panel is making in service improvement. Panel completes a 360 annual review of its effectiveness showing it meets its purpose. <i>*Satisfaction with the range of ways available for customers to be involved in the governance and scrutiny of SHG's services (64% in 2023)</i>	Dec-23	Dec-25
	Review the approach to involving customers in complaints to give customers regular oversight of customer feedback, complaints responses and tracking how learning from complaints is improving services.	New customer panel established. Customers have regular oversight of customer feedback. SHG held to account by customers on sharing and actioning learning from complaints. <i>*Number of customers involved</i> <i>*Register of service improvements and outcomes of learning from complaints</i>	Jan-24	Dec-25	
	Develop the Customer Inspectors programme, recruiting new inspectors and ensuring learning from inspections feeds into the wider engagement framework.	Increase in customers involved as a customer inspector. Changes to service delivery and outcomes as a result of customer monitoring. <i>*Number of customers involved in customer inspectors</i>	Dec-23	Dec-26	
	Develop new opportunities for engagement with Leaseholders and Shared Owners based on good practice	Increase in the number of Leaseholders and Shared Owners engaging with SHG Register of service improvements and outcomes as a result of engagement.	Dec-23	Dec-26	

		<p>Complete a review of the Tpas contractor standards for repairs and develop and implement the action plan.</p>	<p>Improvements in tenant engagement in the repairs service.          Outcomes tracked through the Standards Action Plan.  <i>*TSM survey Q2b - satisfaction with the repairs service during the last 12 months.</i></p>	<p>Dec-23</p>	<p>Dec-26</p>
		<p>Continue to offer a range of ways for customers to talk to SHG about the safety of their building, bring issues to attention and assurance they are heard and actioned. Share feedback, learning and outcomes from building safety activities consistently and in a variety of ways that meets different needs and communication preferences.</p>	<p>Programme of activities available to customers.          Regular feedback on learning, action and outcomes shared with customers.  <i>*TSM Q4 satisfaction that the home is safe</i></p>	<p>Dec-23</p>	<p>Dec-26</p>

2	<b>ACCESSIBLE AND COMMUNITY ENGAGEMENT</b>	Map organisations in Stockport that support and connect with customers in the community such as ethnic minority, LGBTQ+ and disability organisations and networks and action plan to make best use of partnership working to reach a wider range of customers with diverse needs.	Formalised partnership working with local community networks and organisations. Evidence of regular contact and discussion about services / issues / improvements. <i>Increase in customers engaged from diverse backgrounds, with disabilities and those aged 18-25.</i>	Dec-23	Dec-26
		Connect customers in high rise accommodation to the work of the Building Safety Residents Panel more effectively, sharing feedback, learning and outcomes in a consistent way and tailored to individual requirements.	Building Safety Panel monitor actions from local residents forums, walkabouts and pop ups in high rise blocks and hold SHG to account for service improvements. <i>*BS Panel action tracker</i>	Dec-23	Dec-26
		Continue to offer opportunities for face-to-face engagement and be visible in SHG's communities through the annual roadshow, a programme of connecting communities' events and supporting partner and stakeholder activities.	Programme of community activities delivered. SHG can evidence close community partnership working and outcomes achieved.	Dec-23	Dec-26
		Explore options to further develop digital and more sophisticated targeted engagement and communication through CX Feedback and other digital methods.	Increase in customers engaging digitally. <i>*Number and profile of customers engaged in surveys recorded in CX Feedback</i>	Dec-23	Dec-26

3	<b>VISIBLE CUSTOMER VOICE AND ENGAGEMENT</b>	Continue to develop the role of the Customer Voice and Experience Champions and share learning and outcomes from the group.	Staff have improved understanding of customer voice and oversight of delivery of the CV&I Strategy. <i>*Annual survey of Customer Voice partners to get feedback and assess level of understanding</i> <i>*Feedback from Champions on their involvement</i> <i>*Log of actions / change delivered through the Champions group</i>	Dec-23	Dec-26
		Develop ways other than reports to share customer voice and engagement more consistently, using videos, quotes, storytelling and case studies to increase awareness and 'bring it to life' for colleagues and the Board.	Internal communications plan for Customer Voice and Experience. Range of ways delivered <i>Change in Board feedback when asked about confidence in hearing customer voice.</i>	Dec-23	Dec-25
		Continue to raise awareness of stigma in social housing and roll out the e-learning training module for colleagues.	Increase in awareness of stigma <i>*Number of colleagues completing stigma training</i>	Dec-23	Dec-26
		Deliver and review the impact of the Customer Excellence Training programme alongside bitesize or e-learning training in customer voice and engagement for colleagues.	Following the training, colleagues will reflect and record how they are implementing learning in Cascade. Programme of training on customer engagement delivered via business partnering. <i>*Number of staff completing training</i> <i>*Survey of business partners shows increase in understanding</i>	Dec-23	Mar-25
		Promote the Menu of Involvement to raise awareness of engagement opportunities and create a register of interest and scrutiny pool to support task and finish scrutiny reviews and targeted engagement that enables and supports more customers to be involved.	Scrutiny pool established and increase in number and representativeness of customers taking part in reviews. <i>*Increase in awareness of opportunities to get involved when asked if customers are satisfied with the opportunities to get involved in the governance and scrutiny of housing services.</i> <i>*Number and profile of customers involved in scrutiny</i>	Dec-23	Dec-25

		Create opportunities for involved customers to meet and share learning and ideas.	Event(s) held for customers, shared learning and experiences. Increased satisfaction with opportunities to get involved. <i>*Feedback from customers who attended the event shows satisfaction with opportunities provided.</i>	Dec-23	Dec-24
4	<b>INSIGHT AND IMPACT</b>	Utilise data and customer insight in engagement partnering to inform decision making and evidence how Stockport Homes listens and learns from customer feedback.	SHG can evidence how data and feedback is driving service improvements <i>*Log of improvements</i> <i>*Customer Voice report</i>	Dec-23	Dec-26
		Use data and insight to 'know the silence' and develop informal and targeted engagement methods that are responsive to customer's needs to address gaps in involvement and ensure engagement is representative of SHG's customer base.	Number and profile of customers involved is representative of SHG's customer base. SHG can evidence that it knows its customers and how it supports customers to get involved in a way that meets their requirements.	Dec-23	Dec-26
		Develop a quarterly Customer Voice Report to be shared with the Customer Assurance Panel and the Board which collates, analyses and sets actions using customers feedback gathered through formal engagement methods and informal and formal feedback.	Quarterly customer voice report shared with the Customer Assurance Panel and the Board. Report enables SHG to evidence how it is listening to customers and actioning feedback.	Dec-23	Dec-24
		Develop an impact report or continual improvement log validated through data and accurate record keeping using a 360-degree approach to review the impact and outcomes from engagement that captures examples of engagement, listening, learning and acting on feedback and the difference it makes.	Annual impact report shows the difference that customer voice and engagement makes and the outcomes for customers.	Dec-23	Dec-26