

Priority	Action	What does this look like?	Progress Update	Links	Target completion date
Create opportunities for tenants to influence the service in a real and meaningful way	Create and develop ongoing opportunities for Tenant Engagement	We will create a list of the different ways tenants can be involved in helping to shape the services that effect them. We will update this on a regular basis, as new opportunities become available.	Ways to be involved have been created, click on the link to read more	ESCTenantEngagement	End of February 2025 Complete and ongoing
	Advertise and promote opportunities for Tenant Engagement	We will: Include information within our annual report Upload the list of opportunities onto our website Publicise on social media Promote the opportunities at any face to face event	March 2025 All tenants received a letter directing them to our Housing Services Annual Report which contained details of how tenants can help us to shape our services. Website updated with the engagement opportunities Details of the engagement opportunities provided at Drop-ins and Estate Action Days - on-going Promotion of tenant engagement within ESC internal communication to encourage engagement from all team members April 2025 onwards Promotion on Social Media mid April and on a monthly basis for 3 months July 2025 All tenants received a letter in June 2025 to promote our Tenant Engagement Group October 2025 Re-contacted those who expressed an interest in being involved. January 2026 Continued to promote tenant engagement and re-contact those who expressed an interest in being involved. Further promotion within the 2024-2025 Housing Services Annual Report. Tenant engagement flyer to be sent with rent statements February/March 2026	https://www.eastsuffolk.gov.uk/housing/council-housing/housing-services-annual-report-2024-25/	March 2025 Complete and ongoing
	Prioritise opportunities for engagement based on the level of interest expressed by tenants	Once we have responses from tenants as to where they would like to be involved, we will start arranging these activities, commencing with those where the most interest has been expressed	April 2025 We are going to reviewed/considered different ways to encourage tenants to participate Details of tenant engagement added to MyHome front page July 2025 We are focussing on setting up a Tenant Engagement Board who will meet regularly to present the views of others living in East Suffolk Council Homes and shape or future plans. Please follow the link to see how you can get involved October 2025 Due to the interest shown, we are in the process of setting up a Tenant Engagement Board. January 2026 A Tenant Engagement Board has been formed, this is made up of 8 members and a Chair and Secretary were appointed on 14 November 2025 with the first meeting held on 2 December 2025. We are working with our repairs team and in discussions around holding a tenant focus group, we hope to progress this during early 2026. Processes are being formulated for tenants to take part in reviewing our Housing Services policies.	Tenant engagement » East Suffolk Council	End of April 2025 and ongoing
	Offer support and training required, as appropriate, to those who would like to engage	When setting up activities, we will look at the areas where we can provide training to help with the role, providing ongoing support to those interested in taking part	January 2025 We will begin this once we set up the activities/know who would like to be involved and the areas we will cover July 2025 To be further considered with tenants interested in taking part October 2025 There has been significant interest in forming a Tenant Engagement Board, training is due to be completed during the beginning of November. January 2026 As new ways of being engaged are implemented, training needs of those taking part to be reviewed		End of December 2025 On-going as and when required
	Carry out a review of systems to ensure: Tenant interactions are recorded and resolved as appropriate and We identify and close any gaps to ensure we are communicating effectively with our tenants at every opportunity	We will review our processes ensuring they: Show clear records of contact (i.e repairs, safeguarding or information required from a resident group) Tenants and staff are clear about timescales for responses and interactions and that we keep you updated	July 2025 - not yet started January 2026 A systems review is underway and further updates provided when the outcome and cost involved is known. Therefore, the target date for this action has been extended to March 2026. In the meantime, we are launching our 'Eyes Wide Open' campaign this month which will help staff to ensure that every contact counts, and timescales for action will be linked to this work.		Original target date of December 2025, and ongoing Extended to end of March 2026 to allow completion of the review
	Explore and develop methods of communication via social media	We will look at how we can improve communication by social media where this is a preferred method for our tenants	January 2025 Not yet started April 2025 We have increased our use of social media through our ESC page as a way of communicating with tenants who use this platform July 2025 No further update at this point October 2025 We are going to carry out a tenant census, part of this will ask how our tenants wish to be communicated with. Once this has been completed, we will review this action again. January 2026 The Tenant Census is underway and once this has been completed, we will review how we can engage with tenants in the way that they prefer.	Communicating with tenants » East Suffolk Council	Original target date - End of December 2025 This has been extended to allow completion of the Tenant Census
	Review the methods of communication into East Suffolk Council's Housing team, including: Website Contact numbers (including how these are publicised) MyHome Emails	We will review how tenants can contact us, ensuring this is straightforward and well publicised	January 2025 We have started to look at these areas April 2025 This is continuing July 2025 No further update at this point October 2025 Review started on the use/potential uses of MyHome and a survey will be available on there to ask tenants for feedback on this. January 2026 The feedback from the MyHome Survey will be reviewed and potential improvements explored. We are currently working on a new website which should be launched in the near future. Contact details have been reviewed on the website		End of December 2025 and ongoing

	Analyse data to identify specific needs and preferences within all areas of our community	We will carry out a Tenant Census throughout 2025, updating contact details and household information. During this, we will also ask you whether you have any specific needs so that we can take these into account.	<p>April 2025 We are arranging for an external company called Acuity to carry out the tenant census and this will be underway shortly</p> <p>July 2025 Arrangements are being finalised for completion of the census</p> <p>October 2025 The tenant census survey will begin mid-November and is expected to end during late February</p> <p>January 2026 Tenant Census is underway. Following this, we will progress this action further</p>	Communicating with tenants » East Suffolk Council	End of December 2025 and ongoing
Transparent and Open Performance	Provide an annual report to tenants, including information from Tenant Satisfaction Measures, and communicate any actions to be taken to make any improvements	We will be sending you an annual report with this information	<p>March 2025 The report was completed and we wrote to all tenants advising how they can read our report or obtain a copy in a preferred format. This report covered the calendar year of 2023 - 2024 and can be found through the following link</p> <p>To align with the financial year, we will produce future annual reports during the summer of each year with effect from 2025.</p> <p>July 2025 Following submission of our Tenant Satisfaction Measures data to the Regulator of Social Housing, we are now preparing our Annual Report for 2024 - 2025 which will include this information along with our areas of focus for the remainder of the year. We are planning to send this out by the end of September 2025.</p> <p>October 2025 We are still working on this year's annual report and hope to have this sent out by the end of the year.</p> <p>January 2026 The annual report was published on our website at the end of December along with a survey. This has been published on Social Media and tenants will receive either an email/text or letter directing them to this.</p>	Annual Report 2023 - 2024 https://www.eastsuffolk.gov.uk/housing/council-housing/housing-services-annual-report-2024-25/	Early March 2025 Completed and ongoing
	Develop and support a tenant-led process to challenge the service and make recommendations for improvement in relation to Tenant Satisfaction Measures. Review our performance against the Housing Ombudsman's Complaint Handling Code.	Publish an annual report advising how our tenants have rated us against the tenant satisfaction measures and complaint handling code. As noted above, we want to set up a Tenant Scrutiny Group/Tenant Board. This will allow us to work with tenants to look at our processes and services and hold us to account for the services we provide. We will take on board the opinions of the group(s) to make improvements	<p>April 2025 Interest in a Tenant Scrutiny Group/Engagement Group (Board) has not been successful, we will review how we can encourage our tenants to take part</p> <p>July 2025 We felt that Tenant Board as the name for a group was perhaps too formal and have changed this now to Tenant Engagement Group. Following further promotion of our Tenant Engagement Group (Board) we have several tenants who have expressed an interest in this. We are continuing to encourage further tenants to help us with this and also take part in our Scrutiny panel</p> <p>October 2025 Due to the interest shown, we are in the process of setting up a Tenant Engagement Board.</p> <p>January 2026 A Tenant Engagement Board has been formed, this is made up of 8 members and a Chair and Secretary were appointed on 14 November 2025 with the first meeting held on 2 December 2025.</p> <p>We are working with our repairs team and in discussions around holding a tenant focus group, we hope to progress this during early 2026.</p>	Tenant engagement » East Suffolk Council	End of December 2025 and ongoing
To build respectful and trusting relationships between tenants and staff	Promote the benefits of tenant engagement within the Housing portfolio, ensuring this is included within any changes to services	It is important that we have tenants input in any changes we make. We will do this through tenant engagement opportunities. We will ensure that we communicate the benefits of this within the Housing portfolio.	<p>April 2025 Promotion of tenant engagement within ESC internal communication to encourage engagement from all team members</p> <p>July 2025 On-going as we look to make changes to the services we provide</p> <p>October 2025 We have continued to promote Tenant Engagement within ESC internal communications and have worked with a number of teams in developing ways they can engage. Literature is also provided upon sign up of new tenancies with our Housing Officers explaining the benefits to new tenants.</p> <p>January 2026 We will continue to work with our teams to expand on the engagement they provide.</p>		End of December 2025 and ongoing
	Incorporate tenant engagement into the new staff induction	We will include a presentation for new members of our team in the induction programme so they are aware of the benefits of tenant engagement	<p>April 2025 We are considering how we can best include this with all team members</p> <p>July 2025 We have produced a presentation to deliver to new team members which is currently being finalised. We aim to roll this out within the next month.</p> <p>October 2025 Unable to progress this further due to absence</p> <p>January 2026 Presentation to be delivered in January to those who joined ESC within the last 6 months. To also be delivered to the Retired Living Scheme Managers, Housing and Rent Officers in March 2026. Moving forward, details of new starters will be provided on a quarterly basis to allow this to be delivered.</p>		End of December 2025 and ongoing