

Ref No	Strategy Actions	Key Activities	Dependencies	Lead	Start	End	RAG Status
Inform1	Regularly update residents on our performance including trends in surveys, compliments and complaints	1. Agree what performance information, agendas and minutes should be made available to residents and published online, in annual report or presented to Residents Committee.	Improvement Plan ref G1 (3) Inform 4	RC	Nov-25	Jan-26	Not started
		2. Agree appropriate timescales for publication	Inform 4	RC	Dec-25	Jan-26	Not started
		3. Publish / submit required performance information in an accessible format for residents.		RC	Dec-25	Jan-26	Not started
Inform2	Work with residents on the Communications and Access to Services Panel and Reading Panel to review important communications and ensure they are clear and easily understood	1. Prepare a plan to regularly raise awareness of Reading Group and what it can achieve with staff	Inform 4	SW	Oct-25	Ongoing	Not started
		2. Prepare a rolling 12 month forward plan for the Reading Group with input from other panels, complaints and other feedback and other teams across the service.		SW	Oct-25	Nov-26	Not started
		3. Invite residents to feed back in other ways on our written information eg web page feedback, newsletter, leaflets etc.		SW	Oct-25	Ongoing	Not started
Inform3	Develop a new and improved BCP Homes website to make information easier for residents to find and understand	1. Complete options paper for developing pages on council website or setting up stand alone web site for BCP Homes.	Improvement Plan ref R1.	RC	Nov-25	Dec-25	Some challenge
		2. Identify corporate resources to support work and develop options and related content.	Improvement Plan ref R1	RC	Nov-25	Dec-25	Not started
		3. Agree with residents how and what information will be provided on the BCP Homes webpages including improved information about repairs.	Improvement Plan ref R1. Inform 4.	RC	Jan-26	Mar-26	Not started
		4. Complete update of new BCP Homes Website	Improvement Plan ref R1 Inform 4	RC	tbc	tbc	Not started

Inform4	Produce an annual communications plan setting out key messages, objectives and methods	Produce a rolling 12 month communications plan		TP / SW	Dec-25	Dec-25	Not started
Inform5	Invest in our new computer system, giving residents the option to engage with us and access our services through their own online account	1. Design workshops with staff and residents		SD	Jan-26	tbc	Not started
		2. Develop resident portal to requirements		SD	tbc	tbc	Not started
		3. Testing of new portal		SD	tbc	tbc	Not started
		4. Staff training		SD	tbc	tbc	Not started
		5. Data migrations		SD	tbc	tbc	Not started
		6. Plan promotion to residents and add to communications plan		SD	tbc	tbc	Not started
		7. Portal goes live		SD	Dec-26		Not started
		8. Review potential / need for a mobile app		SD	tbc	tbc	Not started
Inform6	Provide more information to residents on the opportunities to get involved, how we have acted on what they have told us and how we can support them to become involved	1. Promote RI to other teams and at resident events	Inform 4	SW	Oct-25	Ongoing	Not started
		2. Implement a process for capturing what teams have done in response to residents feedback	Improvement Plan ref G1 (4), R2 and R7 Listen 6	TP	Nov-25	Dec-25	Not started
		3. Review expenses policy and promote		SW	May-26	Oct-26	Not started
Inform7	Explain the roles and responsibilities of our senior officers and provide more information about decisions and how these are made	1. Set out the requirements for information to be published.	Improvement Plan ref G8.	RD	Oct-25	Nov-25	Not started
		2. Agree information to be published and place on council website.	Improvement Plan ref G9	RD	Oct-25	Nov-25	Not started
Inform8	Develop a digital inclusion plan to extend access to online services and information to more residents	1. Understand the links with the council's Smart Place programme and strategy.	Improvement Plan ref R11	KJ / TP	Apr-26	tbc	Not started
		2. Create a plan to link in with the councils proposed digital strategy.	Improvement Plan ref R11	KJ / TP	tbc	tbc	Not started

Listen1	Understand who our residents are, their support needs, and their communication preferences, and use this information to adapt services	1. Review and revise the criteria for programmed and ad-hoc reviews including those for high-rise residential buildings. To include also properties with no recent repairs' visits or with excessive repairs visits.		DT (RD)	Aug-25	tbc	On track
		2. Identify other means of collecting data to bridge gaps in data in shorter term.		DT (RD)	tbc	tbc	
		3. Establish a process for recording data consistently and reporting on performance.		DT (RD)	tbc	tbc	Not started
		4. Update training to staff on the purpose of tenancy reviews and collection of data.		DS	tbc	tbc	
		5. Include how we are gathering data and understanding our residents needs including outcomes from TRV's in report on resident engagement to Advisory Board.		DS	tbc	tbc	Not started
Listen2	Train and guide staff to establish a culture where active resident engagement and communication is standard practice across all teams	1. Determine requirements for staff training, identifying different training requirements for different job roles / teams.		TP	Apr-26	Jun-26	Not started
		2. Develop and/ identify training opportunities and resources and promote to staff		KBM / SW	Jun-26	Sep-26	Not started
		3. Include information on website which explains to residents what they can be expected to be consulted / informed about		TP	Jun-26	Jun-26	Not started

Listen3	Work with other council services to create a new engagement section on the council's website, making it easy for residents to find and take part in all the council's engagement activities as well as ones just for BCP Homes	1. Implement new BCP Council engagement platform		LS	tbc	tbc	Not started
		2. Populate with BCP Homes engagement and consultation opportunities		SW	tbc	tbc	Not started
		3. Identify how this will be updated on an ongoing basis		SW	tbc	tbc	Not started
		4. Promote to residents		SW	tbc	tbc	Not started
Listen4	Develop a plan of resident engagement focused on areas of highest priority or lower resident satisfaction. Use this information to identify and track improvements	1. Review existing data and resident feedback to identify priorities.		TP	Nov-25	Dec-25	Not started
		2. Undertake further consultation as necessary to understand issues.		TP	Dec-25	Feb-26	Not started
		3. Develop an action plan and implement		TP	Mar-26	Mar-26	Not started
Listen5	Encourage more younger residents, ethnic minorities and those with disabilities to engage with us	1. Identify / set up meetings rooms with smart screens to enable hybrid meetings		SW	Nov-25	Dec-25	Not started
		2. Implement SMS survey capability as part of new IT system	Improvement Plan R13	SC / TP	Oct-25	tbc	Not started
		3. Approach youth and disabled groups and groups frequented by minority ethnic groups to engage with their members, identify key issues of interest and opportunities to increase engagement with these groups	Links into Listen 4	KBM	Oct-25	Jan-26	Not started
		4. Develop a plan to increase engagement with these groups		KBM	Jan-26	Feb-26	Not started

Listen6	Increase the number of neighbourhood inspection days and other opportunities for residents to engage with us in their communities	1. Set out purpose and objectives for estate inspections to improve resident engagement.	Improvement Plan ref R9	DS	May-25	Sep-25	Completed
		2. Review how residents can get involved in neighbourhood inspections, what they involve and how these are published.	Improvement Plan ref R9	DS	May-25	Sep-25	Completed
		3. Communicate outcomes of estate walkabouts to residents.	Improvement Plan ref R9 Inform 4 and 6	DS	May-25	Sep-25	On track
		4. Identify where additional neighbourhood resident inspections would be useful		MS	Oct-25	Nov-25	Not started
		5. Identify meaningful locations for displaying promotional posters and who can best post and remove them.	Inform 4	MS / SW	Nov-25	Dec-25	Not started
Listen7	Make it easier for residents to complain when things go wrong and keep them informed of progress	1. Provide facility for residents to raise complaints on new residents portal once implemented		RC	tbc	tbc	Not started
		2. Promote residents' rights through a communications campaign	Inform 4	RC	tbc	tbc	Not started
Involve1	Create a training programme to enhance residents' skills and knowledge, empowering them to actively engage with BCP Homes and their community	Consult involved residents about their training needs		SW	Dec-25	Jan-25	Not started
		Create programme of training and skills and knowledge building for involved residents		SW	Jan-26	Feb-26	Not started

Involve2	Create a scheme for residents to bid for small neighbourhood improvements and community initiatives	Research how other such schemes work		MS	Mar-26	Mar-26	Not started
		Establish a process, guidance and associated documentation		MS	Mar-26	May-26	Not started
		Publicise scheme to staff and residents	Inform 4	MS	Mar-26	May-26	Not started
Involve3	Encourage residents to develop community projects and activities to improve lives and neighbourhoods	Identify resources available to support residents as well as examples of other residents' projects to showcase	Inform 4	KBM	Oct-25	Nov-25	Not started
Involve4	Promote community events, activities and volunteering opportunities to encourage our residents to get involved	Identify and include in Communications Plan	Inform 4	SW	Oct-25	Ongoing	Not started
Involve5	Make changes to our governance arrangements that enable councillors to understand how we are meeting our obligations, shows where decisions are taken and how residents are involved in these	1. Review governance arrangements with key stakeholders and provide outcomes that meet regulatory requirements to Corporate Management Board for discussion and to agree future direction and steps.		KD	tbc	tbc	Completed
		2. Agree and commence implementation of any new governance arrangements in line with the council's constitution.		KD	tbc	tbc	Not started
		3. Obtain Cabinet approval		KD	tbc	tbc	Not started
		4. Implement changes to governance arrangements	Inform 4	SD / RC	tbc	tbc	Not started
Involve6	Develop and agree a new set of service standards with residents so they know what to expect from us and can hold us to account	1. Complete draft service standards and agree consultation.		RD	Sep-25	Oct-25	Some challenge
		2. Implement any changes to draft standards following consultation		RD	Oct-25	Dec-25	Not started
		3. Set out the performance indicators that are required to demonstrate effectiveness and outcomes.		RC	Oct-25	Dec-25	Not started
		4. Publish new service standards.	Inform 4	RC	Jan-25	Jan-25	Not started