

No.	Theme	Action	Lead	Target Date	Progress
1	01 Governance	Define performance measures and targets relating to tenant insight, inclusion and equitable outcomes	Kim	31/08/2026	
2	01 Governance	Implement a regular Tenant Insight and Inclusion Performance Report for HIB (similar to the Safety Performance Report)	Kim	31/08/2026	
3	02 Quick Wins	Review customer-facing literature and forms to ensure they are accessible and inclusive	April	30/09/2026	
4	02 Quick Wins	Review language, translation and alternative format options	April	30/09/2026	Recently paid for a translator (scrutiny day) - tenancy handbook / Arabic
5	02 Quick Wins	Review website accessibility and inclusive content	April	30/09/2026	Raoul completing regular reviews of website
6	02 Quick Wins	Review customer scripts and to improve the capture of protected characteristic and support needs information (training)	Brad	31/08/2026	
7	02 Quick Wins	Review housing policies (SIP 16) and standard letters to ensure they reflect inclusion and accessibility requirements	Sian	30/09/2026	
8	02 Quick Wins	Publish information explaining why the Council is collecting tenant insight information	April	30/09/2026	
8	02 Quick Wins	Review garden maintenance scheme criteria (following recent complaints)	Kim	30/09/2026	
9	03 Tenant Data Collection	Complete telephone campaign to collect and validate tenant insight data	Complete	Complete	
10	03 Tenant Data Collection	Complete follow-up correspondence campaign	Kim	30/11/2026	
11	03 Tenant Data Collection	Undertake home visits where contact has not been achieved	Kim	30/11/2026	
12	03 Tenant Data Collection	Monitor completion rates and identify under-represented groups	Kim	30/11/2026	
13	03 Tenant Data Collection	Develop stronger Induction / BLZ / training / toolbox re: data collection	Kim	30/11/2026	
13	03 Tenant Data Collection	Develop an ongoing process for collecting and verifying tenant insight information at key customer touchpoints (e.g. contact centre / visits / repairs)	Kim	30/11/2026	
14	04 Systems, Data Quality & Integration	Arrange a Capita demonstration and options appraisal	Complete	Complete	upgrading the current system - WIP
15	04 Systems, Data Quality & Integration	Assess integration opportunities between Capita, Totalmobile and iPlans	Brad	31/08/2026	Work required re: Total Mobile / visiting officers (all colleagues externally of repairs)
16	04 Systems, Data Quality & Integration	Agree a migration plan for transferring iPlan data into Capita (if viable)	Brad	31/08/2026	Need to find where this information is to be held within Capita upgrade
17	04 Systems, Data Quality & Integration	If Capita is not suitable, agree and implement an alternative solution	Complete	Complete	

No.	Theme	Action	Lead	Target Date	Progress
18	04 Systems, Data Quality & Integration	Implement migration of tenant insight information into Capita	Brad	31/12/2026	
19	04 Systems, Data Quality & Integration	Validate migrated data and undertake quality assurance checks	Brad	31/12/2026	
20	04 Systems, Data Quality & Integration	Establish data ownership, maintenance responsibilities and review cycles	Kim	31/12/2026	
21	05 Understanding Diverse Needs	Analyse tenant data to understand demographics, protected characteristics and support needs	Kim	31/12/2026	
22	05 Understanding Diverse Needs	Identify under-represented groups and barriers to accessing services	Kim	31/12/2026	
23	05 Understanding Diverse Needs	Identify gaps in service accessibility and engagement	Kim	31/12/2026	
24	05 Understanding Diverse Needs	Include Tenant Insight information in HIB report	Kim	31/12/2026	
25	05 Understanding Diverse Needs	Develop and share recommendations for improving equity of access and outcomes with HIB (agree next steps)	Kim	31/12/2026	
26	06 Using Tenant Insight to Improve Services	Review communication methods, translation requirements and accessibility needs	April	31/12/2026	
27	06 Using Tenant Insight to Improve Services	Review how vulnerability / protected characteristic data is used within repairs processes / D&M / complaints / ASB and implement measures to improve	Kim	31/12/2026	
28	06 Using Tenant Insight to Improve Services	Review participation levels and engagement methods for under-represented groups	April	31/12/2026	
29	06 Using Tenant Insight to Improve Services	Develop a framework for recording tenant needs and reasonable adjustments	Kim	31/12/2026	
30	06 Using Tenant Insight to Improve Services	Implement and monitor agreed service improvements	Kim	31/12/2026	
31	07 Fair & Equitable Outcomes	approval and launch of the tenant engagement framework (hard to reach)	Kim	31/12/2026	
32	07 Fair & Equitable Outcomes	Develop equality and inclusion performance measures	Kim	31/12/2026	