



Our approach for 2026 2027

Our Tenant & Community Engagement Strategy Action Plan 2021–2026 came to an end on 30 March 2026.

As we await the draft of the Department’s Tenant Participation Strategy, we have agreed to put in place a one-year Tenant & Community Engagement Action Plan for 2026/27.

This provides an important opportunity to continue delivering meaningful tenant engagement while, throughout 2026/27, we review our current approach and work directly with tenants to co-design our new Tenant Engagement Strategy for 2027–2030.

The actions within this plan were developed with tenants at our Tenant Conference. A dedicated workshop gave tenants the opportunity to discuss their priorities and identify the areas they would like us to focus on during 2026/27. The workshop was facilitated by Siobhan O’Neill from Empowering Communities.

#	Action	Measurable Success Indicators
1	Digital support available at community hubs for all tenants	• Digital/support sessions offered weekly for 4 weeks at participating community hubs. • Facilities promoted to tenants through agreed communication channels. • Number of sessions, attendees and hubs participating recorded. • Tenant feedback gathered to assess the usefulness of the support provided.

#	Action	Measurable Success Indicators
2	Support the Scrutiny Panel to undertake one scrutiny exercise focusing on bin stores	● One tenant-led scrutiny exercise completed during 2026/27. ● Findings and recommendations presented to the appropriate service area. ● Management response/action plan produced against agreed recommendations. ● Progress against recommendations reported back to the Scrutiny Panel.
3	Regional Panels/Policy Review Group to review tenant-facing documents	● Tenant-facing documents brought to the groups for review throughout the year. ● Number of documents reviewed and tenants involved recorded. ● Changes resulting from tenant feedback documented. ● Feedback provided to tenants demonstrating 'You Said, We Did.'
4	Undertake a tenant languages audit	● Languages audit completed by 31 March 2027. ● Information gathered on tenants' language and communication requirements. ● Findings analysed and areas requiring additional support identified. ● Recommendations developed to inform future tenant communications and the 2027–2030 Strategy.
5	Review the preferred communication methods of 25% of tenants	● Communication preferences reviewed for at least 25% of tenants during 2026/27. ● Findings analysed by communication method. ● Gaps or areas requiring improvement identified. ● Findings used to inform the development of the 2027–2030 Strategy.

#	Action	Measurable Success Indicators
6	Publish minutes of residents' meetings on the website	● Agreed residents' meeting minutes made available online, subject to data protection and confidentiality requirements. ● A consistent process and timescale established for submission and publication. ● Number/% of eligible meeting minutes published monitored during the year.
7	Develop and deliver a training plan for Good Relations & Diversity	● Good Relations & Diversity Training Plan developed and approved. ● Agreed training delivered during 2026/27. ● Number of sessions and participants recorded. ● Participant feedback/evaluation completed to measure the value of the training.
8	Increase the number of young people aged 17–24 getting involved	● Establish a baseline for participation by people aged 17–24 at the beginning of the Action Plan period. ● Undertake targeted engagement activities/opportunities for this age group. ● Record the number of young people aged 17–24 participating. ● Demonstrate an increase against the established baseline by 31 March 2027.
9	Develop a tenant approved logo for tenant documents	● Tenants involved in the development/selection of the logo. ● Final logo approved by tenants during 2026/27. ● Guidance agreed for where and how the logo will be used. ● Logo introduced on agreed tenant-facing documents.

#	Action	Measurable Success Indicators
10	Residents Forum to review tenant satisfaction surveys	• Tenant satisfaction findings presented to the Residents Forum. • At least one structured review undertaken during 2026/27. • Tenant comments and recommendations recorded. • Feedback/recommendations shared with relevant service areas and responses reported back to the Forum.
11	Tenants involved in Participatory Budgeting (PB) scoring	• Tenants represented within agreed PB scoring arrangements. • Number of tenants participating in scoring recorded. • Participants provided with appropriate information/support before scoring. • Participant feedback obtained following the process.
12	Review the current Strategy and develop the new Tenant Engagement Strategy 2027–2030	• Review of the existing Strategy completed. • Co-design programme undertaken with tenants during 2026/27. • Number and range of tenant engagement/co-design opportunities recorded. • Feedback and priorities arising from consultation documented. • Draft Tenant Engagement Strategy 2027–2030 developed, reflecting tenant input and relevant departmental direction.
13	Undertake a Tenant Training Needs Analysis involving tenants	• Tenant Training Needs Analysis completed during 2026/27. • Tenants directly involved in identifying training priorities. • Number of tenants participating recorded. • Key training needs and gaps identified. • Findings used to develop recommendations for a future tenant training programme.