

Level of Engagement	No	Action to be taken	When developed	Measure of Success	Key Principles							
					Digital Shift	Dynamic, fun and modern approaches	Reflects our unique challenges	Connecting with hard to reach groups	Reduce Isolation	Supports independent living	Scrutiny Support	
Policy and Strategy	1	Develop an annual timetable for the coproduction of policies and service design between customers and Blackwood	Produced by Jun 2018, ongoing use	Production and publication of an annual timetable		✓						
	2	Trial new approaches for feedback on policies, such as producing video and inviting feedback from these	Throughout 2018 to 2019	New approaches will be trialled and feedback gathered from participants	✓	✓		✓				
	3	As a result of these trials, evaluate and agree on a new approach to providing feedback on policies	New approach used from Oct 2019	A new approach will be in place following an evaluation of the trial	✓	✓		✓				
Informing Investment	4	Devise a programme of short surveys to be sent to customers using digital methods on subjects such as planned maintenance and adaptations	Commence by Oct 2018	Survey programme will be in place and results will form part of our Annual Return on the Charter	✓	✓		✓				
	5	Consult on the Blackwood Standard for our new homes design	Dec 2018	Input from customers will be an integral part of the Blackwood Standard			✓			✓		
	6	Seek feedback on the style and type of adaptations in our existing developments to inform our approach to the Blackwood standard	Dec 2018	Input from customers will be an integral part of the Blackwood Standard			✓			✓		
	7	In our Care Homes, we will try more innovative co-design tools such as Talking Mats to gather views on planned programmes	Ongoing from Apr 2018	A variety of co-design tools will be used routinely.		✓	✓			✓		
Feeding Back on Satisfaction and Influencing Improvement	8	Introduce online services to allow customers to access a number of our services digitally, such as paying rent and reporting repairs	Roll out commenced at Apr 2020	Service will be available on our website and on smartphone apps, with the majority of traffic being generated through these	✓	✓		✓				
	9	Provide internet access to all Blackwood customers in our housing developments and provide access to CleverCogs for our care customers	Rolled out by Apr 2020	Internet access in all developments	✓	✓						
	10	Rollout of Digital Skills training and support programme to customers	Rolled out by Apr 2020	Customers will be able to access digital skills training for a variety of subjects	✓	✓						
	11	Develop new opportunities for care customers to scrutinise performance and processes to increase the level of quality feedback for our Care at Home customers	In place by Apr 2019	Care Team Blackwood's will be established, with other methods of scrutiny also developed			✓	✓				✓
	12	Continue to support and develop our Team Blackwood scrutiny panels	Ongoing from Apr 2018	Team Blackwood in the North region will be developed in a way which addresses geographical restraints. East and West Team Blackwood will continue support			✓	✓				✓
	13	Introduce a new approach to estate tours and annual visits, including 'virtual tours' and feedback	In place by Apr 2019	Estate tours will be a mixture of face-to-face and digital methods	✓		✓					
	14	Regularly evidencing suggestions for improvement using the 'you said, we did' framework	By Oct 2018	'You said, we did' sections will be on our website and in our Customer Report			✓					✓
Supporting Better Health and Wellbeing and Independent Living	15	Streamline administrative to free up the time of our Housing Officers to spend more time to support the health & wellbeing goals of our customers	Full strategy to be delivered by Apr 2020	Housing Officers will spend more time with tenants either in their neighbourhoods, at RTO meetings or through digital means. This will be quantifiable through an evaluation of the housing strategy	✓		✓	✓				
	16	Support Housing Officers & Customers to connect with local community groups and facilities to promote Independent Living	By Apr 2019	A reference point will be produced for Housing Officers to access information. Social Isolation indicators in our Tenant Survey will show an improvement from previous years.					✓	✓		
	17	Create a Community Ambassadors programme to assist Housing Officers as a local point of contact for knowledge of the local community	Trialled in 2018, developed fully Apr 2019	Community Ambassadors will be in place across developments.					✓	✓		
	18	Support our housing and care teams to encourage and support local social events and activities	Ongoing from Apr 2018	Events will be hosted by Blackwood and will be remarked positively upon by bodies such as the Care Inspectorate during inspections. Social Isolation indicators in our Tenant Survey will show an improvement from previous years.				✓	✓	✓		
Internal actions to support engagement	19	Ensure our data collection on our customers is appropriate and being done	Ongoing from Apr 2018	Data will be collected to inform engagement activities, alongside a plan on how we will use this appropriately and within legislation	✓			✓				
	20	Report on data collected to gather a greater understanding of our customer base	Ongoing from Apr 2018	We will have a wider knowledge of our customer base to use to support the activities listed here	✓			✓				