

Appendix 1

Item	Detail	Owner	By When
Poster redesigned by Panel to be standardised.	Redesign to Comms team to produce the poster to include rota and contact details	Communications Team	31st July
Resource Pack for CHO's	Resource packs with cards for CHO's to put on the doors to let customers know where they are on site so customers will know when they can see them.	Neighbourhood Leads/Customer Performance/Comms	31 July creation and roll out 31 August
Design Standard for Agendas - Monthly and Quarterly Meetings	Standardised agenda for all monthly and quarterly meetings to include scheme updates.	Customer Performance Team/Neighbourhood Leads	30 June creation - roll out July
Ensure that the scheme meetings are scheduled.	Advertise the meeting dates so (poster on noticeboard). Neighbourhood Lead as part of monthly check in with CHO to ensure these are happening monthly and recorded on the engagement tracker.	Neighbourhood Leads/CHO's	June 30th
Posters in schemes detailing CHO Role and Neighbourhood Lead Role	Who the CHO is and what their role is and who the Lead is and what their role is.	Neighbourhood Leads/Customer Performance/Comms	31-Aug

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<p>Digital Notice boards - To have feedback section for customers</p>	<p>Digital Engagement have confirmed that we can get a feedback section for customers to use in the digital notice boards. We are going to set this up and trial in two schemes first to see if there needs to be any amendments, we can then follow up with the rest of the digital noticeboards.</p>	<p>Customer Performance/Digital Engagement</p>	<p>31st July for trial 1st September roll out</p>
<p>Feedback 'suggestion' boxes</p>	<p>Clarity around what the boxes are for to customers (suggestions for improvements and not to report repairs) to be emptied weekly on commencement of boxes and then monthly, to be included as an agenda item in the quarterly meetings.</p>	<p>Customer Performance Team/Neighbourhood Leads</p>	<p>1st September (trial)</p>
<p>Cultural Engagement Piece around communications and expectations.</p>	<p>Neighbourhood Leads to begin discussions around this with Regional Managers at their Team meeting, also to do a piece at the full team meeting to start to think about what this looks like. New starters as standard and refresher sessions.</p>	<p>Regional Managers/Neighbourhood Leads/O&D</p>	<p>30 June</p>

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	Training Piece to be developed and delivered to all CHOs around expectations and communication with customers, sessions to be recorded and included as part of CHO induction.	Regional Managers/Customer Performance/O&D	1st September
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