



**GREAT  
YARMOUTH**  
BOROUGH COUNCIL

# **Delivering engagement & strengthening the tenant voice**

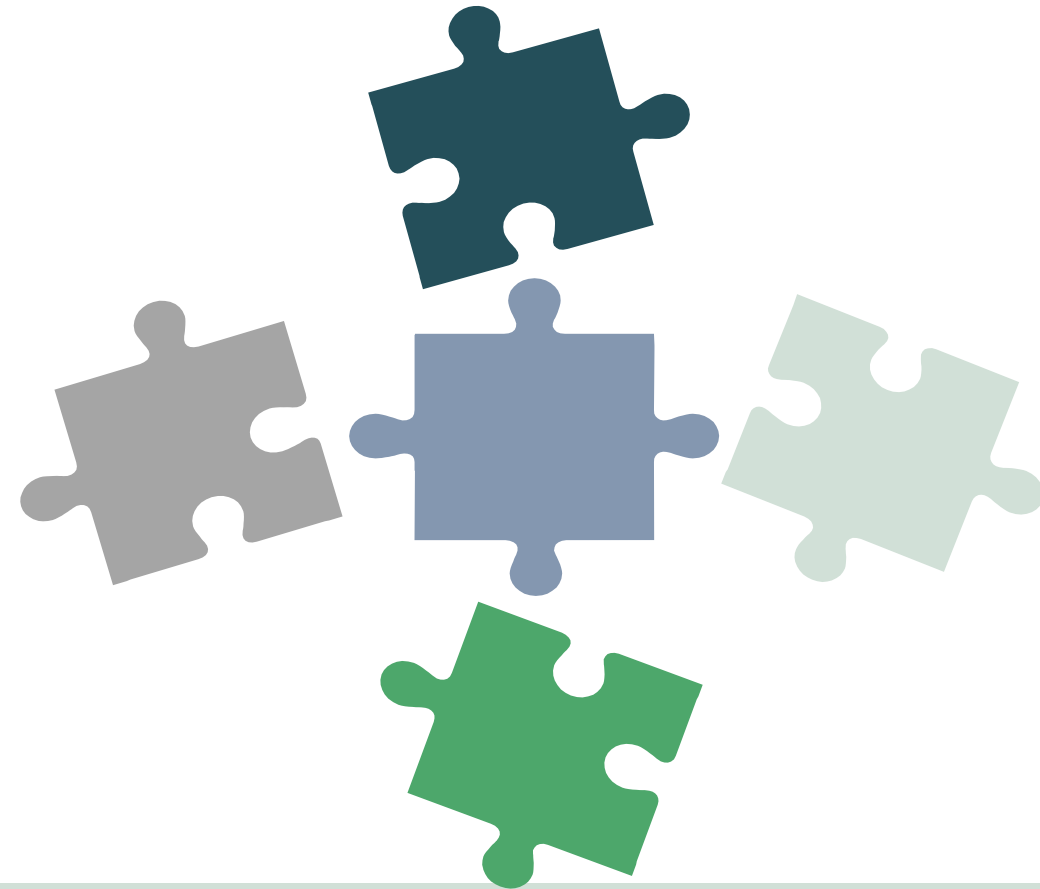
*Update on where we are and what's happening*

Russell Heath  
Resident Engagement Officer

October 2020

# Putting the pieces together

- Reviewing where we are
- Building on current initiatives
- Expanding opportunities
- Delivering change



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# What we have set out to do

Resident engagement  
strategy

What we mean and how we will do it

Increase opportunities

Different interests, different times, clear  
and easy

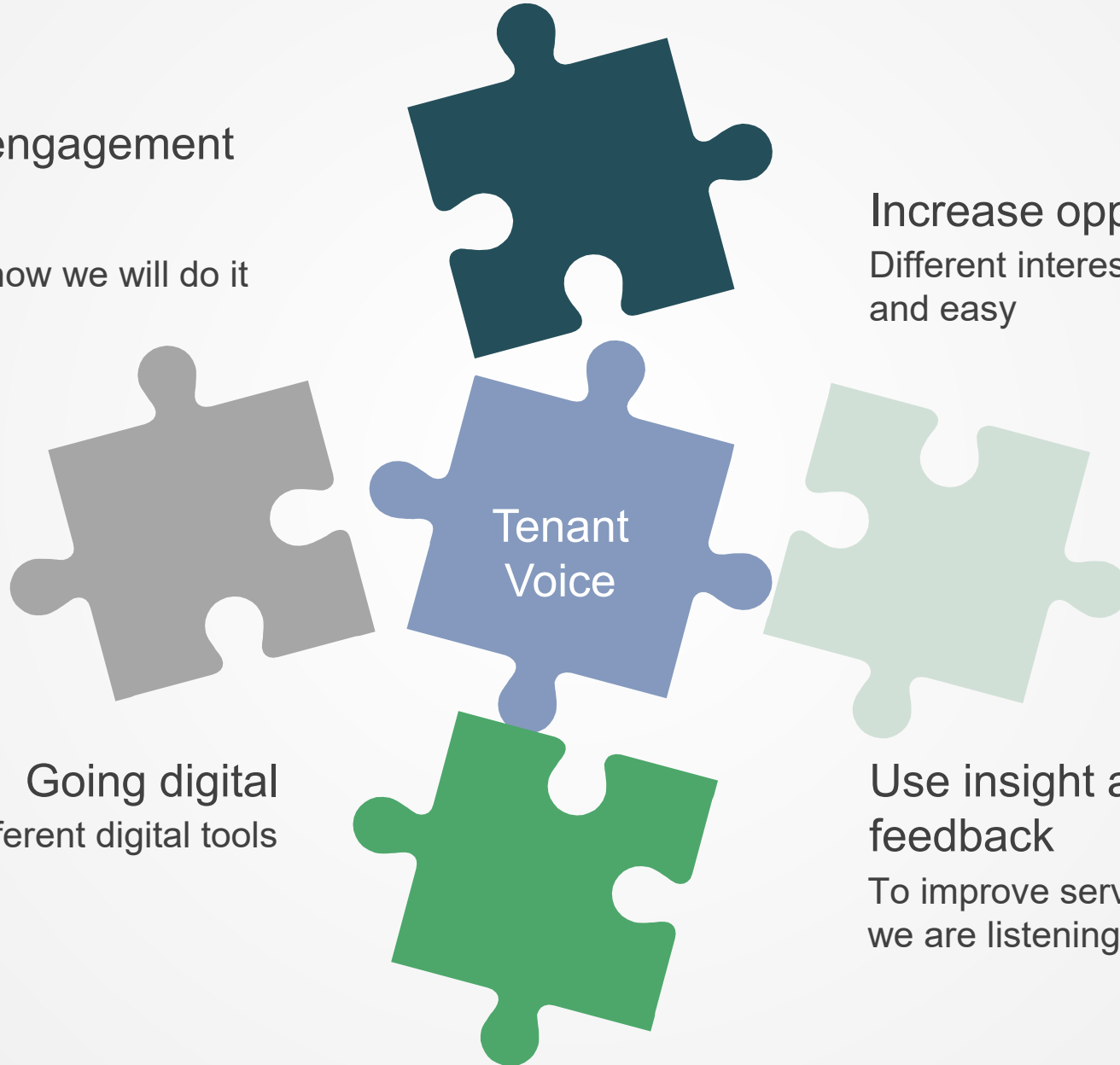
Tenant  
Voice

Going digital

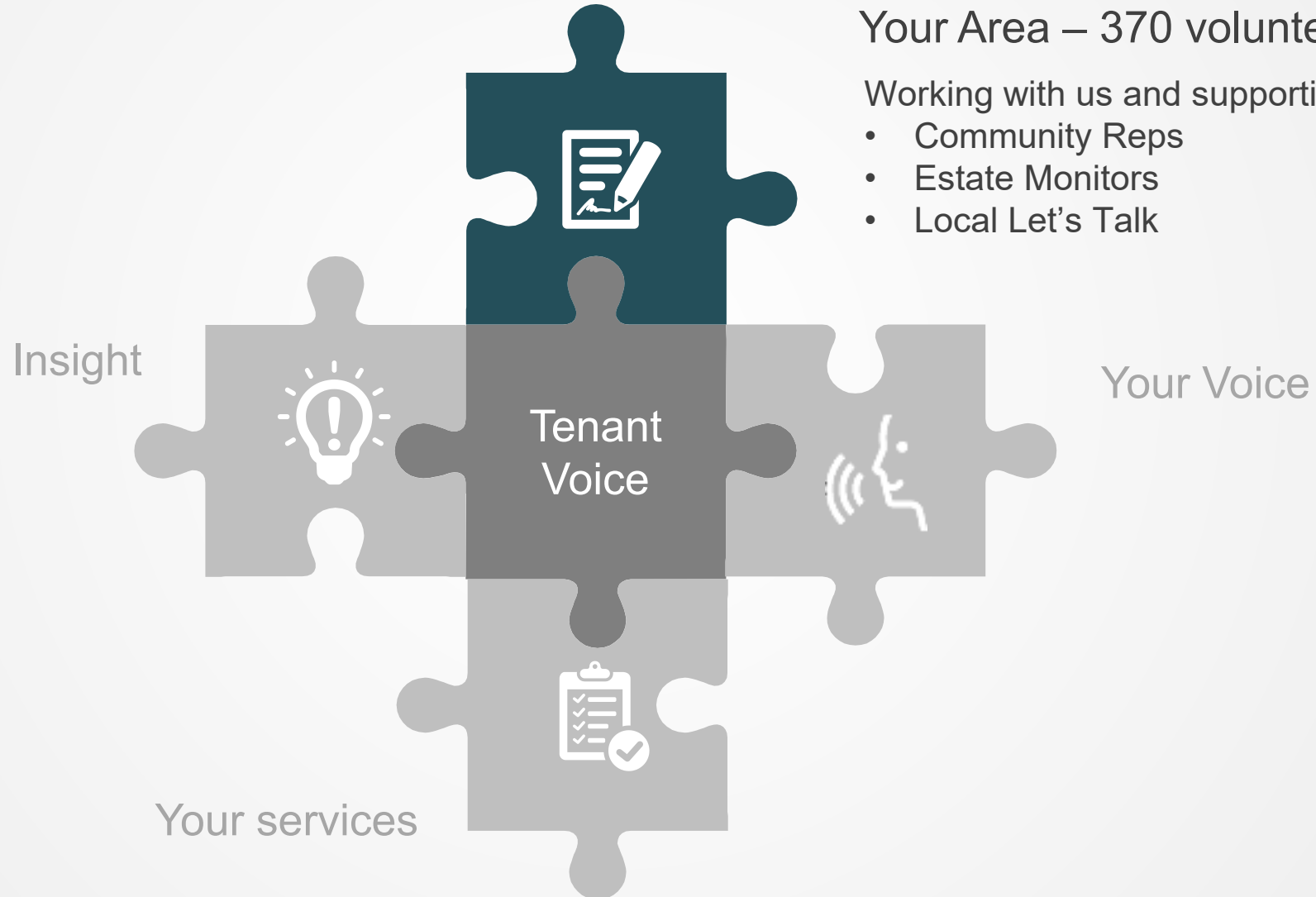
Improve and introduce different digital tools

Use insight and  
feedback

To improve services and demonstrate  
we are listening and acting



# The ways tenants can influence – Your Area

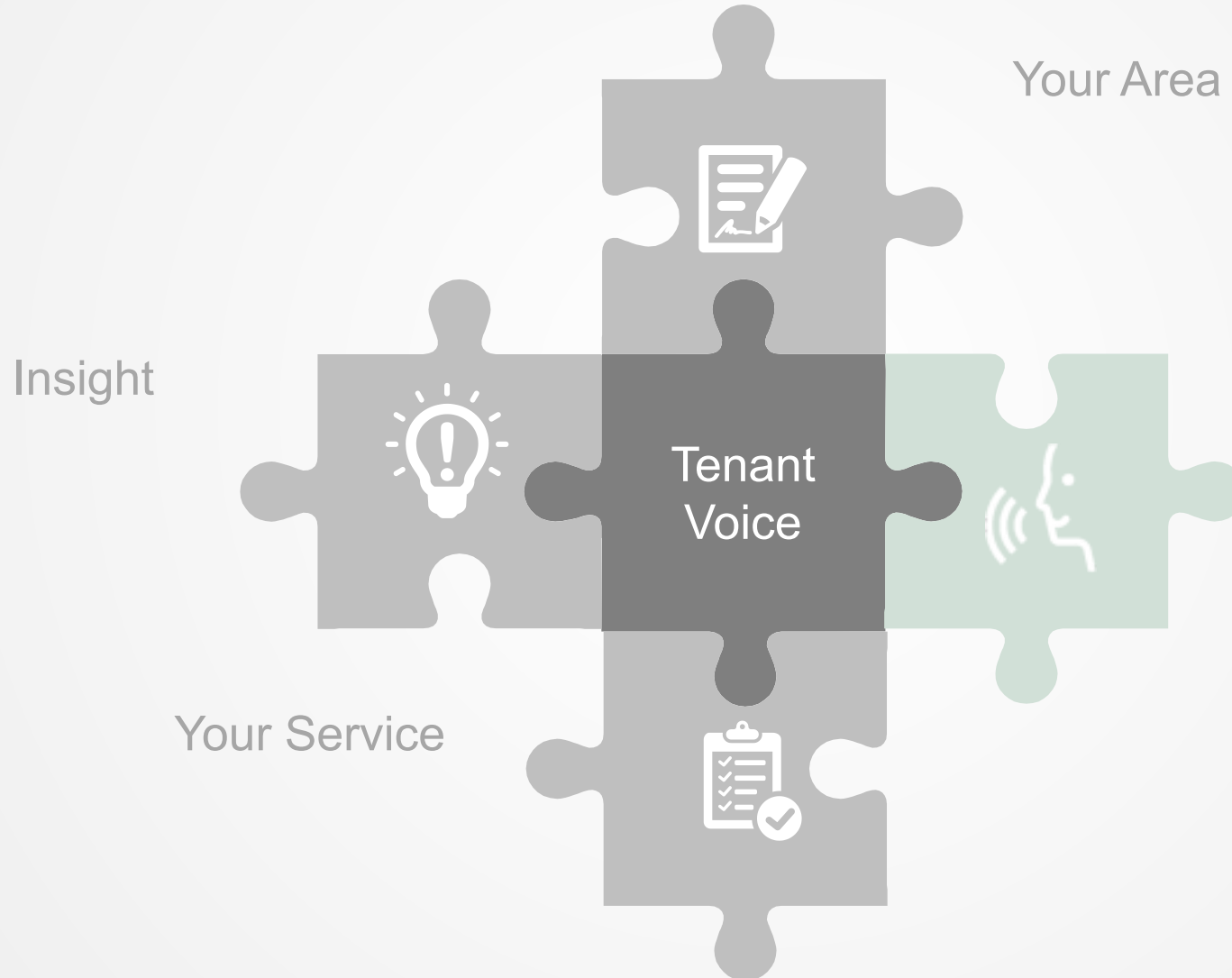


Your Area – 370 volunteers

Working with us and supporting improvements:

- Community Reps
- Estate Monitors
- Local Let's Talk

# The ways tenants can influence – Your Voice

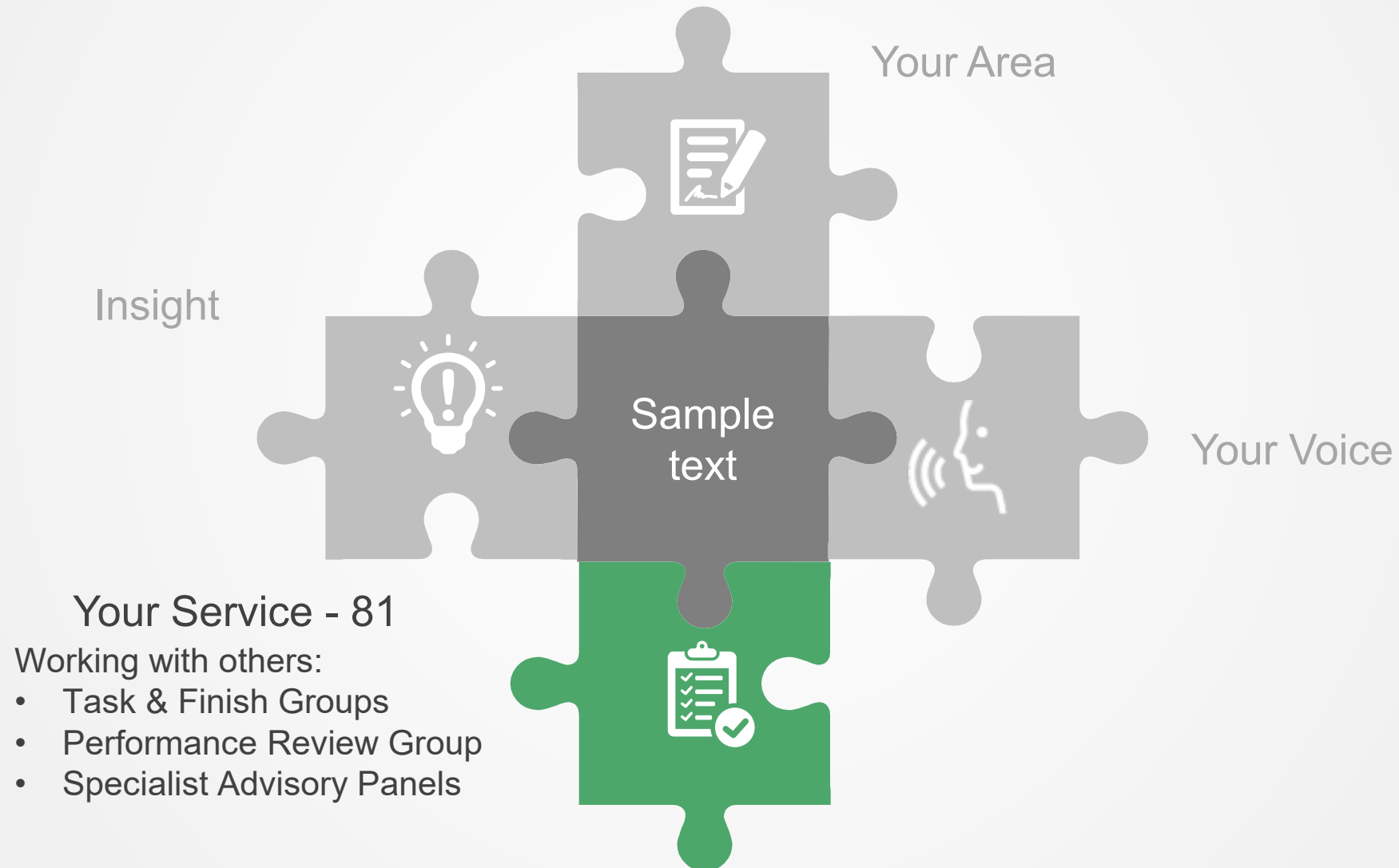


## Your Voice - 51

Have you say:

- Online
- Fresh ideas
- Communicating better

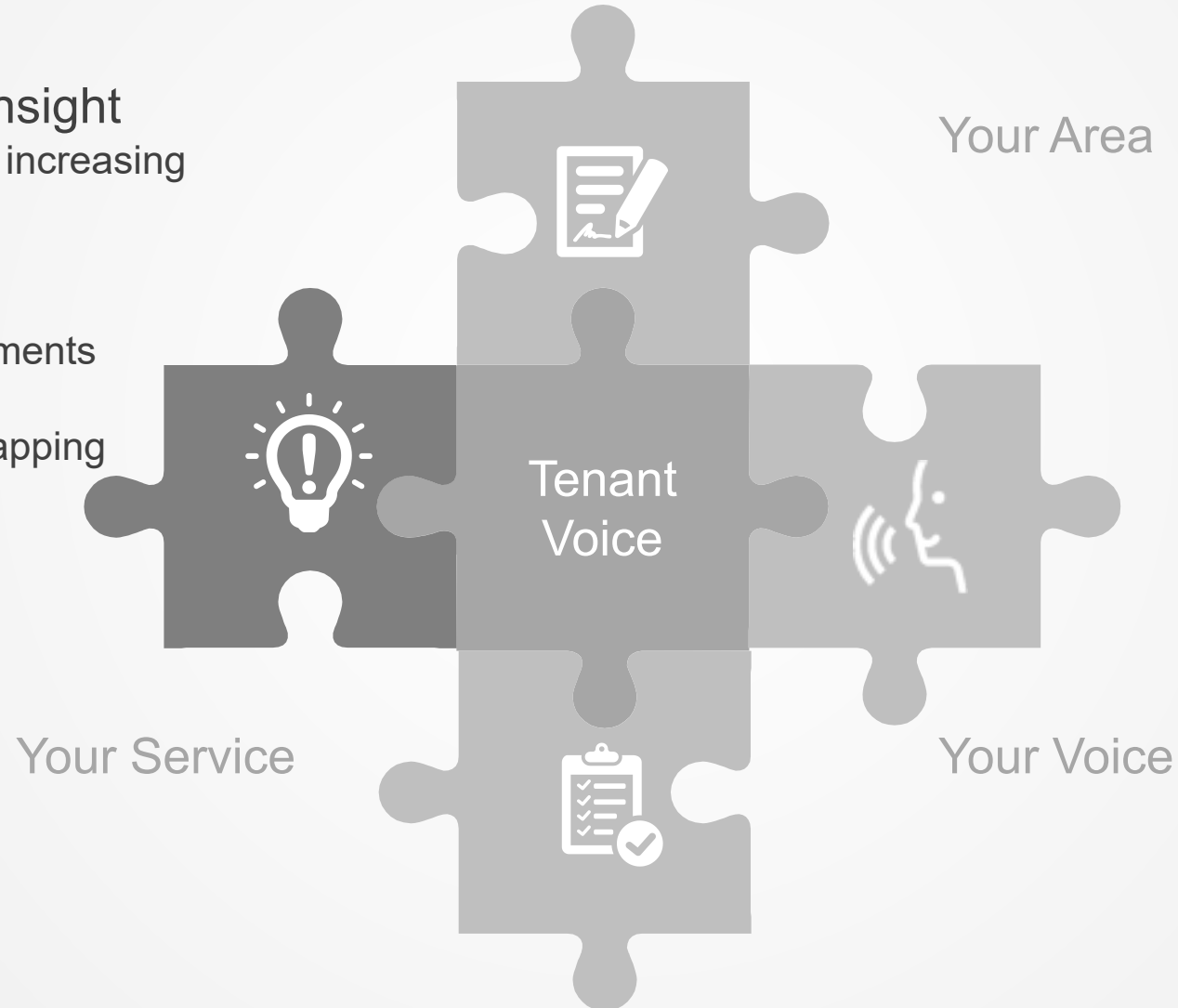
# The ways tenants can influence – Your Service



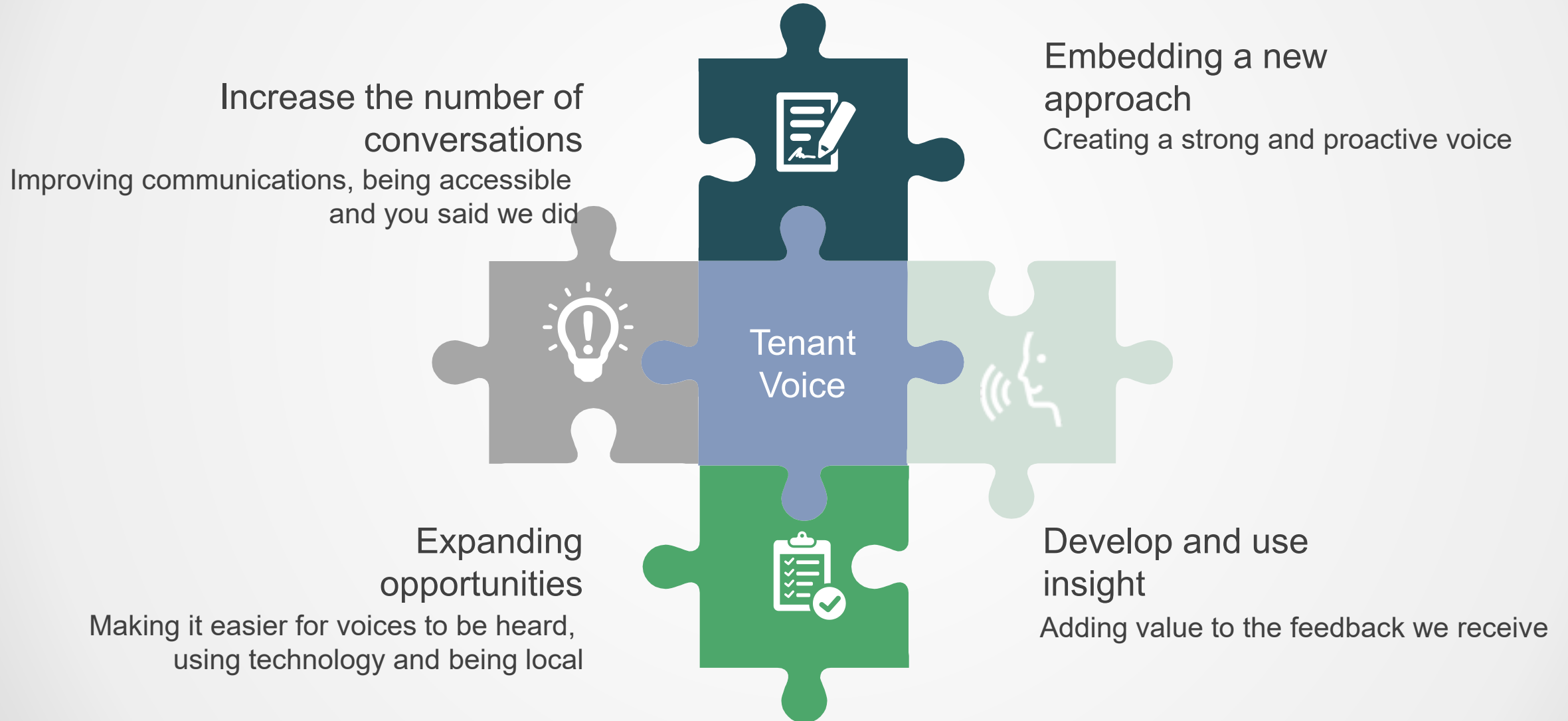
# The ways tenants can influence – Insight

Insight  
Using what we have and increasing  
our knowledge

- STAR
- Satisfaction surveys
- Complaints & Compliments
- Behaviour
- Customer Journey Mapping
- Cycle of Service
- Service feedback



# Our Commitments





# Where are we?



Questions welcomed

