

You Said, We Did Escalation process

Reviewed in detail by
Operational Leads

Outcomes and learning
discussed at:

- Housing Team Manager performance meetings
- Tenant Voice (Portfolio Holder attends)

High level takeaways inc in performance report to senior management.

Promoted on social media, newsletter, website and with involved tenants.

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Operational Leads

Outcomes and learning
discussed at:

- Housing Team Manager performance meetings
- Tenant Voice (Portfolio Holder attends)

High level takeaways inc in performance report to management and senior management.

Promoted on social media, newsletter, website and with involved tenants.

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Operational Leads

Learning discussed at
Housing Team Manager performance meetings

Full report shared with
Tenant Voice (Portfolio Holder included)

Full report shared with management meeting, and high-level takeaways discussed at senior management.

Promoted on social media, newsletter, website and with involved tenants.

Background info circulated to Tenant Voice, approvals captured in minutes and sent out (Portfolio Holder included)

Key approvals discussed with Operational Leads and shared at Housing Team Manager performance meetings and senior management.

Key approvals reported to management meeting

Promoted on social media, newsletter, website and with involved tenants.

**Survey
Results**

**Mystery
Shopping
Findings**

**Scrutiny
Group
Reports**

**Tenant
Voice
Approvals**