

Appendix 1 – Action Plan

Action Area	Actions Required	Target timescale
1. Strengthen Engagement with Ethnic Minority Tenants	Continue to promote translation/interpretation services in newsletters, annual reports and online to ensure that tenants requiring information in different languages are not disadvantaged.	Ongoing
	Targeted consultation with ethnic minorities and/or nationalities other than British to gain feedback regarding their experience to gain feedback regarding their experience of accessing various housing services.	April 2026
	Ensure service access routes are clearly publicised in newsletters, annual reports and online.	Ongoing
2. Improve Engagement with Younger Tenants	Target communications via digital channels (introduction of new social media tenant Facebook page)	April 2026
	Provide simple guidance on how/when to report issues in annual reports and newsletters. Explore short visual guides.	June 2026
	Take additional steps to seek the voice of this group when making service improvements. Seek younger tenants' views through tailored engagement sessions and online micro-surveys.	June 2026
3. Enhance Online Service Accessibility	Promote online tools for usability and accessibility. (Ensuring tenants are aware of this service).	Ongoing
	Ensure online repairs is accessible and promotes the services as part of log-in	April 2026
4. Ongoing Monitoring of Service Access	Track trends in protected characteristic groups over time: repeat analysis annually	January 2027
	Report findings to tenants through tenant forum and focus groups	March 2026
5. Strengthen Tenant Voice	Continue the use of surveys and focus groups	Ongoing
	Gather targeted feedback from underrepresented groups e.g. younger tenants, minority ethnic groups.	June 2026
6. Embed Findings into Equality & Service Planning	Integrate results into EQIAs for the service (for decision making and transformation projects).	Ongoing
7. Further analysis	Subject to feedback from targeted tenant consultation with ethnic minorities and foreign nationals, complete further analysis if issues or deficiencies are raised.	TBC