

STAR Overview Communications Plan

| Actions/ meetings | Date | Purpose |
|-------------------------------|-----------------------------------|--|
| Cllr Rosoman meeting | 6 August | To share initial results and agree plans |
| Management Board | 24 August | To share Housing O&S report and agree recommendations |
| Exec Briefing | 31 Aug (preferred) or 7 September | To share Housing O&S report and agree recommendations |
| Press release | Post Exec briefing | To share results and promote September Socials |
| September Socials | 7, 10, 14 and 30 September | To build relationship with tenants, discuss findings, seek priorities and ideas |
| Property Services | 7 October | To share results, confirm current improvement plans and discuss future plans |
| Housing Management | September tba | To share results, confirm current improvement plans and discuss future plans |
| Asset Management | 7 October | To share results, confirm current improvement plans and discuss future plans |
| Rents | 13 October | To share results, confirm current improvement plans and discuss future plans |
| Senior Living | 29 September | To share results, confirm current improvement plans and discuss future plans |
| Customer Service Team | September/October tba | To share results, confirm current improvement plans and discuss future plans |
| Tenants Panel | 17 September | To share results, current improvement plans and discuss future plans |
| Housing O&S | 21 September | To share results, communications plan, initial action plan and agree recommendations |
| Senior Management Team | 5 October tbc | APR to give presentation and facilitate discussion on to support service improvements |
| Managers Group | 3 November tbc | To share results, emerging actions, to discuss results and how they can assist in improvement plans and how results may reflect their services |
| Cllr Rosoman meeting | tbc | To share updated action plan and outcomes following consultation |
| Management Board | tbc | To share updated action plan and outcomes following consultation |

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|------------------------|----------------|--|
| Exec Briefing | tbc | To share updated action plan and outcomes following consultation |
| Tenants Panel | tbc | To share updated action plan and outcomes following consultation |
| Housing O&S | 23 November | To share updated action plan and outcomes following consultation |