

Customer Voice & Engagement Board/CSC Dashboard 2026-27

Total activities	Strategic outputs	BAU activities	Evidence gaps
16	7	9	0
Green	Amber	Red	N/A or blank
6	3	2	5
Total reach / volume	Your Voice heard	Digital skills trained	You said, we did examples
190	0	0	1

Customer Voice & Engagement Activity Tracker 2026-27

Quarterly output tracker aligned to the refreshed strategy

Activity Ref	Activity Description	Output Area	Mapped Commitment(s)	Activity Type	Target / Expected Output	Q1	Q2	Q3	Q4	YTD	Latest	Progress %	On Track?	RAG	Volume / Reach	Narrative / Assurance	Evidence Link	Owner
CVE001	Focus Groups	Engagement on issues that matter	C1; C4; C7	BAU	Policy-linked focus groups completed when required by the compliance review framework	0				0	0	0	N/A	N/A	NA	No policy linked focus groups have happened in Q1 as none were required under the Policy Assurance Framework.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE002	Have Your Say	Digital engagement	C3; C4; C8	BAU	25 online engagement items / feedback opportunities annually	6				6	6	0.24	Yes	Amber	NA	4 articles were posted in Q1 and 2 policies reviewed by tenants and residents.	https://www.oceanhousing.com/free-digital-skills-t	Senior Tenant Voice and Engagement Co-ordinator
CVE003	Joint Board Planning Events	Governance influence	C1; C2; C4; C9	BAU	2 joint Board planning events completed annually	1				1	1	0.5	Yes	Green	11	Joint Board Meeting held 29th April 2026.	DRAFT Joint Board and TWO Agenda 29.04.026.pdf	Senior Tenant Voice and Engagement Co-ordinator
CVE004	Ocean Housing Community Events	Place-based engagement	C5; C6; C7	BAU	2 community events completed annually	0				0	0	0	Yes	Amber	0	None occurred in Q1 but planning for the first one will begin in Q2.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE005	Scrutiny Events	Customer scrutiny	C1; C4; C7	BAU	Scrutiny events completed as required by review framework	0				0	0	0	N/A	N/A	N/A	No scrutiny events in Q1 but one planned for 3rd August (Q2) on Anti Social Behaviour (ASB).	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE006a	Tenant Monitors - active monitors	Neighbourhood monitoring	C4; C7	BAU	55 active tenant monitors maintained	55				55	55	1	Yes	Green	55	Tenant Monitors remained stable over Q1.	Tenant Partnership Monitor Log 2026-2027.xlsx	Senior Tenant Voice and Engagement Co-ordinator
CVE006b	Tenant Monitors - satisfactory returns	Neighbourhood monitoring	C4; C7	BAU	Maintain satisfactory returns at or above 93.0%	93%				93%	93%	1	Yes	Green	89	Satisfaction remained stable over Q1 despite Grounds Maintenance and Communal Cleaning teams operating at limited capacity due to staff shortages.	https://oceanhousing.sharepoint.com/x/r/sites/GovernanceRiskPerformance/Shared%20Documents/Tenant%20Voice/Tenant%20Monitor/Satisfaction%20Survey%20Figures%202026-	Senior Tenant Voice and Engagement Co-ordinator
CVE007	Your Voice	Seldom-heard and real-time insight	C5; C6; C7	Strategic Output	150 voices heard through Your Voice during 2026-27	0				0	0	0	Yes	Red	0	No active door knocking scheduled for Q1. Next rounds of door knocking identified, to be delivered in schemes with high proportion of Customers aged under 30. Looking to increase representation from younger audience. Looking to begin doorknocking in October.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE008	Tenants and Residents Associations	Local voice	C6; C7	BAU	Support offered to any active association or new group that forms	0				0	0	0	N/A	N/A	N/A	No residents associations currently active.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE009	Staff Engagement Workshops	Culture of engagement	C2; C3; C9	Strategic Output	1 staff engagement workshop / Team Talk input completed annually	2				2	2	2	Yes	Green	N/A	Team Talk April 2026 - speaking about DMC Scrutiny Event and Nanpean Community Event Team Talk June 2026 - Speaking about Digital Skills engagement across the Organisation.	https://oceanhousing.sharepoint.com/sites/svintranet/Team%20Talks/Forms/AllItems.aspx?viewid=8dc53366%2009f1%204c17%208d2b%2057bd33037759&as=json&id=%2Fsites%2Fsvintranet%2FTea	Senior Tenant Voice and Engagement Co-ordinator
CVE010	STAIRS (Social Tenant Access to Information Requirements Scheme)	Transparency and accountability	C3; C9; C10	Strategic Output	Quarterly publication check completed and evidence retained	NA				0	NA	0	N/A	N/A	N/A	STAIRs is to be introduced in October. We will begin publication in September.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE011a	Together With Ocean (TWO) panel - meetings	Formal customer panel	C1; C3; C4; C7; C9	BAU	12 monthly TWO meetings completed annually	3				3	3	0.25	Yes	Green	26	Meetings held montly on 14th April, 19th May, 16th June	https://oceanhousing.sharepoint.com/b/r/sites/GovernanceRiskPerformance/Shared%20Documents/Tenant%20Voice/Together%20With%20Ocean/	Senior Tenant Voice and Engagement Co-ordinator
CVE011b	Together With Ocean (TWO) panel - deep dives	Formal customer panel	C4; C7	Strategic Output	8 deep-dive topics completed annually	1				1	1	0.125	Yes	Amber	9	Deep dive on Rent Setting held on 16th June, by Kevin Pearce, Exec Director of Resources & Investment.	TWO Minutes June 2026 DRAFT.docx	Senior Tenant Voice and Engagement Co-ordinator
CVE012	Digital Skills programme	Digital inclusion	C8	Strategic Output	40 customers trained through Digital Skills workshops	0				0	0	0	Yes	Red	0	Digital Skills workshop being prepped in Q2. Leaflet to be created that will be distributed by NSOs. Also telephone calls to tenants without email addresses who receive hard copy of street talk.	NA	Senior Tenant Voice and Engagement Co-ordinator
CVE013	Customer feedback loop	You said, we did	C3; C4; C9	Strategic Output	At least 1 evidenced You said, we did example per quarter	1				1	1	0.25	Yes	Green	N/A	Published a 'you said we did' in StreetTalk June 2026 speaking about the changes we will be making as a result of the DMC Scrutiny Event.	https://www.oceanhousing.com/streettalk-magazine/	Senior Tenant Voice and Engagement Co-ordinator
CVE014	Representation and insight check	Diverse voices assurance	C4; C6	Strategic Output	Quarterly diversity/representation commentary completed	NA				0	NA	0	N/A	N/A	N/A	This is a new target introduced in July. It will be measured from Q2 onwards.	NA	Senior Tenant Voice and Engagement Co-ordinator

