

Making homes and lives better, together

Customer Engagement Framework 2026

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يمكننا إنتاج معلومات عند الطلب مجاناً مطبوعة بأحرف كبيرة أو بطريقة برايل أو على شريط أو بتتسيق آخر غير مكتوب. يمكننا أيضاً ترجمة هذا إلى لغات أخرى. إذا كنت بحاجة إلى معلومات بأي من هذه التنسيقات، فيرجى الاتصال بنا على 0800 479 7979 أو إرسال بريد إلكتروني إلى info@wheatley-group.com

در صورت درخواست، می‌توانیم اطلاعات را در چاپ بزرگ، خط بریل، روی نوار یا در فرمت غیرنوشتاری دیگری ارائه دهیم. همچنین می‌توانیم اطلاعات را به سایر زبان‌ها ترجمه کنیم. در صورت نیاز به اطلاعات بیشتر در هر یک از این فرمت‌ها، لطفاً از طریق شماره 0800 479 7979 با ما تماس بگیرید یا ایمیلی به info@wheatley-group.com ارسال کنید.

ہم درخواست پر معلومات کو بڑے حروف، بریل، ٹیپ پر یا کسی اور غیر تحریری صورت میں بغیر کسی لاگت کے مہیا کر سکتے ہیں۔ ہم اس کا دوسری زبانوں میں ترجمہ بھی کروا سکتے ہیں۔ اگر آپ کو ان میں سے کسی صورت میں یہ معلومات درکار ہوں تو برائے کرم ہمیں 0800 479 7979 پر کال کریں یا۔ info@wheatley-group.com پر ای میل کریں۔

Approval body	Wheatley Group Board
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Customer engagement required	Yes
Trade union engagement required	Yes – For info
Equality Impact Assessment	Yes

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1. Introduction

We are committed to our strategic purpose of ‘making homes and lives better’ and ensuring that our customers’ priorities, experience and opinions shape how we design and deliver services, prioritise improvements and make decisions.

2. Aims

The key aims of our Engagement Framework are:

- Customers influence how we design, deliver and improve services;
- Engagement is embedded across our organisation — locally, strategically and at Board level;
- Customers are kept informed about services and decisions and satisfied with the opportunities to participate;
- We are transparent and accountable with customers in how we have listened, learned and acted on their feedback; and
- To comply with our legal and regulatory duties.

3. Legal and regulatory context

As a Registered Social Landlord (“RSL”) in Scotland, we are regulated by the Scottish Housing Regulator. An RSL must comply with the participation duties set out in the **Housing (Scotland) Act 2001**, supported by the **Housing (Scotland) Act 2010**, and must meet **Scottish Social Housing Charter Outcome 3**. As part of the Annual Return on the Charter, each RSL must measure and report on two tenant perception related indicators: being kept informed about services and decisions, and opportunities to participate in decision-making. It must also comply with the requirements of the SHR Regulatory Framework.

Our key legal duties are to:

- publish and review a tenant participation strategy [this document];
- consult tenants on changes to housing services;
- maintain and publish a register of Registered Tenant Organisations;
- provide accessible information; and
- support tenant participation.

This requires us to inform, involve and consult tenants about housing services, support tenants to participate in engagement activities, and evidence tenant influence in decision-making, including improvement activity.

4. Engagement principles

Our approach to customer engagement will be underpinned by the following key principles:

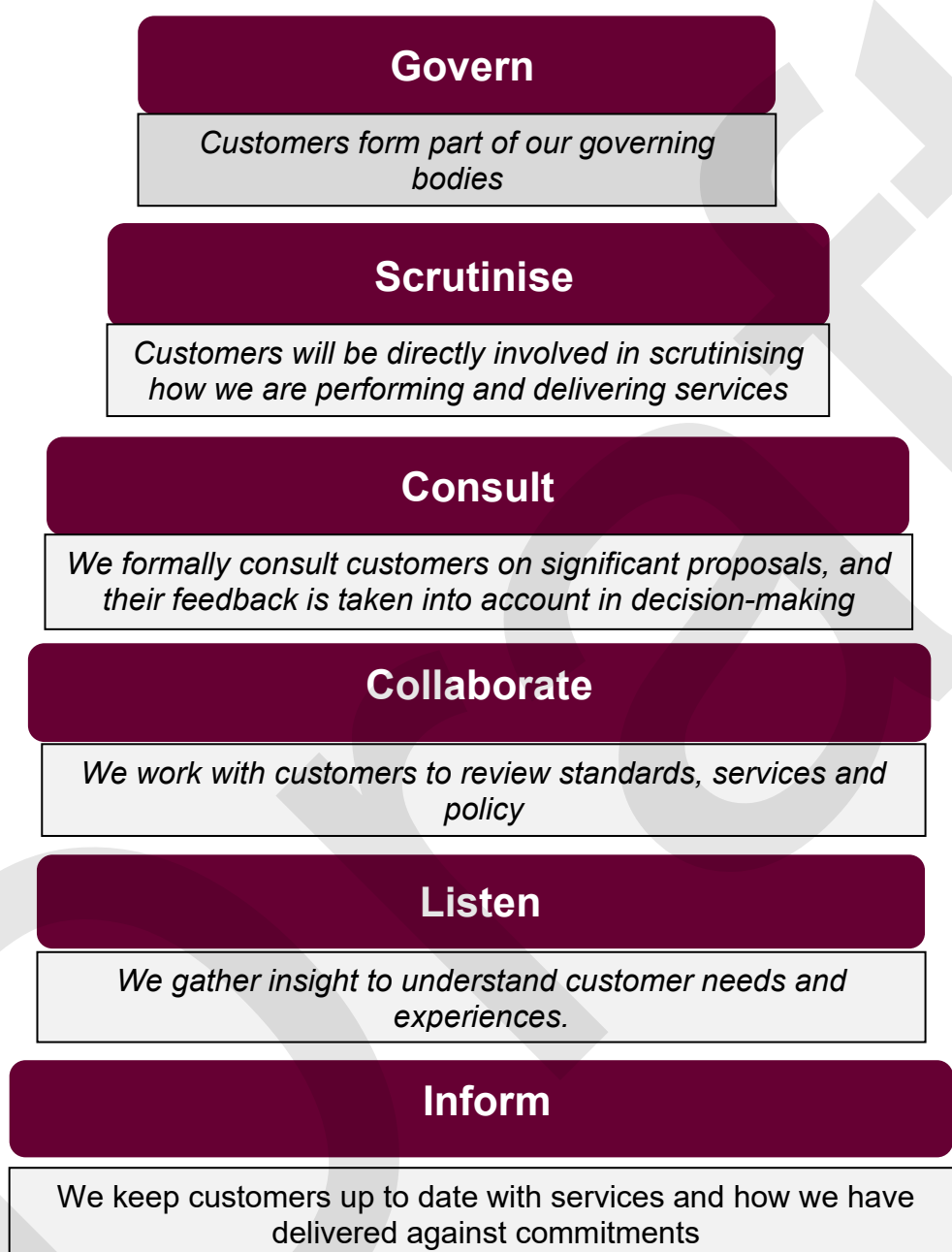


5. Engagement model

Different levels of engagement and varied engagement and insight channels will help us to strengthen the customer voice across our organisation.

In all cases, we will support individual customers to engage by applying reasonable adjustments and supporting accessibility. Where an engagement opportunity is not open to all, we will make the target audience clear.

To support customer choice in how and when they engage with us, we will offer six levels of engagement.



Registered Tenant Organisations (RTOs)

To qualify as an RTO, a tenant group must demonstrate a clear constitution, democratic operation, transparent financial management, a defined representative area, and commitment to promoting tenants' housing interests. These criteria are set nationally by the Scottish Government.

We will publish our register of RTOs as well as information on how to apply for registration and how we will support any applications on individual RSL websites. Information will also be available on request in alternative formats.

Scrutiny panel

Our scrutiny approach is designed to be independent, formal and effective and reflects Scottish Government guidance.

Our Scrutiny Panel activity will operate with clear terms of reference, agreed priority areas against the Charter, access to performance information and a defined reporting route to governing bodies. Scrutiny recommendations will be recorded in a tracker, with agreed actions, timescales and published responses explaining what we will do and why.

6. Engagement Channels

We will provide customers with a range of channels through which they can engage with us, including:

Channel	Summary
Digital engagement	Surveys, consultations, local updates, websites and social media facilitated digitally
Local engagement	Walkabouts and local events focused on investment, regeneration and the environment
Focus groups	Independently facilitated focus groups and customer journey mapping to explore set topics and experiences
Scrutiny	Regular review of RSLs performance against the Charter, including where appropriate a more in-depth thematic review
Governance	Tenant Board Member pathway programme and Board membership

Customers who wish to be involved in engagement activities for specific topics and methods can become a **Customer Voice**. By registering as a Customer Voice, customers will be invited to get involved in the activities in which they have an interest.

In addition to this, we will consider and learn from other routes that customers provide us with feedback on our services, including:

- Complaints;
- Independent Satisfaction Surveys; and
- Annual Tenant Visits.

7. Key roles and responsibilities

The roles and responsibilities for the implementation and delivery of this framework are as follows:

Role	Responsibility
Governing bodies	<ul style="list-style-type: none"> ▪ Receive customer feedback summarises and reports from the Scrutiny Panel ▪ Ensure that customer feedback and Scrutiny Panel recommendations are considered in its decision making ▪ Agree RSL specific engagement plans which set out specific areas of focus for engagement.
Executive Team	<ul style="list-style-type: none"> ▪ Oversee the delivery of this framework and RSL specific engagement plans
Customer experience & engagement teams	<ul style="list-style-type: none"> ▪ Design and facilitate engagement opportunities, including provision of the necessary support for customers to participate
Operational teams	<ul style="list-style-type: none"> ▪ Raise awareness of opportunities to participate ▪ Local engagement with customers on services, investment and neighbourhood plans. Provide insight and feedback to enable continuous improvement

8. Measuring success and reporting

We will monitor and report against this framework through the following key performance outcomes:

Success Category	Direct Monitoring ➤ Associated strategic measures
Participation	Provision and uptake of engagement activities <ul style="list-style-type: none"> ➤ 90%+ of customers satisfied with opportunities to participate ➤ 90%+ of customers feel treated fairly and with respect
Influence	‘You said, We did’ publications Thematic reviews - Percentage of agreed recommendations implemented <ul style="list-style-type: none"> ➤ 90%+ customer satisfaction with listening to views and acting upon them ➤ 100% of customer facing policies and strategic projects informed by customer insight
Impact	RSL engagement plans will demonstrate tangible impact at a local level, such as neighbourhood and property improvements <ul style="list-style-type: none"> ➤ 90%+ of customers satisfied with our contribution to the management of neighbourhoods at a locality level ➤ 90%+ customer satisfaction with the quality of their home ➤ 90%+ of our customers feel safe and secure in their home

We are committed to maintaining customer trust by demonstrating clear action and transparent reporting. Each RSL will report on customer engagement and insight publicly as follows:

- Annual Report to Tenants against the Charter;
- Annual Engagement Plan progress update;
- Annual complaints insight report;
- Scrutiny Panel thematic reports; and
- Customer consultation outcomes.

9. Equalities

We will remove barriers to participation by providing reasonable adjustments and covering agreed out-of-pocket expenses (such as travel, childcare or care costs) in line with our expense guidance.

We will also provide training and support so that customers involved in scrutiny and governance roles can participate effectively.