



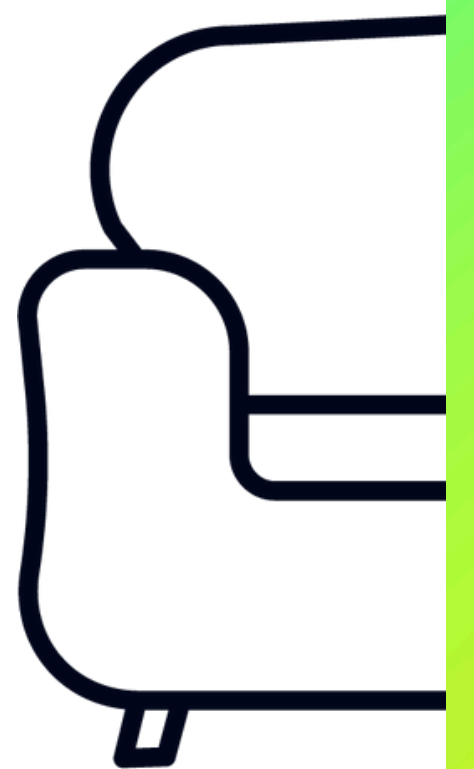
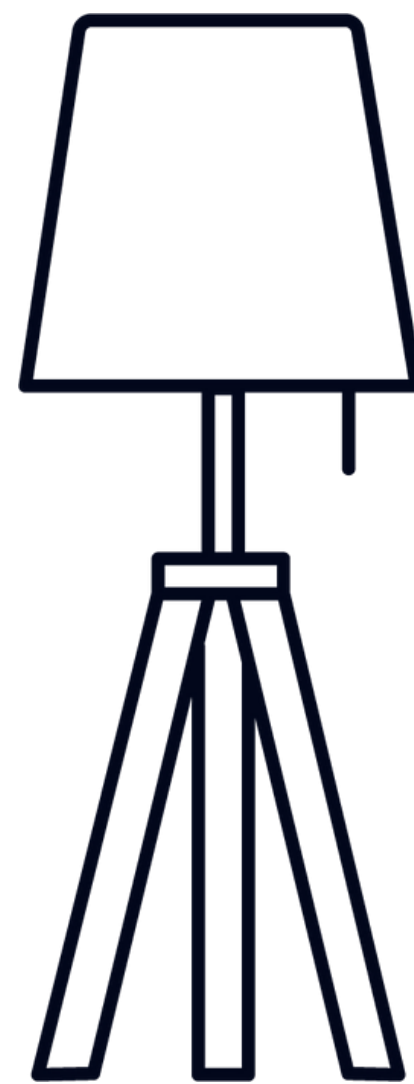
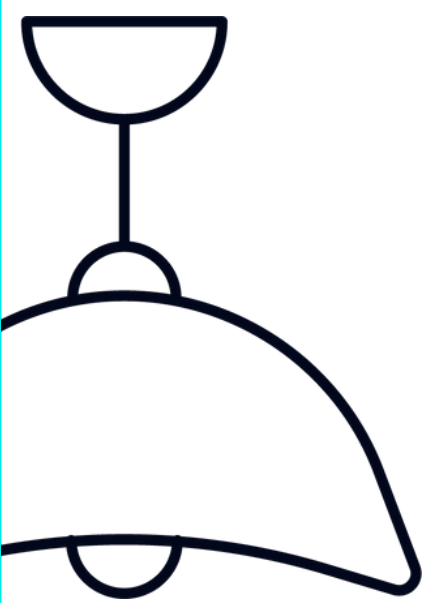
NORTH STAR

Creating homes, building futures

# Your Voice



## Customer Engagement Framework 2024 - 2026



# Introduction

North Star has always worked closely with customers to improve services. Listening to you is a big part of what we do.

This plan builds on what we already have and sets out how we'll involve customers even more in decisions, service checks, and improvements. It matches what the regulator expects and reflects our values of being open, honest, and always improving.

We want to make it clear how customers can shape our services and have a say in how things are run. The Tenants' Voice (TTV) plays a big role in making sure your views are heard.

This plan links to North Star's wider plan, Leading and Growing to 2026, and we'll update it to match our next plan, Leading and Growing to 2031.

## Vision

Our vision is that every customer has the opportunity to influence the services they receive, help shape decisions, and hold North Star to account. By 2026, we will have a fully embedded and coherent approach where customer involvement informs governance, improves services, and enhances trust.

## Priorities for 2024/26

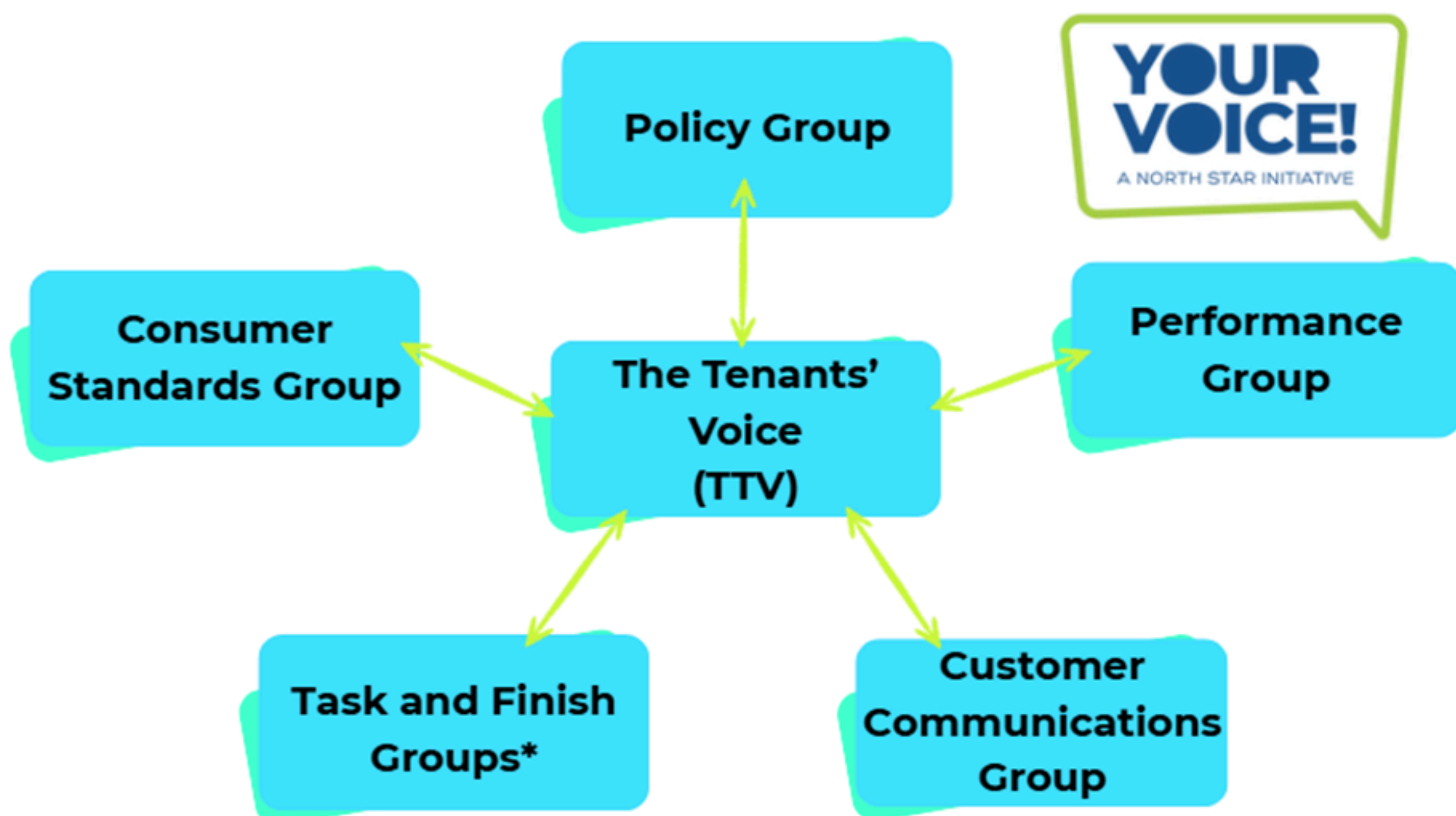
Our key priorities are:

- Strengthen our involvement structure by implementing recommendations from the recent independent review.
- Embed The Tenants' Voice (TTV) as the central mechanism for customer influence, scrutiny, and accountability within the Your Voice network.
- Connect all involvement activities to Board-level governance, ensuring a clear "golden thread."
- Improve visibility, transparency, and accessibility of all customer involvement opportunities.
- Demonstrate and share the tangible impact of customer involvement.
- Ensure involvement activities reflect the diversity and experiences of all tenants.
- Build a culture where customer insight informs decisions across the organisation.

# Involvement Framework

Our involvement approach is flexible and inclusive, offering ways for all customers to engage regardless of background or location. All groups are made up of people who represent the diversity of our customer base.

The framework includes:



- **The Tenants' Voice (TTV)** – our core group for scrutiny, oversight, and customer accountability. TTV works directly with Board representatives.
- **Consumer Standards Group** – supports compliance with regulatory expectations and helps define key service outcomes.
- **Policy Review Group** – shapes early-stage policies to ensure they are accessible and customer-focused.
- **Performance Group** – reviews performance data (including complaints) and recommends improvements.
- **Task & Finish Groups** – short-term groups that bring customer insight to specific projects or issues.
- **Tenant Events & Consultations** – provide large-scale opportunities to hear from more customers.

All these groups are part of Your Voice, our wider customer network with over 500 members. Customers can get involved via surveys, events, task groups, or formal structures like TTV. More details can be found at: [www.northstarhg.co.uk/customer-engagement/your-voice](http://www.northstarhg.co.uk/customer-engagement/your-voice)



# Role of The Tenants' Voice (TTV)

TTV plays a key role in championing customer influence and accountability. Its responsibilities include:

- Co-creating and overseeing the Tenant Connection Strategy.
- Reviewing North Star's compliance with the Transparency, Influence and Accountability Standard.
- Acting as the main link between all involvement groups and the Board
- Managing the Recommendation Tracker – an open log of customer suggestions with clear responses and outcomes.
- Working directly with Board representatives to identify and escalate customer concerns or ideas.
- Representative of the ethnicity and diversity of our customers

Two Board Members have been appointed as leads for customer engagement and will work closely with TTV and Your Voice.





# Demonstrating Customer Influence

We are committed to ensuring customer input leads to real, visible change. Our actions include:

- Strengthening how we evidence and report the impact of customer insight.
- Improving the accessibility and use of the Recommendation Tracker.
- Publishing the outcomes of all involvement activities.
- Ensuring involvement shapes key decisions, policies, and services.
- Listening actively to tenants and closing the loop on feedback.

## Ongoing Development and Compliance

We will continue to:

- Review and improve our approach to ensure it is inclusive, diverse, and accessible.
- Work with partners such as TPAS and the Institute of Customer Service to benchmark best practice.
- Align with regulatory standards and reflect customer feedback.
- Strengthen the link between involvement, complaints, and service improvement.





# How We Will Measure Success

We will track our progress by:

- Monitoring use and effectiveness of the Recommendation Tracker.
- Recording and reporting service improvements driven by involvement.
- Ensuring regulatory compliance.
- Increasing diversity and representation in involvement activities.
- Demonstrating strong links between customer input, governance, and service delivery.
- Reporting transparently on the impact of all engagement activity.

## Summary

Customer involvement is essential to delivering better services and stronger relationships. Through this framework, we will ensure:

- Every customer has flexible and accessible ways to engage.
- Customer voices influence decisions and drive change.
- TTV acts as the key link between customers and governance.
- North Star remains accountable, responsive, and transparent

