

SUPPORTED BY COUNCIL OFFICERS AND WORK BROUGHT BACK INTO COUNCIL CONSTITUTION AS REQUIRED

TACT BOARD



- WIDE RECRUITMENT CAMPAIGN WITH TASTER AND INFORMATION SESSION
- RECRUITMENT BASED ON PERSON SPECIFICATIONS THAT LOOK FOR EXPERIENCE AND KNOWLEDGE THAT WILL HELP THE BOARD BE EFFECTIVE
- RESIDENT APPOINTMENTS INVITED TO SIT ON ONE OF THE CSG GROUPS
- MEETINGS QUARTERLY
- ANNUAL REPORT TO CABINET COMMITTEE: HOUSING

CONSUMER STANDARD GROUPS



- BASED ON EXISTING SERVICE DELIVERY GROUPS
- DEVELOPED IN CO-PRODUCED WAY WITH RESIDENTS
- GROUPS WILL BE RENAMED TO MORE MEANINGFUL TITLES
- AS INCLUSIVE AS POSSIBLE AND INVITE TO ALL RESIDENTS
- RESIDENTS CAN DROP IN AND OUT OF MEETINGS

INFORMAL ENGAGEMENT ACTIVITY



- ONGOING AND SUPPORTING TACT BOARD AND CSG AND WIDER POLICY DEVELOPMENT
- RESIDENT SURVEYS
- MAKING EVERY CONTACT COUNT
- FOCUS GROUPS
- MYSTERY SHOPPING
- COMMUNITY EVENTS

REVIEW OF STRUCTURE AND HOW IT WORKS