**WHASP Action Plan – update**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Action** | **Lead Member** | **WHA Officer** | **Start** | **Target End** | **Progress Update** |
| Develop liaison plan with board neighbourhoods champion, (SL), will act as the link with WHASP and mentor to the WHASP Chair | Chair of Panel | Lorri | Q1 | Q1 | Completed – 1/4ly meetings in place. |
| Complete WHASP deep dive into TLF customer satisfaction survey and recommend actions. | Chair of Panel | Lorri | Q1  | Q2 | Completed pre-lockdown – Mini plan to focus on key areas including customer engagement within WHA communities – complete full plan January 2021. |
| Raise profile along with other CHANW members in line with ‘Tenants Together’ early adopters actions plan. | WHASP | YG/Bernie | Q2 | Q3 |  |
| Review and develop marketing plan in line with neighbourhood strategy and customer involvement strategy and recommend actions for delivery. | WHASP | YG/Bernie | Q2 | Q2 |  |
| WHASP will review and revise the current terms of reference and code of conduct to ensure it upholds key principles of scrutiny – *independence, formality and power to effect change* | WHASP | Bernie | Q1 | Q1 | Completed – signed and in place |
| Review the Customer Involvement Strategy, in consultation with residents and recommend actions. | WHASP | Lorri | Q2 | Q3 |  |
| Increase WHASP engagement with CHANW members with a view to delivering a peer audit/benchmarking group. | WHASP | Lorri | Q4 | Q4 |  |