**New Draft Engagement Framework**

**Workshop Topic 1: “Making Feedback Count”**

**Focus Area:** How feedback is collected, acted upon, and communicated back to customers.

**Goal:** Improve transparency and trust by refining feedback loops.

**Discussion Prompts:**

1. What methods of giving feedback feel most accessible and effective?
2. How should the Council communicate “You Said, We Did” outcomes?
3. What would make customers feel their feedback is genuinely valued

Notes:

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**Workshop Topic 2: “Breaking Down Barriers to Engagement”**

**Focus Area:** Identifying and solving challenges that prevent customers from getting involved.

**Goal:** Generate practical ideas to make engagement more inclusive and accessible.

**Discussion Prompts:**

1. What barriers have you or others faced when trying to engage?
2. Which solutions in the framework feel realistic or need improvement?
3. Are there other ideas to reach underrepresented groups?

Notes:

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**Workshop Topic 3: “Designing the Menu of Engagement”**

**Focus Area:** Reviewing and improving the range of engagement options offered (e.g., Housing Influence Panel, surveys, social media, walkabouts).

**Goal:** Ensure the engagement offer is diverse, flexible, and either customer-led or co-collaboration.

**Discussion Prompts:**

1. Which engagement options appeal most to different types of residents?
2. What’s missing from the current “menu”?
3. How can we make each option more attractive or easier to access?

Notes: