

## **Appendix Four – Learning from customer groups**

### **1. Overview**

1.1. Below are some of the examples of where Stockport Homes has engaged customers in service delivery, on reviews of processes, and on issues that affect them.

1.1.1. The annual Customer Consultation Roadshow specifically focused on engaging customers around fire safety and wifi services in multi storey blocks with 50 per cent of customers living in these properties participating in the consultation. A total of 826 customers took part in the surveys via a blend of face to face, telephone and postal surveys.

1.1.2. Online, email and telephone consultations were used to consult on reporting of ASB, the new build design guide, the digital transformation Strategy, the Lettable Standard and Holiday Club provision. Over 200 customers participated in this way.

1.1.3. The Customer Engagement and Inclusion Team worked closely with 61 community organisations and groups supporting funding bids, helping to set up new groups and supporting existing groups. These included setting up a new Dementia Reminiscence Group, a new community partnership group in Woodley and an umbrella group across SHG's sheltered housing schemes.

1.1.4. Young people throughout the Borough have been engaged in educational, development and aspirational activities, including diversionary activities, holiday clubs and workshops in schools. This resulted in 3,240 instances of engagement with young people during 2018-19, which is the highest ever recorded.

1.1.5. The Scrutiny Panel reviewed the Reception Service at Cornerstone and the Greenspace Service, resulting in improvements to increase accessibility to customers and enhance communication.

1.1.6. The Customer Monitoring Group, which meets three times a year, reviewed six performance and financial reports and commented on them directly to the Councillors who monitor Stockport Homes' performance at its member committee.