

Appendix Three – Learning from customer engagement

1. Overview

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.

- The Investment Team consulted with the Customer Scrutiny Panel on the letters they currently send out to customers. The panel advised that they were happy with the letters, but suggested areas for improvement. The team have implemented changes based on the feedback from the panel.
- The Corporate Finance Team carried out annual consultation for rent and service charge setting for 21-22. This was done virtually for the first time, reaching over 61,000 people via social media. This resulted in 78 customers viewing the information and 14 customers commenting on the proposal.
- The Greenspace survey has been updated to include a question about customer involvement and keeping customers informed of changes. There have also been 50 customers added to the list to become a Green Inspector.
- Temporary accommodation customers provided feedback which contributed to a review of the Homelessness Strategy. Customers had said that information about accessing the service was confusing, so more work has been done to improve this, for example, working with partners to seek clarity for customers about how to access the service and apply for housing.
- The Customer Finance Team carried out a Covid-19 survey to gauge customers' views on changes made within the service, in which customers were transferred to self-serve payments due to office closure. Customers were satisfied with the self-serve option overall, however based on the feedback, the Customer Finance Team will be issuing more guidance to help customers and provide a range of options for customers.
- As customers have expressed interest in knowing more about the mutual exchange service and available properties, current available properties will be advertised in the reception area. This will enable customers to see information about the properties and contact the Property Management team for more information if interested.
- A video and online survey was sent to engaged customers to gather views on SHG's priorities as part of the five-year delivery plan. The feedback has been used to inform the delivery plan and wider services, as well as future reviews of processes, policies and strategies.
- The Employment Team developed an online service, in response to Covid-19 restrictions and also feedback from customers who said they prefer training sessions and employment support online. The change in service has attracted new customers to access guidance and support to find employment.

- A panel of customers allocated over £38,000 for the Community Fund for a range of local projects, including software for a domestic abuse peer-to-peer support group; funding for security measures for a local allotment and supporting Cherry Tree youth project with a youth café.
- The Assets and Development team consulted with customers on how the 21/22 capital programme budget would be best spent. This will inform the allocation of the budget over the current financial year and be used to prise out changing trends in customer priorities following the pandemic.
- Customer feedback has been used to make improvements to the Carecall and Concierge service, including enhanced customer service training for the team. The positive impact of this has been demonstrated through the reduction in complaints received for the service.