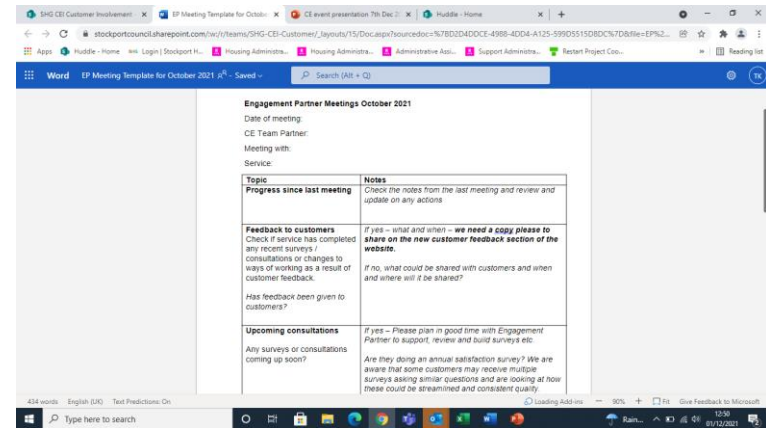


Case Study: Embedding a Positive Resident Engagement Culture

Tanya King
Head of Customer Engagement & Inclusion
Stockport Homes Group



Amplifying the customer voice and outlining the value of engagement

Embedding an Engagement Partners' approach

Demonstrable improvements to consultations

Commitment to learning and development

TPAS National Standards for Engagement

Tools for modernising strategic engagement

- Review of Customer Scrutiny Panel
- Procurement toolkit for staff
- Customer Inspectors' programme
- Greater Manchester Housing Partnership (GMHP)
- Celebrating diversity, supporting inclusion and promoting equality



Wider community engagement

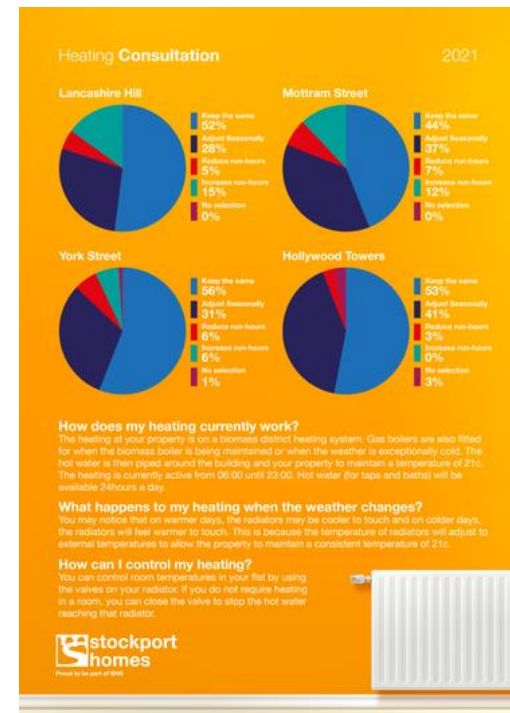
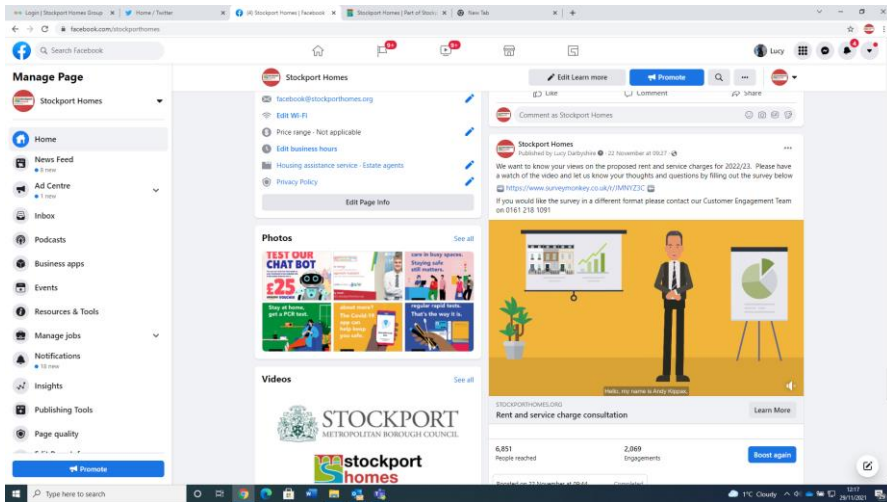
Strengthen engagement in communities

Collaborating with residents

Create positive change and celebrate success

- Vision 2020
- Community Development
- Neighbourhood Action Plans
- STAR Awards





Harnessing information,
insight and digital
engagement

- Engagement platform
- New website
- Jargon free publications

Identifying strategies for improving accountability and building safety

Digital engagement platforms
SHG websites

Reviewing key information and communications

Building Safety Resident Engagement Strategy

Comprehensive customer feedback procedure



What has worked so far...

- Strategic buy-in
- Setting high expectations
- Persistence and assertiveness with other services
- Ensuring engagement is part of all work
- Trying new things and not being afraid to fail
- Celebrating successes and publicising work of CE team

Thank you for
listening!

Any questions?

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