

Stockport Homes Customer Panel



The Stockport Homes Customer Engagement and Inclusion Team worked with a panel of residents to redesign the criteria for their Community Fund, a grant scheme that supports small community-based organisations. Facilitated by an officer, the panel now reviews bids and awards grants.

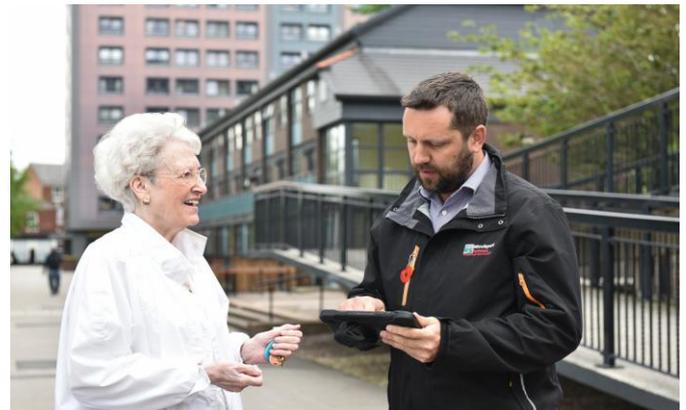
CO-PRO RECRUITMENT

- Residents with regular involvement in Stockport Homes and in their communities, including previous applicants to the Community Fund, were invited to join the customer panel.
- Training for being a panel member not needed, because the intention was to stay as representative of the customer base as possible.

CO-PRO IMPLEMENTATION

- To enable co-production the panel was given the general remit, i.e. to redesign the Community Fund, as well as being informed which elements were non-negotiable.
- There was no pre-determined process of arriving at decisions.
- Co-production aligns with the team's core values and is supported by an organisation-wide commitment to empowering customers.

“We have expertise in how to be a landlord and our customers have expertise in how to be a resident ... I think if the experts in housing... run off with that design process, they sometimes lose sight of who matters most ... [and] the customer’s perspective might not always work from a business perspective. So when you combine the two together, you really get a product that is better than the sum of its parts.”



BENEFITS OF CO-PRO

TO ORGANISATION

- Co-production empowers staff, who commented how enjoyable it is to work with enthusiastic people.
- Co-producing with service users generated ideas that staff alone could not have come up with by themselves and resulted in a better product.
- Developing relationships with residents through co-production can save money through contributing to a reduction in turnover and antisocial behaviour, as well as building trust between residents and staff.

TO USERS

- ***“If I’m asked to go on a panel of some sort, I’ll go. Then you get to know the whole workings of the place.”***
- Designing the Fund with community members led to more accessibility for applicants.
- Panel members improve their awareness of grassroots community activity in their locality.
- Serving on the panel can be an enjoyable experience in its own right.