

Communication Strategy

Overview

We are looking at ways to improve how we engage and work with our residents to make our towns and communities great places to live.

We have improved tenant and leaseholders lives.

We have direct influence on policy and procedures.

The Tenant Involvement Team support all tenants who join in with the different ways of getting involved.

There are over 40 residents groups in the city.



Ways to contact and communicate with us

Improved communication methods will make it quicker and easier for you to give us your views and for us to tell you about our services.

Email



Email address:

tenantinvolvementteam@stoke.gov.uk

Telephone



01782 235916

9am-5pm (Mon-Thu)

9am-4:30pm (Fri)

Facebook



Follow us on Facebook

Stoke-on-Trent Involvement

Post



Communities Team
Civic Centre
Glebe Street
Stoke-on-Trent
ST4 1HH

In Person



Civic Centre
Glebe Street
Stoke-on-Trent
Staffordshire
ST4 1HH
(By appointment)

Email Alerts

stoke.gov.uk/stayconnected

Sign up for news alerts on areas that interest you

Newsletters



Bi-annual newsletter available electronically and in local centres

Annual Events



Events for residents to meet officers from other service area and discuss priorities

App



The app can be downloaded from the Google Play store or App store by searching "My Stoke App"

Who gets involved?

Anyone can get involved! If you want to make things better or tell us what it's really like to be a resident, we'd like to hear from you.

Benefits of being involved?

Improve things for you and your neighbours



Help us to make key decisions that will affect residents and improve our services



Meet new people and make friends



Learn new skills and improve your confidence



How long will it take?

There are lots of different ways to get involved. It's important to remember that getting involved can take as little or as much of your time as you like. We have categorised the different types of involvement below to indicate how much of your time they may take up.



About 1 hour

If you have a little spare time

(Less than 1 hour per month)



1-4 hours

If you have a little more spare time

(Between 1 and 4 hours per month)



4+ hours

If you have a lot of spare time

(Over 4 hours per month)

Get involved online

Talk about what's important to you with staff and residents from the comfort of your home.

If you have a little spare time



Surveys

Complete online surveys at stoke.gov.uk or sign up to receive these by email.



If you have a little time



Social Media

Keep up to date with the latest news and events on Facebook, Twitter and the "MyStoke App"



If you have a little time



Text and email

Receive information via text or email and give us your feedback at your convenience (you can sign up for this at stoke.gov.uk).



If you have a little time

Get involved in your area


If you have a little more time



Make-a-difference day

One off days that bring local residents, staff and other organisations together to clean up neighbourhoods and talk about local issues (We can provide funding to support this).

For more information contact us by email or telephone.


 If you have a little more time



Walkabouts

Tell us what you think of your area and what we can improve by joining us on our estate walkabouts with your local Housing Officer.

To request a walkabout contact us by email or telephone.


 If you have a little more time



Community events and projects

We can work with you to organise a fun day, a trip or a longer project.

To find out about the support we can offer contact us by email or telephone.

 If you have a little more time




Focus groups

Come along to a group session with other residents and members of staff to give your views and ideas for one of our services.

We have an editorial panel made up of council tenants to help us produce information for residents.

To find out about these groups, please visit stoke.gov.uk and signing up for email updates. Alternatively you can contact us by email or telephone.


 If you have a little more time



Mystery shoppers and reality checkers

Be part of our team of trained residents and test our services. You can shadow and interview our staff and other residents as well as run a focus group.

To volunteer contact us by email or telephone.

 If you have a little more time

Get involved in change


If you have a lot of time



Resident groups

A chance for you to talk about local issues that affect you and your neighbours. We can help with setting up, grants, advice and guidance where needed. There are a number of groups which provide social activities.

To find out about groups in your area contact us by email or telephone.


 If you have a lot of time



Tenant board, housing management board members

As a Board Member you will be involved in key decisions that will affect and our residents across the city.

To apply contact us by email or telephone.


 If you have a lot of time



Resident Scrutiny Team

Join our group of trained residents who work as a team to look in depth at areas of our service and suggest how we can improve them.

To get involved please contact us by email or telephone and we will be able to tell you about service areas we are looking at.

 If you have a lot of time

Our Pledge

If you:



Give your feedback about services



Offer your time



Get involved to help improve housing services

We will:



Provide training and transportation to help you gain new skills



Reinburse any reasonable out of pocket expenses incurred



Listen and act on what you tell us