

Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
Date of Meeting:	12 October 2020 Stockport Homes Member Committee		
Title of Report:	CUSTOMER VOICE AND INFLUENCE STRATEGY		
Report of:	ASSISTANT CHIEF EXECUTIVE		
Confidentiality	Non Confidential		
Purpose of Report:	To present the Customer Voice and Influence Strategy for comment.		
Type of Report	Information		
Recommendation(s):	Stockport Homes Member Committee are asked to comment on the content presented in the report.		
Financial Implications of the recommendations	The Strategy will be delivered within existing resources, and it is not anticipated that additional funding will be required.		
Value for Money Implications of the recommendations	The Strategy advocates using more flexible approaches, embracing technology and better utilising customer insight to evidence clearly how customers influence service design and delivery. This will ensure resources can be focussed on delivering services which best match customer needs and expectations, thereby achieving value for money.		
Risk Implications of the recommendations	Risk Number	Risk Description	Risk Mitigation
	1	SHG is not prepared for, or cannot meet the cost of, changes to be brought about following the Hackitt review / Grenfell Tower inquiry and the emerging Building Safety Bill	Through participating in the MHCLG pilot around fire safety, and including provision within the strategy for a specific building safety customer engagement strategy, SHG will ensure the requirements of the Bill are addressed with

			regards to customer engagement.
	NEW	SHG is not able to adequately recover from the impact of the Covid 19 pandemic which affects service delivery to customers over the medium term	Engaging with customers around their preferred methods for engagement and contact will help to ensure SHG provides services which continue to meet customer needs.
	10	SHG is not adequately prepared for the requirements of the Regulator for Social Housing (RSH) when it becomes a large provider (1,000+ units owned by Stockport Homes)	A close working relationship with Governance via the Engagement Partnering model will ensure the requirements of the consumer regulations are met via the Strategy.
	15	SHG's governance structure is not fit for purpose and the Board / Customer Scrutiny Panel (CSP) are ineffective and do not possess the necessary skills to properly govern, challenge and hold SHG to account whilst it grows and diversifies	The Strategy will deliver more inclusive, flexible opportunities for customers to challenge services, including through Board and Scrutiny membership.
	20	SHG's approach to delivery of excellent customer services does not include a suitably digital offer to meet the needs of staff and customers in a technological driven world	Engagement with customers in the development of digital platforms will ensure customer needs and expectations are met, as well as providing a wider variety of ways for customers to influence services.

Council Impact Assessment (CIA)	Does a CIA need to be completed? No	If so, has one been completed? No
Comments of the Stockport Homes Monitoring Group	<p>Customers welcomed the ambition and principles underpinning the Strategy, particularly in relation to inclusivity, diversity and nurturing a culture of trust and respect.</p> <p>A comment was made in respect of digital engagement and the need to ensure that those not comfortable with technological methods of engagement were able to participate and have their views captured.</p>	
Content of Report signed-off by Director	<p>Sandra Coleing, Assistant Chief Executive</p> <p>09/09/2020</p>	
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