

## **MEMBER COMMITTEE**

Meeting: 12 October 2020  
At: 2.00 pm

PRESENT

Councillor Wendy Wild (Chair) in the chair; Councillors Brian Bagnall, Christine Corris, John McGahan, Wendy Meikle and Amanda Peers.

### **1. MINUTES**

The Minutes (copies of which had been circulated) of the meeting held on the 6 July 2020 were approved as a correct record.

### **2. DECLARATIONS OF INTEREST**

Councillors and Officers were invited to declare any interests they had in any of the items on the agenda.

No declarations of interest were made.

### **3. URGENT DECISIONS**

No urgent decisions were reported.

### **4. PUBLIC QUESTION TIME**

No public questions were submitted.

### **5. CUSTOMER VOICE AND INFLUENCE STRATEGY 2020-2023**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which presented the Customer Voice and Influence Strategy for comment.

The following comments were made/issues raised:

- Members considered this to be an extremely comprehensive report and were pleased to note all the work that was being done to improve community engagement and to increase participation in decision making.
- It was noted that this report follows on from the previous strategy and the development was clear to see.
- Members asked whether the strategy applied across the whole Stockport Homes Group and whether this could be made more explicit?

RESOLVED – (i) That the report be noted.

(ii) That the Action Plan would be forwarded on to all Committee Members.

### **6. COVID 19 - SIX MONTHS OVERVIEW**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which updated the committee on the impact Covid-19 had had on Stockport Homes over the last six months, outlining challenges and opportunities for the future.

The following comments were made/issues raised:

- Concern was expressed regarding the more prudent approach some lenders were taking to lending for shared ownership and consequently that they had refused to provide mortgages for customers on Stockholm Road. Members asked why this was and what alternative tenure options had been explored? In response, Members were advised that the demand for shared ownership remained high and that there was a nervousness around lending in general. In this case Japanese Knotweed on an adjacent site had also been identified as an issue.
- Members were also advised that there were fewer lenders to approach for mortgages for shared ownership but all possibilities were being explored.
- In response to Members' questions regarding the increase in Anti-Social Behaviour, it was reported that although this remained at higher levels than this time last year, it was considered that it may be due to the further restrictions and that people's tolerance levels were being tested. Stockport Homes were working with Stockport Council on an Anti-Social Behaviour project which would focus on education and enforcement issues.
- Members commented that they were pleased to see people back at work, where it was safe for them to do so.

RESOLVED (i) That the report be noted.

(ii) It was agreed that an update on the COVID situation would be provided at the next meeting of the Member Committee on 15 February 2021.

## **7. CORPORATE PERFORMANCE REPORT**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been submitted) which provided an update on performance against corporate objectives.

The following comments were made/issues raised:

- In response to a question relating to how Stockport Homes compared against similar organisations nationally in terms of the average time to re-let empty properties, Members were advised that Stockport Homes remained number 1 in terms of turnaround times. COVID had presented some challenges, but everything remained on target.
- Members commented that the performance of Stockport Homes in these very difficult and challenging times was excellent especially in terms of continuing to maintain excellent service levels for customers.

RESOLVED – That the report be noted.

## **8. FINANCIAL MONITORING UPDATE**

The Director of Resources submitted a report (copies of which had been circulated which provided an update on Stockport Homes' financial performance to August 2020.

The following comments were made/issues raised:

- Members noted that there were some large variances in terms of income but were assured that it was likely that this would catch up in the next financial year.
- In response to a question regarding transport costs, Members were advised that these covered fleet costs in the main, such as Care Call vans. Some travel allowances were also included.

RESOLVED – That the report be noted.

## **9. MEMBER COMMITTEE UPDATE REPORT**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which updated Members on issues not included in other reports but which are likely to be of interest.

The following comments were made/issues raised:

- A short discussion took place relating to where and how money was currently being spent in Adswood.
- Members were pleased to see the Counselling Service was still operating and asked how this was promoted. In response, Members were advised that this was done through social media and staff promotion. There was a huge demand for the service and it was under constant review in order to reach its target audience.
- Members were pleased to note that the OWLS Group who support people experiencing domestic violence had won an Excellence in Community Action award at the TPAS Awards.
- The furniture service continued to be a lifeline for many people and a short discussion took place on how donations could be made.
- Members raised the issue of the virtual tour and whether this was something that could be revisited in the future?

RESOLVED – That the report be noted.

The meeting closed at 3.50 pm