

## **MEMBER COMMITTEE**

Meeting: 5 July 2021

At: 2.00 pm

### PRESENT

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

### **1. MINUTES**

The Minutes ( copies of which had been circulated) of the meeting held on 15 February 2021 were approved as a correct record.

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

#### Personal Interest

Councillor	Interest
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Amanda Peers	Agenda Item 5 – Delivery Plan 2021-2026, as a volunteer in one of the pantries.
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### **3. URGENT DECISIONS**

No urgent decisions were reported.

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

No public questions were submitted.

### **5. DELIVERY PLAN OUTCOMES REPORT 2020/21**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which updated Members on how Stockport Homes delivered its objectives in 2020/21.

The following comments were made/issues raised:

- Members noted and were appreciative of the comprehensive nature of the report.
- In response to a Member question, an explanation was provided to Members regarding the difference between the Member Committee role and the Stockport Homes Monitoring Group.
- Members noted the positive way in which Stockport Homes had responded to the Covid-19 pandemic and that this work was continuing with partners.
- Members were pleased to note that there were increased opportunities for improving ethnicity and diversity within the Stockport Homes workforce and commented that there should also be the opportunity for supportive employment for those with special educational needs.

- In relation to procurement, Members felt that it was extremely important to continue to support local business and services.
- Members commented on the excellent work which had been carried out on homelessness.
- The figures relating to valid gas safety certificates were outstanding and it was confirmed that these were based on face to face meetings with residents.
- It was confirmed that the report would now go before scrutiny committees and some information would be placed on Stockport Homes' website and social media.

RESOLVED – That the report be noted.

## **6. CLIMATE CHANGE STRATEGY 2021-2026**

The Director of Operations, Stockport Homes submitted a report (copies of which had been circulated which presented the Climate Change Strategy 2021-2026.

The following comments were made/issues raised:

- Members felt that it may be useful for Stockport Homes to link up with the applicants of the one other passivhaus in Stockport to exchange ideas and learning points.
- It was confirmed that the electric charging points referred to in the report would be the quick boost type chargers.
- A comment was made that the wording of the reports needed to reflect political neutrality.
- A short discussion took place relating to ideas around the Asset Management Strategy.
- Members requested an update to the Climate Change Strategy at future meetings of the Member Committee.

RESOLVED – That the report be noted.

## **7. 2020/21 CAPITAL PROGRAMME OUTTURN REPORT**

The Director of Operations, Stockport Homes submitted a report (copies of which had been circulated) which highlighted the outcomes from the 2020/2021 Capital Investment Programme.

RESOLVED – That the report be noted.

## **8. CUSTOMER SAFETY ANNUAL COMPLIANCE REPORT**

The Director of Operations, Stockport Homes submitted a report (copies of which had been circulated) which provided an overview of customer safety compliance, performance and activity during 2020/2021 and highlighted initiatives to be undertaken during 2021/2022. The report aimed to provide assurance that Stockport Homes Group's priorities and buildings continue to be managed safely and in line with statutory obligations.

The following comments were made/issues raised:

- A short discussion took place relating to the methodology behind the asbestos surveys.
- In response to a Member question, an explanation was provided as to the figures in the report relating to periodic fixed electrical testing.
- Members asked whether there had been any confirmed cases of legionella disease or any areas of concern regarding this. In response, Members were advised that there had been no cases of legionella disease and there were no major areas of concern.
- Members welcomed the inclusion of lift safety in the report and questioned whether this included incidents of lift failure and how often the lifts were out of action. Members also wanted to know what procedures were in place to support residents when the lifts had failed. In response, Members were advised that the report focuses purely on the statutory requirements but there were separate management performance indicators which looked at actions arising from lift failures.

RESOLVED – That the report be noted.

### **9. TENANT EXPERIENCE REPORT YEAR-END 2020-21**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which updated Member Committee on the experiences of tenants using data from a range of customer interactions.

The following comments were made/issues raised:

- Members commented on the response times to emails and webchat, is there a risk that people will use the telephone more often as they are more likely to get a quick response. In response, Members were advised that Stockport Homes would like to improve response times in all areas.

RESOLVED – That the report be noted.

### **10. YEAR END 2020/21 CUSTOMER FEEDBACK REPORT**

The Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which provided Member Committee with details of feedback received during 2020/21.

The following comments were made/issues raised:

- Members noted that there had been increased communication from residents during the Covid-19 pandemic. This could be due to the correct protocols not being in place. Members encourage residents to make contact with Stockport Homes in the first instance and will then get involved if the initial issue is not resolved.
- Members enquired whether the 19% increase in complains was wholly attributable to Covid? In response, Members were advised that further information on this would become available in the near future.
- Members requested a list of contacts to whom they could direct residents' queries.

RESOLVED – That the report be noted.

### **11. STOCKPORT HOMES GROUP CUSTOMER PROFILE REPORT**

The Director of Foundations, Stockport Homes, submitted a report (copies of which had been circulated) which provided information on the wide range of people benefitting from Stockport Homes Group Services.

The following comments were made/issues raised:

- Members noted that the report was very helpful and informative.
- Members commented that the furniture recycling scheme was a fantastic initiative, but how well known is the scheme? Members agreed that they would spread the word about the scheme among their local communities.
- It was very important that local Councillors were aware of the scheme.
- There are other organisations that offer this service but they tend to charge a higher price.

RESOLVED – That the report be noted.

### **12. CORPORATE PERFORMANCE REPORT**

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

The following comments were made/issues raised:

- Members noted the excellent performance by Stockport Homes contained within the report.

RESOLVED – That the report be noted.

### **13. FINANCIAL MONITORING REPORT**

The Director of Resources, Stockport Homes submitted a report (copies of which had been circulated) which provided an update to Member Committee of Stockport Homes' financial performance to May 2021.

RESOLVED – That the report be noted.

### **14. 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:

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- Members were please to see that some issues relating to the gender pay gap were being addressed.
- Collaborative working had improved the outcomes for residents, and this was very welcome.
- The impact of the removal of the uplift of universal credit needs to be monitored in addition to the end of the furlough scheme.

RESOLVED – That the report be noted.

The meeting closed at 3.25 pm