# MEMBER COMMITTEE

Meeting: 11 October 2021
At: 2.00 pm

PRESENT

Councillors Brian Bagnall, Anna Charles-Jones, John McGahan, Mark Roberts and Suzanne Wyatt.

## 1. ELECTION OF CHAIR

RESOLVED – That, in the absence of the Chair, Councillor Brian Bagnall be elected chair of the Committee for the duration of the meeting.

Councillor Brian Bagnall in the chair

## 2. MINUTES

The Minutes (copies of which were circulated) of the meeting held on 5 July 2021 were approved as a correct record.

## 3. DECLARATIONS OF INTEREST

No declarations of interest were made.

## 4. URGENT DECISIONS

No urgent decisions were reported.

## 5. PUBLIC QUESTION TIME

No public questions were submitted.

## 6. CUSTOMER VOICE AND INFLUENCE STRATEGY - ANNUAL REPORT

The Director of Foundations and Customer Services, Stockport Homes submitted a report which updated Members on the progress of the Customer Voice and influence (CV&I) Strategy at the end of year one of delivery 2020-21.

The following comments were made/issues raised:

- Members raised the issue of tenant inspectors and how they were selected.
- Members were pleased to note the inclusive nature of the report and strategy.
- In response to a Member question about how the customer voice was feedback to them, Members were advised that there was a great deal of information available on Stockport Homes' website. In particular, the 'you said, we did' section was extremely informative.
- Members asked whether there was anything that the Local Authority could do to reduce the stigmatisation that sometimes existed around social housing tenants?

- Chatbox also looked to be a very important tool for tenants, and Members considered it very important that tenants could speak to a human being if they had a query and this should always be an option for them.

RESOLVED – That the report be noted.

## 7. ANNUAL REPORT TO CUSTOMERS

The Executive Director of Resources, Stockport Homes submitted a report (copies of which had been circulated) which provided Member Committee with the Annual Report to customers for noting.

The following comments were made/issues raised:

- Members asked whether paper copies of the report could be made available to Members? Members were advised that this was the case.
- A short discussion took place relating to the apprentice scheme and how this worked.
- Members considered that the Furniture Donation Scheme was a fantastic initiative.
- In response to a question raised, Members were advised that there was currently 5 homeless people known to Stockport Homes but this fluctuated week to week.

RESOLVED – That the report be noted.

## 8. SAFEGUARDING REPORT

The Director for Foundations & Assistant Chief Executive, Stockport Homes submitted a report (copies of which had been circulated) which advised Member Committee of the Safeguarding arrangements at Stockport Homes Group.

The following comments were made/issues raised:

- In response to a Member question, Members were advised that further training was going to be provided in the near future in relation to Female Genital Mutilation.

RESOLVED – That the report be noted.

## 9. STRATEGIC ANALYSIS OF RENT ARREARS 2021

The Director of Resources, Stockport Homes submitted a report (copies of which had been circulated) which presented a strategic review of arrears and which showed how the associated trend analysis is informing targeted actions to continually improve rent arrears management.

The following comments were made/issues raised:

- In response to a Member question, Members were advised that Stockport Homes did a great deal of work with young people pre-tenancy in respect of managing income.
- Members raised the issue of whether it was the same tenants who tended to build up arrears? In response, Members were advised that this was largely the case, but that eviction levels remained low.

RESOLVED – That the report be noted.

## 10. FINANCIAL MONITORING UPDATE

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

RESOLVED – That the report be noted.

## 11. 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 indicators and on progress in implementing the Service Improvement Plan (SIP) for 2021/22.

The following comments were made/issues raised:

- A short discussion took place relating to fire safety issues and how these were handled.
- Members commented on the concise and clear nature of the report.

RESOLVED – That the report be noted.

## 12. 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 were likely to be of interest.

The following comments were made/issues raised:

- Members were advised that the following areas were being worked on and developed by Stockport Homes, matters relating to universal credit, employment skills, mental health and resilience.
- Stockport Homes have not housed any Afghan refugees permanently in Stockport.
- The Hexham Close development had been officially opened and demand was now 10 times greater than availability.
- The Local Pantry Scheme had won an award for Team of the Year which Members were very pleased to hear.
- A short discussion took place relating to delays in electricity supply and the reasons for this.
- Members expressed that they would be interested to hear more information relating to the home working pilot scheme.

RESOLVED – That the report be noted.

The meeting closed at 3.40 pm