

## **MEMBER COMMITTEE**

Meeting: 15 October 2024

At: 9.00 am

### **PRESENT**

Councillor Mark Roberts (Chair) in the chair; Councillors Anna Charles-Jones, James Frizzell, Colin MacAlister, David Meller, John Taylor and Matt Wynne.

### **1. MINUTES**

The minutes (copies of which had been circulated) of the meeting held on 1 July 2024 were approved as a correct record and signed by the Chair.

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

Councillors and officers were invited to declare any interests which they had in any of the items on the agenda for the meeting.

The following Personal Interest was declared:-

<u>Councillor</u>	<u>Interest</u>
Matt Wynne	As a shared ownership tenant of Stockport Homes.

### **3. URGENT DECISIONS**

No urgent decisions were reported.

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

Members of the public were invited to put questions to the Chair on any matters within the powers and duties of the Committee, subject to the exclusions set out in the Code of Practice.

No public questions were submitted.

### **5. SOUTHWARK COUNCIL REPORT (SECURING THE FUTURE OF COUNCIL HOUSING)**

The Director of Place, Stockport Council provided a verbal update on the Southwark Council Report and tabled a PowerPoint presentation.

The following comments were made/issues raised:-

- Members enquired about the content of the report and whether had it been logged with anyone. In response, it was stated that the report was already with the Government since July 2024 and the final report was produced in September 2024.

- Clarification was sought regarding if a response had been provided to the report. It was noted that a response had not yet been provided or circulated.
- There were 8,378 people on the housing register but could it be explained who these people were and whether they were households or individuals. In response, it was noted that they were households and not individuals.
- The update was welcomed by Members and it was commented that a number of authorities had already signed up including Manchester, Leeds and most of the London authorities.
- It was stated that there were some strategic decisions to make at Stockport and considerations to the financial position and the pressures on Stockport Homes relating to maintenance.
- Consideration needed to be given to those households on the waiting list and who was desperate for housing, those who needed alternative accommodation and those who needed to be a priority, but it needed to be made clear.

RESOLVED – That the verbal update be noted.

## **6. STOCKPORT HOMES GROUP REVIEW**

The Director of Place, Stockport Council provided a verbal update on the Stockport Homes Group.

The following comments were made/issues raised:-

- The independent review of Stockport Homes was underway with the review being conducted by Deloitte which had started two weeks ago with a report to be produced towards the end of November 2024.
- It was noted that Deloitte had been meeting with Group Leaders and senior members of Stockport Homes and tenants to get a broad spectrum of views.
- It was commented that it was important for the tenant engagement to take place and that it should be more of a random selection than self-selecting, so there would be a non-biased approach and a wider voice being heard.

RESOLVED – That the report be noted.

## **7. SERVICE REVIEW & MANAGEMENT OF HIGH RISE (BLOCK) ACCOMMODATION**

The Director of Customer Services submitted a report (copies of which had been circulated) providing an update on progress with the review of management of High Rise block and some background data for context.

The following comments were made/issues raised:-

- Members enquired about overcrowding in blocks and what was being done to address this concern. In response, it was reported that there was a targeted approach to work with families and widows to move if they were over-occupying when they didn't need the space. It was noted that consideration was also being given to the needs of the family e.g. bungalow or ground floor flat.

- It was commented that the report was very holistic and needed more detail to explain what was being done and who was considering it and monitoring the actions e.g. anti-social behaviour and 'lifts' not working. In response it was stated that the management of tower blocks was difficult and challenging with maintenance including getting 'parts' for repairs and responding to the issues being raised.
- Members were advised to raise issues and to encourage local residents to raise issues directly with Stockport Homes.
- A brief report was requested relating to the 'security trial' being introduced.
- Clarification was sought regarding the figure of 8,542 referred to in paragraph 4.1 of the report and reference to 4,195 referred to as an update on the numbers at the end of March 2024 relating to applicants on the housing register.

RESOLVED – (1) That the report be noted.

(2) That the Director of Customer Services be requested to respond to the following points raised during the meeting:

- A brief report be submitted to a future meeting relating to the 'security trial' being introduced.  
Clarification was sought regarding the figure of 8,542 referred to in paragraph 4.1 and reference to 4,195 referred to as an update on the numbers at the end of March 2024 relating to applicants on the housing register.

## **8. ANNUAL REPORT SUMMARY FOR SKYLIGHT**

The Director of Customer Services submitted a report (copies of which had been circulated) providing an update to Member Committee on Skylight's key achievements and activities during 2023/24.

The following comments were made/issues raised:-

- Members welcomed and commented on the level of detail and scope within the report.
- It was noted that the projects identified were good projects and involved the local community and voluntary groups including sourcing funding for those smaller groups.
- The case studies explored within the report was really useful and provided context and linked to those people involved.

RESOLVED – That the report be noted.

## **9. CORPORATE PERFORMANCE REPORT**

The Director of Corporate Resource and the Deputy Chief Executive submitted a joint report (copies of which had been circulated) providing an update on performance against key performance indicators and Tenant Satisfaction Measures (TSM's) for August 2024, year to date.

The following comments were made/issues raised:-

- Clarification was sought regarding the 'satisfaction' with overall service figures. In response, it was noted that 'in person' visits were done in person to homes so the

response rate would be higher, however, there was a reduction with online responses, but work was being done to work with the teams to respond to complaints and the dissatisfaction with the service.

- Members enquired about the repairs reduction in Q4 in 2023/24. In response, it was stated that the reduction was as a result of a change to the survey method and a new customer service tool that had been purchased which was more detailed.

RESOLVED – that the report be noted.

#### **10. FINANCIAL MONITORING UPDATE**

The Corporate Director of Corporate Services and the Deputy Chief Executive submitted a joint report (copies of which had been circulated) providing an update to the Member Committee of Stockport Homes' financial performance as at August 2024.

Members welcomed the report.

RESOLVED – That the report be noted.

#### **11. MEMBER COMMITTEE UPDATE REPORT**

The 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 welcomed the Grenfell Tower Inquiry update.
- Stockport Homes were congratulated on their external awards acknowledging the work the staff were doing for the people of Stockport.

RESOLVED – That the report be noted.

The meeting closed at 10.45am.