

Customer Focus Committee Agenda



Date: Monday 20 November 2023
 Time : 4.30pm
 Venue: Boardroom, Cornerstone
 Lead Officer: Si Welch, Director of Housing Plus
 Contact: Jonny Kelly – Governance and Scrutiny Officer
 0161 218 1666 jonathan.kelly@stockporthomes.org

Item No	Item	Recommendation	Officer
01	APOLOGIES FOR ABSENCE DECLARATIONS OF INTEREST		
01a	ELECTION OF NEW CHAIR		JKEL
02a	MINUTES FROM MEETING HELD 21 AUGUST 2023		JKEL
02b	ACTION MONITOR FROM MEETING 21 AUGUST 2023		JKEL
03	REPAIRS WORK IN PROGRESS UPDATE (ASSURANCE)	That Customer Focus Committee note the current repairs WIP position alongside the actions taken to reduce this.	JT / CG
04	BUILDING SAFETY RESIDENTS PANEL ANNUAL REPORT 2023 (ASSURANCE)	That the Customer Focus Committee note the progress, activities, and outcomes of the Building Safety Resident's Panel.	HA
05	STOCKPORT HOMES GROUP INCOME COLLECTION STRATEGY (DECISION)	That Customer Focus Committee approve the Group Income Collection Strategy 2023-26 and associated action plan.	CH
05a	appendix one		
05b	appendix two		
06	CUSTOMER RELATED DEBT WRITE-OFFS 2022/23 (ASSURANCE) (DEFERRED FROM MEETING HELD 21 AUGUST 2023)	That Customer Focus Committee note that in total 1,279 debts totalling £521,404 were approved for write-off during 2022/23	CH
07	SOCIAL INVESTMENT STRATEGY 2023-2026 (DECISION)	Customer Focus Committee is requested to approve the Strategy, subject to any amendments and to endorse a change in title to the 'Supporting Communities Strategy'	TK
07a	appendix one		

08	Q2 CUSTOMER FEEDBACK REPORT (ASSURANCE)	That the Customer Focus Committee reviews and comments on the report and provides any recommendations for future reports to provide assurance. It is also requested that the Committee provides comment on the Housing Ombudsman Services proposed changes to the Complaint Handling Code to help determine SHG's response to the consultation process.	CCz
08a	appendix one		
08b	appendix two		
08c	appendix three		
09	CUSTOMER CHARTER UPDATE (RATIFICATION)	That the Customer Focus Committee review the proposed Customer Charter and approves this prior to launch and implementation.	CCz / MS
09a	appendix one		
10	CUSTOMER VOICE & INFLUENCE STRATEGY 2023-2026 (DECISION)	That Customer Focus Committee approve the Strategy	RS
10a	appendix one		
10b	appendix two		
11	CUSTOMER ASSURANCE PANEL UPDATE (PRESENTATION)	That Customer Focus Committee note and comment on the presentation	RS
11a	appendix one		
12	CUSTOMER FOCUS COMMITTEE UPDATE REPORT (ASSURANCE)	That Customer Focus Committee note and comment on the report	SW
13	FORWARD PLAN (INFORMATION)		JKEL
14	REVIEW OF MEETING		CHAIR

Initial	Officer name	Job Title
HA	Helen Alderson	Senior Customer Engagement Officer
RC	Rachel Cossey	Governance Manager
CC	Chris Czyzyk	Customer Experience Manager
CG	Carl Graham	Contracts Manager
CH	Christian Hartley	Head of Customer Finance
JKEL	Jonny Kelly	Governance and Scrutiny Officer
TK	Tanya King	Head of Customer Engagement & Inclusion
MS	Martin Saunders	Head of Customer Access

RS	Rebecca Sweeton	Customer Engagement Team Leader
JT	Jason Tighe	Assistant Director of Three Sixty
SW	Simon Welch	Director of Housing Plus