

OPERATIONS COMMITTEE
Monday 19 November 2018
18.30
SHG Boardroom, Cornerstone, 2 Edward Street



PRESENT / IN-ATTENDANCE:

Members (Present):

- Peter Fitzhenry (Chair)
- Jo Hague
- Sarah Keenan
- Christine Woolridge

Observer:

- Robin Burman

Officers (In-attendance)

- Gill Bennett, Head of Business Excellence
- John Chambers, Head of IT (part)
- Jo Edwards, HR Business Partner (part)
- Christian Hartley, Head of Customer Finance (part)
- Diane Laming, Head of People and Organisational Development (part)
- Rob Lloyd, Performance and Improvement Manager (part)
- Leanne Merger, Customer Finance Manager (part)
- Callum Rimmer, Governance and Scrutiny Officer (minute-taker)

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	There were no apologies for absence. There were no declarations of interest.	
02	MINUTES FROM MEETING 29 MAY 2018 AND ACTION MONITOR	
	<p>The Governance and Scrutiny Officer provided the Committee with an update regarding item 07 on the minutes. It was explained that the Stockport Homes is jointly procuring a new cloud-based phone system with the Council.</p> <p>The Operations Committee approved the minutes from the meeting held 29 May 2018. Progress with items in the action monitor was noted.</p>	
03	DIGITAL VISION AND IT STRATEGY 2019/22 CONSULTATION	
	<p>The Head of IT delivered a presentation on the priorities of the Change Team over the next three years and asked the Committee to make comments:</p> <ul style="list-style-type: none"> • The Committee commended the scope for the new strategy. • The Head of IT confirmed that an options appraisal is taking place for IT systems. Through the new strategy, Stockport Homes is hoping to minimise the number of systems used and the repetition of processes. • The Head of IT explained that Board Members should be involved in the implementation of changes through the new strategy, as they will affect everyone within Stockport Homes. • The Committee agreed that it is important to be inclusive; therefore, customers should be involved when systems/processes are changing to ensure they meets their needs. 	

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	<ul style="list-style-type: none"> The Head of IT explained that skill gaps have been identified within the Change Team. As a result, Stockport Homes will be looking to recruit further members to the team. The Committee highlighted the importance of sending clear messages to staff. 	
	RESOLVED: The Operations Committee discussed the content included in the Digital Vision and IT Strategy 2019/22 consultation.	
04	RECRUITMENT AND SELECTION POLICY 2019/22 PRESENTATION (INFORMATION)	
	<p>The HR Business Partner delivered a presentation on the Recruitment and Selection Policy for 2019/22 and invited the Committee to ask questions:</p> <ul style="list-style-type: none"> Committee Member Sarah Keenan agreed to share her notes with the Head of People and OD from the Stonewall Conference she attended on 28 September 2018. Committee Member Jo Hague agreed to share case studies of students who have completed work experience with Stockport Homes. The Head of People and OD explained that the different options with the apprenticeship scheme will be explored. The Committee was assured that the apprenticeship scheme will provide individuals with valuable work experience and qualifications. The Committee suggested including a trade element (e.g. electrical works) within each apprenticeship to ensure people of all genders gain experience in this area. The Head of People and OD agreed to check whether financial incentives can be offered to female applicants applying for operative positions. 	<p>DL</p> <p>DL</p> <p>DL</p> <p>DL</p>
	RESOLVED: The Operations Committee discussed the Recruitment and Selection Policy 2019/22 presentation.	
05	CUSTOMER RELATED DEBT WRITE-OFFS – QUARTER 2 2018/19 (INFORMATION)	
	<p>The Head of Customer Finance presented the report and invited the Committee to ask questions:</p> <ul style="list-style-type: none"> The Committee commended the changes to collection procedures which have enabled improved write-off processes and targeting of collectable accounts. 	
	RESOLVED: The Operations Committee noted that 1,097 debts totalling £336,395 were approved for write-off during the first two quarters of 2018/19.	
06	UNIVERSAL CREDIT UPDATE PRESENTATION (INFORMATION)	
	The Head of Customer Finance and the Customer Finance Manager delivered a presentation on the approach Stockport Homes has taken in regard to Universal Credit (UC) changes. The Committee was invited to ask questions:	

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	<ul style="list-style-type: none"> The Head of Customer Finance confirmed that 1,600 properties were visited during the Customer Roadshow. It was explained that customers were targeted based on risk of being affected by the changes to UC. The Committee commended the Customer Finance Team for the rigorous approach to the UC changes. The Head of Customer Finance agreed to provide the Committee with a further UC update in six months. 	CH/ JKel
	RESOLVED: The Operations Committee discussed the Universal Credit Update presentation.	
07	CUSTOMER SCRUTINY PANEL (CSP) ANNUAL REPORT (INFORMATION)	
	<p>The Governance and Scrutiny Officer introduced the report and invited the Committee to ask questions:</p> <ul style="list-style-type: none"> The Committee commended the CSP for their continued work throughout 2017/18, including the achievement of Quality Assured Scrutiny re-accreditation. The Governance and Scrutiny Officer agreed to explore the use of a matrix, which would help decide CSP review topics. 	CR
	<p>RESOLVED: The Operations Committee:</p> <ol style="list-style-type: none"> Noted and commented on the progress and activities of the CSP; Noted the support that Stockport Homes has provided to the CSP in 2017/18. 	
08	QUARTER ONE & TWO 2018/19 CUSTOMER FEEDBACK REPORT (INFORMATION)	
	<p>The Performance and Improvement Manager introduced the report and invited the Committee to ask questions:</p> <ul style="list-style-type: none"> The Committee highlighted that it is important to take a flexible approach to customer feedback and react dynamically to specific circumstances. The Performance and Improvement Manager explained that transactional surveys exist across the organisation. The Performance and Improvement Manager agreed to show live statistics from some of the transactional surveys at future meetings. The Committee noted the case studies of tenants who used to live in the Grenfell Tower block and particularly the fact that the fears of some residents who had been persistent complainers had proved to be vindicated. The Head of Business Excellence agreed to provide the Committee with reassurance about how vexatious complaints are addressed at Stockport Homes. 	RL GBe
	RESOLVED: The Operations Committee noted and commented on the contents of the report.	
09	OPERATIONS COMMITTEE UPDATE REPORT	
	The Governance and Scrutiny Officer presented the report and invited the Committee to ask questions:	

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	<ul style="list-style-type: none"> The Committee noted the contents of the report. 	
10	FORWARD PLAN	
	<p>The Governance and Scrutiny Officer explained that the other Operations Committee dates for 2019 will be circulated as soon as possible.</p> <p>The Committee noted the proposed business for the next Operations Committee Meeting.</p>	JBe

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