

OPERATIONS COMMITTEE

Monday 18 February 2019

17:00

SHG Boardroom, Cornerstone, 2 Edward Street

**PRESENT / IN-ATTENDANCE:****Members (Present):**

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

Observer:

- Pamela Hunter, Customer Scrutiny Panel Member (Item 3 only)
- Anna Olejarz, Stockport Homes Monitoring Group Member

Officers (In-attendance)

- Jane Allen, Head of Neighbourhoods (Item 4 only)
- Jeremy Beatty, Governance Manager
- Gill Bennett, Head of Business Excellence
- Jon Blackwell, Head of Investment (Item 6 only)
- Nigel Crompton, Senior Architect (Item 6 only)
- Liz Ellis, ASB Services Manager (Item 4 only)
- Joe Keating, Environmental and Energy Manager (Item 5 only)
- Jonathan Kelly, Governance and Scrutiny Officer (minute taker)
- Rob Lloyd, Performance and Improvement Manager (Item 3 only)

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	Jo Hague sent her apologies. There were no declarations of interest.	
02	MINUTES FROM MEETING 19 NOVEMBER 2018 AND ACTION MONITOR	
	The Operations Committee approved the minutes from the meeting held 19 November 2018. Progress with items in the action monitor was noted.	
03	CUSTOMER SCRUTINY PANEL REVIEW REPORT - SERVICE STANDARDS (DECISION)	
	<p>The Customer Scrutiny Panel (CSP) member introduced the report presenting the CSP's review of the Service Standards Framework. Questions were invited. The discussion covered:</p> <ul style="list-style-type: none"> • Impact on the customer experience – The Committee commended the report, highlighting the excellent work of the CSP. It was asked how the recommendations from the report will impact working practices. The Performance and Improvement Manager explained how the recommendations will set the tone for how service standards are agreed, including a greater customer focus. It was added that website accessibility has already been looked at as a consequence of the review. • The strategic element of the review – The Head of Business Excellence highlighted how this review had a more strategic focus than in the past, something the Committee has previously suggested. 	

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	<ul style="list-style-type: none"> Follow up from the review – The Governance Manager explained how the CSP will oversee the implementation of the review and an update on actions will be provided to the Committee in the CSP annual report. 	
	<p>RESOLVED: The Operations Committee:</p> <ul style="list-style-type: none"> i) Considered the content of the CSP’s review report; ii) Approved the Service Standards Framework Management Action Plan 	
04	ANTI-SOCIAL BEHAVIOUR (ASB) STRATEGY 2019-22 (DECISION)	
	<p>The ASB Services Manager introduced the report presenting progress and outcomes to date of the existing ASB Strategy and the new ASB Strategy 2019-22 for comment, input and approval. The discussion covered:</p> <ul style="list-style-type: none"> Reduction of reported crimes – The Committee noted the reduced number of reported crimes in 2018 compared to 2017 and suggested that this is a positive statistic. The ASB Services Manager acknowledged this but highlighted that the reduction could be in part due to a lack of faith on the part of the community to the police and other agencies. Stockport Homes will continue to market its ASB services to ensure the community is aware it can turn to Stockport Homes for support. Technology – The Committee asked whether Stockport Homes is committed to invest in ASB related technology. The ASB Services Manager confirmed that Stockport Homes is always looking at innovative ways to improve its services. She added that ‘Noise App’ software is being considered and comes highly recommended from Derby Homes whose customers use this app. Preventative methods – The Committee asked what methods are used to reduce the impact of noise. The ASB Services Manager said that sound insulation and improving the fabric of buildings are used; advice from the Investment Team is considered to identify the most appropriate methods. ASB phone number – The Committee suggested that the ASB team having its own number on the ‘one number’ system would increase accessibility of the service for its customers. The ASB Services Manager confirmed that this option can be considered she will discuss it with Customer Access team. 	LE
	<p>RESOLVED: The Operations Committee:</p> <ul style="list-style-type: none"> i) Noted the progress against the ASB strategy 2016-19 ii) Approved the ASB Strategy 2019-22 and the associated Action Plan 	
05	CLIMATE CHANGE STRATEGY (DECISION)	
	<p>The Environmental and Energy Manager introduced the report, providing a brief overview of the new Climate Change Strategy. Questions were invited. The discussion covered:</p>	

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	<ul style="list-style-type: none"> • Comparisons to other organisations – The Environmental and Energy Manager explained how Stockport Homes Group (SHG) is ahead of the curve when compared to similar organisations’ climate change commitments. The Committee noted this but expressed concerns about potential complacency because many other housing organisations lack ambition in this area. • Bee hives on Cornerstone roof – The Committee noted the plan to install bee hives on Cornerstone roof and asked about the effects this may have on the surrounding area. The Environmental and Energy Manager highlighted that there are 250 hives on roofs across Stockport and assured the Committee that the hives will not pose a problem for staff or the community. • Water management - The Committee noted the large number of customers who have a water meter installed in their homes and were pleased that efforts are being made to reduce customers’ water rates wherever possible. • Renewable energy - The Committee noted that 38 per cent of Stockport Homes’ housing stock is run on renewable energy and that the aim is to increase this to 40 per cent by 2024. The Committee questioned whether SHG is being ambitious enough because two per cent appears to be a small increase over five years. The Environmental and Energy Manager highlighted that a lot of progress has already been made and every attempt is being made to attract external funding to maximize what can be done in future. A significant investment is required to deliver even a small increase and the capital programme is designed to deliver as much as possible, alongside other priorities. The committee agreed that it was happy to approve the Strategy but asked for the action plan to be reviewed to see whether its targets could be made more challenging. • Installation of renewables - The Committee suggested that renewables should be installed on all new build properties, as this would be the cheapest time to do it. The Head of Business Excellence pointed out that all newbuild stock is developed to a higher standard than the traditional stock in terms of energy efficiency but that we are dependent on what grant rates will cover as to whether renewables can be done on every scheme. • The Committee suggested that it may be beneficial for a third party to review the strategy, to offer expert advice and guidance. The Environmental and Energy Manager said he would look into this. 	<p>JKEA</p> <p>JKEA</p> <p>JKEA</p>
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	<ul style="list-style-type: none"> • Three Sixty - The Committee discussed the commercial work which Three Sixty is committed to providing and suggested that it would be worth considering involving them in installing PV panels. 	
	RESOLVED: The Operations Committee approved the new Climate Change Strategy but asked for the action plan to be reviewed.	JKEA
06	THE ARCHITECTURAL DESIGN SERVICE (PRESENTATION)	
	<p>The Head of Investment and the Senior Architect provided an overview of the Architectural Design Service. Questions were invited. The discussion covered:</p> <ul style="list-style-type: none"> • Introduction to the service – The Committee said they were unaware of this service but agreed it was a positive development. The Head of Investment added that the recruitment of the Senior Architect has developed the service, which is opening doors to further opportunities. • Marketing the service – The Head of Investment explained how efforts will be made to grow the business including breaking down perceptions of public sector architecture. • Research – The Committee suggested that engaging with other similar organisations who provide a comparable service could provide some important learning points. • Working with Three Sixty – The Committee noted the plans for the Architectural Service to work with Three Sixty in the future and asked if a presentation about this could be brought to the Group Board. 	JBL
09	OPERATIONS COMMITTEE UPDATE REPORT	
	<p>The Governance and Scrutiny Officer presented the report and invited the Committee to ask questions:</p> <ul style="list-style-type: none"> • The Committee noted the contents of the report. 	
10	FORWARD PLAN	
	The Governance and Scrutiny Officer introduced the planned business for the remainder of 2019.	

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