

STOCKPORT HOMES BOARD MEETING

Monday 17 June 2019

17.30

SHG Boardroom, Cornerstone,

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

- Jenny Osbourne, Chair
- Robin Burman
- David Beckett
- Jo Hague
- Jamie Hirst
- Sarah Keenan
- Ken Lee
- Steve Partridge
- Alanna Vine
- Christine Woolridge

Officers (In-attendance)

- Helen McHale, Chief Executive
- Jeremy Beatty, Governance Manager
- Gill Bennett, Head of Business Excellence
- John Bowker, Director of Property and Maintenance Services
- Sandra Coleing, Assistant Chief Executive
- Rob Lloyd, Performance and Improvement Manager (Item 05 and 06)
- Callum Rimmer, Governance and Scrutiny Officer (minute-taker)

Observer:

Charmaine McMillan, Performance Analyst

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	<p>The incoming chair thanked her colleagues for their support and said it was a privilege to take on the role.</p> <p>Peter Fitzhenry, Carmel Chambers, Simon Welch and sent their apologies. There were no declarations of interest.</p>	
02	MINUTES	
	The minutes were accepted as an accurate record. Progress with the actions in the action monitor were noted.	
03	ANNUAL REPORT TO CUSTOMERS (DECISION)	
	<p>The Head of Business Excellence introduced the report and invited the Board to ask questions:</p> <ul style="list-style-type: none"> • The Board commended the Annual Report noting that it is easy to follow and very informative. • It was asked how take-up of the electronic version of the report could be increased. The Head of Business Excellence explained how Stockport Homes maximises the use of social media and the website to complement the Annual Report. The Board noted the positive feedback from customers regarding the paper copy of the Annual Report. • The Board discussed how the Annual Report highlights the breadth of services Stockport Homes provides. 	
	RESOLVED: The Board approved the Annual Report to Customers.	
04	STOCKPORT HOMES' DELIVERY PLAN OUTCOMES REPORT 2018/19 (DECISION)	
	The Head of Business Excellence introduced the report and invited the Board to ask questions:	

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	<ul style="list-style-type: none"> The Board commended the use of electronic noticeboards installed in the tower blocks. The Board were supportive of the expansion into the private rented sector. It was agreed to revise the wording regarding the distinction between repairs and management services. The Head of Business Excellence agreed to discuss with SMBC the breadth and volume of content covered in the Delivery Plan, as there is a risk that key messages may get overlooked. The Head of Business Excellence explained that the Delivery Plan Outcomes Report is presented to SMBC. Subsequently, the document is also used as baseline evidence for Best Companies, Investors in People and regulatory bodies. 	<p>GBe</p> <p>GBe</p>
	RESOLVED: The Board approved the contents of the Delivery Plan Outcomes Report, which will be presented to the Council's Communities and Housing Scrutiny Panel and Member Committee.	
05	CORPORATE PERFORMANCE REPORT – YEAR END 2018/19 (DECISION)	
	<p>The Performance and Improvement Manager introduced the report and invited the Board to ask questions:</p> <ul style="list-style-type: none"> The Board were assured that steps have been taken to minimise the disruption caused by the implementation of the new telephony system on organisational performance. The Assistant Chief Executive agreed to provide and update to the Board on the new telephony system, once it has been fully implemented. The Chief Executive explained that the new telephony will help the organisation achieve performance targets. The Board commended the positive response from officers in relation to a void re-let time query. The Board explained it is important that Stockport Homes does not set targets, which can only be achieved to the detriment of the quality of service. 	SCo
	<p>RESOLVED: The Board:</p> <ol style="list-style-type: none"> Noted performance and improvement actions outlined in the report; Noted the update on value for money action plan and the efficiencies recorded; Raised any issues of concern about the explanations presented where targets or objectives have not been met. 	
06	STOCKPORT HOMES OWNED STOCK PERFORMANCE 2018/19 (DECISION)	
	<p>The Performance and Improvement Manager introduced the report and invited the Board to ask questions:</p> <ul style="list-style-type: none"> The Performance and Improvement Manager agreed to revise how the information is presented at 5.1.4 in regards to the letting-up of properties. The Board highlighted the importance of Viaduct pursuing innovative development opportunities to maximise the supply of housing.. 	RL
	<p>RESOLVED: The Board:</p> <ol style="list-style-type: none"> Noted the contents of the report; Raised questions about the content presented in the report. 	

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07	GOVERNANCE ARRANGEMENTS (DECISION)	
	<p>The Governance Manager introduced the report and invited the Board to ask questions:</p> <ul style="list-style-type: none"> • The Governance Manager clarified that the Governance Team will notify Companies House of David Beckett's retirement from the Stockport Homes Board, following the Audit and Risk Committee Meeting on 9 September. • The Board commended the Governance Team for their work in regards to Committee memberships. 	
	<p>RESOLVED: The Board:</p> <ol style="list-style-type: none"> Approved the updated Group documents detailed within the report; Approved the proposed changes to Committee memberships and Christine Woolridge joining Viaduct; Noted that David Beckett would be leaving Viaduct. 	
08a	CHIEF EXECUTIVE'S REPORT (INFORMATION)	
	<p>The Chief Executive introduced the report and highlighted four key areas for the Board to take note of:</p> <ul style="list-style-type: none"> • It was explained that discussions are on-going with SMBC regarding the extension of the loan facility. The Chief Executive assured the Board that Stockport Homes expects this to be resolved. • The Chief Executive explained the ambition of Stockport Homes to expand into the private sector. • The Chief Executive explained that Stockport Homes aims to become involved with the Greater Manchester Ethical Lettings Scheme. It was noted that a report will be presented to the Board on Greater Manchester projects. • The Chief Executive provided an update on the National Federation of ALMOs (NFA) Board Away Day. It was noted that the Stockport Homes Chief Executive and the Chair of the Stockport Homes Group Board look forward to working with the NFA on their Board. <p>Board Members were invited to ask questions:</p> <ul style="list-style-type: none"> • It was agreed to explore the Fair Housing Futures Grant, which was launched to modernise the private rented sector in Greater Manchester. • The Assistant Chief Executive explained that a Digital Transformation Strategy will be presented to the Operations Committee. • The Assistant Chief Executive explained that the Operations Committee will be consulted on the re-procurement, of the new housing management system. 	<p>SCo</p> <p>SW</p> <p>SCo</p> <p>SCo</p>
	<p>RESOLVED: The Board confirmed the approval of the Three Sixty Business Plan which was highlighted in the report.</p>	
08b	CHAIR AND MEMBERS' ACTIVITIES (INFORMATION) (VERBAL)	
	<p>Robin Burman summarised his recent activities including:</p> <ul style="list-style-type: none"> • Attendance at the NFA Conference and AGM. • Attendance at the Foundations Stockport Board Away Day. • Conducting the Chief Executive's Values Conversation with Jenny Osbourne. • Attendance at the Boardroom group in London. 	

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	<p>The Chair of the Board invited Members to share any activities they had undertaken since the last Board Meeting:</p> <ul style="list-style-type: none"> • Christine Woolridge delivered a presentation alongside the Head of Business Excellence regarding customer scrutiny, at the NFA Conference. • Jamie Hirst commended the Marketing and Communications Team and the Rehousing and Projects Team for their work in response to coverage of a homelessness case on social media and the reputational risks associated with this. • Jo Hague thanked SHG for their continued work with students on work experience. <p>The Chair of the Board highlighted that Three Sixty will be an exhibitor at the Chartered Institute of Housing Conference from 25-27 June.</p>	
09	MINUTES (INFORMATION)	
	<p>The Governance Manager introduced the Operations Committee minutes and highlighted the key areas the Committee considered:</p> <ul style="list-style-type: none"> • The Committee approved the IT Strategy. • The Committee received an update on the Age Friendly Strategy. • The Committee received a broad range of information on the People and Organisational Development service. <p>The Chair of Audit and Risk introduced the minutes and highlighted key areas the Committee considered:</p> <ul style="list-style-type: none"> • The Committee had a positive discussion regarding sickness absence targets. • The Committee approved the Architectural Service Business Plan. • Assurance was provided by PwC, who presented the Internal Audit Reports to the Committee. 	
10	FORWARD PLAN	
	<p>The Governance Manager introduced the Forward Plan and invited the Board to ask questions:</p> <ul style="list-style-type: none"> • The Board noted the Forward Plan. 	

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