



ASPIRE PANEL MEETING - MINUTES

04 February 2026 5.30pm

Panel Attendees

Bob McGechan (Chair)
Reza Chenanei
Denise Cowgill
Andrzej (AJ) Czajkowski
Anne-Marie
Jo Hague
Anna Olejarz
Mike Rogers

Dave Partington
Stephen Prasher
Michael Stonebridge
Kylie Timperley
Elizabeth Whitworth
Christine Woolridge
Peter Wilkins

SHG Attendees

Officers present for the whole meeting: Christian Hartley, Assistant Director of Customer Excellence, Cheryl McCabe, Head of Customer Voice, Louise Evans, Customer Engagement Team Leader, Rachel Cossey, Governance Manager and James Dunn, Governance Officer (Note taker)

Officers present for their item only: Emma Crick, Head of Property Management, Lucy Darbyshire, Senior Customer and Colleague Communication Partner, Alexandra James, Customer Communications Partner, Liz Smith, Head of Safer Neighbourhoods, Shenade Hegarty, Safer Neighbourhoods Operational Manager and Paul Worthington, Director of Property

Others present for the whole meeting: Claire Blacka, Independent Mentor, Rachael Walsh, Senior Regulatory Engagement Manager, Regulator of Social Housing (RSH), Peter Brown, Regulatory Engagement Manager, RSH

01	Welcome and introduction from Chair	Action owner
	The Chair formally commenced the meeting, welcomed all attendees and outlined the ground rules for the session. The Chair also reminded ASPIRE Panel members that the meeting is being observed by the Regulator of Social Housing.	

01a/ 01b	Minutes and Action Monitor from previous meeting	
	The Chair noted that the item on the effectiveness of SHGs approach to Damp, Mould and Condensation (DMC) and implementation of Awaab's Law had been deferred to the next meeting. On this occasion the action monitor was missing from the slide pack, this will be included in future meetings. Progress on the action monitor was noted. It was agreed the minutes from the 15th of October meeting should be updated to include the Building Safety Residents Panel on item 4.	
02	Tenancy Sustainment Policy	
	The Head of Property Management introduced their presentation on the new Tenancy Sustainment Policy. The presentation provided an overview of the support services SHG offers to both new and existing tenants, including money and energy advice and the furniture recycling scheme. Further details are available in the presentation slides. Following this, Panel Members broke into groups to look at real case studies of SHG tenants that have received tenancy support. Members gave suggestions on the types of support they think SHG provided in each of these cases. The Panel were then asked to provide feedback on SHG's approach to tenancy support. Their insights were captured under three key questions – • Is the Stockport Homes approach to Tenancy Sustainment strong and supportive? • Is anything missing from the offer? • How can we ensure tenants are aware of services available and how to access them? Several Panel Members were concerned at the lack of awareness they had for all the services SHG offer. Suggestions on how to better spread this information included summarising the policy then distributing to tenants via leaflet, letter and noticeboards. The Panel suggested that Three Sixty operatives carry leaflets in their vans to distribute to tenants who may require additional support. The Panel agreed that the current methods for sharing this information should be reviewed, noting that alternative approaches are needed to better reach tenants who are not digitally confident.	

	A Panel Member asked what measures are in place to prevent the tenancy support services from being taken advantage of. The Head of Service advised that there are no specific policies relating to this; however, SHG adopts a risk-based approach and prioritises support for tenants with the greatest level of need. Another Panel Member suggested that additional support should be offered to tenants who are considering downsizing. They questioned whether the current level of support is sufficient and highlighted that the advertising and promotion of the service could be improved. Update on the Tenancy Sustainment Policy and actions resulting from panel feedback to be provided in the next update report.	EC
03	Customer Communications Guide	
	The Senior Customer and Colleague Communications Partner introduced the session, which focused on shaping SHG's new Customer Communications Guide. As part of the presentation, Panel Members took part in a quiz on SHG's current media channels and communication output. Members expressed surprise at the volume of communications currently produced. One member also noted that this information is not readily accessible on the Stockport Homes website. The Panel agreed that these concerns highlight the need for a Communications Guide. The Panel then partook in group work where they provided feedback on the Customer Communications Guide. This included: • Changing the colours on the guide to make it more accessible for tenants with additional needs (e.g. dyslexia) • Adding a link to the accessibility tool on the website • Changing some of the wording so it's not as strong e.g. Shoutout • More transparency when giving service disruption updates • Liked the use of person-first language - phrasing of 'people without a home' • Avoid the use of jargon and acronyms The Panel was advised that the feedback provided will be implemented, and the Customer Communications Guide will be presented at the next Customer Focus Committee. Members expressed their appreciation for the inclusion of the 'What's Next' slide, noting that	CH/RC

	it clearly outlined how their comments would be used. The Panel requested that this slide be included in future presentations.	
04	Panel Chosen Subject – Safer Neighbourhoods/ASB	
	The Head of Safer Neighbourhoods and the Safer Neighbourhoods Operational Manager provided an update on the service, including how it is managed and its current performance, as requested by the ASPIRE Panel. Further detail is available in the presentation slides. It was noted that a new app is being launched to allow tenants to report incidents of anti-social behaviour directly. Communications regarding the launch and use of the app will be issued in due course. Customers worked in groups to review the Good Neighbourhood Management (GNM) Policy and provided feedback This included concerns about the number of acronyms used and an outdated link within the document. The discussion then moved to tenants' legal rights when reporting cannabis related incidents. It was agreed that this matter will be escalated for inclusion within the Policy. It was agreed that this matter will be escalated for inclusion within the Policy. The next steps for the GNM Policy are that the feedback will be taken on board, after which the Policy will be presented to two customer focus groups on the 10th and 11th of March. These sessions will be advertised on the website and social media, should any Panel members wish to take part.	LS
05	Lancashire Hill – Building Safety Update	
	The Director of Property provided an update on building safety at Lancashire Hill, as requested by the ASPIRE Panel. Further detail is available in the accompanying slides. The update covered recent fire incidents in some of SHG's high-rise blocks and the associated fire risk assessments. A customer queried the fire escape plans and the number of exit routes from each flat. It was explained that every tenant has a personalised fire evacuation plan tailored to their block and individual needs. Each flat has a single exit door; however, once residents reach the communal hallway, there are multiple exit routes available.	

	Another customer asked about the recent fire incidents and their causes. It was confirmed that the fires occurred within the buildings' waste disposal chutes, although the ignition source remains unknown. Caretakers carry out daily checks of the chutes; however, it was acknowledged that incidents can occur when caretakers are offsite. Weekly meetings are held with caretakers to discuss any ongoing concerns and ensure continued vigilance. A Panel member living in a high-rise block queried why the safety recommendations differ between buildings and why different evacuation plans are in place. The member expressed concern that a full evacuation in their block would be unmanageable. It was confirmed that the block has a stay put policy and that residents would be evacuated safely by the fire service. A customer requested further information on the fire doors installed and the length of time they are designed to provide protection. As several types of fire doors are in use across the blocks, the Director of Property will provide additional information on this.	PW
06	ASPIRE Panel Update Report and Customer Feedback/TSMs	
	The Lead Officer summarised the report and the Panel noted the points made. The Chair suggested that the TSM targets should be increased to reflect SHGs ambitious standards.	CH/AL
07	Activity of the members since the last meeting	
	Due to time constraints, it was agreed to defer this item until the next meeting.	
08	Chair's review of the meeting	
	Panel members noted that the number of topics scheduled for each meeting is currently too high. This makes it difficult to gain a clear understanding of each item and limits the time available for discussion and feedback. The panel requested that future agendas include fewer topics to allow for more focused consideration and meaningful input. Due to time constraints, the Chair was unable to provide personal feedback on some items. It was suggested that if Panel Members have any immediate feedback to contact the Chair or the Governance team directly.	CH/RC