

AGENDA

CUSTOMER FOCUS COMMITTEE

Monday 10 August 2026, 4.20pm

MS Teams: <https://teams.microsoft.com/meet/359297004777530?p=Y3rz1IJ69SnqWXlqzH>

Lead Officer: Anne-Marie Heil, Director of Customer Services

anne-marie.heil@stockporthomes.org

Governance Contact: Rebecca Parry, Governance Officer: rebecca.parry@stockporthomes.org

Item No.	Item Name	Item Type	Recommendation	Officer
1	- Apologies for Absence - Declarations of Interest	Standing Item		
2	- Previous Minutes - Action Monitor	Standing Item		
3	ASPIRE Panel Annual Report	Assurance	That the Customer Focus Committee reviews and provides comments on the contents of this report.	BM/CM
4	Review Committee Terms of Reference	Consultation	That the Customer Focus Committee comment and review on the proposed changes to the terms of reference.	RC
5	Annual Report to Customers	Decision	That the Customer Focus Committee approves the Annual Report for Customers.	LD
6	Safer Neighbourhoods Strategy 2025-28 Update	Assurance	That Customer Focus Committee note and comment on the presentation.	LS
7	Safety and Quality Standard Update	Assurance	That Customer Focus Committee note and comment on the presentation.	IP
8	Customer Feedback Report Quarter 1 2026/27	Assurance	That Customer Focus Committee note and comment on the contents of this report.	NC
9	Self Assessment Against Housing Ombudsman Code of Complaints Handling Code 2025/26	Assurance	That the Customer Focus Committee are asked to review and comment on the details of this report and the self-assessment.	NC

10	Update on Brinnington Tower Block Deep Dives	<i>Assurance</i>	That the Customer Focus Committee take assurance from the update.	AK
11	Safeguarding Annual Report 2025/26	<i>Assurance</i>	That the Customer Focus Committee take assurance from the report.	AMH
12	Customer Focus Committee Update Report	<i>Assurance</i>	That the Customer Focus Committee note and comment on the report.	AMH
13	Forward Plan	<i>Standing Item</i>		RC
14	Review of the Meeting	<i>Standing Item</i>		All

OFFICER DETAILS		
Anne-Marie Heil	Director of Customer Services	AMH
Rachel Cossey	Governance Manager	RC
Natalie Connolly	Complaints Manager	NC
Mike Coppock	Programme Delivery Manager	MC
Lucy Darbyshire	Senior Customer and Colleague Communications Partner	LD
Christian Hartley	Assistant Director – Customer Excellence	CH
Anila Khalid	Assistant Director – Neighbourhoods	AK
Bob McGechan	Chair of ASPIRE Panel	BM
Cheryl McCabe	Head of Customer Voice	CM
Rebecca Parry	Governance Officer (minute-taker)	RP
Ian Pitteway	Assistant Director – Assets & Development	IP
Liz Smith	Head of Safer Neighbourhoods	LS