

Public Document Pack

SOLIHULL METROPOLITAN BOROUGH COUNCIL

Economic Development & Managed Growth Scrutiny Board

SUPPLEMENTARY AGENDA

SCH DELIVERY PLAN 2023/24: POWERPOINT PRESENTATION

Monday, 13 March 2023 at 6.00 pm

Civic Suite, Solihull

Please note: this meeting may be filmed for live broadcast and recorded content will be available to view on the Council's [Meetings Channel](#).

By entering the meeting room and using the public seating area you are consenting to being filmed. If members of the public do not wish to be filmed, make the Clerk aware of this so suitable seating can be found.

Any person taking part in the meeting is reminded not to disclose personal information about any third party

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Disclosing Pecuniary Interests - What Must You Do?

(a) You must complete a declaration of your disclosable pecuniary interests, including those of your spouse/civil partner (or someone with whom you are living as such) and send it to the Monitoring Officer within 28 days of your election or appointment to the Council.

(b) When you attend a meeting of the Council, Cabinet, Scrutiny Board, Committee, Sub-Committee or Joint Committee etc, and a matter arises in which you have a disclosable pecuniary interest, unless you have been granted a dispensation, **you must:**

- Declare the interest if you have not already registered it
- Not participate in any discussion or vote
- Leave the meeting room until the matter has been dealt with
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

(c) If you are the Leader or a Cabinet Portfolio Holder you may not exercise any of your delegated powers as a single member in relation to a matter in which you have a disclosable pecuniary interest or take any other step except to give written notice of any unregistered interest to the Monitoring Officer within 28 days of your becoming aware of the interest, or arrange for another person or body to deal with the matter.

Disclosable Interest	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain by you or your partner.
Sponsorship	Any payment or provision of any other financial benefit (other than from the Council) made or provided within 12 months of your declaration of interests in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses.
Contracts	Any contract between you or your partner (or a firm or body corporate in which you or your partner is a partner or a director, or in the securities of which you or your partner has a beneficial interest) and the Council (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the Council and which gives you or your partner a right to occupy the land or receive income.
Licences	Any licence held by you or your partner (alone or jointly with others) to occupy land in the area of the Council for a month or longer.
Corporate tenancies	Any tenancy where (to your knowledge)— (a) the landlord is the Council; and (b) the tenant is a body in which you or your partner has a beneficial interest i.e. a firm or body corporate in which you or your partner is a partner or a director, or in the securities of which you or your partner has a beneficial interest.
Securities	Any beneficial interest held by you or your partner in securities of a body where— (a) that body (to your knowledge) has a place of business or land in the area of the Council; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you or your partner has a beneficial interest exceeds one hundredth of the total issued share capital of that class. “securities” means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

SOLIHULL METROPOLITAN
BOROUGH COUNCIL

To:
Councillors A Feeney, A Hodgson,
Mrs D Holl-Allen MBE, M McLoughlin,
M Parker (Vice-Chairman), D Pinwell
(Chairman), W Qais, J Ryan and K Thomas

PAUL JOHNSON
ACTING CHIEF EXECUTIVE

Council House, Manor Square
Solihull, West Midlands. B91 3QB
Tel. 0121-704 6000

Paul Rogers
Tel: 0121 704 6550
Email: paul.rogers@solihull.gov.uk
Date:

ECONOMIC DEVELOPMENT & MANAGED GROWTH SCRUTINY BOARD

Monday, 13 March 2023

AGENDA

5. SOLIHULL COMMUNITY HOUSING: DELIVERY PLAN 2023/24 (Pages 5 - 12)

To present the draft delivery plan for 2023/24 to the Scrutiny Board for consideration and review.

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Delivery Plan 2023/24

Fiona Hughes
Chief Executive



Agenda Item 5

Background/context

- SCH manages the council's housing stock
- Management agreement sets out parameters
- SCH required to present Delivery Plan to the council for approval
- Held to account – QMB – actions and key performance indicators
- Key factors for 2023/24:
 - Strengthened regulatory framework
 - Continued focus on building safety
 - Cost of living
 - Drive for sustainability
 - Strengthening safeguarding



Consultation

- Tenant conference (Sept 2022) identified key priorities
- Contributions from council directorates (particularly Public Health, Adult Social Care, Economy and Infrastructure)
- Feedback from Strategic Housing Board and Quarterly Monitoring Board



Delivery Plan

- Investing in new and existing homes
- Keeping customers safe in their homes
- Supporting those in need
- Improving neighbourhoods
- Green homes and sustainability
- Engagement
- How we work – vfm / digital / data and evidence
- Who we are – cultivating a great place to work where teams feel supported





Delivery Plan Themes 2023-24



Providing accessible, affordable housing solutions for those in need

Page 9

Investing in existing and new homes: providing quality homes by developing and acquiring new properties, and improving existing stock

Keeping customers safe in their homes: improving building safety and undertaking regular compliance checks

Supporting those in need: a holistic partnership-based approach to wellbeing, combatting financial, mental health and employment challenges

Improving neighbourhoods: investing in our communities, enhancing where people live, and tackling anti-social behaviour, domestic and other forms of abuse

Green homes and sustainability: reducing the environmental impact of housing stock and SCH's operations, and reducing energy costs for residents

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Engagement: listening to the diverse voice of our customers, so they can shape and improve services

How we work: delivering sustainable, value-for-money services, proactively adopting digital technology to enhance how customers interact with SCH, whilst using robust data to drive evidence-led service improvement

Who we are: cultivating a great place to work, where a collaborative team feels supported, valued, empowered and motivated, equipped with the tools to deliver excellent services

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Key Performance Indicators (not TSMs)

- Rent collected
- Tenant arrears
- Stay in TA
- Stay in budget hotels
- Homelessness prevented
- Electrical safety
- Fire safety actions
- Overall satisfaction (transactional)
- Contact centre call answering
- Satisfaction (disabled facilities grant)
- Void rent loss



Key Performance Indicators (TSMs)

- Fire risk assessments
- Asbestos inspections
- Gas certification
- Water inspections
- Lift inspections
- Overall satisfaction (perceptual)
- Complaint resolution
- Repair quality satisfaction
- Repair time satisfaction
- Maintenance of home
- Landlord makes positive contribution to neighbourhood
- No of ASB cases
- Homes not meeting Decent Homes standard
- Repairs complete in target
- Safety of home
- Landlord listens to tenant views' and acts on them
- Landlord keeps tenant informed
- Landlord treats tenants fairly/with respect
- Complaint handling satisfaction
- Communal areas clean and well-maintained
- ASB case satisfaction
- No of complaints



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