

Appendix 3: Partner Statement

<b>Organisation</b>	Solihull Community Housing
<b>Statutory responsibilities</b>	Responsible for managing and maintaining council homes in Solihull in accordance with the relevant Housing Acts and for administering the Council's responsibilities towards homeless people arising from homelessness legislation.
<b>Priorities</b>	<p>SCH has a number of priorities this year, set out in the 2008/9 Delivery Plan. Priorities include:</p> <ul style="list-style-type: none"> <li>• Continuing improvements to the repairs service</li> <li>• Reviews of the both the out of hours service and administrative functions to deliver increased efficiencies</li> <li>• Implementation of improvements to address the recommendations from the recent Audit Commission inspection</li> <li>• Delivery of projects to address worklessness</li> <li>• Building new council homes</li> </ul>
<b>Constraints</b>	Revenue income has reduced due to the continuing reduction in stock numbers and increases in subsidy payments to central government
<b>Key performance measures</b>	<p>SCH has a wide range of BVPIs and other key performance indicators which are reported to the Council on a monthly basis. These include:</p> <p>Rent collection – this affects SCH's income</p> <p>Turnaround of empty properties – also affects income</p> <p>Repairs carried out within timescales</p> <p>Homelessness prevention (this is a LAA reward target)</p> <p>Number of homes meeting the Decent Homes Standard (targets need to be met in order to draw down additional borrowing)</p> <p>Call response times at the Contact Centre</p> <p>There are also a wide range of satisfaction indicators which are measured on a monthly basis.</p>
<b>Decision-making process</b>	<p>SCH has a Board of Non-Executive Directors which meets six-weekly to make decisions of a strategic nature. There are also four sub committees which meet regularly and make recommendations to the Board. Some decisions need to be referred to the full Cabinet of the Council, or the relevant Cabinet Member. These relate to decisions which rest with the Council and are not delegated to SCH, e.g decisions in relation to allocations policy.</p> <p>Any key recommendations or issues raised from the Partnership where SCH has an interest will be considered by the Board or relevant sub committee.</p>
<b>Quality assurance process</b>	A robust performance management framework is in place. Strategic objectives are set by the Board. The Sub Committees of the Board scrutinise performance and delivery of service improvements to meet these objectives. Officers hold monthly meetings to scrutinise performance and monitor service improvements. A performance management panel meets quarterly to discuss any performance issues where targets are not being met. Individuals have targets set as part of their annual appraisal.

	<p>The Council's Housing Scrutiny Panel also scrutinises SCH's performance on a quarterly basis.</p> <p>Matt Cooney, Chief Executive is the Lead Officer</p>
<b>Risk Management process</b>	<p>SCH uses the Council's Grace system for managing risk. Senior officers and Board members have been trained in risk management. Risks are discussed at the Senior Management Team on a regular basis and are discussed twice yearly by the Board. Major projects have separate risk registers. Red risks are discussed with the Council on a monthly basis.</p> <p>Health and Safety issues are discussed by the Board at every meeting and an officer group meets bi-monthly. A programme of risk assessments for all service areas is in place and progress is monitored at the officer meeting.</p> <p>Carole Hodson, Director of Policy and Corporate Services is the Lead Officer</p>
<b>Communications process</b>	<p>Our main stakeholders are our tenants. Issues can be discussed at the monthly Tenants and Leaseholders Forum meeting, and other tenants meetings, and can also be included in our quarterly tenants' newsletter.</p> <p>Regular meetings are held with other stakeholders, such as the Decent Homes partners, where the work of the Partnership will be communicated.</p> <p>Matt Cooney, Chief Executive is the Lead Officer</p>
<b>Key agency plans linked to Solihull Partnership</b>	<p>The key plans are the Business Plan, which is currently being refreshed, and the annual Delivery Plan which sets out how SCH will meet the objectives in the Sustainable Communities Strategy.</p> <p>The Partnership is consulted as a key stakeholder in the development of the Business Plan, to ensure that SCH's objectives complement and support those of the Partnership.</p> <p>The annual Delivery Plan sets out how SCH has helped deliver the objectives in the Sustainable Communities Strategy and how it intends to meet these objectives in the coming year.</p>
<b>Nominated staff involved in Solihull Partnership</b>	<p>John King, Director of Housing 0121 779 8812 Safer Communities Strategic Group, also a member of the LSCB</p> <p>Adrian Thomas, Head of Policy Development 0121 779 8918, Stronger Communities Strategic Group</p> <p>Carole Hodson, Director of Corporate Services 0121 779 8816 Prosperous Communities Strategic Group</p>
<b>Support required from Partnership Commissioning Team</b>	<p>No specific support required.</p>

Date: 2 June 2008

Completed by: Carole Hodson

Signed off by: