

Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
Date of Meeting:	06 July 2020 Stockport Homes Member Committee		
Title of Report:	STOCKPORT HOMES' DELIVERY PLAN OUTCOMES REPORT 2019/20		
Report of:	ASSISTANT CHIEF EXECUTIVE		
Confidentiality	Non Confidential		
Purpose of Report:	This report is to update the Stockport Homes Member Committee on how Stockport Homes delivered its objectives in 2019/20.		
Type of Report	Information		
Recommendation(s):	That the Stockport Homes Member Committee note and comment on the contents of this report.		
Financial Implications of the recommendations	There are no financial implications resulting directly from these recommendations.		
Value for Money Implications of the recommendations	There are no VfM implications resulting directly from these recommendations. The report details efficiencies made.		
Risk Implications of the recommendations	Risk Number	Risk Description	Risk Mitigation
		Positive, strategic relationships are not maintained with SMBC and other key local partners	Regular reporting on performance and delivery throughout the year to Stockport Homes' Member Cttee is supported by this annual report which also goes to Communities and Housing Scrutiny Panel

		Opportunities to deliver services on behalf of the Council (linked to their programme of Medium Term Financial Plans) are not successfully embraced / delivered	This report is used in a range of ways to raise SHG's profile and promote its positive reputation, optimising the prospects of further services being delegated
Council Impact Assessment (CIA)	Does a CIA need to be completed? No	If so, has one been completed?	
Comments from the Stockport Homes Monitoring Group	<p>The Stockport Homes Monitoring Group provided comments relating to the Delivery Plan Outcomes Report. The comments covered:</p> <ul style="list-style-type: none">• The customers agreed that Stockport Homes have exceeded their aims, and continues to 'go the extra mile' in being more than just a housing provider, which was clearly evidenced in this report.• The importance of staff having opportunities to express opinions outside of formal staff surveys and seeing their concerns being acted upon was highlighted.• Making sure all staff were aware of the actions arising from the in-depth analysis of BAME and disabled customers and staff was important to increase awareness and representation.• SHG's efforts to understand customers' financial difficulties as a consequence of Covid-19 was welcomed. Customers highlighted that this sympathetic approach has long been a hallmark of the organisation when situations occur, such as the difficulties involving Universal Credit.• Customers were impressed with the way SHG has reacted to the Covid-19 pandemic and reflected on the support they had received such as phone calls from Stockport Homes staff to check on their welfare.• Stockport Homes expertise in dealing with community issues being shared with other similar organisations was welcomed.		

- In summary, customers emphasised how this report was a fascinating read showing, as it does, the vast range of work carried out by Stockport Homes and its subsidiaries, covering a very wide range of issues, including social ones. They added that Stockport Homes should be proud of its commitments to the community and its efforts to improve people's lives across the spectrum.

Content of Report
signed-off by Director

Sandra Coleing
01/06/2020

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1 INTRODUCTION

- 1.1 Appendix One contains the fourth annual report to Stockport Council's Member Committee and Scrutiny Panel about Stockport Homes' performance against the Delivery Plan. The five-year Delivery Plan, which operates from 2016-21, sets out how Stockport Homes delivers its Aims and the objectives of the Council.
- 1.2 This approach to informing the Council about outcomes was introduced alongside the 2015-42 Management Agreement. It is designed to give Members confidence that the ALMO is making good use of the freedoms and flexibilities the Management Agreement confers.

2 REPORT BACK ON THE 2019/20 DELIVERY PLAN

- 2.2.1 This report demonstrates how Stockport Homes delivered against its Aims and the Council's objectives in 2019/20.
- 2.2.2 Performance against business critical measures and customer satisfaction indicators has been excellent. In addition, Stockport Homes has embedded its new Foundations subsidiary into the wider group structure. It has delivered significant efficiencies and innovated to deliver exciting social and financial inclusion projects.
- 2.2.3 Stockport Homes has effectively supported the Council's Borough Plan, delivered elements of its private sector housing service, all of its housing options and rehousing service and has efficiently managed its Capital Programme.

3 RECOMMENDATION

- 3.1 That the Stockport Homes Member Committee note and comment on the contents of this report.