

## **MEMBER COMMITTEE UPDATE**

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### **1 B4BOX UPDATE**

- 1.1 Further to the report presented to Members Committee last February regarding the new B4Box contract, a further update was requested after 12 months to outline how the contract is progressing. A month after the report was presented, the global pandemic hit the UK and lockdown measures were introduced. This hit the industry hard and particularly SME organisations, like B4Box. However, due to the collaborative nature of the contract between SHG and B4Box and the endeavour of officers across both organisations to ensure that B4Box and its employees were protected, the contract has continued to be delivered successfully. Despite pausing operations for a while and having to furlough a number of staff, all 75 employees have remained employed by B4Box and are delivering multiple work streams for SHG. B4Box have also been able to adapt their approach to training and education in order to ensure that their trainees and apprentices are still able to progress during this time. Naturally the pandemic has had an impact on B4Box's financial position temporarily, but without the innovative and collaborative contract and approach, this would have been much worse and the organisation may have struggled to survive. The priority as always with this partnership is that those individuals, most of whom have complex lives and issues to face, are given the best life chance and are able to sustain full time employment. Never has this been so important as it is now.

For further information contact John Bowker, Director of Operations on [john.bowker@stockporthomes.org](mailto:john.bowker@stockporthomes.org) or 0161 218 1317

### **2 DEVELOPMENT & SALES UPDATE FOR Q3**

- 2.1 December 2020 was a busy month for the Development team with the completion and handover of the Tatton Cinema development in Gatley and the purchase of Davenport Park, a 39 unit apartment block located on the A6 in Davenport. A virtual scheme opening took place for Tatton Cinema where the 26 stunning apartments for affordable rent have now been tenanted with customers aged over 55. Two of the seven apartments for shared ownership have been sold and the remaining 5 apartments will be let on a Rent to Buy.

Davenport Park will provide 39 apartments for shared ownership and 8 of these apartments are already under offer.

- 2.2 Early in February 2021 48 affordable apartments for rent handed over at Stockholm Rd. Adswold. Numerous, happy customers will be viewing the new homes and signing their tenancy agreement during the remainder of February. A number of these customers are downsizing, freeing up larger properties for other customers.
- 2.3 More new homes are expected to handover in March at Booth St. in Edgeley, Hempshaw Lane in Offerton, Melford Rd. in Hazel Grove and York House in Heaton Moor.
- 2.4 In December planning permission was granted for a small development of two, two bed houses for social rent at Holly Avenue in Cheadle. Contracts will be entered into with ThreeSixty during February to build these houses which will be ThreeSixty's first new build construction project. Planning permission was also granted in February for a development of 16 houses for shared ownership at Gordon St. at Lancashire Hill.
- 2.5 New homes for sale have been released on the Booth St. development in Edgeley, Melford Rd. in Hazel Grove and Hempshaw Lane in Offerton. Most new homes released have been reserved off plan and are now progressing through the reservation process.

For further information contact Chris Munby, Head of Development on [chris.munby@stockporthomes.org](mailto:chris.munby@stockporthomes.org) or 0161 474 2927

### **3 SKILLS & EMPLOYMENT**

- 3.1 A joint bid with other GM housing providers through Athena has been submitted to the Kickstart scheme, which provides high quality work placements for young people aged 18 to 24 who are on Universal Credit. Nine roles have been identified across all areas of the business, with bespoke and comprehensive support provided by the Employment Team.
- 3.2 The Employment Team worked with a number of local businesses to deliver a sector-based event which led to 13 individuals securing employment in the care sector. The sector-based model was redesigned, and remote engagement and training sessions were completed with 27 individuals, which led to 18 candidates receiving an online interview.
- 3.3 Customer Skills & Training provision has continued to be provided remotely with a suite of training videos produced in 2020 complemented by virtual training sessions, with the initial sessions focussing on Job Searching and Redundancy. These sessions have received wider promotion via partner agencies due to the essential nature of the subject matter.

- 3.4 Training outreach has been further enhanced after securing access to the GMCA Working Well Elemental portal. The team are now able to upload the training schedule and invite customers working with local statutory provision to attend learning and development sessions.

For further information contact Amanda Ward, Employment and Support Services Manager on [amanda.ward@stockporthomes.org](mailto:amanda.ward@stockporthomes.org) or 0161 4744148

## **4 TALK LISTEN CHANGE (TLC) COUNSELLING CONTRACT**

- 4.1 The counselling contract delivered by TLC continues to face challenges to providing face to face counselling due to the restrictions. 1,041 individual sessions have been delivered remotely to 169 different customers between April and December 2020, SHG and TLC are working closely together to ensure face to face delivery will resume as soon as restrictions are lifted.

- 4.2 Recent feedback from the service includes:

*"I understand myself better now... Gudrun [counsellor] has helped me speak more kindly to myself, and to have empathy for me and my situation I find myself in. Gudrun has been with me through a lot in the last 12 weeks, from my cancer scans, to my anger and sadness, to my sister's Covid and terminal diagnosis. The opportunity to have remote counselling has enabled her to be consistently at the end of the phone, even when I was in full PPE looking after my sister in an end of life Covid ward in hospital. I won't remember the details of the counselling in the coming months due to my brain injury but the depth of understanding that counselling has given me will stay with me and have a long-lasting effect on how I manage myself and my relationships... I thank her from the bottom of my heart as in the last 12 years no one else has been there consistently and seen me through my ups and downs."*

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863

## **5 ACCIDENTAL POISONING CAMPAIGN LAUNCH**

- 5.1 In November 2020, SHG and the Public Health Team launched Stockport's contribution to a national campaign to reduce household accidental poisoning for under 5s. Stockport and the North-West have some of the highest national hospital admissions figures for accidental poisoning in children, so the aim is to educate parents and guardians to safely store household cleaning products and medicines away from children.

- 5.2 The campaign has been promoted across various social media sites and resources have been provided to all Health Visiting Teams to discuss directly with families at their visits for nine-month and two-year checks.
- 5.3 Resource packs have been provided to all families with a child under five living in SHG Temporary Accommodation schemes, and the Neighbourhood Housing Teams are also distributing the packs to families.

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863

## **6 HEALTH FUNDING**

- 6.1 SHG supports a variety of civil society groups to access funding for health projects. Recent successful bids include;

- Greenthumbs, Brinnington who received a grant of £,1891 from Greater Manchester Council of Voluntary Organisations (GMCVO) Mental Health Wellbeing Grant Programme. This will enable the group to support people working in a socially distant way outdoors on their allotment site at Northumberland Road.
- Craig Road Residents Association were awarded £750 to provide outdoor facilities at Craig Road Park. These funds will be spent via Stockport Council.
- Heaton Norris Pavilion Committee were award £500 for PPE from the Forever Manchester Covid Community Fund.

For further information contact Tanya King, Head of Customer Engagement & Inclusion [tanya.king@stockporthomes.org](mailto:tanya.king@stockporthomes.org) 0161 474 2887

## **7 HOUSING OPTIONS FOR OLDER PEOPLE (HOOP)**

- 7.1 Between March and December 2020 SHG's dedicated Housing Options for Older People (HOOP) Officer has given bespoke advice and information on 786 occasions to customers and a range of internal and external colleagues. Information about housing and care options and sustaining well-being during the pandemic has enabled people to either remain in their homes longer or move to more suitable accommodation. Successes include providing advice and support to 89 customers about 'extra care' housing to prevent the need for residential care. 62 customers received other advice about issues such as benefits, money management and affordability. 30 adaptations have been carried out and 32 other issues to support independent living (e.g. accessing care). The service also supported 15 people out of hospital and stepdown

accommodation with the process of moving into suitable accommodation, preventing ongoing bed blocking.

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863

## **8 STOP SMOKING CAMPAIGN**

8.1 The SHG Temporary Accommodation Team are working in partnership with the GM Health & Social Care Partnership to support smoking cessation and tobacco reduction for customers experiencing homelessness. This includes supporting nicotine management/smoking cessation in emergency housing, including those customers accessing the Borough's A Bed for Every Night (ABEN) provision. The Team has also been distributing free e-cigarettes and supporting customers to engage with cessation support via A Better Life (ABL), Stockport.

8.2 SHG are also working with partners to pilot this work in Lancashire Hill for customers to self-refer and receive support from ABL. The teams have 400 e-cigarettes to distribute to support customers who want to stop smoking.

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863

## **9 INDEPENDENT LIVING SERVICES**

### **9.1 WINTER WELFARE VISITS**

9.1.1 The Independent Living Team have carried out their annual programme of Winter Welfare Visits, identifying 433 customers to visit. Visits took a different format this year with information, advice and guidance provided over the phone followed up by a doorstep visit to drop off leaflets and goodies (with packs assembled, sealed and then quarantined 72 hours prior to delivery to minimise risk). The theme of the visits is to keep warm and well during the winter period with a range of topics discussed with residents and follow-up work thereafter including referrals to other agencies.

9.1.2 By mid-January, 205 visits had been completed. A small number of customers have refused the visit, are staying with family or are in hospital. Outcomes from the visits are positive, with 38 referrals completed in a range of areas including the Assisted Gardening Scheme, NHS Falls Prevention Team, HOOP referrals, Carecall, energy advice, adaptations and Your Local Pantry. In addition, some customers asked for assistance to book in for flu/pneumonia jabs. The visits are all due to be completed by the end of January.

9.1.3 In addition to the visits, the team are providing activities to help maintain customer health and wellbeing. These include breakfast butty deliveries four times a week at various schemes across the borough. Socially distanced wellbeing walks organised and supported by staff are currently on hold due to current restrictions. They will resume as soon as permitted.

9.1.4 The Independent Living Services Team continue to conduct regular welfare calls to over 900 older customers. The calls vary from quick chats to ensure everyone has access to all they need, to long conversations for those who need the additional support. The call frequency is determined by the customer (weekly, fortnightly, or monthly).

## **9.2 OSCAR**

9.2.1 The OSCAR (Overall Scheme Committee – Activity Representatives) committee set up by a group of customers, supported by Stockport Homes, has played a very important role in providing some fun for customers throughout the borough. To build on the success in summer they have received funding for;

- 190 Festive activity packs. The packs contained a variety of goodies including; paint by numbers, puzzle books, edible plant seeds, a diary, mince pies and a face mask. SHG added jigsaws, shortbread biscuits, craft packs and recipe booklets.
- A 2 course Christmas meal for every resident at Birch Court (extra care scheme).

SHG sourced, packed and delivered the above on behalf of OSCAR.

## **9.3 STOCKPORT MOVING TOGETHER**

9.3.1 SHG is part of the Stockport Moving Together Programme which has seen £7,000 awarded to the Lancashire Hill area to get residents moving more. Online sessions for families and women began in January. This is part of the One Stockport, Building Back Better programme.

## **9.4 CHILD SAFETY PROGRAMME**

9.4.1 SHG has supported 37 households to date this financial year with a spend of over £4K. In addition to Health Visitor referrals, SHG are now taking referrals for equipment from the Tenancy Services Team when new tenants with young children sign-up for a tenancy.

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863

# **10 CARE LEAVERS PLEDGE**

- 10.1 SHG, as part of the Greater Manchester Housing Providers group, has signed up to a Care Leavers pledge which outlines a commitment to offer accessible and appropriate services to young people who have experienced care.
- 10.2 Housing providers have the flexibility, expertise and dedication to make a real and tangible difference for young people who have experienced care, and the pledges focus on the key areas that young people have identified as being important to them, namely:
- Access to a safe and secure home
  - Life skills and mentoring
  - Support with accessing education, training and employment
- 10.3 Stockport Homes already has a well-established offer to young people who have experienced care including an established protocol with Social Care for the allocation of accommodation to ensure appropriate and planned moves, provision of specialist accommodation through the recently developed Shaw Heath scheme with a further development due to commence on site in early 2021, support and mentoring provided by a range of teams including Tenancy Ready, Housing Support and Money Advice and an employment and skills offer which includes bespoke support for young people.
- 10.4 Further work will be undertaken to specifically address the issues this group of young people face including adapting Tenancy Ready training and support services to ensure accessibility and suitability, appointing Champions who will raise awareness within the organisation about the needs of young people, highlighting the needs of young people through social media and promoting positive case studies, and targeting appropriate recruitment activity. Good practice will also be shared with other members of GMHP with an agreement to learn from each other and work collaboratively to deliver the best possible services to young people.

For further information contact Anne-Marie Heil, Assistant Director – Access and Support [anne-marie.heil@stockporthomes.org](mailto:anne-marie.heil@stockporthomes.org) 0161 474 2863.

## **11 BUILDING SAFETY (RESIDENT ENGAGEMENT)**

- 11.1 In July 2019, Chelmer Housing Partnership, SHG and Your Homes Newcastle were selected for a Best Practice Group within the MHCLG Building Safety Programme. The Group was tasked with working on the recommendations in Chapter 4 of the Hackitt report, testing ways to ensure residents' voices are heard and understood to help shape national fire safety policy.
- 11.2 The pilot groups worked alongside customers to find out how they wanted to receive communications about fire safety and developed a series of recommendations based on customer feedback. The pilot case studies and the recommendations have formed a report that was recently presented by



the group to Dame Judith Hackitt at the Industry Safety Steering Group (ISSG). The report will shortly be published on the Gov.uk website as an example of best practice and the pilot team are attending a variety of conferences and seminars to share the findings. After hearing the group present at the ISSG, Dame Judith recently wrote to thank the Group for their hard work and also advised the MHCLG Committee that she had “heard today from the best in class on engagement and it’s all positive so the role models (for culture change) are there for others to follow”.

- 11.3 The Group continue to work with the MHCLG and will act as a critical friend to any information or publications that the MCLHG and other partners produce.

For further information contact Steve Leonard, Head of Assets and Development on [steve.leonard@stockporthomes.org](mailto:steve.leonard@stockporthomes.org) or 0161 218 1014

## 12 AWARDS

- 12.1 On 6th November, SHG was, for the twelfth consecutive year, accredited with the Customer Service Excellence Accreditation. This accreditation recognises organisations that are offering a high level of customer service. This is an accreditation that recognises the hard work of staff across the organisation in delivering excellent services to customers.
- 12.2 On the 11th November, SHG won Inside Housing’s resident safety campaign, for the continued dedication to communicating and engaging with residents around fire safety.
- 12.3 Motiv8 have recently won a Project of the Year award at the national Festival of Learning Awards 2020 led by the Learning and Work Institute and the Department of Education. The team were also finalists for a TPAS award in the category of Excellence in Employment, Skills and Training in September and are a finalist in the Resident Employment and Training category for the UK Housing Awards which will be held in December.
- 12.4 In February 2021 Three Sixty Living’s lettings team were named the ‘Gold Winner’ at the British Property Awards 20/21 for the Stockport area. This award is given to the best Estate Agent in the area every year and is a huge accolade. The award was given based on ‘mystery shoppers’ and the team were credited for their professionalism, knowledge and great suggestions.

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