



Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
	<i>05 July 2021</i>		
Report of:	ASSISTANT CHIEF EXECUTIVE		
Contact Officer and contact details	Rob Lloyd, Strategy and Insight Manager <i>0161 4743279 Rob.lloyd@stockporthomes.org</i>		
Type of Report	<i>Consultation</i>		
Title of Report:	DELIVERY PLAN OUTCOMES REPORT 2020/21		
Purpose of Report:	This report is to update the Member Committee on how Stockport Homes delivered its objectives in 2020/21.		
Recommendation(s):	That the Member Committee note and comment on the report.		
Confidentiality	Non-Confidential		
Resource Implications	There are no resource implications resulting directly from the report as it is designed to provided assurance on delivery over the last year		
Impact on Risk Appetite and Risk Register	The report sets out achievements over the last year including how risks have been managed. It enables SHG to demonstrate its role in the delivery of Council priorities. It reflects SHG's appetite to take on opportunity risks that result in positive outcomes for communities.		
	Risk Number	Risk Description	Risk Mitigation
	8	Positive, strategic relationships / approaches to partnership working are not maintained with	The report sets out how SHG works in partnership to assist in the delivery of the

		Stockport Council, local politicians and other key local partners across Greater Manchester (GM) including Athena, GMHP, HSCP, MGHP and the third sector	Council's corporate aims
	N/A	Customers do not receive excellent services	The Delivery Plan sets out ambitions to deliver sector-leading services to customers and the annual outcomes report sets out achievements on those aims.
Customer Voice	Customers are involved in the creation of each five-year Delivery Plan and the report sets out the achievements against the objectives in that plan. Customers are involved in the design and delivery of a range of services with examples contained in the Delivery Plan Outcomes Report.		
Equality, Diversity & Inclusion implications	The report sets out how SHG advances the equality, diversity and inclusion agenda including its work in communities and within the business.		
Regulatory compliance	The report sets out SHG's work in neighbourhoods and communities, as well as how it works in partnership to deliver its own priorities and the Council's objectives. The report sets out performance on compliance measures such as gas servicing, providing an overview of performance for a range of services. The report supports compliance with the Tenant Involvement and Empowerment Standard, the Value for Money Standard, and the Neighbourhood and Community Standard in particular.		
Comments of the Stockport Homes Monitoring Group	The Stockport Homes Monitoring Group provided comments relating to the Delivery Plan Outcomes Report. The comments covered:		

The Monitoring Group acknowledged that despite difficult circumstances, Stockport Homes has been consistent in its delivery of services and delivered to a standard which has seen local and national recognition in several areas.

The Monitoring Group highlighted how it is encouraging that new roles have been developed to understand and support tenants' individual and sometimes complex needs, creating a positive proactive approach rather than a punitive one.

The Monitoring Group noted that it is positive that Anti-Social Behaviour in the Borough is now dealt with by one team and that tenants have a more efficient way to report incidents digitally.

1 INTRODUCTION

- 1.1 The five-year Delivery Plan, which operates from 2016-21, sets out how Stockport Homes Group 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.
- 1.3 Appendix One contains the fifth annual report on the 2016-21 Delivery Plan and represents the final report in that Delivery Plan period.

2 DELIVERY PLAN OUTCOMES 2020/21

- 2.1. This report demonstrates how Stockport Homes Group delivered against its Aims and the Council's objectives in 2020/21.
- 2.2. The year was marked by the Covid-19 pandemic and associated lockdown stages. SHG adapted to the challenges presented by the pandemic and many services, such as repairs and customer safety compliance, were operating at pre-pandemic levels by the end of the year.
- 2.3. Support services recognised the immediate and potential long-term effects of the pandemic and provided additional levels of service. The Your Local Pantry Service, for example, changed the way it operated by delivering packages directly to people's homes and processing referrals from the Council's Coronavirus helpline. Similarly, the Customer Finance Service provided additional money advice and support to customers applying for Universal Credit. In many cases customers had not made benefit applications before and the advice enabled customers to navigate the application process.
- 2.4. SHG ensured that there was 100 per cent compliance on gas servicing at year-end, which is a positive outcome given that many customers were shielding or self-isolating at points throughout the year. Similarly, rent collection and arrears measures had returned to pre-lockdown performance levels towards the end of the year despite the challenges of the pandemic, its impact on customer finances, and the associated need for more customers needing to navigate the benefits system for the first time.
- 2.5. The ASB Service continues to make proactive contact with victims and survivors of domestic abuse during the first lockdown, on the guidance of Stockport Without Abuse and over 900 residents were supported into work, educational or volunteering during the year.
- 2.6. The Delivery Plan objectives ensure that SHG can support Stockport Council to deliver its Council Plan, for example by working to reduce inequalities, investing in communities, delivering new housing and supporting the labour market. It delivers elements of its private sector housing service, its housing options and rehousing service and has efficiently managed its Capital Programme.
- 2.7. The plan includes opportunities for improvement to reflect SHG's approach to identifying learning and implementing improvement based on analysis of service delivery and feedback from customers and communities.

3 RECOMMENDATION

- 3.1. That the Member Committee note and comment on the report.