



Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
	<i>04 July 2022</i>		
Report of:	ASSISTANT CHIEF EXECUTIVE		
Contact Officer and contact details	Sandra Coleing 0161 474 2867 Sandra.coleing@stockporthomes.org		
Type of Report	<i>Decision</i>		
Title of Report:	DELIVERY PLAN OUTCOMES REPORT 2021/22		
Purpose of Report:	This report is to update the Members Committee on how Stockport Homes delivered its objectives in 2021/22 and additional plans for 2022/23.		
Recommendation(s):	That Members Committee comments on the contents of the report, which will then be presented to Stockport Homes Board and the Council's Communities and Housing Scrutiny Committee.		
Confidentiality	Non-Confidential		
Resource Implications	There are no resource implications resulting directly from the report as it is designed to provided assurance on delivery of the previously agreed plan over the last 12 months.		
Impact on Risk Appetite and Risk Register	The report sets out achievements over the last year including how risks have been managed. It enables Stockport Homes to demonstrate its role in the delivery of Council priorities. It reflects Stockport Homes 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	The report sets out how SHG works in

		partnership working are not maintained with Stockport Council, local politicians and other key local partners across Greater Manchester (GM) including Athena, GMHP, HSCP, MGHP and the third sector	partnership to assist in the delivery of the 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 Stockport Homes advances the equality, diversity and inclusion agenda including its work in communities and within the business.		
Regulatory compliance	The report sets out Stockport Homes 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 discussed the report. The discussion covered:		

The customers discussed the food shortages of Your Local Pantries. They understood that there were widespread food shortages but highlighted the pivotal role that the Pantries play for many people in the community.

The Customers discussed Stockport Homes' digital future and highlighted the importance of not taking a 'digital by default' stance. They understood the vast benefits of favouring digital means of communication but stressed that there were customers who favour traditional means of communications.

The Customers discussed Stockport Homes' use of electric vehicles. They noted their environmental benefits but highlighted the risks they pose to those who are hard of hearing, due to the quietness of their engines. They asked that Stockport Homes consider fitting them with noise generators.

The Customers noted that the diversity rate of Stockport Homes' staff was consistent with the diversity of the population of Stockport, which was seen as positive. They highlighted that customer groups within Stockport Homes' governance and customer engagement structures should also reflect the growing diversity of Stockport.

The Customers highlighted that the Delivery Plan report gives customers confidence that Stockport Homes always tried to do right by their customers.

1 INTRODUCTION

- 1.1 The five-year Delivery Plan, which operates from 2021-26, sets out how Stockport Homes Group delivers its Aims.
- 1.2 The approach to informing the Council about outcomes was introduced alongside the 2015-42 Management Agreement. It is designed to give Members confidence that Stockport Homes is delivering against its Aims and supports Stockport Council in delivering their ambitions and goals.
- 1.3 Appendix One contains the first annual report on the 2021-26 Delivery Plan and represents the first report in that Delivery Plan period.

2 DELIVERY PLAN OUTCOMES 2021-22

- 2.1 The year was marked by the continued easing of lockdown restrictions linked to the Covid-19 pandemic. Stockport Homes services are now operating at pre-pandemic levels, with high performance levels recorded across a range of services, such as repairs and customer safety compliance. The pandemic provided opportunities for services to implement new ways of working, many of which continue to be provided where they meet customer needs. For example, tenancy visits are now undertaken in a range of ways, including over the phone and in person, with the approach tailored to the support requirements of the tenant.
- 2.2 Services continue to support communities through the challenges created by the cost-of-living crisis. The Your Local Pantry Service, for example, has worked to increase membership and providing focused support to vulnerable groups such as care leavers and those leaving temporary accommodations schemes.
- 2.3 New regulatory obligations continue to be implemented, including those contained in the new Building Safety Bill and the Social Housing White Paper. Stockport Homes is well-prepared in many areas. A Building Safety Team has been established, for example, which engages with customers to meet building safety obligations on buildings within scope. Stockport Homes is engaging with Stockport Council on obligations contained within the White Paper to prepare for new 'accountable person' and 'nominated person' requirements are once they are enacted.
- 2.4 Stockport Homes has supported 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 private sector ASB service, its housing options and rehousing service, and has efficiently managed its Capital Programme.
- 2.5 The plan includes actions for 2022/23 to reflect SHG's approach to identifying opportunities and areas where further work is planned.

3 RECOMMENDATION

- 3.1 That Members Committee reviews the contents of this report, which will then be presented to Stockport Homes Board and the Council's Communities and Housing Scrutiny Committee.