



Report to:	STOCKPORT HOMES MEMBER COMMITTEE		
	03 July 2023		
Report of:	ASSISTANT CHIEF EXECUTIVE		
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Type of Report	Assurance		
Title of Report:	DRAFT DELIVERY PLAN OUTCOMES REPORT 2022-23		
Purpose of Report:	This report provides an update to the Member Committee on how Stockport Homes has delivered the objectives Delivery Plan objectives for 2022-23. This is a draft version of the report.		
Recommendation(s):	That the Member Committee review the draft version of the Delivery Plan Outcomes Report, take assurance from the report and provide any comments.		
Confidentiality	Non Confidential		
Resource Implications	There are no resource implications resulting directly from the report as the 2022-23 approved budget covered all required costs to deliver agreed services.		
Impact on Risk Appetite and Risk Register	SHG has a 'minimal' risk appetite in relation to Reputation, Key Relationships and Decision Making and this report ensures that services are delivered in line with the agreed Delivery Plan and that successful outcomes for customers are evidenced.		
	Risk Number	Risk Description	Risk Mitigation
	5	SHG does not deliver excellent customer	SHG ensures delivery of excellent services

		services in the way that customers require them and does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG	which are driven by customer voice and have monitoring and reporting process in place to ensure oversight of service delivery
	6	SHG does not deliver its approved Business Plan or realise the benefits of operating in a group structure by not making best use of the subsidiary companies	SHG delivers services in a range of ways making best use of the group structure and delivers in line with agreed Business Plan
	7	Positive, strategic relationships are not maintained with Stockport Council (at both officer and political level) and other key local partners / third sector organisations across Greater Manchester (GM)	The Delivery Plan is a key mechanism for the Council to hold SHG to account and the outcome report outlines the positive work delivered by SHG throughout 2022-23
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 Regulator's Consumer Standards and the Value for Money Standard .	

Comments of the Stockport Homes Monitoring Group from the meeting on 20 June 2023

It was felt that Stockport Homes delivered on all objectives in 2022 / 23 despite the complexities of doing so and were on track with the five year plan.

The Customers highlighted that the links Stockport Homes have cultivated with partner agencies are i diverse and supportive to the Borough.

The Customers were impressed with how quickly Stockport Homes responded to key themes within the sector, such as Damp, Mould and Condensation and how it often goes above and beyond that is expected.

They were pleased that the cost-of-living crisis was a particular focus over the last 12 months.

The partnership working between Stockport Homes and Stockport Council in addressing Anti-Social Behaviour (ASB) was commended.

They added that the introduction of Stockport Homes' new Good Neighbourhood Management Policy was a positive move in the management of ASB as it uses a common-sense approach to dealing with complaints of ASB.

The various ways in which customers can engage with Stockport Homes was praised. The Customers noted the additional focus on customer engagement and hoped that the numbers of involved customers would increase.

The emphasis on social responsibility within the Delivery Plan was highlighted. Customers felt that it was evident that this is a clear focus for Stockport Homes in all of its work.

1. INTRODUCTION

- 1.1. The five-year Delivery Plan, which operates from 2021-26, sets out how Stockport Homes Group delivers its Aims. During 2022-23, SHG updated its strategic Aims and Delivery Plan Objectives need to be remapped to these new Aims. This will be done prior to presentation to the Member Committee at the Council.
- 1.2. The approach to updating the Council about outcomes was introduced alongside the 2015-42 Management Agreement. It is designed to give Stockport Council confidence that Stockport Homes is delivering against its Aims and supports them in delivering their ambitions and goals. SHG makes a significant contribution to the “One Stockport” vision.
- 1.3. **Appendix One** contains the Draft Delivery Plan Outcomes Report for 2022-23 for the Member Committee to review.

2. DELIVERY PLAN OUTCOMES 2022-23

- 2.1. 2022-23 was the second year of the current Delivery Plan. There have been many successes but also challenges along the way.
- 2.2. There were important changes within the housing sector that impact on SHG's approach to service delivery.
 - The Building Safety Act and Fire Safety Act increasing the requirements in keeping homes safe
 - Changes to the Social Housing (Regulation) Bill as it made its way through Parliament have increased obligations on landlords and will bring about a new Consumer Regulation within the sector
 - Consultation on and introduction of the Tenant Satisfaction Measures
 - The impending introduction of Awaab's Law following the tragic death of Awaab Ishak in Rochdale
 - The focus on management of Damp, Mould and Condensation (DMC) cases and the customer experience when damp and mould are present
 - The increasing role of the Housing Ombudsman Service and the publication of reports into landlords' failings and themes across housing where more work is required
 - The cost of living crisis and the impact on social housing tenants including rising energy and food bills and a rent cap imposed for 2023-24
- 2.3. SHG continues to respond to these challenges by re-designing services and ensuring a strong commitment to compliance and excellence in service delivery. The Group structure enables opportunities for growth and value for money, with services delivered by Subsidiaries, such as repairs and maintenance, compliance works, food pantries and the furniture recycling scheme. These are key services that impact on customers experience.
- 2.4. Stockport Homes has supported Stockport Council to deliver its Council Plan and the 'One Stockport' vision. This includes new homes built across a range of

tenures, joint working on the cost of living crisis and the creation of new job opportunities across the Borough. Significant investment has been made into Council owned stock via the Capital Programme, utilising new technologies to contribute to Net Zero Carbon ambitions. SHG has continued to deliver private sector Anti-Social Behaviour (ASB) services, the housing options and homelessness service and Homechoice, the allocations service.

- 2.5. The Outcomes Report identifies actions for 2023-24 to reflect SHG's approach to identifying opportunities and areas where further work is required.

3. RECOMMENDATION

- 3.1. That the Member Committee review the draft version of the Delivery Plan Outcomes Report, take assurance from the report and provide any comments