

## **STOCKPORT HOMES DELIVERY PLAN OUTCOMES 2022/23**

### **Report of the Director of Place Management**

#### **1. INTRODUCTION AND PURPOSE OF REPORT**

- 1.1 Under the long-term Management Agreement with Stockport Council, Stockport Homes is required to provide it with a five yearly Delivery Plan. The Delivery Plan for the 2021-2026 was approved by the Council Cabinet in 2021. It was agreed that an annual report on the progress against the five-year plan would be submitted to the relevant Scrutiny Committee.
- 1.2 The Delivery Plan sets out what Stockport Homes will deliver during the period 2021-2026; how it and the Council will work together and how tenants, the Council and other stakeholders can measure the success of Stockport Homes in achieving its objectives. The Delivery Plan is an appendix to the Management Agreement between Stockport Homes and the Council and sets out all of the expected outputs of Stockport Homes, the key performance requirements of the services and includes the performance standards to be achieved. The objectives and targets detailed within the Delivery Plan are directly in line with the Council's One Stockport Borough Plan and the Housing Plan and contribute towards the Council's wider strategic priorities within the Borough.
- 1.3 2022-23 was the second year of the current Delivery Plan. There have been many successes but also challenges. There were important changes within the housing sector that impact on SHG's approach to service delivery. These include:
  - 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 that have increased obligations on landlords and will bring about a new Consumer Regulation within the sector. The Social Housing (Regulation) Act gained Royal Assent in July 2023.
  - The impending introduction of Awaab's Law following the tragic death of Awaab Ishak in Rochdale.
  - Consultation on and the introduction of the Tenant Satisfaction Measures (TSMs).
  - 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.
- 1.4 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 continues to enable opportunities for growth and value for money including delivery of the repairs and maintenance service and support functions such as food pantries and furniture recycling.
- 1.5 Stockport Homes has supported the Council to deliver the Council Plan and the One Stockport vision. This includes new homes being built providing 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, using modern 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.
- 1.6 The Outcomes Report identifies actions for 2023-24 to reflect SHG's approach to continuous improvement and acknowledging where further work is required as well as learning from negative experiences. The Report has been presented to the Customer Monitoring Group on 20 June 2023 and to Member Committee on 3 July 2023.

## **2. CONCLUSIONS AND RECOMMENDATIONS**

- 2.1 Consider and note the Stockport Homes Delivery Plan 2022/23 Outcomes Report.

### **BACKGROUND PAPERS**

There are none.

Anyone wishing to inspect the above background papers or requiring further information should contact Mark Glynn on telephone number Tel: 0161-474-3700 or alternatively email [mark.glynn@stockport.gov.uk](mailto:mark.glynn@stockport.gov.uk)