



MEMBER COMMITTEE UPDATE REPORT

1. BUILDING SAFETY

High Rise Building Registrations

- 1.1 The introduction of the new Building Safety Regime sets out requirements for landlords or building owners, to register each of their High-Rise Residential Buildings (HRRBs) with the Building Safety Regulator (BSR). The registration portal opened on 12th April 2023 then closes at the end of September 2023 and all buildings will have to be registered by this deadline, ahead of the Safety Case Reports being called for from April 2024.
- 1.2 The information required is split into two parts, the first and initial section requires brief details about the building, address, height and who the Principal Accountable Person (PAP) is, which in SHG's case is Stockport Council as the organisation with a named person within it. A one off £251 payment is also required to fully complete this section for each building.
- 1.3 With a unique reference number generated for each building from the first part of registration, the next section can be started, this is called the Key Building Information (KBI) and requires more specific details about the buildings' history, layout, structure, fire safety measures, etc. Once completed, the information can be formally submitted to the BSR who will then use it to prioritise the building and determine which tranche the Safety Case Report will fall in to. From current guidance and previous work carried out in this area, it is expected that of the 22 HRRBs that SHG are responsible for, 2 buildings will fall into tranche 1 (April 2024 onwards), 16 buildings will fall into tranche 2 (April 2025 onwards) and the remaining 4 will fall into tranche 4 (April 2027 onwards).
- 1.4 All SHG HRRBs have now been registered well in advance of the deadline. Work will now continue to produce the Safety Case Reports for each of the buildings in preparation for them being called for by the BSR.

For further information contact Tom Spencer, Head of Building Safety,
tom.spencer@stockporthomes.org

2. PROPERTY MANAGEMENT

Right Sizing – Achieving Results and Customer Satisfaction

- 2.1 March 2023 saw the launch of the 'Right Sizing' service within Stockport Homes. There is a growing demand for family sized properties which is not being met by

supply, so supporting tenants to live in properties which are more manageable and meet their needs is essential and enables family-sized accommodation to be freed up, making the best use of available social housing stock.

- 2.2 Having a dedicated role to identify and work with customers who want to 'Right Size', as well as offering practical support in identifying a new home and addressing the many practicalities and stresses that are linked with moving home, the service can also incentivise a move by funding removal costs and new carpets, for example, and addressing housing related debt which may have previously been a barrier to moving home.
- 2.3 To date, since the launch of the service, seven tenants have right sized and released seven three-bedroom houses back into stock. All seven of these have been utilised to house families who were in temporary accommodation or living in a property that was unsuitable due to size and disabled adaptations in situ. There are currently 16 live cases where properties are in the process of being identified with an additional five cases awaiting moving dates.
- 2.4 To support the scheme, a fund has been allocated through homelessness prevention funding. Moving home is known to be one of the most stressful events in life and the customer group who are most likely to benefit from right sizing are tenants who are single, elderly and have held their tenancy for a considerable period witnessing many life changes living at the property. The success in the scheme to date has been achieved through using excellent interpersonal skills, treating tenants as individuals, and tailoring the scheme to meet their requirements.
- 2.5 Tenants who have benefited from right sizing have all demonstrated satisfaction with the service. One tenant moved from a three-bedroom house to a one-bedroom multi storey property after experiencing financial hardship due to the cost-of-living crisis. The tenant was unable to afford to heat the property and was overwhelmed by hoarding due to poor mental health, so the contact from the Right Sizing Officer came at exactly the right time. In addition, it is known that the three-bedroom house will attract at least 300+ bids.

For further information contact Emma Crick, Head of Property Management, emma.crick@stockporthomes.org

3. ASSETS

Stock Condition Survey Procurement

- 3.1 During the months of July and August, the Asset Team have been procuring services to undertake stock condition surveys to the full housing portfolio. The aim of the project is to check the condition and state of repair of each property, which will assist with prioritising future investment and budgeting over the next 30 years.
- 3.2 The tender was procured via an established framework, and seven strong bids were returned. Given the importance of this project, there was significant scrutiny on the quality element of the submissions of each bidder.
- 3.3 The Asset Team worked in collaboration with the Data Team to score each bidders response, covering a range of subjects such as previous experience, customer services and managing data. To complete the procurement exercise,

the winning bidder was asked to attend a meeting at Cornerstone, where both parties could discuss elements of the project and how this would be best delivered.

- 3.4 Rapleys LLP have been awarded the project of undertaking stock condition surveys. Surveys will commence in September 2023, with a target of completing 30-50% of the stock by March 2024 with the remaining stock to be surveyed in 2024/5.

GM Social Housing Quality Fund

- 3.5 SHG has been successful in its application for a funding award from the GM Social Housing Quality Fund. The fund is coordinated by the Greater Manchester Combined Authority, which has committed £15 million to improve the quality of social housing, with a particular focus on tackling damp and mould health hazards across the GM borough.
- 3.6 Stockport Homes has been awarded £168,000 grant to carry out remedial works to 43 archetype properties, highlighted as more susceptible to damp and mould.
- 3.7 The project is due to commence in September 2023, with grant funding to be spent by the end of March 2024.

Reinforced Autoclaved Aerated Concrete (RAAC)

- 3.8 Following the recent building collapse in Birmingham associated with the use of RAAC, the Housing Regulator has written to all social landlords to state that whilst the failure of RAAC components had been identified as a risk in some public buildings constructed between the 1950s and 1980s, they do not believe that its use is widespread in social housing but it may be present in a small number of buildings dating from this period particularly in flat roof and panel structures.
- 3.9 As a result, SHG have identified all property types that fall within the above criteria in terms of the year built and type of construction. There are 22 archetypes covering 56 blocks which are mainly low-rise flats. The team have instructed external surveyors to undertake surveys of all 22 archetypes to determine whether RAAC is present in any and, if so, check the condition and associated risk. If any RAAC is found, then it will be determined what action needs to take place, which would range from leaving in situ with regular monitoring to removing the RAAC altogether, dependant on the location of the RAAC and its condition.
- 3.10 Given the closure of i Romiley Theatre, an urgent inspection of the flats was carried out and thankfully no RAAC was present in the flats.

For further information contact Joe Keating, Head of Assets,
joe.keating@stockporthomes.org

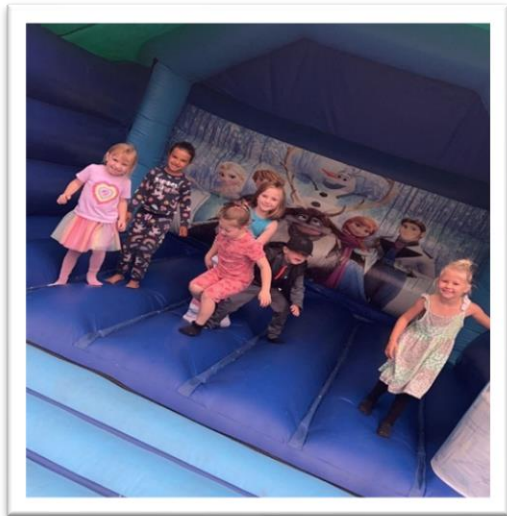
4 HOUSING MANAGEMENT

Customer and Stakeholder engagement

- 4.1 Although the Housing Management team have always focussed on strong and positive relations with customers and local Councillors, they have strengthened

these relationships more recently with the relaunch of the Walk and Talk events around multi-storey buildings and general needs stock. During these events, customers and Councillors join SHG and SMBC staff to enable them to raise any issues.

- 4.2 The team are aware of the importance of having a local presence within neighbourhoods, as well as building stronger relationships with customers for them to have the confidence and trust in SHG to report issues or ask for advice.
- 4.3 The team have always encouraged customers to get actively involved and it has been fantastic to see this in areas where historically there has been little interest.
- 4.4 Currently, in several areas there have been active resident groups developing, who are keen to get involved and improve the areas in which they live. Resident meetings are scheduled for York Street Estate with the next meeting planned for October. Last week there was a successful meeting at Hollywood Towers with residents and Councillors in the newly refurbished resident lounge. Events have already been planned to use the lounge for coffee mornings and Halloween events.
- 4.5 Similarly at Lancashire Hill, the team formally meet with residents on a quarterly basis to complement the weekly surgeries and the weekly contact Customer Engagement Team have. The meeting works through an action plan to ensure any issues raised are promptly addressed. Various clean-up activities are planned in with conjunction with SMBC who are responsible for much of the adopted space.
- 4.6 Recently staff supported the family group to run a fun day over the bank holiday with staff volunteering entertainment for the children arranged. The event was well attended, and further events are planned to build on the strong community spirit.
- 4.7 In addition, the team use Cornerstone's Windmill Café to meet with local Councillors from across the Borough to discuss case work and general policy related issues. This time has proven invaluable, especially with newly elected members to develop good relationships and an opportunity to share information and build trust. This has also included visits to the CCTV Control room and introducing Councillors to different colleagues across SHG.



For further information contact Anila Khalid, Assistant Director Neighbourhoods, anila.khalid@stockporthomes.org

5 WATER COLLECTION AGREEMENT SURPLUS COMMISSION

- 5.1 An agreement to collect water charges on behalf of United Utilities, has been in place since 6th April 2009.

- 5.2 United Utilities pay Stockport Council/Stockport Homes commission for collecting water charges. Over the 14.5 years since the start of the agreement, commission monies have been used to cover fixed cost expenditure such as funding additional Rent Collection and Money Advice salaries as well as covering extra costs arising from the collection of water charges such as increased payment transaction costs.
- 5.3 All remaining surplus commission monies have been re-invested in social inclusion initiatives and projects.
- 5.4 Over the first ten years of the collection agreement surplus commission monies funded a range of projects under various social inclusion themes.

Tenancy Sustainment – Money and Debt Advice, Water Charge Reduction, Rent deposit scheme

Digital Inclusion – Digital Champions scheme, Free Wifi Installation, digital training for customers

Young People and Learning – Employment and volunteering officer funded; housing projects delivered to local schools.

Environmental Projects – Funding for ex-offenders to undertake environmental works & funding to SMBC to support Economic Inclusion projects.

Employment Support – Employment partnership with Remploy & supported employment programme

Fuel Poverty and Recycling – Provision of energy advice and furniture vouchers

Food Poverty – Funded development of first Pantry at Penny Lane and development of Your Local Pantry scheme

- 5.5 Since 2019, the surplus commission monies have continued to fund support social inclusion projects and salaries relating to health, cookery, holiday clubs and digital inclusion. From the financial year 2021/22 some costs from this budget were transferred to the charitable arm of SHG (initially known as Foundations, latterly renamed SKYlight), which included holiday clubs and most salaries.
- 5.6 The in-house Money Advice Team, which continues to be partly funded from water commission monies, has been key to supporting customers financially through the pandemic and on-going Cost of Living Crisis. During 2022/23 the Money Advice team assisted 2,281 tenants to access over £7m in additional income.

For further information please contact Christian Hartley, Head of Customer Finance – christian.hartley@stockporthomes.org

6 MENTAL HEALTH AND HOUSING SUPPORT WORKER (MHHSW)

- 6.1 SHG fund a post to support customers to access mental health services. To the end of August 2023, 64 referrals have been received, with an average of 12 cases being referred each month from a wide range of sources. The MHHSW makes onward referrals to key agencies, offers advice, gets customers registered with a GP, discusses benefits, customer's mental health needs and the impact on

their daily living. The MHHSW also provides advice and guidance to other SHG colleagues around mental health issues and access to services.

For further information please contact Anne-Marie Heil, Assistant Director – SKyLight – anne-marie.heil@stockporthomes.org

7 HOUSING OPTIONS FOR OLDER PEOPLE (HOOP)

- 7.1 From April 2023 to end of June 2023, SHG's dedicated Housing Options for Older People (HOOP) service has given bespoke advice and information on 459 occasions to customers and internal/external colleagues. The project has made 14 referrals for extra care housing this quarter as well as providing information and advice to 13 more. Referrals for extra care can prevent the need for people to be placed in more costly residential care provisions.
- 7.2 The project has provided advice and support to 18 customers regarding issues about benefits, money management and affordability, seven about adaptations and 10 regarding other issues to support independent living (e.g. accessing care or giving information about Carecall). A significant amount of support has been given to people re-registering on the new Abris system for housing applications.
- 7.3 The service supported five people in hospital and stepdown accommodation with the process of moving into suitable accommodation, thereby preventing ongoing bed blocking. The project continues to work in partnership with several external agencies such as The Prevention Alliance (TPA), Viaduct Healthcare, SWA, SMBC OT's and social workers, hospitals, and step-down facilities within the Borough.

For further information please contact Tanya King, Head of Customer Engagement and Inclusion – tanya.king@stockporthomes.org

8 HOMELESS HOSPITAL ADVOCATE (HHA)

- 8.1 The Homeless Hospital Advocate (HHA) works closely with the Pennine Care mental health inpatient wards at Stepping Hill Hospital; the role is funded for six months meaning more intensive support is provided to patients experiencing/at risk of homelessness alongside their complex mental health needs. This comprises ward visits throughout their admission, referrals into SHG Housing Options Team and continued support in the community.
- 8.2 Since the beginning of the financial year 31 referrals have been received with a variety of outcomes achieved including 12 people returning to their properties, six remaining on wards, two discharged into Temporary Accommodation, four supported to move in with family and friends, two supported into private rented accommodation and three into step down accommodation.

For further information please contact Anne-Marie Heil, Assistant Director – SKyLight – anne-marie.heil@stockporthomes.org

9 BEACON COUNSELLING SERVICE

- 9.1 The free counselling service offered to SHG tenants, and The Prevention Alliance (TPA) customers is delivered by Beacon Counselling. 76 referrals have been received into the service since the beginning of the financial year, of which 15 were self-referrals and the remainder from professionals. 44 customers have had

an initial assessment to assess their suitability for counselling, 41 customers are receiving lower-level counselling support from volunteers and eight have commenced counselling with complex case workers. These are in addition to ongoing cases already being supported at the start of the financial year. There are 36 customers on the waiting list for an initial assessment. The referral process has been improved to reduce the waiting list by allocating more hours to triaging new clients.

For further information please contact Tanya King, Head of Customer Engagement and Inclusion – tanya.king@stockporthomes.org

10 HOLIDAY CLUB YOUTH UPDATE

- 10.1 During the summer school holidays, SKylight Holiday Club provided 288 spaces for vulnerable young people aged 11-17 in Stockport, operating three days a week for four weeks. Of these, 221 spaces were for young people eligible for Free School Meals, while 130 served those with special educational needs and disabilities. Notably, Beacon Counselling's SHINE programme, which supports young people managing mental health challenges, referred several new participants.
- 10.2 Twice weekly, external facilitators conducted morning activities at Bridgehall Community Centre, including DJ workshops, sustainable clothes upcycling, healthy meal prep, Afro-Brazilian drumming, as well as nature and portrait photography. A Holiday Club Zine, created in collaboration with SAZ Media, captured participants' experiences and will be distributed to all of the families. Afternoons featured workshops in baking, crafts, financial education, circus skills, LGBTQ+ awareness sessions, and weather-permitting, a range of outdoor sports. Nutritious breakfast snacks and hot lunches, freshly prepared on site, were provided both days and food packs from Your Local Pantry were given out at the end of sessions to support participants and their families.
- 10.3 Fridays involved external trips for active and educational opportunities; these included visits to the National Football Museum, Manchester Museum, Axe-Throwing/Archery sessions, and Heaton Park's Treetop Top Nets Adventure. 31 volunteers, primarily SHG staff using their volunteer hours and RTime youth workers, contributed to the program's execution across the Summer.

For further information please contact Tanya King, Head of Customer Engagement and Inclusion – tanya.king@stockporthomes.org

11 FUNDING SUPPORT

- 11.1 SHG employ a dedicated Funding Officer who provides a range of support to the VCFSE sector to assist them in obtaining grant funding. This could include providing information on what grants are available for a group to apply to, help with a funding search, support writing a bid or reading over a grant application developed by a group. A wide range of funding bids have been developed to support community activities and events in Stockport. At the end of Q2, 41 bids have been submitted and 15 have secured funding to date, two bids have not been successful, and the rest are pending a result. Including previous multi-year bids, this work has successfully secured £548,484 of grant funding this financial year, of which £499,039 was sourced from outside the borough.

- 11.2 Skylight's annual Funding the Future event took place on 15th September 2023 with 60 attendees from a range of community organisations across the borough. The event brought attendees together with nine funders and representatives from GMCVO and Sector 3. Feedback from the event was extremely positive with 100% of attendees rating the event as excellent and saying they learnt something useful.

For further information please contact Tanya King, Head of Customer Engagement and Inclusion – tanya.king@stockporthomes.org

12 EMPLOYMENT

- 12.1 Since July the employment team have supported 33 customers into employment. Following the transition to the new case management system in late June the team have recorded a total of 41 employment outcomes for customers.
- 12.2 The Skylight Employment team are currently recruiting to the post of team leader. Three new team members have recently joined the team including an Employment Officer-Complex Needs and two new Motiv8 Key Workers delivering the yearlong DWP funded Motiv8 programme.
- 12.3 The Job Fit Programme funded by Brinnington Big Local started in July. This programme has been commissioned to provide 30 customers from Brinnington access employment support services, training, and work placements. The programme is centred completely in the Brinnington Big Local Hub, with the aim of progressing customers into education and employment. Each customer remains on programme for a maximum of 6 months receiving a bespoke action plan aligned to their needs. The programme currently has 5 participants engaged.
- 12.4 The training team have delivered 32 sessions themed on Employment, Health & Wellbeing and Community since the last report in June. These sessions have registered 252 attendances.
- 12.5 The most attended session this quarter has been Participation. This 10-week course develops a foundation of essential skills and knowledge for anyone interested in volunteering. Comprised of 10 different units, this workbook assessed course is accredited at Level 2.
- 12.6 In addition to this the Skylight Employment & Training team delivered a second DWP recruitment event following on from the success of the session delivered in May. The DWP are recruiting 60 Executive Officers, these jobs offer an attractive salary and competitive pension making them a quality opportunity for customers. The employment team designed a unique training session which was delivered to 96 individuals over the course of a day and a half at the DWP main office in Stockport. The session focused on identifying and illustrating transferrable skills, improving interview techniques, and successfully completing the complex government application system.
- 12.7 Skylight training team sponsored a tenant in August to complete their degree level qualification with the Institution of Occupational Safety and Health. The customer's qualification as an Environmental Health Officer in Iran was not

recognised by the Environmental Health Professional Association in the UK and they needed to retake their degree. Skylight supported the customer with 75% of the cost of the training. The customer will complete the qualification in the next year and progress to a guaranteed job interview as part of the qualification.

For more information, please contact Amanda Ward, Employment and Support Services Manager – amanda.ward@stockporthomes.org

13 ANNUAL REPORT TO CUSTOMERS

- 13.1 This year, to strengthen the customer involvement, feedback has been collected from over 80 customers online, as well as adopting a collaborative approach with the Customer Scrutiny Panel to deliver an engaging, customer-led report.
- 13.2 Alongside this, opportunities have been provided for all customers to share feedback on content and style, both online and in-person, and the performance of last year's report has been analysed to help influence decision making.
- 13.3 The report follows good practice guidelines on accessibility of language. SDH subtitles are available, and the report is available on request in a range of alternative formats, including a hard copy and this offer is promoted in all rent statements and within the customer newsletter. Stockport Homes also promote the Annual Report in numerous locations across the Borough including the digital notice boards in tower blocks and community buildings and libraries.
- 13.4 The customer-led themes for the Annual Report are: "Life at Home, Life in the community, and Lives transformed." These themes allow Stockport Homes to build on last year's report and whilst sharing performance, can also promote support, particularly around the cost of living.
- 13.5 The report provides customers with a transparent and accessible overview of performance and value for money in services that matter most to customers and were delivered over the last year. It demonstrates that Stockport Homes continued to deliver high performing services and provided extra support to the most vulnerable customers.
- 13.6 The Annual Report [can be seen here](#)
For more information, please contact Verity Gleave, Head of Marketing – verity.gleave@stockporthomes.org

14 AWARDS SUCCESS

- 14.1 SHG have been named as finalist in the Affordable Housing Awards 2023 in the category of 'Landlord of the Year'. These national awards recognise excellence in housing and provide an opportunity to highlight the work of SHG to the sector. The winners will be announced at the ceremony in Manchester on 17 November.
- 14.2 Three Sixty have been named as finalist in the Building Innovation Awards in the category of 'Most Innovative Contractor.' These awards recognise and celebrate pioneering individuals and organisations that are taking construction in the UK to the next level. The winners will be announced at the ceremony in Manchester on 12 October.

14.3 Home Marketing is a finalist in the 2023 Stockport Business Awards, in the category of 'Best Internal Marketing Team'. These awards celebrate business excellence and the business community within the Stockport Borough. The winners will be announced at the ceremony on 5 October.

For more information, please contact Verity Gleave, Head of Marketing – verity.gleave@stockporthomes.org