



HEALTH AND HOUSING REPORT

Report To (Meeting):	ONE Stockport Health and Care Board		
Report From (Board Lead)	Helen McHale, Chief Executive, Stockport Homes Group		
Report From (Author):	Helen McHale, Chief Executive, Stockport Homes Group		
Date:	18 October 2023	Agenda Item No:	14
Previously Considered by:	This report is being presented for the first time		

Purpose of the report:			
To provide ONE Stockport Health and Care Board with a summary of the activities of Stockport Homes Group (SHG) which link health and housing and its contribution to health and wellbeing in a wider strategic context. It further suggests opportunities to work more closely together on key areas.			
Key points (Executive Summary):			
<ul style="list-style-type: none"> • Health and housing are intrinsically linked. By investing in good quality, warm and affordable housing, the health, and wellbeing of Stockport residents will be improved. • SHG contributions to health and wellbeing are described in three broad areas. <ul style="list-style-type: none"> ○ Providing and maintaining good quality housing ○ Specific projects that directly impact on health ○ Ways of working, both as an employer and partner in Stockport. • Suggestions around working together that could lead to synergies and greater outcomes being achieved. 			
Recommendation:			
ONE Stockport Health and Care Board are requested to note and discuss the content of the report and consider in what areas joint working could impact on improved health outcomes.			
Decision		Discuss/Direction	X
		Information/Assurance	

Aims (please indicate x)		
Which integrated care aim(s) is / are supported by this report:	People are happier and healthier and inequalities are reduced	X
	There are safe, high-quality services which make best use of the Stockport pound	X
	Everyone takes responsibility for their health with the right support	
	We support local social and economic development together	X

Conflicts of Interests	
Potential Conflicts of Interest:	No conflicts of interest have been identified

Risk and Assurance:	
List all strategic and high-level risks relevant to this paper	That duplication of effort takes place and synergies between organisations are not achieved. This will lead to reduced outcomes for residents.



Consultation and Engagement:							
Local People / Patient Engagement:		None					
Workforce Engagement:		None					
Potential Implications:							
Financial Impact: Please note - All reports with a financial implication require detail of the level of funding, funding stream and comments from Finance.		Non-Recurrent Expenditure		£			
		Recurrent Expenditure (please state annual cost)		£			
		Funding stream		Yes		No	
		Included in the s75 Pooled Budget					
		GM ICB (Stockport) delegated budget					
		Other, please specify: There is no specific funding requested at this time.					
Finance Comments:		Implementing suggestions for improved working could have financial and resources implications, however, they would save money in the longer term. The actual financial implementations would be calculated as part of any implementation plan.					
Performance Impact:		Many initiatives would have a positive impact on key performance measures such as reducing health inequalities.					
Workforce Impact:		There may be workforce implications if any initiative was taken forward. A cost benefit analysis could be completed to evidence that it would result in future savings.					
Quality and Safety Impact:		N/A					
Compliance and/or Legal Impact:		N/A					
Equality and Diversity: Has an equality impact assessment been completed?		Equality and diversity is a key consideration in delivering services to customers. This paper highlights the potential for future joint working and an equality impact assessment would be completed as part of any delivery or implementation plan.					
		If Not Applicable, please explain why		Yes		No	X
Environmental Impact: Has an environmental impact assessment been completed?		This report outlines a range of services that have a positive impact on the environment. Before any new initiative were to be completed an environmental impact assessment would be completed.					
		If Not Applicable please explain why		Yes		No	X
		This would be completed at delivery stage.					
		This would be completed at delivery stage.					

1.0 BACKGROUND

It has long been accepted that housing has a direct link to people's health and wellbeing. There have been many national reports, and much evidence, to support this fact. As the Locality Board is focusing on the health of the residents of Stockport, it is clear that an understanding of the impact housing has on health and the provision that supports good wellbeing can help it meet its objectives.

This covers a wide range of areas, both strategic and operational. Some of the strategic elements are inherent parts of the operational delivery aspects but some are much wider than all providers and are only touched on. This report discusses SHG's impact on health and housing, in its wider strategic context and poses areas for discussion on improved linkages and outcomes.

2.0 CONTEXT

Like most large urban areas, the biggest contributors to mortality in Stockport are cancer and cardiovascular illness. While these are predominantly physical illnesses, treatable by health care services, they are affected by lifestyle which often contributes and can sometimes cause the illness.

When it comes to the next predominant health issues, mental illness and muscular skeletal issues, the disproportionate burden of poor health on poorer households and the less affluent areas becomes clearer. While Stockport is typical in the type of causes of mortality, it stands out for the inequality in which poor health and early death is experienced. There is massive inequality in healthy life expectancy among socio-economic groups and in different parts of the Borough.

This inequality is exacerbated by a higher birth rate, leading to greater population increases, in poorer areas. This inequality and associated lifestyle factors contribute to ill health and are key factors in determining both the priorities and types of intervention that play a part in improving health in Stockport. It leads to a view that initiatives which focus on prevention, in both physical and mental health, in the more deprived neighbourhoods could make real, relevant, and measurable improvements. Social housing is more predominant in poorer areas, and poorer people are disproportionately represented in social housing.

3.0 HOUSING AS A WIDER DETERMINANT OF HEALTH

3.1 NATIONAL STUDIES

The [Homes for Health report](#) published in 2017 stated that the right home environment is essential to health and wellbeing, throughout life. It is a wider determinant of health. There are risks to an individual's physical and mental health associated with living in:

- a cold, damp, or otherwise hazardous home (an unhealthy home)

- a home that does not meet the household's needs due to risks such as being overcrowded or inaccessible to a disabled or older person (an unsuitable home)
- a home that does not provide a sense of safety and security including precarious living circumstances and/or homelessness (an unstable home)

The right home environment protects and improves health and wellbeing and prevents physical and mental ill health. It also enables people to:

- manage their own health and care needs, including long term conditions
- live independently, safely, and well in their own home for as long as they choose
- complete treatment and recover from substance misuse, tuberculosis or other ill-health
- move on successfully from homelessness or other traumatic life event
- access and sustain education, training, and employment
- participate and contribute to society

The right home environment is essential to delivering NHS England's Five Year Forward View, and local authority plans for social care. It can:

- delay and reduce the need for primary care and social care
- prevent hospital admissions
- enable timely discharge from hospital, and prevent re-admissions
- enable rapid recovery from periods of ill health or planned admissions.

All these themes/areas of work are touched on in the description of SHG's contribution.

3.2 GM NHS INTERGRATED CARE

The GM NHS Integrated Care have outlined four priority areas that relate to housing. These are:

Supply of Supported and Specialist Housing

- Supported housing enables delivery of better outcomes and community-based living solutions for some of our most vulnerable residents. It promotes independence and prevents reliance on more expensive institutional care.
- Supported housing, developed with the right strategic intentions, can support with discharge and patient flow; reduce admissions; provide solutions to Out of Area Placements for mental health and learning disabilities; provide long term community-based options that promote independence; and deliver substantial savings to revenue budgets.

Housing Quality - response to Damp, Mould and Condensation

- Direct effects of poor-quality homes on a person's health can include heart attacks, stroke, respiratory disease, flu, falls and injuries, hypothermia, and

poor mental health. This in turn can lead to greater demand for health and emergency services.

- Although there is significant emphasis on the issues above, maintaining good quality safe and secure homes are also important. All Social Housing Providers are required to adhere to the Decent Homes Standard, and this is regularly tested. Decent Homes as a standard is relatively low and subject to current review, particularly in relation to energy efficiency.

Homelessness

- People experiencing homelessness face significant health inequalities and poorer health outcomes than the rest of the population. Mortality among people experiencing rough sleeping is around ten times higher than the rest of the population and life expectancy is around 30 years less. They also face multiple barriers to accessing health and social care services.
- Embedding an Inclusion Health approach across commissioning and service delivery would build an inclusive health system, which is flexible, accessible, trauma informed and re-affirms the fundamental rights of homeless people in their access to and interactions with health care.

Home Improvement Agencies (GM Healthy Homes)

- The provision of home improvements, adaptations and advice can support older people to live independently for as long as possible, preventing, reducing and delaying the need for formal care. Home Improvement Agencies seek to provide these services and others, such as falls prevention and warm homes, in a holistic offer focused on preventing escalating needs.
- Consistent provision across GM would remove the variation that exists for our residents in accessing these preventative services.

The Greater Manchester Housing Providers (GMHP) prioritises these areas and all registered providers of social housing in Stockport are part of GMHP. SHG is a highly active member and has been since its inception. It both leads and contributes to activities in relation to Homelessness, HIA's and quality in the social rented sector. Issues around Supported Housing, the wider supply of housing and quality of the private rented stock fall much more within the Council's wider strategic housing role.

4.0 SHG CONTRIBUTION

4.1 OVERVIEW

The content of this paper comes from discussions with colleagues, both inside and outside SHG, to understand the health issues in Stockport, the priorities that have been agreed and identify and maximise the ways SHG, in all its component parts, can impact positively on the health and wellbeing of Stockport.

SHG contributes to improving the health of Stockport in three broad areas:

- Providing and maintaining good quality housing
- Specific services and projects that directly impact on health

- Ways of working, both as an employer and partner in Stockport.

As an organisation, SHG have considered what can produce the most benefit to Stockport. In doing so, the purpose of this paper is to show the variety and extent of contributions, so it is possible for SHG to work with a range of partners to create ideas and innovation, based on the role and interventions of those other organisations. SHG work with many of the most vulnerable in Stockport and this can bring opportunities for other services that need to engage with this customer group.

4.2 SUPPLY OF HOUSING

Providing and maintaining good quality homes can be separated into both quality and quantity. SHG clearly contribute to the quality, but the overall delivery of quantity is the role of many others and the overall responsibility of the Council, within the context of the market. SHG is primarily a Managing Agent, though is also a Regulated Housing Provider (RP) in its own right. The fact that SHG has this ability at all is only possible through a partnership with the Council, on which its existence is founded. Without the support of the Council, SHG could not develop new homes.

SHG has traditionally been keen to take on new developments given the massive shortage of accommodation in the Borough. Although this remains the case, there are many limiting factors outside of SHG's control. The overall provision of housing in the Borough is a much wider issue. Demand vastly outstrips supply in the Borough and is getting more acute. There are on average 200 bids per social housing property advertised, there is no PRS (private rented sector) within the Local Housing Allowance and homelessness is on the increase, with bed and breakfast accommodation used for the first time in Stockport, despite bringing more temporary housing units online.

SHG tries to increase the amount of stock it manages and can offer to applicants not just by delivering new affordable homes but by managing the stock it has effectively and managing PRS properties on behalf of landlords. Effective use is brought about by encouraging mutual exchanges and incentivising people under-occupying to transfer to release larger family properties, that are desperately needed. Some contradictions exist here, in that as part of preventing homelessness, work is put into maintaining successful tenancies which, together with the already reduced turnover, reduces it further. Clearly supply of housing in the Borough is a significant issue for everyone and impacts on health.

While there is a chronic shortage of affordable housing in the Borough, and SHG as one provider tries to maximise the available properties it can offer, this is a much wider issue than SHG.

There is a greater focus on the quality of social housing than there has ever been. There is much less regulation in the PRS which may be about to change with ongoing legislation, but SHG has tried to improve some of it by taking on the management of private lettings and has worked with GM and the Mayor to consider and lead projects that can contribute to this. Although there has been a Decent Homes Standard for some time, it is relatively low and only covers social housing.

As the main providers of social housing in Stockport, a key stakeholder and member of the Locality Board, SHG takes seriously its impact on the health of the Borough. Whether consciously or not the services, strategies, and actions of Stockport Homes impact on the individual and collective health of residents.

4.3 SHG SERVICES

Providing and maintaining good quality housing

SHG manages around 12,000 properties, the majority of which are managed on behalf of Stockport Council. All tenants have secure tenancies, which means they can stay in that property for as long as they choose, if they meet the tenancy agreement conditions. This provides security and a safe home to enjoy.

All properties are decent, according to the Government definition and 97% have an energy rating of C or above; 39% of properties have at least one source of renewable energy, which is a sector leader. This ensures all properties are warm, safe, and economic to heat. Ensuring properties are free from damp, mould and condensation is a priority and there is a robust service in place to respond to any report of such conditions. Procuring energy as cheaply as possible, winter warm initiatives and free energy advice are all part of enabling homes to be warm.

SHG has one of the quickest void turnaround times in the country at 11 days. This is the amount of time it takes for one tenant to move out and another to move in, with repairs completed. This ensures housing need is met quickly, rent loss minimised and neighbourhoods look and feel better.

A 30-year Asset Management Strategy sets out how properties are maintained and there is a robust capital programme which spent on average £16.8 million a year (over the last five years) to ensure they are kept to a good standard. This includes windows, roofs, kitchens, and bathrooms to name but a few. In addition, last year £17.8 million was spent on maintaining and repairing properties. This continues to increase in response to need and demand.

In response to the Grenfell disaster and the new legislation, all tower blocks had a sprinkler system fitted and £1.4 million is spent a year of fire prevention work. SHG is performing at 100% (gas, electric, legionella, asbestos and lift maintenance), which ensures tenants are safe in their homes.

In addition to general needs properties, SHG manages 600 sheltered and older persons accommodation, ensuring customers can continue to live independently in their own property as they age. SHG manages one extra care scheme, Birch Court. This consists of 22 self-contained fully wheelchair accessible, and accessible flats for older people with an assessed care need. There are additional communal facilities including two lounges, catering kitchen, laundry, hairdressers, and an on-site care team commissioned by Social Care and SHG. Opportunities are sought to offer greater support in modernised living conditions such as the new build of Edinburgh close, although these offer financial and logistical challenges.

There continues to be a chronic shortage of affordable housing in the Borough and homelessness has risen by 22% in the last year. SHG aims to build c200 properties a year in partnership with Stockport Council. This is becoming increasingly difficult due to funding gaps, lack of available land and increased costs.

One way to tackle this shortage of affordable housing is to work with private landlords. SHG, through Three Sixty Living, supports Stockport Council's regeneration plans for Stockport Town Centre and the development of new privately rented accommodation. Competing with online and high street lettings and property management agents, Three Sixty Living offers a full property management service from lettings, repairs, rent and service charge collection through to grounds maintenance and concierge services, offering bespoke packages to meet the needs of the customer, whether it be a landlord with a small property portfolio or a large-scale developer.

Specific projects that directly impact on health

Homeless support

As highlighted in 3.1 and 3.2, homelessness has a significant impact on a person's health and wellbeing. In the last 12 months demand has been unprecedented, with the use of B&Bs and hotels in the first time in over 20 years, at a cost of £180,000. Demand is only increasing.

SHG manages temporary accommodation on behalf of Stockport Council. Families and individuals are supported by a team, who provide a wide range of support from ensuring they have a GP to helping them into employment. Fundamentally it is about getting those families into settled, sustainable, permanent accommodation.

Many customers in temporary accommodation are unable to get the help and support they needed to maintain stable mental health to enable them to live independently, manage their accommodation and live harmoniously in the community. A mental health worker aims to help to alleviate the stress encountered by people who are homeless and help navigate them through mental health services.

A drug and alcohol worker primarily supports people who are homeless, working with people with complex needs who struggle to access mainstream services, they offer an outreach-based service with a harm minimisation focus. Working in close collaboration with the Homelessness and Complex Needs Social Worker and rough sleeping outreach services, the worker helps deliver holistic and person-centred services to some of the most socially excluded people in Stockport. An average of ten cases are referred each month from a range of sources.

Carecall

Carecall provides a 24-hour telemonitoring and falls response service to people living in Stockport and supports more than 4,600 vulnerable people as part of the Live Well at Home initiative. The use of technology to enable better living is a key objective of Stockport's Ageing Well Strategy and the service is an integral delivery partner. In 2022/23, the team handled nearly 167,000 emergency alarm calls and attended 5,336

emergency home visits. By providing this level of support to customers it enables them to remain in their own home for as long as possible.

Supporting older people

SHG manages eight sheltered housing schemes, one 'extra-care' scheme and approximately 600 bungalows and flats designed for those aged around 55+. These support safe and independent living within active communities and have a wider remit in promoting social and health activities among isolated older people living in all tenures and all parts of the Borough.

A flagship new build Extra Care scheme is due to start on site shortly to replace the former sheltered scheme Edinburgh Close in Cheadle, providing 49 self-contained apartments for rent and sale on a shared ownership basis.

One of their roles is to make regular wellbeing telephone calls to customers in the 600 bungalows and flats, and to approximately 200 vulnerable customers living in the community. They also undertake winter welfare visits to approximately 500 vulnerable customers living in non-supported accommodation to ensure they remain safe during the winter months.

There is a Housing Options for Older People (HOOP) service who support older customers to address or improve their housing circumstances, including those being discharged from hospital who are no fixed abode. The service provides information and advice, supports referrals for customers into Extra Care accommodation.

Working with the GM Ageing Hub and Manchester University, £250K of external funding has been secured to deliver the Ageing in Place Partnership (AIPP) in Brinnington which supports healthy ageing in place and tackles social isolation and loneliness.

Adaptations Service

SHG's adaptations service continues to support people to live independently in their homes for longer. Working in partnership with the Council and a range of specialist contractors, it provides equipment and adaptations for both Council owned and private sector properties. Where this is not viable, SHG supports customers to move to accommodation that better suits their needs. Demand for Disabled Facilities' Grants (DFG's) in the private sector is increasing in line with the changing demographics of an ageing population, however, funding is limited.

Financial support

SHG collects rents on properties owned or managed and has a top quartile performance in the sector. A significant part of this service is ensuring customers have the right access to benefits and any benefit or additional funding available is maximised. Last year, the Money Advice Team were able to secure £7.1 million worth of additional benefits to those people, many of which receive life changing amounts of money to help them live more comfortably.

Cost of living

SHG provides a range of specialist in-house support to help customers to cope with the increased cost of living and sustain their tenancies. This includes Money Advice, Energy Advice, furniture packages, pantry food stores and digital inclusion. There is close liaison with Stockport Council's Support Funds as well as teams working with particularly vulnerable groups such as refugees and care leavers. Demand for these services has significantly increased in the past 18 months and many customers are already receiving all the income to which they are entitled.

General support

Delivering effective housing management services is a core function of SHG and is in line with the Council ambition to support wellbeing in neighbourhoods. This ensures tenancies are being well managed and that communities can flourish. SHG provides a neighbourhood management service with additional support for customers that need it through a dedicated Housing Support service. This additional support is twofold; offered to those before they take on a tenancy for whom it might be the first home or need extra support to take on the responsibilities of a tenancy and available at any time during the tenancy where an individual or family need support following a crisis. For many customers without family support, this can help them maintain their tenancies and keep in good health. This can relate to customers with complex needs or vulnerabilities.

Providing Safer Communities

SHG are a member of the One Safer Stockport Partnership (OSSP) and recognised nationally, within the Community Safety Sector, as a leader in tackling crime and antisocial behaviour (ASB). SHG has played a significant part in delivering Community Safety services in Stockport in partnership with the Council, Greater Manchester Police, and other stakeholders, and is committed to continuing to support the Council delivering its key priorities in this area.

SHG's ASB Service, 'Safer Neighbourhoods', has evolved significantly and is not just tackling incidents of ASB, which is often associated with youths or loud music for example, but tackles wider issues including organised crime, cuckooing and exploitation, county lines, hate crime, domestic abuse, and other criminal activity. The mobile camera surveillance and noise monitoring element of the service is also delivered in Stockport on behalf of several other landlords. This supports the Council's ambition around wellbeing in neighbourhoods regardless of tenure.

Security and Concierge Service

SHG provides a CCTV control room on behalf of Stockport Council that delivers the following services:

- Public Space Surveillance (CCTV)
- Police Radios / liaison with Greater Manchester Police
- Alarm Monitoring (Fire, Intruder & Lift alarms)
- 'Out of hours' call handling for Stockport Council (including Civil Emergencies & Business Continuity (Triaging, Escalation and Keyholding)).

There are many examples where this service has seen something problematic on camera, informed the police and stopped someone coming to any harm. It has also been used to capture people who have committed crimes.

Greenspace provision

SHG has a range of contracts in place to deliver an effective greenspace service for tenants across the Borough. This includes the management and maintenance of green open spaces, grassed areas, play areas and trees if within the housing estate. SHG offers a range of services and provides support to vulnerable people through initiatives such as the Assisted Gardening Scheme and private garden maintenance options.

Your Local Pantry

The Local Pantry network, substantially supported by local volunteers, complements foodbanks by offering a sustainable option for households in food poverty, with dignity and choice. Members pay £4.50 for one visit during which they can choose ten items of food which have been calculated to be worth on average £21. Additional food projects include working with Youth Officers to deliver cookery sessions in holiday clubs which include take home ingredients packs for the young people. Various cookery sessions have been delivered to vulnerable groups including care leavers and temporary accommodation residents, some in partnership with Start Point and ABL Health.

Providing furniture

SHG provide a furniture service to support people in setting up home and sustaining their tenancies. Larger premises were secured in July 2022, and this has enabled a showroom to be created, and a wider range of donations to be accepted. Sales income has increased as customers are able to make appointments to view and purchase additional items at low cost. This is an important service that enables furniture to be recycled and reused to enable tenants to create homes that lead to sustainable, comfortable tenancies and prevents items from ending up in landfill. By having a showroom, customers can view the range of furniture on offer and select what most meets their family's needs.

Employment Support

Stockport Homes continues to engage and work closely with local employers, delivering sector-based services that increase employment opportunities for customers and provide employers with a trained and skilled cohort of staff. The Kickstart scheme, for example, offered six-month placements and wraparound employment support for young people aged between 18 and 24 years old who were in receipt of Universal Credit. Stockport Homes supported B4Box and the Council to deliver the scheme by providing employment support to young people on the placements. In total, 44 roles were created across Stockport Homes Group, B4Box and the Council for young people, with the Employment Support Team delivering the employability support for all placements.

The Employment Support Team continue to deliver the 'Steps to Work' programme funded by the Council to support vulnerable young people identified as Not in Education, Employment or Training (NEET), Care Leavers or SEND (Special Educational Needs and Disabilities) into employment. During 2022/23, the Motiv8 service, which works with those most removed from the labour market, received a total of 172 new referrals across Stockport and Rochdale. A total of 295 people were successfully supported with 179 achieving a programme result. The programme stopped taking referrals in October 2022 in line with the funding ending and the planned conclusion of the delivery in March 2023.

Youth work with schools

The Youth Engagement Officer works mainly in secondary schools, supporting young people identified by the school as struggling with their mental health. Through small group work and one to one sessions the young people work to develop their mental resilience which will help them to cope with difficult issues in their lives. The programme is being reviewed to potentially create a closer link to housing related issues such as anti-social behaviour and homelessness.

Counselling Service

SHG commissions Beacon Counselling to support customers with issues such as bereavement, long term illness, relationship breakdown and more complex issues such as trauma. There is a waiting list for more complex cases, but lower-level support is available within a few weeks. This service is available to tenants and those working with The Prevention Alliance.

Community Centres and Support

SHG manage 10 community centres on behalf of Stockport Council, the majority of which are in local neighbourhoods, where SHG manages properties. Over 300 community groups use those centres for activities, from yoga to toddler groups to luncheon clubs. They provide an invaluable resource to keep people connected in their communities and feel less isolated.

Many local groups are supported with officer time and funding bids, to access resources to deliver activities around better physical and mental health. Over 66 wellbeing related funding searches have been completed for groups since April 2022, including Brinnington Community Arts Group and Reddish Vale Men in Sheds. For example, Drywave Recovery, provides support and events for people who are experiencing or recovering from substance misuse, were fully supported to write a bid which resulted in a three-year, £174,000 grant from the National Lottery to cover running costs and staff salaries.

Cornerstone as a community space

Cornerstone is SHG head office and provides a warm, welcoming reception for all customers as well as a community space that is used by a variety of groups. It has a coffee shop that is provided by a social enterprise, Pure Innovations, who supports people with learning disabilities and has drop-in sessions for many different client

groups. These include people who are deaf, refugee groups and the DWP. MIND is a partner and occupies offices on the ground floor, to ensure their clients have access to the reception in a convenient location.

Ways of working, both as an employer and partner in Stockport

The final area of focus is how SHG works as an employer and partner in Stockport.

As an employer

SHG employs over 750 people within Stockport Homes, ThreeSixty, its construction and repairs company, and Skylight, its charitable arm. It's a Living Wage Employer, who is ranked No 1 in the Best Companies accreditation for the housing sector. It has robust health and safety procedures and policies in place and provides many additional services to support the wellbeing of its employees. Initiatives in place to support health and wellbeing are structured around four key areas: physical, psychological, social, and financial. Examples include:

Physical - Wellbeing walks, blood pressure checks, flu vaccinations, inhouse massages and reflexology, free virtual yoga classes, occupational health, Women's Health Support Group (work around menopause), Cancer Awareness sessions, monthly fruit.

Psychological – comprehensive mental health support package (Active Listeners, EAP, specialist counsellor) Mental Health First Aid training, Suicide First Aid Training (inc. bespoke for frontline teams) resilience training, Women's Health Support Group (work around menopause).

Social – Wellbeing walks, ASPIRE Days, Charity of Choice and all of the events and fundraisers included, Volunteering Pathway, ASPIRE Xtra fund for contributions towards social events.

Financial – Stockport Credit Union, ASPIRE Benefits Portal, Swishing Events (clothes, toys), in-house benefits advice and financial support (customer finance team), Energy Advice in-house, regular signposting to support via TMT (team meeting tool) and Insight.

In addition to this, SHG has a charity of choice, which focuses charitable giving to one organisation that aligns to SHG values. For the last two years this has been '**Once upon a Smile**' and £40,000 has been raised. The charity supports children who have lost a sibling or parent and provides counselling and respite.

As a partner

SHG is a council owned company that works in partnership to achieve greater outcomes. There is a five-year Delivery Plan that outlines how SHG meets the Council objectives and how the two organisations work together to improve the health, wealth, and prosperity of the residents of Stockport. Many of the services outlined in this paper highlight that joint working and it continues to be a major strength.

SHG works with a range of different organisations in the Borough to achieve more. This includes the charitable and third sector as well as businesses and small enterprises that support residents.

This is delivered through SHG's charitable arm SKylight (<https://www.sk-y-light.org>), who work with other charities and Sector 3 to ensure that any funding and joint working opportunities are explored. Examples include the annual Funding the Future event, jointly organised with Sector 3, which brings together national, regional, and local funders to meet local groups and support them to apply for grants. Through regular liaison, duplication and competition are avoided and opportunities for partnership bids developed.

SHG has a long-term partnership with B4Box who target their construction jobs and training opportunities at people from disadvantaged priority groups, including the long-term unemployed, people with no or few qualifications, care leavers, and people with previous drug, alcohol and mental health issues. B4Box's approach ensures social and economic inclusion and mobility of people furthest from the labour market. Beneficiaries have reported improved quality of life and wellbeing, improved social relationships, positive changes to their overall physical health, feelings of being more in control of life, as well as increased confidence and hope for their future.

SHG is a member of the Stockport Housing Partnership, which is a partnership for the main housing providers operating in Stockport. Supported by the Council's Strategic Housing Team, this shares good practice and joint learning.

5.0 Improving

This paper outlines the breadth and variety of ways good quality housing impacts on the wellbeing and health of Stockport. One of the main purposes of the Locality Board is to consider how, as agencies, the way we do or do not work together creates outcomes. There is always more that can be done. Below are some suggestions for areas for discussion that could lead to greater synergy and improved outcomes.

Make every contact count

There are many organisations within Stockport visiting the same people in relation to health, housing, or social care. By working closer together, every visit could have an improved outcome. Whether that's a health visitor highlighting issues with the property or a housing officer giving advice on smoking cessation. SHG is committed to maximising the impact of all its customer contacts to meet the wider needs of One Stockport and open to discussions on how this could be collectively improved.

Supported accommodation

Most of the accommodation in Stockport is general needs, which means people live independently. Supported accommodation in the Borough exists, mainly for older people in the form of sheltered or extra care schemes. There is a shortage of supported accommodation for people with complex needs to enable them to live independently. The Council's Strategic Housing Team produce a Housing Strategy and a Supported Housing Strategy that evidences this need. Ensuring the structures,

relationships and information exists to maximise this potential could reduce cyclical failure and ASB.

Mental health

Good mental health is a key determinant of living a healthy and happy life which has been recognised in other strategies as a product of many factors. Outlined in this paper are many ways in which SHG contribute to the mental health of the Borough both through core services and direct specific services. Ensuring these are linked effectively and appropriately with other agencies could aid effectiveness. Mental Health professionals being more open to the input of housing staff in assessments and understanding may produce better outcomes.

Physical activity

Encouraging and supporting physical activity for all Stockport residents is a priority for One Stockport. SHG supports its customers, mainly young people in the school holidays to be more active and activity for older people around older schemes. Suggestions on groups to target or specific activities could focus on specific outcomes and maybe joint working between agencies could achieve more.

Supporting Carers

30,000 Stockport residents have unpaid caring responsibilities, some of whom are SHG customers. The pressures placed on these individuals in their caring role leave them at greater risk of physical and mental ill health. Identifying how housing could further use its role to support carers could have a positive impact on their overall wellbeing. Collective identification of this group may enable targeting of support and services.

Digital Inclusion

Creating a joined-up approach to utilising digital technology whilst ensuring combined efforts to tackle digital inclusion, could bring about additional benefits. Digital health provision will be a growing area and digital inclusion can have huge benefits for those struggling to access provision outside the home.

Supporting young people

There is much good joint work on Care Leavers and the vulnerable. While SHG do targeted work with young people improvements could be made in linking this up.

Delayed discharge

Having involvement from the wider public and voluntary sector on tackling Delayed Transfer of Care (DToC), including housing, ensuring a joined-up approach to individual/household care plans would be beneficial for all. Some work is done in this area but evaluating if the relationships exist to maximise the potential may be useful.

Improved collaboration with Stockport Housing Partnership

The Stockport Housing Partnership collectively manage 19,604 properties in Stockport. Senior leaders meet on a quarterly basis to share best practice, foster greater collaboration, and joint working. Bringing health into the conversation, could lead to improved outcomes and a more comprehensive approach involving more housing providers.

Increased collaboration on knowledge and data

Understanding health data and sharing it in a GDPR compliant manner can ensure activities and projects are more focused on the areas that will benefit customers the most. This is an area of great interest to many housing providers and health organisations nationally. Data sharing is often looked on with suspicion and yet being able to share intelligence sensitively and appropriately can be a source of greater efficiency and effectiveness and provide better more targeted services.

Collaboration in the development of service and business plans

This paper shows the substantial overlaps between the activities of SHG and a range a health services. The Council could play a key role in bringing together all of the agencies in this space. Although this would require time and effort being able to shape, inform and contribute to each other's plans and strategies could be a way to underpin and enhance all the work already being done.

6.0 CONCLUSION

Health and housing are intrinsically linked, and good quality and secure housing significantly impacts on us all. This report outlines the main determinants of good health and how SHG as one provider contributes and supports the wider health and wellbeing objectives of the Borough. The suggestion to other mainstream health providers is that they are aware of the potential housing, and housing providers have to contribute to this area and that the links and asks in place. The greatest potential lies in access to some of the most vulnerable, in aiding with social isolation and joining up services. This is potentially labour-intensive work, but the right connections could make great progress.

7.0 RECOMMENDATION

For the Locality Board to discuss the content of the report and consider in what areas joint working between housing providers and other partners could impact on improved health outcomes.