

| Strategic Objective | Action | Desired Outcome (including any specific performance indicators and targets that will be used to measure the achievement of the outcome) | Lead Directorate | Lead Officer | Support Officer | Start Date | Deadline Date | Progress (R/A/G) |
|---|--|---|--|-----------------|-------------------|------------|---------------|------------------|
| 1 Achieve sustainable cost reductions for customers and enhance financial wellbeing | Deliver ambitious furniture business plan to expand number of households supported with furniture poverty via furnished tenancy and recycling services. | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | SKylight | Sarah Smith | Wayne Hurst | Dec-23 | Mar-25 | |
| | Deliver outcomes from pantry Options Appraisal to ensure a sustainable offer is delivered which meets the needs of households experiencing food poverty. | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | SKylight | Amanda Ward | Julie Nelson-Hall | Dec-23 | Mar-24 | |
| | Ensure Money Advice services focus support on those on Managed Migration | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | | Leanne Merga | Gemma Bullock | Jan-24 | Mar-26 | |
| | Work closely with Stockport Council to review and improve working relationships to ensure smooth transition between services for vulnerable customers. | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | SKylight | Martin Saunders | Chris McDermott | Dec-23 | Dec-26 | |
| | Develop and implement clear plans to support customers with cost of living in the event that household support grant funding ceases. | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | SKylight | Martin Saunders | Chris McDermott | Dec-23 | Dec-26 | |
| | Identify and access external funding to support households wherever possible, making best use of SHG resources to focus on those most in need. | A higher than average level of tenancy sustainment and customers report improved ability to deal with financial issues. | Resources & SKylight | Anne-Marie Heil | Martin Saunders | Dec-23 | Dec-26 | |
| | 2 Enhance employment support and training through strategic funding and collaboration | Work with local employers to deliver bespoke sector-based events with guaranteed job interviews for customers. | An expanded employment, skills and training offer resulting in an increase in customers accessing secure and sustainable employment. | SKylight | Amanda Ward | | Nov-23 | Mar-26 |
| Work with Athena partners to secure funding via UKSPF (UK Shared Prosperity Fund) to provide services to the residents of Stockport. | | An expanded employment, skills and training offer resulting in an increase in customers accessing secure and sustainable employment. | SKylight | Amanda Ward | Mark Rogers | Dec-23 | Mar-24 | |
| Work with partners to secure funding streams to deliver innovative services aimed at reducing the impact of worklessness and poverty. | | An expanded employment, skills and training offer resulting in an increase in customers accessing secure and sustainable employment. | SKylight | Amanda Ward | Mark Rogers | Dec-23 | Dec-26 | |
| Developing sustainable networks with partners to create opportunities for customers to access employment, training and education opportunities. | | An expanded employment, skills and training offer resulting in an increase in customers accessing secure and sustainable employment. | SKylight | Anne-Marie Heil | Amanda Ward | Dec-23 | Dec-26 | |

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| 3 | Improve digital connectivity and increase access to devices and skills | Actively support Start Point to deliver three-year Lottery funded Digital Champions programme through steering group to benefit SHG households in digital poverty. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Rebecca Sweeton | Louise Evans | Dec-23 | Dec-26 | |
| | | Secure external funding for additional skills sessions delivery in areas identified as high need. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Rebecca Sweeton | Mark Rogers | Dec-23 | Dec-24 | |
| | | Focus digital support particularly on older customers who are least likely to be online.. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Eva Holt | Rebecca Sweeton | Dec-23 | Dec-26 | |
| | | Gather improved insight on digital access to services for ethnic minority groups and use this to improve take-up. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Rebecca Sweeton | Alison Leach | Dec-23 | Sep-24 | |
| | | Embed corporate commitment to provide information in a range of formats, including non-digital, to meet customer needs. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Verity Gleave | Rebecca Sweeton | Dec-23 | Mar-24 | |
| | | Remain an active partner in Greater Manchester digital inclusion work, including contributing to developing a strategy for the group. | Reduction in customers reporting they are offline compared to the 2022 digital survey, and increased digital engagement with SHG services and information. | SKylight | Rebecca Sweeton | Louise Evans | Dec-23 | Dec-26 | |

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| 4 | Promote positive health and wellbeing in communities, and increase health equity via increased access to services | Engage with key senior health partners in Stockport to deliver joint objectives to benefit those households most impacted by poor health | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Anne-Marie Heil | Julie Nelson-Hall | Dec-23 | Dec-26 | |
| | | Support local and national health related events through publicity to targeted households. | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Julie Nelson-Hall | Amanda Ward | Dec-23 | Dec-26 | |
| | | Review and re-procure the SHG counselling contract to ensure it meets the needs of tenants. | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | Resources & SKylight | Julie Nelson-Hall | Amanda Ward | May-24 | Aug-24 | |
| | | Engage with customers who are refugees to better understand how to provide accessible health related services, including counselling. | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Julie Nelson-Hall | Phil Rhodes | Dec-23 | Sep-24 | |
| | | Incorporate the Whole School Approach to mental wellbeing through Youth Engagement work and holiday clubs | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Julie Nelson-Hall | Dylan Abbott | Dec-23 | Mar-24 | |
| | | Review youth mental toughness sessions to ensure format and content makes maximum contribution to the mental wellbeing of young people in SHG neighbourhoods | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Julie Nelson-Hall | Dylan Abbott | Dec-23 | Mar-24 | |
| | | Support mental health based civil society groups to access longer term funding to sustain their work. | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | SKylight | Mark Rogers | Julie Nelson-Hall | Dec-23 | Dec-26 | |
| | | Develop healthy food cooking courses and recipes for pantry members. | Customers report increased health and wellbeing from engaging in services and activities delivered or supported by SHG. | | Julie Nelson-Hall | Amanda Ward | Jan-24 | Mar-26 | |
| 5 | Implement a social value approach for sustainable impact | Review approach taken by other local partner, then agree and embed clear approach to securing social value from procurement. | SHG will have a robust and comprehensive approach to measuring its social investment decisions. This will enable informed decisions to be made about future investment and demonstrate the delivery of its mission to be "One team, transforming lives". SHG's approach to measuring social value will reflect best practice whilst making best use of resources. | Executive Director of Resources | Sarah Herod | Sam Donigan | Dec-23 | Sep-24 | |
| | | Agree and embed clear approach to measuring social value generated by SHG services where feasible. | SHG will have a robust and comprehensive approach to measuring its social investment decisions. This will enable informed decisions to be made about future investment and demonstrate the delivery of its mission to be "One team, transforming lives". SHG's approach to measuring social value will reflect best practice whilst making best use of resources. | Executive Director of Resources | Sam Donigan | Rebecca Sweeton | Dec-23 | Mar-24 | |
| | | Link with the Civil Society Strategy to assess the impact of SHG's social investment work on equalities, diversity and inclusion through community group support, funding opportunities and local connections, as identified in the EDI report 2022/23. | SHG will have a robust and comprehensive approach to measuring its social investment decisions. This will enable informed decisions to be made about future investment and demonstrate the delivery of its mission to be "One team, transforming lives". SHG's approach to measuring social value will reflect best practice whilst making best use of resources. | SKylight | Mark Rogers | Phil Rhodes | Dec-23 | Jun-24 | |