



Report to:	<b>STOCKPORT HOMES MEMBER COMMITTEE</b>
	01 July 2024
Report of:	<b>EXECUTIVE DIRECTOR OF RESOURCES</b>
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Type of Report	Assurance
Title of Report:	<b>DELIVERY PLAN OUTCOMES REPORT 2023-24</b>
Purpose of Report:	This report provides an update to Member Committee on the outcomes achieved for 2023-24 against the agreed objectives in the 2021-26 Delivery Plan.  This report will be presented to the Economy, Regeneration and Climate Change Scrutiny Committee on 5 September 2024.
Recommendation(s):	That Member Committee take assurance from the contents of the report, note the range of outcomes delivered across 2023-24 and provide any comments on the report.
Confidentiality	Non Confidential
Resource Implications	There are no resource implications resulting directly from the report as the 2023-24 approved budget covered all required costs to deliver agreed services.
Impact on Risk Appetite and Risk Register	SHG has an Open risk appetite in relation to Reputation and Stakeholder Management and this report outlines SHG's challenges and achievements during the last financial year. The report ensures that services are delivered in line with the agreed Delivery Plan and that successful outcomes for customers are evidenced.

	Risk #	Risk Description	Risk Mitigation
	2	SHG does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG	SHG ensures delivery of excellent services so that a strong reputation is maintained at all times
	3	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 2023-24
	6	SHG does not deliver excellent customer services in the way that customers require them	SHG ensures delivery of excellent services which are driven by customer voice and have monitoring and reporting process in place to ensure oversight of service delivery
	9	SHG does not deliver its approved Business Plan	SHG delivers services in a range of ways making best use of the group structure and delivers in line with agreed Business Plan
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 is committed to equality, diversity and inclusion including how it works with local communities to ensure inclusion for all.

Regulatory compliance

The report outlines how SHG delivers a range of services which are delivering outcomes for customers as required by the **Regulator's Consumer Standards**. By delivering effective services, SHG is also able to demonstrate compliance with the **Value for Money Standard**.

## 1. INTRODUCTION

- 1.1. The five-year Delivery Plan, which operates from 2021-26, sets out how Stockport Homes Group (SHG) delivers its Aims. During 2023-24, the Mid-Term Review of the Delivery Plan was undertaken<sup>1</sup>. The Outcomes Report for 2023-24 has been shaped around the updated Delivery Plan Objectives, which continue to link to SHG's six Aims.
- 1.2. Each year, as agreed in the Management Agreement, SHG produces an Outcomes Report which is designed to give key stakeholders confidence that Stockport Homes is delivering against its Aims. The report also notes how SHG works with the Council in delivering their ambitions and goals and how SHG contributes to the "One Stockport" vision. Once presented to the Scrutiny Committee in September 2024, the Outcomes Report for 2023-24 will be published on the SHG website and will be available to a wider range of stakeholders.
- 1.3. The format of this Outcomes Report has been updated since the last version written for 2022-23. This has been for several reasons including removing service descriptions that aren't outcome focussed, incorporating more performance data to evidence outcomes and being shorter in length to be a document that is easier to read and understand as well as being more accessible overall.
- 1.4. **Appendix One** contains the draft Delivery Plan Outcomes Report for 2023-24.

## 2. DELIVERY PLAN OUTCOMES 2023-24

- 2.1. 2023-24 was the third year of the current Delivery Plan and included the Mid-Term Review taking place. There have been many successes but also challenges along the way and these are outlined in the report. It is important that SHG continues to be an organisation that learns from issues and continues to make improvements to how services are shaped and delivered, in conjunction with customers.
- 2.2. There were important changes within the housing sector that impact on SHG's approach to service delivery. These included:
  - The Regulator of Social Housing (RSH) consulting on, and finalising, the new Consumer Standards and approach to proactive inspections (which now includes Local Authorities) from 1 April 2024.
  - Housing providers collecting Tenant Satisfaction Measures (TSM) data for 2023-24 to be submitted to the Regulator and shared with stakeholders. This data is updated monthly on the SHG website<sup>2</sup>.
- 2.3. The Housing Ombudsman utilising its powers more and publishing a number of "spotlight reports" on key topics. The Ombudsman also consulted on and then

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<sup>1</sup> The updated Delivery Plan has been approved by SHG Board in March 2024 and will go to the Scrutiny Committee for final approval in September 2024.

<sup>2</sup> <https://www.stockporthomes.org/about-us/our-performance/tenant-satisfaction-measures/#Satisfaction>

published a new Complaints Handling Code which was effective from 1 April 2024. SHG's self-assessment against the Code is available on the website<sup>3</sup>.

- Consultation on Awaab's Law, which is currently on hold pending the outcome of the General Election but likely to lead to new legislation during 2024-25. SHG responded to the consultation and provided feedback on the proposals.
- 2.4. SHG continues to respond to these challenges by re-designing services with customers 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, with services being delivered within Subsidiaries such as construction works, repairs and maintenance, compliance services, food pantries and the furniture recycling scheme. These are key services that impact on customers lives across Stockport.
  - 2.5. Stockport Homes has supported Stockport Council to deliver its Council Plan and the One Stockport vision. This includes new homes being built across a range of tenures, joint working to support customers with the cost of living and the creation of new job opportunities across Stockport. Significant investment has been made into the housing 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) as well as the public space CCTV monitoring and security services.
  - 2.6. The Council is undertaking an independent review of housing arrangements in the Borough and SHG will assist the Council with this as required. Stockport Homes' focus remains on delivering high quality services to customers across Stockport.

### **3. RECOMMENDATION**

- 3.1. That Member Committee take assurance from the contents of the report, note the range of outcomes delivered across 2023-24 and provide any comments on the report.

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<sup>3</sup> <https://www.stockporthomes.org/about-us/our-performance/customer-feedback-results/>