



Stockport Homes Group
One team, transforming lives

**APSE National FM and Building
Cleaning Advisory Group
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(Head of Environmental Services)



Who are we

Stockport Homes Group (SHG) is an Arm's Length Management Company that manages 11,500 homes on behalf of Stockport Council and 500 new build properties of our own. We have almost 700 staff, over 70,000 customers, and a turnover of £65m.



Proud to be part of SHG



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<https://www.stockporthomes.org/>

Background

Traditional caretaking service;

- Daily, weekly and fortnightly services
 - Multi storey blocks
 - Mid/Low rise blocks
 - Independent living schemes
- Bulky / fly tipping service



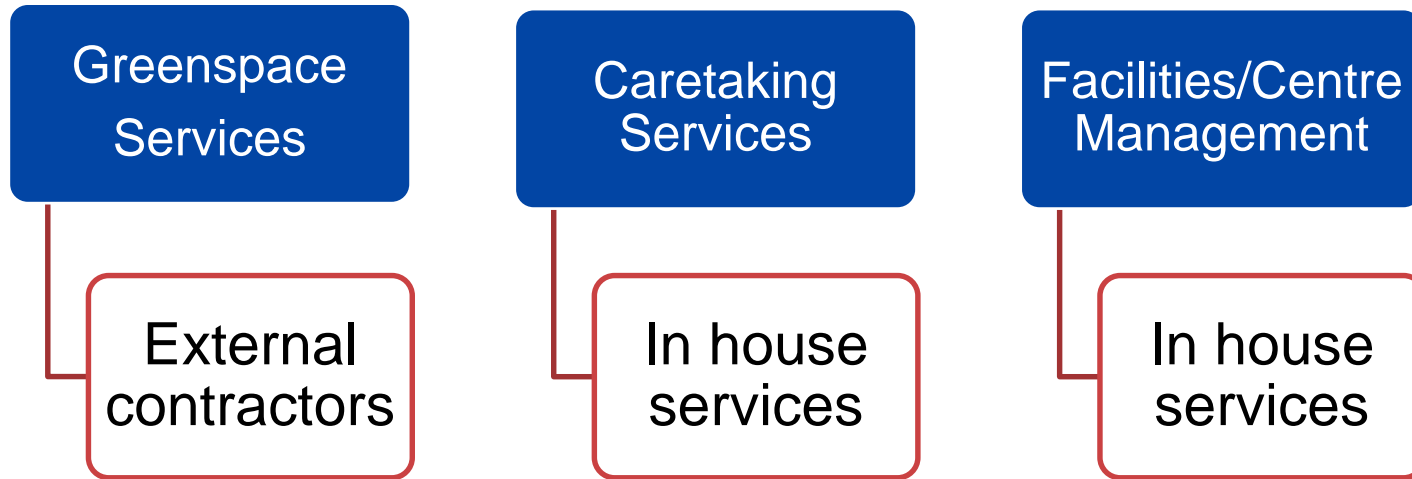
Key challenges

- Customers – service delivery
- Front line services
- Communication & Engagement
- Digital access
- Recruitment and retention
- Stakeholder and partners
- Legislation / policy / regulation



Environmental Services

Aim : to ensure locations are managed and maintained to create safe, clean spaces that support their long-term sustainability for individuals and communities



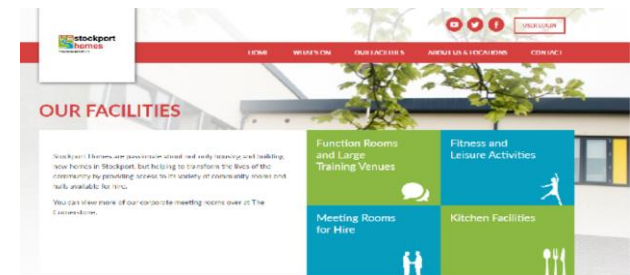
Our Journey..

- Single service
- New ways of working
- Digital (new systems Sweep Up, Bookings Plus)
- Increase engagement and communication
- Training and development programme (bespoke to service including IT, NVQ, CIH)
- Recruitment (volunteer programme, apprentices, kickstart)



Our Journey ..

- Customer access / satisfaction
- Digital (new systems Sweep Up, Bookings Plus)
- Growth of services
 - 9 Community Centres
 - SHG – Cornerstone
 - Temporary Accommodation
 - Private landlords
 - Schools
- Collaborative working with stakeholders and partners



The future ..

- Continuous service improvement
- Digital journey continues..
- Legislative & regulatory standards
- Service growth opportunities;
 - Inhouse services
 - Bulky/recycling services
 - Window cleaning
 - New Build
 - Community centre
 - Schools
 - Commercial / facilities services
- Collaborative working with key stakeholders



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Thank you for listening
Please feel free to get in touch

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