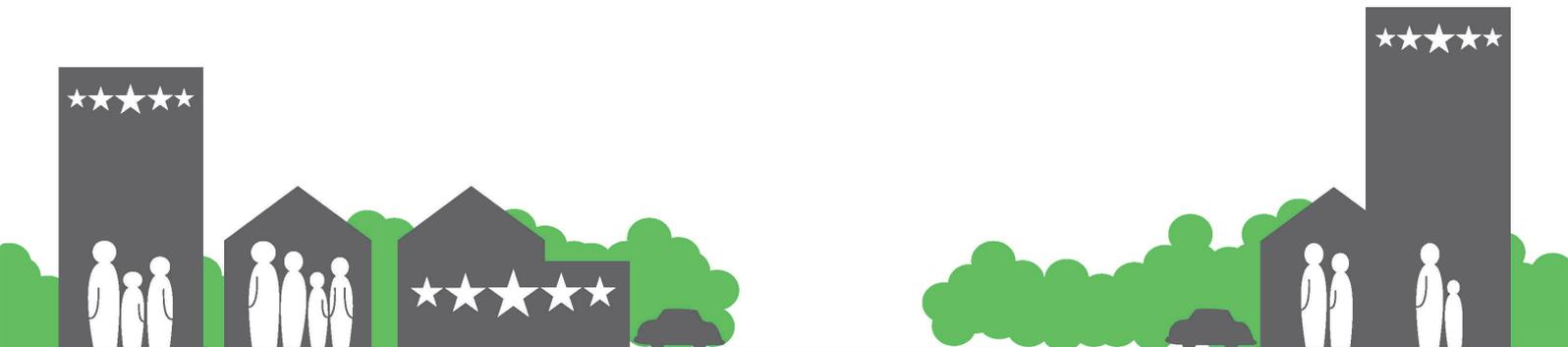




Worthing Homes

Corporate priorities 2017 – 2022



This document links to our updated corporate plan for 2017 – 2022, available to view on our website www.worthing-homes.org.uk, in which we detail our vision and plans for the future.

The updated plan and priorities take into account the financial business plan, risk management strategy, performance management framework and other relevant operational and strategic plans. It also reflects the external environment in which we are working, and the transformation of our business which took place in 2016.

Steered by the Board, to ensure it remains dynamic and subject to scrutiny and challenge, the plan is ambitious but achievable.

Our Mission, Vision and Values

We believe that good quality affordable housing is the foundation required for so many other things that we all depend on but may take for granted – security, education, health, work and support networks. It's much more than bricks and mortar – it's about people, communities and opportunities.

OUR MISSION: *Enabling people to live in quality homes and thriving communities*

OUR VISION: *Helping people create sustainable futures*

OUR VALUES:

- **Customer focus** - People are at the heart of everything we do, and we remain focused on ensuring all customers are given excellent service
- **Innovation** - As an organisation we are forward thinking and continually looking for ways to improve, and new services to provide
- **Respect** - Everyone will be treated in a fair and considerate manner, with individuals views acknowledged
- **Clear** - We will ensure that we are open and honest in all that we do; and that all of our communications are clear
- **Accountability** - We are dedicated to delivering on the promises that we make

Corporate themes and objectives

There are 4 key themes to our corporate strategy, these are:

- Excellent customer experience
- One team
- Place shaping
- Great business

Building on these four themes we have identified 8 high level corporate objectives for the organisation. These give a clear indication of our priorities for the next five years. They are:

- To continue to provide excellent, consistent and reliable services to all our customers
- To create a modern streamlined and integrated organisation
- To invest in our staff and continue to make Worthing Homes a place where people want to work
- To improve our performance management framework
- To enhance our community development activities
- To invest in our existing homes
- To deliver 500 new homes
- To maintain a healthy financial position

We have used these objectives to provide a framework for the strategies, service plans and priorities for all parts of the organisation.

Our plans for this year

EXCELLENT CUSTOMER EXPERIENCE:

To ensure our service to customers is of the highest standard we are implementing a customer service strategy which includes:

- A review of our current telephone system to ensure we can manage the 'one stop shop' in real time
- The provision of high quality training and ongoing support for all employees to reinforce our mission vision and values thereby enhancing the customers experience
- The collection of customer data to support decision making and ensure our offer is fair to all
- As social media is widely used by a number of our residents we will be introducing a social media strategy to develop this method of contact, carefully managing the introduction of any new access points

Following on from the STAR survey carried out in December 2016, in consultation with residents we have reviewed our service standards and will be implementing a 'customer promise' as a result of the feedback.

Our lettings and mutual exchange policy will be reviewed to ensure we are making the best use of our housing stock.

PLACE SHAPING:

As part of our plan to provide an additional 500 new homes by 2022, we will be completing the development of 71 properties by March 2018.

We will evaluate the work of our award winning Community House, based in East Worthing, and investigate new funding opportunities to keep this valuable resource operating in the community.

ONE TEAM:

We will be introducing a Fairness strategy, to replace our current single equality scheme. The 'Fairness Strategy' will capture and shape our work around equality, diversity, inclusion, community cohesion and social value.

In line with our changing resident demographics we will deliver a digital strategy which will see the launch of a new website and customer app enabling residents to quickly and easily check their balance, pay their rent, report repairs or just get in touch with us for those that wish to.

GREAT BUSINESS:

With the changes to welfare reform now starting we will be revising our welfare reform strategy to account for these, ensuring we are providing the correct information to residents and helping those that are affected by these changes before it happens.

All of these actions will be underpinned by continued development to our modern working processes to ensure we treat everyone fairly and provide the best customer experience.





Worthing Homes

Please contact customer services if you would like this report in Braille, large print, audio version or in another language.

Telephone 01903 703 100 or
email CSOTeam@worthing-homes.org.uk

This document is also available to download from our website, www.worthing-homes.org.uk

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