

STRATEGIC BRIDGES

Today 2020	Value our people and our roots				2025 Vision
High levels of staff satisfaction and engagement	A. Deliver People Strategy CD	B. Deliver Customer Services Charter CP	C. Community Investment and Engagement CP	D. Champion and promote multi-cultural sustainable neighbourhoods ALL	Maintained accreditation for high levels of staff satisfaction and engagement
Active tenant and community involvement	We aim high and move with the times				Acknowledged for high quality tenant and community involvement
High levels of Customer Satisfaction	E. Research and review emerging technologies AH	F. Implement growth action plan CD	G. Deliver ICT Strategy AH	H. Embed a culture of continuous improvement CP	Retained high levels of customer satisfaction
1132 properties (147 sheltered)	We rely on teamwork				Growth meets identified needs
Desktop computing, office based	J. Work with partners to deliver our aspirations CD	K. Maintain and develop network of support for our tenant's health and wellbeing CP	L. Play a key role in Greater Manchester Partnership regeneration CD	M. Provide a voice for BME communities - locally, regionally and nationally. CD	Emerging technologies implemented to meet tenants and staff needs
Effective relationships with external partners across 3 LA's	We are keen financial managers				Recognised as key part of strategic LA's delivery plans
Proud independent BME organisation	N. Embed Value for Money framework AH	P. Implement 30-year financial plan and annual budget AH	Q. Comply with the NHF Code of Governance CD	R. Embed Risk Management framework CD	Valued as a proud and independent BME HA
Financially strong with capacity for growth.	We are open and accountable				Retained strong financial position with capacity to grow
KPI's Improving	S. Measure, Benchmark and Publish Performance CP	T. Deliver agreed Communication Strategy CD	U. Drive improvement through tenant engagement CP	V. Regulatory Compliance AH	Achieved agreed set of performance measures
G1 / V1	W. Deliver the Asset Management Strategy CP				Retained G1 / V1
Well maintained and compliant homes					Achieving more efficient homes to agreed standards