

## Strategic Performance Indicators and Action Plans 2017/20

2017/18	2018/19	2019/20
<b>Excellent Services</b>		
Invest £50,000 a year in consultation with residents in planting up green areas		
Implementation of new set up for call centre to allow customers to access services direct		
	Develop and pilot on one estate, an online app to enable residents to access services	

2017/18	2018/19	2019/20
<b>Thriving neighbourhoods</b>		
<b>Maintaining and improving assets</b>		
Developing a programme of estate based improvement works		
Put in place a new approach to delivery of estate based major works contracts		
Produce standard materials specifications enabling better supply chain management and value for money		
	Pilot a new asset management standard for common parts on two estates in consultation with residents	
Improve six sheltered schemes	Improve five more sheltered schemes	
	Develop an energy efficiency management policy for Lewisham Homes	
Test the value for money of the repairs service delivering internal major works		
<b>Increasing the supply of homes</b>		
Complete Decent Homes Programme		
320 New build properties finished or started on site	Start 100 homes on site	Start 100 homes on site
	Develop a pipeline of new build schemes	
Acquire 70 new homes to further reduce cost of temporary housing for the council		
<b>Investing in our communities</b>		
Review how we can support the management of 5 council estate based community facilities		
Maximising social value from procurement		
Roll out activity programme for older people in 4 sites to reduce social isolation		
Provide 12 apprenticeship opportunities each year		

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<b>Sustainable Future</b>		
<b>Ensuring our services are affordable and value for money</b>		
Carry out an efficiency review of repairs service to improve value for money	Implement review of repairs service	
Integrate environmental services to improve the service and reduce costs		
	Reduce our office space requirements for staff and costs	
<b>Modernising our digital and information management systems</b>		
Improve accuracy, control and reporting arrangement for key information		
Procure and implement HR management system	Review or replace the Resident Portal	Review and replace the repairs work scheduling system for operatives
Install middleware to enable staff and residents to use apps on phones and tablets to communicate with our existing back office computer systems		Improve or replace the finance system
	Invest in new technology - implement CRM Housing Management system	
	Improve or replace Open Contractor software for managing repairs as a contractor	
Implement asset information system creating one data source to support better planning, decisions and compliance		Implement new document scanning and storage system
<b>Other</b>		
	Five Star BSC award for Health and Safety	

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<b>Employer of Choice</b>		
Implement the London Living Wage across all services		
	Become a Times Top 100 company	
Provide 5 graduate places		
Staff engagement and satisfaction survey		Staff engagement and satisfaction survey
		Reapply for Investors in People certification
Talent Management Programme		