

Strategic Performance Indicators and Action Plans 2018/20

2018/19	2019/20
Excellent Services	
Invest £120,000 a year to improve the estate environment (e.g.restocking flower beds, upgrade bin stores and improving signage)	
Upgrade the resident portal (My Lewisham Homes) to make it more user-friendly for mobile devices	Develop an App to enable residents to have a 360° view of services on their estate – to be piloted on one estate
Implement the recommendations from the Resident Scrutiny Committee on improving consultation on major works delivery	
	Begin to review our approach for obtaining customer feedback
2018/19	2019/20
Thriving neighbourhoods	
Maintaining and improving assets	
Create a new asset management strategy including a new Lewisham Homes Standard to replace the Decent Homes Standard	Start implementing the new Asset Management Strategy
Deliver major environmental works on 2 estates in consultation with residents (e.g. revising layout to design out crime)	
Improve 11 sheltered housing schemes	
	Develop an energy efficiency management strategy
Increasing the supply of homes	
Look at options on how Lewisham Homes can help Lewisham Council's growth strategy for new homes	
333 new homes completed or under construction (if planning permission is obtained)	
Acquire 40 new homes to further reduce cost of temporary housing for Lewisham Council	
Investing in our communities	
Review how we can transfer the management of 5 community centres from Lewisham Council	
Review and improve the Communications Strategy	
Review and improve the Community Engagement Strategy to ensure improved resident consultation and capture of corporate social value	
Obtaining social value from contractors and investing £250k in communities projects. We are supporting the Lewisham Deal by providing and/or supporting community programmes around 4 key themes: 1) managing money; 2) employment; 3) getting online; 4) health and wellbeing.	
Provide 12 apprenticeship opportunities each year	

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Sustainable Future	
Health and Safety	
Review fire safety management policy	
Five Star BSC award for Health and Safety	
Ensuring our services are affordable and value for money	
Develop a programme of service reviews to improve quality, cost effectiveness and satisfaction	
	Develop construction frameworks to deliver better value for money when building new homes and carrying out major works
Carry out an efficiency review of the repairs' service	
Invest an additional £155k in staff resources to support tenants in light of Universal Credit	
Produce a strategy for more efficient working arrangements and use of office space	
Modernising our digital and information management systems	
Procure and implement HR management system	
Review or replace the resident Portal (software that supports our online services at My Lewisham Homes)	
	Improve or replace the finance system to support more efficient processes
Install middleware to enable staff and residents to use Apps on phones and tablets to communicate with our existing back office computer systems. To enable staff to spend more time on our estates and to deliver efficiencies.	
Invest in new technology - implement CRM Housing Management system	
	Improve or replace Open Contractor software for managing repairs as a contractor
Install WiFi in all 18 sheltered housing schemes	
Implement asset information system creating one data source to support better planning, decisions and compliance	Implement new document scanning and storage system
2018/19	2019/20
Employer of Choice	
Review People Strategy	
Re-apply to achieve Investors In People Gold Standard	
Provide a training programme for 9 graduates	
Talent Management Programme to develop 6 managers with leadership potential and a further 18 members of staff who aspire to be managers	Develop more staff with leadership and management potential