

# Lewisham Homes Business Plan 2019 – 2022

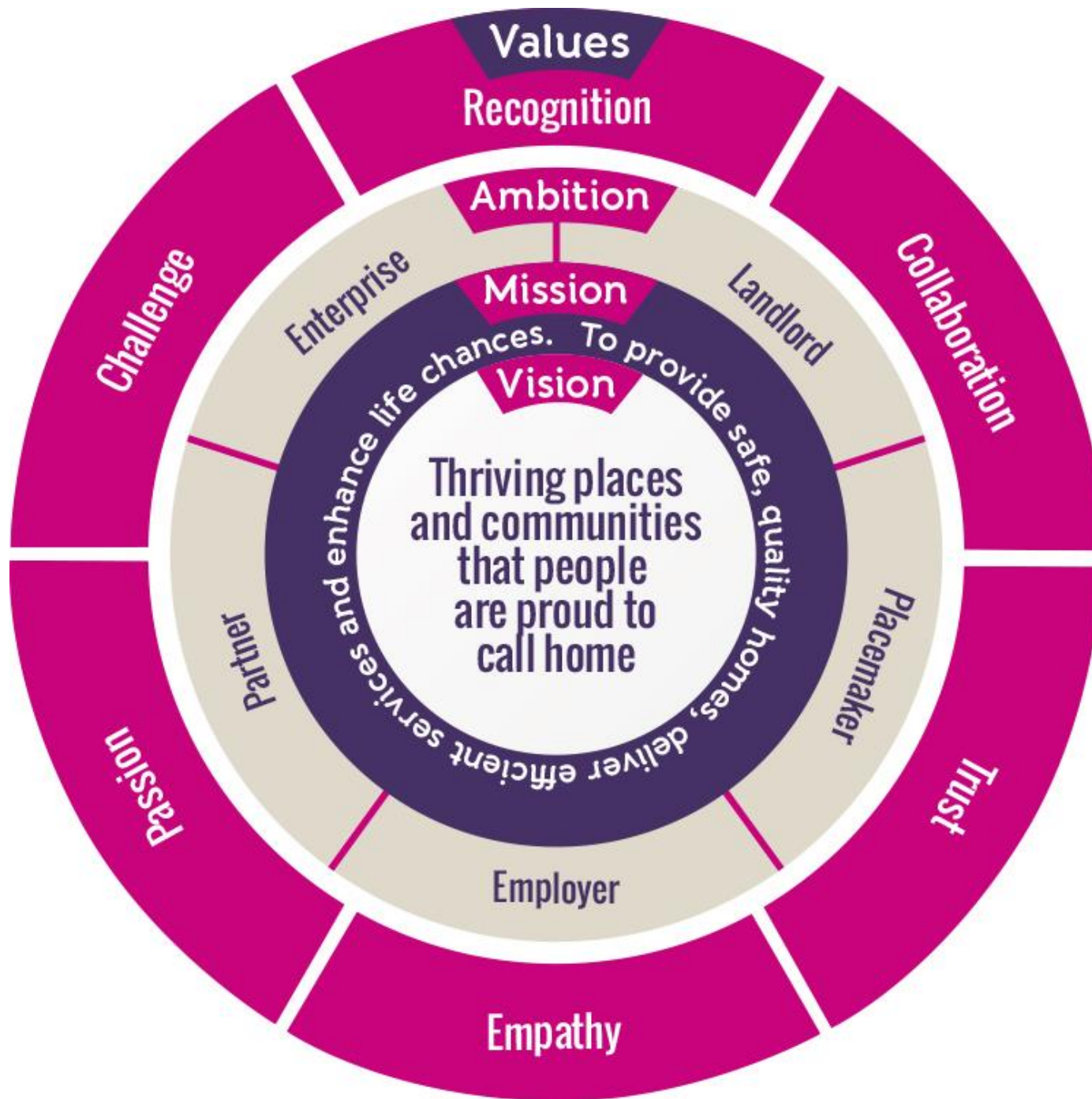
## Consultation with Housing Select Committee

31 October 2018

# What we've done and what's been going on...



A new deal for social housing



# Lewisham Homes Proposed Vision

*Thriving **communities and places** people are proud to call home*

# Lewisham Homes Mission

To provide safe, quality homes, deliver efficient services and enhance life chances.

We will do this by:

- Consistently delivering an excellent and reliable customer experience (**Landlord**)
- Building and investing in safe and sustainable homes and neighbourhoods (**Placemaker**)
- Creating an inclusive team and a place to do great work (**Employer**)
- Working in partnership to improve life chances (**Partner**)
- Being an efficient high performing business, maximising opportunities to deliver more (**Enterprise**)

# Consistently deliver an excellent and reliable customer experience (Landlord)

- Focus on core landlord services to be 'brilliant at the basics'
- Greater access and choice through our quality online self service offer
- Help sustain tenancies, working to meet individual needs
- Maintain high quality and safe homes to meet or exceed building safety requirements
- Reduce energy use and fuel poverty
- Know our residents; engage them and ensure their voices are clearly heard

# Building and investing in safe and sustainable homes and neighbourhoods (Placemaker)

- Safe and attractive neighbourhoods that promote cohesion
- Deliver quality homes that contribute significantly to the Mayor's new home target
- Innovation and sustainability in all parts of the development process achieving added social value
- Improve and maintain our asset knowledge to ensure informed investment decisions based on sound data
- Increase the use of smart technology to know how our homes are performing and when works are needed

# Creating an inclusive team and a place to do great work (Employer)

- Value and encourage our people to be the best they can
- Have an exciting culture and employee offer that attracts, develops and retains talented people
- Invest in skills, expertise and the right tools to ensure we deliver high quality services
- Embed the principles of inclusive leadership and embrace diversity and wellbeing
- Developing our people to drive change through digitisation and service modernisation
- Become a high performing organisation that learns and embraces creativity and change, setting clear expectations, pace and standards



# Working in partnership to improve life chances (Partner)

- Continue to be a trusted partner in supporting the delivery of Lewisham Council's aspirations and plans
- Promote investment in communities and a positive image of social housing
- Build local partnerships to promote independent living and reduce social isolation, access to employment and health and wellbeing
- Maximise social value through our partnerships and supply chain
- Facilitate and support digital inclusion

# Being an efficient high performing business, maximising opportunities to deliver more (Enterprise)

- Meet all our legal and regulatory responsibilities
- Reduce our cost base through investment in automation and removing waste from processes.
- Focus on embedding a culture of affordability, efficiency and value for money
- Manage risk well – innovate, take measured risks and protect the future
- Put in place a range of new long term stock investment contracts to deliver enhanced value
- Improve access to quality management information to make timely decisions

**"If everyone is moving forward together,**



**then success takes care of itself."**

**- Henry Ford**