

CORPORATE OBJECTIVES AND GOALS

Objective 1: To put tenants at the heart of our business

1. to develop Board effectiveness, measured by an improvement in self-assessment via the Board appraisal process, and by achieving associated action plans
2. to encourage and develop tenant involvement, so that 72% of tenants are satisfied that their views are taken into account, as measured by the STATUS survey in 2011/12
3. to encourage and develop resident involvement and empowerment, measured by the establishment of patch-based representative groups by June 2010; the development of mechanisms for monitoring performance and scrutinising service delivery by July 2010 and the ongoing provision of support to encourage effective engagement

Objective 2: To deliver high quality services based around needs

4. to maintain our current high level of tenant satisfaction with landlord services at 90%, as measured by the STATUS survey in 2011/12
5. to deliver excellent, upper-quartile services, through SMART action plans developed using recent benchmarking information
6. to be an employer of choice measured by SMART targets to reduce sickness absence and staff turnover and increase staff satisfaction, measured by the annual staff survey
7. to be a better business, measured by the Regulatory Judgement and achieving external excellence accreditation
8. to develop staff effectiveness measured by the annual appraisal process and by achieving associated annual targets

Objective 3: we want the Beechdale neighbourhood to be a place where people want to live and work

9. to ensure the future community sustainability of Beechdale by actively participating with local people and organisations in the creation of a safe and healthy environment and improving people's life chances
10. to identify a partner to work with BCHA in the regeneration of Beechdale which will be achieved by developing viable plans following extensive stakeholder consultation and securing funding

Objective 4: to pursue value for money and seek to incorporate value for money principles in all our activities

11. to deliver the SMART VFM action plan, following the review of the policy and strategy in February 2010, which will embed VFM across the organisation