



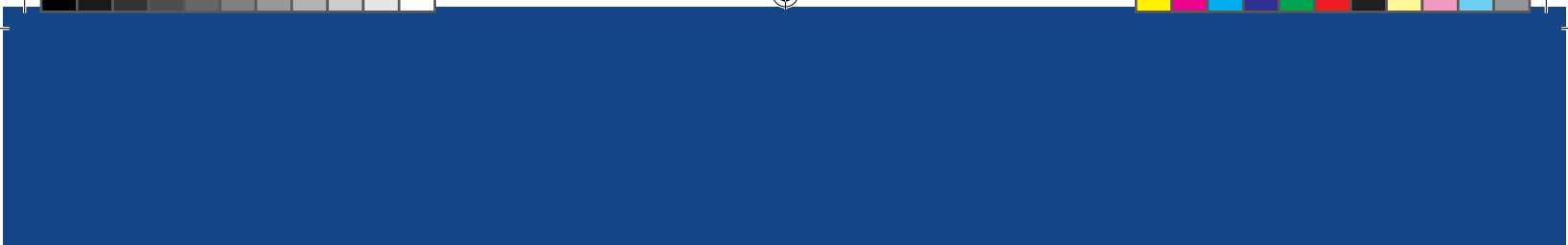
PHP Business Plan 2008-2011

Delivery Plan 2008-2009



Quality Homes In Strong Communities







Contents

Introduction & Executive Summary

DELIVERY PLAN 2008-2009

Priorities
Performance Targets
Delivering Better Homes
Decent Homes Investment Programme
Company Budget


STRATEGIC ACTION PLAN 2008-2011

ABOUT POOLE

Borough of Poole Mission and Objectives
How is PHP Contributing?
Poole's Strategic Working Groups
HRA & ALMO Business Plans & Council Strategy
The National Context
The Local Housing Market and Our Residents

ABOUT PHP

Mission and Objectives
Governance and Monitoring
The Core Business
Partnership with Residents
A Track Record of Achievement
A Focus on Excellence
Business Planning
Performance Management
Year on Year Trend Graphs for Housing Management Key Performance Indicators
Customer Focused Services
Peer Review With Other Organisations
Service Reviews
Complaints Management
Value For Money
Leadership
Definition of value for money
Benchmarking to achieve best value for money
Benchmarking



Our Staff

Equality & Diversity

Results From 2007 Annual Survey of Staff: "People Matter Survey"

SWOT Analysis

Action on SWOT Analysis

Health & Safety

APPENDICES

Appendix 1: Risk Register

Appendix 2: Staff Training & Development Plan