

Executive Summary

This document is our annual delivery plan and three year business plan. The annual delivery plan sets out what we aim to deliver in the coming financial year, 2008/09, and the three year business plan takes us up to 2011, beyond the Decent Homes target deadline. By this time, all the stock will meet the Decent Homes standard.

However, housing needs constant investment to keep it at the Decent Homes standard and so we need to know the on-going cost of further investment. These costs have been identified over a 30 year business plan.

The 30 year plan has demonstrated a significant shortfall in future resources beginning in 2011. For this reason, the Council, working in partnership with Poole Housing Partnership (PHP), will shortly be carrying out a fresh "Housing Options Appraisal" to identify an option that will keep the stock up to the Decent Homes standard.

The Options Appraisal will involve a wide ranging consultation exercise with all tenants and leaseholders across Poole.

Poole Housing Partnership is a key partner of the Borough of Poole and this plan looks at how we will be contributing to the Council's Corporate Strategy "Striving for Excellence".

Our Mission has been widened to cover quality homes and strong communities. This is reflected in the work of our team which goes much further than "bricks and mortar" and is focused on how we can develop really strong communities with a strong sense of place, across the town.

We retain a strong focus on continuous improvement and performance management. The Plan looks at the trends in key areas of performance which are generally extremely positive, and ways that performance can be made even better.



To support our aspirations for continuous improvement, we have now adopted the British Quality Foundation's EFQM Excellence Model. We hope this will enable us to continue to deliver high quality services at the lowest possible cost.

PHP completed an equal pay review and job evaluation exercise last year. This was a challenging process and contributed to a higher than usual turnover of staff. However, it does reduce our exposure to equal pay action and the risk attached.

We are now moving forward and morale across the organisation has recovered. This was confirmed in our most recent Investors in People (IIP) inspection in December 2007 where we again achieved the standard.

The IIP report covers a range of strengths including the following statement: "what especially impresses is the commitment to excellence and desire to be the best of the best". We will continue with this approach and hope we have an equally positive outcome from the Audit Commission inspection in July 2008.

In drawing up this plan, we consulted widely with a range of stakeholders who will be working with us to make our services even better!

Bill Constance
Chairman

