

# Mission Statement and Strategic Objectives

Joe Logan

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# Mission Statement

- Working with residents to deliver quality homes in strong communities

# Strategic Objectives

- Working with residents
- Strong and sustainable communities
- Excellent services
- Value for money
- Quality homes

# Working with residents

- Provide customer focussed, high quality services to our residents
- Ensure effective communication and consultation with all residents using plain English
- Make services available and easily accessible to all the community including 'hard to reach'
- Empower and encourage residents to participate in and shape the services they receive
- Consult on and publish clear, challenging and measurable standards for all service areas
- Use complaints and customer feedback positively to learn and improve services

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# Strong and sustainable communities



- Enable residents to shape the communities in which they live
- Encourage a strong sense of place
- Meet the respect standard
- Meet the Council's clean, green and safe objectives
- Act as a lead exemplary landlord within our community
- Support a healthy diverse community
- Provide well maintained and safe estates

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# Excellent services

- Remain a 3\* excellent service deliverer
- Set, maintain and review service standards with residents
- Provide resident focussed services
- Empower our staff through team building and training to deliver excellence
- Be an outward looking, learning organisation at the forefront of innovation and development in the housing sector
- Develop strategic partnerships with other excellent providers

# Value for money

- Maximise choice and value for money for all residents
- Achieve year on year efficiencies
- Benchmark against our peers
- Identify opportunities for income through new business
- Maximise income from existing sources
- Smart procurement
- Raise organisational focus on value for money
- Work with all our partners to provide best value, quality solutions and continuous improvement across all services

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# Quality homes

- Achieve the Poole Standard of Decent Homes by 2010 and maintain beyond
- Provide safe, energy efficient and well maintained homes
- Support residents to look after their home and environment
- Provide 'homes for life' to support independent living