

Grow - Overview

We take a strategic and sustainable approach to our development programme

- we prioritise affordability in our approach to development
- we identify and pursue strategic opportunities which enable us to maintain growth within the parameters of our financial plan
- we focus on geographical coherence in our development programme, building on the organisation's local strength
- we are guided by analysis of the priorities and plans of local and regional government and other partner organisations, identifying where these align best with our own
- we form partnerships and joint ventures where these are the best means of delivering our strategy
- we will develop to required construction and thermal energy standards
- we will demonstrate value for money by monitoring the performance of our development schemes and measuring customer satisfaction with our homes

We focus on learning and professional growth

- we are a learning organisation, maximising opportunities to improve and grow
- we enable and reward leadership at all levels of the organisation, valuing curiosity, creativity, problem solving, and ambition for continuous improvement
- we work towards the professionalisation of key roles to meet the expectations of our customers and regulators
- we focus on modernisation, based on analysis of data and a creative, open-minded approach to how we can best deploy our resources
- We ensure our values and behaviours support a learning environment and attitude and that learning information is shared

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Headline Performance Measures	Related Strategic Risks
<p>G001: New Homes Remaining Unsold after 5 months G002/3: First Tranche Sales Performance G004: Social Housing – new homes delivered against forecast G006: Average time to let a new property G007: Average SAP rating for new homes G008: Average age of sale properties unsold after 5 months G009: Average time to sell new LCHO homes E016: Customer satisfaction with new build homes G011: Sales exposure of future committed programme</p>	<p>SR1. Assets are not built or maintained to a satisfactory Standard. SR7. Future Funding shortfall SR8. Unplanned significant expenditure SR10. Abrupt changes in Government Policy SR14 Failure or persistent underperformance of a key supplier or contractor SR28. Poor stakeholder relationships, impact, reputation, and influence SR29. Opportunities for strategic alliances are missed. SR40. We develop new homes that are unviable.</p>

We focus on learning and professional growth

Headline Performance Measures	Related Strategic Risks
<p>NEW: Quarterly Conversations Published % (Q). NEW: Values and Behaviours met % (Q) NEW: Mandatory learning completed % (Q)</p>	<p>10. Abrupt changes in Government policy 17. Non compliance with Regulatory Standards 12. Behaviours don't meet organisational standards or expectations 23. Poor customer perception of service quality and/or value for money</p>

Specific Plans for 2024/25 (non-BAU)

<p>We will prioritise affordability in our approach to development</p>	<p>Aligning of home ownership policies to incorporate Right to Repair, Right to SO, Rent to Buy, Right to Acquire, Shared Ownership. Procedure relating to compliance with new model lease</p>
<p>We will identify and pursue strategic opportunities which enable us to maintain growth within the parameters of our financial plan</p>	<p>Option appraisals on a number of Strategic Assets e.g. Marlborough and Blandfords Shared Ownership staircasing promotion</p>
<p>We will demonstrate value for money by monitoring the performance of our development schemes and measuring customer satisfaction with our homes</p>	<p>Power BI to enhance reporting Establish requirements for a DMS Align new build defects process with new HHSRS regulations</p>
<p>We will be a learning organisation, maximising opportunities to improve and grow</p>	<p>Professionalisation of roles ILM3 Oasis leadership development programme Change in Quarterly Conversation to include development at each touch point</p>
<p>We will enable and reward leadership at all levels of the organisation, valuing curiosity, creativity, problem solving and ambition for continuous improvement</p>	<p>Oasis leadership development programme Colleague circle refresh / relaunch</p>
<p>We will work towards the professionalisation of key roles to meet the expectations of our customers and regulators</p>	<p>Professionalisation of roles</p>
<p>We will ensure our values and behaviours support a learning environment and attitude and that learning information is shared</p>	<p>Colleague circle refresh / relaunch</p>