

**Developing the HH Business Plan for 2008-2013  
Consultation and discussion with Resident Liaison Group**

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## Delivery Plan – update from last time

- HH Delivery Plan was submitted on time
- Draft developed, taking into account comments from RLG at last meeting which were really useful in shaping priorities
- Council provided some very useful feedback and comments which has been incorporated
- Final version submitted to the Council – awaiting sign off
- Summary version to be produced after sign off – *probably the one you'll want to see (the full version is quite long!)*
- Full version will be available if you want it
- Both summary and full version will be posted on the HH website

***Thank you for your contribution on this***

## This session will cover...

- Delivery plan update
- HH Business Plan – our draft vision, mission and objectives
- Developing our Business Plan for 2008-2013
- Some key questions
- Next steps

## Our vision, mission, objectives and values

- Developed by the Board in partnership with the Council – joint planning session took place and subsequent discussions
- Takes account of resident feedback and comments, suggestions from RLG at the last Delivery Plan session
- Takes account of what staff are saying about HH – staff focus groups run by external facilitator
- Reflect where we are but most important – where we want to be in the next 5 years
- Are central to our 5 Year Business Plan being developed

**HH as an organisation must adopt and 'live' these – *it can't just be about words!***

## Our vision

*“To deliver excellent, accessible services, and quality homes that people want to live in”*

***We’ve tried to keep it simple!***



## Our Mission

“Hackney Homes is committed to improving its service through sound investment and effective management of resources, keeping our residents, staff and partners at the heart of what we do”

We will:

- Become the landlord of choice for local residents
- Be the best housing provider in London, achieving top quartile performance and satisfaction
- Build on our strong relationships with partners and local communities to help deliver the Team Hackney vision
- Build more social housing, looking at opportunities to deliver more rented and low cost home ownership for local residents
- Maximise opportunities to draw in resources to help local communities grow stronger and prosper
- Develop our commercial awareness, maximising the benefits from opportunities and challenges that lie ahead, such as the opportunity to benefit from and contribute to the Olympics
- Be an excellent service, achieving 3 stars



## Our business objectives

- Excellent, accessible services
- Modern homes
- Running Hackney Homes well
- Successful, vibrant communities

### Note

- *Vision, mission, business objectives are subject to final Board approval – end February 2008*
- *Values are being developed – subject to Board approval then to be launched in March 2008*

## What is our Business Plan?

- The Business Plan is a strategic document – our shared aspirations for the service over time (5 years) - it's not about the detailed work that needs to be delivered on the ground
- Business Plan will link with the annual Delivery Plan that HH has to develop with the Council – the performance targets
- Service Planning - each service within HH will develop it's own Service Plan:
  - How the Business Plan and Delivery Plan targets will be delivered on the ground
  - Identifying the improvement priorities for 12 months and beyond

***Everything HH does must fit with our vision, mission and business objectives***

## Developing our Business Plan – *some key questions for you*

- Does our vision, mission and business objectives capture your aspirations for the service?
- Do you recognise this as something that we can achieve - do you think HH can get there? – What would you need to see in the next 12 months? – *some key things which would lay the foundations*
- What does the mission mean to you? – Can you think of some examples of things that HH should / could do or do more of?

## Developing our Business Plan – *some key questions (for us and you)*

### **Do you think local residents understand who Hackney Homes are?**

- Still the Council(?) – what's different about having an ALMO now?
- What can Hackney Homes do for residents that wasn't available before?
- What are the positives that all residents should know about?
- What should Hackney Homes do to build greater awareness about them amongst residents and the local community?

## Next Steps

- Draft Business Plan to be considered by Board – end Feb 2008
- Consultation on draft plan with partners including the Council – Mar 2008
- Final Business Plan produced and Board sign off Business – end March 2008
- Service Plans to be developed – March through April 2008
- Staff Appraisals to cascade from service plans – April through May 2008

**Thank you!**