

Our Priorities and Values

Agile

- A digitally enabled organisation
- Mobile workforce
- Community based delivery
- Simple and slick processes
- Efficient organisational structures
- Highly trained and adaptable workforce

Accountable

- Clear targets and outcomes
- An integrated IT system providing one version of the truth
- Clear line of sight (everyone working to one direction)
- A culture of responsibility and ownership of issues

Customer orientated

- Responsive services based on need and customer insight
- Multi-channel approach to service delivery
- Easy to use digital services
- Flexible range of feedback and engagement opportunities

Efficient

- Effective cost control
- Increased productivity and capacity to grow
- Lean and efficient organisational structures
- Financial strength
- Strong governance and regulatory compliance

To achieve this we will:

- Deliver the right training, learning and development, at the right time to the Group workforce
- Implement a Talent Management Programme across the Group
- Increase the number of employees with digital skills and who have access to digital learning interventions
- Secure external funding to support employees and tenants gain digital skills
- Recover the costs of the Group's annual Apprenticeship Levy
- Review existing office processes to identify improvements
- Listen to and learn from our customers
- Work collaboratively with Group colleagues to design, support and secure external funding for tenancy sustainability services and pilot new ways of working.
- Deliver exemplar results with Building Better Opportunities and supporting long term unemployed into employment
- Work with Fusion partners to develop a shared casual employment register for short term vacancies
- Support Fusion partners work together on shared Resident Scrutiny and community engagement

By 2021 we will have achieved:

- 100% (timely) completions of Core Training
- At least 66% of training interventions are digital
- Implemented a Talent Management programme to offset future skill gaps and support succession planning
- Secured at least £50k external funding to support employees gain digital skills
- All workforce has access to digital training
- Support the Group achieve lower cost for filling short term vacancies
- Recoup 100% of the Groups Apprentice Levy
- Achieved efficiency savings of £100k within Vestia
- Secured at least £250k of external funding to support Tenancy Sustainability services
- Maintain 90% customer satisfaction
- To be recognised nationally as 'best practice' in the management & delivery of Building Better Opportunities contracts