

Our Plans

Working:

- Increasing opportunities for apprenticeships and more
- Continue to develop our workforce
- Continue to provide learning and development opportunities for members of Doncaster communities

Learning:

- Support and reduce homelessness
- Support new property building
- Provide support to maximise tenancy sustainability
- Anti-poverty steering group
- Cleaner neighbourhoods
- Safer neighbourhoods through reduced anti-social behaviour
- Grow St. Leger Lettings

Living:

- Older Persons Housing
- Safeguarding
- Home Improvement Agency development
- Supported accommodation
- Support the development of the health and social care partnership

Measures of Success

- Percentage of homes achieving Decent Homes standard
- Repairs right first time
- Scheduled repairs promises kept
- Gas servicing rates
- Number of ASB Cases Resolved
- Increased number of properties managed
- Neighbourhood satisfaction (STAR survey)

Our Plans

- Continue to invest in homes and neighbourhoods, modernising and improving using technology, and improving accessibility, security and facilities
- Deliver our environmental strategy
- Grow our gardening service
- Improve our repairs performance
- Ensure our properties meet demand now and in future
- Review age designation and local lettings policies to make best use of stock
- Provide communal halls and spaces which the community value and are financially sustainable
- Work with Doncaster Council to maximise development opportunities.

Measures of Success

- Number of households in bed and breakfast
- Number of homelessness acceptances
- Percentage of local expenditure
- Recognition for our contribution to a growing and successful Doncaster
- Number of staff training and development opportunities
- Number of community training events
- World of Work participation rates and outcomes



Measures of Success

- Tenant employment, learning and earning levels in line with Doncaster
- Number of households maintaining independent living
- Number of tenants involved
- Improvements made due to tenant involvement
- Tenancies sustained
- Tenant satisfaction
- Number of tenants helped into training and employment

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Our Plans

- Use technology to modernise and transform the way we work, using modern, joined up systems, offer alternative ways for tenants and customer to access services, increase mobile and remote working for staff
- Continue to develop our workforce by improving knowledge and skills, managing performance, improving recruitment processes, increasing apprenticeships, developing management and leadership skills, improving reward and recognition, and continually reviewing our policies and procedures
- Continuous improvement of our business processes
- Award winning and achieving appropriate accreditations
- Grow our commercial offer
- Review our business accommodation to ensure it meets our needs
- Improve communications internally and with external stakeholders
- Increase the number of tenants paying by direct debit
- Produce an annual Value for Money statement

Measures of Success

- Percentage of rent arrears
- Amount of void rent loss
- Number of void re-let days
- Percentage of complaints against interactions
- Staff sickness absence levels
- Proportion of invoices paid on-time
- Upper quartile against benchmarked peers
- Increased productivity
- Increased income level

Our Plans

- Expand our World of Work programme to maximise opportunities to support tenants and residents into work
- Provide support for tenants impacted by welfare reforms to help them sustain tenancies
- Increase the range of tenant support available including help with budgets, wellbeing, access to and use of technology, social inclusion and more complex needs
- Engage with the diverse communities of Doncaster and increase tenant and community member involvement in our business
- Review and improve communication with tenants
- Work with partners to enable people to live independently for longer
- Review our allocations policy