



# Delivery Plan 2023/24

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# Background/context

- SCH manages the council's housing stock
- Management agreement sets out parameters
- SCH required to present Delivery Plan to the council for approval
- Held to account – QMB – actions and key performance indicators
- Key factors for 2023/24:
  - Strengthened regulatory framework
  - Continued focus on building safety
  - Cost of living
  - Drive for sustainability
  - Strengthening safeguarding



# Consultation

- Tenant conference (Sept 2022) identified key priorities
- Contributions from council directorates (particularly Public Health, Adult Social Care, Economy and Infrastructure)
- Feedback from Strategic Housing Board and Quarterly Monitoring Board



# Delivery Plan

- Investing in new and existing homes
- Keeping customers safe in their homes
- Supporting those in need
- Improving neighbourhoods
- Green homes and sustainability
- Engagement
- How we work – vfm / digital / data and evidence
- Who we are – cultivating a great place to work where teams feel supported





# Delivery Plan Themes 2023-24



## Providing accessible, affordable housing solutions for those in need

**Investing in existing and new homes:** providing quality homes by developing and acquiring new properties, and improving existing stock

**Keeping customers safe in their homes:** improving building safety and undertaking regular compliance checks

**Supporting those in need:** a holistic partnership-based approach to wellbeing, combatting financial, mental health and employment challenges

**Improving neighbourhoods:** investing in our communities, enhancing where people live, and tackling anti-social behaviour, domestic and other forms of abuse

**Green homes and sustainability:** reducing the environmental impact of housing stock and SCH's operations, and reducing energy costs for residents

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**Engagement:** listening to the diverse voice of our customers, so they can shape and improve services

**How we work:** delivering sustainable, value-for-money services, proactively adopting digital technology to enhance how customers interact with SCH, whilst using robust data to drive evidence-led service improvement

**Who we are:** cultivating a great place to work, where a collaborative team feels supported, valued, empowered and motivated, equipped with the tools to deliver excellent services

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# Key Performance Indicators (not TSMs)

- Rent collected
- Tenant arrears
- Stay in TA
- Stay in budget hotels
- Homelessness prevented
- Electrical safety
- Fire safety actions
- Overall satisfaction (transactional)
- Contact centre call answering
- Satisfaction (disabled facilities grant)
- Void rent loss



# Key Performance Indicators (TSMs)

- Fire risk assessments
- Asbestos inspections
- Gas certification
- Water inspections
- Lift inspections
- Overall satisfaction (perceptual)
- Complaint resolution
- Repair quality satisfaction
- Repair time satisfaction
- Maintenance of home
- Landlord makes positive contribution to neighbourhood
- No of ASB cases
- Homes not meeting Decent Homes standard
- Repairs complete in target
- Safety of home
- Landlord listens to tenant views' and acts on them
- Landlord keeps tenant informed
- Landlord treats tenants fairly/with respect
- Complaint handling satisfaction
- Communal areas clean and well-maintained
- ASB case satisfaction
- No of complaints

