

# Our plan for 2021-22

This year is the start of the journey towards 2026 and a Clanmil that has embraced change and has delivered on our promises to our colleagues, our customers and to the planet. To help keep us on the right road, we have a renewed shared purpose and refreshed values to guide how we do things.

What we deliver in 2021-22 will take us on the first steps to the successful delivery of our exciting new Shaping our Future 2026 strategy.

Our new strategy has five aims. Our priorities for the year ahead towards achieving each of these aims are set out below. This is what we want to deliver together for our customers and teams over the next 12 months.



## **Our aim: Build and maintain homes whilst protecting the environment**

We will...

- address housing need using all potential construction and delivery models to deliver 400 new homes in line with year-one of the new Growth Strategy
- work collaboratively to ensure these new homes are sustainable and really good places to live
- deliver year-one of our five-year Environmental Strategy that sets out how we will deliver our pledge to protect the environment
- implement a new response maintenance service that has the customer at its heart
- ensure our homes are occupied as much of the time as possible to help reduce the number of people waiting for a home and the amount of income lost due to empty properties
- deliver year-one of our five-year Assets Strategy



## **Our aim: Provide Services that make life easier for our customers**

We will...

- create and communicate a new Customer Strategy that helps guide our approach to great customer experience
- implement a new website and online tenant portal so that key services are available 24/7 365 days a year
- scope a Clanmil contact centre that delivers a great customer experience for those who chose to use it
- deliver a tenant engagement roadmap that gives customers meaningful opportunities to shape services
- work with our customers to review what they pay for at Clanmil
- deliver an annual tenant feedback plan
- progress the modernisation of Independent Living services



## **Our aim: Create a brilliant and sustainable organisation**

We will...

- develop clarity and efficiency around workflows, reporting and governance to ensure we have efficient processes and reliable data and that we are compliant in all we do as a business
- proactively use risk management as a tool for informed decision making
- provide a great digital onboarding, development and learning offer for all our colleagues
- deliver our new performance management framework reflecting our new Clanmil values
- embrace hub, home and on-the-go working whilst continuing to deliver services that matter
- effectively collaborate and lead on a range of change projects that further the delivery of the five-year strategic plan
- scope and develop the business case for the delivery of an efficient document management system
- embed professional standards across all our teams
- finalise a longer term funding review to ensure continued and future viability
- deliver year-one of our People Strategy to include a focus on developing those who are responsible for leading and managing



## **Our aim: Be a respected voice to grow our impact**

We will...

- communicate and embed our new values and strategic direction
- develop a new political engagement plan to add our voice to Government policy and measure impact on key strategic issues across the business
- promote the voice of our customer to further tackle negative stereotyping of social housing
- promote wider what we do and the impact we have by sharing our success stories
- work with NIFHA to lobby on behalf of the sector



## **Our aim: Reach, connect and collaborate to strengthen communities**

We will...

- establish Local Engagement Fora to hear directly from our customers
- develop a training plan with customers that equips them to help shape our services
- relaunch a new community investment plan that ensures we focus on what communities need most in preparation for a new Community Investment Strategy
- develop a plan to combat loneliness
- review how we connect with local communities to help build long term relationships
- work with Alpha Housing Association to develop and deliver year-one of an NIHE funded social prescribing project
- promote a new sector partnership to devise a proposal for a PEACE Plus programme to build on previous good relations work
- promote three new schemes as NIHE approved shared housing schemes

