

The objectives that we planned to deliver in the first year of the Corporate Business Plan will now be delivered in Year 1 and 2. To find out what we completed in Year 1, please read our [Annual Report 2020-21](#).



Corporate Business Plan

2025

Objective 1: Resident Standards -
we will have a service which is shaped
by our residents for our residents

**Objective 2: Staff and partner
engagement -** we will be an
employer and partner of choice

Our priority for Year 1 and 2:

Create an excellent customer service culture throughout ccha.

Year 2



- Develop and roll out measurable customer service standards with feedback from residents.



- Ensure customer service and standards are linked to the ccha recruitment process.

Measure of success for Year 2:
Customer satisfaction to reach 75%.

Our priority for Year 1 and 2:

Ensure clarity and consistency of approach to staff throughout ccha.

Year 2



- Complete the staff survey and develop the staff survey action plan to present to staff.



- Develop and approve a new Equality, Diversity and Inclusion Strategy.



- Review the Wellbeing Committee activities and inclusivity.

Measure of success for Year 2:
Achieve a one star staff satisfaction 'one to watch' by 2025.

Objective 3: Safety & security responsibility - we will have an exemplary record for safety

Our priority for Year 1 and 2: Ensure that we act as a responsible employer by making sure all of our staff have adequate health and safety training, support and resource and their wellbeing is prioritised.

Year 2



- Develop safe working practices and provide a safe working environment in readiness for a phased return to the office following the pandemic.



- Ensure that all staff remain informed, safe and fully supported.



- Review and strengthen our Environmental Policy and action plan.

Our priority for Year 1 and 2: Ensure that we act as a responsible landlord by being well informed of the latest Health and Safety legislation and standards.

Year 2



- Procurement of four key landlord compliance contracts.



- 100% compliance in all aspects of landlord Health and Safety.



- Review the Health and Safety training matrix for all staff and provide specialist training for frontline teams.



- Review the use of consultants and contractors in all landlord health and safety compliance.

Measure of success for Year 2:

100% compliant with all legislation, regulation and standards.

Objective 4: More affordable homes pledge -

we will be resourceful and innovative to deliver an increased programme of genuinely affordable quality homes.

Our priority for Year 1 and 2: Secure at least 40 homes per year. And work with our development partners through an option appraisal process to produce a development programme for our own sites.

Year 2



- ccha to be an approved development partner on its own merit.



- Review the design brief with our asset manager to ensure it is in line with the government's green agenda.



- Collate a list of schemes, in conjunction with relevant staff teams to identify potential refurbishment, redevelopment or build opportunities on existing ccha land.



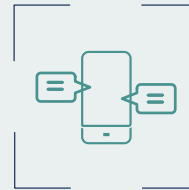
- To complete two developments (Tweedy Road and Brighton Road), providing 42 homes, 11 of which will be for London Affordable Rent and 21 for Shared Ownership.

Objective 5: Value for money -

we will deliver a high-quality service with no increase in costs.

Our priority for Year 1 and 2: Fully integrated ICT systems throughout ccha.

Year 2



- New phone system with full staff consultation



- Electronic data management system in place and all paper files transferred over.



- Embed the Civica CX system, ensuring staff are trained to use it.



- Ensure full compliance of GDPR (General Data Protection Regulation) across the business.

Measure of success for Year 2:

A 5% growth year on year, with 50% of homes on London Affordable Rent.

Measure of success for Year 2:

Achieve median quartile on quality and median quartile on cost.