

Business Plan 2024/27

Strategic priority 1: Our tenants		Deliver in year		
		2024/25	2025/26	2026/27
Objective: Ensure that our tenants continue to receive excellent services, can influence their development and improvement, and that we're held accountable by our tenants for our performance. Actions:				
1.1	Design and deliver a Tenant Engagement Plan to ensure transparency, influence and accountability to include:			
1.1.1	A wide range of meaningful opportunities for tenants to scrutinise policies, strategies and services			
1.1.2	Actions to address tenants' views as expressed in the 2023 perception survey			
1.1.3	Publication of the types of complaints made, lessons learned, and action taken			
1.1.4	Using our data to shape services and promote inclusion			
1.2	Annually set Key Performance Indicator targets, against sector benchmarks, and share our achievements against these with our tenants in accessible formats			
1.3	Undertake a new Tenant Survey and achieve even better results than in 2023			
1.4	Introduce and implement a new Tenancy Sustainment Strategy			
1.5	Explore potential partnerships with health agencies to address health inequalities			

Strategic priority 2: Our homes		Deliver in year		
		2024/25	2025/26	2026/27
Objective: Ensure that our homes remain safe and affordable, and become fuel efficient, contributing to carbon reduction. Actions:				
2.1	Undertake a new Stock Condition Survey (2025/26) and begin to deliver against it (2026/27)			
2.2	Asset Management – continue to deliver against our current Strategy and begin to deliver against a new Asset Management Strategy in 2026/27			
2.3	Development – continue to deliver against our current development and begin to deliver against a new Development Strategy in 2026/27			
2.4	Design a plan to bring homes to EPC C by 2035 (2025/26) and implement from 2026/27			
2.5	Design a plan to comply with a new Decent Homes Standard and implement it			
2.6	Complete a new Nominations Agreement with LBWF			
2.7	Review our sheltered housing provision to ensure it meets (future) demand			

Strategic priority 3: Our organisation		Deliver in year		
		2024/25	2025/26	2026/27
Objective: Ensure that our organisation continues to be values-based, well governed, efficient, and resilient. Actions:				
3.1	Deliver our Governance Action Plan			
3.2	Implement a Sustainability Strategy to decarbonise our operations			
3.3	Continue to invest in and develop colleagues and achieve Investors in People (Platinum)			
3.4	Deliver the planned mitigations of our Risk Analysis and continue to monitor new and emerging risks			
3.5	Continue to consider formal partnerships in order to secure opportunities, achieve efficiencies, greater impact and / or improved value for money			
3.6	Deliver on Value for Money improvement plans			
3.7	Deliver our Information and Communications Technology Strategy			
3.8	Incorporate regular “what else” sessions to capture best practice and promote continuous improvement and innovation			

Strategic priority 4: Our voice		Deliver in year		
		2024/25	2025/26	2026/27
Objective: Continue to use our voice to influence sector and wider initiatives, in the best interests of the communities we serve. Actions:				
4.1	Measure and communicate to tenants and other stakeholders the role we play (with other agencies) in promoting social, environmental and economic wellbeing in LBWF			
4.2	Develop (2024/5) and implement a Communications Strategy			
4.3	Promote the profile and values of WFHA in the Borough and sector			
4.4	Participate in the development of sector best practice			
4.5	Influence local and wider decision making in the best interests of our current and future tenants			
4.6	Deliver on our commitments under the HouseProud and SHARP pledges			
4.7	Active leadership / participation in groups / forums concerned with addressing equality, diversity and inclusion			