

**Wigan & Leigh Housing**  
 "Where we are going and how we plan to get there".

Appendix 1

**Better Homes, Brighter Futures**

Our Vision -  
where we are  
going by 2012

<p><b>Better Housing Services</b></p> <ul style="list-style-type: none"> <li>- 90% tenant satisfaction with overall service provided (aspiring to 92% by 2016)</li> <li>- 75% tenant satisfaction with opportunity to be involved</li> <li>- 80% of performance indicators top quartile</li> </ul>	<p><b>Decent Homes</b></p> <ul style="list-style-type: none"> <li>- Maintain at least 95% homes to decency standard</li> <li>- 90% repairs completed right first time (rising to 95% by 2016)</li> <li>- Improve the energy efficiency rating of properties by 5%</li> </ul>	<p><b>Better Neighbourhoods</b></p> <ul style="list-style-type: none"> <li>- 82% of tenants satisfied with their neighbourhood</li> <li>- 85% of tenants satisfied with the outcome of their anti-social behaviour complaint</li> <li>- Target for improving the financial position of our tenants to be developed</li> </ul>	<p><b>Access to affordable sustainable homes</b></p> <ul style="list-style-type: none"> <li>- Contribute to 50 new affordable homes a year which meet the Code for Sustainable Homes:                         <ul style="list-style-type: none"> <li>- level 3 by 2012</li> <li>- level 4 by 2016</li> </ul> </li> <li>- 75% built to lifetime homes standard</li> <li>- 95% of tenants satisfied with the quality of their new home</li> </ul>	<p><b>Supporting the most vulnerable</b></p> <ul style="list-style-type: none"> <li>- 700 cases a year where homelessness prevented</li> <li>- Less than 20 homeless households in temporary accommodation</li> <li>- Maintain at least 99% of Supporting People service users who are supported to establish and maintain independent living</li> </ul>
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How we plan  
to get there

<ul style="list-style-type: none"> <li>- Local standards set and scrutinised by tenants</li> <li>- Quality access routes</li> <li>- Good customer care</li> <li>- Customer information &amp; involvement</li> <li>- Quality, value for money services</li> </ul>	<ul style="list-style-type: none"> <li>- Stock investment programme set by tenants</li> <li>- High quality responsive repairs service</li> <li>- Void relet quality</li> </ul>	<ul style="list-style-type: none"> <li>- Better Neighbourhood Fund involving tenants in improving their areas</li> <li>- Comprehensive approach to anti-social behaviour</li> <li>- Working with partners to improve the quality of neighbourhoods for tenants</li> <li>- Pathways into Training and Employment initiative</li> </ul>	<ul style="list-style-type: none"> <li>- Working with partners to maximise the delivery of quality affordable housing</li> <li>- Maximise regeneration opportunities through affordable housing developments</li> <li>- Maximise the use of existing stock</li> </ul>	<ul style="list-style-type: none"> <li>- Working with partners to provide timely intervention, prevention and support</li> <li>- Prompt access to appropriate accommodation</li> <li>- Quality, value for money support services for older and vulnerable people</li> </ul>
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Our Values -  
how we will act

Welcoming	Approachable	Listening	Helpful (being revised)
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Ensuring we  
get there

<p>Focused flexible effective organisation</p>	<p>Partnership Working</p>
Customer Excellence   Value for Money   Service Improvement Teams   Staff & Board Development   Governance   Communication   Asset Management Customer Involvement   Financial Management   Managing Performance   Human Resources Planning   Strategic Planning   Risk Management   ICT Planning Social Responsibility   Financial Inclusion   Equality, Diversity & Cohesion	