

Company Vision and the Five Goals

Wigan & Leigh Housing's Vision

“Better Homes, Brighter Futures”

The Vision is supported by the 5 goals shown in the following matrix

What we want to achieve		How we will deliver
Goal 1	Better housing services Targets: <ul style="list-style-type: none"> • Over 90% customer satisfaction. Top performing housing services (Comprehensive Performance Assessment housing score of 3 or 4). 	<ul style="list-style-type: none"> • By providing quality customer care, access to services and personal choice. • By delivering quality value for money services.
Goal 2	Decent homes Targets: <ul style="list-style-type: none"> • 95% of Council homes decent by 2010. • Maintain decency standards. 	<ul style="list-style-type: none"> • By having realistic stock investment programmes. • By providing a quality responsive repair programme.
Goal 3	Better estates Targets: <ul style="list-style-type: none"> • Reducing the gap between our estates and the Borough average for crime and anti-social behaviour, street cleanliness index and deprivation. • <i>People feel safe in their own homes and on their estates.</i> 	<ul style="list-style-type: none"> • By championing a new approach to Neighbourhood Renewal and stronger communities with greater community participation. • By working with the Community Safety Partnership on reducing crime and disorder and improving the street scene.
Goal 4	Access to affordable homes Targets: <ul style="list-style-type: none"> • Contribute to 100 additional affordable homes a year • Maximising the use of existing stock to meet housing need. 	<ul style="list-style-type: none"> • By working in partnership with Wigan Council in the provision of additional affordable homes for rent and sale focussing on those who cannot afford market prices.
Goal 5	Housing services for vulnerable people Targets: <ul style="list-style-type: none"> • To ensure homelessness Best Value Performance Indicators are at middle or top national thresholds. • Targets for vulnerable people to be developed. 	<ul style="list-style-type: none"> • By providing a comprehensive housing advice service to prevent homelessness, support those most vulnerable and try and ensure prompt access to appropriate accommodation. • By fundamentally reviewing supported and sheltered housing services. To ensure housing services are accessible to the most vulnerable.

Figure 1: 5 Goals

In meeting our customers needs and delivering excellent services to achieve these goals we have embraced the following core values as an organisation:

- **Be honest, open & helpful**
- **Respect the individual**
- **Value diversity**
- **Empower staff and support their development**
- **Value feedback, listen and learn**
- **Be visionary and forward thinking**
- **Look to continuously improve and encourage innovation**
- **Strive to go the extra mile**
- **Be accountable and responsible**
- **Work smarter not harder, think value for money**