

SJMT - ALMSHOUSE CHARITY - PLANS FOR 2016 - 2018

OUR VISION

We are committed to being a top performing organisation, providing high quality housing and related services. And, we want to be regarded as the best local supported / sheltered housing provider.

WE WILL FOCUS OUR ENERGIES ON.

1. RESPONDING TO RESIDENT NEEDS

- Continue to fully involve residents in the decisions we make about their homes
- Actively seek their views on our operational performance
- Undertake resident satisfaction surveys
- Be responsive to individual support needs, as they may change

2. BEING A HIGH PERFORMING ORGANISATION

- Have excellent governance arrangements and a responsive and knowledgeable leadership team
- Fostering positive relationships with Local Authority, health and other key stakeholders
- Improving performance in all areas of operational activity
- Maximise efficiency, income and occupancy rates, with a target of 95%
- Raising productivity and being mindful of change, innovation and new emerging funding models
- Drive down costs
- Achieve better service levels
- Continually seeking improvement in obtaining value for money, in all areas of procurement

3. VALUING OUR PEOPLE

- To be an employer of first choice, in terms of employment and the working environment
- Ensuring continuing staff training and personal development opportunities
- Conduct a staff engagement / satisfaction level survey
- Continuing to actively promote apprentice training for younger people
- Review remuneration and reward / recognition arrangements, for all staff
- Ensure consistent methods of performance appraisal and feedback
- Make sure they are able to work safely and have the necessary resources

4. HAVING QUALITY HOMES

- Ensure by 2018 that all the bedsitters have been upgraded to self-contained one bedroomed flats
- All accommodation to be well maintained and in excellent condition
- Common areas being inviting, modern, well looked after and safe
- Repair and maintain accommodation within agreed timescales

5. DEVELOPING NEW HOUSING

- Fully evaluate additional development opportunity on all existing sites
- Utilise existing cash surpluses or negotiate loan finance to fund capital costs
- Seek out vacant land for future development opportunities
- Optimise use of 'free reserves' to fund future development through organic growth