

business strategy²⁰⁰⁹₂₀₁₄

summary



our vision

Providing high quality affordable homes that contribute to sustainable communities



Mission

To be an excellent landlord that puts people at its heart and provides services that are value for money and meet the aspirations of current and future residents.

Values

- To have integrity
- To be approachable
- To embrace change
- To be transparent
- To be ethical
- To value diversity

housing and resident service

Actions to achieve Goal:

Actions to achieve Goal:	Target date
• Further development of resident involvement	April 2010
• Increase the capacity of focus groups to have greater influence on decision making	April 2010
• Work towards resident led policy development through focus groups and other means.	April 2011
• Impact assessment of resident involvement activities.	Ongoing
• Continuous review of service improvement plans.	Ongoing
• Impact assessment of service improvement plans.	April 2010
• Review Senior staff structure to ensure customer focus	June 2009
• Review resource levels in housing and resident service team	December 2009
• Review IT infrastructure to ensure appropriate support to all staff and achieve efficient working systems	April 2010
• Continue development of equalities framework in partnership with Sadeh Lok	Ongoing
• Continuous review of Equalities Action Plan and impact assessments on framework	March 2010
• Seek engagement with community groups in areas of stock concentration and engage with Local Strategic Partnerships	from July 2009
• Provide regular feedback on performance to residents and staff	from Oct 2009
• Continue to update resident profile information	Ongoing
• Promotion of the association and our services	April 2010

Strategic Goal:

RHA provides housing and resident service which is resident focused, is continuously improving and contributes to sustainable communities. All in an inclusive way which values diversity and the aspirations of current and future residents



current demand and future development

Actions to achieve Goal:	Target date
<ul style="list-style-type: none"> • Have in place a five year financial forecast which includes all proposals identified in Asset Management process 	from April 2009
<ul style="list-style-type: none"> • Pursue rationalisation of stock portfolio where appropriate and where it is the expressed wish of residents 	Ongoing
<ul style="list-style-type: none"> • Retain a degree of flexibility of approach to service delivery to be responsive to changing needs 	Ongoing
<ul style="list-style-type: none"> • Work in partnership with stakeholders including Local Strategic Partnerships to establish future demand and to promote sustainable communities 	from July 2009
<ul style="list-style-type: none"> • Actively engage with communities and neighbourhoods 	June 2009
<ul style="list-style-type: none"> • Develop in areas of stock concentration, to maintain and grow stock numbers and to contribute to sustainable communities 	Ongoing
<ul style="list-style-type: none"> • Carry out review of areas for future development in context of the above 	April 2010
<ul style="list-style-type: none"> • Continue with existing development partnership 	Ongoing
<ul style="list-style-type: none"> • Concentrate future development on accommodation for older persons 	Ongoing

Strategic Goal:

RHA stock remains viable and desirable within the wider context of supply, demand, neighbourhood planning and property condition.

stock condition and maintenance

Actions to achieve Goal:

- Develop standard which exceeds requirement of Decent Homes Standard
- Detailed planned maintenance programme for the next 5 /10 years
- Introduce whole life costings to ensure value for money
- Carry out review of procurement methods
- Continue to involve residents in priorities and performance
- Review performance indicators for monitoring contractor performance
- Invest in energy efficiency and environmentally sustainable measures
- Maintain balance between investment in existing stock and new development
- Review staffing levels to ensure continuous improvement to service

Target date

April 2010
April 2009 & ongoing
April 2010
October 2009
Ongoing
October 2009
Ongoing
Ongoing
December 2009

Strategic Goal:

RHA properties remain fit for purpose, exceed current standards and meet the requirements and expectations of current and future residents within a value for money context.



risk management

Actions to achieve Goal:

- Review financial controls to ensure effectiveness
- Review management reporting systems
- Senior staff team to continue to be responsible for the identification and management of risk
- Board to continue responsibility for monitoring risk
- Review project management systems
- Review performance management system
- Review governance arrangements
- Review IT systems
- Explore resident involvement in risk assessment
- Increase staff awareness

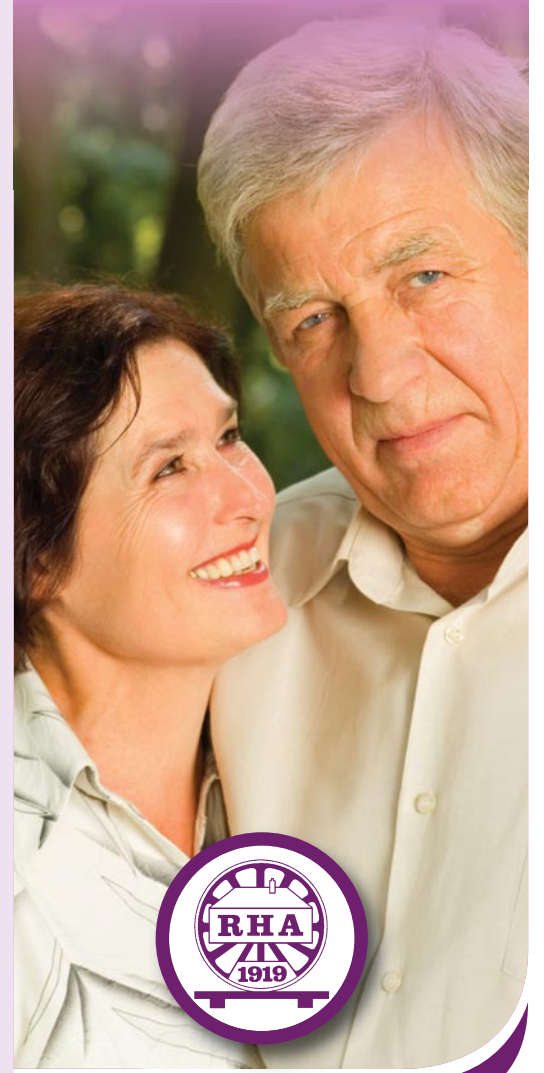
Target date

Ongoing
April 2010

Ongoing
Ongoing
April 2011
April 2011
April 2011
April 2010
April 2010
April 2010

Strategic Goal:

RHA is a well managed organisation with management systems which ensure proper control.



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سؤال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار یانه به زمانی خوتان ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده تک. نه گه ر پیویستت به ز انبار ی زورتر، پارمه تی و یا ناموزنگاری هه به، تکاپه پرسپار بکه له په کیک له کارمه نده کان. (نه وان کاریکی واده کن که به زمانی خوت له گه لتا قسمه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿ੍ਰਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گزارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (اکھری ہوئی لکھائی)، ہینیا شخص کے پڑھنے کی لکھائی (ایسی ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا آرکپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (آرکپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں)۔

Railway Housing Association

Bank Top House, Garbutt Square,
Neasham Road, Darlington DL1 4DR
Tel: 01325 482125 Fax: 01325 384641
Web: www.railwayha.co.uk

Registered Social Landlord:
A1855 Registered Charity: 216825
MEMBER OF THE HOUSING OMBUDSMAN SERVICE

