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## VISION AND OBJECTIVES

### 1.0 Policy Context

This key policy sits within the context of the following:-

- South Lakeland Community Plan (future);
- South Lakeland District Council Strategic Plan 2003-2006;
- South Lakeland District Council Housing Strategy;
- South Lakeland District Council Housing Revenue Account Business Plan;
- South Lakeland District Council annual Performance Plan;
- South Lakeland Crime and Disorder Reduction Strategy 2002-2005;
- South Lakes Housing Code of Governance.

South Lakes Housing is committed to delivering the aims of South Lakeland District Council as set out in its Strategic Plan 2003-06. In particular, South Lakes Housing must deliver in relation to three of the Council's five highest priorities:-

- ❶ Homes which meet need;
- ❷ A high quality environment;
- ❸ Healthy and safe communities.

South Lakes Housing must also act in accord with the values guiding the Council namely:-

- Partnership working;
- Recognition of diversity and equality needs;
- Seeking continuous improvement;
- Effective communication;
- Valuing staff;
- Sustainability.

Beneath the Council's Strategic Plan sit the Housing Strategy and the Housing Revenue Account Business Plan which also steer the activities of South Lakes Housing. These guide the priorities for action set out in Section 3.

### 2.0 Vision and Objectives

Vision, Mission and Aims

The vision of South Lakes Housing is to be an independent and accountable tenant-focused organisation working within the community for the community.

Its mission is to deliver an excellent, high quality, efficient and cost-effective housing service to meet the needs of current and future tenants and leaseholders of South Lakeland District Council.

It aims to use imaginative and innovative solutions and to actively involve tenants and other community representatives in the management of the Company.

Specific Objectives are to:-

- Deliver good quality, safe, secure, affordable homes to all tenants.
- Contribute to environmental improvements and the reduction of anti-social behaviour in order to create safe, attractive places to live in.
- Work in partnership with the Council, tenants and leaseholders and other organisations to deliver good quality, cost-effective services to tenants and leaseholders.
- Develop and implement accountability to and effective communication with tenants, leaseholders and all other key stakeholders.
- Respect diversity and promote equality of opportunity in relation to all aspects of the ways in which South Lakes Housing is run and delivers its services.
- Contribute to the social, environmental and economic regeneration of the District.
- To lead and motivate a team of staff capable of delivering South Lakes Housing's objectives

### **3.0 Key Priorities in Implementing the Objectives**

- To achieve a minimum 2-star inspection rating in order to gain the necessary funding to meet the Decency Standard for all homes.
- To carry out a programme for improving and maintaining the existing stock of homes to the Decency Standard prior to 2010, evolving new forms of procurement and partnership working.
- To implement the action framework to tackle anti-social behaviour in partnership with other agencies.
- To provide more flexibility and choice in housing care and support options for a wide range of client groups.
- To advise and assist people in housing need according to their circumstances and to allocate properties on the basis of equality of opportunity and choice.
- To assist South Lakeland District Council with its strategic responsibilities particularly contributing to the implementation of the Council's overarching Housing Strategy and subsidiary Young Persons Housing Strategy, Older Persons Housing Strategy and Homelessness Strategy.

### **4.0 Values Underpinning the Achievement of the Objectives**

South Lakes Housing is committed to being fair, open and professional in the conduct of its business and the discharge of its responsibilities as a good employer. It is committed to efficiency, Best Value and excellence in service delivery. It will operate sound and prudent financial systems to secure a stable and strong financial position. It will promote equality of opportunity and freedom from harassment and nuisance of all kinds in all areas of its activity.

South Lakes Housing will through its housing management service provide a sensitive allocation system, efficient rent collection, rigorous and fair pursuit of rent arrears, careful estate and environmental management and every possible help with housing related problems brought forward by tenants and their representatives to the highest standards of best practice.

South Lakes Housing will value existing partners and seek to expand partnership working. It will aim to stimulate and support tenant participation in the running of the company and in the community whenever there is sufficient local commitment. It will contribute to and help deliver the aims of the Council's Local Strategic Partnership and (forthcoming) Community Strategy.

South Lakes Housing will develop an entrepreneurial approach to new opportunities for growth and income generation and aims to develop its business beyond its traditional customer base and geographical remit. South Lakes Housing will take sensible opportunities for a cautious, measured expansion of its current area of operations.

## **5.0 Key Issues, Targets and Business Planning**

Key issues and targets for South Lakes Housing are established from these corporate aims and objectives and are supported by appropriate policies and procedures. They lead to the setting of functional targets in each specific work area. In this way the fundamental objectives inform each year's Business Plan which is then subject to performance monitoring and review.

## **6.0 Performance Monitoring and Review**

Performance is monitored in each specific policy and work area. Performance monitoring information is a key part of the South Lakes Housing performance review process. This in turn will lead to the establishment of an annual review of the corporate aims and objectives of South Lakes Housing.

Performance monitoring and review must pay due regard to the requirements of the Council's annual Performance Plan and the targets it contains.