# SOUTH TYNESIDE HOMES' CORPORATE PLAN



# Sustaining tenancies and neighbourhoods

Work in partnership with STC to:

- •Review our Emergency and Temporary Accommodation offer to meet the demand of the service and needs of our customers.
- Develop and embed the Performance Management Framework to underpin the implementation of the STC ASB policy.
- •Ensure all services are delivered to promote safeguarding and address domestic abuse.

Ethical

Inclusive

Supportive

**Team Player** 

With Integrity

- •Develop and deliver a new Housing Plus strategy.
- •Implement the Financial Inclusion Strategy.
- Develop the homelessness prevention service and ensure it meets its statutory responsibilities.
- •Review and agree standards and maintenance of neighbourhoods.



### **Delivering great customer service -**

- Develop our digital services to meet the needs of our customers, provide good quality options for self service and enable a single view of the customer.
- Improve internal customer service and communication in order to enhance the services we deliver to our customers.





### Providing quality homes

- Work in partnership with STC to develop a New Build specification for houses post 2025 and to meet STC carbon reduction goals.
- Prepare for and implement legislative changes to buildings safety.
- Introduce Repairs Tracking functionality for our tenants.
- Work in partnership with STC to develop a robust Asset
  Management Plan to ensure effective asset management and
  delivery of capital investment programmes to meet relevant
  standards and government targets.



# Employer of choice, efficient and well governed

- Develop a pro-active approach to engage and ensure the wellbeing of our staff.
- Develop a modern and efficient approach to recruit and retain high quality, diverse staff.
- Ensure that our staff are skilled and knowledgeable to meet current and future challenges.
- Develop our workforce plan to meet the future needs of the business.
- Develop a coordinated approach to data management to ensure the integrity of data and that it is capable of being an asset to the business.
- Develop and consolidate our ICT infrastructure to ensure seamless processes for staff and customers and maintain data integrity.
- Maximise the use of technology to enable smarter ways of working.
- Implement the requirements of the NHF Code of Governance.





# Engaging with customers to improve services and influence decisions

- Customer engagement and transparency will inform all aspects of the business.
- Understand the diverse needs of residents and use this to drive continuous service improvement and performance.
- We will engage with residents about safety at home and the management of the buildings they live in
- Listen to the views of all of our residents by offering a menu of involvement opportunities that suit their varying needs, references, and expectations.
- Engage residents in our aim to improve communities and neighbourhoods.

- Resident empowerment, skills, and confidence will be improved through a diverse training programme.
- The impact and outcomes of engagement will be clearly communicated to ensure that residents feel their views are listened to and acted upon to make a positive difference in their communities.
- The latest technology will be utilised to modernise and promote resident engagement, participation, and feedback to widen the reach of engagement and make it more flexible for all.







**Customer focused** 

Discover more:

# VISION, VALUES AND OBJECTIVES



**Employer of choice, efficient and** well governed

## **Customer focused**

### **I WILL:**

- Be polite and friendly.
- Demonstrate and champion excellent customer service.
- Meet the needs of residents, the company and the community.
- Take ownership of problems to reduce unnecessary contact for our customers.
- Encourage customers to give feedback and act upon it.
- Keep up to date with the knowledge and skills required for my role.

- Keep up to date with current issues and changes to best practice.
- Make the best use of technology to enhance the services provided.
- Solve problems, be flexible, and respond to situations creatively.
- Influence and negotiate to achieve positive outcomes.
- Not be afraid to try new things.
- Prioritise and manage my time to meet my and the organisation's objectives.



**Providing quality homes** 

## **Ethical**

- Ensure that my personal, political, and financial interests do not conflict with my
- Act in accordance with the South Tyneside Homes Code of Conduct to avoid any actual or perceived conflicts of interest.
- Raise concerns about potential conflicts of interests from others.
- Speak up when faced with attitudes and behaviour that stereotype and stigmatise rented housing and people who live in rented housing.
- Speak up when I feel policies or practices are inconsistent with the values and purpose of South Tyneside Homes.

## **Supportive -**

### I WILL:

- Do my best to take care of my resilience and wellbeing.
- Always try to be an effective and empathetic listener and communicator.
- Raise concerns about safeguarding of residents and colleagues.
- Support others to do their best.
- Be kind and recognise you may not know what issues are affecting others.
- Utilise and promote to others the support services that are available



# **Team Player**

### **IWILL:**

- Make a positive contribution to team culture.
- Embrace change and actively encourage others to take opportunities.
- · Give and receive feedback co-operatively.
- Work effectively with others inside and outside South Tyneside Homes.
- Take responsibility for my own safety and the safety of others.
- Respond to conflict effectively.



**Sustaining tenancies and** neighbourhoods

## **With Integrity**

### I WILL:

- Visibly and consistently be a role-model.
- Always represent South Tyneside Homes positively.
- Take pride in what I do.
- Be aware of my own strengths, areas for development, and limits - then ask for help when needed.
- Be transparent and honest in my decision-making and communication.
- Deliver on agreed commitments.

- Take responsibility for my actions and mistakes and contribute to putting things right.
- Act in the best interests of residents, colleagues, and partners.
- Follow South Tyneside Homes' policies and procedures.
- Look after equipment and report theft or damage to any property.
- Ensure value for money within my area of responsibility.



**Delivering great customer service** 

## Inclusive

### I WILL:

- · Be fair and impartial in my treatment of others.
- Understand and value diversity of residents, colleagues, and partners.
- Be aware that I could have unconscious bias and assumptions and take steps to address this.
- Respect everyone's customs, cultures, and beliefs.
- Challenge behaviours and attitudes that are inconsistent with mine and the organisation's values.
- Promote diversity of views and experiences and listen to the voices
- Understand the multiple disadvantages that impact people, families. and communities.
- Select the right method of communication to meet diverse needs.
- · Not tolerate inappropriate, offensive, or discriminatory behaviour.



**Engaging with customers to improve** services and influence decisions



