



Focus on
Viability and Strength



Focus on
Enterprise and Growth



Focus on
Communities and Customers

Operational Plan 2011 - 2012

Pride in Our Homes, Proud of Our Neighbourhoods



Focus on
Viability and **Strength**

Board Champion: Mike Harden

Executive Champion: Peter Fieldsend, Director of Corporate Services

Creating a Social Dividend through the efficient
and effective management of assets and
delivery of services

2011/12 Goals and Aspirations: Operational Plan

- Outperform the 2011/12 budget whilst meeting customer expectations;
- Embed value for money throughout the organisation by delivering the Value for Money Improvement Plan and efficiency targets;
- Embed risk management by delivering the Risk Improvement Plan;
- Deliver all internal audit recommendations;
- Apply for and achieve ISO14001 accreditation;
- Ensure full compliance with TSA standards including the establishment of a tenant scrutiny panel;
- Deliver and embed the Single Equality Scheme to all LMH customers and partners;
- Review the composition of the LMH Board and membership;
- Develop and implement LMH's Customer Insight Strategy;
- Deliver Investors In People assessment recommendations and secure gold award status;
- Carry out the Best Companies staff survey and achieve "top 100" status;
- Meet all 2011/12 Stock Transfer promises;
- Deliver 2011/12 objectives within LMH's Information and Communication Technology Strategy; and
- Full participation in the Investment Property Databank (IPD) pilot project leading to the creation of a social housing property index.





Focus on
Enterprise and Growth

Board Champion: Ken Hughes

Executive Champion: Maggi Howard, Director of Asset and Enterprise

Increasing the Social Dividend through an
entrepreneurial approach to the provision of
new products and services

2011/12 Goals and Aspirations: Operational Plan

- Mobilise our new repairs service, Housing Maintenance Solutions, to deliver business plan targets and objectives;
- Develop a “Green” Strategy and maximise opportunities arising from the Green Deal;
- Develop a Growth Strategy to take advantage of opportunities in new and developing markets for a range of products and services;
- Maximise opportunities from the Affordable Housing Programme supported by a prudent approach to risk;
- Investigate opportunities relating to the government’s Empty Homes Programme across the city in collaboration with Liverpool City Council;
- Develop and implement LMH’s Sustainability Strategy; and
- Identify opportunities for the creation, or support of, social enterprises to deliver LMH aspirations.





Focus on
Communities and Customers

Board Champion: Will Roby

Executive Champion: Angela Forshaw, Director of Housing and Customer Services

Applying the Social Dividend to address deprivation, promote inclusion and support customers and communities

2011/12 Goals and Aspirations: Operational Plan

- Realign LMH services to improve capacity in delivering neighbourhood Support and Intervention Plans that address customer priorities;
- Develop an Environmental Improvement Programme which incorporates broader community opportunities;
- Introduce new ground maintenance and communal cleaning regimes which reflect high customer expectations;
- Review the LMH tenancy agreement in light of social housing legislation changes;
- Further develop LMH TV to support inclusion and involvement;
- Create “Sheltered Hubs” and further develop support services for vulnerable people;
- Deliver a calendar of events to generate community spirit, civic pride and tangible engagement opportunities;
- Create new apprenticeships and continue to work with partner agencies to improve employment and training opportunities for our customers; and
- Develop a Financial Inclusion Strategy.



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