

Prosperous Futures

Corporate Plan 2022-27
Year 3 update



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We have **one** vision - to create inclusive, connected and sustainable places where people can thrive and live well

We have **one** purpose - to provide good quality homes, great services and real opportunities for our customers and communities

We're more than just a landlord

Formed in a merger between two of the city's biggest housing associations in 2015, we're now the largest social landlord in central, south and east Manchester.

We own and manage more than 12,000 properties, but we're more than just a landlord. People will always be at the heart of what we do.



We invest

in new and existing homes for rent and sale, community facilities, and public space.



We provide

money advice, and wellbeing, employment and training support.



We build

strong partnerships to support inclusive growth and to build a brighter future.





We're working towards a brighter future

Times are challenging, with growing inequalities, poverty, cost of living pressures and climate change.

We're committed to working in partnership with other organisations to address these issues for the benefit of our customers, the city and Greater Manchester.

At the same time, we're determined to provide better quality, safer homes and be more accountable to customers.

We want those who live in our homes, both now and in the future, to prosper and live well as part of a thriving Manchester.



We have big ambitions

To fulfil our purpose and achieve our vision, we're committed to delivering great services and quality homes, providing more great places to live, and investing further in our communities. Our plans for 2022-2027 are built around three priorities: **People, Place, Prosperity**

Year 1 of our Corporate Plan focused on 'Strengthening our foundations', and in Year 2 we concentrated on 'Embedding our learning'. Our upcoming Customer Annual Report will provide an update on how we've performed against our aims for Year 2.

Our focus for Year 3 (2024/25) is on 'Continuous improvement'. Following on from last year's priorities, this year's theme is influenced by key developments in the housing sector and our commitment to providing the best services for our customers.



People



Place



Prosperity

Priorities that matter:



People

Customers and colleagues are at the centre of what we do. We're committed to keeping everyone safe and treating people equally and fairly. We're determined to listen more to customers and use their feedback to shape our services. We want to recruit and keep talented colleagues who feel rewarded and inspired to do great work.



In 2024/25, we're focusing on:

Customer voice

- ◆ Reviewing our Customer Voice Strategy and delivering Year 1 of the action plan
- ◆ Reviewing our customer experience across all channels to improve accessibility and ease of use

Great place to work

- ◆ Refreshing our People Strategy to include a new performance framework and talent development plan
- ◆ Refreshing our IT Strategy to align key business priorities and simplify our ways of working

Inclusive culture

- ◆ Creating and embedding a new EDI Strategy
- ◆ Developing and launching the One Manchester 'service style' to improve how we listen, communicate, and connect with our customers

Priorities that matter:



Place

Where you live can determine what happens in your life. We want to help people succeed by providing quality, affordable, secure homes to rent and buy – and build more to meet future needs. We're investing in sustainable communities that people are proud to live in.



In 2024/25, we're focusing on:

Well-maintained homes

- Starting Year 1 of our Repairs Intervention, with a view to creating a 'right first time' service
- Creating and implementing a new Building Safety Strategy

Sustainability

- Implementing Year 1 of our Sustainability Strategy
- Improving our overall EPC ratings by concluding Wave 2 of the Social Housing Decarbonisation Fund

Community focus

- Creating and piloting a template for our new Community Plans

Priorities that matter:



Prosperity

We want our customers and communities to thrive, so we're committed to tackling inequalities and creating opportunities. We're determined to build more homes and regenerate more places, help more people find work and training, make their money go further, and live well.



In 2024/25, we're focusing on:

Support and succeed

- Creating a new Community Investment Strategy

Growth and partnerships

- Refreshing and implementing Year 1 of our Growth and Regeneration Strategy

Financially strong and well-governed

- Implementing Year 2 of our Service Charge Review
- Completing Year 1 of our Value for Money action plan
- Embedding the new Social Housing Regulation Act and Consumer Standards
- Commencing and completing our Data Quality Insight project

Achieving our goals together with values that matter

We're a values-led organisation. Our values are at the heart of One Manchester and everything we do.

Our shared values create a connection between ourselves and our customers. They capture who we are, what we believe in, and what we stand for as an organisation.



Honest
Enterprising
Accountable
Respectful
Trustworthy

We want to hear from you

If you'd like to find out more about our Corporate Plan, or want to work with us, we'd love to hear from you.

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