



Prosperous Futures

Corporate Plan 2022-27
Year 4 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

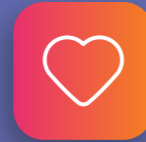
We're working to build a more diverse team, reflecting our homes, city, and communities. We believe everyone in our communities, whether that be our colleagues or the people who live in our homes, should have the opportunity to thrive and live happy, safe, and successful lives.

We've outlined our strategy to ensure the diversity of our city is reflected in our business, homes, and communities. Equality, diversity and inclusion is at the heart of our work and is fundamental to our vision, purpose, and behaviours.



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 five-year Corporate Plan for 2022-2027 is built around three priorities: **People**, **Place**, and **Prosperity**.

Year 1 of our Corporate Plan focused on 'Strengthening our foundations', and in Year 2 we concentrated on 'Embedding our learning'. Our focus for Year 3 (2024/25) and Year 4 (2025/26) is on 'Continuous improvement'. The theme is influenced by our Tenant Satisfaction Measures (TSMs) 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 2025/26, we're focusing on:

Customer voice

- Complete TPAS Smart Review and work towards its professional standard
- Develop One Manchester's Service Standards with colleagues and customers

Values-led culture

- Review the People Strategy including talent development initiatives, performance and development plans, and leadership and management training
- Development and implement the One Manchester service style and associated guidance/training

Inclusive and accessible

- Complete EDI Strategy and deliver the Year 1 action plan
- Create a Knowledge and Information Strategy and action plan

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 2025/26, we're focusing on:

Safe and quality homes

- Deliver the Homes Intervention including the implementation of Awaab's Law
- Deliver Year 2 of the Asset Management Strategy

Sustainability

- Create an ESG Strategy and action plan
- Deliver the Warm Homes Standard

Neighbourhood and community focus

- Create a Neighbourhood and Environment Strategy and action plan
- Design and implement Community Plans for all One Manchester communities

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 2025/26, we're focusing on:

Support to live well

- Design and implement a Tenancy Sustainment Strategy

Growth and partnerships

- Continue to deliver the Grey Mare Lane regeneration project
- Deliver Year 1 of the Growth and Regeneration Strategy action plan
- Deliver the IT Strategy, including a root and branch review of our IT systems

Efficient, viable and well governed

- Deliver Year 2 of the Value for Money action plan
- Deliver £3.5m efficiency savings as part of the Shaping our Future programme
- Complete the service charge review in collaboration with our customers

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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