

►► The journey continues

Welcome to a summary of Halton Housing Trust's second Corporate Plan. Our first three years from 2005–2008 were exciting and challenging for the Trust. Colleagues, customers and stakeholders increasingly worked together to build the firm foundations that are key to the future success of the organisation.

Our Corporate Plan 2009–2012 provides a clear focus and direction to enable the organisation to build upon our baseline service delivery. The Trust has achieved a great deal in a very short period of time, as reflected in our inspection report published in July 2008.

However, we are far from complacent and to coincide with our third anniversary and the completion of the first phase of our Investment Programme in 2009, the time was right to review our future direction.

►► Our guiding principles

► Our Vision

Delivering quality and excellence for all

► Our Mission

To operate as a business with a social conscience

► Trust Themes

Four 'Trust Themes' will run through everything we do. They will form the basis against which we allocate our resources and will form the basis of the budget and business planning process. The Trust Themes are:

1. **Customer culture**
2. **Inclusive and open**
3. **Right thing, right place**
4. **Making the best use**



▶ 1. Customer culture

The priorities:

- 1.1** Understanding our customers (current and future) and tailoring services to meet their individual needs and aspirations.
- 1.2** Working with our people to embed a clear customer culture across all aspects of our work.
- 1.3** Delivering services against a clear set of service standards.
- 1.4** Enhancing the role for customers at all levels to shape and determine the services they receive.

▶ 2. Inclusive and open

The priorities:

- 2.1** Seeking and using the views of all customers and employees on an ongoing basis.
- 2.2** Valuing diversity and addressing inequality.
- 2.3** Forging positive working relationships with a cross section of stakeholders and voluntary groups.
- 2.4** Identifying and meeting the needs of excluded groups.
- 2.5** Improving feedback mechanisms and 'closing the loop of consultation'.

▶ 3. Right thing, right place

The priorities:

- 3.1** Ensuring our homes reflect current and future demand.
- 3.2** Delivering environmental improvements to contribute to the longer term sustainability of neighbourhoods.
- 3.3** Actively contributing to local partnerships and joined up service delivery.
- 3.4** Investing in what we do well.

▶ 4. Making the best use

The priorities:

- 4.1** Embedding a culture of continuous improvement and challenge across all services.
- 4.2** Developing our people to adapt to changes in the business environment.
- 4.3** Improving working practices to meet/exceed our Business Plan targets.
- 4.4** Securing demonstrable value for money across all parts of the business.
- 4.5** Delivering the 'Growth Strategy' and maximising opportunities as and when they arise.
- 4.6** Minimising our impact upon the environment, reducing our carbon footprint and adopting an environmental stewardship role.

If you would like a full version of the Corporate Plan please contact us via any of the following:



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