

Corporate Plan 2011/14



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A brief overview of THCH's Corporate Plan setting out our plans for service improvement for 2011/14

A message from Mike Tyrrell, THCH's Chief Executive

I am pleased to present a summary of THCH's Corporate Plan for 2011/14.

It records our current performance and sets out our plans for improvement in all of our services over the coming years and a detailed plan of work of the forthcoming years.

Previous Corporate Plans played an important part in helping THCH to deliver the promises made to tenants at the point of transfer. We have delivered those promises and I am delighted to say that there is considerable evidence that we are continuing to achieve real improvements to our organisational performance targets.

Although we have reached our original goals, we now have new goals in respect of continuing to improve the quality of life for all who live in our communities, and to raise the standards on which our performance is based.

THCH has coped well with the many housing changes since we were formed in 2000, and as a result, have achieved a great deal. In particular, these last few years have seen:

- Opened the Tarling East Community Centre
- Completed 22 new energy homes for rent in Claredale Street
- Achieved our lowest level of rent arrears and best performance on letting empty homes
- Increase levels of resident satisfaction
- Acquired 6 new homes for rent in Chicksand Street
- Completed the Fourth Overcrowding Strategy
- Used our procurement power to establish a social enterprise which will deliver estate services and employ local people
- Held a series of events, including a Hop Festival, Black History Month Exhibition, Bengali New Year's Party, St George's Day Party, Christmas parties and a range of summer outings

The full Corporate Plan is available from our offices or on our website.



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What is THCH?

THCH - or Tower Hamlets Community Housing - is a Registered Social Landlord and a Registered Charity. We were formed in March 2000 with Government funding of £21 million secured from Round 3 of the Estates Renewal Challenge Fund for the transfer of 1249 homes owned by the London Borough of Tower Hamlets, including 215 leased properties.

We have continued to grow through three further local authority transfers, for which the promises for two have already been met, and the final one will be completed by 2010; and building new homes.

THCH operates in the London Borough of Tower Hamlets and now owns almost 3,000 homes; these include:

- 1,899 tenanted properties
- 1,049 leasehold properties
- 9 community facilities
- 14 commercial properties

We have 3 area offices, employ just over 80 permanent staff and are financially strong. We have a development programme which is expected to generate new homes for social rent, year on year..

Strategic planning is the key thread running through any organisation. For any business, not least registered providers of social housing it has always been important to set objectives and priorities, turn policy decisions into programmes of action, decide how best to allocate the resources available, and review the results so that learning feeds back into the decision-making process.

The current period of rapid and radical change requires registered providers of social housing to meet new national and local priorities, and to provide the best service at the best value to residents making effective planning even more important.

The longer-term vision for improving the quality of life for those living on THCH estates can only be achieved with the active and continuous involvement and support of both those who live or work there, and of those that take an interest in our organisation.

THCH works with many of these stakeholders to deliver this vision, including; Residents, the Council, local and regional business, statutory agencies, other registered social housing providers and voluntary groups.

Since 2000, as a result of the London Borough of Tower Hamlets whole stock transfer proposals called Housing Choice, THCH has taken on homes on the Tarling East, Avebury East and Mansford Estates as well as at Norton House.

This document sets out the THCH Vision, Values and Goals. It addresses the environment in which we operate, focusing especially on changing trends and new national and local policy developments.

The organisation's strengths and weaknesses are evaluated alongside the opportunities and threats we face. The critical success factors to enable us to meet our long-term objectives are identified, and the financial forecasts for the three years covered by the plan are set out in detail.

This Corporate Plan is underpinned by a thirty year financial forecast and includes the business plan summary for the next thirty year period from 2011/14 to 2040/41.

Our Vision

The THCH vision is *“to continue to be an excellent community based Housing Association working with stakeholders to provide safe, high quality, affordable homes and value for money services, contributing to the social and economic regeneration of the local community”*.

This will be done by:

- providing a great place to live
- creating a prosperous community
- creating a safe and cohesive community
- creating a healthy and supportive community

and in addition through:

- being an excellent employer

We have set clear targets for improvement against these priorities. This document highlights our current performance and it sets out our targets for the next year, along with the key actions we are taking to achieve them.

THCH aims to increase the number of homes it owns and manages in Tower Hamlets. We continue to believe there to be an optimum size for delivering a value for money service while maintaining links with the local community.

THCH’s values are:

- Listening and Communicating
- Keeping Promises
- Achieving and Inclusive
- Accessible and committed
- Respect – for both Residents and staff
- Being Open and transparent
- Customer focused – working in partnership with residents
- Valuing our staff
- Being an employer of choice
- Being Part of the THCH Family

Our Plans and Aspirations for 2011/14

In order to meet our vision we have divided our vision into five themes.

Providing a great place to live through:

- providing excellent housing management services
- ensuring all THCH homes are maintained to a decent standard
- helping to meet local housing need and maximise re-housing opportunities for THCH tenants
- maximising opportunities to make our homes more sustainable
- having the ability to respond locally
- working with our residents to shape local community services
- ensuring excellent communications
- obtaining value for money for residents

Creating a prosperous community through:

- support local employment opportunities
- attracting investment into our local communities
- regeneration of local communities through working and training
- maximising resident income
- tackling fuel poverty
- using community resources for work focused learning opportunities promoting financial inclusion
- embedding local community benefits into the procurement process
- creating job opportunities for local people within THCH

Creating a safe, supportive and healthy community through:

- tackling anti-social behaviour
- working with the Safer Neighbourhood Teams
- designing out areas of crime
- cleaning our estates to a high standard
- promoting the use of THCH's community facilities
- supporting community groups on THCH estates
- working with the local health services
- protecting and promoting the use of open space

Being a excellent employer through:

- valuing its staff
- ensuring all staff have access to training to do their job
- promoting healthy living

This leaflet on THCH's Corporate Plan is available in English and can be requested in Bengali, Somali, Braille, Large Print and on Audio Tape via your Community Housing Office

এই প্রচারপত্রে ইংরেজী ভাষায় পাওয়া যায় ও আপনার কমিউনিটি হাউজিং অফিসের মাধ্যমে এটা বাংলা, ব্রুইল (অক্ষ লিখন), বড়ো ছাপার অক্ষর ও অডিও টেপে পাওয়ার জন্যে অনুরোধ করা যায়

Buug-yarahaan waxaa lagu hela af Ingiriis waxaana ku soo dalban kartaa Soomaali, farta indhoolaha Braille, Daabacad far Waa-weyn ama Cajal Maqal adigoo la xiriiraayo Xafiiskaaga Jaaliyadda Guriyeynta.



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