

JOURNEY
TO 2022
YEAR 4



Our Vision:

Making South Liverpool the place to be.

What does that mean:

South Liverpool Homes (SLH) want to create thriving inclusive communities where people want to live and work. We want to do this through delivery of high quality homes in well managed and well connected neighbourhoods.

How will we do it?

Our Journey to 2022 maps out how we will make South Liverpool the place to be. This version of the plan takes us from 2018 to 2022. We first launched the plan in 2014.

To make the plan easy to break down, and to achieve, we break our plans down into 'fives':

Every's -

Five clear aims which if we deliver, will mean we have made South Liverpool the place to be.

High Fives -

One measure which tells us if we achieved the Every.

Every
Customer
Happy

Every
Place
Perfect

Every
Opportunity
Taken

Every
Penny
Counts

Every
Person
Positive



Every	What does this mean?	What we plan to do 2018-19	2019-20 plans	High five (over the life of the plan)
	Customers who are engaged, responsible, empowered and delighted with the services we provide.	Facilitate partnership approach to the provision of low cost / free internet access to improve connectivity amongst our neighbourhoods.	Carry out Review of approach to lifetime tenancies, assessing if our legal relationship with tenants is fit for the future.	 Improve net promoter score* by 10%.
	Thriving places where people choose to live and stay.	Deliver the South Parade masterplan.	Deliver an open space strategy across Speke.	 All assets achieve or exceed their valuation NPV target.
	Being the partner of choice.	Implement the agreed growth strategy.	Generate new strategic support income streams.	 Generate an additional income of 5% of annual turnover in delivering non-core services.
	Continue to be a financially strong, well run and viable social business.	Investigate possibility of introducing a trade supply shop to reduce the cost of materials and supplies.	Delivery vehicle which can support SLH to achieve long term partnership arrangements that deliver value.	 AA or equivalent financial rating.
	Colleagues who are engaged, empowered and deliver excellent services.	Reward excellence and success through a total reward strategy that is aligned with our corporate aims.	To deliver world class colleague engagement.	 Improving our Great Place to Work accreditation score year on year.

**this measure is important to us because it is based on the likelihood of customers recommending SLH to a friend or colleague and allows us to test ourselves against organisations across a range of sectors.*

What may change our plans?

SLH has developed these plans which are supported by our 30 year business plan. There are a number of things that could happen, which we have no control over, which may mean we have to change what we plan to do. Factors such as the unknown impact of Brexit, changes to health & safety regulations and a slowdown in the housing market may lead us to rethink our plans. But these are things we call the 'known unknowns' which we regularly track and test what we would do if these things started to negatively impact on our business.

The national picture can often affect things locally; uncertainty around Brexit has seen Jaguar Land Rover one of the major employers in South Liverpool, scaling back production. These types of situations then start to impact on the local economy and ultimately our customers.

Want to know more?

If you want to know more about the work that we do or you can help us on Our Journey to 2022:

visit us at
slhgroup.co.uk

or contact us
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