

Inspiring Saffron 2024/25

Every tenant deserves the best possible home and service.

In delivering our Inspiring Saffron Strategy we will not compromise the health and safety of tenants and colleagues, compliance with legal and regulatory requirements, our financial golden rules and our G1 regulatory grade; whilst actively seeking new opportunities and partnerships.





Inspiring Trust Purpose

Focus on improving homes & services.

We listen, we learn, we deliver.

By 2030 we want to have tenant satisfaction of at least 90%.

Objectives 2024/25



Maintain 100% property safety.



Champion Tenant Inclusion.



Develop and embed a Service Improvement Framework (SIF).



Effective Complaint Handling.








Tenant journey mapping.





Objectives 2024/25

OBJECTIVE	SUCCESS MEASURE
 Maintain 100% property safety	<p>Compliance Areas: Gas, Electric, Fire Risk Assessment (FRA), Water Hygiene, Fire door Inspections, Asbestos, Passenger Lift, Lifting Operations and Lifting Equipment Regulations (LOLER), Decent Homes Standards (DHS), Damp & Mould, Housing Health and Safety Rating System (HHSRS), Stock Condition Surveys.</p> <p>Target: 100%.</p>
 Champion Tenant Inclusion	<p>Establish a truly representative network of engaged tenants through the development of our tenant engagement structures. We will increase tenant involvement from 5% to 10%.</p>
 Develop and embed a Service Improvement Framework (SIF)	<p>Develop a simple and effective approach to tenant satisfaction measurement by October 2024.</p> <p>Reduce escalation of complaints to Stage 1 by 15% and Stage 2 by 20%.</p> <p>Increase Tenant satisfaction to 80%.</p>
 Effective Complaint Handling	<p>100% Compliance with Housing Ombudsman's code.</p>
 Tenant journey mapping	<p>Business area: Assets & Investments.</p> <p>Tenant Journey Touchpoints: Responsive repairs complete (Q1), Planned works communication (Q2), Post planned works completed (Q3), Post cyclical electrical test (Q3), Post cyclical gas test (Q3).</p> <p>Business area: Tenant Satisfaction.</p> <p>Tenant Journey Touchpoint: Complaints raised (Q1), Complaints resolved (Q1), Successful letting sign-up (Q1), ASB case opened (Q3), ASB case closed (Q3), Customer Contact Team – call handling (Q2), Customer Contact Team – emails (Q3).</p>





Inspiring Community Purpose

Focus on creating capacity to improve homes.

By 2030 we want to have 33p in every rent pound spent on improving our homes, so all homes are EPC C or above.

Objectives 2024/25



Increase our investment in improving homes to 25p of every rent pound.



67% of tenant's homes rated EPC C or above.



Increase the average SAP rating of tenant's homes to 73.5.



Complete 116 new, safe, quality and affordable homes including at least 35 new homes in Harleston and Wymondham.








Have clarity on how we focus further on our core areas of operation through stock rationalisation.





Objectives 2024/25

OBJECTIVE	SUCCESS MEASURE
 Increase our investment in improving homes to 25p of every rent pound	25p of the rent pound is invested in improving homes in the 2024/25 financial year.
 67% of tenant's homes rated EPC C or above	67% or more are at EPC C by 31 March 2025.
 Increase the average SAP rating of tenant's homes to 73.5	Average SAP of all our homes at 73.5 by 31 March 2025.
 Complete 116 new, safe, quality and affordable homes including at least 35 new homes in Harleston and Wymondham	Hand over 116 new affordable homes by 31 March 2025.
 Have clarity on how we focus on our core areas of operation through stock rationalisation	Dispose of 28 homes in 2024/25 and have clear and agreed criteria and apply that to create a program for disposal.





Inspiring Organisation Purpose

Focus on creating the culture to improve.

By 2030 we want to have world class employee engagement as defined by the Best Companies index (i.e. three star).

Objectives 2024/25



Implement a fair reward model.



Increase our employee engagement to 1 star.



Introduce a performance management system.



Have a clear approach to professionalisation & learning.



Create and deliver a new 'work smarter' programme.



Agree and deliver our EDI (Belonging) actions as promised.





Objectives 2024/25

OBJECTIVE	SUCCESS MEASURE
 Implement a fair reward model	We have a new pension offer for all staff and a target pay model in place by September 2024.
 Increase our employee engagement to 1 star	Share the results, create an action plan and deliver actions to reach BCI 660 by January 2025.
 Introduce a performance management system	Create, roll out and monitor a new system by June 2024.
 Have a clear approach to professionalisation & learning	Map the professional standards for staff and ensure CPD is part of all roles by September 2024.
 Create and deliver a new 'work smarter' programme	Create a target operating model with complementary IT systems that releases resources to invest in our homes and delivers business plan savings targets.
 Agree and deliver our EDI (Belonging) actions as promised	Create, roll out and monitor our EDI action plan by August 2024.

