BERNESLAI HOMES STRATEGIC PLAN-PLAN ON A PAGE

Creating great homes and communities with the people of Barnsley **Our Vision** Sustainable Partnership Successful well-managed **Our Priorities Excellent customer** communities working services company **Our Values** Can do **Curious** Customer first attitude **Our Mission GREAT PEOPLE GREAT PLACE GREAT COMPANY Employment and training Hearing customers** Keeping tenants safe Zero carbon Technology and innovation Growth of homes and services **Our Ambitions** Increase the number of Codesian our services with Have completed all major Replace all Construction Work with the council to Have a stable stock at 18.264 apprenticeships to represent tenants. compliance type works Services fleet to EV by 2030. ensure every neighbourhood due to Council build and 10% of our workforce by 2030. e.g., sprinkler installs, fire has affordable digital acquisitions programme. Have trained staff delivering Ensure all our service reviews compartmentation. connections. and strategies have strong Maximise social value though on zero carbon measures Develop homes and services tenant input. Have fitted carbon monoxide our procurements ensuring throughout the borough. needed in the borough e.g. Develop and implement IoT our suppliers and contractors and smoke detectors in all provision for older people. (Internet of Things) and other Ensure customer feedback is Align with Barnsley provide opportunities for the our homes. technology to improve the 2019-2033 Active Travel used to continuously improve Offer a trusted adaptation residents of our town. quality of our homes and services. Fit all homes with smart Strategy and the targets and repairs service to private deliver efficiencies. Deliver to the Council's monitoring devices to allow owners. within this. Offer a broad range for proactive maintenance. relaunched Employer Promise. Increase the use of automated of engagement and feedback processes (robotics) to allow opportunities that ensures we Tenants will feel safe in their Secure ongoing funding to staff to focus on our customers. hear from 50% tenants continue and expand our homes and neighbourhoods annually. 'Achieve' Programme without the stress, fear, and supporting tenants into tensions that anti-social employment and higher paid behaviour, crime and nuisance employment. can cause. Innovation and **Key Strategies** Customer First People Strategy Asset Management Strategy Strategy Technology that underpin our Sustainability Growth Strategy Strategy Strategic Plan • Equality and Strategy inclusion Strategy Employment and Training Plan