

# Cambridge Housing Society Corporate Plan 2024-27

## *Building lives together*

### About Cambridge Housing Society

Founded in 1927, Cambridge Housing Society (CHS) is an independent housing association in Cambridgeshire offering a blend of affordable rented homes, shared ownership homes, specialist supported housing and a range of community support services.

### Our purpose

We are here to enable people to flourish, by providing security and creating opportunities, through the delivery of high-quality Cambridgeshire based homes with support.

### Our vision statement

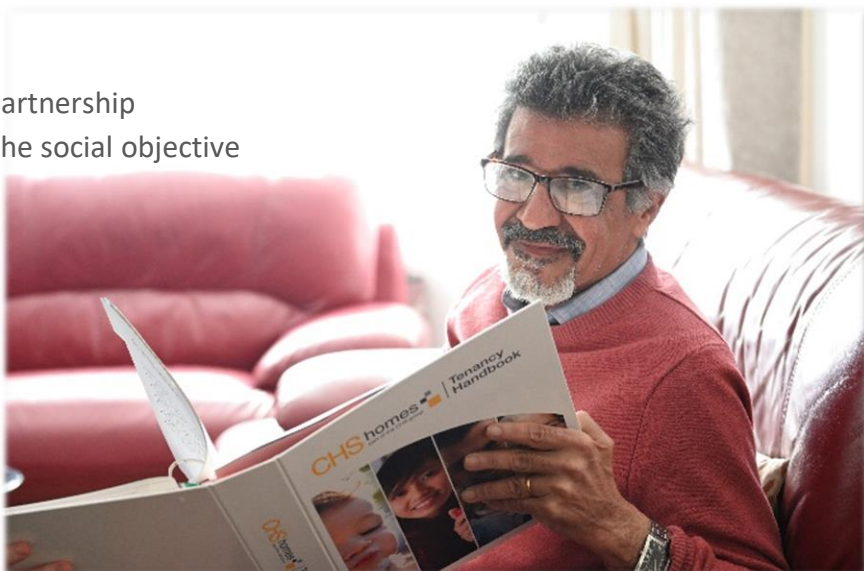
*Cambridge Housing Society will be a trusted local provider of long term, affordable, secure housing. We will listen to our tenants and customers and provide support where needed. We will be entrepreneurial with a social purpose, developing local partnerships and looking for new opportunities to support communities in Cambridgeshire*

### Our Values

- Caring
- Openness
- Trust

### The way we work - 'the CHS way'

- Flexible
- Creative
- Respectful
- Working in partnership
- Focused on the social objective



## **Making a difference**

CHS is a not-for-profit charitable organisation and whilst we need to be financially viable to maintain the homes we manage and meet our financial requirements, our overall purpose is to improve people's lives.

CHS is about creating better opportunities in life for our tenants and customers, and we try to do this by providing high quality, good value services with easy access to support.

We aim to deliver excellent services that exceed our tenants' expectations and provide value for money for them. We believe our value lies in working with our tenants, customers and local communities to allow us better to respond to local needs and issues in both practical and impactful ways and we are the only housing association in Cambridgeshire that delivers these wider range of services

### **We provide:**

- Over 3,000 social housing homes and shared ownership properties,
- Nine supported housing services providing a home for young people and young parents who would otherwise be homeless, women with mental health issues and adults with learning disabilities and autism
- Housing with care for older people in three schemes throughout Cambridgeshire
- Three sheltered (retirement) developments in and around Cambridge
- Money advice and support for both our tenants and those living in the local community
- Support in a crisis to households throughout the county with our Cambridgeshire Local Assistance Scheme providing information, advice and one-off practical support and assistance e.g. food vouchers, white goods

### **We are more than just a housing association**

- We were the first housing association in East Anglia to be reaccredited by the Domestic Abuse Housing Alliance and work with local and national support agencies to support our tenants and staff
- We are often the only provider of support for vulnerable people in Cambridgeshire e.g. we run the only specialist young people's housing project in East Cambridgeshire.
- We provide properties to other organisations offering support to vulnerable people within the community e.g. Women's Aid, Riverside
- We work in partnership with the charity Cyrenians to offer homes for former rough sleepers.

### **Our way of working**

- We prioritise listening to our tenants to understand their needs and offering services which meet those needs.
- We live our values by being caring, open and trustworthy and put our tenants and customers at the centre in the way we work
- By listening to our tenants' voice, we have developed a good complaints process and respond to feedback
- We invest in new and existing houses to provide safe and secure homes for our tenants
- We work with lots of local organisations to have a strong and impactful say in issues that affect our tenants and customers in their community
- We ensure all our services are efficiently and effectively managed to ensure value for money

## Our three-year Plan

In three years' time, 2027, CHS will celebrate its 100<sup>th</sup> birthday and over the next three years we want to continue to do the special things we do well that no one else does in Cambridgeshire. Our three-year plan, for 2024/25 to 2026/27 incorporates feedback from our tenants via our Tenant Committee, Complaints Panel and Scrutiny Panel and outlines our overall objectives and how we will achieve them.

Our key focus during this period will be on our core housing and property services and ensuring that CHS is able to deliver the new standards required by the Regulator of Social Housing. This will include

- developing a better understanding of our tenants and their diverse needs
- gaining a better understanding of the condition of our homes and the improvements needed
- understanding and responding to our tenants' priorities for how their services are delivered



## Our three-year pledge

### Our tenants & customers

*"We will listen to our tenants and customers and provide support where needed"*

- We will improve our interaction with tenants and customers to maintain a high level of overall tenant satisfaction - tenants need to feel happy, healthy, and safe
- We will improve our channels of communication to enable all tenants and customers to influence CHS services
- We will engage more with our tenants and customers to understand their different needs to ensure everyone has equal access to our services
- We will work closely with tenants providing support and assistance to help people sustain their tenancies with us

### Our rented homes

*"Cambridge Housing Society will be a trusted local provider of long term, affordable, secure housing"*

- We will actively manage all our homes to meet health and safety requirements to ensure they are of a high quality and safe standard
- We will invest in our homes to improve affordable warmth and environmental sustainability
- We will work with our tenants and contractors to deliver a high-quality repair service for all

### Our community

*"We will be entrepreneurial with a social purpose, developing local partnerships and looking for new opportunities to support Cambridgeshire communities"*

- We will play a leading role in addressing local social issues by engaging with other organisations and local authorities
- We will create partnerships to identify needs in the local community and fundraise to deliver support
- We will continue to offer a wide range of community focussed support and care services

## Our business

*“We will maintain a long-term viable business plan, financial viability and offering clear value for money”*

- We will maintain the highest financial viability rating (V1) with the Regulator of Social Housing
- We will ensure value for money is core to the way our services are organised and delivered
- We will deliver a well-managed housing development programme to meet local needs

## Our governance

*“CHS will be governed to an excellent standard and achieve a high level of assessment with all our regulatory bodies”*

- We will achieve a good Consumer Standard grading with the Regulator of Social Housing
- We will achieve excellence with the Care Quality Commission (CQC) for our older people’s services
- We will achieve high levels of assessments from other regulatory bodies e.g. OFSTED
- We will actively engage with our tenants to ensure the Tenant Voice is effectively represented in the decision-making process of the organisation.
- We will maintain excellent governance practices to ensure good quality decision making and strong management of risk

## Our staff

*“We will achieve recognition as an employer of choice”*

- To enable us to offer a better service to tenants and customers, we will maintain high levels of staff satisfaction by ensuring CHS is a rewarding place for staff to work, where they feel valued, and can access a well-developed training programme

## Have your say

Here at CHS we have many ways for you to have your say and help to improve the CHS service for you and your local community. Give us feedback, share your thoughts and help us understand what matters most to you.

We’ll take your views into the heart of our organisation. For an informal chat with our Customer Involvement Officer, Laura Papanikolaou, email [lpap@chsgroup.org.uk](mailto:lpap@chsgroup.org.uk) or telephone 07540 122624.

If you have any feedback on this corporate plan, please get in touch on [info@chsgroup.org.uk](mailto:info@chsgroup.org.uk) or calling 0300 1113555.

