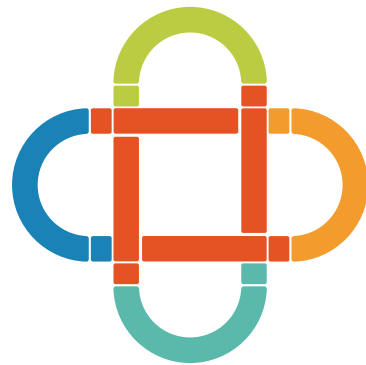




LIVE GREAT WELL+

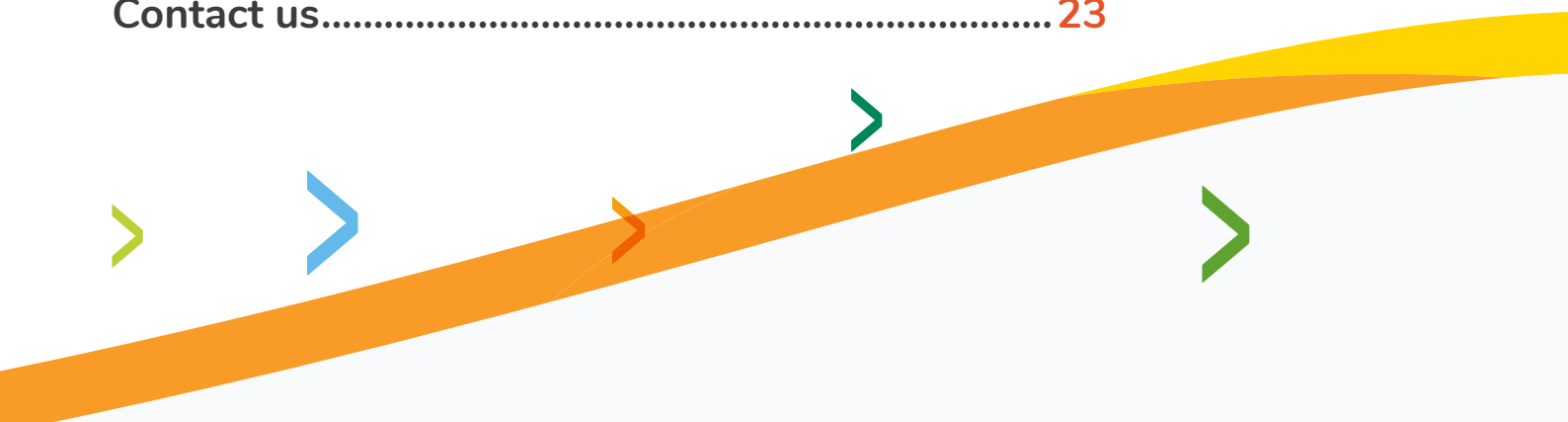


Corporate plan 2025-28

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Building on shared success

Live Greatwell+ sets out how we will make further progress towards our vision of **great communities where people live well** over the three years 2025-28. It builds on our shared success from working with customers, communities and partner organisations to deliver the Live Greatwell corporate plan for 2022-25.

Through better understanding of people's needs and aspirations, and smarter delivery to meet these, we will deepen the impact of what we do. This approach will help us to continue providing safe, secure, sustainable homes and quality services that work for neighbourhoods in and around North Northamptonshire. Our business plays a crucial role in responding to social, economic and demographic trends in an area with a fast-growing and ageing population, below-average incomes and significant pockets of multiple deprivation.

We'll put this plan into action through five key strategies:

- **Live proud** – empowering communities to live well
- **Live green** – achieving net zero carbon
- **Live smart** – doing the right things well
- **Live happy** – creating great experiences
- **Live safe** – building greater resilience.

We hope you will join us on this journey – please read on to find out how you can be part of our shared success.

Let's shape places that people are proud to call home, together.



Mike Kay

Mike Kay, **Chair**




Jo Savage

Jo Savage, **Chief Executive**

Stronger partnerships, deeper impact

A lot has changed since we launched our *Live Greatwell* corporate plan in 2022, and we expect the scale and pace of change to keep on increasing. Britain has a new government, which has put housing at the centre of its plans for economic growth and national renewal. Meanwhile, inflation and cost-of-living pressures have significantly affected our business and customers, along with updated regulatory standards and embedding the permanent shift to more agile, remote working.



Live Greatwell+ shows how we will continue to adapt and develop in these changed circumstances to realise our ambitions. We commit to remaining agile while staying resolutely fixed on our vision, mission and promise. Everything we do is underpinned by the positive values and culture that shape the way we think and work.

We are all about community focus – building new homes to meet local needs and shaping safe, green and happy places where people want to live, stay and feel proud. Stakeholders have told us that they recognise and value this emphasis in our work, so we are committed to taking it further and deeper; working well together with customers, communities and partners to increase impact.

This depends on us knowing and understanding what's most important to

customers – priorities such as sharpening the repairs service to cater for diverse needs, further improving home energy efficiency and continuing to target anti-social behaviour. These are the big issues that determine how people feel about where they live, which we will address by using feedback and data to co-create service changes and strengthen our leadership and culture. To extend the reach of our commitment to equality, diversity and inclusion, the **Together Greatwell** customer group and our staff forum will help us to make homes and services fairer and more accessible.

Resources are limited and we can't do everything on our own. We'll continue to need active and imaginative partners who share our ambitions to provide services that work for customers and support communities that people are proud to call home.



Vision, mission and promise

Greatwell Homes' vision, mission and promise drive everything we do.



Vision

Great communities where people live well.

Mission

We partner with customers and communities to shape places people are proud to call home.

Promise

We provide homes and services that work for you.

Values and culture

Our colleagues – ‘Greatwellers’ – embody the values and behaviours we want everyone who deals with us to see, hear, feel and experience.





Inclusion

We value difference and respect every person



Collaboration

We trust our team family and work together openly



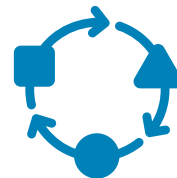
Kindness

We take action to help people, and consider how what we say and do impacts on others



Customer focused

We take pride in working fairly with customers and communities



Adaptability

We look for ways to be more efficient and effective in what we do

Strategies and success

Here's how the five core strategies will support our vision, mission and promise. In each of our strategies, we've pinpointed objectives and key results – what success looks like and how we'll measure and evidence impact.



LIVE PROUD

Empowering communities to live well


We'll work closely with customers, communities and partners to shape places that people are proud of.





We believe that everyone should have a place they're proud to call home. This means we go beyond just building homes ensuring that local communities have the education, skills and other services they need to thrive. Working with customers and other local partners we're able to provide this combination of housing and other

services to help people live well. We have a clear approach to placeshaping, which measures and benchmarks the social value we generate. We are active members of **PlaceShapers**, a national network of housing organisations that share our commitment to community wellbeing.



Live proud depends on strong engagement and working relationships. We listen to customers and partners and take notice of what they say and feel. For example, to respond to people telling us that feeling safe in their community is a top priority, we'll continue working with the police and other agencies to tackle anti-social behaviour and improve security.

Read the full **Live proud** strategy [here](#)






Achieving net zero carbon


We will move towards becoming a net zero carbon business by 2050 – making homes more energy efficient and working with customers and partners to reduce carbon emissions.



Becoming a net zero carbon organisation centres on two things: making homes more energy efficient and working with customers and partners to adopt greener business practices and reduce carbon emissions. We're committed to playing our part in protecting the environment and helping communities to avoid the most damaging effects of climate change. We will upgrade existing properties to be more energy efficient, with lower energy costs and build well-insulated homes that support low-carbon living. We will also reduce waste and increase re-use and recycling.



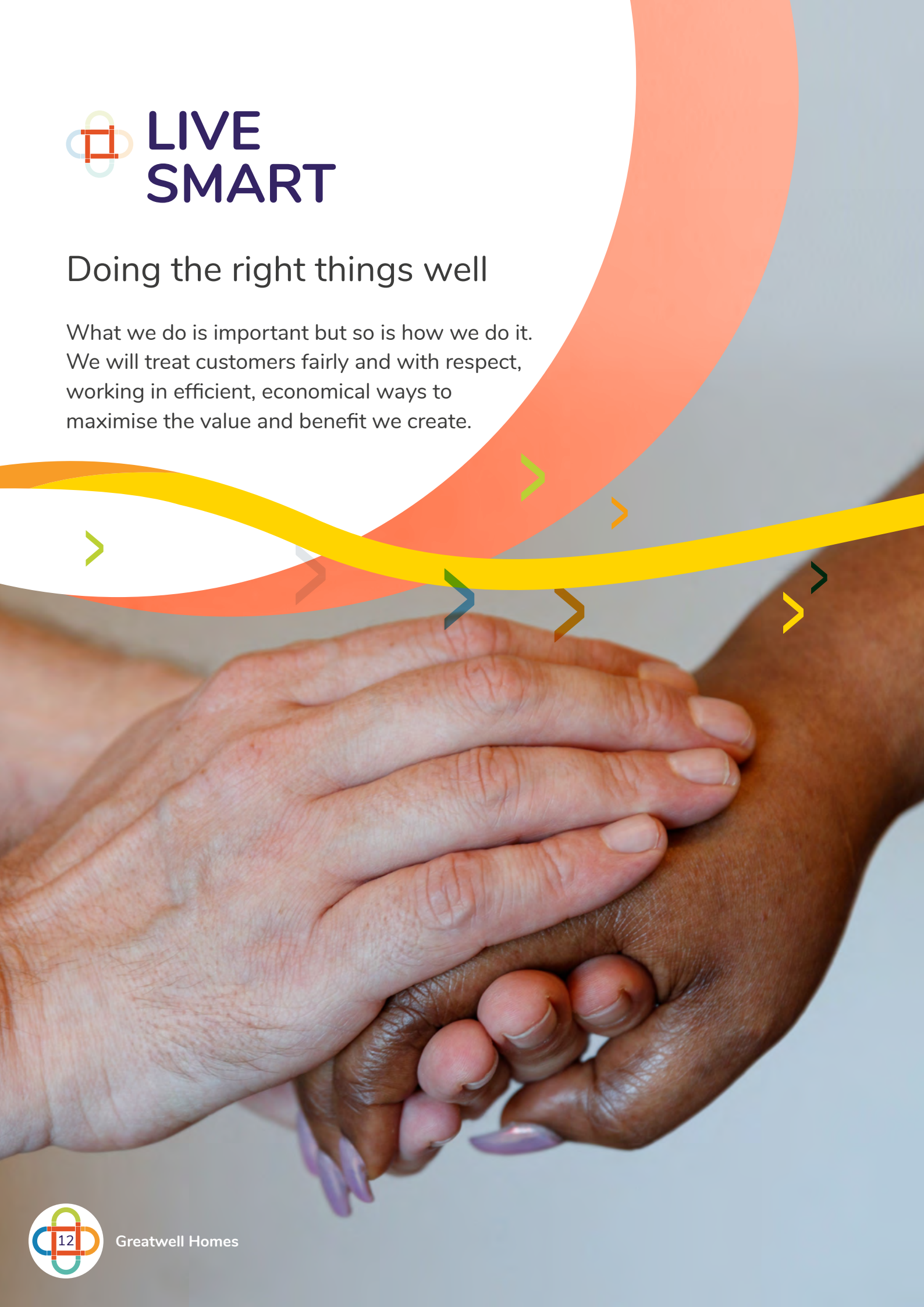
 **Live green** will see us make progress towards the target of all homes having an Energy Performance Certificate (EPC) rating of 'C' or above by 2030. As well as property investment and improvements, we'll also work with customers to encourage greener lifestyle choices and habits.

Read the full **Live green** strategy [here](#) 




Doing the right things well

What we do is important but so is how we do it. We will treat customers fairly and with respect, working in efficient, economical ways to maximise the value and benefit we create.



In challenging economic times, it's vital that we spend every pound customers pay to us in rents and service charges wisely and well. **Live smart** is about listening and working with customers to make the most of our people, properties and other resources to deepen impact and build more social value.



Live smart also helps us keep our eyes on the future – anticipating and being prepared for the technological, social and environmental challenges that lie ahead. The decisions and actions we take now will create a legacy that affects the lives and prospects of the next generation of customers, colleagues, business partners and Board Members. It's our duty and responsibility to do the right things well.

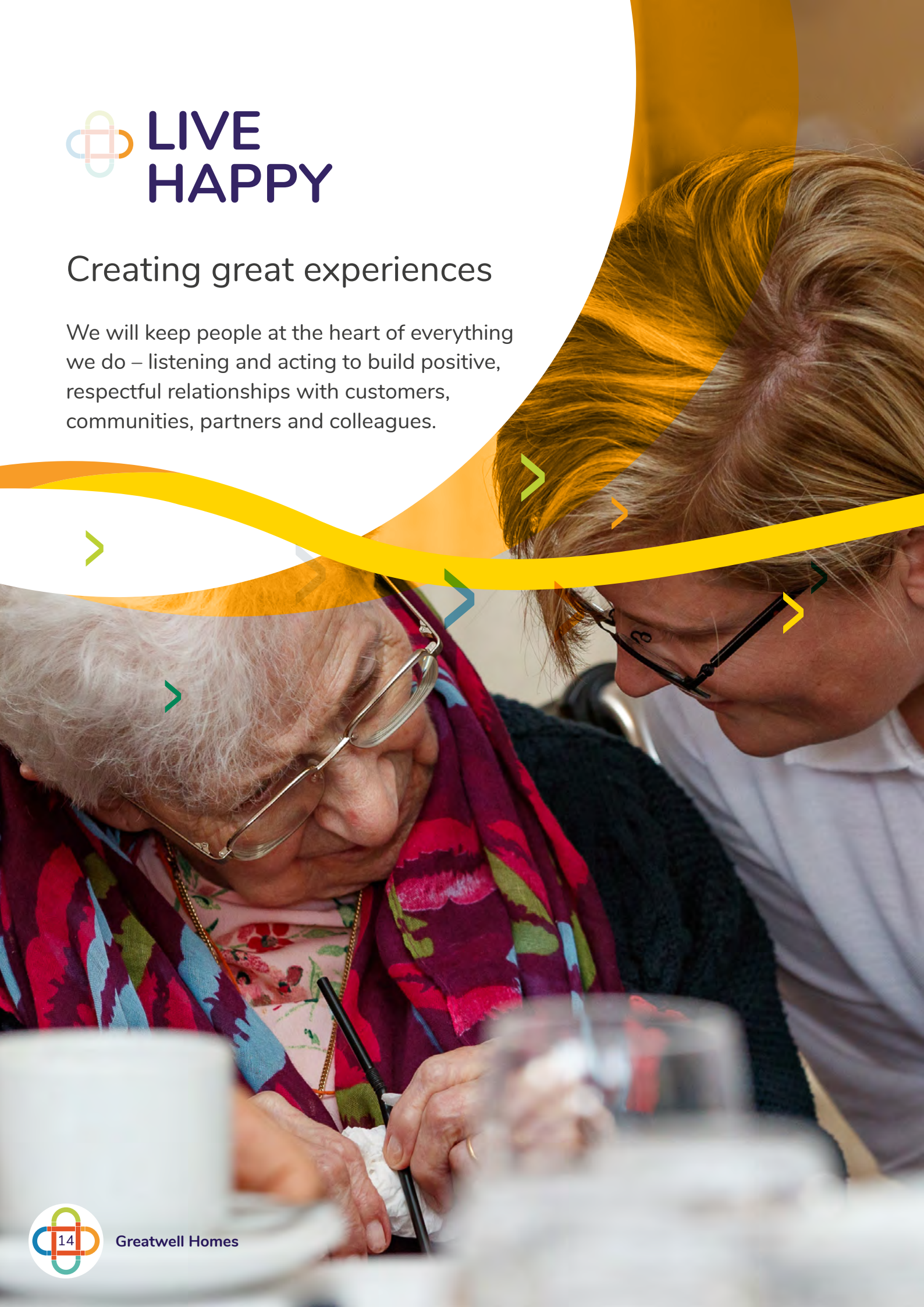
Read the full **Live smart** strategy [here](#)





Creating great experiences


We will keep people at the heart of everything we do – listening and acting to build positive, respectful relationships with customers, communities, partners and colleagues.



To work and live well together, we must understand what a great experience means to our customers, communities, partners and colleagues. We gather insight and feedback to help develop accessible homes and services that work for people and meet their individual needs.



This enables us to build strong relationships, agree standards and use the right resources, technology and data to deliver greater satisfaction. We appreciate that customers will judge us not just by what we do and say, but by how we respond if something goes wrong and they have cause to complain.



Live happy is also about us being an employer of choice so that we can attract motivated and talented people to join, work and stay with us. We will continue to develop leaders who help teams to work well and strengthen our culture as a great, inclusive place to work that promotes diversity, treats people fairly and creates opportunities to grow.

Read the full **Live happy** strategy [here](#)





Building greater resilience

We will help customers to feel safe in their homes, ensuring that we comply with key health and safety legislation.



We believe that everyone deserves to have a home where they can feel safe and secure. We will continue to provide homes and neighbourhoods where people want to stay, and services that are efficient and reliable, in line with the Building Safety Act 2022 and 'Awaab's Law' requirements for repairs in the Social Housing (Regulation) Act 2023.

The communities we serve need more new homes – properties that are attractive, flexible and fit for the future. Alongside our building programme, we'll invest more in existing homes so that they remain up to date, well maintained and suitable for people's needs. Where customers need aids and adaptations to live safely and independently, we'll work with them to meet their needs.



Live safe relies on strong partnerships with statutory and voluntary agencies to access funding and help us meet the needs and aspirations of local communities. It builds resilience into our homes and services to cope with shocks like the coronavirus pandemic and extreme cost-of-living pressures.

Read the full **Live safe** strategy [here](#)



Working well

Some key themes underpin the way we will deliver all five strategies and fulfil our legal and **regulatory responsibilities**.



Customers

Connecting with and working alongside customers as friendly equals – in line with our **TPAS accreditation** and the National Housing Federation's **Together with Tenants Charter**. Through the Customer Assurance Committee, we'll evidence how customers' voices are heard, how this influences our services and how we can be held to account.

Partnership

Forging and maintaining strong, cooperative links with other organisations, groups and service providers to maximise our reach and

impact in local communities. We take a 'whole business' approach to building partnerships – from executive strategy to day-to-day delivery.

Fairness and respect

Treating customers and everyone affected by our work fairly and with respect, to promote equality, diversity and inclusion.

Risk, assurance and compliance

Identifying and managing foreseeable threats to the stability and continuity of our business.



Communications

Providing information and getting our message across using a variety of ways to promote our role and enhance our profile and reputation.

Finance and value for money

Investing and spending wisely on things that matter most to customers and communities, to keep properties in good condition and maintain financial viability.

Transformation

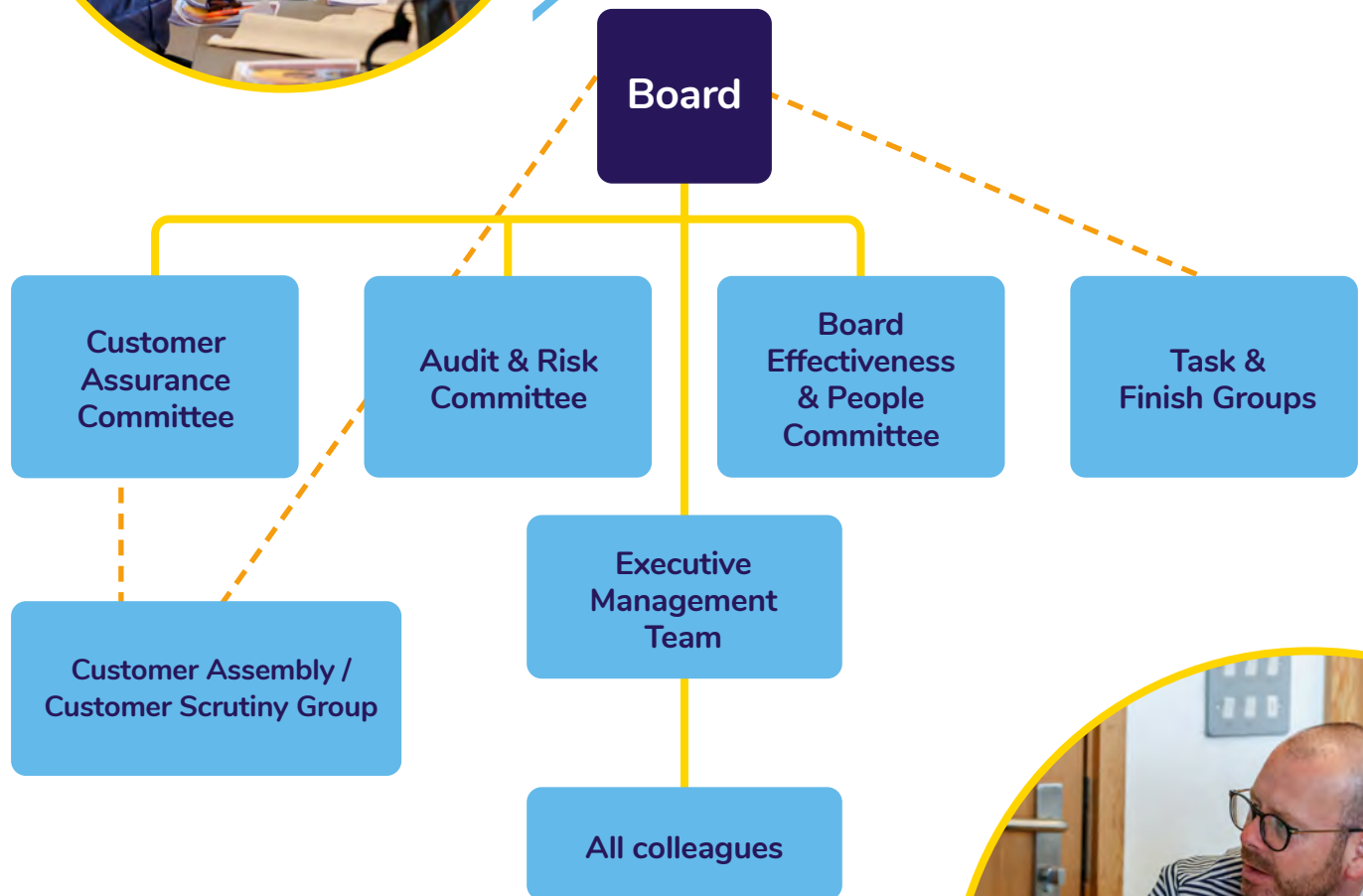
Challenging, modernising and improving our processes, systems and use of technology and data to improve performance and become more effective.

Governance

Maintaining high standards of probity and integrity in the way we operate, in line with the **National Housing Federation Code of Governance**.

Delivering the plan

Live Greatwell+ relies upon strong partnerships and every part of the organisation carrying out its defined responsibilities. Each of these elements is interdependent and draws on specialist insight and expertise.



Board

Our board provides the strategic guidance and oversight to direct Greatwell Homes. It ensures solvency and long-term success and directs and controls activities in accordance with the law, regulation and good practice. It determines mission, vision, culture and values. It sets the strategic direction of the organisation.

Audit and Risk Committee (ARC)

ARC supports the board by overseeing all matters relating to internal and external audit. It also establishes and manages a framework to identify and manage risk and internal controls, provides independent scrutiny on efficiency and value for money, and monitoring to prevent and detect fraud.

Board Effectiveness and People (BEP) Committee

BEP supports the board by overseeing recruitment, succession, appraisal and training and remuneration of Board Members and the Executive Management Team (EMT). It maintains a strategic overview of human resources for the organisation.

Customer Assurance Committee

This committee supports the board by ensuring policies take our customer voice into consideration. They also scrutinise and oversee customer experience, ensure meaningful customer involvement and monitor consumer regulation.

Customer Scrutiny Group

Trained customers carry out in-depth reviews of different parts of our service to identify what's good and what could improve. They report their findings and recommendations direct to the board at least twice a year.

Customer Assembly

The Customer Assembly makes sure that customers can access services, influence decision-making and hold Greatwell Homes to account by ensuring we:

- Treat customers with fairness and respect
- Listen and respond to customers' voices
- Understand and engage with a wide range of customers with diverse needs.

Executive Management Team (EMT)

EMT turns strategy into policies, develops the culture and oversees performance to achieve our objectives.

Our executive team:



Jo Savage
Chief Executive



Julie Robinson
Executive Director and
Company Secretary



Chris Holloway
Executive Director

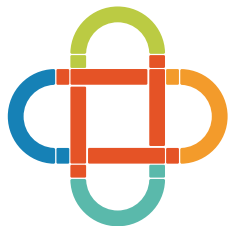
All colleagues

Our operational teams deliver homes and services to achieve the objectives and key results in this plan, in line with the law, regulatory standards and best practice.



Contact

If you want to help us shape great communities in and around North Northamptonshire where people live well, we'd love to hear from you.



If you'd like to have this document in another format or language, please email customer.services@greatwellhomes.org.uk or call **01933 234450**.

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 jo.savage@greatwellhomes.org.uk

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 [greatwellhomes](https://www.linkedin.com/company/greatwellhomes)

 **Greatwell
Homes**

Greatwell Homes is a housing provider registered with the **Regulator of Social Housing**, number L4509. Registered address: Unit 7, Midland Business Units, Wellingborough, Northamptonshire, NN8 4AD.