Strategic Plan - Pledges

Faith

'Adullam Homes provides quality accommodation and support as an organisation motivated and informed by its Christian principles. Adullam Homes is proud of this heritage and welcomes people of other faiths or communities.

People

1. We will implement our Co-Production Strategy to develop a customer-driven approach.
2. Deliver an excellent service, using feedback from our Tenants, Residents and Service Users and Staff to shape the decisions we make.
3. Ensure our workforce, Board and Senior Managers reflect the diversity of the communities we work in and is inclusive of minority groups, including LGBTQ and BAME.
4. We will provide a working environment that attracts and retains good staff.
5. We will improve internal communications that inform and inspire our staff to be advocates of our Vision, Values and Mission Statement.

Place

1. We will consolidate working in our core regions and endeavour to expand into adjacent areas, where we can continue to deliver quality services.
2. Build positive, safe relationships between local communities and those we work in.
3. Personalise our services by better understanding our customers' needs and demands.
4. Develop an inclusive procurement process which helps us spend our money where it will make the most difference for building wealth and social capital within communities.
5. Seek to develop measures to demonstrate the social value that our services provide so we can monitor and improve their impact and effectiveness.

Homes

1. We will provide good quality, safe affordable homes where people want to live in successful and sustainable communities.

2. We will reduce unwanted behaviour in and around our homes so that individuals feel safe in their homes and communities.
3. We will regenerate existing stock that has a positive impact on the environment.
4. Develop partnerships and joint ventures with stakeholders and other Registered Providers.
5. Implement our Asset Management Strategy.

Assurance

1. We will ensure our business remains financially strong.
2. We will challenge ourselves to make the most of our resources and demonstrate how we balance cost, quality and performance to provide the best service.
3. We will aspire to achieve excellence in governance and comply with those standards specified in the Code of Governance and any other Regulatory requirements.
4. Complete all required Health & Safety checks and remedy issues in a timely manner.
5. Continue to monitor contract compliance with Local Authorities and Commissioners to ensure that the contractual Key Performance Indicators are met.

Future

1. We will make Adullam Homes a great place to work.
2. We will focus on continuous learning and development that enables Adullam staff to fulfil their potential.
3. We will actively seek out opportunities for innovation and growth building on our strengths.
4. We will grow responsibly and sustainably by working and planning within our financial standards and constraints.
5. Increase our stock and continue to grow through the promotion of partnership working.