

Our Corporate Plan

2021- 2024



SAXON
WEALD

Great homes, building futures



Introduction

This corporate plan comes at a time of significant change and upheaval.

While the economic and political effects of Brexit and the Coronavirus pandemic will continue to play out over many years ahead, the impact on society has been sudden and dramatic. It has changed the way we interact with each other; our friends, family and neighbours, and those who provide our services. In a time of such uncertainty, a safe, warm, dry and affordable home has never been more important.

Other significant events have influenced this plan, including the climate change crisis and the government's challenge for the UK to be net carbon zero by 2050. The focus on building safety post-Grenfell and the accompanying requirement to engage successfully with residents has also been a factor.

So, this is a plan that puts customers at the very heart of what we do. We must listen carefully to customers and their needs while delivering services reliably, efficiently and with a smile on our face. We want to be proud of the homes and services we provide. Our homes must be safe, warm and dry, and we will invest our money to improve them.

We also want to continue to build more homes. Our new homes must be of good quality, be closely matched to the needs of customers and be net zero carbon.



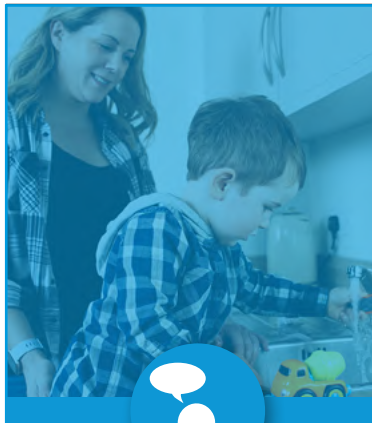
About Saxon Weald

Saxon Weald is a thriving social business and community benefit society. This means we make a profit for purpose; reinvesting our money to improve existing homes and build new ones. We own and manage nearly 7,000 homes and provide services to more than 10,000 people across Sussex and Hampshire. Over 20 successful years in business, we have developed over 1,750 much-needed new affordable homes and have grown to 250 staff.

"Great homes, building futures"

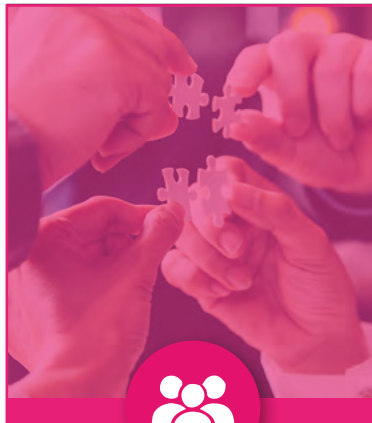
Our values

Saxon Weald has a set of values that underpins everything that we do and how we do it. They guide how we work and interact with colleagues, our customers, our partners and other stakeholders.



Be customer led

Start with the customer, putting their needs first. Listen to them carefully, be polite and open in conversation, understand what they really want and do your best to find a solution.



Be one team

We perform better when we work together towards a common goal. Get involved, collaborate and support each other, communicate often and well, share your ideas, help out where you can, and enjoy doing it!



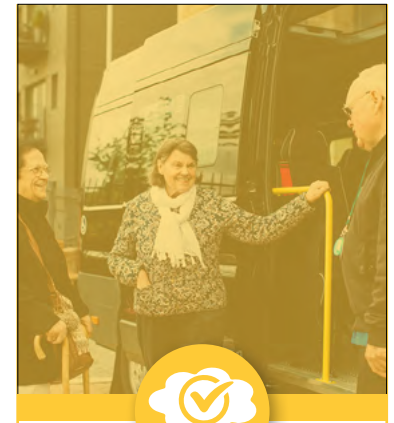
Be forward thinking

Embrace change, try new things, aspire to improve, learn and be curious, be positive and enthusiastic.



Be inclusive

Bringing together different people with different perspectives will give the best outcomes. Celebrate and value our differences and treat everyone equally and with respect.



Do the right thing

Act with integrity and empathy. Show respect, be compassionate and considerate. Take pride in your work, earn the trust of colleagues and customers. Do what's right and do a good job.

Focus on our customers

Focussing on our customers is our number one priority. We must engage with residents in a positive and open way, listening to their needs, wants and aspirations and providing timely, honest feedback. We must deliver services that are of good quality, doing the basics well and striving to meet our customers' expectations.

We are committed to:

- Build on the 'Your Voice' framework to strengthen our approach to engaging with and listening to customers.
- Use customer feedback and data to ensure we improve what we do in line with customer priorities.
- Develop a set of commitments to customers through the adoption of the National Housing Federation's Together with Tenants charter.
- Design services that are customer focussed, lead to greater trust and customer satisfaction and invest in the resources and technology to deliver them.
- Work with our customers to raise awareness of environmental issues and develop our sustainable approach.



Invest in our homes

Our homes must meet a good standard, being safe, warm, dry and affordable. Communal areas also need to be looked after well. We will invest in improving our homes' energy performance, seeking to lower customer fuel bills and reduce our carbon footprint. Any new affordable homes that we build must be designed to be net zero carbon.

We are committed to:

- Improve the data and information that we hold on our homes to improve our investment decisions.
- Create a baseline from which to plan and measure carbon reduction.
- Enhance the warmth and energy efficiency of our homes through a fabric first approach.
- Make sure that our homes are safe and secure.
- Ensure that communal areas are looked after well.
- Deliver a sustainable programme of quality new homes, preferring land-led and re-development opportunities that meet the needs of our customers.
- All new homes being highly efficient and contribute to reducing our carbon footprint.

- Deliver solutions for homes that do not meet customer or business expectations, through disposal, re-generation or re-development.
- Develop our relationship with Legal & General Affordable Homes.
- Seek alternative sources of investment and partnership opportunities for additional new homes and existing homes.

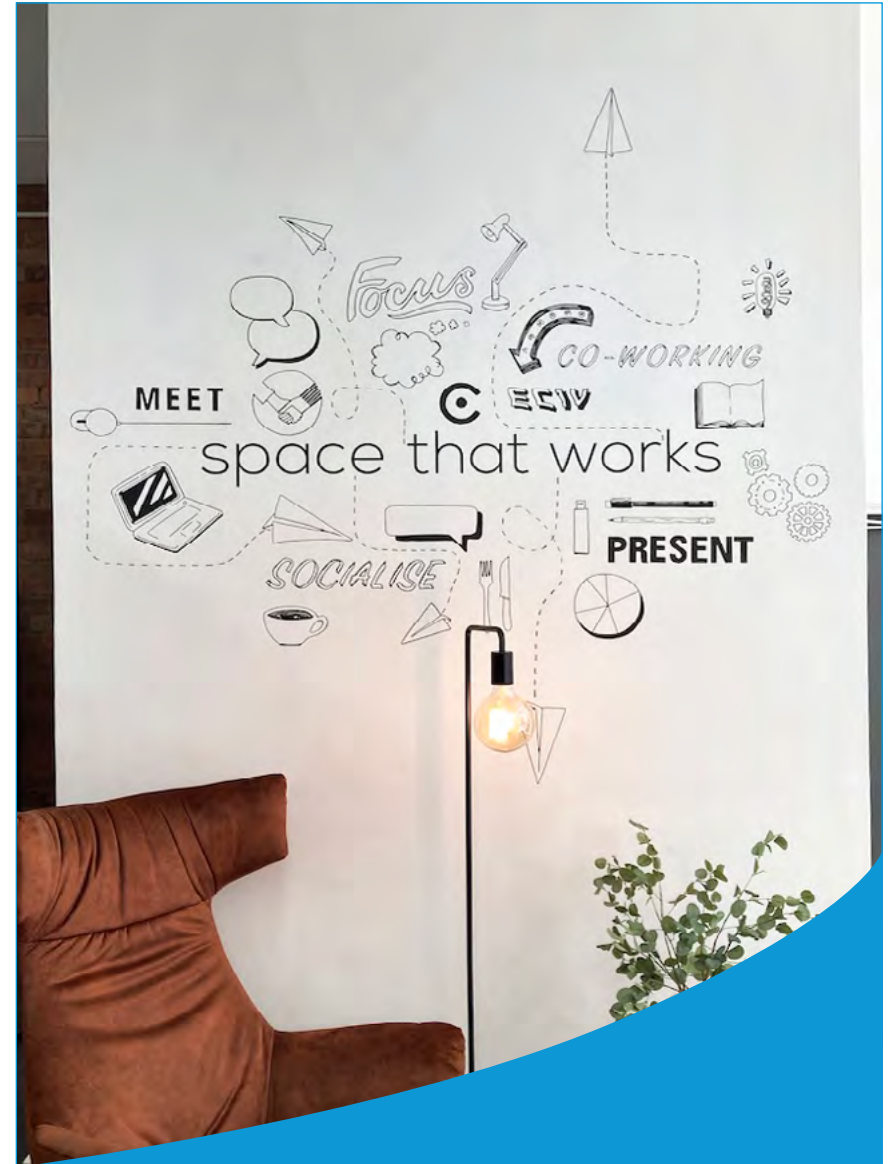


Be a great place to work

We work hard to create a great culture as Saxon Weald, one where commitment and dedication go together with a sense of purpose and enjoyment. We invest heavily in training and development, seeking to create a learning and coaching environment where people can show their best. Recently, the importance of positive mental and physical health has been highlighted like never before, and we have developed various innovative and engaging approaches to help and support our staff. We seek to create an environment where everyone feels welcome and valued, respecting and celebrating our differences and treating people fairly.

We are committed to:

- Ensure our behaviours and practices embrace and value diversity and are inclusive for all.
- Design and implement flexible working and lifestyle principles.
- Embed Saxon Weald's new values into the culture and practices of the business.
- Refurbish the head office to provide an inspirational environment that supports new ways of working.
- Focus the training programme on customer service excellence, improving our digital skills and raising the awareness of sustainability issues.
- Work towards net zero carbon in our business operations.





**SAXON
WEALD**

Saxon Weald
Saxon Weald House
38-42 Worthing Road, Horsham, West Sussex RH12 1DT

t: 01403 226000 | e: hello@saxonweald.com | www.saxonweald.com

