one manchester

Prosperous Futures

Corporate Plan 2022-25

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We have **one** vision - to create inclusive, connected and sustainable places where people can thrive and live well.

We have **one** purpose - to provide good quality homes, great services and real opportunities for our customers and communities.

We're more than just a landlord

Formed in a merger between two of the city's biggest housing associations in 2015, we're now the largest social landlord in central, south and east Manchester.

We own and manage more than 12,000 properties, but we're more than just a landlord. People will always be at the heart of what we do.

We invest

in new and existing homes for rent and sale, community facilities and public space.

We provide

money advice, and wellbeing, employment and training support.

We build

strong partnerships to support inclusive growth and to build a brighter future.

We're working towards a brighter future

Times are challenging, with growing inequalities, poverty, cost of living pressures, climate change and the impact of Covid.

We're committed to working in partnership with other organisations to address these issues for the benefit of customers, the city and Greater Manchester.

At the same time we're determined to provide better quality, safer homes and be more accountable to customers.

We want those who live in our homes, both now and in the future, to prosper and live well as part of a thriving Manchester.

We have big ambitions

To fulfil our purpose and achieve our vision, we're committed to delivering great services and quality homes, providing more great places to live, and investing further in communities.

Our plans for 2022-2025 are built around three priorities: **People, Place, Prosperity**.

Our corporate plans runs from 2022-25, and in Year 1, our focus will be on **strengthening our foundations**.

People

Place

Prosperity

Priorities that matter:

People

Customers and colleagues are at the centre of what we do. We're committed to keeping everyone safe and treating people equally and fairly.

We're determined to listen more to customers and use their feedback to shape brilliant services.

We want to recruit and keep talented colleagues who feel rewarded and inspired to do great work.

In 2022-23, we're focusing on...

- **Keeping people safe** - continuing to invest in homes and buildings – including installing sprinklers and other fire safety improvements – so we continue to meet all our legal and regulatory requirements.
- **Listening to customers** - focusing more on getting things right first time, understanding customers better, using what they tell us to improve, and measuring our performance against the regulator's new standards.
- **Creating a great place to work** - involving, rewarding and developing colleagues, supporting agile working, embracing equality, diversity and inclusion, and living our values to deliver the best work.

Priorities that matter:

Place

Where you live can determine what happens in your life.

We want to help people succeed by providing quality, affordable, secure homes to rent and buy – and build more to meet future needs.

We're investing in sustainable communities that people are proud to live in.

In 2022-23, we're focusing on...

- **Providing quality homes** - continuing to maintain and invest in homes, reviewing the quality of our properties against the latest government standards.
- **Improving energy efficiency and the environment** - seeking funding for future 'green' improvements to homes, focusing on affordable energy, and working with partners on sustainability projects, including educating customers and colleagues.
- **Providing more homes** - we're committed to building homes and investing in our places, growing through partnerships and joint ventures, and reducing the carbon impact of new developments.

Priorities that matter:

Prosperity

We want customers and communities to thrive, so we're committed to tackling inequalities and creating opportunities.

We're determined to build more homes and regenerate more places. To help more people find work and training, make their money go further, and live well.

In 2022-23, we're focusing on...

- **Enabling communities to thrive** - reducing inequalities to the diverse communities we serve through work, skills and wellbeing services.
- **Increasing social impact** - attracting more funding to invest in our communities, maintaining existing partnerships and starting new ones to help enable a more prosperous city and greater Manchester.
- **Being financially strong and well governed** - we are focused on efficiency, delivering value for money, managing our finances and business well so we can do more for our people, places and increase prosperity.

Achieving our goals together with values that matter

We're a values-led organisation. Our values are at the heart of One Manchester and everything we do.

Our shared values create a connection between ourselves and our customers. They capture who we are, what we believe in and what we stand for as an organisation.

Honest
Enterprising
Accountable
Respectful
Trustworthy

We want to hear from you

If you'd like to find out more about our corporate plan, or work with us, we'd love to hear from you.

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