

thirteen

Managing and building homes

Strategic Priorities Consultation

Introduction

Thirteen have conducted consultation with their involved customers around their Strategic Plan 2020. This involved a meeting held with customers from the Strategic and Service projects group and online consultation with all other involved customers. The 3 strategic priorities are:

Priority 1 – Great customer experience

- Touchpoints programme
- Promote our total service offer
- New service offers
- Thirteenplus – health and independence

Priority 2 – Quality places to live and improving neighbourhoods

- Investing in our homes
- Neighbourhoods at the heart
- Building new homes
- High-rise
- Home of 2030

Priority 3 – Being team Thirteen

- Be Thirteen – improving our colleagues experience of working with us
- Right space right place
- Doing things differently
- Simplifying what we do
- Environmental management
- Financing the plan

Group

The meeting was attended by 15 customers from the Strategic and Service Priority stream and online consultation was sent out to 189 customers.

Process

The customers were given information on each of the strategic priorities and asked to answer the following questions on each one:

- What difference will this make to the customer?
- How will we know if it has made a difference?

Findings

All comments received were collated and taken into consideration when finalising the priorities.

Consultation with customers helped Thirteen to really focus on the impact of each of the priorities and the difference that the customers want to see Thirteen make.

Conclusion

As a result Thirteen will ensure that the right things are captured in the performance measures.

The strategic plan refers to the consultation with engaged customers and colleagues saying that it focused on impact, outcomes and using the right performance measures to be able to demonstrate that we have delivered our ambitions and customers' expectations.