

Delivery of the Annual Plan 2022-23

| Priority | Predicted March 2023 outcome | Complete Y/N as at end March 2023 If Y – evidence If N – why and estimated date for completion |
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| Data Quality | Conversion of data quality project into “business as usual” (BAU) | Y – post project review document presented to Group Project Board 4 th April 2023 <ul style="list-style-type: none"> Reasonable Assurance for design and operation of controls given by two Internal audits Updated Data Quality Policy. Data Quality Dashboard. Mandatory data quality e-learning module. Data Quality Procedures for each service area. Transition Plan to clarify ongoing roles and responsibilities to maintain data quality as part of business as usual. |
| | Data owned by teams | Y - Quarterly meetings being held with DQ Champions |
| | Exception reports monitored and managed to ensure a degree of data quality throughout the business. | Y – Action plan agreed with DQ Champions in their quarterly meetings |
| Voids and lettings performance | Efficiency around re-letting of homes across Connexus, particularly focused around process improvement, value for money and improving customer satisfaction. | Y – see below re lettings |
| | General needs re-let times – 28 days | N – year end 58.50 11 properties let in March 23 in less than 28 days. |
| | Supported re-let times – 26 days | N – year end 63.77 |
| | Customer Satisfaction with re-lets 92% | Y – year end 100% |
| | Letting Standard in place | Y - new Lettable Standard agreed with customer and colleague input |
| | Investment Standard in place | Y - Investment Standard agreed with customer and colleague input |
| | Consistent approach to lettings across Connexus | Y - new viewing and sign-up arrangements in place following customer feedback |
| Asset Grading Model approved and live | Y - ASAP model in place and new Disposal Strategy agreed | |
| Head offices and hubs | One Head Office (The Gateway) in the centre of Connexus geography enabling a single hybrid way of working and culture across the business. | Y - Legion Way closed down. Staff contract bases changed where applicable. |
| | Legion Way office sold | N – August 2023 |
| | One hub established in Hereford and one in Wem. | Y/N - Brierley Court hub in Hereford operational. Wem hub – August 2023 |
| | Planning permission agreed for Edinburgh House redevelopment ready to start on site April 2023. | N - Planning permission not yet granted. |
| People Strategy | Delivery of leadership development programme | N - Leadership Programme launch in April 2023, completion in 12-18 months |
| | Development of plan to work towards desired culture | N – plan developed in Q1 23/24 |

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| | Develop reward and recognition (including benchmarked pay) | Y Pay benchmarked and staff pay adjusted accordingly. Connexcellence awards. Need to further develop the Rewards and Recognition strategy planned for 23/24 |
| | Improvement around communication and engagement with specific outcomes as follows: <ul style="list-style-type: none"> Increase in % of ED&I held. Target of 25% by end March 2023 | Y – data held is above 25% but need to increase. |
| | <ul style="list-style-type: none"> Competitive terms and conditions that reinforce Connexus culture staff survey outcome | Y – Recruitment and retention improved. Further development will take place during 23/24 in line with work on delivering the People Strategy objectives |
| | <ul style="list-style-type: none"> Pay, Culture, Pensions | Y pay - benchmarked and implemented Pensions - Board considering approach Culture – Leadership Programme agreed |
| | <ul style="list-style-type: none"> Colleague journey developed further. (From resource planning to application through recruitment, training, retention, development and career progression). | Y – significant work on recruitment and onboarding and early stage development of the workforce plan. Next stages will focus on retention based activity aligned to the People Strategy including training, development, succession planning and career pathways. |
| Repairs performance | Consistently delivering repairs satisfaction of 92% or above | N - out turn 87.2% targets recast to align with the transformation |
| | Fleet review and implementation of recommendations to use more efficiently. | Y - Fleet manager delivering fleet review |
| | H&S reviewed and recommendations implemented. | N - H & S review booked. Expecting report June 2023. |
| | Contractors Schedule of Rates reviewed, updated and implemented | Y |
| | Financial and KPI information reviewed and updated to be fit for purpose | N – will be aligned with new ICT system implementation |
| | Job roles redefined and simplified. | Y |
| | Materials & stores review – outcome implemented (retaining, improving or outsourcing stores) | Y – Stores procurement completed. |
| | IT system reviewed and implementation of new system underway | N – Procurement completed with site start date of end of June 2023. |
| | New management structure in place. | Y – Management recruited and in position May 2023 |
| SAP C and Net Zero Carbon | Asset Investment and Management Plan in place. Based on the completion of asset grading option appraisal outcomes: | Y - Property, Land and Disposals Policy in place. |
| | Reflected in a revised LTFF | Y |
| | Includes SAP C and net zero carbon roadmaps | Y |
| | Number of homes moved to SAP C - 230 | N – The Assets team are currently calculating how many properties have been moved to SAP C from their starting point. |

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| | Deliver the Warmer Homes Project (ERDF), piloting a fabric first approach to achieve net carbon zero. | Y - Hunderton Road and The Oval Warmer Homes work are now complete. |
| Improved performance | Performance monitored against top quartile for the sector. | N – will be concluded as part of the I4H engagement and will be presented to SMT in June 2023 |
| | Services benchmarked with peers and value for money project completed. | Y/N – 1 st iteration of LTFF2023 has been benchmarked against the sector global accounts. I4H will complete this exercise in June 2023 |
| | Efficiency plan developed and incorporated into LTFF | N – Full programme of efficiencies will be identified, costed and presented to Group Board. |
| Customer comms | Customer Communication Plan in place based on the requirements of Operations Director. | Y <ul style="list-style-type: none"> • Voice of Customer delivery framework agreed and in place with input from colleagues and customers • Vodaphone Storm in place for telephony • New Connect magazine in place with customer input • Website content updated – e.g. with revised DMC information |
| | Arrangements in place for Board to have a clear line of sight into the Connexus customer experience. | Y - two Board plans in place to hear VOC at every meeting |