

HALF YEARLY REVIEW OF BUSINESS PLAN 2023/26

In accordance with the Business Plan 2024/25 Planning Cycle, the Management Committee recently carried out a half yearly review of the strategic objectives for Year 2, covering the period April to October 2024.

From the key **27** Business Plan Priorities:

- 10 have been fully achieved
- 17 are on-going

	CUSTOMER SERVICES	UPDATE 31 OCTOBER 2024
1	Develop a Customer Services Strategy, including setting up a new specialist customer services team to work with our tenants.	<i>On-going.</i>
2	Patch-based housing officers to carry out annual tenants' visits.	<i>On-going.</i>
3	Conduct research into tenants' future needs, expectations, and aspirations so that these are at the heart of decision-making about homes and services.	<i>On-going.</i>
4	Promote use of the digital mechanisms to communicate with our customers.	<i>On-going.</i>
5	Continue to assist tenants who are making the change from HB to UC. Manage threats to MHA's rental income that the change may cause.	<i>On-going</i>
	ASSET MANAGEMENT	UPDATE 31 OCTOBER 2024
6	Update the AM strategy as this is the key to the delivery of business objectives and ensure continued financial viability, compliance with obligations to lenders and safeguarding the interests of all stakeholders.	<i>Achieved</i>
7	Monitor and effectively manage the performance of existing assets. The asset management strategy should assist the Committee in assessment of whether the current or future homes are fit for purpose	<i>On-going</i>
8	Develop an appraisal model that will scrutinise the performance of MHA homes considering a set of inputs effectively a measure of property performance, or cost benefit analysis.	<i>On-going</i>
	COMMUNITY SUPPORT	UPDATE 31 OCTOBER 2024
9	Provide or enable a range of community support services, including community engagement, income maximisation and community halls.	<i>On-going.</i>
10	Review the affordability of existing wider role commitments to MHA's overall business and what the priorities for support should be in future.	<i>On-going</i>
	FACTORING	UPDATE 31 OCTOBER 2024
11	Conduct an options appraisal to review the feasibility of expanding the scale of the current factoring service.	<i>On-going</i>
12	Develop new digital platforms to streamline operations.	<i>Achieved.</i>

	DEVELOPMENT	UPDATE 31 OCTOBER 2024
13	Monitor the outcome of the financial & risk appraisal, including grant rates & funding, of MHA agreeing to develop the site of the former primary school. Any development will be compliant with the SHR Thematic Study on development of new build homes.	<i>On-going.</i>
	GOVERNANCE & ORGANISATIONAL MGT.	UPDATE 31 OCTOBER 2024
14	Maintain MHA's compliance with regulatory standards and guidance.	<i>Achieved</i>
15	Retain and attract local people to serve on the MC and the subsidiary board.	<i>Achieved</i>
16	Continue to evaluate MHA's structure, governance and staffing structure, to help identify any inefficiencies, overlaps, or gaps in responsibilities.	<i>Achieved</i>
17	Finalise the change of the MHA Organisational Review.	<i>Achieved</i>
18	Implement the Digital Transformation Strategy.	<i>On-going</i>
19	MC Performance Management of MHA's strategy and priorities, scrutiny and being assured about achievement and holding staff to account. Tools like a balanced scorecard will be used to provide assurance meeting the BP objectives and achieving VFM.	<i>On-going</i>
	VALUE FOR MONEY (VFM)	UPDATE 31 OCTOBER 2024
20	Monitor MHA's-wide VFM Strategy, against set priorities for future VFM initiatives and organisational frameworks for ensuring VFM objectives are taken forward robustly in all parts of MHA's business.	<i>On-going</i>
21	Hold conversations with our tenants to understand what their needs and priorities are, to inform decisions about where we should provide better VFM.	<i>On-going</i>
22	Build upon our improved performance achieved on VFM indicators.	<i>Achieved & On-going.</i>
23	Keep firm control over MHA's running costs and reduce non-essential expenditure, to maximise resources available for investment in tenants' homes.	<i>Achieved and ongoing</i>
24	Seek opportunities for efficiencies in procurement costs.	<i>On-going</i>
25	Continue to implement the new MHA rent structure, which seeks to make our rents fairer and more consistent.	<i>Achieved</i>
26	Develop a financial plan for covering operating costs and funding required investment in the housing stock. This includes a plan for future rent increases to	<i>On-going</i>

	bring MHA's current exceptionally low rents to a level that will bring income & costs into a more sustainable balance and continue to offer tenants good VFM.	
27	Test rent affordability against the MHA benchmark.	<i>Achieved</i>