

Summary Business Plan 2010 - 13

Our Mission

Making London a city of opportunity for all by ensuring as many people as possible have a good home, a real sense of purpose and a strong feeling of belonging

How we deliver

Peabody Behaviours

Customer focussed
Can Do

Results focussed
Principled

Collaborative
Continuously Improving

What we deliver

Our objectives

Our goals

Our targets - 2010/11

Provide great services and quality homes

'A good home'

Be great at the basics and deliver excellent customer service

Involve customers in design, tailoring, monitoring and evaluation of services

Provide great homes that are sustainable, safe and green

74% resident satisfaction with the overall service

80% of resident satisfaction with the last repair

90% of complaints resolved at Stage 1

65% resident satisfaction with views taken into account

100% of qualifying homes meet the Decent Homes standard

Build thriving communities

'A real sense of purpose and a strong feeling of belonging'

Provide opportunities for people in London of all ages to get the most from life

Create desirable neighbourhoods where people want to live

250 people accessing training

250 people into jobs

15,636 new beneficiaries from Activate London

76% residents satisfied with their neighbourhood

Achieve influential growth

'as many people as possible'

Build and manage more homes

Shape and influence the national and local agenda

A net increase of 100 homes

An improvement in stakeholder engagement measured by external surveys

Achieve business excellence

Recruit and retain capable people with the right skills and attitudes to achieve our objectives

Ensure we have the financial strength to achieve our objectives

90% posts held by permanent staff

100.1% of rent collected as a % of all rent due

19% operating margin

£1,193 management cost per property