



# Origin the next 5 years

September 2009

origin  HOUSING



## **Great homes:**

places people are proud to live

## **Positive people:**

responsive, caring staff getting services right for customers

## **Strong communities:**

helping people and neighbourhoods thrive

To achieve our aim of providing great homes and building strong communities, it is vital that we are as closely connected as possible to the areas we work in and the people who live there. We need to understand the individual needs of our customers, especially those who are older or have health or disability needs.

That's why this five year plan is about focusing our work on a smaller geographical area – north London and Hertfordshire – and about simplifying our organisation. By working in a more streamlined way we will be able to get to know the communities, individuals and partners we work with better and provide the tailor made services our customers want.

We aim to simplify our organisation by merging Origin Group, SPH Housing and Griffin Homes into a single organisation – Origin Housing. A single organisation focusing on a smaller area can provide services such as repairs and maintenance more efficiently, helping us save money. We will look at everything we do and try and do it more efficiently - using the resources we have effectively is more important than ever in these tough economic times,

But being more focused doesn't mean doing less. We want to continue building more homes and developing more care and support services. We are determined to continue helping neighbourhoods and individuals thrive and make the most of their potential.

To achieve all this, over the next five years we plan :

### **More homes people want**

- Build up to 400 new homes every year.
- Develop new affordable rented and shared ownership homes

### **Improved services that matter to our customers**

We have listened to our customers and will focus on improving services they say are important. We will:

- Concentrate on improving the repairs service.
- Improve the quality of homes, especially kitchens and bathrooms.
- Tackle anti-social behaviour by continuing to work closely with the police, local authorities, residents, community organisations and other partners.
- Make it easier for customers to contact us and get the information they need.
- Improve how we keep customers informed and updated.
- Review our estate services to improve quality and customer satisfaction.

- Make it easier for residents to pay their rent and make sure information about this is accessible to everyone who needs it.

### **Tailoring services to suit individuals**

Our customers are very varied - 40% have a long term illness or disability, for instance,. To help us meet these individual needs we will:

- Offer an assessment and support service to all new vulnerable tenants.
- Use the information we collect about individuals to target services better.
- Make sure all staff are trained to understand the different needs of our customers.

### **Working alongside residents more closely and giving them a bigger say**

- Involve residents more effectively in deciding what the priorities for their area should be.
- Enable the Residents' Forum to influence the decisions Origin takes.
- Continue to find new and better ways in which we can listen to customers and act on their ideas.

### **More help for communities**

- Expand benefits and money advice for customers.
- Offer more employment and training help to those seeking work.
- Provide initiatives that help develop communities.





### **More help for those with care and support needs**

- Expand our support services which help older people, those with learning disabilities, mental health problems and other support needs live independently.
- Include housing with support in new developments wherever we can.

### **Streamlining to be more efficient and offer better value for money**

- Re-focus our work to operate in North London and Hertfordshire only.
- Transfer Origin homes and services outside north London and Hertfordshire to suitable local housing organisations.

- Restructure the organisation to form a single organisation and identity – Origin Housing.
- Review housing that is expensive to maintain or unpopular.
- Review how we run Origin to make sure we are using staff, technology and buildings as effectively as possible.

### **Staying financially strong**

- Collect more rent and service charges.
- Let properties more quickly.
- Make sure we manage risks well.
- Maximise value for money.
- Make low risk commercial property investments to fund our charitable activities and affordable housing.

