

What we achieved over the last planned period

Objective 1:

To provide excellent services to all our customers

Service standards developed with residents and published. Clear service standards are in place for all areas of ISHA's business and performance is measured against these standards.

Local performance measures developed and monitored by residents and over last 5 years residents have refined what and how these are measured.

By 2015, 80% of Key Performance targets matched or exceeded the stretch targets set for this period. How we measure and improve our performance to our customers delight is a key priority for the next period.

At least 4 stakeholder events have been held each year to increase engagement with ISHA residents and local council members and staff. Achieved SHIFT national Silver Award for measures taken to achieve sustainable homes. Improved look of website to provide better accessibility to services on-line.



Objective 2:

To be recognised as a resident-focused organisation

Increased the number of residents involved in shaping ISHA's services, and increased involvement from under-represented areas and age groups.

Number of residents involved

2010/11	2011/12	2012/13	2013/14	2014/15
427	360	609	464	557

Implemented resident scrutiny panel recommendations and increased feedback mechanisms to influence ISHA's services.

Developed and implemented Welfare Reform Plan to better support residents to sustain their tenancies with welfare changes, and increased the number of homes re-let to residents to meet changing demands of residents.

Increased outreach and support services to residents to meet the challenges of Welfare Reform and their economic circumstances.

Re-structured Lien Viet Housing Association, to re-focus the Lien Viet Board focus on community development to represent the needs of the Vietnamese and wider South East Asian communities in London.



Objective 3:

To maintain, improve and develop good quality and affordable homes in our key community areas of Hackney, Islington and Waltham Forest

Improved repairs service, and changed provider. Increased choice in repairs appointment slots for all our residents.

Adopted ARMA model management framework to improve management of multi landlord estates.

Developed communal heating systems that deliver lower energy costs for our residents.

Implemented improved stock database for even more accurate asset profiling.

Improved system for reviewing new development specifications to make sure service charges provide value for money despite.

717 new ISHA homes completed over the 5 year period.

Loan funding secured for future programme with portfolio of long and short term loans to provide flexibility with certainty.



Objective 4:

To be an organisation that demonstrates excellent customer focused leadership

Accredited London Living Wage Employer.

Improved sensitivity testing of business plan to apply multiple stress variable and all covenants met.

Reviewed and implemented change to achieve G1 Governance grading from regulator and maintain V1 viability grading.

Recruited increased resources for People Management and Leadership, established outreach and support team, integrated Lien Viet services, re-structured expertise in asset management. These changes built on a restructuring of Operations made in 2012.

Significantly strengthened succession planning and governance reviews over this planned period.

