

Caldmore

Aspiration Milestones

The Following milestones should be achieved year on year on an on-going basis:

- We will maintain financial viability, meeting or exceeding the targets set by those who regulate us or provide funding
- We will ensure that our methods and processes are in line with or ahead of current good practice
- We will offer a good basic repair and maintenance service enhanced by a range of negotiated extra benefits for those who co-operate with our incentive schemes
- We will maintain our communal and utility areas providing the maximum opportunity for natural vegetation and carbon offsetting
- We will continue to monitor and manage business risk in line with current best practice
- We will use all negative encounters with our organisation and turn them into positive opportunities
- We will continue to demonstrate compliance with the regulatory code
- We will keep our promises and consistently achieve results that are better than expectation

The Following milestones should be achieved within the year ending 31st March 2009

- We will move all of our key performance indicators out of the lower quartile
- We will communicate a clear 10 year vision supported by our branding of the organisation
- We will align and integrate our main objectives into our Board and Committee structure
- We will demonstrate best practice with regard to resident and customer involvement
- We will demonstrate that we are regularly engaged within the community and local environment
- We will demonstrate best practice with regard to resolving antisocial behaviour
- We will develop the Caldmore Carnival into a significant annual local event that attracts a wide range of spectators and involves participation from 20% of the local population
- We will achieve, maintain and ultimately exceed decent homes standards
- We will make sure the visual impression of property within our jurisdiction sends out a signal that the area is cared for and maintained

- We will conduct a feasibility exercise to assess the potential for charitable fundraising to support activities where there is an income deficit
- We will have a validated sustainability / growth plan for each aspect of service that we provide
- We will develop a proactive PR strategy to improve our reputation within the community
- We will develop and maximise potential from our existing partnership arrangements
- We will improve our carbon footprint by 5% overall

The Following milestones should be achieved within the next 2 – 5 years

- We will ensure that our homes provide a safe place of nurture for growing families
- We will enable the provision of low cost but appropriate cultural and recreational opportunities to enhance the quality of life within our communities
- We will strive to ensure criminal activity is minimised in our area due to consistent and effective observation and communication
- We will ensure that the well being of clients with our support is markedly better than for those in similar circumstances who are not supported by us
- We will ensure that 90% or more of requests for service are responded to effectively following the one initial contact

The Following milestones should be achieved by the year 2018

- We will work to promote a high level of tolerance between communities where diversity is appreciated and celebrated
- We will invest in property based assets to strengthen our financial position and gain maximum potential from the resources available to us
- We will ensure that young people can be supported by positive role models in the community having ample opportunity to gain valuable life experiences
- We will work to promote a strong sense of respect and willingness to co-operate between neighbours and a general sense of responsibility to give voluntary support within the community
- We will provide housing, care or support services to twice as many clients compared with the 2007 levels
- We will run a viable project that provides support to elderly owner occupiers, helping them to maintain their homes remaining independent for as long as possible