



Our plan 2025-27

Refocusing on how we can make a difference

Vision

Places to be proud of

Mission

The basics, done well

Promise

We listen, and deliver what matters to you

Homes

Providing safe and well-maintained homes Outcome Homes are safe, well-maintained, energy efficient, and meet all decency and health and safety standards	Improving the reliability and responsiveness of our repairs service Outcome Repairs and maintenance services are timely, accessible, and result in improved customer satisfaction	Supporting sustainability goals with efficient homes Outcome Homes support long-term sustainability goals, reducing environmental impact and fuel poverty
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Customers

Supporting people to live independently Outcome Customers sustain tenancies with access to support that promotes independence and wellbeing	Communicating more transparently and inclusively Outcome Complaints, customer insight and lived experience are valued and used to improve services and deliver better customer experiences	Giving customers more say in what we do Outcome Customers can influence our work in their communities, service improvement and decision making, can easily access transparent, accurate information, and can scrutinise our performance
Delivering smarter, more personalised services using data and real customer experience Outcome Customers are treated fairly and with respect, with services tailored to meet their diverse needs		

Places

Keeping shared spaces safe, clean and cared for Outcome Neighbourhoods and shared spaces are safe; well-maintained, and foster strong, supportive communities	Investing in what individual neighbourhoods want and need Outcome LHP plays an active role in working with customers and partners to improve our neighbourhoods	Building trusted, local partnerships to achieve more Outcome LHP collaborates with partners and invests in community initiatives that strengthen wellbeing and opportunities
Tackling anti-social behaviour and hate crimes effectively Outcome Colleagues are visible in our neighbourhoods, tackling anti-social behaviour, nuisance and environmental issues		

Strong foundations

Maintaining strong financial resilience and governance Outcome LHP maintains strong, effective governance and financial resilience, fully compliant with regulatory standards	Delivering value for every pound we spend Outcome LHP delivers value for money through optimising resources, benchmarking performance, and continuous improvement	Improving how we collect and use data Outcome Data quality, cyber security, and transparency enable strong operational performance and customer trust
Looking after and investing in colleagues and culture Outcome Colleagues are skilled, empowered and supported to deliver excellent, customer-focused services		

Our values

 Trust	 Respect	 Empathy	 Accountability	 Teamwork
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