Innisfree

A voice for Irish communities in London

Action Plan

2014 - 15

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Strategic	Operational	Measure
Delivering Great Services		
Improve customer service	● The targeted Tenant Survey Action Plan is fully delivered in 2014, improving satisfaction with specific aspects of service ● Attain Customer Service Excellence accreditation in 2014	● Overall satisfaction with services is 92% or higher as measured by March 2015
Offer a menu of services to our tenants that extends beyond standard landlord activities	● Deliver a range of support and well-being initiatives under the Emigrant Support Programme project ● Offer tenants services which respond to the impact of Welfare Reform	● Project reports in March 2014 and March 2015 evidence successful delivery and high satisfaction ● Offer clearly set out in each quarterly Tenant Newsletter
Extending our reach		
Plan to provide the level of resources needed to meet our development aspirations	● Agree an Investment Policy	● Investment Policy agreed at Board meeting April 2014
Set out the expectations for the scale, quality and type of growth over the Business Plan period and beyond	● Agree a Growth Strategy	● Growth Strategy agreed at Board meeting May 2014 ● Development progress reported at September 2014 and March 2015
Developing our organisation		
Becoming a better employer	● Work with the Investor In People framework to gain accreditation	● Accreditation gained by March 2015
Achieving value for money		
Identify a range of efficiencies designed to increase the surplus available to invest in growth and services	● Establish a comprehensive Value for Money plan	● Plan agreed April 2014 ● Gross margin of 30% delivered March 2015