

Appendix 2 - Delivery of shared housing outcomes via CBH Delivery Plan to 2023

The document below demonstrates how CBH Delivery Plan Priorities map to the Housing Outcomes Framework goals and measures of success

CBH Business Plan		Achieving carbon neutrality by 2030	Building and maintaining homes that support strong, sustainable communities	Modern, efficient services that meet the needs of our residents	Housing Outcomes Framework
CBH Aim	Priority				measures of success
Great Homes	Increase the supply of new homes				<ul style="list-style-type: none"> Number of new, high-quality homes delivered Regeneration schemes and strong new communities delivered Reduction in homelessness Increased income delivered
	Develop a Cheltenham Quality Standard				<ul style="list-style-type: none"> Maintaining and increasing tenant/resident satisfaction Improvement in wellbeing of residents Regeneration schemes and strong new communities delivered
	Develop a Carbon Neutral approach				<ul style="list-style-type: none"> Maintaining and increasing tenant/resident satisfaction Improvement in wellbeing of residents Balanced budgets & financially self sufficient Delivering social value from investments and partnering
Stronger Communities	Enhance our customer service and engagement				<ul style="list-style-type: none"> Maintaining and increasing tenant/resident satisfaction Increase in online and digital transactions
	Help Customers and neighbourhoods to thrive				<ul style="list-style-type: none"> Delivering social value from investments and partnering Improvement in wellbeing of residents People helped into work and training
	Partnership working				<ul style="list-style-type: none"> Delivering social value from investments and partnering Improvement in wellbeing of residents Increase income delivered Balanced budgets & financially self sufficient
	Reduce homelessness and rough sleeping				<ul style="list-style-type: none"> Reduction in homelessness Improvement in wellbeing of residents
Inspired People	Deliver on our People Plan to 2023				<ul style="list-style-type: none"> Employee satisfaction and engagement Efficiency savings delivered
	Embed our Sense of Purpose				<ul style="list-style-type: none"> Maintaining and increasing tenant/resident satisfaction Employee satisfaction and engagement
	Deliver our Accommodation Strategy				<ul style="list-style-type: none"> Employee satisfaction and engagement Efficiency savings delivered Balanced budgets & financially self sufficient
	Service Improvement Programme				<ul style="list-style-type: none"> Maintaining and increasing tenant/resident satisfaction Efficiency savings delivered Increase in online and digital transactions Balanced budgets & financially self sufficient
	Robust financial planning and monitoring framework				<ul style="list-style-type: none"> Balanced budgets & financially self sufficient Increase income delivered