

## 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"> <li>Number of new, high-quality homes delivered</li> <li>Regeneration schemes and strong new communities delivered</li> <li>Reduction in homelessness</li> <li>Increased income delivered</li> </ul>   |
|                      | Develop a Cheltenham Quality Standard              |                                     |   |   | <ul style="list-style-type: none"> <li>Maintaining and increasing tenant/resident satisfaction</li> <li>Improvement in wellbeing of residents</li> <li>Regeneration schemes and strong new communities delivered</li> </ul>   |
|                      | Develop a Carbon Neutral approach                  |                                     |   |   | <ul style="list-style-type: none"> <li>Maintaining and increasing tenant/resident satisfaction</li> <li>Improvement in wellbeing of residents</li> <li>Balanced budgets &amp; financially self sufficient</li> <li>Delivering social value from investments and partnering</li> </ul> |
| Stronger Communities | Enhance our customer service and engagement        |                                     |   |   | <ul style="list-style-type: none"> <li>Maintaining and increasing tenant/resident satisfaction</li> <li>Increase in online and digital transactions</li> </ul>  |
|                      | Help Customers and neighbourhoods to thrive        |                                     |   |   | <ul style="list-style-type: none"> <li>Delivering social value from investments and partnering</li> <li>Improvement in wellbeing of residents</li> <li>People helped into work and training</li> </ul>  |
|                      | Partnership working                                |                                     |   |   | <ul style="list-style-type: none"> <li>Delivering social value from investments and partnering</li> <li>Improvement in wellbeing of residents</li> <li>Increase income delivered</li> <li>Balanced budgets &amp; financially self sufficient</li> </ul>                               |
|                      | Reduce homelessness and rough sleeping             |                                     |   |   | <ul style="list-style-type: none"> <li>Reduction in homelessness</li> <li>Improvement in wellbeing of residents</li> </ul>  |
| Inspired People      | Deliver on our People Plan to 2023                 |                                     |   |   | <ul style="list-style-type: none"> <li>Employee satisfaction and engagement</li> <li>Efficiency savings delivered</li> </ul>  |
|                      | Embed our Sense of Purpose                         |                                     |   |   | <ul style="list-style-type: none"> <li>Maintaining and increasing tenant/resident satisfaction</li> <li>Employee satisfaction and engagement</li> </ul>   |
|                      | Deliver our Accommodation Strategy                 |                                     |   |   | <ul style="list-style-type: none"> <li>Employee satisfaction and engagement</li> <li>Efficiency savings delivered</li> <li>Balanced budgets &amp; financially self sufficient</li> </ul>  |
|                      | Service Improvement Programme                      |                                     |   |   | <ul style="list-style-type: none"> <li>Maintaining and increasing tenant/resident satisfaction</li> <li>Efficiency savings delivered</li> <li>Increase in online and digital transactions</li> <li>Balanced budgets &amp; financially self sufficient</li> </ul>                      |
|                      | Robust financial planning and monitoring framework |                                     |   |   | <ul style="list-style-type: none"> <li>Balanced budgets &amp; financially self sufficient</li> <li>Increase income delivered</li> </ul>   |