**Business Plan September 2014**

**Business Plan**

Objectives are integrated into the JMB’s annual workplan and our performance management process for staff.

All sub groups need to integrate regular feedback on progress and consideration of resources requirements into their agenda.

1. **Emergency Incident**

Southwark will provide support with emergency re-housing. Southwark has commissioned the Red Cross to provide blankets for emergency accommodation.

We are doing a data cleansing exercise so that we can more accurately identify residents with high support needs.

1. **Business Continuity**

Southwark Emergency Officer is checking whether we use Tooley Street on a short term basis.

We need to start planning to use the Roundhouse or Decima street i.e. how would we get computer and phone links in quickly. An incident that makes the JMB office unusable may have the same affect on Bermondsey Village Hall.

Finance Manager is making arrangements for cloud storage of data.

Insurance cover is in place.

Managers need to ensure that they have home access to a telephone tree for their staff.

1. **Equalities Plan**

Trips: This year’s summer trips have been our most socially inclusive. Anne and Len are thinking about how this positivity can be captured

Mental health: Training for staff being sourced

Equalities info by estate: Awaiting smartbrowser up-grade

High support needs: Categories re-defined. Specification to be given to Sarah

Seldom seen/ seldom heard: IT query being re-defined

Domestic violence: Southwark is having a real push on this and we should integrate this into our approach

1. **Safeguarding**

Safeguarding is about identifying and supporting vulnerable residents

Len has been appointed safeguarding officer. Kelly will liaise with estate staff

Anne/ Len need to write a safeguarding protocol (how staff, residents & contractors raise concerns)

JMB has been invited to attend Southwark safeguarding group

Len and Kelly booked onto Southwark training. Andy will investigate whether level one training can be procured for staff and directors.

1. **Repairs reliability**

Need to set up a residents’ group to review the repair process.

Weekly meetings are happening to review difficult repairs.

1. **Risk analysis**

I need to get to develop the risk analysis undertaken at the awayday into a risk management plan.

1. **Resident Involvement Strategy**

Tenants fund criteria has been issued to all resident associations and community facility licence agreements issued to Lawson, Kipling and Decima street resident associations.

1. **IT Plan**

MIS and smart browser up-grade to be tested

High support needs: specification awaited

Seldom seen/ seldom heard: new query being worked on

Arrears escalation: Being loaded up to NSP stage

On-line payment via website being worked on

1. **Maximise housing supply**

Kipling site transfer agreed

Design team appointed

Design for Kipling being firmed up

Aim new homes built by Jan 2016

Informal ‘Better Fit’ working relatively well

External consultant and lawyers procured to bolster response to unlawful occupation

1. **Fire safety**

Fire safety works prioritised in major repair programme

RLO (Simon) is accompanying the fire risk assessor, so we get a better understanding of issues

RLO is issuing advice to residents in higher risk blocks

Customer services/ Simon responding to blocked fire pathways

Security gates are being taken down after high security front doors are fitted

Ron/Kelly sorting out fire signage

JpE re-organising bin storage

1. **Communication strategy**

Regular posting of news has increased website usage by 83%

Need to review standard letters

Need to review information held on website

Communication and Participation job being recruited to

Customer services to devise an on-line parking permits process

Up-date 6.10.14