

CASE STUDY:

A plan for the future

The East Thames Strategic Plan 2010 -2015 sets out where we want the business to be in 2015 and how we plan to get there. It's a challenging time with major changes in the industry and less public investment.

There's a lot of work to do over the next few years, but we've started this work, including a programme of significant change and improvement to help us deliver outstanding services in a sustainable and effective way, making sure our customers are at the heart of everything we do.



1. Deliver good housing services

By 2015 we will have worked with our residents to establish and meet agreed standards on housing service delivery and as a result will

have improved the services we provide to them.

2. Be a strong business



By 2015 we will have ensured that we remain an independent organisation valued by our stakeholders and focusing our activities on making a real difference in east London and Essex.



3. Improve lives

By 2015 we will have delivered a range of services to our residents and other local people which will improve their life chances

by providing care and support and by accessing training, employment and a range of community development opportunities.

4. Build quality developments



By 2015 we will have contributed to the physical regeneration of the neighbourhoods in which we work and will have provided well designed and cost effective new homes to

local people on low and modest incomes.

5. Maximise Olympic opportunities

By 2015 we will have contributed to the creation of a new and successful community at the Olympic Village and helped to ensure that the 2012 Olympics and its legacy has provided real benefits to local people.

