Our 2017/18 Business Priorities

Each year, we will set out our priorities, which will help us achieve our five year outcomes. Here are our priorities for 2017/18:

**Customers**

☑️ **Outcome**
By 2020 we will:
Deliver services that exceed our customers’ aspirations, whilst encouraging their independence.

**How we will do it in 2017/18?**
- Enhance use of customer insight to influence a more individualised approach to customer service
- Deliver year three of our offer document promises
- Improve Salix Homes online offer to customers to encourage self service
- Establish a modern and sophisticated approach to customer engagement to increase quality and coverage

**Communities**

☑️ **Outcome**
By 2020 we will:
Have healthy communities where people aspire to live, work, invest and belong.

**How we will do it in 2017/18?**
- Launch Skills and Work Strategy
- Understand our capacity to optimise health and wellbeing partnerships delivering against a shared local priority
- Introduce a Communities Strategy
- Understand the impact of the Salix Homes pound in local communities
COLLEAGUES

☑️ OUTCOME
By 2020 we will:
Have employees who feel empowered, valued, trusted, recognised and equipped.

How we will do it in 2017/18?

- Launch Learning and Development Strategy to enable colleagues to shape their career and fulfil their potential
- Embed our new values and behavioural competencies
- Deliver our approach to supporting our employees’ wellbeing
- Work in partnership with colleagues through ‘Your Salix’ to improve employment offer

CORPORATE

☑️ OUTCOME
By 2020 we will:
Be a thriving business that is recognised as a leader and a key partner in Salford and the wider regions.

How we will do it in 2017/18?

- Improve our understanding of the financial impact of decision making
- Deliver our business plan and associated savings programme
- Deliver our Business Development Strategy
- Promote recognition of Salix Homes as a positive and proactive partner