

Our plan for 2026 to 2029



**Easy
Read**

Easy Read



This is an Easy Read version of some information.

It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

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What do you think about this Easy Read booklet?

Please fill in this survey to tell us what you think: www.easy-read-online.co.uk/easy-read-feedback-survey

About this booklet



This booklet is from Salix Homes.
We provide homes for people in Salford.



We have written a plan for how we want to work over the next 3 years.

Our plan is called **The Salix Way**.



This booklet is an Easy Read copy of our plan.

What we want

Over the next 3 years, we want to:



- Provide homes that are safe to live in, warm and looked after.



- Provide homes that people can afford.



- Support all of our **customers** and our staff.

Our **customers** are the people who live in homes that we provide or who use our services.

Our values



Organisations use **values** to guide how they behave and make decisions.

Our values are:



- Being **trustworthy**, which means we will do what we say we will do.



- Being **successful**, which means we will make a real difference to people's lives.



- Being **inclusive**, which means we will listen to and respect everyone.

Our goals



Our plan includes 5 goals that we want to achieve over the next 3 years.

Goal 1

Goal 1 is to make sure that our customers:



- Have access to good services they can trust.



- Have the chance to take part in improving the area they live in.

We will achieve goal 1 by:



- Making sure our services are easy to use for everyone.



- Planning our services around what matters most to our customers and what they need.



- Listening to what customers think of our services, and using what they say to improve.



- Making sure our staff have the right skills to help our customers.



We will also achieve goal 1 by doing more to reach customers who need extra support with our services.

Goal 2

Goal 2 is to have staff who:



- Have the right skills they need to do their job well.



- Feel supported by us.

We will achieve goal 2 by:



- Making sure our staff feel supported and respected while at work.



- Helping our staff grow into strong leaders.



- Supporting our staff to get better at their jobs and provide good services.



- Hiring staff who are from different backgrounds.

Goal 3



Goal 3 is to make sure that the housing we provide is safe, warm and looked after.

We will achieve goal 3 by:



- Doing repairs on homes when they are reported.



- Improving the **energy efficiency** of our homes.

Energy efficiency means using less energy to do the same job.

We will achieve goal 3 by also:



- Collecting better information about our housing, so we can plan how to improve our homes.



- Continuing to build housing that meets the needs of people across Salford.

Goal 4



Goal 4 is to make sure that our customers feel like they are part of a good **community**.

A **community** is a group of people living together in the same area.

We will achieve goal 4 by:



- Working with our customers to make sure their voices are heard.



- Working to solve the issues that matter most within our customers' communities.



- Helping our customers to create safe and welcoming places to live.



- Offering more opportunities for young people within our communities.

Goal 5



Goal 5 is to make sure that we are a well-managed organisation.

We will achieve goal 5 by:



- Using new technology to keep our organisation safe and working well.



- Making sure we are spending our money in the right way.



- Providing good services to our customers.

We will achieve goal 5 by also:



- Getting better at spotting and managing risks so our organisation stays safe.



- Continuing to get good results when we get inspected.

Find out more



You can look at our website here:

[www.salixhomes.co.uk/
thesalixway](http://www.salixhomes.co.uk/thesalixway)