2024-2029 CORPORATE PLAN

PURPOSE

We exist to provide, support and promote co-op and community-led housing solutions.

VISION

We want to grow co-op and community-led housing to see more people living and working in co-operative ways.

VALUES

We believe that how we work is as important as what we do. The values that underpin our work are:

- **Unity: We work as one team, with one reputation**
- **Trust: We strive to be reliable, fair, and acting with integrity**
- **Intention: We know why we do things, we have plans and we monitor them**
- **Impact: We care about the impact that we have on others**
- **Collaboration: We achieve more when we work with others**
- **Communication: We seek understanding as a basis for win/win solutions**
- **Kindness: We are brave and honest, facing difficult issues with empathy**

2024-2029 CORPORATE PLAN

PRINCIPLES

Principle 1: Committed to all 3 business streams: landlord services; management services; growth and development

Principle 2: Each business stream is financially viable.

Principle 3: Continue to be an independent, small (under 1000) housing association.

ANNUAL THEMES

Year 0 (23/24)	Year 1 (24/25)	Year 2 (25/26)	Year 3 (26/27)	Year 4 (27/28)	Year 5 (28/29)
MAKING THINGS WORK BETTER	FOUNDATIONS AND TRANSFORMATION	IMPLEMENTATION AND CELEBRATE 50 YEAR ANNIVERSARY	IMPROVE AND REVIEW	ADAPT AND CHANGE	REFLECT AND PLAN

FOR EACH YEAR

WE HAVE THREE PRIORITIES: A, B and C

WE HAVE A PLAN WITH EIGHT GOALS: A1, A2, A3; B1, B2; C1, C2, C3.

PILLARS

Pillar 1: Financially sustainable

Pillar 2: Legally and regulatory compliant

Pillar 3: Customer and community focussed

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2024/25 PRIORITIES

Theme: Foundations and transformation

Priority A: Efficient and effective service delivery and investment.
Priority B: Working co-operatively with communities and customers to make a difference.
Priority C: Having an influential impact on wider sector and society.

2024/25 PLANS

Priority A Goals

A1: Review and adapt operating model and costs.
A2: Maximise the benefit of technology.
A3: Data driven asset management strategy and delivery.

Priority B Goals

B1: Learning what matters to our customers and acting on it.
B2: Explore ways for CDS residents to have a meaningful and lasting role in their homes and communities.

Priority C Goals

C1: Develop commercial models for growth in CLH
C2: CDS recognised as an innovator and influencer in the social housing sector.
C3. CDS growth plan developed.

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