

Number	Business plan objective	Values	Topic	One year commitment	Measure of success	Responsible team	Lead officer	Target date	Progress to date	Status
1	Our homes	Accountable Personal Listen	Equality assessments (EAs)	EAs to be in place for individual schemes where development is on site or where formal consultation is to take place.	Equalities assessment is in place for Ronald House by April 2022 and for Trickett House prior to start on site, in late 2022	Development / Housing	DPM	03.04.22	Equalities assessment in place. @ Ronald House; updated ahead of the decants.	
2	Our residents	Accountable Listen Kind	"Together with Tenants" Residents' Charter	To carry out quarterly meetings during 2022 / 2023 with the Residents' Charter group and to review the Charter after 1 year	SHS Charter is in place as per expectations of residents and the Regulator for Social Housing	All	OD	31.03.23	Meetings are continuing each quarter. One-year review is due in September. Results are positive.	
3	Our people	Enjoy what we do Accountable	STAR survey	Ensure results from the STAR survey are shared with residents and staff and that actions are in place to improve as necessary	Staff aware of STAR results and working to improve areas identified as in need of improvement. Staff receive appropriate training to better understand the needs of residents	SMT	OD	31.12.22	Action plan in place with actions was due to complete by June 2022. Less than a dozen queries still to be fully addressed, relating to property matters e.g. sustainability. Training relating to relevant disabilities to be provided in the autumn (walking in different shoes)	
4	Our communities	Accountable	Monthly equality, inclusion & diversity information alerts	Monthly equality, inclusion & diversity information alerts to be issued to all staff to heighten awareness for staff on various issues impacting on health, wellbeing, awareness of diversity, equality and inclusion	Improved / wider understanding of a variety of equality issues amongst staff	SMT	OD	31.03.23	April: April fools' day May: World red cross day June: Global wellness day July: Non-binary peoples day	
5	Our people	Accountable	SHS is a living wage employer	Promote SHS as a living wage employer as this supports SHS's approach to being a fair and equitable employer	SHS continues to be a living wage employer with greater awareness amongst staff and stakeholders, using our website and social media services to promote SHS being a living wage employer	SMT	CE	28.02.23	Approved contractors, consultants & service providers reconfirmed their compliance with living wage salaries; approved by Board in February 2022	
6	Our people	Accountable Bold	SHS to comply with the spirit of the "Inclusive London" agenda	SHS to contribute to the London Mayor's Inclusive London agenda by tackling inequality by providing additional affordable homes	New homes are let to people in need at Norman House and Ronald House	Development / Housing	CE	31.12.22	We anticipate letting the new homes at Norman House during Sept / Oct 2022	
7	Our people	Accountable	SHS to meet the London Mayors "Good work Standard"	As an investment partner with the GLA, SHS is contractually required to meet minimum standards. SHS will assess itself against the requirements as per grant arrangements	Bridges Court, Lancelot House, Norman House and Ronald House are assessed against the GLA standards and outcomes reported to SMT / Board	Development	CE	31.03.23	Review of compliance with "Good work standard" carried out in July 2022. This standard is aimed at large partners with the GLA and others are encouraged to review. We meet the "achievement" standard across the board	