

Appendix 1

Summary of BHP Recovery Plan

The BHP Business Recovery Plan has been produced by BHP in response to a number of performance concerns. It sets out the key areas for performance improvement for the period January to June 2016 and it is proposed to extend this period to end September 2016.

The aim of the Business Recovery plan is to raise BHP's performance to a level that is equal to, or better than, comparable housing management organisations in London and to meet the Council's corporate service standards. It sets out the priority areas, key actions and milestones, the support to be provided by the council to assist BHP, and the outcomes to be achieved. The main Business Recovery Priorities and outcomes are summarised in the table below.

Business Recovery Priority	Key Outcomes
Senior Leadership and Governance	<ul style="list-style-type: none">• Business Recovery Plan implemented• New senior management structure established• Audit recommendations fully implemented
Capital Programme Management and Delivery	<ul style="list-style-type: none">• Revised stock investment and compliance structure established• Programme for planned maintenance works to 1,700 units in 16/17 effectively mobilised
Landlord Services Performance	<ul style="list-style-type: none">• Improved repairs performance including 90% satisfaction• All complaints and Member Enquiries responded to on time and reduced volume of complaints• Void performance at upper quartile• Increased tenant and leaseholder satisfaction levels
Corporate and Financial Compliance	<ul style="list-style-type: none">• Improved procurement arrangements and compliance assurance
Efficiency and Effectiveness	<ul style="list-style-type: none">• 16/17 savings implemented• Improved effectiveness and value for money through reviews with council of disabled adaptations and Anti-social behaviour services
Support for Staff	<ul style="list-style-type: none">• Improved staff morale and working culture

Whilst the Plan sets specific outcomes and targets the Business Recovery Plan remains a live document with additional issues added when identified and further actions required to achieve the targets set.

Responsibility for the achievement of the Plan rests with BHP's Board working through the Interim Management Director and Senior Leadership Team. A joint BHP and council Transformation Board oversees the implementation of the Plan.